

Stakeholder Spring Briefing

West Midlands Railway



Operated by West Midlands Trains

March 2018

Agenda

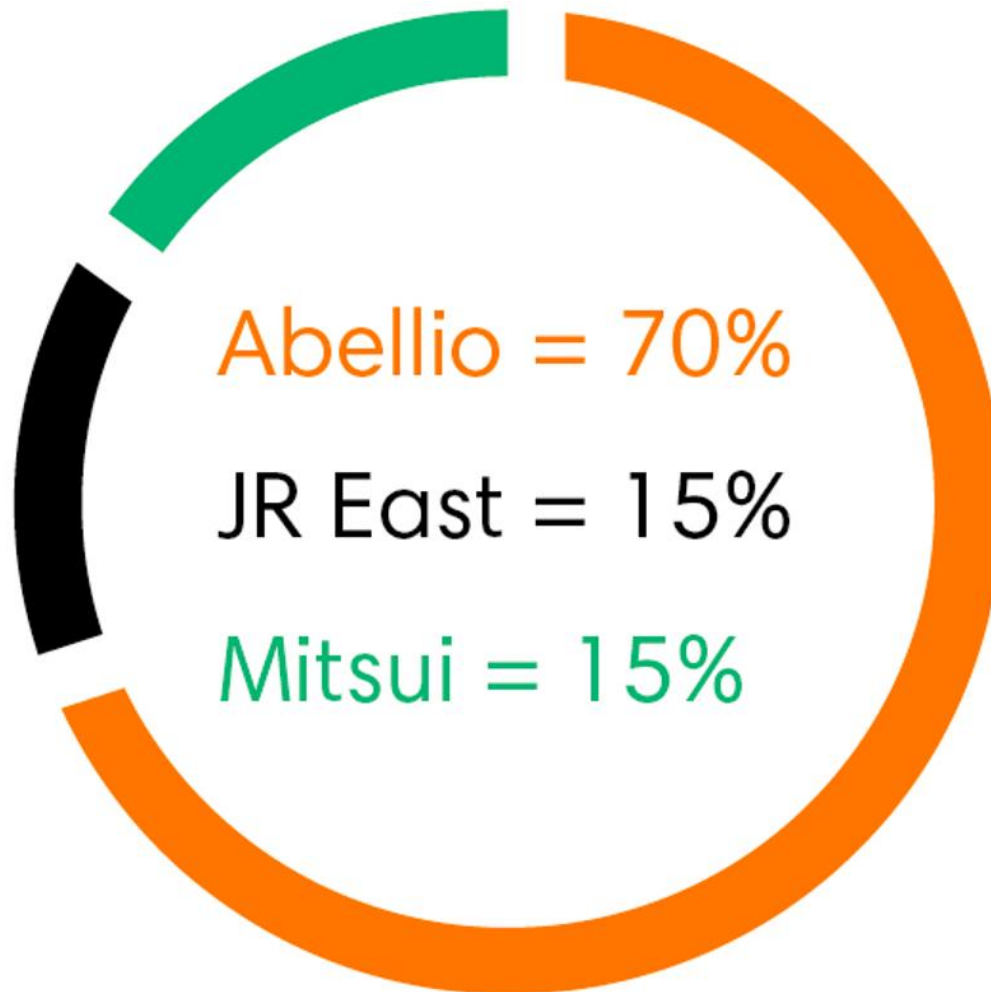
WMR

1330	House Keeping	Francis Thomas
1340	Welcome to WMT	Jan Chaudhry-van der Velde
1400	Customer Service Priorities	Richard Brooks
1430	Tea break	
1445	Major Infrastructure Projects	Francis Thomas
1510	Q& A	
1600	Finish	

Welcome to West Midlands Trains

Jan Chaudhry-van der Velde

West Midlands Trains Joint Venture



Abellio UK Operations



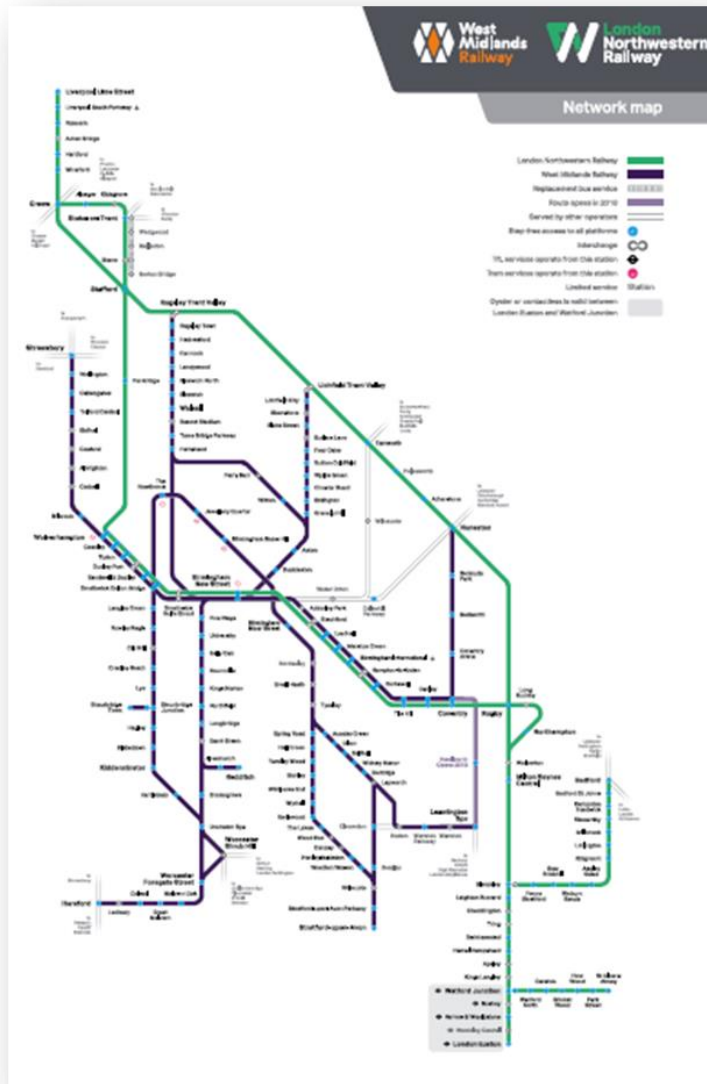
Who is West Midlands Trains?

- Two Brands – One Company



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Why two brands?

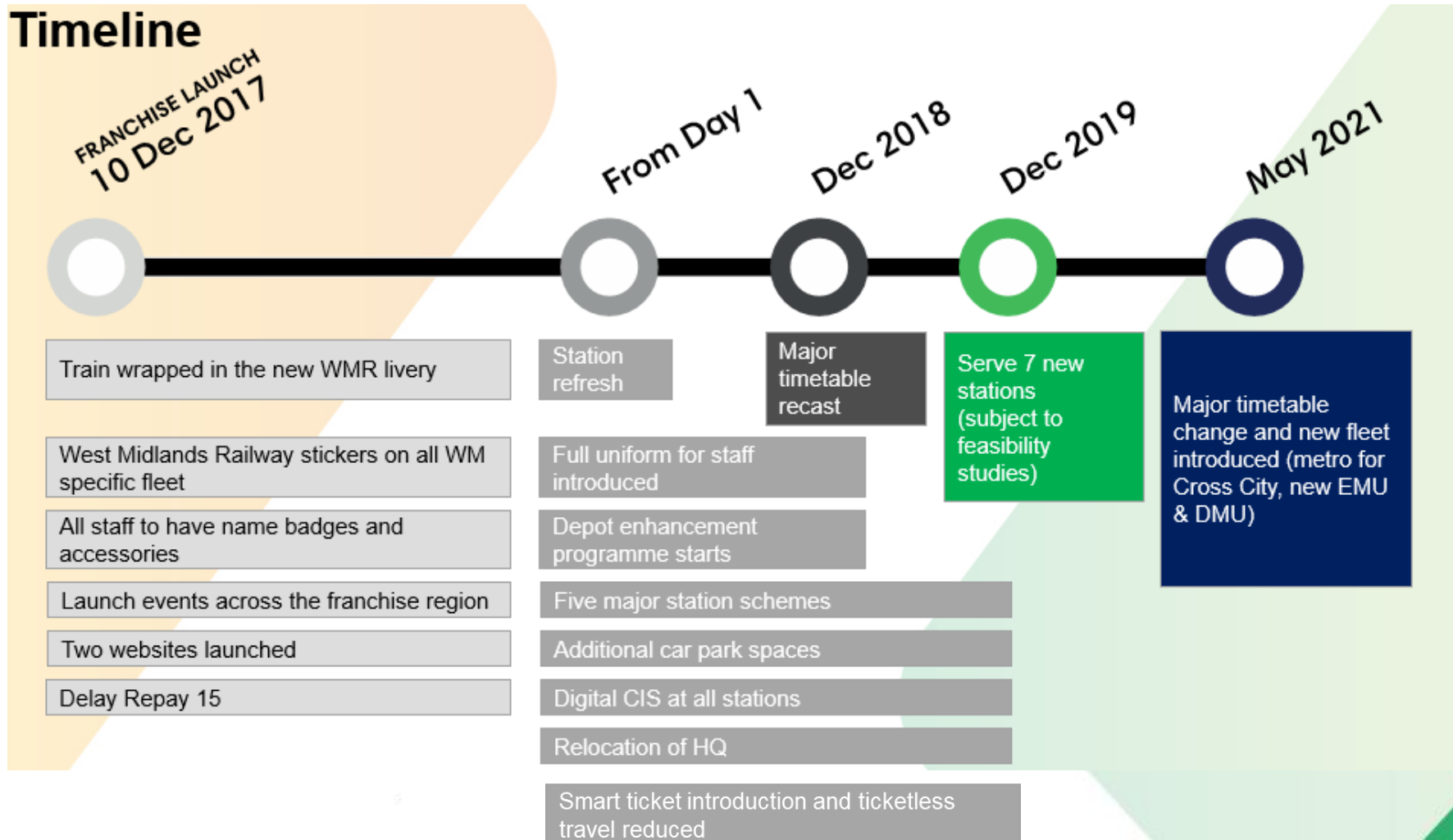


- Two Separable Business Units
- Supports devolution agenda
- Greater focus on West Midlands identity
- Two networks designed to deliver investment, progress & prosperity

What will WMT bring to the West Midlands?

£1 billion investment

Timeline



How have we performed so far?



How have we performed so far?

Home

Moments

Notifications

Messages



Search Twitter



Tweet



LichfieldBridge

@LichfieldBridge

Tweets
83

Following
287

Followers
345

Likes
88

Follow



Tweets

Tweets & replies

Media



LichfieldBridge @LichfieldBridge · 17h



The Customer Experience

Richard Brooks

Customer Experience Director
West Midlands Railway

Timetable and performance



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)

Happening now or coming soon

Bromsgrove Extension

Kenilworth

Chase Line Electrification

24/7 Social Media



Wolverhampton station SFO





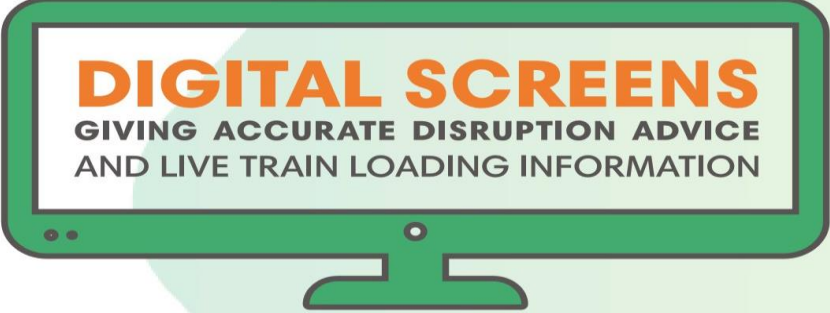
More trains and more journey options

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

Investing in improving customer experience

 <p>DEEP CLEAN FOR ALL STATIONS</p>	<p>SERVICE QUALITY REGIME</p> <p>WILL FOCUS ON IMPROVING THE PRESENTATION OF OUR TRAINS & STATIONS IN THE WEST MIDLANDS REGION AND ON OUR 2 BRANCH LINES</p>
 <p>NEW VENDING MACHINES</p>	
<p>NEW STAKEHOLDER EQUALITY GROUP</p> <p>TO MAKE THE RAILWAY MORE ACCESSIBLE FOR CUSTOMERS WITH EXTRA NEEDS</p>	<p>ONLINE CUSTOMER PANEL</p> <p>WILL ENABLE THOUSANDS OF CUSTOMERS TO HELP US PROGRESS</p>

<p>OVER £60M</p> <p>INVESTED IN STATION IMPROVEMENTS INCLUDING:</p>
 <p>NEW AND IMPROVED CCTV</p> 
<p>1,050</p> <p>ADDITIONAL CAR PARKING SPACES</p> 
<p>2,760</p> <p>EXTRA BICYCLE SPACES</p> 
 <p>DIGITAL SCREENS</p> <p>GIVING ACCURATE DISRUPTION ADVICE AND LIVE TRAIN LOADING INFORMATION</p>

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

A more positive impact on our community

FREE
RAIL TICKETS



FOR LONG-TERM
UNEMPLOYED
AND HIGHER
EDUCATION
GRADUATES



TO HELP THEM WHEN
JOB-HUNTING



FUND

FOR HELPING COMMUNITY
GROUPS REFURBISH
DISUSED RAILWAY
BUILDINGS



SO THEY CAN BE USED BY THE

LOCAL
COMMUNITY

COMMUNITY ART SCHEME

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?

The Brand

- Our region is driving forward with speed and we are proud to be part of it
- We acknowledge the past and signpost an exciting future
- We are part of a community and we are familiar
- We value local people, local partnerships, local places
- We like to be bold and we like to make people smile
- We strive to be good value for all –work and play

**You made
history**

**Now it's
our turn**

You mined, you manufactured,
you made the West Midlands what it is.

Now we're building you the
railway you deserve.

This is your way.
The West Midlands Railway.



- ability to connect with people
- ability to engage with business
- ability to play our part in the economic prosperity of the region
- ability to harness the power of the region
- the brand for everyone in the West Midlands
- our brand

Time for Tea



Major Infrastructure Projects

Francis Thomas

Head of Corporate Affairs

West Coast South - Euston

- Works planned at Euston Station as part of HS2
- Closure of London Euston station on Easter Sunday 1 April and a reduced service into Euston on 31 March and 2 April
- Plan for the weekend will be similar to one used previously

Improvement works

Network Rail is carrying out essential upgrade work near Wembley

No trains to or from London Euston on Easter Sunday

EASTER SUNDAY
APRIL

1

A reduced train service will run to and from London Euston on:
Saturday 31 March and Monday 2 April

Don't get stopped in your tracks over the Easter weekend:

- ✓ Travel either side of the weekend
- ✓ Use alternative routes
- ✓ Plan ahead and check for the latest updates at nationalrail.co.uk/westcoast



If it is essential for you to travel over the Easter weekend, allow more time for your journey and expect services to be busier than usual.
For more information visit londonnorthwesternrailway.co.uk/upgrades



West Coast South

- Works planned at North Wembley Junction
- No access to London Euston
- August Bank Holiday weekend and the 2 weekends either side
- Working closely with Network Rail, TOC's, FOC's, TfL and also key stakeholders
- Plan for all weekends will be similar to ones used previously



Liverpool Area Works



- £340m of rail improvements are planned to be delivered in the Liverpool area over the next 2 years
- The opportunity is also being taken to remodel the layout of Liverpool Lime Street station
- Working closely with Network Rail, TOC's, FOC's, Merseytravel and also key stakeholders

Liverpool Area Works

- First major works took place Autumn 2017
- Further works took place over Christmas period
- Next major works due to take place
 - 2 June until 30 July

Improvement works

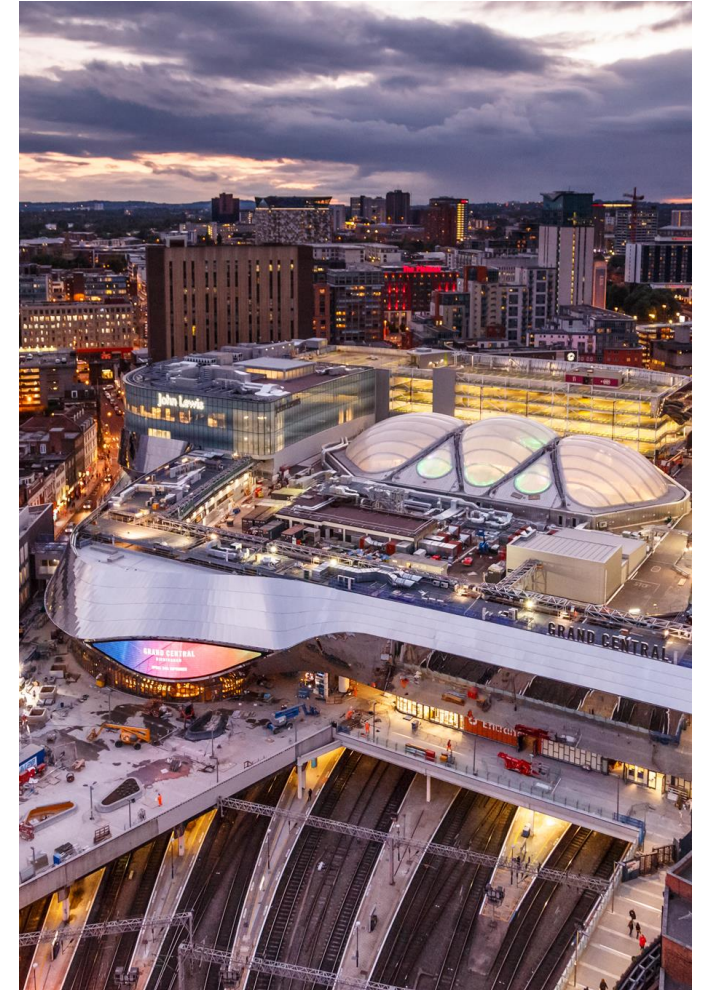


Buses will replace trains between Crewe and Liverpool South Parkway **over the Easter weekend**



Birmingham New Street Area Re-signalling

- Working 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



Q&A



Stakeholder Spring Briefing

Thank You



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March 2018



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