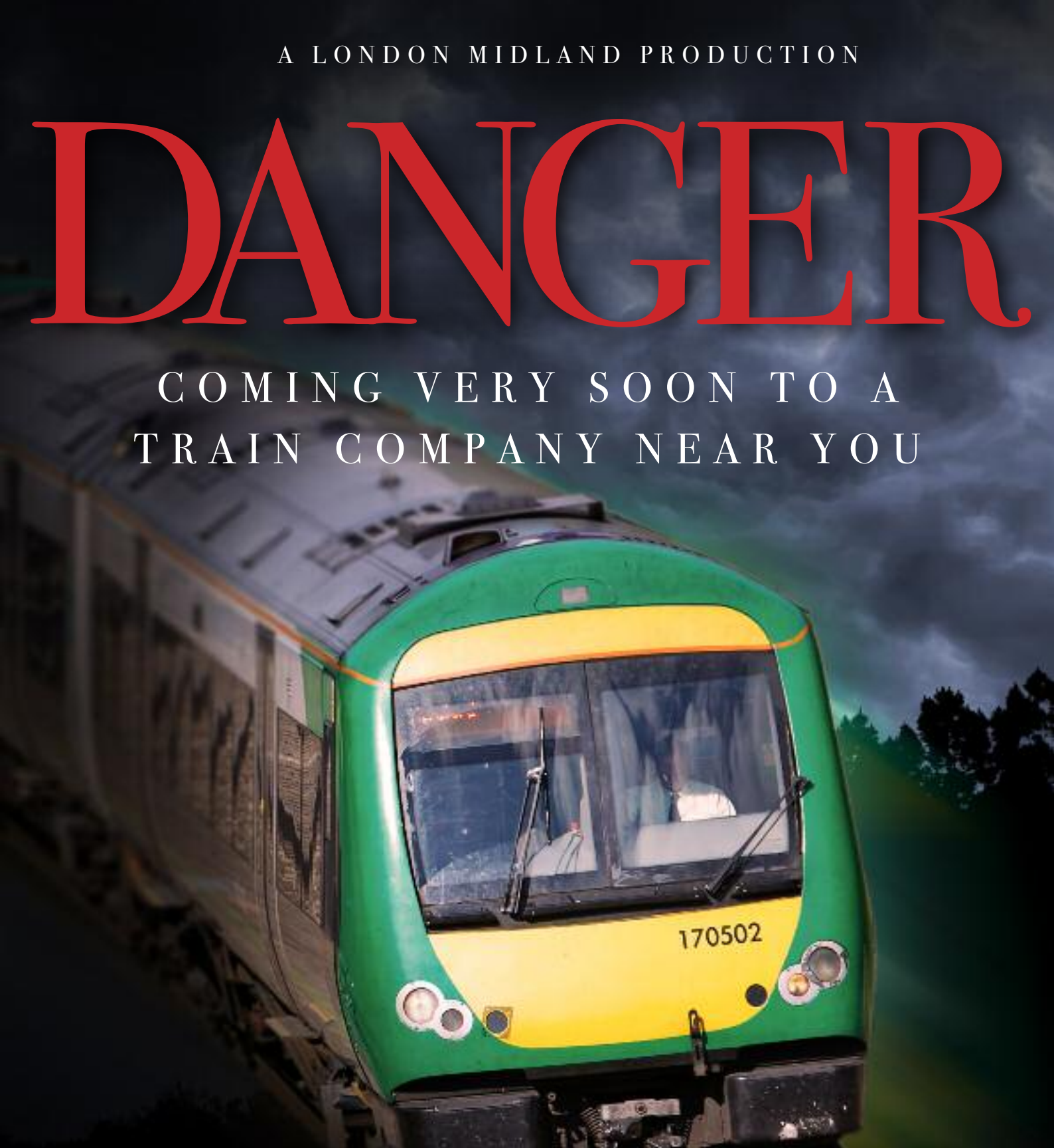


A LONDON MIDLAND PRODUCTION

DANGER

COMING VERY SOON TO A
TRAIN COMPANY NEAR YOU



NO ASSISTANCE, **CANCELLATIONS**, NO STAFF, NO INTERACTION, INJURIES, DON'T CARELESS, BEDLAM, PANDEMONIUM, CONFUSION, DISORDER, MAYHEM, CLAMOUR, COMMOTION, CONFUSION, FURORE, DISQUIET, TURMOIL, DISARRAY, FREE-FOR-ALL, **DELAYS**, UNHOLY MESS, MUDDLE, PANDEMONIUM, RATS NEST, SNARL UP, ANNOYANCE, ANXIETY, **FRUSTRATION**, BUSTLE, CLATTER, HURLY-BURLY, RACKET, REBELLION, RUMPUS, RIOT, REVOLT, STEW, TURBULENCE, UPHEAVAL, UPSET, VEXATION, BABBLE, HERDING, TEMPEST, STORM, **CHAOS**, PROTESTS, VIOLENCE, ASSAULT, ABUSE, MENTAL UPSET, CLASH, **OUTCRY**, ROWS, SHOUTING, UPROAR, DISTURBANCE, HUE AND CRY, **HELL BRAKING LOOSE**, HULLABALOO, ROWDINESS, VANDALISM, ATAXIA, **DISORGANISATION**, INDISCIPLINE, JUMBLE, TANGLE, ANARCHY, MISRULE, **REDUCED SERVICES**, HIGHER PRICES, LESS SEATS, CATTLE WAGONS, DISORDER, RUMPLE, BUSTLE, DIFFICULTY, TROUBLE, DISPLACEMENT, FRENZY, PERPLEXITY, RUMMAGE, UNSETTLEMENT, NO HARMONY, **SHAMBLES**, LACK OF INTEGRATION, **OVERCROWDING**, HIGH BLOOD PRESSURE, FACELESS BUREAUCRATS, BAD NEWS, **NO REFUNDS**, PENALTY FARES, INCREASED PROFITS - GOING ABROAD - SUBSIDISING FRENCH RAILWAYS, LOSS OF JOBS, REDUCED SAFETY, LACK OF SECURITY, **LACK OF FIRST AID**, CONGESTION, **CROWDED TRAINS**, CLOGGED UP, DISJOINTED SYSTEM/NETWORK, FOUL-UP, **BLUNDERS**, ERRORS, LACK OF PLANNING, FAUX PAS, FLUMMOXED, GAFFES, LATENESS FOR WORK/SCHOOL/CONNECTIONS, CONNECTIVITY BINNED, DISCORD, DISTRESS, FUSS, RUCKUS, STRIFE, **DISORGANISED**, SCRUMMAGE, SCRAMBLE

Dear passenger



Various passenger surveys over the years reveal on average that 82% of the travelling public and regular rail users would like to see the Railways re-nationalised in order to provide for a fully integrated railway network that is operated in the most clean, safe, accessible, reliable, efficient and affordable manner possible as an asset to the UK.

Regrettably, as a result of the recent Department of Transport announcement regarding the future of train service throughout the West Midlands and West Coast routes, and hidden away within the hundreds of pages containing tens of thousands of words, was a real and clear danger to service levels, passenger safety, increased fares, introduction of Driver Only Operation (DOO), cuts to staffing, reduced mobility and access, limited investment and the introduction of casualisation. This is in order to increase profits and dividends and to subsidise the French railway network and its passengers. Accordingly passenger's hopes and aspirations have been dashed by Government ideology and dogma.

Your Guards are in charge of the train:

They don't just check or sell tickets or control doors. Each one is specially trained to the highest safety critical standards in accordance with the Railway Rulebook and regulations. Each one knows how to deal with all manner of emergency situations from on-board fires, providing first aid and resuscitation or even passenger information, what some would call the "run of the mill" duties. Your Guards however, also possess all of the skills, knowledge and understanding of the risks associated with working on electrified lines, track safety, for dealing with various on-train incidents or accidents. **But above all your guard is there to ensure the safe and effective evacuation of passengers within a dangerous environment, particularly where the Driver has been incapacitated.**

That is why every two years, your guards are required to re-sit periodic exams to ensure that they retained these skills and knowledge and remain competent to carry them out in full. Unfortunately, the Government and the private rail operators – in a rush to increase profits, dividends and bonuses for senior executives – are proposing to scrap these skills leading to a less safe, less customer focused railway. **Be warned, it is coming soon!**

Your Station & Booking Office staff:

All of these grades of staff are fully trained to provide you, the passenger, with the best possible advice for train and connection times together with best value ticketing options. They can also provide assistance to passengers with visual impairments, disabilities, mobility issues for access and egress at stations and on/off trains, or just comfort and support in an uncertain and often unforgiving environment!

The Government and the private rail companies want to see a serious and speedy reduction in both the number of staffed stations along with reduced opening times of others at key locations. Staff will be replaced by automatic ticket vending machines that provide only a small range of ticket options, generally at the highest cost to the passenger. This is no good for you as it takes away the human factor and contact for vulnerable members of our communities and society. Station staff provide the link to emergency services, so who's going to call when they are gone? If those machines are not working for whatever reason you could be charged either a full priced ticket or penalty fare? **Be warned, it is coming soon!**

Train maintenance and reliability:

Each train that you travel on has been maintained to the highest standards by well-trained, highly skilled, safety critical engineers who work around the clock 24/7 to keep your train working to its maximum, so as to provide and operate a safe, efficient and comfortable service for you, the travelling public. Your train maintenance engineers take that role and responsibility very seriously! From wheels, brakes, engines or gearboxes, traction motors, lights, electricals, doors and locks, toilet systems to fire extinguishers, the maintenance teams keep your trains on track. However, the Government and the private rail operators want to lessen the maintenance standards through reduced regulation, which will only lead to more train failures or rolling stock availability in order to save money. **Be warned, it is coming soon!**

On-train and station cleanliness:

Passengers have a right to be able to access a clean and safe environment throughout our rail networks. That is why your train is cleaned throughout the day, either whilst on depot or out in traffic, with mobile teams making sure that those pesky discarded “metro’s” are recycled, that table-tops are cleaned and toilets are sanitised and fit for use. Also that station platforms and waiting rooms/shelters are clear of rubbish and waste, that the lights are working throughout the station and car parks (where available) and, during winter periods, that platforms are free of snow or ice. The Government and private rail operators would rather outsource these requirements to the lowest priced tender which will result in the loss of jobs, a serious reduction in cleanliness, safety and security standards at all locations and especially on trains! **Be warned, it is coming soon!**

You, the passenger, will be faced with ever rising ticket prices for a much reduced service, over crowded, poorly maintained, dirty and unsafe railway service ... unless we all work together to ...

- Save Our Services**
- Save Our Guards**
- Save Our Station Staff**
- Save Our Engineers**
- Save Our Cleaning & Maintenance teams**

Otherwise BE WARNED... chaos is coming soon!





London Midland trains damaged during derailment at Watford Junction following a landslip on 16th September 2016

“ I met up with one of the passengers who was involved in the Watford landslip recently and talked through her experiences on the day in question. Again I heard a consistent and large vote of thanks to our colleagues (Guards) on the day who looked after her and her fellow passengers so well ”

Tom Joyner, London Midland Passenger Operations Director

londonmidland city