

welcome

Welcome to our third edition of 'on track'. This month's newsletter is set against the backdrop of the forthcoming general election, and with all the main parties having put forward proposals for rail in their manifestos, we await the results with interest.

Despite the election fever we have been working hard to deliver a consistently good train service, and by the end of March, our Public Performance Measure (PPM) had hit an all-time high of 92.5%. Average punctuality over the past 12 months has also climbed to 89.8%, another all-time high for us. We know there's still plenty to do to help improve further, but this was a great result nonetheless and testament to the focus from our teams on the front line and behind the scenes.

generous passengers keep lifeboats afloat

The RNLI collected more than £3000 during 2009 and the first part of 2010 at Snow Hill thanks to the generosity of passengers using the city centre station. Martin Burston, the RNLI's Branch Secretary, told us that Snow Hill station is the lifeboat charity's prime collection point in Birmingham. "Snow Hill makes up a significant proportion of our collections in Birmingham. We might be a fair distance from the sea but people in Birmingham recognise the vital service we provide."



swapping tracks for towpaths

Our control fleet manager Andy John raised £1,250 for charities when he swapped tracks for towpaths in a cycle ride along the Grand Union Canal. Andy, who works in our control centre in Birmingham, set off from Regent's Park in London and cycled the 160 mile route along the Grand Union Canal to Birmingham city centre. Andy and his friend Ian Charlesworth raised £750 for the Pancreatic Cancer Fund and £500 for the Perry Tree Centre for older people in Kingstanding. Well done guys!



the Great Escape part III

Following the fantastic response to our promotions in December and February, we're bringing back the Great Escape during the Whit Bank Holiday / school half term week (29 May to 6 June).

Tickets allow unlimited off-peak travel anywhere on the London Midland network for just £10 adults and £5 children. To buy one, just download a voucher from our website (www.londonmidland.com/greatescape), or ring 08451 28 00 89. Vouchers can be exchanged for tickets at any staffed station on our network; they go on sale from 10 May.

flying high

We have a dedicated bunch of people here at London Midland, but it doesn't end when they go home. One of our senior conductors, who spends his free time managing 2504 Squadron in Birmingham, is celebrating after passing the Air Training Corps' Officers' Senior Course. Flying Officer Mohammed Aftab leads a range of activities for around 25 young people on two evenings a week, from flying and gliding to marksmanship, adventure training and expeditions.



going green

We're delighted to have been awarded the Green 500 Silver Award by the Mayor of London for our work in cutting carbon emissions. The Green 500 is a scheme which mentors major businesses, operating in London, to help deliver the Mayor of London's target to cut London's carbon emissions by 60% by 2025. We joined Green 500 in 2009 and went through a carbon mentoring process, aimed at our operating sites in Greater London, to identify ways of improving energy efficiency and reducing carbon emissions and waste. We've come up with lots of ideas for further improvements like changes to station lighting, waste recycling and greater awareness amongst our colleagues, which we are now looking at in more detail to create further improvements.

Our stations and HQ have also received the green seal of approval from a team of external auditors. This means that all of the 149 stations we manage, as well as our New Street offices in Birmingham, have now been assessed and judged to meet the ISO 14001 Environmental Standard.

cheaper parking for more people

Following the successful introduction of off-peak parking rates at some of our stations last year, we are extending this to more locations from 24 May; we will also bring forward the cheapest rates to 10am from 12 noon. From the same date we will be making some other changes to parking prices, too: many will remain the same (or even reduce), but a number of locations will see a modest increase.

follow us on Twitter

Albeit a few months after Stephen Fry, we've joined the Twitterati, so if you are a fan of the 140 character message, please follow us @LondonMidland (twitter.com/londonmidland).

Twitter is a great way to see what people are saying about us, and an even better way to engage with our passengers, whether they're full of praise or have a bone to pick.

We're also using the system to push out messages – whether that be to tell people about forthcoming events, or as a means of handling disruption better in real time. Let us know how we're doing.

meet the managers

Our next Meet the Manager event is at Birmingham Snow Hill on 27 May between 0745-0945.

As always, we'll do our best to answer questions about any of our routes.

and finally...

I hope that you continue to find 'on track' an informative and enjoyable read. It's really starting to gather momentum and I've been bowled over by the number of requests from people to be added to the distribution list!

Please keep recommending it to people who are interested in what we're up to. If you would like us to cover any particular topics in future issues, or have London Midland related news that you'd like us to share, please email me on nicola.moss@londonmidland.com



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