

We are not sardines

WELCOME to *The East Midlands Sardine*, the newsletter for suffering passengers of East Midlands Trains.

This newsletter is part of a campaign to improve the service provided by East Midlands on the Liverpool to Norwich line.

The TrainSardine.org campaign is run by passengers who are sick of the poor service offered and the excuses given over the past twelve months to explain the shortage of carriages and overcrowding.

We are frustrated with the inability of anyone to sort the problem, poor communication, and lack of respect.

We intend to discover who is behind the chaos. Once we know we will make sure they get special recognition.

So, join the campaign and watch out for the 'sardine' whenever the train is packed! For more see www.TrainSardine.org



"Don't pack us in like sardines"-say East Midlands passengers

It's official-being made to stand is 'torture'

IN July 2008 the British Army was criticised by the Joint Human Rights Committee for using standing as a form of illegal torture against civilians. In the UK army personnel are banned from forcing captives to stand for prolonged periods because it is believed to be unacceptable to treat people in this way.

The American military still use standing as a torture technique to break down the mental state of individuals. This practice was defended by President Bush as a legitimate "alternative procedure". Either way everyone agrees - being made to stand is 'torture'.

Despite the Government's hard-line position with the UK military, ministers seem happy to turn a blind eye to the rail industry practice of forcing prolonged standing-even though train operators add over-crowding to the practice - multiplying the effects dramatically.

The House of Commons Transport Committee report on overcrowding concluded: "Failure to provide an efficient public transport system means that employers are faced with staff who are tired, stressed and uncomfortable on arrival at the workplace. Lateness at work, loss of productivity, sickness absence, missed and rescheduled meetings and lost business due to public transport overcrowding and delays all impose real and significant costs."

Passenger Focus, the rail ombudsman, in its report on overcrowding (2006) said it believed too little weight has been given to health and safety issues on overcrowded trains.

Only three new carriages planned

EAST Midlands Trains has confirmed that they have been awarded only three carriages out of the 1,300 additional carriages allocated to the UK rail network. The three new carriages are expected sometime in the next five years-they refuse to be specific.

In a leaflet, issued to passengers in May 2008, East Midlands made a commitment to prioritise four carriage trains for its busiest services. This commitment is broken regularly with only two carriages sent. The four carriage promise was made by Tim Shoveller, MD of East Midlands, for the following services: **Liverpool to Sheffield- 7.47,9.52, 16.52,17.52,19.52** and **Sheffield to Liverpool-7.37,14.42,15.42,17.42.**

Why there are not enough carriages

BASICALLY, East Midlands won the right to run the Liverpool to Norwich line from Central Trains. Central Trains submitted low passenger figures to the Government so, when they lost the bid to East Midlands, they were able to hand only half the carriages needed over.

New carriages were then ordered from the carriage leasing company. However, the leasing company had a 90% share of the leasing market and made £175 Million with this monopoly position. Thinking this seemed a bit excessive the Government called for an investigation of the carriage leasing industry. Confidence in carriage production then stalled, delays occurred, leaving passengers standing high and dry.

East Midlands hiding the facts

East Midlands has a legal contract to provide a service. However, they only have to communicate late/cancelled trains. Their website 'faults with service' page never mentions the incomplete trains they send us. So no penalty and no action.

The millions of Government money East Midlands should have spent leasing carriages is presumably going straight to shareholders. By right you should be able to claim compensation. See next page.

Asia shows how to pack them in



Station shuffers at work

EAST Midlands Trains could solve its carriage shortage problems by employing Station Shuffers. Station Shuffers, which are used extensively in China, stand in groups of four on platforms. When a two carriage train arrives they help shuff as many people as possible onto the overcrowded train-almost doubling the number of people that can be stuffed on board. To see the Station Shuffers at work visit. www.TrainSardine.org

Happy anniversary

OVER 4,000 passengers are celebrating the November anniversary of East Midlands Trains winning the contract to run the troubled line between Liverpool and Norwich.

A special two carriage train, with a broken toilet, was sent from Liverpool to Norwich to mark the occasion.

Dave from Warrington said; "Twelve months ago you could get on trains and get to work on time, all that's gone now.

When the 8.16 arrives at Warrington station, with its two carriages, instead of four, passengers standing on the platform shout with joy. Thank you East Midlands Trains you have made my life complete!"

**Vote, blog, debate,
contacts and help**

www.TRANSARDINE.org

The people East Midlands don't want you to call and speak to...

Sick of the Customer Relations script? We found these number on-line...

Feel you are being ignored and experiencing poor communications? Call Steven Stewart, Director of Corporate Communications, Stagecoach Group (who own East Midlands) on 01738 442111 or his mobile 07764 774680.

Wondering where the money goes and why refunds are so low? Call Martin Griffiths, Finance Director of Stagecoach group on 01738 442111.

Want the secretary to pass a message to the board? Call Stagecoach Group Company Secretary, Ross Paterson on 01738 442111.

Call East Midlands Customer Services Head Office (avoid the Call Centre on 0133 226 2008. Ask for Tim Shoveller's Office-he runs the company).

Call East Midlands Press Officer Emma Knight for quotes for your blog 0133 226 2010.



Tell us your story, blog, or lend a hand

If you have a story about East Midlands, or want to help (editorial, photo, video, legal, journalist, PR, marketing) please email info@TrainSardine.org or call the hotline on 0709 237 2160, download our latest poster, blog and video at www.TrainSardine.org. Call-complain you are not alone!

Love Tim?



Tim Shoveller - a man with a reputation

THE head of East Midlands Trains, Tim Shoveller, has gone from train guard to running the railways in just 16 years.

Last year Tim had the task of welding together Midland Mainline and part of Central Trains to form East Midlands Trains.

According to Rail News, the leading publication for the rail industry, Tim has a great reputation. He solved Midland Mainline's late running trains by getting staff to blow whistles louder and giving them atomic watches.

At the time Tim said; "Nothing about this is rocket science. It is all about giving good customer service."

Passengers have begun questioning if Tim's appointment was wise given the problems on the Liverpool to Norwich line. "Perhaps Tim can solve the overcrowding by returning to his duties as a guard and seeing the chaos on the line for himself.", said one angry passenger.

Call East Midlands on 08457 125 678 and ask them to pass a message to Tim because, "It's all about good customer service".

Tim, we send you our love. You should be our champion. As you read this remember-we want no more blag from the same old Customer Relations script - it's time to sort it, communicate it, and maintain your hard-worked-for reputation.

Should Tim stay? Vote online

we are not sardines - we are people - we are not standing for this