

Avanti West Coast

6 February 2020

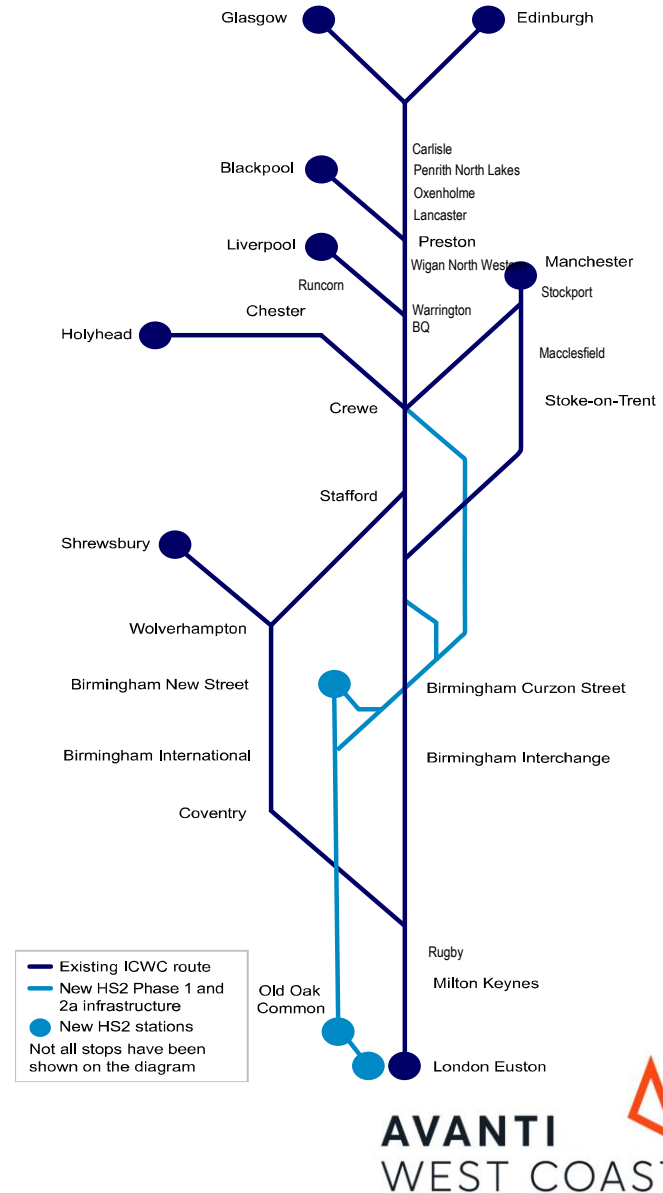


**AVANTI
WEST COAST**

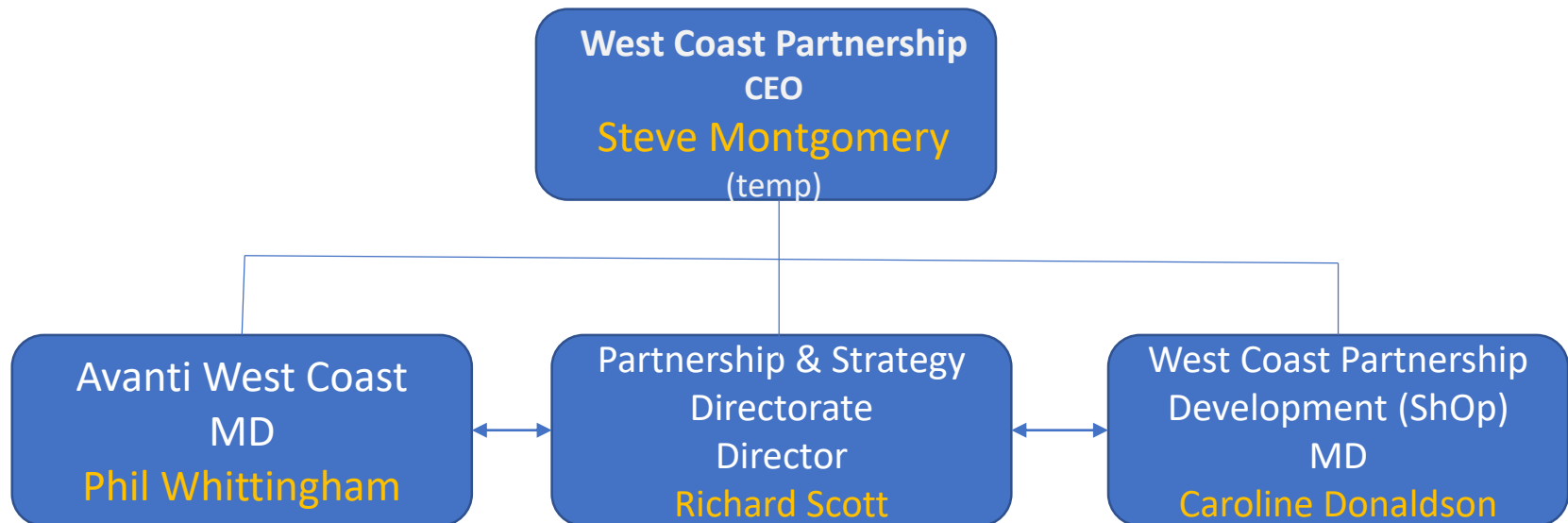


The West Coast Partnership

- A collaboration between operator (FT), infrastructure provider (HS2) and government (DfT) in order to deliver an industry changing investment programme.
- Three phases:
 1. Operate and improve Avanti West Coast services from December 2019
 2. Shape future HS2 and West Coast services
 3. Run the first HS2 services from 2026, alongside West Coast services for 5 years
- HS2 will run from:
 - London to Birmingham (phase 1) and
 - Crewe (Phase 2a).
 - Phase 2b will see the HS2 reach Manchester, Sheffield and Leeds



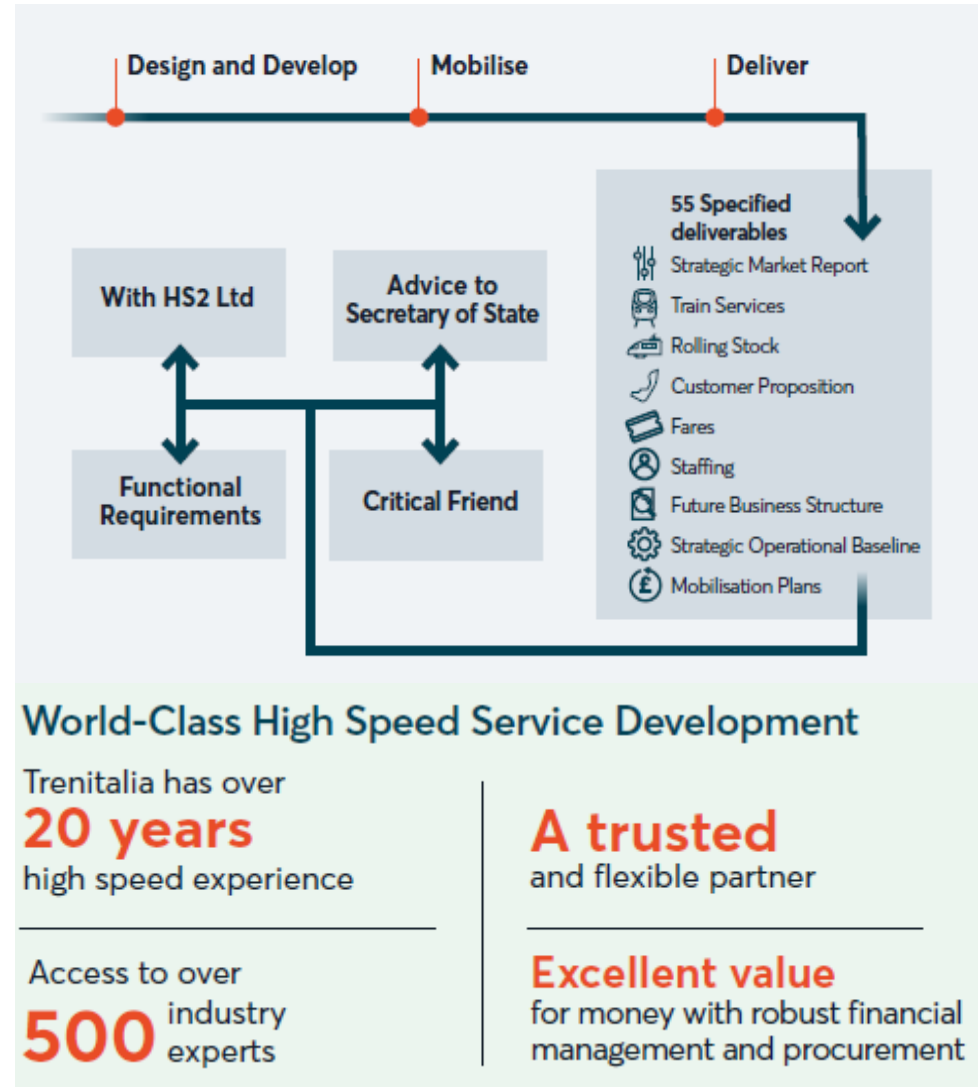
WCP Structure



West Coast Partnership Development (WCPD - Shadow Operator)

Ten years' experience with Ferrovie Group, Trenitalia's parent company and the only HS operator in the world operating in a competitive market

- We have established a Partnership Protocol with HS2
- Access to over 500 experts within FirstGroup Trenitalia's businesses, covering:
 - High Speed
 - Commercial
 - Programme Management
 - Technical expertise
- Detailed, resourced and assured plans
- As Shadow Operator we will be an objective **critical friend**
- Bringing solutions not problems
- The conduit for close and effective collaboration with stakeholders on HS2 development



Partnership & Strategy Directorate

Engagement and collaboration - a stakeholder voice in shaping future high speed and conventional rail services

- Partnership Directorate reporting to the franchise CEO

- Dedicated external engagement team

- Collaboration at the core of our business with new, independently-chaired forums and panels:

- Integrated Transport Advisory Forum (within two years)
- Economic Advisory Forum (within two years)
- Customer Panels (x5, within 6 months)
- Regional working groups (within 6 months)
- Annual stakeholder conferences (x2 for tier 1 and 2 stakeholders)
- Annual CRP conference (within 6 months)
- Implement station adopters scheme
- Annual supplier conference

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	CHANNEL	FORUM	COMPOSITION	LEAD ATTENDEES	PURPOSE	CREATED BY
Strategic	1	Shareholder Conference (Tier 1) 	Devolved organisations; local authorities; LEPs; TOCs; FOCs	CEO	To engage stakeholders on our strategy	Partnership & Strategy Director with RGMs
		Stakeholder Conference (Tier 2) 	Local authorities, businesses, transport, CRPs	MDs		
2		Parliamentary Drop-in Surgeries 	MPs, MSPs, AMS 	MDs	To engage parliamentarians on our strategy 	Head of Stakeholders & Public Affairs, with RGMs
		West Coast Partnership Stakeholder Advisory Forum (economic) (independent chair) 	Devolved organisations 	MDs	To drive economic growth in the franchise area 	Partnership & Strategy Director with Head of Stakeholders & Public Affairs
3		West Coast Partnership Stakeholder advisory forum (transport) (independent chair) 	Devolved rail / transport organisations including TOCs and FOCs 	Partnership & Strategy Director	To drive integrated transport strategy and planning in the franchise area 	
		4		Project Working Group 	Devolved and local authorities 	Regional Growth Managers
5	One-to-one meetings with stakeholders 	All 		Regional Growth Managers	To engage stakeholders on day-to-day matters, including projects and funding	Regional Growth Managers
Tactical						

Alliancing with Network Rail



- Objectives:
 - drive collaborative working
 - improve customer service
 - promote cost-effective, safe, efficient ways of operating services
 - Improve performance, journey time, capacity, satisfaction;
 - maintain sustainable levels of asset stewardship;
 - deliver environmental improvements;
 - improve value for money of railway activities;
 - promote alignment of incentives;
 - achieve agreed Route-specific objectives
 - maintain or improve safety; support economic development and sustainability of communities;
 - improve the effectiveness and financial efficacy of the interface between parties, reduce interface complexity, and identify opportunities for joint and team working;
 - promote market growth and efficiencies



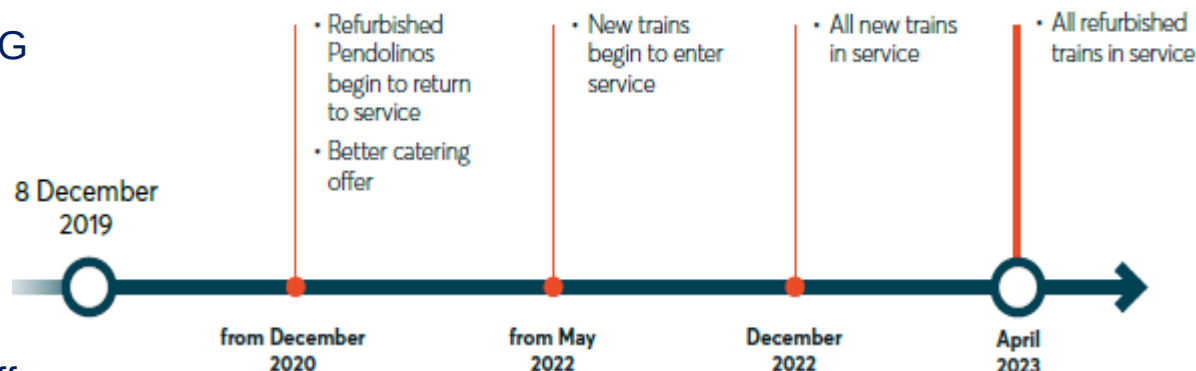
Avanti West Coast (AWC) - The Journey Experience



Major investments in trains and on-board services

- All Pendolino trains refurbished to be as-new
- 25,000 new and more comfortable Standard Class seats
- A new fleet of Hitachi AT300 5-car bi-mode (13) and electric(10) trains will replace the Voyagers
- At-seat power points and wireless charging at tables

- 98% of network to receive 4G coverage
- New infrastructure to introduce 5G
- Best-in-class on board entertainment and real time information
- Enhanced catering offer
- Customer service training for staff



AWC - Operations and Services

Our major timetable change in **2022** will deliver **263** extra services each week than today, offer more direct services and serve new destinations.

For example, it will:

- Double **Liverpool's** frequency to two trains every hour all day
- Serve new destinations such as **Liverpool South Parkway**, serving Liverpool John Lennon airport and improving links to London from Cheshire
- Launch direct intercity trains from London to **Walsall** and **Gobowen**
- Offer additional services to **Llandudno** (from December 2020)



AWC Stations

Station investments will transform the passenger experience

- New or refreshed lounges, enhanced shelters and more seating
- Modernised ticket offices
- New simpler ticket machines
- More room for bicycles, cars and enhanced travel information
- Digital wayfinding trials



Station enhancement in partnership

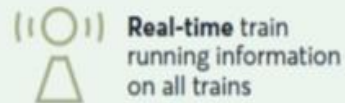
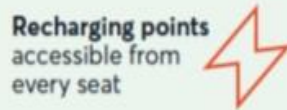
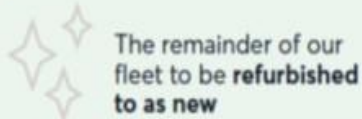
We will support partners in schemes to develop stations, and bring additional investment

- Local partners have new or regeneration station plans for Motherwell, Carlisle, Stoke on Trent, Stockport, Coventry, and Birmingham International; we will work with them to deliver their schemes
- We will work with other stakeholders to support their schemes across the franchise
- A Customer & Communities Investment Fund will be available every year
- We will support pop-up shops and local firms, and bring unused space back to life and make it available to community and station users
- Providing annual funding for 21 Community Rail Partnerships

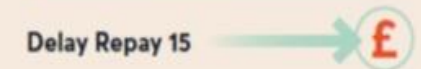
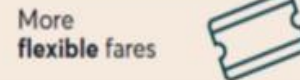
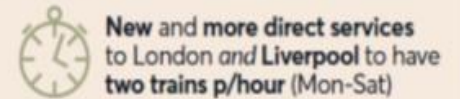


Franchise Plan Highlights

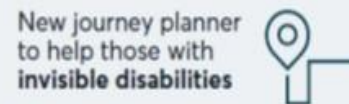
A better travel experience



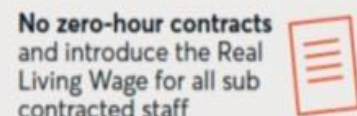
More services and simpler ticketing



Making this railway accessible for all



Investing in the future



Sustainable Intercity Travel



**Thank you
&
Questions**

AVANTI
WEST COAST

