



Transport Delivery Committee

Date	6 th November 2017
Report title	Rail Business Report
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Report to be/has been considered by	Councillor Roger Horton – Lead Member Rail and Metro

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

- **Note the content of the report**

1.0 Purpose

To provide an update relating to the performance, operation and delivery of rail services in the West Midlands including on rail operator partnership agreements and West Midlands Rail (WMR) activity.

2.0 Section A – Background

2.1 Transport for West Midlands (TfWM) and West Midlands Rail currently work to influence the management and delivery of rail services and projects.

2.2 This report provides a summary of rail activity in the TfWM and wider WMR areas between June and November 2017

3.0 Section B – Rail Reorganisation

- 3.1 During September, a proposal was put forward to merge TfWM and WMR rail activity and resource under one director to improve effectiveness and efficiency and drive renaissance for rail in the region. This proposal was agreed by senior officers and elected members, and will see the merging of the TfWM and WMR rail teams.
- 3.2 The detail of the new structure is currently being developed in line with West Midlands Combined Authority (WMCA) policies and procedures. Its aim is to ensure that there is the right focus on day to day rail operations, including the management of the new West Midlands franchisee, and also on rail strategy, development and project delivery.
- 3.3 Careful consideration is also being given to governance arrangements to ensure that the rail interests of authorities within the TfWM and WMR areas are fairly represented. A proposal is being developed detailing how the new rail team will work alongside both Transport Delivery Committee, WMCA Board and West Midlands Rail Board of Directors to ensure elected members have the best opportunities possible to oversee and input into rail matters.
- 3.4 Once these proposed governance arrangements have been further developed, details will be shared with members for approval.

4.0 Section C – West Midlands Franchise Competition Update

- 4.1 The new West Midlands Franchise is due to commence on 10 December 2017, with the relevant services and stations operated by West Midlands Trains Ltd. (WMT), a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd.).
- 4.2 Some details of what the new franchise will deliver were brought to the September meeting of the Transport Delivery Committee (TDC). West Midlands Trains Ltd. has been invited to present to the December meeting of TDC to provide members with full details of the franchise just before its launch.
- 4.3 TfWM and WMR are currently working jointly with WMT on mobilisation for the new franchise in order to assist in providing a seamless handover between the winning bidder and the incumbent. This includes ensuring all contracts in existence between the organisations transfer effectively on the day the franchise changes hands.
- 4.4 TfWM and WMR are also working in partnership with WMT on the development of a number of work streams in readiness for the new franchise to ensure they provide maximum benefit to our customers. These include inputting to service

(timetable) development, rolling stock proposals and customer experience areas including service quality, multi-modal interchange and accessibility.

- 4.5 The new franchise includes a new West Midlands Railway brand for services and stations within the region. This brand was developed by WMR, is owned locally and will carry on over subsequent franchises. It will be showcased on at least one station and train on 10 December to mark the start of the new franchise.
- 4.6 On Tuesday 17th October West Midlands Trains announced a £680 million order with Bombardier and CAF for 413 carriages. Bombardier will manufacture 36 three-car and 45 five-car electric trains, while CAF will produce 12 two-car and 14 four-car diesel trains. In total, 107 new trains will be delivered. The first trains will enter passenger service in 2020 with the full fleet expected by 2021. All of the new rolling stock will feature air conditioning, free Wi-Fi and in-seat power sockets. By the end of West Midlands Trains franchise 58 per cent of the rolling stock will be new and all of the remaining carriages will be renovated



An artist's impression of what one of the new WMR diesel trains could look like

5.0 Section C – Projects Update

5.1 Park & Ride

TDC received a full update on Park and Ride projects at its October meeting.

5.2 Longbridge

The TfWM project to construct a multi-storey park and ride and the separate London Midland/Network Rail project to refurbish the station are both anticipated to enter delivery phase in Spring/Summer next year.

5.3 University

A Network Rail GRIP3a report into the options for redeveloping University Station has been received. Project partners are currently considering this report and the next steps for developing the scheme. Work on creating a funding strategy for the scheme is also underway.

5.4 Bromsgrove

TfWM continues to actively manage the station operations at Bromsgrove while completing final snagging issues on station project. An updated contractual agreement is being developed with West Midlands Trains Ltd. covering key areas of operation and management of the station including staffing, cleaning, maintenance, ticket retail and staffing.

6.0 Section D – London Midland Partnership & Operations

6.1 Since the last rail business report a number of customer improvements have been delivered and a range of partnership activity has taken place.

6.2 Bus and rail interchange

A new bus information screen providing passengers with real time information about bus arrivals/departures from nearby bus stops has been installed at Sandwell and Dudley Station, going live on August 16th.



6.3 General improvements

London Midland and TfWM have liaised on a number of potential initiatives that could be funded with some money London Midland have available for customer improvements. New benches will be delivered at a number of locations across the network, i-Beacons will be rolled out at stations (as the next phase of the Transreport app, please see below), and Vemotion boxes are being trialled at

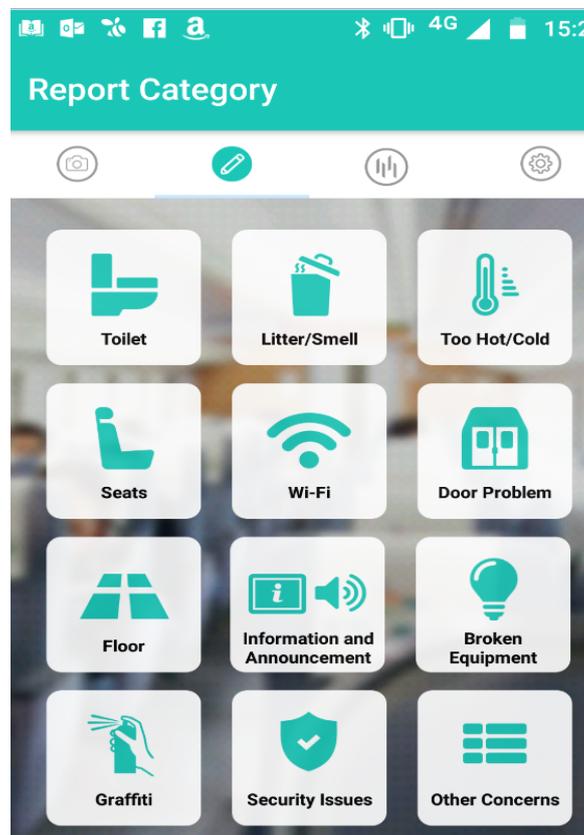
Cannock, Penkrige and Henley-in-Arden which allow for remote CCTV monitoring.

6.4 London Midland Labs

London Midland's innovative Labs programme, which works with companies and technology providers to deliver innovative solutions to rail issues for the customer, has entered its next phase.

6.5 A number of applications developed from the first cohort are being further developed, and cohort 2 of the structured 12-week 'Labs' scheme has commenced with the showcase of innovation presented in mid-October.

6.6 One of the many positive outputs from London Midland's 'Labs' is the development of the Transreport app. I-Beacons have been rolled out across the entire London Midland fleet (except the 139's used on the Stourbridge shuttle). These allow passengers to fault any issues with the train whilst on board through the app. The i-Beacons automatically identify the exact location (train and carriage) of the fault. The process improves fleet performance due to the fault being identified prior to reaching the depot for inspection which allows the engineers to work to resolve the issue immediately.



The Transreport App developed by London Midland as part of its labs programme

6.7 Cycling initiatives

The partnership Cycle Rail initiative has been completed, delivering:

- 30 spaces on two tiered cycle racks, shelter and CCTV at Tile Hill
- 30 spaces on two tiered cycle racks, shelter and CCTV at Widney Manor
- 20 spaces on one tiered cycle racks, shelter and CCTV at Smethwick Galton Bridge
- 10 spaces on one tiered cycle racks, shelter and CCTV at Sutton Coldfield
- Cycle tool stands at Selly Oak, Stourbridge Junction, Rowley Regis, University, Tile Hill, Smethwick Galton Bridge, Sutton Coldfield, Canley and Four Oaks

6.8 A £56,000 scheme is also being delivered to provide additional cycle storage provision at Walsall Station as part of the third round of ATOC's Cycle Rail Funding.

6.9 The scheme will see the number of spaces provided at Walsall increase from 10 to 42 through the provision of a new, two tier storage deck. The project also delivers occupancy sensors, cycle tools, new fencing, a new tarmac base and drainage, signage, and enhancement of CCTV and lighting.

6.10 During the summer, colleagues from London Midland's property team cleared the former waste disposal area at the station to provide the required space for the new cycle storage:



6.11 London Midland and TfWM (led by Emma Crowton in the Sustainable Travel Team) have also partnered in initiatives to educate about and address cycle crime in order to try to tackle rising numbers of bike thefts.

6.12 TfWM have sourced 6 old bikes which have been sprayed brightly and locked at key locations in the region: New Street, Canley, Solihull, Wolverhampton, Selly Oak, Bournville, Coventry and Dorridge. The bikes will highlight how to use two D-Locks correctly, providing a deterrent to cycle thieves.

6.13 Signs have been produced to sit within the frame (as shown below) advising on how to correctly lock bikes and promote the partnership's discounted D-lock offer. Additionally they also warn potential thieves that CCTV and decoy bike trackers are in operation at stations. The bikes can be deployed to any station where crime is becoming more of an issue.



6.14 TfWM, London Midland and the Safer Travel Police Team have also won the 2017 Cycle Crime Award for Partnership Projects for their joint work to encourage and advise on safe cycle storage, deliver love your bike sessions, and provide discounted D-locks and cycle marking kits.

6.15 **Community rail schemes**

London Midland is currently giving a strong focus to developing community rail initiatives across the network.

6.16 As part of this work, TfWM jointly funded the creation of a “Love Thy Neighbour” mural at Smethwick Rolfe Street reflecting the area’s many cultures, painted by art students at Sandwell College. Construction students from the college also transformed the former Station Master’s office into a history exhibition space and meeting room.



- 6.17 The project received two prizes in the National Community Rail Awards – third place in the Permanent Station Artwork category and first prize in the Involving Diverse Groups category.
- 6.18 Furthermore, the increasingly popular station adoption scheme which enables local groups help to make a difference to their local station has been taken up by community groups at Stratford-upon-Avon, Stratford-upon-Avon Parkway, Shirley, Widney Manor and Olton stations. 27 station adoptions now exist across the London Midland franchise area. A meeting is being held at Bromsgrove in late October to discuss the feasibility of a further station adoption there.
- 6.19 TfWM is also working with WMR, London Midland, Chiltern Railways, Solihull MBC and Warwickshire County Council to look at the feasibility of creating a Heart of England Community Rail Partnership covering the Snow Hill lines in from Leamington and Stratford-upon-Avon and the new line between Leamington and Coventry via Kenilworth.
- 6.20 **Safety, security and revenue protection**
During the summer, London Midland's Revenue Protection and Security team have started to enforce railway bylaws. The pilot education programme on the Cross-City Line has already seen 163 passengers warned about feet on seats, 11 stopped for smoking, and 20 people ejected from stations. During the programme, offenders are issued with a yellow warning card and future offences, including cycling on platforms or playing loud music, can lead to prosecution.
- 6.21 **Passenger champions**
The latest Cross City Passenger Champions meeting was held in late July at Soho Depot, supported by Babs Spooner and Lee Eteo from TfWM. The passenger champions were updated on the roll out of WiFi and CCTV, given a demonstration of the new Transreport app, and given a tour of the depot, including being shown the mechanics behind the WiFi installations.
- 6.22 A new survey to enable passenger champions to provide feedback was also presented to the group. This followed an agreement to update the surveys to be more user friendly and standardised across all transport modes. This should obtain better buy in from our Passenger Champions to complete them.
- 6.23 **London Midland Performance**
Regular reviews take place to monitor performance of London Midland services including the top ten incidents causing delays and cancellations. Table 1 demonstrates the reliability and punctuality of London Midland services over the last three periods. More detail on London Midland's performance is provided in Appendix A.

Four weeks ending:	July (P:1804)	August (P:1805)	September (P:1806)
Peak Reliability (% trains operated)	99.1%	97.1%	98.2%
Peak Reliability (moving annual average - MAA)	98.3%	98.2%	98.2%
Peak Punctuality (% 0-5 mins late)	85.5%	88.5%	88.0%
Peak Punctuality (MAA)	82.1%	82.2%	82.5%
All-day Punctuality (% 0-5 mins late)	92.3%	92.8%	92.5%
All-day Punctuality (MAA)	92.8%	93.0%	93.2%

Table 1. London Midland performance in rail periods 4, 5 and 6

- 6.24 Performance remained reasonably consistent throughout the quarter. Delays were caused by a number of relatively small incidents, with no single issue causing a delay of over 1000 minutes.
- 6.25 The main incidents that caused reliability / punctuality issues over the quarter included a broken down train at Kings Norton, with pantograph issues causing wider overhead line problems, an axle counter failure at Wolverhampton South Junction, points failures at Kings Norton, Longbridge and Proof House Junction, and a train becoming divided at Kings Norton.
- 6.26 London Midland and TfWM have been working jointly on planning for the leaf fall period, including on service provision and communications. This week's leaf fall timetable commenced on the Cross City line on 30 October and will run until 9 December 2017 – a shorter period than last year. There will be an additional train unit available this year which should provide some support in managing crowding, especially in the busy run up to Christmas. TfWM will be conducting a customer survey during the leaf fall period to understand passenger views. This will be used to help inform future approaches to managing the leaf fall period.
- 6.27 London Midland has been lobbying Network Rail to deliver increased removal of foliage along the railway to reduce the impact of the leaf fall period on train punctuality and reliability. TfWM and WMR are offering support in achieving this output.
- 6.28 London Midland has also developed a proposal to reduce Class 153/Class 170 multiple-working during autumn, with the objective of preventing problems with short-formations on the Chase Line. This will be of particular use with the increased demand seen on services to Rugeley Trent Valley from Amazon workers in the run up to Christmas.
- 6.29 TfWM are continuing to work with London Midland, Network Rail and other Train Operating Companies to plan the management of the New Street and

Soho area signalling works being undertaken over the Christmas period this year. A separate presentation was delivered to October's TDC briefing session detailing the nature of the work, what they will deliver, customer impact and how this is being managed and communicated.

- 6.30 London Midland is working closely with Network Rail on suicide prevention, with a particular focus on three hotspots – Tamworth, Tile Hill and Dudley Port. TfWM will be working alongside these organisations to support this work. London Midland and Network Rail will be jointly presenting on the initiatives they are delivering to prevent railway suicides at the TDC briefing in November.
- 6.31 **National Rail Passenger Satisfaction (NRPS) Survey Results**
On the 25th July 2017 the National Rail Passenger Survey results were released.
- 6.32 London Midland's results show a small dip in overall satisfaction across the company from 85% to 84%. There appears to be a particular decline in satisfaction from business users (88% to 83%). For West Midlands users, satisfaction has dropped by 2% compared to spring 2016, but is level with results from autumn 2016 and has increased by 2% for West Midlands commuters.
- 6.33 In terms of specific attributes, satisfaction rose with nearly all station related items except for personal security which saw a minor decrease compared to Spring 2016, however on train nearly all areas reduced in satisfaction with larger falls for connections with other train services, personal security on board, provision of information and helpfulness of staff. For West Midlands users there was a 10% drop in satisfaction with seat comfort.
- 6.34 It is thought that the impact of Storm Doris had a large influence on results associated with on train satisfaction, as punctuality and reliability are shown to have a significant bearing on overall feelings of customer satisfaction across all factors.
- 6.35 It was agreed that there were three key areas that London Midland and TfWM could have a particular impact on addressing together in the last three months of the franchise: interchange arrangements at Snow Hill, punctuality and reliability via suicide prevention measures/leaf fall measures (as mentioned above), and improving information during disruption.
- 6.36 With regards to the latter, Ayannah Wilson has been working closely colleagues across TfWM, London Midland and wider stakeholders to co-ordinate a workshop looking to look at how both organisations can work together to provide improved information to passengers and on the ground staff, with a focus on during delays. This was attended by London Midland.

7.0 Section E – Chiltern Railways Partnership & Operations

- 7.1 Significant work has been undertaken to create a new format for rail partnership agreements, developed as a tri-partite agreement between the relevant train company, TfWM and WMR.
- 7.2 The objective of the new style of partnership is to provide an agreement which:
- Better aligns with the evolving WMCA and TfWM objectives including reflecting the wider scope of the organisation under the new Mayor, Andy Street's leadership;
 - Reflects the ongoing work of WMR including in developing rail strategy and managing the new West Midlands franchise;
 - Acts as the delivery mechanism for the Single Network Vision, developed by WMR and TfWM as a means by which to deliver a high quality, consistent rail network across the region, and across all operators;
 - Provides more detailed and specific deliverables for partners to aim to achieve in collaboration; and
 - Provides an increased chance of rail industry, local authority and funding partner buy in.
- 7.3 The first iteration of the new format of partnership agreement has been developed with Chiltern Railways. This is currently going through Chiltern's board, and is scheduled to be brought to TDC in December or January.
- 7.4 **Chiltern activities – kids' days**
From 8th August to 11th August Chiltern saw the Kids' Coach departing Birmingham Moor Street to Marylebone at 10.55. The coach was decorated and the children had games and activities on board, at the end of the journey they received a goody bag packed full of goodies.
- 7.5 **The Rail Disruption Game**
Aston University, Chiltern Railways, Focus Games and the Rail Safety and Standards Board have been working together to develop a board game called "The Rail Disruption Game". The idea is that customer service staff who play it will become better at managing information during a service delay or cancellation. It brings frontline staff together, recreating a typical disruption event and challenging players to respond to a series of customer queries.
- 7.6 The game is a unique blend of a traditional board game featuring playing cards and counters, and an online game using a tablet device to deliver information to the players. The game is designed for between six and eight players working together as a single team.
- 7.7 Players are presented with realistic scenarios and common interactions with customers that occur during disruptions. Under time pressure the team must

work out the best way to solve the customers' problems by working out the best way to work together.

- 7.8 Once the game is over, players are given time to reflect on the experience and then suggest ways in which the management of disruptions and day-to-day operations could be improved, empowering them to make a difference to their roles and company practices.



7.9 Awards

September 21st saw Chiltern highly commended as Passenger Operator of the year in the 2017 National Rail Awards. Further to this, Chiltern won Small Station of the Year for Bicester Village.

- 7.10 After an assessment by The European Foundation for Quality Management (EFQM) team, Chiltern has been awarded 5* and retained their score of 600.

7.11 Solihull station

TfWM, WMR, Solihull MBC, Network Rail and Chiltern Railways are working jointly to seek opportunities to make improvements to the railway station in for Solihull Town Centre. This focusses on ideas to provide a better customer experience at the station and on the walking and cycling route to the town centre. Proposals are currently being considered, and funding opportunities sought.

7.12 Chiltern Railways performance

Tables 2- 4 demonstrate Chiltern Railways performance during periods 4 - 65.

PPM	PS TARGET %	ACTUAL %
Period PPM	93.76%	92.57%
PPM MAA	93.54%	92.99%
CHARTER	TRIGGER %	ACTUAL %
Punctuality MAA	92.00%	92.15%
Reliability MAA	99.00%	99.25%
Right Time Railway	PERIOD %	MAA %
	76.02%	79.17%

Table 2. Chiltern Railways performance in rail period 4

PPM	PS TARGET %	ACTUAL %
Period PPM	93.70	95.42
PPM MAA	93.64	93.22
CHARTER	TRIGGER %	ACTUAL %
Punctuality MAA	92	94.23
Reliability MAA	99	99.65
Right Time Railway	PERIOD %	MAA %
	82.73	79.75

Table 3. Chiltern Railways performance in rail period 5

PPM	PS TARGET %	ACTUAL %
Period PPM	95.25	91.18
PPM MAA	93.98	93.24
CHARTER	TRIGGER %	ACTUAL %
Punctuality MAA	92	92,19
Reliability MAA	99	99.26
Right Time Railway	PERIOD %	MAA %
	77.22	79.91

Table 4. Chiltern Railways performance in rail period 6

7.13 During Period 4, performance improved against the previous period but still remained below target. The biggest impact was caused by a fallen tree at Gerrard's Cross, followed by a freight train running out of fuel, also near Gerrard's Cross. During Period 5, performance improved by 2.85% - 1.72% above target. The main cause of delay during this period was an axle bearing failure at Warwick Parkway, although the root cause is still being investigated. During Period 6, performance was lower than the previous two periods. The main causes of delay were a broken rail at Beaconsfield and two separate brake release issues, one at Wembley and one at Banbury.

7.14 National Rail Passenger Satisfaction (NRPS) results

The Spring 2017 NRPS results showed a great range of results for Chiltern, including its highest ever score for provision of information at stations (87%) and our highest score for how station staff handle requests (96%).

7.15 Chiltern scored top or joint top in 5 categories, including the following key categories:

- Overall satisfaction (92% and joint with Virgin Trains West Coast)
- Punctuality and reliability (90%)
- Car parking (71%)
- How request to station staff was handled (96%)

8.0 Section F – Virgin Trains Partnership & Operations

8.1 A draft of the new format of partnership agreement has been developed and discussed with Virgin Trains using the draft agreement previously brought to TDC as a basis. As with Chiltern Railways, we are now awaiting feedback and approval from senior officers within Virgin and the aim is to bring a report to TDC in December or January.

9.0 Section H – West Midlands Rail (WMR)

9.1 Good progress has been made by WMR on the development of a number of other work streams to support the development of the rail network for the region.

9.2 Collaboration Agreement

The collaboration agreement remains in place and good progress is being made in discharging its obligations.

9.3 Rail Investment Strategy (RIS)

Progress on developing the WMR Rail Investment Strategy (WMRIS) had slowed during recent months as a consequence of there being insufficient resource available. However, external consultant support has now been commissioned, and work is once again progressing at pace. It is intended that a summary of WMRIS outputs together with an overarching strategy document is presented to the WMR Board at their meeting in December. This will be followed by a period of stakeholder consultation in early 2018 leading to the final document being approved by WMR Board in March 2018.

9.4 Stations Alliance

The development of the West Midlands Stations Alliance (WMSA) continues very constructively and positively, with all partners engaging. West Midlands Trains have now joined the shadow alliance, which continues to meet monthly. The formal alliance agreement is being drafted by Network Rail based on previously agreed heads of terms. It is intended that this will be formally approved by all parties by the end of the year.

WMSA governance arrangements continue to take shape which include for working groups focussed on specific route-based or thematic subjects. Work on the master planning pilot with consultants Weston Williamson work has been continuing, although concern has been raised by partners about their approach to stakeholder engagement. Weston Williamson are being closely managed to ensure that WMSA aspirations are met.

9.5 Single Network Vision (SNV)

The Single Network Vision approach, which seeks to provide a consistent customer experience on rail services across the region regardless of operator, has now been approved by WMR Officers and Board.

9.6 The principles developed within the Single Network Vision have been used to inform the development of the new format of partnership agreement being delivered with Chiltern Railways and Virgin Trains.

10.0 Section I – Financial Implications

10.1 There are no direct financial implications as a result of this update report. Any costs incurred or support provided by TfWM or West Midlands Rail from undertaking the activity referred to in this report have been met from within agreed funding and resources.

11.0 Section J – Legal Implications

11.1 The existing agreement in place with LM relating to the operation and management of Bromsgrove station on behalf of WMCA terminates at the end of the LM franchise. Negotiations are currently taking place with the new franchisee to ensure service continuity.

12.0 Section K – Equalities Implications

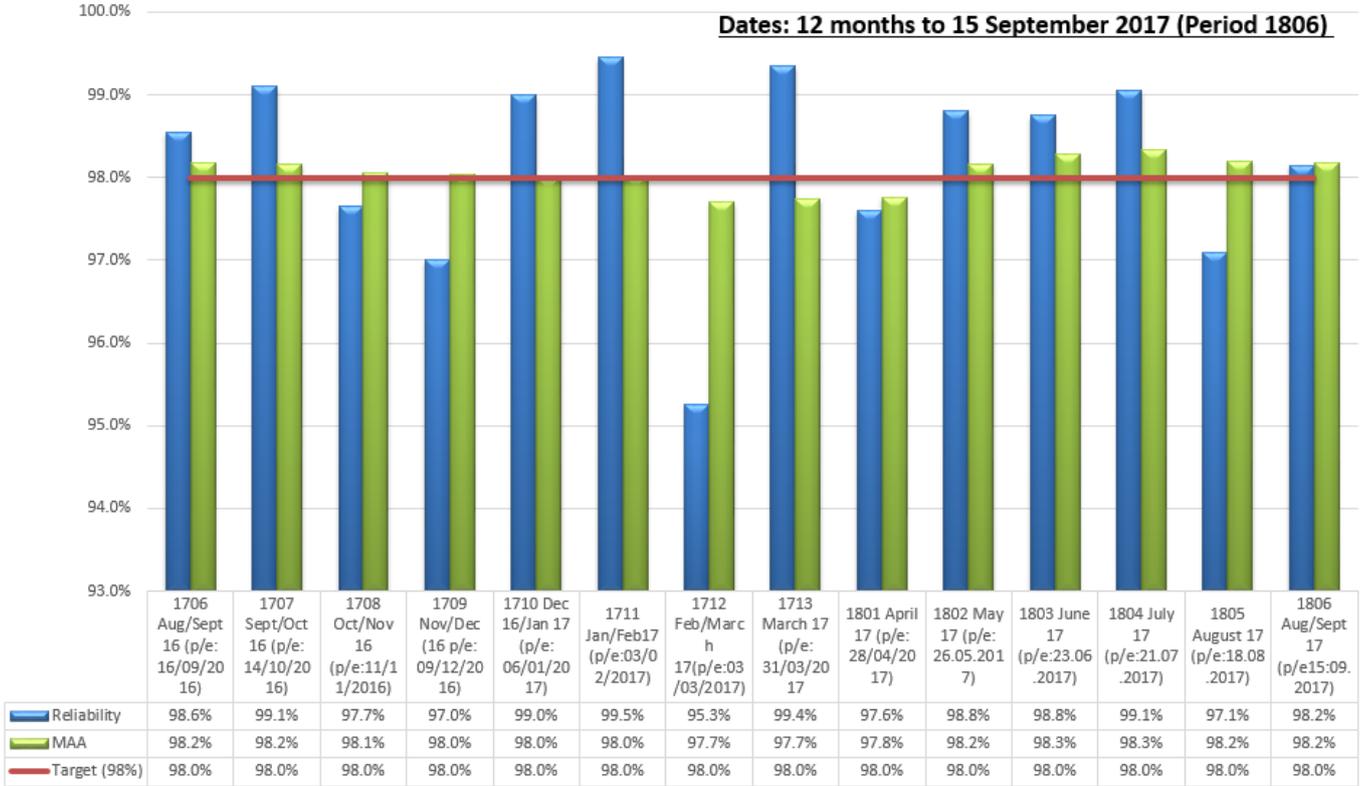
12.1 There are no direct equalities implications as a result of this report. However, it is worth noting that any current and future infrastructure projects will need to take key accessibility requirements into account. Moreover, improvements to stations and to the customer experience will need to consider engagement with the public and specifically engagement with key equality groups. Finally, equality and accessibility priorities and objectives will need to be discussed and agreed in relation to the new franchise

13.0 Other implications – Not applicable

14.0 Schedule of background papers Appendix A – London Midland performance graphs

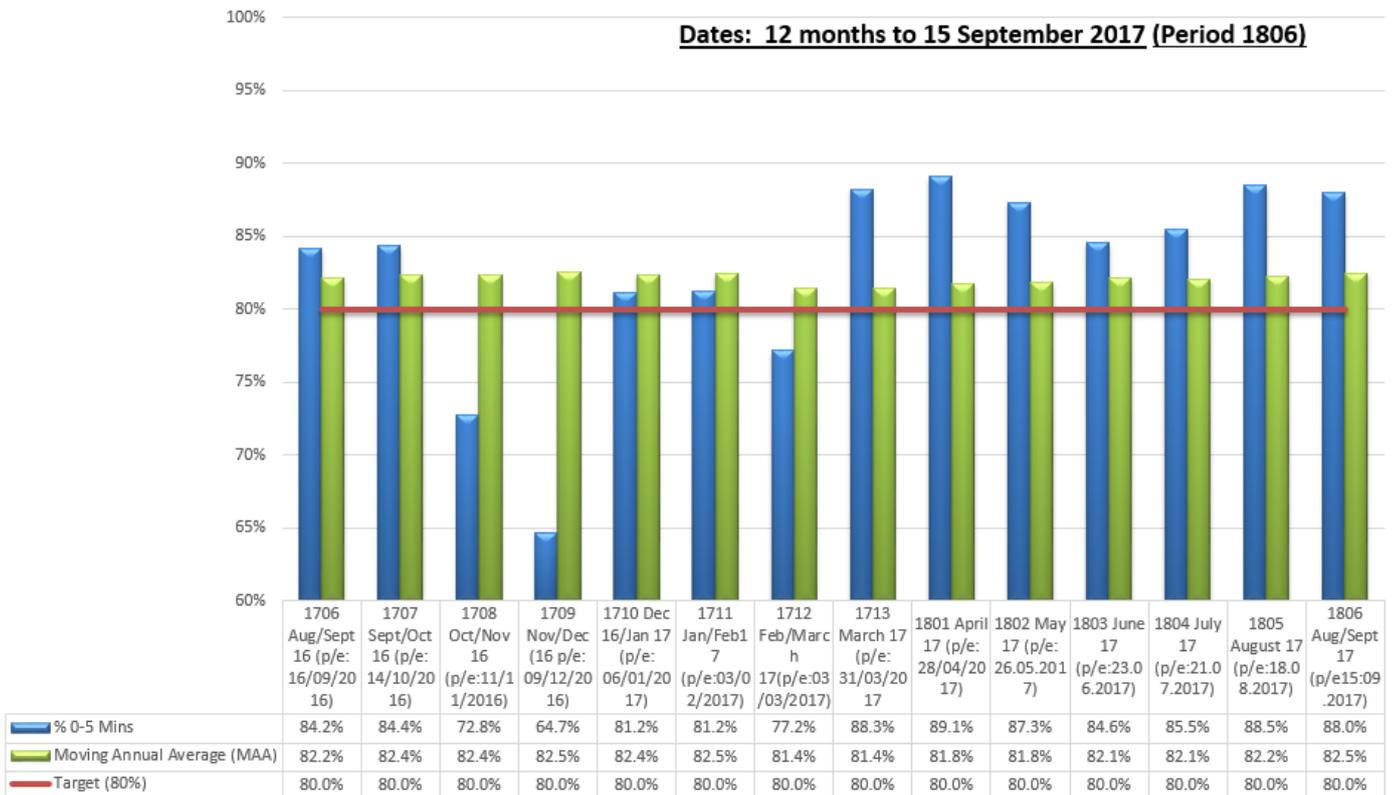
Reliability - Percentage of Peak Services that operated within the NWM area

Dates: 12 months to 15 September 2017 (Period 1806)



Punctuality - Percentage of Peak Train Services within 0-5 Minutes of the NWM area

Dates: 12 months to 15 September 2017 (Period 1806)



All Day Figures - Percentage of Trains within 0-5 Mins

Dates: 12 months to 15 September 2017 (Period 1806)

