Railway Upgrade Plan –
London North Eastern and
East Midlands (LNE&EM)

2017/18
**Glossary**

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

**MAA** – Moving Annual Average.

**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.

**Reduction in railway work complaints measure** – We believe that the number of complaints that we receive from the public about our work could be reduced if we improve how we inform people about work due to take place, and ensure all our staff behave considerately towards those living and working close to the railway. Each route is therefore aiming to reduce the number of complaints it receives in the coming year.

**Right Time Arrival** – This measures the percentage of trains arriving at their terminating station early or within 59 seconds of schedule.
Introduction from the route managing director – Rob McIntosh

On LNE&EM, our purpose can be summarised with a simple phrase – we care about our people, we are proud about our work and we are passionate about railways.

Each day, we serve around 20 per cent of the UK’s travelling public, with hundreds of commuter and leisure services connecting major cities and conurbations, supporting regional economies up and down the country.

This makes it critical that we can deliver on train performance, and we have had some recent successes. This January saw the best train performance on record for the Midland Main Line and also our best freight service performance. We have responded to major incidents on the East Coast Main Line in 2016 with improvement work to our overhead lines to sustain train performance in the short term, whilst developing a proposal to upgrade the wires as they approach the end of their design life over the next few years.

In early 2017, new stations at Ilkeston in the Midlands and at Low Moor in West Yorkshire opened as we continue to work with local authorities to help deliver their transport strategies. We will continue to electrify the railway from Kettering to Corby and to prepare for the upgrade of the Transpennine route, with track and platform work at key stations across Yorkshire. The East Coast Main Line continues to be prepared for the new Intercity Express trains in 2018, with power supply and station platform upgrades.

Our route team are focused on helping the communities we serve, listening to what they want and delivering a safe and reliable railway that meets their needs. Working with our train and freight operating customers through alliances and partnerships, we will focus on their passengers – who care simply about value for money, getting on the train when they want to and getting off where and when they want to – as well as business customers who need to receive their goods on time. Our job – collectively – is to provide that safe and reliable railway, improving long term performance whilst maintaining a safe place to work and travel.

To do this we are transforming our approach to managing the assets on the railway, looking longer term with a focus on safety and performance. We are focused on continually improving what we do and driving the efficiency of our business, giving future funders of railway investment confidence that we take our responsibilities seriously. Our biggest step forward is the devolution to a route based business and devolved regulation. Not only do we now involve our customers in the planning of key performance targets but our route targets are now also regulated, meaning that our route business is managed with rigour and accountability. Working in this way ensures our success is driven with our own customers in mind.

Route at a glance

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>CPS (2014-2019) renewals and refurbishment spend</td>
<td>£2.285 billion</td>
</tr>
<tr>
<td>2,600 train services per day</td>
<td></td>
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<tr>
<td>1,968 level crossings</td>
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<tr>
<td>414 stations</td>
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<tr>
<td>6,914 kilometres of track</td>
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<tr>
<td>C. 5,500 employees</td>
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Our customer focused targets for the year ahead

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

East Midlands Trains
PPM MAA – 92.57%
PPM – 93.10%

Grand Central
PPM MAA – 84.5%

Hull Trains
CoSL MAA – 6.7%

Northern (East)
PPM – 93.10%

Virgin Trains East Coast
Right Time Arrival – 55%

First TransPennine Express
PPM MAA – 90%
CoSL – 4.3%

Route-wide
Railway work complaints – 1,082
London North Eastern and East Midlands – Full Route Map

East Coast Main Line
We are making changes to our infrastructure so that new trains can run and we are also doing work to make the line more reliable.

In the year ahead:
- Extending the platforms at Durham station.
- Renewing infrastructure in the Thirsk area.
- Upgrading the power supply on the line.

Passenger benefits:
- More reliable journeys. The new Virgin ‘Azuma’ trains will provide an extra 12,200 seats, reducing crowding, and a reduction in journey times of up to 22 minutes.

Midland Main Line
We have begun a major programme to transform travel on the Midland Main Line.

In the year ahead:
- Work to change the track layout in the Derby area.
- Improvements at Market Harborough station will start this year.
- Work to get the Kettering-Corby line ready for the installation of the new electrical wires (altering bridges, removing trees, inserting the posts that will support the wires).

By 2019:
- Electrification of the line from London to Kettering/Corby.

Passenger benefits:
- Once the programme is complete, it will be possible to run faster trains, longer trains and more trains on the line. Passengers in the Ilkeston area will benefit this year from being able to catch a train from the town for the first time in 50 years.

Transpennine Route
We have been asked by the Department for Transport to plan a programme of work to improve services and support economic growth in the north of England.

In the year ahead:
- We will finalise and present our proposal to DfT. We will make improvements to Hebden Bridge and Micklefield stations. We are also making improvements to the Calder Valley line and upgrading the signalling between Huddersfield and Bradford.

Passenger benefits:
- In the short term, passengers will benefit from the extra station at Low Moor and from step-free access to Hebden Bridge station. The Calder Valley line will be more reliable, reducing the risk of delays and cancellations. The long-term programme we are designing would allow more and faster trains to run across the route, including improvements in journey times of up to 15 minutes between Manchester Victoria and York, via Leeds.
Forecast growth for journeys

- Leeds: 49% in 2023, 114% in 2043
- Sheffield: 43% in 2023, 105% in 2043
- Nottingham: 45% in 2023, 62% in 2043
- St Pancras: 49% in 2023, 45% in 2043
- Newcastle: 38% in 2023, 99% in 2043
- Leicester: 44% in 2023, 107% in 2043
- London King's Cross: 20% in 2023, 62% in 2043