



# Watford Area Renewals Programme

## Stakeholder update

Tuesday 13 May 2014

This is the first update following the May closure of the Watford Area Renewals Programme. Firstly, I'd like to thank you for your help and cooperation in the run up to this closure.

There have been several review meetings following the closure and, from a London Midland perspective, the weekend was handled positively.

### Low numbers



The amount of people travelling over the weekend was around a quarter of what we'd expect on a normal bank holiday weekend. The majority of those that did travel were aware of the works – this is a result of an industry-led communications plan and the work that you did to ensure that your community was kept up to date.

### Rail replacement

The rail replacement service over the weekend worked well – there were no major problems to report and there were no signs of irritated passengers on board coaches and buses.



### Customer Service

Staff and signage at stations was good, passengers were immediately guided as to where they needed to be – making journeys as quick and easy as possible.

**London Midland** @LondonMidland · May 5  
#WatfordUpgrade - Cross Country are also accepting our tickets from New St to Leicester and Derby.  
Expand   Reply   Retweet   Favorite   More

**London Midland** @LondonMidland · May 5  
#WatfordUpgrade - Overground, Chiltern, Virgin and East Midlands Trains are all accepting our tickets until the line re-opens.  
Expand   Reply   Retweet   Favorite   More

**London Midland** @LondonMidland · May 5  
#WatfordUpgrade - Buses will remain in place until all lines have re-opened.  
Expand   Reply   Retweet   Favorite   More

**London Midland** @LondonMidland · May 5  
The engineering works have overrun at Watford Junction. Lines expected to be open by around 1200. Our tickets are being accepted by Virgin.  
Expand   Reply   Retweet   Favorite   More

### Over-running

When the works overran, the contingency plan worked well. However, this will need to be reviewed and refined for August, as two of the closures in August are not bank holidays. When the contingency plan did kick in, we ensured that passengers were kept informed.

View a [time-lapse video](#) of the works that took place during the closure.