

WMR Stakeholder Briefing

20 August 2020



West
Midlands
Trains

Housekeeping

- Please could attendees 'Mute' the microphone unless speaking
- Keeping your camera on takes up bandwidth, please could you keep cameras switched off to prevent any problems with the connection
- We have allocated time at the end of the presentation for questions. If you would like to ask a question, please type your message in the CHAT section
- Please would you complete the feedback form that will accompany the copy of slides after the briefing

Today's agenda

- Welcome
- Community update
- MD's introduction
- Business update
- Upcoming changes to our timetables
- Opportunity to hear from you with your questions and feedback

Community Update

Fay Easton, Head of Stakeholder & Community



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“Restoring confidence and bringing passengers back to rail”

Growth in community activity
Local is the new Global
Disused Station Buildings

Business Update

Jonny Wiseman, Customer
Experience Director



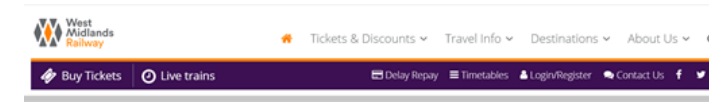
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Passenger Numbers

- Passengers are slowly beginning to return (approaching 25% of 'normal' demand)
- We are starting to see more off peak (leisure) demand

Social Distancing

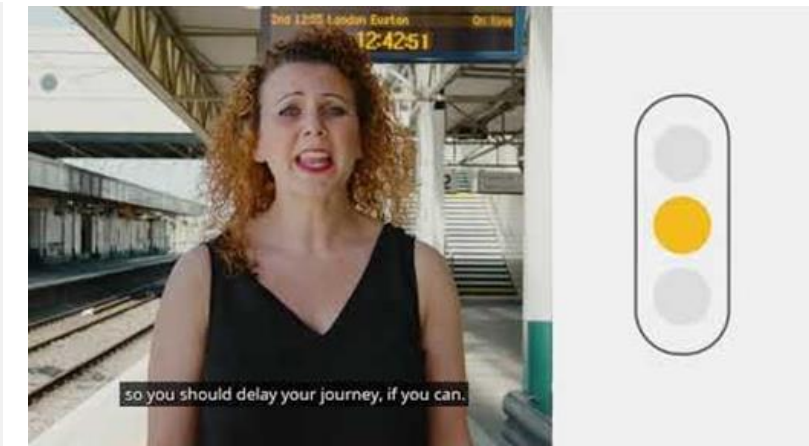
- More tools and communications for customers:
 - “RAG” status launched on Twitter
 - Train (social distancing) loadings tracker now live
 - Continuing to update and refresh our social distancing signage at stations
 - Extra staff on hand to provide support and guidance



Responsible travel
starts here ▶



**Social Distancing
Live Updates**



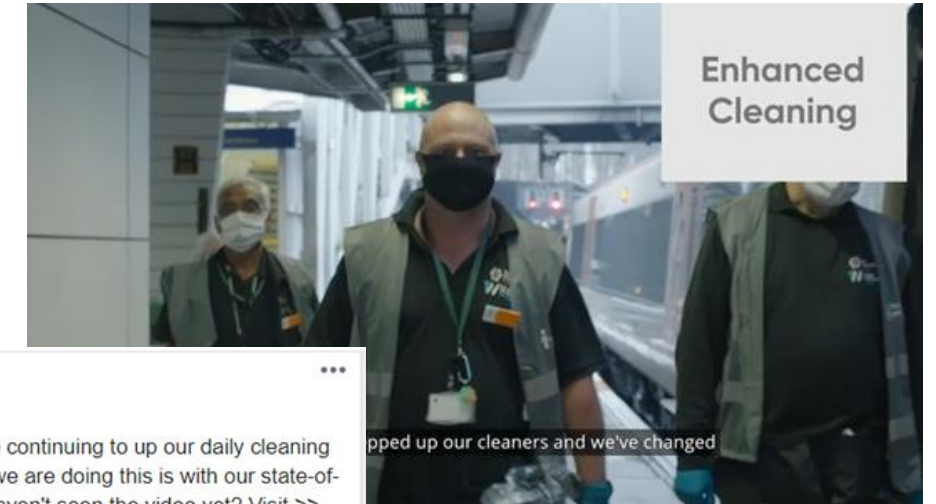
Face Coverings

- Compliance remains high 90%+
- Better in the peaks around big regional centres. Continued focus on off peak and leisure travellers
- Our approach continues to be to influence, encourage
- BTP will enforce and we are working closely with them to ensure maximise effectiveness
- We are refreshing some of our communications to make them more prominent and raise awareness of the fines
- Mandatory face coverings in shops has helped (people are getting used to it)



Hygiene and Cleaning

- Continuing with our extra cleaning staff at stations and on-trains
- Introduced anti-viral 'fogging' machines



Franchise Investment Programme

- Investment programme continues...
 - 2 x Class 196 Trains now at Tyesley depot
 - Testing programme has recommenced (with social distancing in place)
 - Station improvements: Stechford, Kidderminster and more
 - Wolverhampton Station phase 1 complete and phase 2 underway
 - University Station
 - Perry Barr
 - Camp Hill Lines
 - Stations Alliance

.....We await news of what happens post Emergency Measures Agreement (“EMA”)

September 7th Timetable

‘step-up’



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Next timetable 'step-up'

- DfT asked all TOCs to further step up services on 7th September as shielding and furloughing winds down and schools and workplaces open up
- We expect demand to increase, although it is clear we will be nowhere near back to pre-COVID levels
- Our approach focusses on trying to build on the high performance, resilience and reliability achieved with previous Covid-19 timetables, but also providing capacity where it is needed
- We need to create a better balance, meeting customer and market demands, as passengers start to return
- We can't return to the poor performance following the May 19 timetable change



What's Changing in September

- Further step up's in service across the WMR network
 - **Cross City Line** moves from 3 tph to 4 trains per hour but benefits from all trains formed of six cars, so in-effect delivering full seat capacity and also providing greater certainty for customers, especially cognisant of social distancing
 - **Walsall and Rugeley** services step back up to 2 trains per hour in peak and off peak. The (unreliable) extensions (direct) through to London are not being re-introduced at this time
 - **Shrewsbury services** increase back to 2 trains per hour in the peak
 - **Hereford services** increase back to 2 trains per hour in the peak
 - **Snow Hill lines** increase back to 6 trains per hour, some less reliable peak services haven't been re-instated
 - Services through to **Birmingham International** increase to 2 trains per hour
- Other routes largely as per what we are operating now
- Overall sees us delivering c95% of our 'normal' capacity



Other areas of focus

- Key 'school trains' are in place
 - Contacting schools to try and understand demand and potential changes
 - Extra support at key stations to support school flows
- Traincrew readiness
- Fleet readiness
- Customer communications

Feedback, comments and questions



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