

welcome

Welcome to the July edition of 'on track' our stakeholder newsletter. We've got lots going on at the moment with all sorts of improvements taking place across our network – and this month we update you on a selection of these, along with insights into some of the diverse activities we're involved with.

national passenger survey

We are delighted to be named the most improved rail operator in the UK for customer satisfaction with a rise of eight per cent in a year, according to the latest survey results. The National Passenger Survey (NPS) results for Spring 2010 show an increase in overall customer satisfaction to 86 per cent.

This result means that we are three per cent better than the national average for overall customer satisfaction. Most significantly our scores have improved in 31 of the 32 areas judged by the National Passenger Survey since Spring 2009.

We have also recorded our best-ever levels of performance with 92.7 per cent of trains on time in April and four consecutive periods of performance in excess of 90 per cent.

Our biggest improvements since Spring 2009 in the NPS survey relate to the quality of the train service with eleven per cent increases in punctuality and reliability, coping with delays, frequency of trains and value for money.

We know there is still room for improvement but, along with our improved performance, we're making real progress which reflects the hard work by all our people.

chasing improvements

Work is about to start on a £1.6 million package of improvements to six of our stations on the Chase Line. The joint project by transport authority Centro, London Midland, Network Rail and Staffordshire County Council, will provide significantly improved facilities for passengers including new waiting shelters, seating and CCTV. Other improvements for the stations at Bloxwich, Bloxwich North, Landywood, Cannock, Hednesford and Rugeley Town include help points, enhanced lighting, better signage, electronic information boards, and new ticket machines.

Chernobyl youngsters enjoy summer trip

We donated free travel so that youngsters affected by the Chernobyl disaster could enjoy summer day trips. Ten children from villages in Belarus have been enjoying treats including a day on the river and visits to restaurants and popular tourist attractions as part of a recuperative break in the Midlands. The youngsters have been staying in Malvern, in Worcestershire, thanks to the kindness of families in the area. The children received travel passes to Birmingham for a visit to the Sea Life Centre and passes to visit Worcester for a trip on the River Severn and to see the Cathedral.



car park news

Work starts this week to install a car park deck at Berkhamsted station, similar to those in place at Northampton, Leighton Buzzard and Bletchley. We've listened to local residents' views and will be using this feedback to implement environmental improvements in the car park area.

meet the manager

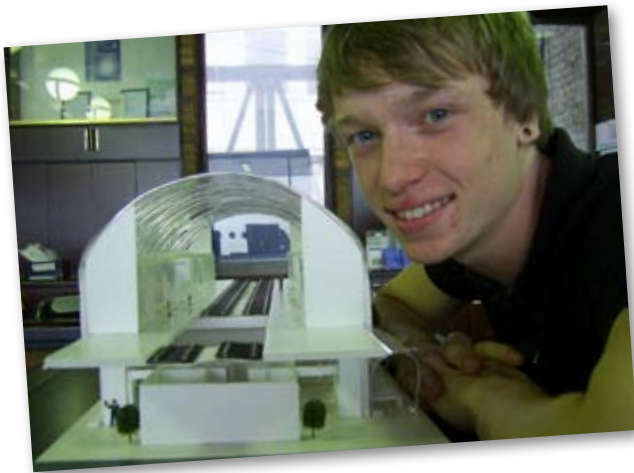
Our next meet the manager events will be on 22nd July at both Birmingham New Street and Birmingham Snow Hill stations between 0745 – 0945. As always, we'll do our best to answer passenger's questions.

our trains sparkle thanks to new technology

We're using pioneering liquid glass technology to help our trains sparkle, while protecting the environment. A thin coating of liquid glass – 500 times thinner than a human hair – is being applied to trains at Tyseley depot in Birmingham to produce surfaces that are easier to clean and highly durable. We're the first train company in the UK to use the new technology, produced by Nanopool, which can be applied to most surfaces and lasts around one year per application. Nanopool coating has also led to a dramatic reduction in the amount of water and cleaning chemicals used in train cleaning, benefitting the wider environment and making the trains both cleaner and greener.

student imagines futuristic Worcester

A model makeover of our main Worcester train station has been created by a local college student in an effort to show how a traditional rail station could look with a new modern redesign. The contemporary miniature version of Worcester Foregate Street station has been on display in the station's information office, and is being exhibited to gather feedback from commuters on the design by its 19-year-old creator. The model is a student project by Matthew Haim from Warndon in Worcester, who built it as part of a brief for the final project of his art and design course.



join the **Twitterverse**

We're always looking at new ways to improve the ways we communicate with our passengers, which is why you can now get in touch with us – or just keep up to date with the latest news – on Twitter. Follow @londonmidland and you'll get our regular updates on how our trains are running, travel advice, and information on current and future promotions. We also send out a daily message before the evening rush hour to let you know if any 'peak' trains have fewer carriages than usual.

station art

Our passengers across the West Midlands have the opportunity to feast their eyes on a new collection of posters, with artwork by local students at our stations. The posters have been created by talented students at Birmingham Institute of Art & Design (BIAD), part of Birmingham City University. The collaborative project is entitled 'Made in the Midlands', and celebrates the diversity of talent that makes the region a leader in the creative industries. The students' stunning artwork ranges from photography, graphics and textiles paintings to illustrations. Different posters from the collection will be displayed in various stations across the West Midlands. Members of the public are being encouraged to offer feedback on students' work by visiting www.biad.bcu.ac.uk/madeinthemidlands/



and finally...

Writing 'on track' is always a good reminder for me about just how much we do each month as we choose the highlights to include in these two pages. We couldn't do it without the hard work and dedication of lots of individuals, within London Midland and through partner organisations. If you'd like to feature in an article on the work that you do with us then please let me know. As ever, if you have any questions or comments please email me at nicola.moss@londonmidland.com



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