

## CHILTERN RAILWAYS PASSENGER BOARD

### ANNUAL REPORT 2009-2010

**Don Barton – Chairman**

**Ian Rivett – Vice Chairman**

**Chairman's Message:** This is the eighth Annual Report of the Chiltern Railways Passenger Board and summarises the Board's involvements over the last year.

The Board continued in its role of combining those who have an interest in Chiltern Railways activities, including local authorities, voluntary passenger user groups and statutory user groups.

The Board plays an important role in providing the opportunity for Chiltern Railways senior management to present their plans and to be held accountable for any performance issues. The Board also acts as a valuable information source, to enable Chiltern Railways senior managers to understand the issues and concerns that directly affect the passengers who use the services.

**Background:** The Chiltern Railways Passenger Board was established in April 2002. Facilitating the Board is a requirement of the Chiltern Franchise agreement (schedule 13 – clause 11.7) which requires that:

- The Board meets at least once each year.
- The Board comprises representatives from passenger user groups along the Chiltern Railways line of route, in addition to individuals representing London TravelWatch, Passenger Focus and local authorities.
- The Board monitors the performance of Chiltern Railways.
- The Board seeks to ensure that Chiltern Railways conducts its business in the best interest of passengers.
- The Board promotes integrated transport schemes on the Chiltern Railways line of route.

#### **PASSENGER BOARD MEETINGS 2009 - 2010.**

This report summarises the on-going work and achievements by Chiltern Railways, discussed at meetings held with the members of the Board. Detailed minutes are also produced after each meeting, outlining the Board members' views on proposals and progress, ideas for consideration and the responses from the Chiltern Railways management representatives.

Board meetings were held approximately quarterly, alternating between venues at Marylebone Station and Birmingham Moor Street Station. Additional ad-hoc meetings were arranged to update the Chiltern Railways Passenger Board constitution and consider draft timetable changes.

## **PASSENGER BOARD MEETING - 10 JULY 2009**

At the Annual General Meeting, Don Barton and Ian Rivett were both elected unopposed as Chairman and Vice Chairman respectively.

**Operational Performance:** PPM for Chiltern Railways periods 4-6 ahead of target ranging from 94.45% to 96.50%.

**Metropolitan Line Section:** A presentation was made by a member of the Board outlining potential benefits and areas of concern with London Underground's upgrade programme for new trains and new signalling affecting the joint Metropolitan Line section. Noted of particular concern was the reduced seating capacity of the new Metropolitan Line trains and the potential movement of passengers towards Chiltern Railways trains, possibly causing overcrowding. In addition, due to the delay in upgrading the signalling there were perceived risks of failures which may affect the operational performance of Chiltern Railways trains. The aim of the presentation was to outline forward strategy in understanding consequences outside the control of Chiltern Railways.

**National Passenger Survey:** Overall satisfaction rating of 90% retained, with improvements in the categories of provision of luggage space and attitude and helpfulness of station staff.

### **Projects:**

**Aylesbury Vale Parkway:** The station buildings were opened for use on 1st June, with the Secretary of State for Transport performing the official opening ceremony on 3rd July. The station also received "highly commended" recognition in the Railway Innovation Awards on 26th June.

**Birmingham Moor Street Phase 3:** The submission made to the ORR in May requesting final regulatory approvals was granted. Final technical designs for Network Rail approval were being prepared including the extensions to platforms three and four.

**Car Park Spaces:** Projects providing additional spaces completed at: Bicester North (160) and Wendover (46).

**Cycle Shelters:** An additional 19 lockers and a new covered set of stands were installed at Aylesbury on 28th May.

**Evergreen 3:** The overall specification for infrastructure enhancements had been agreed. Stakeholder comments were being incorporated into the design work.

**High Wycombe Goods Shed:** Strategies for the development concluded with stakeholders, with the planning application, Certificate of Lawfulness and Listed Building Applications submitted on 4th June.

**Security CCTV Recording Equipment:** Updated from VHS recording to Digital Video, with signals streamed to the Integrated Control Centre. Project completed.

**Ticket Vending Machines:** Two new machines were installed at Marylebone and operational at the end of April. Project completed.

**Toilet Turnstiles:** New turnstiles at Marylebone operational from 27th June 2009, with charging introduced to reduce vandalism.

## **PASSENGER BOARD MEETING - 13 NOVEMBER 2009**

**National Rail Awards:** Chiltern Railways were highly commended as Operator of the Year.

**Operational Performance:** PPM for Chiltern Railways periods 7-10 ahead of target ranging from 94.05% to 97.10%.

**Metropolitan Line Section:** Chiltern Railways had responded to the points raised in the presentation at the July Board Meeting and recognised that there could be a perceived risk of a greater proportion of passengers travelling with Chiltern Railways rather than London Underground, in view of the reduced seating capacity with the new Metropolitan Line trains. It was considered that abstracted London Underground passengers from Amersham posed the greatest risk to capacity, but in view of the recession there had been a reduction in overall passenger numbers and additional capacity on Chiltern Railways trains was available. Continuous monitoring would be adopted with amendments to the timetable to accommodate growth, if and when required. The existing contingency plans for signal failures affecting Chiltern Railways trains was expected to continue and was considered not to pose any additional risks.

### **Projects:**

**Car Park Spaces:** Projects providing additional spaces completed at: Aylesbury Vale Parkway (213), Banbury Mill Street (53), Banbury Oil Depot (60), Banbury Tramway Unit 9 (55), and Haddenham & Thame Parkway (243).

**Customer Information Screens:** Phase 1 completed at seven stations at Beaconsfield, Haddenham & Thame Parkway, Little Kimble, Monks Risborough, Princes Risborough, Saunderton, Seer Green & Jordans being commissioned ahead of the Franchise Obligation for six stations by 30th October 2009.

**Evergreen 3:** The project scope confirmed with implementation accelerated to complete the mainline upgrade works between Birmingham and Marylebone by the December 2010 timetable and the Oxford to Bicester works by December 2011.

**High Wycombe Goods Shed Development:** Planning consent granted, with work scheduling awaiting listed buildings consent.

## **PASSENGER BOARD MEETING - 26 FEBRUARY 2010**

**Operational Performance:** PPM for Chiltern Railways periods 11-12 ahead of target ranging from 95.91% to 97.01%. Period 13 recorded a PPM of 89.48% which the Board accepted in view of the severe and abnormal weather conditions experienced.

**Chiltern Railways Passenger Board Constitution:** The Constitution had been updated by the Vice Chairman of the Board and presented to the members of the Board and was formally adopted.

**Integration of Wrexham Services:** The Board was advised that Chiltern Railways sought approval from DfT and ORR for the integration of the Wrexham, Shropshire & Marylebone Railway services into the Chiltern Railways franchise, no later than the timetable changes in May 2010, to facilitate synergy, efficiency and to safeguard the future of the services.

**May 2010 Timetable Revision:** The proposed changes had been circulated to the Board for comments. Noted that there were no significant changes in lieu of the major changes proposed for the December 2010 timetable.

**National Passenger Survey - Autumn 2009:** Noted that overall satisfaction was 91%, above the 90% Franchise Agreement and 1% above the previous survey result. Satisfaction with on-train toilets returned poor but improving results. New initiatives to valet train toilets whilst trains are on layover at Marylebone were aimed to further improve future survey results.

**Train Scheduling:** A presentation was made by a member of the Board outlining some innovative concepts of train scheduling, the benefits of which Chiltern Railways agreed to use in future train planning.

### **Projects:**

**Birmingham Moor Street Phase 3:** All consents and approvals reported to be in place, with commissioning planned for November 2010 and the opening planned for December 2010 in line with the timetable revisions date.

**Car Park Spaces:** Third phase of projects providing additional spaces completed at: Banbury U4 (68) and Warwick Parkway (110).

**Evergreen 3:** Progress reported with milestones for achievement detailed as:

- Reduction in journey time from London to Birmingham reduced to 1hr 43m in December 2010.
- London to Birmingham journey time further reduced to 1hr 40m or less in May 2011, following the completion of works to enhance journey times.
- Introduction of class 172 stock in December 2010 on the southern end of the route.
- Transport & Works Act Order submitted to DfT on 5th January 2010 for the introduction of new services between London and Oxford and the opening of a new station at Water Eaton Parkway by late 2012, depending on the progress of the TWA Order.

**Waiting Shelters:** Projects for Bicester North, Beaconsfield and Northolt Park completed.

## **PASSENGER BOARD MEETING - 30 APRIL 2010**

**Operational Performance:** PPM for Chiltern Railways for the period ahead of target at 96.22%.

**Rail User Group Fund Nominations 2010/2011:** Advised that approximately £65,000 was available for either some large capital projects or several smaller projects. Nominations were requested from the Board with priority ratings.

### **Projects:**

**Aylesbury:** Work to install the new lifts completed, commissioned and in service from 1st April.

**Customer Information Screens:** Phase 2 completed at seven stations at: Denham Golf Club, Gerrards Cross, Northolt Park, South Ruislip, Sudbury & Harrow Road, Sudbury Hill and West Ruislip,

**Evergreen 3:** Formal consultation had closed for the Transport & Works Act process for the Phase 2 Bicester-Oxford works, with around 300 objections being received. Although fewer objections than expected, the DfT confirmed that a public inquiry will need to be held, which will commence on 5th October 2010.

**High Wycombe:** Advised that the replacement of the temporary bay platform with a permanent six car bay platform had been included in the delivery of Evergreen 3.

Due to ill health the Chairman, Don Barton tendered his resignation before the end of his year in office and this report has been written on behalf of the Board by the Vice Chairman.

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Ian Rivett - Vice Chairman