

# Londonmidland business

TRAVEL MADE SIMPLE

July 2017

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## London Midland has heart

When it comes to supporting community work, we're on the right track, recently winning two corporate and social responsibility (CSR) excellence awards.

Judges for both the HR Excellence and International CSR Excellence Awards were impressed by two of our community schemes: Community Rail and Your Sporting Chance.

Francis Thomas, Head of Corporate Affairs, said: "With Community Rail,

we're encouraging local individuals and groups to take pride in their railway and stations. We've set up 20 new schemes in the past six months. And through Your Sporting Chance, we're helping young people to develop healthier lifestyles.

"London Midland is committed to getting closer to the communities

we serve. Improving engagement with local people means we can have better conversations and design service improvements that really matter to our customers."

Read more  
community  
stories on  
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UPDATE

### Franchise extension

The Department for Transport has asked us to continue operating our franchise until at least December 2017 with a possible further extension until February 2018. The current contract was due to come to an end in October 2017.



IMPROVING SERVICES

## Customers first – despite Doris

**Our customers have given London Midland an 84% approval rating in the latest National Rail Passenger Survey (NRPS).**

This is another good result for London Midland in the NRPS, which was strongly influenced by the effects of Storm Doris in February.

The biggest disruption was seen on the West Coast Main Line and in the West Midlands, with the Cross-City Line out of service for the best part of two days.

We're always committed to improving our customer service and our own internal tracking shows that customer satisfaction has now risen back to pre-Storm Doris levels.

# Looking to the future

**Six of the brightest tech companies are working with us to create simpler journeys for our customers.**

Kompass, Braci, Touch Byte, Warwick Analytics, Popwork and Transreport have been showcasing their innovative designs after taking part in the first London Midlands Labs programme. We are now recruiting for the next Labs programme in the autumn. To find out more, visit: [www.londonmidlandlabs.com](http://www.londonmidlandlabs.com)

## Moving on up

**We're committed to improving our services and creating better journeys for everyone.**

Our latest Customer Report outlines the improvements we've been working on since October 2016 – and shows how we're performing against our targets.

Read more: <http://bit.ly/2uFZgaP>



## By-the-bylaws

**New approach to old railway bylaws to keep you safer.**

**This summer, our Revenue Protection and Security team have started to enforce railway bylaws. The pilot education programme on the Cross-City Line has already seen 163 passengers warned about feet on seats, 11 stopped for smoking, and 20 people ejected from stations.**

During the programme, offenders are issued with a yellow warning card and future offences, including cycling on platforms or playing loud music, can lead to prosecution. The trial has been welcomed by passengers on the Cross-City Line and will be rolled out on other lines in the months ahead.

## Step into spring

Thanks to all our stakeholders who attended our spring briefings. You can view the slides here: [www.londonmidland.com/news#/documents](http://www.londonmidland.com/news#/documents)

**SAVE THE DATE:**  
**This year's Annual Conference is being held in Birmingham on Thursday 28 September.**





SUPPORTING COMMUNITIES

# Writing's on the wall

Our new mural and exhibition space at Smethwick Rolfe Street station is embracing the region's cultural diversity.

**A joint collaboration between London Midland, Transport for West Midlands and Network Rail, the mural – painted by fifty Sandwell College art students – brings new life to the station.**

The students asked residents and rail customers what they'd like to see in the design. Reflecting the area's many cultures, the 19.25 square metre installation has "Love Thy Neighbour" written in a variety

of languages. Construction students tested their skills too, transforming the former Station Master's office into a history exhibition space and meeting room.

Faye Lambert, Head of Community Rail at London Midland, said: "These projects are great examples of how people of all ages can make a real difference to their area by enhancing their local station."



THE NEW MURAL AT SMETHWICK ROLFE STREET



FROM LEFT TO RIGHT: PATRICK VERWER, STEVE HELFET, RITA TAYLOR AND MARC DAVIES

## Training memories

We've honoured former England Manager Graham Taylor OBE by naming one of our newest Class 350 trains after him.

In a ceremony at Watford Junction, the name plaque was unveiled by Graham's widow, Rita.

The naming was organised through collaboration between London Midland and Watford Football Club and was attended by representatives from Graham's former clubs, including Aston Villa and Wolverhampton Wanderers.

## True Colours

A group of colleagues and their families put their running gear on for the Blind Dave Colour Run on 22 July and raised £2,000 for The Albion Foundation.

The five-kilometre run at Sandwell Valley Country Park, which saw participants covered in colour as they made their way around the course, raised funds for disadvantaged members of the local community.

As well as the action on the track, there was a lot to see with demonstrations from sports groups, dancers, circus performers, and the fire service.

Richard Brooks, Commercial Director, attended and thanked everyone involved in setting up the event and raising money for such an inspirational cause.

## Get ready for The Big Sleuth



London Midland has joined up with The Big Sleuth as a Presenting Partner.

The creative spectacle, which is delivered by Birmingham Children's Hospital Charity and creative producers Wild in Art, will see up to 100 giant bear sculptures appear across Birmingham city centre and its surrounding regions.

The Big Sleuth, named after the term for a group of bears, follows on from The Big Hoot in 2015, which attracted more than 800,000 visitors and raised over £625,000 for charity with a group of large owl sculptures.



GET READY

# Getting HS2 ready

As work is carried out in preparation for HS2, trains will not be running to/from London Euston over the August Bank Holiday.

We are advising customers not to travel if possible over the Bank Holiday weekend, particularly on Saturday 26 or Sunday 27 August. If travel is essential, services are expected to be very busy and journeys will take significantly longer than usual. For more information go to: [www.londonmidland.com/euston](http://www.londonmidland.com/euston)



# Re-route your Liverpool commute

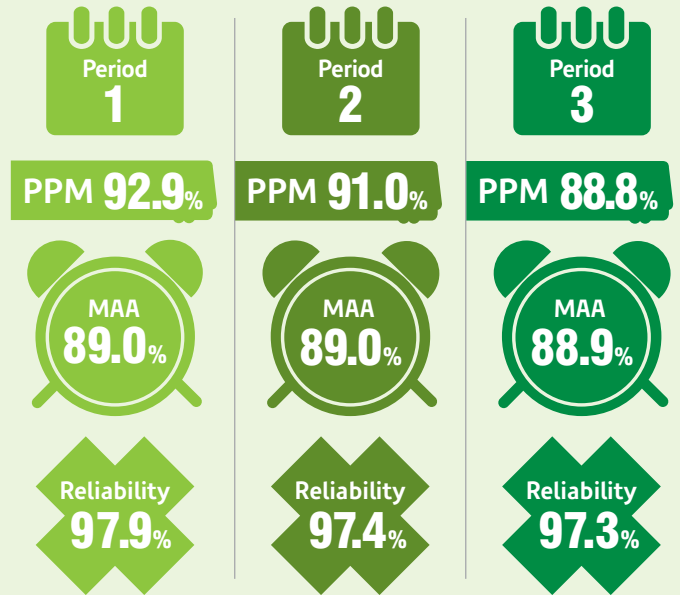
Journeys to Liverpool Lime Street will be affected from Saturday 30 September until Sunday 22 October as Network Rail makes vital upgrades.

The improvements will enable the station to cater for a doubling in passenger numbers forecast during peak periods by 2043. During the upgrade period, London Midland passengers will need to change to the Merseyrail at Liverpool South Parkway and travel to Liverpool Central. For more information go to: [www.networkrail.co.uk/lcr](http://www.networkrail.co.uk/lcr)



# THE NUMBERS

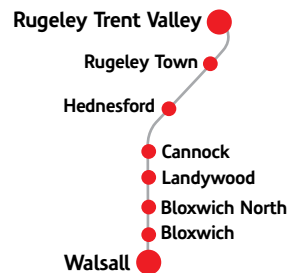
How we're performing (1 April – 24 June 2017)



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

## Performance

While train performance over the last three periods has regularly been above 90%, we have suffered from several incidents out of our control. These include a mixture of infrastructure failings (overhead line problems, loss of data connections and broken rails) but also a tent and a trampoline on the line on separate days, causing significant delays for our customers.



replacement buses

Tuesday 22 August until Monday 28 August

# Electrifying investment



Buses will replace trains between Walsall and Rugeley Trent Valley from Sunday 13 August until Monday 28 August.

The work is part of the £100 million electrification of the Chase Line. To check how your journey might be affected go to: [www.londonmidland.com/travel-information/live-information/weekends](http://www.londonmidland.com/travel-information/live-information/weekends)

## 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](mailto:francis.thomas@londonmidland.com)
- You can also keep up to date by following @lm\_newsfeed on Twitter.