

# London Northwestern Railway Stakeholder Briefing

25 June 2020



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Trains

# Today's agenda

- Welcome and housekeeping
- Business update
- Upcoming changes to our timetables
- Property projects and investment in our stations
- External speaker – Marketing Liverpool
- Opportunity to hear from you with your questions and feedback

# 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

# Business Update

Lawrence Bowman, Customer  
Experience Director



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# Covid-19 and London Northwestern Railway

- Since lockdown rail passenger numbers are down by around 90%
- We have been running a reduced timetable since 1 April and continue to do so

Graph removed

# Principles of the Emergency Measures Agreement

- An agreement offered to all DfT Train Operators
- In effect initially for seven rail industry periods from 1<sup>st</sup> March to 20<sup>th</sup> September 2020
- Revenue risk and cost risk suspended
- Operators can earn a small management fee
- The principle is to ensure train operators should cooperate with an overall goal of acting in the national interest throughout COVID-19
- Recognising the exceptional circumstances presented by COVID-19
- Providing a service for key workers and essential journeys

# Continued Investment in the Franchise

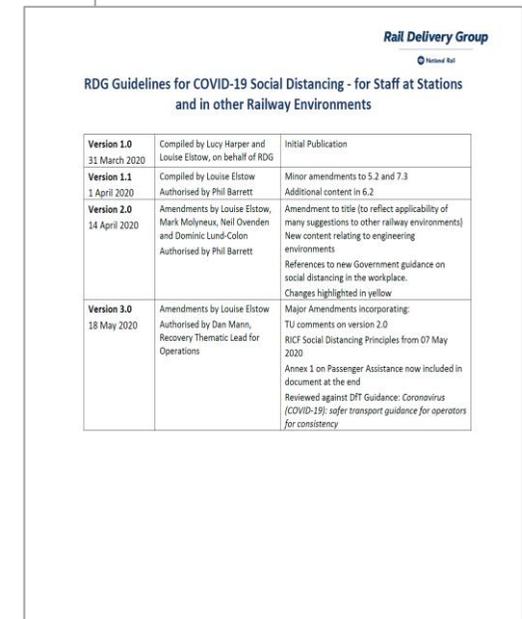
- Default position is that capital investment in the franchise should continue as is, but....
- We have faced similar issues to other businesses, with reduced resource levels, remote working and supply chain challenges. Increased governance of investment decisions
- This has impacted the “pace” of investment
- Our resources have also been focused on a managed decrease of the timetable and the managed increase of the timetable in line with new social distancing guidelines

# Social Distance Measures

## End to end journey experience

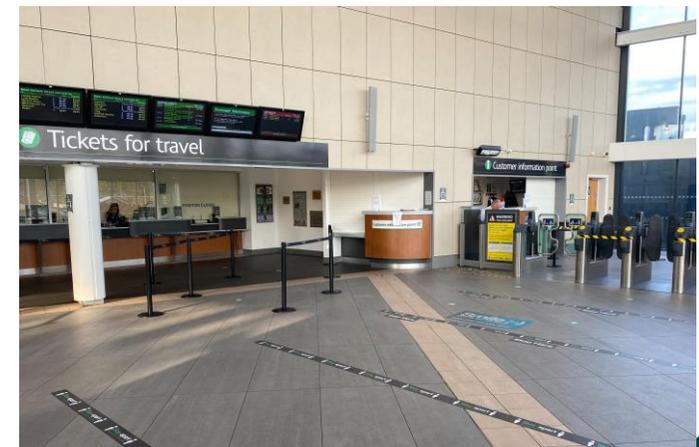
The challenge – trying to successfully implement social distancing measures across an ‘open’ railway system.....

- Risk based approach
- Using national level guidance right down to local:
  - HM Government Safe Transport – Guidance for Operators
  - Industry trade body (Rail Delivery Group) guidance
  - Rail Industry Corona Trade Union / Operator Forum
  - Local work place risk assessments
  - Bespoke plans for offices, depots, stations
- Sharing good practice across the industry (and ‘borrowing’ from elsewhere e.g. supermarkets)
- Constant review and refine - relentless



# At our Stations

- Bespoke posters and announcements
- Hand Sanitiser stations at key locations
- New wayfinding and one way systems
- Extra staff to help with controlling passenger flows
- Polycarbonate screens for gateline staff
- Enhanced cleaning regimes
- Practical advice on use of lifts and keeping a four steps gap on stairs and escalators
- Encouraging passengers to make their journey's contactless and introduction of Smartcard





Allow  
**extra**  
time



Buy  
tickets  
**online**



Avoid  
busier  
**times**

# Necessary journeys only.

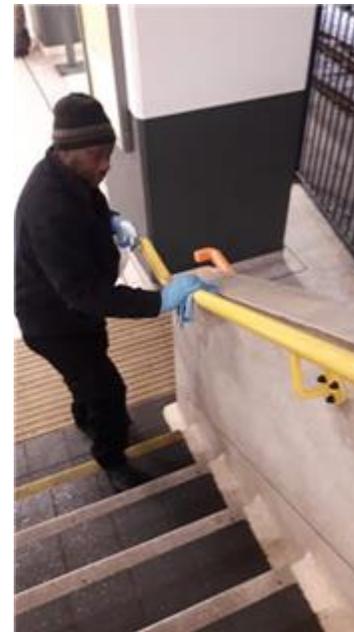
Responsible travel starts [here](#) >



**Platform and TVM  
markings**



**One way systems**



**Extra cleaning**



**Reducing ticket vending  
machines**

# On Board our Trains

- Introduction of face coverings
- Extra announcements
- Signage and stickers
- Encouraging seat distancing (as best we can)
- More cleaning
- Most critically, trying to keep loadings down



# Our People

- Working closely with colleagues and Trade Unions
- Small measures go a long way to help give people reassurance.....but everyone feels different!
- Extra volunteers at stations to assist passengers during timetable uplift



Stay Safe



Hi-Viz Vest print  
(scaled to fit)



# Stakeholder Communication

- Stakeholder newsletters
- Local Authority Scrutiny Committees
- MP briefings
- Stakeholder Equality Groups
- Partner VLOGs and Podcasts
- Bespoke safety guidance for community rail activity at our stations
- Regular contact with Station Adoption and Community Rail Partners, especially regarding operation of rail replacement services on the Marston Vale & Abbey Line branch lines



## Station Adopters, Volunteers & Friends

 Please observe social distancing between fellow volunteers and passengers on the platforms and wear your hi-vis waistcoats

 Regularly wash your hands before, during and after your visit and you may wish to wear a face covering

 Try to limit your visit to the station to an hour or two and within off peak times if at all possible

 Thank you for all you do to keep our stations looking beautiful. Please stay safe

Please contact [friends@wmtrains.co.uk](mailto:friends@wmtrains.co.uk) if you require any further support



# Stepping things back up

- Key Worker only timetable operated 23<sup>rd</sup> March-17<sup>th</sup> May – dramatically reduced capacity, less than 50% of our normal service
- Extra capacity introduced 18<sup>th</sup> May. This is 60%-70% of normal service, but with 2 metre social distancing measures it has been more like between 10% and 25%
- Next step back up 6<sup>th</sup> July:
  - 75%-80% of our normal timetable
  - Looking to maintain the good performance we have seen during the lockdown

# 6 July Timetable Change

- Formations to remain as long as possible to help support social distancing
- Changes are for Mondays – Saturdays only, there are no planned changes for Sundays.
- **Birmingham-London** 1 train per hour, with a second train change at Northampton (Avanti will be introducing a near full service)
- Dedicated **Tring – Euston** services to be re-instated
- Slow line services (**1 Northampton – Euston** and **1 Milton Keynes – Euston per hour**) to revert to regular timetable, with extra stops removed at Harrow & Wealdstone, Bushey, Kings Langley and Apsley
- Extra **Watford Junction-London Euston** ‘peak buster’ services
- **Wembley Central** calls to be removed from services strengthened to 12 carriages (due to platform lengths)
- **Liverpool services** remain hourly but are 8 carriages and run between Liverpool and Birmingham NS
- **Crewe-Stoke-Stafford** service will be extended to Birmingham New Street
- **Branch Lines** Services continue to be covered by rail replacement buses due to ongoing traincrew challenges – this is under constant review

*.....once social distancing is removed altogether the re-building really begins to try and bring people back to rail*

# Property Update

Doug Stuart, Senior Property  
Project Manager



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# Access for All Schemes



The AFA programme seeks to improve accessibility to stations by providing an accessible step free route into the station as well as to and between every platform. WMT have been working closely with Network Rail to ensure that the enhancements are delivered safely and that passengers will be able to access the benefits and make their travel experience much more enjoyable.

## Lichfield Trent Valley

The project has successfully completed and passengers at the station are able to make use of the new lifts.



# Tring

Remaining concreting of the east carpark ramp will be complete in the next few weeks including final carpark and platform resurfacing. The new footbridge is open for passenger use with the Lifts due to be fully open at end of July.



# Cycle Improvements

Our commitment to install enhanced and secure cycle facilities across the WMT network not only promotes sustainable and intermodal travel at stations, but in the current Covid-19 environment also encourages a healthier lifestyle with cyclists adhering to government rules on social distancing.



# Automatic Number Plate Recognition



Wolverhampton ANPR installed in the multi-story car park with new pay machines installed into the new Wolverhampton concourse. It also includes directional arrows screen that identify whether a lane is an entry or exit. This allows the middle lane of the MSCP to be changed should there be a large number of people needing to exit the car park after a major event.

This is the first stage of the ANPR programme which has now been given the go ahead to roll out across the 28 remaining stations with completion March 2021.

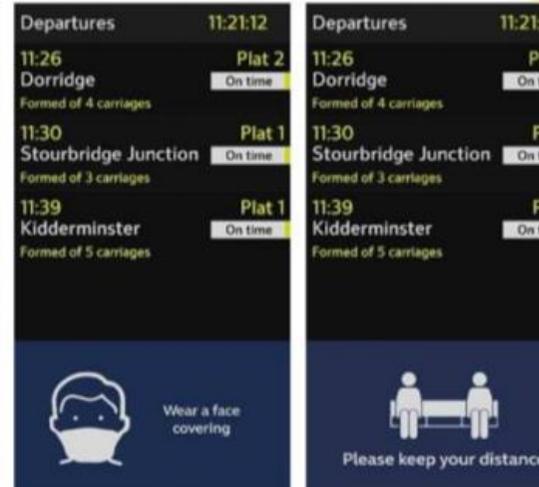


# Digital Customer Information Screens



The DCIS project will see traditional customer information screens at our stations replaced with new, higher definition and higher quality digital screens.

The programme has now recommenced following a pause during Covid-19 lockdown. Installations are taking place at Birmingham Snow Hill with 12 Screens now installed. These new screens not only allow us to display enhanced passenger information but also provide a platform for social distancing messages to our customers.



# Watford Junction

Watford Station is undergoing a redevelopment to provide much needed additional space to easing congestion and assist the flow of passengers onto services. The new station will also provide a much improved greater retail offering for our passengers. The project is in the option selection and early design stages as we develop the detail of this new facility.



# Northampton

Northampton train station has had an issue with reaching capacity for its car park for a while. This project will propose to resolve this issue by building a multi storey car park to provide an extra 500 spaces at the station and promote more users to travel by train. Currently this project is being led by Network Rail and Blockwork who are in the design stages. This project is due to start in 2021 and completion by 2023



# Other News

- **Minor Works** - Following the successful completion of the 19/20 programme where we implemented accessibility enhancements such as tactile paving, double hand-rails, automatic doors, access ramps across a number of our stations. The green light has been given to commence development of the 20/21 programme of works which will further enhance the station experience for many of our passengers.
- **Car Parking Spaces** - We will shortly be starting discussions with local authorities and Network Rail to discuss design proposals. Additional car parking at stations will promote the use of public transport by providing additional car parking spaces so that people can make use of park and ride facilities.
- **LED Lighting** - Wolverhampton Platform LED Lighting commissioned following the opening of the new station. This has provided a reduction in energy usage whilst increasing the lighting levels on the platforms and over bridges by using more efficient lighting. LED lighting upgrades are planned across 108 stations on the network with completion in March 2021.

James Wood

Marketing Campaign Manager, Marketing Liverpool



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# Feedback, comments and questions



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