

Transport Integration Forum

LNR South

15/04/2021



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Agenda

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



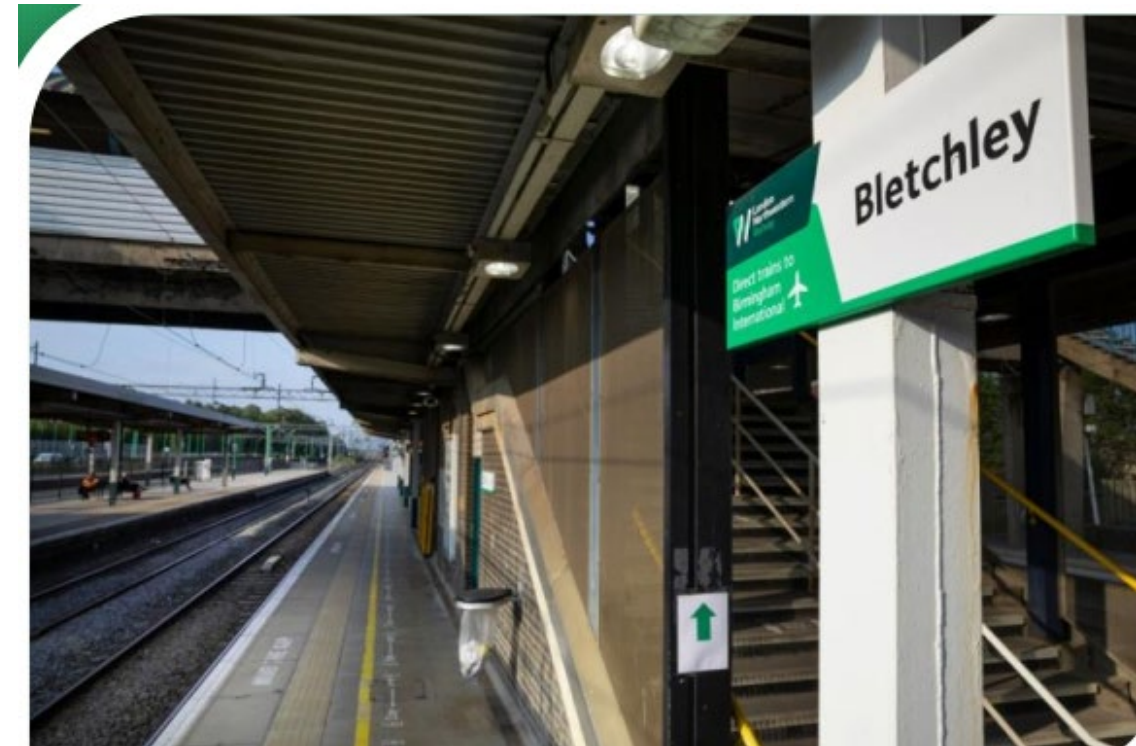
Rachel Evans, Stations as Places Lead



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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



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

CCIF Update

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



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Customer and Communities Improvement Fund

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

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

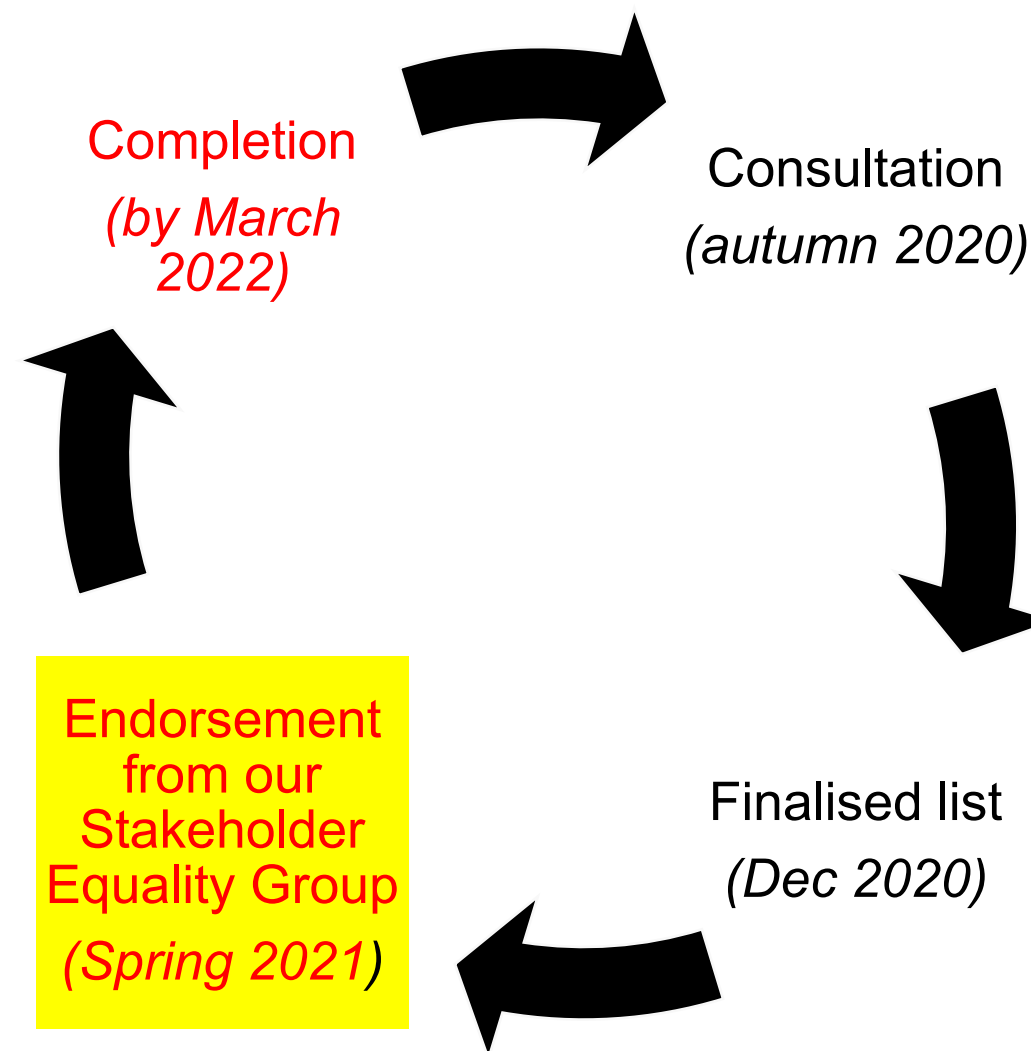


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Minor Accessibility Works annual cycle

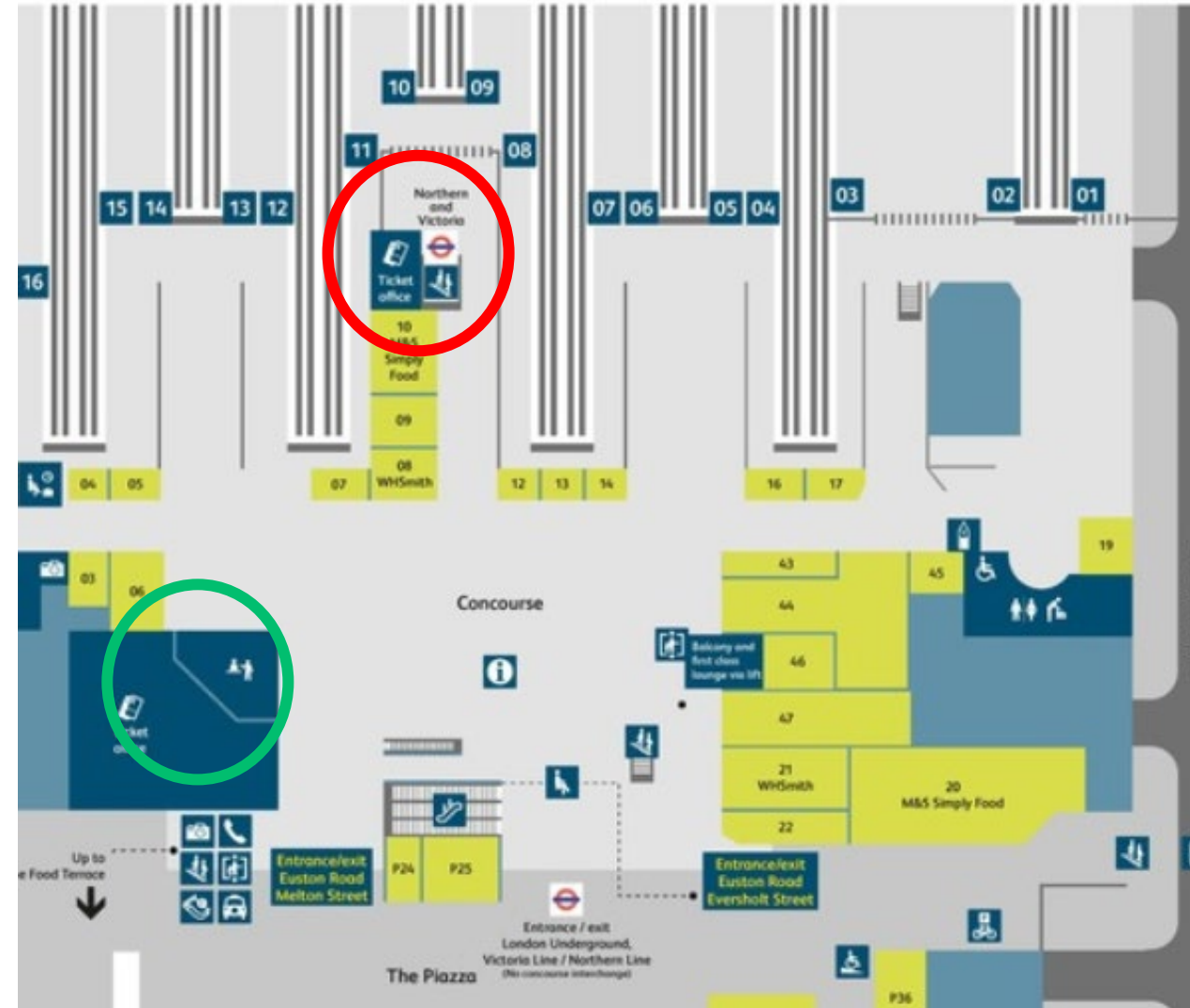
£329,000 to be spent on over 40 projects including:

- 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 30th 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.

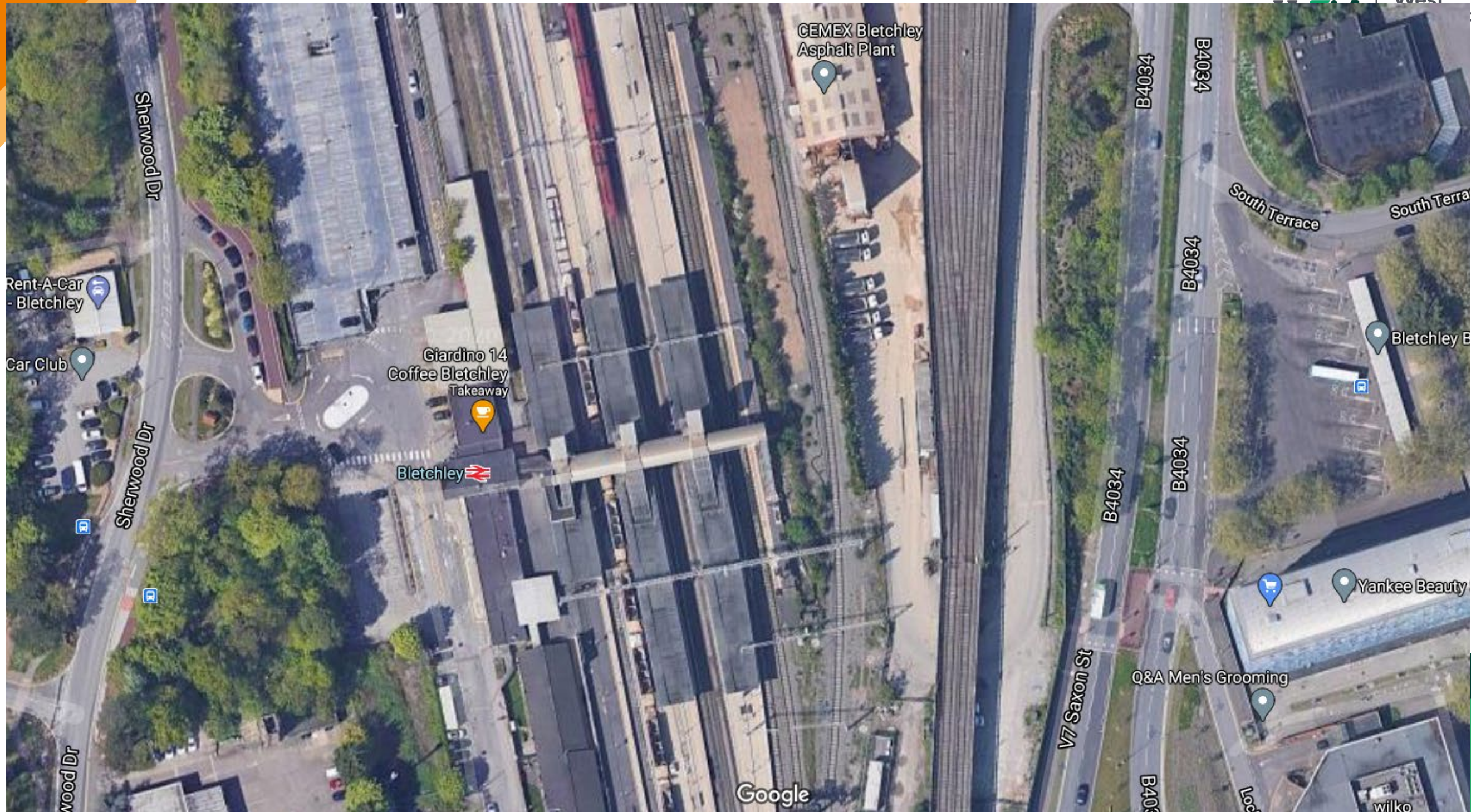


Bletchley Overview – future plans

- 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



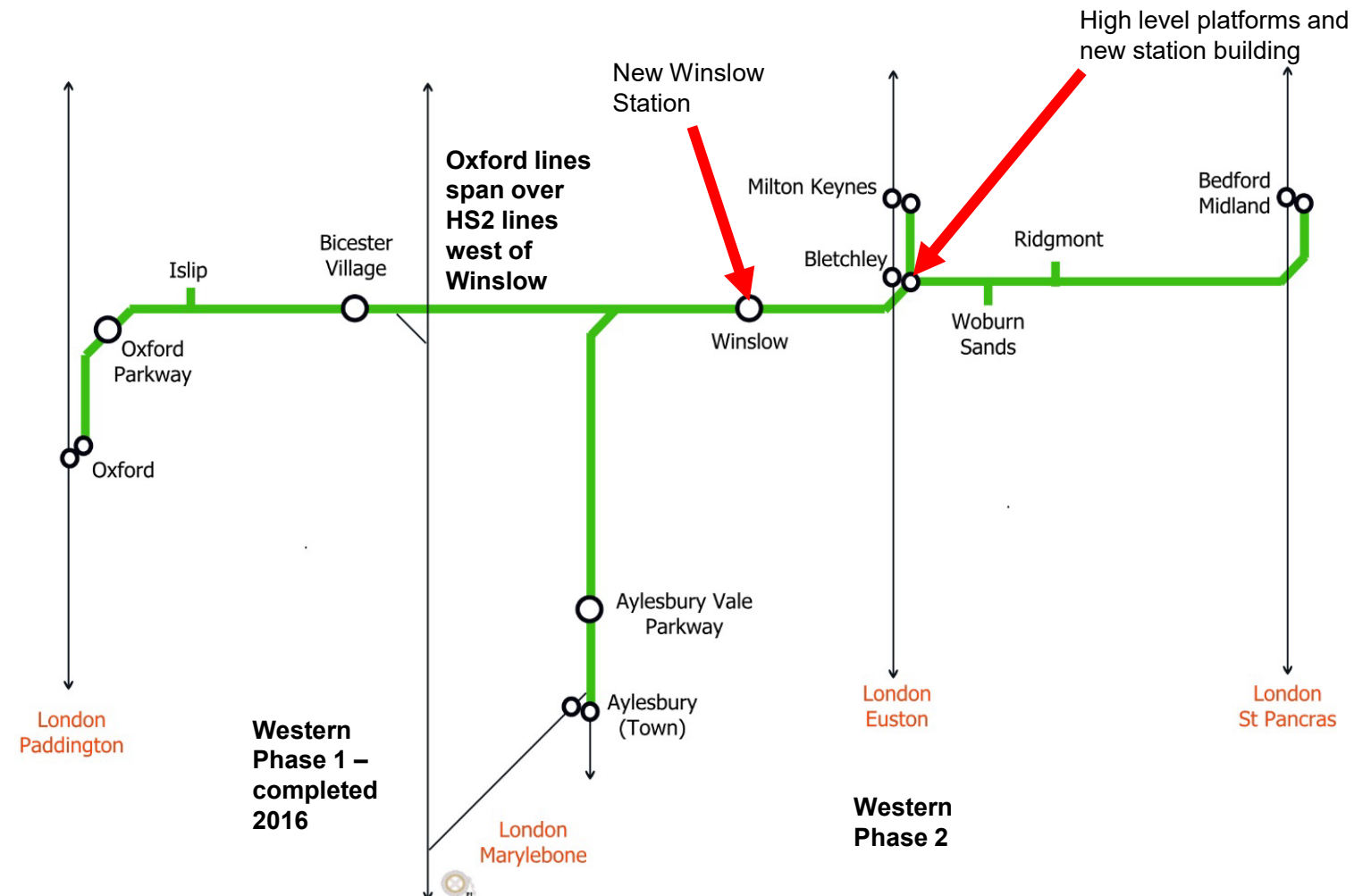
East West Rail: Western Section Routes

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

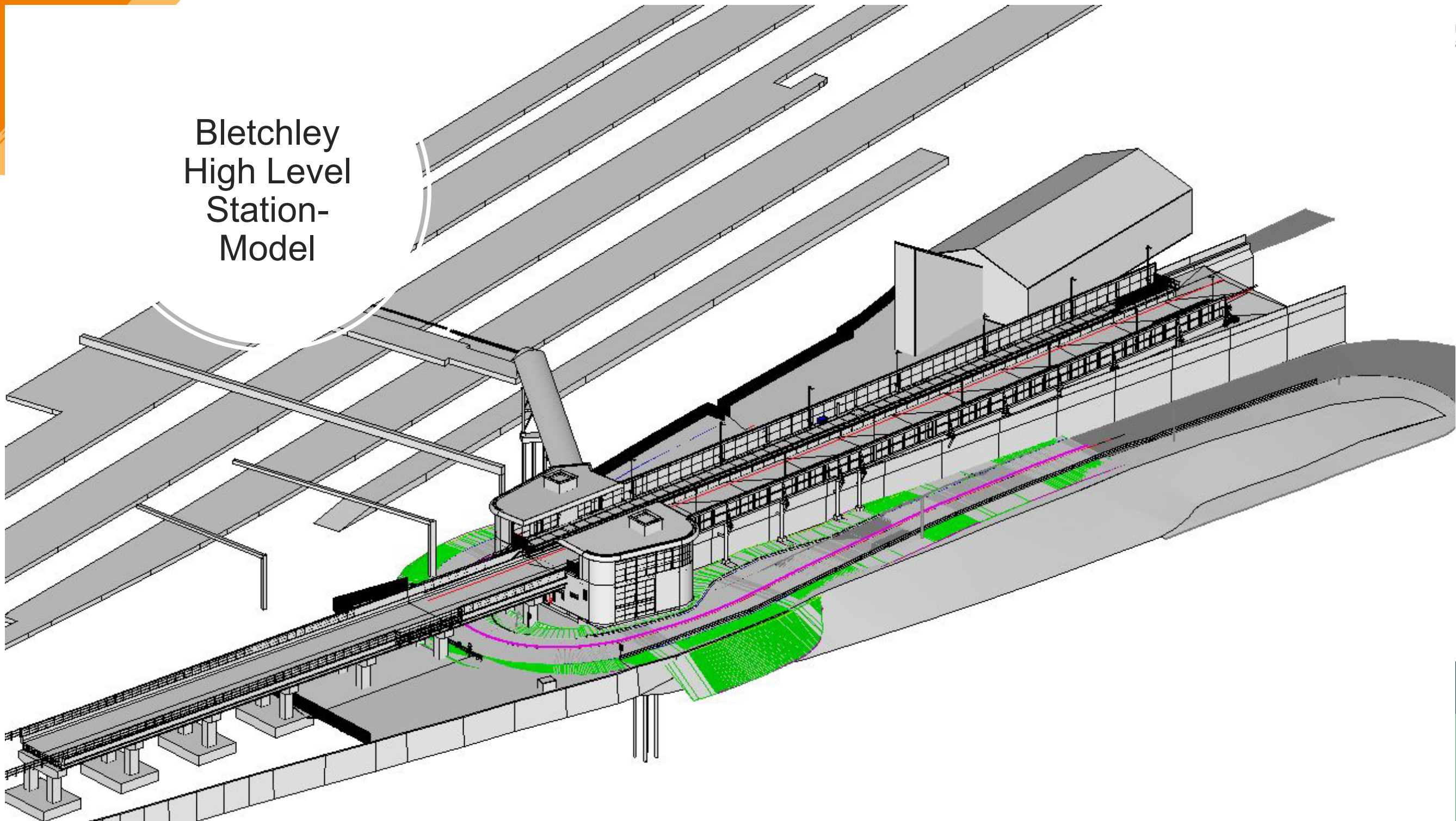


Bletchley high-level platforms and station building



- 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

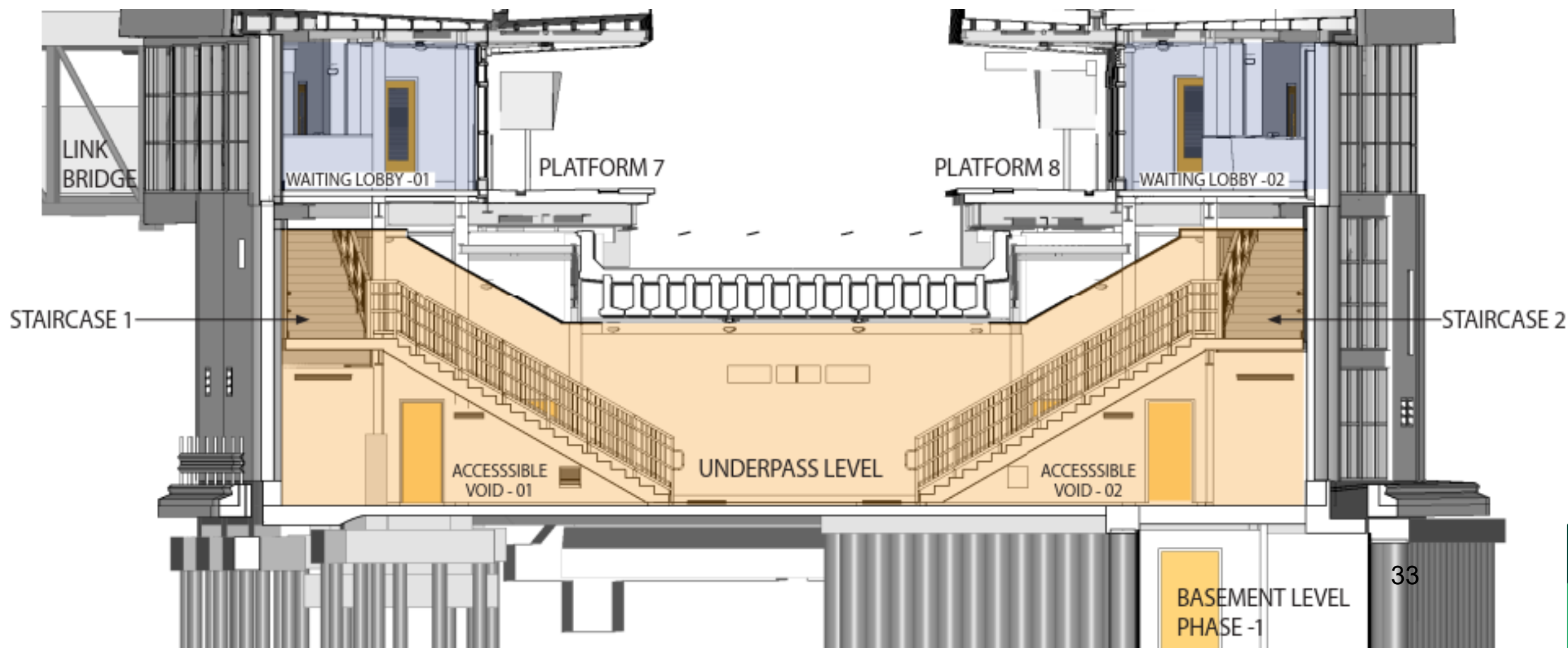
Bletchley High Level Station- Model

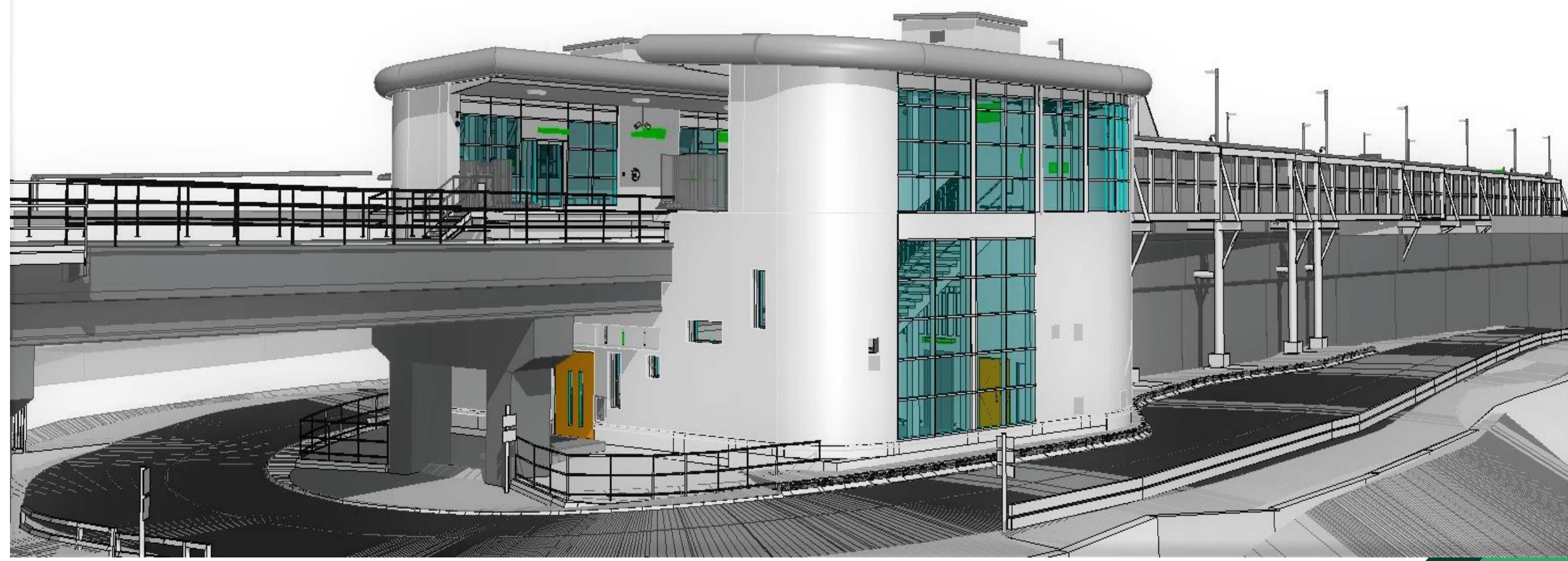


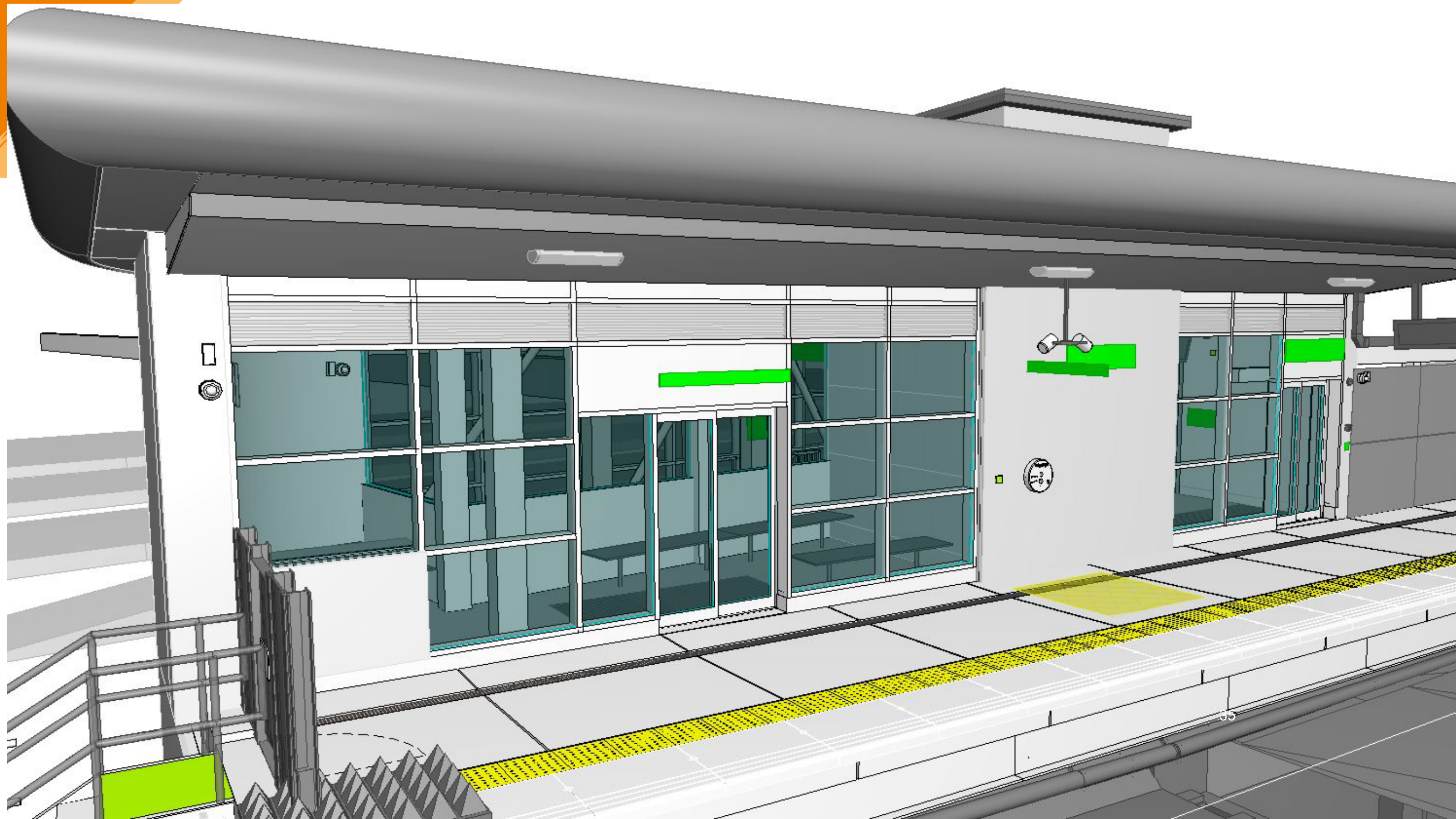
‘High-level’ platforms underpass access



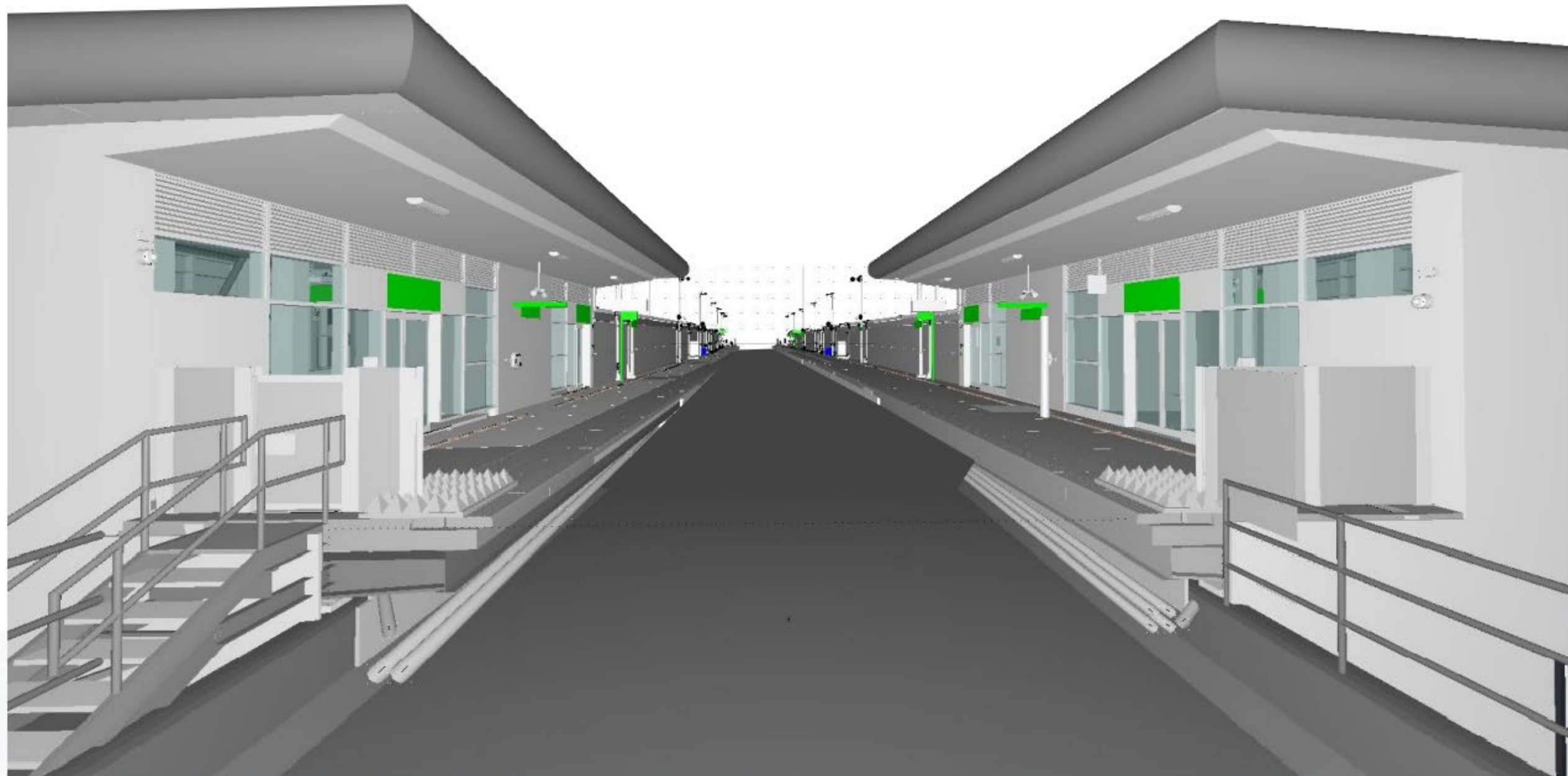
‘High-level’ platforms cross-section

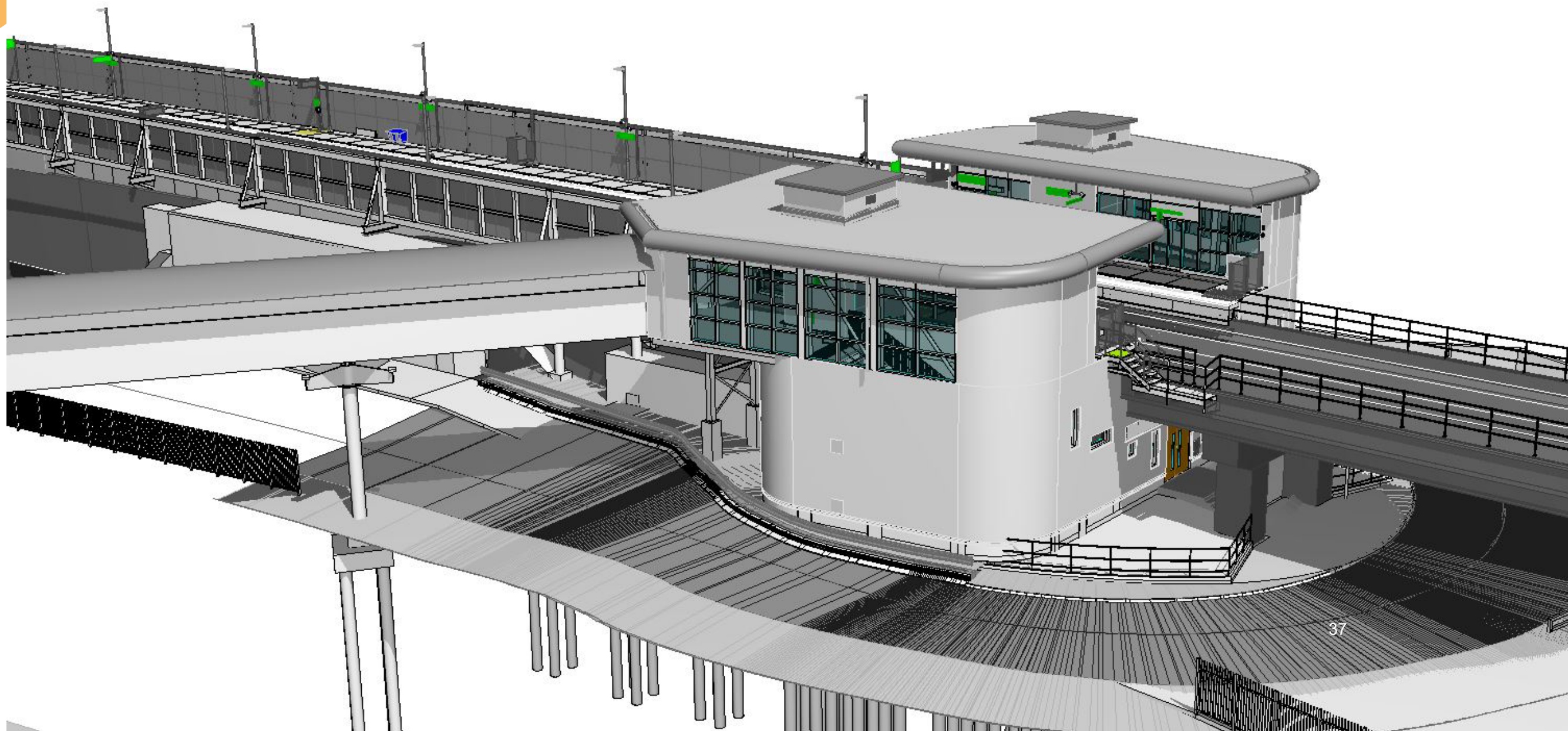




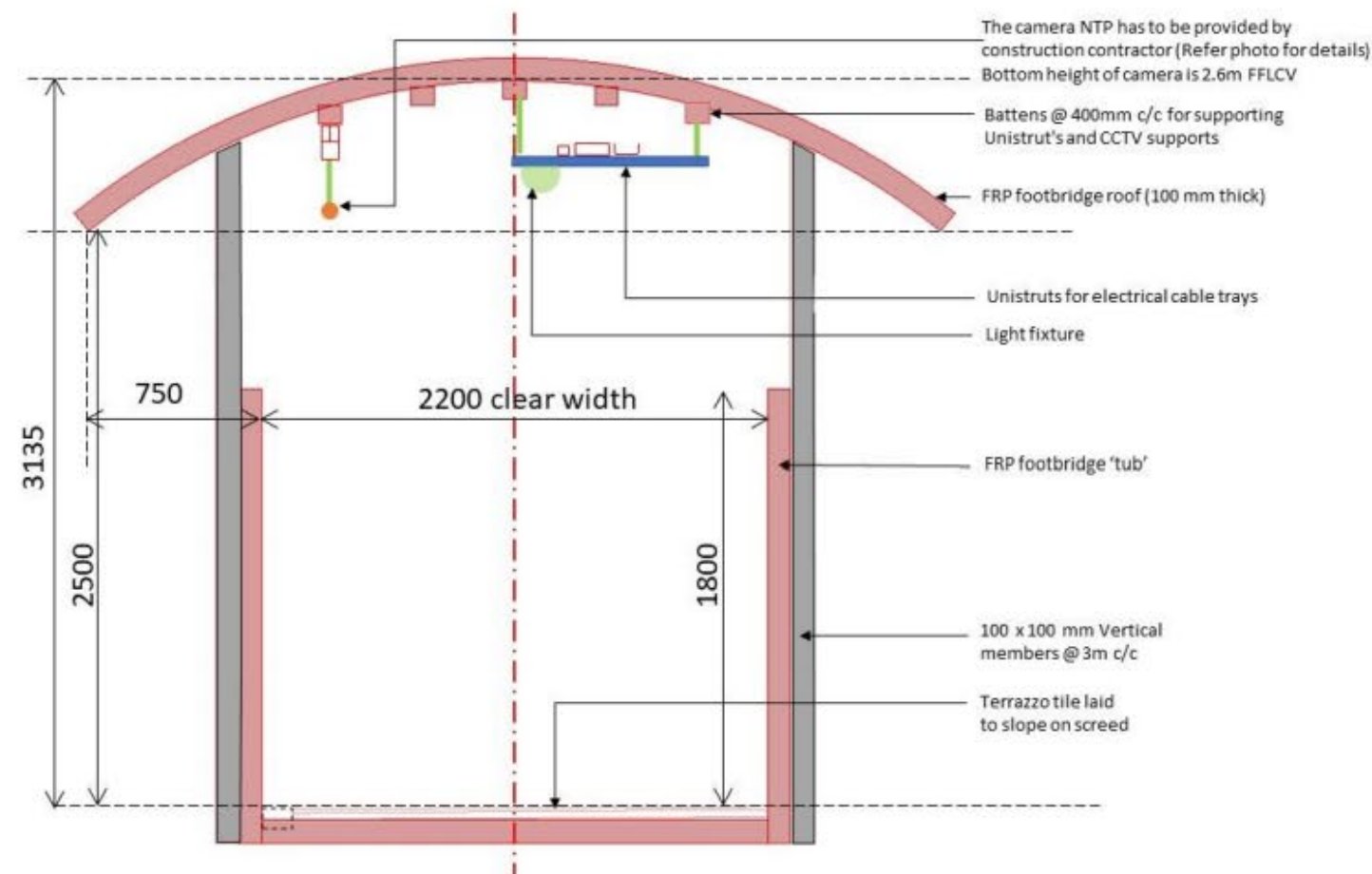


Bletchley High Level Station- Platform View



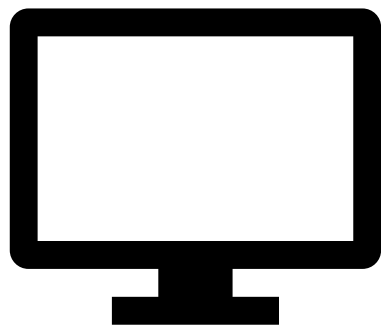
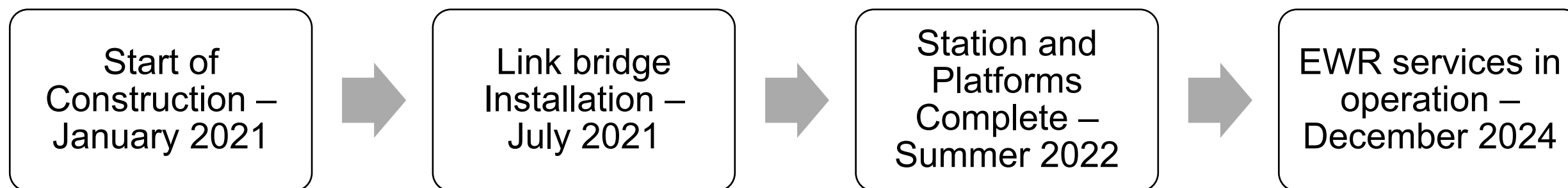


FRP Footbridge – Design Intent



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.

Running until Wednesday 9th 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

Get in touch for more details
✉ helpdesk@justbusinesstravel.co.uk

• No booking fees • Easy to use • Cheapest fares

 West Midlands Railway  London Northwestern Railway

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

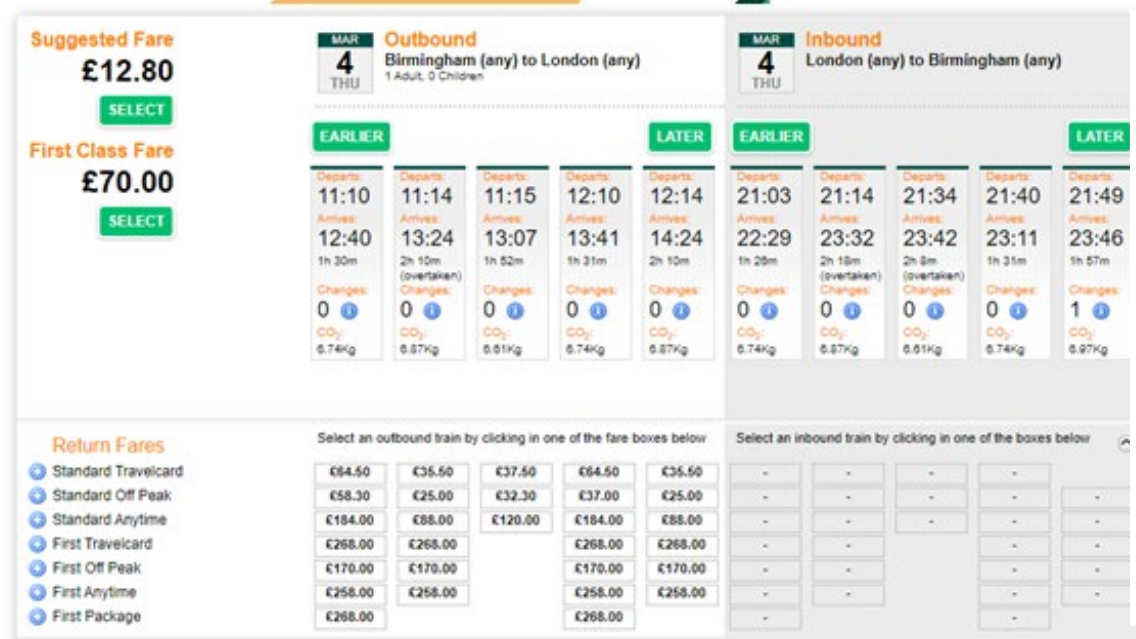



User name:

Password:

[Forgotten your password?](#) [LOG ON](#)

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

EARLIER					LATER				
Departs: 11:10 Arrives: 12:40 1h 30m Changes: 0 CO ₂ : 6.74kg	Departs: 11:14 Arrives: 13:24 2h 10m (overtaken) Changes: 0 CO ₂ : 6.87kg	Departs: 11:15 Arrives: 13:07 1h 52m Changes: 0 CO ₂ : 6.81kg	Departs: 12:10 Arrives: 13:41 1h 31m Changes: 0 CO ₂ : 6.74kg	Departs: 12:14 Arrives: 14:24 2h 10m Changes: 0 CO ₂ : 6.87kg	Departs: 21:03 Arrives: 22:29 1h 26m Changes: 0 CO ₂ : 6.74kg	Departs: 21:14 Arrives: 23:32 2h 18m (overtaken) Changes: 0 CO ₂ : 6.87kg	Departs: 21:34 Arrives: 23:42 2h 8m (overtaken) Changes: 0 CO ₂ : 6.81kg	Departs: 21:40 Arrives: 23:11 1h 31m Changes: 0 CO ₂ : 6.74kg	Departs: 21:49 Arrives: 23:46 1h 57m Changes: 1 CO ₂ : 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



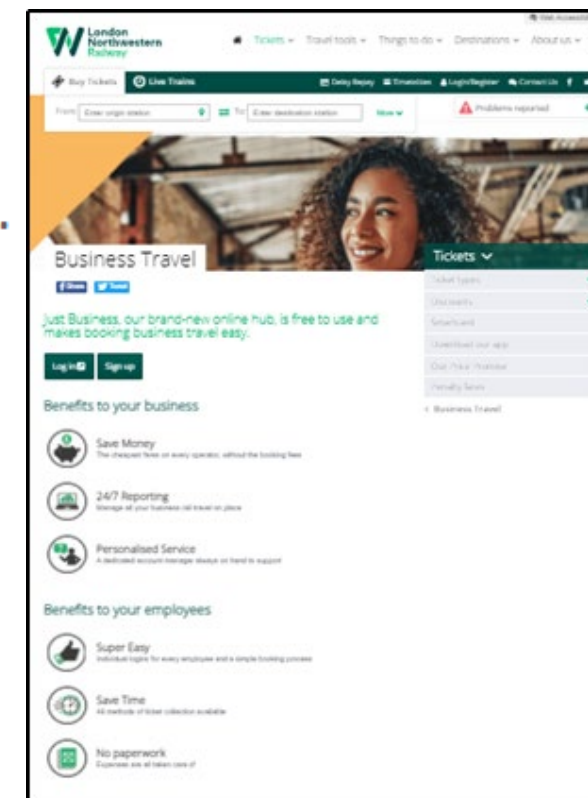
Just Business has been created with a distinctive identity and a clear call to action

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 or lnr.uk/justbusiness




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 or lnr.uk/justbusiness

Plans for 2021

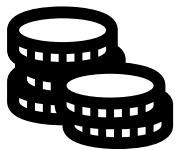
Rebecca Preece



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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

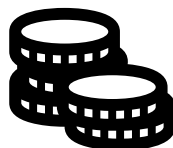
A number of our franchise obligations have changed:

- 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

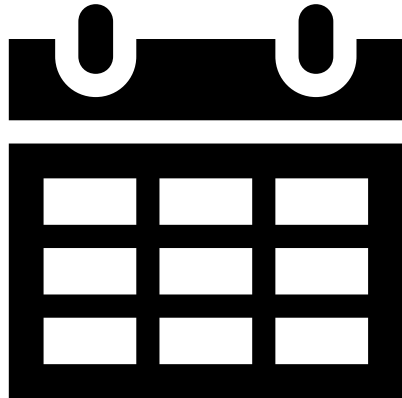
- To hold quarterly regional meetings (virtually until further notice)

**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