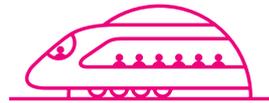


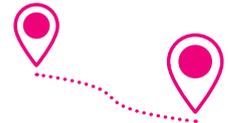
1,800
new carriages introduced
over current franchises



Last year, our TOCs
carried more than
345m
passengers



By the end of 2020,
90%
of our customers will be
travelling on a train fewer
than five years old



9 billion
passenger miles
travelled last year

We are one of the UK's most experienced rail operators, serving customers and communities across the country, from Cornwall to Scotland.

We have extensive experience of running every type of service – long distance, regional, commuter and sleeper services.

We operate four franchises – Avanti West Coast, Great Western Railway (GWR), South Western Railway (SWR) and TransPennine Express (TPE) – plus an open access passenger service, Hull Trains. We also operate the London Trams service on behalf of Transport for London and Heathrow Express on behalf of Heathrow Airport.

We are committed to improving the customer experience; all our train operating companies are seeing investment in what our passengers tell us they want – more trains, more seats, better Wi-Fi, and more information. In fact, we are investing in new rolling stock to improve our customers' journeys across all our franchises. By 2020, 90% of our customers will be travelling on a train less than five years old.

Our newest franchise is Avanti West Coast, which we began operating in December 2019. Over the course of the franchise, we will refurbish the Pendolino fleet, replace Voyagers and introduce more than 250 new services. We'll also help design, introduce and operate services on the new HS2 line when it is built.

We are implementing our exciting plans on TPE to create a vibrant intercity service for the North of England and Scotland. Between now and 2020, TPE will deliver an investment of £500 million in more services, extra seats and brand new Nova trains for customers.

On GWR's network, the modernisation of the Great Western Mainline continues, delivering the biggest infrastructure upgrade since Brunel, with new intercity and local trains, and refurbished stations. This has included the introduction of the new Intercity Express Trains – the first company in the UK to operate them.

We plan to invest £1.2bn in SWR over the course of the franchise to deliver better trains and quicker journeys, including more than 50,000 extra seats at peak times for commuters.

Away from franchising, we continue to develop our plans for a new single-class open access service between London, the North and Edinburgh from 2021 and we have finalised a £100m deal with Hitachi for 125mph electric intercity trains for this new operation.

We're also investing in our people, to ensure great customer experience. More than 5,000 of our frontline staff will receive renewed customer service training, ensuring they can assist our customers to the highest standards.

Our Train Companies

- Avanti West Coast
- Great Western Railway
- Hull Trains
- South Western Railway
- TransPennine Express



About our Train Companies

	Passenger Journeys (2018/19)	Stations managed by TOC
Avanti West Coast*	39m	16
Great Western Railway	100m	208
Hull Trains	1m	-
South Western Railway	216m	185
TransPennine Express	29m	19

*Operated by Virgin West Coast during 2018/19



16,000
employees across all five train companies



More than **400**
stations managed across the UK network



More than **1 million**
people have downloaded and use our apps



GWR, TPE and Hull Trains have all been awarded the prestigious Investors in People Gold status

Improving rail services across the country

Avanti West Coast

Our newest franchise, a joint venture with Trenitalia, heralds a new era of intercity and future high-speed rail services on the West Coast mainline, from London to Glasgow.

The franchise will see the refurbishment of the entire Pendolino trains will be completely refurbished to as new condition, with 25,000 new seats and new intercity fleet to replace current Voyagers. By 2022, there will be 263 extra train services every week to more places.

We're also excited to be working with HS2 and other partners to design an introduce new high-speed services.

Great Western Railway

GWR has just introduced the biggest timetable change on its network since 1976, bringing faster, more frequent services with thousands more seats across the region. This builds on the biggest fleet upgrade in a generation is delivering new, longer trains; providing more seats and a better customer travelling experience across the whole of the GWR network.

As well as brand new Intercity Express Trains on long-distance routes, GWR has rolled out new trains in the Thames Valley; and longer, more modern trains around Bristol, adding more seats for commuters in both areas, as well as at-seat power and on-board Wi-fi.

Hull Trains

Our open access service remains one of the UK's most popular train operators; over the past five years, it has regularly been placed amongst the highest achievers in Transport Focus's independent National Rail Passenger Survey. The operator has just introduced its new Paragon fleet of five brand new-state of the art bi-mode high speed trains.

South Western Railway

Our exciting plans to deliver £1.2bn investment to the south western network will mean an improved experience for our customers, with new and refurbished trains across the network, more seats and quicker journeys.

SWR is introducing a fleet of 90 suburban trains manufactured by Bombardier, providing a 46% increase in peak capacity on London routes. Existing fleets are being completely refitted and refreshed, and an additional set of 18 fully refurbished trains will be re-introduced to the London-Portsmouth route this year. The May 2019 timetable change created more than 300 extra train services a week for customers across the network.

TransPennine Express

Our TPE franchise is being transformed into a true intercity network for the North, with capacity due to be increased by more than 80%. We have introduced our brand new Nova fleet of 220 new carriages, comprising Hitachi high speed trains and a further intercity fleet from CAF.

Customers across the North and are already benefitting from a £32 million transformation of its existing Class 185 trains which have now been fully refurbished to like-new standards. TPE continues to work with other operators in the region, Network Rail and Transport for the North to improve performance following timetable changes.