

# Greater Anglia increasing frequency of intercity service

June 11, 2021



Greater Anglia is due to increase the frequency of the intercity service between Norwich and London in response to growing passenger numbers and customer feedback.

From Monday 21 June, an extra 12 services will be added to the weekday timetable, bringing the intercity service up to 77 per cent of the pre-pandemic timetable.

Greater Anglia started to run a reduced service in the first lockdown in March last year, as passenger numbers fell.

Since then the company has made further changes to the timetable, in line with changing guidance and restrictions, working closely with the Government, who stepped in to fund the railway as passenger numbers dropped due to the pandemic.

With the additional intercity services, Greater Anglia will be running about 86 per cent of its normal timetable.

The extra services being re-introduced are:

- From Norwich to London Liverpool Street, serving the usual intermediate stations, departing at: 09.32, 10.30, 11.32, 14.30, 15.30 and 16.30
- From London Liverpool Street to Norwich, serving the usual intermediate stations, departing at: 12.00, 13.00, 14.00, 17.00, 17.50 and 19.02

The reinstated services will also improve connections with rural services from Ipswich and Norwich.

Drinks and snacks are available on board most intercity services from either the café bar or an at seat trolley service.

Intercity services are now completely operated on brand-new longer trains with more seats, better accessibility – including a retractable step at every door – and improved passenger information screens.

Greater Anglia managing director Jamie Burles said: “Customers have asked us to increase the frequency of the intercity service – and I’m very pleased that we’re able to meet their request.

“We’ve seen passenger numbers increase as lockdown restrictions have eased and we’re now carrying about 50 per cent of our pre-pandemic passenger numbers across the network.

“As more people return to rail, we are seeing some trains and stations getting busier. We’re encouraging customers to use the full length of trains and platforms, but it may not always be possible to socially distance.

“We have a less busy trains tool on our website, so people can opt for a quieter train. Face covering compliance is high on trains and stations and our trains are well ventilated either by air conditioning which replaces air inside the train every six to nine minutes or by open windows.

“We’re also continuing with enhanced cleaning and sanitisation of our trains and stations, doing everything we can to keep customers safe.”

Full details of the revised timetable and measures Greater Anglia is taking to keep people safe are available from [www.greateranglia.co.uk](http://www.greateranglia.co.uk).

*Photo credit: Greater Anglia*