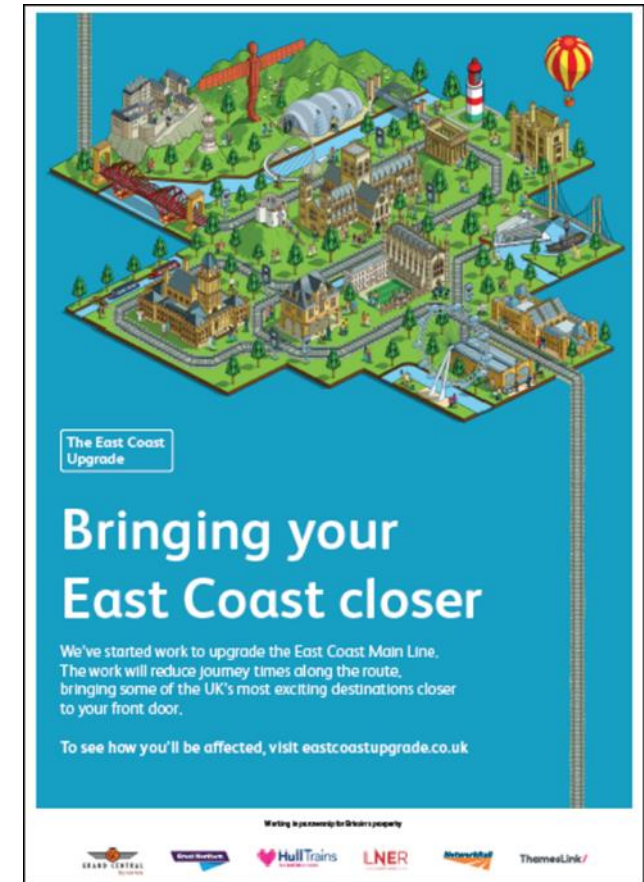


Stakeholder Forum

12 June 2019

East Coast Main Line Upgrade



Agenda

- Welcome and introductions
Tom Moran, Managing Director (Thameslink & Great Northern), GTR
- The upgrade – what is happening and why
Neil Henry, Head of Operations, Network Rail
- Passenger service plans 24-25 August
Scott Brightwell, Operations Planning Director, GTR
- Communications plan
Robert Cogger, Communications Manager, GTR
- Open forum
All



East Coast Main Line Upgrade



Neil Henry, Head of Operations, Network Rail

East Coast Main Line story

- The East Coast Main Line is a key route, carrying over 20 million passengers a year, connecting London and Edinburgh via Peterborough, Doncaster, York, Darlington, Durham and Newcastle.
- To continue to meet capacity demand we are embarking on the biggest changes to the south end of the route in a generation.
- Once completed, these significant investment projects will enable an additional two long-distance services an hour into and out of London.
- They will also improve local train service connectivity and reliability.

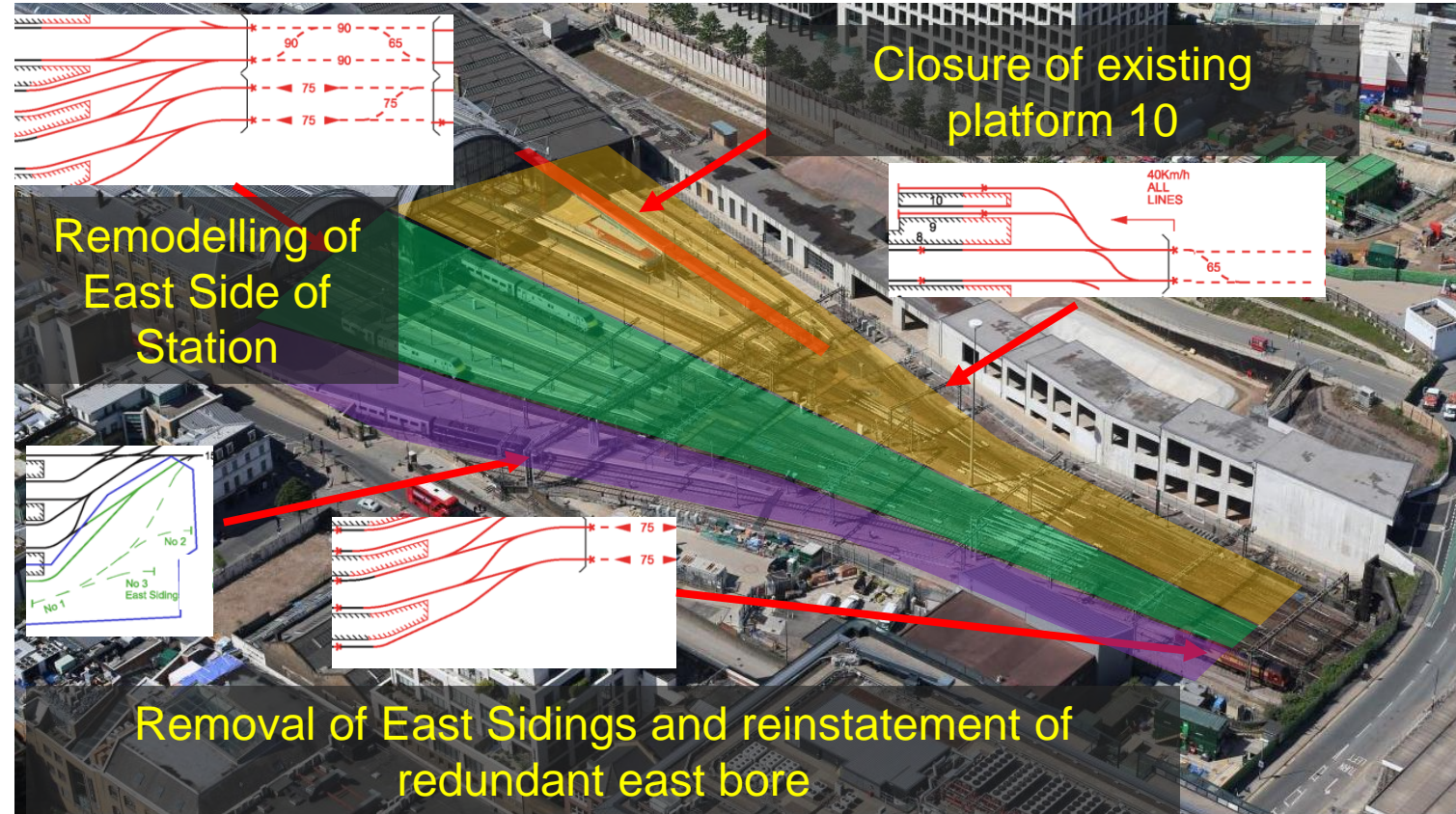
Projects include:

- King's Cross track & signalling remodelling
 - Stevenage additional platform
 - Werrington underpass
 - Power Supply Upgrade

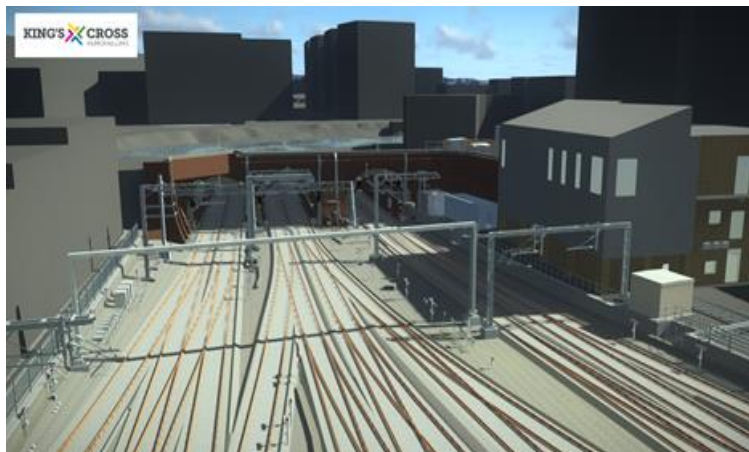
Also happening on the route – deep clean of Northern City Line tunnels

King's Cross

- Work being combined with other elements of ECML upgrade wherever possible to minimise disruption
- Phasing of work proposed to maintain best possible service
- Passenger communications for July (13 and 14) and August Bank Holiday weekends are underway



King's Cross – on site



Six tracks into Kings Cross



Signalling Control to York ROC



More than 6000m of new track



Re lock and Re-signalling Kings Cross and Holloway



31 new sets of points



More than 15,000m of OLE and Associated Structures

Stevenage – on site



New track and a new platform at Stevenage Station so that trains using the Hertford Loop can turn around and free capacity on the existing platforms.



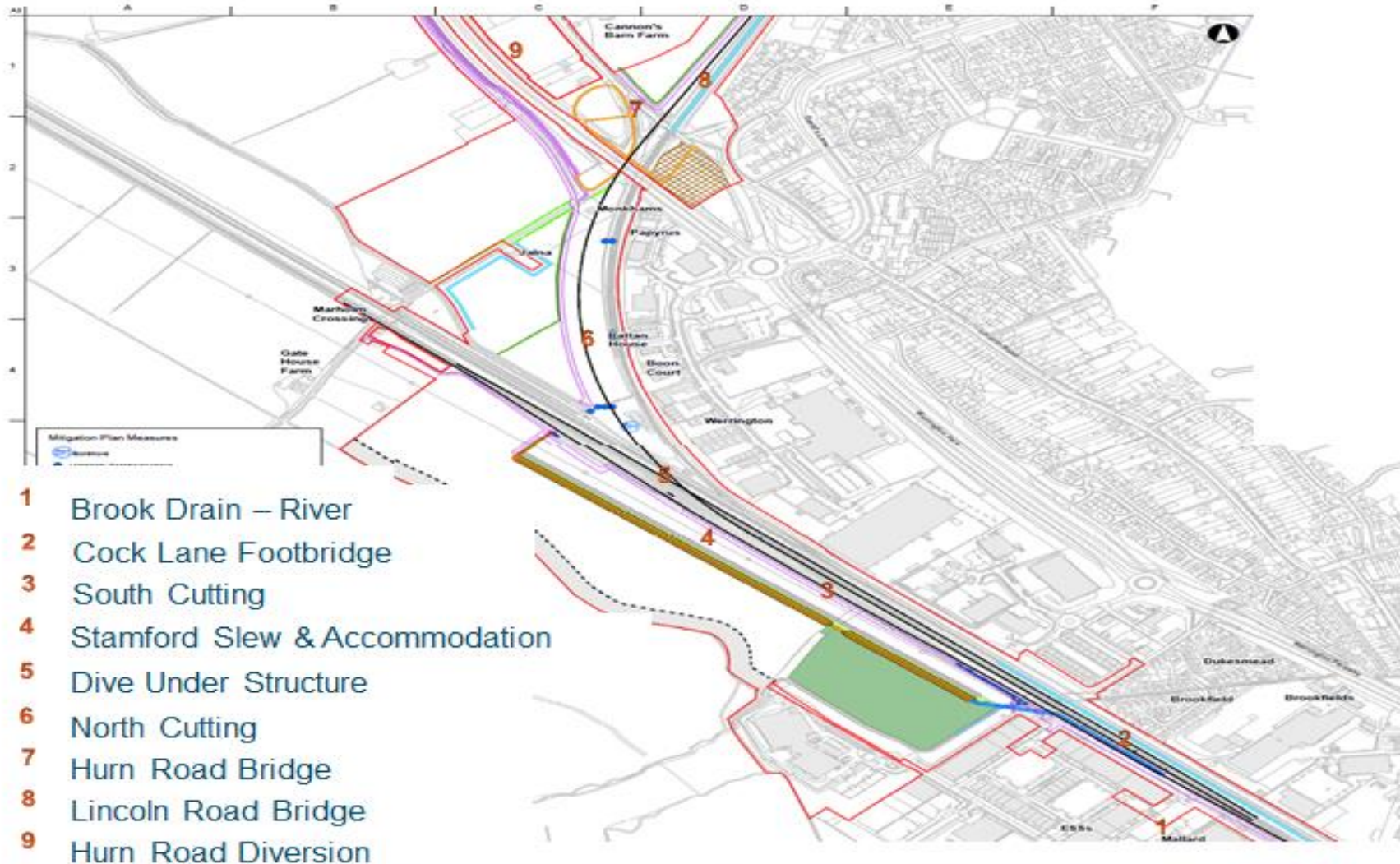
- We're working together to complete this work as soon as possible.
- Completion of the infrastructure is currently expected in 2020.
- Great Northern expects to resume a weekday train service in the Summer 2020 timetable.

Construction of almost 2km of new railway line.... new track points.... earthworks to the existing embankment and track drainage.... alterations to existing signalling infrastructure.... new overhead line equipment.... modifications to Broadhall Bridge and Six Hills Bridge.

Werrington – on site



Construction of new line to connect the Stamford lines (west of ECML) with the Great Northern Great Eastern lines (east of the ECML). It replaces a junction which – at the moment - means freight trains, and occasional passenger services, have to pass across the high speed ECML.



Werrington

COMPLETE SO FAR

- Site Cabins Complete:
- Utility Diversions.
- Feb 2019 - started excavation of New Brook Drain North and North Portal Construction
- March 2019 - Haul Rd. Complete (Lincoln Rd.) and start Brook Drain South
- Also March - all vegetation management work complete
- April 2019 - started North Ramp and North Portal excavations
- Numerous monthly drop-in events held for residents to find out more about the project.

Full work programme gets underway this autumn, with entry into service planned for 2021.



Northern City Line Tunnel Cleaning

Seven months of work to carry out a range of cleaning activities to ensure the health and well-being of both staff and passengers working and travelling on the route.

Work includes platform track bed and relay room cleaning at stations, poster removals and painting.

The work has also helped reduce the number of track bed fire related incidents.

Future works will take place with a deep clean of the Northern City Line tunnels that run from Drayton Park to Moorgate.



Enabling works - ECML Aug Bank Holiday



- Aug Bank Holiday closure
- Further service impact to be confirmed
- future stakeholder sessions to discuss

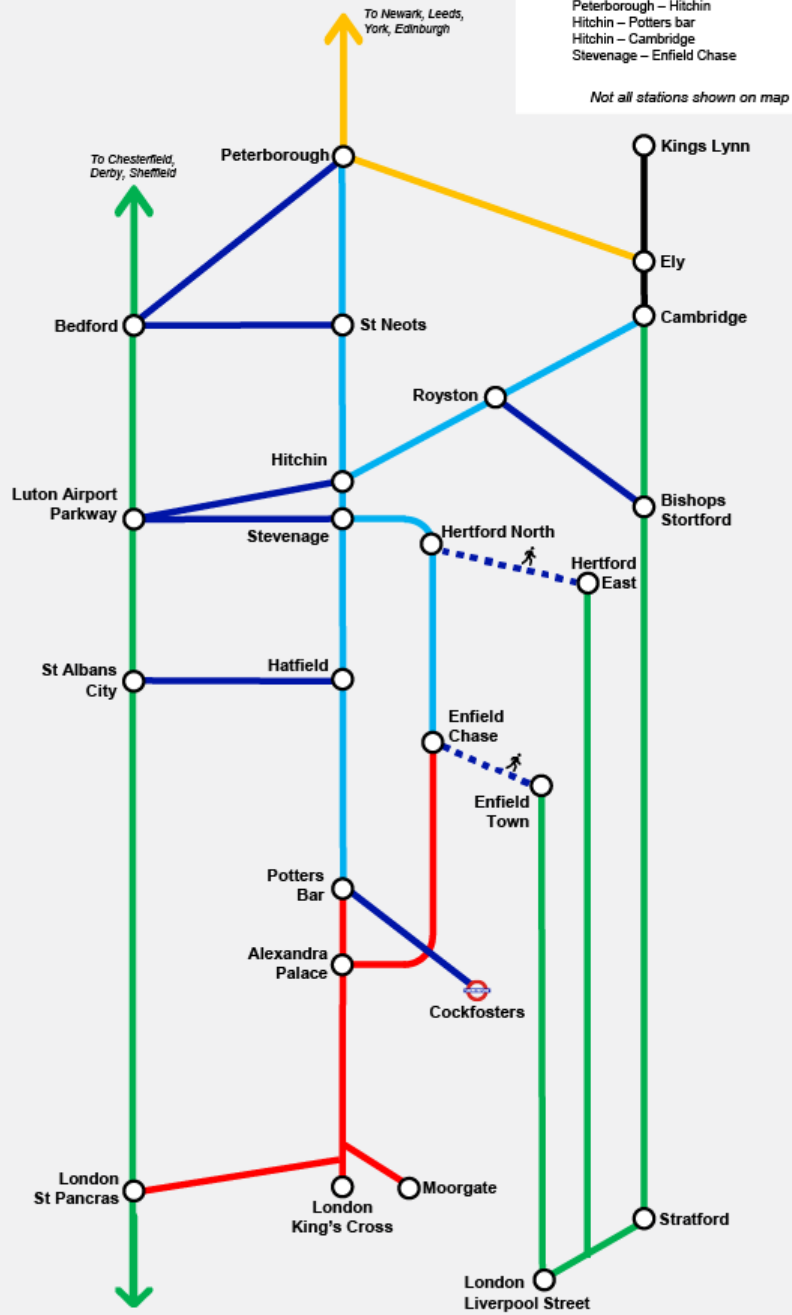


East Coast Main Line Upgrade



Scott Brightwell, Operations Planning Director, GTR

East Coast Mainline closure 24-25 August 2019



Great Northern

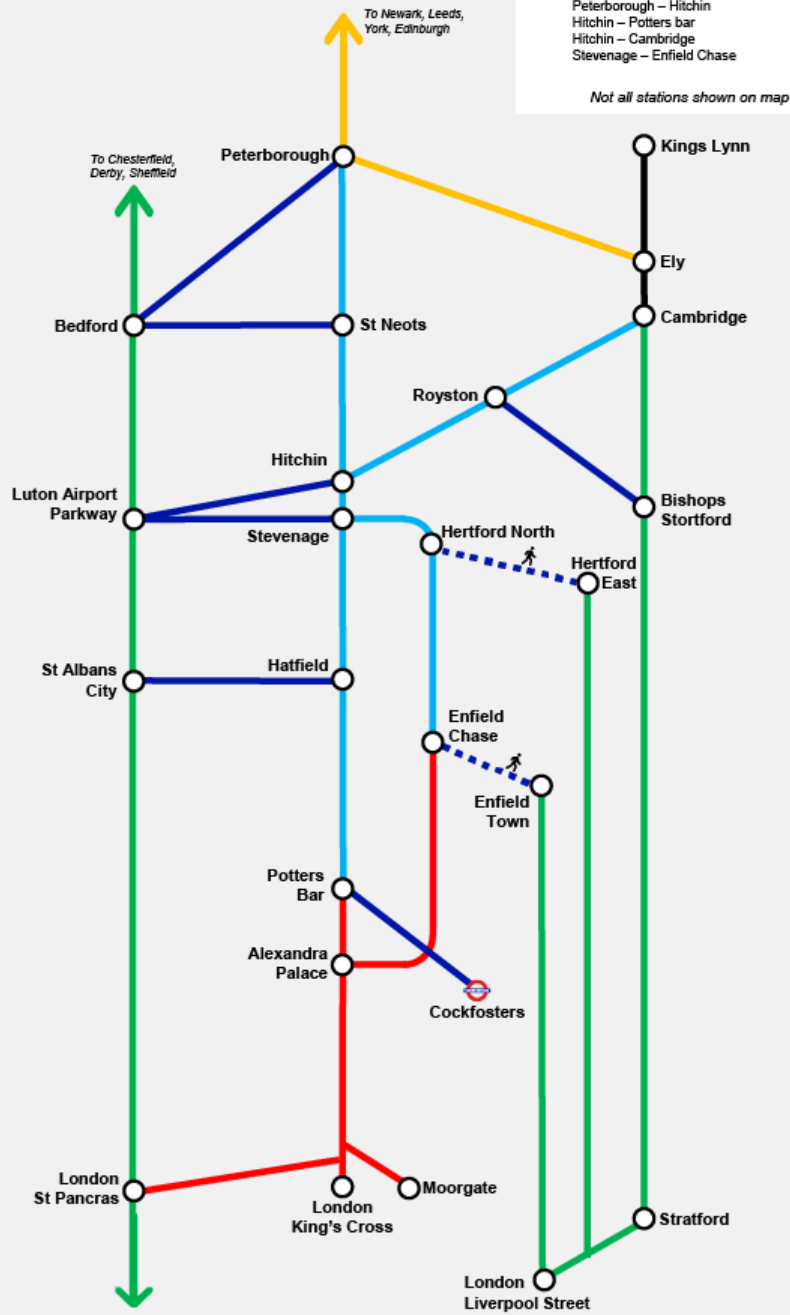
ThamesLink

NetworkRail

Passenger impact

- Major closure on 24-25 August
- Never a good time to close the railway – bank holiday is ‘least worst’
- Demand suppression is key – communications in progress; stakeholder support and suggestions welcome

East Coast Mainline closure 24-25 August 2019



Great Northern

ThamesLink

NetworkRail

Service plan

- Ticket acceptance on other operators
- Very limited bus service e.g. key workers
- Accessible vehicles on every route
- Limited bus operation – core hours 0500-2300
- 100 additional staff to support passengers
- Extra staff in our control room
- Additional sheltered areas at hub stations
- Joint operational plan with ECML operators
- Demand suppression is key

Northern City Line tunnel cleaning Dec 2019 to May 2020

- Weekend & weeknight (from 22:00) closures of the Northern City Line between Moorgate and Finsbury Park
- Diversion of services to start/terminate at Kings Cross
- 6 Trains Per Hour diverted on weeknights
- 4 Trains Per Hour diverted on weekends
 - *Moorgate & Old Street – Ticket acceptance via LUL Northern/Circle/H&C to Kings Cross*
 - *Essex Road – Local Bus Services to provide connections*
 - *Highbury & Islington – Ticket acceptance via LUL Victoria line to Finsbury Park & Kings Cross*
 - *Drayton Park – Local bus connections to Finsbury Park*





East Coast Main Line Upgrade



Robert Cogger, Communications Manager, GTR

Joint Industry Communications Plan

Network Rail working with all operators. Objectives are to:

- Ensure high levels of awareness and understanding amongst all audiences as to why the work is happening, what the impact is on them and what the benefits are
- Effect demand suppression for August Bank Holiday and future blockades
- Utilise best practice from other projects, eg. Brighton, Derby, Waterloo etc.



Key audiences

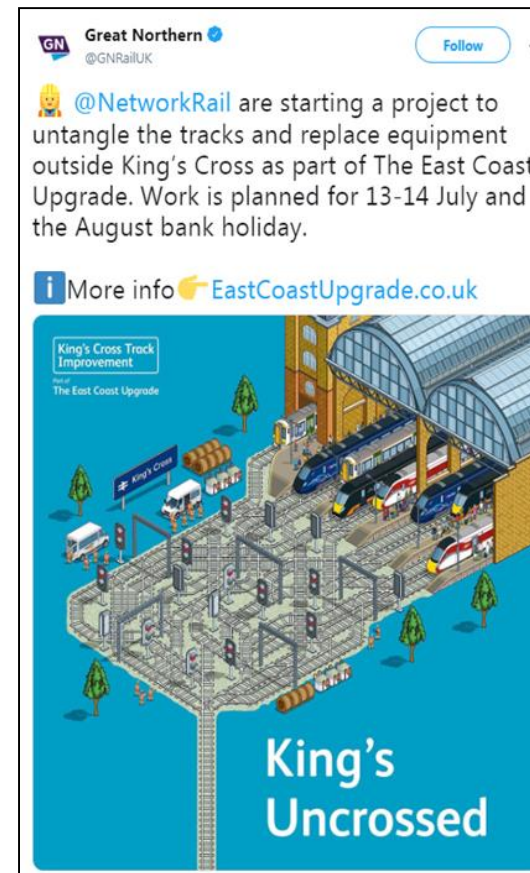
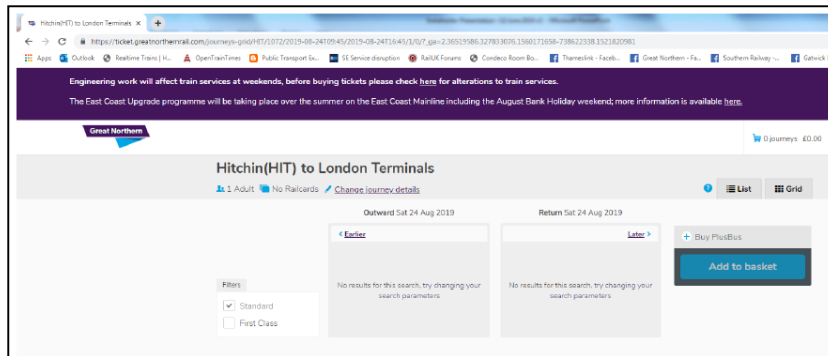
- All ECML passengers, including branches
- MPs, councils, rail user groups and other key stakeholders such as businesses
- Media
- Network Rail and train operating company colleagues

Approach to date

Activity	Status
Soft messaging around benefits of work	✓
Launch of bespoke website as 'one source of the truth'	✓
Press releases	✓
Stakeholder briefings	✓
From 1 June move to harder 'do not travel' messaging for August Bank Holiday	✓
Call for help from stakeholders	✗

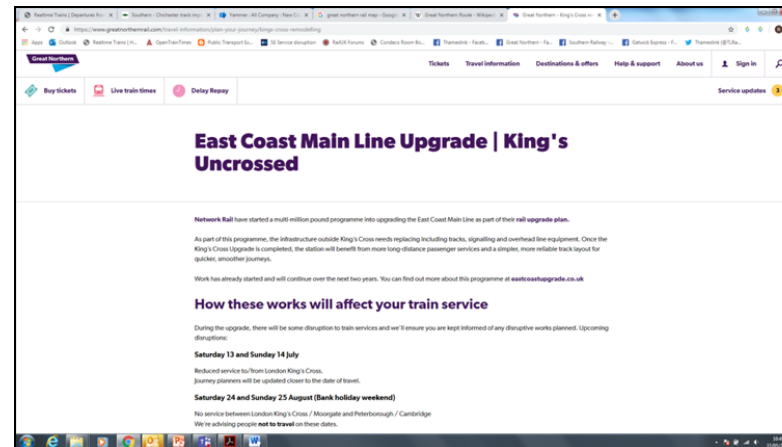
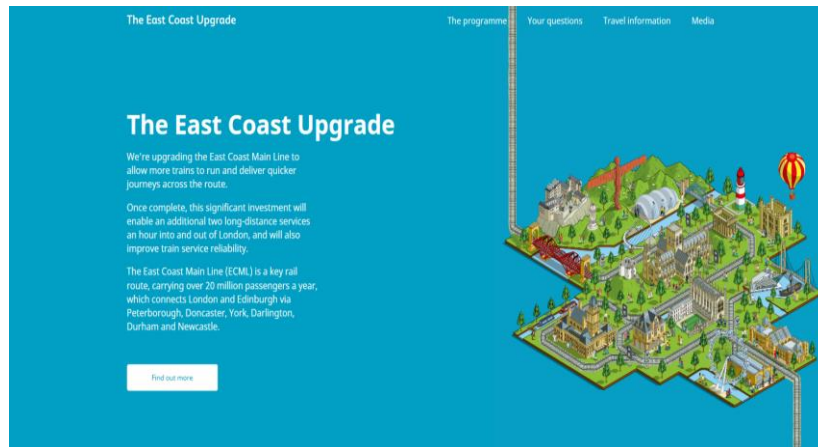
Implementation – passenger comms

- Passenger information from 1 June
- Station posters
- Station customer information screens
- Social media
- PA announcements at appropriate times
- Journey Planners



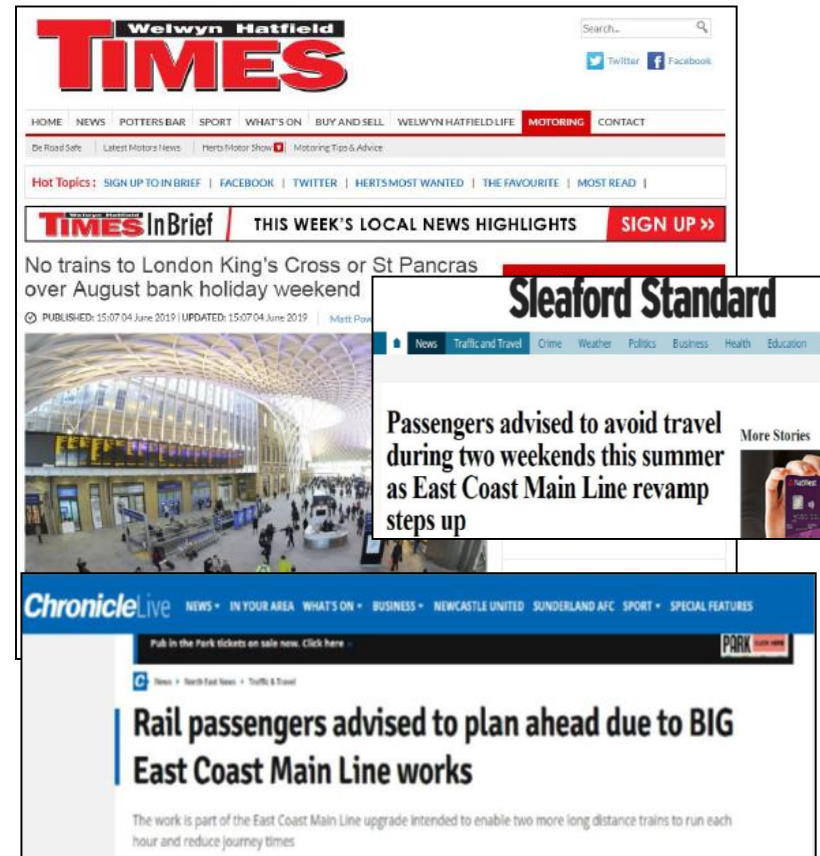
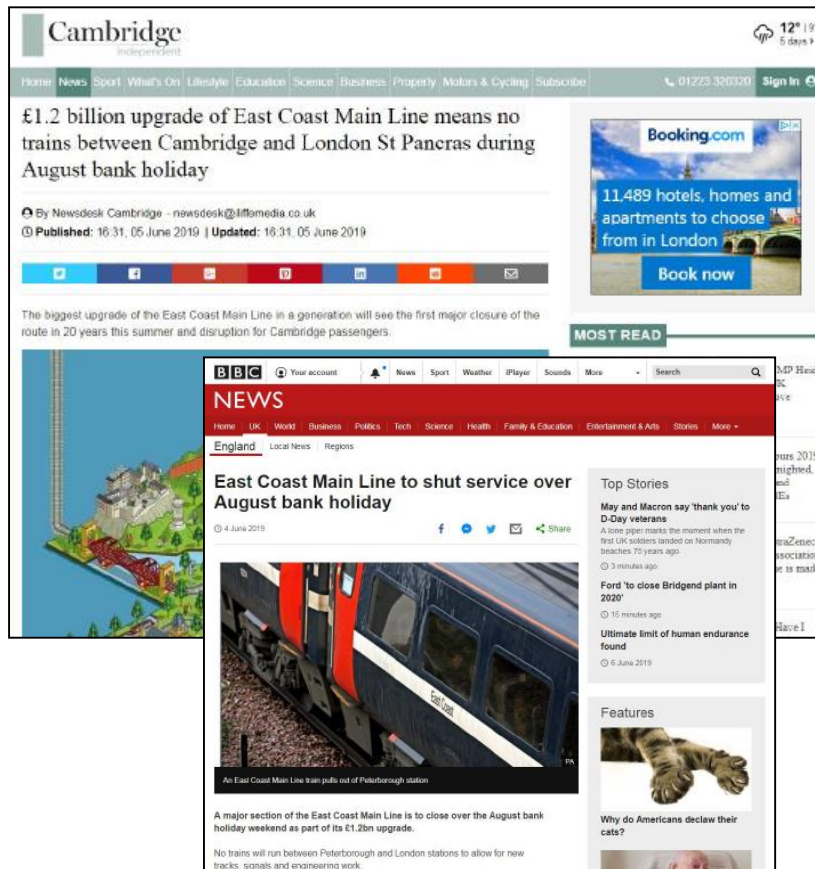
Implementation – dedicated passenger website

- www.eastcoastupgrade.co.uk
- Project info, travel information, Q&As
- Also on TOC websites



Implementation – media

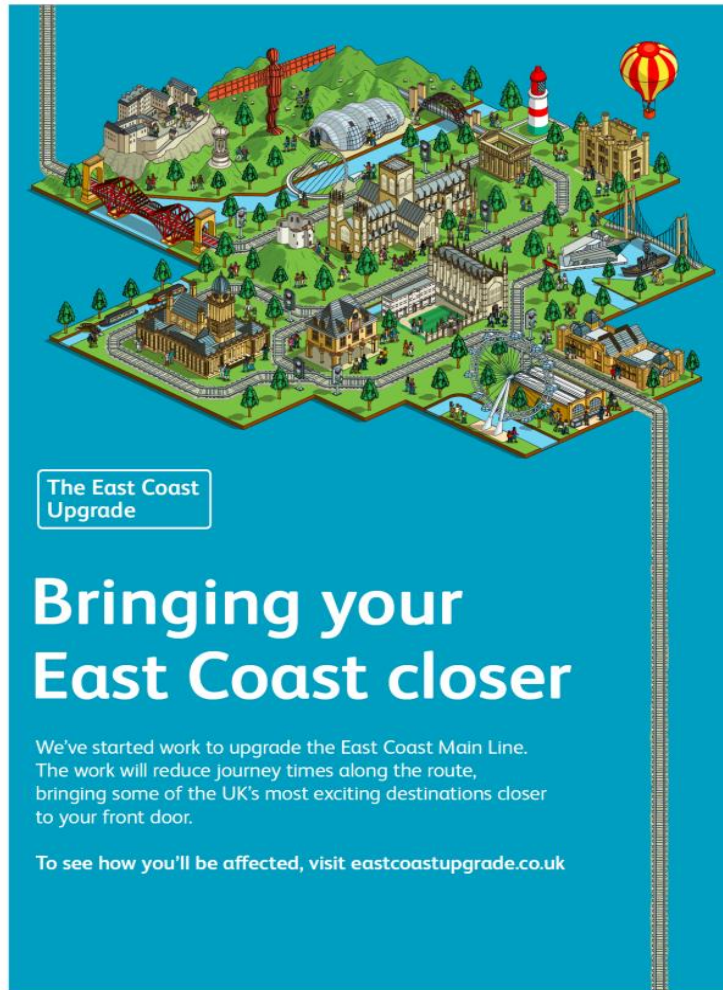
- Press releases
- Paid media advertising campaign from July



Implementation – stakeholder comms

- Overview information shared with parliamentarians, councils and other stakeholders along the route, including feeder areas
- Stakeholder Forum





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Next steps

- Confirmation of replacement bus routes unlocks more detailed comms messaging for ongoing passenger campaign
- Refreshed stakeholder briefing document
- Further round of media engagement
- Detailed employee briefings
- Awareness research in conjunction with Transport Focus

We need your help!

- We want stakeholder input/suggestions
- Feedback on operational and passenger handling plans
- Feedback on comms messaging
- How can we work together to spread the word and help manage impact?
- Continual review – follow up session to learn from experience during the August closure to shape future plans



Open Forum

- Views
- Suggestions
- Questions