



welcome

Welcome to the February edition of 'on track' our stakeholder newsletter. With rising passenger numbers, lots of new trains and now greater than ever capacity we had a very busy and successful 2011. We are expecting an equally eventful 2012 and are very pleased to be working with our new Managing Director, Patrick Verwer.

As ever, we really enjoy hearing your news too. If there's anything you'd like us to share in On Track, or you have any questions, please just get in touch.

Best wishes

Nicola Moss
Head of Franchise Management



national passenger survey results

Yet again we are showing improvements in the way we deliver our services. The results of the latest National Passenger Survey, carried out by Passenger Focus, shows that 85% of our passengers express overall satisfaction with our services, this is a rise of 2% over the same period last year and 1% higher than the national average. Customer satisfaction with the way we deal with delays rose by an impressive 9% and the way we upkeep and repair our trains rose by 7%. Station upkeep and repair and helpfulness and attitude of staff rose by 5%. We are very pleased that our customers recognise the continuing improvements we have made across our business. However, we won't stand still and we will keep identifying ways to make our customers' journeys go well.

christmas giving

For the second year running we did not send any Christmas cards to our employees. Instead we asked everyone to nominate their favourite charity, so we could give them some financial support. We chose the three most popular charities and divided £1000 between them. They were Help for Heroes, NSPCC and National Search and Rescue Dogs Association.

awards nominations

We have been nominated for five awards which will be announced this month. On 16th February we will be attending the Rail Business Awards, where we have been nominated in three categories:

- Marketing Campaign of the Year for our 'London every 20 mins' campaign which promoted the significant improvements to our Birmingham – London service
- Customer Information & Service Excellence for our work on passenger information, particularly with our use of social media.
- Rolling Stock Excellence, in partnership with Siemens, for our fantastically reliable Class 350s.

Our internal magazine 'Between The Lines' has been shortlisted for two awards at the forthcoming Institute of Internal Communications Central Region Awards.

Watch this space to see how we do! Whatever happens, it's really good to see the work we do being recognised by others.

Great Escape returns

From 4th to 19th February London our customers can take advantage of 'go-anywhere' unlimited travel on any of our network. Just £15 (£5 for children) buys a day's unlimited off-peak travel. (Adults with railcards only pay £9.90). A first class upgrade is an additional £10. To take advantage of the offer customers can download a special voucher from our website (or apply by phone on 08451 28 00 89). Vouchers can then be exchanged for a ticket at any of our ticket offices.

our ambassadors

Each month we celebrate the achievements of our people who go 'above and beyond' the call of duty – either by giving outstanding customer service, being innovative, or bringing new meaning to the phrase 'great teamwork' – and present an Ambassador Award to the most outstanding nominee. In January, we had a great opportunity to look back at all these achievements, when we took all our Ambassador Awards winners for lunch at Jamie's Italian in Birmingham, and announced the overall Ambassador of 2011. Our winner was Anna Dellutri, one of our senior conductors based at Northampton. Anna was nominated for great customer service, after the train she was working on was stranded in a tunnel because of a power failure. Anna did a brilliant job of keeping everybody informed, and calm, even though there was no power to the train, and the lights went out. We got lots of feedback from the customers on the train about how she went beyond what they expected from her, in what could have been a frightening experience for some customers.

If you spot someone from London Midland doing something fantastic that you would like us to celebrate, please nominate them for an Ambassador Award – just send an email to awards@londonmidland.com telling us all about them.



our latest station improvements

The end of last year saw a number of station works projects completed in conjunction with a number of partners. Improvements at Sutton Coldfield have ensured Birmingham's Cross-City line remains one of the most accessible rail routes in the country. The staircases leading from the bridge onto the platforms have been completely refurbished, with repainted roof girders. They also have new double-height handrails and non-slip stair treads. With its new lifts and upgraded footbridge, the listed building is the 19th of 24 stations on the route to have step-free access to the platforms. Work is already under way to improve two more Cross-City stations at Selly Oak and Northfield. Centro's £500,000 park and ride scheme at Dudley Port has now been completed. This investment has more than doubled the amount of parking spaces to 83 and added new CCTV, help points and improved lighting. At Kings Norton our customers are benefiting from a £100,000 upgrade aimed at encouraging passengers to travel in greener ways. Real time bus information helps commuters catch connecting busses and new sheltered cycle racks have made cycling to work easier and safer. Improved CCTV will be added later on in 2012.



funding announcements mean better facilities

Thanks to the hard work of our local authority partners, December saw the promise of funding from the Department for Transport to upgrade four of our stations. Stratford upon Avon station is to benefit from a new £1m accessible footbridge for passengers after the Government approved a Warwickshire County Council funding bid. The improvements are being funded as part of the national Access for All scheme, which aims to improve accessibility at railway stations. When it is built, the new footbridge will mean that passengers who are not able to use the existing stairs will no longer have to be escorted by staff over the foot crossing. There is good news for customers using Acocks Green with £1m funding for the instillation of lifts from the booking office to the 132 space car park and its park and ride facility. As part of a multi-million pound package of improvements Worcester Foregate Street and Malvern Link stations will see improvements to passenger facilities. Proposals include an upgraded waiting area with improved information, lighting, security and ticketing facilities. New sheltered walkways will link to Foregate Street and its taxi ranks and bus stops.

higher speeds

Network Rail has announced that £5.4m funding will be made available to improve the speeds on two of our lines. The Chase Line, which includes stations between Walsall, Hednesford, Cannock and Rugeley, will see the line speed increase from 45mph to 75mph. At the same time the Wolverhampton to Shrewsbury line, which includes stations at Telford and Wellington, will undergo improvement works to increase the line speed from 75mph to 90mph. Both projects are expected to be completed by Spring 2014.

