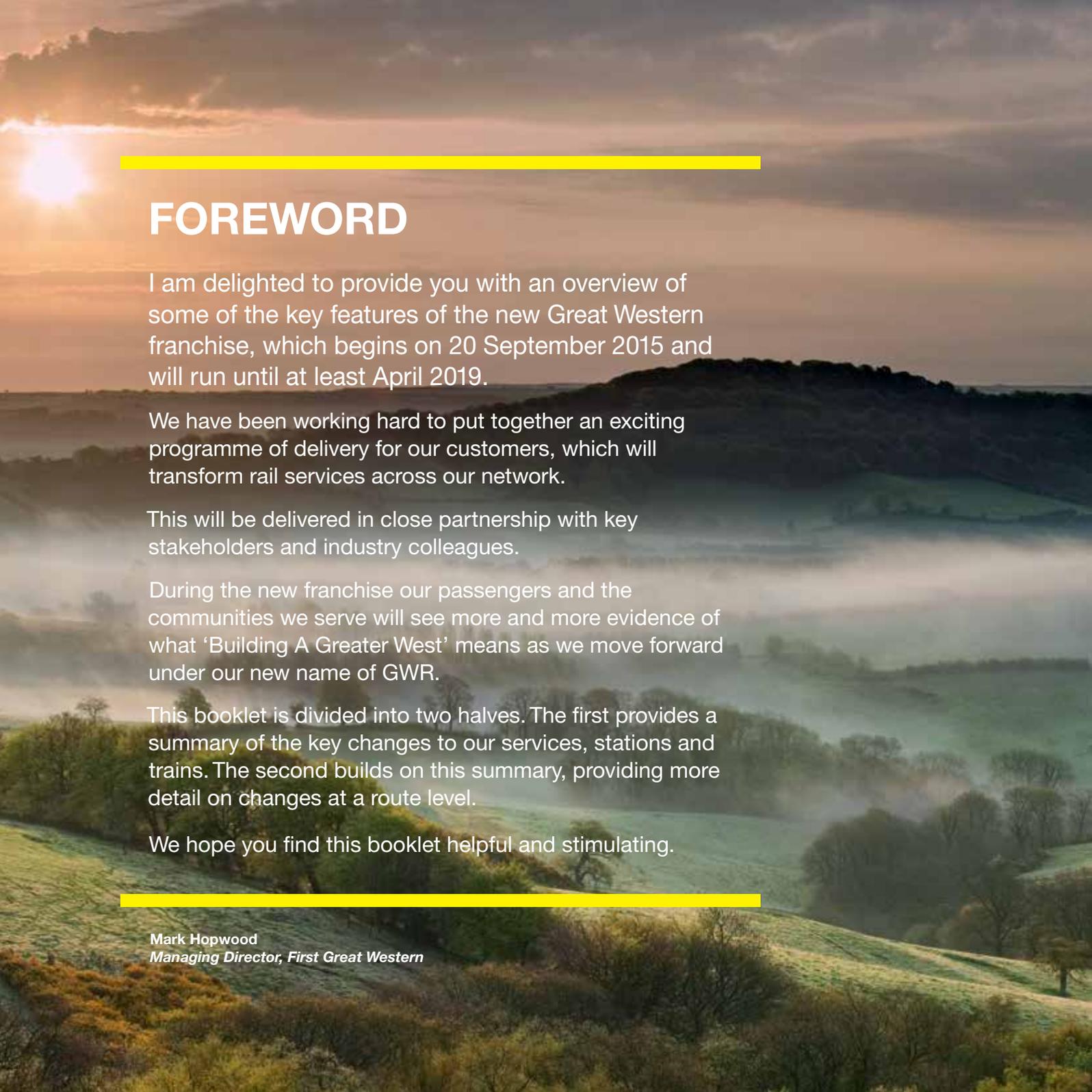


A large steel truss bridge spans across the frame, illuminated by the warm, golden light of a sunset. The bridge's intricate steel structure is highlighted against the darkening sky. The scene is captured from a low angle, looking up at the bridge's massive steel beams and supports.

**BUILDING A GREATER WEST**

**Our new Great Western  
Franchise**

**GWR**



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# FOREWORD

I am delighted to provide you with an overview of some of the key features of the new Great Western franchise, which begins on 20 September 2015 and will run until at least April 2019.

We have been working hard to put together an exciting programme of delivery for our customers, which will transform rail services across our network.

This will be delivered in close partnership with key stakeholders and industry colleagues.

During the new franchise our passengers and the communities we serve will see more and more evidence of what 'Building A Greater West' means as we move forward under our new name of GWR.

This booklet is divided into two halves. The first provides a summary of the key changes to our services, stations and trains. The second builds on this summary, providing more detail on changes at a route level.

We hope you find this booklet helpful and stimulating.

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**Mark Hopwood**  
*Managing Director, First Great Western*

# BRAND NEW GREAT WESTERN FRANCHISE

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## Overview

- This is a brand new franchise, which will follow on from First Great Western's current Direct Award
- The core franchise period will last from 0200hrs on Sunday 20 September 2015 to 0159hrs on Monday 1 April 2019 (3 Years and 7 Railway Periods)
- The Department for Transport may, at its sole discretion, extend the franchise by up to a further 13 periods (up to one year)
- The new franchise covers the whole of the existing Great Western franchise area, including the South West
- FGW will pay the Government a premium of around £68 million to operate the franchise over the core term up until April 2019

## Aims

- During this new direct award franchise ("DA2") First Great Western will build on our experience, the success of our national and local partnerships, and our record of delivery to deliver a thriving franchise, which spreads benefits throughout the region we serve
- We will work in close partnership with the Department for Transport (DfT), Network Rail (NR), Agility Trains and key stakeholders to fully realise the benefits of the £7.5bn Great Western Route Modernisation Programme (GWRMP)
- We will combine infrastructure, station and rolling stock investment with new timetables (2 major changes: May 2017 and December 2018) to deliver substantial passenger benefits, with major capacity improvements

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“There is a massive programme of infrastructure and rolling stock investment that is being made by this Government in the franchise as part of our long term economic plan.... Having a stable partner that understands the complexities of this vital franchise throughout these works will allow for better value for money during this award and enable us to get to a “steady state” operating pitch on which to build the next franchise competition.”

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**Claire Perry, Parliamentary Under Secretary of State,  
Department for Transport - Extract from letter to  
Parliamentary colleagues, 10 October 2014**

## Key Challenges

### **The key challenges we will face and address are:**

- Looking after our customers and colleagues through a period of tremendous change
- Ensuring we use this unprecedented opportunity to transform the passenger experience in every respect, and retain and grow the customer base
- Increasing localism is driving more grant funding decisions to the regions. We will deepen our relationships and work hard to make the case for new funds to be invested in our network and services
- Managing project inter-dependencies that impact across the network, our fleet and at the vast majority of our engineering depots, to avoid costly slippage or mistakes
- Undertaking the complex management of relationships with NR, Crossrail, TfL, Hitachi, Agility Trains, Bombardier and other key business partners and suppliers to deliver the envisaged benefits from the key programmes. This process will involve substantial staff transfers
- Electrification of a diesel railway operation, affecting virtually all our employees
- Addressing unprecedented levels of staff recruitment and training, and
- Managing the potential early vacation from Old Oak Common to facilitate HS2

# KEY CUSTOMER BENEFITS

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The new deal brings together a range of benefits for customers and communities by the end of the franchise period, including:

- New or updated trains in every area of the network – including proposals for a brand new fleet of privately funded intercity trains for services to and from Devon and Cornwall - creating three million additional seats a year for customers across the network
- Faster trains between South Wales, Bristol and London, cutting journey times into Bristol Temple Meads by up to 17 minutes and Cardiff by up to 14 minutes
- More direct trains into Devon and Cornwall, doubling the number of trains into and out of Cornwall, and reducing journey times between Paddington and Penzance by up to 14 minutes
- More seats for local commuters on key routes across the franchise including Bristol, Exeter, Cardiff to Portsmouth, Oxford and Gatwick services. There will be a 16% increase in peak capacity into London Paddington

**CLASS 365 - 21 X 4 CARS**



**CLASS 387 - 37 X 4 CARS**



# TIMETABLE CHANGE SUMMARY

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## **Service Level Commitment (SLC) 1**

### **– until May 2017**

- A number of changes have or are being made ahead of franchise commencement, including some West of England enhancements (December 2014) and increased frequency on North Cotswolds (May 2015)
- We want to run our first electric (EMU) services between Paddington and Hayes in Spring 2016

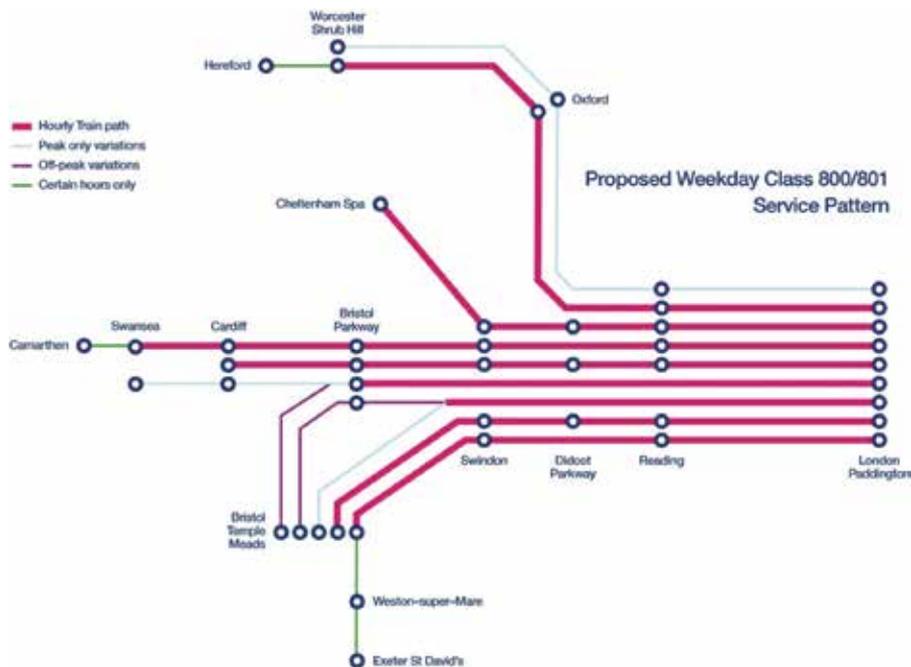
### **SLC2 May 2017**

- By May 2017 we plan to have fully deployed our fleet of EMUs in the Thames Valley (Class 387 and 365), albeit branch line electrification will still be in hand
- Through trains to London from Thames Valley branches will cease (Greenford, Henley and Marlow/Bourne End), and there will be a reduction in Bedwyn/Kintbury/Hungerford through services
- EMUs will replace peak service HSTs on the Paddington-Oxford route
- Changes to Frome-Paddington, Paddington to Bristol via Newbury and Paddington to Frome services

- There will be an increased service frequency on the North Downs route (Reading to Redhill/Gatwick) of 3 trains per hour (currently 2tph)
- We will switch some current West of England via Bristol services to the Berks & Hants route (via Newbury), to enable the progressive introduction of brand new Super Express Trains from summer 2017 onwards
- Additional early London to Cornwall service (and midday return) and additional Weston-super-Mare to London service
- Alterations to North Cotswolds services, extending more services to Worcester and Great Malvern
- Additional evening peak high speed services to Cheltenham (1642) and Bristol (1912)
- Cascade of the Turbo fleet from the Thames Valley to the West to provide additional capacity in Bristol area and on the Cardiff-Portsmouth route. Class 158s retained for longer distance West services

# TIMETABLE CHANGE SUMMARY – FROM DECEMBER 2018

- Standard off-peak pattern: 2 tph London to Bristol via Bath and Chippenham, 2 tph London to Bristol Temple Meads via Bristol Parkway, 2 tph to South Wales via Bristol Parkway, 1 tph North Cotswolds
- Provides increased frequency and reduced journey times
- In the peak the service will be structured slightly differently with a third Bristol Temple Meads service via Bath and a third South Wales service
- All peak trains will be formed of 9 or 10-car Super Express Trains
- Some trains from our West of England fleet will move to our North Cotswolds route



# TIMETABLE BENEFITS

## December 2018 - High Speed Services, Bristol South Wales and Cotswolds Routes

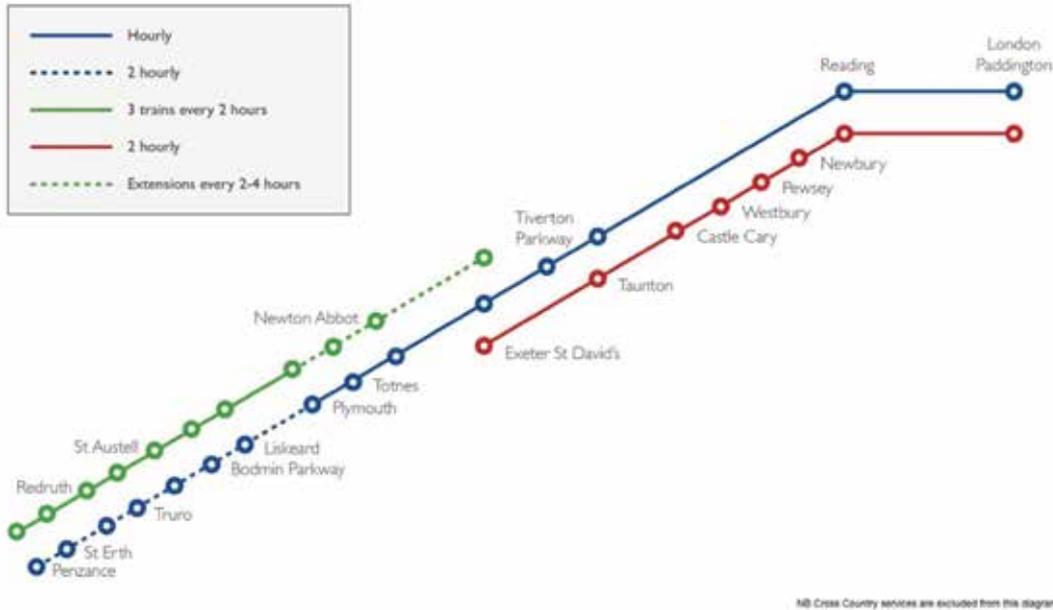
- The journey time improvements for long distance services contemplated by our December 2018 timetable and new dedicated long distance trains are particularly attractive:

| Journey                              | 2013                           |                                 | December 2018                       |                                | Improvement             |                         |
|--------------------------------------|--------------------------------|---------------------------------|-------------------------------------|--------------------------------|-------------------------|-------------------------|
|                                      | Fastest                        | Typical                         | Fastest                             | Typical                        | Fastest                 | Typical                 |
| <b>London – Bristol Temple Meads</b> | <b>96 mins</b><br>(1hr 36min)  | <b>105 mins</b><br>(1hr 45min)  | <b>79 mins</b> (via BPW 1hr 19mins) | <b>90 mins</b><br>(1hr 30min)  | <b>17 mins</b><br>(18%) | <b>15 mins</b><br>(14%) |
| <b>London - Cardiff Central</b>      | <b>119 mins</b><br>(1hr 59min) | <b>127 mins</b><br>(2hr 7min)   | <b>105 mins</b><br>(1h 45mins)      | <b>113 mins</b><br>(1hr 53min) | <b>14 mins</b><br>(11%) | <b>14 mins</b><br>(11%) |
| <b>London - Cheltenham</b>           | <b>126 mins</b><br>(2hr 6min)  | <b>130 mins</b><br>(2hrs 10min) | <b>115 mins</b><br>(1hrs 55min)     | <b>120 mins</b><br>(2hr)       | <b>11 mins</b><br>(7%)  | <b>15 mins</b><br>(9%)  |
| <b>London - Hereford</b>             | <b>183 mins</b><br>(3hr 3min)  | <b>190 mins</b><br>(3hrs 10min) | <b>176 mins</b><br>(2hrs 54min)     | <b>180 mins</b><br>(3hr)       | <b>7 mins</b><br>(3%)   | <b>10 mins</b><br>(5%)  |

## December 2018 - South West Services

- Standard pattern hourly service from London running non-stop between Reading and Taunton extending hourly to Plymouth and 2 hourly to Penzance. Depending on stock choice trains may split at Plymouth, with half the train continuing to Penzance
- Rolling stock will be either refreshed High Speed Trains, equipped with automatic doors and accessible toilets, or new trains. A decision on rolling stock will be taken by the Department for Transport by June 2015
- The core intercity service will be supported by a two hourly stopping service between Paddington and Exeter to provide connectivity to the intermediate stations. Paignton will be served by 3 intercity services each way (Mondays-Fridays)
- In partnership with Cornwall Council, FGW will work to equip stations in Cornwall with Wi-Fi
- Air-conditioned 90mph Class 158s will replace 75mph Class 150s on Plymouth-Penzance local services, with some extensions to Exeter
- The combination of local, inter-city and Cross Country services should provide a 2tph service frequency on the Cornish Main Line

## FGW West of England HSS and Cornish Main Line services - December 2018



## OTHER KEY AREAS

### London & Thames Valley

- The peak timetable is designed to spread loads and provide faster journeys from key markets, and will be integrated with our high speed service offer
- 110mph EMU operation will enable faster Oxford and Newbury services
- Additional Oxford to London and peak hour fast trains from Swindon (am) to/from Didcot (am & pm)

### West

- Bristol travel to work capacity is greatly increased from May 2017, although service patterns expected to remain similar to now (pre MetroWest)
- Additional peak services between Swindon and Gloucester (from Swindon am and to Swindon pm)
- Increase in frequency in Exeter area (2tph Exmouth to Paignton)
- Introduction of enhanced Cornish mainline service
- Standard high speed mainline services enables consistent branch line timetables

# SOUTH WEST HIGH SPEED SERVICES TRANSFORMATION

## May 2017

- We will increase the number of services between London & Penzance by one train in each direction
- We will provide an earlier direct first inter-city service to the South West at c.0637 from Paddington, arriving in Exeter by c.0845, Plymouth by c.0945 and Penzance by c.1140
- The number of Devon and Cornwall services operating via Bristol will reduce, to facilitate the introduction of the Super Express Trains. By operating via Berks and Hants route the mid-morning Paddington-Paignton service will get to Exeter over 30 minutes faster than now and the 0741 Penzance-Paddington will be 29 minutes faster end-to-end than at present
- The stops between Weston-super-Mare and London will be covered with services via Bath

## May 2018 onwards

- There are insufficient Super Express Trains to operate the South West high speed services
- FGW has evaluated 3 options for service operation from 2018 onwards:
  1. Retaining High Speed Trains, upgraded with powered doors, DDA-compliant toilets and further reliability improvements
  2. Bringing in existing trains from other inter-

city routes

### 3. Introducing a fleet of new trains

- The second option has been discounted since suitable trains are not available to meet these timescales
- To help inform the third option FirstGroup has conducted a competitive procurement exercise for new trains. This has been completed and a successful bidder, subject to contract and DfT approvals has been selected – Hitachi Rail Europe – for a fleet of AT300 trains
- A procurement exercise led by FirstGroup to identify a preferred supplier to finance the acquisition of new trains is at an advanced stage
- A final decision as to whether to retain HSTs on services to the South West or to opt for new trains will be taken by DfT by the end of June 2015
- The selection of new trains would lead to a number of additional benefits:
  1. Greater on-board capacity
  2. Faster journey time
  3. A future proof capability that supports further benefits to be captured if electrification is extended to the South West

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First has selected the Hitachi AT300 as its preferred rolling stock for FGW West of England services, if new trains are selected. The AT300 is a bi-mode diesel electric train, closely related to the Super Express Train, but with bigger fuel tanks and engines with a higher power output. 29 trains would be built (22 x 5-car and 7 x 9-car)

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**Decision to be taken by DfT by the end of June 2015.**



- Average journey times would be faster with new trains:

| Station                 | Direction          | HST    | AT300  | Improvement |
|-------------------------|--------------------|--------|--------|-------------|
| <b>Exeter St Davids</b> | Up (to London)     | 2hr 16 | 2hr 13 | 3 minutes   |
|                         | Down (from London) | 2hr 14 | 2hr 09 | 5 minutes   |
| <b>Paignton</b>         | Up (to London)     | 3hr 21 | 3hr 16 | 5 minutes   |
|                         | Down (from London) | 3hr 17 | 3hr 11 | 6 minutes   |
| <b>Plymouth</b>         | Up (to London)     | 3hr 18 | 3hr 13 | 5 minutes   |
|                         | Down (from London) | 3hr 17 | 3hr 11 | 6 minutes   |
| <b>Penzance</b>         | Up (to London)     | 5hr 18 | 5hr 10 | 8 minutes   |
|                         | Down (from London) | 5hr 19 | 5hr 05 | 14 minutes  |

- The fastest journey time from London to Exeter would be 2hrs and from London to Plymouth would be 3hrs 3 minutes
- On board train capacity would be greater with new trains:
- 648 seats on a 10-car AT300 v 522 seats on a low-density HST: a 24% increase
- 576 standard seats on a 10-car AT300 v 458 HST standard seats: a c.26% increase in standard class capacity
- The new trains would be delivered during 2018 and would be built in Japan

## GW - DIRECT AWARD ROLLING STOCK OVERVIEW

### High Speed Services - Bristol, South Wales and Cotswolds

- Class 180s and HSTs replaced by Super Express Trains
- Transition takes place between June 2017 and August 2018, with fleet in place for December 2018 timetable change.

### High Speed Services - South West

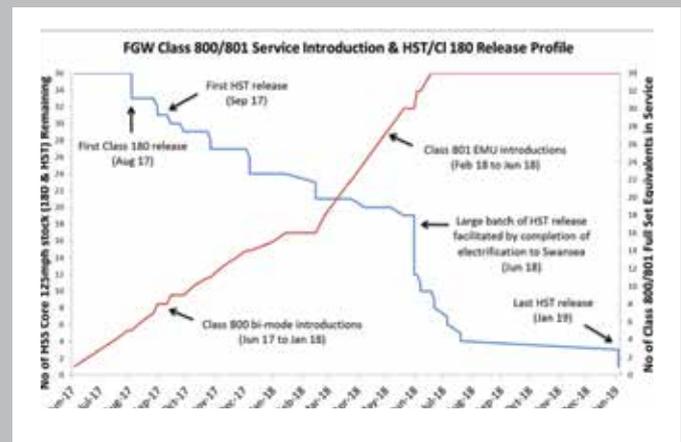
- Final decision on stock choice from 2018 has yet to be made. The choice is between:
  - Retaining a smaller fleet of HSTs
  - Procurement of new bi-mode vehicles
- Decision required by the end of June 2015.

### Thames Valley

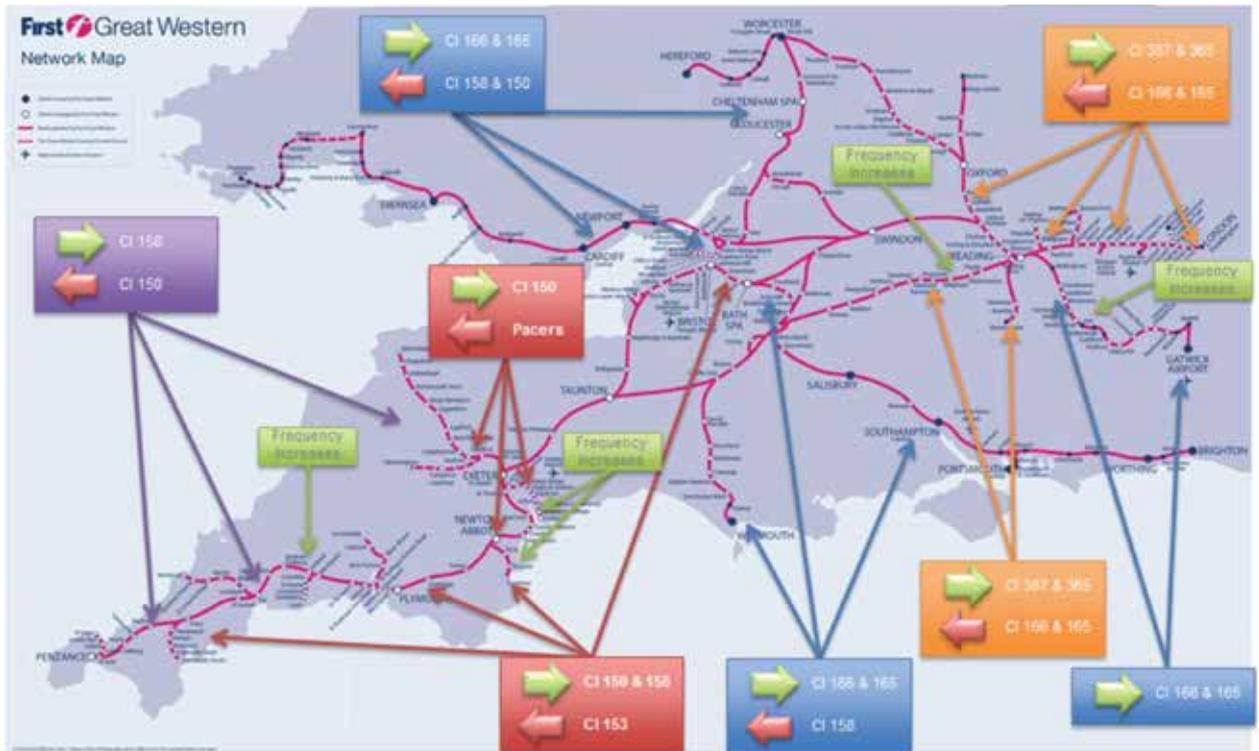
- Current diesel turbo fleet replaced by new and nearly new Class 387 110mph electric trains and a second smaller fleet of cascaded EMUs
- Commences early 2016, fully delivered by March 2017 for May 2017 timetable change
- Some Turbos remain throughout, to operate non-electrified routes including some branch lines and Reading to Gatwick services.

### West

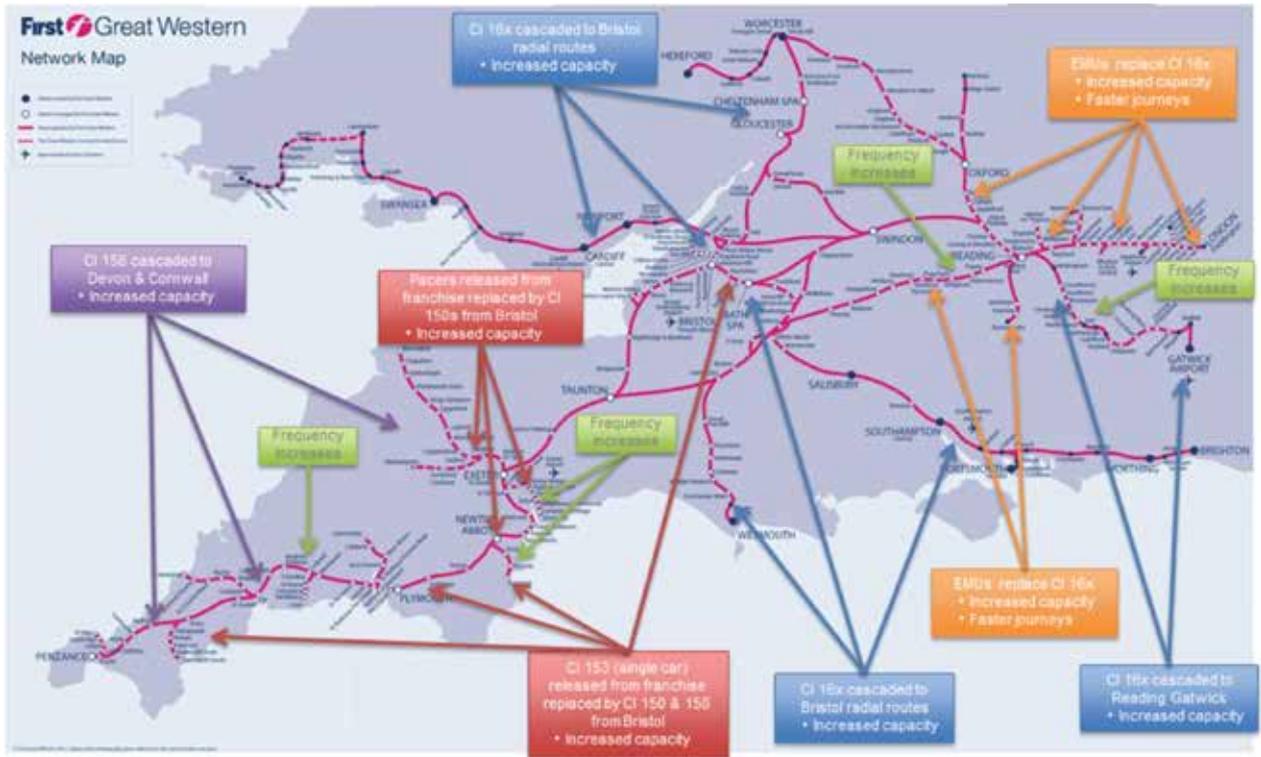
- Turbos cascaded to serve Cardiff – Portsmouth and Bristol area
- Devon and Cornwall served with Class 158s and 150s cascaded from Bristol, with all Class 143s and 153s (our oldest trains), as well as some Class 150s, leaving the franchise.



# GW DIRECT AWARD: NON-INTERCITY STOCK CHANGES



## NON-INTERCITY ROLLING STOCK AND SERVICE BENEFITS



# FURTHER OUTCOMES

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Apart from the train fleet, capacity and timetable changes we have a host of other changes that will benefit our customers, including:

- **£50m of station and car park investment**

with partners, including:

- FGW £3.5m Station Development Match Fund for station-related works
- FGW £2.5m Access Fund for accessibility works
- Provision of over 2,000 car park spaces (planned at 11 locations)
- New gatelines (Chippenham and Newton Abbot)
- More CCTV, Customer Information System and PA investment
- Interactive information screens at 10 stations
- Roving microphones at 26 stations
- Additional TVMs
- **Upgraded TVMs** and ticket office printers
- **Extended gateline operating hours** (Swindon and Bristol Parkway)
- **Additional Customer Ambassadors** (Swindon and Plymouth)

- **Additional Customer Assist staff**

- **New Customer Experience training**

and more apprenticeships

- **Over 100 more customer-facing staff** on long distance services

- **At seat trolley service** for Standard Class long distance customers on selected trains by December 2015

- **Standard and First Class** trolley-based food and drink offer on Super Express Trains introduced

- **FGW £2.2m Customer and Communities Improvement Fund** to target improvements around areas of real social need

- Additional funding for **Community Rail Partnerships**

- A new **Customer Report** detailing our progress in accessible formats

- **Smart Ticketing** – co-operation on SEFT introduction

- **Fitment of free Wi-Fi** to Super Express Trains, EMUs and long term diesel trains remaining in the fleet

- **At seat power on Class 387s**, Turbos and long term remaining diesel trains
- **Saloon air cooling** on Class 165 and Class 365
- Working with LAs, LEPs and others to move forward new and reopened station projects, and Local Growth Fund schemes, for example, MetroWest and Devon Metro
- A new NRPS Passenger Target regime – with sector targets
- Station Travel Plans for 20 key stations
- First Great Western will also develop a community work placement scheme, and work with The Prince's Trust to develop a 'Get into Railways' mentoring programme.

# CONCLUSION

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- We continue to be trusted as the custodians of the Great Western railway
- We need to use the game changing opportunity of the Great Western Route Modernisation Programme to redefine rail's place in the local and regional economy
- We need to energise and excite our customers, delivering tangible benefits to them throughout this period of great change
- We need to ensure our workforce is equipped for the challenges ahead and deal sensitively with the changes this will bring
- We are, and need to continue to be, an excellent partner for the Department for Transport, Network Rail, Hitachi, other key suppliers and our stakeholder community
- We need to help create the environment in which the entire line of route thrives as, together, we continue Building a Greater West.

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“This is a fantastic deal... Reaching this agreement with FGW marks a new chapter for the Great Western railway and a step change in capacity, frequency and the quality of service”.

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***The Rt. Hon. Patrick McLoughlin, Secretary of State, Department for Transport. Extract from letter to Parliamentary colleagues, 23 March 2015***

**GWWR**

# BRAND

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During the course of the new franchise we will embrace the GWR brand and progressively roll it out.

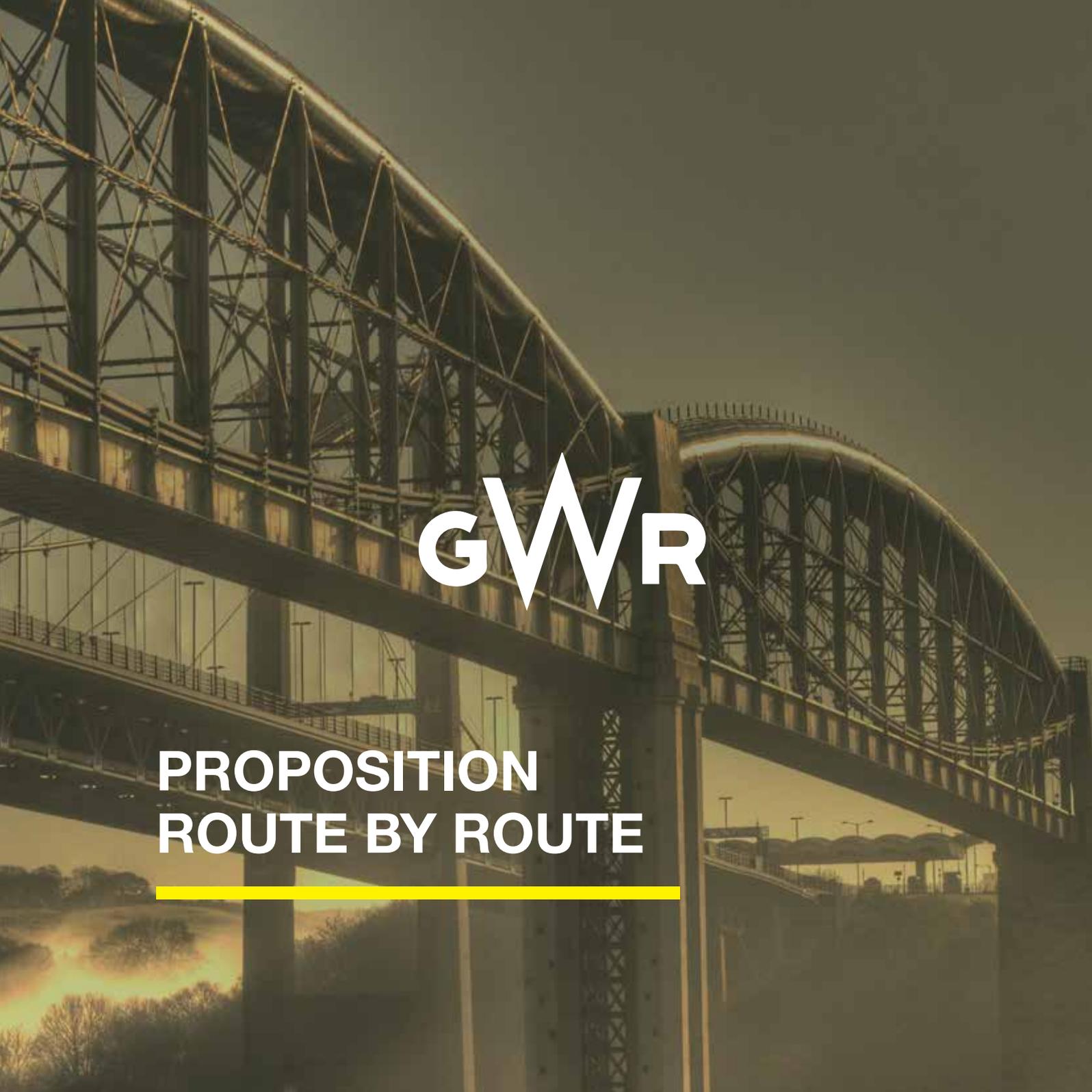
- New, branded uniforms will be provided for staff
- Trains will be re-liveried and branded when it makes good business sense
- We will start using the GWR brand in our marketing, digital and stakeholder communications
- The GWR brand connects with our desire to return to a more evocative and enjoyable rail experience, where high standards and a re-focus on passengers creates more enjoyable rail journeys once more
- **Three simple letters GWR symbolise and crystallise our unprecedented journey back to great...**









A large steel truss bridge spans across a river, illuminated by the warm, golden light of a sunset. The bridge's intricate steel structure is highlighted against the darkening sky. The water below reflects the bridge and the sky. In the background, a city skyline is visible under the twilight sky.

**GWR**

**PROPOSITION  
ROUTE BY ROUTE**

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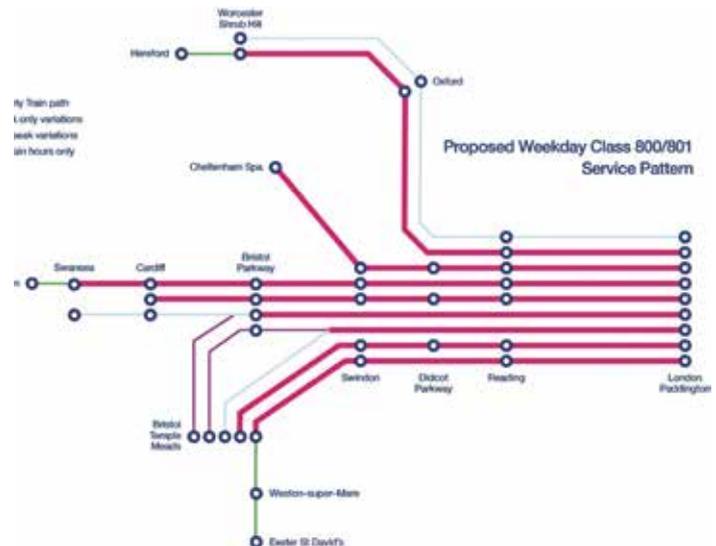
# SERVICES TO AND FROM WALES

## Overview

- Serving communities across South Wales and providing connectivity with cities and destinations between Wales and England is of vital importance to FGW
- During the course of the new franchise FGW inter-city services to and from Wales will be transformed and additional capacity will be provided on key commuting services

### May 2017

- 90mph air-conditioned Turbos, equipped with Wi-Fi, will be deployed on Cardiff – Portsmouth services as well as on key services between Cardiff, Bristol, Weston-super-Mare and Taunton
- From summer 2017 new Super Express Trains, provided by the DfT's Intercity Express Programme, will start appearing on FGW high speed services to and from Wales



### December 2018

- From December 2018 the standard off-peak pattern for services to and from South Wales will be 2 trains per hour to South Wales via Bristol Parkway, with service extensions to and from Carmarthen in certain hours
- In the peak the service is structured slightly differently with a third Bristol Temple Meads service via Bath and a third South Wales service
- All peak trains will be formed of 9 or 10-car brand new Super Express Trains.
- The journey time improvements for long distance services contemplated by our December 2018 timetable and new dedicated long distance trains to and from Wales are particularly attractive

| Journey                         | 2013                           |                                | December 2018                  |                                | Improvement             |                         |
|---------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|-------------------------|-------------------------|
|                                 | Fastest                        | Typical                        | Fastest                        | Typical                        | Fastest                 | Typical                 |
| <b>London - Newport</b>         | <b>104 mins</b><br>(1hr 44min) | <b>108 mins</b><br>(1hr 48min) | <b>89 mins</b><br>(1hr 45min)  | <b>97 mins</b><br>(1hr 37min)  | <b>15 mins</b><br>(14%) | <b>11 mins</b><br>(10%) |
| <b>London - Cardiff Central</b> | <b>119 mins</b><br>(1hr 59min) | <b>127 mins</b><br>(2hr 7min)  | <b>105 mins</b><br>(1hr 45min) | <b>113 mins</b><br>(1hr 53min) | <b>14 mins</b><br>(11%) | <b>14 mins</b><br>(11%) |
| <b>London - Swansea</b>         | <b>178 mins</b><br>(2hr 58min) | <b>180 mins</b><br>(3hrs)      | <b>158 mins</b><br>(2hr 38min) | <b>164 mins</b><br>(2hr 44min) | <b>20 mins</b><br>(11%) | <b>16 mins</b><br>(9%)  |

|                      | South Wales Services | May 2017         | Dec 2018               |
|----------------------|----------------------|------------------|------------------------|
| Frequency            |                      | 2 tph            | 2tph, 3tph in the peak |
| Typical journey time |                      | 2hr 6 (Cardiff)  | 1h 53                  |
| Fastest journey time |                      | 1hr 59 (Cardiff) | 1hr 45                 |

# SOUTH COTSWOLDS SERVICE TRANSFORMATION

The South Cotswolds route is benefitting from a number of improvements:

## May 2015

- In May 2015 Cheltenham to Paddington weekday services will be sped up, running on average 7 minutes faster than today. The key 1742 Paddington to Cheltenham peak service will be accelerated, with a timetabled arrival at Cheltenham 14 minutes quicker than at present
- From the winter 2015 timetable it will be possible to run 3 more long distance services to/from London on Sundays than now

## May 2017

- A new 1642 London to Cheltenham service will run, with a return 1934 Cheltenham to London service extending the operation of the last through service by an hour
- The first Super Express bi-mode trains will appear on the route during summer 2017.

## December 2018

- From December 2018, the through journey service frequency from London to Gloucester and Cheltenham will be doubled off-peak, with hourly inter-city services replacing almost all the local

services. The new Super Express bi-mode trains will provide a significant improvement in rolling stock quality and passenger comfort

- There will be a 12 minute reduction in the journey times from London to Cheltenham, with the fastest journey time being 1hr 55minutes
- We will also extend the hours of operation: the first train to Cheltenham will leave London at 0533, compared to 0733 today, and the last departure will be at 2133, rather than 1948
- Ten carriage trains on peak services will provide 580 standard class seats, compared to the 504 standard class seats on a high capacity High Speed Train today.

| South Cotswolds inter-city services | May 2017                      | Dec 2018  |
|-------------------------------------|-------------------------------|-----------|
| Frequency                           | 2 hourly, hourly in the peaks | Hourly    |
| Typical journey time                | 2hr 12min (Cheltenham)        | 2hr 00min |
| Fastest journey time                | 2hr 6min (Cheltenham)         | 1hr 55min |

### **Local services**

- In December 2018 a diesel multiple unit will provide services at 0800 from Swindon to Gloucester and 1750 from Gloucester to Swindon, plus some services in the late evening

### **Other route enhancements**

- A new c.330 space car park extension at Kemble is envisaged which, subject to consents, should be open in spring 2016. FGW is working with partners in Gloucester on prospective plans for a new northern entrance to the station and a 240 space car park extension. We hope to realise this by autumn 2016 if a key land deal can be put in place
- Plans are also being developed for a car park extension at Stroud
- FGW is keen to deliver further improvements at Cheltenham Spa station. The delivery of additional cycle spaces will be part of this approach.

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“Improved journey times to London from Gloucestershire along the South Cotswolds line would be particularly welcomed by commuters and leisure users alike.”

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***Gloucestershire County Council, DfT stakeholder consultation response, June 2014***

# NORTH COTSWOLDS LINE TRANSFORMATION

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FGW wants to bring further significant improvements to the North Cotswolds route. Our plans include:

## **May 2015**

- In May 2015 customers from Hereford and Worcester areas will benefit from the morning peak service arriving into London at 0830, 21 minutes faster than now. There are two additional direct services from Worcester to Oxford and Paddington, filling off-peak gaps to create a frequent service across the day
- A new morning 0711 HST service from Moreton-in-Marsh will mean two peak arrivals into Paddington (arriving at 0830 and 0851)
- An afternoon service extension to Worcester will create another direct Paddington to Worcester service, filling a two hour gap in the current timetable and providing a 2 hour journey to Worcester Shrub Hill
- There is a range of journey time improvements for key stations on the route across the day

## **May 2017**

- In May 2017, our plans improve the regularity of the North Cotswolds service yet further providing more trains to Great Malvern, an increase of two in both directions. This will also increase the through trains to/from Worcester by one in the Up (London) and two in the down directions. The service pattern will:
  - close the six hour gap in services to Great Malvern from London between 1120 and 1722
  - close the four hour gap in up direction between 1545 and 1944
  - reduce journey time on the route, taking greater advantage of the Cotswold redoubling scheme
  - provide an additional evening peak departure to the north of Oxford from London
- The first Super Express bi-mode trains will appear on the route during summer 2017
- The Class 180 trains will leave the route during 2017.

### December 2018

- From December 2018, the new Super Express Trains will provide a significant improvement in rolling stock quality and passenger comfort
- Ten carriage trains on peak services will provide 580 standard class seats, compared to the 504 standard class seats on a high capacity High Speed Train today.

| North Cotswolds Line services | May 2017                     | Dec 2018                     |
|-------------------------------|------------------------------|------------------------------|
| <b>Frequency on weekdays:</b> |                              |                              |
| • Hereford to London          | 6 per day                    | 6 per day                    |
| • Great Malvern to London     | 11 per day                   | 14 per day                   |
| • Worcester to London         | 18 per day                   | 19 per day                   |
| • Moreton-in-Marsh to London  | 19 per day                   | 19 per day                   |
| Typical journey time          | 2hr 15min (Worcester-London) | 2hr 8min (Worcester-London)  |
| Fastest journey time          | 2hr 5min (Worcester-London)  | 2hr 00min (Worcester-London) |

“[Timetable] improvements are urgent and required before the introduction of IEP services on December 2018...There is clearly continuous and consistent growth in demand, and the need for more capacity, by means of greater frequency or larger trains, must be under continuous review”

### ***Cotswolds Line Promotion Group response to DfT stakeholder consultation, June 2014***

#### **Other route enhancements**

- A new c.115 space car park extension at Kington is planned to open in September 2015
- New car park extension proposals are being developed for Hanborough and Charlbury and subject to suitable consents we hope to deliver these improvements during 2016
- New ticket vending machines will be installed at Evesham and Moreton-in-Marsh
- The new Worcestershire Parkway station is expected to open in May 2017

# NIGHT RIVIERA SERVICES

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## Overview

- The future of these services is assured throughout the next Great Western Direct Award
- The rolling stock is receiving a comprehensive upgrade in 2015 and 2016, funded by Cornwall Council and Cornwall and Isle of Scilly LRP
- Once the upgrade work is complete two additional carriages will be added to the fleet and used to enhance seasonal capacity
- The addition of another Class 57 locomotive into the fleet will add robustness to the service reliability. The current fleet of locomotives is receiving heavy overhaul
- New or enhanced waiting facilities will be created at Penzance, Truro and Paddington
- The platform used by the Night Riviera services at Penzance will receive a canopy
- Dedicated overnight parking will be improved at Truro



# LINE & SERVICE IMPROVEMENTS

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## GREENFORD LINE CHANGES

### Overview

- Direct services to and from Paddington will cease when the new West Ealing bay is opened
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund Services will remain worked by the FGW Turbo fleet

### By May 2016

- Services to and from Paddington will be replaced by a Greenford to West Ealing shuttle
- Connections to and from London will be provided at West Ealing

### May 2017 and December 2018

- The timetable is expected to remain in its May 2016 form

## WINDSOR LINE IMPROVEMENTS

### Overview

- Electrified services on the Windsor branch are expected to commence in December 2017
- CCTV will be installed at Windsor & Eton station for the first time

### May 2017

- One additional round trip will be added to give a 20-minute frequency until late evening

### December 2017

- Electric services commence

### December 2018

- The timetable is expected to remain in its December 2017 form

## HENLEY LINE IMPROVEMENTS

### **Overview**

- Electrified services on the Henley branch are expected to commence in December 2017
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund.

### **December 2017**

- Services on the line will become self-contained from December 2017, operated by Class 365 EMUs.

### **December 2018**

- The timetable is expected to remain in its December 2017 form.

## MARLOW LINE IMPROVEMENTS

### **Overview**

- It is not intended to create electrified services over the route during the next franchise and retention of Class 16x Turbo trains on the route is now planned
- FGW is working on plans to increase the frequency of trains serving the line, working with the Thames Valley Buckinghamshire LEP, DfT, NR and other key partners on potential infrastructure improvements
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- A package of station improvements on the line is planned in partnership with the Thames Valley Buckinghamshire LEP
- Ticket vending machines will be installed at Cookham and Marlow

### **May 2017**

- Through services to and from London will cease, with connections into/out of fast peak trains between Maidenhead and Paddington.

### **December 2018**

- The timetable is expected to remain in its May 2017 form.

# LONDON-READING-OXFORD SERVICE IMPROVEMENTS

## Overview

- Following infrastructure changes, new Paddington-Hayes & Harlington electric services should commence by May 2016. These services will begin as 4-car EMUs before being strengthened to 8-car operation and will deliver extra peak and off-peak seating capacity in and out of Paddington.
- New electric services are expected to commence on the line through to Oxford during 2017, with the introduction of Class 387 EMUs, some of which will be brand new, and Class 365 EMUs
- Car park improvements at Goring & Streatley are planned in 2016
- A new multi-storey car park is planned at Didcot Parkway for delivery in 2016/17 and FGW is working with partners on further improvement plans for the station
- FGW is working with FGW is working with Oxford City Council, Oxfordshire County Council, Network Rail and other key partners on remodelling plans for Oxford station
- FGW will work closely with DfT, TfL and MTR on the transfer of stations to Crossrail in December 2017

## May 2017

- New standard pattern electric services will commence. Journeys should be 2 minutes quicker from London to Oxford (55 minutes) and 5 minutes quicker from Oxford to London (54 minutes)

“The priority has to be to provide sufficient capacity to manage demand generated by the growth areas in the Thames Valley, including Didcot and Oxford, as well as Reading.”

***Oxfordshire County Council DfT Stakeholder Consultation Response, June 2014***

## May 2018

- At this point the Heathrow Connect and additional Hayes & Harlington services will cease and be operated by Crossrail. The FGW EMUs will be redeployed to add strengthening capacity

## December 2018

- Additional Oxford to London trains
- Additional peak hour fast trains to and from Didcot
- The electric services will be further accelerated, taking advantage of the 110mph capability of the Class 387s

## OXFORD-BANBURY SERVICES

### Overview

- The Oxford-Banbury route is not expected to be electrified during the lifetime of the next Direct Award. With the advent of electrified services between Paddington and Oxford most services will be operated by an Oxford to Banbury diesel shuttle. The trains will be equipped with free Wi-Fi

### May 2017

- From May 2017 services between Paddington and Banbury will be replaced by Oxford-Banbury shuttle services, four of these will be extended in each direction to Didcot Parkway. This will improve connections into mainline services at Didcot and also meet the Oxfordshire County Council and OxLEP aspiration for improved calls at Culham for the growing science park

### December 2018

- As May 2017 timetable

## READING-BASINGSTOKE LINE IMPROVEMENTS

### Overview

- New electric services are expected to commence on the line from December 2018
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- In partnership with Reading Borough Council, FGW is working to support the creation of a new station at Reading Green Park during 2018

### December 2018

- EMUs will be introduced on the route

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“There is a significant level of residential and commercial development planned for the southern corridor of Reading, therefore the implementation of a new station at Reading Green Park would further support the economy and associated housing growth”

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*Reading Borough Council DfT stakeholder consultation response, June 2014*

## NORTH DOWNS LINE IMPROVEMENTS

### Overview

- FGW is committed to increasing the frequency of trains on the line, working with Surrey County Council, NR and other key partners to improve services to key destinations such as Gatwick
- FGW will be working on a feasibility study for DfT on the potential application of Independently Powered EMUs over the route
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- In partnership with Surrey County Council and the Coast to Capital LEP, FGW will be delivering improvements to Dorking Deepdene station, including new shelters and CCTV

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“Gatwick strongly supports the introduction of a semi-fast two trains per hour service from Gatwick to Reading as a franchise commitment and for this to be provided throughout the day”

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***Gatwick Airport DfT stakeholder consultation response, June 2014***

### May 2017 onwards

- There will be 20 extra services on the line – made possible by the cascade of additional rolling stock from the Thames Valley (subject to electrification) and infrastructure changes
- We will operate an additional second semi-fast hourly service between Reading and Gatwick. This will replace the peak only Shalford shuttles. The existing semi-fast Gatwick - Reading service and stopping Redhill-Reading services will be retained. The enhancement recognises the importance of the Gatwick market
- Stations benefitting from increased frequency will include Wokingham, Guildford, Dorking Deepdene, Reigate, Redhill and Gatwick Airport

| Weekday number of trains   | December 2014 | December 2017 |
|----------------------------|---------------|---------------|
| Gatwick - Reading          | 39            | 67            |
| Stopping Redhill - Reading | 29            | 29            |
| Shalford - Reading         | 8             | -             |
| <b>Total</b>               | <b>76</b>     | <b>96</b>     |

## READING-NEWBURY ROUTE IMPROVEMENTS

### Overview

- New electric services are expected to commence on the line during 2017, with the introduction of Class 387 EMUs, some of which will be brand new
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- The number of direct services to/from London will rise from 40 in 2015 to 52 by 2018

### May 2017

- New standard pattern electric services operated by Class 387s will commence. Journeys should be 3 minutes quicker from London to Newbury (49 minutes) and 8 minutes quicker from Newbury to London (52 minutes)
- Eight car EMUs will be provided in the peaks to and from London
- Services to and from Bedwyn will be replaced by a shuttle DMU service

### December 2018

- Services will be further improved by the extension of the 0655 Newbury to Reading service through to Paddington

## NEWBURY-BEDWYN ROUTE CHANGES

### Overview

- Shuttle services between Newbury and Bedwyn will commence in May 2017
- FGW will continue to work with the DfT, NR and other key partners on the business case for extending electrification beyond Newbury
- In the meantime FGW will be evaluating the feasibility of introducing Independently Powered EMUs (IPEMUs) over the route between Paddington and Bedwyn to mitigate the absence of electrification between Newbury and Bedwyn
- DfT has expressed a desire to work with the rail industry to see the level of through services to Bedwyn and Kintbury (and Hungerford) to find a solution which would see through services re-established at levels similar to today

### May 2017 onwards

- In May 2017 Bedwyn to London services will be replaced by Newbury to London EMUs and Bedwyn to Newbury DMU shuttles, except for at least one through peak service in each direction

# TRANS-WILTS LINE IMPROVEMENTS

## Overview

- FGW is committed to working with Wiltshire County Council, and the Trans-Wilts CIC to improve services on the line yet further, building on the remarkable growth since new services were introduced in 2013
- FGW is expanding its funding for Community Rail Partnerships so that it can provide additional annual funding to support the Trans-Wilts CRP throughout the franchise term, to support further improvements to stations and services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- New gatelines will be installed at Chippenham station during 2016/17 and FGW is working closely with NR and the Swindon and Wiltshire LEP on further improvements to the station

## May 2017

- The single car trains will be replaced by two car Class158 trains, increasing capacity. These trains are air-conditioned and will be equipped with free Wi-Fi

## December 2018

- The two car Class 158s will be replaced with two Class 165 trains, which are also receiving new air-cooling systems and free Wi-Fi

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“We request that the current operating service level and pattern be set as a minimum... With the rapid growth we are continuing to experience and expect to continue, the replacement of single coach (Class 153) workings by trains of at least 2 coaches will be welcome.”

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***TransWilts CRP DfT stakeholder consultation response, June 2014***

## BRISTOL AREA LOCAL SERVICE IMPROVEMENTS

### Overview

- FGW is committed to increasing the capacity of trains and frequency of trains in the Bristol area
- FGW's funding for the Severnside Rail Partnership will continue throughout the franchise term, supporting further improvements to stations/ services
- Local lines in the Bristol area are expected to benefit from FGW's new Customer & Communities Improvement Fund
- FGW is working with the West of England Partnership on plans for the introduction of MetroWest services
- New ticket vending machines and CCTV will be installed at Keynsham and Oldfield Park
- FGW is working with NR and other key partners on plans for the transformation of Bristol Temple Meads

### May 2017

The introduction of EMUs in the Thames Valley will enable the redeployment of Turbo diesel trains to the Bristol area which will start during the second half of 2016, providing additional capacity on local services, with 3,476 additional seats delivered in the morning peak by May 2017

- The trains will be equipped with free Wi-Fi and at seat USB power sockets

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“The current rolling stock fleet... can't cope with existing passenger numbers and with growth set to continue, on past trends, the need for additional rolling stock is paramount. We expect to see the Direct Award to include the cascade of the Turbo fleet to services in the West of England city region.”

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***West of England Partnership DfT stakeholder consultation response, June 2014***

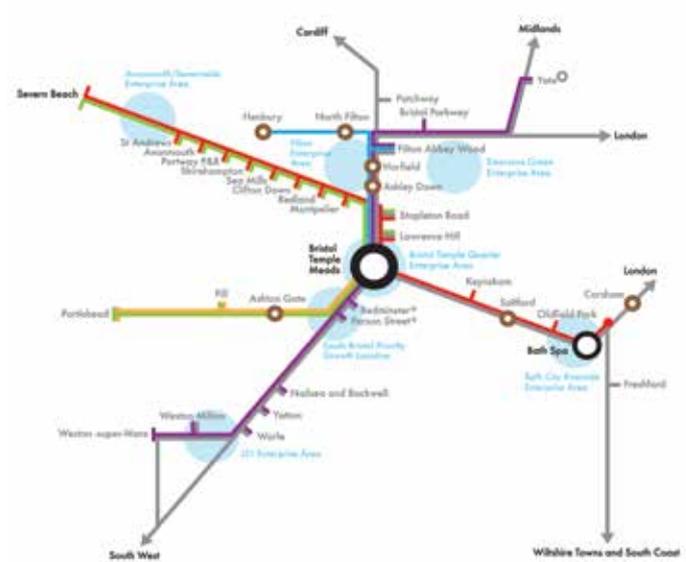
- Portsmouth-Cardiff services will be predominantly operated with 5-car Turbo trains, with the Class 158s cascaded on to other services in the West
- Turbo trains will work services to Weymouth, Gloucester, Great Malvern and Westbury

### **December 2017 and December 2018**

As more lines are electrified in the Thames Valley more Turbo trains will be cascaded to the Bristol area, enhancing capacity provision.

## May 2019

- In May 2019 the first phase of MetroWest services are expected to commence, including the reopening of the line to Portishead, closed since the 1960s. FGW is committed to working with the West of England Partnership to achieving this important goal.
- FGW will work with the regional authorities and the West of England LEP to secure suitable rolling stock for MetroWest and deliver these important services, which will transform rail services in the Bristol area



“Our Strategic Economic Plan stresses the importance to the regional economy of the Cardiff to Bristol to Portsmouth route and the need for enhancements is recognised. Consideration should be given to measures for train lengthening and upgraded trains.”

**West of England Partnership DfT stakeholder consultation response, June 2014**

## BEDWYN-WESTBURY- TAUNTON ROUTE

### Overview

- Intercity service provision will be enhanced from 2018 onwards by the deployment of upgraded HSTs or new trains and regular 2-hourly interval service between Paddington and Exeter
- Additional car park facilities are planned at Castle Cary in 2016, subject to consents and partnership support

### May 2017

- The 0605 Frome to Paddington HST service will be replaced by a Frome to Newbury DMU service and an onward connecting EMU from Newbury to Paddington
- The 1706 Paddington to Bristol via Newbury and 1805 Paddington to Frome HST services will be replaced by Paddington to Newbury EMU services with connecting DMU services from Newbury to Bedwyn and Newbury to Frome

### December 2018

- From December 2018 Pewsey, Westbury, Castle Cary and Taunton will benefit from calls in a regular 2-hourly interval service between Paddington and Exeter

## BRISTOL-WESTBURY- WEYMOUTH LINE CHANGES

### Overview

- Service provision will be enhanced by the deployment of cascaded 90mph Turbo trains, equipped with free Wi-Fi, which will operate local Bristol to Weymouth, Cardiff-Portsmouth and Westbury services
- CCTV will be installed at Bradford-on-Avon, Keynsham and Oldfield Park stations
- Customer Information System will be installed at Oldfield Park station
- New ticket vending machines will be installed at Keynsham and Oldfield Park
- Additional car park facilities are planned at Castle Cary in 2016, subject to consents and partnership support

### May 2017

- Turbo trains are due to be deployed from May 2017, consequent to the introduction of EMUs in the Thames Valley, equipped with free Wi-Fi

### December 2018

- As May 2017 timetable

## WORCESTER-GLOUCESTER- BRISTOL ROUTE

### **Overview**

- The cascade of 90mph Turbo trains, equipped with free Wi-Fi, will augment capacity provision on services in the Bristol and Gloucester travel to work areas
- Customer Information System will be installed at Yate station.

### **May 2017**

- As a result of the Turbo train cascade (and change to the HSS timetable), we will be able to provide an additional service from Gloucester to Bristol in the late evening removing the current 90 minute gap
- Turbo trains will work services between Bristol, Gloucester, Worcester and Great Malvern

### **December 2018**

- An earlier first train will operate from Bristol to Gloucester and a later last train will operate from Gloucester to Bristol on Mondays to Fridays

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“The County Council is...  
keen to see services to/from  
Gloucester maintained and  
where possible enhanced.”

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***Gloucestershire County Council DfT stakeholder  
consultation response, June 2014***

# CARDIFF-BRISTOL-PORTSMOUTH AND BRIGHTON ROUTES

## Overview

- Capacity on the Cardiff-Portsmouth route will be transformed by the cascade of the Turbos onto the route. Trains will be predominantly worked by 5-car trains, equipped with free Wi-Fi
- Services to and from Brighton will be operated by 3-car Class 16x units
- CCTV will be installed at Bradford-on-Avon, Keynsham and Oldfield Park stations
- Customer Information System will be installed at Oldfield Park station
- New ticket vending machines will be installed at Keynsham and Oldfield Park

“The overcrowding experienced on the Cardiff to Bristol route has the potential to suppress demand, and we would urge that the new franchise should provide ... for the likely inevitable continuing growth in rail travel...”

**Severn Tunnel Junction Action Group DfT stakeholder consultation response, June 2014**

“it would be beneficial if the franchise holder during 2015-2019 can extend [Wi-Fi] to cover ... the rolling stock used on the Portsmouth-Cardiff corridor”

**Hampshire County Council DfT stakeholder consultation response, June 2014**

## May 2017

- Turbo trains will be deployed on both the Cardiff-Portsmouth and Portsmouth/Bristol - Brighton routes, consequent to the introduction of EMUs in the Thames Valley

## December 2018

- Services between Brighton, Gloucester and Great Malvern will operate between Brighton and Bristol Parkway, with connections available to the north. This is intended to improve the reliability of services between Brighton and Bristol and will be provided by 3-car Turbo trains

## BRISTOL-WESTON-TAUNTON-EXETER ROUTE

### Overview

- Service provision will be augmented by the use of 90mph air-conditioned DMUs, equipped with Wi-Fi, on long distance services between Bristol, Exeter, Plymouth and Penzance and some services between Cardiff, Bristol, Weston-super-Mare and Taunton
- CCTV will be installed at Worle and Weston-super-Mare stations
- Improved accessibility for persons of restricted mobility will be provided at Nailsea & Backwell station
- Additional car parking will be delivered at Taunton station, subject to consents and partnership funding, as part of a wider station enhancement with Somerset County Council, Taunton Dean, Network Rail and Heart of South West LEP
- Additional car parking will be delivered at Tiverton Parkway, subject to planning permission
- Forecourt improvements will be delivered at Bridgwater station with Somerset County Council

### May 2017

- Class 158s will operate between Cardiff-Taunton, Bristol, Taunton and Exeter/Paignton and Penzance, providing a much better environment than the current Class 150s used on these long distance trains

### December 2018

- On inter-city services FGW will continue peak and off-peak extensions providing direct services from London to Weston-super-Mare and Taunton. In the peaks inter-city services via Bath will be extended offering cross Bristol journey opportunities. In the off-peak we will extend the services via Bristol Parkway services to make the journeys as fast as possible
- One Paddington to Bristol service formed with a Super Express Train will be extended to Exeter in the middle of the day providing connections to the south-west

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“Extending the station car park at Tiverton Parkway is a high priority, needed to avoid losing passengers as a result of the car park being full.”

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*Devon County Council DfT stakeholder consultation response, June 2014*

## BARNSTAPLE LINE IMPROVEMENTS

### Overview

- FGW is committed to increasing the capacity of trains serving the line and to working with Devon County Council, NR and the Tarka Rail Association to improve journey times
- FGW's funding for the Devon & Cornwall Rail Partnerships will continue throughout the franchise term, supporting further improvements to stations/services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund

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“We would like to see our service develop in the period to 2020 through the lengthening of all trains to initially three coaches and then four coaches as the most effective means of dealing with passenger demand”

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***Tarka Line Rail Association response to DfT stakeholder consultation***

### May 2017

- Services will be operated by Class 150s, with Class 143 Pacers being removed from service. 4-car trains will operate peak services

### December 2018

- Barnstaple line services will be separated from other routes, with a standard hourly service to Exeter Central
- Segregation of the Barnstaple services from other routes will allow them to be operated by 3-car air-conditioned 90mph class 158s, equipped with free Wi-Fi, which are more suitable for customers on the longer journeys on this route. They will also provide a ready capability to take advantage of linespeed improvements on the route which are being considered by Network Rail
- We also will deploy an additional unit on the Barnstaple branch to provide a 0849 arrival into Exeter St David's. This service is a stakeholder aspiration and closes the 1hr 40 minute gap in the morning peak for services into Exeter
- Evening peak services will also be improved, closing the existing 95-minute gap between services (1527-1702) and creating a standard hourly pattern

## EXMOUTH LINE SERVICES

### Overview

- FGW is committed to increasing the capacity of trains serving the line and to introducing new stations on the route in partnership with Devon County Council
- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- CCTV will be installed at Exmouth station

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“As soon as rolling stock becomes available the priorities are to use them on 2tph Exmouth – Paignton service”

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***Devon County Council DfT stakeholder consultation response, June 2014***

### May 2017

- The Class 143 Pacers will be removed from service and replaced with Class 150s, which will be progressively equipped with free Wi-Fi

### December 2018

- We will recast the service so that there is a 2 tph frequency between Exmouth and Paignton. As a result of separating the Barnstaple line and Exmouth line services we will be able to operate 4-car trains on more Exmouth services

## EXETER-PAIGNTON LINE IMPROVEMENTS

### Overview

- FGW is committed to increasing the frequency of trains serving the line and to working with Devon County Council, Torbay Council and other key partners to improve services and facilities, delivering core parts of the vision for Devon Metro
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- New ticket vending machines will be installed at Torre and Exeter St Thomas by autumn 2015
- CCTV will be fitted at Dawlish and Customer Information System will be installed at Torre during the new franchise
- New gatelines will be installed at Newton Abbot station during 2016/17 and FGW is working with Devon County Council on a potential new eastern access to the station
- FGW will work with Devon County Council on plans to open a new station at Marsh Barton
- FGW will work with Torbay Council on plans to open a new station at Edginswell

### May 2017 – Local Services

- The Class 143 Pacers will be removed from service and replaced with Class 150s

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“Given the level of growth ... (108% increase in passengers on the Exeter/Paignton/Plymouth line between 2002 and 2012), without significant change in the level of service capacity provided, the new franchise must seek to implement step changes to accommodate this demand and prevent growth being choked.”

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***Torbay Council DfT stakeholder consultation response, June 2014***

### December 2018 – Local Services

- In December 2018 we will recast the service so that there is a 2 tph frequency between Exmouth and Paignton, resulting in nine more through services between Paignton and Exeter St Davids and ten in the other direction. There will be twelve more through services from Paignton to Exeter Central and eight in the other direction



## CORNISH MAIN LINE IMPROVEMENTS

### Overview

- A combination of inter-city service improvements, and the cascade of 90mph DMUs to work additional local services, will change the face of services through Cornwall over an 18-month period in 2017 and 2018. If new inter-city trains are introduced in 2018 there will be significant additional journey time improvements. Alternatively the remaining HSTs will be upgraded

### May 2017

- We will increase the number of services between London and Penzance by one train in each direction. We will provide an earlier direct first inter-city service to the South West at c.0637 from Paddington, arriving into Penzance at 1140. The 1215 return working will provide a new Penzance to London service, closing the three hour gap between 1000 and 1303 that exists in the December 2014 timetable

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“Cornwall wants to achieve a half-hourly mainline service ... to provide for the already higher than national average growth rates ...and to facilitate economic growth”

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***Cornwall Council DfT consultation response***



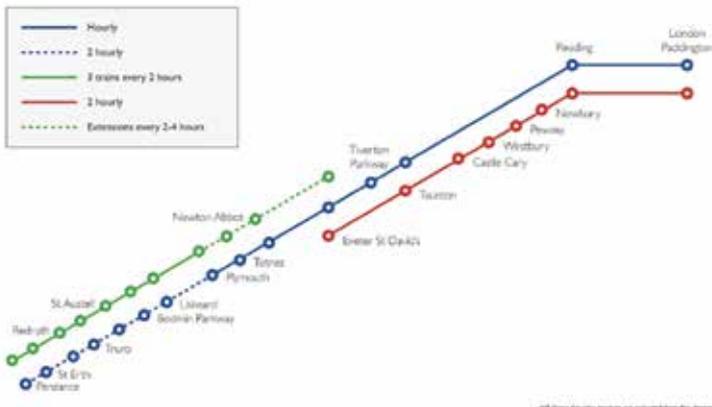
### May 2018

- If new trains are selected for the South West high speed services they will start to appear from summer 2018 onwards, culminating in full service entry by December 2018
- First has selected Hitachi AT300s as its preferred new trains for high speed services over the Cornish Main Line after a competitive procurement exercise
- These bi-mode trains are similar to the Super Express Trains procured by the Government, but have bigger fuel tanks and engines with a higher power output
- First is in the final stages of securing private financing for the new trains in order to then put forward an investment proposal to the DfT for a final decision by the end of June
- The new trains would offer an average London-Penzance journey time of 5hrs and 5 minutes, with journeys 14 minutes quicker than today

## December 2018

- FGW will meet the key Cornish stakeholder aspiration of a half hourly service in Cornwall. The service pattern is expected to be made up of CrossCountry services, our long distance West of England services and additional local services
- 12 additional return local services will operate between 0642 and 2148 from Plymouth and 0640 and 1850 from Penzance
- Where possible we will link the services across Plymouth, and combine them with Plymouth to Exeter services. The present Plymouth to Newton Abbot shuttle services will be extended to and from Exeter and linked into the new Cornish services
- Air-conditioned 90mph Class 158 trains, fitted with free Wi-Fi, will replace the 75mph Class 150 trains and Class 153s used on local services

FGW West of England HSS and Cornish Main Line services - December 2018



All Cross Country services are included from this diagram



## Other improvements

- A new platform canopy on platform 4 at Penzance, delivered in partnership with Cornwall Council, will provide an improved boarding and alighting environment for Night Riviera customers
- In partnership with Cornwall Council, FGW will work to equip stations in Cornwall with Wi-Fi
- FGW will deliver new lounges at Penzance and Truro for Night Riviera sleeper customers, with dedicated parking facilities at Truro station
- Ticket Vending Machines will be installed at Redruth and Camborne
- Camborne station will be equipped with CCTV
- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- Some stations are expected to benefit from FGW's new Customer & Communities Improvement Fund

## LOOE LINE IMPROVEMENTS

### Overview

- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, FGW will work to equip stations with Wi-Fi

### May 2017

- Two-car trains will be provided on the Looe branch all year round, with our long term DMU fleet being progressively equipped with free Wi-Fi

### December 2018

- At least two additional services will run on Mondays to Fridays in each direction, with later evening services from both Liskeard (after 2100) and Looe (after 2130)

## NEWQUAY LINE IMPROVEMENTS

### Overview

- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, FGW will work to equip stations with Wi-Fi
- Par station will be equipped with CCTV

### May 2017 onwards

- Two-car services will be provided on local services on the Newquay line all year round, with our long term DMU fleet being progressively equipped with free Wi-Fi

## FALMOUTH LINE IMPROVEMENTS

### Overview

- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, FGW will work to equip stations with Wi-Fi
- The stations at Penryn and Falmouth Town will be equipped with Customer Information System for the first time

### May 2017

- Two-car Class 150s will replace the present two-car Class 153 train formations, progressively equipped with free Wi-Fi

## ST. IVES BRANCH IMPROVEMENTS

### Overview

- FGW's funding for the Devon & Cornwall Rail Partnership will continue throughout the franchise term, supporting further improvements to stations and services
- The line is expected to benefit from FGW's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, FGW will work to equip stations with Wi-Fi
- FGW will also be supporting Cornwall Council' investment and delivery of the West Cornwall Interchange at St.Erth, with additional car park spaces and station improvements (inc. CCTV)
- The station at St. Ives will be equipped with Customer Information System and CCTV for the first time
- Ticket Vending Machines will be installed at St.Ives and St.Erth for the first time

### May 2017 onwards

- Our long term DMU fleet will be progressively equipped with free Wi-Fi

