



welcome

Welcome to the September edition of 'on track' our stakeholder newsletter. I hope we've provided a good selection of articles for you in this month's round-up. We have lots of activity going on at the moment with improvements all around the network, from information screens to a brand new washplant. This month it was quite a challenge to keep 'on track' to two pages!

lights. camera. action!

Hollywood beckons for Ridgmont station as it is set to feature in a British movie hoped to be a Hollywood hit. The station was used to replicate a scene based on the bestselling book *One Day*, written by David Nicholls. The film stars 'The Devil Wears Prada' actress, Anne Hathaway, and up-and-coming British actor, Jim Sturgess.

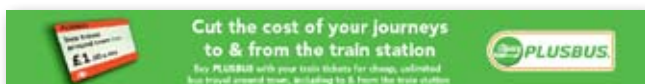


The Marston Vale line station was chosen for specific scenes in the British movie, which is currently being shot by London-based Hadrian Productions. The film is scheduled for release later this year.

another plus for passengers of the plusbus

Plusbus, a cheap bus pass (like a travelcard), is a scheme set up to be used with a train ticket to give unlimited bus travel alongside your rail journey in certain destinations.

The scheme now has more benefits, and from Sunday 5 September there will be various improvements to Plusbus ticketing. Five more rail-served towns will be covered by Plusbus and eleven more train stations in the West Midlands will become Plusbus interchanges. These stations include Bloxwich North, Bordesley, Bournville, Chester Road, Coseley, Langley Green, Marston Green, Rowley Regis and Tame Bridge Parkway. In September a total of fifty train stations in the network West Midlands region will be Plusbus interchange stations.



hemel hempstead station improvements: on track

The improvement of Hemel Hempstead station forecourt is a jointly funded scheme between London Midland and Hertfordshire County Council. As a train company we are passionate about customer satisfaction and improved station facilities, and are delighted at this opportunity to provide improvements in partnership with the County Council. Hertfordshire are funding much of the work, and we are providing new cycle storage, contingency funding and project management of the scheme.

At the station the first priority is to improve pedestrian access and safety. This will include the narrow pedestrian area in front of the main doors being widened and levelled. The steps down to the forecourt will be widened and contrasting edges and tactile warning strips will be applied.

Taxis at the station are also part of the improvement mix. The area where taxis wait to join the rank will be addressed by creating a new taxi waiting area. This will combine short-stay parking and the long-stay exit lane. Cars will not be allowed to use the new dedicated taxi waiting lane. There will be new road markings and new road signs will be installed.

The works are scheduled to finish as this edition of on-track is published.

meet the manager

Our next meet the manager event will be on Thursday 16th September at both Birmingham Snow Hill and Birmingham New Street stations between 0745 – 0945. As always, we'll do our best to answer passengers' questions.

cleaner trains

A new £1.6 million train washing facility has been commissioned at our train depot in Tyseley. The washplant has been created to replace an old model used on site for over 35 years. The washplant, funded by Network Rail, will clean approximately 120 trains every day. End to end the number of train vehicles passing through the facility each day measures almost 3 kilometres.

The washplant has both an acid and a detergent function, which works harder to remove stubborn particles such as carbon dust and heavy build-up of dirt and grease. This new robust cleaning system douses the train with a cleaning solution and vigorously washes the carriages. The exit process involves a thorough rinsing exercise to remove the cleaning fluid before the train is moved and then stabled.



We're certain that our passengers will appreciate the results from our new equipment, as a clean train creates a positive image from the start of a passenger's journey.

september fares change

We will be making a number of changes to fares from Sunday, September 5, 2010. These changes only affect unregulated fares across our network.

The majority of our off-peak day fares will increase by 3% within the West Midlands. Mid-range Advance fares will increase by 50p and Off-Peak and Anytime fares on Express routes will increase by 5%. Last year, we did not increase these fares in January when many other operators did.

We are also making a modest increase to 1st Class fares, although this is the first time we have increased 1st Class fares since the start of the franchise.

No increase has been made to Regulated fares. Overall we believe that we have taken a balanced approach, and the majority of Advance fares remain unchanged. Our range of tickets remain very competitively priced, and the price of an Advance ticket from Birmingham to London starts from as little as £6.

shuttle rockets to half a million passenger journeys!

More than half a million passenger journeys have been made on our shuttle service between Stourbridge Junction and Stourbridge Town since conventional trains were replaced by railcars. The innovative railcar, built by Parry People Movers, made its 500,000th passenger trip last month.

The new railcars have increased their service frequency, with departures every 10 minutes in each direction for most of the day (Monday to Saturday – a lower frequency service operates on Sunday). This is a principal reason for increased passengers use on the service.

The success of the shuttle reflects the continued hard work, skill and innovation of engineers at London Midland and Parry People Movers.



and finally...

I hope that you continue to find 'on track' informative and enjoyable to read. The number of requests for the newsletter is growing, which is a good sign that we're getting it right in choosing the type of information you want to receive. Also, please keep the feedback coming in – it's always good to find out what you think. I can be contacted by email on nicola.moss@londonmidland.com



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