

# Local Stakeholder Briefing

## West Midlands Railway

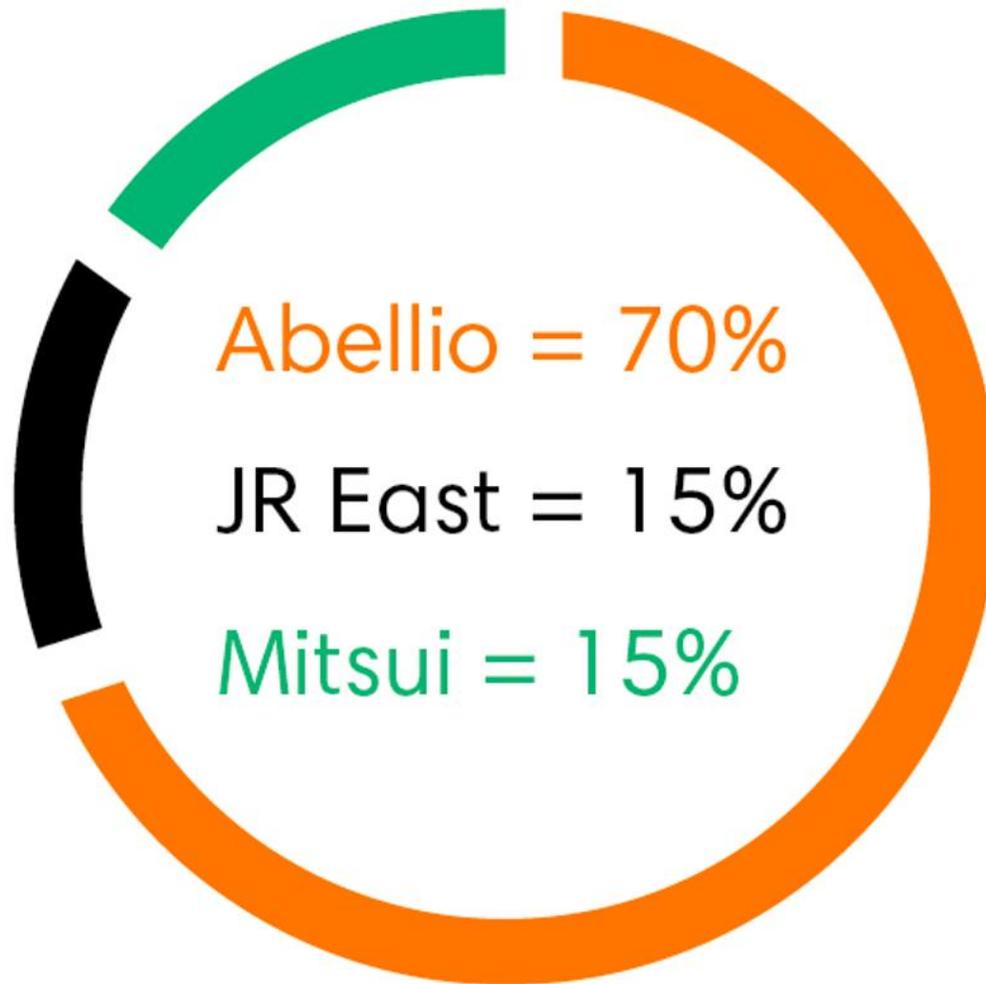


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Operated by West Midlands Trains

May 2018

# West Midlands Trains Joint Venture



# Abellio UK Operations



# Who is West Midlands Trains?

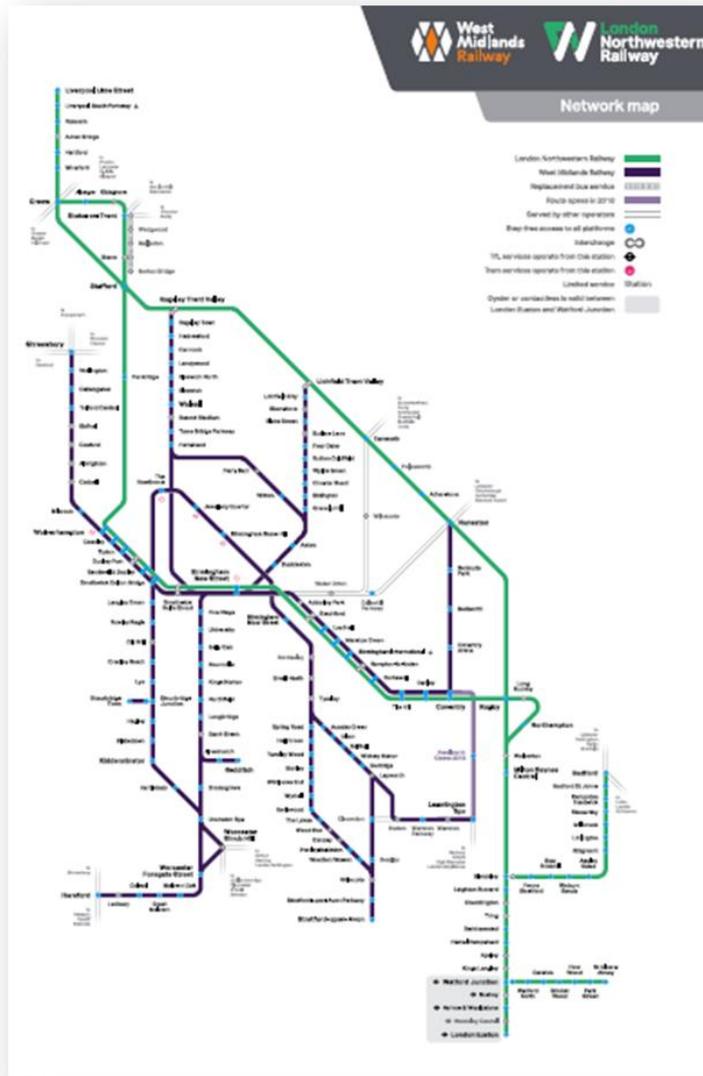
- Two Brands – One Company



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# Why two brands?

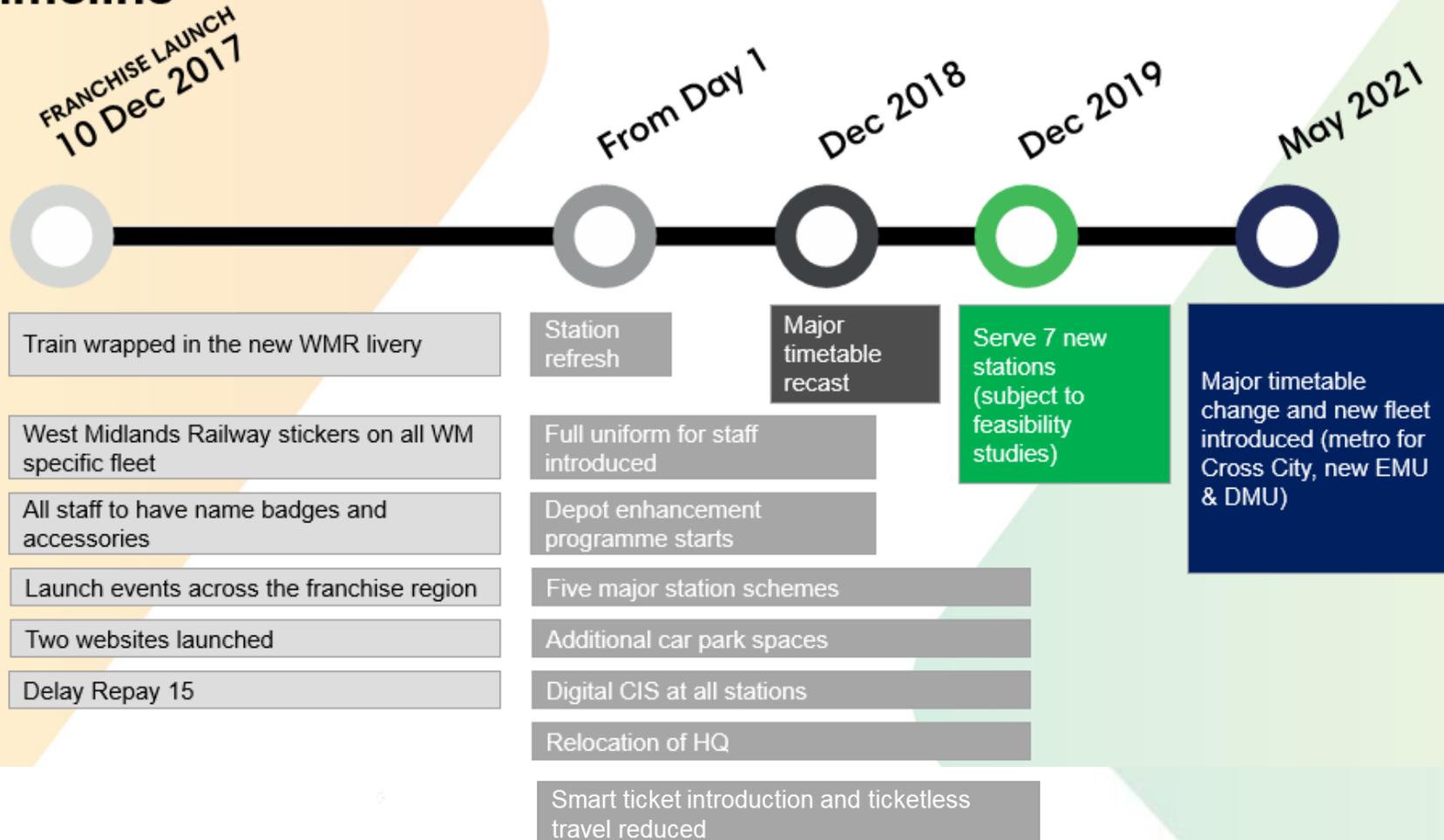


- Two Separable Business Units
- Supports devolution agenda
- Greater focus on West Midlands identity
- Two networks designed to deliver investment, progress & prosperity

# What will WMT bring to the West Midlands?

## £1 billion investment

### Timeline



# How have we performed so far?

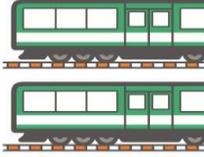


# Timetable and performance



**£700M**  
FOR NEW AND  
REFURBISHED TRAINS

**413**  
NEW CARRIAGES  
ROLLED OUT BY MAY 2021



**20,000**  
EXTRA SEATS  
FOR RUSH HOUR PASSENGERS  
IN BIRMINGHAM



**10,000**  
EXTRA SEATS  
FOR PASSENGERS  
IN LONDON

STANDING ROOM FOR  
**50,000**  
MORE RUSH HOUR  
PASSENGERS IN  
BIRMINGHAM IN NEW  
METRO STYLE CARRIAGES



**MORE THAN**  
**£70M**  
WILL BE INVESTED IN NEW  
AND EXISTING DEPOTS TO  
IMPROVE TRAIN RELIABILITY

# 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

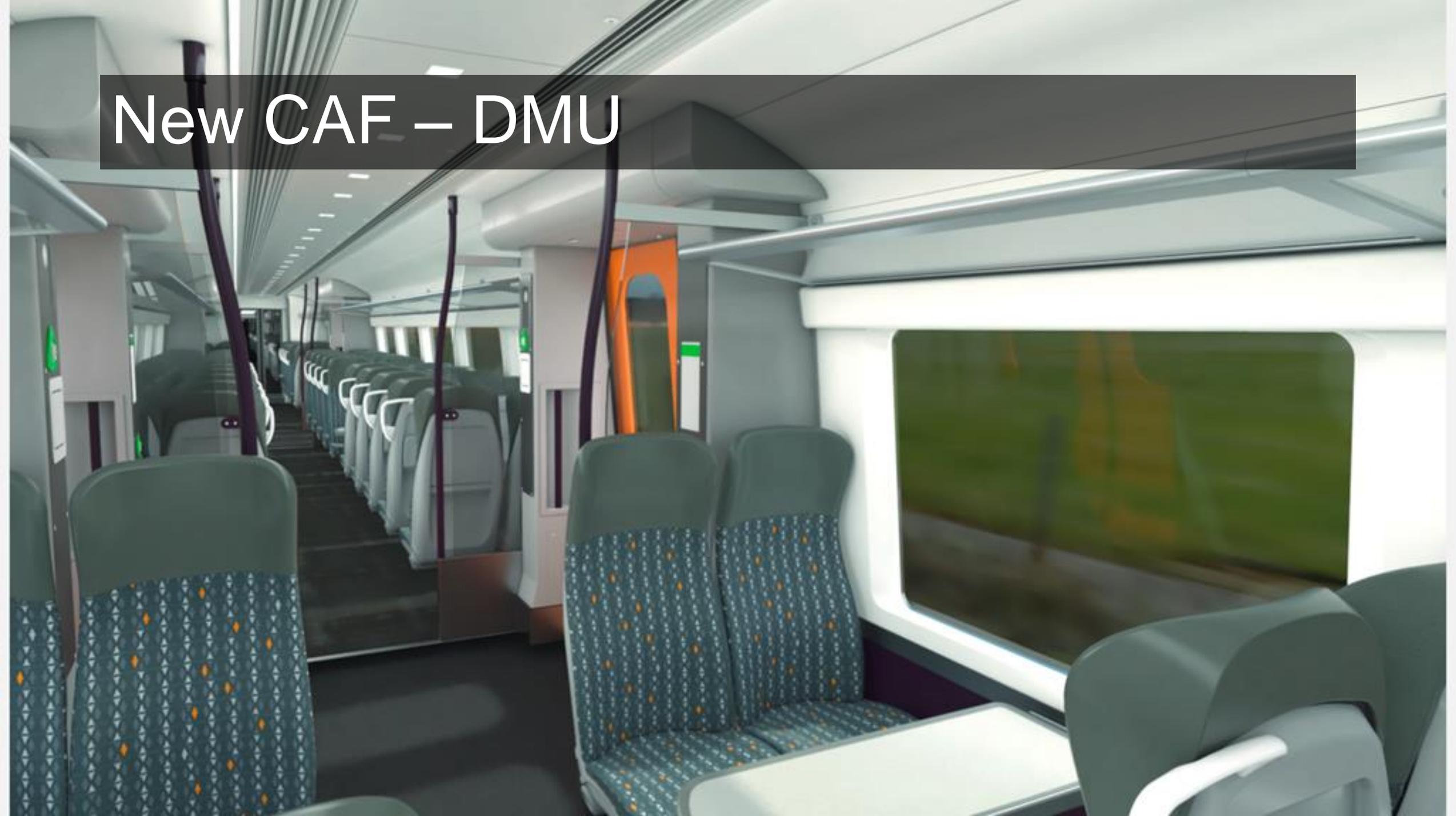
All 15x and 170 removed  
New DMUs introduced, 12x2-car and 14x4 car

May 2021

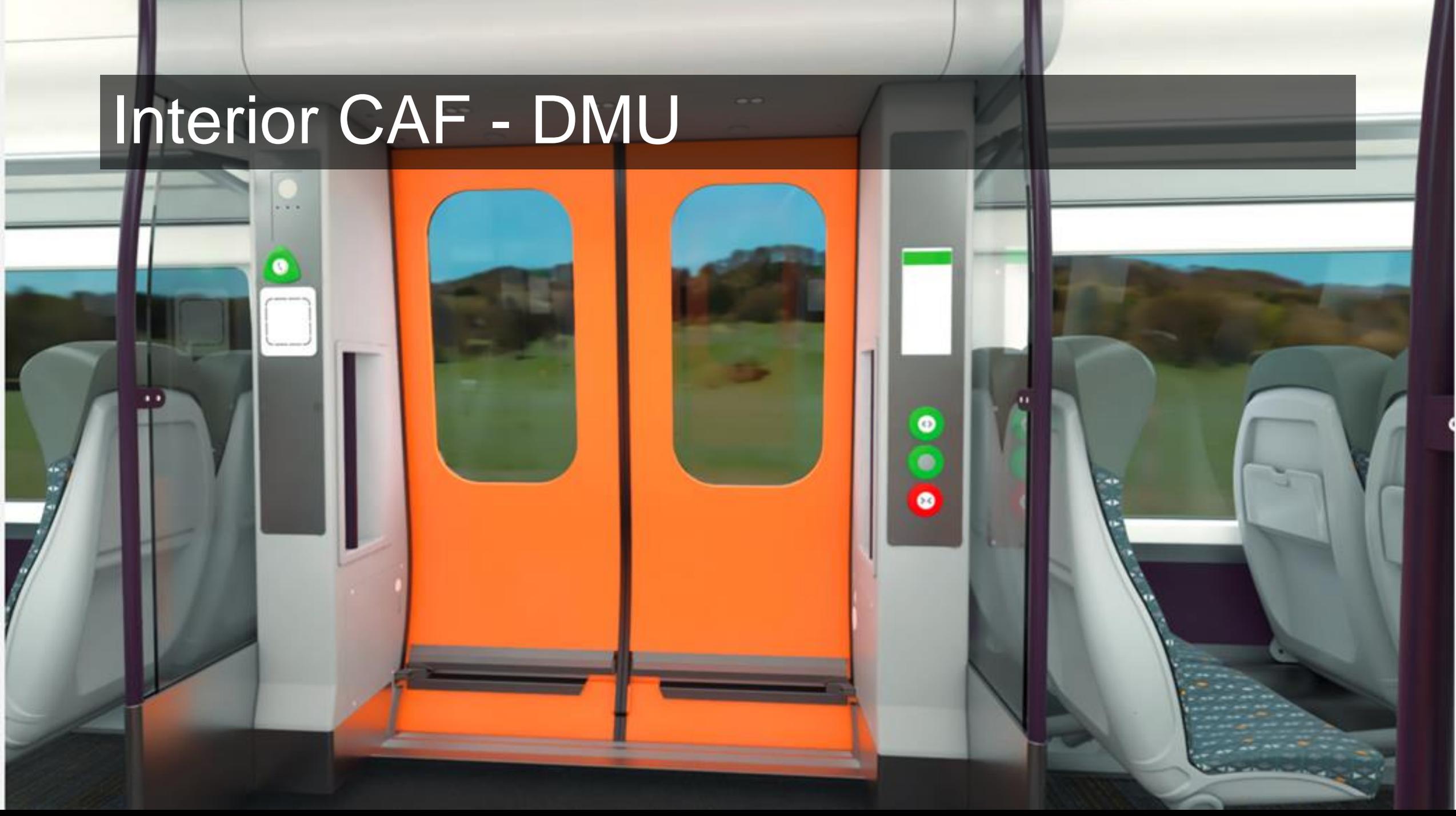
350/2 removed  
New EMUs introduced, 45x5-car (110mph)  
and 36x3-car (90mph)



# New CAF – DMU



# Interior CAF - DMU



# Happening now or coming soon

Bromsgrove Extension

Kenilworth

Chase Line Electrification

24/7 Social Media

Wolverhampton station SFO

More trains and more journey options

# New services – from December 2018

- Through services between London and Birmingham International to Liverpool and Walsall and between Nuneaton, Coventry and Leamington Spa
- Additional services between Shrewsbury and Birmingham and Wolverhampton and Crewe
- A new hourly Sunday service between Shrewsbury and B'ham
- Additional earlier and later services to Hereford, Crewe, Northampton, Liverpool.
- A major timetable recast that will reduce congestion & delays at Birmingham New St

# New Services – from December 2018

- There are a few additional services week days am & pm peak
- From approx. 1900-2200 there are 3 train per hour to from Stourbridge Junction / Kidderminster as opposed to 2 today.
- Additional services in the am peak from Whitlock's End

# Customer Experience

- Up to 7 new stations
- Digital information
- Multi Modal information
- Station investment and rebrand
- Ticket machines
- Audio assistance
- Stations Alliance
- Transport Integration Forum
- Car park spaces-ANPR
- Cycle enhancements
- Smart ticketing
- 24/7 social media

# 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> 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>

**OVER £60M**  
INVESTED IN STATION IMPROVEMENTS INCLUDING:

 **NEW AND IMPROVED CCTV** 

**1,050** ADDITIONAL CAR PARKING SPACES 

**2,760** EXTRA BICYCLE SPACES 

**DIGITAL SCREENS**  
GIVING ACCURATE DISRUPTION ADVICE AND LIVE TRAIN LOADING INFORMATION



# A more positive impact on our community

<h2>FREE RAIL TICKETS</h2>	FOR LONG-TERM UNEMPLOYED AND HIGHER EDUCATION GRADUATES	
	<h2>TO HELP THEM WHEN JOB-HUNTING</h2>	
 <h2>FUND</h2>		
FOR HELPING COMMUNITY GROUPS REFURBISH DISUSED RAILWAY BUILDINGS	SO THEY CAN BE USED BY THE <h2>LOCAL COMMUNITY</h2>	
<h2>COMMUNITY ART SCHEME</h2>		

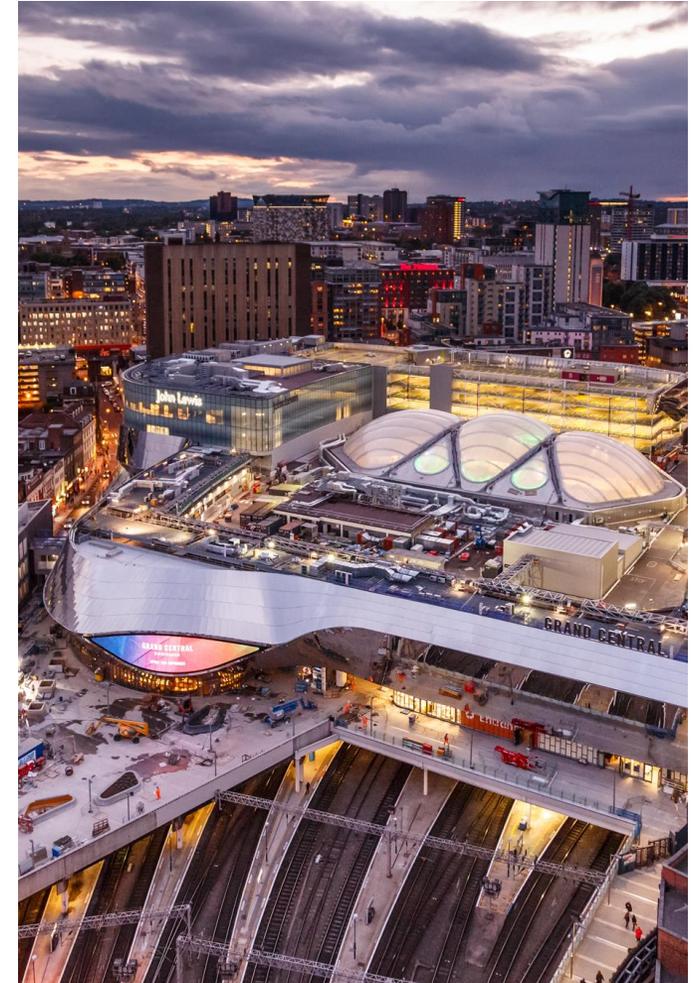
# Why is the West Midlands different?

- WM Mayor's office
- West Midlands Combined Authority
- West Midlands Rail
- Transport for West Midlands
- West Midlands Growth Company

Are the planets aligned?

# Birmingham New Street Area Re-signalling

- Work 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



# Stakeholder Spring Briefing

# Thank You



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March 2018