

# Stakeholder Spring Briefing

London  
Northwestern  
Railway



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Operated by West Midlands Trains

March 2018

# Agenda

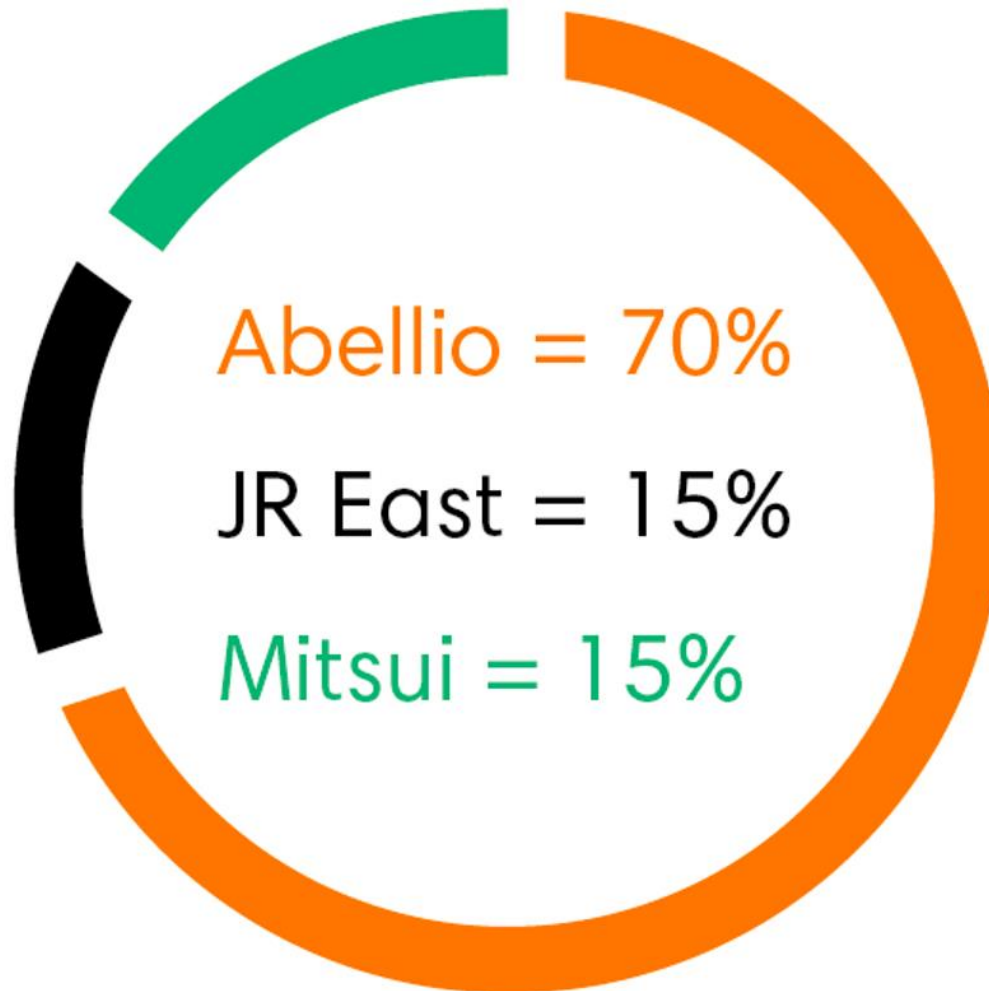
LNR

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



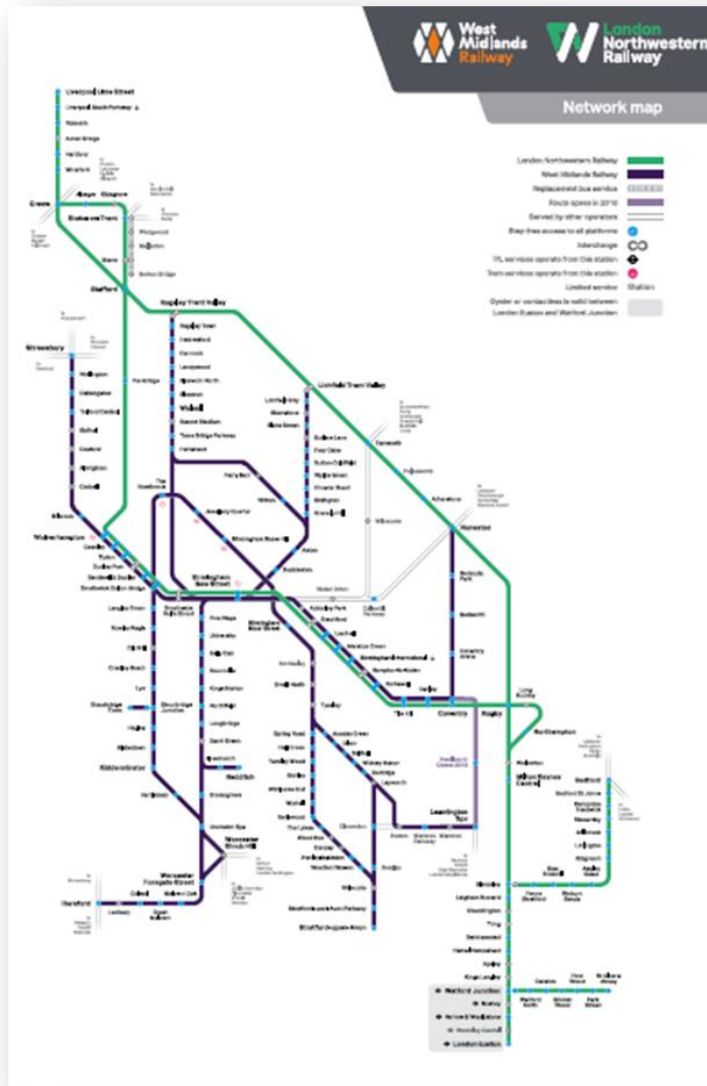
# Who is West Midlands Trains?

- Two Brands – One Company



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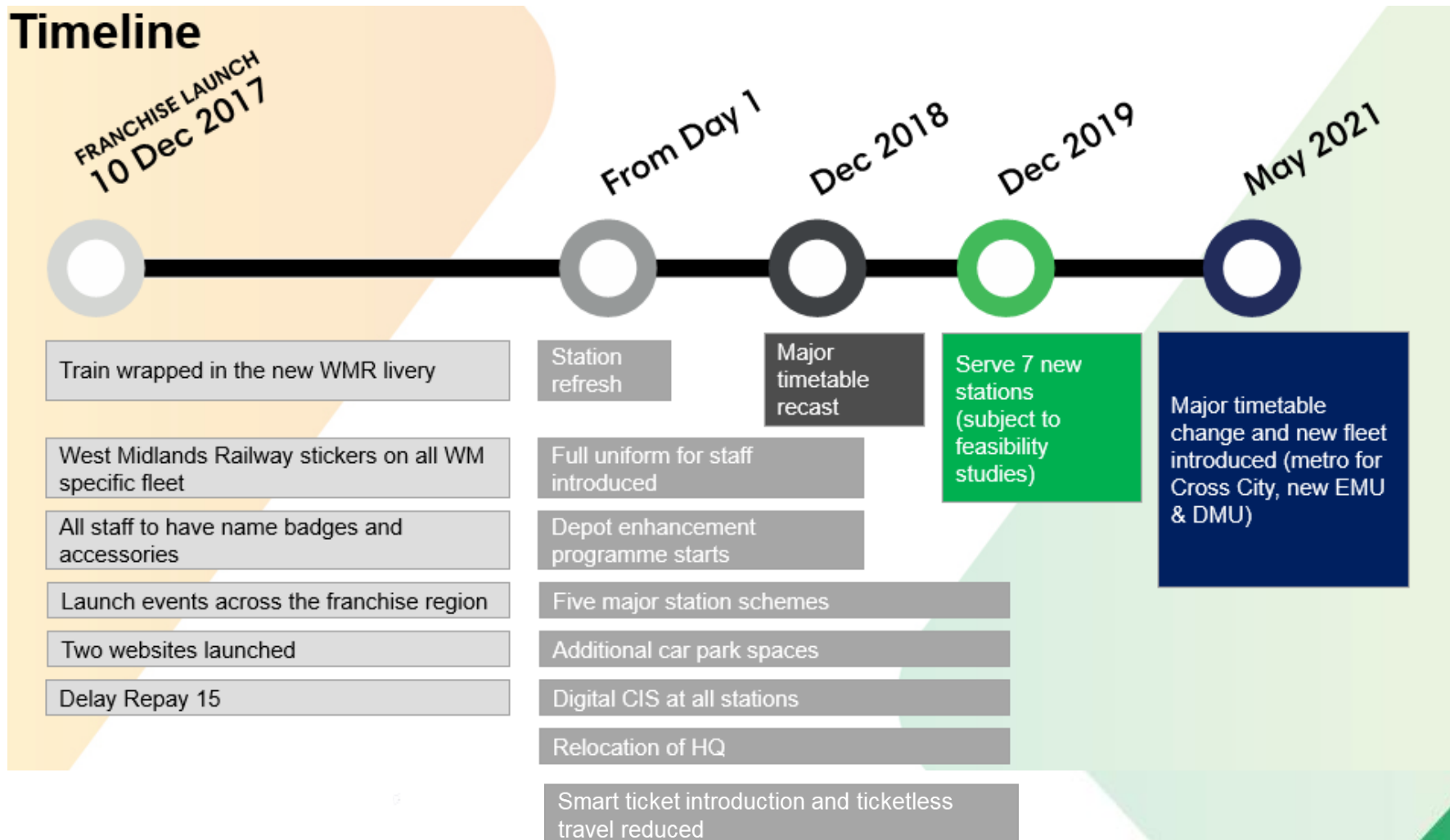


- Two Separable Business Units
- Supports devolution agenda
- Greater focus on West Midlands identity
- Two networks designed to deliver investment, progress & prosperity

# What will WMT bring to the West Midlands?

## £1 billion investment

### Timeline





# How have we performed so far?



# How have we performed so far?

Home

Moments

Notifications

Messages



Search Twitter



Tweet



LichfieldBridge

@LichfieldBridge

Tweets  
83

Following  
287

Followers  
345

Likes  
88

Follow



Tweets

Tweets & replies

Media



LichfieldBridge @LichfieldBridge · 17h



# Customer Service Priorities

Andrew Conroy



Customer Service Director





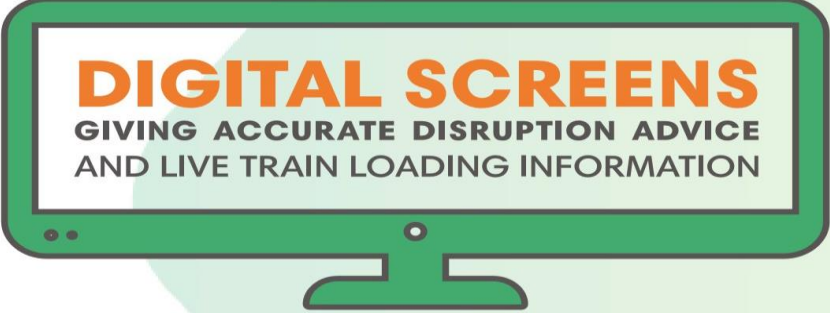
London Northwestern Railway





# Investing in improving customer experience

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

<p><b>OVER £60M</b></p> <p>INVESTED IN STATION IMPROVEMENTS INCLUDING:</p>
 <p><b>NEW AND IMPROVED CCTV</b></p> 
<p><b>1,050</b></p> <p>ADDITIONAL CAR PARKING SPACES</p> 
<p><b>2,760</b></p> <p>EXTRA BICYCLE SPACES</p> 
 <p><b>DIGITAL SCREENS</b></p> <p>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





# 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](https://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](https://londonnorthwesternrailway.co.uk/upgrades)



# 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

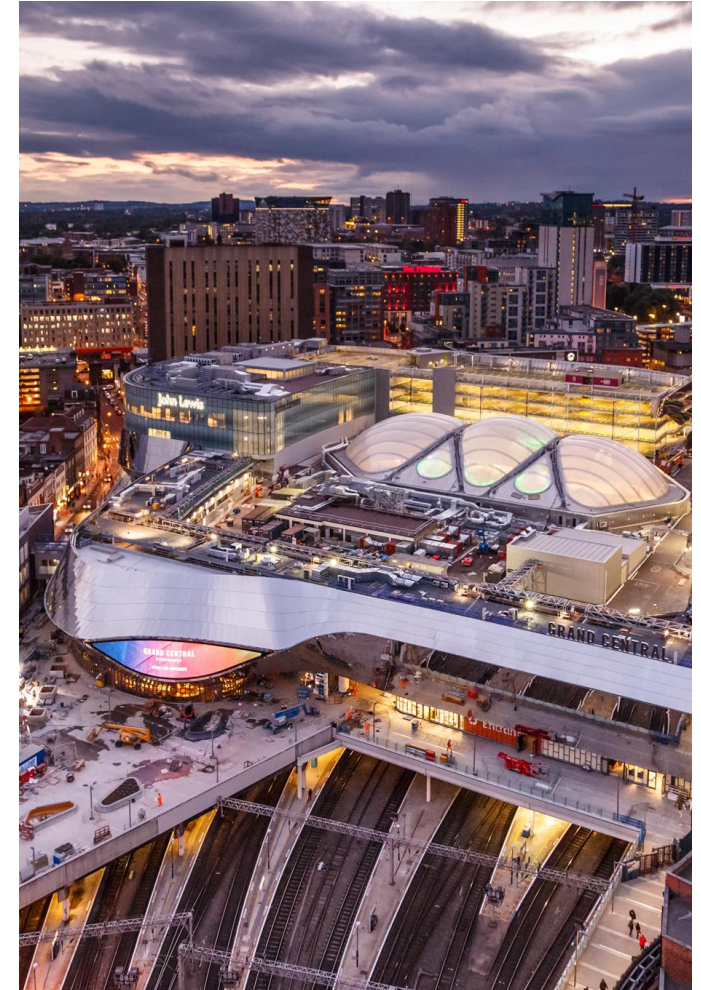


**Buses will replace trains between** Crewe and Liverpool South Parkway **over the Easter weekend**



# 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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