

Dear all

Here's the latest update from Greater Anglia, with updates on performance, more work to ensure our trains are clean and safe, "secure stations" re-accreditation for 63 stations, travel advice and other recent developments.

### **Performance**

Performance has been generally good again this week, with punctuality of 92.2%, although there were a couple of more disruptive incidents. Whilst there is still more to do improve consistency, a positive sign is that punctuality is above levels traditionally seen at this time of year, which demonstrates some good progress.

### **Special COVID-19 testing shows trains clear of infection**

We have commissioned a leading provider of testing, inspection and compliance services to test for COVID-19 on our trains – and every test has come back negative. SOCOTEC has so far carried out 40 'biological assessments' (as pictured) on a randomly selected set of trains departing from or arriving at London Liverpool Street. The COVID-19 virus was not detected in any of the swabs. Different areas of the trains were swabbed, including push buttons, tables, toilet doors, toilet flush buttons, grab handles and inside driver's cabs. None of the swab tests came back as positive.

Martin Moran, our commercial, customer service and train presentation director, said: "We are using everything available to make sure that our trains are clean and sanitised. SOCOTEC's tests enable us to triple check the effectiveness of our new cleaning and sanitising regimes. We already carry out weekly tests for biological residue to make sure trains are clean, so that we can be sure that we have the right conditions for sanitising our trains. It's excellent that all tests have come back negative, but we're not, and never will be, complacent. We will continue to keep our trains as hygienic as possible so that our customers can travel with confidence."

### **Secure station re-accreditation**

Sixty-three stations across our network have been re-accredited with their "Secure Stations" status. 'Secure Stations' is a national scheme which recognises good practice where train operators have worked in partnership with the British Transport Police and other partners in implementing high standards of security at stations. Directed by the Department for Transport and the British Transport Police, it takes into account areas such as station design, management practices, security and passenger safety.

Since the start of our current franchise in 2016, we have upgraded many of our stations with CCTV and better lighting, put in help points at most stations and installed secure cycle storage areas at a number of stations across the network. We have also provided guidance to station staff about security and vigilance and improved working procedures with partners such as the British Transport Police. The accreditations demonstrate that

our working partnership with the British Transport Police is creating a safe, secure railway for everyone.

### **If you travel, travel with confidence**

Once again, there have been no changes to travel advice this week. The current timetable remains unchanged, so everyone who still needs to travel can do so, with plenty of capacity available.

However, we have been liaising with regional universities to make sure we are prepared for when students return in December and then head back to university in the New Year. That joint working is enabling us to ensure timetables and resources are deployed appropriately to ensure smooth journeys home and back again for students across our network.

When travelling, all customers (including students) can “travel with confidence”, reflecting all the steps we’re taking to provide an excellent service for passengers. As previously highlighted, these include the actions already being delivered in line with our safer travel pledge, which are focused on providing more services and capacity, additional cleaning, making it easier to keep your hands clean and providing information to help you travel safely.

Just a helpful reminder that it is mandatory for customers to wear a face covering when using public transport, in stations as well as on trains, to help reduce the spread of coronavirus. Children under the age of 11 and people with a disability or medical condition which means they cannot wear a face covering are exempt from wearing them. As mentioned before, the vast majority of people are complying with the requirements, but the British Transport Police do have the power to impose fines for non-compliance – with those fines increased this week to £200, rising to a maximum of £6400 for repeated non-compliance, if necessary. We have updated messaging at stations, on line and on social media to remind customers of these regulations. The government is also encouraging everyone to download the Covid-19 Test and Trace App as part of the wider efforts to prevent the spread of the virus.

We continue to deliver our additional cleaning measures - including more train cleaners, new PacVac equipment for turnaround train cleaning during the day and special testing equipment to carry out random hygiene tests on trains (to help us raise standards even further) - as well as cleaning every single carriage with fogging guns (which disinfect all surfaces, including seats, arm rests, grab handles and windows) to supplement the extra cleaning already being implemented in these high contact areas. We’re also carrying out extra cleaning at stations, where the fogging guns come in handy for larger indoor areas, such as waiting rooms.

It’s still really important to observe social distancing. We have in place a wide range of actions to make it easier for customers to do so at stations and on trains - including floor markings, one-way systems, new signs and queuing systems.

### **Other developments**

Just a reminder that, as planned, our public consultation about our December 2021 timetable proposals was launched this week and runs for 12 weeks until Friday 12 February. We are planning to optimise the impact of our new train fleet on journey times, capacity and service patterns on the Great Eastern Main Line, Southend Victoria Line and connecting routes (including regional routes in Essex, Suffolk and Norfolk). Details can be found at [www.greateranglia.co.uk/december21tt](http://www.greateranglia.co.uk/december21tt).

There were more positive developments with our community rail partnerships and station adopters this week. The sculpture created by the community at Alresford rail station (pictured) has won a national award for its contribution towards making the environment more bee-friendly. Local volunteers, children from Alresford Primary School and the Cobnuts Co-operative, came together with the Essex and South Suffolk Community Rail Partnership, the Bee Friendly Trust, the Community Rail Network and Greater Anglia to install a unique sculpture that doubles as a home for wildlife in the station's wildlife garden. As a result, they have been named 'Bees' Needs Champions' by the government's Department for Food and Rural Affairs (DEFRA). The awards recognise organisations and groups that help protect pollinators in green spaces.

Another great initiative is the partnership between our station adopters, the Wherry Lines Community Rail Partnership (CRP) and the team here at Greater Anglia, which has seen two large planters installed on the platforms at Brundall Gardens station in Norfolk, which are being filled with rare flowers. Meanwhile, back down in Essex, the adopters at Rayleigh station, on the Southend Victoria line, have been hard at work transforming the station with the installation of new floral displays. The filled planters, which have been introduced with support from the Essex and South Suffolk CRP, will make the station more welcoming for visitors and local passengers alike.

**And finally.....**

Thanks, as always, to colleagues across Greater Anglia for delivering a good service for our customers and communities across East Anglia, with valuable support from colleagues at Network Rail, Siemens, Stadler, Bombardier and our other rail industry partners.

Have a good weekend.

Kind regards

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