

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

**Minutes of meeting held 7<sup>th</sup> November 2009 at the Guildhall, Northampton**

Present: Julie Chambers; David Cheney; John Ellerby (NCC); ; Gyde Horrocks; Den Law (London Midland); Neil Langford (London Midland); Simon Mitchell; Paul Minton; Patrick Rawlinson; Roy Sears; Geoff Steel; Paul Smith; Elisabeth Townsend.

**Apologies** Michael Barlow; Simon Butterworth, Sandi Coles; Shaun Hope; Mitzi Latham (London Midland); Sally Keeble MP; Daniel Smith; David Trill; Tom Welsh (UoN); Cllr. Paul Varnserry (NBC).

**Minutes of last meeting** Accepted.

In the absence of Sally Gyde took the chair.

**London Midland report: (Neil Langford).** PPM for the last period exceeded 90% which is the best since LM took over the franchise. Overall performance of the 350 fleet is improving, the 350/2 are showing improved reliability but the 350/1 is not as good as previous. A request for some information regarding the 350/1 failures and remedies was requested.

Patrick raised 2 service issues - a diversion via Rugby without warning, and problems of cancellations and platform alterations on 6<sup>th</sup> November.

Information after 10pm was reported to still be a problem at times. LM are implementing an automated system to solve this. LM are also investigating "predictive platforming" to get around the problem of the station not knowing what the signallers are doing.

The connectivity issue was raised again, but this belongs with DfT rather than LM. The same issues of connectivity were raised with Chris Gibb of Virgin at a recent Rugby RUG meeting.

The revised December timetables will see the 7.06 move to 7.03 and a 08.02 arrival into Euston. LM tried to get pre 08.00 but were constrained by Virgin services that could not be adjusted. We thank LM for taking this up and making the changes they could.

Julie pointed out that the benefits of the earlier arrival would be lost if the 08.02 arrival was at a suburban platform, Neil will check.

The topic of ticket windows and long queues was raised again. From the travellers perspective the use of the ticket window for travel enquiries appears to cause long queues when only 1 window is open. LM are clear that the travel centre will not be re-opened (no franchise requirement and are encouraging use of the ticket vending machines and floor walker to help. The ticket machine credit card readers will be altered to be more user friendly to encourage more use. Neil said he would look at the reasons why long queues/only 1 open window.

Neil was asked to take back our concerns over having no travel centre

The new Operations Director, Wallace Overall, would come to a meeting if invited.

Sunday services - LM have extended the existing arrangement and aim to get a full resolution in January.

Comments were made about connections between different LM services being difficult to get - the timetables have no connectivity for Euston/Northampton and then the Trent Valley, Liverpool etc.

**Virgin Report:** no one from Virgin present, but one thing of interest. John Ellerby, representing the transport authority, has written to Virgin asking why with 3 services

arriving in Euston in quick succession of each other one could not be run via Northampton to replace the 07.12. No response as yet.

**Car parking and the new station:** Chris kindly agreed to prepare a short article for the website last meeting, the Secretary has asked to send a reminder to him.

**Network Rail:** Paul Minton had no response form Network Rail - Andy Bliss is apparently the right person to contact.

**AOB:** Geoff Steel has put together a lot of correspondence to Passenger Focus and others and is continuing to do so. This is a record of NRUG's thanks for his efforts. The national timetable is available from HMSO. A letter of support for decking should go to LM.

**Dates for the next meetings: 5<sup>th</sup> December 2009, 6<sup>th</sup> February 2010, 6<sup>th</sup> March 2010, No meeting April due to Easter, 1<sup>st</sup> May 2010, 5<sup>th</sup> June 2010.**

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 5th December 2009**

**at**

**THE GUILDHALL**

**NORTHAMPTON**

**at 10.00 AM**

1. 10.00 - Attendance and apologies
2. 10.02 - Minutes of 7th November meeting and matters arising not appearing elsewhere on the agenda
3. 10.05 - London Midland Report
4. 10.30 - Virgin Report
5. 10.40 - Network Rail
6. 11.10 - Timetable & Service issues and campaigns
  - New fast trains
  - Connectivity
7. 11.40 - AOB (Please notify the Chair before the meeting of any items of AOB to be discussed.)
8. 11.45 - Meeting closes

**Date of next meeting: 6<sup>th</sup> February 2010**