

Bedford to Bletchley Rail Users Association AGM 18th March 2008

Presentation by Gerard Burgess Community Liaison Manager, London Midland

Govia;

The London Midland Franchise began in November 2007, it is operated by Govia, the UK's most enduring partnership between transport operators delivering rail franchises in this country. Govia is a joint venture between the Go-Ahead Group (65%) and Keolis (35%).

Go-Ahead employs 24,000 people in three different transport sectors in the UK. In rail they hold the Southern and London Midland Rail franchises, Govia is also a major, growing bus operator with 10 autonomous operating companies including Go West Midlands. In the aviation and parking sector they have extensive ground handling (through Aviance) and car parking services (through Meteor) at 17 UK airports including Birmingham, Heathrow and Gatwick

Introduction to London Midland;

Our franchise runs from 11 November 2007 to 19 September 2015, it has;

- 2,600 staff
- 1,200 services a day
- 45.5 million passenger journeys a year
- 149 stations

We have a target to achieve a National Passenger Survey (NPS) score of 85% for station staff attitude and helpfulness and 80% for on-train staff by 2015 also to achieve Investors in People accreditation by 2010. We will invest £300 million over the lifetime of the franchise;

- £243 million in fleet
- £11.5 million in stations, £5.7 million in first three years
- £5.2 million on car parks
- £5 million on staff training and development
- £500,000 to improve staff accommodation

Our commercial plans;

We will roll out the introduction of Smartcards by 2010 and enhance revenue protection with 18 new ticket machines, ticket gating (in the West Midlands), extending the penalty fares scheme across our network and providing ticket-buying facilities at every station

There will be investment in real-time information on trains and stations with an integrated control centre managing customer and staff information. We will also establish a London Midland customer services centre and we will issue hand held information terminals (or PDAs) for passenger-facing staff

Our plans for safety, security and environment

We aim to achieve secure station status at 73 stations and Park Mark status at 10 car parks by 2009. We have already introduced a policy of zero tolerance to graffiti;

with a 24-hour removal target. We have an NPS target of 85% by 2015 for passengers' personal security.

Operational Performance:

By the end of the franchise we have a target to reduce the delays to services that we cause by 36% and a Public Performance Measure (PPM) target of 90.7% of all trains arriving at their destination within 5 minutes of the published time (Moving Annual Average).

Currently the Marston Vale Line has a PPM figure of 96.6% of services arriving within 5 minutes of their advertised times, way above the company average of 89.5%.

99.2% of advertised Marston Vale services actually ran.

The fleet;

We plan to simplify and reduce number of fleets from nine at the start of the franchise to five, we will:

- Replace Class 321s with new-build Class 350 "Desiro" trains
- Replace Class 150s with new-build Class 172s
- Introduce the Parry People Mover

In addition we will invest £5m in fleet refurbishment for the Class 153, Class 170 and Class 323s

The new trains;

Siemens Class 350/ 2 Desiros

- 37 x 4 car units
- 10 by December 2008 timetables
- 37 by July 2009
- Full maintenance support from Siemens
- 267 seats plus 9 tip ups (including 24 first class) 3+2 seating in standard

Bombardier Class 172s

- 27 trains (69 vehicles)
- 15 x 3 car
- 12 x 2 car
- From January 2010, all in service by June 2010
- New design, new engine
- 2 + 2 standard class seating throughout, plus tip up and perch seats

Our plans for working in partnership

We will work with others to revitalise the railway, with more local management involvement and working with local authorities, Network Rail and others to raise investment.

We recognise the importance of partnerships with Local Authority and Community Rail, Opinion formers and User groups. There will be a new Stakeholder Advisory Board from 2008.

High Level Output Statement (HLOS)

1300 extra carriages were promised as part of 2007 White Paper - Delivering a Sustainable Railway. Extra capacity is created with new carriages *and* re-deployment of existing carriages, there will be;

- Longer vehicles on busy routes and at peaks
- National increase in carriages of around 10%
- London Midland increase of 93 carriages = 19% more
- 6,700 extra seats in traffic for London Midland

HLOS – next steps

- HLOS sets out demand growth in key cities/routes (London, Birmingham etc)
- Rolling Stock Plan announced Jan 08 – all additional to current commitments
- DfT will ask each TOC to prepare a business case and a delivery plan
- The DfT may ask TOCs to procure the extra trains

Other rail industry capacity schemes run in parallel – e.g. Thameslink programme, Intercity Express (replacement for HSTs), Crossrail, tram train and next generation multiple units.

The December 2008 timetable project (SLC2)

We are working closely with the Department for Transport, other rail operators and Network Rail to ensure the smooth delivery of the timetable.

- Hourly London Euston – Northampton – Crewe
- Birmingham-Liverpool half hourly
- Restoration of half hourly Birmingham-Northampton
- Restoration of through Birmingham-Northampton-Euston
- All New Street services recast

December 2008 and beyond

- New St Gateway – 2009 onwards
- Euston redevelopment - ?
- Major housing growth – Milton Keynes
- Bletchley resignalling 2010
- West Midlands resignalling 2008 onwards