
Great Western Railway

GWR

BUILDING A GREATER WEST

I am delighted to provide you with an overview of some of the key features of the new Great Western franchise, which started 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.

Mark Hopwood

Managing Director, Great Western Railway

Brand New Great Western Franchise

Overview

- This is a brand new franchise, which will follow on from First Great Western's 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
- GWR 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") Great Western Railway 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

GWR franchise

“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.”

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

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

Timetable change summary

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

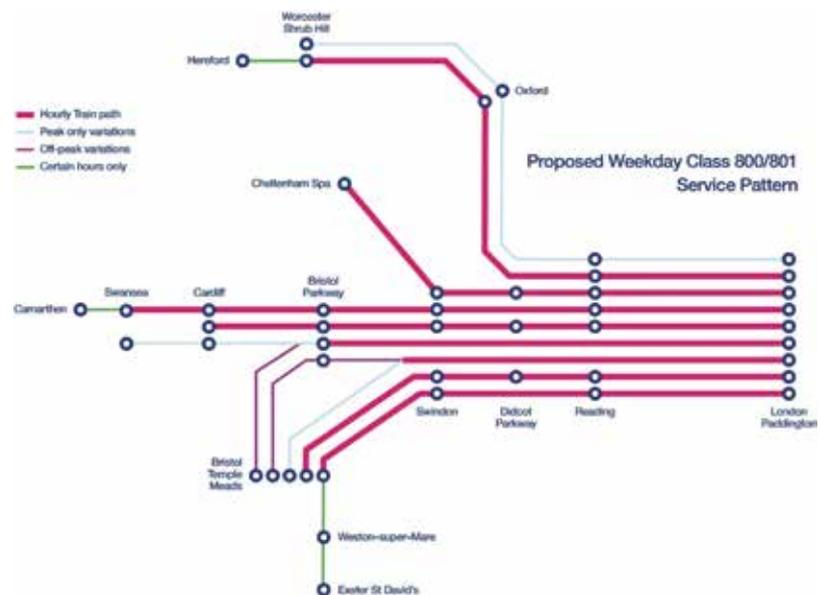
SLC2 May 2017

- 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

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

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:

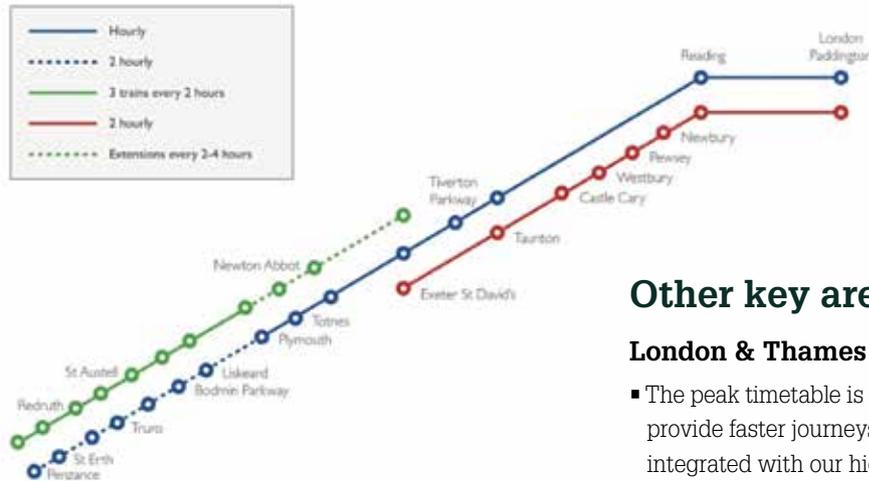
Journey	2013		December 2018		Improvement	
	Fastest	Typical	Fastest	Typical	Fastest	Typical
London – Bristol Temple Meads	96 mins (1hr 36min)	105 mins (1hr 45min)	79 mins (via BPW 1hr 19mins)	90 mins (1hr 30min)	17 mins (18%)	15 mins (14%)
London - Cardiff Central	119 mins (1hr 59min)	127 mins (2hr 7min)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

Timetable benefits

GWR West of England HSS and Cornish Main Line service - December 2018



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, GWR 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

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

High Speed Services

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
- FirstGroup has conducted a competitive procurement exercise for new trains. This has been completed and DfT approval given for a fleet of AT300 trains
- The new trains mean:
 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



High Speed Services

Average journey times would be faster with new trains:

Station	Direction	HST	AT300	Improvement
Exeter St Davids	Up (to London)	2hr 16	2hr 13	3 minutes
	Down (from London)	2hr 14	2hr 09	5 minutes
Paignton	Up (to London)	3hr 21	3hr 16	5 minutes
	Down (from London)	3hr 17	3hr 11	6 minutes
Plymouth	Up (to London)	3hr 18	3hr 13	5 minutes
	Down (from London)	3hr 17	3hr 11	6 minutes
Penzance	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 will be delivered during 2018

Direct Award

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

- AT300 Super Express Trains will replace HSTs.

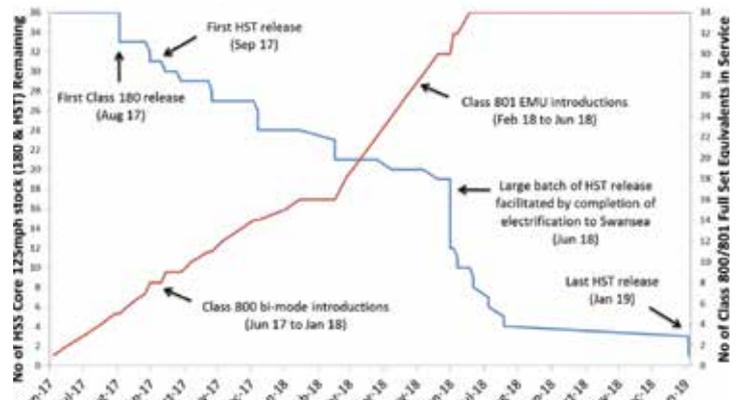
West

- 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.

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.

GWR Class 800/801 Service Introduction & HCT/CL 180 Release Profile



Outcomes

Further Outcomes

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:
 - GWR £3.5m Station Development Match Fund for station-related works
 - GWR £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

Outcomes

-
- **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
 - **GWR £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
 - Great Western Railway will also develop a community work placement scheme, and work with The Prince's Trust to develop a 'Get into Railways' mentoring programme.



First has selected the Hitachi AT300 as its preferred rolling stock for GWR West of England services. 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)



Conclusion

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.

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

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

Great Western Railway

Our brand

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...**







Proposition
Route by Route

Proposition route by route

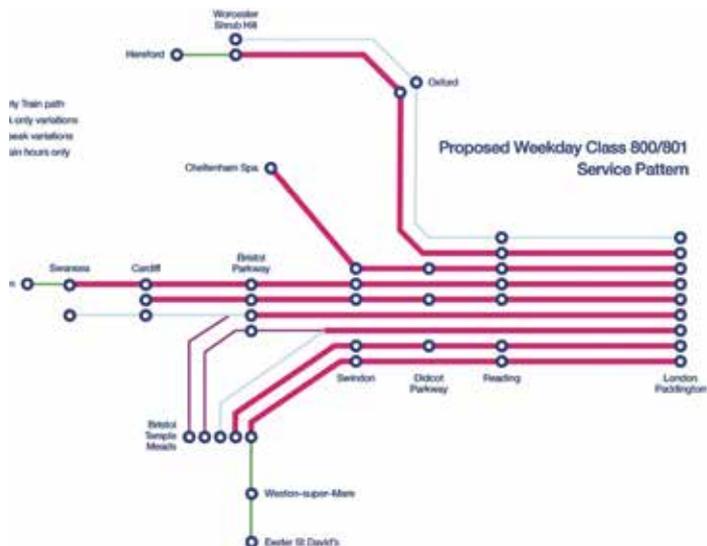
Services to and from Wales

Overview

- Serving communities across South Wales and providing connectivity with cities and destinations between Wales and England is of vital importance to GWR
- During the course of the new franchise GWR 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 GWR high speed services to and from Wales



Proposition route by route

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

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

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

Proposition route by route

South Cotswolds Service Transformation

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

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

Proposition route by route

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. GWR 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
- GWR is keen to deliver further improvements at Cheltenham Spa station. The delivery of additional cycle spaces will be part of this approach.

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

Gloucestershire County Council, DfT stakeholder consultation response, June 2014

Proposition route by route

North Cotswolds Line Transformation

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

December 2015

- New Cotswolds service 1521 and 1621 with an eight carriage High Speed Train through to Moreton in Marsh at 1552.
- Closes the gap in North Cotswolds trains from Paddington between 1421 and 1552.
- 1550 Worcester Foregate Street extended to London
- 1849 Worcester Foregate Street to London will start from Great Malvern
- 1801 from Oxford to London will start from Moreton in Marsh
- 2318 London Paddington to Oxford on Fridays only is extended to Moreton in Marsh.

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.

Proposition route by route

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
Frequency on weekdays:		
• 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)

Other route enhancements

- A new c.115 space car park extension at Kingham is now open
- 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

“[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”

Proposition route by route

Night Riviera services

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 Isles of Scilly LEP
- 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

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 GWR's new Customer & Communities Improvement Fund Services will remain worked by the GWR 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

Proposition route by route

Henley line improvements

Overview

- Electrified services on the Henley branch are expected to commence in December 2017
- The line is expected to benefit from GWR'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
- GWR 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 GWR'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.

Proposition route by route

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 GWR is working with partners on further improvement plans for the station
- GWR is working with GWR is working with Oxford City Council, Oxfordshire County Council, Network Rail and other key partners on remodelling plans for Oxford station
- GWR 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)

May 2018

- At this point the Heathrow Connect and additional Hayes & Harlington services will cease and be operated by Crossrail. The GWR 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

Proposition route by route

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 GWR's new Customer & Communities Improvement Fund
- In partnership with Reading Borough Council, GWR 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

“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”

Proposition route by route

North Downs Line improvements

Overview

- GWR 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
- GWR 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 GWR's new Customer & Communities Improvement Fund
- In partnership with Surrey County Council and the Coast to Capital LEP, GWR will be delivering improvements to Dorking Deepdene station, including new shelters and CCTV

“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”

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	-
Total	76	96

Proposition route by route

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 GWR'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
- GWR will continue to work with the DfT, NR and other key partners on the business case for extending electrification beyond Newbury
- In the meantime GWR 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

Proposition route by route

Trans-Wilts Line improvements

Overview

- GWR 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
- GWR 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 GWR's new Customer & Communities Improvement Fund
- New gatelines will be installed at Chippenham station during 2016/17 and GWR 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

“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.”

Proposition route by route

Bristol area local service improvements

Overview

- GWR is committed to increasing the capacity of trains and frequency of trains in the Bristol area
- GWR'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 GWR's new Customer & Communities Improvement Fund
- GWR 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
- GWR is working with NR and other key partners on plans for the transformation of Bristol Temple Meads

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

“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.”

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

West of England Partnership DfT stakeholder consultation response, June 2014

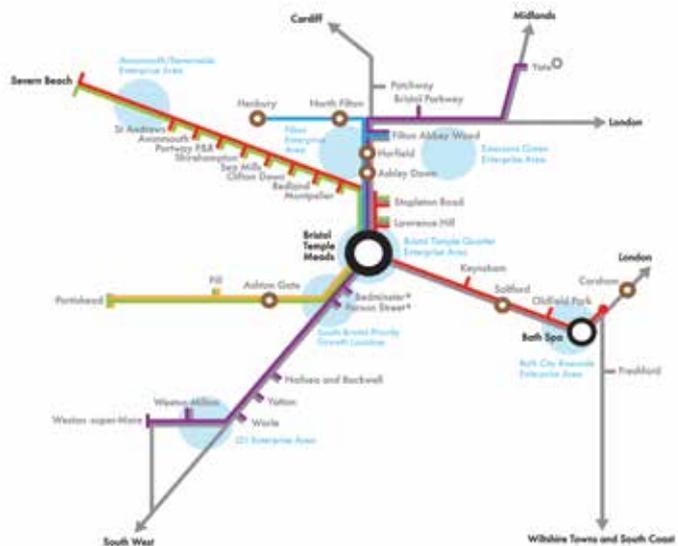
Proposition route by route

“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.”

West of England Partnership DfT stakeholder consultation response, June 2014

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. GWR is committed to working with the West of England Partnership to achieving this important goal.
- GWR 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



Proposition route by route

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

Proposition route by route

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

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

Gloucestershire County Council DfT stakeholder
consultation response, June 2014

Proposition route by route

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

“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

“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

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

Proposition route by route

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 GWR 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

“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.”

Proposition route by route

Barnstaple Line improvements

Overview

- GWR 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
- GWR'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 GWR's new Customer & Communities Improvement Fund

“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”

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

Proposition route by route

Exmouth Line services

Overview

- GWR 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
- GWR'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 GWR's new Customer & Communities Improvement Fund
- CCTV will be installed at Exmouth station

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

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

Proposition route by route

Exeter-Paignton Line improvements

Overview

- GWR 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 GWR's new Customer & Communities Improvement Fund
- GWR'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 GWR is working with Devon County Council on a potential new eastern access to the station

- GWR will work with Devon County Council on plans to open a new station at Marsh Barton
- GWR 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

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

Proposition route by route



Gunnislake Line improvements

Overview

- GWR'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 GWR's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, GWR will work to equip Gunnislake and Calstock stations with Wi-Fi
- In partnership with Devon County Council and NR, GWR will continue to work on detailed plans for the reopening of the line from Bere Alston to Tavistock

May 2017 and December 2018

- With the Class 153s leaving the franchise in 2017 all the services on the Gunnislake branch will become worked by 2-car trains equipped with free Wi-Fi

“We welcome the proposal for a half hourly Exmouth to Paignton service ... which should help to encourage further journeys and better connections ... onto long distance services, as well as cope with existing high passenger volumes”

Proposition route by route

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. The new inter-city trains being introduced in 2018 mean there will be significant additional journey time improvements

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

May 2018

- The new trains selected for the South West high speed services will start to appear from Summer 2018 onwards, culminating in full service entry by December 2018
- 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
- The new trains would offer an average London-Penzance journey time of 5hrs and 5 minutes, with journeys 14 minutes quicker than today

“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”

Proposition route by route

Looe Line improvements

Overview

- GWR'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 GWR's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, GWR 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

- GWR'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 GWR's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, GWR 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

Proposition route by route

Falmouth Line improvements

Overview

- GWR'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 GWR's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, GWR 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

- GWR'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 GWR's new Customer & Communities Improvement Fund
- In partnership with Cornwall Council, GWR will work to equip stations with Wi-Fi
- GWR will also be supporting Cornwall Council's 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

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