

MK Rail Users
Minutes of Committee Meeting 1st April 2008

Present: Philip Lawton, Andrew Couldrake, Alan Francis, Rupert Lodge, Robert Prosser, Chris Wright, Louise Green, Peter Smith, Stuart Nightingale, Andrew Fisher.
With Paul Bryan and colleagues from London Midland.

1. **Apologies for Absence -Steve Barker, Jill Hope**
2. **Minutes of Previous Meeting** were agreed and apologies made by Rupert Lodge for some of comments made
3. **London Midland Update** was provided by Paul Bryan with LM Express operating at 89.7%. It was noted a Joint Improvement Plan with Network Rail was in place. LM ran extra services for the Dons cup final and received considerable praise for the effectiveness of the operation, 8,000 were carried.
4. **Disrupted Services** - Mitzi Latham, Retail Manager, explained the background to recent disrupted services and how every effort to gain service recovery is made but often trains and crew can be out of place. LM had undertaken a review of the learning points. MKRU asked that the scope for trains to make extra calls at Bletchley and for VT trains to call at MKC be explored and that improvements to communication to users could have been better and staff visibility. Some VT staff did not seem to know that LM tickets could be accepted on VT trains. Barriers at Euston should be open when trains have been delayed. **Mitzi** agreed to further consider how incidents can be better handled.
5. **Revenue Protection** was discussed with Annamaria Izzard and the team, in view of the problems caused to customers by the recent checks at MKC.. MKRU welcomed the opportunity to discuss the issue, the importance to minimise fraudulent travel and to learn of the appeals procedure. It was suggested that on train checks are preferred by users as many had missed trains including VT services due to delays at the barriers. The approach of one or two staff was a cause of concern. Some suggested that Leighton Buzzard may be worthy of attention. Feedback on the lack of on train checks was welcome by LM and how revenue protection could be improved. MKRU welcomed the discussion and the interest of the staff. **Annamaria** would review the arrangements
6. **Meeting with Mark Lancaster MP** - Philip reported on this meeting and the offer from the MP to take up issues put forward.
7. **Review of response from Rachel Webster** - LM had not been able to accept the MKRU proposal to improve the 2008 timetable changes. MKRU had serious concerns about the 7:31 service and the stop at LBZ and still felt VT should pick up at MKC. **Mitzi and Paul** would review the situation. **Philip** would check at what stage representations on 2009 timetable should be made and would take up the offer for MKRU to meet the MD (possibly with Andy Thomas and Alex Hinds). The adequacy of notice of engineering works was a concern and **Paul** circulated advance details of work in 2008 and would be raising a poster.
8. **Stations Improvements Group** had been attended by Alan Francis: Station Square plans does not seem to have progressed, MKC is on schedule, Wolverton is at planning permission stage, Bletchley station faces delays to Cross way plans. EWRM is expected to progress to GRIP4 study stage but capital funding is yet to be finalised and DfT role.
9. **Web site** is being developed and had news on MK Dons Cup Final arrangements (which went well). Mark Lancaster has added a message of support, Chair's Blog, Message Board (which may need moderation), Questionnaire on passenger feedback. LM can contribute if wish and await **MKRU** input for poster advertising the website.
10. **Any other business -VT** have agreed to meet with MKRU with James Kennedy (Area Business Manager) -**Philip, Robert & Steve** to meet him initially. **Cycle Shelter** was damaged and **Alan** agreed to speak to MKC. Cycles on staircases was a concern and cyclists could be asked to use lifts or wait until stairs are clear and it may be a health and safety issue -**Mitzi and Paul** agreed to look at the problem. Philip thanked LM staff for an open and helpful discussion
11. **Date for next meeting** - 6th May at 19.30 at MK Central Station