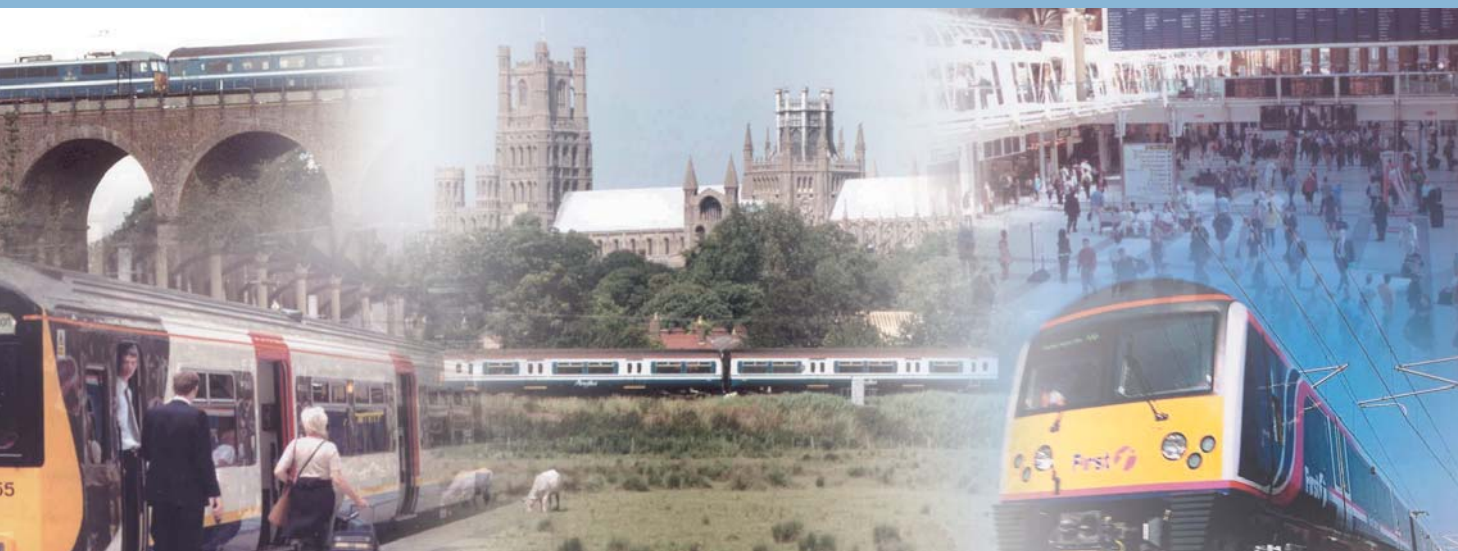


SRA

STRATEGIC RAIL AUTHORITY

Stakeholder Briefing Document: **Greater Anglia Franchise**



July 2003

Greater Anglia Franchise Stakeholder Briefing Document

7 July 03

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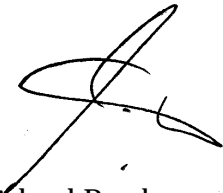
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Foreward

I am pleased to confirm that the consultation stage in the Greater Franchise (GAF) bidding process has been completed. Taking account of much of the commenatry provided through this consultation, a revised Greater Anglia Invitation to Tender (ITT) was provided to Greater Anglia Bidders on 1 July 2003 when the bidding phase commenced.

This Stakeholder Briefing Document is been provided to ensure that an informed dialogue can be held as required between Greater Anglia bidders and stakeholders.

A handwritten signature in black ink, appearing to be 'Richard Bowker', written over a faint circular stamp.

Richard Bowker
Chairman and Chief Executive

07 July 2003

1 Introduction

1.1 Purpose

This stakeholder briefing document sets out the commercial context and key issues which bidders are being asked to consider in preparing their submissions for the Greater Anglia (GA) Franchise. It takes into account comments received from Stakeholder following issue of the consultation document on the GA Franchise on 17 April 2003.

The Authority's overall aim is to have the new Greater Anglia (GA) Franchise Operator in place by 1st April 2004.

1.2 Franchise Term

The GA Franchise will be let for a total of 10 years, with the final 3 years being subject to the Franchisee meeting specified performance criteria as set out in the GA Franchise Agreement.

1.3 GA Franchise bid

Bidders are required to each submit a bid for the Authority to evaluate. A bid will consist of a number of components, each of which will have a specification with which Bidders will be required to comply. These components and specifications are described in this document.

1.4 Overall Timetable and Process

The programme for appointing the GA Franchisee comprises 4 stages. The first stage, Consultation, ended on June 30th 2003. The Invitation to Tender (ITT) issued to bidders takes into account feedback during that stage.

The remaining 3 stages - Bidding, Evaluation and Negotiation; and Approvals and Contract close - are detailed in the table below.

It is anticipated that the Bidding stage will run from 1 July to 31 August 2003; the Evaluation and Negotiation stage will start on 1 September; and that the Approvals and Contract close stage will end in March 2004.

The Authority reserves the right to alter or terminate this process and programme at its sole discretion. The anticipated timings are:

Stage	Item	Description	Party responsible	Indicative Date
Bidding	1	Issue of ITT and Franchise Agreement for bidding purposes	Authority	1 July 2003
	2	Preparation of bids	Bidders	1 July to 31 August 2003
	3	Submission of bids	Bidders	1 September 2003
Evaluation and Negotiation	4	Evaluation of bids	Authority	Starting 1 September 2003
	5	Shortlisting if appropriate	Authority	
	6	Negotiation with (preferred) Bidder(s)	Authority + Bidder(s)	
	7	Clarifications/confirmations submitted in writing	Bidder(s)	
Approvals and Contract close	8	Document finalisation	Authority and Bidder(s)	
	9	Selection and Approvals	Authority and selected Bidder	
	10	Franchise agreement close	Authority + selected Bidder	End March 2004

1.5 Appendices and Attachments

The following are attached to this document:

- Infrastructure issues impacting the GA Franchise (Appendix 1)
- Stansted – Extract from section 106 Agreement dated 14 May 2003 (Appendix 2)
- The GA Timetable (separately bound document)
- The Service Quality Standards applicable to the GA Franchise (separately bound document)

2 Context

2.1 The Authority's overall franchising objectives

The Authority's Franchising Policy Statement (published in November 2002) indicated that its objectives in the re-letting of franchises are to:

- deliver a safe, more reliable service of consistently high quality for rail passengers;
- provide clarity of service specification so that industry partners work together for passengers;
- deliver value for money for passengers and taxpayers; and
- secure accountable, viable operators who are passionate about delivering for their customers.

These overall objectives underlie the strategy for the development of the GA Franchise.

2.2 The GA Franchise – General Background

In January 2003, the Authority published its second Strategic Plan setting out its plan for achieving the targets set by HM Government in their 10 Year Plan For Transport and the Authority's vision for a railway fit for the 21st century. The Authority has made central to its aim the requirement to reduce total industry costs in achieving delivery of the Strategic Plan 2003 – Platform for Progress. The Authority's Franchising Policy Statement emphasises its wish to inject new impetus into industry performance and operator efficiency and deliver simplification with one operator at most of the London Termini.

Given the capacity pressures on Liverpool Street and its approaches, having just one principal operator, as opposed to three, is expected to bring passenger service benefits through improved operational performance. This is the basis for creating the GA Franchise. The Authority expects the operator to achieve savings quickly by consolidation of duplicate functions, processes and head office facilities.

2.3 GA Franchise – scope

The GA Franchise will consist of:

- all services and stations presently operated by First Great Eastern (FGE);
- all services and stations presently operated by Anglia Railways (AR);
- all services and stations operated on the West Anglia (WA) route by West Anglia Great Northern Railway (WAGN). This includes through services between Kings Lynn and

London Liverpool Street, services between Stansted Airport and London Liverpool Street and the stations at Cambridge and Ely; and

- stations presently operated by Central Trains (CTL) between Peterborough and Norwich, that is Whittlesea, March, Manea and all stations between Shippea Hill and Wymondham. It should be noted that train services to some of these stations will continue to be operated by CTL.

2.4 The Authority's Goals for the GA Franchise

The Authority's goals for the new GA Franchise provide a framework for the development of responses by Bidders. These goals are summarised as follows:

- to provide a network of quality passenger services in the Franchise area, consistent with the overall needs of London and eastern England;
- to contribute to overall goals of cost reduction and performance improvement in the provision of railway services; and
- to provide some expansion in capacity, where there is a business case for doing so, through rolling stock and platform works to meet the Authority's expectation for an increase in peak demand into and out of London.

2.5 Consultation

The Authority received a number of responses to its consultation document on Greater Anglia published in April 2003.

The document was sent directly to all the Authority's Statutory Consultees, along with a copy of the first draft Greater Anglia Timetable and the Service Quality Standards.

Responses included all the County Councils in the Greater Anglia area and both statutory passenger bodies, namely Eastern RPC and LTUC. The County Councils have taken into account views of their District Councils in their submissions, though a small number of District Councils have made separate submissions. Responses were also received from other government agencies, local user groups and members of the public. All submissions have been included in the Data Room and are available, therefore, to bidders.

Though not intended to be a comprehensive summary of all the issues raised by respondents to the consultation document, a number of key themes, in the Authority's view, have been identified. Bidders have been required to consider these issues when developing their submissions, in addition to considering the more detailed full submission made by respondents. Bidders are expected to undertake their own discussion and dialogue with stakeholders.

Stakeholders have highlighted a number of areas in the consultation document where information is not in a high level of detail. Examples of this include the West Anglia timetable, Chesterton, Stansted Airport and Stratford. These areas have been addressed in the recently issued ITT and Bidders required to consider stakeholder views in their responses.

Other significant responses advised to Bidders include:

- Great Eastern Main Line Timetable, Iteration 1. Concern has been expressed over the aggregate reduction in off peak frequencies from 7tph to 5tph, and increase in selected journey times due to revised stopping patterns. In particular Essex County Council raise issues regarding service development in the context of inter regional flows, growth projections, including Colchester Garrison development and improvements to the A12. The journey time issues and service frequency of the route have been highlighted by Suffolk and Norfolk Councils. The same interval pattern at certain locations is an issue. The potential to loop the Class 6 freight path is an issue that stakeholders have raised.
- There is broad support for T/L's proposals but a concern that these should not be at the expense of services elsewhere in the GA Franchise.
- Attention needs to be given to ensure that any proposals for integration with other forms of public transport are complimentary to developments currently being progressed by local authorities. It is essential that any proposals for GA Franchise bus services are not run in competition to local authority supported services.
- The affordability constraint is recognised, but stakeholders have expressed strong concerns over replacement of rail services with bus services. In developing proposals bidders have been advised to address how these concerns could be mitigated.

Stakeholders should note that the ITT is the Authority's specification for the GA Franchise, and that the Authority is the specifier. However, the Authority has sought to incorporate stakeholder views in developing its specification. To the extent that stakeholder views are not incorporated in the Authority's specifications, bidders have been advised to consider how they can address this.

3 Base Case

To enable comparisons of bids, the Authority is specifying a Base Case against which Bidders will be required to make a fully compliant and priced bid. Bids will be compared against the Authority's own model, termed the Comparator Model.

The following sections set out the basis of the Base Case, and details the Variants of the Base Case that Bidders are also required to submit.

3.1 Base Case Parameters

3.1.1 Passenger Services

A timetable for the GA Franchise is attached to this document and further information is given in Section 5. In line with the GA Timetable, the Authority is developing the Service Level Commitment (SLC) which will be subsequently provided for inclusion within the Franchise Agreement and under which subsequent timetables may be adjusted to improve passenger services.

Bidders will be expected to ensure that their bids cater for all elements of the passenger demand market. The Franchise Agreement contains an obligation to manage the available resources so as to minimise overcrowding, notably on peak services. There is a requirement to carry out regular and wide-ranging passenger counts for use in the management of resources and the planning of train formations.

3.1.2 Freight Traffic

There is a requirement for bidders to demonstrate that the freight traffic paths built into the timetable are protected and demonstrate clear commitment to working with the Authority in achieving the Freight objectives set out in the Authority's Strategic Plan.

3.1.3 Performance

There is a requirement to commit to meet the performance benchmarks and achieve the key performance indicators set out in the Franchise Agreement and the related Service Quality Standards.

3.1.4 Establishment of a Rural Routes Business Unit

There is a requirement for Bidders to include in their Base Case the costs and benefits associated with the establishment of a separate Rural Routes Business Unit (see Section 6.3 of this document).

3.1.5 Statutory Obligations

There is a requirement for Bidders to commit to complying with all applicable statutory and regulatory obligations, but Bidders' attention has been especially drawn to the Disability Discrimination Act 1995 (see section 6.10).

3.1.6 Rolling Stock

There is a requirement for bidders to put forward with their bids a Rolling Stock Plan for the GA Franchise. This Plan will show what rolling stock they intend to lease, replace, procure and refurbish over the length of the GA Franchise and the merits of any changes.

Bidders are required to indicate in the plan how they will meet their demand forecasts and the variations on demand required within the Base Case, including growth at Stansted Airport.

3.1.7 Depot Plan

There is a requirement for bidders to submit a Depot Plan which marries with their Train and Rolling Stock Fleet Plans, and enables delivery of the timetable requirement, as well as providing for improved levels of robustness in fleet preventative maintenance and planning, availability, operational reliability and integrity consistent with the performance standards required by the Franchise Agreement.

3.2 Schemes to be included in Base Case

There is a requirement for bidders to include, in detail, the effects of a number of Authority-determined "railway and infrastructure schemes" that will impact upon the Franchise during the proposed term of the Agreement.

3.2.1 Replacement of on-train radio systems

A dedicated railway mobile phone network, GSM-R, will replace both cab-secure radio (CSR) and the National Radio Network (NRN). The new network will go live in 2006 and CSR/NRN is planned to be discontinued in 2008.

3.2.2 Braintree Branch

The 8-mile Braintree Branch line is single track with station platforms that can accommodate a maximum of 8-car trains. Bidders' attention is drawn to a proposal originally drafted for RPP funding developed by Essex County Council.

This scheme is for lengthening platforms to accommodate 12-car trains and the provision of a passing loop at Cressing which will allow the operation of half-hourly services in the peak between Braintree and Liverpool Street.

3.2.3 Cheshunt Bay Platform

This originated as an RPP scheme and the current proposal is to extend the bay platform at Cheshunt station by 55metres in order to operate 8-car trains. Currently only 4-car trains can operate out of this platform.

3.2.4 Stansted

Bidders have been made aware that a Section 106 Agreement is now in effect with BAA covering Stansted Services, and bids should comply with this agreement. Section 6.6 of this document specifically addresses the issue of capacity at Stansted.

3.3 Infrastructure schemes (Also see Appendix 1)

3.3.1 Great Eastern Mainline Permanent Way Renewals

Network Rail has undertaken a study of the track on and determined that extensive renewal works will be required in the near future if the widespread imposition of speed restrictions is to be avoided.

Network Rail has proposed to carry out this work during seventeen, 54-hour restrictions of use (close of traffic Friday to start of traffic Monday) in preference to the 27-hour approach that has been agreed for 2003-4. External Consultants, engaged by the Authority, have validated this requirement up to 2013, on the two-track section north of Shenfield.

3.3.2 Ipswich Tunnel Blockade

Works associated with route modifications will require a complete blockade of the Ipswich Tunnel over the period July 2004 to September 2004.

3.4 Bidding Assumptions

The following points detail what assumptions have been advised by the authorities to Bidders to assist in formulating their bids.

3.4.1 Demand

Indicative peak-period demand forecasts for the period 2001 to 2011 which reflect a fares policy of RPI+1:

Anglia:	15%
West Anglia:	8%
GE Inner:	1%
GE Outer Main:	3%
GE Outer Southend:	3%

Total London **5%**

Anglia Local: 24%

Bidders have been advised to use their own assumed levels of demand for off-peak services.

3.4.2 Fares

Bids are required to comply with the Authority's published policy on fares as set out in the Fares Review Conclusions 2003 (SRA, June 2003). The regulated price cap will increase from its current level of RPI-1% to RPI+1% from 1 January 2004 and should be assumed to be in place for the life of the GA Franchise

3.4.3 Passenger Overcrowding

The new Franchise Agreement does not include a Passenger in Excess of Capacity (PIXC) measure, although the 20-minute standing guideline remains as the basis on which the Franchisee will be required to formulate its Train Plan in respect of Peak services. However, the SRA's evaluation of Train Plans will include using the existing PIXC methodology.

The definitions of each peak period are contained in the GA Franchise Agreement.

3.5 Submission of Mandatory Variants to the Base Case

Bidders are required to submit two Variant bids to the above.

3.5.1 'Bidder's Demand Forecast' Variant

There is a requirement to provide a Base Case variant under the fares regime of RPI + 1% using their own forecasts for demand across the Greater Anglia Franchise.

3.5.2 'Zero Delta' Variant

As a sensitivity test, there is a requirement to provide to another Base Case variant assuming that there is no change in overall passenger demand over the term of the Franchise.

4 Franchise Options

4.1 Introduction

In addition to the Base Case and its two Variants, Bidders are required by the Authority to submit bids for the following two Option Packages: The Enhanced Value Option, and the Development Plan Option.

Bidders are also free to submit one Alternative Tender that includes options they consider to add value to the Authority and other stakeholders.

4.2 The Enhanced Value Option

This option will require Bidders to consider how the GA Franchise might deliver a substantially enhanced premium or a significantly reduced subsidy for the Authority.

The authority will be prepared to consider approaches which may be outside the current contractual matrix, including, but not limited to:

- pricing of fares outside any restrictions imposed under the current Fares Policy Review;
- changes to train service specification, particularly outside the weekday peaks, eg frequency and stopping patterns to improve value for money and achieve satisfactory train performance;
- options for changes to rolling stock fleet size in line with changes in service frequency;
- GA Franchise bus services; and
- rationalisation of facilities which might create development opportunities.

Options based on route closure will not be accepted by the Authority.

4.3 Development Plan Option

Bidders are required to submit a Development Plan Option that includes the two elements listed below. Each element will be priced and commented upon separately.

4.3.1 Transport Integration and Improved Interchange

Station improvement schemes:

The Authority is keen to see cost effective proposals to improve access to stations in the Franchise Area. Bidders have been asked to develop proposals for the following improvements at stations across the Franchise as a whole:

- station facilities; including quality and security enhancements;
- car parks at stations; including capacity, quality and security;
- improved access for disabled passengers;
- facilities for cycle access and storage;
- quality, signage and safety of pedestrian access routes; and
- enhancement of interchange between modes; including bus, coach, taxi, etc.

Improved Transport Integration

The Authority seeks to contribute to improvement in public transport provision in the GA Franchise area through such initiatives as the provision of high quality, limited stop bus/coach services acting as feeders to, and distributors from, the rail network. Bidders are expected to develop proposals covering links which they believe would provide benefit including, but not limited to:

- improved links to Stansted Airport from across the GA Franchise area;
- integrated bus/rail links to Ipswich, Cambridge, and Norwich stations; and
- improved bus service provision from North and Mid Norfolk to Norwich, and better bus connections to/from Braintree.

Bidders will be expected to demonstrate within their Improved Transport Integration proposal their compliance with the requirements for the provision of:

- integrated ticketing;
- publication in GBTT;
- improved access for disabled passengers;
- information provision to users;
- use of quality road vehicles; and
- service information available from NRES.

4.3.2 Local Route Optimisation

This option will require bidders to assess opportunities for enhancing local services. Local services are defined as the current Anglia Railways branch line diesel services in Norfolk and Suffolk other than those on the GEML, and the Marks Tey to Sudbury line.

Bidders are required to submit proposals that, for a similar level of subsidy to the Base Case, deliver enhanced value to users and communities through:

- improved service provision; including weekday frequencies and enhanced evening and weekend services;
- revenue enhancement measures which may include improved marketing, community engagement, generation of ancillary income etc;
- cost reduction measures, e.g. operating cost reductions, GA Franchise bus alternatives at times of weak demand, rolling stock lease changes; or

- any other measures that deliver enhanced value for the subsidy available.

4.4 Alternative Tender

Further opportunities to improve value to the Authority and/or stakeholders may be available. Bidders have been invited to propose any such initiatives that they consider meet the Authority's objectives as described in the Strategic Plan 2003 – Platform for Progress. There is no limit to the number of proposals that may be submitted.

5 GA Timetable

From the Franchise Commencement Date until the Passenger Change Date in December 2004, the Franchisee will, subject to the provisions of the Franchise Agreement which deal with changes to the timetable once it has been set, operate the then existing timetables for the current FGE, AR and the WA parts of the WAGN franchises (Existing Timetables).

For the passenger change date commencing in December 2004 until the next passenger change date, the Authority has worked with Network Rail to produce a GA Franchise timetable (see separately bound attachment). Bidders have been advised to assume that this is for bidding purposes only, and that it does not preclude efforts by Bidders or the Authority to improve upon it to jointly satisfy commercial and operational requirements.

The timetable covers GEML services, and Bidders should assume, unless otherwise covered in the GA Timetable attachment and pending receipt of the Authority's Service Level Commitments (referred to below), that branch line and WA services will, from December 2004, remain the same as in the Summer 2003 timetable.

The Authority is prepared to consider in their Alternative Tender proposals from Bidders to change elements of the GA Timetable but only if the Bidder can demonstrate clear and commercial value of any such proposals and no deterioration of operating performance is involved.

Bidders have been advised to assume that normal timetable mechanisms will be in place, and to recognise that some adjustment may be necessary to cope with growth in peak capacity and to smooth out any operational deficiencies.

It is anticipated that the Authority's Service Level Commitment (which will cover both the period up to the Passenger Change Date 2004 and the changes effective on that date) will be provided to Bidders during the Bidding process.

6 Other Franchise issues

6.1 Transport for London (TfL) and the Greater London Metro plans

Under the Mayor's Directions and Guidance, the Authority is required to consult and work with TfL on the development of services within Greater London. The Mayor's strategy is to develop a metro-style service within the GLA boundary.

Preferred Bidder(s) will be required to work with the Authority and TfL to further refine the specification and therefore determine the price for the GA Franchise service enhancements identified as part of TfL's priorities. In summary, the TfL priorities for the Greater Anglia Franchise are:

- Chingford, Enfield Town Southbury Loop and Lea Valley – Monday to Saturday off-peak services:
 - arrivals in London at or before 06:00;
 - departures from London up to 23:30;
 - minimum frequency of four trains per hour between these times servicing all stations.
- Chingford, Enfield Town and Shenfield line improved Sunday services:
 - arrivals in London at or before 07:00;
 - departures from London up to 23:30;
 - minimum frequency 4 trains per hour from 09:00 servicing all stations.

TfL have confirmed that it is their intention to secure these service enhancements at the February 2004 Timetable Conference. They have identified a level of funding to pay for these and this is set aside in their Business Plan. Funding is also available to ensure that TfL's specification with respect to improving passenger information, security and personal security at London stations can be achieved and the Greater Anglia Franchisee will be required to work with the Authority and TfL to achieve these improvements.

6.2 Rolling Stock Plan

As part of the Rolling Stock Plan to be provided in their Base Case bid, Bidders have been advised to take into account that:

- (a) The Authority requires a Plan which improves 'value for money', and encourages Bidders to build in more flexibility, especially in relation to the EMU fleet. Bidders are encouraged to form their own views on the relative merits of refurbishment, new build and cascade. If changes are proposed to the fleet, detailed financial and economic information will need to be provided by Bidders to prove the business case, and that the new business case is better than continuing with the current rolling stock.

- (b) Class 90 locomotives have recently successfully completed trials as potential replacements for the currently used Class 86 locomotives on the Liverpool Street to Norwich services. The Authority has suggested that these might be considered as suitable mid-term replacements. Also, the coaches on the route have recently been refurbished; however, their life-expiry is considered by the Authority to be imminent. Mark 3 coaches will become available as West Coast upgrade continues.
- (c) HSBC's Rolling Stock Leasing Company subsidiary is proposing to embark on a C6X overhaul of the Class 315 fleet. An enhancement package of reliability improvements has been developed for implementation during overhaul, and the Authority would expect any proposal which included the retention of the Class 315s to include reliability improvements to that fleet. Furthermore, HSBC see scope for internal refurbishment to improve passenger environment.
- (d) The Class 170 trains, currently on lease to Hull trains, will return to the new Franchisee on 31 March 2004 and at that date that lease will expire.
- (e) Five Class 322 units will return to WAGN from ScotRail on 31 March 2004. Those trains will be allocated to the new GA Franchise and could be based at Ilford Depot due to the similarity of the FGE's Class 321 units.

After the introduction of the new Class 360 units, FGE has the intention to retain a residual fleet of four Class 312 units as there are insufficient Class 360's units to cover all diagrams. Bidders have been advised to take a view on this given the return of the Class 322 units.

- (f) The 0715 Southminster Liverpool St is currently 12-car Class 312 formation. The Southminster branch does not have 12 car platforms but the 312s can operate in 12 car formation due to Grandfather rights. It is understood that this would not apply if the service was formed of class 321, 322 or 360s. If the 312s are fully withdrawn, this issue could be addressed either through the fitment of selective door opening, platform lengthening, or changes to the peak hour timetable.
- (g) The Class 317 units, currently leased by WAGN will be split between the West Anglia (WA) and Great Northern (GN) routes based on Summer 2003 Timetable diagram requirements. The four units previously used on Thameslink have now returned to WAGN.

Bidders should also note that whilst the 317/1 (unrefurbished 3x2 seating) and 317/6 (refurbished 2x2 seating) units operate largely as a common pool there are some specific requirements:

- 10 diagrams on West Anglia require 317/6 units to provide certain Stansted Airport services with better customer accommodation; and

- a number of diagrams on both WA and GN specify higher capacity 317/1 units to contain overcrowding.

Given the above the Authority proposes that the total Class 317 units available to GA will be:

- 317/1	14
- 317/6	24
- 317/7	9

Total **47** (including maintenance spares)

- (h) A blockade of the Thameslink route for 25 weeks from September 2004 will have the following rolling stock implications:

- 1) 16 class 365s from Connex will go to the residual GN route. This will enable the release of
- 2) 12 class 317s released from GN are likely to be allocated to the GA Franchise to be subsequently sub leased to the Thameslink franchise for the duration of the blockade timetable. These will continue to be maintained at Hornsey depot.
- 3) When the class 317s are returned, they will be available for deployment on Greater Anglia, and some of these units may be required to increase train lengths on Stansted Express services to meet Section 106 obligations in relation to the growth of the airport.

6.3 Rural routes

The Authority intends rural routes to be managed within a separate business unit.

The Franchise Operator will therefore be expected to establish an Anglia business unit consisting of local services operated by diesel units within Norfolk, Suffolk and Cambridgeshire as well as stations between Whittlesea and Wymondham on the Peterborough and Norwich line, and the Marks Tey to Sudbury line.

The Franchise Operator will be expected to ensure that the business unit has an appropriate degree of autonomy to review and, as appropriate, develop rural services and provide local focus, accountability and partnership with the communities they serve, along with the development of a specific identification with the local market.

It is expected that there will be separate management but no requirement for separate financial accounting and reporting. Train operating performance will be required to be monitored and reported upon separately and the unit will also be subject to specific National Passenger Survey data and analysis.

6.4 Passenger Charter

The Charter regime is subject to review by the Authority. The outcome of this review is expected to be published by the Authority during the bidding process and Bidders will be required to incorporate the revised Charter regime in their bids. Should the review not be available by 31 July 2003, then Bidders are required to proceed with their bid using the existing Charter.

Bidders will be required to continue to distinguish the service groups which are currently available in the existing franchises. The incoming Franchisee will "inherit" the performance record of the outgoing operator(s) in respect of Passenger Charter, and will be expected to honour - on an ongoing basis - obligations under the Charter (eg Season Ticket discounts) which are referable to the period prior to commencement of the new franchise, such as Charter liabilities, and continue the Moving Annual Average for season ticket purposes, vouchers issued by the outgoing operator, and the responsibility for issuing vouchers for late/cancelled trains operated by the outgoing operator

Recent audits of WAGN's Passenger's Charter figures have revealed some inaccuracies in published data as a result incorrect setting of berthing offsets. Berthing offsets are the allowances built into the automatic measuring system (TRUST) that account for the difference in time between a train's passing its final monitoring point and actually stopping at the destination platform. If these offsets are not correctly set, every train passing the relevant monitoring point will register as having arrived earlier or later than it actually did.

In WAGN's case on the West Anglia route, the Authority considers that punctuality records have been inflated above actual performance and is considering with the TOC the implications of data adjustment. This may impact on how long the TOC remains below charter trigger point on the route.

6.5 Stratford

Stratford is important to the regeneration of the Lea Valley, supporting Docklands growth, the CTRL and Crossrail developments. It is also an important freight centre.

It is a key hub with interchange opportunities between National Rail, Bus, London Underground and the DLR. Journey opportunities would increase with the proposed introduction of CTRL services to the adjoining station from 2007. Whilst the work on the introduction of CTRL services is well advanced, there are other aspirations which could be implemented during a full 10 year franchise. These include:

- Crossrail ;
- WARM-E; and
- Commercial and Residential Development of the Stratford Railwaylands ("Stratford City").

The Authority is developing a strategic view on Stratford in conjunction with its many stakeholders.

In the short term, Stratford is of strategic importance in relation to the movement of commuters to and from Canary Wharf. Canary Wharf Group have commissioned a study that will examine the quantum of trains able to stop at Stratford in the peaks, to increase to 16 or 17. This increased stopping pattern would be facilitated by the introduction of a number of new signals in the Stratford area. Canary Wharf Group will be submitting a business case to the SRA during Summer 2003.

Bidders will be required to demonstrate that they have fully considered the development issues at Stratford in their bid submissions, highlighting the impact Stratford will have on service development and the extent that additional capacity work will need to be undertaken to cater for future growth. Where capacity is constrained, they will be required to identify at what point this becomes an issue, over and above the scheme being developed by Canary Wharf.

6.6 Stansted Airport

On 30 August 2001, Stansted Airport Ltd (STAL)/BAA applied for planning permission to increase the capacity of Stansted Airport from about 15 million passengers per annum (mppa) to about 25 mppa.

Discussions between the Authority, Uttlesford District Council (the Council) and STAL/BAA have resulted in an agreement between the parties that STAL/BAA will meet the cost of, and be responsible for the delivery of, a number of works on and off the Airport, which are needed to support the growth of the airport. The agreement also includes funding for additional rolling stock costs until covered by increased revenue. On the basis of this agreement the Council has granted planning permission subject to various conditions and a Section 106 agreement under the Town and Country Planning 1990 (as amended). STAL/BAA signed the Section 106 Agreement on 14th May 2003 which commits it to undertake various works and obligations via an associated agreement with the SRA on certain specified rail issues and planning permission has been issued. An extract from the Section 106 Agreement, which covers the rail element, is included at Appendix 2.

Bidders have been advised by the Authority to:

- recognise that, subject only to change through the mechanisms in the Franchise Agreement, the pattern of services on Stansted Express is fixed and that any enhancements to capacity on the route will be through a programme of train strengthening;
- assume that a joint SRA/BAA/TOC mechanism will be in place for monitoring changes in Stansted Express demand and for specifying the requirements to provide additional rolling stock ; and
- assume that additional rolling stock requirements resulting from the legal agreement between the SRA and BAA/STAL is likely to involve a mechanism to ensure that any additional costs not recovered from revenue are underwritten by BAA.

6.7 Chesterton Station

Network Rail are promoting the redevelopment of Chesterton Sidings. This site, which extends to approximately 50 acres, is occupied in part by EW&S as a freight terminal but the major part of the site is redundant operational land.

There has been a proposal to build a station in north Cambridge for sometime, and the SRA and Cambridgeshire County Council commissioned Jacobs Gibb to carry out an initial feasibility study into provision of a parkway station in the Chesterton area north of Cambridge. The study explored various service level and station layouts and confirmed that a station would be likely to be feasible and worthwhile in passenger terms at Chesterton.

There is an opportunity to deliver a station as part of the redevelopment of the site. The funding principle would be, part land receipt, part Local Transport Plan Grant and part section 106 contributions from developments in the area, so Network Rail would not be reliant on 3rd party funding from the SRA or a TOC.

A joint masterplan has been commissioned by Network Rail, Cambs City Council, South Cambs District Council and Cambs County Council. Once completed (November 2003), this will be adopted as Supplementary Planning Guidance and Network Rail would look to appoint a developer in mid 2004, who would obtain planning consent for a scheme.

6.8 Norfolk County Council (NCC) and Eastern Development Agency Funding (EDA)

Bidders have been made aware that NCC and EDA are fully funding two evening services between Norwich and Sheringham (Monday to Saturday) at a cost of £110,000 pa. There is currently committed funding until the commencement of the Summer 2004 timetable.

6.9 Community Rail Partnership

Bidders have been made aware that a number of Community Rail Partnerships currently exist within the GA area.

6.10 Disability Discrimination Act 1995 (DDA)

Bidders have been advised to formulate their bids on the basis that the Franchisee will continue to be responsible for compliance with all elements of the DDA, but also to separate out the effect of sub-sections 21(2)(a)-(c) (inclusive) of the DDA which do not come into force until 1 October 2004.

Appendices

Appendix 1: Infrastructure issues impacting the GA Franchise

The projects listed below – Great Eastern Mainline: Permanent Way Renewal and the Ipswich Tunnel Blockade - are projects that will be dealt with using the accepted industry timetable and network change mechanisms and as such are to be included in the Base Case or Variant Bids to that extent and on that basis.

Bidders will however be expected to demonstrate in their bid their management strategy for mitigation of the restrictions of use; including alternative service provision, consultation and information.

1.1 Great Eastern Mainline: Permanent Way Renewal

The GEML, running between London Liverpool Street and Norwich, is one London's important commuter routes, with a number of secondary routes feeding the main line, such as the Southend Victoria line at Shenfield, Braintree at Witham, Clacton and Walton branches (Colchester), Harwich branch (Manningtree), East Suffolk & Felixstowe lines (Ipswich), Bury St Edmunds line (Stowmarket) and Thetford/Ely line (Norwich).

Network Rail has undertaken a study of the track on and determined that extensive renewal works will be required in the near future if the widespread imposition of speed restrictions is to be avoided.

Network Rail has proposed to carry out this work during seventeen, 54-hour restrictions of use (close of traffic Friday to start of traffic Monday) in preference to the 27-hour approach that has been agreed for 2003-4. External Consultants, engaged by the Authority, have validated this requirement up to 2013, on the two-track section north of Shenfield.

1.2 Ipswich Tunnel Blockade

The Felixstowe to Nuneaton route improvements include the clearance of this route to W10 deep-sea container gauge. This also includes the route from Felixstowe to Nuneaton via London which requires gauge clearance work to be undertaken in the Ipswich Tunnel. In order to carry out this through the Ipswich Tunnel, and to undertake necessary repairs in the tunnel, a complete blockade of the tunnel is planned. From work already completed the possession requirement is expected to be an eight week total blockade, planned to take place over the period July 2004 to September 2004.

The proposed dates for the blockade are:

- Start: 01.00hrs Sunday 11th July 2004.
- Finish: 04.00hrs Monday 6th September 2004.

Bidders are required to recommend improvements to the alternative service provisions associated with the 8-week blockade on the basis of the table shown overleaf. Such alternative provisions should include the bus contract which will need to let to cover the replacement service during the period of the blockade in Summer 2004.

Table 1 Ipswich Tunnel Blockade Diversions

Passenger service route diversions – basic service diversions

Passengers at Ipswich:

- Hourly train services to/from Norwich.
- Full local services north of Ipswich (Woodbridge and beyond). Standby north bound bus services may be required to replace missed local connections in the evenings.
- Provide regular bus service to Manningtree for connecting train services south of the tunnel.

Passengers South of Ipswich:

- First Great Eastern (FGE) booked services to run between Manningtree and London.
- Hourly Intercity style service Manningtree to London
- Services to Norwich diverted to Harwich International.

Commuters from Norwich to London

- One locomotive hauled service in the morning and evening peak between Norwich and Liverpool Street via Cambridge. This would need to be diesel hauled and would facilitate stock rotation of the Anglia Railways (AR) locomotive hauled trains running between Manningtree and Liverpool Street.

Additional enhancements:

The following are further service options, which could be implemented to reduce the impact on passengers who would currently travel via Ipswich. These options will be assessed against the results of the summer 2003 origin and destination (O&D) and market survey information, and, where relevant, a timetabling assessment.

Norwich

- Provide up to three peak period services between Norwich and Liverpool Street, via Cambridge (as specified above). Service details will be subject to availability of paths, suitable rolling stock, and ability to provide driver route learning.
- All Diesel Multiple Unit (DMU) trains to continue to stop at Thetford.

Diss

- A peak time bus service to be provided from Diss to Thetford Mon to Fri. This may require additional staffing at the stations. (Off peak passengers to take shuttle train services to either Norwich or Ipswich and change.)

Stowmarket

- Utilise capacity on existing cross country services to take passengers to connecting services at Cambridge.
- Direct bus link between Stowmarket and Manningtree during Mon to Fri peak hours. This may require additional staffing at the stations. (Off peak passengers to take local service to Ipswich and change.)

Cambridge – Harwich International

- Direct bus service running via Ipswich to be provided.

Appendix 2: Stansted – Extract from Section 106 Agreement dated 14 May 2003

Part 5 – Obligations relating to infrastructure and train capacity

1. Not to implement the Development on site A [extension to the terminal building and ancillary development] nor to permit site B [new aircraft apron and ancillary development] to be used for the loading or unloading of passenger aircraft without first:-
 - 1.1. entering into a binding legal agreement with SRA for STAL to:-
 - 1.1.1 meet the costs of and be responsible for ensuring the delivery of:
 - 1.1.1.1 works at the Airport to provide a headshunt and fully serviced sidings
 - 1.1.1.2 platform extensions at Broxbourne station to enable it to be served by 12 car trains
 - 1.1.1.3 platform extensions at Stansted Mountfichet station to enable it to be served by 12 car trains
 - 1.1.1.4 any other works which shall reasonably be required by SRA to permit the introduction of 12 car trains
 - 1.1.2 Meet the cost of and be responsible for ensuring the delivery of:
 - 1.1.2.1 improved vertical circulation at the Airport station
 - 1.1.2.2 shelter for rail passengers on platform 2 at the Airport station
 - 1.1.3 fund the deficit (if any) of revenue compared to rolling stock costs arising from the need for additional rolling stock to serve the Development
 - 1.1.4 construct a second tunnel bore to the mainline or to construct works to facilitate increased tunnel capacity within the Airport when necessary
 - 1.1.5 assist SRA in planning long term developments to enhance the West Anglia Railway and to make reasonable and proportionate contributions towards the costs of studies commissioned by the SRA directly associated with such enhancements that are relevant to the Development as SRA shall reasonably require not exceeding £1.5 m in total
 - 1.2 providing evidence to UDC that the obligations referred to in paragraph 1.1. of this Part have been complied with by producing certified copies of the agreement or (in the event that the agreement with SRA shall contain a confidentiality clause or SRA otherwise objecting to its production) a certificate signed by the solicitor for the SRA that the requirements of paragraph 1.1. of this Part have been satisfied
- 2 From the Date of Grant until 31st December 2009 to preserve and maintain free from any permanent obstruction:-
 - 2.1 land Safeguarded for the provision of rail facilities shown by the dotted line on Plan 1 the facilities to including a headshunt with potential provision for freight access
 - 2.2 land at the Airport extending from the safeguarded land referred to in paragraph 2.1 of this Part sufficient to allow the construction of a new railway line entering the Airport from an easterly direction together with the associated infrastructure.

Appendix 3: Greater Anglia Timetable July 2003 (separately bound)

Appendix 4: Service Quality Standards
(separately



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