



Transport Delivery Committee

Date	4 September 2017
Report Title	West Midlands Rail Franchise Award
Accountable Director	Steve McAleavy, Interim Director of Transport Services
Accountable employee(s)	Peter Sargant, Head of Rail
Report has been considered by	Councillor Roger Horton – Lead Member Rail and Metro

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended:

1. To welcome the award of the new WM Rail Franchise to West Midlands Trains Ltd, noting the significant investments and improvements that are planned to be delivered.
2. To note that TfWM will be working with the new franchisee during the franchise mobilisation process to ensure that there is a seamless changeover between London Midland and West Midlands Trains.
3. To invite representatives of West Midlands Trains to the 4 December meeting for a full briefing on the details of the franchise just before its launch.

1.0 Purpose

- 1.1 The purpose of this report is to advise Transport Delivery Committee members on the outcome of the West Midlands franchise competition process.

2.0 Background

2.1 The West Midlands Rail franchise operates the majority of rail services in the TfWM area and is critical importance to the economy of the West Midlands. Since 2007 the franchise has been operated by GoVia (a consortium of GoAhead and Keolis) under the “London Midland” brand name.

2.2 The competition for a new West Midlands franchise has been underway since 2015, with the Invitation to Tender issued in September 2016. The franchise competition has involved close collaboration between the Department for Transport and West Midlands Rail (WMR), and included TfWM employees being seconded into the franchising team on behalf of WMR.

2.3 The competition was between GoVia and West Midlands Trains Ltd (a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd). This followed a third bidder (MTR Ltd) dropping out early in the process.

2.4 On 10 August the DfT announced that the franchise has been awarded to West Midlands Trains Ltd (WMT).

2.5 Both the DfT and West Midlands Rail have issued press releases which are attached which outline many of the improvements that the new franchise will deliver. The headlines include:

- 20,000 extra seats for peak passengers into Birmingham
- 100 new carriages on the Cross City Line
- 80 new carriages for the Snow Hill lines
- Major improvements to Sunday services
- Compensation if services are delayed by more than 15 minutes
- Free Wi-Fi on all main-line services
- Roll out of smart ticketing
- Trains and stations branded in a locally specified West Midlands Railway Livery.

2.6 The franchise will operate from 10 December 2017 through to March 2026, and there are different timescales for the delivery of different requirements. The main capacity and service enhancements will be delivered in 2021, although some significant timetable changes will be introduced in December 2018 and some further changes in 2019.

2.7 The DfT Press Release (Appendix 1), WMR Press Release (Appendix 2) and WMR Briefing Document (Appendix 3) are attached to this report. The improvements outlined above and in the press releases have been explicitly specified and contracted within the new Franchise Agreement.

- 2.8** At a briefing session on 14 August, WMT revealed that over and above the base requirements specified by DfT, WMT is looking to introduce a wider package of service improvements from December 2018 onwards. This includes restructuring the timetable across Birmingham New Street to create new through journey opportunities. This will also create a number of new long-distance through services to London from a number of stations in the West Midlands. This is likely to include an hourly service between Walsall and London. WMT is also looking at operating significantly earlier and later services to and from Birmingham International to cater for the needs of airport passengers and staff. The exact details will be developed as part of the timetable development process.
- 2.9** WMT will also be actively developing proposals for a number of new services within the WMR area including:
- New services on the Walsall to Wolverhampton Line serving new stations at Willenhall and Darlaston
 - New service to Brierley Hill as an extension of Birmingham - Stourbridge Junction services
 - New service on the Camp Hill Line serving stations at Moseley, Kings Heath and Hazelwell
 - New service to West Midlands Safari Park as an extension of Birmingham - Kidderminster services which will operate along the Severn Valley Railway
- 2.10** The delivery of these new services have not been explicitly contracted within the new franchise and are subject to feasibility studies being undertaken and support from WMCA/TfWM as required.
- 2.11** As part of a major package of station improvements WMT will be investing in 800 new LED Passenger Information displays at stations across the franchise which will allow significantly improved customer information to be displayed, especially during times of disruption.
- 2.12** There will also be a new Service Quality Regime operating across the WMR area which will support a commitment by WMT to significantly improve the customer experience both on-train and at-station.
- 2.13** WMT is currently developing its approach to staffing (both on-train and at-station) within the franchise, although it has stated that a second member of staff will remain in place on-board all services.
- 2.14** TfWM will now be undertaking activities associated with the changeover of franchise operator as part of the mobilisation process. This will include both novating and renegotiating existing contracts as required, and developing new agreements.
- 2.15** Given the early stage of development for some of the proposals it is proposed that representatives of West Midlands Trains are invited to the 4 December meeting of the committee to provide more information on the franchise prior to the formal launch on 10 December.

3.0 Financial implications

3.1 There are no direct financial implications as a result of this report. Franchise management responsibilities in relation to West Midlands Rail will be met from the budget in place that is funded from an annual DfT grant and annual contributions from West Midland Rail Member local authorities. Any legal or other additional costs incurred from the work undertaken by the mobilisation workstreams will be met from a re-prioritisation of remaining 2017-18 budgets.

4.0 Legal

4.1 Any legal implications arising from the new franchise are being identified through the franchise mobilisation process.

5.0 Equalities implications

5.1 The new franchise will deliver significant equalities benefits (for example more accessible trains on the Cross City line), and TfWM and WMR will be working with WMT to support the delivery of its commitments in this area.

6.0 Other implications – Not applicable

7.0 Schedule of background papers

- Appendix 1 – DfT Press Release
- Appendix 2 – WMR Press Release
- Appendix 3 – WMR Briefing Document

Appendix 1

DfT Press Release

Better trains, services and stations for passengers travelling between the north-west, the Midlands and London.



Rail passengers will get new longer trains with more seats and more space as nearly £1 billion is invested in services on the West Midlands network.

There will be 400 new carriages rolled out by 2021 and space for an extra 85,000 passengers on rush hour services in Birmingham and London, with the longer trains providing extra seats and space for passengers.

Under the deal with West Midlands Trains Ltd (a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd) to run the West Midlands franchise, passengers will get:

- free wifi on all main line services by the end of 2019
- for the first time compensation if services are delayed by more than 15 minutes
- improved access for those requiring extra assistance, including disabled people

Smart ticketing and live passenger information will also be rolled out under the deal, as part of a package of reforms that will improve journeys for passengers.

The franchise covers services across the West Midlands, as well as trains from London Euston to Crewe and from Liverpool to Birmingham.

Transport Secretary Chris Grayling said:

This is great news for passengers using West Midlands services – with new trains, more space, more regular services and easier access for disabled people.

We are improving the whole travelling experience with live train crowding information, compensation for people delayed by 15 minutes or more, smart ticketing and better value tickets for part-time workers.

This shows we are delivering on our commitment to build a railway that works for everyone.

Dominic Booth, Managing Director of Abellio UK, said:

We are delighted to have been announced as preferred bidder for the West Midlands franchise, driving growth in one of the most exciting regions in the country. We will be investing nearly £1 billion into the network, delivering new trains, better stations and a whole host of other benefits for passengers.

The trains running only in the West Midlands area will be jointly managed by the Department for Transport and West Midlands Rail (WMR), a consortium of 16 local councils.

Andy Street, Mayor of the West Midlands, said:

We want to see a new golden era for our local trains and today's announcement is an important step towards that.

Having the ability to use our local knowledge and understanding to shape what West Midlands Trains will deliver for passengers under this franchise has also been a game changer.

I believe the deal secured today will help create a railway that can not only improve people's journeys but keep our economy growing and we look forward to working with West Midlands Trains in making that happen.

View a [map showing the benefits by line](#).

There will be 20,000 extra seats for rush hour passengers in Birmingham, and 10,000 for people in London.

On top of this, there will be standing room for 50,000 passengers in Birmingham in metro-style carriages, similar to the ones used on the London Overground, for short cross-city journeys, and standing room for an additional 5,000 passengers in London.

The new franchise will see closer partnership working between track and train – delivering the Secretary of State's vision for the network. The West Midlands network of trains and infrastructure will be run by a local team of people with a commitment to the smooth operation of their routes, improving services and performance.

Other key benefits for passengers under the franchise deal include:

- plans to limit the impact of delays caused by leaves on the line in the autumn, including through the introduction of new modern trains
- an extension of smart ticketing in the West Midlands making this available at more stations, and a new smart card season ticket for people using the Northampton to Euston line
- more than 800 new digital information screens across 150 stations providing real time journey information, plus a new mobile service that gives live crowding information to help passengers plan ahead
- passengers will also be entitled to 25% compensation if their train is delayed by 15 minutes for the first time - they already receive 50% of their money back for delays of half an hour and full compensation if it is more than an hour
- more than £70 million invested in new and existing depots to improve train reliability
- more than £60 million invested on station improvements which will deliver:
 - over 1,000 new car park spaces
 - over 2,500 cycle parking spaces

- a cycle hire scheme
- new and refurbished waiting rooms
- more seats at stations

As well as feasibility studies for the development of new stations in the West Midlands.

The new contract will start in December and last until March 2026.

West Midlands

There will be more than 180 new train carriages for the West Midlands, creating more space for people.

This includes investment in 100 new carriages on the Cross City line and 80 new carriages for the Snow Hill line, offering longer and more spacious services.

The carriages for the Cross City line will offer metro-style services with increased space to carry more passengers, and wider doors for quicker access.

Other benefits for passengers include:

- more trains between Birmingham and Shrewsbury with 2 services per hour from December 2018
- a regular 2 trains per hour service between Birmingham and Rugeley via the Chase Line from December 2018
- a new direct hourly service between Birmingham and Stoke-on-Trent from December 2018 providing much needed additional capacity on this busy route
- an extension of Cross City line services from Longbridge to Bromsgrove
- a new hourly shuttle between Leamington Spa and Coventry serving the new station at Kenilworth.
- two morning and two evening rush hour direct services between Walsall and London from December 2018, helping to unlock economic growth in the region
- more Sunday services on the Cross City line with the number of trains per hour between Longbridge and Birmingham doubling from 2 per hour to 4 in December 2018, and then increasing to 6 in May 2021
- increased Sunday services on the Snow Hill line with the number of trains per hour between Snow Hill and Stourbridge Junction increasing from 2 to 6
- a new Sunday service between Birmingham and Shrewsbury from December 2018, and a second train per hour introduced in May 2021

London

Passengers on London services will benefit from 225 brand new carriages, with all other carriages being completely refurbished.

People travelling between Northampton and Euston and on the Abbey Line between St Albans Abbey and Watford Junction will be able to pay for their travel with a smart card for the first time.

In other improvements:

- more space for passengers will be rolled out on the Marston Vale line with earlier and later services between Bedford and Bletchley and a new hourly Sunday service from May 2021 for the first time

- modern trains for the Abbey line and improvements to Sunday services from May 2021 which will provide a similar level of service to that provided on a Saturday
- mobile phone and laptop chargepoints on all London services by May 2021
- more Sunday trains on the line from Euston to Northampton, with up to 4 services an hour running between Euston and Milton Keynes by May 2021

North-west

New trains will be arriving in the north-west on the Liverpool to Birmingham line, which passes through Crewe and Winsford. These are longer and have more seats for passengers than the existing trains.

A later last train from Liverpool to Birmingham on a Saturday, departing at least 45 minutes later.

Enhanced Sunday services between Birmingham and Liverpool from December 2021 increasing from one train per hour to 2 trains per hour.

A new Sunday service for Acton Bridge from May 2021.

Appendix 2

WMR Press Release

Rail passengers are to get more frequent services with new trains and extra seats as a result of a near £1 billion investment in the West Midlands network.

The cash injection is part of a deal announced today (August 10) that will see West Midlands Trains Ltd (a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd) run the region's rail services under new franchise from December onwards.

Trains running only in the West Midlands area will be jointly managed by the Department for Transport (DfT) and West Midlands Rail (WMR), a consortium of 16 local councils.

A package of improvements has been built into the franchise agreement aimed at providing more services and more space for passengers and to stimulate and support further economic growth and jobs across the region.

It is the first time that West Midlands authorities have had such a level of influence in setting out what a train company needs to deliver for local passengers.

Benefits include:

- 20,000 extra seats for rush hour passengers in Birmingham.
- 100 new carriages on the Cross City line
- 80 new carriages for the Snow Hill line
- Compensation if services are delayed by more than 15 minutes
- Free WiFi on all main line services
- A roll out of smart ticketing and live passenger information
- Trains and stations branded in a locally specified West Midlands Railway livery

Andy Street, Mayor of the West Midlands, said: "We want to see a new golden era for our local trains and today's announcement is an important step towards that.

"Having the ability to use our local knowledge and understanding to shape what West Midlands Trains will deliver for passengers and businesses has been a real game changer.

"When it comes to our local train services we have not had this level of local influence and management before and it fits with the wider powers and responsibilities currently being transferred from Whitehall to the West Midlands.

"The result of this influence is that we will see West Midlands Trains deliver more of the services that passengers want including earlier and later weekday services and more trains on Sundays.

"I believe this deal for the West Midlands will not only improve people's journeys but keep our economy growing and we look forward to working with West Midlands Trains in making that happen."

Under the franchise agreement West Midlands Trains will run local rail services in the West Midlands from December this year until March 2026.

As well as increased frequencies the deal will see major investment in new trains with local services branded under a new West Midlands Railway livery.

The 100 new carriages for the Cross City line, the busiest route on the West Midlands network, will be of a design that offers increased space to carry more passengers and wider doors for quicker access.

Cllr Roger Lawrence, chair of WMR and leader of the City of Wolverhampton Council, said: "We have spent many months working closely with the DfT on developing a franchise deal that can bring tangible improvements for passengers, particularly in terms of the frequency and capacity of their services.

"It's important to remember that tens of thousands of people rely on this local network to not only get to work each day but to undertake wider business trips and enjoy the cultural and leisure attractions of our region.

"This deal, together with the significant transport infrastructure set to be built in the West Midlands, will help ensure we have efficient train services that connect with the rest of the wider bus and tram network and, of course, the forthcoming high speed rail line. That will underpin economic growth and the new jobs being created in our region."

Other benefits for passengers in the franchise deal include:

- More trains between Birmingham and Shrewsbury with two services per hour from December 2018
- A regular two trains per hour service between Birmingham and Rugeley via the Chase Line from December 2018
- A new, direct hourly service between Birmingham and Stoke-on-Trent from December 2018 providing much needed additional capacity
- An extension of Cross-City line services from Longbridge to Bromsgrove
- A new hourly shuttle between Leamington Spa and Coventry serving the new station at Kenilworth
- Two morning and two evening rush hour direct services between Walsall and London from December 2018, helping to unlock economic growth in the region
- More Sunday services on the Cross-City line with the number of trains per hour between Longbridge and Birmingham doubling from two per hour to four in December 2018, and then increasing to six in May 2021
- Increased Sunday services on the Snow Hill line with the number of trains per hour between Snow Hill and Stourbridge Junction increasing from two to six
- A new Sunday service between Birmingham and Shrewsbury from December 2018, and a second train per hour introduced in May 2021

Cllr Mark Winnington, vice chair of WMR and Staffordshire County Council's cabinet member for economic growth, added: "All successful economies have a fast and efficient transport network at their heart.

"The deal announced today can help ensure we have a network that can better support the regional economy while delivering services that are focussed on the real needs of passengers.

"We are particularly pleased that our local services will carry their own West Midlands Railway livery as we felt it was important to have a distinct brand and identity for the regional network."

The franchise covers services across the West Midlands, as well as trains from London Euston to Crewe and from Liverpool to Birmingham.

The deal will, for the first time, see passengers entitled to 25 per cent compensation if their train is delayed by more than 15 minutes. They already receive 50 per cent of their money back for delays of half an hour and full compensation if it is more than an hour.

Around £60m will be invested on station improvements across the franchise area delivering 1,000 new car park spaces, 2,500 cycle parking spaces, a cycle hire scheme, new and refurbished waiting rooms and more seats at stations. There will also be improved access for those requiring extra assistance, including disabled people.

Feasibility studies will be undertaken for the development of new stations in the West Midlands and there will be plans to limit the impact of delays caused by leaves on the line in the autumn, including through the introduction of new modern trains.

Appendix 3

WMR Briefing Document

West Midlands Franchise Award

Headlines and Benefits

10/08/2017

1. Executive summary

Today the Department for Transport (DfT) has announced the winner of the competition to become the next West Midland Franchisee, heralding nearly £1 billion of investment in services on the West Midlands route. This will mean more space on trains, more frequent services and better facilities for passengers.

West Midlands Trains Ltd (a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd) will deliver substantially more space for passengers and a fleet of brand new and refurbished trains serving the region. Improved passenger information and accessibility standards, more services at weekends and evenings, flexible ticketing for part-time workers, better compensation, free Wi-Fi, station upgrades and an innovative staff gainshare scheme will all contribute to a significantly enhanced passenger experience across the entire network.

The franchise will operate from 10 December 2017 through to March 2026.

Passengers in the West Midlands will benefit from 180 new train carriages creating more space for people, especially during rush hour. This includes an investment in 100 new carriages on the Cross City line in Birmingham, and a further 80 for the Snow Hill line. The new Cross City line carriages will offer metro-style passenger facilities, with increased space to carry more passengers and wider doors.

There will be more than 300 extra Sunday services across the franchise, with most routes operating at Saturday frequencies. There will be more evening and later Saturday services from Birmingham and a new hourly service from Birmingham and Wolverhampton to Crewe via Stafford and Stoke-on-Trent.

The plans for the new franchise have been built around demands expressed by passengers during the public consultation, and have been developed in conjunction with West Midlands Rail Limited (WMR), a partnership of 16 authorities in the region. This local collaboration will continue throughout the period of the Franchise, with WMR exercising leadership over the implementation of the Franchise in the West Midlands region.

A more detailed list of benefits for the region is shown in section 2. A line by line summary can be found in section 3.

2. Key benefits

The new franchise will deliver the following benefits across the West Midlands network:

- Rail passengers will get new trains with more seats and more space as nearly £1 billion is invested in services on the West Midlands network.
- Passengers in the West Midlands will benefit from 180 new train carriages creating more space for people, especially during rush hour. This includes an

investment in 100 new carriages on the Cross City line in Birmingham, and a further 80 for the Snow Hill line. The new Cross City Line carriages will offer metro-style passenger facilities, just like on the London Overground, with increased space to carry more passengers and wider doors.

- There will be 20,000 extra seats for rush hour passengers in Birmingham, and 10,000 for people in London. On top of this, there will be standing room for 50,000 passengers in Birmingham in the metro-style carriages referred to above.
- By the end of the first year West Midlands Trains will create two separable business units; one for the West Midlands and the other for services on the West Coast Main Line. West Midlands Rail will have lead the contract management of the services in the West Midlands business unit. This is to ensure the new franchise will be responsive to regional needs.
- The West Midlands separable business unit will receive a unique brand, known as *West Midlands Railway*. The intention is that this brand will become a unifying symbol for the region, physically and psychologically connecting disparate districts and counties together, subliminally creating a positive sense of belonging that will enable the region to prosper.
- West Midlands Trains will work with West Midlands Rail, West Midlands Combined Authority, Local Authorities and other third parties on development infrastructure schemes to improve the railway.
- More than £70m invested in depots to improve train reliability, including an entirely new maintenance and stabling facility at Duddleston.
- A railway fit to meet the demands of modern life with greater choice of travel options for passengers thanks to the introduction of new services, including:
 - More trains between Birmingham and Shrewsbury with two services per hour from December 2018. A regular two trains per hour service between Birmingham and Rugeley via the Chase Line from December 2018.
 - A new direct hourly service between Birmingham and Stoke-on-Trent from December 2018 providing much needed additional capacity on this busy route.
 - An extension of Cross-City line services from Longbridge to Bromsgrove.
 - A new hourly shuttle between Leamington Spa and Coventry serving the new station at Kenilworth
 - Two morning and two evening rush hour direct services between Walsall and London from December 2018, helping to unlock economic growth in the region.
 - More Sunday services on the Cross-City line with the number of trains per hour between Longbridge and Birmingham doubling from two per hour to four in December 2018, and then increasing to six in May 2021.
 - Increased Sunday services on the Snow Hill line with the number of trains per hour between Snow Hill and Stourbridge Junction increasing from two to six.

- A new Sunday service between Birmingham and Shrewsbury from December 2018, and a second train per hour introduced in May 2021.
 - Improved Sunday services on the Walsall and Wolverhampton lines from May 2021.
- Passengers will also be entitled to 25 per cent compensation if their train is delayed by 15 minutes. They will continue to receive 50 per cent of their money back for delays of half an hour and full compensation if it is more than an hour.
 - An extension of smart ticketing in the West Midlands making this available at more stations, and a new smart card season ticket for people using the Northampton to Euston line.
 - All 150 stations across the West Midlands network will have at least one ticket vending machine.
 - Better provision of information to passengers throughout their journey with audio and visual passenger displays on all trains by the end of 2019 and new mobile phone content which will provide real time train crowding information to help customers plan their journey. The new franchise will introduce over 800 digital customer screens that will provide real time journey information and 60 multi-modal customer information screens providing real time onward travel information to passengers at key interchange stations.
 - Free Wi-Fi will also be available on all main line trains by the end of December 2019.
 - More accessible services with a reduction in the period of prior notice required for passenger assist, down from 24 hours to 12 hours in January 2020 and reduced further to 4 hours in January 2021.
 - More than £60m invested on station improvements which will deliver over 1,000 new car park spaces, over 2,500 cycle parking spaces, a cycle hire scheme trial, new and refurbished waiting rooms, and more seats at stations. West Midlands Trains will also improve connections between trains at key interchange stations and improve connections to other forms of transport.
 - A commitment to work with WMR, Network Rail and the West Midlands Combined Authority to investigate the potential for opening a number of new stations across the region.
 - A Service Quality Regime in the West Midlands region and on branch lines to maintain the quality of stations, trains and customer service for passengers.
 - The new franchise will recognise the rail network as a community asset with an investment of at least £1.25m for the development of community rail initiatives.
 - West Midlands Trains will also deliver a sustainability strategy to deliver a 49% reduction in carbon emission per vehicle kilometre travelled and support local business. The new franchise will also deliver an innovation strategy with an investment of £2.25 million in partnership projects with West Midlands Combined Authority, Network Rail & the University of Birmingham.

- £13m investment in training for staff in customer facing roles and an employee gainshare scheme
- Over 900 apprenticeships offered with female employees making up at least 20% of those entering into engineering and driving apprenticeships.

3. Benefits by Route

In addition to the general improvements delivered across the whole franchise area, the summary below outlines improvements delivered by railway line/service:

3.1. Birmingham Chase Line (Birmingham – Walsall – Cannock – Rugeley)

- electric rolling stock introduced following the completion of the on-going electrification works
- a half-hourly service between Birmingham, Walsall and Rugeley Trent Valley Monday to Saturday by December 2018 and on Sundays by May 2021
- earlier and later services between Birmingham and Walsall, and between Birmingham and Rugeley Trent Valley including on a Sunday
- new direct services between Walsall and London during rush hours (with 2 morning services into London and 2 evening peak services returning from London) from December 2018
- a service quality regime to improve the quality of stations, trains and customer service for passengers

3.2. Birmingham Cross City line (Lichfield – Birmingham – Bromsgrove/Redditch)

- an investment in more than 100 brand new electric carriages introduced from 2020 specially designed and dedicated to the Cross City line in Birmingham
- extension of services to Bromsgrove once the line is electrified in December 2018 delivering 3 electric trains per hour between Birmingham and Bromsgrove
- extension of services from Lichfield City to Lichfield Trent Valley to provide 4 services per hour Monday to Saturday by December 2018 and on Sundays by May 2021
- earlier and later services between Redditch and Birmingham and between Birmingham and Lichfield
- increased Sunday frequency between Birmingham and Four Oaks to provide 6 services per hour by May 2021
- increased Sunday frequency between Birmingham and Longbridge to provide 4 services per hour Monday to Saturday by December 2018 and on Sundays by May 2021 with 3 to Bromsgrove and 3 to Redditch
- a robust strategy to deliver services during the autumn leaf-fall period
- a service quality regime to improve the quality of stations, trains and customer service for passengers

3.3. Birmingham – Worcester – Hereford

- an additional evening service from Birmingham to Worcester, and an earlier first service from Worcester to Birmingham on Monday to Friday by December 2018
- enhanced Saturday evening service to provide a regular hourly service between Birmingham and Worcester by December 2018
- additional evening services between Birmingham and Hereford in both directions on Saturdays by December 2018

- enhanced frequency on Sundays between Hereford and Birmingham with at least 5 additional services in each direction by May 2021
- earlier first services between Birmingham and Hereford in both directions on Saturdays by May 2021
- a service quality regime to improve the quality of stations, trains and customer service for passengers

3.4. Snow Hill lines (Worcester – Kidderminster - Birmingham – Stratford-upon-Avon – Leamington)

- carriages will be fully refurbished and supported by an investment in 80 brand new diesel carriages introduced from 2020 dedicated to operating services in and around Birmingham
- additional rush hour services between Stratford-upon-Avon and Dorridge, creating a regular hourly service in both directions between Stratford-upon-Avon and Birmingham via Solihull from May 2021
- an additional early morning service between Dorridge and Birmingham via Solihull Monday to Friday from December 2018
- enhanced evening frequencies between Birmingham and Kidderminster, Birmingham and Solihull, and Birmingham and Shirley in each direction Monday to Friday by December 2018
- enhanced frequencies by May 2021 on the Snow Hill lines on a Sunday with services from Birmingham increasing to 2 trains per hour to Stratford-upon-Avon, 3 trains per hour to Shirley, 3 trains per hour to Solihull, 6 trains per hour to Stourbridge Junction with 4 extending to Kidderminster
- earlier first services on the Snow Hill lines by May 2021 on a Sunday
- a service quality regime to improve the quality of stations, trains and customer service for passengers

3.5. Stourbridge Town – Stourbridge Junction

- earlier first services between Stourbridge Town and Stourbridge Junction on a Saturday in both directions
- frequency on a Sunday increases from 4 to 6 services an hour by May 2021

3.6. Birmingham – Birmingham International – Coventry – Northampton

- additional services between Rugby and Birmingham Monday to Friday by December 2018
- earlier first service and later last service between Birmingham and Coventry Monday to Saturday by December 2018
- later last service from Birmingham to Rugby and Northampton Monday to Friday by December 2018
- frequency on a Sunday between Birmingham, Rugby and Northampton increases from 1 to 2 services an hour by May 2021

3.7. Birmingham – Wolverhampton – Shrewsbury

- carriages will be fully refurbished and supported by an investment in 80 brand new diesel carriages introduced from 2020 dedicated to operating services in and around Birmingham
- additional services to create a regular all-day twice-hourly service between Birmingham, Wolverhampton and Shrewsbury Monday to Saturday by December 2018 in addition to the current hourly service operated by Arriva Trains Wales
- between Shrewsbury and Wolverhampton, the new hourly service shall as a minimum call at Wellington, Telford, Shifnal and Codsall

- earlier first service from Wolverhampton to Birmingham, and a later last service from Wolverhampton to Birmingham by December 2018
- a new hourly Sunday West Midlands Franchise service between Shrewsbury and Birmingham, replacing the less frequent Arriva Trains Wales service between Shrewsbury and Wolverhampton, with 2 services per hour provided by May 2021
- increased Sunday frequency for stopping services between Birmingham and Wolverhampton increasing from 1 to 2 services an hour by December 2018 and then to 3 services per hour by May 2021
- a service quality regime to improve the quality of stations, trains and customer service for passengers

3.8. Birmingham – Stoke-on-Trent – Crewe

- longer trains providing additional capacity on this busy route
- a new hourly service between Birmingham and Crewe via Stoke-on-Trent from December 2018 providing a regular all-day service for Stone, Kidsgrove and Alsager
- additional calls during the morning and evening rush hours at Stone, Kidsgrove and Alsager compared to today providing direct services to Birmingham
- additional evening services between Birmingham and Crewe via Stoke-on-Trent during the week and at weekends

3.9. Nuneaton – Coventry – Kenilworth – Leamington

- a new hourly service between Coventry and Leamington following the opening of the new station at Kenilworth
- an additional hourly service in each direction between Coventry and Nuneaton following the construction of a new platform at Coventry delivering 2 trains per hour Monday to Friday and Sunday, and 3 trains per hour on a Saturday
- earlier and later services between Coventry and Nuneaton including on Sundays
- a service quality regime to improve the quality of stations, trains and customer service for passengers

3.10. Liverpool – Crewe – Birmingham

- later last service from Birmingham to Liverpool on a Saturday by December 2018
- at least 4 additional station calls at Acton Bridge Monday to Saturday, and a new Sunday service from December 2018
- enhanced Sunday frequency between Birmingham and Liverpool increasing from 1 to 2 services an hour by May 2021
- earlier first services between Birmingham and Liverpool in both directions on a Sunday and a later last service from Birmingham to Liverpool

3.11. London – Crewe

- journey times between London and Crewe via the Trent Valley are reduced from December 2018 as services run fast between Stafford and Crewe
- later last service from London Euston to Crewe via the Trent Valley Monday to Friday by December 2018
- later last service from London Euston to Crewe via the Trent Valley on Saturdays by December 2018
- earlier first service from Crewe to London Euston on Sundays by May 2021