

1. The Chairman, John Drake, welcomed everyone to the meeting and introduced the speakers.

Apologies were received from Robert Stripe, John Saunders, Roger and Stella Wolfe, Ann Henderson

2. The talk was given by James Steward (Area Customer Service Manager) and Alan Neville (Customer Engagement Manager) from Greater Anglia.

The main points of their presentation were:

Complete fleet replacement, first franchise to benefit from this. 1043 new carriages (665 Bombardier, 378 Stadler). Service frequency improvements. 55% more seats in morning peak into London. Faster journeys on many key routes. £60 million investment in stations with five major schemes. Performance improvements (with Network Rail). Smart ticketing and carnets. Easier compensation.

All diesel trains will be replaced by Stadler FLIRT electro-diesel trains. Stadler trains will also be provided for Inter-City routes. Bombardier Aventura trains will be used on suburban and commuter routes. New trains will be introduced between Spring 2019 and Autumn 2020. All trains to have Wi-Fi, plug points, air conditioning. All trains to have controlled emission toilets.

Faster journey times on GE main line. Ipswich inter-city style service every half-hour (61 mins journey time most of day). A few 53mins journey time from May 2019/2020. East Suffolk line hourly interval service from 0530 to 2230. Four trains running through to London. Ipswich – Peterborough hourly service throughout the week with many trains starting from Colchester.

£60 million investment in station upgrades. Ticket vending machines at all stations. Customer information screens at all stations. All stations refreshed or refurbished and deep cleaned. Additional 1,800 car parking spaces across the network.

Performance improvements. £5 million for fleet reliability initiatives. Enhanced alliance with Network Rail. Joint performance teams with Network Rail, TfL and freight operators. Targeting 93% punctuality by end of franchise – up from about 89% today.

Extension of smart ticketing. Introduction of flexible carnets. Automatic 'delay-repay' for season ticket holders and advance purchase tickets. More station travel plans and about 4,000 more cycle parking spaces. Wi-Fi progressively fitted to all trains. £120 million in maintenance depot upgrades and stabling facilities.

Long term regional approach focussed on stakeholder, business, economic and local aspirations.

More support for Community Rail Partnerships.

Customer Experience and Community fund.

20 trainees recruited each year, 30 apprenticeships by 2019 and graduate work experience placements.

Jobseekers support scheme.

Innovation Fund and Innovation Academy.

Stakeholder Advisory board established.

3. There very various questions from the audience.

After the refreshment break the formal business followed

4. Minutes of last meeting, 16 April 2016, were approved

5. Matters arising

6. Chairman's report

This had been distributed at the start of the meeting and was adopted

7. Treasurer's report

Peter Rutt presented his report which was adopted

8. Election of chair

John Drake was proposed and elected

9. Election of officers and committee

All committee members were willing to stand for re-election and were duly elected.

Peter Feeny volunteered to join the committee and was elected.

10. There were some questions and discussions, including a suggestion that social media should be used to increase membership. Peter Rutt agreed to use his twitter account to include one for Marpa.