

ESSENTIAL REFERENCE PAPER 'C'

National Express East Anglia

Proposal to deliver increased capacity

Timetable Consultation for West Anglia services for May 2011 and December 2011 timetables

In July 2007 the then Government published a White Paper, Delivering a Sustainable Railway, in which it set out its plans for the rail network over the next 30 years. National Express (NX), as a leading transport provider in the UK, welcomed the White Paper. We are committed to playing our part in the delivery of the plans set out in that paper and the subsequent proposals set out for the rail industry. A key component of these plans is the High Level Output Specification (HLOS) which laid out plans for future capacity and service levels.

In April 2009 National Express East Anglia (NXEA) became the first train operating company (TOC) to reach an agreement with the Department for Transport on the introduction of the additional capacity linked to the HLOS plans. The agreement will enable the delivery of major improvements for passengers with the provision of 188 extra carriages (a 17% increase in the size of our train fleet). The improvements on the Mainline, Metro and Rural routes began in the December 2009 timetable change and will be mostly completed in the December 2010 timetable change.

For the West Anglia and Stansted Express routes we undertook initial consultation on proposals for the May 2011 and December 2011 timetable changes in Summer 2009. We have listened to the feedback we have received and have now developed more detailed proposals for deployment of the extra trains and associated service improvements. This consultation paper continues the formal consultation process on a revised "Service Level Commitment". It summarises the major improvements for the West Anglia and Stansted Express services which will be delivered following the arrival of 30 new 4 car electric multiple units in 2011 and **seeks your views** on some further enhancements we aim to deliver, but which will require alterations to some services to enable them to be implemented. Some of these improvements will commence from the May 2011 timetable, with the remainder fully implemented in the December 2011 timetable.

In most cases the changes are achieved simply by adding extra carriages to existing scheduled services. These are summarised below under the "Headline West Anglia and Stansted Express improvements section".

However, there are opportunities to try and deploy some new trains on a selected number of Cambridge – London services, rather than solely on the Stansted Express services (in response to feedback from the consultation process in summer 2009). In addition, we have some new ideas for service improvements including more direct services to Stratford, faster services to Stansted Airport and Cambridge and a new hourly service from Ely or Cambridge to Stansted Airport in addition to the existing Cross Country service. It is these new ideas and the use of new trains on Cambridge – London services which we are looking for your feedback.

These proposals are set out under the heading "Issues on which your views would be welcomed".

Headline West Anglia and Stansted Express improvements

With the introduction of new rolling stock we will:-

- provide additional train service capacity into London Liverpool Street on a weekday morning capable of accommodating an additional 16000 (11000 seats and 5000 standing) passengers from the West Anglia and Great Eastern routes in the three hour peak and an additional 5,000 passengers in the high peak by December 31 2011;
- introduce 120 new electric vehicles to be deployed primarily on the Stansted Express route, but also on some Cambridge – London services;
- cascade the majority of the displaced Class 317 vehicles, currently deployed on Stansted Express services, onto other West Anglia services;
- extend a number of peak London Liverpool Street to Cambridge services to 12 carriages (from 8 now)
- extend a number of other peak West Anglia services to 8 carriages (from 4 now) on the lines to Enfield, Chingford, Hertford and Bishop's Stortford

We have worked in an open and collaborative way with the DfT for many months during the formulation of our proposals. We have researched the need for additional capacity and researched customers and stakeholders needs and aspirations. We have also worked closely with Network Rail (NR) to ensure our proposals are deliverable and consistent with NR's Strategic Business Plan. These ideas have already received widespread support.

Issue on which your views would be welcomed

We have developed some new ideas to deliver even more improvements for passengers following the introduction of the new trains. We would, therefore, appreciate your comments on the following proposals:

1. To introduce a faster, hourly off peak service between Cambridge and London, using the new class 379 trains, which calls only at Whittlesford, Audley End, Bishop's Stortford and Tottenham Hale.
2. To switch the hourly Stratford to Stansted Airport service to a twice an hour Bishops Stortford to Stratford service with connections to Stansted Airport (except for special services during the Olympics and Paralympics period)
3. To reduce Stansted Express journey times by looping the Hertford East service at Broxbourne to allow a Stansted Express service to pass it (this will add around 3 to 4 minutes into the journey time of the Hertford East service)
4. To run, in the morning peak, 3 x 12 car services with new trains from Cambridge to London or, alternatively use the same new trains to run 2 x 12 car services from Cambridge and 1 x 12 car service from Stansted Airport
5. To introduce a new service from Cambridge or Ely to Stansted Airport on the opposite half hour to the Cross Country service.

We believe that our proposals maximise the benefits of the additional rolling stock, as well as generating the greatest economic, environmental and social inclusion benefits by making rail more convenient and competitive on more routes by enhancing capacity or, in some cases, frequency.

We welcome your thoughts and feedback on these proposals as we plan for the introduction of the extra capacity on our services. We will take into account the views and points raised in finalising the options.

The overwhelming priorities are initiatives which deliver more capacity and are practical, achievable and would benefit the majority of rail travellers. In that context it should also be emphasised that the requirement of the Department for Transport from this process is additional capacity, so our plans must be compliant with that obligation. However, the new ideas we have suggested should be consistent with those requirements. We look forward to your comments.

Comments on NXEA West Anglia and Stansted Express plans

Please send your comments to

West Anglia & Stansted Express Timetable consultation
c/o Jonathan Denby
Head of Corporate Affairs
National Express East Anglia & c2c
Oliver's Yard
55 City Road
London
EC1Y 1HQ

Or email them to me at jonathan.denby@nationalexpress.com

The consultation period lasts for 12 weeks, so please submit your comments by **Friday 11 February 2011** or earlier if possible.