

East Midlands Consultation Co-ordinator
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10th October 2017

Dear Sir/Madam,

East Midlands Franchise Consultation Response

Railfuture is a national voluntary organisation structured in England as twelve regional branches, and two national branches in Wales and Scotland. Nationally, passenger issues are co-ordinated by the Passenger Group; the Head of the Passenger Group is Allison Cosgrove, email allison.cosgrove@railfuturescotland.org.uk. We are completely independent of all political parties, trades unions and commercial interests, being funded entirely from our membership. We campaign for improved rail services for passengers and freight. Whilst pro-rail, we are not anti-car or aviation.

Responses to the East Midlands franchise consultation were co-ordinated by the Lincolnshire Branch chairman, David Harby, after consultation with all the Railfuture branches who have an interest in the services provided by the franchise. Branches have been discussing the franchise renewal with members since ascertaining members' views for the initial East Midlands Councils Franchise Event at Newark in April 2016.

We have taken the template from East Midlands Councils as the basis for our response as we broadly agree with their suggestions. Some changes and extra comments have been made following suggestions from branches and individual members with specific experience of the current services, such as a disability or specific local knowledge.

We welcome the opportunity to respond to this consultation and attached to this letter are the answers to the specific questions raised in the consultation document. We would be keen to engage further as necessary.

Yours faithfully,

David Harby
Railfuture
Lincolnshire Branch chairman

<p>Q1</p>	<p>How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?</p>
<p>A1</p>	<p>We wish to see a franchise which:</p> <ul style="list-style-type: none"> • delivers continued improved performance of train services • has a passenger-focused approach • supports economic growth and the community. <p>This depends on a close working relationship between the train operator, Network Rail, central government, local communities and other stakeholders in the East Midlands region and beyond. We believe that East Midlands Councils is best placed to provide the strategic lead for the region and is well placed to engage with local bodies as appropriate.</p> <p>A close working relationship between the train operator and Network Rail is particularly important, possibly by means of an alliance-type structure with staff being co-located and jointly managed.</p> <p>We would like to see a formal and on-going democratic accountability role for a local independent monitoring organisation within the franchise management. This should represent the whole of the franchise including all outlying areas outside the main East Midlands region, including the southern end of the Midland Main Line. East Midlands Councils, with some added business and NGO input, would seem to be the most appropriate regionwide organisation to do this.</p>
<p>Q2</p>	<p>How can the operator of the next East Midlands franchise engage with community rail partnerships or heritage railways to support the local economy to stimulate demand for rail services in the region?</p>
<p>A2</p>	<p>Community Rail Partnerships</p> <p>We consider that Community Rail Partnerships are very important. We therefore support EMC's case that CRPs are supported throughout the franchise duration and any extensions at the following minimum levels by the TOC:</p> <ul style="list-style-type: none"> • minimum funding for Community Rail Partnership Officers at not less than £28k per CRP per annum and a match fund pot of £125k per annum for additional activity, pooled for CRPs to bid into to invest in small station improvements. This needs to cover all the CRPs in the franchise area. • staff budget annually increased for inflation throughout the franchise duration and any extensions. • funding committed for the franchise duration (including any extensions/Direct Awards) via the TOC. In the case of transferring CRPs, they should not receive less funding than had they remained in the original TOC area. • CRPs to be seen as influential by the TOC but independent; we feel that Community Rail Partnership Officers should be supported financially by the TOC but with management and support provided by host Local Transport Authorities or EMC to maintain independence from the TOC.

	<ul style="list-style-type: none"> • a funding pot created for a range of improvements and marketing activities linked to delivery of the Station Social and Commercial Development Plan (SCDP) for adopters and CRPs to bid into: £(to be proposed by bidders). • consideration of the use of CRPs to be funded to support other TOC obligations at lower cost, where appropriate. A good example of this is the Sussex CRP and Southern Railway Go-Learn project http://www.sussexcrp.org/what-we-do/education/go-learn • support for new and expanded CRPs, based on the above minimum subject to meeting specified conditions. • station Adopters/Friends, continue to be recruited and supported as a voluntary resource, supported by a dedicated management resource and a fund to meet reasonable costs and expenses: £(to be proposed by bidders). • community use of disused buildings promoted and supported, including where necessary a station improvement fund to bring buildings back into use/repair. • the above to be included in the ITT, with elements specified in the ITT; additional elements and funding enhancements to those set out above to be open to bidders to propose and incentivised through tender quality scoring. The offered outputs from the winning TOC then to be contracted through the Franchise Agreement. <p>Heritage Railways</p> <p>Heritage railways already contribute significant sums to the East Midlands visitor economy and EMT already include Ecclesbourne Valley Railway services in their local timetable. The economic importance of heritage railways will increase even more when the nationally important railway museum opens alongside Leicester North station on the Great Central Railway.</p> <p>We would expect the incoming TOC to recognise the opportunities that exist for generating income by co-operating with the heritage railways in their area. This co-operation should include through-ticketing where possible including bus links, promoting events and encouraging visitors to travel to them by the TOC's services. Heritage Railways with through ticketing should also be included in the TOC network map.</p> <p>When the GCR link over the MML is completed during the period of the franchise there will be the opportunity to run trains directly on to the whole of the GCR from the national network.</p>
<p>Q3</p>	<p>Do you think that the operator of the train service, stations and support services should take the following into consideration when they run the franchise:</p> <ul style="list-style-type: none"> • The environment? • Equality? • Communities in the areas they operate?

	If so, how should they do this?
A3	<p>The environment? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Equality? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Communities in the areas they operate? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If so, how should they do this?</p> <p>Environment</p> <p>We believe that the Government should have taken a direct lead to deliver a more sustainable, environmentally responsible rail offer; this would have included requiring the bidders to propose means to minimise their own environmental impact, and for Government to specify an electrified rail fleet and deliver electrification of the Midland Main Line throughout from London to Nottingham and Sheffield. This would mirror the approach to cars, where new diesel and petrol-powered cars will cease to be allowed from 2040.</p> <p>It is regrettable to us that the Government are proposing instead that an electro-diesel bi-mode fleet is ordered. This decision will do nothing to help the Government’s air quality targets, especially in city centres. We believe that the Government should now have a policy which will see the route electrified by the time the diesel engines in the bi-mode fleet need replacing. In the meantime, all diesel-powered trains that are ordered for the franchise must be configured to minimise emissions and noise. This should include equipment to ensure that some engines automatically shut down, when they are in stations for more than five minutes, subject to maintaining on-board facilities and safety considerations. Modern car engines now shut down when the car comes to a stand eg at traffic lights.</p> <p>During the period of this franchise the use of electric cars will increase substantially. To encourage passengers to drive to the station in electric cars the incoming TOC should commit a specified sum towards the provision of sufficient electric car charging points in station car parks. These should initially be targeted at stations in areas of high background air pollution.</p> <p>Equality</p> <p>Bidders should be incentivised to engage with the business and education sectors across the regions within which they operate. This should be done so rail can support local businesses, connect to workforce and customers, share industry learning with other industry sectors and engage with schools and colleges to promote the industry especially to female and Black, Asian and Minority Ethnic young people. Ambitious targets for apprenticeships should be set.</p> <p>Community</p> <p>The railway should engage fully with local communities and seek to add value to them, rather than simply provide a train service for them. This has</p>

	<p>already been detailed above (A2). The winning TOC should include taking responsibility for their customers and the impact of services on them and the communities who live adjacent to the railway, especially near stations. This engagement should involve all stakeholder interests, including rail users, continuing the good precedent set by East Midlands Trains.</p> <p>The train operator should continue the excellent station adoption scheme operated by East Midlands Trains and seek to help the station adopters engage with the local community.</p> <p>We support the detail provided by East Midlands Councils in their consultation response to deliver the above.</p>
<p>Q4</p>	<p>Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?</p>
<p>A4</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Your reasons?</p> <p>We agree with the proposed approach but with some reservations as outlined below. We consider that the strategic objective for the new East Midlands rail franchise starting in 2019 is to provide a service that meets the needs of all users and attracts new markets. If it succeeds in doing this, it will support the continued drive for economic growth across the East Midlands by increasing connectivity, both for people and businesses. This needs to be done in different ways for each group of routes over the duration of the franchise as infrastructure investment comes on line:</p> <p>1. Midland Mainline</p> <p>Intercity services are essential to support the economic vitality of the region. This is because it is important to connect businesses to their customers and core markets. Nationally, the East Midlands depends on good links to London, the West Midlands, Yorkshire, Lancashire, East Anglia and the north of England. By ‘good’ we mean fast, efficient and comfortable.</p> <p>We appreciate that pathing of services south from Bedford is going to be constrained by the need to ensure the correct presentation of Thameslink services through central London, and that there will also be pathing constraints further north due to crossing passenger and freight services. Given these constraints it will be impossible to meet all the detailed aspirations we have seen put forward by RUGs representing individual stations.</p> <p>With this understanding we are listing the main issues with the current and proposed service that our members have as priorities:</p> <ul style="list-style-type: none"> • we support targets of London-Leicester in 60 minutes and Nottingham in 90 minutes/Sheffield in under 120 minutes in two fast limited-stop trains per hour. We also expect to see a standard London-Bedford journey-time of 35 minutes in both Corby and Intercity services. • the current service has poor connectivity between some adjacent stations, such as Kettering-Market Harborough and Loughborough-East Midlands Parkway; we believe this needs to be improved.

	<ul style="list-style-type: none"> • good connections at Kettering between Corby and Intercity services in each direction. • a minimum of 2 tph, as evenly-spaced as constraints of the timetable allow, throughout the day at every MML Intercity station. • we are very mindful that phase 2 of East-West Rail western section is due to be finished to Bedford during this franchise, so Intercity and Corby services should provide good connections at Bedford as a developing strategic rail network hub. <p>As a general point, frequency of service is important, not just train length.</p> <p>Our proposal to meet these targets is for:</p> <ul style="list-style-type: none"> • 1 fast limited-stop per hour each way between Sheffield and London, with some possibly starting back from/extended to Leeds. • 1 fast limited-stop per hour each way between Nottingham and London. • 1 semi-fast per hour each way between Sheffield and London providing good connectivity with interchange hubs such as Kettering and Bedford, and between adjacent stations. • 1 semi-fast per hour each way between Nottingham and London providing good connectivity with interchange hubs such as Kettering and Bedford, and between adjacent stations. • 2 semi-fast per hour each way between Corby and London stopping at Kettering, Wellingborough, Bedford, Luton and Luton Airport Parkway. <p>We would not object to Intercity stops south of Kettering ie at Bedford being set-down only southbound and pick-up only northbound.</p> <p>2. Regional services</p> <p>On limited-stop services between the East Midlands and the key regional economic centres such as Birmingham, Leicester, Cambridge, Norwich, Leeds, Sheffield, Nottingham, Derby, Liverpool, and Manchester, we aim to secure at least 60mph overall journey speed, meaning rolling stock must be able to travel at 90mph or faster for most of the journey.</p> <p>3. Enhanced Local services</p> <p>Providing access for outlying communities into the key towns and Regional Hub cities of the East Midlands.</p>
<p>Q5</p>	<p>What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London?</p>
<p>A5</p>	<p>Your view</p> <p>The existing direct service between London and Melton Mowbray and Oakham should be enhanced. Indeed, with the move to bi-mode trains there should be no reason why this is not feasible.</p> <p>As East West Rail should be open during the period of this franchise we see the possibility of a service between Nottingham and the Thames Valley via Melton Mowbray and Oakham.</p>

<p>Q6</p>	<p>What are the particular services, routes and times of day when you think additional seats for passengers are most needed?</p>
<p>A6</p>	<p>We support the East Midlands Councils assessment of services with existing overcrowding problems. This is a fair reflection of our experience except that, in addition, we have regular reports of Saturday morning services on the Grimsby to Newark Northgate route being so overcrowded that passengers are unable to board at Barnetby and Market Rasen.</p> <p>These services need capacity enhancement, ideally through increasing service frequency or, at the very least, increasing train length and seating capacity. All services operated by single-car Class 153 trains should be increased to two cars without waiting until August 2019.</p> <p>As well as addressing existing overcrowding issues, the future needs should be planned for now, especially when acquiring new trains. With the growth potential across the network, analysis by EMC shows that many services will encounter overcrowding. Therefore, the franchise specification needs to model the anticipated growth by line of route. EMC have provided the Department for Transport with details of employment and housing growth sites local to stations, along with station/station access and public realm improvements which will make travel by rail easier and more attractive.</p> <p>In encouraging bidders to develop solutions to carry more passengers, we ask the Department for Transport to consider the suitability and impact of any changes on different types of rail users, especially commuters, business travellers, family groups, leisure/retail users, people with limitations (disabilities) and those travelling with luggage such as to airports or on holiday.</p>
<p>Q7</p>	<p>Which on-board facilities in order of preference are most important to you:</p> <ul style="list-style-type: none"> • On short distance journeys (up to 60 minutes) • On long distance journeys (over 60 minutes)
<p>A7</p>	<p>As an organisation with members with varying needs and who are commuting and making leisure and business journeys it is not possible for us to rate facilities in order of priority. We are commenting on each specific facility.</p> <ul style="list-style-type: none"> • Baby changing facilities – vital on long-distance journeys and at main stations. • Catering – unimportant on local services; should be available on most inter-urban services; expected as standard on all Intercity services. • CCTV – must be on all trains, preferably with the ability to view live from control rooms if this is possible. • Cycle storage – should be on all trains. On busy routes or at certain times of day prior booking may be an option. • First Class areas – only on Intercity services and probably reduced in line with actual rather than operator-aspired-for use.

	<ul style="list-style-type: none"> • Free wi-fi – should be on all services and at all stations. • Luggage and pushchair space – essential on all services; flexible seating may allow greater carriage of luggage on London, coastal and airport services, as well as pushchair and luggage storage on peak trains to the east coast. • Power sockets – should be on all inter-urban and MML services. Nice to have but not essential on local services. • Table seating and seat-back tables – there should be a mix of table and airline seats on all services, with seat-back tables for airline seating. Trains used on local services are often likely to be carrying families, who prefer to be seated together. • USB sockets – should be on all inter-urban and MML services. • Wheelchair space – there must be wheelchair spaces on all services. This could possibly utilise flexible space design so that when wheelchairs, cycles or luggage are not being carried the space can be used for seating, typically on commuter services. It would be helpful if the flexible space was designed to enable two wheelchair passengers to travel together.
Q8	<p>Which other on-board facilities should be:</p> <ul style="list-style-type: none"> • Introduced? • Improved?
A8	<p>Introduced?</p> <p>An automated audio announcement of a station stop should be made far enough in advance to enable passengers to start preparing to leave the train and thus reduce station dwell time.</p> <p>Improved?</p> <p>The lack of adequate luggage/folded pushchair storage space needs to be addressed urgently, especially on the Liverpool – Norwich route and on services to the East Coast resorts and the airports. For security reasons passengers like to keep their luggage close to them which results in blocked gangways, luggage on seats and long dwell times whilst passengers try to carry luggage from inside the carriages to the doors to alight, thereby delaying boarding. We suggest meeting passengers' expectations differently by having each luggage stack at the end of a carriage overseen by a CCTV monitor which then relays to screens within that carriage so that passengers can still keep a watchful eye but remotely.</p> <p>Provision of on-board information screens showing, and messages announcing, on the approach to interchange stations, connecting departures and their platform numbers, to assist onward passengers.</p>
Q9	<p>How could your local train services be changed to better meet your current and future needs?</p>
A9	<p>We are looking to secure local services across the region that offer reduced journey times and increased service frequencies, where capacity</p>

	<p>justifies. They should connect communities into the four Hub City centres of Derby, Leicester, Lincoln and Nottingham, allowing onward travel to other areas through interchange at these and other key stations.</p> <p>We support the requirements set out in East Midland Councils Strategic Statement with the addition of the following specific issues that our members have highlighted:</p> <ul style="list-style-type: none"> • Services between Sleaford and Spalding for the full day rather than between 0800 and 1800 as now. • Through trains between Doncaster and Peterborough via Lincoln. • There is currently a very restricted view of what constitutes the holiday period on services to Skegness, which is no longer just a summer season resort. There are now events being held at Skegness and Butlins on almost every week of the year; what is now the summer service should operate all year round. This includes Sunday departures before midday throughout the year. The success of the Bittern Line (Norwich to Sheringham) is an example of what can be done with better Sunday services.
<p>Q10</p>	<p>What additional services would you wish to see provided in the next franchise?</p>
<p>A10</p>	<p>We support the additional services requested by East Midlands Councils, including Intercity, connectivity to other regions and additional services including regional and local services. These include:</p> <ul style="list-style-type: none"> • An hourly service between Lincoln and Newark Northgate, focused on enhancing connections at Newark to/from London • An hourly service between Lincoln and Grimsby with some trains extended to Cleethorpes/Newark Northgate • An hourly service between Leicester/Derby extended to Manchester • Two trains per hour between Derby and Crewe • An hourly limited-stop service of through trains between Lincoln and Birmingham via Derby • An hourly service between Nottingham and Coventry via Leicester, with limited stops • Improved links with Leeds, from the East Midlands, by extending the existing London-Leicester-Derby-Sheffield services to Leeds • An hourly service between Lincoln and Doncaster, focused on enhancing connections at Doncaster to the north • Restoring two trains per hour between Lincoln and Nottingham and faster journeys between Lincoln-Newark and Leicester with limited stops south of Nottingham • Later southbound Intercity evening services to enable passengers to have an evening out in Sheffield, Derby, Nottingham or Leicester • Later evening services northbound from London on Friday and Saturday evenings to meet London theatre finishing times

	<ul style="list-style-type: none"> • An increase in service frequency and therefore capacity between: <ul style="list-style-type: none"> ○ Derby and Nottingham ○ Nottingham and Leicester ○ Nottingham and Lincoln. <p>To increase capacity, strengthened trains or, better still, additional hourly peak-hour services in each direction should be provided between:</p> <ul style="list-style-type: none"> • Nottingham and Grantham – a stopping service to provide peak-hour stops at all stations, and ideally throughout the day • Derby and Ambergate - possibly by extending the Derby to Crewe trains • Lincoln and Sleaford • Spalding and Peterborough • To increase capacity, there is a need for additional vehicles on some services to/from Skegness, especially during the summer and at bank holidays, to support the tourism-based economy of the Lincolnshire Coast. <p>We wish to see East Midlands-West Midlands connectivity improved by introducing services between Leicester and Lichfield via Derby and Burton-upon-Trent. We would not wish to see any provision in the franchise agreement that would prevent or hinder the introduction of these services during the franchise.</p> <p>As mentioned elsewhere, East-West Rail should open during this franchise. The West Midlands and Chilterns Route Study looks to new inter-urban services: Bristol-Oxford-Bedford-Leeds and South West-Oxford-Bedford-Nottingham. This is an aspiration we support as it will offer improved inter-regional connectivity between the East Midlands, the Thames Valley and the South West. Good Intercity connections at Bedford during this franchise are an important first stepping-stone.</p>
<p>Q11</p>	<p>Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains? If so, what sources of investment could be identified to fund this proposal?</p>
<p>A11</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Your reasons:</p> <p>We support the reopening for passenger traffic of the part of the Robin Hood Line between Shirebrook and Ollerton, with associated stations at Warsop and Edwinstowe, as promoted by Nottinghamshire County Council. This would provide similar regeneration benefits for the area as have been realised by the Robin Hood Line between Nottingham and Worksop.</p>
<p>Q12</p>	<p>Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?</p>
<p>A12</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Stopping in both of the hourly East Midlands London-Corby services, together with those offered by Thameslink, would improve London</p>

	<p>connectivity for the airport. Any Intercity travellers to and from destinations north of Kettering will have ample opportunity to interchange there and, if pick-up/set-down only semi-fast Intercity services call at Bedford, with Thameslink there too.</p>
<p>Q13</p>	<p>Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:</p> <ul style="list-style-type: none"> • Some services are withdrawn from other stations, such as Luton? • Journey times to other stations may increase? • Freight capacity and/or frequency is reduced?
<p>A13</p>	<p>Some services are withdrawn from other stations, such as Luton? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Journey times to other stations may increase? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Freight capacity and/or frequency is reduced? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Your reasons:</p> <p>Luton Airport Parkway will be well-enough served from London with frequent and semi-fast through Thameslink services south of St. Pancras, and if both London-Corby services also call there.</p> <p>Freight capacity</p> <p>Freight operators and their customers have invested heavily in new wagons, locomotives and terminals. They need certainty that their investments are going to be worthwhile. They have been encouraged by Government to make these investments. Annually, 10m tonnes of freight is put onto rail in the East Midlands and the Peak District and much of that is carried along the MML at some point. Many terminals for this traffic are in the London area. In the East Midlands economic region, multimodal freight terminals are under development. Rail freight has made huge productivity gains in recent years, with much longer trains enabling fewer services to be run already. There can be no trade-off of freight paths for passenger paths as the freight carried now and even more in the future, must stay on rail for all kinds of economic, environmental and sustainability reasons of national importance. Capacity must be achieved by restoring previously stripped-out redundant assets and by resignalling and upgrading parallel routes.</p> <p>Intercity Railfreight, formerly 5.PL, has been working with EMT for several years to successfully bring back a high-quality rail parcels offer using spare capacity on high speed trains between the East Midlands and London St Pancras. We would urge that this work is maintained and expanded. (<i>Railfuture Freight Group</i>)</p>
<p>Q14</p>	<p>How could the train service be better at meeting the needs of passengers travelling to and from airports within the East Midlands Franchise</p>

A14	<p>Your view:</p> <p>Regular, evenly-spaced services are needed at East Midlands Parkway plus improved rail access between the Parkway station, Birmingham, and the Hub cities of Derby, Leicester, Lincoln and Nottingham.</p> <p>Improvement of services at East Midlands Airport will also attract £2.5m of private sector funding, offered by the airport. Better bus links between East Midlands Parkway and East Midlands Airport including its business parks would be easier and cheaper if the stopping pattern of trains at East Midlands Parkway were better spread throughout the hour than now.</p>
Q15	<p>What ideas do you have for improving the current service on the Liverpool – Norwich route?</p>
A15	<p>We feel that the service capacity issues can be improved by increasing the frequency of the service and/or lengthening the trains.</p> <p>We also believe that the service can be speeded up by using higher-speed rolling stock and missing out local stations; these lost stops being replaced by a local service of at least the same frequency.</p>
Q16	<p>Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport?</p>
A16	<p>Strongly support <input type="checkbox"/> Support <input checked="" type="checkbox"/> Neutral <input type="checkbox"/> Oppose <input type="checkbox"/> Strongly oppose <input type="checkbox"/></p> <p>We support the proposal to vary the current Crosscountry Birmingham-Stansted Airport service to instead serve Norwich, and to replace it with an East Midlands service calling at Cambridge and Stansted Airport instead. There should be a minimum of one train per hour on each route.</p> <p>Although the Birmingham-Cambridge service is very well loaded, this route faces strong road competition where the journey is 39 miles shorter.</p> <p>If there is a change in the service pattern it should however only be done after a rigorous study of the market so as not to damage either route. The current service pattern is well understood and any new service should follow a regular calling pattern of at least hourly.</p>
Q17	<p>Are you in favour of these route changes?</p> <ul style="list-style-type: none"> • Liverpool – Norwich • Birmingham – Nottingham • Birmingham – Leicester/Stansted
A17	<p>Liverpool – Norwich: Part transfer to TransPennine Express <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Birmingham – Nottingham: Transfer of local service from the Cross Country franchise <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Birmingham – Leicester/Stansted: Transfer service from the Cross Country franchise <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

	<p>Your reasons:</p> <p>We consider that all three services should be operated by a locally managed company and that this is best done under the East Midlands franchise. In the case of Liverpool-Norwich, we consider that there is a strong demand from passengers for a direct service between Liverpool and East Anglia. This service has a high proportion of passengers with luggage who dislike having to change trains en-route. Leisure passengers put more value on a direct service than they do on journey time.</p> <p>If there is a change in the service pattern it should only be done after a rigorous study of the market so as not to damage any of the affected routes. The current service patterns are well understood and any new service should follow a regular calling pattern of at least hourly.</p> <p>If there does have to be a transfer of the north western end of the Liverpool – Norwich service to TransPennine, this should only come with an overlap of services in the middle, such as Liverpool-Peterborough (TPE) plus Sheffield-East Anglia (EM), to minimise the effects from loss of the direct service for the majority of passengers. The eastern section, for Cambridge/Stansted, should remain within the East Midlands franchise. Some off-peak/summer Crosscountry trains for Norwich should continue to Great Yarmouth to provide valuable economic support to this large resort that has strong links with the East Midlands and South Yorkshire.</p> <p>All these services provide key connections across the East Midlands to link other regions, especially East Anglia. They also provide important interchange with other East Midlands services. Previous experience of trying to ensure that key services do connect with each other leads us to believe that the most effective way for this to work is for the same TOC to operate all the services.</p>
<p>Q18</p>	<p>Would you like to see any other routes transferred to or from the East Midlands franchise? If so, which routes?</p>
<p>A18</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If so, which?</p> <p>For clarity, we support the anticipated transfer of the Barton-upon-Humber line service from Northern to the East Midland franchise as confirmed in the consultation document, provided that adequate funding is provided for the Community Rail Partnership and Community Rail Partnership Officer support.</p> <p>We think the Doncaster-Scunthorpe local service would be better served within the East Midlands franchise but appreciate that any transfer would probably have to wait until the end of the Northern franchise.</p>
<p>Q19</p>	<p>Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?</p>
<p>A19</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Your reasons:</p> <p>We do not consider that there is any significant problem now in</p>

	<p>Lincolnshire with rail services affecting other level crossing users. We do not consider that there could possibly be a big enough increase in services over the period of the next franchise to have any material impact. As there has been a sustained media campaign in Lincoln blaming the railway for all the City's transport difficulties, we will use Lincoln as a case study:</p> <ul style="list-style-type: none"> • High Street - there were delays at the crossing but as there is now a footbridge and lift together with pedestrianisation, there are no longer any delays to pedestrians and only minimal delays to the very few road users. • Brayford Wharf East – following the opening of the East-West link road there is no need for any motorised traffic to use this crossing except for immediate local access. For pedestrians, there is already a footbridge with lifts within the Lincoln University campus and there will soon be footpaths leading to the High Street crossing lifts as an alternative. • Doddington and Skellingthorpe Roads – there is frequent traffic queueing over these crossings throughout the day, with the emphasis on queueing OVER the crossings. The actual delays are at the junctions of both these roads with Tritton Road. • When (if) the new link road, with a bridge over the railway, is constructed to allow access to the housing and industrial sites as part of the Western Growth scheme, these traffic delays will be reduced anyway.
Q20	How can we improve all aspects of your door-to-door journey experience?
A20	<p>To improve the door-to-door journey, stations need to be easy to access by all modes of travel, well communicated and safe with adequate waiting shelters along the length of platform where trains stop, to reduce crowding and spread boarding to help reduce dwell-times.</p> <p>Information and ticketing to and from the station need to be readily available and current, meaning it is available in real-time and across all public transport modes and stages of a journey.</p> <p>Holding connections - Whilst passengers would normally expect trains to arrive and depart on time, there are instances where some flexibility is justified. Our members sometimes report that as they are arriving at a station on a late-running long-distance service they see their local East Midlands connecting service departing from another platform. This is frustrating when the local service is there to provide a connection from the long-distance train, such as at Newark Northgate. In these circumstances the East Midlands franchise TOC should hold their service long enough for passengers to transfer from the long-distance train. The new franchise agreement should include a clear and public Connections Policy and one which does not adversely impact on the performance specification.</p>
Q21	What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs?
A21	Our rail network should be accessible for all regardless of disability or

	<p>impairment. The needs of people living with disabilities and impairments need consideration both in accessing and travelling on the rail network.</p> <p>Car parking for disabled people should be free of charge at all stations, particularly if assistance has been booked in advance. Alternative means of transport to access rail services are not easy for disabled users. Once a booking has been confirmed there is no flexibility on the train that can be caught, and the reliability of other public transport cannot be guaranteed, making the car essential for access to rail.</p> <p>Currently, the steps onto MML trains are on the upper limit for acceptable height (25cm). With an ageing population many infirm passengers, even without disability, can find this challenging. This problem has been under-appreciated within the industry for some time and needs to be addressed with any platform extension or upgrade as well as in the design of new rolling stock.</p> <p>When station remodelling takes place or barrow crossings are removed and bridges upgraded, the opportunity should always be taken to sort out accessibility. The situation at Spalding, where a barrow crossing was removed but no disabled access provided to all platforms, is totally unsatisfactory. This should be resolved and it should not happen elsewhere.</p> <p>To overcome existing deficiencies at stations and address the issues raised, the DfT needs to ensure that the franchise has appropriate financial provision.</p> <p>Trains should stop as close as possible to the platform entrance/exit. An example that we often receive complaints about is the Leicester-Lincoln service stopping at the far end of the platform at Leicester. We appreciate that this is currently due to despatch arrangements but contend that there the TOC and Network Rail should between them be able to resolve this so passengers do not have to walk so far.</p>
Q22	How could the next franchise operator make better use of stations for community and commercial purposes?
A22	<p>We believe that there is an important job to bring disused/underused station buildings and adjoining land back into life. This should be done in conjunction with the local community, ideally involving Station Adopters (or similar) and Community Rail Partnerships in areas where they exist or are emerging. Uses should:</p> <ul style="list-style-type: none"> • Add value to the rail user and local community • Provide a support resource to the local community • Create jobs and employment. <p>We see difficulties in the franchise operator meeting this aspiration in that in many cases Network Rail agreement and involvement will also be required. We hear far too many reports of potential uses for station buildings being frustrated by Network Rail being too slow to react or asking for rents or rental conditions that are unreasonable bearing in mind that an occupied building brings benefits to the wider railway.</p>
Q23	What could be done to improve the way tickets are sold and provided?

<p>A23</p>	<p>Your view:</p> <p>Smart ticketing should be made available allowing multi-modal travel on a pay-as-you-go or capped basis, with customers having an account which allows them to purchase discounted advanced tickets.</p> <p>Tickets need to be universally read by ticket machines which recognise all retailed ticket types.</p> <p>All stations should be equipped with a TVM. This is not just to enable ticket purchase for immediate travel but also to enable passengers to collect pre-booked tickets from their departure station without having to travel many miles in rural areas to a TVM-equipped station. These TVMs should be equipped with a facility whereby if they are having difficulties the user can contact a customer advisor who can take over the transaction and issue the ticket via the TVM. It should be remembered that there are disabilities and impairments, such as severe dyslexia and hand arthritis, where passengers find TVMs almost impossible to use.</p> <p>TVMs should offer the same ticketing facilities as the web-based booking systems available on any internet-connected home computer or mobile phone including the ability to book all advance purchase tickets and advance-purchase-on-the-day tickets.</p> <p>One feature of a public transport network should be to provide a means of getting around for individuals who are unable or no longer able to drive a car or do not wish to do so. It should also have an aim of encouraging modal shift from more environmentally damaging modes such as cars. Potential rail users, especially older people, tell us that they are afraid to use rail for the first time after seeing Penalty Fare notices with potentially draconian penalties for having an incorrect ticket. These are often the same people who are uncomfortable and unfamiliar with modern technology such as TVMs. Whilst we appreciate that there must be sanctions to prevent deliberate fraudulent travel, steps should be taken to address the concerns we have raised.</p>
<p>Q24</p>	<p>What changes to the fares structure would be of benefit to you?</p>
<p>A24</p>	<p>We are looking to see Smart ticketing with pay-go and capped fares introduced, available across all modes involved in travel to/from the station as well as rail travel and delivered alongside Midlands Connect.</p> <p>Whilst advance fares can be very good value, there are many instances where passengers might know their definite time of travel in only one direction. They might also wish to make a journey from A to B to C to A rather than just A to B and return. To accommodate this, we wish to see single fares available at something like 55% of the equivalent return fare.</p> <p>To help people access jobs and training, we wish to see:</p> <ul style="list-style-type: none"> • new ticket options for passengers who travel fewer than five days a week, and • discounted ticket options offered for those in training, apprentices or those attending job interviews. The 10:00am time restriction on the 16-25 Young Persons' railcard is restrictive for many young people early in their careers, when earnings are relatively low. <p>If the Train Operator wishes to introduce advance purchase on the day,</p>

	<p>these should only be any unsold advance purchase tickets, must not be sold less than 30 minutes before the train leaves its originating station and should not include a reserved seat. Passengers paying a full fare should not be expected to vacate their seat for someone joining at a later station who has paid a discounted fare.</p>
<p>Q25</p>	<p>What additional information would be useful to you when planning or making your journey, such as seat availability, journey times and connections? How would you like it to be communicated to you?</p>
<p>A25</p>	<p>Targeted, and ideally personalised, information should be issued through the full range of channels including giving consideration to the needs of those people living with disabilities or impairments. Ideally, the provision of information should be customised to the individual's own preferences, where they have expressed a preference about how they would like to be communicated with.</p> <p>This information could include:</p> <ul style="list-style-type: none"> • Seat allocation at carriages where they fit on a platform. • The likely chance of getting a seat, to guide people who have a choice when they travel to trains where seating is available. • Punctuality and reliability by service. • Scheduled times at intermediate calling points as well as at final destination to be shown on all station CIS and train PIS. • In-train announcements from crew when approaching stations with other services/other operators' services about normal/delayed/cancelled connections. <p>Seats for passengers with disabilities need to be clearly marked in such a way that other users can have no excuse for not knowing they are for primarily for disabled passengers. A small blue disability badge just below the overhead luggage rack is inadequate. Ideally, there should be a sign on the back of the seat immediately in front, subject to the configuration of the seating.</p>
<p>Q26</p>	<p>How could staff be more effective in providing the service and assistance that passengers need on a modern railway network?</p>
<p>A26</p>	<p>Customers value a staff presence for many reasons. Aside from the obvious need for staff to help people with disabilities, staff are especially important at times of disruption and service problems.</p> <p>Regular travellers now often use social media and the internet to find out what is happening to services. However, there are many passengers who are not able to use these methods even if they are aware of them. Occasional travellers often feel totally bewildered when there is service disruption.</p> <p>It is essential that staff are not just there but are visible and empowered to address passenger issues irrespective of whether or not the problem is with a service run by their own TOC. On stations served by multiple TOCs, we have received far too many reports of instances where a member of platform staff has refused to help, or claimed they are unable to help, as it concerns a service run by another operator.</p>

<p>Q27</p>	<p>How would you prefer the next operator to engage with:</p> <ul style="list-style-type: none"> • You as an individual • Your organisation (if applicable)?
<p>A27</p>	<p>We expect passengers to be able to receive personalised information based on their travel and information needs and through the communications media of their choosing.</p> <p>East Midland Councils should have a meaningful role in the on-going franchise management. Other stakeholders should then be engaged by the train operator directly or via East Midland Councils.</p> <p>Where there is a CRP there is in effect a locally based stakeholder group that can look at issues affecting their route. For non-CRP routes, Stakeholder Boards such as the Nottingham to Lincoln Stakeholder Board have been an effective way of bringing together local stakeholders, EMT and Network Rail to promote and fund improvement of the route. We expect the new TOC to continue this arrangement and use it as a model for other non-CRP routes.</p> <p>The TOC should appoint one or more Stakeholder Managers to keep stakeholders informed and to provide a point of contact. Regular (at least annual) stakeholder conferences provide a useful two-way link between the TOC and stakeholders of all kinds (e.g. user groups, local authorities, business representatives). There should also be more frequent updates for stakeholders over a more localised area. These have worked well under EMT and should continue in the next franchise.</p>
<p>Q28</p>	<p>What would make you feel safer and more secure on your journey in relation to:</p> <ul style="list-style-type: none"> • Trains? • Routes? • Stations? • Other?
<p>A28</p>	<p>Perceptions of safety and reducing crime and fear of crime are very important. In particular, new and refurbished trains need to be designed so as to minimise the risk of passenger luggage crime such as theft.</p> <p>There are a number of stations where CCTV should be provided or improved and other safety measures (such as Help Points) would assist. A fund is needed to address these shortfalls.</p> <p>Costs of CCTV could in some cases be reduced and effectiveness increased by co-operation over CCTV coverage between the TOC and operators of local CCTV systems near stations. Whereas TOC CCTV covering a station is often only recorded for possible future inspection, local CCTV systems are often monitored 24 hours a day. If the station system were to be included in the local system, there would then be live monitoring. If, for example, a bicycle is stolen from a CCTV-covered cycle rack or areas are vandalised, the criminals are usually well aware that it will be many hours before the recording is looked at and the chances of them being caught are close to nil. With 24-hour monitoring, they can never be sure that someone is not watching them whilst they are</p>

	<p>preparing to commit the offence. We know of instances where the offer of local 24-hour monitoring has not been taken up by EMT.</p> <p>We expect every station equipped with ticket gates to have those gates adequately staffed at all times throughout all of that station's operational hours. The definition of security in this day and age is no longer just personal but national. In addition, we expect there to be scope to gate more stations to protect revenue and legitimate travellers as well as to reduce trespass and vandalism, which we would welcome.</p>
Q29	How do you think more investment might be put into the railways to match money already coming from government through Network Rail?
A29	<p>Over the years, considerable funding has gone into the East Midlands franchise, funding service improvements, station enhancements, car park provision/improvements, access improvements to stations by bus, foot, cycle, car, etc.</p> <p>As well as historic investment in rail, there are a number of regional public and private sector funding sources, from East Midlands Airport to the usual and occasionally used public and private sector options. Some local authorities have been much more proactive than others in making use of s106 contributions from developers, such as the recent funding of additional car parking and bus service improvements at Hykeham.</p>
Q30	Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?
A30	<p>The following important considerations need addressing in the franchise specification:</p> <ul style="list-style-type: none"> • The need to protect jobs in the region and the importance of encouraging the franchise winner to buy-local. • Branding – we are looking to see a long-term, operator-neutral, 'East Midlands' franchise brand that reflects the region and its identity. It can include sub-brands for Intercity, London [ie Corby services], Inter-urban [ie Liverpool/Sheffield-East Anglia], regional and local services. • A Station Investment fund of £4.2m is needed plus a further £21.2m to achieve step-free access without crossing the tracks. • Funding arrangements during the delayed award of the new franchise contract. Nottinghamshire County, Nottingham City, Lincoln City, Lincolnshire County, Newark & Sherwood District and the D2N2 LEP are currently jointly contributing £205,000 per year towards the Castle Line (Nottingham-Lincoln) service enhancements. This funding contribution will expire in May 2018 (when the new East Midlands franchise was due to commence). As the delay in letting the franchise is outside the control of the LEP and councils it should not now fall to them to continue to fund this line until the new franchise begins. The DfT will therefore need to fund any shortfall for the period from May 2018 until the new operator takes on these costs.