

*Great Eastern Main Line
and Southend Victoria Line
December 2021
timetable consultation.*

**HAVE
YOUR
SAY**



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Introduction.

Hello and welcome to our December 2021 timetable consultation for the Great Eastern Main Line (GEML), Southend Victoria Line and connecting routes. We appreciate you taking the time to read about our plans and hope you will help us shape the final timetable details.



As you may be aware, when we began the current franchise in 2016, the key commitment and centrepiece of our plans was the replacement of the entire Greater Anglia train fleet, with brand-new, state-of-the-art trains, which would enable us to not just transform the rail travel experience in the region, but also make improvements to other aspects of rail services, such as capacity, journey times and timetables.

The first phase of the roll out of our high-quality new trains is already well advanced, with all our regional routes in Norfolk, Suffolk and Cambridgeshire, plus the Marks Tey to Sudbury route, having switched to new bi-mode train operation from 1 February 2020. Norwich to London intercity services have also been operated with new electric trains since 25 March.

We will shortly start the introduction of our first suburban trains on the Southend Victoria line with the aim of transferring all Southend line and Great Eastern Main Line services over to new train operation over the course of the next year.

It's therefore timely to look at how we optimise the impact of new trains on services, especially on capacity and journey times from the December 2021 timetable change.

Although the capacity, capability and intensive utilisation of this very busy part of our network very much influences the scope of what we can aim to achieve, we're keen to make the most of the exciting attributes of our new trains, with their increased seating, quicker acceleration and braking and improved performance characteristics.

Whilst more radical aspirations may not be practical, there are still plenty of opportunities to put in place a better service, taking on board customer and stakeholder comments to fine tune the details, as we do so. There are also one or two specific areas, such as the scheduling of our Norwich in 90 services and proposals to provide a Braintree to Witham shuttle service with connections to/from London during off peak periods, on which your feedback is specifically sought.

Our over-riding aims for the December 2021 GEML timetable will be to provide the best possible service for passengers and the region and to maximise the benefits of our new trains for customers and communities along both the GEML, the Southend Victoria line and those lines which connect into them.

On behalf of everyone at Greater Anglia, I'm grateful for you taking the time to consider our proposals and to everyone who provides us with their views. Please provide any feedback you may have in the ways outlined at the end of this consultation document.

Thank you,

A handwritten signature in black ink, appearing to be 'JB' with a stylized flourish extending from the end.

Jamie Burles
Managing Director

Summary of our proposals.

The main focus of our proposals is to take advantage of the benefits of our new trains to optimise seating capacity, improve performance (maintaining the excellent punctuality of recent months) and reduce journey times where practical. In general, further increases in train frequency are not currently possible because of rail infrastructure capacity constraints, but there may be some routes or times of day where small changes are achievable.

Other key considerations are the expected levels of passenger demand and travel patterns as we emerge from the pandemic. Although rail travel is expected to remain popular and a key part of the economic recovery and the decarbonisation agenda, it is clear that the growth trajectory has already altered and it is likely that the recovery in patronage will include some shifts in the different markets for commuting, business and leisure travel. Our aim will be to strike the right balance with the December 2021 timetable, to encourage more and more people to take the train, support customers and communities across our region and keep on delivering a reliable and resilient train service.

The main themes of the proposed timetable will be as follows:

- All services operated with new trains, with air conditioning, free Wi-Fi and plug/USB points.
- Increases in capacity on many services as our new trains offer more seats.
- Some quicker journey times, wherever practical, usually of a couple of minutes, but in some cases by as much as 5 to 7 minutes for some longer journeys, such as Norwich to London.
- Similar service frequency to the normal timetable in place before the changes prompted by the pandemic.
- Some slightly later last services on certain days on some routes, if practical, where there is a potential demand or need for a later train (though this will also depend on whether there is scope for additional services alongside essential overnight infrastructure maintenance work).
- Continued focus on providing a punctual and reliable service.

Two other specific points to highlight are that:

1. Amongst the general speeding up of services between Norwich and London, the weekday Norwich in 90 services will all be scheduled at times that suit day trips to London and back with two morning services at 08.00 and 09.00 from Norwich and two return services – one between 17.00 and 17.15 and the other between 19.00 and 19.15 – from London.
2. We are proposing to operate a Witham to Braintree shuttle service during off peak periods to help improve performance and reliability, with direct trains to/from London only at peak times. This plan reflects customer and stakeholder feedback for a more consistent service on the Braintree branch.

We welcome comments from customers and stakeholders with a specific interest in these particular services on their views on these proposals.

The expected benefits of the new timetable for each station on the Great Eastern Main Line and Southend Victoria line, along with a summary of the benefits for connecting routes, are provided over the following pages. Please note that this document provides a high level summary of the proposed changes, as the timetables are still being developed and can change quite significantly during the development process, including as a result of this consultation, so we have highlighted key principles and expected outcomes.

Great Eastern Main Line.

The key features of the timetable are planned to be:

Norwich

- 30-minute frequency direct to/from London from early morning to mid-evening Monday to Saturday
- Average 6-minute quicker journey times throughout the day
- Most journey times between 1 hour 45 minutes and 1 hour 50 minutes
- 4 Norwich in 90 trains (2 each way) – 08.00 & 09.00 from Norwich – one between 17.00 and 17.15 and one between 19.00 and 19.15 – from London Monday to Saturday
- All trains operated with our new, longer, higher capacity, trains
- Hourly Sunday frequency, plus a couple of extra services at key times

Diss

- 30-minute frequency direct to/from London from early morning to mid-evening Monday to Saturday
- Average 5-minute quicker journey times throughout the day
- Most journey times between 1 hour 30 minutes and 1 hour 35 minutes
- All trains operated with our new, longer, higher capacity, trains
- Hourly Sunday frequency, plus a couple of extra services at key times

Stowmarket

- 30-minute frequency direct to/from London peak times Monday to Saturday as now
- 60-minute frequency direct to/from London off peak times Monday to Saturday as now
- Average 4-minute quicker journey times throughout the day
- Most journey times between 1 hour 20 minutes and 1 hour 25 minutes
- All trains operated with our new, longer, higher capacity, trains
- Hourly Sunday frequency, plus a couple of extra services at key times

Ipswich

- 4 trains per hour frequency direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 3-minute quicker journey times throughout the day
- Most journey times between 1 hour 5 minutes and 1 hour 10 minutes
- 4 Ipswich in 60 trains (2 each way) – 08.33 & 09.33 from Ipswich – one between 17.00 and 17.15 and one between 19.00 and 19.15 – from London Monday to Saturday
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency plus a couple of extra services at key times



Manningtree

- 4 trains per hour frequency direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 3-minute quicker journey times throughout the day
- Most journey times between 55 minutes and 1 hour 10 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency, plus some extra services at key times

Colchester

- 6 trains per hour frequency direct to/from London peak times Monday to Friday
- Some direct peak hour services between Colchester Town and London Monday to Friday
- 5 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 45 minutes and 1 hour
- All trains operated with our new, longer, higher capacity, trains
- 3 trains per hour Sunday frequency

Marks Tey

- 3 trains per hour frequency direct to/from London peak times Monday to Friday
- 2 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 53 minutes and 56 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Kelvedon

- 3 trains per hour frequency direct to/from London peak times Monday to Friday
- 2 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 45 minutes and 50 minutes
- All trains operated with our new, longer, higher capacity, trains
- 1 train per hour Sunday frequency

Witham

- 5 or 6 trains per hour frequency direct to/from London peak times Monday to Friday
- 4 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 40 minutes and 47 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Hatfield Peverel

- 2 trains per hour frequency direct to/from London peak times Monday to Friday
- 1 train per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 40 minutes and 43 minutes
- All trains operated with our new, longer, higher capacity, trains
- 1 train per hour Sunday frequency



Chelmsford

- Between 6 and 10 trains per hour direct to/from London peak times Monday to Friday
- 5 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 30 minutes and 35 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Ingatestone

- Between 2 and 4 trains per hour direct to/from London peak times Monday to Friday
- 2 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 30 minutes and 35 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Shenfield (not including TfL services)

- Between 7 and 11 trains per hour direct to/from London peak times Monday to Friday
- 7 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 23 minutes and 26 minutes
- All trains operated with our new, longer, higher capacity, trains
- 4 trains per hour Sunday frequency

GEML connecting routes.

The key features of the timetable are planned to be:

Norwich to Cambridge/ Stansted Airport

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains
- The aim is for most trains to go through to Stansted Airport, but we may be able to add more direct services when the West Anglia timetable is adjusted after new trains are all in service on that route (probably in 2022).

Norwich to Sheringham

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Norwich to Great Yarmouth

- Core hourly service frequency Mondays to Saturdays, with extra services at peak times on Mondays to Fridays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Norwich to Lowestoft

- Core hourly service frequency Mondays to Saturdays, with extra services at peak times on Mondays to Fridays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Ipswich to Lowestoft

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Ipswich to Felixstowe

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Ipswich to Cambridge

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Ipswich to Peterborough

- Core two hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains
- The aim is still for an hourly service in the future when rail infrastructure capacity enables that to be delivered, hopefully after upgrades to Haughley Junction, level crossings and the Ely area rail infrastructure



Manningtree to Harwich

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains operated with our new, longer, higher capacity, trains

Colchester to Clacton/ Walton on the Naze

- 2 or 3 direct trains per hour between Clacton and London at peak times Monday to Fridays
- Hourly direct trains between Clacton and London off peak and on Saturdays
- Hourly Colchester to Walton service via Colchester Town Mondays to Saturdays
- Hourly Sunday direct service between Clacton and London, similar to current service, with connecting shuttle between Walton and Thorpe
- All trains operated with our new, longer, higher capacity, trains

Marks Tey to Sudbury

- Core hourly service frequency Mondays to Saturdays
- Hourly Sunday service, similar to current service
- All trains continue to be operated with our new, longer, higher capacity, trains

Witham to Braintree

- Core hourly shuttle service between Witham and Braintree on Mondays to Saturdays, connecting with London services at Witham, with similar overall end to end journey times to now (c.63 minutes)
- 3 direct morning peak trains to London, 4 direct evening peak trains from London on Mondays to Fridays
- Hourly Sunday service, similar to current service
- All trains operated with our new, longer, higher capacity, trains

Southend Victoria Line.

The key features of the timetable are planned to be:

Southend Victoria

- Between 3 and 5 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 56 minutes and 60 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Prittlewell

- Between 3 and 5 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 52 minutes and 57 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Southend Airport

- Between 3 and 5 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 49 minutes and 55 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Rochford

- Between 3 and 5 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 47 minutes and 53 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Hockley

- Between 3 and 5 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 43 minutes and 50 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Rayleigh

- Between 3 and 5 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 39 minutes and 44 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Wickford

- Between 4 and 6 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 34 minutes and 38 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Billericay

- Between 4 and 6 trains per hour direct to/from London peak times Monday to Friday
- 3 trains per hour frequency direct to/from London off peak times and Saturdays
- Average 1-minute quicker journey times throughout the day
- Most journey times between 28 minutes and 33 minutes
- All trains operated with our new, longer, higher capacity, trains
- 2 trains per hour Sunday frequency

Southend Victoria Line connecting route.

Wickford to Southminster

- 40-minute frequency on Mondays to Saturdays
- 4 direct morning peak trains to London, 3 direct evening peak trains from London on Mondays to Fridays
- All trains operated with our new, longer, higher capacity, trains
- 1 train per hour Sunday frequency



Frequently Asked Questions.

Are you able to provide a copy of the planned timetable?

The timetable is still being developed and will also be subject to change due to capacity constraints, other operators' services (e.g. Transport for London services and freight trains) and other adjustments during the timetable bidding and finalisation process. We will also need to take into account emerging trends and issues from the pandemic. It's therefore more helpful to outline the principles and invite comment on that general approach. If it's useful to look at the current base timetables (outside of pandemic related changes), they can be found on the Greater Anglia website. Please feel free to highlight any specific aspirations. As highlighted earlier, the final timetable will be shaped by a number of factors, but we will do all we can to meet customers' and communities' aspirations.

Is it possible for services to be even quicker?

The proposals are based on the known improvements we can reliably achieve as a result of the better performance characteristics, including quicker acceleration and braking, of our new trains, whilst also delivering a punctual service. If over time we find there are opportunities to reduce journey times further, whilst still maintaining high levels of performance, we will look to do so. We are working with wider stakeholders to try to secure additional investment in our region's rail infrastructure, which could help us further improve journey times in the future.

Should services be more reliable in the future?

We have already delivered better performance this year, with punctuality averaging 93%-95% for most of the period from March onwards. However, the aim is to maintain that positive trend, by both taking advantage of the new trains' capabilities and ensuring the new timetable is built around good performance. We therefore expect performance to continue at a high level.

We know from independent research and direct feedback to us that customers always regard a punctual, reliable and consistent service as one of their highest priorities.

Are you planning to deliver some of the outstanding aspirations outlined when the franchise was awarded in 2016?

There are a number of aims for more frequent services, such as more off peak services on the Southend to London, Norwich to London, Hertford East to London and Ipswich to Peterborough lines, plus direct services between Lowestoft and London and Sudbury and Colchester Town, which have not yet proved practical to implement. In most cases, this reflects emerging constraints in terms of rail infrastructure capability and capacity. We will continue to look at opportunities to realise these aspirations, but in the short to medium term, these aims are unlikely to be delivered. The exact levels of additional capacity provided will also now be different, given the changes in the wider industry situation (including available infrastructure capacity, the post-COVID position, the need to further optimise performance on a busy network and industry investment plans). Options for further changes will also be heavily influenced by future rail infrastructure investment decisions and the way in which rail services recover and develop after the pandemic.

Are there opportunities for later last trains on some routes where services finish early?

We will look at the options for later last trains, where there is demand for changes to times or additional services. Much will depend on whether they can be accommodated without adversely affecting overnight rail infrastructure schedules, which are necessary to maintain a safe and reliable railway.

How you can respond.

Your thoughts and comments are welcomed to help us shape the best possible timetable, in line with the needs of customers and communities across the region. We will do all we can to accommodate aspirations wherever practical and deliverable, whilst balancing all the issues that affect the delivery of a train service.

You can contact us in three ways:



greateranglia.co.uk/december21tt



december21tt@greateranglia.co.uk



**December 2021 Timetable Consultation,
c/o Norwich station,
Station Approach,
Thorpe Road,
Norwich, NR1 1EF**

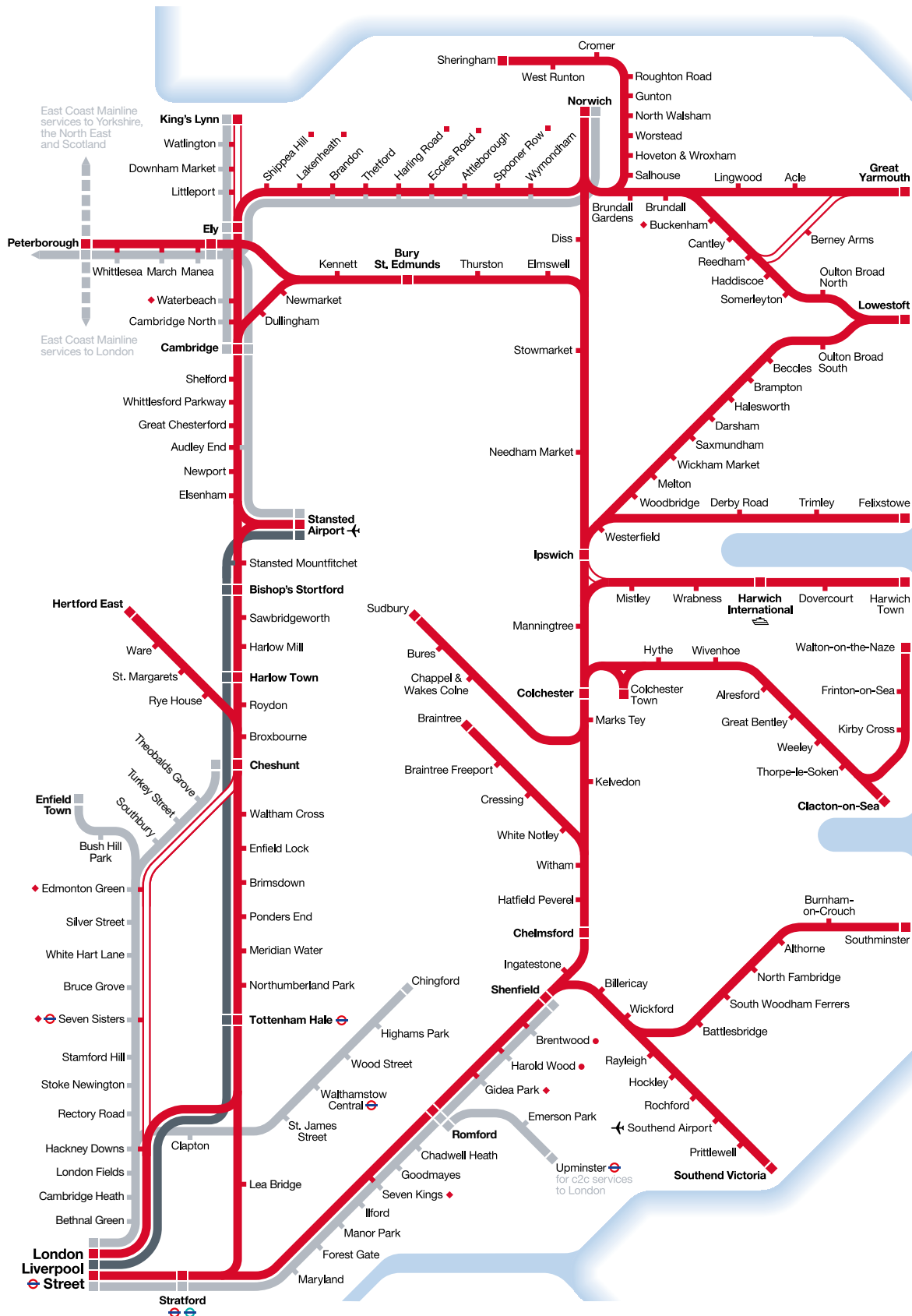
It would be helpful if you include in your submission the following details :

- Which station you generally use (your 'home' station)
- How often you travel – 3-5 times a week/1-2 times a week/1-2 times a month/Less than monthly/Rarely/never
- Your main reason for travel (commuting, business or leisure)

What happens now and next?

1. The consultation will run for 12 weeks and close on Friday 12 February 2021. Please submit your comments as soon as you can. Until 12 February all responses will be recorded and carefully considered to help shape our final timetable submission to Network Rail.
2. We will submit a final bid to Network Rail and the Office of Rail and Road, in line with the mandatory rail industry process. Although the specific date is yet to be finally confirmed, it is likely to be sometime in March 2021.
3. Between March and September 2021 there is a formal process to be followed by all Greater Anglia, Network Rail, the Office of Rail and Road and all passenger and freight train operators involved to finalise the finished timetable.
4. Timetables are then due to be loaded into the industry systems, 12 weeks in advance of the timetable coming into operation in December 2021.

Thank you again for taking the time to read our timetable proposals. If you submit a response, you can be assured it will be fully considered in the timetable development process. After the consultation has closed, all the submissions have been considered and the timetable bid finalised, we will publish a summary of the key issues raised in the consultation and our response to them.



03/19