



West
Midlands
Trains

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JULY 2022

On Track

Commonwealth Games • Timetable • Community Projects

Welcome

Monthly news update from WMT

Welcome to this edition of *On Track* - your monthly news update from West Midlands Trains.

West Midlands Trains runs services under the West Midlands Railway and London Northwestern Railway brands, connecting communities across the country.

Through this newsletter we aim to bring you up to date with all the latest developments across our network, including timetable changes, station developments and any major planned engineering projects.

If you have any questions about our business, please do not hesitate to get in contact using the details on the final page of this newsletter.

Industrial Action

Thanks offered to passengers

Passengers have been thanked for their patience after West Midlands Trains ran a reduced timetable from June 21-25 due to industrial action.

Normal service has now resumed following three days of industrial action by members of the National Union of Rail, Maritime and Transport Workers (RMT).

The scale of action meant services were only able to run on limited routes between 7.30am and 6.30pm on strike days. Non-strike days were also affected due to the knock-on impact of the industrial action.

At the time of writing no further strike dates have been announced. Up-to-date information is available at wmr.uk/industrialaction and lnr.uk/industrialaction

Commonwealth Games to begin



Final preparations are under way for the 2022 Commonwealth Games, which get under way in Birmingham later this month.

More than one million spectators are due to attend the event which runs from Thursday 28 July to Monday 8 August at venues across the West Midlands.

Hundreds of volunteers from across West Midlands Trains and Network Rail will be out on stations during the Games to provide support to spectators.

Some small amendments to timetables have been made to add extra calls at stations close to Games venues, such as Perry Barr (for Alexander Stadium).

Passengers travelling during the Games are urged to check ahead at wmr.uk/times and lnr.uk/times



Perry Barr Station

WMRE Community Fun Day



A community fun day to celebrate the new-look Perry Barr station takes place on Saturday 2 July.

Music acts, street theatre performance and fun-filled activity for children will be on offer from 11am-3pm.

Councillor Bob Sleight, Deputy Mayor of the West Midlands, will officially open the station at 11am. Visitors are encouraged to bring their bikes, as cycle gurus "Dr Bike" will offer free MOTs and fixes.

After a year-long multi-million pound rebuild, work at Perry Barr railway station finished in May. New features include lifts to the platforms, an improved waiting area and secure bike parking.

The event is being organised by the West Midlands Rail Executive, which led the redevelopment.

Annual Conference

Save the date for WMT event

The West Midlands Trains annual conference will take place on Monday 10 October 2022.

Formal invitations will be sent out to stakeholders later this summer for the event, which will be held in-person at a venue in Birmingham.

Apprenticeships

Recognition for WMT

West Midlands Trains has been hailed for its commitment to providing apprenticeships.

WMT's parent company, Abellio, was named in the Top 100 Employers for apprenticeships nationally, alongside the likes of John Lewis and Sainsbury's.

For more information on careers at WMT, visit <https://apply.abellio.com/about/wmtrains/>

Tyseley works

Improved tracks complete



Passengers travelling between Dorridge and Birmingham Moor Street have a more reliable railway after work was completed ahead of the Commonwealth Games.

The work included switches and crossings – which allow trains to move from one track to another - being replaced at the Tyseley train maintenance depot between Monday 20 and Friday 24 June.

The new sections of track give more reliable access for trains in and out of the depot which is an important site for West Midlands Trains and CrossCountry.



Community News

A makeover at Moor Street



A local 'army' of volunteers took advantage of the closure of Birmingham Moor Street station during engineering works to give the site a makeover.

The Friends of the Shakespeare Line group were on hand to install a variety of floral displays at the busy station, which is operated by Chiltern Railways.

Volunteers installed a dozen planters, filling them with 16,500 cubic metres of compost and colourful plants, as well as artworks promoting day trips by rail.

Fay Easton, head of stakeholder and community for West Midlands Railway, who helped organise the project, said: "I never cease to be amazed at the energy and commitment along the Shakespeare Line.

"This project is the largest single-day programme I've seen them take on and it was impressive to witness."

In The News

MD speaks to *Modern Railways*



WMT managing director Ian McConnell is featured in the July edition of *Modern Railways* magazine.

In the piece, Ian, who took up his post with WMT in May, discusses the forthcoming Commonwealth Games and the importance of collaboration in rail.

Timetable change

December 2022 plans discussed



Improved reliability will be the focus when the railway timetable changes this December.

That was the message at a virtual stakeholder conference hosted by the main rail operators serving the West Coast Main Line last month.

The online event featured an introduction from Rail Minister Wendy Morton with speakers from West Midlands Trains, West Midlands Rail Executive, Avanti West Coast and Network Rail.

Those attending heard how operators have worked collaboratively to design a timetable focused on reliable, regular services to connect communities.

To watch the event again, click [here](#) and enter your email address and name in the relevant fields to access to the recording.



Amazon lockers

Pick-up points for passengers



Passengers using West Midlands Trains services can collect their shopping as they travel following the installation of Amazon Hub lockers at key locations across the network.

Online shoppers can order their purchases to be delivered to a locker as an alternative to a home or business address and collect at their convenience.

A total of 20 lockers have been installed across WMT stations, including at Wolverton in Milton Keynes.

Rob Goode, head of property for WMT, said: "This innovative project will make life easier for our customers and allow them to pick up shopping at their convenience as they travel around the network."

London Northwestern Railway stations with lockers are: Apsley, Berkhamsted, Bletchley, Cheddington, Hemel Hempstead, Kings Langley, Leighton Buzzard, Long Buckby, Northampton, Nuneaton, Polesworth, Tamworth, Watford Junction and Wolverton.

West Midlands Railway stations with lockers are: Coleshill Parkway, Droitwich Spa, Kidderminster, Stechford, Stratford-upon-Avon and Telford Central.

Staff news

LNR community lead returns



Vicky Cropper-Clarke has returned from maternity leave to her position as head of stakeholder and community for London Northwestern Railway.

Everyone at WMT would like to thank Tim Bellenger, who has held the reins during Vicky's leave.

Accessibility

Have Your Say: Customer Panel

This month we expanded our accessibility team by welcoming Emma Partlow as our new Accessibility Delivery Manager.

Emma will work closely with all areas of the business to deliver and implement our accessibility and inclusion work, so please do say hello when out and about.

Our customers and stakeholders are central to the development of our programme and feedback is always welcomed and appreciated.

If you haven't already, please do sign up to our Customer Panel to keep up to date with the progress of our accessibility work. You will have the chance to provide direct feedback on current projects.

To join, visit wmr.uk/customer-panel or lnr.uk/customer-panel

#RailStars

Unsung staff heroes hailed



West Midlands Railway and London Northwestern Railway are celebrating the unsung heroes of the network through our #RailStars initiative.

Next in the spotlight are WMR's Chris Wakeman, who acted quickly to stop trains and help a young woman at Erdington station who was intending to end her life.

Margi Sexton, from LNR, helped a passenger who collapsed at Liverpool Lime Street by working with station colleagues to perform CPR.

Visit our Twitter pages - [@LNRRailway](https://twitter.com/LNRRailway) and [@WestMidRailway](https://twitter.com/WestMidRailway) - for more #RailStars.



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Operated by West Midlands Trains