

## Milton Keynes and Bletchley Rail User Group

Minutes of the Meeting of Tuesday 6 March 2007

**Present:** Louise Green, Andrew Fisher, Sean Hickey, Peter J Smith, Chris Wright (OBRAC), Stuart Nightingale, Paul Bryan (Silverlink Trains)

**Apologies:** Alan Francis, Andrew Couldrake

1. Minutes of the Previous Meeting

The minutes of the previous meeting were approved.

2. Matters Arising

It was noted that trains no longer appear to be crossing at Hemel Hempstead but have resumed crossing at Ledburn Junction.

The Group's accounts are still not on the intranet. Andrew Fisher will arrange this as soon as possible. **Action: AF**

3. Update from Silverlink Trains

Paul Bryan reported that the passenger charter figure for the period 4/2/07 to 3/3/07 stood at 95.3% in the peak, compared to 90.1% in the previous period. The all day PPM is 92.1%, a 6% increase on the previous period.

The lifts at MKC are due for completion at the end of March and are currently on schedule. Work has commenced on the provision of a new track and platform. This project is currently two weeks ahead of schedule.

Paul Bryan informed the committee that an event is due to take place on 15<sup>th</sup> March entitled "Your Silverlink". This is being organised jointly by Passenger Focus and Silverlink Trains and is open to all rail passenger groups and associations on the Silverlink County network. The Group has been invited to send up to four representatives. Andrew Fisher and Stuart Nightingale agreed to attend and Louise Green will respond on their behalf. **Action: LG** The invitation also asks that the Group specify in advance issues they would like to raise. After some discussion the following items were identified:

Car parking at MKC,  
Vehicular access at front of MKC,  
Provision of toilet facilities at MKC including disabled,  
Non-stop services between MKC/Bletchley and Euston in the  
morning and evening peak,  
Lifts in multi-storey car park at MKC,  
Ticket prices and restrictions.

4. Update from Virgin Trains

There was no one present from Virgin Trains.

5. Slack in Timetables

Stuart Nightingale highlighted the issue of slack in the timetables. He specifically mentioned the 21.25 Euston to Northampton service which has to wait for approximately 5/6 minutes at Leighton Buzzard. Train users find this frustrating. Paul Bryan agreed to try and find out why so much extra time is built in to the timetable. **Action: PB**

6. Any Other Business

Peter Smith informed the Committee that Steve Leyland is to give a presentation to the Northampton Rail User Group regarding the 2008 timetable. He suggested that we ask Steve to give this presentation to our group. Louise Green will contact him to arrange a suitable date. **Action: LG**

A letter has been sent to the group which mentions the rudeness of the revenue protection officers who are posted at the ticket barriers at MKC. Louise Green added that her Sister had been reduced to tears by one of these officers and other rail users have experienced poor customer service. Paul Bryan stated that the RPO do not come under his jurisdiction but that he is happy to follow up problems if rail users can give him the name of the person concerned. All RPO wear name badges. Anna-Maria Izzard is shortly to take over a post of Manager of this service and should be able to help.

7. Date of Next Meeting

Tuesday 3 April 2007 at 19.30