

londonmidland business

Building on strong foundations

November 2014

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TERRY OLIVER, HEAD OF ROUTE, WEST COAST

Desiro on track and ahead of schedule

Our Class 350/3 Desiro trains have entered service ahead of the December deadline, thanks to the hard work and determination of colleagues across the business.

The 10 new trains are being used to lengthen some of our busiest morning and evening peak services in and out of London. These fast (up to 110 mph) and comfortable, air-conditioned trains are popular with passengers and have several new features, including electric plug sockets throughout the train.

The trains are manufactured by Siemens who also look after them in their modern maintenance depot in Northampton. The Desiro fleet is one of the most reliable in the country,

and is also greener than many older trains. For example, the energy created during braking is fed back into the overhead power lines. Steve Scrimshaw, Managing Director of the Rail Systems business at Siemens, said: "This significant £62 million investment is part of Siemens', and London Midland's, ambitious plans to ensure more frequent services and improve the overall commuter experience in and out of the capital. We're delighted to be working with London Midland

and Angel Trains to bring these next-generation trains to one of the busiest commuter routes in the country."

Three morning services: the 06.18 Northampton – Euston, the 07.15 Bletchley – Euston and the 08.26 Tring – Euston have gone from an eight carriage formation to 12 carriages – providing a total of 690 seats on each service.

The 15.49 Euston – Northampton service has increased from four to eight carriages, providing an extra 230 seats and the 18.29 Euston – Northampton now comprises 12 carriages.



All aboard for the annual conference

A record number of 86 delegates attended our annual stakeholder conference in Birmingham, the flagship event of our communications calendar.

It featured lively presentations, discussions and workshops. Delegates included representatives from The Department for Transport, Network Rail, Centro, Merseytravel and Passenger Focus; people from 18 local authorities, 16 passenger groups and 10 other organisations were also there.

We were able to present an honest assessment of our challenges and achievements over the past

12 months. There was an opportunity for delegates to meet and mingle with senior London Midland managers and each other. Everyone was encouraged to make suggestions and help shape the future of London Midland. We also looked forward to what we are going to do in what remains of our franchise.

The conference included an update on our Strong Foundations Programme and its role in stabilising

and maintaining performance, with an emphasis on:

- ➔ Doing the simple things well
- ➔ Identifying obstacles to good service
- ➔ Making sure responsibilities and decision-making are set at the right level in the organisation.

Thank you to everyone for their contributions!

We welcome Aimee

Aimee Dyer is our new Communications Manager, with a focus on internal communications. Amy has a degree in Public Relations and a wealth of experience. She joined a PR agency in Skipton working on a number of accounts including Bensons for Beds. Since then she has held various positions within marketing and communications in the NHS, most recently as Communications Manager at Walsall Healthcare NHS Trust.



Timetabled to perfection

Our new timetable that starts on the 14 December will take advantage of the new trains and major improvements to railway infrastructure in the West Midlands.

Passengers are set to benefit from this summer's major upgrade of the Barnt Green, Redditch line when Cross City line services increase from two to three trains per hour, calling at the re-vamped Alvechurch station. There will also be better connections from the Cross City Line at Lichfield Trent Valley in and out of Euston and Crewe services.

On the West Coast Mainline there will be more and faster train services; this includes two new non-stop services carrying passengers from Northampton to Euston in less than an hour. There will also be more Birmingham and Euston services and two new Saturday services between Crewe and Euston to ease overcrowding.

Watch out – buses about!

Network Rail’s £81m investment in new track, signalling equipment and overhead power lines in the Watford area goes on.

So please remember that buses will replace trains between Hemel Hempstead and Stanmore Underground Station on these dates:

- ➔ 25-28 December 2014
- ➔ 14-15 February 2015
- ➔ 21-22 February 2015
- ➔ 3-6 April 2015

Buses will also replace trains on the Watford Junction, St Albans Abbey Line on these dates:

- ➔ 29 November – 28 December 2014
- ➔ 14 February – 16 February 2015
- ➔ 21 February – 23 February 2015
- ➔ 3 April – 6 April 2015

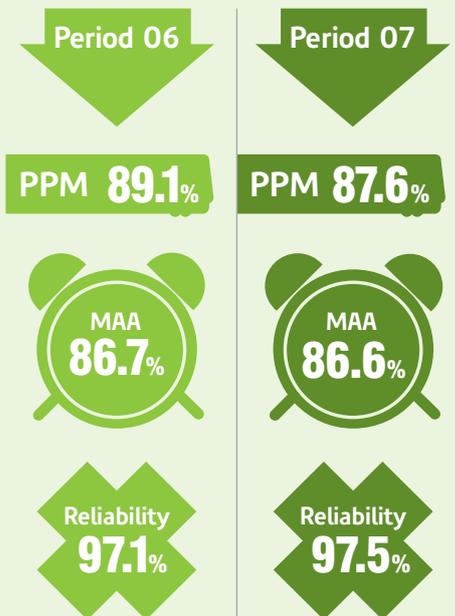


Performance remains consistent, although a number of unrelated infrastructure and train problems kept our performance from climbing back over 90%.

THE NUMBERS

How we’re performing

(17 August to 11 October 2014)



Note: PPM is the % of trains arriving within five minutes of their advertised times. MAA (Moving Annual Average) i.e. average PPM over the last year to date. Reliability is the % of trains that ran for the whole of their journey.

Meeting our customer satisfaction priorities

To achieve next spring’s target of 87% in the National Rail Passenger survey, we aim to:

- ➔ Focus on what makes a real difference and where it makes a real difference
- ➔ Do the simple things well every day and get the most out of what we have got.

Cheapest ‘on the day’ fare to London

We’ve just launched a new **West Midlands to London return ticket for £18**. The new Midweek Super Off-peak ticket can be bought on the day of travel and is valid for one month. The fare is available for off-peak journeys taken on London Midland services between Wolverhampton, Birmingham New Street, Birmingham International or Coventry and London Euston. The new ticket is £5 cheaper than the current lowest walk-up fare and is available for journeys taken on Monday to Thursday only.





round up

Other developments
across our network
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Congratulations to our community rail partners

Our partners, the Abbey and Marston Vale Lines, scooped five awards at this year's Community Rail Awards in Scarborough.

Winners

THE WINNER OF THE BEST COMMUNITY ART (SMALL PROJECT) CATEGORY WAS:

Abbey Line CRP, Watford YMCA and Eleanor Shipman for Watford Junction Art Project 'A to B'. Working with residents of the YMCA, the project explored the theme of transition. This reflected the transitory nature of the rail line and the personal journeys the YMCA residents are on themselves. Weekly sessions included a photography walk documenting the architecture, history and urban fabric of Watford, drawing and wordplay on the train and finally a collage with acetate and photographs to create final posters.

BEST PHOTOGRAPH DEMONSTRATING THE 'ESSENCE OF COMMUNITY RAIL':

Stephen Sleight for 'Tickets Please!' a train full of happy school children using the train for the first time having designed and drawn their own tickets!

THE INNOVATION IN COMMUNITY RAIL CATEGORY:

Abbey Line CRP and Groundwork Hertfordshire for the unique anti-vandalism initiative (including stainless steel artwork) at Garston Station waiting shelter.

**Runners up
BEST PERMANENT ART SCHEME CATEGORY:**

Abbey Line Community Rail Partners (CRP), St Peter's School pupils and artist Jane Visick for creating the exciting Roman-style mosaics at St Albans Abbey Station.

MOST ENHANCED STATION BUILDINGS CATEGORY:

Marston Vale CRP and Bedfordshire Rural Communities Council for the stunning restoration of the derelict station building at Ridgmont as a Heritage Centre, offices and tearooms.



Room to improve

We've invested £12m from the National Stations Improvement Programme in passenger benefits at 21 of our stations, generously supported by a £2.5m contribution from our partners. 47% of our station footfall is at stations that have benefited from these improvements.

Stations for all

The Department for Transport's Stations for All Programme to provide step-free access is either complete or underway at Shirley, Berkhamsted, Hemel Hempstead, Leighton Buzzard, Worcester Shrub Hill and Henley in Arden stations. There's also Acocks Green – part funded by Centro as well as Stratford upon Avon part funded by Warwickshire County Council.

In touch : We hope you find this London Midland business update useful and informative. If you would like to speak with our team for more information, please contact your Stakeholder Manager Gerard Burgess at gerard.burgess@londonmidland.com