

From: Jane Jones <Jane.Jones@gwr.com>

Date: 16 November 2018 at 09:01:24 GMT

Subject: FW: Severn Beach Performance Action Plan Update

Hi Christina

We promised to keep you up to date on our Severn Beach performance action plan.

As we are now in the final week of the work to finish the four tracking between Bristol Temple Meads and Bristol Parkway, I thought it would be helpful to send a further update, not least as we would like to ask for your help next week.

I have set out the original plan below with updates and have added some additional actions. Since the inception of the plan in May, we have seen an improvement in performance. Peak time services are generally operating well; off peak services are still experiencing too many delays, however, the length of delay has reduced to an average of around ten minutes.

We want to be sure that the changes at Filton Bank now deliver the expected improvements through better regulation and reduced congestion. During the first three days of operation Monday 19 November to Wednesday 21 November we would welcome any observations that you have about individual services. If you see something going well, or something that you think could have been done better, please let Jane know on jane.jones@gwr.com and she will make sure it is passed to the Regional Performance Manager. We will feed the information into the observations being made by GWR and Network Rail Managers who will be closely monitoring services over those three days.

We are determined to keep improving performance on the Severn Beach. We want customers to be able to rely on the service for work, school and leisure journeys and while progress has been made, we know there is more to do.

We will update you again in the New Year, when the automated signalling and higher speed into Bristol Temple Meads are in place, and please do keep in touch.

Best wishes

Mark