

West Midlands Trains

# Business Update

June 2019



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Operated by West Midlands Trains

# Preparing for a successful May timetable change

We have successfully implemented the biggest rail timetable change across our network for over 10 years. On Sunday 19 May, a range of improvements were introduced across our West Midlands Railway and London Northwestern Railway networks.

Passengers can now enjoy many new benefits – including earlier, later and enhanced weekend services, newer trains on some routes and more direct services from their local station.

The successful timetable introduction follows years of hard work and engagement with our partners and stakeholders. We're grateful for the significant ongoing support we've

received from West Midlands Rail Executive and West Midlands Mayor, as well as rail user groups, councils and community rail partners across our network. Together, we have spread the word to thousands of our passengers about the improvements they'll be seeing in their services. We want to thank everyone who has supported us in delivering the new timetable and with our engagement activities in recent months.

Operationally, we've recruited and trained 89 new drivers and 110 new conductors. This is in addition to the further training completed by our existing staff in order to deliver our new services.

Our train planning department spent

months configuring new diagrams and rosters for units and traincrew. We have also introduced 54 new carriages across the network through the hard work of our project and fleet teams.

Below are some of the engagement events and activities we have hosted in recent months, in order to get the word out to our passengers and stakeholders.

We appreciate that the changes will have impacted some of our passengers more than others. Over the coming weeks and months, we will be gathering feedback to see how we can best make further improvements going forward.



Over **75** stakeholders attended our annual Stakeholder Conference (April 2019)



**13** Whistle Stop Tour station locations and **5000** passengers engaged with Plus on train personalised travel planning



West Midlands Business Breakfast held in Wolverhampton and three stakeholder dinners held across the London Northwestern Railway network.

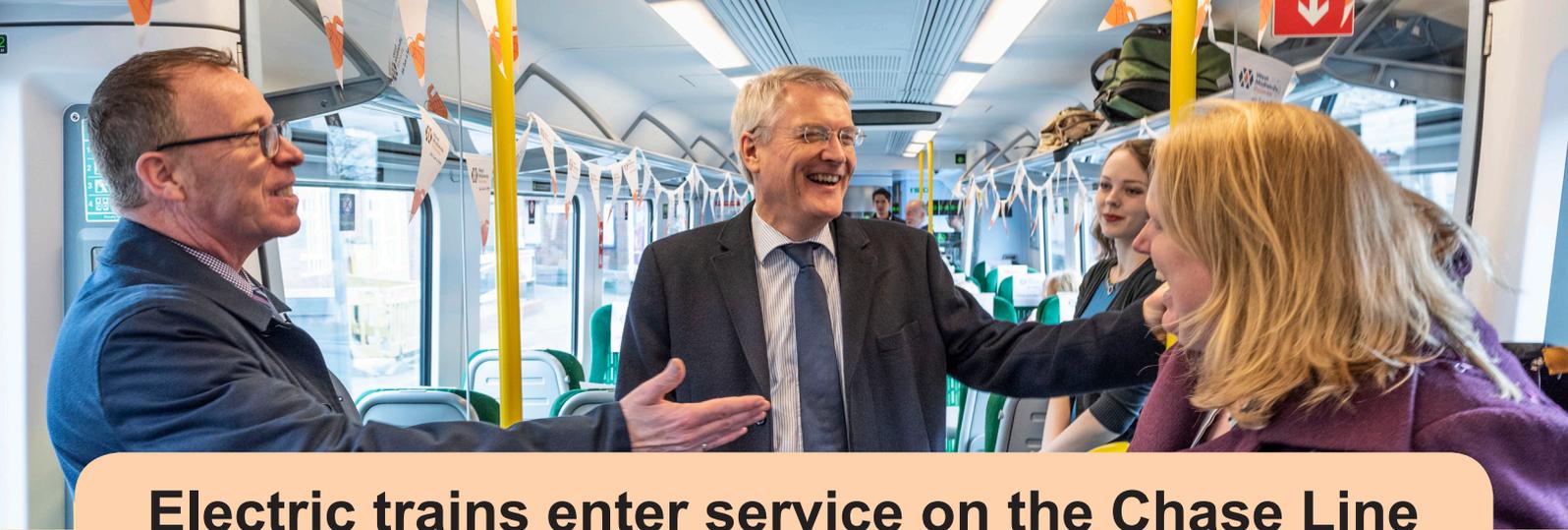
**40,000** timetables sent to stations

**20** regional press releases and over **150** media mentions

Staff engagement boxes to all stations, partner stations and traincrew depots



**MP drop in session**  
Photo: Jan Chaudhry-van der Velde and Mark Pritchard MP, following discussions about the upcoming timetable changes at our MP drop in session at Parliament (May 2019)



## Electric trains enter service on the Chase Line

Our May timetable changes have brought about significant improvements to train services between Walsall and Rugeley, with the introduction of electric trains and new through services on the route.

The first electric train carrying passengers travelled on Friday 10 May, ahead of services entering the main timetable from Monday 20 May. Stakeholders and invited guests were on board this special service, including Rail Minister Andrew Jones.

Following this inaugural passenger service, a special plaque was unveiled at Walsall railway station by Rail Minister, Andrew Jones, and local MPs Amanda Milling (Cannock Chase) and Valerie Vaz (Walsall South), to mark the completion of the electrification of the line.

Four carriage Class 350 electric trains have now started operating on the line. These trains have more seats than the diesel trains they replace, and are quieter, more environmentally friendly alternatives for the route. From Walsall, there is now an hourly cross-Birmingham service to Coventry and London Euston, with half hourly

services to Birmingham Airport (Monday to Saturday).

The diesel trains from the route are now being used to supply the carriages for new additional services between Birmingham, Wolverhampton and Shrewsbury, as well as to strengthen existing routes across the West Midlands.

The £110m Network Rail electrification project began in 2012 as part of Britain's Railway Upgrade Plan. Overhead electric lines have been installed along 51km of railway line, with the complete reconstruction of six road bridges along the route. We have also extended a number of station platforms to allow more carriages to operate.

During his visit to the line, Rail Minister Andrew Jones said: "The Chase Line has a rich history and the arrival of electric trains completes an extraordinary programme of work, starting with re-opening in 1989, to modernise services for passengers on the line. Replacing diesel trains and making improvements to the track will deliver faster journeys for passengers, new services and more seats on West



Midlands Railway and provide a real boost for both communities and businesses along the route."

*Rail Minister Andrew Jones with local stakeholders at Rugeley Trent Valley station to mark the first electric passenger service on the line.*



# 172/0 introduction welcomed by passengers



Eight refurbished Class 172/0 units have been introduced onto our network as part of our May timetable improvements.

These trains, cascaded from London Overground, are being used on routes across the West Midlands. For passengers on the line between Leamington Spa, Coventry and Nuneaton, these trains have brought about a significant improvement in both capacity and passenger experience.

A new hourly through service has been introduced between Nuneaton and Leamington (Monday to Saturday).

Passengers can also enjoy a new Sunday timetable on the route, operating as two services connecting at Coventry. These changes have improved connectivity for local rail users, and combined with the introduction of the refurbished 172/0 trains, represent a significant improvement in service for passengers on this increasingly popular route.

Every service between Nuneaton, Coventry and Leamington will now be made up of two carriages – increasing the capacity from the single carriage Class 153s that have been used previously.

Elsewhere, one of the 172/0 units is being used between Birmingham New Street and Hereford to replace a 33 year old Class 150 unit which is being cascaded to Northern.

The remaining trains will be used on the Snow Hill lines and to maintain capacity while 27 of our existing Class 172 units undergo a modification programme.

The trains have undergone significant modifications since arriving with us from London Overground, and now feature new interiors, complete with Wifi.



Special wraps have been designed by artist Alisha Miller, to reflect the communities along the Marston Vale line.

Partners involved in delivering this innovative project at the launch of the first unit to enter passenger service on 23 April 2019



## Class 230s on the Marston Vale line

New Class 230 D Trains have now entered passenger service on the Marston Vale line. The first unit was introduced on Tuesday 23 April, followed by the remaining two units from Monday 20 May.

The trains, which are now in service between Bletchley and Bedford, have been developed by Vivarail. They will provide extra capacity, with a two carriage service in each direction throughout the day, and an improved experience for passengers.

The interior of the trains features a fully accessible toilet, various seating options, more space and USB sockets at every seat. The D Trains are also quiet, green and clean, with automatic engine shut down when the trains are at stations. The lightweight aluminium bodyshell also means the train uses less fuel, have superior acceleration and provide swift and comfortable journeys.

The trains feature a special London Northwestern Railway livery for the line, with artwork from local artist Alisha Miller. Alisha was commissioned to produce three locally-relevant designs, that will be displayed on inside the trains.

The Marston Vale Line also now benefits from enhanced timetables from Monday to Saturday, with gaps in the timetable filled to provide an hourly service throughout the day. Trains are also now operating on the line on bank holidays - ahead of the introduction of a Sunday timetable from 2021.

*“There has been a lot of anticipation for the introduction of the D Trains from staff, railway enthusiasts, commuters and local communities along the Marston Vale line, and we hope that our passengers find them comfortable and welcoming to travel on. These trains are unrecognisable from their former life on the Underground and Vivarail have created a modern and comfortable train, ideal for this route.”*

Jonny Wiseman, customer experience director





Staff at Jobcentre Plus in Stourbridge with Alex Miller and Jon Harris (far left). Job coaches at the branch are now trained to offer Way to Work to jobseekers.

## Helping communities on their way to work

A new trial initiative to offer free train tickets for jobseekers is helping people on their journey back into employment. Our new 'Way to Work' scheme trial is giving applicants the opportunity to claim up to six complimentary tickets to attend job interviews, followed by a season ticket for up to three months to cover travel to new employment. There is also up to one month's free travel for people attending employability courses, training opportunities or work placements. We have partnered with Jobcentre Plus and a range of training providers to direct people to the scheme. Through these relationships, we're looking to raise

awareness of the scheme to get more people to use the initiative. The programme is designed for those who may have secured an apprenticeship, graduated from university, further or higher education within the last six months or have been unemployed for three months or longer. For more information and to get involved in the trial and, email [waytowork@wmtrains.co.uk](mailto:waytowork@wmtrains.co.uk) or call Jon Harris, integrated transport and accessibility manager on **07670447880**.

## Ten tonnes of old uniforms donated

Following the successful roll out of our new uniforms for staff across our network, donations of old uniforms have been coming in. Old uniforms are being sent to help The Salvation Army Trading Company. Items will either be sold through charity shops or recycled as soundproof wadding or mattress fillers. So far, staff have handed in **over 10 tonnes** of unused clothing to the charity, with donations still coming in.



Justin Frost from The Salvation Army Trading Company explaining to staff how old uniforms will be either sold on or recycled by the charity.

## Lost property money to be donated to charity

Cash left on our trains and at our managed stations will now be donated to charity. The first donation of £1076.70 has been gifted to Alzheimer's Society, as part of our ongoing commitment to make our services more accessible for those living with dementia. Any cash handed in or found by railway staff must be kept for at least three months to allow the owner to come forward – but if it remains unclaimed beyond this time, the money will now be going to charity on a monthly basis. Money is one of the most common things that is picked up as lost property on the rail network – and we want to see this unclaimed

money going to a worthwhile cause. As we are supporting Alzheimer's Society in other practical ways, this is a great opportunity to also give to the charity financially, to fund their vital work. Some of the practical things we are doing with the charity include improving our staff training around dementia and using feedback from passengers to make train travel more accessible. Staff across the business have been taking part in special training sessions to become Dementia Friends - with the aim of getting all of our 2500 staff through training over the next year. We also want to make our stations

more dementia friendly – through looking at what simple changes we can make. The first station to receive Dementia Friends training for all it's staff has been Nuneaton. The station is looking to become a fully Dementia friendly station with the help and input of the charity. Over the coming weeks, the team will be working with Alzheimer's Society to see what other improvements can be implemented to make the environment more friendly for

Railway staff at Nuneaton with Emma Bould (centre left), programme partnership manager from Alzheimer's Society receiving the first donation of lost property money to be handed over to the charity.



# Station redevelopment work underway across our network

Work is taking place at a number of stations across our network to improve the experience for passengers. Accessibility schemes are ongoing at Stechford and Tring, with large scale redevelopment works to upgrade Stratford-upon-Avon and Kidderminster stations. Below are updates on just a couple of projects currently taking place.



## Longbridge update

Work taking place at Longbridge station has improved the dated station building by opening up the concourse area to make it light and airy. The station also now has automatic doors and LED lighting around the entrance.

The roof has been raised so it brings in natural light and the exterior of the station has been modernised, with wooden cladding and large glass windows around the building.

To improve accessibility, there is a brand new level split ticket office counter with wide windows and a non-slip tiled floor. A brand new disabled toilet has also been built which has a larger turning circle and easy to access facilities so passengers can use it to its full advantage.

The inside of the booking office has been also updated to fit in with the with the new modern-day feel of the station.

The new ticket office is now open to passengers, with the new cladding on the outside of the building due to be completed this summer.



Jess Phillips MP recently met with representatives from Network Rail, West Midlands Rail Executive and West Midlands Trains to see work in progress on a project to improve accessibility at Stechford station, funded by the DfT's Access for All initiative.

## Access for All funding announced

Four stations across our network will benefit from accessibility upgrades, thanks for funding from the Department for Transport (DfT) 'Access for All' (AFA) funding programme.

West Midlands Railway stations Smethwick Rolfe Street, Wellington and Worcester Shrub Hill, along with London Northwestern Railway station Kings Langley have all been chosen to benefit. These stations were chosen from a list of over 20 nominations submitted in July last year.

In the first for the rail industry, we worked on the bids for funding in conjunction with Network Rail and West Midlands Rail Executive as West Midlands Stations Alliance.

The stations will, subject to a feasible design being possible, receive an accessible route into the station, as well as to and between every platform. This will involve the installation of lifts, but also work to improve other features such as handrails and treads on staircases.

DfT Access for All funding is already supporting railway station improvements across the region. Projects are ongoing to install lifts at Stechford, and to make all platforms fully accessible at Lichfield Trent Valley. For more information on the scheme go to <https://bit.ly/1zKM2qq>



## Euston improvement works continue

London Euston was closed over the Easter weekend (19 - 22 April) and early May bank holiday (4 - 6 May) due to major improvement works taking place at the station. On these dates, we were unable to run trains to/from the capital, with services terminating at either Harrow and Wealdstone, Hemel Hempstead of Milton Keynes.

During this time, Network Rail removed a number of retail units on the concourse to provide more space for passengers, as well as starting work on a new entrance to the Underground that can be accessed from outside the main station building. The

opportunity was also utilised to do track works on the line.

Our rail replacement operation ran smoothly, thanks to involvement from SABA and the Abellio rail replacement team. It was also the first time we had terminated services as far south as Harrow & Wealdstone on some of the days affected. The station was busy throughout the day, but gave passengers a direct connection onto the Underground in and out of central London.

Over the late May bank holiday (25 - 27 May), a reduced service operated to and from London Euston. During this time,

essential track maintenance took place on the West Coast Mainline.

### Upcoming platform work - June 2019

On Saturday 29 and Sunday 30 June, platforms 12-16 at London Euston will be closed for improvement works. There will be a reduced service to/from London Euston during this time to allow for the reduced platform space.

Passengers are advised to plan ahead at [londonnorthwesternrailway.co.uk](http://londonnorthwesternrailway.co.uk)

## Abellio Award for Scotty at Milton Keynes

Satish 'Scotty' Kakkad, chief booking office clerk at Milton Keynes station, has seen off competition from railway staff across the country to win a prestigious 'Employee of the Year' award.

Scotty has worked at Milton Keynes for the past 32 years, and has been recognised for his continued passion, enthusiasm and drive to deliver excellent service to passengers.

The award was presented as part of the annual Abellio Achievement Awards. The awards recognise the achievements of staff across Abellio train operators; Merseyrail, Scotrail and Greater Anglia, as well as employees of Abellio Bus in London.

One regular passenger, who has used the station for the past 20 years said: "One thing Scotty does really well is to think



about the passenger first. It's putting the passenger first that means when I travel I can get where I need to go, when I need to go and there's no fuss and no bother - it's wonderful!"

The 'Employee of the Year' award was voted for by staff from across the Abellio group of train and bus operators, at a special awards ceremony in Edinburgh on 21 March 2019.

*"If you please somebody and you get a little thank you, you know you've done something good with your day. I enjoy my job and I make it enjoyable by helping people."*

**Scotty Kakkad - Abellio Awards, Employee of the Year winner 2019**

## Prison sentence for violent fare evader

A Birmingham woman has received a four month prison sentence for assaulting revenue protection staff and three off-duty Police Officers.

The incident happened at around 1630 on Wednesday 15 May, as West Midlands Railway revenue protection staff were at the station checking the tickets of all passengers coming off trains during the evening peak.

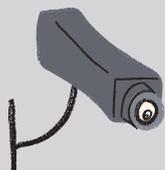
The 39 year old woman was asked to present a valid ticket for her journey, after alighting onto platform one. She did not have a valid ticket for her journey, which would have cost around £4. As she was asked to purchase a ticket before boarding another train, she assaulted two revenue managers, as well as three off-duty Police Officers who stepped in to assist.

The woman was already wanted by West Midlands Police for two counts of assault, and was also known to the West Midlands Railway revenue team and British Transport Police.

She was arrested following the incident and appeared Birmingham Magistrates Court on Friday 17 May. The incident was also captured on CCTV.

Pleading guilty to three counts of assault and one count of obstructing police, the woman was sentenced to four months

in prison at Birmingham Magistrates Court. We have used the incident to remind passengers of our zero-tolerance policy towards abuse of our staff.



## 'Super Blocks' to become a regular feature at stations



Our revenue and security teams have been continuing to step up efforts to tackle ticketless travel and antisocial behaviour across the network.

As part of our developing strategy we have been doing an increasing number of 'Super' revenue blocks along some routes. These operations, guided by intelligence from staff and passengers, involve positioning revenue managers at multiple locations along a line at the same time.

These operations have helped tackle fraudulent travel, where passengers claim to have travelled from a nearby station when challenged. When staff are located at these nearby stations, we are able to dispute these claims and issue prosecution notices where appropriate to those deliberately avoiding paying for their ticket. Such operations will be happened on a fortnightly basis across the network.

So far, we have been proactive with these operations on the Chase Line between Walsall and Rugeley and the Cross City South between Longbridge and Redditch.

## New approach to football crowd management to keep fans moving on match days



New queuing systems in place at Birmingham Snow Hill and The Hawthorns are now being used to manage the flow of football fans travelling to and from high-profile matches by train.

The queuing systems have recently been successfully trialled at the stations to keep passengers moving safely and efficiently through the stations when passenger numbers are particularly high. The new approach to crowd management has proved a success, and as fans are adjusting to the changes, are helping to alleviate some of the challenges faced at the stations previously.

The restrictions are put into place before the match and remain in place until up to two hours after final whistle.

Carlton Road outside The Hawthorns is also now closed during these times to help the fans travelling by train to access the station safely.



## Wolverhampton artwork brightens up the waiting room during station redevelopment work

An impressive new piece of artwork can now be found in the waiting room on platform one at Wolverhampton station.

The large mural, which measures over ten metres wide and three metres tall, has been produced by local student Coree Bridgen. The artwork celebrates Wolverhampton's landmarks and history, including references to Molineux, Prince Albert's Statue, a giant wolf, The Black Country Flag and Banks's Park Brewery - where Coree's granddad worked for over 30 years.

Coree's design was chosen as the winner of a competition arranged by staff at the station. The initiative invited those with an artist flare to come up with designs to brighten up the waiting area during the ongoing station redevelopment works.

Coree, said: "I am thankful for the opportunity of painting the mural. The staff at the station were very welcoming

and I enjoyed our conversations. I would like to say thank you to Andy for being a big help and my fantastic art teachers at St Matthias School. Without them, none of this would have happened. I hope this piece will allow me to have future opportunities with other businesses."

In autumn 2018, hoarding was put up along the main wall of the waiting room. Staff at the station saw this as an opportunity to get the local community involved and bring a flavour of the city onto the railway.

Wolverhampton station manager Mel Bryett, said: "Coree's design is fantastic, and reflects perfectly what my team had in mind for the hoarding - something that links to local landmarks and symbols. The city is undergoing a lot of change at the moment - particularly around the station - but we still wanted the lounge to be inviting for passengers during these

works.

"We have had some great feedback from passengers while Coree has been hard at work, and would encourage anyone passing through the station to come and have a look at what has been achieved - as it is truly magnificent!"

The impressive mural can be found inside the waiting room on platform one, by the main information desk, and will be on display until the autumn.

£150m is currently being spent on a new transport hub at the station, to connect Wolverhampton's rail services to local buses and trams. The first phase of work is due to be completed this autumn - with the project due to be fully completed next year.



From left: Gaynor Steel, Steve Lovell (JQBID), Fay Easton (WMR), and Luke Crane (JQBID)

## Jewellery Quarter becomes the first station to be adopted by a local BID

A new community group led by the Jewellery Quarter Business Improvement District (JQBID) will be bringing a new lease of life to Jewellery Quarter Station.

The JQBID has become the first Business Improvement District (BID) in the UK to formally adopt a station - with plans for a range of projects including art installations and exhibitions, community events, and planting.

Gaynor Steele, a local garden designer who recently moved her design studio premises to the Jewellery Quarter, is the inspiration for the JQBID led group. Gaynor is an award-winning garden designer who has successfully transformed other urban sites and hopes to bring greenery and even wild flowers into the city centre.

Luke Crane, executive director of the JQBID believes it's important for the community to have a station that they can be proud of. Luke said: "The station should be the beating heart of the community and is often the first impression that visitors have of the Quarter. As a Business Improvement District, we are always striving to make the Quarter as attractive, clean and vibrant as possible, which is why we are so excited to be a part of this project".



## New group on track to spruce up Stourbridge stations

A new community group has been formed to bring a new lease of life to Stourbridge Junction and Stourbridge Town railway stations – and it's looking for new members.

Friends of Stourbridge Stations (FOSS) will be looking to spruce up the two railway stations, by creating colourful new floral displays and running community activities throughout the year. The first event being a planned by the groups is a celebration of the branch line's 140th anniversary, to take place at Stourbridge Junction station later this summer.

Members of the group are also now official station adopters of the two stations, and will be working with West Midlands Railway and Pre Metro Operations (operator of the Stourbridge Town Car), on a variety of projects over the coming months.

FOSS group chairman Phil Tonks, who also drives the award-winning Stourbridge Shuttle, said: "Our stations in Stourbridge are increasingly popular and well-used, and we are looking to improve them visually, by adding splashes of colour with some floral displays. There's something for everyone to get involved in, and we'd love to hear from gardeners who could display their talent around the stations! We're also keen to hear from people who have memories of the branch line and stations as we celebrate 140 years of operation in the town".

For more information go to [friendsofstourbridgestations.com](http://friendsofstourbridgestations.com)



Chairman of Friends of Stourbridge Stations, Phil Tonks, with volunteers working on planters at Stourbridge Junction

## Cross City Heroes announced

Heroic groups from across the West Midlands will be receiving special recognition at local Cross City line stations this summer. 24 local community groups and charities have been given the title of Cross City Heroes, following a competition run in conjunction with West Midlands Rail Executive.

The awards celebrate 40 years of passenger services on the Cross City line between Lichfield, Birmingham and Redditch/Bromsgrove. Over the past few months we have been on the lookout for deserving community groups and charities near to every local station along the route - with a final list of 24 being drawn up. Passengers, residents and railway staff have been submitting nominations for local clubs, charities and other groups that have made a real impact on their local area.

Winning groups will be receiving a plaque of recognition at a local station on the line this summer and a VIP visit to see the new trains for the route being built in Derby. These are due to be introduced on the route from 2021.

The 24 winning groups and associated local stations are:



## Cycling sponsorships

We have sponsored a number of high-profile cycling events this year, including Velo, OVO Tour Series in Redditch and HSBC Let's Ride in Birmingham. These events have been a great opportunity to increase our presence in communities across Birmingham and promote various cycling initiatives across our network. It was also an honour for Richard Brooks (customer experience director) to present one of the prizes at the Redditch Tour Series event.



- Lichfield Trent Valley**
- Lichfield City**
- Shenstone**
- Blake Street**
- Butlers Lane**
- Four Oaks**
- Sutton Coldfield**
- Wylde Green**
- Chester Road**
- Erdington**
- Gravelly Hill**
- Aston**
- Duddeston**
- Five Ways**
- University**
- Selly Oak**
- Bournville**
- Kings Norton**
- Northfield**
- Longbridge**
- Barnt Green**
- Alvechurch**
- Redditch**
- Bromsgrove**

- Friends 2 Friends**
- Lichfield Cricket Club**
- Lichfield Live**
- Midlands Langar Seva Society**
- The Pinks N Blues**
- The Donkey Sanctuary Sutton Coldfield**
- FOLIO Sutton Coldfield**
- John Taylor Hospice**
- Run Birmingham**
- 177th Birmingham (Erdington Methodist) Scouts**
- The Trussell Trust**
- Nechells POD**
- SIFA Fireside**
- Evolve at Pebble Mill**
- Libby Mae's Little Angels**
- Di Cardwell Friendship Group**
- 1st Bournville Scout Group**
- Birmingham St Mary's Hospice's Kings Norton Fundraising Group**
- St Laurence Scout Group**
- Pride of Longbridge**
- Scouts Bromsgrove**
- Someone at the Door Samba Band**
- 1st Astwood Bank Scout Group**
- The Basement Project**

## Watford Mayor visits Garston

The elected Mayor of Watford, Peter Taylor, has been praising community rail projects on the Abbey Line.

The Mayor made a special visit to Garston station on 21 March to meet with local station adopters, volunteers and the Abbey Line Community Rail Partnership (CRP), to find out more about the support given to the work of volunteers along the route.

Station adopter David Nursaw, lead a tour of the station to show some of the work done by the CRP. This includes the installation of CCTV equipment and community art works done by local primary schools to enhance the station. Volunteers also took part in a litter pick during the visit.

The Mayor was incredibly supportive of the work being done, and added his voice to a local call to action for more volunteers to get involved.



*"It was great to join volunteers to find out more about what they do to help look after the stations along the Abbey Line in conjunction with the Abbey Line Community Rail Partnership. This is a lifeline for people living in our town and it's really important that we all work together to make sure it's well used and well maintained."*

**Peter Taylor, elected Mayor of Watford**

## A busy Spring at Stone

It's been a busy few months of activity at Stone station, thanks to the hard work of North Staffs CRP.

Dragons, knights, princesses and their families attended a special St George's Day celebration on Tuesday 23 April. Writer and storyteller, Dave Tonge, presented mesmerising tales of heroes gone by, with an interactive performance at the station's community centre. A special 'Dragon Express' also departed from Crewe ahead of the event, with special entertainment and storytelling for passengers on board.

Stone station has also seen some new planters installed by a local Scout Group. Around 12 young people from Stone 5th Scout Group, enjoyed a busy day at the station on 13 April. The new installations have brought a splash of colour to the



Stone 5th Scout Group filling planters at Stone station

## Community Rail in the City 2019

Now in its ninth year, 'Community Rail in the City' is an increasingly widespread celebration aimed at developing tourism and travel for recreation on Britain's community rail routes.

The day of activities across the rail network encourages thousands of passengers to explore epic landscapes, coastal scenes, and sites of historic interest. Across the London Northwestern Railway network, events were held at Crewe, Birmingham New Street and Milton Keynes stations. At Birmingham New Street, a giant paint-by-numbers was installed for the day.

At Crewe station, North Staffordshire CRP hosted a team from the British Ceramic Biennial, to promote their month of celebration in Stoke later this year.

At Milton Keynes, Marston Vale CRP were encouraging people to enjoy a scenic railway journey on new Class 230 trains on their line between Bletchley and Bedford.

Across the country, 36 community rail partnerships and groups were involved in this year's event, hosting activities at 20 mainline railway stations. Groups spoke to an estimated 75,000 people throughout the day.



Marston Vale CRP promoting scenic railway journeys from Milton Keynes

Pottery masterclass at Crewe station, with North Staffs CRP





## Date for your diary: Community Rail Conference

You are invited to join us at the magnificent St George's Hall in Liverpool for our first network wide Community Rail Conference.

Jan Chaudhry-van der Velde will be speaking on the increasing importance of community rail activities and there will be presentations on how we can build on our existing community networks and make stations across our network feel even more loved.

We'll also be talking about routes to funding and the significant social and economic benefits of our joint efforts.

The day will include a picnic lunch and afternoon trip to The Mersey following the main conference

The invitation is extended to people connected to our network interested in community activity at our stations, including our Staff, Station Adoption Groups, Community Organisations and Community Rail Partnership members.

For more information and to register, go to <https://bit.ly/2VVJ3I2>

## ACoRP Community Rail Awards - nominations open!



The search for the excellence in the community rail movement is now on!

Entries for the 15th annual Association of Community Rail Partnerships (ACoRP) Community Rail Awards opened on Wednesday 17 April. The awards celebrate and reward the innovation and hard work from the unsung stars of the community rail movement.

This year's awards will venture into Shropshire, being held in Telford on the 3 October 2019. We are also headline sponsor for this year's event! There is a great programme of events planned, alongside the main gala dinner.

Familiar categories are now looking for nominations, such as "Involving Diverse Groups" and "It's Your Station". A new award for 2019 is the "Tourism & Heritage" category. This category celebrates innovative and effective ways of promoting community rail to a tourism audience, through delivery of specific initiatives or events.

Award entries can be made online at the ACoRP website ([communityrail.org.uk](http://communityrail.org.uk)), using the easy to complete online entry system.

This year's Entry Booklet, outlining the award categories and criteria is also available to view online and download.

The awards are free to enter and open to everybody - so good luck!

## About us - West Midlands Trains

We operate over 1,300 trains services a day over our West Midlands Railway and London Northwestern Railway networks, manage 149 stations and provide over 75 million passenger journeys each year. We are investing £1 billion into our rail network to deliver new trains, improved routes and station upgrades. This will include 413 new train carriages across the network and space for an extra 85,000 passengers into Birmingham and London at peak times.

Central to our delivery of rail services are the communities we serve and we have plans to expand our community rail partnerships, increase the numbers of stations adopted and introduce schemes to regenerate platform buildings working with local social entrepreneurs.

If you ever have any questions or feedback on what we're doing in your area, please contact:

**Vicky Cropper** - head of community and stakeholder for London Northwestern Railway,  
[vicky.cropper@wmtrains.co.uk](mailto:vicky.cropper@wmtrains.co.uk)

**Fay Easton** - head of community and stakeholder for West Midlands Railway,  
[fay.easton@wmtrains.co.uk](mailto:fay.easton@wmtrains.co.uk)

## Keep up to date

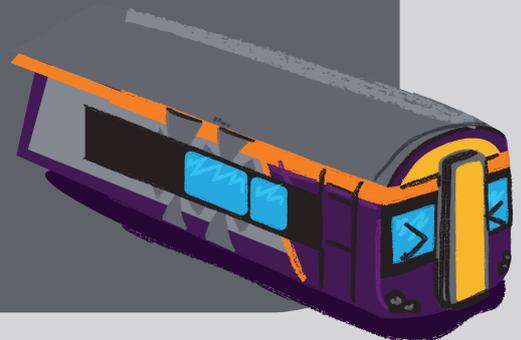
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# Performance update

## Period 13

4 March - 31 March

## Period 1

1 April - 28 April

PPM  
89.2%

MAA  
86.4%

PPM  
89.7%

MAA  
86.7%

Reliability - 97%

Reliability - 98%

### Key

• PPM (Public Performance Measure) is the % of trains arriving within five minutes of their advertised times.

• MAA (Moving Annual Average) is the average PPM over the last year to date.

• Reliability is the % of trains that ran for the whole of their journey.

Unfortunately, we came in below our PPM targets for both the last period of 2018 / 2019 and the first period of the new year.

During Period 13, a number of incidents lead to delays and cancellations. The main cause for disruption came from a trespasser on the tracks at London Euston station during a weekday evening peak (Thurs 7 March), causing over 4000 delay minutes. Other incidents included a bridge strike at Yardley Wood (Fri 22 March) which impacted services across the Snow Hill lines across a weekday afternoon and services suspended on the Cross City south for around 12 hours on a Saturday (31 March). Both these incidents caused around 1600 delay minutes each.

During Period one of 2019 / 2020, a fallen tree near Gravelly Hill impacted services on the Cross City South for much of a Saturday (27 April), causing around 3000 delay minutes.

Reliability remained high and steady across both periods.



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London Northwestern Railway

## Discounts for students

We have recently relaunched our student travel scheme – with a 25% discount on offer for students travelling to school or college by train on certain London Northwestern Railway routes.

A special term-time season ticket is being offered to and from selected stations, to make train travel a more affordable option for families and to encourage young people to consider a range of options for travelling to study.

The tickets are available to purchase online and may also be available through some schools and colleges.

For more information visit [www.lnr.co.uk/students](http://www.lnr.co.uk/students)

## RoSPA Gold for Health and Safety

Our safety and environment team has recently been presented with a Gold Award for industry-leading health and safety practices.

The internationally-renowned RoSPA (Royal Society for the Prevention of Accidents) Health and Safety Awards, recognise achievements in health and safety management systems across 24 different business sectors. The accolade is a formal appreciation of our ongoing commitment to ensuring that staff, customers and contractors get home safely at the end of every day.

Janet Ault, safety and environment director said: “This award demonstrates the commitment, professionalism and enthusiasm of our staff, to make sure that we keep everyone who comes into contact with our company, as safe as possible at all times. There are always improvements that can be made and we are committed to not only maintaining the high standards we have set this year, but also building on this strong base in the future. A big part of this has been about creating a safety culture across the company, where staff work closely together to promote best practice, and to bring that to their work everyday.”

