

West Midlands Trains

Business Update

March 2019

 Welcome to Birmingham Snow Hill 

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West
Midlands
Railway



London
Northwestern
Railway

Operated by West Midlands Trains

Timetable improvements coming this May

From 19 May, there will be significant improvements to timetables across our network.

These changes are the first major step we have been able to take to improve connectivity and increase capacity on our services. The next major change, due in 2021, will further improve our services and is set to include the introduction of over 400 new carriages.

The changes happening this year will introduce more direct services to key destinations such as Birmingham Airport and London Euston, as well as later evening timetables and more routes operating on Sundays.

If you would like more information on the proposed changes, you can contact:

- **Vicky Cropper** – head of stakeholder and community (LNR), vicky.cropper@wmtrains.co.uk
- **Fay Easton** – head of stakeholder and community (WMR), fay.easton@wmtrains.co.uk
- **Francis Thomas** – head of corporate affairs francis.thomas@wmtrains.co.uk

Liverpool / Crewe - Birmingham - London

- New direct services between Liverpool and London Euston, via Birmingham New Street
- Direct services between Liverpool and more destinations, including trains to/from Birmingham Airport
- New direct services between Stoke-on-Trent and Birmingham
- Quicker journeys between Crewe and London Euston, with more 8 carriage trains
- Later evening services on weekdays to/from Crewe

“The May timetable changes will bring benefits to passengers across our network. However, this isn’t the whole story. We will have a further timetable change in two years time, where passengers will see further benefits from the introduction of new trains onto the network, which when fully operational, will increase capacity by 25%.”

Richard Brooks, customer experience director

Rugeley - Walsall - Birmingham - London

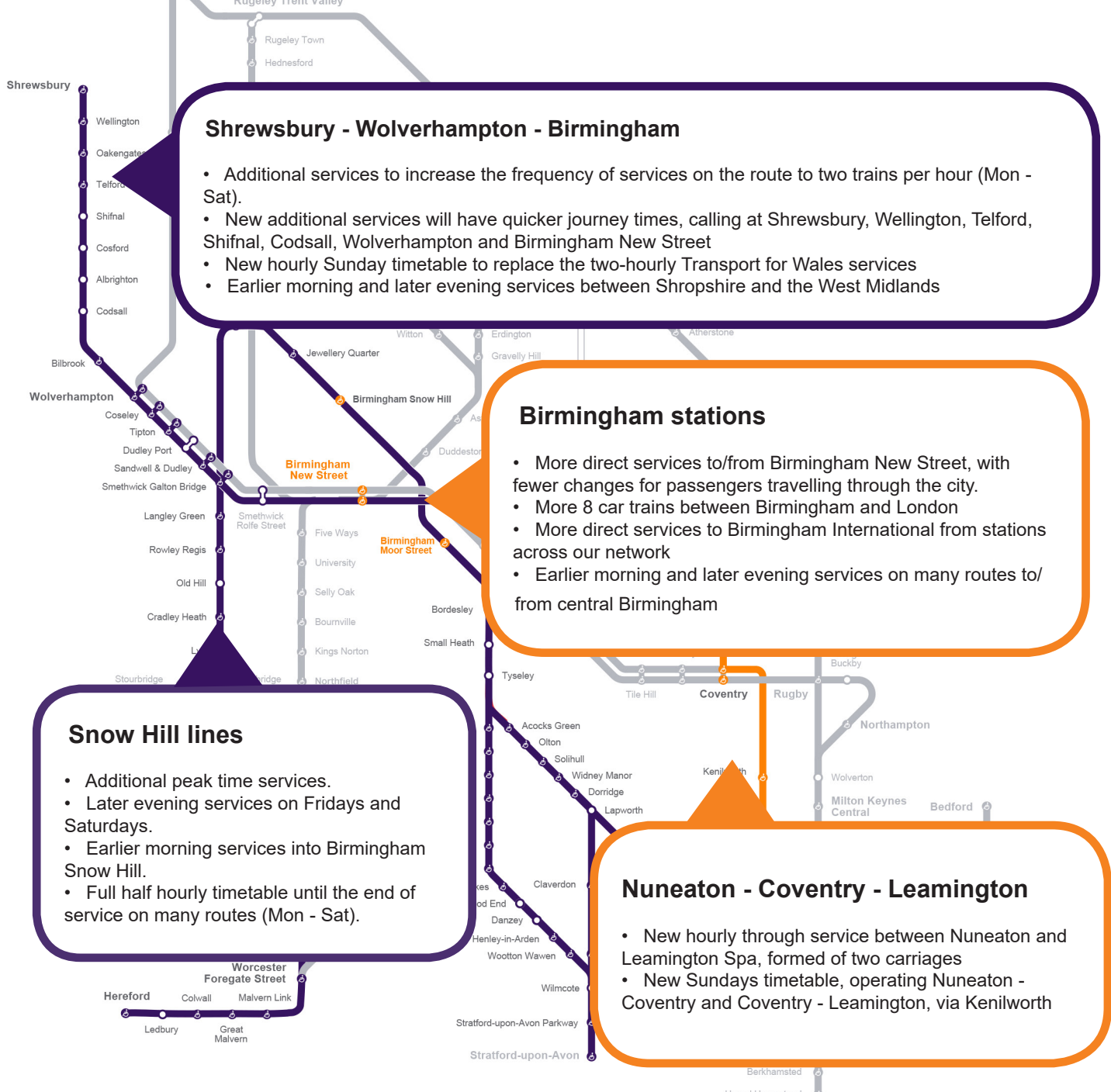
- Introduction of electric services - more 4 carriage trains and more capacity
- Hourly service through to London Euston, via Birmingham New Street (Mon - Sat)
- Half hourly service between Walsall and Birmingham Airport (Mon - Sat)

Birmingham - Coventry - London

- Quicker journey times to/from London from many local stations between Birmingham and Coventry, with reduced waiting times at Coventry and Northampton.
- Three trains per hour London Euston from Birmingham everyday (inc Sundays)
- New direct services to destinations north of Birmingham, due to more through services (Mon - Sat)
- Later evening services between Birmingham and Coventry (Mon - Sat).
- More 8 carriage trains between Birmingham and London

London Commuter routes

- Additional services in the morning and evening peaks
- Earlier morning and later evening services to/from London Euston throughout the week.
- More 12 carriage trains throughout the day



Dates for your diary

We will be running a number of events for you to come and find out more about our May 2019 timetable changes and what they will mean for your area. More information on these events will be included in upcoming invitations or at the links provided.



Rail and Business Breakfast
 Wednesday 20 March, Grand Station, Sun Street, Wolverhampton, WV10 0BF
 Time: 0800 - 0930

We are inviting business people from across the West Midlands to come and hear more about our timetable improvements and how we can work more closely with commercial and business sectors across the region through our investment programme. For more information and to register visit <https://bit.ly/2TcudAm>



Stakeholder conference and Transport Integration Forum
 Tuesday 9 April - Orange Studio, 7 Cannon Street, Birmingham, B2 5EP
 Time: 0930 - 1600

We look forward to welcoming you to an informative day looking at some of our key activities across our network and how we are investing to improve our services. In the afternoon, we will be addressing our transport integration plans and how we are working towards connecting rail into wider transport planning.



MP drop in session
 Thursday 2 May, Jubilee Room, Houses of Parliament
 Time: 1100 - 1400

Jan Chaudhry-van der Velde and members of our senior management team will be available to meet with MPs to discuss how our upcoming timetable changes will impact their constituency.



Revenue protection managers and Senior conductors handing over old uniforms to the Salvation Army at Crewe station

Salvation Army to benefit from staff uniforms

Staff across the business are donating their old uniforms to The Salvation Army.

Since January, we have been issuing over 2000 staff with brand new uniforms, following extensive work to develop a new look and feel for front line staff across both our brands. Staff working at stations, on trains and at depots have been involved in the development of the new uniform and are now handing over redundant items of clothing to the charity.

Uniforms include everything from shirts, trousers, dresses, coats, suit jackets and jumpers, to other accessories such as ties and scarves. From the previous uniform, suit jackets and trousers will be de-branded and used to help provide work wear

for those looking to get back into employment. These will be sent to two Salvation Army charity shops in London, where they can be purchased at an affordable price. The Salvation Army also provides vouchers to jobseekers with particularly restricted funds, to allow them to pick up work wear from it's shops free of charge. Other items will be shredded and can be broken down into fibres and made into carpets, insulation, cushions or even the stuffing for car seats. Andy Camp, commercial director, said: "Issuing new uniforms across a company of our size is never a small task, which is why we have been working with our staff for over a year on getting the new uniform designed and manufactured. However, this

inevitably means a lot of old uniform items have become redundant. By donating old uniforms to the Salvation Army, we want to give something back to the communities we serve. Our staff have been incredibly supportive of this initiative, as it is something they can really see making a difference." Kirk Bradley, head of corporate partnerships from The Salvation Army, said: "This partnership enables The Salvation Army to help railway staff to dispose responsibly of their excess uniforms, diverting them from landfill which is very important. At the same time, we are raising funds to help the vital work of The Salvation Army continue supporting vulnerable and disadvantaged people. We're grateful for this opportunity."

"It will be good to have two or more ticket purchasing option available - particularly at peak times"
David, M

"Staff are key - they are the best source of information"
Julia, T

"The ticket gates are a good idea - I hate it when I see people obviously not paying"
Martin, L

Getting passenger feedback on Worcester Foregate Street redevelopment plans

Project manager Ray Chan and area station manager, Mark Lawton at Worcester Foregate Street public consultation event on Friday 15 February.



Passengers at Worcester Foregate Street have been sharing their views on the redevelopment of the station. We are investing over £1m into upgrading the concourse area and improving customer facilities. The redevelopment is set to include an automated gate line, new retail unit, additional ticket vending machines and new help points. Upgraded digital information screens are also set to be installed, along with a new CCTV system to improve security for both customers and staff. The work is part of a £3.2m investment being made across the network to enhance retail facilities at stations.

Up to 130 trains per day call at the station, serving over two million passenger journeys every year. While overall customer satisfaction at railway stations across the region is currently at 85%, we are continuing to invest in station facilities to see that figure increase. More on our recent NRPS scores can be found on the back cover.

Cracking down on ticketless travel and security issues across our network

We are committed to ensuring that all passengers travelling on our services have purchased a valid ticket before starting their journey. We do this through improving awareness of the different ticket purchasing options available, increasing retail facilities at stations and then through our revenue protection strategy on the front line. Over the past 12 months, our revenue protection and security team have recovered over £1m of revenue. The team have issued around 17,000 Penalty Fares to ticketless travellers, as well as assisting in security initiatives with our partners and at special events. We have also recruited an additional eight Revenue Protection and Security Managers across our network, bringing the total number to 38. These managers spend time staffing blockades and working through our strategies for how to make the most of intelligence we have on persistent issues. Between 6 January and 2 February, the team issued 2260 penalty fares to passengers travelling without a ticket. A penalty fare of £20 or twice the cost of a single ticket for their journey (whichever is higher) can be issued by our team, who conduct inspections on

trains and at stations. The team also interviewed 50 people under caution during the same period, which is the first step in bringing a prosecution against a persistent evader or fraudulent traveller. We follow these cases up through the court system to recover fines and to secure a criminal record for those found guilty. In the West Midlands, we have introduced a revenue protection and security strategy based on local lines of route, to help tackle issues specific to different areas and to focus our resources to where they will make the biggest difference. This has also enabled us to tackle anti-social behaviour more effectively and to support local police forces in staffing metal detecting Knife arches at key locations. Over the past six months the West Midlands team, which is made up of 20 revenue protection and security managers, has undertaken 209 station blocks, supported crowd management safety at 75 special events and worked on joint operations with three other train operators. With this increased capacity and targeted strategy, we are seeing significant improvements in results across the region.

£418,543
in costs recovered*

2526
court cases*

549
MG11s (for
prosecutions)
issued*

*year-to- date figures across our network

"The improvements we're seeing aren't just down to increasing our head count. We've also invested heavily in training and embedded a new strategy that empowers all members of the team to truly own their part of the tactical plan and see how they can make a difference. It's a particularly bad time to be a fare evader in the West Midlands!"
Steve Fisher, head of on board experience for West Midlands Railway,

Redevelopment at Stratford

Stratford-upon-Avon station will be getting a £1.5m upgrade this Spring. The station will benefit from new waiting and seating areas, improved retail facilities, accessible toilets, and new bicycle racks.

Work is expected to start late March, and is due to be completed in July. While work is taking place, there will be temporary ticket office and retail facilities available for passengers.

Brenda Lawrence, head of stations for West Midlands Railway, said: "The investment at Stratford-upon-Avon will significantly improve the experience for our passengers. People may see some changes around the station over the next few months while work takes place, so we advise those travelling to allow a bit of extra time to get to and from the platforms. However, trains will continue to operate as normal and ticket purchasing facilities will remain in place throughout the work."

The project is being funded by £1.3m from the DfT's National Stations Improvement Programme fund, with work being undertaken by Network Rail and Warwickshire County Council.

Upcoming improvement works

Improvement works will be taking place at London Euston over the upcoming Easter weekend and early May bank holiday weekends. The station will be closed during these times. We are advising passengers to plan ahead and to check their travel arrangements if they plan to travel on the following dates:

Easter weekend - Fri 19 April until Mon 22 April

- **Friday / Monday** - Trains will operate as far south as Harrow and Wealdstone for connections onto London Underground services to/from central London.
- **Saturday / Sunday** - Trains will operate as far south as Milton Keynes. Passengers will be able to connect with rail replacement bus services to/from Stanmore for London Underground services to/from central London. Rail replacement buses will also be in place between Birmingham International and Rugby on these dates.

Early May Bank Holiday - Sat 4 May until Mon 6 May

- **Saturday / Monday** - Trains will operate as far south as Hemel Hempstead.
- **Sunday** - Trains will operate as far south as Milton Keynes.

Over the weekend, passengers will be able to connect with rail replacement bus services to/from Stanmore for London Underground services to/from central London.

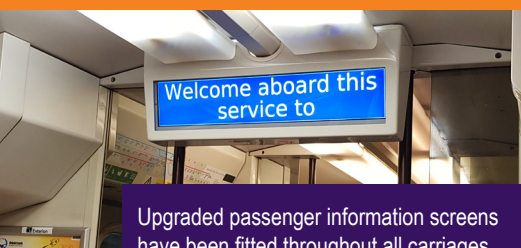




New universally accessible toilets have been installed



Priority seating is now easier to access



Upgraded passenger information screens have been fitted throughout all carriages

Improving accessibility on the Cross City line

Trains on the Cross City line are currently undergoing a major overhaul, to improve the experience for passengers on the line.

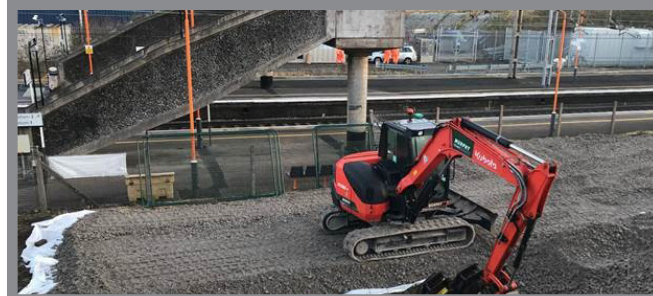
The trains are having a fully accessible toilet fitted, along with upgraded passenger information screens, new seat covers and a deep clean of the interior. All our trains on the line need to be compliant with the latest accessibility legislation by January 2020, and we have taken the opportunity to complete a range of other essential upgrades while the units are out of service.

The first class 323 unit from the line to

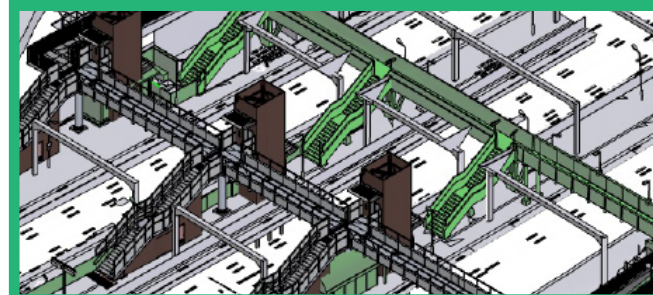
undergo this work re-entered service on Friday 22 February. The next unit to be completed will be 323203 and is due to be back in traffic by mid-March. Work is due to take around 10 days for each three car train and is taking place at Gemini Rail in Wolverton. There has been a lot of positive passenger feedback to the works so far. As further units are completed, more passengers on this busy commuter route will be able to benefit from the upgrades, with the whole fleet due to be completed next year.

Stations benefiting from DfT 'Access for All' funding

£3.9m at Stechford



£4.5m at Tring



The Department for Transport's 'Access for All' (AFA) programme was launched in 2006 to improve accessibility at railway stations across the network. The scheme has already provided funding to redevelop facilities at many of our stations, with many more stations set to benefit in the future. Over 80% of our stations already have step-free access to all platforms, but we are committed to improving on this. In 2018 we put bids in for funding to improve facilities at more than 20 further stations.

AFA funded work is about to start at two of our stations to install new lifts, ramps and footbridge to provide step free access to all platforms.

- £4.5m is being spent at Tring, to improve accessibility for passengers at this busy London commuter station on the West Coast Mainline. For more information visit <https://bit.ly/2XzKEFq>
- £3.9m is being spent at Stechford station in Birmingham, to make all platforms fully accessible for the first time. For more information visit <https://bit.ly/2HheEkB>

We have also spent £330k on minor works to improve access across our network during 2018/19, covering items like handrails, tactile paving, improvements to steps and other small changes that can make all the difference to some of our passengers.

We are now putting together our plans for spending £350k next year on more minor works improvements. More information will be available in future WMT Business Update issues.

New trains coming soon

We have ordered 413 new carriages to operate across our network from 2021. These trains include both electric and diesel trains, and will be a crucial part of our plan to increase capacity on our network by 25% over the course of our franchise. We are spending £700m in new and refurbished trains and our new units represent a significant part of this investment.

We will be providing regular updates through future WMT Business Update issues and other stakeholder communications



Class 196 DMU

We have ordered 26 new diesel trains from CAF, the majority of which will be assembled at a newly-opened facility in Newport.

The trains will be made up of 12x2 car units and 14x4 car units. These will operate on the Snow Hill lines, and between Birmingham New Street and Shrewsbury/Hereford, increasing capacity and enabling a more frequent services to operate on these routes.

All trains will have self-regulating air conditioning, passenger wifi, at seat power sockets and USB plugs, 21.5" passenger information screens to display detailed updates and wider vestibule areas for easier access.

Class 730 Aventra EMU

We have ordered 81 new electric trains to operate across our network. These are being built at Bombardier's factory in Derby.

In the West Midlands, 36x3 car units will operate on the Cross City line (Lichfield – Birmingham – Bromsgrove / Redditch), replacing the current 323 units that have been in service since 1994.

On the West Coast Mainline, 45x5 car units will operate on a combination of short, medium and long distance routes to and from London Euston, Birmingham and Liverpool Lime Street.

The carriages are longer than the current trains operating these services and will have more seating available. The new trains will also have air conditioning, at seat power and USB sockets, an upgraded passenger information systems and passenger counting technology to help monitor loadings automatically.



Inside our Class 230s

Vivarail is continuing work to finish the Class 230 units that will soon begin operating between Bedford and Bletchley. Below is the interior of unit 230005, as it was being finished at Long Marston, before making it's final journey to Bletchley for testing.

All the trains feature fully accessible toilets, USB sockets at every seat and a mixture of seating to suit those travelling on shorter and longer distances on the Marston Vale line.



Drivers speak out about the impact of suicides

Members of our driver team recently featured on BBC Midlands Today, to raise awareness of the impact of fatalities on the railway.

It was part of the coverage of this year's 'Brew Monday' campaign, which as run by Samaritans. On Monday 21 January, volunteers were at railway stations across the network to encourage railway staff and customers to take time out for a cup of tea and a chat on what is said to be the most difficult day of the year. Richard Godwin, suicide prevention co-ordinator, working in partnership with Network Rail said: "For every life lost on the railway, six are saved by those around them through an intervention. The earlier we can make an intervention and engage with those in need, the more effective we can be."



John Robson, head of drivers, being interviewed by Peter Plisner for BBC Midlands Today

Here for everyone affected by dementia

Accessibility manager, Jon Harris, staff from Alzheimer's Society and WMT staff at Wolverhampton station



Staff commit to making the railway more dementia friendly

Through our staff charity of the year, we have committed to making rail travel more accessible for those with dementia. Over the next year, we will be working with Alzheimer's Society, to help us take steps to make stations and trains more dementia friendly. One of the main ways we are doing this is through training, provided by the charity, to educate front line staff around best practice in helping those with the condition. Alzheimer's

Society was chosen from a shortlist of nominations as our staff charity of the year, with the condition impacting the lives of many employees across the business. The charity is aiming to recruit all of our staff to become Dementia Friends, joining over 2.4 million other supporters nationwide.

Jon Harris, accessibility manager, said: "We are committed to making the railway accessible to everyone – no matter what challenges they

may face. We know that dementia can leave people feeling isolated and lonely, and we want to reduce the anxiety these people may feel about travelling by train to visit friends and live an independent life. Our staff come into contact with vulnerable people everyday, so educating and empowering them through the Dementia Friends programme will be invaluable to making our network accessible for all."

A Mystery Play for Chelmsley Wood

We are currently supporting a six-month artist's residency in Chelmsley Wood, which will see the production of a contemporary take on a 'Mystery Play' to be performed during the Spring.

Local artist, Chris Alton will work with local residents to explore story telling through a series of creative writing, performance, set and costume making workshops in the area around Marston Green station.

The residency is the first part of 'Link and Shift', a new creative project we are supporting in collaboration with local charity, Eastside Projects

A form of medieval theatre, 'Mystery Plays' were performed across multiple roaming stages known as 'pageant wagons' that were wheeled through a town. Historically they were made by, and for, the people of the town and so would celebrate the idiosyncrasies of the locality by referencing aspects of their setting, such as local landmarks, characters and concerns.

A Mystery Play for Chelmsley Wood will invite local residents with an interest in woodwork and making, sewing and textiles, set-design, drama or local history to create a play responding to their everyday experiences of living in the area.

A Mystery Play for Chelmsley Wood will be a one-off event, he hopes it will be the start of a new local tradition, and evolve into an event, which could be staged year after year.

For more information on this project, go to <https://bit.ly/2XzeXMP>



Wolverhampton waiting room to see new artwork

Hoarding in the waiting room on platform one at Wolverhampton is soon to undergo a makeover, thanks to a local student. A competition was launched in November 2018 to find a design to decorate the area, which has been installed to facilitate major redevelopment work at the station. The winning design, by Coree Bridgen, features a number of local landmarks from around the city and is due to be completed this spring.

Local WI 'Show the Love' to Wellington passengers

A special display at Wellington station, was sharing a message of love with rail passengers for Valentine's day. The local Women's Institute (WI) partnered with The Climate Coalition for their annual 'Show the Love' project. This year's initiative was based on the platforms at Wellington station from Monday 11 February onwards.

Show the Love is about community based climate change action and has been running for four years at various local landmarks across Shropshire.

This year's display was highlighting the issue of plastic waste, by using milk bottles to create trees on the platforms. Shropshire WI members made heart shaped leaves from the bottles, which were coloured green using alcohol inks. These were attached to wooden tree shapes positioned around the station, with boards explaining the project and the background behind it.



"Climate change is impacting on many of the things we love. WI members across the country have been stitching, knitting, painting and baking beautiful green hearts to show the love for all they want to protect from it."
Paula Pierce, member of Shropshire WI

Community Rail Awards coming to Telford

This year's Community Rail Awards will be coming to Telford in October. It comes as we announce that we are headline sponsor for this year's event, which is run by ACoRP (Association of Community Rail Partnerships). Railway station volunteers from across the country will be recognised at the annual special awards gala dinner. The event is taking place at The International Centre in Telford, on 3 October 2019.

The Community Rail Awards are an annual celebration of the important and often unsung work carried out by community rail volunteers, partnerships, station friends, and community groups at stations. These groups do valuable work in bringing local people together, by running community engagement events

and championing rail accessibility initiatives. These activities help communities get the most from their local railway lines and stations. Richard Brooks, customer experience director, said: "We currently have three very active community rail partnerships across our network, with more set to start up over the coming months. There are also over 150 station adopters at our stations, with that number growing rapidly towards our target of over 300. All this work makes such a difference to our customers, staff and most importantly the communities and volunteers themselves, which is why we are delighted to be headline sponsor for this year's event." ACoRP chief executive, Jools Townsend said: "Many people aren't aware of community rail, but it involves

thousands of volunteers, and hundreds of groups, across Britain, striving to make a difference. Their vital work helps to make rail travel more accessible and user-friendly, promotes sustainable travel and tourism, and encourages people to take pride in their area and heritage. The inspiring entries we receive each year for the Community Rail Awards show the impact this work has on communities and people's lives. The Awards are our flagship event, recognising the hard work and passion so many people put in to community rail."

Awards entries open on 15 April 2019 and can be made online at the ACoRP website at <https://bit.ly/2rtQE3C>



Community library project arrives at Berkswell

A new compact community library has opened for passengers at Berkswell station.

The initiative has been launched by station adopters from The Berkswell Society, who hope to engage with travellers and create a warm welcome for commuters. Over 150 books are now available for passengers to freely borrow or keep. People are also encouraged to donate used books in return to keep the shelves stocked with a fresh offering.

Andrew Burrow, secretary of The Berkswell Society and a parish councillor, said: "The station is an important part of our community life and we are glad to be able to provide a facility which, alongside the station planters our volunteers put in two years ago, adds a little more life and colour to railway journeys. The library is open to everyone who uses the station, so we encourage people to get involved and pick up a new book for their journey." Volunteers from The Berkswell Society have been involved at the station since spring 2017. The group have been maintaining planters on the platforms, and the library is their latest venture to engage with the local community

The search for your Cross City Heroes continues

Local Scout groups, animal charities and social groups tackling loneliness in their communities are among those already nominated as the region's Cross City Heroes.

The campaign has also seen entries highlighting a local charity which supports neonatal units and a group working with their local library.

We are running the competition in conjunction with West Midlands Rail Executive, to celebrate 40 years of passenger services between Lichfield, Birmingham and Redditch/Bromsgrove. The campaign is looking to find deserving community groups near to every local station along the route – with nominations being accepted until 31 March. These Cross City Heroes could be charities, young people's clubs, sports teams or other community groups who make a difference to the lives of people in the area. The competition aims to find those who may not have received the recognition they deserve and would like to hear how they are making an

impact to those around them.

Fay Easton, head of stakeholder and community for West Midlands Railway, said: "It would be fantastic to get a representative group based in the locality of each of our 24 Cross City Line stations. The route is such a key part of many communities, and there is so much going on in every one of these areas."

Winning groups will receive a plaque of recognition at their local station, a visit to see our new trains for the line being built in Derby, and 10 free tickets to help in their fundraising efforts. Groups can be nominated at

<https://bit.ly/2XDkaCR>

Entries close 31 March



Praising the work of our station adopters

The contribution of station adopters has been praised by Mayor of the West Midlands, Andy Street.

He recently met with a group of local station adopters at Stechford, to learn about their work and encourage more groups to get involved in their local area.

At the same time, Black Country poetry group, Poets Prattlers and Pandemonialists, unveiled a special poem, recognising the vital work of station adopters and volunteers across the rail network. The poem, 'Pride of Place' has since been displayed at stations across our network.

The poem highlights how the work of station adoption groups can impact on passengers by 'putting a spring in your step and pep in your paces'.

"I was delighted to be able to thank in person the volunteers who work on Stechford Railway Station and out in the wider community. From quiet rural stations to busy inner-city platforms we have a wide range of stations which are great local assets and benefit enormously from community involvement"

Andy Street, West Midlands Mayor

Pride of Place

Here's to the shopkeepers, office staff, pensioners, dads.
students with sass, and footballing lads
the mums, and the grandmas, the drivers of vans
who look at their station, and come up with plans
who see something needs doing and decide there and then
that the someone who's going to do it is them

who paint and who plant, who make dreams become real
who make greenery grow beside ballast and steel
who give old buildings new purpose, their stations new heart
who put poems in waiting rooms, create murals and art
who roll up their sleeves and who don't make a fuss
who say this is our place, and it matters to us

who give up an hour in the evening or one at weekends
who are links in a chain of an army of friends
who put a spring in your step and pep in your paces
a song on your lips and smiles on your faces
who see what is what and what could be, then make it come true
who sow seed of small miracles, and then give them to you.

**Written by Steve Pottinger
from Poets, Prattlers and Pandemonialists**





Great Linford Scouts outside Milton Keynes station

New planters brighten up station entrance at Milton Keynes

Local children have come together with community volunteers and railway staff, to fill new planters outside Milton Keynes station. Great Linford Scouts were joined by Milton Keynes Model Railway Society and London Northwestern Railway staff on Saturday 26 January, to put the display together outside the main station entrance. The planters have been installed as part of ongoing work to improve the

station environment and facilities. Vicky Cropper, head of stakeholder and community, said: "The new planters will brighten up the area for commuters and visitors passing through the station, and we are grateful to the local community for getting behind this installation. It's been great to get a number of groups together for this planting and we are always looking for more people to get involved."



Stone station as depicted on a postcard in 1916

Student artwork marks 170 years of Stone station

Special artwork has been unveiled at Stone station, to celebrate 170 years of train services to and from the town.

Students from Abbey Hill School in Longton have produced a set of paintings, which depict the station then and now. 11 of these pictures are now displayed around the waiting shelter on platform one. Stone station opened in 1848, turning 170 years old in April 2018. To mark the anniversary, North Staffordshire Community Rail Partnership approached the school to commission the artwork for the station.



A student from Abbey Hill School with some of the new artwork

About us

We operate over 1,300 train services a day, manage 150 stations and provide over 70 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
- **Fay Easton** - head of community and stakeholder for West Midlands Railway
fay.easton@wmtrains.co.uk

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NRPS Autumn 2018 results

The latest National Rail Passenger Survey (NRPS) results have been published and we are pleased to have achieved 85% overall satisfaction from our passengers. While this is above the average 79% satisfaction across our sector of the industry, we are not complacent. We are striving to improve our services and stations through our extensive investment

programme. This investment includes many schemes at stations to improve the experience for our passengers. We have already been seeing improvements in our NRPS scores, compared to Autumn 2017, as a result of some of the projects outlined below.



Facilities for cycle parking

We are always looking at new ways of encouraging passengers to make full use of all options for travelling to and from our stations. As well as improving the facilities for those using their own bike for their commute, we are also trialling a number of bikeshare schemes across the network to make switching to more sustainable transport options easier and more affordable.



Station environment

We have been deep cleaning stations across our network, and will be continuing to do so as we roll out our new branding. We have also introduced a new service quality regime to monitor the condition of stations and to help respond to issues more effectively. Through the recruitment additional revenue and security managers, we can also now monitor ticketless travel at stations more effectively, which has also helped customers feel safer when travelling with us (+1%).

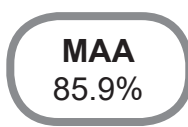
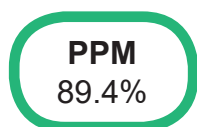


Connections to other forms of public transport

We are in the process of putting together station travel plans at 36 of our stations. Through meeting with customers at stations and gathering feedback on their experience, we are not only informing these plans, but also offering a personalised travel planning service to passengers. This helps increase the use of the public transport connections available at our stations. Where connections can be improved, we are working with local operators to see how services can be enhanced.

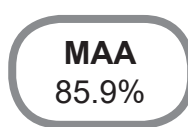
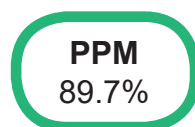
Performance update

Period 11 - 6 Jan - 2 Feb



Reliability - 98%

Period 12 - 3 Feb - 2 Mar



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.

In the first four weeks of 2019, we just missed out on our PPM target. During this period, overhead line issues at Lichfield Trent Valley caused significant disruption to our Trent Valley services and a number of fatalities, including an incident at Adderley Park, which disrupted West Coast Mainline services for a number of hours. During January, we supported Samaritans 'Brew Monday' campaign, to offer support to people during the most challenging time of the year. During period 12 we came in above our PPM target. Major factors impacting performance included a bridge strike at Norton Bridge, leading to service alterations on our services to Liverpool and Crewe over two days, and a broken down Freight train at Tring.

Discounts for Milton Keynes commuters

Staff working at Milton Keynes businesses are being offered savings on travelling to work using our services, when their employers sign up to SmartGo.

SmartGo Milton Keynes is a scheme to help encourage commuters to use various forms of public transport, by providing offers with local operators. Through the partnership, we will be offering those who sign up to the scheme, 90% off their first month's season ticket with ongoing discounts for monthly and annual renewals.

There are also offers available on local buses, bike hire and other onward travel options around Milton Keynes. Our partnership working with SmartGo will also help us work more closely with key local organisations to understand their travel needs in more detail. Find out more at <https://bit.ly/2SHqUMC>