

# Railway Upgrade Plan – Freight and National Passenger Operators

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2017/18



## Glossary

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**CaSL** – Cancelled and Significantly Late. This measures how many trains are cancelled or are more than 29 minutes late at their terminating station.

**Freight Delivery Metric** – Measures the percentage of freight trains arriving at their destination within 15 minutes of schedule.

**PPM** – Public Performance Measure. This is the percentage of trains that arrive at their terminating station within five minutes (for commuter services) or ten minutes (for long distance services) of when they were due.

**Right Time Departures** – This measures the percentage of trains departing their station of origin on time or early.

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# Freight and National Passenger Operators

## Introduction from the route managing director – Paul McMahon

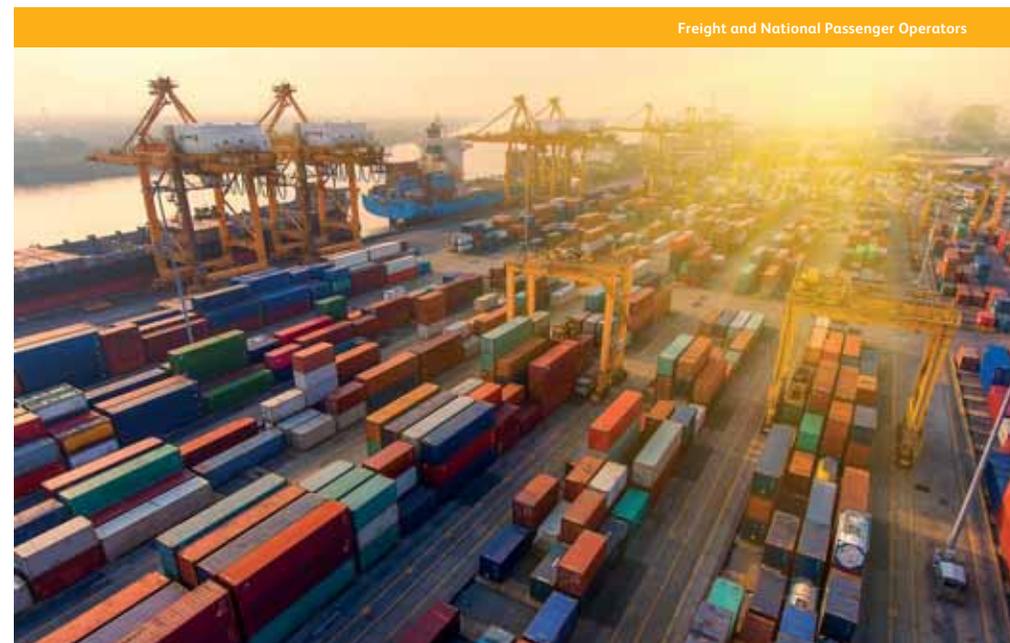
During 2016/17 Freight and National Passenger Operators (FNPO) was established as the company's ninth operational route, to look after nationally focused customers whose interests extend across our geographical routes.

As well as freight operating companies (FOCs), our customers include CrossCountry, Caledonian Sleeper, charter operators and aspirant open access passenger operators. The route also works closely with rail freight end users, including retailers, car manufacturers, quarries and power stations. Although we do not physically operate infrastructure like the other routes, we are accountable for the delivery of performance and other outputs for our customers and we provide them with a single point of contact. As with other routes, customer scorecards are at the heart of our relationships and our customer focused delivery.

We work closely with our geographical route colleagues on ensuring we are listening and responding to our customer's needs. Many of the benefits being delivered for these pan-route operators are detailed in the various route sections in this Business Plan. Freight operators do also have some very specific requirements and more details of these can be found in this section of our Business Plan.

The delivery of safe, reliable and efficient operational freight performance is at the heart of our plans. In 2017/18 we will work collaboratively with the sector, including the National Freight Safety Group, to improve freight safety – including aiming to reduce the risks of derailments and signals passed at danger.

The route has a strong focus on attracting private investment to increase freight traffic levels and grow income. New rail freight terminals are being developed on our vacant land, wholly funded by rail freight end users for loading and unloading their goods. Around a dozen schemes are underway nationally. These include a former Post Office terminal site in Chelmsford, which has been established as an aggregates distribution hub, and Bevois Park on the Wessex main line, which was unused for three decades but is now being used by a concrete manufacturer.



## Route at a glance



Rail freight moves 12 per cent of the UK's inland surface freight



Rail freight carries goods each year worth £30 billion



Rail freight removes 7.6 million lorry journeys from the roads annually



More than a third of all deep sea containers that arrive or depart from major ports are transported by rail



Around 40 per cent of construction materials used in London arrive by rail



CrossCountry covers around 1,500 route miles and calls at over 100 stations



Caledonian Sleeper trains cover 3,500 miles every night between Scotland and London

## Our customer focused targets for the year ahead

**[NB these are a selection of our targets, and remain subject to ORR and DfT approval].**

Freight Delivery Metric – 94 %

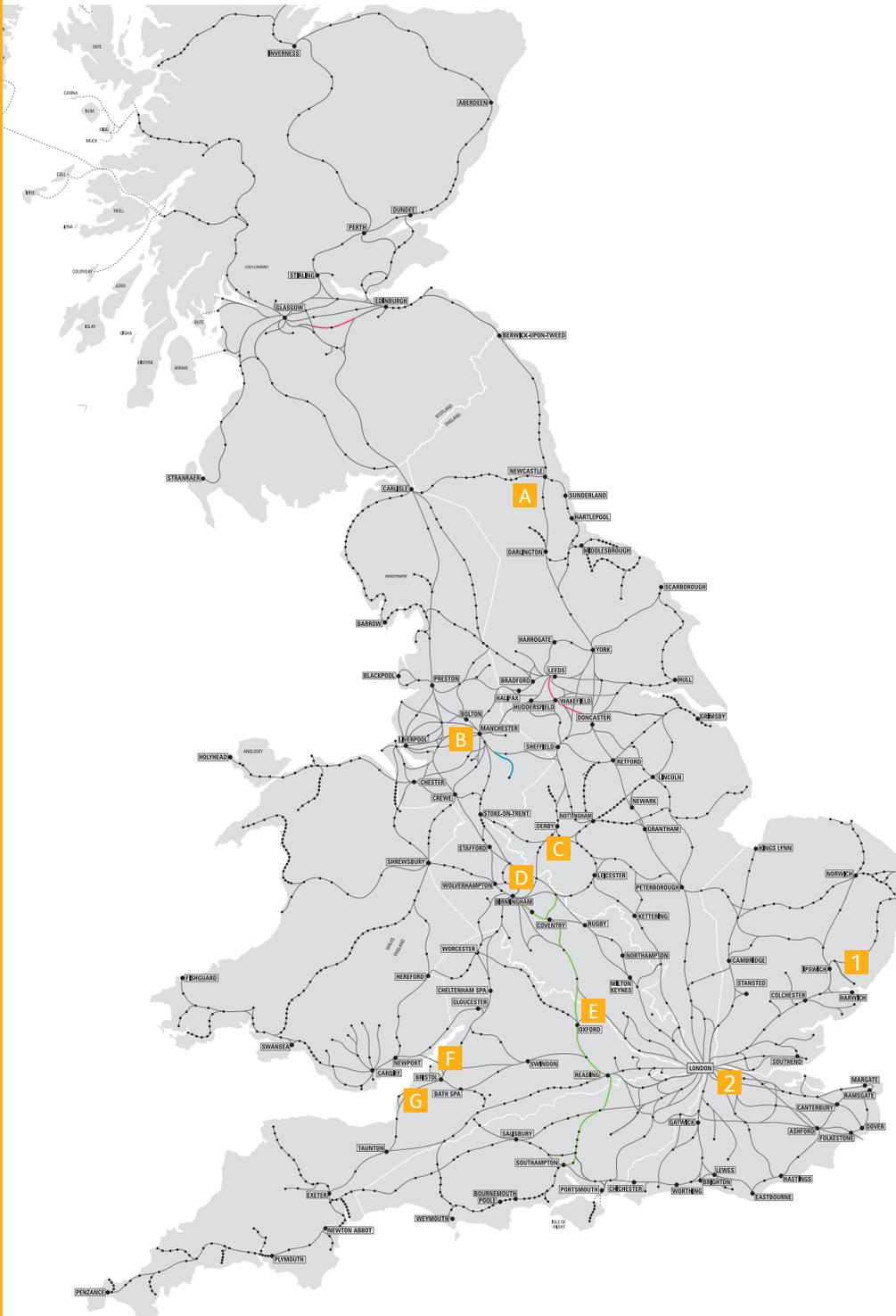
Freight Right Time Departures – 80 %

CrossCountry PPM – 90 %

CrossCountry CaSL – 3.95 %

## Key initiatives to improve freight performance include:

- Continuing our focus on freight service recovery following delays and incidents on the network.
- Introducing additional route freight managers to provide greater focus on the root causes of performance and support freight operations.
- Working with both FOCs and port and terminal operators to build on recent successful collaborative initiatives, such as the 'control rooms' at the Port of Immingham, Drax power station and Port of Felixstowe, to improve right-time departures.



- Southampton/West Midlands freight train lengthening works
- ECML gauge clearance
- Peak Forest to Buxton

- 1 Felixstowe branch line capacity works
- 2 Thameside Nodal Yard

**Key improvements benefiting CrossCountry**

- A Renewing infrastructure at Newcastle to improve reliability
- B Ordsall Chord to reduce train conflicts
- C Derby remodelling – fewer train conflicts and segregation of flows leading to improved performance and journey time reductions
- D Renewing signalling at Birmingham to improve reliability
- E Improved signalling reliability at Oxford
- F Fourth platform at Bristol Parkway
- G Filton Bank four-tracking to reduce train conflicts and increase operational flexibility

**Felixstowe branch line capacity works**

We are building a new 'loop' at Trimley to allow trains to pass each other, as well as improving signalling and closing level crossings.

*Customer benefits:* An extra ten freight trains per day will ultimately be able to run each way between Felixstowe and Ipswich.

**Southampton/West Midlands freight train lengthening works**

We are improving connections to Southampton Maritime terminal, improving the Western Docks branchline, and improving 'loops' at Hatton, Fenny Compton and Dorridge in the Midlands to more effectively allow fast trains to pass slower ones.

*Customer benefits:* Longer freight trains will be able to run between Southampton Port and the West Midlands.

**ECML gauge clearance**

We are continuing work at the north and south ends of the East Coast Main Line to increase the 'gauge clearance' on the route.

*Customer benefits:* Allows a wider range of containers to be carried on the route.

**Thameside Nodal Yard**

We are reconfiguring the sidings at Ripple Lane West Yard, in collaboration with Transport for London.

*Customer benefits:* A wider range of containers, and longer trains, will be able to use the route. It also means more freight trains can run from HS1 and Essex Thameside.

**Peak Forest to Buxton**

We are building a longer 'loop' at Buxton to allow longer trains to reverse there.

*Customer benefits:* Supports additional construction traffic from Peak District quarries.

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