

**Promoting Quality Public Transport  
in the East Midlands.....**



Please reply to:

The Secretary

9 October 2017

East Midlands Consultation Co-ordinator  
Department for Transport  
2/21 Great Minster House, 33 Horseferry Road  
London SW1P 4DR

Dear Sir/Madam

## **East Midlands Franchise Consultation Response**

**TravelWatch East Midlands**, like its namesakes within other regions of England, is a federation of public transport user groups representing the consumer interest across all modes of public transport. Since our formation in 2005, we have developed good relationships with our bus, train, tram and airport operators as well as local government and Transport Focus.

Our officers are all volunteers, and we offer our experience and success in representing public transport users in our communities as an input to future business, economic and policy development involving the transport sector.

Our Steering Group currently includes representatives of local Campaign for Better Transport groups, Railfuture branches, Rail User Groups, the Leicestershire and Northants Rail Action Committee and Sustainable Transport East Midlands. Most attended their local consultation event. The contents of this response were discussed at our AGM in September and at a Steering Group meeting the same day. A draft was then circulated by email for comment and modification.

We were represented on the team that produced East Midlands Councils' Strategic Statement. We agree with much of the content of East Midlands Councils' model response and have incorporated this into our response, with additional comment from our members.

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.

Yours sincerely

Chris Brown  
**Hon Secretary**

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<b>Q1</b>	<b>How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?</b>
A1	<p>We wish to see a franchise which:</p> <ul style="list-style-type: none"> <li>• Delivers continued improved performance of train services</li> <li>• Has a passenger focused approach</li> <li>• Supports economic growth and the community</li> </ul> <p>This depends on a close working relationship between the Train Operator, Network Rail, Central Government, local communities and East Midland Region. 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>We would like to see a formal and on-going democratic accountability role for a local organisation within the franchise management. East Midlands Councils, with some added NGO input, seem to be the most appropriate regionwide organisation to do this.</p>
<b>Q2</b>	<b>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?</b>
A2	<p><b>COMMUNITY RAIL PARTNERSHIPS</b></p> <p>We consider that Community Rail Partnerships are very important, and support EMCs case that CRP's are supported throughout the franchise duration/extensions.</p> <p><b>HERITAGE RAILWAYS</b></p> <p>Heritage railways already contribute significant sums to the East Midlands visitor economy and EMT already include Ecclesbourne Valley services in their local timetable. The economic importance of heritage railways will increase even more when the nationally important rail 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.</p>
<b>Q3</b>	<p><b>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:</b></p> <p><b>The environment?</b>  <b>Equality?</b>  <b>Communities in the areas they operate?</b></p>

	<b>If so, how should they do this?</b>
A3	<p><b>The environment?</b></p> <p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Equality?</b></p> <p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Communities in the areas they operate?</b></p> <p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>If so, how should they do this?</b></p> <p>Environment:                      We believe that the Government should have taken a direct lead to deliver a more sustainable, environmentally responsible rail offer. This should 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 Mainline all the way from London to Nottingham and Sheffield, mirroring the approach to cars, where new diesel and petrol powered cars will cease to be allowed from 2040.</p> <p>Most of the railways' interaction with the environment is the responsibility of Network Rail. However, franchise bidders should be required to demonstrate a policy for minimising energy use on trains and at stations without compromising health and safety.</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 committ a specified sum towards the provision of electric car charging points in station car parks. These should initially be targeted at stations in areas of high background traffic pollution.</p> <p>Equality:                      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 to other industry and engage with schools and colleges to promote the industry especially to female and also BAME (British black, Asian and Minority Ethnic young people). Targets for apprentices should be set. This is particularly important in the East Midlands, given the many suppliers to the railway based here.</p> <p>Community:                      The railway should engage fully with local communities, treat them with respect and seek to add value to them, rather than simply provide a train service for them. The winning TOC should include taking responsibility for their customers and the impact of services on and communities who live adjacent to the railway, especially stations. It should respond to suggestions and complaints in a timely and reasoned manner.</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><b>Q4</b></p>	<p><b>Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?</b></p>
<p>A4</p>	<p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><b>Your reasons?</b></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 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, for people and businesses. This needs to be done in different ways for each group of routes ways over the duration of the franchise as infrastructure investment comes on line:</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, Cambridge and the north. By good we mean fast, efficient and comfortable.</p> <p><b>1 Midland Mainline</b></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 a priority:</p> <ul style="list-style-type: none"> <li>• We agree with the target of London to Leicester in 60mins, Nottingham in 90mins and Sheffield in under 120mins.</li> <li>• We believe that the consultation document under-estimates the level of intra-regional travel on the MML, particularly to Leicester.</li> <li>• The current service has poor connectivity between adjacent stations such as Kettering/Market Harborough and Loughborough/East Midlands Parkway. This needs to be improved.</li> <li>• Good connections at Kettering both ways between Corby and inter-city services.</li> <li>• A minimum of 2 tph, evenly spaced during the hour, throughout the day at every MML inter-city station</li> </ul> <p>We are mindful that East/West Rail is expected to be finished to Bedford before the end of this franchise so services should provide connections at Bedford.</p>

	<p>A major remodelling of Bedford station would be needed to accommodate this and reduce the time penalty for Midland Main Line trains calling there. A deep alliance of the kind used for Chiltern Railways may facilitate this.</p> <p>As a general point, frequency of service is important, not just train length. <b>Whilst one 10-car train per hour will provide the same capacity as 5-car trains twice per hour, the latter is far more attractive to prospective passengers.</b></p> <p>Our proposal to meet these targets is for:</p> <ul style="list-style-type: none"> <li>• 1 x fast per hour Sheffield to London, last stop Leicester, with some possibly extended to Leeds.</li> <li>• 1 x fast per hour Nottingham to London.</li> <li>• 1 x semi-fast per hour Sheffield to London providing connectivity between adjacent stations.</li> <li>• 1 x semi-fast per hour Nottingham to London providing connectivity between adjacent stations.</li> <li>• 2 x Corby to London per hour stopping at Kettering, Wellingborough, Bedford and Luton Airport Parkway.</li> </ul> <p>We would have no objection to the Bedford and Luton Airport Parkway stops being set-down only southbound and pick-up only northbound.</p> <p><b>2. Regional services</b> On limited stop services to the key economic centres of Birmingham, Cambridge, Leeds, Liverpool and Manchester we are looking 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><b>3. Enhanced Local services</b> Providing access for outlying communities into the key towns and Regional Hub cities of the East Midlands.</p>
<b>Q5</b>	<b>What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London?</b>
A5	<p><b>Your view</b></p> <p>Ideally the existing direct service to London from Melton Mowbray and Oakham can be maintained, 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 from Nottingham to the Thames Valley, and possibly beyond, via Melton and Oakham.</p> <p>In the short-term, by careful attention to connection times at Leicester and possibly Peterborough. This may require some additional connecting services to be provided under East Midlands or Cross Country franchise.</p>
<b>Q6</b>	<b>What are the particular services, routes and times of day when you think additional space for passengers are most needed?</b>
A6	We support East Midlands Councils assessment of services with existing overcrowding problems. This is a fair reflection of our experience.

	<p>We note that the highest levels of crowding on many local routes is on Saturdays.</p> <p>These services need capacity enhancement, ideally through increasing service frequency, but at the very least increasing train length and seating capacity. All services operated by single car x153 trains should be increased to 2 cars now and not wait until August 2019.</p> <p>As well as addressing existing overcrowding issues the future needs should be planned for now, especially when purchasing new trains. With the growth potential across the network work by EMC shows many services will encounter overcrowding. Therefore the franchise specification needs to model the anticipated growth by line of route. EMC have provided the Department 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><b>Q7</b></p>	<p><b>Which on-board facilities in order of are most important to you:</b></p> <p><b>On short distance journeys (up to 60 minutes)</b></p> <p><b>On long distance journeys (over 60 minutes)</b></p>
<p>A7</p>	<p>As an organisation with members 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"> <li>• Baby changing facilities – vital on long distance journeys and at main stations.</li> <li>• Catering – unimportant on local services; should be available on most inter-urban services; Expected on all MML services.</li> <li>• CCTV – must be on all trains preferably with the ability to view live from control rooms if this is possible.</li> <li>• Cycle storage – should be on all trains. On busy routes or at certain times of day prior booking may be a necessity</li> <li>• First Class areas – only on MML.</li> <li>• Free wi-fi – should be on all services and at all stations.</li> <li>• Luggage and puchchair space – essential on all services with flexible seating to allow greater carriage of luggage on London, coastal and airport services, and for pushchair and luggage storage on peak trains to the east coast. Provision for luggage is currently totally inadequate on most long-distance trains.</li> <li>• Power sockets – should be on all Inter-urban and MML services. Nice to have but not essential on local services.</li> <li>• 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 likely to often be carrying families who prefer to be seated together.</li> </ul>

	<ul style="list-style-type: none"> <li>• USB sockets – Should be on all services.</li> <li>• Wheelchair space – Must be wheelchair spaces on all services. Possibly utilising flexible space design so that when wheelchairs or cycles or luggage is 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.</li> </ul>
<b>Q8</b>	<p><b>Which other on-board facilities should be:</b></p> <ul style="list-style-type: none"> <li>• <b>Introduced?</b></li> <li>• <b>Improved?</b></li> </ul>
A8	<p><b>Introduced?</b></p> <p>An automated audio announcement of a station stop should be made far enough in advance to enable passengers to start making preparations to leave the train and thus reduce station dwell time.</p> <p><b>Improved?</b></p> <p>The lack of adequate luggage/folded pushchair storage space needs to be addressed urgently, especially on services to the East Coast resorts, Liverpool - Norwich and airports. Where feasible, luggage space should be provided close to passengers' seats rather than luggage stacks at the ends of the carriage. This is for security reasons, enabling passengers to keep their luggage close to them.</p>
<b>Q9</b>	<p><b>How could your local train services be changed to better meet your current and future needs?</b></p>
A9	<p>We are looking to secure local services across the region which offer reduced journey times and increased service frequencies, where capacity justifies, that 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>In general, we support the proposals set out in East Midland Council's Strategic Statement. Our member groups will have highlighted their local priorities in their individual responses.</p> <p>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 so what is now the Summer service should operate all year round. This includes all year round Sunday departures before midday.</p>
<b>Q10</b>	<p><b>What additional services would you wish to see provided in the next franchise?</b></p>
A10	<p>We support the additional services requested by East Midlands Councils, including both intercity, connectivity to other regions and additional services with regional/local services. Including:</p> <ul style="list-style-type: none"> <li>• hourly service between Lincoln and Newark Northgate focused on enhancing connections at Newark to/from London</li> </ul>

	<ul style="list-style-type: none"> <li>• hourly service between Leicester/Derby extended to Manchester</li> <li>• two trains per hour between Derby and Crewe</li> <li>• An hourly limited stop service of through trains between Lincoln and Birmingham via Derby</li> <li>• An hourly service between Nottingham and Coventry via Leicester with limited stops</li> <li>• Improved links to Leeds and North, from the East Midlands by extending the existing London, Leicester, Derby, Sheffield services to Leeds and north.</li> <li>• An hourly service between Lincoln and Doncaster focused on enhancing connections at Doncaster to the north.</li> <li>• Restoring two trains per hour between Lincoln and Nottingham and faster journeys from Lincoln and Newark to Leicester with limited stops south of Nottingham.</li> <li>• An increase in service frequency and therefore capacity between:             <ul style="list-style-type: none"> <li>○ Derby and Nottingham,</li> <li>○ Derby and Crewe,</li> <li>○ Nottingham and Leicester,</li> <li>○ Nottingham and Lincoln.</li> </ul> </li> </ul> <p>We would add:</p> <ul style="list-style-type: none"> <li>• Hourly service between Lincoln and Grimsby with some trains extended to Cleethorpes.</li> <li>• Later evening services southbound on the MML to enable passengers to have an evening out in Sheffield, Derby, Nottingham or Leicester.</li> <li>• Later evening services Northbound from London on Saturday evenings to meet London theatre finishing times.</li> </ul> <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"> <li>• Nottingham to Grantham stopping service to provide peak hour stops at all stations, and ideally throughout the day too.</li> <li>• Derby and Ambergate - possibly by extending the Derby to Crewe trains.</li> <li>• Lincoln and Sleaford.</li> <li>• Spalding and Peterborough.</li> <li>• To increase capacity, there is a need for additional vehicles on some services to/from Skegness during the summer and at bank holidays to support the tourism based economy of the Lincolnshire Coast.</li> </ul> <p>As mentioned elsewhere East West Rail should be open before the end of the franchise. The Chiltern and West Midlands Route Study looks to new interurban services: Bristol – Oxford – Bedford - Leeds and South West – Oxford – Bedford - Nottingham. This is an aspiration we support as it will offer improved connectivity between the East Midlands and the South West.</p>
<p><b>Q11</b></p>	<p><b>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?</b></p>
<p>A11</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Your reasons:</b></p>

	<b>We support the reopening for passenger traffic the part of the Robin Hood Line from Shirebrook to Ollerton, with associated stations at Warsop and Edwinstowe, as promoted by Nottingham County Council.</b>
<b>Q12</b>	<b>Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?</b>
A12	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Maximising stopping on commuter style services to Corby and those offered by Thameslink, would improve London connectivity for the airport.  We hope that stops on the semi-fast services can be arranged so that the current situation is retained of Luton Airport being only one change from any MML station
<b>Q13</b>	<b>Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:</b> <ul style="list-style-type: none"> <li>• <b>Some services are withdrawn from other stations, such as Luton?</b></li> <li>• <b>Journey times to other stations may increase?</b></li> <li>• <b>Freight capacity and/or frequency is reduced?</b></li> </ul>
A13	<b>Some services are withdrawn from other stations, such as Luton?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Journey times to other stations may increase?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Freight capacity and/or frequency is reduced?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <b>Your reasons:</b>  See Q12 above  <b>Freight capacity</b>  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. In the East Midlands economic region multimodal freight terminals are under development. It is both economically and environmentally necessary to transfer additional freight from the parallel M1 to the MML and capacity must not be reduced.
<b>Q14</b>	<b>How could the train service be better at meeting the needs of passengers travelling to and from airports within the East Midlands Franchise</b>
A14	<b>Your view:</b> To improve access to Birmingham and East Midlands Airport, regular and evenly spaced services are needed at East Midlands Airport Parkway station and improved rail access between the Parkway station, Birmingham, the Hub cities of Derby, Leicester, Lincoln and Nottingham.

	<p>The improvement of services at East Midlands Airport will also attract £2.5m of private sector funding, offered by the airport.</p> <p>A study should be made of the case for a fast Derby – Stoke – Crewe – Manchester Airport service.</p> <p>We consider that there is currently insufficient passenger traffic at Doncaster Sheffield Airport to justify any form of rail service.</p>
<b>Q15</b>	<b>What ideas do you have for improving the current service on the Liverpool – Norwich route?</b>
A15	<p>We feel that the service capacity issues can be improved by increasing the frequency of the service and/or lengthening the trains. This should not require the use of rolling stock which is less comfortable or has even less luggage space.</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 at the same frequency (at least).</p>
<b>Q16</b>	<b>Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport?</b>
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>If a rigorous study of the market shows support for the proposal to vary the current service to Norwich, then we would agree. We agree that the proposals for Norwich trains to call at Cambridge and Stansted instead and be replaced by a diverted Birmingham to Stansted service to Norwich should be studied. There should be a minimum of one train per hour on each route.</p> <p>Connections at Ely and Peterborough should be as convenient as possible.</p>
<b>Q17</b>	<b>Are you in favour of these route changes?</b>
	<ul style="list-style-type: none"> <li>• <b>Liverpool – Norwich</b> <ul style="list-style-type: none"> <li>• <b>Birmingham – Nottingham</b></li> <li>• <b>Birmingham – Leicester/Stanstead</b></li> </ul> </li> </ul>
A17	<p><b>Liverpool – Norwich: Part transfer to TransPennine Express</b>  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><b>Birmingham – Nottingham: Transfer of local service from the Cross Country franchise</b>  <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Birmingham – Leicester/Stansted: Transfer service from the Cross Country franchise</b>  <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Your reasons:</b></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 the Liverpool – Norwich we consider that there is a strong</p>

	<p>demand from passengers for a direct service from Liverpool to 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>As mentioned in answer 16 above, 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 either route. The current service pattern is 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 northern end of the service to TransPennine this should come with an overlap of services in the middle, such as Liverpool - Peterborough and Sheffield - East Anglia, with the eastern section remaining within the East Midlands Franchise and with some off-peak trains continuing 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 and East Anglia, with important interchange with other EM services. Previous experience of trying to ensure that key services do connect with each other leads us to believe that the only way for this to work is for the same TOC to operate all the services.</p>
<b>Q18</b>	<b>Would you like to see any other routes transferred to or from the East Midlands franchise? If so, which routes?</b>
A18	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No 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 there is adequate funding provided for the Community Rail Partnership and Community Rail Partnership Officer support.</p> <p>We think the Doncaster to Scunthorpe local service would be better served within the East Midlands franchise, as it is now being run as an isolated operation by Northern.</p>
<b>Q19</b>	<b>Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?</b>
A19	<p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>Your reasons:</b> We consider this a matter for our local groups.</p>
<b>Q20</b>	<b>How can we improve all aspects of your door-to-door journey experience?</b>
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.</p> <p>Information and ticketing to and from the station need to be readily available</p>

	<p>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. This applies particularly where a service is timed to be a connection.</p>
<b>Q21</b>	<b>What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs?</b>
A21	<p>For all passengers:</p> <ul style="list-style-type: none"> <li>• Provide well-maintained departure screens at all stations.</li> </ul> <p>Ensure that trains stop as close to the exit/facilities as possible. (Nottingham is the worst, but not the only example)</p> <p>Our rail network should be accessible for all people regardless of disability. The needs of people living with disabilities needs consideration both in accessing the rail network and also travelling on the rail network.</p> <p>Car parking for the disabled should be free 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.</p> <p>To overcome existing deficiencies at station and address the issues raised the DfT needs to ensure that the franchise has appropriate financial provision.</p>
<b>Q22</b>	<b>How could the next franchisee operator make better use of stations for community and commercial purposes?</b>
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"> <li>• Add value to the rail user and local community</li> <li>• Provide a support resource to the local community</li> <li>• Create jobs and employment</li> </ul> <p>We understand that, in the past, TOCs willing to meet community or local business aspirations have been frustrated by Network Rail. We think DfT should put this question to Network Rail as well as bidders.</p>
<b>Q23</b>	<b>What could be done to improve the way tickets are sold and provided?</b>
A23	<p><b>Your view:</b></p> <p>Smart Ticketing should be made available allowing multi-modal travel on a pay-go or capped basis, with customers having an account which allows them to purchase discounted advanced tickets.</p> <p>Either all tickets should be readable by electronic barriers, which is not the case at present, or barriers need to be modified to read existing tickets.</p>

	<p>All stations, except those with a very occasional service or very low passenger numbers (e.g. Thorpe Culvert) 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.</p> <p><b>Ticket machines need to offer the full range of walk on tickets and collection, but not issue, of advance tickets.</b></p>
<b>Q24</b>	<b>What changes to the fares structure would be of benefit to you?</b>
A24	<p>We are looking to see Smart ticketing with pay-as-you-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>To help people access jobs and training we wish to see:</p> <ul style="list-style-type: none"> <li>• new ticket options for passengers who travel fewer than five days a week; and,</li> <li>• Discounted ticket options offered for those in training, apprentices or those attending job interviews e.g. by removing the 10:00am time restriction on the 16-25 Young Persons' railcard.</li> </ul> <p><b>We would like to see a more consistent range of tickets available across the region. At present there are anomalies, e.g. an off-peak day return is available to Leicester from Market Harborough but not to Kettering.</b></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 made available at something like 55% of the equivalent return fare.</p> <p>If the Train Operator wishes to introduce advance purchase on the day these must not be sold less than 10 minutes before the train leaves its originating station. 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>
<b>Q25</b>	<b>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?</b>
A25	<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. Ideally the provision of information should be customised to individual's own preferences, where they have expressed a choice about how they would prefer to be communicated with.</p> <p>This information could include:</p> <ul style="list-style-type: none"> <li>• Seat allocation at carriages where they fit on a platform.</li> <li>• The likely chance of getting a seat, to guide people who have a choice when or how they travel. This applies particularly to days when events alter</li> </ul>

	<p>normal loadings.</p> <ul style="list-style-type: none"> <li>• Punctuality and reliability by service.</li> </ul> <p>Seats for passengers with disability need to be clearly marked in such a way that other users can have no excuse for not knowing they are for disabled. 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.</p>
<b>Q26</b>	<p><b>How could staff can be more effective in providing the service and assistance that passengers need on a modern railway network?</b></p>
A26	<p>Customers value a staff prescense 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. Occaisional 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>
<b>Q27</b>	<p><b>How would you prefer the next operator to engage with:</b></p> <ul style="list-style-type: none"> <li>• <b>You as an individual</b></li> <li>• <b>Your organisation (if applicable)?</b></li> </ul>
A27	<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 Council 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 Council.</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 a Stakeholder Manager(s) 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). Also more frequent updates for stakeholders over a more localised area. These have worked well under EMT and should continue in the next franchise.</p>

<b>Q28</b>	<p><b>What would make you feel safer and more secure on your journey in relation to:</b></p> <ul style="list-style-type: none"> <li>• <b>Trains?</b></li> <li>• <b>Routes?</b></li> <li>• <b>Stations?</b></li> <li>• <b>Other?</b></li> </ul>
A28	<p>Perception of safety and reducing crime and fear of crime are very important. In particular the design of new/refurbished trains needs to reduce the risk to passenger luggage crime.</p> <p>At stations there are a number of stations where CCTV and other safety measures (like Help points) would assist. A fund is needed to address these shortfalls.</p>
<b>Q29</b>	<p><b>How do you think more investment might be put into the railways to match money already coming from government through Network Rail?</b></p>
A29	<p>Over the years there has been considerable funding which 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 options, 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> <p>On the other side it is very disappointing that Government has chosen to withdraw significant investment in the Midland Mainline in choosing not to proceed with electrification.</p>
<b>Q30</b>	<p><b>Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?</b></p>
A30	<p>The following important considerations need addressing in the franchise specification:</p> <ul style="list-style-type: none"> <li>• The need to protect jobs in the region and the importance of encouraging the franchise winner to buy-local.</li> <li>• A Station Investment fund is needed to achieve step-free access without crossing the tracks.</li> <li>• We would highlight the points made in the answer to Q6 that any new rolling stock needs to provide the best possible experience for passengers. It must not be worse than currently provided, i.e. including 2+2 seating with a seat pitch adequate for the longest journey it will make and sufficient toilet facilities. It must also be able to maintain existing timings.</li> </ul>

