

Very good Greater Anglia performance in March

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Performance figures for Greater Anglia show the company delivered very good punctuality results in March.

The train operator achieved a result of 91.84% across its network during the month, with even better performance during the period after the revised timetable began on 23 March – ensuring key workers benefitted from a reliable service.

The best results for March were on the Manningtree to Harwich line at 98.8%, the Norwich to Sheringham line at 96.7%, the Marks Tey to Sudbury line at 95.7%, the Ipswich to Felixstowe line at 95.1%, London to Chelmsford/Colchester/Clacton services at 93.8%, the Norwich to Cambridge line at 93.7%, the Ipswich to Cambridge/Peterborough lines at 93.3%, the Norwich to Great Yarmouth line at 93.1%, the Norwich to Lowestoft line at 92.1% and the Norwich – Intercity services at 91.9% punctuality.

West Anglia performance was 90.2% which, whilst still good, was slightly lower due to an incident where

overhead lines were damaged by a fallen tree.

In the first nine days of the revised timetable, designed to provide a core service for key workers, punctuality was consistently between 93% and 99%, reflecting the dedication and commitment of Greater Anglia staff, in partnership with colleagues from Network Rail, to deliver an excellent service for those who do need to travel.

The operator is reiterating that only essential journeys should be made, with everyone else staying at home in line with government advice.

But for those whose journeys are absolutely essential, the core service, which sees an hourly frequency on most routes, is providing enough trains with enough seats to ensure social distancing guidelines can be fulfilled.

Greater Anglia is monitoring passenger numbers on a daily basis to ensure the revised timetable remains fit for purpose.

The cleaning programme for trains and stations has been stepped up, with particular attention to touch points, including push buttons, grab rails and door handles, and topping up of soap, water and toilet roll, to help prevent the spread of the virus.

The current revised timetable is in place until further notice. Full details, along with information about refunds and revised ticket office hours, are available on the Greater Anglia website.

Jamie Burles, Managing Director, Greater Anglia said: "I'd like to thank everyone at Greater Anglia for delivering a very good service during these challenging times. We are committed to providing the best possible service for key workers and anyone else who still needs to travel."

Click [here](#) to read from Greater Anglia's Head of Performance and Planning about how the timetable was basically drawn up from scratch overnight.

Photo credit: Greater Anglia