



# BEDFORD COMMUTERS ASSOCIATION

THE RAIL USER GROUP FOR BEDFORD AND FLITWICK

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## SEPTEMBER 2011 NEWSLETTER

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WELCOME to the September Newsletter of the Bedford Commuters' Association – a bumper edition this time of 12 pages.

### 1. 2011 BCA AGM

The 2011 BCA AGM will be held on Monday 7th November 2011 at the RAFA Club, Ashburnham Road, Bedford (2 minutes from Bedford Station) commencing at 19.30. Representatives from FCC, EMT and Network Rail will be in attendance to give presentations and answer any of your questions. Please make every effort as it is your opportunity to meet and ask questions of the railway company representatives.

### 2. Membership Renewal

As always, the falling leaves of September will see BCA committee members take to Bedford and Flitwick railway stations in an attempt to persuade existing members to renew and new members to join the Rail User Group. The membership fee will remain at £5.

The BCA represents the views of its members in both local newspapers and broadcast media, as well as at our meetings with the Train Operating Companies (TOCs) – FCC & EMT, Passenger Focus/London Travelwatch, ATOC, Local Authorities, MPs, EWRL Consortium, and the Thameslink Consortium, etc. If you think you have had good value from the BCA in the past year, please suggest to a fellow traveller that they sign up too. **The more members we have, the better able we are to influence the policies of the railway companies as the only officially recognised Rail User Group for the people travelling from this part of the line on EMT and FCC services.** As examples, pressure from the BCA persuaded EMT to reinstate the Bedford stop on the 17.30 service from St Pancras; and persuaded the Government to fund the fitting out of the low level platforms at St.Pancras.

A membership renewal form is attached to this newsletter. It will save BCA volunteers a great deal of work if you can bring it to the station on the following days with your payment (cash, cheques made payable to "Bedford Commuters Association", or complete the Standing Order details on the form):

**Tuesday 20th September (AM & PM)**  
**Wednesday 21st September (PM only)**  
**Thursday 22nd September (AM & PM)**

**Bedford Station**  
**Bedford Station**  
**Flitwick Station**

### 3. Train Fares. Fares changes in January 2012

Government regulated fares, which include Season Tickets and the majority of peak FCC single and return tickets, will increase by the RPI (for July 2011) of 5% plus 3% = an average of 8.0%. (The formula previously applicable to Government regulated fares was RPI plus 1%). FCC have no option but to apply this increase to its regulated fares and the extra money raised will go straight to the Government. The consequence is that many rail commuters are expected to face rises of around 8% in their season tickets, as the latest inflation figures are revealed. As far as FCC unregulated off-peak fares are concerned, they want to carry passengers and not fresh air and it would not therefore be in the company's interest to price people off their trains.

Rail minister Theresa Villiers said passengers were being asked to pay more so that the government could "deliver a massive programme of rail upgrades" – such as the Thameslink Programme improvements and the new Siemens trains. She has also said "difficult decisions" on fares had been taken due to the budget deficit. The rises are part of the government's agenda to reduce the cost to the taxpayer of running the rail network.

At a recent meeting with Neal Lawson, MD of FCC, both the BCA and APTU stressed that any increases to regulated fares must be fair and increases to non regulated fares which FCC can increase as much as they like, are kept to the lowest possible figure.

Examples of expected season ticket prices in 2012:

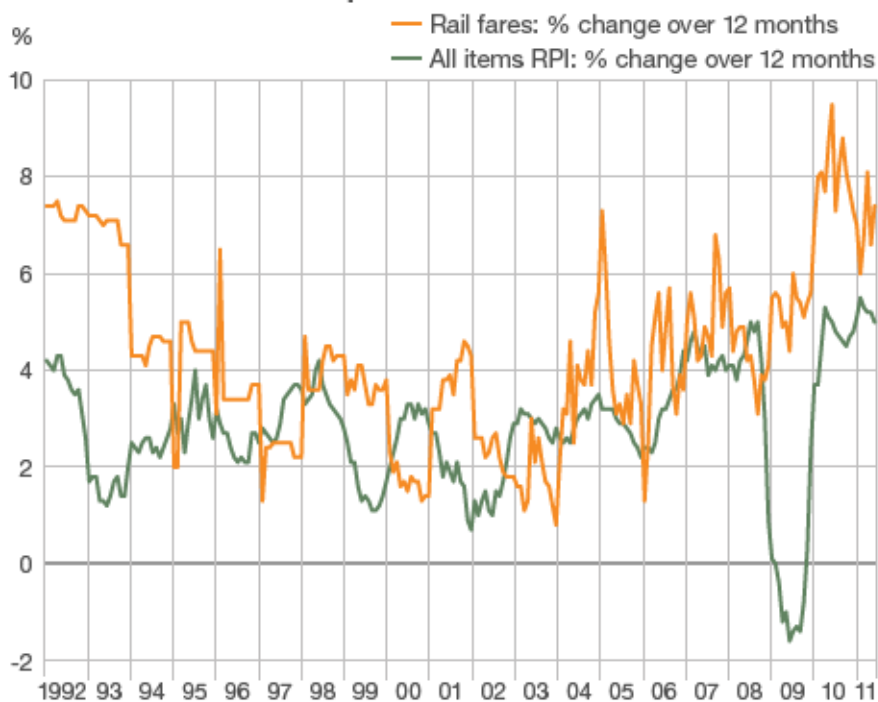
- Brighton to London Victoria - increase of £256, total cost: £3,200
- Oxford to London Paddington - increase of £328, total cost: £4,432
- Chester to Manchester - increase of £182, total cost: £2,462
- Leamington Spa to Birmingham - increase of £101, total cost: £1,365

Rail customer watchdog *Passenger Focus* said having some fares regulated was "clearly in passengers' interests", although the way that train companies are allowed to set prices on individual routes was "deeply unfair". Its Director, David Sidebottom, said:

"Some passengers, who may have seen no investment or improvements, can get hit year after year. We will forcefully advocate change to this system in the government's forthcoming fares review. The government's commitment that the next three years should signal the end of inflation-plus-3% rises is welcome but in the meantime passengers will have to dig deep."

Edward Welsh, corporate affairs director at the Association of Train Operating Companies (ATOC), said all the extra money raised will go to the government and not train companies.

### Rail fare increases compared to inflation



Rail fares % change calculated from an index compiled using fare data from across the national rail network, London and other metropolitan transport systems and international rail links (Channel tunnel). Monthly variations are due to seasonal adjustments made to some UK rail fares.

Source: ONS

Edward Welsh told BBC Radio 4's Today programme on 16<sup>th</sup> August the "good news" was that the money would help to sustain investment in the railway network. "It's about ensuring that there is money there to pay for improvements for more trains, for better stations, for faster services - and that's what passengers want," he said.

Earlier, an ATOC spokesperson said companies knew these are "difficult financial times for many people". But he said that many fares needed to rise above inflation for the next three years to help pay for more trains, better stations and faster services. "Increasing the money raised from fares will mean that taxpayers contribute less to the running of the railways, whilst ensuring that vital investment can continue," the spokesman added.

There are some exceptions to the formula to be adopted the UK next year:

- English train companies, including those running into Scotland or Wales such as Virgin or First Great Western, will use RPI+3%
- Scotrail will stick to the RPI+1% formula
- Merseyrail will use RPI+0%
- Arriva Trains Wales is currently using RPI+1%, which applies on its services running in Wales and into England. The Welsh government can choose to modify the settlement for Arriva Trains Wales - it's 2012 rate increase is still to be set.

A combination of more people travelling, above-inflation fare rises and cost-cutting has led to rail users' contributions to the railways rising from £5bn in 2006/07 to £6.6bn in 2010/11 - over the same period the amount contributed by taxpayers has fallen £6.3bn to £4bn.

Campaigners in a "Fares Fair" protest held a rally of rail users at London's Waterloo station about the price rises. "Affordable rail travel is vital for passengers, for the environment and for our workforce," said Alexandra Woodsworth from the Campaign for Better Transport (CfBT). She added: "These massive fare rises will be a disaster for people already struggling with rising costs, and risk pricing those on lower incomes out of jobs in our major cities. The country simply can't afford fare rises on such a punitive scale. It's time to burst the bubble on inflation-busting fare hikes."

Further bad news may also be inevitable following new draft regulations from Brussels. The rules being proposed by the European Commission (EC) would create a "user pays" system with passengers having to cover the entire cost of rail travel without any government subsidy. Currently quite large sums of money are ploughed into the rail network every year and these might have to cease under the EC proposals. It is to be hoped that the UK, along with other European countries, will lobby hard against such a proposed change!

#### **4. December 2011 Timetable Changes**

##### **4.1 FCC**

The main changes to the FCC timetable that will affect travellers from Bedford and Flitwick are the introduction of the three AM Bedford to Brighton and three PM Brighton to Bedford peak 12 car trains. The details are as follows:

##### **AM Peak**

Bedford dep	06.58	07.30	07.48
Flitwick dep	07.08	07.40	07.58
St Pancras Intl arr	08.00	08.20	08.48

## PM Peak

Brighton dep	16.04	16.30	17.02
London Blackfriars dep	17.22	17.52	18.22
City Thameslink dep	17.24	17.54	18.24
Farringdon dep	17.27	17.57	18.27
St Pancras Intl dep	17.32	18.02	18.32
Flitwick arr	18.16	18.46	19.14
Bedford arr	18.28	18.58	19.26

There will be some other off-peak or contra-peak trains involved as part of the stock balancing fall out, but details are not clear yet as DfT are still firming up issues associated with Brighton 12-car starters.

## 4.2 EMT

The only changes to the EMT timetable will affect early morning trains from Bedford to the north as follows:

The 06.47 Bedford to Sheffield (06.10 from St Pancras Intl) has been retimed to depart 25 minutes earlier at 06.22 (05.45 from St Pancras Intl). The next northbound service will be as now at 07.38, a gap of 76 minutes.

The BCA has approached EMT asking for a stop to be made on the 06.37 St Pancras to Sheffield service at Bedford (approx 07.14) so as to close the long gap between trains this change has created. At present EMT have stated that it is **not** possible for December, but will look into changing this next May 2012. The BCA have said this is not acceptable and will bring further pressure to bear on EMT to get them to change their mind, especially as the 06.37 has had a stop added at Wellingborough! If the 06.37 from St. Pancras was retimed a minute or two earlier, this would allow for a Bedford stop, so EMT's logic is difficult to understand.

## 5 **First Capital Connect franchise.**

On 5<sup>th</sup> August the Government announced some changes to rail franchises. As a consequence the Thameslink (First Capital Connect) franchise will now **end** in September 2013 (rather than in March 2015 as originally intended). It has been fore-shortened by 18 months, more than analysts expected. Any new franchise is likely to be less than 15 years to coincide with the re-cast of services on full completion of the Thameslink Programme.

The following is a copy of a letter sent to stakeholders from FCC about the shortening of the franchise

Dear Stakeholder,

As part of the Department for Transport's (DfT) wider refranchising programme, it has announced today that the First Capital Connect franchise date has been brought forward from March 2015 to September 2013.

The DfT has made this decision based on a significant evaluation of the risks associated with delivering the Thameslink Programme. Given the project's complexity and length, the Department has concluded that September 2013 provides the best period of time to allow an effective transition to a new franchisee, especially for the introduction of new rolling stock, which will be completed after the expiry date of the current franchise.

I want to stress that this is in no way related to performance. The Department has made this decision purely on the basis of how to best ensure the delivery of all the components of the longer-term Thameslink Programme.

### **Why has the DfT chosen September 2013?**

By September 2013 a final train design will have been agreed with the manufacturer, the depot designs at Three Bridges and Hornsey will have been approved, as well as the required infrastructure upgrades for longer and more frequent trains. This will also allow the franchisee a sufficient period of time to conclude delivery of the new trains and provide the enhanced train service envisaged at the conclusion of the Thameslink Programme.

### **What does this decision mean for FCC?**

This decision means that we continue doing what we are doing. We have a strong business plan, which we must continue to use as our blueprint to deliver on the commitments we have made to our customers and stakeholders.

We have been entrusted with laying the groundwork for one of the UK's most exciting, transformational rail projects at the same time as ensuring we continue to improve the service we offer our customers. So our focus must remain on working together to deliver a great journey every day for the people we serve.

Yours sincerely,

Neal Lawson  
**Managing Director**

The BCA will be carefully monitoring the situation, including any new bidders in addition to First Group, for the future franchise after September 2013.

## **6 Blackfriars Station: Network Rail invites views on naming and signage**



An October 2010 view of the new cross-river station at Blackfriars

[Local politicians including Simon Hughes MP, Southwark Council leader Peter John and London Assembly member Caroline Pidgeon have all lobbied Network Rail to rename the station Blackfriars and Bankside when the new Thameslink station with entrances on both the north and south banks of the river opens to the public. Local business improvement district "Better](#)

Bankside” has also encouraged its members to make representations to the rail infrastructure company. A poll on the BID’s website attracted 283 votes with 61 per cent in favour of the change.

Network Rail says that it is "sympathetic" to the idea but a review has found that "a full station name change was not financially viable, particularly in this age of austerity". Instead the company has suggested that text indicating that the station provides access to the South Bank and Bankside is displayed on the station signs. The company has launched a four-week public consultation to help decide the wording that should be used on the station's wayfinding and directional signs.

The survey offers four options for the station's new signage:

- London Blackfriars (for Bankside)
- London Blackfriars (for South Bank and Bankside)
- London Blackfriars (for Bankside and South Bank)
- London Blackfriars (for South Bank)

Respondents are also asked which of the following new names they would prefer should external funding be found for a complete rebrand:

- London Blackfriars – Bankside
- London Blackfriars Bridge
- London Blackfriars – South Bank

The survey can be completed online at [www.networkrail.co.uk/Blackfriars](http://www.networkrail.co.uk/Blackfriars) and paper copies will be available from the Bankside Community Space from lunchtime on Monday 15 August.

## **7 Bus services at Bedford Railway Station.**

Following a major reorganisation of bus services in Bedford starting on 21<sup>st</sup> August, many routes have been renumbered and times changed. Please note that routes 6 (peak only) 25, 40 & 41 now serve the railway station, but routes 2 (the Elstow ' Park & Ride') and 10 **no** longer serve the railway station. Route 8 from Bedford to Queen’s Park & Great Denham does not serve the railway station, but passes close by on Ford End Road/Midland Road. Similarly the X5 coach service to Milton Keynes and Oxford passes close by on the Bromham Road, both the 8 and X5 having bus stops a short walking distance from the railway station – south & north respectively.

## **8 East-West Rail Link (EWRL).**

A recent report published by Oxford Economics has indicated a strong business case for reinstating track and upgrading the line between Oxford/Aylesbury and Bletchley to enable an East-West rail service to carry passengers from Reading to Bedford via Oxford and from High Wycombe & Aylesbury to Milton Keynes via Winslow.

Reopening proposals would cut the journey time between Bedford & Oxfordshire by almost half. Dr.Martin Dare-Edwards, chairman of the Oxfordshire LEP has said : “East-West Rail makes superlative sense for supporting growth across this vital arc for the UK’s economy”. Also on the 17<sup>th</sup> August the Government announced that Science Vale, Oxfordshire, would be designated as an Enterprise Zone.

EWRL provides an optimal solution for connecting people to jobs, and businesses to services, customers and suppliers in a low carbon way. Oxford Economics report expands on earlier work by the engineering & design consultancy Atkins, which said that reinstating the railway between Oxford, Milton Keynes and Bedford, with a link to Aylesbury, represented a good business return of £6 for every £1 invested. The EWRL project also fits well against stated national policy objectives. EWRL could give the UK economy a £38m boost.

The East-West Rail Consortium is seeking inclusion of the scheme in the Government's 2014-19 investment programme (HLOS) and Network Rail's CP5, to be announced by July 2012.

A visualisation of what EWRL would provide can be found, along with other information and the full Oxford Economics Report, at [www.eastwestrail.org.uk](http://www.eastwestrail.org.uk)

## 9. Contingency Timetables during bad weather, e.g. snow

FCC have given details to the BCA and APTU of their contingency timetables during periods of bad weather. These are as follows:

"If the weather conditions on the Thameslink North route are relatively good and the main effect of the severe weather is on the Brighton Mainline or Wimbledon/Sutton loop, then we would plan to operate a resource deficient timetable, making optimum use of available drivers and rolling stock.

- ***This could be similar to the service provided when the Brighton Mainline was blocked by the landslip between East Croydon and Gatwick Airport in early August.***
- ***A reduced service would operate with trains following their normal booked paths.***

In the most severe weather with heavy snow and ice on the Thameslink North route, it is probable that many staff (including drivers) would be unable to get to work and a limited number of units would be available. The following service would therefore operate at a maximum speed of 60mph:

### Core open

- 2 trains per hour Bedford – Brighton semi –fast (as last year)
- 2 trains per hour Bedford – Wimbledon stoppers (as last year)
- ***From 12 December 2011, two circuits of the Bedford – Brighton semi-fast trains would be operated by 12-car trains and all other services would be 8-car trains.***
- ***In addition, subject to fleet and driver availability, an additional four trains in the morning peak would run from St Albans to London Blackfriars (from where they would run empty to Herne Hill to reverse.) In the evening peak these four trains would run from London Blackfriars to St Albans. These trains would call at all stations.***

### Core closed

- 2 trains per hour Bedford – St Pancras low level semi-fast (as last year)
- 2 trains per hour Bedford – St Pancras low level stoppers (as last year)
- 2 trains per hour City Thameslink – Brighton semi-fast (as last year)
- 2 trains per hour City Thameslink – Wimbledon / Sutton stoppers (as last year)
- ***From 12 December 2011, two circuits of the Bedford – St Pancras semi-fast trains would be operated by 12-car trains and all other services would be 8-car trains.***
- ***In addition, subject to fleet and driver availability, an additional four "all stations" trains would run from St Albans to St Pancras low level platforms in the morning peak and four trains in the evening from St Pancras low level to St Albans.***
- ***The high level platforms at St Pancras would only be used by FCC if Network Rail judged it absolutely essential, therefore simplifying the communication to passengers wishing to travel on FCC trains.***

Whatever the weather, we will aim to run the maximum number of trains that we can with the units, driver resources and Network Rail Infrastructure available."

## 10. Thameslink Programme Update

Good progress is being made on the Thameslink Programme as FCC head towards lengthening their first four services in each peak to 12-carriages this December.

At Farringdon, the new ticket hall is taking shape with six of the nine roof lights in place. A second roof, this time to cover platforms in the old station, is also well advanced and affording weather protection.



The new ticket hall at Farringdon

At Blackfriars, the shape of the new main entrance is emerging and by the end of October the footbridge will be closed and dismantled. Passengers will access the platforms via stairs leading down to what will become the new ticket hall. The new south entrance will open in December although continued work on the bridge above means the western lift won't open until spring 2012.



Surfacing is now finished on the slow line platforms at Flitwick (above) ahead of programme. This allows FCC to plan test trains earlier than previously envisaged, which greatly benefits the

end of the programme for the next stage of the Thameslink Programme (called key output 1) by relieving pressure on the testing programme.

Bedford station platforms 1, 2 and 3 have now all been extended and final checks are being made. The last of the signalling work was being carried out over the August Bank Holiday weekend and it is expected that they will be used for the first time by eight-carriage trains on 10 October.



Bedford platform extensions

The new Bedford 12-carriage sidings and overhead power lines on the Bletchley (Marston Vale Line) run-round loop were energised over the August Bank Holiday weekend ready for later test train running. FCC are planning to name these the Jowett Sidings in honour of a much-respected Bedford driver. Details will be announced in September.

Members can keep updated with the latest news at [www.thameslinkprogramme.co.uk](http://www.thameslinkprogramme.co.uk)

## **11 Major Disruption Management**

On August 16<sup>th</sup> the BCA and APTU met Neal Lawson, MD of FCC, to discuss the findings of the independent review into the major incident on 26<sup>th</sup> May. It was a very useful meeting and obvious that FCC had learnt lessons and were implementing changes that should ensure that major disruption is dealt with in a much better way in the future. FCC outlined the changes to communications during disruption that have been completed or are in the process of being completed. These are as follows:

“Customer information improvement is a key goal and is reviewed by the First Capital Connect executive team every week.

### **Approach**

Our agreed strategy for improving information is to provide customers with correct information as quickly as possible, via all available means at the three points of their journey.

- Prior to a journey
- On the station
- On the train

FCC will also ensure that information provided at these stages of a journey is compliant with the industry improvement programme ‘Passenger Information During Disruption’ (PIDD).

To deliver consistent information, back office systems were enhanced as part of the investment package so that they now "speak" to each other. Information entered into one system is then displayed on the FCC website, information screens at stations and customer/staff mobile devices. The industry agreed target for accuracy of this information is 99%. FCC have increased information accuracy from 86% to 90% YTD and are on an upward trend, a figure that only one TOC (East Coast) have bettered. The industry average currently stands at 80%.

### **Customer information improvements prior to a journey**

- We redeveloped our website to focus on real time information to customers in 2010. Customers and stakeholder groups were involved in the redesign and testing to ensure the functionality delivered what our customers needed.
- The development path included mobile functionality and the ability to personalise information on the site which have both been delivered in 2011. We continue to develop website functionality and will improve journey planning functions by end September 2011.
- FCC have employed a social media manager who commenced real time engagement with customers via Twitter during May 2011. This has been extremely popular with customers and is gaining popularity every week. After 3 months of operation over 5300 customers are actively following FCC on Twitter up from 3300 in May.
- Passenger focus research informs us that 85% of customers are not aware of disruption to their journey until they arrive at a station. FCC offer customer alerts via email and Twitter. A communication campaign is scheduled for autumn 2011 to promote use of alert tools to increase customer awareness of their availability. This information will inform customers of disruption, the impact it will have on their journey and offer alternatives to complete their journey before they arrive at the station. This will reduce overcrowding and the distress caused to customers.

### **Customer information improvements at the station**

- Upgraded at the end of 2010 to an integrated back office CIS system to improve both the accuracy of information and provide predictive platforming for both TL and GN routes.
- Provided station staff with BlackBerry devices and gateline computers so that they have access to the latest information from our control centres and real time train mapping, completed 2010
- Provided all booking offices and on call staff with access to the latest available service information via a staff extranet site. This site contains information on alternative arrangements for customers during service disruption.

### **PA and Microphones**

- Installing or enhancing roaming microphone coverage at 22 of the busiest stations across both routes (December 2011). This will enable staff to remain visible on stations whilst still having the ability to pass information to customers via the PA.

### **BlackBerry Application**

- Developed a customer assistance application for use on staff BlackBerry devices. This application provides staff with both service information and alternative journey information for customers when things do go wrong. All customer service managers have been trained on use of this application and are currently peer-training front line staff during the current team brief cycle.

## **Communication during disruption**

It is essential that we improve the communications at the start of any disruption and improve how quickly we put in place and communicate alternative options to enable customers to complete their journey.

To provide these alternatives, our control centres are currently required to make several calls to arrange FCC ticket acceptance via other train operators or LUL. FCC is coordinating an automatic acceptance agreement with industry partners so that in periods of major disruption, it is not required to make calls that delay our communication of alternatives to customers. We expect these agreements to be in place by end September 2011.

First Capital Connect is currently finalising agreements with Arriva and Uno buses which will enable First Capital Connect tickets to be accepted on service buses between Hatfield and St Albans stations and vice versa at times of disruption. This will cover the period between the start of disruption and the arrival of rail replacement bus services.

## **Customer information improvements on the train**

Driver Only Operation (DOO) requires our drivers to pass information to our passengers while safely carrying out their other duties. FCC is working with Network Rail to improve the provision of general calls to drivers from signallers (although these are limited to 15 seconds). An example of such a call, sent to drivers on the cab secure radio, would be "there is a signalling problem in the Kentish Town area and you can expect delays". Because these calls are restricted in length, FCC is developing alternative means of safely communicating with drivers. This includes the use of mobile phones, which are only used when the train is at a stand. Drivers can use these phones to access a conference call number on which they will be given more detailed information that they can pass on to their passengers. We are also looking at the possible introduction of in-cab BlackBerry tablets, which are similar to iPads.

All drivers have been issued with an 'Announcing Guidelines' handbook. Recent feedback through SQMS and from Rail User Groups (such as the BCA and APTU) is that the frequency and quality of driver announcements is improving.

All on train revenue staff were issued with BlackBerry devices and therefore have access to the latest information via the First Group customer assistance BlackBerry application. Use of this application is being trained during the current team briefing cycle.

## **People**

Significant investment has been made by FCC to improve the tools available to communicate with customers. It has been proven that even with the best equipment currently available, staff struggle to cope during periods of major disruption.

Work is almost complete to create a virtual training environment (the first in UK rail) where our control staff can practice how they manage major disruption using all the information systems they normally use. Once in place, all control staff will be assessed as a matter of urgency on a selection of disruption scenarios. This training environment will ensure that we embed the new equipment we have invested in and ensure it is utilised to best purpose.

We are currently working to encourage staff behaviour that is customer focused. Even with the right information, if it is not passed on in an empathetic manner we will not be perceived in a positive way. All customer complaints with details regarding staff behaviour are investigated by the management team, with action plans formulated to improve any deficiencies. We also encourage positive behaviour, any customer praise

letters are also investigated and thanks passed on to staff. We will also provide training in how to use roaming microphones to staff to increase visibility whilst still having the ability to communicate with customers.

Where train services through the cross-London core are disrupted, we have taken steps to ensure that sufficient customer service staff will be present and visible at Kentish Town and West Hampstead Thameslink stations until services have returned to normal.

### **Information during disruption**

When disruption occurs, it is important to quickly update the screens to show which trains are running rather than which trains are cancelled. We are working with our system providers to create a major disruption mode which will enable all trains that are not actually running to be cleared from CIS screens instantly. Control staff will add trains when they know which services will be running. Predefined station-specific customer alternatives will be set up in the system to inform customers of alternative options via PA and special notices. Once disruption mode is activated, it will provide information as to what trains are actually running so that our customers can make informed decisions about whether to wait at the station or take alternative routes home."

## **12 Bedford Stations Travel Plan and Station Quarter Regeneration**

The BCA continues to attend "Steering Group" meetings. There is a further meeting on 8<sup>th</sup> September. There is little progress to report on the Bedford Station Quarter Regeneration scheme, unfortunately stalled due to the present recession and economic circumstances. Network Rail have not indicated any revised proposals for a new and enlarged station. Other than the "Thameslink Programme" platform extensions & other works (12-car electrified carriage sidings), the Bedford Station Quarter Redevelopment (BSQR) scheme has effectively hit the buffers! Network Rail are responsible for Bedford station, but the BSQR is Bedford Borough Council. The recent shortening of the FCC franchise may have a 'negative' effect on any improvement works at Bedford, because the TOC is unlikely to show too much interest if it is not shortlisted as one of the new bidders.

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For more information, see our website - [www.bedfordcommuters.org.uk](http://www.bedfordcommuters.org.uk)  
If there's something you want to tell us about, please email [admin@bedfordcommuters.org.uk](mailto:admin@bedfordcommuters.org.uk)

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