

## **NORTHAMPTON RAIL USERS' GROUP [www.northamptonrug.org.uk](http://www.northamptonrug.org.uk)**

### **Minutes of meeting held 6<sup>th</sup> March 2010 at the Guildhall, Northampton**

**Present:** James Alexander; Colin Bricher ; Simon Butterworth; Julie Chambers, David Cheney; John Ellerby (NCC); ; Gyde Horrocks; Shaun Hope; Sally Keeble MP; Neil Langford (London Midland); Mitzi Latham (London Midland); Paul Minton; I; Patrick Rawlinson; Roy Sears; Elisabeth Townsend; Tom Welsh (UoN);

**Apologies** Michael Barlow; Sandi Coles; Alan Jones; Simon Mitchell; Daniel Smith; Paul Smith; Geoff Steel; Cllr. David Trill; Paul Varnsberry (NBC)

**Minutes of last meeting** Accepted.

#### **London Midland Report (Neil Langford)**

The "Great Escape" promotion is underway and is being successful, a side effect of which has been to cause queues to the ticket windows. LM will look at different schemes to buy tickets for future promotions.

There have been incidences of ticket vending machines being attacked at some locations (not Northampton), resulting in all external machines being removed to prevent recurrence. Conductors are aware that some passengers may not have tickets as a result. New solutions for unmanned stations are being thought out.

All L-M stations and the head office meet ISO 14000 environmental standards.

Performance for the period (PPM) was 81.7% overall with 76.6% morning peak and 81.2% evening peak. Culprits were overhead wires at Berkhamstead 1<sup>st</sup> Feb, Wembley 13<sup>th</sup> Feb and the snow and ice.

The joint performance improvement plan has been signed off by LM, but not yet by NR. LM have the full complement of stock. However the 18.47 from Euston is now very heavily loaded, it is planned to rejig the 18.29 to rebalance capacity for the 18.47. Users commented that where trains split the staff at Euston were not very good at managing the split with passengers – a better way of getting people to the front is needed.

Parking on pavements in the Castle station car park has been raised. Meteor have been asked to work on it, and will react with penalty notices. A question over the form and legality of penalty charge notices was raised, and left for discussion at another session when Meteor will be present. An agenda of issues is requested for this meeting (action to James Alexander)

A question was raised about help for people with non-visible disabilities and people with disabilities travelling without giving 24 hour notice. Neil asked that people wanting help should stop at the information centre and ask, otherwise the staff simply will not know help would be appreciated.

#### **Lord Adonis Meeting**

We had a good reception from the Minister - a briefing note has been put on the website.

The Minister has written to LM regarding the restriction on reduced fares in the evening peak, though is a company issue and not a regulator one, so no-one should expect LMs decision to be simply over-ruled.

Lord Adonis noted and credited us with taking a longer term, more strategic view. He had anticipated, and was pleased not to get, a moaning session about the TOC. The general advice received from the Minister is to continue to push our case.

Sally will write to NR regarding the loop upgrade.

The Minister shares our views on getting better services with the release in capacity on WCML after HS-2.

We need to continue to press for the 125 mph trains post 2015.

NRUG need to consider how to maintain pressure for improvements given that Northampton has not expanded to the degree expected and the general pressure on public spending. The strategic nature of 4 track high speed is needed to press the loop upgrade.

**Next Meetings:**

**Saturday 24th April in the Guildhall.**

Then Saturday June 5<sup>th</sup> in the Guildhall

No meeting 3<sup>rd</sup> April due to Easter

No meeting 1<sup>st</sup> May due to May Day BH

NORTHAMPTON RAIL USERS GROUP

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

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**Agenda for meeting on**  
**Saturday 24th April 2010**

**at**

**THE GUILDHALL**

**NORTHAMPTON**

**at 10.00 AM**

1. 10.00 - Attendance and apologies
2. 10.02 - Minutes of 6th March meeting and matters arising not appearing elsewhere on the agenda
3. 10.05 - London Midland Report
4. 10.25 - Virgin Issues
5. 10.30 - Campaign issues
6. 11.05 - AOB (Please notify the Chair before the meeting of any items of AOB to be discussed.)
7. 11.15 - Meeting closes

**Date of next meeting: 5<sup>th</sup> June 2010 - Guildhall**