

Stakeholder Spring Briefing

London
Northwestern
Railway



Operated by West Midlands Trains

March 2018

Agenda

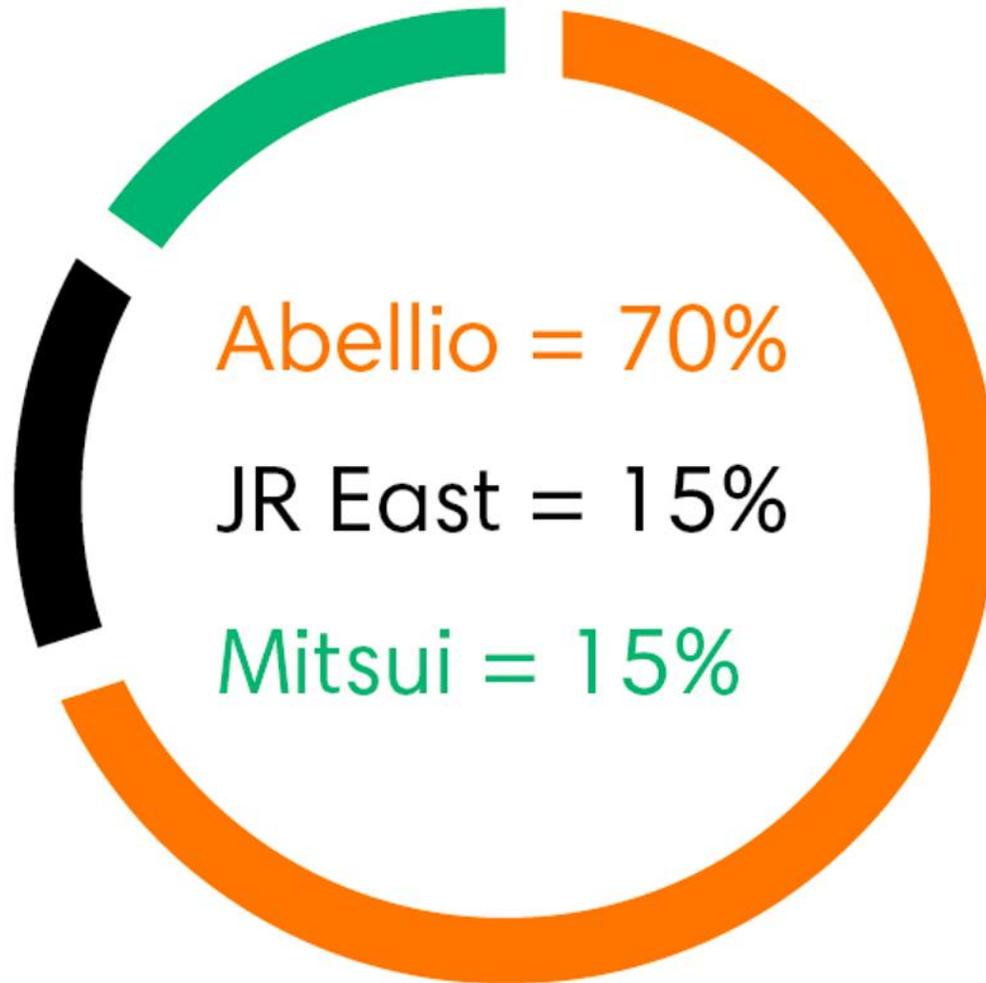
LNR

1000	House Keeping	Francis Thomas
1010	Welcome to WMT	Jan Chaudhry-van der Velde
1030	Customer Service Priorities	Andrew Conroy
1050	Tea break	
1100	Major Infrastructure Projects	Rebecca Freeman
1125	Q& A	
1230	Finish	

Welcome to West Midlands Trains

Jan Chaudhry-van der Velde

West Midlands Trains Joint Venture



Abellio UK Operations



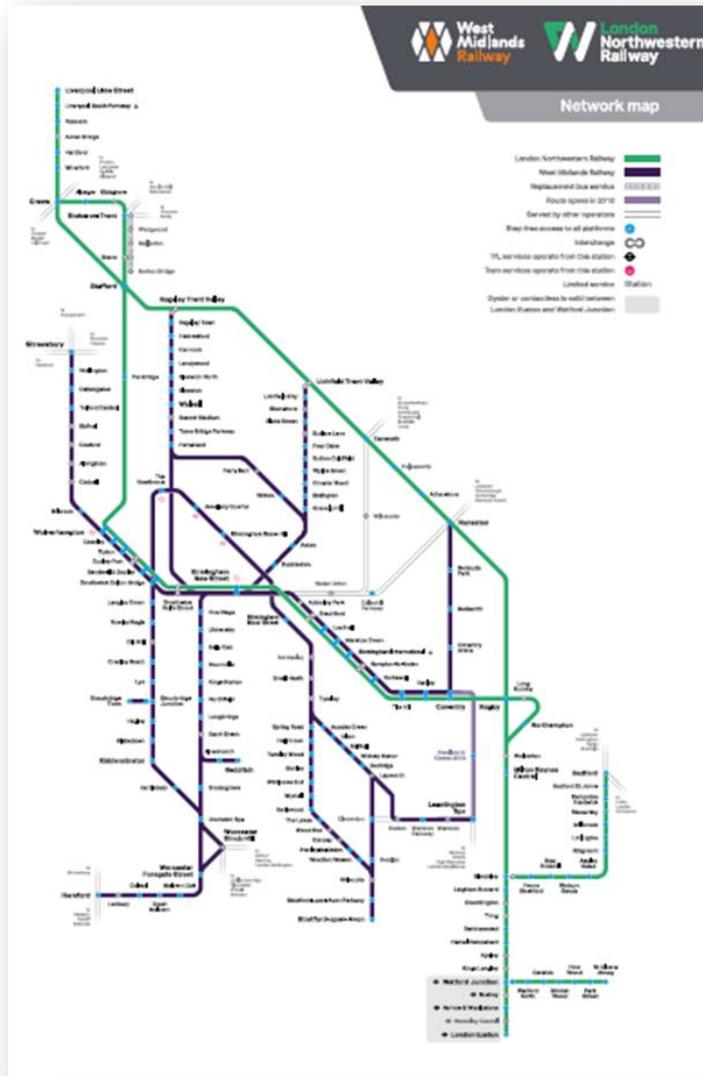
Who is West Midlands Trains?

- Two Brands – One Company



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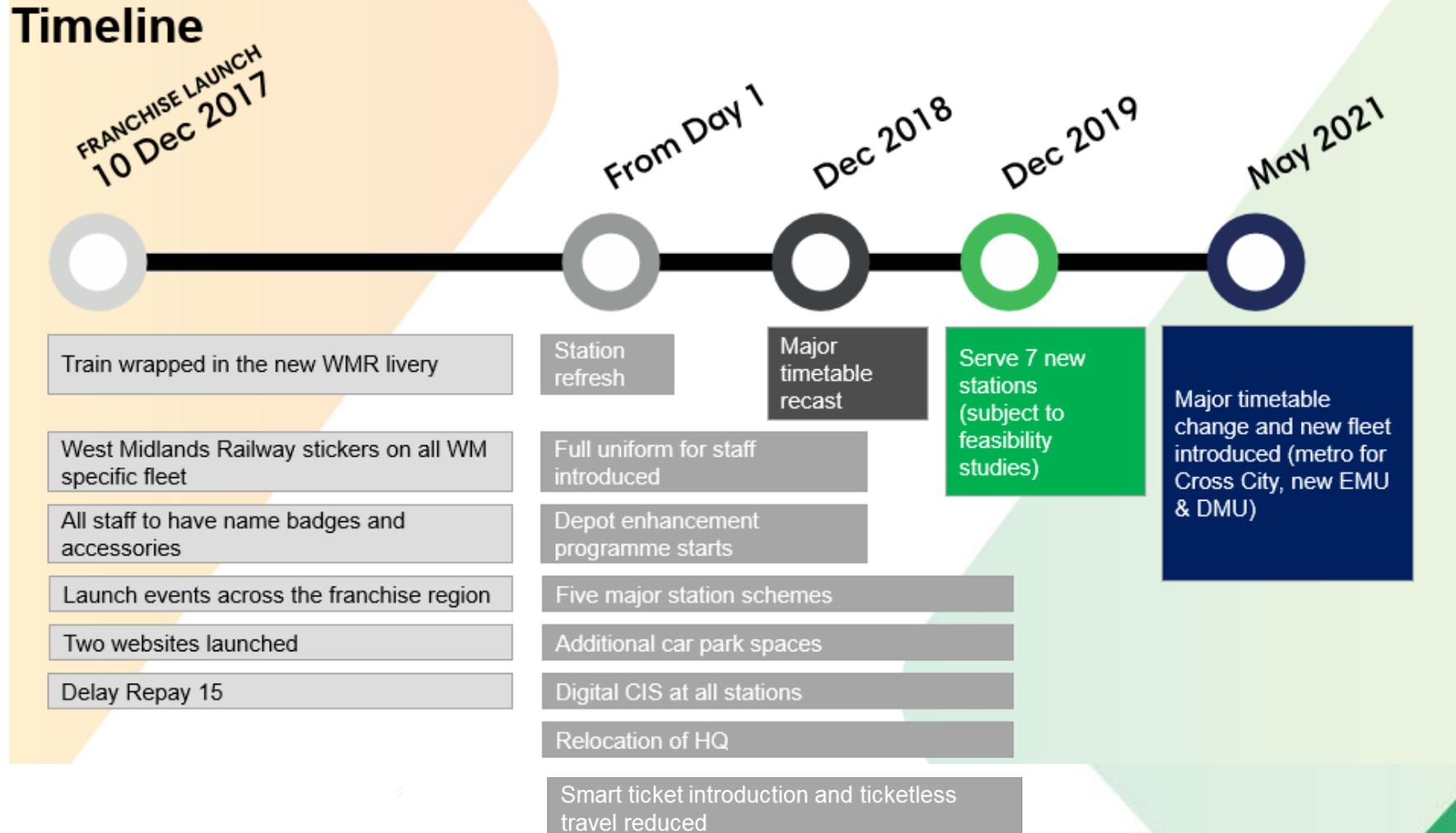
Why two brands?



- Two Separable Business Units
- Supports devolution agenda
- Greater focus on West Midlands identity
- Two networks designed to deliver investment, progress & prosperity

What will WMT bring to the West Midlands?

£1 billion investment



How have we performed so far?



How have we performed so far?

Home

Moments

Notifications

Messages



Search Twitter



Tweet



Tweets 83

Following 287

Followers 345

Likes 88

Follow

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Tweets

Tweets & replies

Media



LichfieldBridge @LichfieldBridge · 17h

Customer Service Priorities

Andrew Conroy

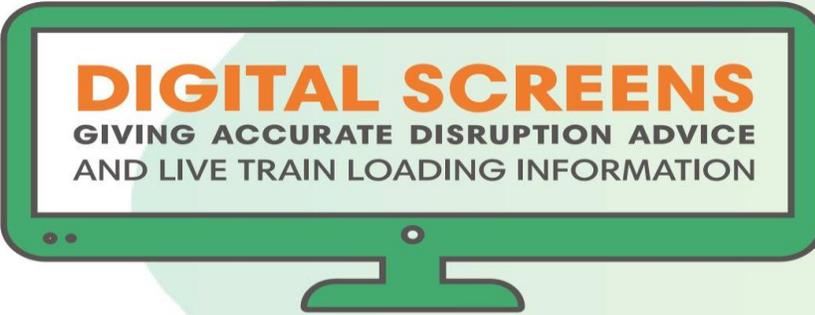
Customer Service Director

London Northwestern Railway

Investing in improving customer experience

 <p>DEEP CLEAN FOR ALL STATIONS</p>	<p>SERVICE QUALITY REGIME</p> <p>WILL FOCUS ON IMPROVING THE PRESENTATION OF OUR TRAINS & STATIONS IN THE WEST MIDLANDS REGION AND ON OUR 2 BRANCH LINES</p>
 <p>NEW VENDING MACHINES</p>	
<p>NEW STAKEHOLDER EQUALITY GROUP TO MAKE THE RAILWAY MORE ACCESSIBLE FOR CUSTOMERS WITH EXTRA NEEDS</p>	<p>ONLINE CUSTOMER PANEL</p> <p>WILL ENABLE THOUSANDS OF CUSTOMERS TO HELP US PROGRESS</p>

OVER £60M
INVESTED IN STATION IMPROVEMENTS INCLUDING:

	<p>NEW AND IMPROVED CCTV</p>	
<p>1,050</p>	<p>ADDITIONAL CAR PARKING SPACES</p>	
<p>2,760</p>	<p>EXTRA BICYCLE SPACES</p>	
 <p>DIGITAL SCREENS GIVING ACCURATE DISRUPTION ADVICE AND LIVE TRAIN LOADING INFORMATION</p>		

A more positive impact on our community

**FREE
RAIL TICKETS**

FOR LONG-TERM
UNEMPLOYED
AND HIGHER
EDUCATION
GRADUATES



**TO HELP THEM WHEN
JOB-HUNTING**



FUND

FOR HELPING COMMUNITY
GROUPS REFURBISH
DISUSED RAILWAY
BUILDINGS



SO THEY CAN BE USED BY THE

**LOCAL
COMMUNITY**

COMMUNITY ART SCHEME

Deploying better capacity



December 2018

172/0 introduced. 8x2 –car – with accessible toilet
230/2* introduced Bedford – Bletchley 3x2-car



December 2019

350/4 introduced, 10x4 car



December 2020

All 15x and 170 removed
New DMUs introduced, 12x2-car and 14x4 car

May 2021

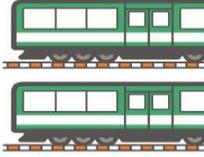
350/2 removed
New EMUs introduced, 45x5-car (110mph)
and 36x3-car (90mph)

Timetable and performance



£700M
FOR NEW AND
REFURBISHED TRAINS

413
NEW CARRIAGES
ROLLED OUT BY MAY 2021

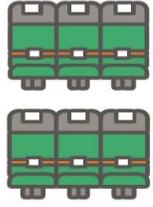


20,000
EXTRA SEATS
FOR RUSH HOUR PASSENGERS
IN BIRMINGHAM



10,000
EXTRA SEATS
FOR PASSENGERS
IN LONDON

STANDING ROOM FOR
50,000
MORE RUSH HOUR
PASSENGERS IN
BIRMINGHAM IN NEW
METRO STYLE CARRIAGES



MORE THAN
£70M
WILL BE INVESTED IN NEW
AND EXISTING DEPOTS TO
IMPROVE TRAIN RELIABILITY

Time for Tea



Major Infrastructure Projects

Rebecca Freeman

Senior Operations Project Manager

West Coast South - Euston

- Works planned at Euston Station as part of HS2
- Closure of London Euston station on Easter Sunday 1 April and a reduced service into Euston on 31 March and 2 April
- Plan for the weekend will be similar to one used previously

Improvement works

Network Rail is carrying out essential upgrade work near Wembley

No trains to or from London Euston on Easter Sunday



A reduced train service will run to and from London Euston on:
Saturday 31 March and Monday 2 April

Don't get stopped in your tracks over the Easter weekend:

- ✓ Travel either side of the weekend
- ✓ Use alternative routes
- ✓ Plan ahead and check for the latest updates at nationalrail.co.uk/westcoast

 If it is essential for you to travel over the Easter weekend, allow more time for your journey and expect services to be busier than usual.
For more information visit londonnorthwesternrailway.co.uk/upgrades

Network Rail h2   London Northwestern Railway

West Coast South

- Works planned at North Wembley Junction
- No access to London Euston
- August Bank Holiday weekend and the 2 weekends either side
- Working closely with Network Rail, TOC's, FOC's, TfL and also key stakeholders
- Plan for all weekends will be similar to ones used previously



Liverpool Area Works



- £340m of rail improvements are planned to be delivered in the Liverpool area over the next 2 years
- The opportunity is also being taken to remodel the layout of Liverpool Lime Street station
- Working closely with Network Rail, TOC's, FOC's, Merseytravel and also key stakeholders

Liverpool Area Works

- First major works took place Autumn 2018
- Further works took place over Christmas period
- Next major works due to take place
 - 2 June until 30 July

Improvement works

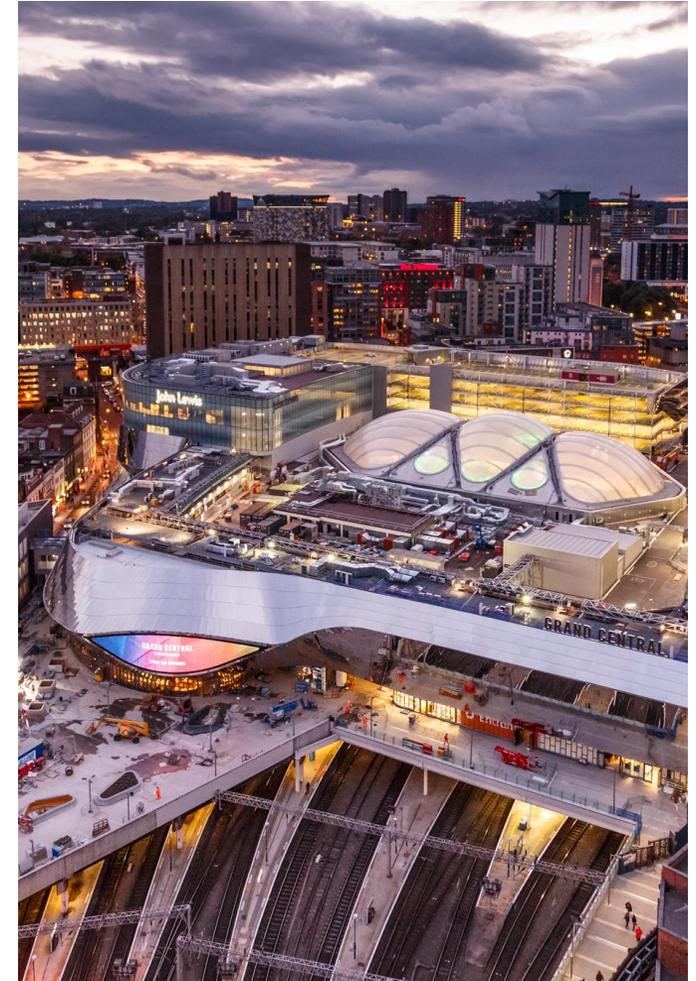


Buses will replace trains between Crewe and Liverpool South Parkway **over the Easter weekend**



Birmingham New Street Area Re-signalling

- Working is taking place to replace key junctions and all signalling in and around Birmingham New Street station
- A significant amount of work has already been completed, including the work that took place over the Christmas period on the lines of route between:
 - Birmingham and Wolverhampton
 - Birmingham and Rugeley Trent Valley via Walsall and
 - Redditch and Lichfield Trent Valley
- Works also affected Soho depot



Birmingham New Street Area Re-signalling

- Next works planned for Spring Bank Holiday weekend and will affect the lines of route:
 - Birmingham New Street to Coventry
 - Cross City North
 - Birmingham to Rugeley Trent Valley



Q&A



Stakeholder Spring Briefing

Thank You



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Midlands
Railway



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