

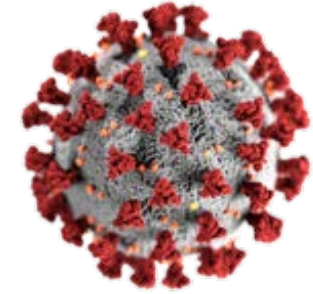
# Restoring public confidence in public transport

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West  
Midlands  
Trains

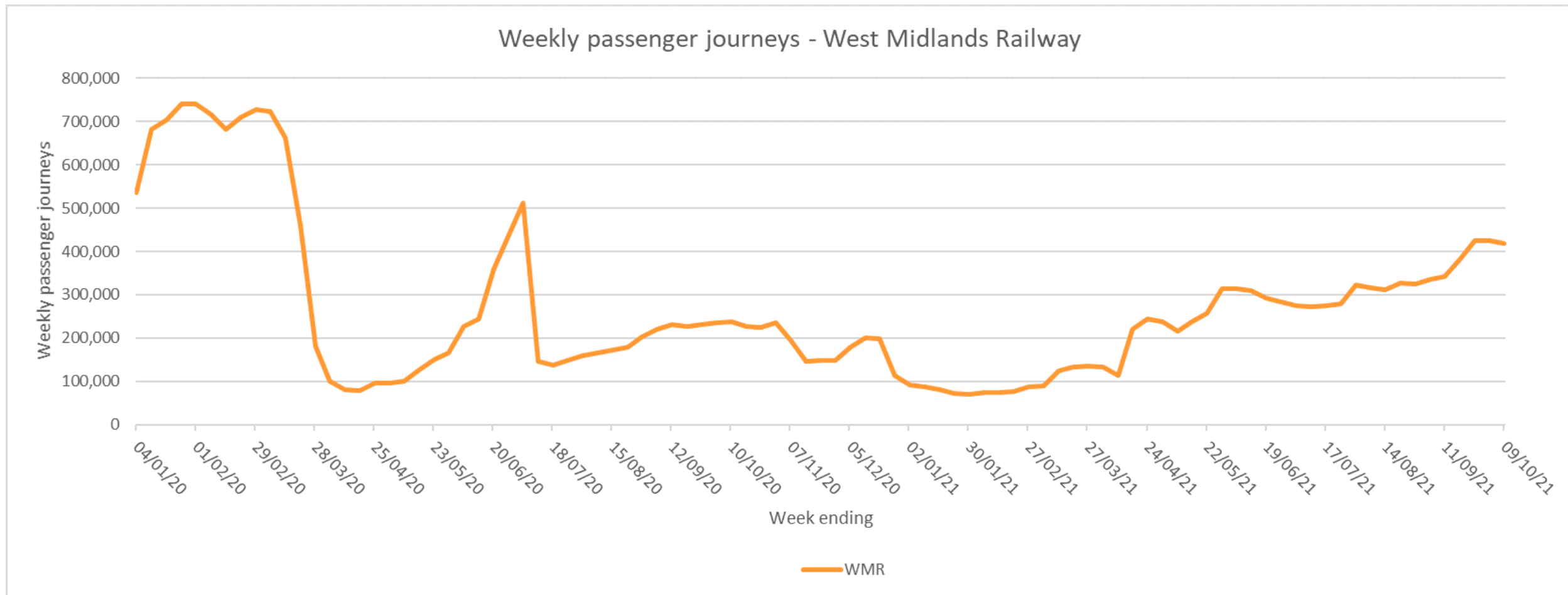


# Introduction

- Covid has had a fundamental impact on the rail industry, with the first lockdown seeing rail use drop to 5% of normal overnight
- Rail played a vital role in supporting key workers during lockdowns
- We have had to adapt at pace; introducing multiple timetable changes, ways of working for colleagues and extra measures to protect customers
- Lots of activity to promote rail and encourage customers to return
- Despite increasing passenger numbers demand is still low and we are seeing different demand patterns
- Challenges remain around driver numbers, new train introduction, customer demand and industry costs

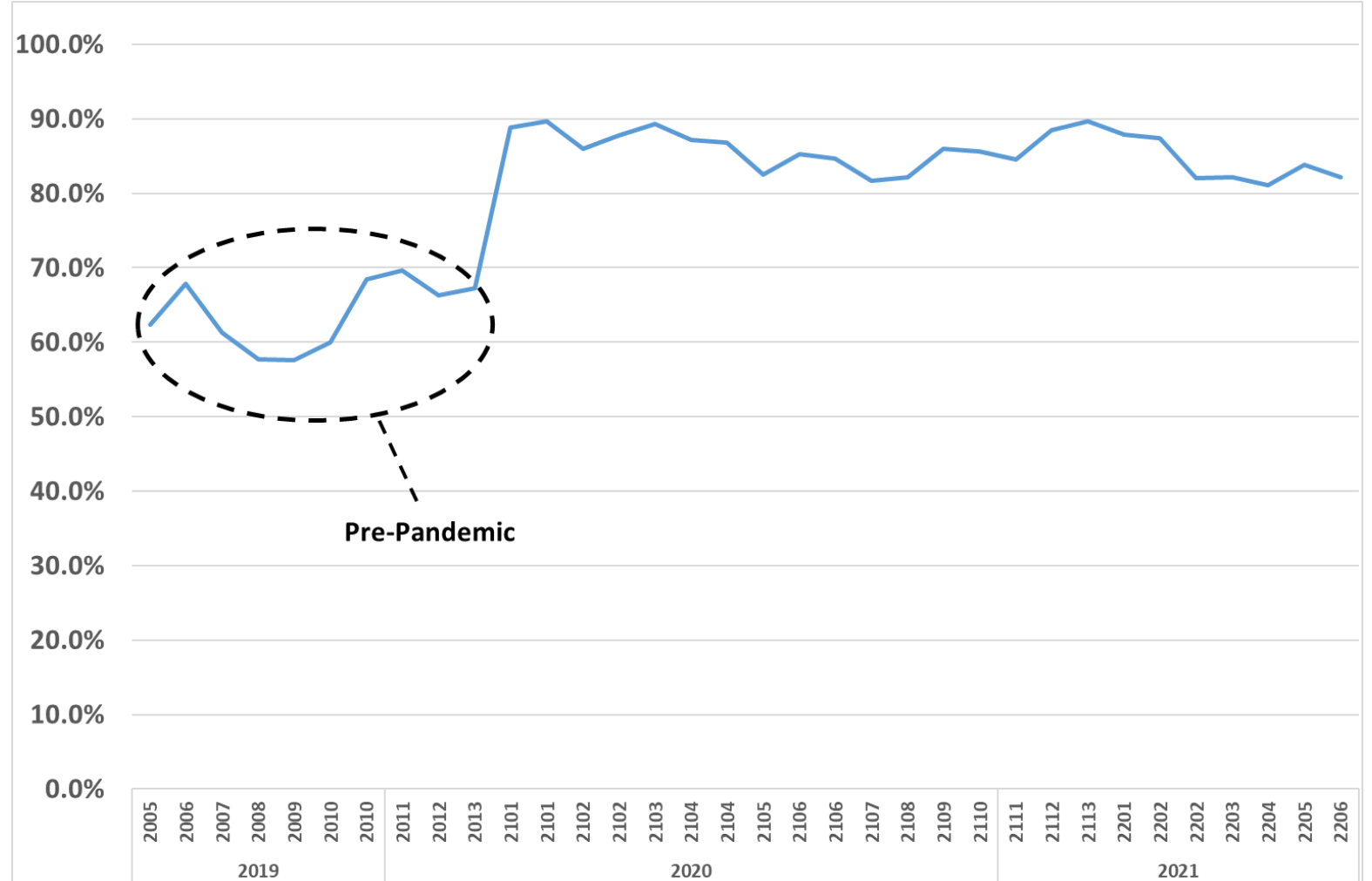
# Passenger Numbers

Passenger journeys have now returned to approximately **55%** of pre-Covid levels on West Midlands Railway



# Train Performance 'Time to 3'

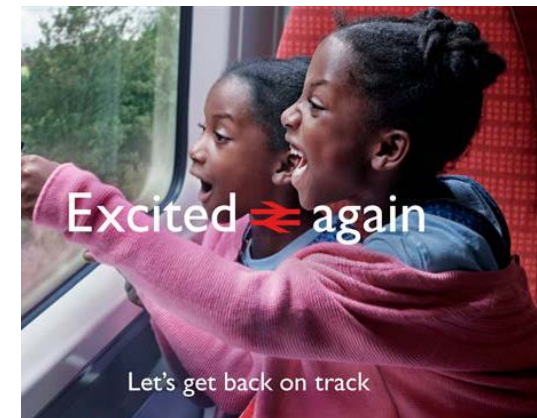
- New 'Higher' standard – Time to three - T3
- Replaces the old PPM – Time to five minutes



# Welcoming Customers Back

- The timetable changes have allowed us to make lasting improvements to train performance
- Staff visibility
- Continuation of enhanced cleaning regimes
- Listening to customers
- Working more closely with rail operators and different modes across the region
- Changing customer expectations and perceptions
- National and local campaigns to encourage customers back
- Affordable fares and new products

# Welcoming Customers Back (cont.)





# Challenges

- Existing driver shortages present prior to pandemic
- Recruitment and training programme was underway but severely impacted by Covid
- Over 25,000 training days lost
- Delays to the introduction of new trains and the impact on the existing fleet
- Low passenger numbers and changing patterns of demand
- Rail industry affordability challenge



# New National Rail Contract

- Government support for train companies involved short term emergency contracts and saw the end of the franchise system
- West Midlands Trains started its National Rail Contract on 19<sup>th</sup> September 2021 which will run for up to 5 years
- Government owned and Department for Transport led
- Investment continues in new trains, infrastructure improvements & train driver recruitment
- Close scrutiny on affordability of the railways with flexible annual business plans and fiscal targets to be met

## National Rail Contract





# The Future



- **Focus on better meeting customer needs as we recover from the effects of the pandemic:**
  - **Safety** – everyone has a right to feel safe when using the railway
  - **Performance** – higher performing, resilient and reliable train services
  - **Changed demand** – flatter commuter peaks expected with increase in home working or hybrid working models, providing value for money
  - **Capacity** – better matching capacity to customer demand, greater leisure travel
- We know we need to be flexible to best match post-Covid and the emerging new normal, including changes to travel patterns.
- We also need to be affordable as an industry, recognise the impact of the railway on the taxpayer
- Continue to focus on our driver recovery programme
- Continuing to welcome (and encourage) customers back to the railway!

# Thank you



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