



Why “Small is Beautiful!”

Pre Metro Operations are the UK’s smallest Train Operating Company – but we believe “small is beautiful”! We operate the UK’s only regular Ultra-Light Rail service as part of the West Midlands Railway network on the three-quarters of a mile Stourbridge branch line between Stourbridge Junction and Stourbridge Town stations, under the “Stourbridge Shuttle” brand.

Our Ultra-Light Rail operation is unique in the UK. Operating in partnership with West Midlands Trains, our high-frequency, 7-days-per-week operation continually delivers to our customers.

Our frontline staff of fewer than 20 employees are employed directly by us and are dedicated to this service. They understand the Class 139 Railcar inside-out and can react to any situation to ensure smooth continuity of service. And because they are the face of our operation, they have built up a rapport with many of our regular passengers, and in the local community – something we value enormously as a small operation rooted in our locality.

Our small engineering team undertake all maintenance on-site and liaise regularly with West Midlands Railway and other industry professionals to maintain all safety-critical aspects of our unique operation. They have developed a bespoke supply chain for the two Class 139 vehicles, which are the only examples worldwide.

Working in partnership with West Midlands Railway, we provide a seamless service to our passengers, who use us to link local bus and taxi services at Stourbridge Town, with main line rail operations at Stourbridge Junction.

Since 2009, Pre Metro Operations has delivered a seven-day service on the Stourbridge branch line. Operating for 19 hours per day, on a mainly 10-minute frequency, the last 12 months has been a success story for us. Between March-July 2019, we recorded 100% reliability – over 25,000 consecutive journeys, all on time with no cancellations by us. We are one of the most reliable public transport operations anywhere in the UK.

In the most recent West Midlands Railway timetable change (May 2019) we accommodated an additional 14 weekly services to further enhance our product.

During the year April 2018- April 2019 (and on-going as at October 2019) we have received no customer complaints of any kind.

PRE METRO OPERATIONS LIMITED

Regent House, 56 Hagley Road, Stourbridge, West Midlands, DY8 1QD.

Telephone/Fax No: 01384 441325

Alternative telephone: 01384 569171

Company No. 3867712

E-Mail: premetro@aol.com

www.premetro.co.uk

Directors: PR Evans CPFA. GJ Lusher FCIT. SP Jasper CPFA. JPM Parry MBE. A Wenban-Smith MRTPI
