

West Coast Partnership

Generating nationwide prosperity and pride

Delivering exceptional service as standard for our customers

A better travel experience



23 new trains to be added to the fleet

The remainder of our fleet to be **refurbished to as new**



25,000 new comfortable seats across the Pendolino fleet



900 more car park spaces



Real-time train running information on all trains



Recharging points accessible from every seat



Catering with **household brands**



Free faster and reliable Wi-Fi

More services and simpler ticketing



263 extra services per week

New and more **direct services** to London



More **flexible** fares



Delay Repay 15

Liverpool to have **two trains p/hour** (Mon - Sat)



Making this railway accessible for all



Accessible **website and app**



New journey planner to help those with **invisible disabilities**



Changing places toilets at Coventry, Preston and Stockport

West Coast Partnership

Generating nationwide prosperity and pride

Investing in the future



Customer &
Communities
Investment Fund



More **apprenticeships**
than ever before

Over **50,000 training days** for our staff

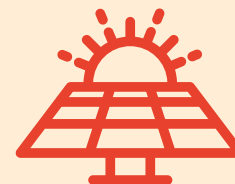


No **zero-hour**
contracts and
introduce the
Real Living
Wage for all sub
contracted staff



Sustainable Intercity Travel

Investment in
solar energy
and **rainwater**
harvesting



Reduce water usage
by at **least 20%**



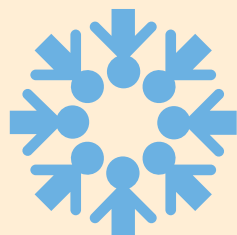
New fleets will
help cut **carbon**
emissions by
over 60%



Zero waste
sent straight to
landfill; **increase**
recycling to 90%

Britain's first partnership railway

Regional
Customer
Panels



Economic Development Forum
and an **Integrated Transport**
forum for stakeholders

World-Class High Speed Service Development

Trenitalia has
over 20 years
high speed
experience



A **trusted** and
flexible partner



Access to over
500 industry experts



Excellent **value**
for money with
robust processes