



West  
Midlands  
Trains

# Annual Stakeholder Conference 2023



**Your host**

**Nina Lockwood**



# Agenda



10:30am – 10:45am

Welcome from event host Nina Lockwood

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10:45am - 11:05am

Business Overview

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11:05am - 11:30am

Station Reform

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11:30am - 11:50am

Coffee Break and Market Stalls

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11:50am - 12:05pm

Baskerville School – Impact of Partnership on Students

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12:05pm - 12:15pm

Power of Community

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12:15pm - 12:45pm

New Fleet

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12:45pm - 1:45pm

Lunch, Networking and Market Stalls

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1:45pm - 2:35pm

Panel Q&A with Industry Experts

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2:35pm – 3:00pm

Play Your Timetables Right

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3:00pm – 3:05pm

Closing Remarks

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3:05pm – 4:00pm

Networking and Market Stalls

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# Get involved



**Market stalls**



**Networking**



**Slido**

# Business Overview

## Ian McConnell

Managing Director

West Midlands Trains



# West Midlands Trains

Ian McConnell – Managing Director

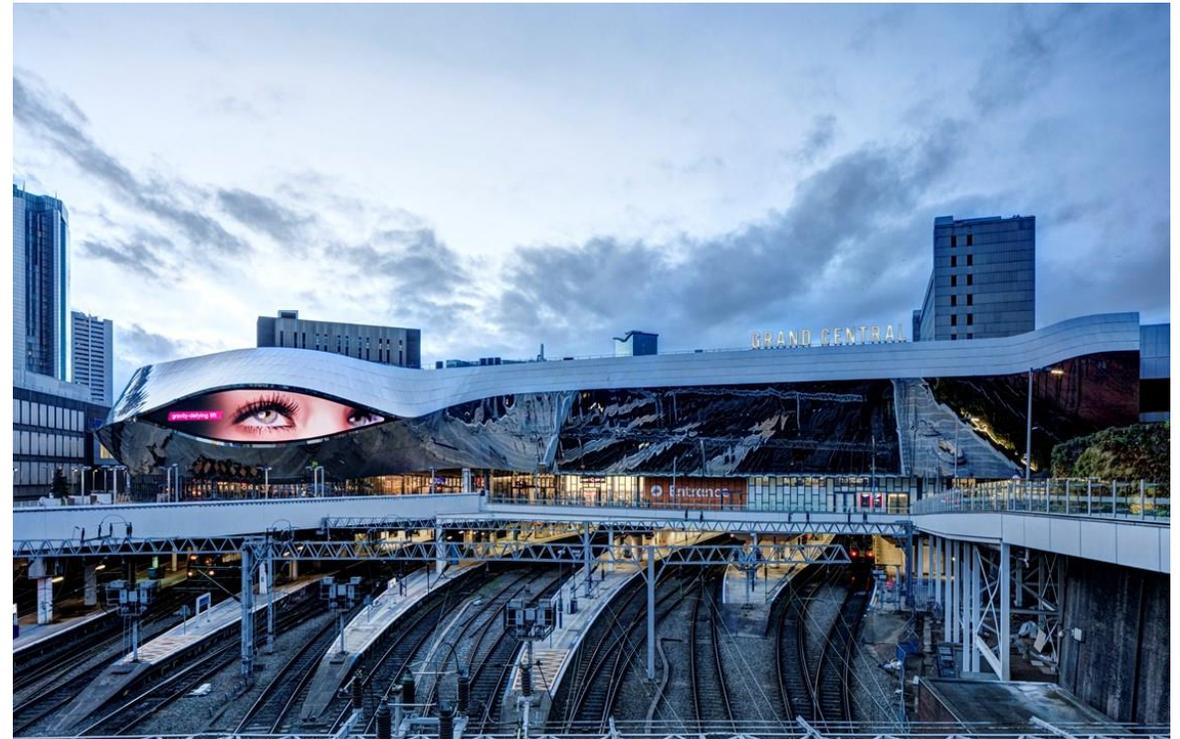


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PROUD • PASSIONATE • HONEST • PROACTIVE

# A challenging environment

- Rail industry uncertainty undermines our ability to deliver much-needed improvement / reform
- Cost and affordability – rail receives £6bn in public subsidy annually
- Industrial action – 41 strike days since start of national dispute last year, plus action short of strike
- Short-term contracts means that strategic planning and long-term investment are constrained



# A year of change



- Oct 2022 – CI.196 introduction – Shrewsbury Line
- Dec 2022 – Suspension of Marston Vale Line
- Dec 2022 – Minor timetable changes
- Jan 2023 – Increase in level of Penalty Fare
- Mar 2023 – Transport UK Group takeover completed
- Apr 2023 – CI.196 introduction – Hereford Line
- May 2023 – King’s Coronation / Eurovision
- May 2023 – Snow Hill Lines timetable change
- May 2023 – Withdrawal of First Class
- May 2023 – CI. 196 introduction – Nuneaton-Leamington
- July 2023 – Ticket Retailing consultation
- Sep 2023 – National Rail Awards success

# Look Back: Class 196 Introduction

- Part of £690m investment in new trains and infrastructure
- Entered service in Oct 2022
- Class 196s now running on Shrewsbury, Hereford and Nuneaton-Leamington lines



# Look Back: Marston Vale Line



- Class 230s withdrawn due to Vivarail administration
- Challenge identifying suitable replacement trains
- Now preparing to introduce Class 150 trains to the route

# Look Back: May 2023 - A busy month...



- King's Coronation
- Eurovision Song Contest – Extra trains to Liverpool

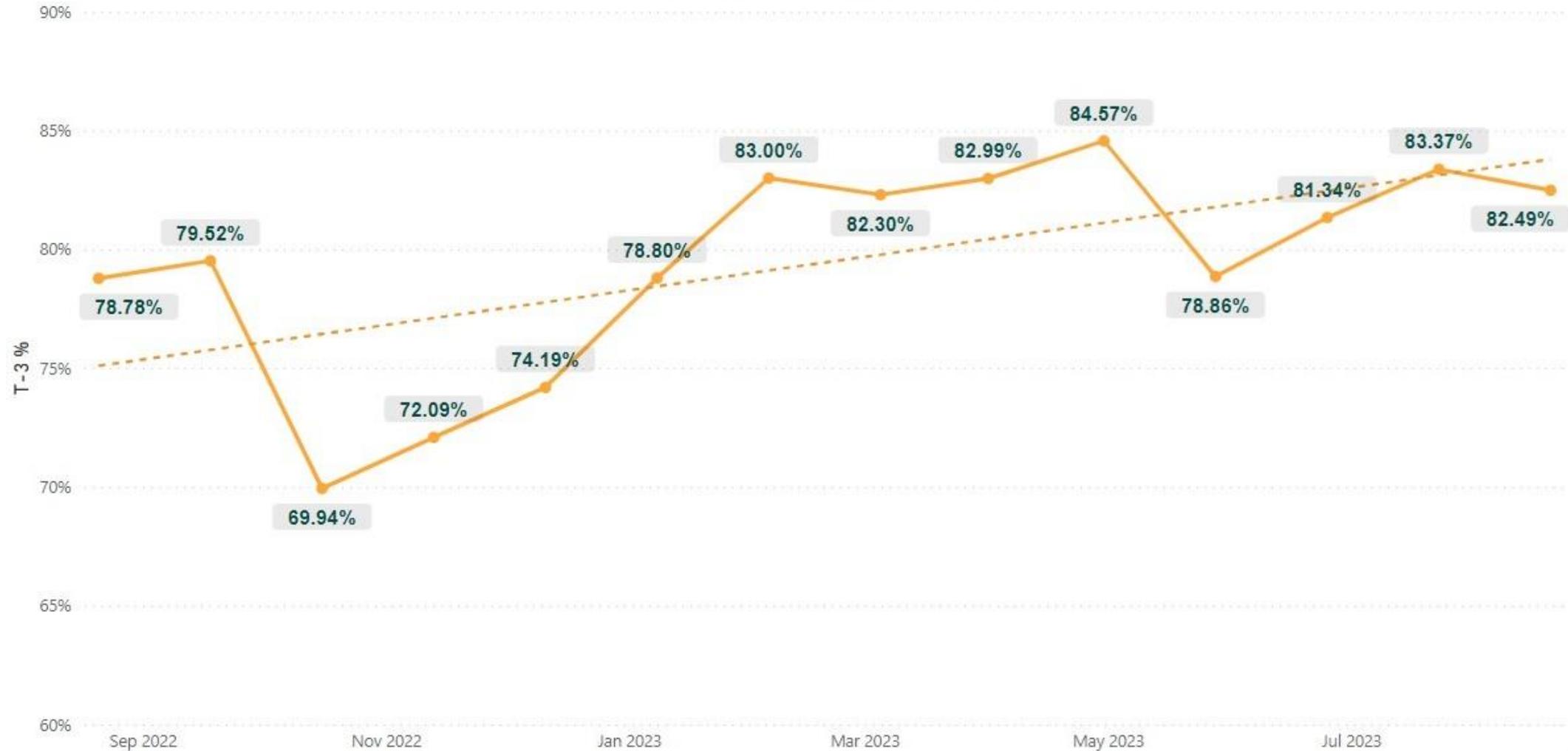
# Look Back: Withdrawal of First Class

- Significant decline in usage
- Extra 4.7million seats per year for all our customers
- Extremely positive response from our passengers



# Our Performance

T-3 over the last 12 months

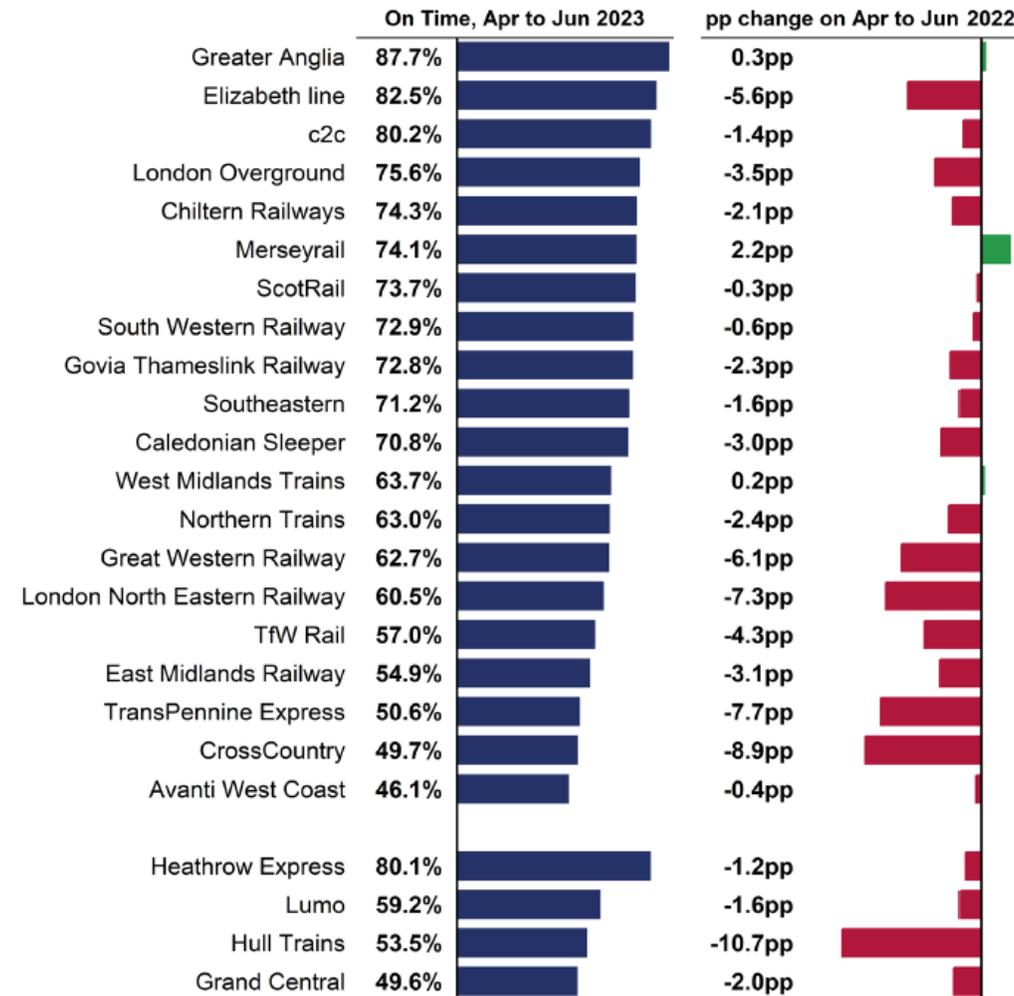


# ORR - Passenger rail performance

West Midlands Trains are one of three train operators with improved "On Time" performance between April - June 2023 compared to same period 2022

**Figure 4.2 Punctuality improved for only three operators in the latest quarter**

On Time by operator, April to June 2023 and percentage point (pp) change compared with April to June 2022 (Table 3133)



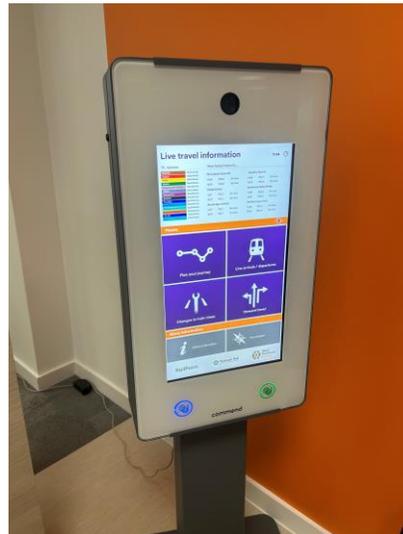
# Where we are today

- Transport UK Group
- National Rail Contract running until 2026
- Building passenger numbers post-Covid



# Our Investment Programme

- Continuing our £690m investment in new trains and infrastructure
- Digital information screens
- Modern platform Help Points
- Body-Worn Cameras



# Look Ahead: The year to come...

- Nov 2023 – Reinstatement of Marston Vale Line
- Autumn 2023 – Introduction of Cl.730s on Tring-Euston
- Autumn 2023 – Farewell to our Cl.319s
- Autumn 2023 – Opening of new-look University station
- Nov 2023 – Ticket retailing consultation; next steps
- Dec 2023 – PAYG technology at 14 LNR stations
- Dec 2023 – Further timetable changes
- Early 2024 – Introduction of Cl.730s in West Midlands
- 2024 Onwards – Five new stations open in West Midlands





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Operated by West Midlands Trains

# Station Reform

## Jonny Wiseman

Customer Experience Director

West Midlands Trains



# Ticket Office Proposals

**Jonny Wiseman**  
**Customer Experience Director**



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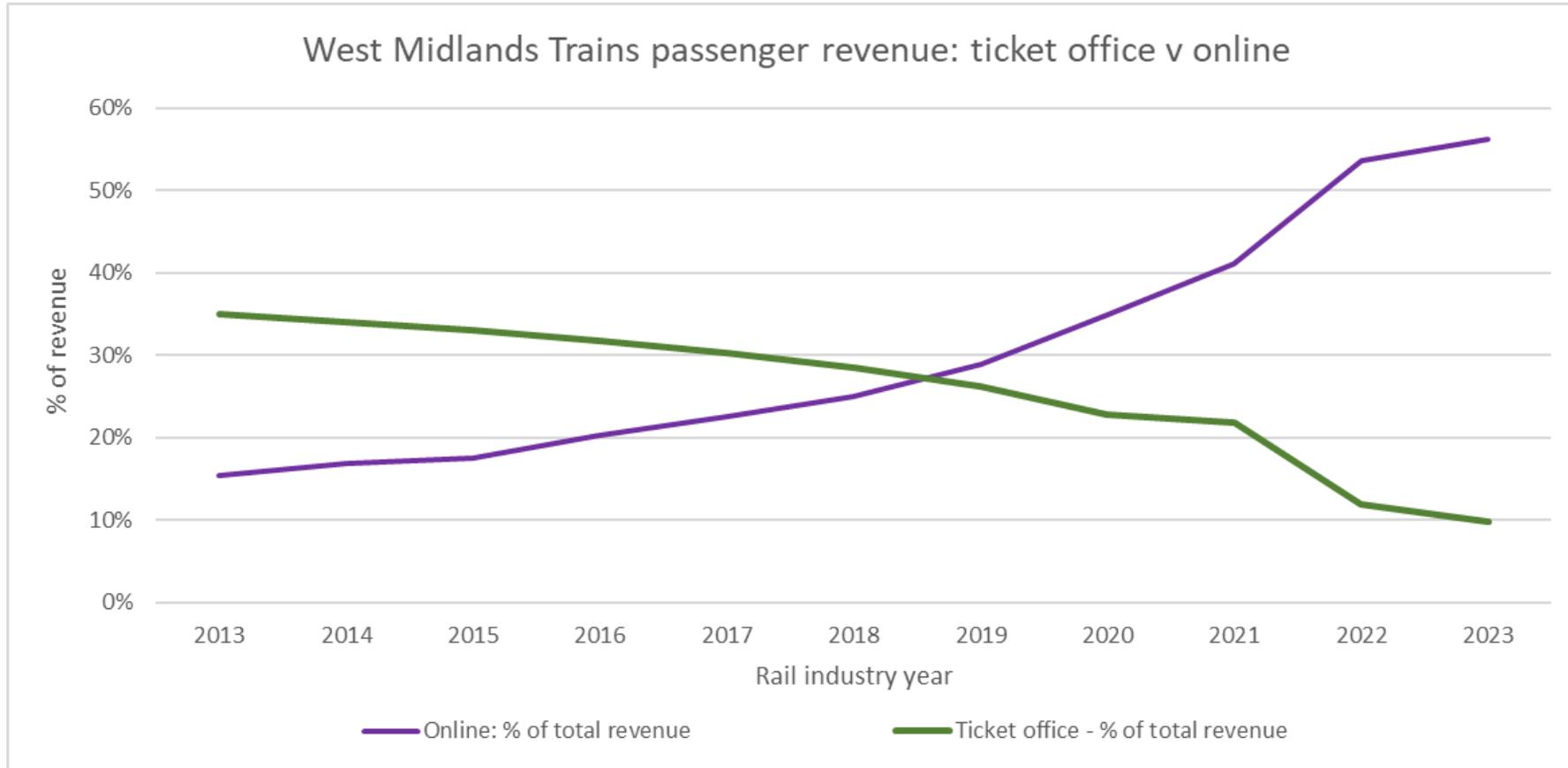
# The need for change

- Ticket offices operate just as they did during privatisation; in the 1990s 82% of all tickets were sold at ticket offices nationally, compared to just 12% today
- The way we operate has not adapted with changing customer buying habits and available technologies
- Passenger numbers have still not recovered to where they were pre-pandemic and the demographic of passengers has changed
- The current model for operating the railway is dependent on significant taxpayer support
- Over 40% of WMT stations are already unstaffed and many of our ticket offices are only staffed on a part-time basis
- A static workforce is not efficient and cannot adapt to operational or customer needs

# Ticket office sales

- For West Midlands Trains, ticket offices accounted for 52% of sales in 2009
- In 2023 the same channels account for 10%
- Despite the reduction in ticket office sales, our establishment has remained the same.

# Passenger revenue



# Our vision

- A modern, flexible and customer-focused experience, responsive to new trends and technologies
- Multi-skilled, mobile staff covering a range of duties with the ability to adapt to customer demand and support customers directly
- Remote monitoring of stations to deploy support as required
- Safeguarding support for customers with disabilities or those that have complex needs
- A railway that works for customers, staff and the taxpayer so we can build a long-term sustainable future



# Our commitment to passengers

- We know ticket offices are more than just places to buy tickets. That's why we propose:
  - Digital audio/visual help points with new features – ability to book assistance, customisable display notices, ticket purchases, route information and option to link with local tourist information
  - Remote locking/unlocking of toilet and waiting room facilities to ensure they are always available
  - Upgrading of TVMs
  - Meeting points at stations for those who have booked passenger assistance



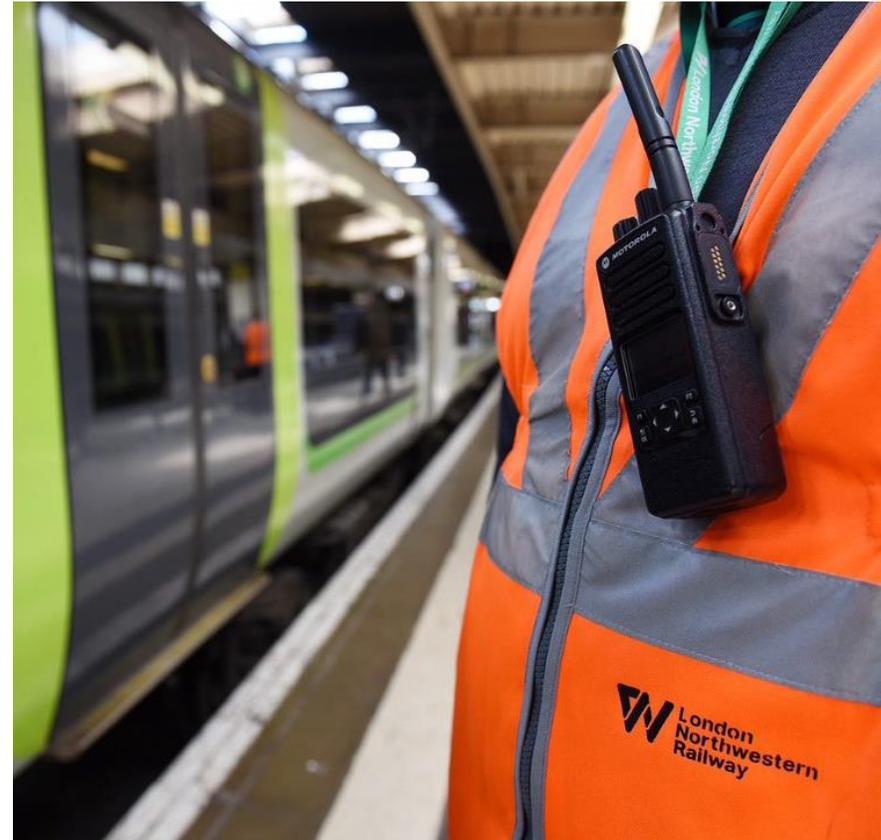
# The Consultation

- Public consultation supported by independent bodies, London TravelWatch and Transport Focus
- Engagement with wider stakeholders, including trade unions
- Simultaneous consultation by all DfT managed train companies
- Closed on 1 September with c720,000 responses received nationally



# Next Steps

- London TravelWatch and Transport Focus will accept or reject proposals for each station
- Ongoing dialogue with them to reach agreement on changes or mitigations
- Detailed feedback provided to TOCs end October
- Option to refer to Secretary of State for decision if agreement can't be reached



**Questions?**



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# Break

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We encourage you to visit the market stalls during the break



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# Annual Stakeholder Conference 2023



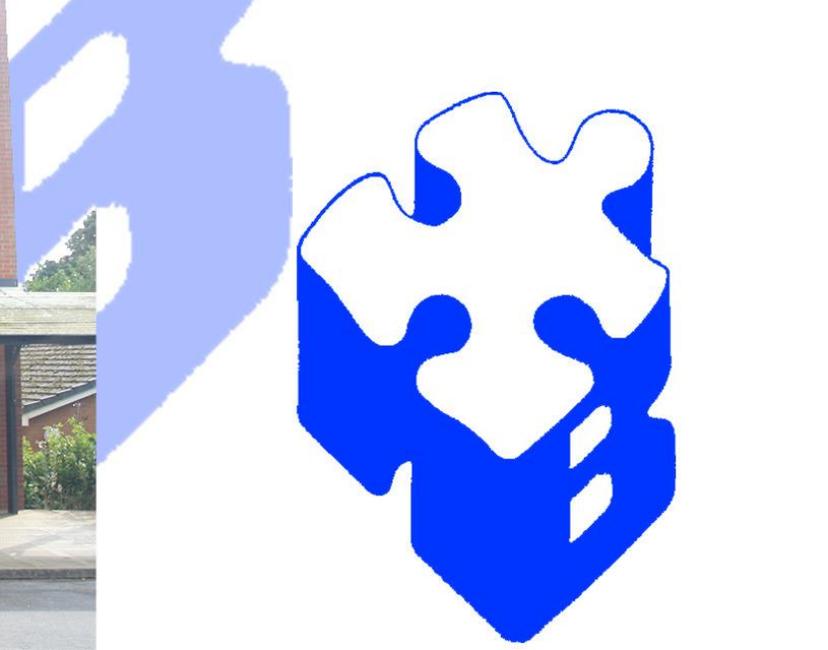
# Baskerville School: Impact of Partnership on Students

## Alison Wheeler & Reece Grego

Baskerville School



# Baskerville School





# The Community Champion Awards 2023



# The Community Champion Awards 2023

**New Fleet**

**John Doughty**

Engineering Director

West Midlands Trains



# **WMT Stakeholder Conference 2023 Rolling Stock Update**

**John Doughty, Engineering Director**



**West  
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Trains**

# Three New Train Fleets for WMR & LNR



26 Class 196 Diesel  
Multiple Units replacing  
class 170 & some 172

84 Class 730 Electric  
Multiple Units replacing  
class 319, 323 and 350/2

3 Class 150 Diesel  
Multiple Units replacing  
rail replacement bus

£700m investment in rolling stock and associated programme of  
maintenance and stabling location enhancements and upgrades

# Class 196

12 Two-car Class 196/0 operating now on Birmingham – Hereford and Leamington – Nuneaton services



14 Four-car Class 196/1 operating now on Birmingham – Shrewsbury services and Birmingham – Hereford from December 2023

# Class 196 Fleet Attributes

## Class 196/0 Two-Car

- 2+2 seating with tables, cantilevered seats for under-seat stowage
- 141+2 tip up seats, 279 passenger spaces overall
- 2 wheelchair spaces, 3 bicycle spaces
- 1 universally accessible toilet
- Socket and USB per pair seats
- PIS and live maps

## Class 196/1 Four-Car

- 2+2 seating with tables, cantilevered seats for under-seat stowage
- 311+2 seats, 588 passenger spaces overall
- 2 wheelchair spaces, 3 bicycle spaces
- 1 space saver toilet, 1 universally accessible toilet
- Socket and USB per pair seats
- PIS and live maps

# Class 196 Interior



# Class 730

48 Three-car Class 730/0 for Walsall – Wolverhampton, Birmingham International – Rugeley Trent Valley and Cross City line services from 2024. Initial deployment Autumn 2023 on Northampton to Euston services



36 Five-car Class 730/2 for Euston – Tring, Milton Keynes Central, Crewe and Birmingham – Liverpool from late 2024

# Class 730 Fleet Attributes

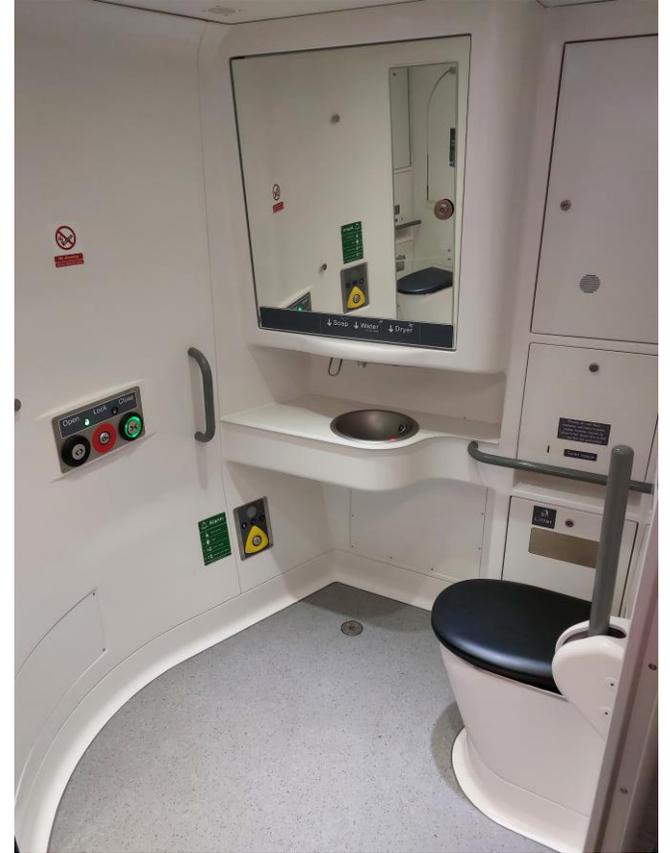
## Class 730/0 Three-Car

- 2+2 & 1+1 seating with tables, cantilevered seats for under-seat stowage
- Large vestibule areas and wide intervehicle gangways
- 199+2 seats, 547 passenger spaces overall
- 2 wheelchair spaces, 3 bicycle spaces
- 1 universally accessible toilet
- Socket and USB per pair seats
- PIS and live maps

## Class 730/2 Five-Car

- 2+2 seating with tables, cantilevered seats for under-seat stowage
- Wide gangways
- 408 seats, 633 passenger spaces overall
- 2 wheelchair spaces, 3 bicycle spaces
- 2 space saver toilets, 1 universally accessible toilet
- Socket and USB per pair seats
- PIS and live maps

# Class 730 Interior (730/0 pictured)

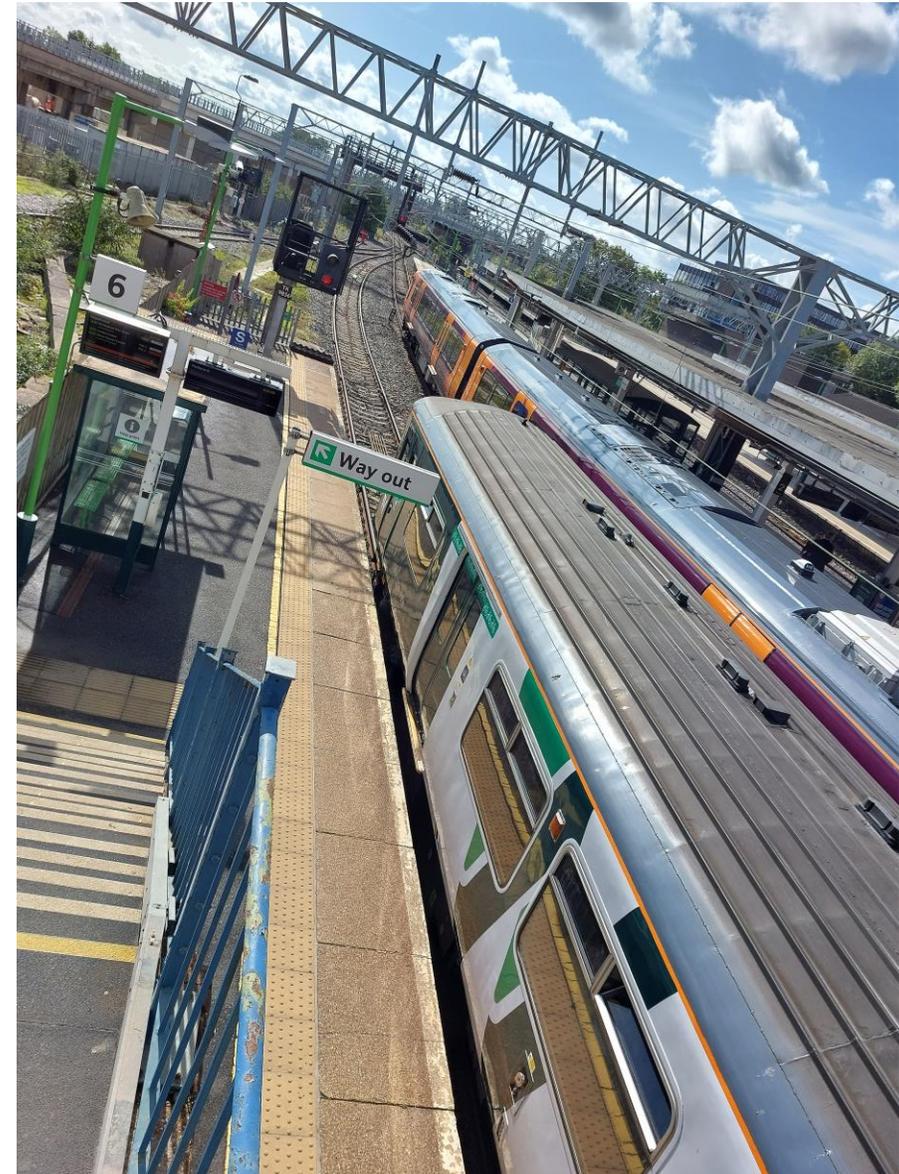


# Class 730 Fleet Rollout

Route	Trains per hour (December 2022)	Current Fleet Allocation (December 2022)	Fleet Allocation Once Class 730 Rollout Complete
<b>LNR: Euston - Tring</b>	2tph	2x4-car Class 350 / 2x4-car Class 319	1x5-car Class 730/2 / 2x5-car Class 730/2 / 2x4-car Class 350 / 3x4-car Class 350
<b>LNR: Euston - Milton Keynes</b>	2tph	2x4-car Class 350 / 2x4-car Class 319	1x5-car Class 730/2 / 2x5-car Class 730/2 / 2x4-car Class 350 / 3x4-car Class 350
<b>LNR: Euston – Northampton - Birmingham New Street</b>	2tph	2x4-car Class 350	2x4-car Class 350
<b>LNR: Watford Jn - St Albans Abbey</b>	1tph	4-car Class 350	4-car Class 350
<b>LNR: Euston - Trent Valley - Crewe</b>	1tph	2x4-car Class 350	1x5-car Class 730/2 / 2x5-car Class 730/2
<b>LNR: Birmingham NS - Crewe via Stoke</b>	1tph	4-car Class 350	4-car Class 350
<b>LNR: Birmingham NS - Liverpool Lime Street</b>	1tph	2x4-car Class 350	1x5-car Class 730/2 / 2x5-car Class 730/2
<b>WMR: Cross-City</b>	4tph	2x3-car Class 323	2x3-car Class 730/0
<b>WMR: Birmingham Intl - Birmingham NS - Rugeley</b>	2tph	4-car Class 350	1x3-car Class 730/0
<b>WMR: Walsall - Birmingham NS-Wolverhampton</b>	2tph	4-car Class 350	1x3-car Class 730/0

# Class 150 for Marston Vale

3 two-car Class 150/1 for Marston Vale line (Bedford – Bletchley) services from Autumn 2023



# Class 150/1 Fleet Attributes

## Class 150/1 Two-Car

- 2+3 seating, all facing seats & recently refurbished
- 124 seats, 173 passenger spaces overall
- 2 wheelchair spaces, 3 bicycle spaces
- 1 universally accessible toilet
- USB points adjacent to seats
- Passenger Information Systems

# Class 150 Interior



# Other Fleet Updates

- Refresh for the class 350/3 (ten four-car units), started first unit. Scope includes renewal of seat cushions, moquette and carpet to align the fleet with class 350/1 and 350/4. Planned to finish March 2024
- Refresh for the class 172/1 (four two-car ex Chiltern Trains units) to be refreshed to align to class 172/0s. Scope includes renewal of seat cushions, floor coverings and at seat power sockets to be fitted. Programme to commence Summer 2024
- Class 172/2 and 172/3 air conditioning module overhaul programme in progress, approximately half-way through
- Class 350 toilet improvement plan on-going including:
  - remote monitoring of class 350/1/3/4 in place
  - Increase of retention tank emptying capability – short and medium-term plans
  - Customer warning stickers for “appropriate use” being fitted now
- Class 196 reliability steadily improving, modifications resolving early life failures, are underway
- Class 139 Town Car engines to be replaced in 2024 with modern replacement LPG engine to resolve current reliability, availability and obsolescence risk

# Thank-you. Any Questions?



# Lunch

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We encourage you to visit the market stalls during the break



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# Annual Stakeholder Conference 2023



# Panel Q&A

## The future of our railway



**Ian McConnell**

Managing Director  
West Midlands Trains



**Eddie Muraszko**

Deputy Director, Midlands,  
North and Wales Market,  
Department for Transport



**Denise Wetton**

Central Route Director,  
Network Rail



**Mal  
Drury-Rose**

Executive Director (WMRE)  
and Director of Rail (TfWM)

# Play Your Timetables Right

## Mike Hoptroff

Head of Planning, Access and Timetable  
Strategy

West Midlands Trains



# Mike Hoptroff

Head of Planning, Access and Timetable Strategy



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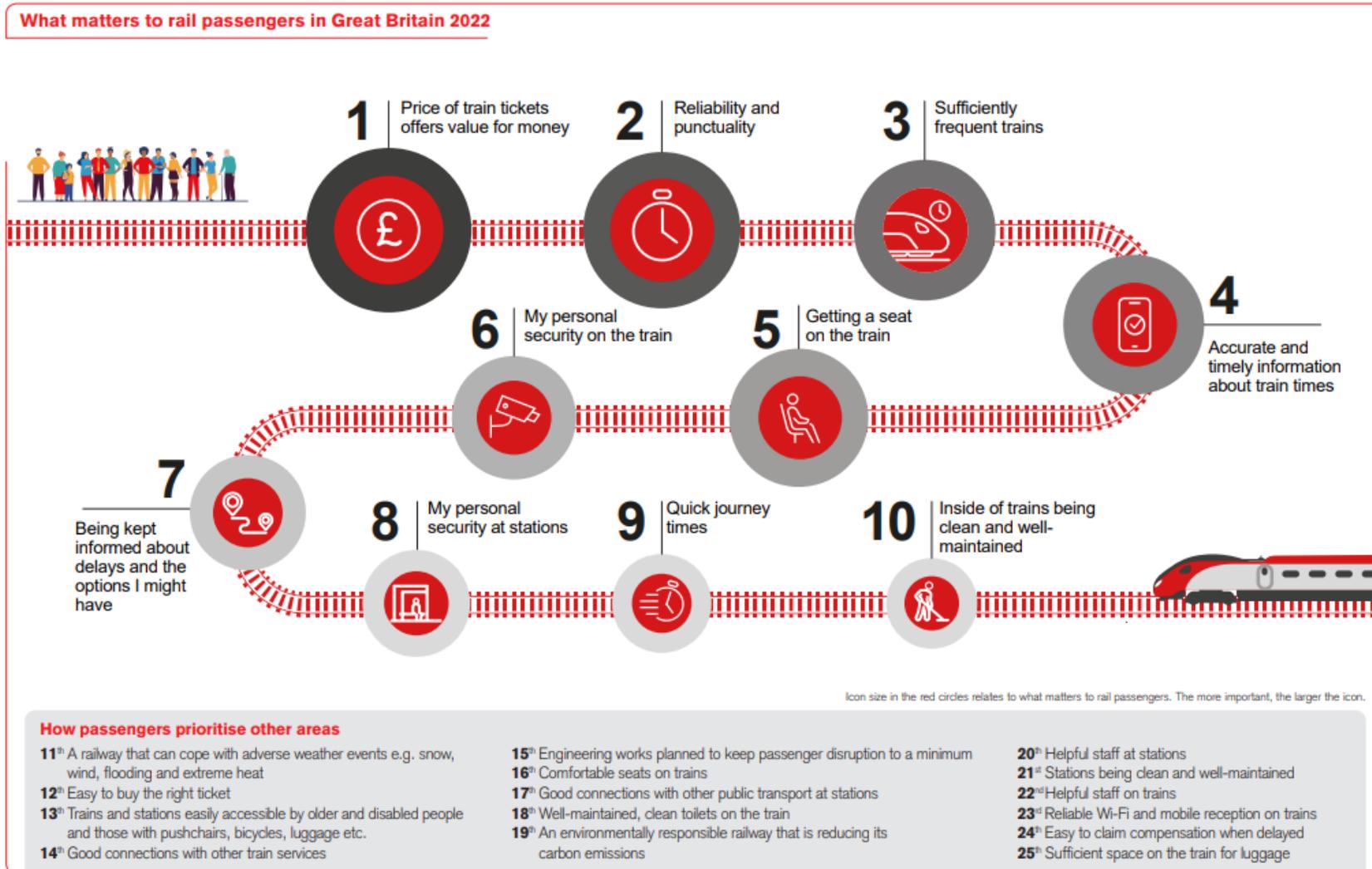
# Agenda

- Why is Planning important?
- How we plan the timetable
- December 2022 and May 2023 timetables in review
- December 2023 and onward timetables in preview
- Time for Questions

# Slido Poll – What is important to you?

- Price of train tickets offers value for money
- Reliability and punctuality
- Sufficiently frequent trains
- Accurate and timely information about train times
- Getting a seat on the train
- My personal security on the train
- Being kept informed about delays and the options I might have
- My personal security at stations
- Quick journey times
- Inside of trains being clean and well-maintained

# The Timetable underpins much of what passengers say is important to them



# Train performance matters

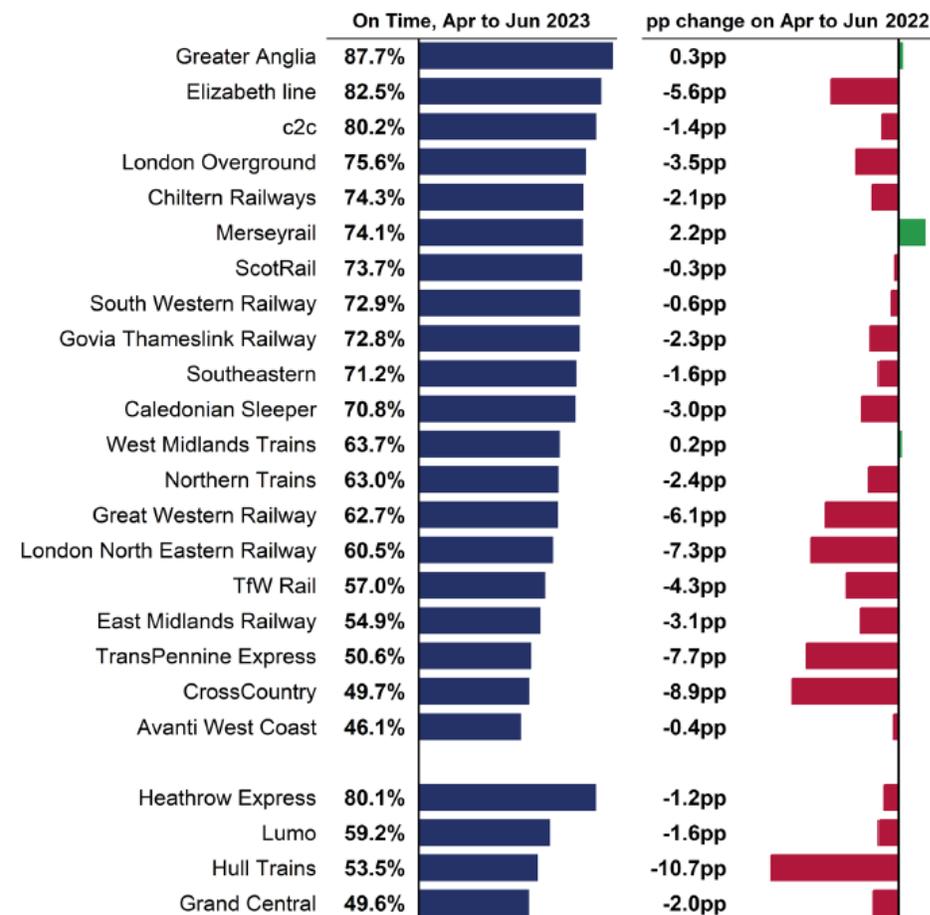
West Midlands Trains are one of three Operators with improved performance in the last three months, compared to the same period in 2022.

This doesn't happen by chance.

A properly constructed timetable is a foundation for good punctuality and reliability.

**Figure 4.2 Punctuality improved for only three operators in the latest quarter**

On Time by operator, April to June 2023 and percentage point (pp) change compared with April to June 2022 (Table 3133)



[ORR: Passenger Rail Performance 1 April to 30 June 2023]



# How we plan the timetable

- The timetable planning process is enshrined in Access Condition Part D, in the Network Code. The Network Code is a set of contractual rules incorporated into each Track Access Contract between Network Rail and all train operators
- Network Rail controls access to the railway and they co-ordinate timetable bids, reconcile any conflicts, and make timetable offers
- Operators bid for train paths in accordance with track access rights held and against planned engineering works
- Operators bid their 'Permanent' (Long-Term) timetables 9 months in advance. For major changes notification comes earlier -12 months in advance. Long-Term timetables generally change twice a year (May & December)
- The 'Amended' timetable (known as the 'Short Term Plan') changes every week, driven by engineering work requirements and events
- Passenger operators need to comply with any Train Service Requirements (TSRs) – agreed with the DfT – detailed in National Rail Contracts (NRCs)

# Train Planning Considerations



*“Logic clearly dictates that the needs of the many outweigh the needs of the few.”*

# Train Planning Considerations

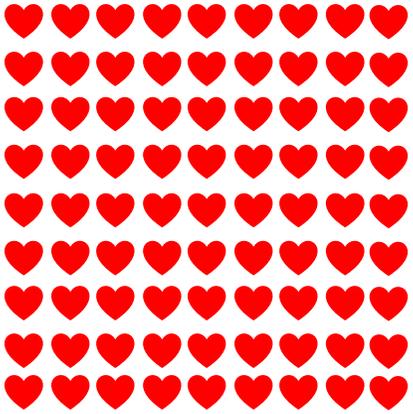


The interaction between NRC obligations, infrastructure availability, access rights, stakeholder requirements, resources, costs and revenues makes this a complex, iterative process



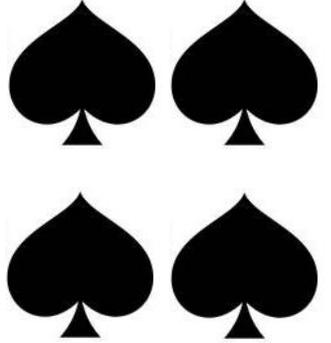
**Play Your  
Timetables  
Right!**

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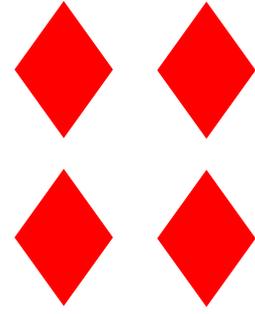
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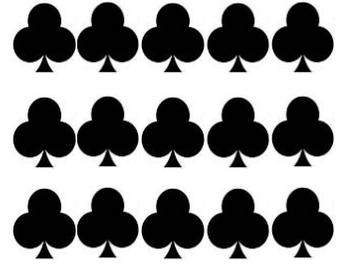
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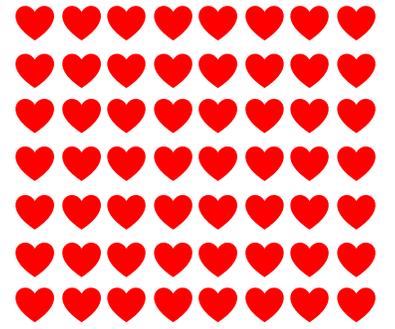
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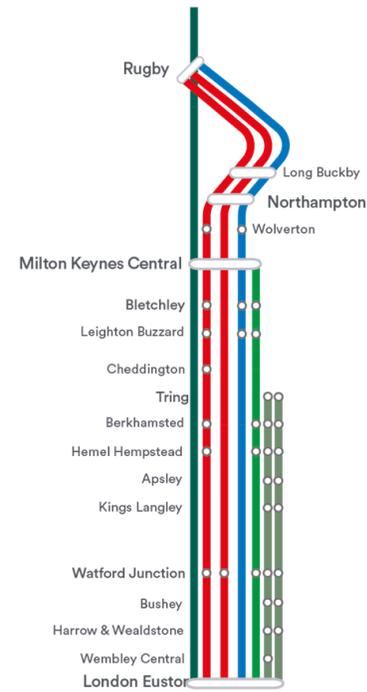


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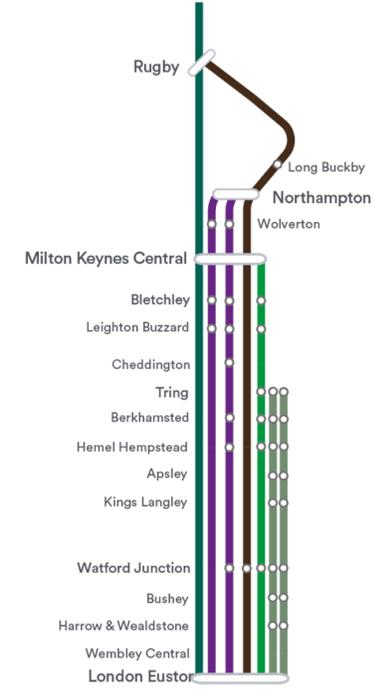
**Didn't you  
do well!**



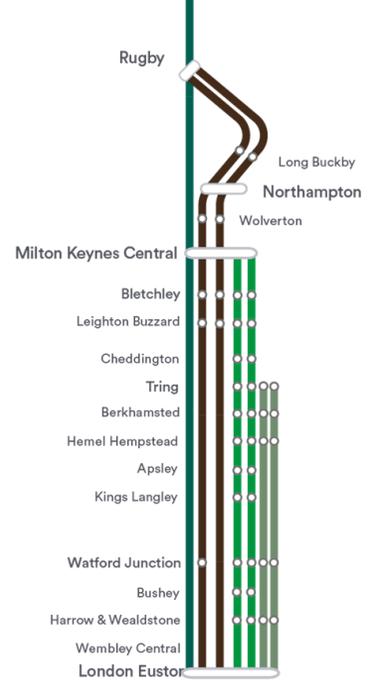
# December 2022 Timetable



- To / from Crewe
- To/from Liverpool
- To/from Rugeley
- To/from MK
- To/from Tring



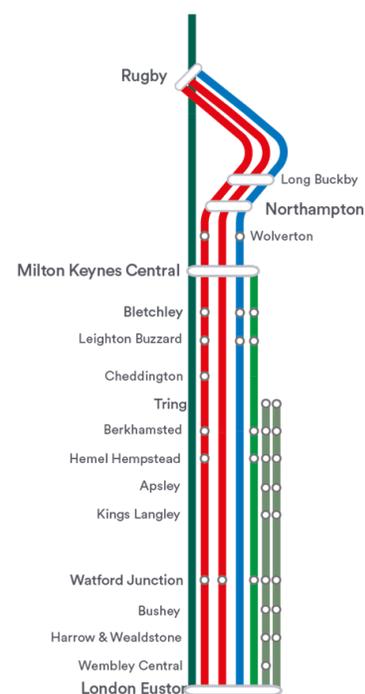
- To / from Crewe
- To/from Northampton
- To/from Birmingham
- To/from MK
- To/from Tring



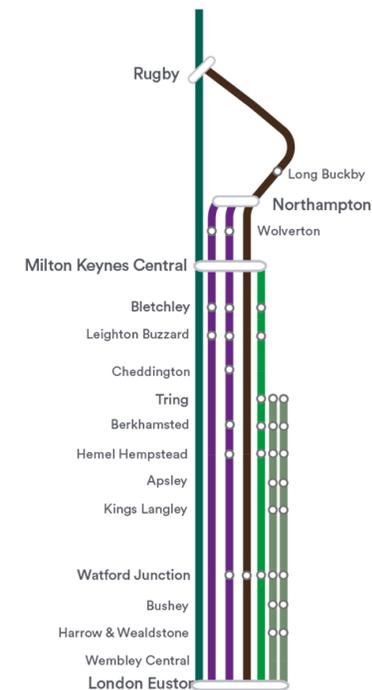
- To / from Crewe
- To/from Birmingham
- To/from MK
- To/from Tring

# December 2022 Timetable

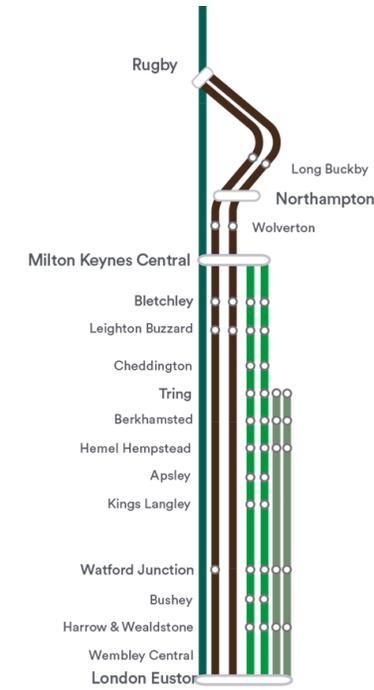
- December 2022 – biggest timetable change since VHF in December 2008
- “Europe’s busiest mixed-traffic railway”
- Congested infrastructure, competing demands for paths
- Significant strategic planning activity
- Collaborative approach across Operators and Network Rail
- Shared development space
- Agile approach to development
- Improved performance, better for customers, better in degraded mode



To / from Crewe  
To/from Liverpool  
To/from Rugeley  
To/from MK  
To/from Tring



To / from Crewe  
To/from Northampton  
To/from Birmingham  
To/from MK  
To/from Tring



To / from Crewe  
To/from Birmingham  
To/from MK  
To/from Tring

# May 2023 Timetable

Stratford-upon-Avon	1	1	0.5
Stratford-upon-Avon Parkway	1	1	0.5
Wilmcote	1	1	0.5
Wootton Wawen, Henley-In-Arden, Danzey, Wood End, The Lakes, Earlswood, & Wythall		1	
Whitlocks End, Shirley, Yardley Wood, Hall Green & Spring Road	1	1	
Bearley			0.5
Claverdon			0.5
Leamington Spa			2 0.5
Warwick			2
Warwick Parkway			2
Hatton			0.5
Lapworth		1	0.5
Dorridge	1	1	2
Widney Manor	1	1	
Solihull	1	1	2
Olton	1	1	
Acocks Green	1	1	
Tyseley	1	1	1
Small Heath	1	1	1
Birmingham Moor Street	1	1	1
Birmingham Snow Hill	1	1	1

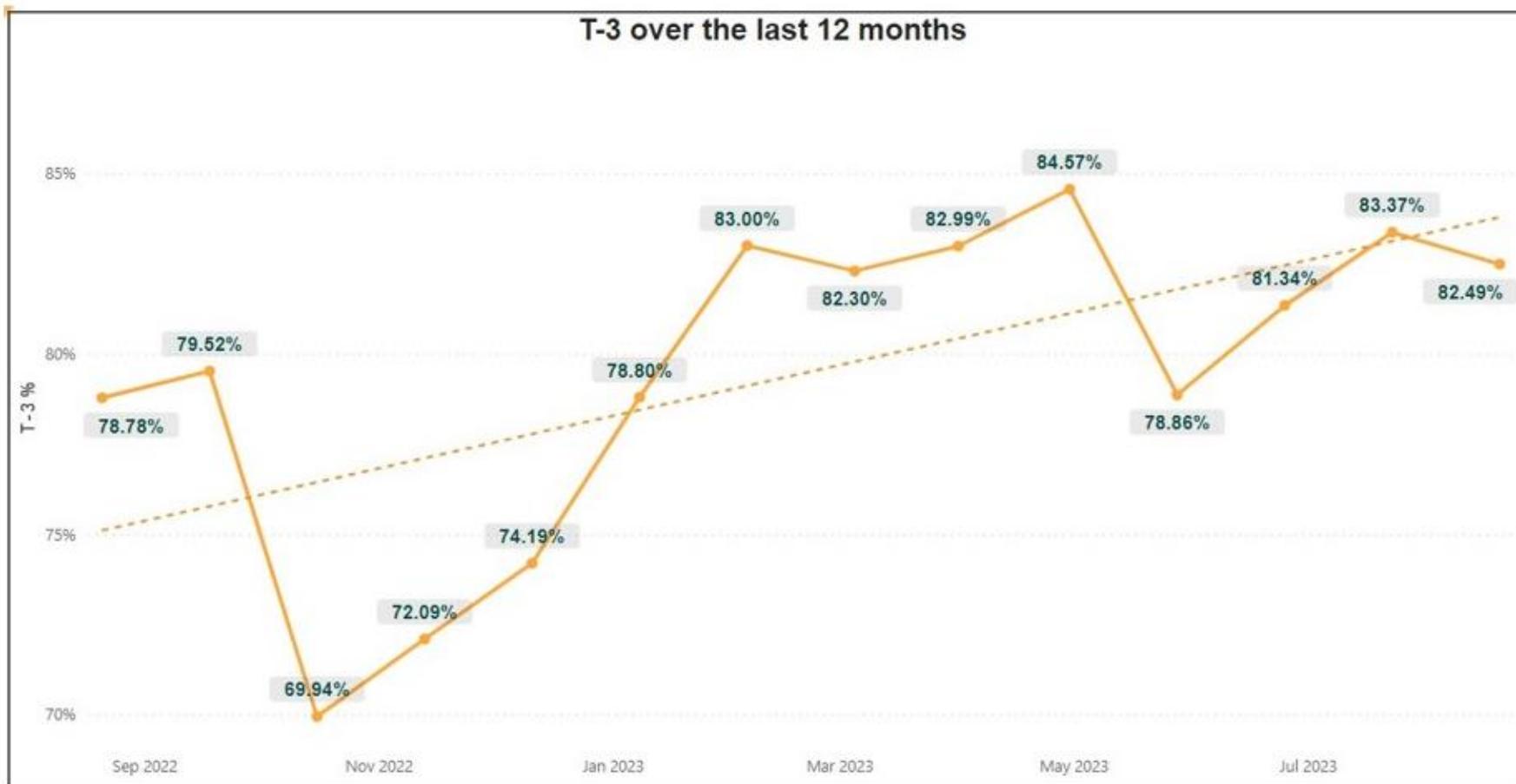


# May 2023 Timetable

Stratford-upon-Avon	1	1	0.5
Stratford-upon-Avon Parkway	1	1	0.5
Wilmcote		1	0.5
Wootton Wawen, Henley-In-Arden, Danzey, Wood End, The Lakes, Earlswood, & Wythall		1	
Whitlocks End, Shirley, Yardley Wood, Hall Green & Spring Road	1	1	
Bearley			0.5
Claverdon			0.5
Leamington Spa			2 0.5
Warwick			2
Warwick Parkway			2
Hatton			0.5
Lapworth		1	0.5
Dorridge	1	1	2
Widney Manor	1	1	
Solihull	1	1	2
Olton	1	1	
Acocks Green	1	1	
Tyseley	1	1	1
Small Heath	1	1	1
Birmingham Moor Street	1	1	1
Birmingham Snow Hill	1	1	1

- During covid, services were removed (by us and Chiltern) from the pre-Covid 6tph timetable pattern which left uneven service gaps
- Performance was poor due to tight turnrounds preventing recovery from late running
- Collaborative advanced timetable development has created a timetable that maintains the current quantum of services, but moves to a standard 30-minute pattern
- ‘Forensic approach’ to train planning rules review – data + ‘real-world’
- Consistent calling patterns, even intervals, frequency uplift, removal of most request stops
- T-3 now consistently c. 90% (was c. 70%)

# West Midlands Trains Performance (Time to 3)



T-3 performance on WMT is on an upward trajectory with Period 6 (Aug/Sept) being c.4% higher than the same time last year

# Now and Next Challenges

Covid-19  
Legacy

National  
Rail  
Contract

Annual  
Business  
Planning

Cost and  
Efficiency

Industrial  
Relations

Politics

# December 2023 Timetable Changes

## Birmingham NS – Liverpool LS right-sizing

- 2tph SX peaks, 1tph SX off-peak (4-car)
- 2tph SO all day (mix of 4-car and 8-car)
- Sundays unchanged

## Birmingham NS – Crewe via Stoke curtailment

- Services to operate Stafford-Stoke-Crewe only
- Improved connections southbound into Trent Valley services
- Good connections into and out of services to/from Birmingham New Street
- Reduced journey times between Stoke, Stone & Birmingham New Street compared to the current timetable

### Indicative connection times through Stafford

Arrive Stafford southbound	Depart Stafford southbound
xx:16 – WMT (CRE-STA)	xx:21 XC (STA-BHM) [5 mins] xx:25 Avanti (STA-BHM) [9 mins] xx:32 WMT (STA-EUS) [16 mins]
Arrive Stafford northbound	Depart Stafford northbound
xx:32 – XC (BHM-STA) [11 mins] xx:34 – WMT (EUS-CRE) [9 mins] xx:38 – WMT* (BHM-STA) [5 mins] *SX peak and SO all day only	xx:43 WMT (STA-CRE)

# December 2023 Timetable Changes

## Chase Line

- The last departure from Birmingham New Street to Hednesford (23.22) will run through to Rugeley Trent Valley

## Snow Hill

- Two additional morning peak services on weekdays: 06.25 Stourbridge Junction to Leamington Spa & 07.53 Leamington Spa – Birmingham Snow Hill
- Later calls at Earlswood on Sundays

## LNR Targeted Strengthening (Sundays)

- Not all available fleet is utilised on a Sunday
- Top 10 busiest services in and out of Euston identified using Automated Passenger Count data
- 15 of these 20 services will be strengthened by 4 cars (most from 8-car to 12-car)
- Additional costs on a Sunday more than covered by de-strengthening quieter services during the week (mostly Mondays but impact varies across the week)

# Looking ahead to June 2024...and beyond

We are working with DfT and WMRE to develop the following timetable changes (to be confirmed):

## **‘Package 1’ Stations (Darlaston & Willenhall):**

- A new Birmingham NS - Shrewsbury semi-fast service operating via the Stour Valley to provide quicker journey times between Shropshire towns and Birmingham
- The existing Birmingham NS - Shrewsbury (stopping) service diverted via Bescot to serve the new stations

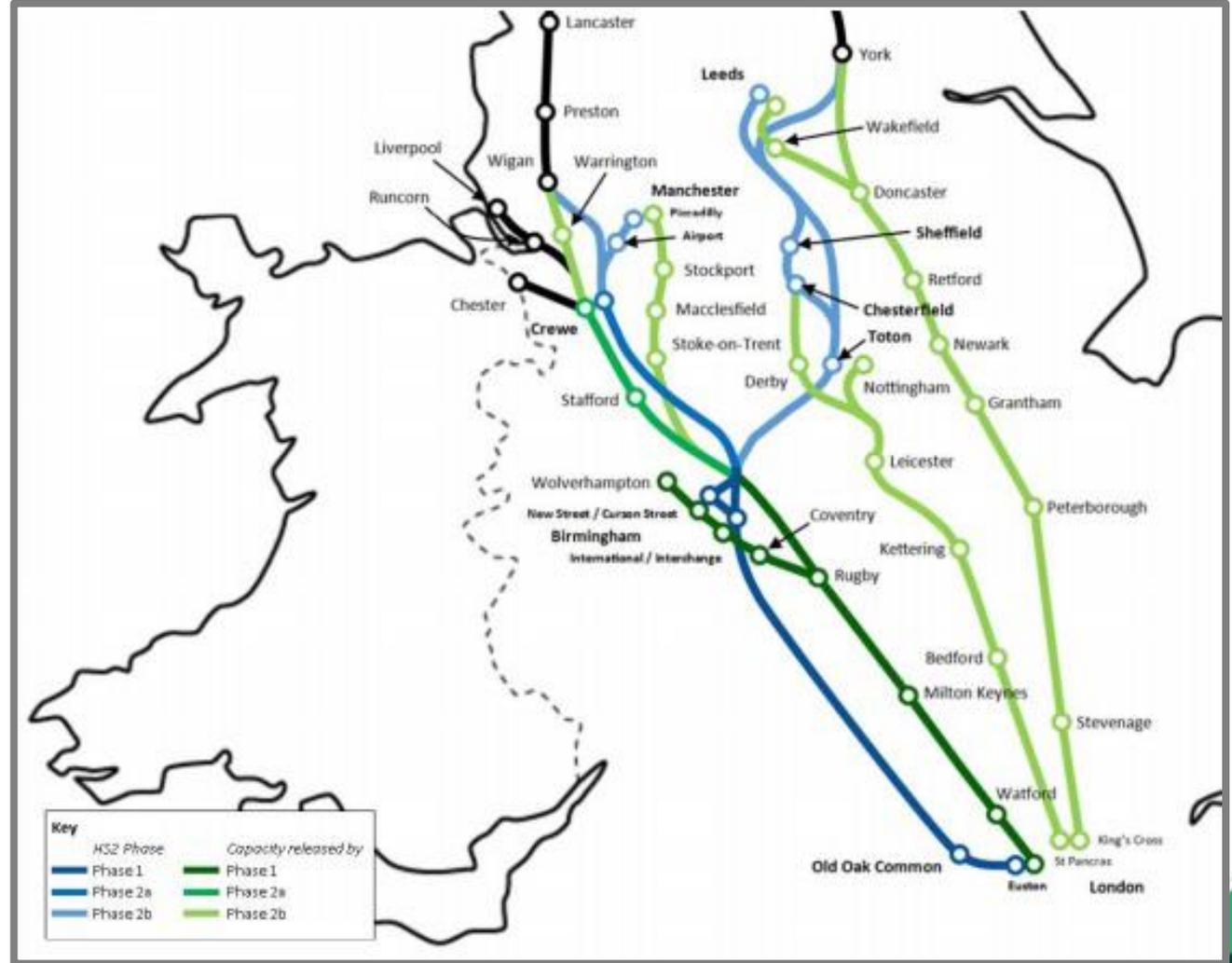
## **‘Package 2’ Stations (Camp Hill):**

- Introduction of a new Camp Hill line service (between Birmingham NS – Kings Norton) to serve the new stations at Moseley Village, Kings Heath and Pineapple Road

## **Snow Hill West stopping pattern changes (following a request from the Stourbridge Line User Group):**

- Transfer of Hagley and Blakedown calls into Worcester Foregate Street services, in exchange for Langley Green, Old Hill and Lye calls absorbed into Kidderminster services

# Looking ahead to June 2024...and beyond



**Any Questions?**



**West  
Midlands  
Trains**

**Closing Remarks**

**Nina Lockwood**



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