

Press Release

20 September 2024

Avanti West Coast and WCPD Managing Directors outline future vision for customers

- *Managing Directors addressed Annual Stakeholder Conference in Liverpool.*
- *Avanti West Coast MD, Andy Mellors, highlighted performance plans for the operator.*
- *Shamit Gaiger OBE, WCPD MD, updated delegates on the high-speed programme.*

The Managing Directors for Avanti West Coast and West Coast Partnership Development (WCPD) have outlined their future vision for customers at this year's Stakeholder Conference.

Speaking to over 200 delegates at the event in Liverpool, the objectives for the coming months and years were outlined by both businesses.

Andy Mellors, Avanti West Coast's Managing Director, highlighted the progress the operator has made in recent months to improve performance across its network. He emphasised that there is still more work to be done, particularly in collaboration with Network Rail to improve train service reliability on the West Coast Main Line.

The Managing Director of WCPD, Shamit Gaiger, updated the conference on the priorities and progress being made by her team on the high-speed services and the wider West Coast. She explained that the business is looking to capitalise on all the possible opportunities to ensure that the High Speed Two project delivers customer and economic benefits across the West Midlands, the North West and Scotland. Shamit also highlighted how the work WCPD is supporting the Government's five missions for national renewal.

The event also saw engaging panel discussions with industry leaders on topics around customer experience, local economic growth and being a responsible business.

Speaking after the conference Andy said: "It was great to speak to so many of our stakeholders at this year's conference in Liverpool and share with them our future vision for our customers.

"It is vital that we all work together, as an industry and with our stakeholders, to ensure that we are continuing to improve on delivering the train service that our regions and communities deserve."

Shamit said: "I really enjoyed engaging with our stakeholders and sharing our views on how we put the customer first and adapt innovative thinking into our designs for new high-speed services.

"It was insightful to take part in discussions on how we can continue to work closer together to make sure the high-speed programme is a success, and that it delivers on our aim to set new customer and operational standards for rail; capitalising on the opportunities presented by high-speed infrastructure."

ENDS

About West Coast Partnership Development

West Coast Partnership Development (WCPD) is designing and mobilising new high-speed services for the UK. These services will run on the new High Speed 2 (HS2) route and the existing railway, delivering better services between London and Birmingham, Liverpool, Manchester, Cumbria and Scotland.

Its goal is to maximise the benefits of the significant investment from the Department for Transport into the new High Speed 2 (HS2) railway, as well as the upgrades to the railway on the West Coast Mainline.

For the latest news, visit: <https://www.westcoastpartnershipdevelopment.co.uk/>

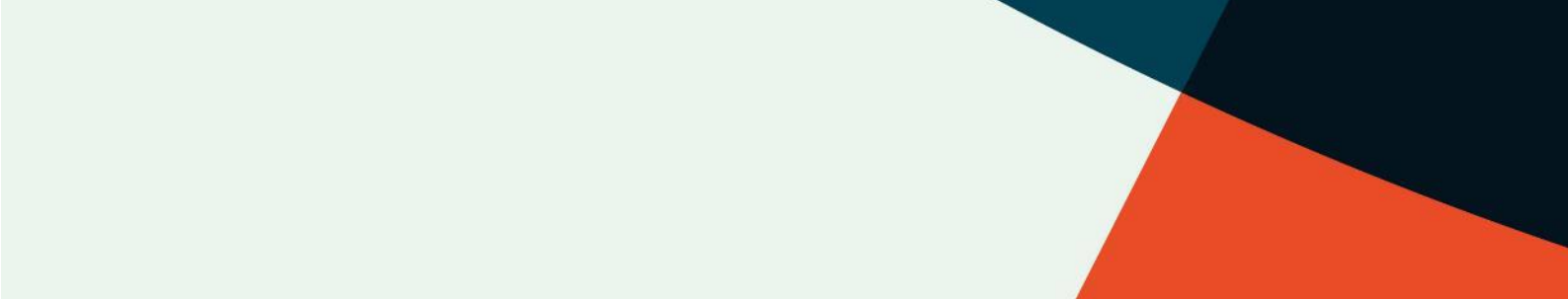
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About Avanti West Coast

Avanti West Coast, operator of intercity rail services on the West Coast Main Line, is a joint venture between FirstGroup and Trenitalia, delivering a cleaner, greener railway that drives the West Coast forward.

We're on a mission to revolutionise train travel. Our refurbished Pendolinos returned to the rails in June 2024 following a £117m investment programme that's delivered the best in class comfort. Known as the UK's hardest working fleet, all 56 of these iconic trains have been transformed and now boast better seats, improved lighting, new interior carpets, customer-friendly passenger information screens, additional luggage space, power points at every seat and refurbished toilets.

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Our new Evero fleet was introduced in June 2024 and will replace our Voyagers. Built by Hitachi, the 23-strong fleet, consisting of 10 seven-carriage electric trains and 13 five-carriage bi-modes, will serve routes from London to the Midlands, Chester, North Wales and the North West, leading to a substantial cut in carbon emissions with an increase in seats, and offering improved comfort. Quieter and roomier, with more reliable Wi-Fi, wireless charging for electrical devices and a real-time customer information system, these new trains are the result of a £350m investment in sustainable travel.

We're tackling climate change wherever we can, from reducing energy and water use to training drivers in eco-driving techniques and sourcing food and drink from local suppliers. Our goal is to be net zero carbon by 2031. We're on track. For the latest news, visit the Avanti West Coast Media Centre: <https://newsdesk.avantiwestcoast.co.uk/>

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