

## Appendix A – West Midlands Franchise Key Benefits

Key benefits will include:

- 20,000 extra seats into Birmingham with standing room for 50,000 passengers in the AM and PM peaks.
- Two separable business units; one for the West Midlands and the other for services on the West Coast Mainline. WMR will have lead contract management of the services in the West Midlands Business Unit. This is to ensure the new franchise will be responsive to regional needs (Please refer to Appendix B for a Map of the two separable business units).
- The West Midlands separable business unit will receive a unique brand, known as West Midlands Railway.
- Passengers will be entitled to 25% compensation if their train is delayed by 15 minutes. They will continue to receive 50% refund for delays of 30 minutes and full compensation if it is more than 1-hour.
- New and refurbished train carriages creating more space for people.
- Free Wi-Fi will 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.
- A service quality regime to improve the quality of stations, trains and customer service for passengers.
- Improved passenger information
- Smart ticketing
- Investment in Station improvements to deliver for example new car park spaces, new cycle parking spaces, new and refurbished waiting rooms and more seats at stations.
- Investment in Community Rail
- Station Alliance with West Midlands Rail and Network Rail

In addition to the above, Staffordshire residents will also see the following improvements:

Chase Line (Rugeley – Cannock – Walsall – Birmingham)

- Electric rolling stock introduced following completion of the 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 Rugeley Trent Valley including on a Sunday
- New hourly direct services planned between Rugeley Trent Valley, Cannock and London via Birmingham New Street, Birmingham International and Coventry.

### Cross City Line (Lichfield – Birmingham – Bromsgrove/Redditch)

- Investment in more than 100 brand new electric carriages introduced from 2020 specially designed and dedicated to the Cross City Line
- 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 Birmingham and Lichfield
- Extension of Cross City services to Bromsgrove once the line is electrified in December 2018
- A robust strategy to deliver services during the autumn leaf-fall period

### Shrewsbury Line (Shrewsbury – Codsall – Wolverhampton – Birmingham)

- Carriages will be fully refurbished and supported by investment in 80 brand new diesel carriages introduced by 2020
- Additional services to create a regular all-day half-hourly service between Birmingham 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 call as a minimum at Wellington, Telford, Shifnal and Codsall
- A new hourly Sunday West Midlands Franchise service between Shrewsbury, Codsall and Birmingham with 2 services per hour provided by May 2021. This will replace the current less frequent Arriva Trains Wales Service.

### Birmingham to Crewe Line (Birmingham to Stoke-on-Trent – Crewe)

- A new hourly service between Crewe, Kidsgrove, Stoke-on-Trent, Stone, Stafford and London via Birmingham New Street, Birmingham International and Coventry.
- A regular all-day service for Stone and Kidsgrove
- Additional calls during the morning and evening rush hours at Stone and Kidsgrove compared to today
- Additional evening services during the week and at weekends
- Journey connections at Stafford for passengers wishing to use the existing London via Trent Valley service
- A new station car-park at Stone

### Liverpool to Birmingham Line (Liverpool – Crewe – Stafford – Birmingham)

- Later last service from Birmingham to Liverpool on a Saturday by 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
- New hourly direct services to London planned between Liverpool, Crewe, Stafford, Birmingham New Street, Birmingham International and Coventry

- Extension of one Liverpool to Birmingham service planned to Birmingham International.
- Half-hourly service in both directions at Penkrige

London to Crewe Service (Crewe – Stafford – Rugeley – Lichfield – Tamworth - London)

- Longer trains providing additional capacity on this busy route
- Journey times between London and Crewe via the Trent Valley are reduced from December 2018 as services run fast between Crewe and Stafford
- 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
- Extra car park spaces at Tamworth Rail Station