

# Transport Integration Forum

LNR South

15/04/2021



# Agenda

<b>Intro</b>	Rebecca Preece, Integrated Transport and Accessibility Manager
<b>WMT Business Update</b>	Andrew McGill, Media Relations Manager
<b>Stations as Places Update</b>	Rachel Evans, Stations and Places lead
<b>CCIF projects</b>	Vicky Cropper-Clarke, Head of Stakeholder and Community (LNR)
<b>Other stations projects</b>	Rebecca Preece
<b>East West Rail development at Bletchley</b>	Ray Chan, Senior Property Project Manager for stations
<b>Just Business introduction</b>	Tim Bullock, Sales and Partnership Manager
<b>Plans for 2021</b>	Rebecca Preece
<b>Any other questions</b>	Rebecca Preece

# Business Update

Andrew McGill – Media Relations  
Manager



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# Return To Rail



- In the past month the "Stay At Home" message has been dropped and shielding has ended for millions of people
- With social distancing advice still in place, WMT is initially taking a cautious approach to encouraging travel

# Increased Timetable



- Additional services brought in to coincide with the return of schools in March
- Marston Vale services restarted on April 12
- Next major timetable step-up will be on May 17 in line with industry timescales

# Challenges



- Uncertain how long social distancing will be in place
- Change in commuting patterns likely to affect revenue generation
- Driver training severely impacted by Covid-19

# Coming Next



- Publication of anticipated "Williams Review" into the rail industry – May 2021?
- Final steps of Government roadmap – May/June 2021
- Beginning of proactive marketing campaign?

**Any  
questions?**



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# Stations as Places – an update



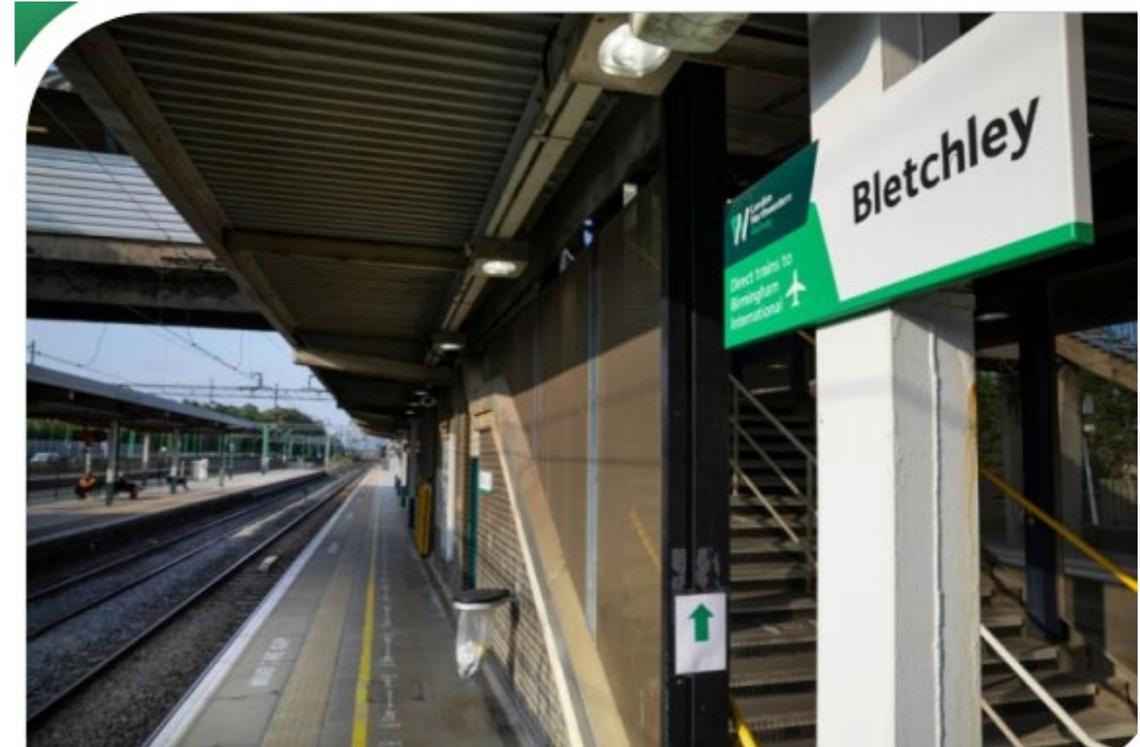
Rachel Evans, Stations as Places Lead



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# Stations as Places (SAP)

- WMT's commitment to station travel plans
- Development and commercial potential (connectivity between stations and developments)
- Public realm and masterplan approach
- Customers and community at the heart
- 'Pooling' schemes & funding
- **Opportunity prospectus** for each station
- Covid-19 rethinking and recovery



# SAP Status Update

## Completed Prospectuses - 26

Abbey Line – 7 stations

Marston Vale Line – 10 stations

Milton Keynes Central

Apsley

Cheddington

Tring

Hemel Hempstead

Nuneaton

Watford Junction

Bletchley

Rugeley Trent Valley



# Station Spotlight – Watford Junction

- **Collaborative working** to deliver improvements quickly!
- Joining up of funding pots
- Beryl Bike Share
- Vibrant and welcoming gateway
- Community & business station adoption
- Leisure and tourism uplift
- New station building



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Hertfordshire  
Local Enterprise Partnership

PERFECTLY PLACED FOR BUSINESS



**WATFORD  
BOROUGH  
COUNCIL**



# Stations as Places (SAP) – The Future

Benefits and achievements of Prospectuses widely recognised, however:

- Budget no longer ringfenced by DfT to complete remaining circa 20 Prospectuses
- Focus going forward will be ‘what can we improve’ quick wins rather than analysis
- We will continue to seek feedback from stakeholders on their stations directly
- Seeking other funding routes – including third party organisations and other WMT programmes where possible

# Getting involved

[accessibility@wmtrains.co.uk](mailto:accessibility@wmtrains.co.uk)

**Rachel Evans**

[Rachel.evans@atkinsglobal.com](mailto:Rachel.evans@atkinsglobal.com)

**07803 260991**

**Rebecca Preece**

[Rebecca.Preece@wmtrains.co.uk](mailto:Rebecca.Preece@wmtrains.co.uk)

**07583 017619**



# CCIF Update

Vicky Cropper-Clarke, Head of  
Stakeholder and Community (LNR)



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# Customer and Communities Improvement Fund

<b>Milton Keynes Station Square Redevelopment</b>	<b>Milton Keynes Night Shelter</b>
<b>Women in Community Rail – support officer and training programme</b>	<b>New waiting shelters for Watford North &amp; How Wood</b>
<b>Abbey Line station enhancements</b>	<b>Wayfinding and signage for Wolverton</b>
<b>On the Out – a wellbeing project providing therapeutic rural activities and vocational skills/accredited training</b>	<b>Mind the Gap art programme at Nuneaton</b>
<b>Swan Youth Project in Berkhamsted</b>	<b>Trees for Long Buckby</b>
<b>Bricket Wood Station Building</b>	

# MK Night Shelter

- £30,000 grant
- Project started in December and stayed open throughout Christmas and provided hot meals for rough sleepers and the homeless in hotels in MK
- Hired 2 additional members of staff
- Providing takeaway breakfast / lunch and dinner for rough sleepers
- Looking after 75 individuals per week - 50% of them are new to the shelter
- Getting prepared for potential influx of service users as a result of the end of furlough and end of current agreement for landlords / tenants



# Women in Community Rail

- £25,000 grant
- Employed a part time Support Officer – working 3 days a week
- Developing a new website
- Enhanced social media engagement presence
- Additional support for WiCR South group
- Delivering more events and training sessions including DfT's community rail conference and International Woman's Day



# Get Active & On Track by Chase Aqua Rural Enterprise

- £20,880 grant
- 3 x four month training sessions
- The first phase has been online but face-to-face support will start up again in April
- Training sessions have covered mindfulness and wellbeing, arts and crafts as well as guidance on how to stay safe online
- Training sessions will particularly benefited adults with mental health issues, learning difficulties and physical disabilities.



# Stations Update

Rebecca Preece, Integrated  
Transport and Accessibility  
Manager

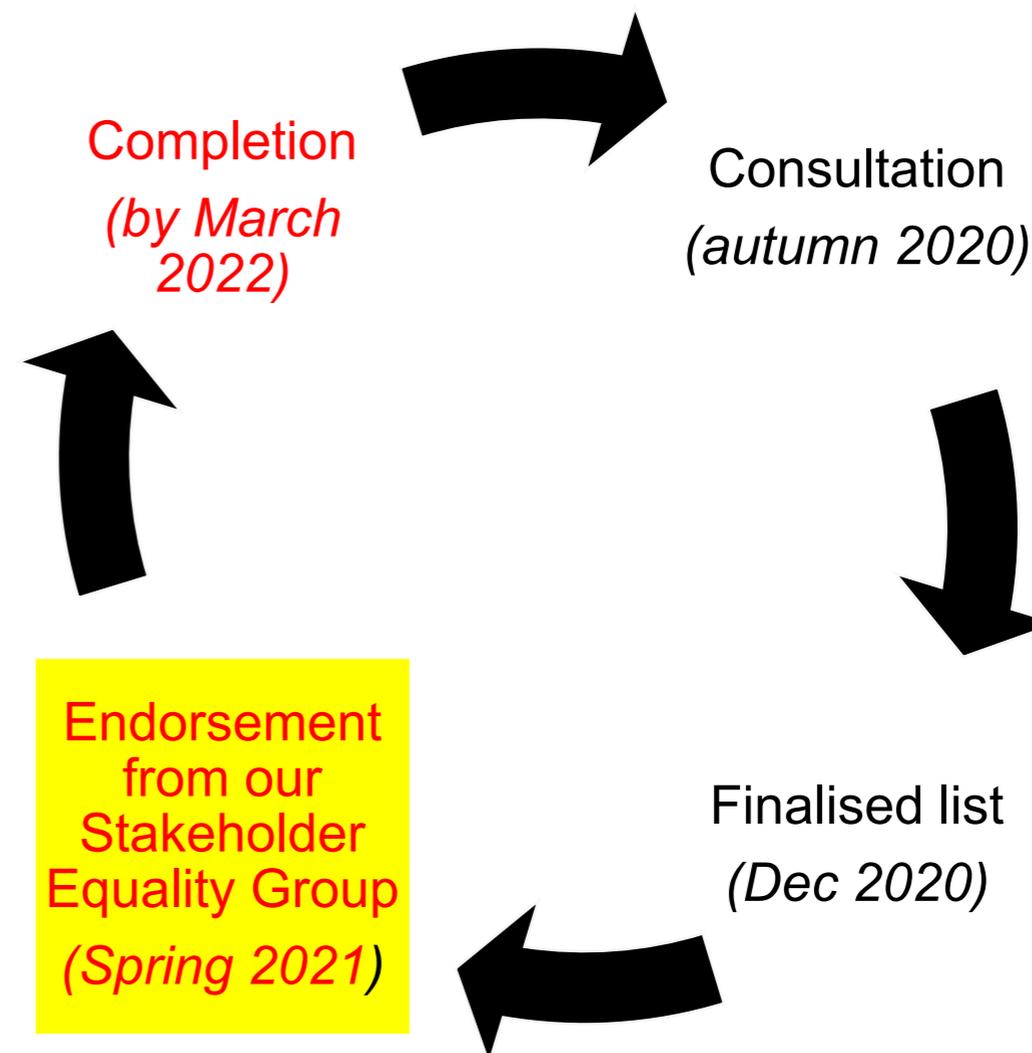


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# Minor Accessibility Works annual cycle

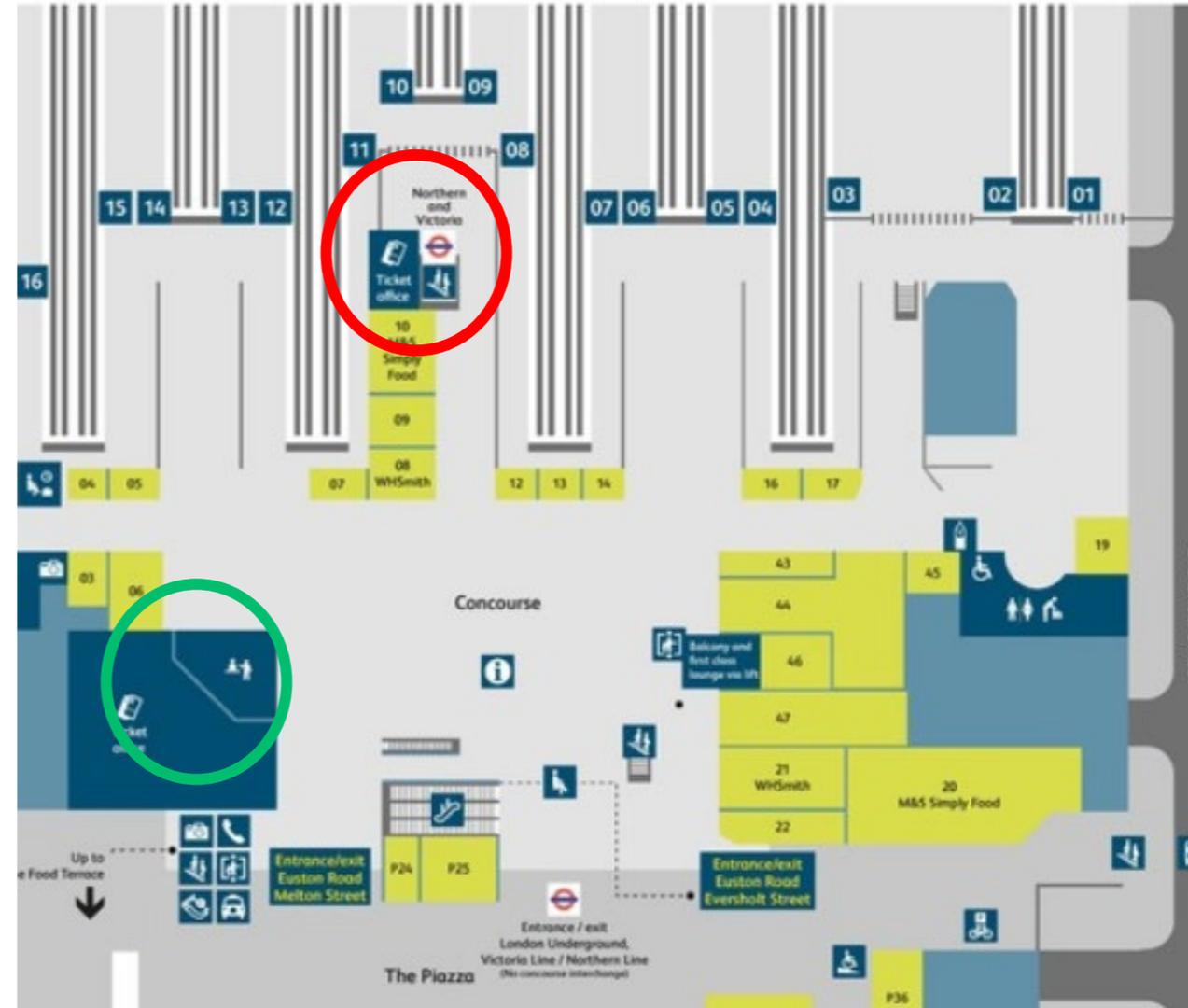
£329,000 to be spent on over 40 projects including:

- New shelters and seating areas
- Amendments to station signage
- New dual height handrails
- Automatic doors
- Tactile paving on staircases



## London Euston ticket office closure

- The London Northwestern Railway ticket office was closed on 30<sup>th</sup> March and will not be replaced.
- There will be an alternative area created for penalty and excess fares.
- Staff redeployed within Euston station



# London Euston ticket office closure



## Why?

Part of Euston station redevelopment

- The ramp to platforms 8 -11 was excessively overcrowded.
- Ramp will be twice as wide with all retail units on the ramp removed
- Will reduce overcrowding and improve accessibility

# Bletchley Station – East West Rail proposals

Ray Chan – Senior Project Manager -  
Stations



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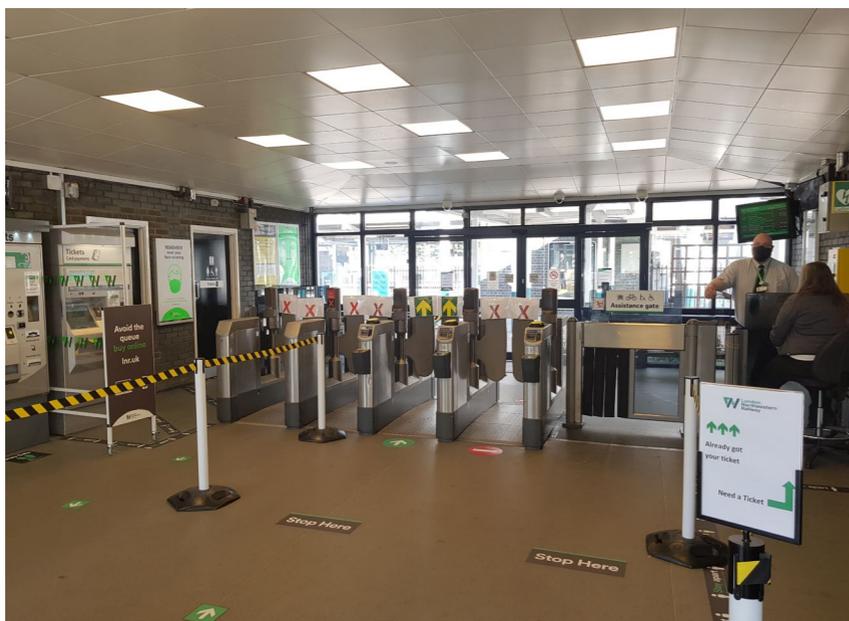
## **Bletchley Overview - current**

- Busy commuter station on the West Coast Mainline
- 1.27 million passengers in 2019
- 6 platforms with trains to and from London / Birmingham and Bedford.
- Step-free access to all platforms, except platform 6.
- 4 ticket gates and a manual gate.

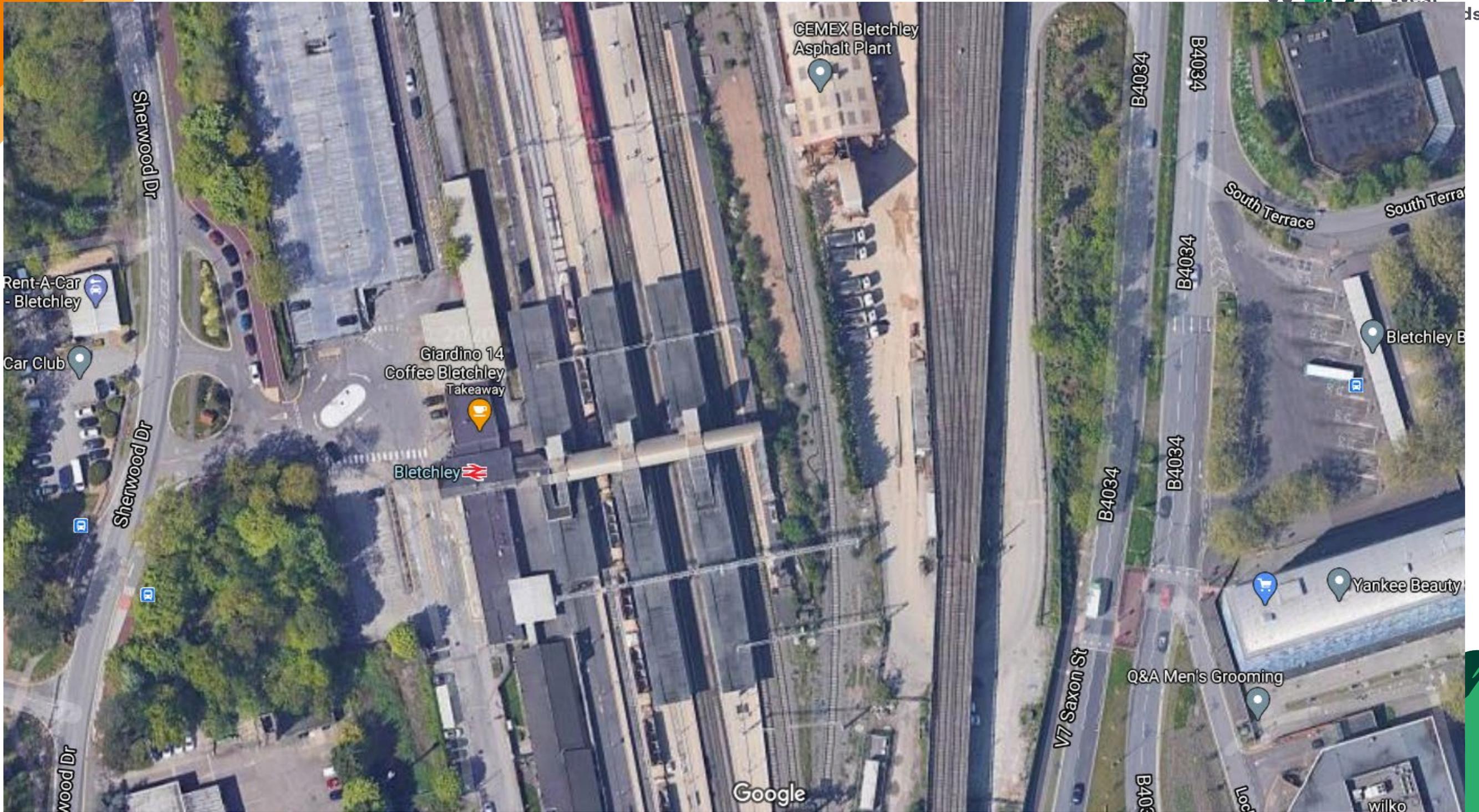


## **Bletchley Overview – future plans**

- Phase 2 – trains to Oxford and Milton Keynes (Dec '24).
- Phase 3 - trains to Cambridge.
- New platforms 7 & 8 to accommodate 4-carriage trains (operated by new East West Rail operator)
- Forecast of up to 500,000 additional passengers per annum



# Existing Station



CEMEX Bletchley  
Asphalt Plant

Giardino 14  
Coffee Bletchley  
Takeaway

Bletchley

V7 Saxon St

Q&A Men's Grooming

Yankee Beauty

wilko

Bletchley B

South Terrace

South Terrace

Sherwood Dr

Sherwood Dr

B4034

B4034

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Loc

Rent-A-Car  
- Bletchley

Car Club

wood Dr

West  
ds

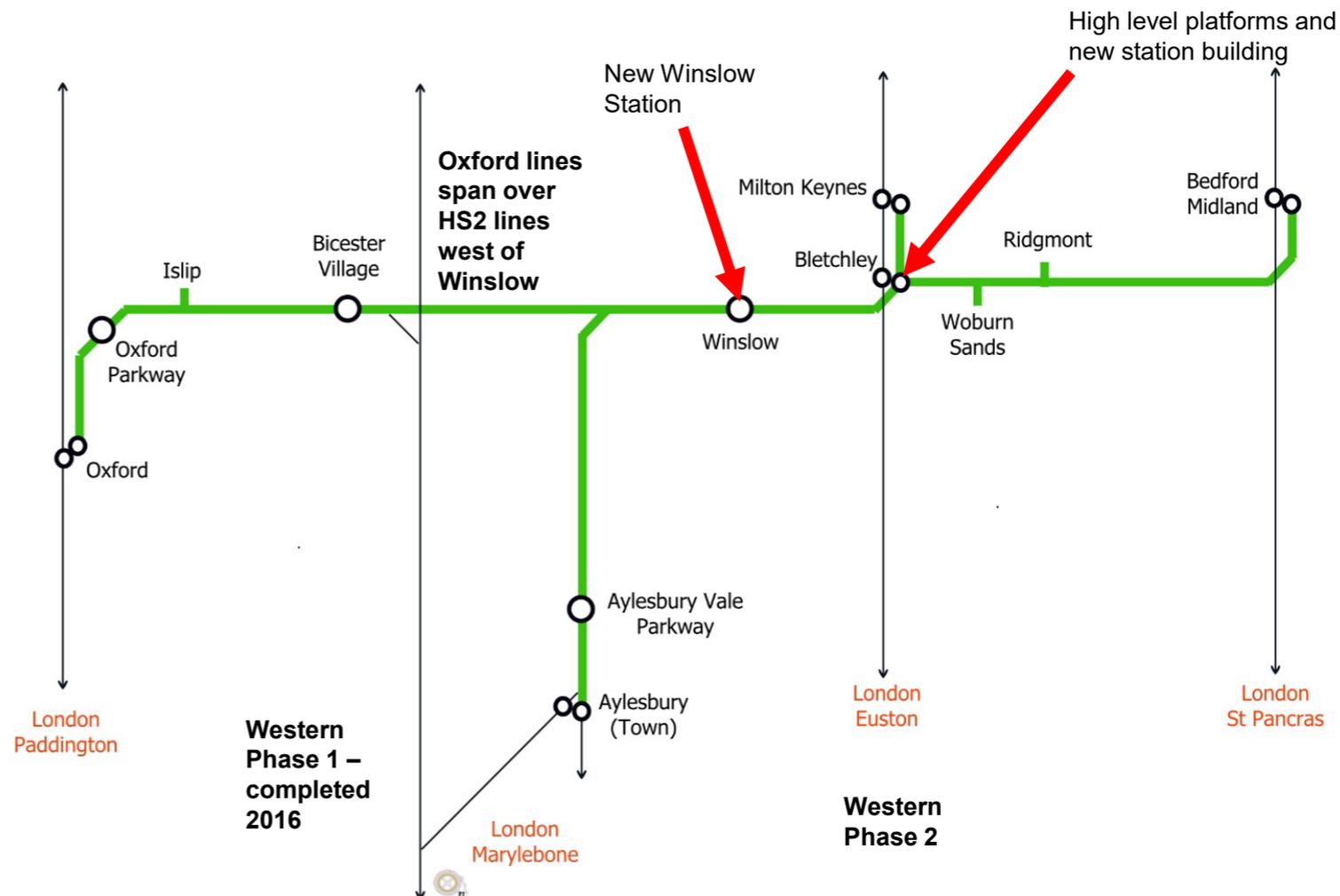
# East West Rail: Western Section Routes

By 2024 / 2025

- **Oxford and Bicester** – 3 trains per hour
- **Oxford and Milton Keynes** – 2 trains per hour
- **Oxford and Bedford** – 1 train per hour
- **Milton Keynes and Aylesbury** – 1 train per hour

By 2027/28  
4 trains per hour

Phase 3 will double that to 8 trains per hour

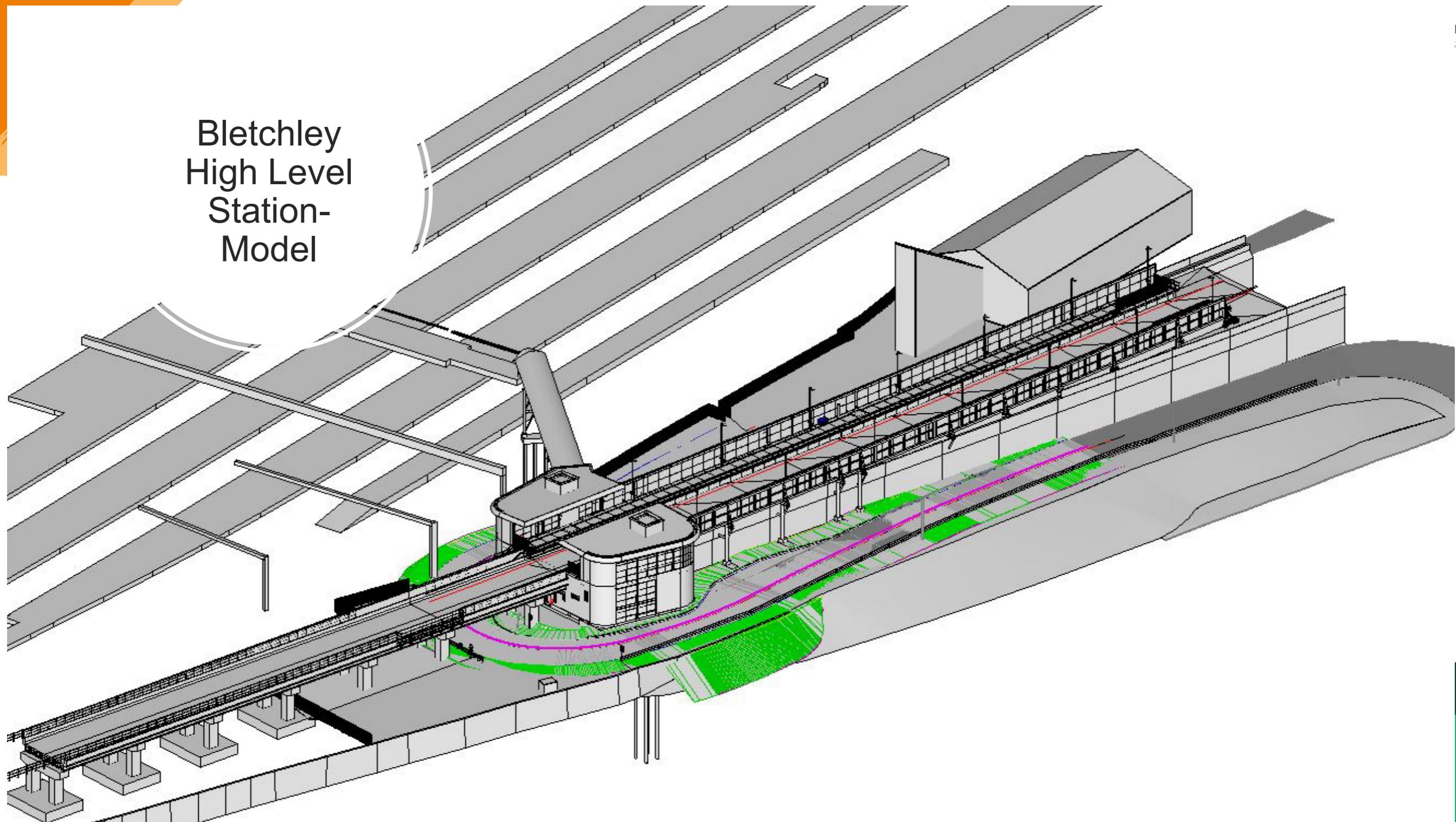


# Bletchley high-level platforms and station building



- EWR proposals for two new high level 106m length 'open' platforms 7 & 8 for the Oxford lines
- New eastern station building connected to the existing station footbridge via a link bridge from P7
- Crossing between P7 and P8 is via an underpass accessible via stairs and two lifts
- No toilet facilities but waiting areas marked up on each platform

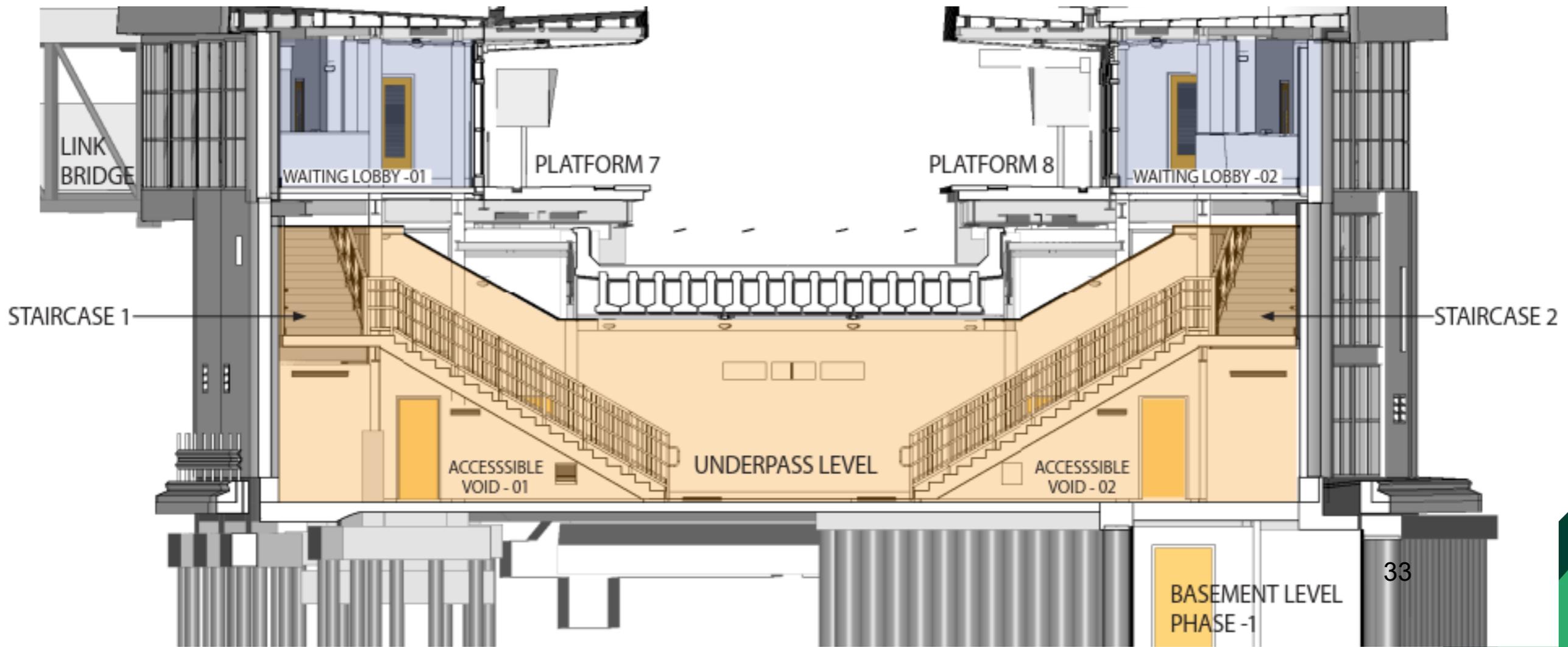
# Bletchley High Level Station- Model

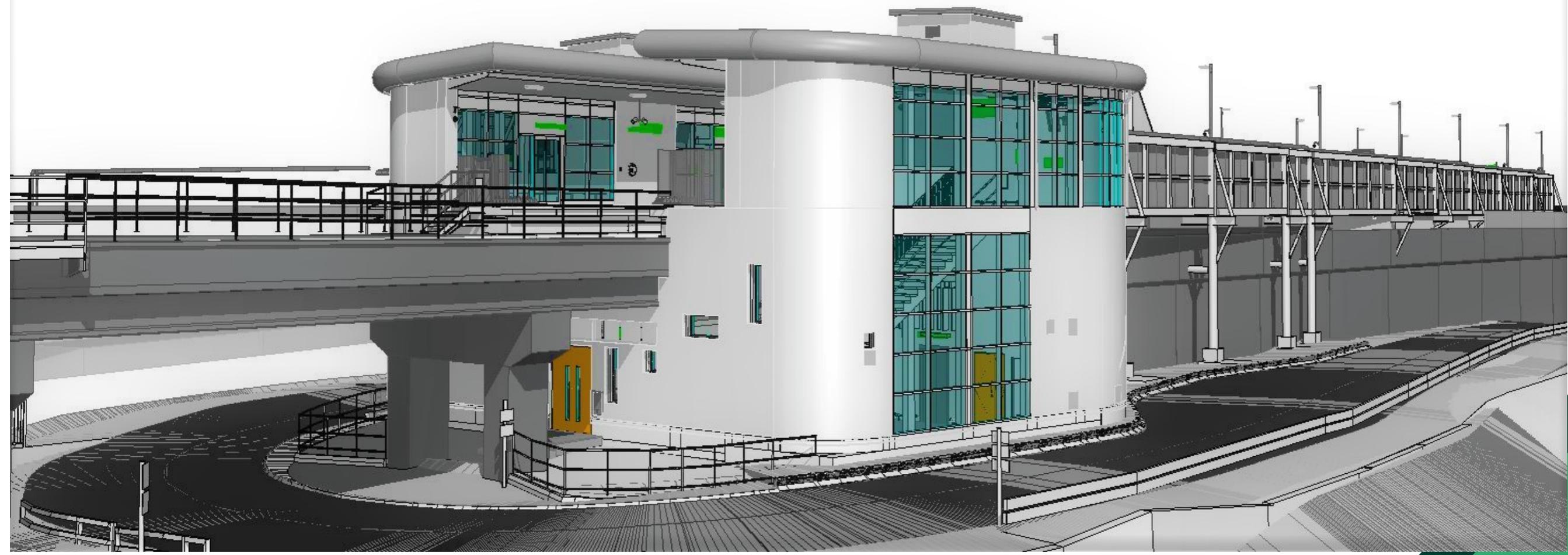


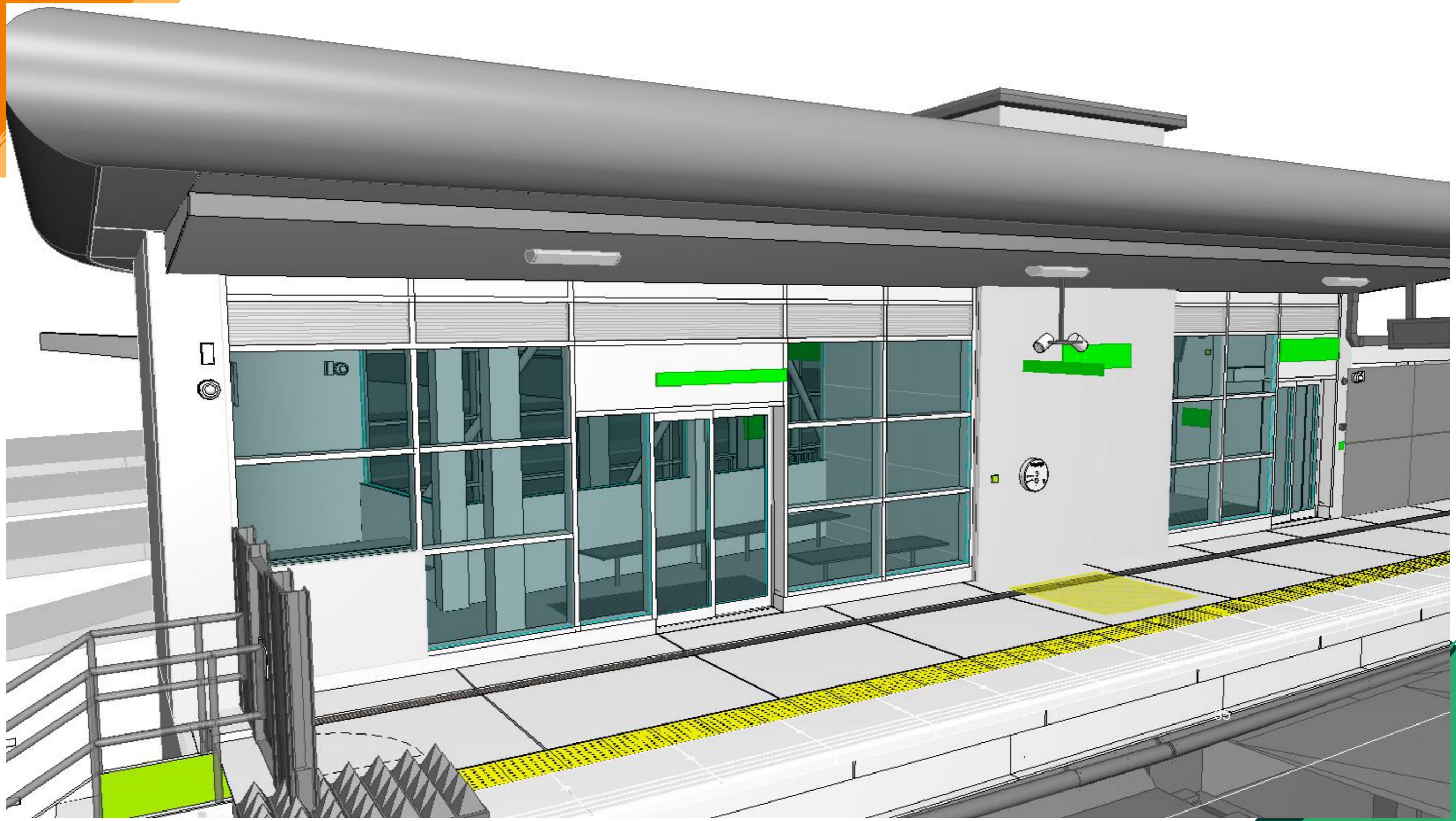
# 'High-level' platforms underpass access



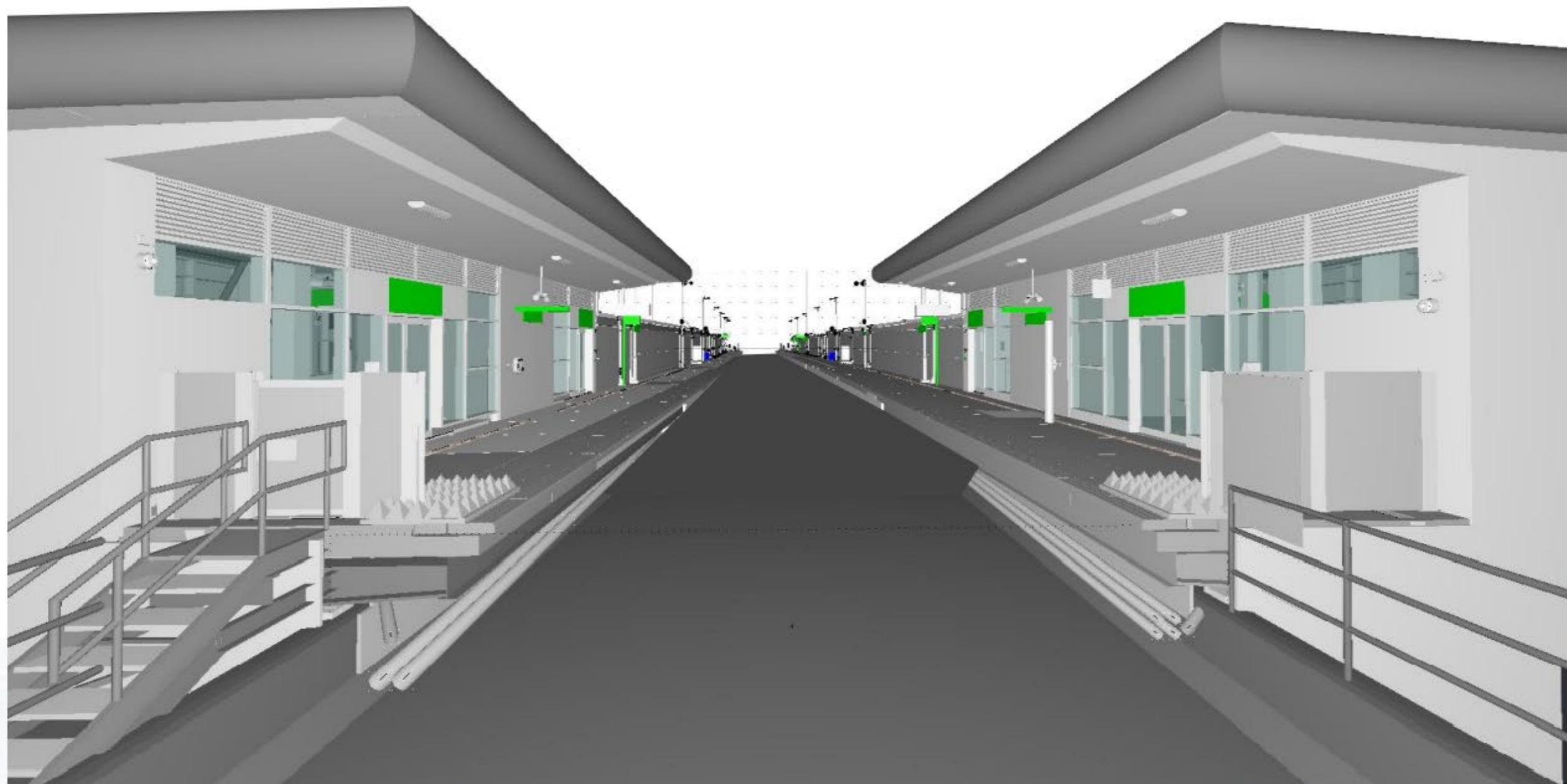
# 'High-level' platforms cross-section

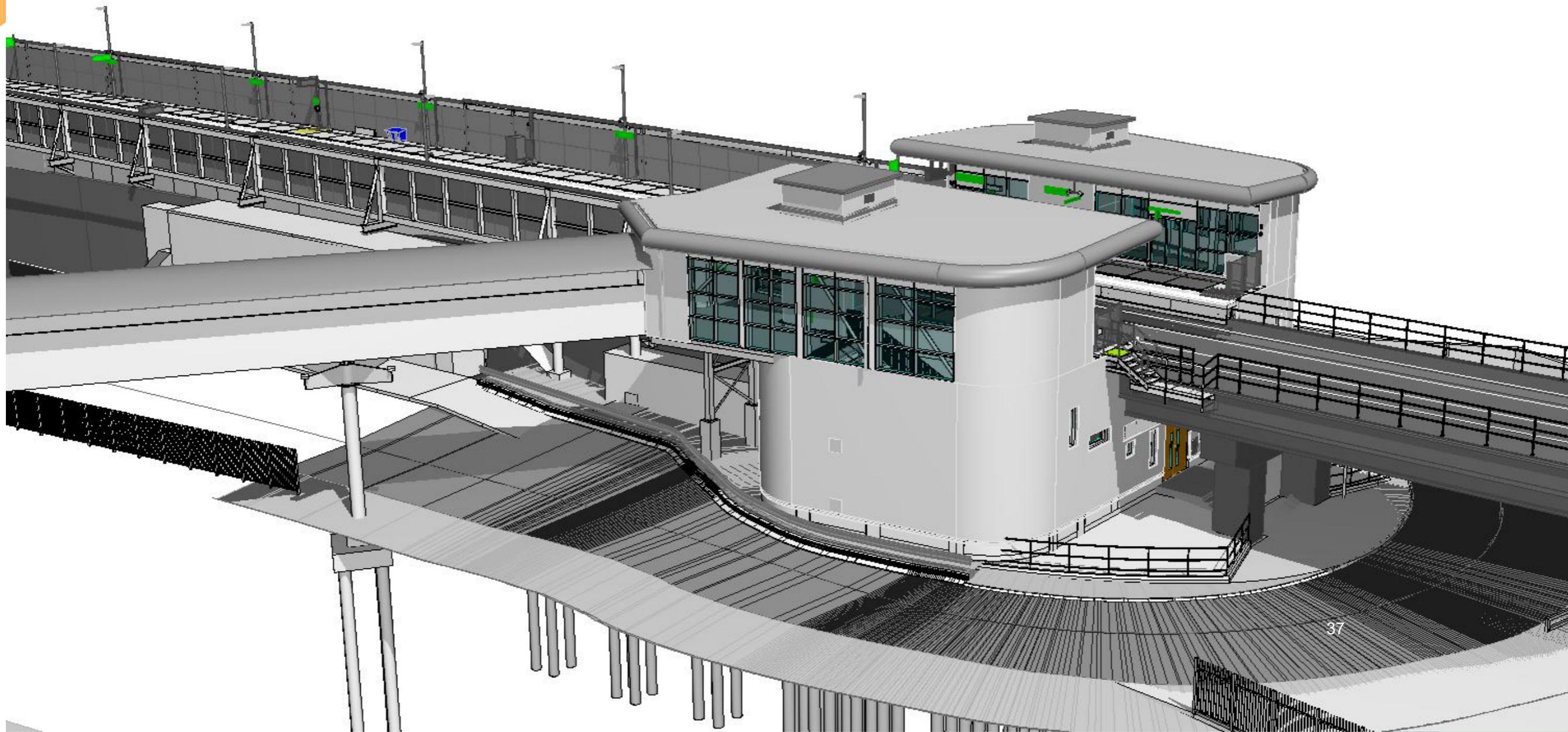




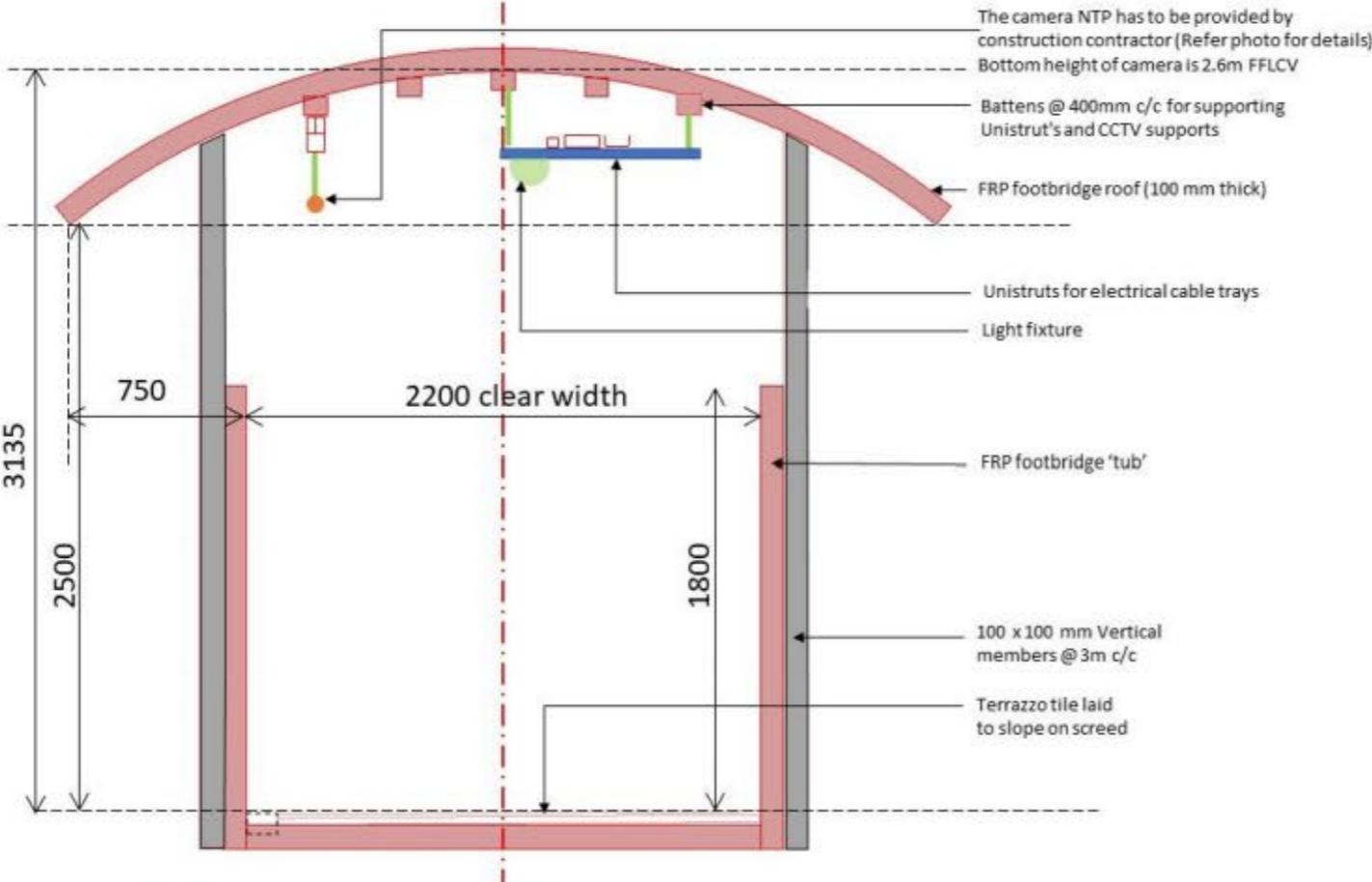


# Bletchley High Level Station- Platform View



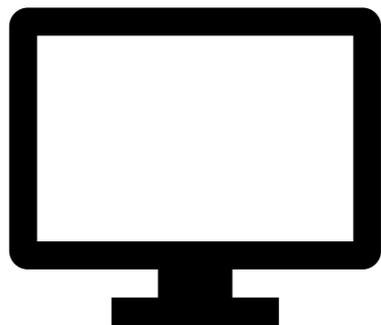
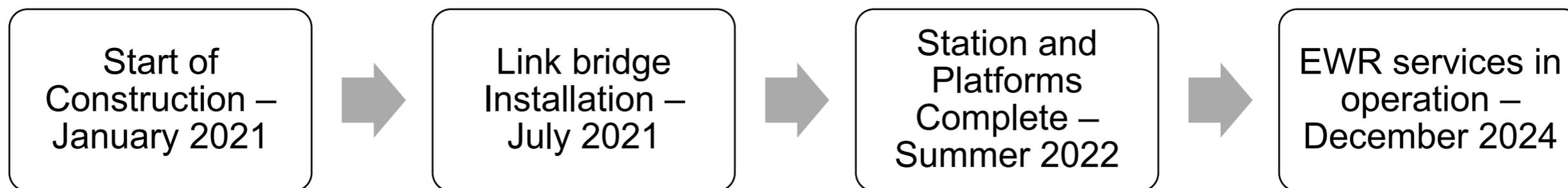


# FRP Footbridge – Design Intent



Precedent images – aesthetic treatment

# Programme of work



## Share your views!

The proposals and details of a public consultation can be found at [www.eastwestrail.co.uk](http://www.eastwestrail.co.uk).

Running until Wednesday 9<sup>th</sup> June 2021.



Tim Bullock



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# Just Business, WMT's new rail booking service for businesses, is now live in the market

- **Just Business is a new rail booking service from WMT, which helps to make business travel simple for local businesses.**
- **The product is free to use, and allows companies that join the service to consolidate their rail travel booking processes.**
- **It also helps to save on travel costs - Just Business provides the cheapest fares across all operators, without any booking fees.**
- **Just Business is now available, however, our planned launch activity has been retimed in light of the current situation.**



**just BUSINESS**  
Business Travel Made Simple

**No booking fees • Easy to use • Cheapest fares**

**Get in touch for more details**  
✉ [helpdesk@justbusinesstravel.co.uk](mailto:helpdesk@justbusinesstravel.co.uk)

 West Midlands Railway  London Northwestern Railway

# Just Business enables small to medium-sized businesses to manage and pay for their rail travel on account



- Businesses that register for Just Business **let us know which staff they'd like to use the platform** and their levels of access.
- Users then receive log-in details which allows them to **book their own rail travel**, with costs charged back to a central account.

**Suggested Fare**  
£12.80  
**SELECT**

**First Class Fare**  
£70.00  
**SELECT**

**Outbound**  
MAR 4 THU  
Birmingham (any) to London (any)  
1 Adult, 0 Children

EARLIER					LATER				
Departs: 11:10	Departs: 11:14	Departs: 11:15	Departs: 12:10	Departs: 12:14	Departs: 21:03	Departs: 21:14	Departs: 21:34	Departs: 21:40	Departs: 21:49
Arrives: 12:40	Arrives: 13:24	Arrives: 13:07	Arrives: 13:41	Arrives: 14:24	Arrives: 22:29	Arrives: 23:32	Arrives: 23:42	Arrives: 23:11	Arrives: 23:46
1h 30m	2h 10m (overtaken)	1h 52m	1h 31m	2h 10m	1h 26m	2h 18m (overtaken)	2h 8m (overtaken)	1h 31m	1h 57m
Changes: 0	Changes: 1								
CO <sub>2</sub> : 6.74kg	CO <sub>2</sub> : 6.87kg	CO <sub>2</sub> : 6.61kg	CO <sub>2</sub> : 6.74kg	CO <sub>2</sub> : 6.87kg	CO <sub>2</sub> : 6.74kg	CO <sub>2</sub> : 6.87kg	CO <sub>2</sub> : 6.61kg	CO <sub>2</sub> : 6.74kg	CO <sub>2</sub> : 6.97kg

**Return Fares**

Select an outbound train by clicking in one of the fare boxes below

£64.50	£35.50	£37.50	£64.50	£35.50
£58.30	£25.00	£32.30	£37.00	£25.00
£184.00	£88.00	£120.00	£184.00	£88.00
£268.00	£268.00		£268.00	£268.00
£170.00	£170.00		£170.00	£170.00
£258.00	£258.00		£258.00	£258.00
£268.00			£268.00	

Select an inbound train by clicking in one of the boxes below

-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-

- The booking process is ultra-simple, providing staff with access to the **cheapest fares on ANY operator, without the booking fees.**
- **All options of ticket fulfilment are available**, and businesses are able to advise on their preference (thus setting a default).
- **Sign-up to Just Business is extremely simple** – there are no contracts, and no costs.

# Just Business helps businesses to manage all their rail travel in one place, as well as reducing spend



## COMPANY PAIN POINTS

- Is the company paying too much for rail travel?
- How can I save costs for my business?
- How can I increase my company's green credentials?
- How can we simplify our travel booking and expenses processes?

## THE COMPANY BENEFITS

- Free to use, no booking fees, and the cheapest fares across all operators
- Centralises all rail spend in one place, with bespoke travel preferences and policies, and full travel data and reporting tools
- We take care of the setup process, with a helpdesk and account management on hand, and payment through account or credit card
- Access to dedicated B2B products

# For employees, the process of booking and paying for rail travel is greatly simplified

## EMPLOYEE PAIN POINTS

- How can I make the process of booking and collecting tickets easier?
- How can I make claiming expenses easier?

## THE EMPLOYEE BENEFITS

- Instantly see the cheapest fares across all operators, without the need to search across the market
- Payment systems take away the need to process through your own expenses
- Helpdesk on hand to resolve any day-to-day issues or queries



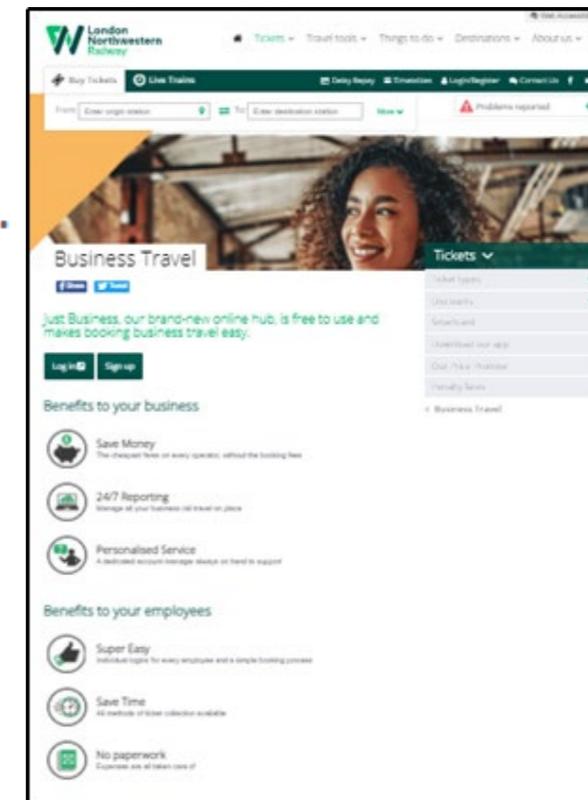
# Just Business has been created with a distinctive identity and a clear call to action

Just Business has been created under a **unique brand**, and includes an “ident” with a combination of WMR and LNR branding.



The tagline “**Business Travel Made Simple**” offers a bite-size understanding of the key product selling point

A range of **digital assets** have been developed to help drive visibility of the new product, with a clear call to action for businesses to progress down the sales process.



# We have developed simple sales collateral that highlights the key benefits of using Just Business



**just BUSINESS**  
Business Travel Made Simple

Our brand-new online hub is free to use and makes business travel simple

**Save costs**

**Reduce Spend**  
The cheapest fares on every operator, without the booking fees

**24/7 Reporting**  
Manage all your business rail travel in one place

**Save time**

**Super Easy**  
Individual logins for every employee and a simple booking process

**No Paperwork**  
Expenses are all taken care of

With everything based within an online portal, including reporting tools, spending limits, and a dedicated helpdesk, your business train travel can be easily managed in one place.

Visit our website to find out more  
[wmr.uk/justbusiness](http://wmr.uk/justbusiness) or [lnr.uk/justbusiness](http://lnr.uk/justbusiness)

An intro pdf presenting the headline benefits of Just Business, to be shared with businesses and contacts

A follow-up pdf that guides through the sign-up process and reinforces the benefits

These documents can be accessed and shared by anyone



**just BUSINESS**  
Business Travel Made Simple

Getting started on Just Business is straightforward – just follow these steps:

**1 Set up is easy**

- Complete the short set up form with your company's details
- Provide us with email addresses of the colleagues you'd like to use the online Just Business platform
- Set your travel policies from our dedicated list (or create your own), giving clear rules and preferences for colleagues to follow
- Set your organisation's access to reporting tools per colleague or department

**2 What's next?**

- Once set up is complete, booking train travel can begin immediately
- All travel costs will now be hosted in one place and you'll be able to view these in real time
- When we have all the email contacts for your colleagues we will email them directly with how to log in and start booking via Just Business
- Our dedicated helpdesk is available for all queries and requests, including refunds. We are always on hand to help

**Need our help?**  
 helpdesk@justbusiness.co.uk  
 01332 867 050  
[wmr.uk/justbusiness](http://wmr.uk/justbusiness) or [lnr.uk/justbusiness](http://lnr.uk/justbusiness)

# Plans for 2021

Rebecca Preece



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# Impact of COVID

- Emergency Measures agreement (EMA)
  - March 2020 – Sept 2020
- Emergency Measures Recovery Agreement (EMRA)
  - Sept 2020 – Sept 2021



To date, the railway has received **£10bn** of Government support

We are in the process of agreeing a new Business Plan with DfT

- Focus on affordability and running a reliable train service

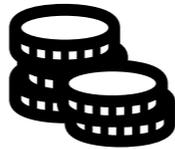
A number of our franchise obligations have changed:

- Many integrated transport areas have been scaled back
- Focus on accessibility – many new obligations



# Changes to our obligations – what will this mean?

**Many of our budgets have been impacted:**



- Reduced capacity for WMT to support SMEs, community transport operators and third party cycle schemes providers with direct operating costs
- Future CCIF schemes to be confirmed
- TIF meetings likely to stay virtual for some time

**What we can do:**



- Promotion via our channels of:
  - Community Transport pilot projects at our stations
  - Partner cycle schemes at our stations
- Support with opportunities for Stakeholder Engagement
- Minor Accessibility Works at stations

## 2021 / 2022 plans

### Timetable changes

- To consult on any long term proposals

### Station improvements

- To consult on any opportunities – e.g Minor Accessibility Works or anything identified through our Stations as Places work.

### Community Transport

- To publish the CT toolkit

### Cycle Schemes Plan

- To support with the promotion of schemes, including as part of our return to rail messaging and to support any new projects (pending DfT approval)

### Ways to work

- To review our provision of this service

### Our Accessible Travel Policy

- To review our provision of station information on National Rail Enquiries and websites.

### Disability Equality Training

- To deliver appropriate training to all staff by 31 December 2021

### Just Business

- To develop the platform and offering

### Commercial Agreements

- To review annually

### TIF meetings

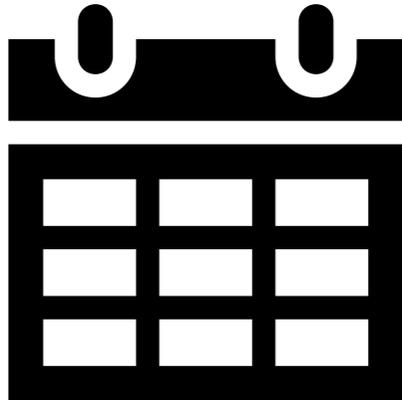
- To hold quarterly regional meetings (virtually until further notice)

**Any other  
business /  
questions?**



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# Next Meetings



- **Thursday 15 July**
  - 1pm – 2.30pm
  - Via Teams
  
- **Thursday 14 October**
  - 1pm – 2.30pm
  - Via Teams