

Stakeholder Conference



**West
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Trains**

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22 January 2020, Jurys Inn Hotel, Milton Keynes

- 10.10 Welcome, business update and Q&A
- 11.00 Update on recent and upcoming timetable changes
- 12.00 Tim Shoveller, Regional MD for North West and Central,
Network Rail
- 12.45 Lunch and market stalls
- 13.45 Community Rail and Customer and Communities
Improvement Fund
- 14.15 Engaging with our passengers – LNR Panel
- 14.45 Afternoon tea break
- 15.00 Dementia Friends training by The Alzheimer's Society
- 16.00 Close

Business Update

Jan Chaudhry-van der Velde
Julian Edwards



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2019 – a year of 2 halves

- **January – May** produced some of the **best performance** we have seen with PPM in the high 80s
- **May timetable** was designed to produce **more capacity** and new **through journeys**
- Allowed us to carry an **extra 150,000 passengers** per week
- **Sorry** - Performance of the May 2019 timetable has been poor
- “Structural” **10% drop in PPM**



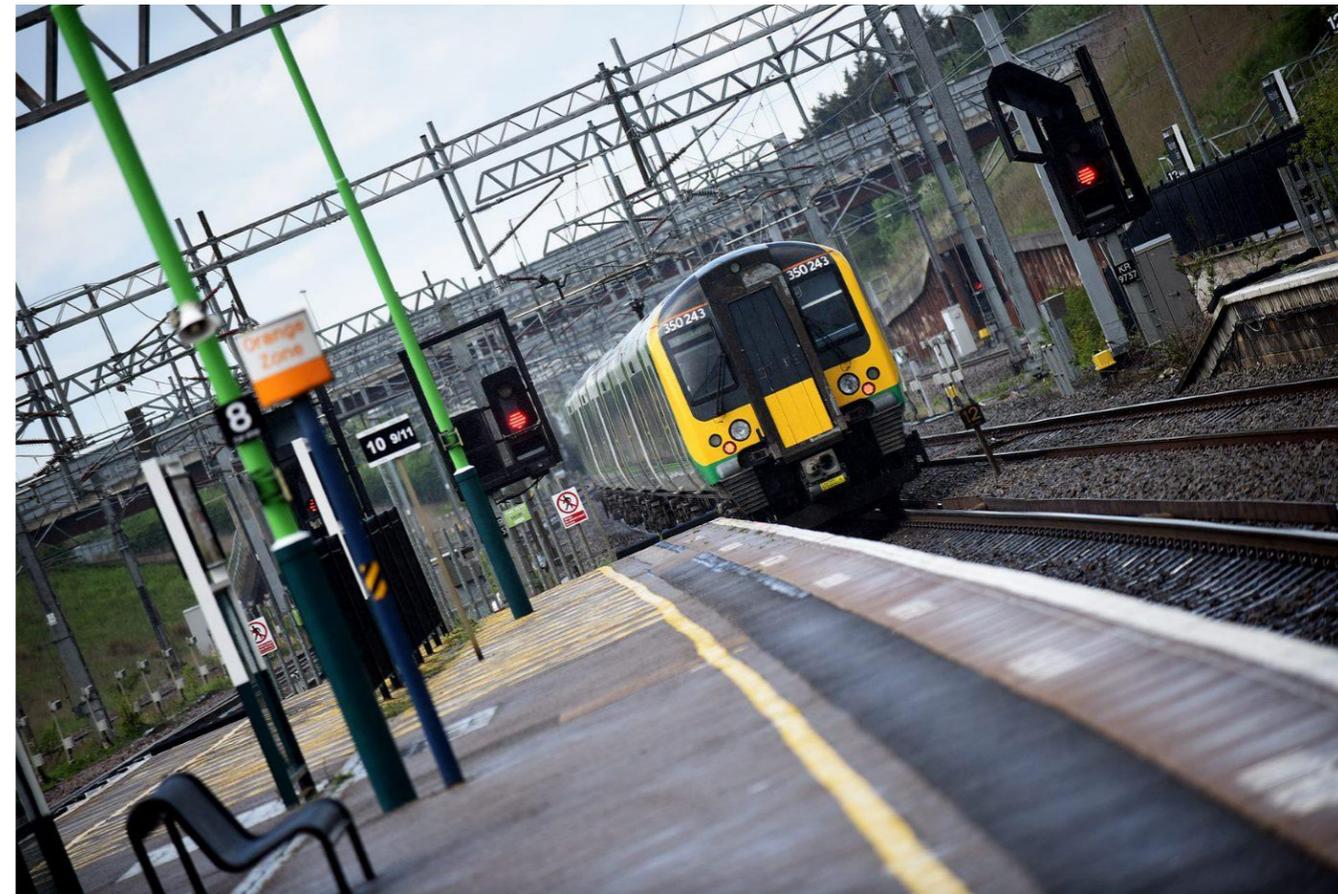
- December TT bid deadline before the May 2019 timetable began
- DfT capacity targets assumed 10 extra 350/4 x4-car TPE units
- Loss of 2 Euston Platforms
- December 2019 allowed some significant improvements, but main opportunity is May 2020



- **Take complexity out of the Timetable**
- **Improve resilience**
- **Gain industry support and focus – NR, TOCs , DFT, WMRE**
- **Looming RMT dispute despite 18-month-old agreement**



- Settled the RMT dispute
- Reduced complexity with Dec 2019 TT
- Introduced 16 additional carriages (4 x350/4s)
- Held on to 8 x153s



- **Extra dwell time at Birmingham New Street (Liverpool bound services)**
- **xx.49 London Euston – Liverpool has had a number of stops removed**
- **Chase Line has only one service from Euston**
- **New St – International shuttle**



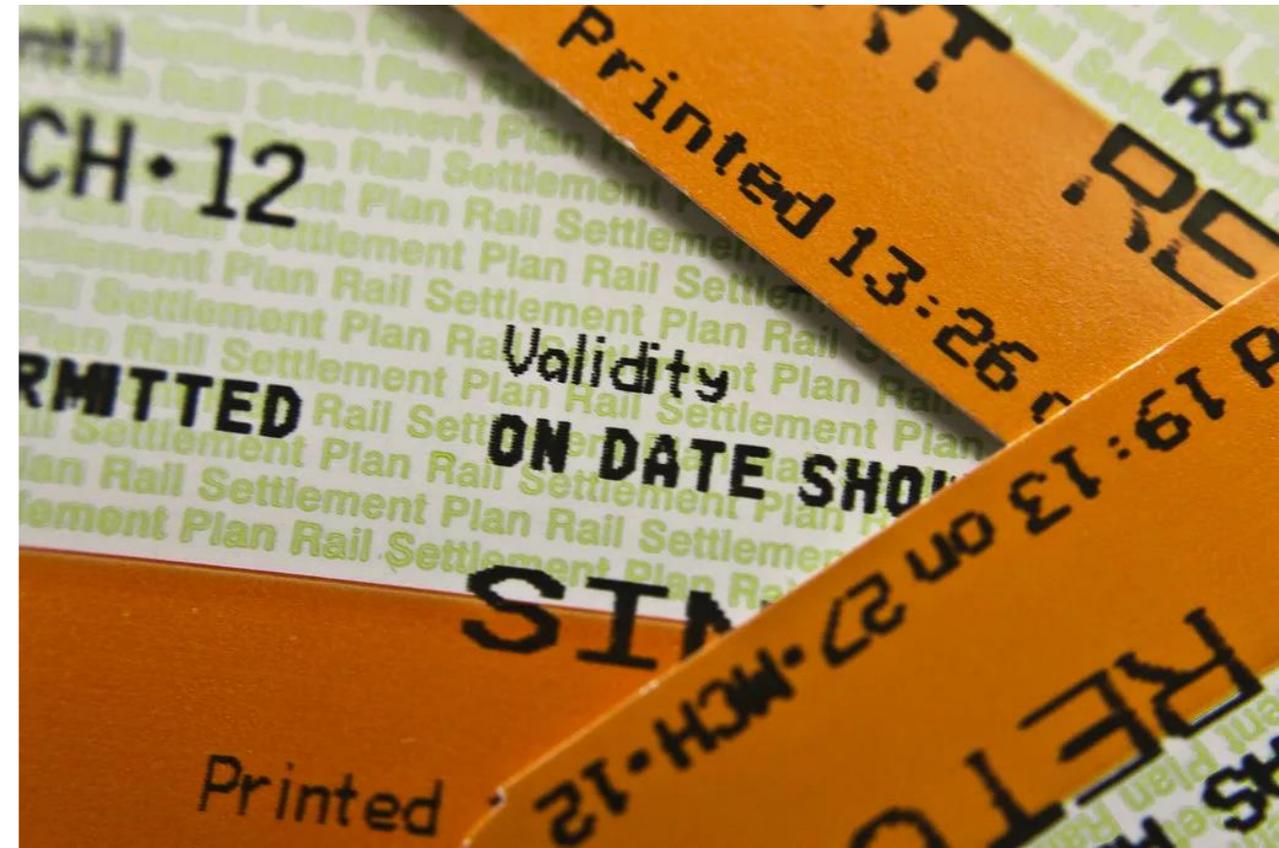
Northampton – London Euston

- Additional trains between Northampton, Watford and London Euston
- Tring local services retimed
- Additional stops at Apsley, Berkhamsted and Hemel Hempstead
- Strengthening of last services from London Euston to 12 cars on Friday and Saturday nights



What about the passengers?

- **29% more trains on time (PPM)**
- **58% drop in delays caused by LNR (PPM failures)**
- **77% of trains on time over the first 2 weeks (PPM)**
- **And 3% discount on season tickets**

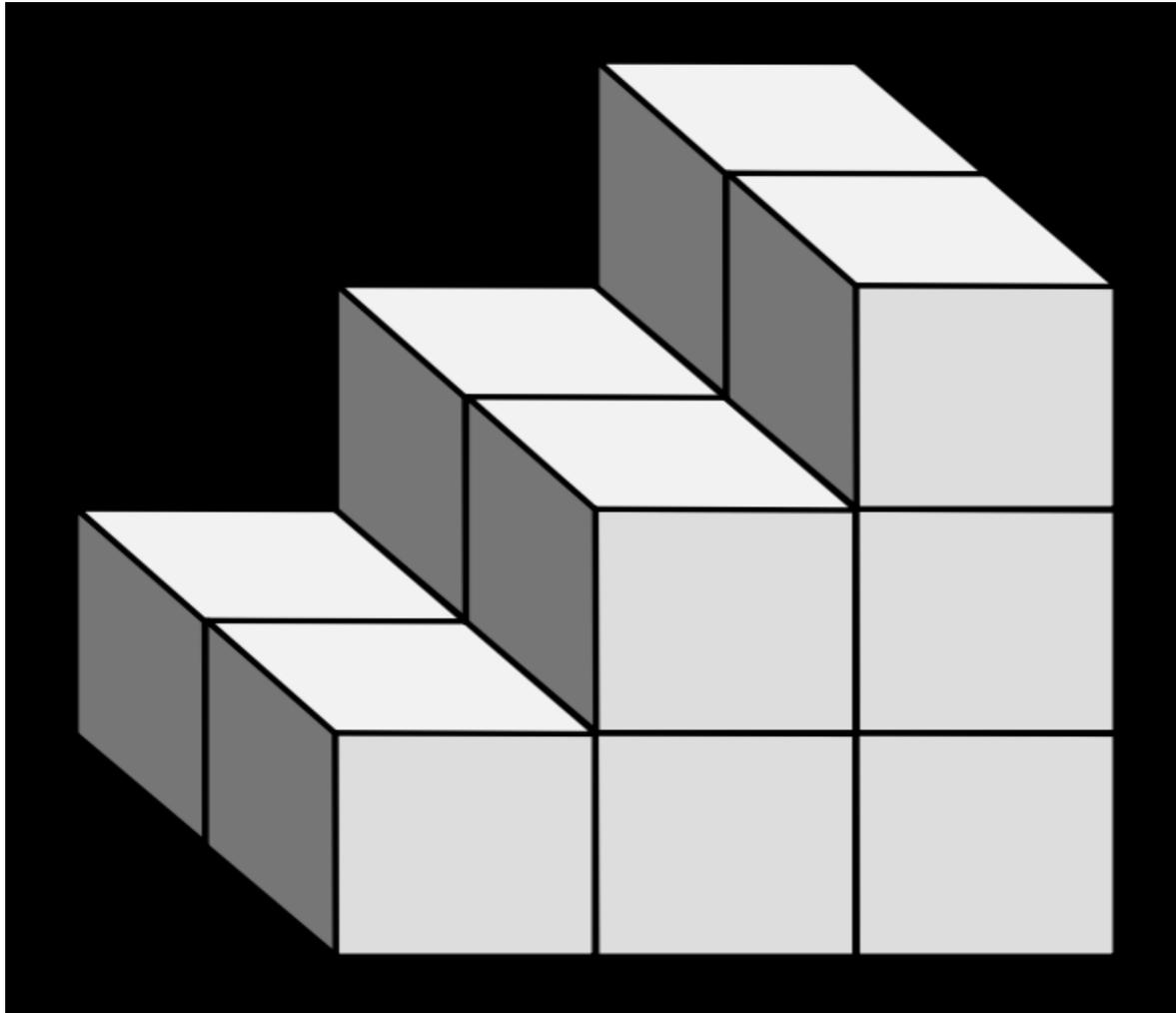




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- **Build on the recovery plan Jan & team have successfully deployed**
- **Major opportunities in May & December 2020 TTs**
- **Publish details of our full remedial plan next month**

- **Fix the timetable**
- **Reduce delays**
- **Improve train crew availability**
- **Increase available capacity**
- **Compensate and inform passengers**





May 2020

- Stop splitting or joining any trains at Birmingham New Street
- Self-contain all Rugeley Trent Valley services within the West Midlands
- End services running through The Potteries at Birmingham New Street, rather than Euston

December 2020

- Create a new hourly fast line path in each direction between Euston and Northampton, enabling rolling stock and train crew diagrams on fast and slow services to be self-contained
- Increase dwell times at Birmingham New Street to lessen the impact of any delays
- Operate symmetrical service patterns to improve reliability



Stakeholder Satisfaction Survey



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71% overall stakeholder satisfaction with our stakeholders

32% improvement in stakeholder engagement compared with the 2018 results and praise for our improved stakeholder engagement, community rail, communications and customer focus

Decrease in WMT reputation by 10% compared with last year's results – with the May timetable changes, reliability and punctuality being the primary reason for this change

63% of stakeholders would recommend London Northwestern Railway as an operator to work with

Having sufficient staff to operate all advertised services. Running services on time. Having a timetable that is robust and stand small delays without totally falling apart

Both frontline and senior staff are good, they understand the local issues. **Amazing how much local knowledge they have.** Example of this is working with the station manager at Northampton, looking at putting up a real time display outside where the buses stop and they have been really helpful

Very friendly, approachable team who are very helpful and go out of their way to be supportive. The entire Community Rail Partnership ethos seems well embedded within the company and viewed positively

Meet the Manager Meetings have been held locally allowing passengers to communicate with Managers. Also RUG and stakeholder meetings have been attended by WMT personnel

WMT generally demonstrate a good level of commitment to introducing new services and connectivity opportunities where possible

Consulting stakeholders when making plans for the future & responding to enquiries

Very poor reliability on my regularly used local line between Bletchley and Bedford. It has been nothing short of appalling since the introduction of the 'new' trains

We have been able to have positive conversations on several occasions. Having said that, the service has become worse and is not sustainable as it is now

The service provided has declined significantly over the last year and is considerably worse than that of the previous operator - London Midland

Crew shortages have led to cancelled trains. Scheduled trains not stopping at station - hourly service leading to missed connections; two hour delays with no alternative readily available; lost customers. Ticket checking non-existent

Q&A



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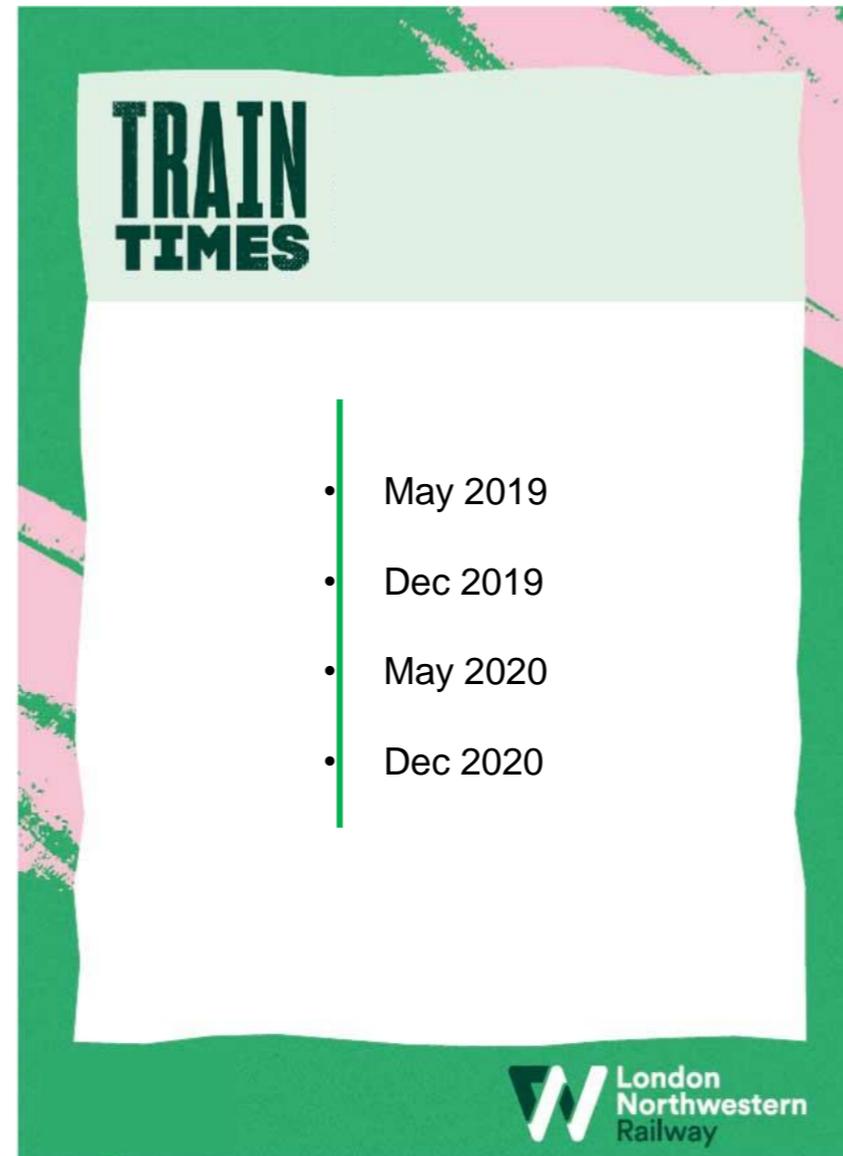
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Timetable Overview



Operated by West Midlands Trains

Contents



MAY 2019

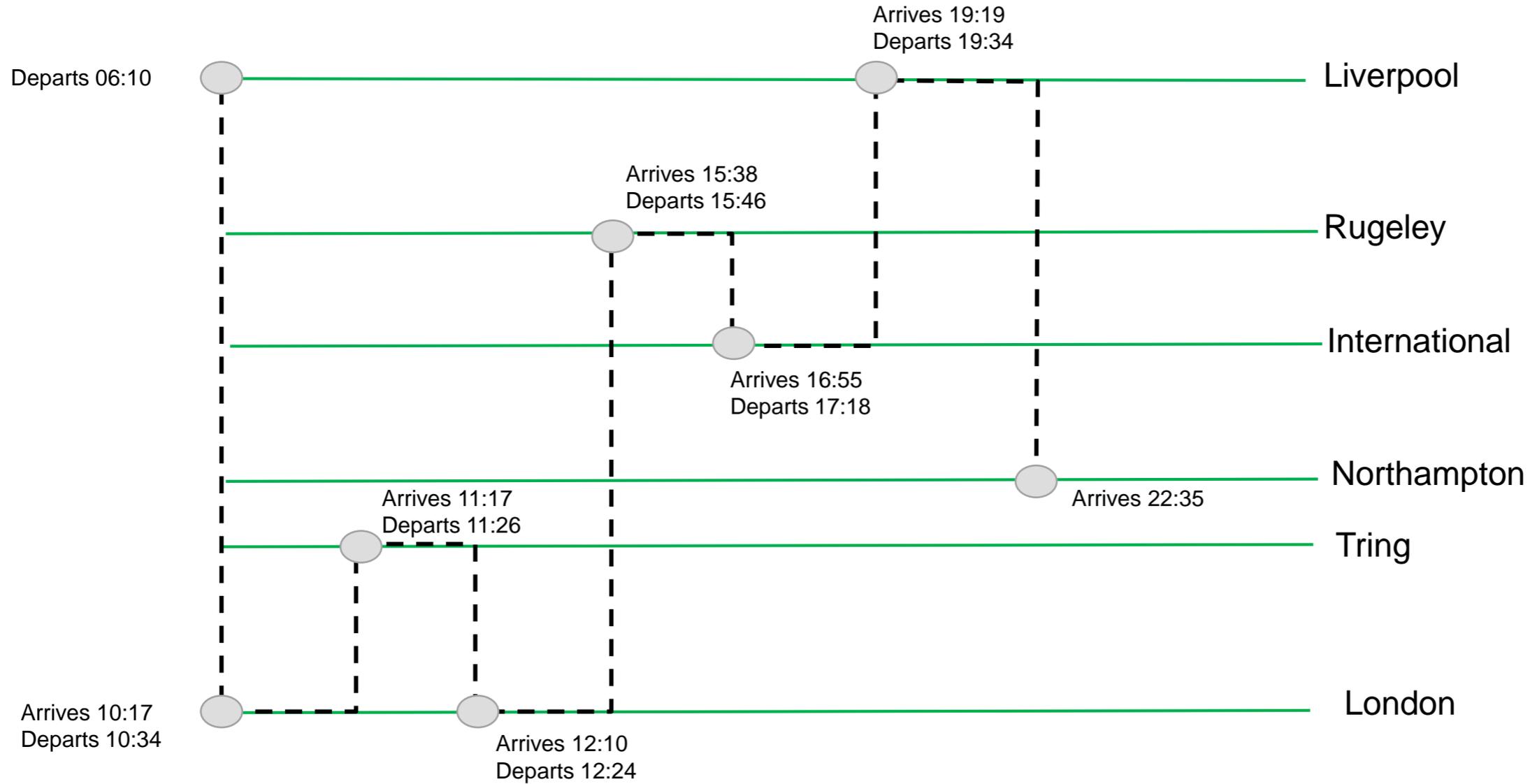
Timetable changes:

- LNR Euston services became faster and ran beyond Birmingham
- Crewe service became faster
- Additional new Crewe service to Birmingham
- Coupling & uncoupling introduced at Birmingham

Consequences:

- Significant increase in demand
- Coupling & uncoupling worked well
- New St platform occupation reduction hasn't benefited LNR
- Timetable has poor recovery capability
- Service group delay spread

Service Group Interdependency



Timetable Planning Timescales

Why can't we just change the timetable if it isn't working well?

- Work commences typically 2 years out for major changes
- Work with Network Rail commences 13 months out
- Final bids are due 10 months out
- NR issues final offer 4 months out
- Timetable commences 2 months **after** final bid for the next timetable has been submitted

December 2019 – some minor quick fixes

- Reduced stops in the long-distance LNR services
 - Additional Birmingham shuttles
 - Changed flighting
 - 5 Additional Fast Line trains
 - Sunday service extensions
 - Marston Vale timing changes for TSR compliance
-
- 35% more trains on time (i.e. achieving PPM)
 - 60% drop in delays caused by LNR trains
 - 77% PPM

In May 2020 we need.....

- More recovery capability in schedules without losing all of market share that has been built up with the May timetable changes
- A reduction in inter-working which spreads delays to other services



Liverpool May 2020



Stops removed between Coventry and New St and an extended dwell time

Crewe May 2020

- Crewe services currently couple to a Liverpool service in one direction and a Rugeley service in the other direction
- Coupling/uncoupling is restrictive
- Poor performing service group
- Most flows are to and from North of Birmingham to International
- Proposal is to run the train as a separate service terminating at International, turning on itself



Rugeley May 2020

- Services very unreliable
- Rugeley-Euston removed entirely from May 2020 becoming Birmingham-Rugeley services only
- Through service to International maintained so protecting the key flows to New St and International
- Turnrounds and dwell times increased and trains turn onto themselves giving complete service dedication
- Walsall-Euston direct journeys maintained during peak



December 20 Proposed Changes

- **Additional WCML Fast Line service:**
 - 4 FL and 4 SL services every hour
 - Enables full service group dedication
 - Future proofed for new electric trains

- **Potential Marston Vale changes pending passenger feedback**



Timetable Changes – Beyond 2020

- **May 2021**
 - Sunday service increases required to match Saturday levels all routes
 - Nuneaton-Coventry extra services
- **December 2021**
 - Introduction of new EMUs – no re-write required
 - Potential new stations services



Q&A



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Tim Shoveller, Regional MD for North
West and Central, Network Rail



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Lunch break



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Community Rail and CCIF



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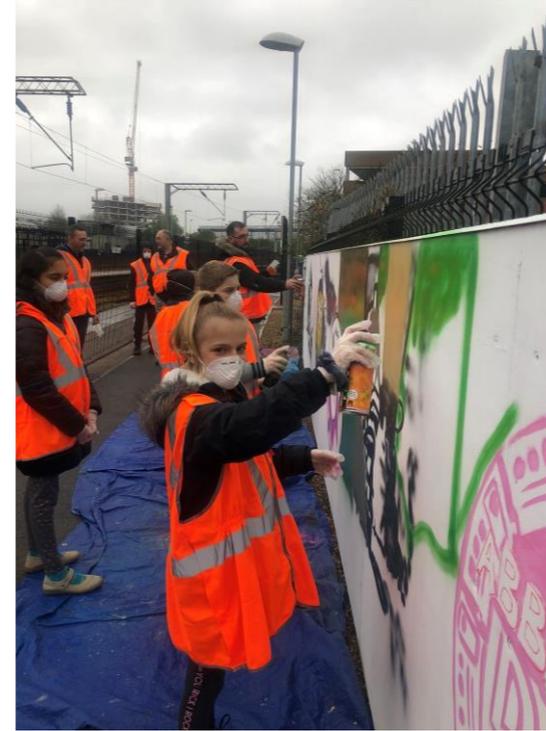
Abbey Line Community Rail Partnership



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- Achieved DfT Accreditation
- 2% growth in passenger journeys
- New partnerships and members of the steering group;
 - Communities First
 - St Albans Cathedral
 - St Albans BID
 - Oaklands College
- Successful Summer, Halloween and Christmas events
- Upcoming station artwork projects delivered in partnership with Groundwork Herts and local graffiti artist
- Working with Oaklands college students to create the design of community garden at Garston
- Biodiversity project with the Bee Friendly Trust on Platform 9 at Watford Junction
- Adoption of St Albans Abbey Station by St Columbus school students



- Working towards DfT Community Rail Accreditation
- Launch of the Class 230 trains along the line
- 8% growth in passenger journeys despite the challenging performance of the trains
- Introduction of a Bank Holiday service since 1967
- Developing partnerships through Bedford Rural Communities Charity Social Prescribing Team and groups of vulnerable and hard to reach members of the community
- Continued strong support from the 70+ volunteers
- Successful Christmas event
- Exciting projects for the year ahead include Theatre on the train, Symbol Spot Trail and Bedford River Festival



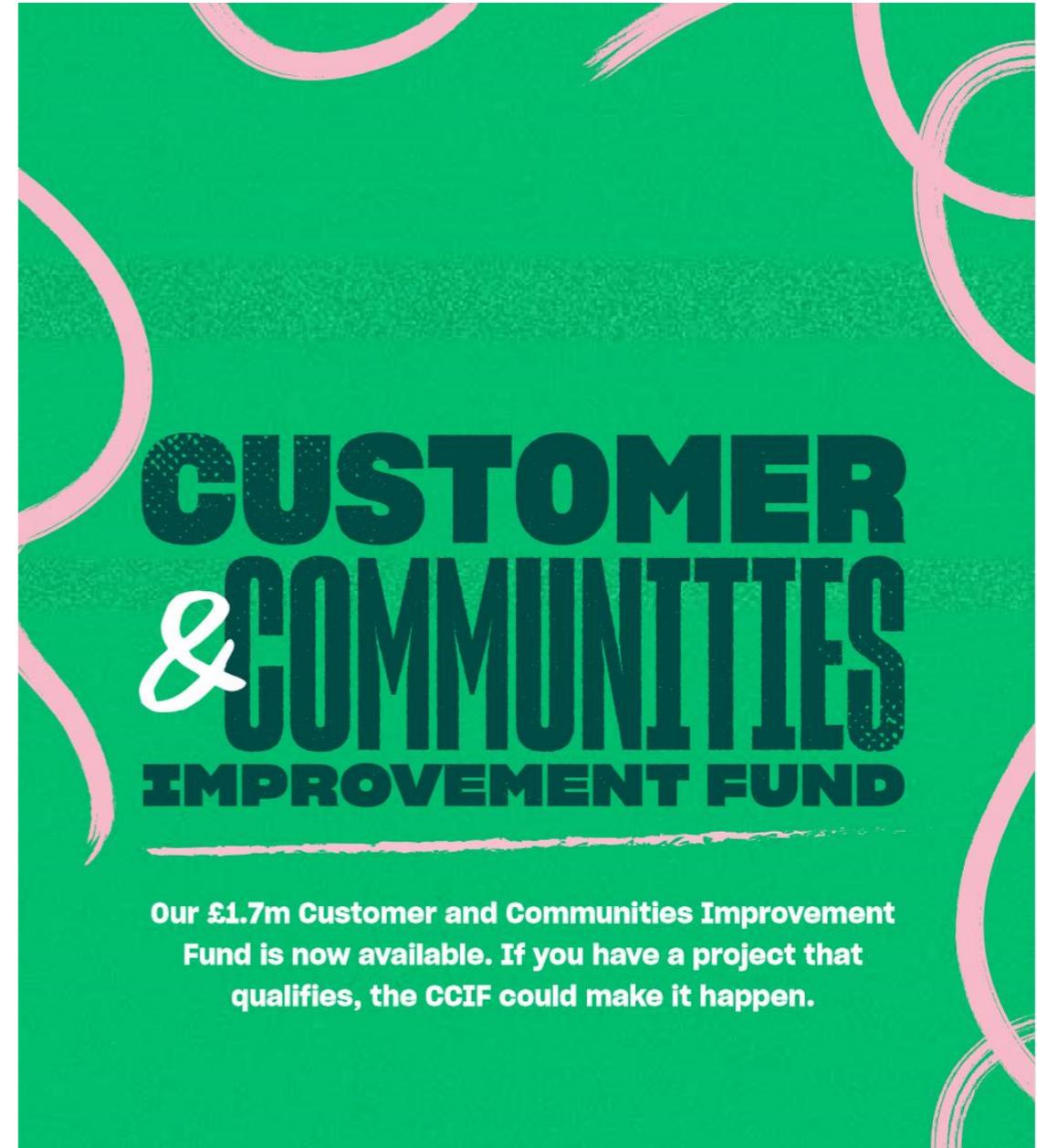
- Achieved DfT Accreditation
- New station adoption groups for Stone and Penkridge
- Stories on board the train to celebrate St George's Day
- Student clean up day with students from Wolgarston School



- Signed up 10 new Station Adoption Groups
- Created 17 events for colleagues to get involved in including;
 - Community volunteer days
 - Jobs fairs
 - Rail safety presentations and live broadcasts
- Awarded £18,000 in small grants



- Bidding for the £1.7m fund was open for 4 weeks and we received over 80 bids to the value of £3m
- Successful projects were independently reviewed by the The Community Investment Stakeholder Panel
- We have shortlisted 16 projects and these projects will deliver;
 - £319,319.27 matched funding
 - Upgrades / new facilities at 20 stations across our network
 - Developing new community connections and programmes
 - A mix of interesting and diverse bids
 - Geographic spread across the LNR network
- Dedicated project manager
- Funding is available every year for the remainder of the franchise



Customer and Communities Fund

Name of Project	Organisation	Summary
Unity Park Station Community Club & Centre	Winter Night Shelter Milton Keynes	Tackle the challenges of the homeless sleepers outside Milton Keynes Central by increasing the opening hours of the night shelter and providing people with a safe sheltered, warm place to go and provide the right support for next steps forward in life.
Mind the Gap	Escape Arts	12 month change-making programme with lasting legacy archives linked to rail heritage and place based memories. All underpinned by an exciting volunteer and emerging youth talent programme.
Bricket Wood station - Heritage Tearooms and Community Hub	Bricket Wood Station Trust	Project to restore the old station building at Bricket Wood and turn it into an exciting new space for the benefit of the community.
Station Square Revitalisation	Milton Keynes City Council	Transformation of Station Square in Milton Keynes, into a lively, bustling space by introducing community activity, making it feel more welcoming, pleasant and sociable and improving bus travel, cycling and digital infrastructure.
Tring & District Community Transport Project	Tring Town Council	Pilot community transport scheme for those who need transport to the station because of age, sickness, disability or poverty, or belong to a community group
Women in community rail officer post	Women in Community Rail	Creation of a part time officer to develop website, twitter engagement and a greater presence on social media. Funding for training events, advertising, improved and reprinting of new literature,
Ridgmont Station Heritage Centre Enhancement Scheme	Marston Vale CRP	Improvement of the Heritage Centre's visitor experience with Replica gas lamps , Audio and visual facilities, new pathway around the building for disabled visitors, installation of hand dryers in the toilets and hot water heater timer
The Homeless Games	The Homeless Games	Sponsorship of the Homeless Games - an Olympic style event to engage the most vulnerable of our society and to break down the stigma of people with issues are looked at in the community.

Customer and Communities Fund

Name of Project	Organisation	Summary
Abbey Line Waiting Shelter Enhancements	Abbey Line CRP	New waiting shelters for Watford North and How Wood to give passengers protection from bad weather and provide sturdy modern seating.
Abbey Line Station Enhancements	Abbey Line CRP	Improve the station environments at all the stations along the Abbey Line with water butts and new planters
Wolverton Station Improvements - Signage	Wolverton & Greenleys Town Council	Improved directional signage from the station to the town centre for people visiting Wolverton
Active and On Track	CARE CIC	A 12 month health/wellbeing programme designed to support adults with mental health issues and learning/physical difficulties by building confidence/self-esteem through therapeutic rural activities and vocational skills/accredited training.
Petty Pool College at Hartford	Petty Pool College	Opening of a café at Hartford Railway station which will provide students with real life hospitality training and refreshments for rail passengers and the wider community.
Build self-esteem and resilience	The Swan Youth Project Limited	Project designed to reduce crime/challenge assumptions for teens 'we need a knife to stay safe' – changing this to a feeling of safety from the community and oneself therefore not needing a knife.
Trees for Station Road, Long Buckby	Long Buckby Community	Improving the ecological environment by planting a variety of small trees and flowers along Station Road, Long Buckby.
Pause(menopause)	Paula Jarrett	Regular drop-in sessions for women and their families experiencing the menopause to to come together in a safe environment to ask questions, voice concerns and challenges and communicate to people who can offer help and advice, prevention of loneliness, social isolation and depression.

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LNR Panel – Engaging with our passengers



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Afternoon Tea Break



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