

Rail User Group Awards 2018

Presented on Saturday 10th November 2018
at the Railfuture Autumn Conference
held at the Novotel in Reading

Roger Blake

Railfuture Director and Awards Organiser



RUG Awards Judging Panel

Comprising several Railfuture Vice Presidents including



Paul Abell



Ian Brown

In his October 2018 “Informed Sources” column, Modern Railways contributor **Roger Ford** wrote: “October ends with a working lunch with other Railfuture Honorary Vice-Presidents as we judge the annual awards.”

For the second year the VPs were asked to go out and visit an entry on the ground.



RUG Awards 2018 Presentation

- Six awards
- Seven winners

Presentation by

Stewart Palmer

Railfuture Vice President



RUG Awards 2018: 1 - Best newsletter

■ Gold Award

Best Newsletter: Gold Award

Huddersfield Penistone Sheffield Rail User Association

Judges' comments:
 "Hard-hitting and well-produced; a newsletter which was very pointed and newsworthy and already attractive has been improved since its previous award two years ago"



RUG Awards 2018: 2 - Best website

- Gold Award

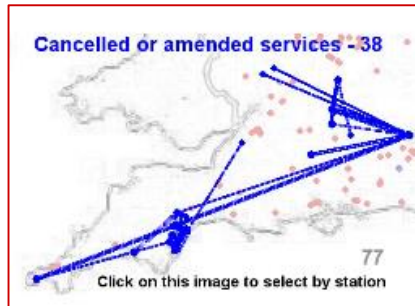
Best Website: Gold Award

www.firstgreatwestern.info/coffeeshop/index.php








Great Western Coffee Shop

A virtual RUG and a forum hosted by a GWR customer with three active administrators, and a further nine moderators!

**Great Western
Passengers' Forum**
Read about the forum [\[here\]](#).
Register and contribute [\[here\]](#)
it's free.



All across the Great Western territory

-  **Introductions and chat**
Please introduce yourself here, and chat through related subjects not covered elsewhere
-  **Who's who on Western railways**
It's often hard to find who's responsible for what, who's helpful and not ...
-  **Smoke and Mirrors**
Tired of being passed from one person to the next and next, and back to the start?
-  **Fare's Fair**
Discussion of tickets, options and pricing - a minefield that it's hard for the customer to understand
-  **Buses and other ways to travel**
There may be other options than a train. Bus, plane, ferry, car, taxi posts welcome! And mixed mode too!
-  **Your rights and redress**
What to do if things go wrong - the connection misses or the train's too full.
-  **Across the West**
General rail topics - PLEASE CHECK to see if your topic would be better on one of the other boards first!

RUG Awards 2018: 3 - *The Oliver Lovell Award*

In memory of the founder of the Cotswold
Line Promotion Group who died in 2013

Best New Rail User Group:

■ Gold Award

Best New Group: Gold Award

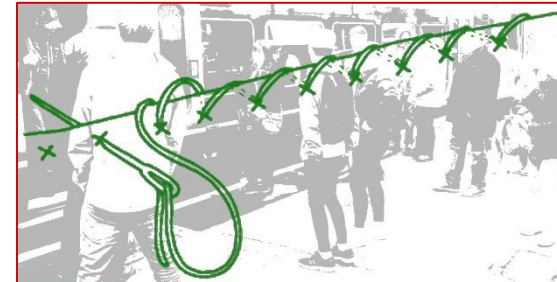
South East Wales and West of England Business Link (SEWWEB)

www.sewweb.info

Formed to develop the connectivity of a corridor via Bristol between Newport and Weston-super-Mare

“Sorting out North Bristol and South Gloucestershire grid-lock before the next decade.”

“Fast and regular train services connecting South Wales, North Somerset and the inner residential areas of Bristol with the Patchway, Aztec West and Westgate business areas of North Bristol, and with Bristol Temple Meads for the City Centre and ongoing train connections to the rest of the UK.”



SEWWEB logo - "stitching all the stations together"

RUG Awards 2018: 4 - Best campaign

- Gold Award

Best Campaign – Gold Award

Hastings & Rother Rail Users' Alliance

Comprises six local RUGs, including four affiliated to Railfuture.

Alliance negotiated with GTR an innovative timetable solution – ‘The Eastbourne Overlap’ – to the proposed split of the through Brighton-Ashford hourly 2-car diesel service at Hastings in May. The replacement 4-car electric from Brighton runs to Hastings as planned, but the 2-car diesel from Ashford continues west of Hastings to Eastbourne [hence ‘overlap’] thereby increasing the previous 3tph service between Eastbourne and Hastings, via Bexhill, to 4tph.

More details at: www.mlag.org.uk/timetable/



RUG Awards 2018: 5 - Best campaigner

The Clara Zilahi Award

In memory of a stalwart Railfuture campaigner who died in 2013

■ Gold Award

Best Campaigner

Graham Collett

co-Vice-Chair, Railfuture Yorkshire

Campaigning highlights in 2018:

He led responses on behalf of Railfuture to Office of Rail and Road consultations on

- 1) Improving Assisted Travel
- 2) impact of May's timetable on Northern and TransPennine services and passengers.

RUG Awards 2018: 6 - Judges' Special Award

- Two Awards

Judges' Special Award – Mainline Heritage Links - 1



Chinnor and Princes Risborough Railway

www.chinnorrailway.co.uk



Reconnected with Chiltern main line services in August, with a high-quality interchange platform in Princes Risborough station built by the C&PR volunteers



Judges' Special Award – Mainline Heritage Links - 2

West Coast Railways 'Lakelander' early-summer service

www.westcoastrailways.co.uk/lakelander.html

"West Coast Railways are proud to announce that we will be operating on the Lakes Line, between Oxenholme and Windermere until 1st July" Our Heritage diesel engine and carriages will be running six return journeys each day Monday to Friday, starting each day with the 9.25am from Oxenholme.

This service was operated because Northern was unable to operate its contracted service following the well-publicised problems caused by the May 2018 timetable changes.

News article by Michael Holden proclaimed "Train services return to the Lake District thanks to Tim Farron and West Coast Railways" (bottom photo).



OXENHOLME	DEPARTING	09:25
WINDERMERE	ARRIVING	09:50
WINDERMERE	DEPARTING	10:00
OXENHOLME	ARRIVING	10:30
OXENHOLME	DEPARTING	10:40
WINDERMERE	ARRIVING	11:10
WINDERMERE	DEPARTING	11:30
OXENHOLME	ARRIVING	12:00
OXENHOLME	DEPARTING	12:40
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OXENHOLME	DEPARTING	14:40
WINDERMERE	ARRIVING	15:10
WINDERMERE	DEPARTING	15:30
OXENHOLME	ARRIVING	16:00
OXENHOLME	DEPARTING	16:35
WINDERMERE	ARRIVING	17:05
WINDERMERE	DEPARTING	17:10
OXENHOLME	ARRIVING	17:40
OXENHOLME	DEPARTING	17:50
WINDERMERE	ARRIVING	18:20
WINDERMERE	DEPARTING	18:30
OXENHOLME	ARRIVING	19:00

RUG Awards 2018

- Congratulations to all winners
- Slides for all years are available at www.railfuture.org.uk/RUG+Awards
- Why not nominate your own RUG next time?