

ANNEXE B

- **More seats for passengers**

- 35 percent more seats on evening services by June 2009
- An extra 20,000 seats through Birmingham every weekday
- More seats on the Turbostar fleet

- **Ticketing and information**

- A new internet retailing service with a print at home facility
- Personalised journey information guiding passengers to the cheapest fares and best interchange options
- A flexible reservations system and improved information
- Additional staffing to provide assistance during the introduction of the 2009 timetable

- **High quality service on board**

- At-seat catering
- Wi-fi access and quality mobile reception
- First class accommodation on all trains
- More accessible and visible staff

- **A greener railway**

- Staff trained in environmentally friendly ways of working
- Increased recycling
- Development of alternative fuels in conjunction with Arriva
- Provision of a high quality service with more trains and more seats, encouraging more people to choose rail

- **Safety**

- Development and pilot for the railway industry of a new “Secure Trains Scheme”, to improve on-board passenger security
- Extension of Secure Station Accreditation across key Cross Country calling points in conjunction with industry partners
- Additional security staff