

Rail teams' focus on performance leads to a 10-year high

December 7, 2020



Thorough training and expert technical support from rail staff in East Anglia is helping Greater Anglia continue to deliver very good train punctuality for the region.

In November, 91.96 per cent of the company's trains ran on time – the highest punctuality figure in November for over 10 years and the second best of the last 20 years.

The continued run of good performance is partly down to the operator's new regional trains' better performance capabilities, with improved acceleration and deceleration, compared to the old trains they replaced. They also recover more quickly from any incidents that do occur. As a result, regional route performance was particularly good again over this recent period.

Greater Anglia's teams have also been credited with improving performance.

Managing Director, Jamie Burles, said: "The quality of our people is intrinsic to the success of our business and their commitment and dedication through a challenging time has really shone through over the last few months.

“Our teams have played a crucial part in improving reliability and punctuality through intensive training for the train crew and drivers of the new trains, technical support from the control room during disruption or if the train crews need help to rectify a fault, and the expertise of the crews who carry out investigations, repairs and upgrades.

“I’m really pleased that we have continued to run punctual, reliable services for those who have been travelling, during what has traditionally been one of the less consistent and punctual periods of the year for performance.

“These continued good results demonstrate that our new regional bi-mode trains and the teams that operate them are delivering real improvements in punctuality, coping better with the challenges of autumn than our old trains, and helping to transform journeys for people in the region.

“We continue to work hard with Stadler to further improve the trains’ performance and deliver consistently high punctuality and reliability in the months and years ahead.”

For the four weeks ending 15 November, the Norwich – Sheringham line recorded the highest punctuality on the Greater Anglia network, with 97.7 per cent of trains running on time, followed by the Norwich – Great Yarmouth line at 96.3 per cent.

Other top performing routes included the Norwich – Lowestoft route at 96.1 per cent, the Norwich – Sheringham line at 97.6 per cent, the Norwich – Cambridge line at 95.9 per cent and the Marks Tey – Sudbury line at 95.8 per cent.

90.67 per cent of Greater Anglia’s Norwich, Ipswich, Colchester – London Intercity services ran on time.

Greater Anglia’s West Anglia services also continued to improve with punctuality of 95.21 per cent, with 92.42 per cent of Stansted Express services running on time.

Greater Anglia continues to ensure that rail travel is safe for staff and passengers with an enhanced cleaning regime, on stations and trains, concentrating on high-touch areas such as push buttons, grab rails and door handles.

The train operator has also introduced a wide range of measures to make it easier for customers to maintain social distancing at stations and on trains – including floor markings, one-way systems, new signs and queuing systems.

It is now mandatory for customers to wear a face covering when using public transport, to help reduce the spread of COVID-19. Children under the age of 11 and people with a disability or illness which means they cannot wear a face covering are exempt from wearing them.

Photo credit: Greater Anglia