



welcome

Welcome to the second edition of On Track, our stakeholder newsletter. It's been a busy few weeks for all of us in the industry, and while the headlines are currently dominated by the potential Network Rail strike action, this shouldn't distract us from the positive things that have been happening across the network. We hope you enjoy the newsletter; if there's anything you would like us to cover in the May issue, please get in touch.

additional carriages on peak Euston service

From 12 April, the 1849 departure from Euston will be strengthened from 8 carriages to 12 to reflect the change in demand since the introduction of the evening peak ticket restriction.

prices cut by up to 70% in The Great Easter Rail Sale

Passengers can travel anywhere on our network for as little as £5 return when they book online in a great Easter deal.



The Great Easter Rail Sale runs from April 2 to 18 and offers travel on any of our services for £5 or £10 return off-peak when bought through the London Midland website.

Following on from the success of our Great Escape deals earlier in the year this is another fantastic opportunity for passengers to get out and about and explore the London Midland network for tremendous value.

Visit londonmidland.com/sale for more details.

Easter timetables

Network Rail is carrying out engineering work over Easter, predominantly around Milton Keynes and Northampton. Full timetables can be found on posters at stations and online at www.londonmidland.com/easter.

network rail industrial action

The RMT Union has announced that its members employed as Network Rail signallers and maintenance workers will take strike action on 6, 7, 8 and 9 April. If this action goes ahead, Network Rail will be operating a limited number of signal boxes between 7am and 7pm, which will allow us to run a reduced service on some routes during these hours, but on all other routes we won't be able to run any trains. Full timetables – and compensation arrangements for ticket holders – are available on a special page on our website: www.londonmidland.com/strike.

good times

We're making further improvements to our timetables from May. Harrow and Wealdstone passengers get an extra train to London at 0933 and two extra trains from London at 1705 and 1751 (which also provide two extra journeys from Harrow to Milton Keynes and Northampton).

There's good news for Stratford passengers, too, with the reintroduction of two trains per hour on Saturdays between Shirley and Stratford, in partnership with Centro. Barnt Green also gets an extra morning train to Worcester and Great Malvern by including an extra stop on the 0759 from Birmingham New Street.

Tipton station re-opens almost 2 months early

Tipton has a train service again, following the completion of a £2.5m refurbishment of the station by Network Rail. Services resumed on Sunday 28 March.

The station closed in the middle of last September and was not expected to reopen until May but completion of works means London Midland passengers were able to reap the benefits early.

The platforms at Tipton were originally built around 90 years ago and have been replaced with modern, low-maintenance materials that include tactile paving so visually impaired passengers know when they are approaching the edge. They also have a new anti-slip surface. There is a new glass and steel waiting shelter on the Birmingham-bound platform and the route from the car park and through the underpass has been improved.

Although trains continued to run while the work was being carried out, they were not able to stop at the station and we arranged replacement road transport to and from Coseley.

staff dress-down day raises £500 for Birmingham Boy's Brigade Alpine trip

Our staff dressed down for the day to raise funds for a Birmingham Boys' Brigade Company. Brenda Lawrence, our retail manager for Cross City services in Birmingham, handed over a cheque for £500 to the 1st Birmingham Boys' Brigade Company, which will be used to help fund a trip to Switzerland to celebrate the Company's centenary. We hope the boys have a fantastic time and wish them all the best for their journey.



London Midland adds more car parking spaces at Kings Langley station

We've made parking the car at Kings Langley station easier, with the addition of 63 car parking spaces.

To achieve the additional spaces we've installed a new decking structure, which provides an extra floor of parking above the existing ground level parking. The striking steel structure took one week to erect and was opened for passengers three days earlier than planned.



Kings Langley is the latest station to benefit from the £8million we're spending to improve car parks across our network.

We are committed to delivering 1,000 additional spaces for our passengers.

Trent Valley marketing campaign scoops industry award

Our marketing team has scooped a national industry award for the re-launch of services on the Trent Valley line. The team won the Rail Professional Marketing Campaign of the Year at the Eversholt Rail Awards. The campaign included high profile advertising as well as targeted communications to towns and villages along the route, such as Stone in Staffordshire which saw trains reintroduced after a gap of five years.

mobile phone parking service clocks up it's 10,000th user

Our new 'pay by mobile' system allows passengers to park at a number of our stations and make payment by calling from their mobile phone or sending a text message. The system is proving to be increasingly popular with our passengers and is in operation at Milton Keynes, Watford Junction, Leighton Buzzard, Tring, Berkhamsted, Hemel Hempstead, Telford, Northampton, Tamworth, Nuneaton Trent Valley, Wolverton and Bletchley.

meet the managers

Our ongoing programme of meet the manager events continues throughout 2010. Everyone is welcome, and the next one will be held on the concourse at Euston station between 0745-0945 on 29 April.

and finally...

I enjoyed reading your feedback on the first issue. On Track has found its way into council meetings, user forums and websites. Please feel free to circulate it to anyone who will be interested in hearing about what we've been doing or let me have their contact details so they can receive it direct to their inbox.

The next issue will be out at the end of April, but if you've got any comments or questions in the meantime please email me at nicola.moss@londonmidland.com



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