



welcome

Welcome to the 10th edition of 'On Track' – our final one of the year. And what a year it has been! We've improved performance (including a record period of 93.3 per cent PPM), we're the most improved operator for customer satisfaction in the National Passenger Survey, we've cut energy use and boosted recycling and we've invested millions in new car parks and facilities. We've run a series of Rail Sale promotions, joined Twitter, scooped a marketing award and even opened an art gallery at one of our stations. We hope you enjoy reading the newsletter, and if there's anything you would like us to cover in 2011 please get in touch.

With the festive season upon us, I would like to take the opportunity to wish you all a Merry Christmas and a prosperous New Year!

December timetable bring new services

Work on the December timetable started a year ago, and involved meticulous planning by all involved in the process. As a result of their hard work, from Sunday 12 December 2010, passengers can enjoy new services.

Trent Valley

From Monday to Friday the train from Rugeley Trent Valley to Rugby will become a passenger train from Crewe.

Birmingham to Hereford

A Saturday train service from Worcester Shrub Hill to Birmingham will now call at Droitwich Spa.

Snow Hill Lines

Between Monday and Friday a service from Worcester Shrub Hill to Dorridge will be extended to Leamington Spa.

Cross City

On Sundays there will be an additional train from Birmingham to Redditch which will only call at University and Longbridge.

Birmingham to Liverpool

During the week, there will be an additional train from Crewe to Liverpool Lime Street. On Saturdays between Crewe and Liverpool, there will be two additional trains.

For full details of the December timetable visit – londonmidland.com/your-journey/new-timetables/

increased passenger services

We've increased services from one train to three trains per hour for passengers travelling from Whitlocks End. The new services have been brought in after major engineering work took place between Shirley and Stratford-upon-Avon at the end of October. The work was carried out to renew Bearley junction and install new signal equipment.

Network Rail's programme of work has allowed line-speed improvements as well as the opportunity to run the additional services to Whitlocks End. This is good news for residents in Dickens Heath, as we are now able to turnaround services at Whitlocks End and provide two more trains per hour for passengers.

station supervisor lays down tracks..... for new album

As well as the operational side of the business, our staff also have talent in other areas, namely, the recording studio! Craig Gould, station supervisor, at our Nuneaton station, has been laying down tracks for the release of his latest album with his band. The band – Tamworth-based Carousel Circus – has supported the likes of Levellers, N-Dubz and Hawkwind. Playing venues including Liverpool's Cavern Club, the Carling Academy in Birmingham and Camden's Barfly. They also recently supported Birmingham's Ocean Colour Scene in Stratford-upon-Avon. Craig provides vocals and plays guitar for the band, which has just released its third album 'The Butcher, The Baker and the Ice Cream Maker.' For more information visit – www.carouselcircus.com



volunteers help to keep Leighton Buzzard station in bloom

A big thank you goes out to a group of volunteers for helping to brighten up Leighton Buzzard station. Beautiful flowering tubs were installed on platform one and inside the concourse by Leighton Buzzard Garden Centre, thanks to London Midland's financial support and encouragement. The project also received help from Leighton-Linslade Town Council's Anglia in Bloom Campaign. For their efforts volunteers received a first-class day out on our network.

Our staff supported the volunteers by helping with the watering when necessary, and providing safety briefings. We also organised children's painting competitions which have given a lot of pleasure to commuters, as well as getting young people to take an interest in the station and instructing them on safety on railway stations.



working partnership brings real passenger benefits

Buying rail tickets just got a whole lot easier for passengers at Atherstone station, thanks to Warwickshire County Council who have generously funded a new state-of-the-art ticket vending machine. Since the start of our franchise we have invested in 21 new ticket vending machines – Atherstone makes 22. This is also the latest in a series of investments through our Quality Rail Partnership with Warwickshire County Council. Stations that have been improved under this investment are Water Orton, The Lakes and Henley in Arden. We are really pleased to have been able to further enhance the facilities for passengers, while working in conjunction with the Council. This is another great example of where partnership working brings real benefits to passengers.

a marathon effort staff hit the road running to raise cash for charity

Months of training paid off when five members of staff raised thousands of pounds for charity in the Birmingham Half Marathon. The quintet, who were often seen pounding the streets of Birmingham in training sessions, all came home in two to three hours in the Second City's half marathon. Mark Lawton, customer service manager for Snow Hill lines, Peter Dobbin, customer service manager for Birmingham South, retail manager Brenda Lawrence and facilities coordinator, Heather Patrick raised £2,961



for Help for Heroes. Snow Hill delivery manager, Ben Payne, also raced home with Ben securing £200 for the Alzheimer's Society in memory of his grandmother.

We're very proud of the team's achievement, and wait to hear what their next challenge will be!

a fare update

In line with many rail operators we will also be making changes to our fares in January 2011. There will be no increase to unregulated fares in January. Unregulated fares account for almost half of our overall fares and include most off-peak fares.

There will, however, be an increase of 5.8 per cent to our regulated fares from 2 January 2011. This equates to the Retail Price Index (RPI) of 4.8 per cent, plus one per cent. It is in line with the overall industry average of 6.2 per cent increase. Regulated fares include standard season tickets and peak anytime fares.

the commuter diaries reveals we are top tweeters

The topic of commuting is always a favourite subject for rail passengers on Twitter, and since joining the Twitiverse earlier this year, we have received a number of tweets about this area. With quick, useful information, our response standard has been highlighted by The Commuter Diaries, an online blog. The blog, states 'The very best example I've seen of a train company engaging with its customers on Twitter is London Midland. They take a confident, no-holds-barred approach to complaints and questions. A real effort is made to respond to all comers showing that they're working with relevant teams across their company to improve areas.'

and finally

With the 10th edition wrapped up, I am pleased to report that demand for our newsletter has increased. Since 'On Track' began we have constantly been adding people's email address to our database. Please feel free to circulate our newsletter to anyone you think will be interested in hearing our news. Or pass on their contact details on to me, so they can receive it direct to their inbox.

The next issue will be out at the end of January. If you have any comments or questions in the meantime, please email me at nicola.moss@londonmidland.com



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