

# londonmidland business

Building on strong foundations

January 2015

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## A New Start!

The biggest shake-up of the London Midland West Coast Mainline timetable since 2009 is already proving popular with passengers.



The timetable, launched two weeks before Christmas, includes faster train services between Northampton, Milton Keynes and London, and between Crewe and London.

There are more direct trains between Birmingham New Street, Birmingham International, Coventry, Rugby, Northampton and London. In the West Midlands, there is an improved frequency between Redditch, Alvechurch, Barnt Green and Birmingham New Street, on the busy Cross City Line.

We have been able to introduce these improvements thanks to our ten brand new four-car Desiro trains, as reported in November's London Midland Business. As well as new train services, this greater number of trains means passengers will benefit from 139,000 additional seats every week.

This includes 64,000 extra seats in and out of London Euston and 75,000 extra seats in and out of Birmingham New Street.

Even stations where the new services don't call will benefit, as many more passengers will take the fast trains – therefore easing pressure on local services.

# 'Garden centre' closes – new station opens!

Northampton's £20m iconic new station is open for business. At 2,500 square metres, the new building is bigger than its predecessor. It's fully accessible with a lift between the car park entrance and the booking hall.

**The booking hall leads to a new footbridge with covered stairs and new lifts to all platforms. The new station also has more ticket barriers, meaning passengers can get to the platforms more easily than before.**

Over the past 150 years there has been a succession of station buildings on the site, culminating with the construction of the last station in 1966, during the

electrification of the West Coast Mainline. Memorably described as 'looking like a garden centre', it was functional, but in later years became inadequate for the growing number of passengers using it every day.

The development of Northampton Railway Station is being led by a partnership between Network Rail, Northamptonshire County Council and Northampton Borough Council. The Government is investing £10m, while other partners – including Network Rail and Northamptonshire County Council – are meeting the remainder of the £20m cost.



## Security and revenue success

The vast majority of our passengers are honest. They buy their tickets and expect us to do something about those who try to travel for nothing. Although only launched in September, our new Security and Revenue Protection Team is already producing great results.

Their job is to ensure that we collect the revenue we're owed, and their mobility and visibility improves security for our staff and passengers.

The team has been concentrating on some problem areas, and its excellent work on late evening Friday and Saturday trains on the Crewe – Liverpool route resulted in penalty fares being issued and individuals stopped from boarding the train for being unfit to travel. More great work at Longbridge resulted in 56 penalty fares being issued and 12 individuals identified as being wanted by the police.



# Get 15% off all Advance fares in our online January sale!

As everyone now knows, regulated fares (i.e. those regulated by the Government) rose by between 2% and 3% at the beginning of the year.

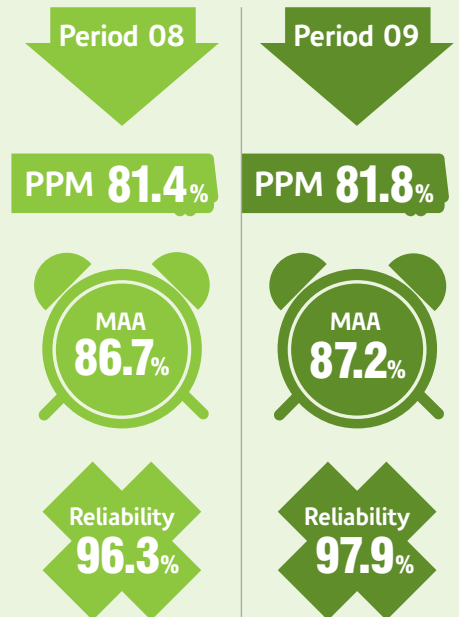
We can't change that but we can help you dispel the January gloom. As a big thank you for travelling with us in 2014, we're cutting the price of thousands of London Midland Advance Standard and First Class tickets by 15% (it's even cheaper with a Railcard!)

Simply visit our website [www.londonmidland.com/sale](http://www.londonmidland.com/sale) between the 1 and the 31 January 2015 to get your discount. You can buy as many tickets as you like for travel up to the 28 February 2015, but be quick because the number of Advance tickets for each train is limited – so book early to grab yourself a bargain!

## THE NUMBERS

### How we're performing

(12 October to 06 December 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.

## Leaf fall – the results are in!

The leaf fall timetable on the Lichfield, Birmingham, Redditch Cross City Line, in force between October and December, has been hailed as a great success.



**During this period punctuality on the Cross City Line improved by almost fifty percent. The main change for passengers travelling on the route was that not all trains stopped at every station.**

This allowed trains to operate as conditions dictated with the minimum impact on punctuality.

Official figures have now confirmed that punctuality improved by 49% compared with last year when there was no autumn timetable in force. This means that performance on the Cross City Line was



MARK GOODALL

the best it's been in two years.

Head of Route, Mark Goodall said "We introduced the leaf fall timetable following feedback from our passengers. We also worked closely with Network Rail to ensure everything was in place to prepare the route for autumn. This included having people and equipment in place ready to respond rapidly if problems occurred. I'd like to thank our passengers for their feedback and understanding while these much needed changes were made".

## West Midlands Performance

In November/December, our performance in the West Midlands was hit by a series of intermittent signalling faults. They caused more than a week's worth of disruption on the Birmingham – Stratford-upon-Avon route, bringing what is normally 90%+ performance down to 71%. On a more positive note, several other routes in the West Midlands performed well.

## Keep in the know!

For the latest news, press releases and other information about London Midland, please visit our newsroom website. You can also create your own account to receive our updates as soon as they are published, straight to your email inbox. Follow this link to register: [www.londonmidland.com/about-us/latest-news/#/](http://www.londonmidland.com/about-us/latest-news/#/)

# round up

Other developments  
across our network

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## Line improvements rolling on 1

The third phase of Network Rail's £81m Watford Area Renewals Programme was finished during the closure of the West Coast Mainline in December.

**Nine miles of track, signalling equipment and overhead power lines were replaced to improve reliability on the route.**

The next phase of the improvement works is the replacement of the bridge at Orphanage Road, just to the south of Watford Junction station.

During these works, buses will replace trains on the following dates:

**On the West Coast Mainline south**

➔ 14-15 February

➔ 21-22 February

➔ 3-6 April

**On the Abbey Line**

➔ 14-16 February

➔ 21-23 February

➔ 3-6 April

Please note that on Monday 16 and 23 of February an amended train service will operate into and out of London Euston.

## It's gold and silver galore for our engineers

**Our engineers at Tyseley diesel depot in Birmingham scooped three awards at this year's National Golden Spanners Awards.**

Sponsored by Modern Railways magazine, the coveted 'Golden Spanner' is awarded for engineering excellence. Performance statistics of different train classes are scrutinised to assess their reliability ratings.

Two classes of our fleet were recognised as being among the most reliable in the country, as Silver Spanners were awarded for both our Class 170 and Class 153 diesel train fleets.

The Tyseley team also won the coveted Golden Spanner for the Cross Country Class 170 Turbostar fleet, which they also maintain.

## Line improvements rolling on 2

Further north, major engineering works at Stafford and Norton Bridge get underway in earnest this year.

Once the whole programme is finished in 2016, a major bottleneck will be removed. This will resolve many of the constraints on future timetable development for both passenger and freight traffic on the route.

This work includes enhancing the infrastructure in the Stafford area, including major signalling works.

A new section of twin track railway and a flyover will carry trains over the West Coast Mainline at Norton Bridge towards Stoke-on-Trent.

This year's main work dates are as follows: 1-4 May and 28 August-1 September.

### 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 Francis Thomas at
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