

Investing £1.5m to install lifts at Haymarket Station and £1.7m at Glasgow stations. Investing over £2m in improvements across Scotland's train fleet. Introducing a new, half-hourly Merthyr Tydfil service. Introducing a North to South Wales service, extending the existing North to Mid Wales service to Birmingham International Airport. Carmarthen station fitted with accessibility friendly counter. Adopting Oyster payment technology to make travel easier for thousands of commuters into and out of London. Launching the new Chiltern Mainline service between Birmingham and London. Piloting a new iPhone mobile ticketing app. Introducing new services for Glasgow, Southampton, Stockport, Macclesfield, Willington, Chepstow and Lydney. Launching a unique system for customers to reserve a seat on long distance services up to 10 minutes from the train's departure. Launching innovative print at home ticket service. Introducing 'RingGo' mobile phone payments for station car parking. Providing cycle sales and repair facility at York station, alongside other new cycling facilities. Developing a radical new timetable with new, faster services including 1500 extra seats a day on the Liverpool-Norwich service and more trains from Sheffield to London. Providing 12,000 extra car parking spaces. Investing £250,000 every year to improve accessibility. Adding 6,500 additional rush hour seats. Introducing new 12-carriage services in the evening to Royston and Cambridge. Providing extra disabled car parking bays at stations. £900k spent to make stations more accessible. Launch of Bradford-on-Avon and Trowbridge weekday services to London. A new early morning Paddington to Paignton service. Piloting smartcards between Edinburgh and Glasgow to make passenger journeys quicker and easier. Installing a new lift at Middlesbrough and Huddersfield stations to assist people with mobility issues. Reconfiguring the bus station and station forecourt at Watford Junction and retiming the Northampton to Euston timetable to improve performance. Redeveloping the timetable to provide 11,000 more seats with 188 extra carriages. More frequent trains on the East Suffolk line and longer trains on the Ipswich and Norwich to Cambridge routes. Developing an e-ticketing service for Stansted Express. Investing £250k each year on improving accessibility at stations. Engaging with communities to understand and overcome barriers to train travel. Launching CyclePoint in Leeds and improving cycling facilities at over 100 stations in Yorkshire. Launching Britain's first high speed rail service and laying on extra services to special events, such as the Open golf tournament. Providing new lifts and step-free access at Sittingbourne Station. Pioneering new links between bus and rail services across the Medway Valley. Introducing RNIB tactile station maps, a step-free station guide, new easy-read accessibility guides and personalised Travel Support Cards. Providing 750 new cycle parking spaces with double-deck racks at Hove. Introducing 2500 new cycle spaces, 2000 new car parking spaces, and 115 new cashless pay and display car parking machines. Providing accessible toilets and low counter ticket windows across the network. Introducing a new forecourt with bus and rail links at Farnborough. Piloting the first 'self-service' Brompton Bike hire facility at Guildford. Launching a new high frequency timetable with 30% more services and the most frequent long-distance service in Europe. Increasing car parking spaces by more than 75%. Developing Print at Home ticketing and Best Fare Finder online. Piloting a folding bike scheme in Stoke-on-Trent. Building a new ticket office, shops and toilets at Chester Station. Renewing all Class 357 trains. Introducing CCTV at all stations. Investing £400,000 in Benfleet Station to create new cycle facilities and an 'i-kiosk' to provide travel information. Cutting journey times by 20% through the Evergreen 3 infrastructure improvement programme. Spending £10m on leasing four new two-car trains, increasing the capacity and frequency of services. Installing Wi-Fi on High Speed and Voyager trains. Offering faster journey times and an additional 117 services a week with the launch of the new Eureka timetable. Investing in a £12m overhaul of on-train kitchen and equipment to deliver new First Class complimentary food and drinks service. Launching on-train CCTV to enhancing passenger security and enabling faster and more accurate reporting of incidents on the track. Providing better facilities for disabled people and launching a priority seat card for passengers who may have less than obvious disabilities. Providing touch-screen accessibility information pods at four stations and 80 new help points at 40 stations. Carrying out an interior refurbishment of the train fleet. Investing £12m to provide an additional 450 ticket machines. Installing seven new waiting shelters with more to follow. Introducing a new ticket office and First Class lounge at Euston. Launching tilting trains with 53 operating between London, Birmingham, Manchester, Liverpool and Glasgow. Trebling train frequencies between London & Manchester. Investing £11m in improving the train fleet in the West region. Refurbishing Thames Valley turbo trains. Introducing the world's first airline-style TVs in train seats.

Keeping Britain Moving

The logo for ATOC (Association of Train Operating Companies) features the letters 'A', 'T', 'O', and 'C' in a bold, white, sans-serif font. Each letter is filled with horizontal lines, creating a striped effect. The 'A' and 'C' have a slight shadow or gradient, giving them a three-dimensional appearance. The 'T' and 'O' are solid white with the horizontal lines.

Train companies are dedicated to keeping Britain moving.

Since rail privatisation was completed in 1997, passenger numbers have increased by 69% to more than 1.35bn annual passenger journeys today. This is the highest number of journeys in peacetime since the 1920s, and today's level of demand is forecast to double in the next 25 years.

Passenger satisfaction, punctuality and safety are at historically high levels, but investment to increase capacity and improve services must continue. Meanwhile, we are working with the industry to bring costs down, and make the railways more efficient and productive, delivering a better deal for passengers and taxpayers.

As the national voice of passenger rail, ATOC has produced this leaflet to show how train companies, along with partners in Network Rail, business and national and local government, are investing in real improvements on the ground. Most of Britain's train companies operate under franchises awarded by the government. This is a snapshot of the work they have been and are doing across the country to encourage more people to take the train, improve the passenger experience, and invest in a growing railway for the future.

Encouraging people to take the train

new

Introducing a new, half-hourly Merthyr Tydfil service

Arriva Trains Wales

- Introducing a new, half-hourly Merthyr Tydfil service and a North to South Wales service
- Installing new accessibility friendly counters at stations

c2c

- Adopting Oyster payment technology to make travel easier for thousands of commuters

Chiltern

- Piloting a new iPhone mobile ticketing app
- Reducing congestion and improving bus services at High Wycombe

Crosscountry

- Introducing new services for Glasgow, Southampton, Stockport, Macclesfield, Willington, Chepstow and Lydney

East Coast

- Launching print at home ticket service
- Introducing 'RingGo' mobile phone payments for station parking
- Providing cycle sales and repair facility at York station, alongside other new cycling facilities

1,500

1,500 extra seats a day on the busy Liverpool-Norwich service

East Midlands Trains

- Developing radical new timetable with new, faster services including 1,500 extra seats a day on the busy Liverpool-Norwich service and more trains from Sheffield to London
- Opening two brand new stations - East Midlands Parkway and Corby
- Extra station parking spaces
- Investing £250,000 every year to improve accessibility
- Launching online Best Fare Finder

6,500

Adding 6,500 rush hour seats

First Capital Connect

- Adding 6,500 rush hour seats
- Introducing new 12-carriage services in the evening to Royston and Cambridge
- Providing extra disabled car parking bays at stations

First Great Western

- £900,000 spent to make stations more accessible
- Launch of Bradford-on-Avon and Trowbridge weekday services to London
- A new early morning Paddington to Paignton service

quicker...

Piloting smartcards between Edinburgh & Glasgow to make passenger journeys quicker & easier

First ScotRail

- Piloting smartcards between Edinburgh & Glasgow to make passenger journeys quicker & easier

First TransPennine Express

- Installing a new lift at Middlesbrough and Huddersfield stations to assist people with mobility issues.

London Midland

- Reconfiguring the bus station and station forecourt at Watford Junction
- Retiming the Northampton to Euston timetable to improve performance

11,000

More seats at the busiest times

National Express East Anglia

- Redeveloping entire timetable and providing 11,000 more seats at the busiest times with 188 extra carriages
- More frequent trains on the East Suffolk line and longer trains on the Ipswich and Norwich to Cambridge routes
- Developing an e-ticketing service for Stansted Express

Northern

- Investing £250,000 each year on improving accessibility at stations
- Engaging with communities to understand and overcome barriers to train travel
- Launching CyclePoint in Leeds and improving cycling facilities at over 100 stations in Yorkshire

high speed

Launching Britain's first domestic high speed rail service

Southeastern

- Launching Britain's first domestic high speed rail service
- Providing new lifts and step-free access at Sittingbourne Station
- Pioneering new links between bus and rail services across the Medway Valley

Southern

- Introducing RNIB tactile station maps, a step-free station guide, new easy-read accessibility guides and Travel Support Cards
- Providing 750 new cycle parking spaces with double-deck racks at Hove

2,500

Introducing 2,500 new cycle spaces

South West Trains

- Introducing 2,500 new cycle spaces, 2,000 new car parking spaces, and 115 new cashless pay and display car parking machines
- Providing accessible toilets and low counter ticket windows at many stations
- Introducing a new forecourt with bus and rail links at Farnborough
- Piloting the first 'self-service' Brompton Bike hire facility at Guildford
- Working with BAA to promote rail access to Southampton Airport

30% more

Launching a new high frequency timetable with 30% more services

Virgin Trains

- Launching a new high frequency timetable with 30% more services and the most frequent long-distance service in Europe
- Increasing car parking spaces by more than 75%
- Developing Print at Home ticketing and Best Fare Finder online
- Piloting a folding bike scheme in Stoke-on-Trent



Faster, more frequent services



New mobile ticketing apps for smartphones



3m journeys made using the Disabled Persons Railcard



Britain's first domestic high speed trains



More spaces for cyclists across the network



Wi-Fi now on many trains



Refurbished train interiors



New fast services between Birmingham and London Marylebone

Improving the passenger experience

Arriva Trains Wales

- Building a new ticket office, shops and toilets at Chester Station
- Premier North to South Wales service with First Class facilities and a restaurant car and a second North-South express service with a hot-snack facility

c2c

- Renewing all Class 357 trains
- Introducing CCTV at all c2c stations
- Investing £400,000 in Benfleet Station to create new cycle facilities and an 'i-kiosk' to provide travel information

20%

Cutting journey times by 20% through the Evergreen 3 infrastructure improvement programme

Chiltern Railways

- Cutting journey times by 20% through the Evergreen 3 infrastructure improvement programme
- Spending £10m on leasing four new two-car trains, increasing the capacity and frequency of services

Wi-Fi

Installing Wi-Fi on Crosscountry's High Speed and Voyager trains

Crosscountry

- Installing Wi-Fi on Crosscountry's High Speed and Voyager trains

117

Offering faster journey times and an additional 117 services a week

East Coast

- Offering faster journey times and an additional 117 services a week with the launch of the new Eureka timetable
- Investing in a £12m overhaul of on-train kitchen and equipment to deliver new First Class complimentary food and drinks service
- Launching on-train CCTV to enhance passenger security

East Midlands Trains

- Improving every train within the fleet through a £30m package of ongoing investment
- Opening new or completely refurbished First Class lounges
- Installing Wi-Fi on all trains
- Installing new customer information screens at a cost of £2.2m to improve customer information at stations
- Installing 67 extra ticket vending machines in the past three years

First Capital Connect

- Major station upgrade work carried out across the network
- Providing new taxi facilities and bus stops at Elstree & Borehamwood Station

£143m

Investing £143m in the high speed train fleet, including quieter, more environmentally-friendly engines

First Great Western

- Investing £143m in the high speed train fleet, including quieter, more environmentally-friendly engines
- Training staff through the 'Putting Customers First' programme
- Completing a £1.1m refresh of sleeper carriages
- Investing £11m in improving the train fleet in the West region
- Refurbishing Thames Valley turbo trains
- Introducing the first airline-style TVs in train seats

First Scotrail

- Investing over £2m improvements across the train fleet

First TransPennine Express

- Launching a new train fleet
- Providing a mobile website to allow passengers to check train times and services on the go

remodelling

Extensively remodelling Watford Junction and Milton Keynes stations

London Midland

- Extensively remodelling Watford Junction and Milton Keynes stations

National Express East Anglia

- New on-train passenger information systems
- 'Making Travel Safer' team introduced to improve security
- Station Travel Plans to help passengers change between rail and other transport
- Introduction of Wi-Fi across the fleet

Northern Rail

- Refurbishing 200 trains and spending £350,000 to improve on board facilities
- Trialling GPS tracking and mobile phone technology to provide rural passengers with more accurate information

Southeastern

- Investing in improvements at Bromley, Dartford, and Sittingbourne stations, including new concourses, ticket offices, lifts, retail and passenger information facilities

Southern

- Refurbishing trains to increase capacity
- Providing staff with new technology to aid speed and accuracy of information to passengers
- Installing England's first 'Changing Places' toilet at Sutton, offering better facilities for disabled people and launching a priority seat card for passengers who may have less than obvious disabilities
- Providing touch-screen accessibility information pods at four stations and 80 new help points at 40 stations

200

Refurbishing 200 trains and spending £300k to improve on board facilities

South West Trains

- Carrying out an interior refurbishment of the train fleet
- Investing £12m to provide an additional 450 ticket machines
- Installing seven new waiting shelters

Virgin Trains

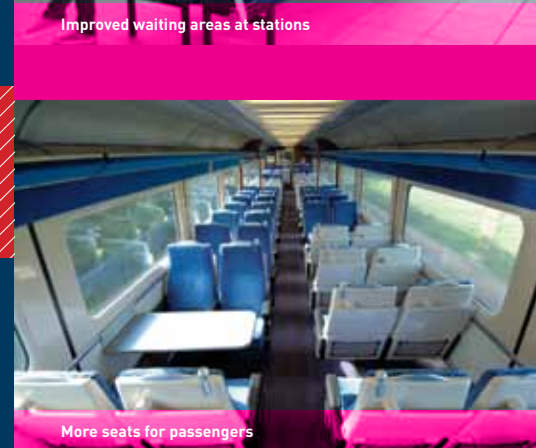
- Introducing a new ticket office and First Class lounge at Euston
- Launching the first Pendolino tilting trains with 53 operating between London, Birmingham, Manchester, Liverpool and Glasgow



Airline-style TVs in seats



Improved waiting areas at stations



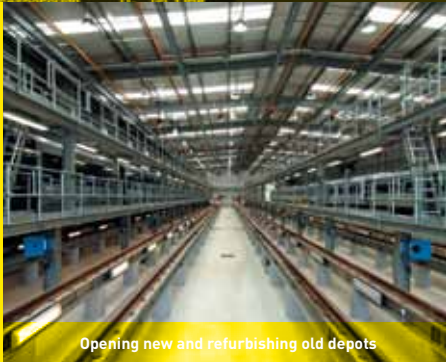
More seats for passengers



Fast Ticket Machines to reduce queues

Departures			Departures				
Due	Destination	Plat	Expected	Due	Destination	Plat	Expected
12:27	Newcastle	15B	On time	13:02	Ilkeley	2C	On
12:29	Perth	1C	On time	13:04	Wellingborough	17B	On
12:32	Ilkeley	3B	On time	13:05	London NW	8	On
12:34	Sheffield	17B	On time	13:05	Edinburgh	9D	On
12:37	Manchester Vic.	12D	On time	13:09	Manchester Vic.	12D	On
12:38	Hull	15B	On time	13:09	Liverpool Line St.	16B	On
12:40	Bradford F. Sq.	2C	On time	13:10	Bradford F. Sq.	3B	On
12:40	London NW	6	On time	13:10	Plough	11A	On
12:40	Manchester Pic.	16B	On time	13:12	Scarborough	15B	On
12:41	York	9D	On time	13:15	Selby	9D	On
12:43	Huddersfield	13B	On time	13:16	Sheffield	17B	On
12:48	Sheffield	10B	On time	13:19	Doncaster	12B	On
12:49	Carlisle	5C	On time	13:22	Brighouse	12C	On
12:51	Blackpool North	12C	On time	13:25	Manchester Air.	16B	On
12:55	Middlesbrough	15B	On time	13:25	Skipton	4B	On
12:55	Manchester Air.	16B	On time	13:27	Newcastle	15B	On
12:56	Skipton	4B	On time				
12:59	Manchester Pic.	16B	On time				

New passenger information systems



Opening new and refurbishing old depots



New station at Uckfield



New First Class Lounge at London Euston

Investing in the railway

Arriva Trains Wales

- Investing £20m in station car parks
- Funding £6m of station improvement and introducing an adoption scheme at 170 stations so local groups can care for and take pride in local stations
- Investing £3m at the Machynlleth train care depot

improve

Fitting regenerative braking to improve energy efficiency

c2c

- Fitting regenerative braking to improve energy efficiency, returning energy normally lost through braking back into the power grid

£11m

Investing £5m at High Wycombe Station and £11m at Birmingham Moor Street Station

Chiltern Railways

- Investing £5m at High Wycombe Station and £11m at Birmingham Moor Street Station

Crosscountry

- Launching a unique system for customers to reserve seats on long distance services up to 10 minutes from the train's departure

East Coast

- Investing in new and improved train maintenance equipment at Bounds Green and Ferme Park, London

East Midlands Trains

- Funding £10m of improvements at stations
- Improving reliability of trains with a new £20m maintenance facility in Derby
- Introducing an integrated East Midlands Trains/Network Rail control centre in Derby

£8m

Joint funding of an £8m line-speed increase

First Great Western

- Investing £14m in stations since the start of the franchise
- Joint funding of an £8m line-speed increase on relief lines between Reading and London
- Installing additional gatelines at Bath, Swindon, Bristol Temple Meads and Paddington
- Installing a new passenger information system using GPS signals on Thames Valley trains
- Funding £13m on information and security systems
- Investing £2m at Exeter depot, and £15.7m at St. Philips Marsh depot

£1.7m

Investing £1.5m to install lifts at Haymarket Station & £1.7m at Glasgow stations

First Scotrail

- Investing £1.5m to install lifts at Haymarket Station & £1.7m at Glasgow stations

New...

Building new depots to manage rolling stock

First TransPennine Express

- Investing £30m in stations including Northallerton, Selby, Stalybridge and Grimsby, with a £2.3m passenger subway installed at Huddersfield station
- Building new depots at Ardwick, York and Cleethorpes to manage new rolling stock

£1.5m

Investing £1.5m to reopen the former maintenance depot at Clacton

National Express East Anglia

- Carrying out extensive station improvement programme across the network
- Fitting the most modern trains on the fleet with regenerative braking to improve energy efficiency
- Investing £1.5m to reopen the former maintenance depot at Clacton
- Extended siding in Norwich to enable movement of longer trains and electrification of three sidings at Cambridge
- Rolling out innovative integrated transport improvements at Audley End, Harlow Town, Broxbourne and Diss

Northern Rail

- Funding a wide range of station improvements including a new eco station at Accrington
- Renewing PA systems at stations and moving the central feed of information to the York control centre
- Installing CCTV across the fleet and at stations.

Southern

- Pioneering the rail sector's most technologically advanced means of marshalling rail carriages in depots
- Deep cleaning all stations
- Launching a new CCTV system to ensure all stations are now monitored in real time, 24 hours a day
- Installing automatic ticket gates at 15 stations

£50m

Investing over £50m in stations

South West Trains

- Investing over £50m in stations
- 220 help points replaced, and another 10 added, with live train information screens installed in 5 car parks
- All station CCTV now linked through to the customer information and security centre
- Introduction of regenerative braking on train fleet, intelligent lighting at stations, and increased levels of waste recycling

Virgin Trains

- Introducing bio-fuel power on the fleet, the first public rail service to do so
- Innovating with new ways to avoid replacement bus services during improvement works

How to deliver a better railway for passengers and taxpayers...

Franchise reform

We need longer, smarter franchises with the flexibility to allow train companies better to tailor services to demand and propose more innovative improvements at the bidding stage. Not only will reform allow train companies to find the best ways of meeting their commitments and attracting more customers, it is crucial to unlocking the cost savings highlighted in the McNulty review.

Better alignment of track and train

We support the ongoing and planned devolution of Network Rail business and operations to the route level. This must be supported by a financial framework which aligns the interests of Network Rail routes with train companies, and incentivises collaboration in delivering efficiency and innovation.

Targeted, sustained investment

We need to keep investing in network and train capacity as demand for rail travel is growing, balancing the need to bring costs down while securing rail's support for economic growth. Ensuring that schemes are in the best interests of passengers is vital, focusing on projects which will generate revenue to reinvest in improving the network and easing overcrowding hotspots.

Smarter fares policy

We need a more flexible approach to regulation as part of a strategy to reduce taxpayer support for rail and improve the attraction of rail to users of other modes of transport. There is a need for fares better to reflect levels of demand in different parts of the network at different times of the day. Extending smart ticketing has real potential to make it easier to use the railway, and bring down retail costs.



ASSOCIATION of TRAIN OPERATING COMPANIES



Chairman: Tom Smith | Chief Executive: Michael Roberts | Director of Corporate Affairs: Edward Welsh

If you have any questions, or would like to find out more about train companies' work, please contact Andy Taylor in ATOC Public Affairs on 020 7841 8022 or email andy.taylor@atoc.org

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