

Warwickshire County Council Overview & Scrutiny Committee

17 June 2020



West
Midlands
Trains

Kenilworth Update

- Pre- Covid (start 2020)
- Footfall up 16% y/y
- Ticket sales up 26% y/y
- Despite poor performance in 2nd half of 2019 and industrial action
- New stations take time to bed in



Kenilworth Update



- May 2019 saw longer & newer trains on the route running through Leamington- Nuneaton
- Innovative approach to station building use
- Our Head of Communities is providing business coaching & support to station tenant

Covid 19 & West Midlands Railway

- Since lockdown passenger numbers down 95%
- Reduced timetable from 1 April
- Timetable reduced as fewer people travelling and Covid Virus was reducing the amount of rail staff available to work.
- 1 in 4 WMT workers have been affected – that number has now fallen to around 1 in 70
- Safety of customers & colleagues our priority

Safe Travels.

These are unprecedented times for the country, and for the railway. COVID-19 has impacted every aspect of our day-to-day lives, including the way we travel.

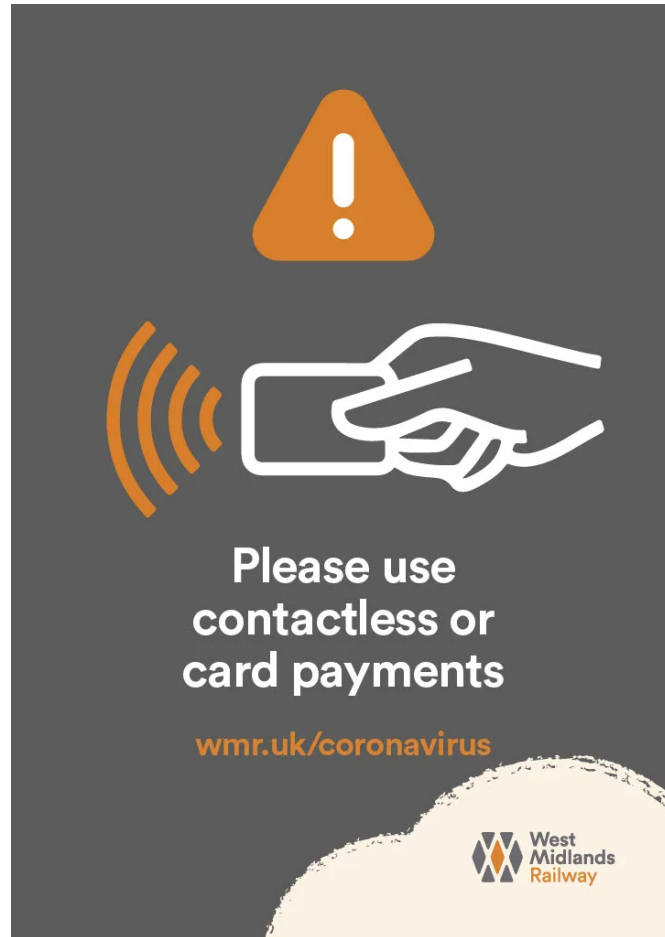
At West Midlands Railway, we have been doing all we can to keep your railway running as normally as possible, but these are not normal times. As you travel through our stations and on our trains, you will begin to notice some changes to your travelling environment, not least the greatly reduced number of passengers.

Following the government advice that people should avoid non-essential travel, we have built a plan to keep everyone moving who needs to. Under this plan, we have made some important changes to the way we run our trains:

- Some of our ticket offices and other station retail outlets may close or operate to shortened hours
- We have relaxed our policies on refunds so customers can cancel or change their travel plans more easily
- We have stepped up our cleaning regime, focusing on high-touch areas such as hand rails and hard surfaces
- We are limiting close personal contact between our staff and the travelling public. For this reason you may not see the conductor on your train but be assured they are there if needed in an emergency
- Our frontline staff, such as those on trains, at stations and in depots, cannot work from home. Many are coming to work while dealing with difficult personal circumstances relating to COVID-19. We ask you to understand the environment they are working in and support them as we all deal with these unprecedented circumstances

Thank you for your support

First Steps



- Stepped up our cleaning & focus on high touch areas
- Emphasis on electronic or contactless payments
- Easier on-line purchase & refunds
- Changed work methods to protect colleagues & customers
- Communicate, communicate, Communicate

39.1k
exposure

- wmr.uk/coronavirus (views) – 64,483 (+2,048 vs last week)
- [Timetable page](#) (views) – 42,030 (+1,626 vs last week)
- [Downloaded TT](#) (downloads) – 24,852 (+794 vs last week)
- [Key worker online form](#) (submissions) = 67/124 (+4 vs last wk)
- [Station posters](#)
- [Facebook](#) (followers) - 6,228 (+7 vs last week)
- [Twitter](#) (followers) - 27,429 (+0 vs last week)
- [Instagram](#) (followers) - 989 (+8 vs last week)
- [Email](#) (sent) - 19

West Midlands Railway advice

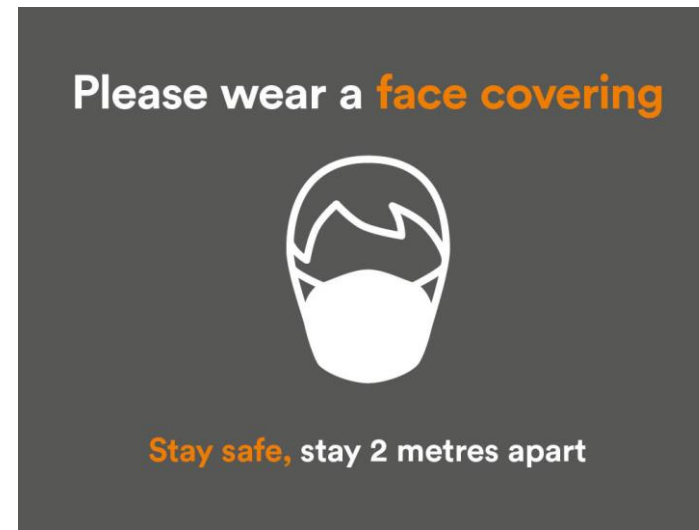
As the country slowly changes its lockdown measures, West Midlands Railway are asking you to only travel by train if your journey is necessary to help keep services for essential workers.

They will be running the longest trains and the most frequent service they possibly can, but the current social distancing rules mean there are far fewer places for passengers than normal.

If you have no alternative, then please read their travel guidelines which will help you understand how you need to prepare before you set off including: wear a face covering, carry hand sanitiser and wash your hands before/after your travel.

Please remember – all train times and service frequency have changed, we need you to plan ahead and buy online and avoid busier times if you can.

[Read their helpful travel guidelines here](#)

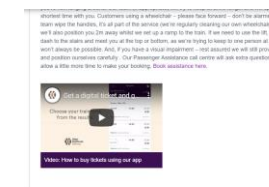


Is your journey essential?

Please read these statements in relation to your planned journey and tick to confirm. If any of these statements remain unticked, please do not travel and click 'Go back'.

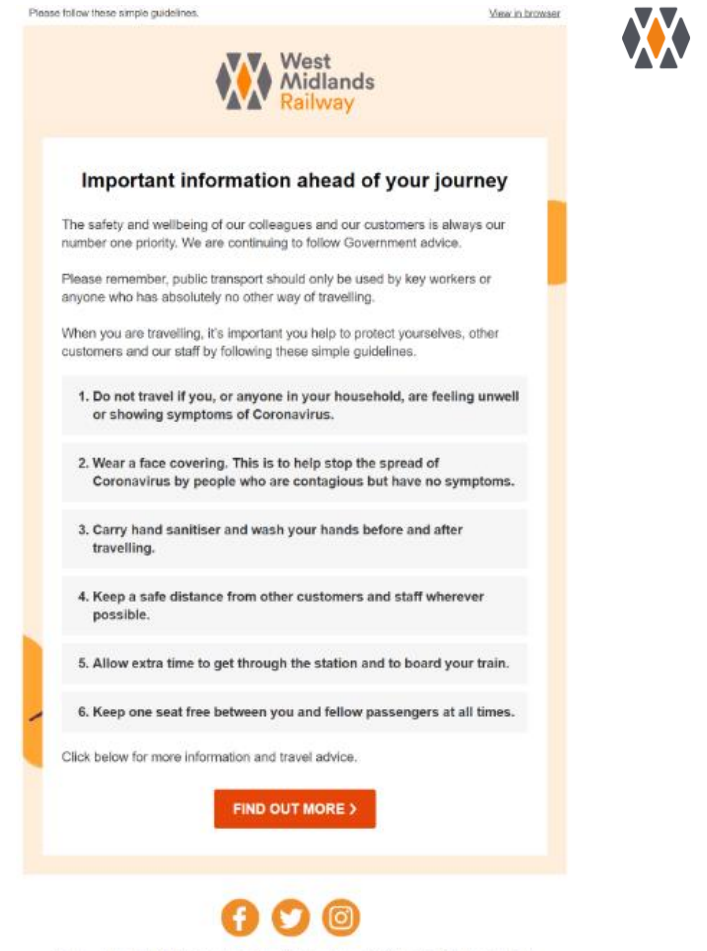
- ☐ Neither myself or anyone in my household are showing symptoms of Covid-19.
- ☐ My travel is essential because I'm a key worker, or a worker not able to work from home.
- ☐ I have considered other ways to travel and travelling at less busy times.
- ☐ I will adhere to social distancing at stations/on train wherever possible and acknowledge government advice about using face coverings on public transport.

[Go back](#) [Continue](#)



Latest timetables (from 18 May)

Frequently asked questions	
Should I be travelling on the trains?	+
Is it safe to travel on the train?	+
Can I use the train if I have cold or flu-like symptoms?	+
Should I wear a face-covering when using the train?	+
Will there be a one-way system at the station?	+
How can I maintain social distancing on my journey?	+
What can I do if I want to cancel or change my travel plans due to coronavirus?	+
I am concerned about carriages being too full to practice social distancing?	+



Easing Restrictions – New Challenges

- Risk assessed all our for Social Distancing
- New wayfinding & one -way systems
- Extra announcements and posters on trains and stations
- Queueing systems to be introduced as patronage rises
- Practical advice on use of lifts and keeping a four steps gap on stairs and escalators
- Floor markers to re-enforce the 2 metre message
- Applied SD principles to everything from ticket barriers and station benches to toilets and Ticket Vending Machines



Public Information Campaign



- Raise awareness of SD on rail
- Work with WMCA, TfWM, WMGRC and the Metro-Mayor
- DfT & RDG
- Drive public policy and common communications approach
- Around 200 national, regional and local TV & Radio pieces

Stakeholders

- Two stakeholder newsletters
- O&S presentations
- MP briefings
- Rail User Groups.
- Stakeholder Equality Groups
- CBI, BID & CBD briefings
- Partner VLOGs and Podcasts





Customers

Please wear a **face covering**



Stay safe, stay 2 metres apart

**Necessary
journeys
only.**



West Midlands Railway

Published by Jess White [?] · May 22 at 10:14 AM ·

Here is a message from our sister company.



Quieter times
10am-3pm / after 6pm



Chat (50)



West Midlands Railway

Published by Jess White [?] · May 24 at 10:00 AM ·

Need help keeping the kids entertained this bank holiday? Don't forget to check out our Brain Trainer zone online where you will find plenty of activities to keep your little ones busy!

Check it out here >> wmr.uk/braintrainer



West Midlands Railway

Published by Jess White [?] · May 22 at 3:00 PM ·

Mental Health Awareness Week is an annual campaign aimed at raising awareness of mental health and to inspire action to promote the message of good mental health for all. We spoke to our IT apprentice, Mia, who has kindly shared her story on her own experiences with mental health and wants to share her message to the world.

Read Mia's story >> <https://bit.ly/2TrHMdf>

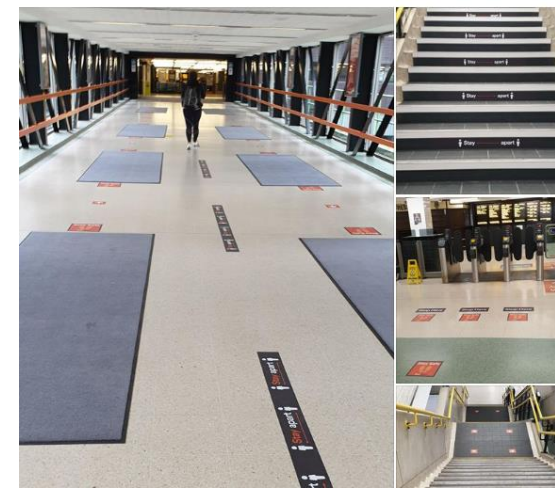


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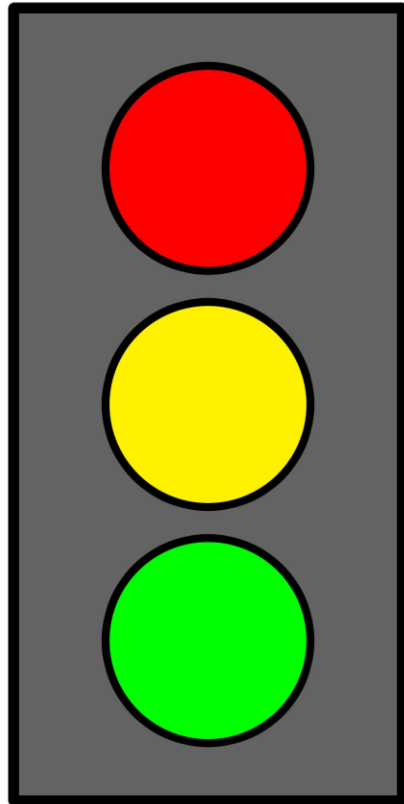
Published by Jess White [?] · May 23 at 10:00 AM ·

We are taking extra measures to ensure that those who do need to travel are travelling as safely and easily as possible. Over the upcoming weeks, we will be installing more signage at our stations like this. So, if you are travelling with us, please keep an eye out for our extra safety signage and please remember, we are only operating for necessary journeys.

For more information visit >> wmr.uk/coronavirus



Next Steps



- Developing a RAG system to inform passengers about SD levels
- 15 June non-essential shops re-open
- 5 July ramp-up services
- SD will be with us for the foreseeable future
- Keep communicating



Quieter times

10am-3pm / after 6pm



Allow
extra
time



Buy
tickets
online



Avoid
busier
times



Wear a
face covering



Carry **hand sanitiser**
or **wash** your hands
before/after you travel



Necessary journeys only.

Responsible travel starts [here](#) >

