

WMT Stakeholder Equality Group

Thursday 6 August 2020

1pm to 3pm



West
Midlands
Trains

MS Teams

Stakeholder Equality Group

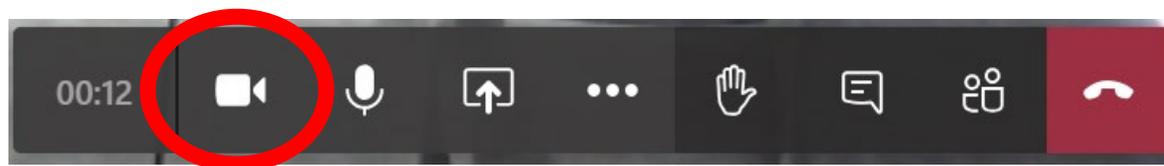
Luke Bodin – 0790 209 4816 – luke@baevents.co.uk



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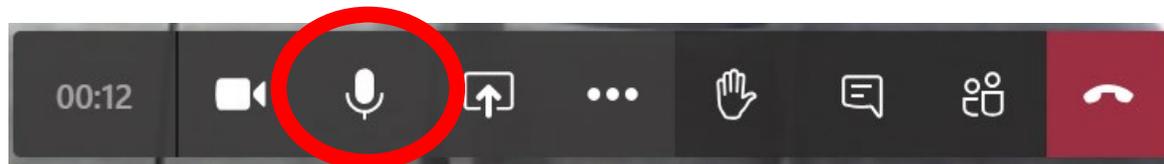
How teams works

1. Turning your camera on/off



How teams works

2. Turning your microphone on/off



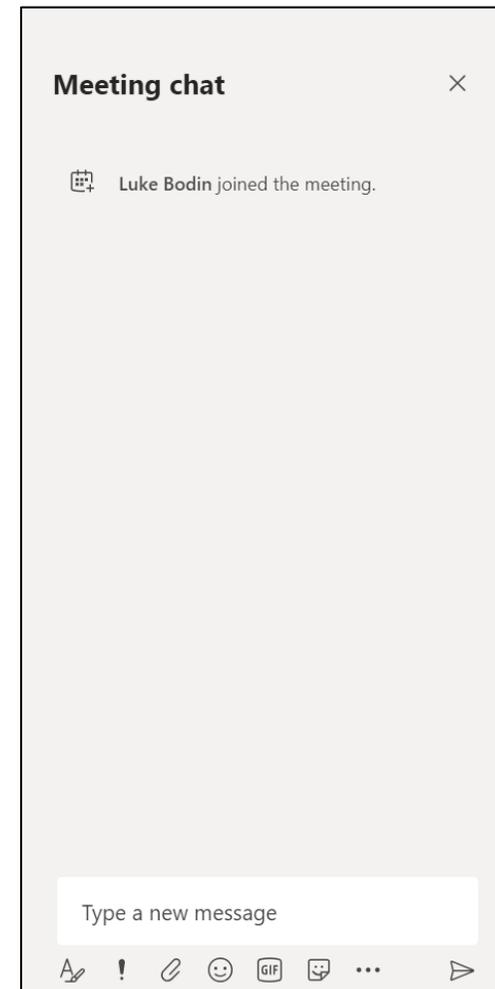
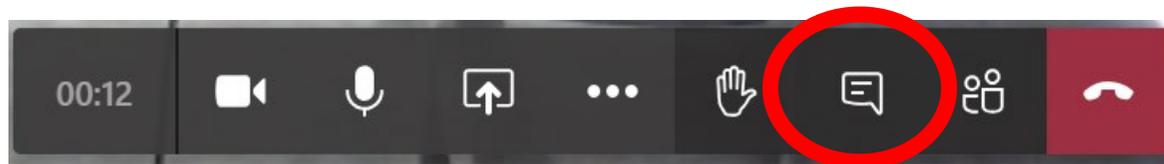
How teams works

3. Raise your hand to ask a question



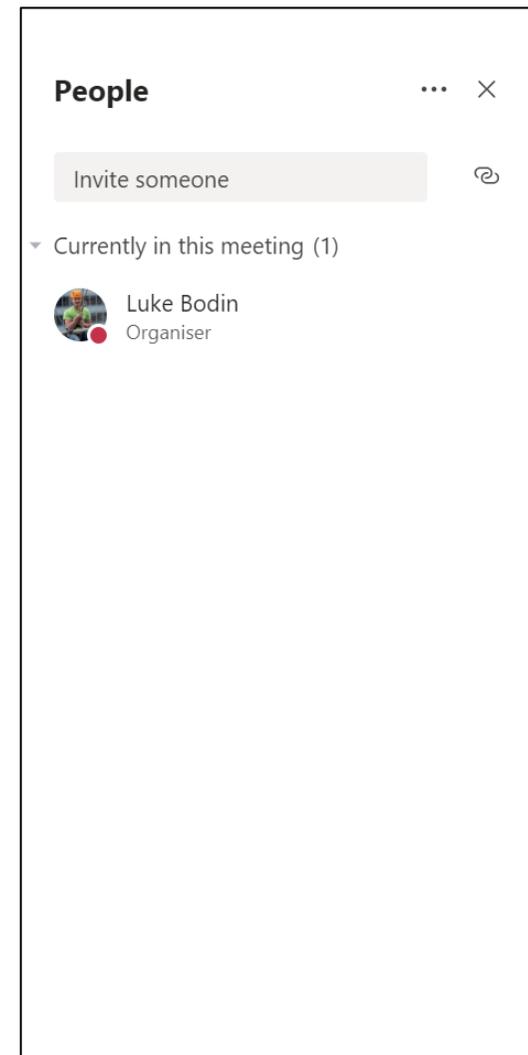
How teams works

4. Open meeting chat



How teams works

5. View participants

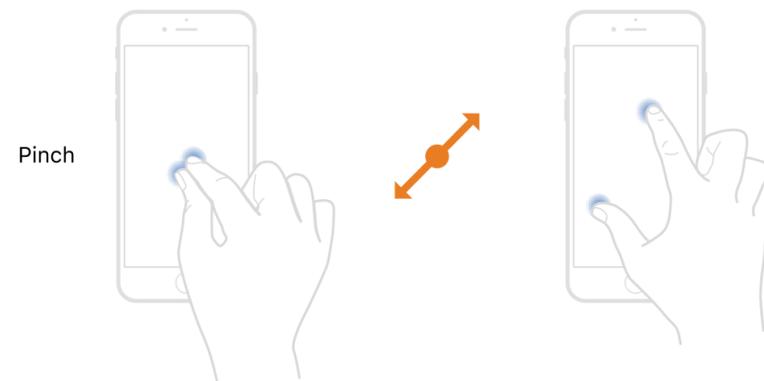


Making teams more accessible

6. We will ensure Monica (interpreter) is visible throughout

Making teams more accessible

7. Use two devices at the same time



Agenda

Welcome	1 pm
Apologies and Conflicts of interest	
Communication check	1:05 pm
Introducing Rebecca Preece	1:10 pm
Action Tracker	1:20 pm
Timetable changes	1:30 pm
Update on projects	1.40pm
Staff Training	1:50 pm
BREAK	2 pm
SEG Budget ideas	2:15 pm
Future meetings 2020	2:35 pm
Any other business	2:45 pm

Apologies

Minutes

Are the minutes from the last meeting correct?



Conflicts of interest

Are you involved in any work or projects which means you might not appear independent and objective?



Communications check

Thank you for trialling Teams with us for this meeting

Meeting etiquette

- Use the chat
- Turn off video and microphone unless speaking
- Raise your hand if you wish to speak
- Any issues – Luke Bodin is on the call



Rebecca Preece

Integrated transport
and accessibility
manager

Contact:

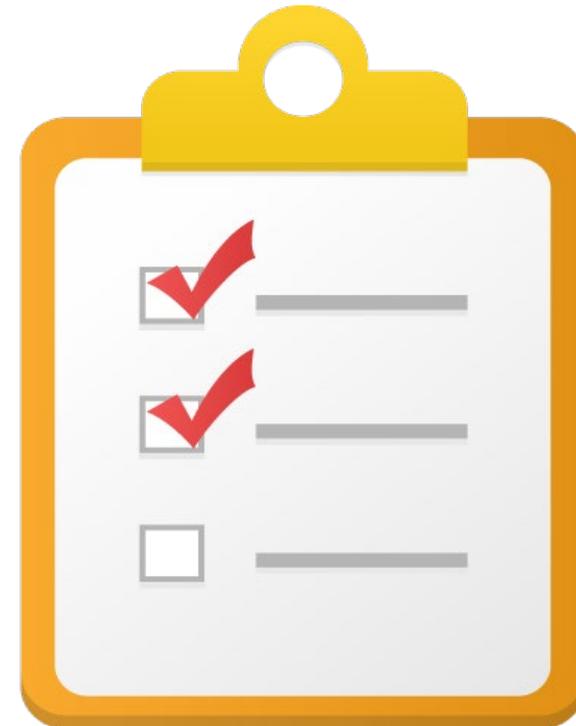
Rebecca.preece@
wmtrains.co.uk

07583017619



Action Tracker

- Confidentiality
- Accessibility of videos
- Improved signage
- Guide Dogs notes on passenger assistance
- Training volunteers



Are there any further actions from previous meetings that members have an update on?

Timetable update



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Impact of COVID-19

Our timetable has been significantly reduced since March and has been gradually increasing

Passenger numbers

- Expected to be down 25%, and expected to take up to 5 years to return to pre-covid levels of demand
- Capacity no longer our biggest challenge

Performance

- 94% - 95% PPM
- June - 80% right time railway

Timetable changes

- Starts on 7 September and operates until at least December 2021
- Capacity will be at 95%
- Focus will be on reliability
- Not returning to pre-Covid timetable
- Our investment programme continues



New service summary

- Fewer services than pre-COVID timetable, but longer trains
- 95% capacity maintained
- More trains starting from Birmingham New Street to improve performance

More details to be released on Thursday 20 August

Impact on rolling stock

Some of our 170s used on our Shrewsbury and Hereford services will be returning Cross Country by Christmas.

This means an initial boost in capacity will drop slightly later in the year on these routes.



Projects update



New diesel trains

- First train was tested in July
- Virtual event planned for this autumn
- Likely to go into use on Hereford and Worcester lines by the end of the year



New electric trains

- The first of our new electric train is in Czech Republic for testing until October
- The rest of these trains are being built at Bombardier in Derby
- Due to be introduced on the Cross City line next year



Stations as Places

We are required to develop Station Travel Plans (Prospectuses) for 80 stations across the West Midlands

- 25 stations completed
- 10 in progress

Would you like to be involved in the Prospectus for your local station?



Access for All scheme works

- Recently completed:
 - Stechford
 - Tring
 - Lichfield Trent Valley

Tamworth – in progress
Completion due Autumn
2020



Kidderminster station video



Wolverhampton station



Digital Customer Information Screens



Departures	11:21:12
11:26 Dorridge	Plat 2 On time
Formed of 4 carriages	
11:30 Stourbridge Junction	Plat 1 On time
Formed of 3 carriages	
11:39 Kidderminster	Plat 1 On time
Formed of 5 carriages	

 Wear a face covering

Departures	11:21:52
11:26 Dorridge	Plat On time
Formed of 4 carriages	
11:30 Stourbridge Junction	Plat On time
Formed of 3 carriages	
11:39 Kidderminster	Plat On time
Formed of 5 carriages	

 Please keep your distance

Community transport

We are required to spend £10,000 per year to improve links between local communities and railway stations, where local bus links are poor.



- Various options:
 - To fund or part-fund a project
 - To support research into a project
 - To improve engagement

What has been the involvement of members so far?

Accessibility training strategy

- We've sent our updated plan to the Regulator
- We use old industry materials right now
- We are looking at what members have already contributed that we can incorporate into some new training
- Further engagement with member may also be necessary



Break

Cameras and microphones will be turned
off for 10 minutes



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SEG budget

We have around £20,000 to spend on SEG activities by March 2021.

Our idea:

- Could spend this on good quality materials (eg videos) for staff training with input from SEG members.



Does anyone have any thoughts or ideas for how we can use this budget?

Future meetings

- 8 October
- 10 December

1pm to 3pm

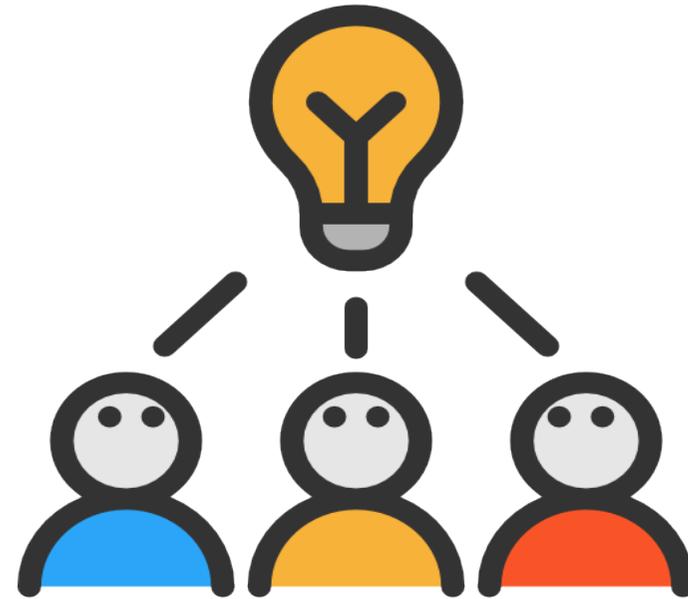


New members

We would like to extend our representation of passengers with learning disabilities. Let us know if you have any suggestions.

Task and finish groups

- Are they effective?
- How can they be more effective?



New Group

We are looking to set up a new group looking at our new timetable – please let us know if you're interested

Any other business



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Toilet wraps ideas

Feedback session

Friday, 7 August

10am to 10.30am

Would you like to
join us?



Messaging around face coverings and exemptions

Communication with passengers has been ongoing via a number of channels.

Non-compliance

- We will soon be including mentions of £100 fines for non-compliance on station posters, in line with Government guidance.

Face covering exemptions

- We are continuing to support a number of initiatives that can offer reassurance for passengers who are exempt from wearing face coverings

Example of our face covering exemption messaging (social media)

Face covering exemptions: not everyone can wear one



Passengers are exempt if:

- They are a child under 11 years old
- They have a disability or a health condition
- They are visually impaired
- They need to communicate with someone who relies on lip reading
- They need to take medication when travelling (removal is allowed)

For more information [wmr.uk/facecoverings](https://www.wmr.uk/facecoverings)



Naidex

Postponed until March 2021 onwards

Let's sum up



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Thank you for joining us

Next meetings:

- 8 October 2020
- 10 December 2020

1pm – 3pm

Any questions or feedback please contact:

- **Rebecca Preece**

Rebecca.preece@wmtrains.co.uk

- **Sarah Rennie**

sarah@sprennie.co.uk