

West Midlands Trains

An introduction to our franchise

Our vision for WMT: *'together we make progress happen'*

14th August 2017

What we'll cover today

Introductions

- Russ Cunningham, Operations Lead
- George Robinson, Communications Advisor
- Gerard Burgess, Communications Advisor
- Camilla Pepper, Communications Lead

Main topics

- Franchise map
- Train services
- Car parks
- Digital Customer Information Screens (DCIS)
- Service Quality Regime (SQR)
- <http://maps.dft.gov.uk/west-midlands/>

DfT's map of the franchise



Train services

December 2018

- Major timetable recast, based on improving the performance of Birmingham New Street
 - currently the highest cause of secondary delay to train services in the whole of the UK
- We will do this by reducing turnround services by up to 50%, freeing up platforms to allow any late-running trains to make up time
- This will help all Train Operators including Cross Country and West Coast services.

We will also:

- reduce journey times between Euston and Birmingham and Euston and Crewe
- run new through services between London and Birmingham International to Liverpool and Walsall and between Nuneaton, Coventry and Leamington Spa
- introduce additional services between Shrewsbury and Birmingham and Wolverhampton and Crewe
- provide a new hourly Sunday service between Shrewsbury and Birmingham
- run additional earlier and later services to Hereford, Crewe, Northampton and Liverpool.

Train services

December 2019

- We will double the services between Nuneaton and Coventry SX and SU via the Ricoh Stadium after completion of the new bay platform at Coventry. We will replace the single car train with 2 car Class 172 trains. On Saturdays we will run 3 trains per hour
- There are plans to build 7 new stations in the West Midlands, subject to the successful completion of feasibility studies
- Stourbridge Junction terminators will reverse and we have an aspiration to run them to a new station at Brierley Hill, converting the existing double freight lines to two single lines, one passenger and one freight
- We plan to extend Kidderminster terminators onto the Severn Valley Railway, subject to a new station being built at the West Midlands Safari Park.

Train services

May 2021

- A new Sunday timetable that runs as many services as Saturdays, doubling the current number of services. A new Sunday service will run between Bedford and Bletchley.

December 2023

- We have an aspiration to extend Brierley Hill services to interchange with the new Midland Metro station we have planned for at Canal St.

Fleet

Subject to successful completion of new train procurement and deals with ROSCOs on existing fleet

December 2018

- 172/0 introduced from GOB 8x2car
- 230/2 introduced Bedford-Bletchley 3x2car.

December 2019

- 350/4 introduced from TPE 10x4car.

December 2020

- All 15X and 170 removed
- New DMUs introduced, 12x2car and 14x4car.

May 2021

- 350/2 removed
- New EMUs introduced, 42x5car and 36x3car.

Station car parks

Station	Number of additional car parking spaces
WCSBU	
Bletchley	100
Hemel Hempstead	100
Leighton Buzzard	100
Milton Keynes Central	130
Northampton	110
Nuneaton	70
Tamworth	30
Watford Junction	100
WMSBU	
Kidderminster	100
Stone	100
Telford	100
Worcester SH	10
Total	1050

Digital Customer Information Screen (DCIS)



DCIS during disruption

Platform 2 09:37:17

09:45 **Delayed**

Newcastle

Calling at:
Huddersfield,
Leeds,
York,
Northallerton,
Darlington,
Durham,
Chester-le-Street

⚠️ Delayed by 5 mins

Due to a signalling failure in the Manchester area this train is running 5 minutes late. We apologise for any inconvenience. Southwest trains.

Platform 2 09:37:17

09:45 **Bus**

Newcastle

Calling at:
Huddersfield,
Leeds,
York,
Northallerton,
🚌 Darlington,
🚌 Durham,
Chester-le-Street

🚌 Bus replacement service

Due to a track maintenance in the Durham area this train is running a bus replacement service from Darlington. We apologise for any inconvenience.

Platform 2 09:37:17

⚠️ Major Delays

Unfortunately we are experiencing long delays.

Due to a incident in the Ely area, services are currently suspended between Huddersfield and Leeds. This incident is anticipated to continue until 11:30.

11:32 **Plat 2**
London Liverpool St. **On time**

11:48 **Plat 2**
London Liverpool St. **On time**

Next Update at 09:45

Platform 2 09:37:17

🚌 Bus replacement

Due to planned engineering works we are running a bus replacement service in the Durham area.

🚌 Durham

- Sample station
- Sample station
- Sample station
- Sample station

🚌 Edinburgh

Next Update at 09:45

DCIS day-to-day

Platform 2 09:37:00

09:51 On time

Newcastle

Calling at:
Huddersfield,
Leeds,
York,
Northallerton,
Darlington,
Durham,
Chester-le-Street,
Newcastle.

Following Services

2nd **15.42**
Tottenham Hale
Formed of 8 coaches

Formed of 8 coaches
Tottenham Hale
15.42

Following services

Newcastle,
Chester-le-Street,

Platform 2 09:37:00

09:51 On time

Newcastle

Calling at:
Huddersfield,
Leeds,
York,
Northallerton,
Darlington,
Durham,
Chester-le-Street,
Newcastle.

@nationalrail 1 min

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@nationalrail 1 min

Newcastle,
Chester-le-Street,

Platform 2 09:37:17

09:37 On time

Newcastle

Calling at:
Huddersfield,
Leeds,
York,
Northallerton,
Darlington,
Durham,
Chester-le-Street

Weather

Darlington	Durham
22°	21°
22°	21°
Darlington	Durham

Weather

Chester-le-Street
Durham

Platform 2 09:37:17

09:45 On time

Newcastle

Calling at:
Huddersfield,
Leeds,
York,
Northallerton,
Darlington,
Durham,
Chester-le-Street

Train Splits at Woking

Front 4 coaches Woking	Rear 4 coaches All stations to Alton
Front 4 coaches Woking	Rear 4 coaches All stations to Alton

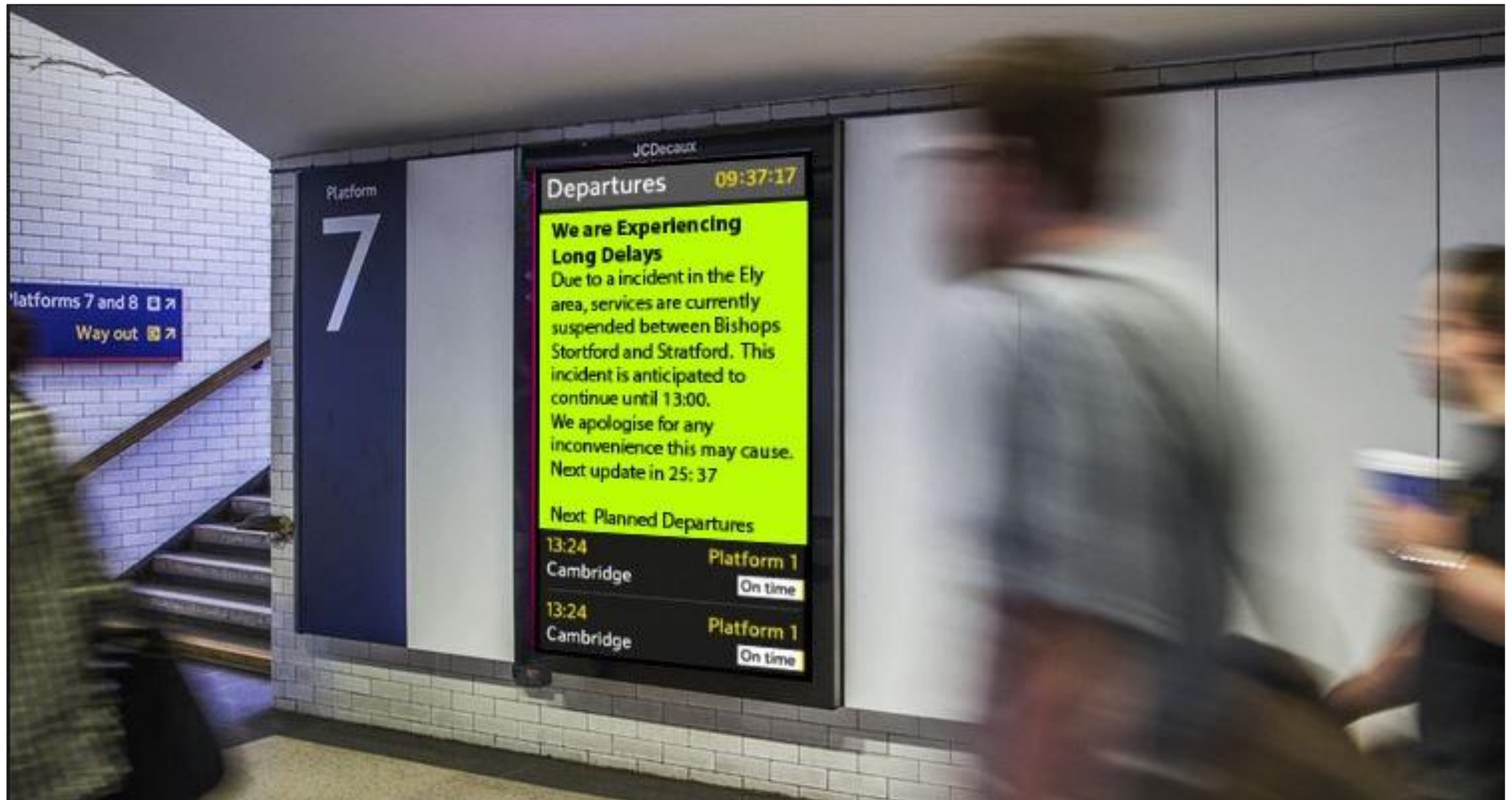
Train splits at Woking

Chester-le-Street
Durham

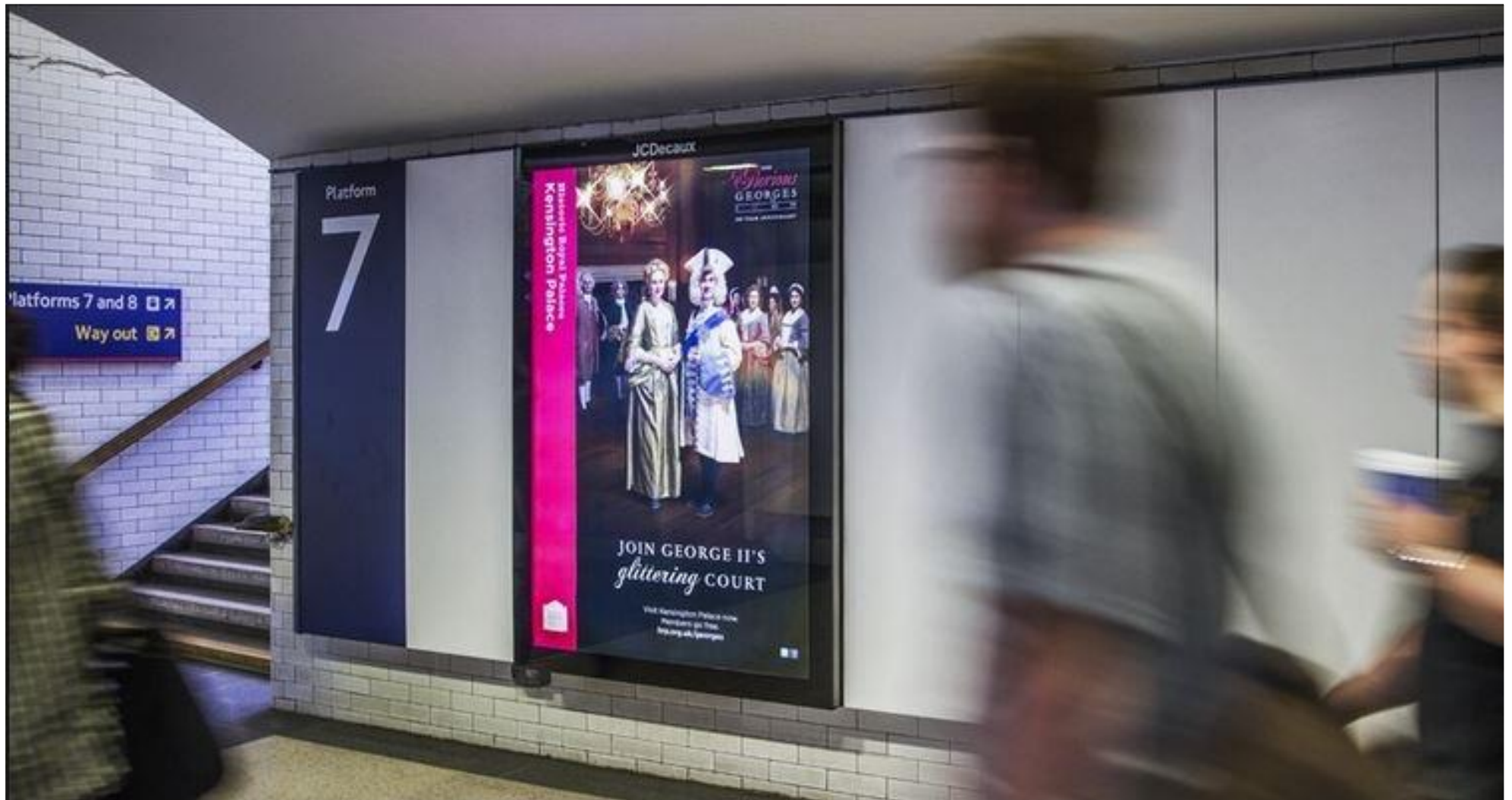
DCIS – quick view information



DCIS



DCIS



Service Quality Regime (SQR)

Our objective

- Our objective is to deliver a higher quality service that raises customer perceptions and drives improvement across the whole franchise.

Our approach

- We will have eyes on the ground:
 - Mystery shoppers
 - Passengers using Snappit app
 - Staff using staff app
 - Community Rail Officers using staff app
- Annual audit
- SQR Best Practice Group to share learnings and drive improvements across all of our TOCs.

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Thank you

wmtrains

