

MK RAIL USERS

MINUTES OF MEETING OF 4TH March 2008 held at MK Central station

Present: Philip Lawton (chair), Peter Smith, Andrew Fisher, Chris Wright (minutes), Rupert Lodge, Alan Francis, Robert Prosser, Jill Hope, Steve Barker
Paul Bryan (Group Station Manager)

Apologies: Andrew Couldrake, Louise Green,

1 Minutes of Previous Meeting were agreed and it was noted that Mark Lancaster MP had agreed to meet the Chair.

2 London Midland Report was provided by Paul Bryan who also responded to questions:

- * Passenger Information Screens were to be replaced by new types and were expected to include new platforms

- * Station Branding was due to be undertaken shortly

- * Performance for the last period was encouraging at 90.7%

- * It was suggested that when incidents cause delays occur, a notice apologising and noting the cause of the problems may help customers understand better, *Paul* agreed and said this was usually done.

- * Additional stops in services during disruption would help ease the problems passengers faced eg recently trains ran through Bletchley where customers had to wait an hour. *Paul* said this was organised from their control centre (which was moving to Birmingham) and could cause sometimes further delays but he would inform them of our concern.

- * Vouchers are issued in the event of disruption but it was questioned what happens if the customer was not able to use them and prefers a refund.

- * Strike Days compensation had been clarified as discretionary to each TOC. Advance notice of possible strike action was important so customers' plans could adjust their plans and it was felt more notice could have been given.

- * Revenue Protection on 28/2 had caused major disruption to customers at MKC. It was agreed that it was important to cut fraudulent travel and offenders should be publicised to deter others. The approach caused ill feeling and consideration to undertaking the work on trains. Some felt that the approach of some of the staff could have been better. *Paul* said he was disappointed if that was the case and would speak to their manager.

- * MK Station work was progressing well with replacement bridge work to be completed at Easter

- * Disabled Travellers procedures may need better publicity as recently a blind person was left on platform without help to exit the station and was unaware of the need to request help in advance. Steve could add a link or note to our website.

Philip would take up with LM the issues of extra stops during disruptions, vouchers and not refunds, Strike days notice, disabled travellers publicity.

3 Engineering Work details had been received for the Easter period with bus replacement with the MKC bridge work, main line work and at Rugby. Posters were up but concern was expressed that no information leaflets were produced and there

was a need to ensure casual users were informed. It was also felt that the ongoing disruption was frustrating users. *Philip* to take up with LM.

4 Meetings had been held with Colin Fox of MKELP and Chris Williams of MK Council. Both had invited MK Rail Users attendance at all their future meetings. Station Square and MKC improvements, EWRL had been discussed and our response to Dft

5 Stations Improvement Group had been attended by Robert Prosser and Alan Francis and had discussed:

- * Station Square where plans were being developed as funding was available. Traffic flow and exit arrangements are concerns. The linkages to MK centre are also being considered.
- * New Multi Storey Car Park for MKC is being considered
- * Bletchley is also to have a decked car park in 2008 and plans for EWRL station on flyover are being suggested in latest EWRL Study.
- * Wolverton parking is being discussed and new station
- * EWRL report has been published and there is optimism that next study stage can be funded. Talks are also being held with Dft.
- * VT are to meet Colin Fox to discuss long term plans with growth of MK.

6 Website

The completion of the website was warmly welcomed. This need to be launched and Paul agreed to offer display notice facility if *text was provided* and could include in new timetable (if not finalised). *Paul* was also producing new User Group posters.

7 AOB

- * Subscriptions were requested from committee members who had not yet paid.
- * Response to MK Rail Users submission received just prior to meeting. The response was as expected by disappointing non-the-less. Emphasis seems to be on providing capacity not speed. *Philip* to respond to LM.
- * During peak cyclists causing problems on stairs in crowds and may be a potential hazard and it was wondered if they could be encouraged to use the lifts or wait until stairs cleared. *Paul* agreed to look into the issue (announcements on train prior to arrival and platform on arrival) but was not aware of any complaints or accidents.

8 Date of next meeting is 1/4/08 at 19.30 at MKC station.