

NORTHAMPTON RAIL USERS' GROUP www.northamptonrug.org.uk

Minutes of meeting held 3rd July 2010 at the Guildhall, Northampton

Present: Simon Butterworth; David Cheney; Mike Clark (Passenger Focus); John Ellerby (NCC); Shaun Hope; Gyde Horrocks; Mitzi Latham (London Midland); Paul Minton; Paul Smith; Elisabeth Townsend; Paul Varnsberry; Tom Welsh (UoN).

Apologies: Alan Jones; Neil Langford (London Midland); Simon Mitchell; Patrick Rawlinson; Roy Sears; Daniel Smith; Geoff Steel; David Trill.

Minutes of last meeting: Accepted.

London Midland Report (Mitzi Latham)

Performance PPM for period ending June was 93.6% overall, with London Euston routes at 92.9% and Birmingham/Northampton at 80%. The recent MPS survey indicated that LM had one of the best train performances of the companies surveyed. Performance is "going in the right direction", with good progress following the appointment of the new MD with his focus on punctuality and performance. Changes to announcements are underway, with the corrections often discussed. A LM person is usually present on platforms 2 and 3 and a new CIS point has been installed on platforms 2/3. LM have a delay management procedure in place, part of which is to examine delays for cause and correction. Neil and Mitzi propose attending future meetings on a quarterly basis

Virgin

Nothing to report.

AGM

Due to the absence of too many involved the AGM was postponed to the meeting scheduled for 4th September.

Sally will be stepping down, Brian Binley MP has agreed to be Chairman and was duly nominated and seconded. Paul Veernsberry has agreed to be Vice-Chairman and was duly nominated and seconded. This gives the group excellent representation in both local and national governments.

Both Paul and Elisabeth would like to step down, leaving 2 vacancies for the executive committee, nominations are sought please.

Passenger Focus

Mike Clark of Passenger Focus attended the meeting, largely as an observer. Mike made the following comments:

PF maintain a review and data base of passenger disruption reports.

PF do not like the definition of a train up to 5 minutes late as being "on-time"

PF are researching the reluctance by customers to use ticket vending machines

Next Meeting:

Saturday 4th September

NORTHAMPTON RAIL USERS GROUP

Secretary: Paul Minton, e-mail pamin100@aol.com

Liaison Officer: Elisabeth Townsend, e-mail elisabeth-townsend@lineone.net

Agenda for meeting on
Saturday 4th September 2010

at

THE GUILDHALL

NORTHAMPTON

at 10.00 AM

1. 10.00 - Attendance and apologies
2. 10.02 - Minutes of 3rd July meeting and matters arising not appearing elsewhere on the agenda
3. 10.05 - London Midland Report
4. 10.20 - Virgin Trains
5. 11.00 - Campaign issues
 - HS2
 - IEP
 - "07.12" replacement
6. 11.15 - AGM
 - Chairpersons report
 - Treasurers Report
 - Election of officers (Chair, vice-chair, Secretary, Treasurer + ANO)
7. 11.50 - AOB (Please notify the Chair before the meeting of any items of AOB to be discussed.)
8. 12.00 - Meeting closes

Date of next meeting: to be agreed