Great Western Railway

Overview of GWR and Wiltshire region priorities

June 2019

Overview

Reflections on the Transwilts service

Transforming our services

The 2019 timetable change

Working with Communities

Customer & Communities Improvement Fund

Summary

Reflections on Transwilts

Start of the enhanced service, Dec 2013

First anniversary, Dec 2014

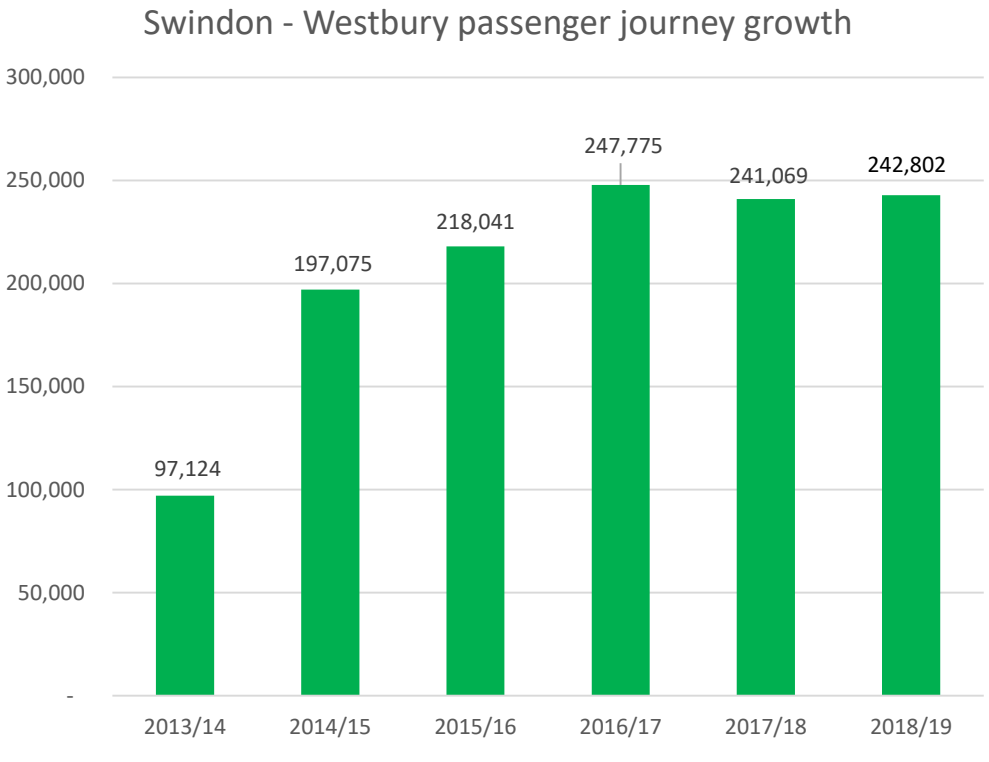
Reflections on Transwilts (2)

Transwilts CIC constituted as a Community Rail Partnership, 2016

Service secured through the franchise, Dec 2016

Service designated by ACORP and DfT, January 2017

Reflections on Transwilts (3)



Bathampton

Filton, Newbury

Celebrating the start of the 2-car service, Jan 2018

Transforming our services

Infrastructure Change

- Electrification now to Bristol Parkway and Newbury
- Filton Bank four tracking now providing benefits
- Platform lengthening complete in several locations
- Obviating or upgrading level crossings eg. Stroud Valley, Bath - Westbury
- Deploying remote condition monitoring equipment across the region – helping to give a find and fix solution before equipment fails

Trains passing on Filton Bank

First day of electric service at BPW 2/1/19

Melksham platform extension

Transforming our services

High Speed Services

- **Intercity Express Trains** now fully introduced operating high speed services (roll out completed May 2019)
- 24% increase in seating capacity
- London Paddington – Bristol Parkway now energised
- Able to run in either electric or diesel – significant performance benefits
- December 2019 timetable to capitalise on faster journey times and more frequent services

Transforming our services
West Services (1)

Features of turbos:

- Longer vehicles (23m v 20m)
- More seats (256 v 222 in equivalent 3 car trains)
- More modern interior design and environment

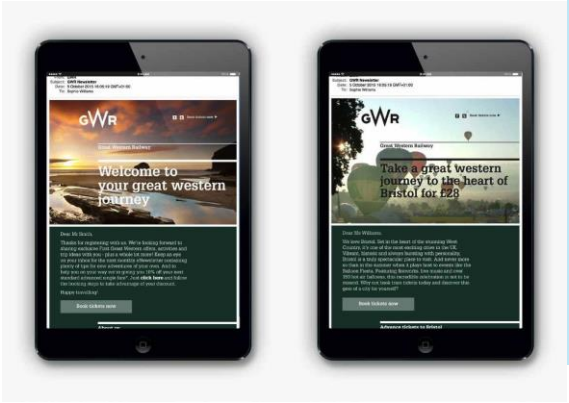
- **Turbo trains** now on Severn Beach Line, Cardiff – Taunton, Weston-super-Mare – Bristol Parkway and Cardiff – Portsmouth services
- Further cascade in January following Newbury electrification
- Progressive 5-car service introduction on Cardiff – Portsmouth

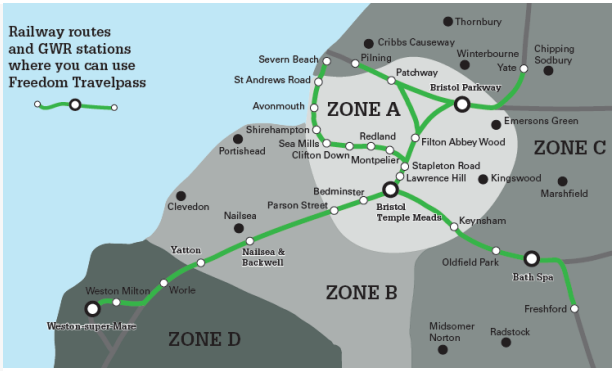
Transforming our services
Car park schemes - Westbury

- Car park opened on 1 March 2019
- 150 spaces (Station total now 420)
- Funded by Square Bay, underpinned by long lease arrangement
- Footpath project coming forward

Transforming our services

Smart, mobile and integrated ticketing





- ✓ Barcode and smart enabled gatelines
- ✓ New ticket gates at **Weston-super-Mare, Chippenham, Bristol Temple Meads** and **Gloucester**
- ✓ Barcoded tickets available
- ✓ Smart cards for season tickets introduced
- ✓ Integrated bus / rail tickets e.g. Freedom Travelpass –
- ✓ Emphasis now shifts to promotion of products

Transforming our services

Station information and wifi

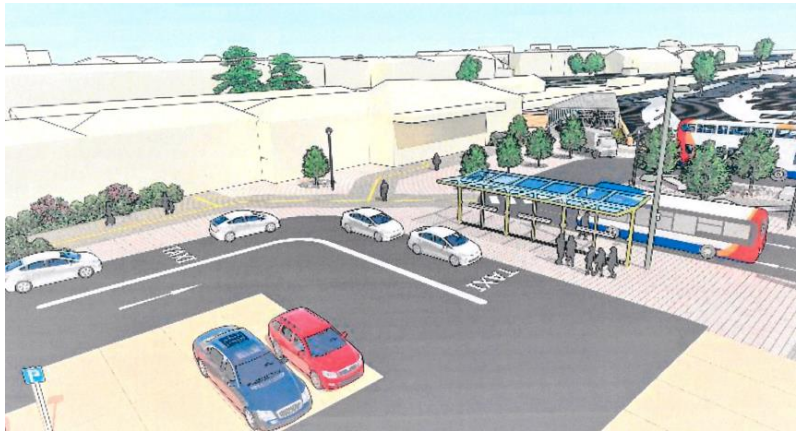
- ✓ Upgraded webCIS displays across the network
- ✓ Wifi now available at all stations in Cornwall (except Coombe Junction Halt), funded by Cornwall Council
- ✓ Wifi at Digby & Sowton, Polsloe Bridge and Crediton, funded by DCRDF and Devon County Council
- ✓ Platform zoning completed at many stations, with upgraded scrolling screens assisting boarding

Transforming our services
Station Masterplans: Chippenham

- Feasibility study to improve the access and look/feel of the Station Square (station front)

- TransWilts CRP led research that revealed high usage of the North Side – Wiltshire Council then agreed to fund further design work to improve this side of the station

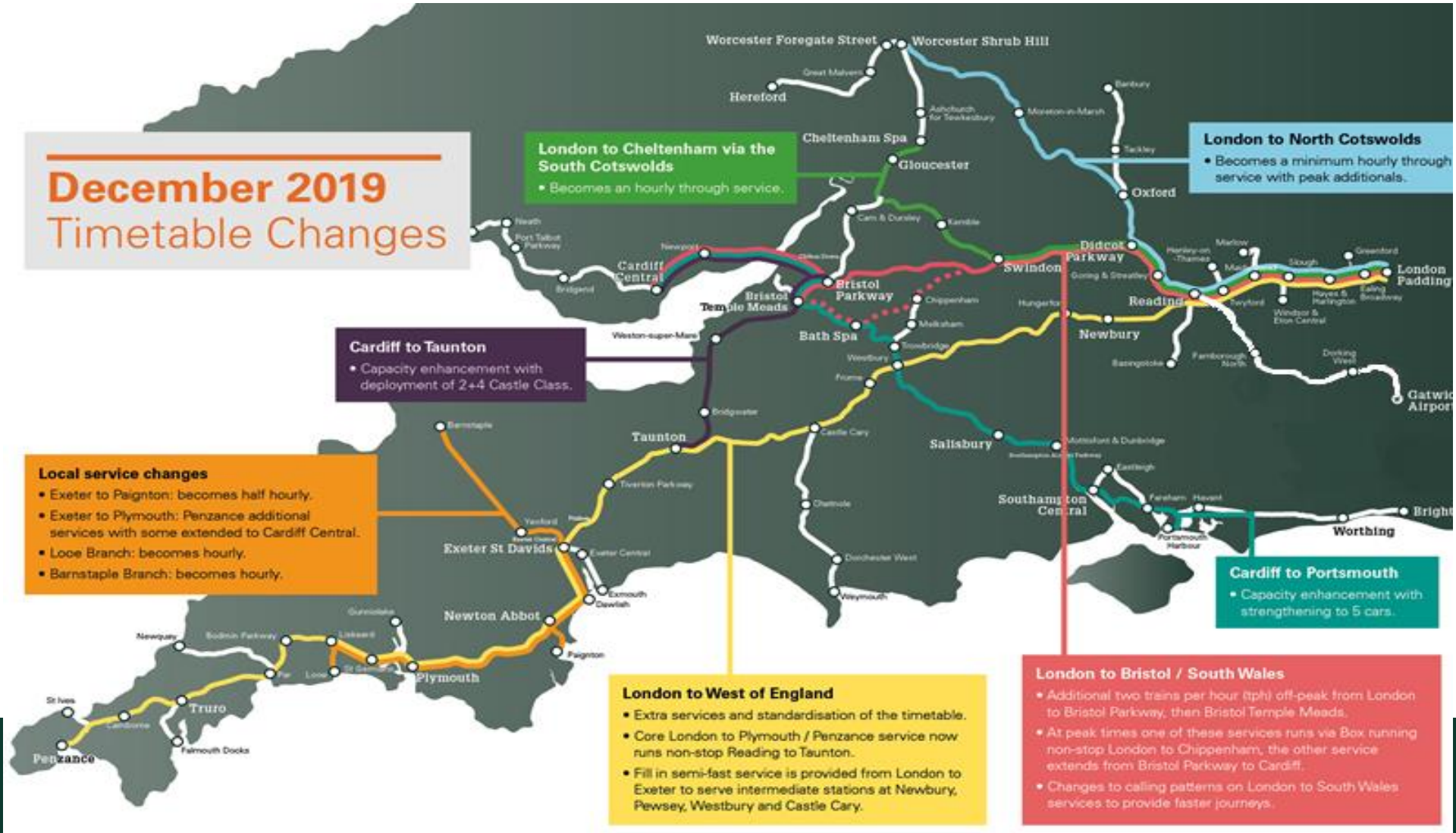
- Design options currently being developed and consulted on with a view to further funding and development over the next 6-12 months



Timetable changes

Timetable Change

December 2019



Timetable Change
December 2019 Summary

- Biggest timetable change since the 1970s
- Complete recast of mainline services to / from London
- Additional capacity on local services on routes through Bristol
- Delivers Devon Metro service pattern
- Introduces half hourly clockface through Cornwall

Timetable Change

December 2019 - summary

Introduction of additional fast trains to London

- Off peak two super fast trains from Bristol Temple Meads to London via Bristol Parkway
- Peak South Wales to Paddington, non stop from Bristol Parkway
- Peak Bristol Temple Meads to Paddington, non stop from Chippenham
- Additional direct trains from Cheltenham to Paddington

Westcountry services to London

- Standard hourly fast service from the far South West
- Two hourly Paddington – Exeter semi fast services, with some services extended westwards to Paignton

Timetable Change
December 2019 - summary

Improved capacity

- Five car turbos between Cardiff - Portsmouth
- More use of Castle Class (2+4 HSTs) operating Cardiff – Taunton and on mainline stopping services through to Plymouth and Penzance
- Hourly Barnstaple services with three extra trains each way filling current gaps
- More Exeter – Paignton stopping services along the seawall, with half hourly Exmouth services now routed through to Paignton

Working with Communities

Community Rail

We are continuing our investment in Community Rail

- Community Rail is at the heart of our business
- We have invested £927,000 in Community Rail Partnerships in our current franchise (2015/16 – 2019/20)
- We are committed to working with our Partnerships to invest in projects

Community Rail (2)

The four pillars of Community Rail

- Providing a voice for the community
- Promoting sustainable, healthy and accessible travel
- Bringing communities together and supporting diversity and inclusion
- Supporting social and economic development

Customer & Communities Improvement Fund

Year 3

- Supported over £2m of community led projects
- Projects included Melksham Masterplan

Year 4

- Over £815k of CCIF supporting 37 schemes (match funding of £1.2m)
- Westbury office redecoration (£20k CCIF, £2k Transwilts)

Year 5

- CCIF announced, timescales TBC

Summary – priorities

- Delivering the December 2019 timetable
- Stations fit for the future
- Improved customer experience – ticketing / information / facilities
- Continuing our work with communities

Questions and discussion