

londonmidland business

Improving your journey

November 2015

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On the ball

We're taking to the rugby field to give back to local communities.

Becoming more involved in community life is one of our company goals.

Through London Midland Giving, we've done everything from selling cakes to climbing mountains, but in this Rugby World Cup year,

we decided to try something new. When the chance came to sponsor Liverpool Medical School's rugby team, Steve Fisher, our Head of Route, picked up the ball and ran!

After presenting the rugby shirt to the Club Chairman, Ali Findlay,

Steve said: "Encouraging healthy lifestyles is a major focus for the UK. This sponsorship raises our profile in an important market for us, and shows we're committed to the whole of our network."





L-R: BRENDA, NADHIM, FRANCIS AND NICOLA

Question time

We went to Westminster to discuss topical issues with politicians.

- ➔ Heads of Route Brenda Lawrence and Steve Fisher met with Rail Minister Claire Perry, Lord Faulkner and Worcestershire MPs to talk about the development of the North Cotswold line
- ➔ Brenda and Steve also dropped in to hear Network Rail's CEO Mark Carne's address to the All Party Parliamentary Rail Group
- ➔ Brenda and Head of Corporate Affairs Francis Thomas joined Nicola Small from Warwickshire County Council to brief Stratford upon Avon MP Nadhim Zahawi about improving the town's station
- ➔ Earlier this month we arranged a drop-in session for local MPs to meet our MD Patrick Verwer and the senior team.

First-class fleet

Transport Secretary Patrick McLoughlin visited our Kings Heath depot to learn about our 350 fleet.

Tom Joyner, our Passenger Services Director, explained to Mr McLoughlin that our Class 350s are among the most reliable trains in the country, and that 10 extra 350/3s have gone down well with passengers on the West Coast Mainline, where they've created significant growth.

Over 30,000 apprenticeships

Mr McLoughlin also announced plans to create more than 30,000 apprenticeships in road and rail.

Our Asset Maintenance Director Neil Bamford said: "Apprenticeships are a fantastic way to bring young people



PATRICK MCLOUGHLIN

into the world of work and especially into the rail industry. Mechanical and electrical engineering skills are particularly in demand among railway operators worldwide.

"The apprenticeship schemes at our Tyseley and Soho maintenance depots continue to develop young talent each year, providing a gateway to qualifications and a fulfilling career."

Earlier this year, London Midland took on its first apprentices through the Prince's Trust programme – and we have plans to develop more schemes in the future.

Thank you

Our deepest thanks go to everyone who went to our annual stakeholder conference in Northampton. We appreciate these opportunities to share our news and future plans with you – and we need your input to keep us growing and developing.

Download presentations from the conference here:
<http://bit.ly/1Rk7alg>

What a hoot!

Our Big Hoot owl has flown the nest.

After perching at the entrance to Birmingham Snow Hill station from June until September, Dr Whoot was put up for auction for Birmingham Children's Hospital – and fetched a whopping £10,500! With a design inspired by Doctor Who's TARDIS, the owl helped raise awareness for the Children's Hospital's The Big Hoot event.



As seen on TV

Sky News captured the work of our Revenue Protection team on the Snow Hill lines. Cameras followed colleagues as they handed out 73 penalty fares to ticket-dodging passengers on trains heading towards Stourbridge.

Watch the report by following this link: <http://bit.ly/1LGfpOB>



At their service

From fun runners to Foo Fighters, we've gone above and beyond to help sports and entertainment fans get to and from their favourite events.

- We ran 21 extra services for the **Capital One Cup second round games** Aston Villa v Notts County, Walsall v Brighton and Birmingham City v Gillingham
- We followed this up with five extra services for the **third round games** Walsall v Chelsea and Aston Villa v Birmingham City (the first Second City derby in five years)
- Throughout the **Rugby World Cup**, we ran extra services to matches at Wembley, Milton Keynes and Villa Park
- We advised passengers travelling to the **Worcester City Run** to allow extra time for their journey to Worcester Foregate Street station
- We reminded passengers of the last trains departing Milton Keynes Central after the **Foo Fighters** concerts at the National Bowl
- We urged passengers travelling in Birmingham to be prepared for busier trains and queuing systems in stations during 26 & 27 September. The weekend saw shoppers descend on the new **Grand Central shopping centre**, two Rugby World Cup matches kick off, the **Birmingham Weekender** arts festival take place, and two **sell-out events** at the Barclaycard Arena and the NEC get underway.

Open doors

The Duke of Gloucester officially opened the refurbished Victorian waiting rooms at Worcester Shrub Hill station.

We were key supporters of the £461,000 project – funded by Network Rail and the Railway Heritage – to bring the rooms back to their former glory.



Justice served

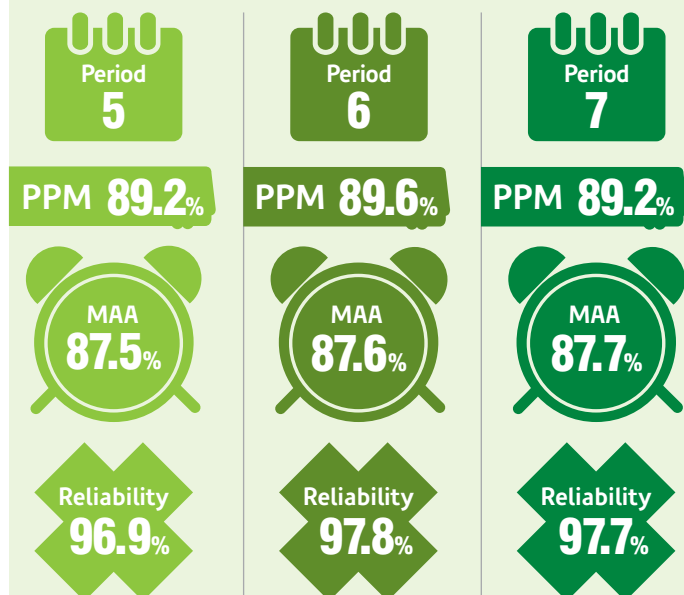
Courts have handed a three-month prison sentence to an individual who assaulted two London Midland colleagues in Milton Keynes. We prioritise the protection and safety of our employees and customers, and if you're the victim of abuse, report the incident to our Revenue and Security team by emailing revenue&security@londonmidland.com, or the British Transport Police, using the emergency numbers or texting **61016**.



THE NUMBERS

How we're performing

(1 August to 31 October 2015)



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.

Performance

October presented a mixed picture for performance, with our Euston services showing a positive 2.5% improvement. Services in the West Midlands, however, showed a slight decline on the previous month.

During this period, passenger rail service satisfaction results were released. They highlighted London Midland as having the largest percentage decrease in complaints rate of any train operator in England, Wales and Scotland, with an improvement of 30.8% – from 43.0 complaints per 100,000 journeys in 2013-14, to 29.8 in 2014-15.

As we enter autumn, train operators face the challenge created by leaf-fall residue on the tracks. A plan has been developed with Network Rail, which includes special treatment trains with powerful water-jets to clean the rails and 'broom-teams' who manually scrub leaf-residue from problem locations.

As in previous years, special leaf-fall timetables are in operation on the Cross City and St Albans Abbey lines.

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

round-up

Other developments
across our network

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New look New Street

The £750million redevelopment of Birmingham New Street has been praised by passengers. The new-look station features a new concourse, a huge atrium and a Grand Central shopping complex. Plus, some excellent new train crew accommodation means that our colleagues are benefitting as well as customers. This has been a great example of Network Rail working in partnership with London Midland and three other TOCs.

BIRMINGHAM NEW STREET AT SUNSET

Turning over a new leaf

We're running a Leaf Fall timetable on the Abbey and Cross City lines again this year.

Autumn leaf fall creates challenging driving conditions for trains, and our drivers need more for time braking and accelerating on slippery rails. The Leaf Fall timetable was hugely successful last year, helping to improve punctuality on the Cross City line by 49%. This year's timetable is effective until Saturday 12 December.



David Whitley, Cross City Head of Route, said: "We listen carefully to passengers and have reviewed feedback from previous years. I firmly believe the changes we are making will help to minimise delays and keep our passengers moving."

Learn more about the timetable here:
www.londonmidland.com/leaffall

Watch this space

Work continues on the Four Oaks Park and Ride expansion.

Centro's £2million extension involves constructing a single-deck car park on top of the existing one, giving commuters an extra 55 parking spaces on top of the current 275. The work is on course to be completed by Christmas.

Nahib Hussain, our Customer Services Manager, said: "The extra spaces will be welcomed by road users at Four Oaks. This investment will improve people's journeys and make the rail network easier to use for local passengers."



Keeping up with D-mand

One firm is creating diesel units out of London Underground D-Trains.

Warwickshire-based firm Vivarail thinks D-Trains could be the answer to growing demand for diesel units. Our Asset Maintenance Director Neil Bamford took a ride on its test vehicle, and asked



its management team about how they're planning make the units suitable for mainline running, which they're hoping to do by the end of this year. He said: "It's early days, but we'll be keeping a very close eye on Vivarail's approach to meeting the demand for more diesel units."

All change

Our first Class 319 trains have entered service on the Abbey line, and three more will be used on the West Coast Mainline between Milton Keynes and Euston stations. The units, which replaced our Class 321 trains, will initially feature less branding due to maintenance work that will affect their bodywork.

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 francis.thomas@londonmidland.com.
- You can also keep up to date by following [@lm_newsfeed](https://twitter.com/lm_newsfeed) on Twitter.