

# LNR Stakeholder Briefing

**20 August 2020**



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Trains**

# Housekeeping

- Mute yourself – to keep background noise to a minimum, please keep yourself on mute until you are about to speak
- Keeping your camera on takes up bandwidth – switch your camera off to prevent any problems with the connection
- We have allocated time at the end of the presentation for questions. If you would like to ask a question, please type your message in the comments section and we'll come back to you
- We will be sending a feedback form and copy of the slides out to delegates after the briefing

# Today's agenda

- Welcome and housekeeping
- Business update
- Upcoming changes to our timetables
- Community Update
- Opportunity to hear from you with your questions and feedback

# Business Update

Lawrence Bowman, Customer  
Experience Director



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# Passenger Numbers

- Passengers are slowly beginning to return (approaching 25% of 'normal' demand)
- We are starting to see more off peak (leisure) demand

Graph removed

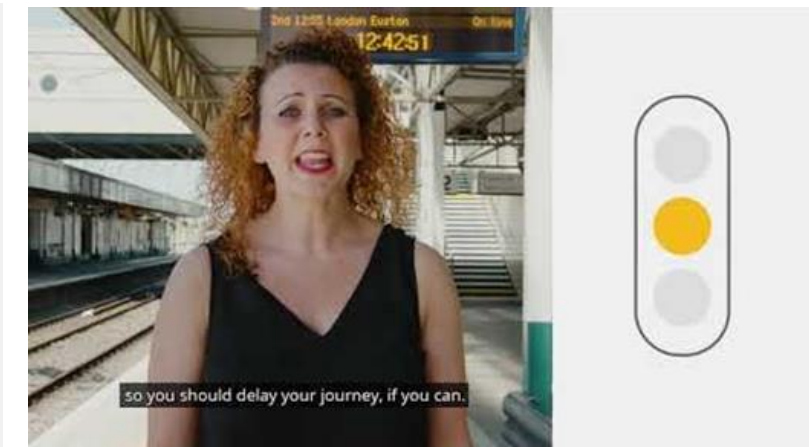
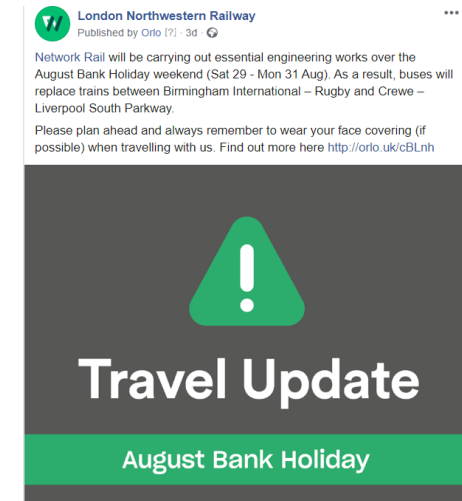
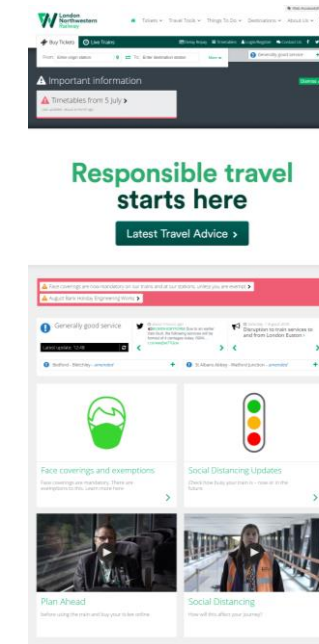
# Social Distancing

- More tools and communications for customers:
  - “RAG” status launched on Twitter
  - Train (social distancing) loadings tracker now live
  - Continuing to update and refresh our social distancing signage at stations
  - Extra staff on hand to provide support and guidance

Responsible travel starts here 

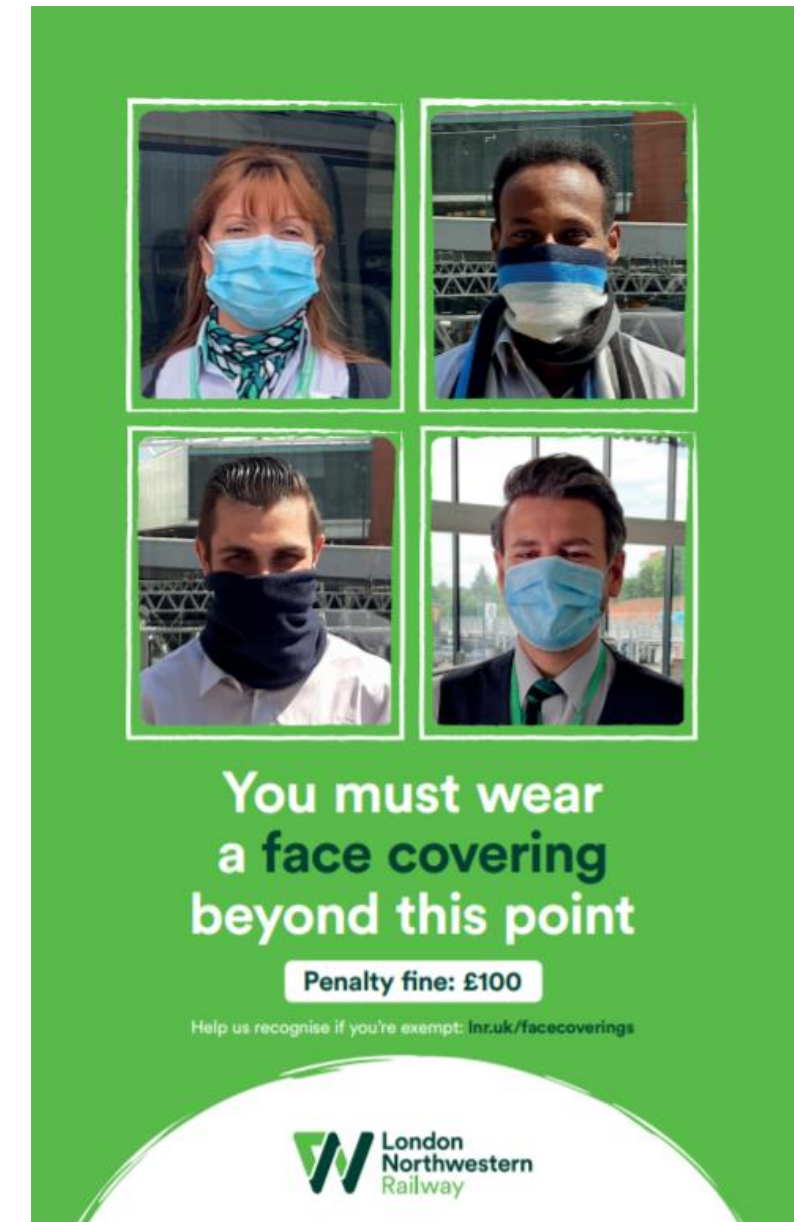


Social Distancing Live Updates



# Face Coverings

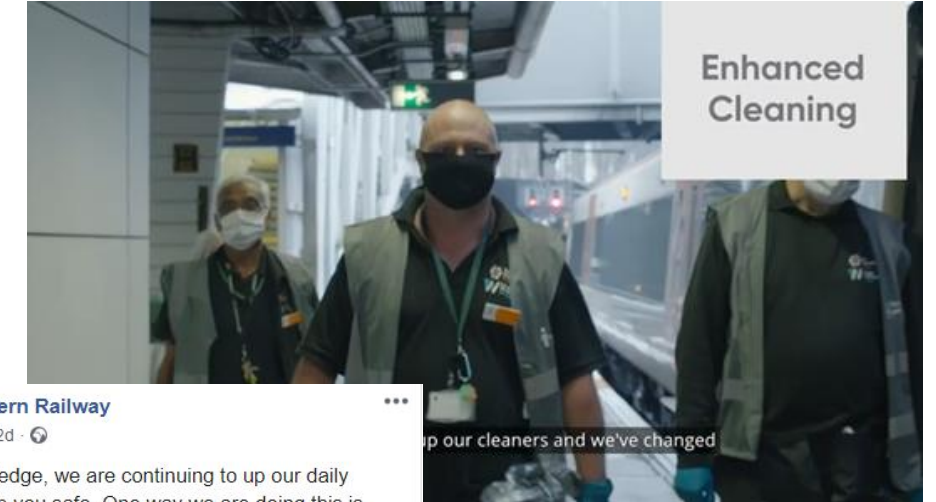
- Compliance remains high 90%+
- Better in the peaks around big regional centres. Continued focus on off peak and leisure travellers
- Our approach continues to be to influence, encourage
- BTP will enforce and we are working closely with them to ensure maximise effectiveness
- We are refreshing some of our communications to make them more prominent and raise awareness of the fines
- Mandatory face coverings in shops has helped (people are getting used to it)





# Hygiene and Cleaning

- Continuing with our extra cleaning staff at stations and on-trains
- Introduced anti-viral 'fogging' machines



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As part of our safer travel pledge, we are continuing to up our daily cleaning regime to help keep you safe. One way we are doing this is with our state-of-the-art antiviral disinfectant machines! Haven't seen the video yet? Visit >> <http://orlo.uk/zeY7O>

**DAILY CLEANING**  
at our stations and  
trains with antiviral  
disinfectant

Latest travel guidelines: [gov.uk](https://www.gov.uk)





# Franchise Investment Programme

- Investment programme continues, examples...
  - New Trains Bombardier Class 730s
  - Smartcards now being rolled out
  - Flex-carnet tickets
  - Tring access for all bridge and lifts (finally) open
  - Watford Station redevelopment
  - ANPR car park project progressing
  - Cycle schemes

.....we await news of what happens post Emergency Measures Agreement (“EMA”)

# September 7<sup>th</sup> Timetable

## *‘step-up’*



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# Next timetable 'step-up'

- DfT asked all TOCs to further step up services on 7<sup>th</sup> September as shielding and furloughing winds down and schools and workplaces open up
- We expect demand to increase, although it is clear we will be nowhere near back to pre-COVID levels
- Our approach focusses on trying to build on the high performance, resilience and reliability achieved with previous Covid-19 timetables, but also providing capacity where it is needed
- We need to create a better balance, meeting customer and market demands, as passengers start to return
- We must not return to the poor performance following the May 19 timetable change

# What's Changing in September

- **24<sup>th</sup> August** Marston Vale and Abbey line peak services introduced
- **7<sup>th</sup> September:**
  - High levels of seat capacity across the LNR network, but some of the poorer performing services removed, especially in the peaks
  - Liverpool services maintained as 1tph but double train length to 8-cars
  - Liverpool services terminate at Birmingham avoiding re-introduction of the unreliable New St – Euston leg and reducing delay 'spreading'
  - 2tph Northampton – Euston off peak
  - High peak – 4tph from Northampton
  - 1tph Milton Keynes – Euston calling most stations to Watford Jn then Euston. Mostly 12 cars Class 350
  - Watford-Euston 'peak buster' (mostly) 12-car services to provide much needed capacity on these busier flows
  - 2pth to Tring to move to an 8-car operation
- Train to deliver a balance of capacity v service provision v performance
- Overall sees us delivering c85% of our 'normal' peak capacity and 95% capacity all day

## Other areas of focus

- Key 'school trains' are in place
- Traincrew readiness
- Fleet readiness
- Customer communications

# Community Update

Vicky Cropper-Clark Head of  
Stakeholder & Community



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- VJ Day Virtual Concert 13 – 17 August
- Unveiling of poem for Sir Tom Moore
- Launch of Symbol Spot
- Support for local disadvantaged groups & station foodbanks
- Friends of Fenny Stratford & Woburn Sands shortlisted at this year's Community Rail Awards in the 'It's Your Station' category





# Community Rail

## Abbey Line

- Updating Abbey Line Days Out Guide to encourage more people to travel the line
- New children's artwork installed at every station and will be launched after the summer holiday's
- Shortlisting at this year's Community Rail Awards for the Christmas in St Albans by Community Rail' Campaign and has also been shortlisted for the Tourism and Heritage Award and Ghouls Train in the photo competition





# Community Rail & Station Adoption

## North Staffs CRP

- New station adoption groups at Stone and Penkridge
- Unveiling of mural at Penkridge planned for the Autumn
- Rails to Trails walking guide

## Station adoption & other news

- Friends of Berkhamsted shortlisted in the 'It's Your Station' category and the two films produced by Women In Community Rail in the Best Marketing or Communications Campaign category.



# Feedback, comments and questions



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