

## **LONDON MIDLAND STAKEHOLDERS' BRIEFING - 23 April 2015**

*In addition to the presentations circulated some information was given not on the slides especially by the London Midland Revenue Protection team. These are **Railfuture's** supplementary notes of the briefing.*

---

Birmingham New Street Phase 2 is to be opened on the 20 September 2015. We were shown route by route data on punctuality which has improved overall in West Midlands by 20% helped by an effective autumn 2014 leaf timetable.

**Direct Award** - Patrick Verver LM's Managing Director expanded on the Direct Award which is initially for only 15 months from April 2016 till June 2017 with a possible extension for a further 13 months. Not much time to change anything significantly e.g. more capacity so to show that the contract is "value for money" they will focus on train service performance and customer service delivery.

**Revenue Protection** - London Midland now have 25 mobile Revenue Protection Officers (RPO) wearing CCTV cameras to capture byelaws offences. Aiming to apprehend deliberate fare avoiders and long-term avoiders, not those unable to buy a ticket at an unmanned station. Currently on average 2,500 persons caught per period.

A seconded BTP Inspector and his team targeting 20 hotspots of anti-social behaviour and theft. Prosecutions average 400 per period and 3 per month for harassment by passengers of other passengers. This initiative has won London Midland and BTP the Problem Solving Partnership Annual Award

Cross City Line now has dedicated team in place to enforce byelaws with another to be introduced in late May on the Birmingham – Shrewsbury Line.

Birmingham New Street has an increased RPO Team covering all entrances and exits to platforms working 4 days on and 3 off. These were in evidence on 23<sup>rd</sup> May. Once the station is fully opened there will be barriers in use all the time.

"No second night out" this is a policy to ensure that homeless persons do not camp overnight in stations with staff enabled to arrange places in hostels the first time and if they return on the second night they are prosecuted.

**Media** - The BBC in covering the Easter closure of Northampton were only concerned with what went wrong and had trouble finding negative concerns so interviewed commuters on their return to work to find comments about closing the station at a time when commuters did not travel. Indicative that the media

are interested in bad news not what went well, which in the case of Northampton was completed on time.

### **Q&A session:**

1. Severe overcrowding on the Hereford-Birmingham and Shrewsbury-Birmingham services. LM said it has simply no spare rolling stock in its diesel fleet. Further to the question from the floor on the New Street–Hereford service my journey to New Street was in a three-car (each car 23 metres long) Class 170 but the return in a two car (each car 20 metres long) Class 150 cramped with standing passengers shoulder to shoulder and buggies in doorways similar to rush hour on the London Underground reflecting the lack of suitable DMUs.

2. Had LM given adequate publicity to the Easter closures in and out of Euston as it appeared passengers at Northampton were not aware of this according to a rep from the Northampton line user group. LM said they had done everything to alert passengers of engineering works but would welcome feedback on any areas where they could give publicity e.g. social media.

3. Cleaning of trains. Some trains were litter strewn and LM recognised this as an issue needing addressing. However litter was recycled and LM said it had the best record of recycling rubbish. There is to a refurbishment of the interior of Class 170 units.

4. Earlier trains on Sundays. With more retail units opening on Sundays need for employees to travel to work but no trains early enough. LM's MD said extra carriages had been introduced and he was aware of the need for earlier services. It is something he will pursue.

5. A train breakdown at Snow Hill meant delays for trains because of blockage. Unlike Birmingham New Street where there is flexibility to move a train to another platform that is not the case at Snow Hill so when will the fourth platform become available after completion of Midland Metro. The route manager said she is going to undertake some work on this matter as platform flexibility is an issue requiring addressing.

---

## **Railfuture – Promoting Britain’s Railway for Passengers and Freight**

[www.railfuture.org.uk](http://www.railfuture.org.uk) [www.railfuturescotland.org.uk](http://www.railfuturescotland.org.uk) [www.railfuturewales.org.uk](http://www.railfuturewales.org.uk) [www.railwatch.org.uk](http://www.railwatch.org.uk)

follow us on Twitter: [@Railfuture](https://twitter.com/Railfuture) [@Railwatch](https://twitter.com/Railwatch) and [@RailfutureWMids](https://twitter.com/RailfutureWMids)

Join Online at [www.railfuture.org.uk/join](http://www.railfuture.org.uk/join)

*The Railway Development Society Limited is a (not for profit) Company Limited by Guarantee.  
Registered in England and Wales No. 5011634.  
Registered Office:- 24 Chedwor Place, Tattingstone, Suffolk IP9 2ND*