

EMC MODEL CONSULTATION RESPONSE FOR DfT'S EM FRANCHISE CONSULTATION

THIS DOCUMENT IS A DRAFT CONSULTATION RESPONSE TO HELP PARTNERS AND STAKEHOLDERS RESPOND TO THE DfT'S CONSULTATION ON THE FUTURE OF THE EAST MIDLANDS RAIL FRANCHISE

Introduction

As you will be aware the Government are consulting on the future specification of the East Midlands Rail Franchise. East Midlands Councils have sought to achieve a position of maximum influence, working alongside the Department for Transport.

To influence Government we need to demonstrate the strength of feeling about the current rail offer and collectively set out where we are looking for improvement.

The Consultation

Please take the time to share your views through the public consultation exercise which the Department for Transport is currently undertaking. You can do this in a number of ways:

- Completing the consultation survey online at: <https://www.smartsurvey.co.uk/s/A4OY4/>
- E-mailing consultation responses to: EastMidlandsfranchise2017@dft.qsi.gov.uk
- Writing to:
East Midlands Consultation Co-ordinator
Department for Transport
2/21 Great Minster House
33 Horseferry Road
London
SW1P 4DR

The deadline for responses: 11th October 2017.

To help you reply, attached is a model consultation response which you can adapt and use to respond in one of the above ways.

Do encourage other businesses, stakeholders or rail users in your network to participate in the consultation too.

Finally if you feel that the attached response can be strengthened in any way (for example by adding examples or by strengthening the wording) then please do not hesitate to get in touch with David Young (e: david.young@scptransport.co.uk t: 0113 887 3323) who is supporting EMC on this matter.

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| Q1 | How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved? |
| A1 | <p>Your view:</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 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>It would be helpful if there was a formal and on-going role for East Midlands Councils within the franchise management.</p> |
| Q2 | 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? |
| A2 | <p>Community rail partnerships to support the local economy to stimulate <u>DEMAND</u> for rail services in the region?</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 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 for additional activity pooled for CRP's to bid into to invest in small station improvement fund of £125k per annum. This needs to cover all the 7 CRP's in the area. ○ Staff budget annually increased for inflation throughout the franchise and any extensions. ○ Funding committed for the franchise duration (including any extensions) via the TOC. In the case of transferring CRP's they should not receive less funding than had they remained in the original TOC area. ○ CRP's 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/EMC to maintain independence from the TOC. ○ 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 CRP's to be into £(to be proposed by bidders). ○ Consideration of the use of CRP's to be funded to support other TOC obligations at lower cost, where appropriate. |

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| | <ul style="list-style-type: none"> ○ Support for new and expended CRP's, based on the above minimum subject to meeting certain 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 small station improvement fund to bring buildings back into use/repair. ○ The above be included in the ITT, with elements specified in the ITT, other elements and funding enhancements to those set out above open to bidders to propose and incentivised through tender quality scoring. The offered outputs from the winning TOC then contracted through the Franchise Agreement. |
| Q3 | <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? <p>If so, how should they do this?</p> |
| 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? We believe the Government should take a direct lead to deliver a more sustainable, environmentally responsible rail offer, this includes 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, we believe that for rail this policy should start now.</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 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.</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</p> |

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| | <p>them. This is discussed in more detail above (Q2). 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.</p> <p>We support the detail provided by East Midlands Councils in their consultation response to deliver the above.</p> |
| Q4 | Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat? |
| A4 | <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Your reasons?</p> <p>We consider that the strategic objective for the new East Midlands Rail Franchise starting in 2019 is to support the continued drive for economic growth across the East Midlands by increasing connectivity, for people and businesses. This needs to be done in three ways over the duration of the franchise as infrastructure investment comes on line:</p> <p>1. Midland Mainline 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. For journeys into London we have set the target of travel between:</p> <ul style="list-style-type: none"> • Leicester to London – 60mins • Nottingham to London – 90mins • And comparable speeds on other direct to London routes, such as Sheffield in under 2 hours <p>2. Regional services 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>3. Enhanced Local services Providing access for outlying communities into the key towns and Regional Hub cities of the East Midlands.</p> |
| Q5 | What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London? |
| A5 | <p>Your view Whilst the improvements to capacity into London are welcome, the fares charged need to be set in a way which relates to the services offered.</p> |

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| | <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>If this is not possible then improved interchange timing at Leicester and/or Peterborough to ensure travel is both efficient, convenient and value for money.</p> |
| Q6 | What are the particular services, routes and times of day when you think additional space for passengers are most needed? |
| A6 | <p>We support East Midlands Councils assessment of services with existing over-crowding problems. This is a fair reflection of our experience.</p> <p>These services need capacity enhancement, ideally through increasing service frequency, but at the very least increasing train length and seating capacity. Single car x153 trains should be replaced 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> |
| Q7 | Which on-board facilities in order of preference (these are listed in the response form), are most important to you: <ul style="list-style-type: none"> • On short distance journeys (up to 60 minutes) • On long distance journeys (over 60 minutes) |
| A7 | <p>There are essentially three areas where there can be improvements in train interiors to meet passenger needs on crowded trains:</p> <ol style="list-style-type: none"> 1. 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; 2. 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; and, |

| | <p>3. To value peoples time whilst on board the train.</p> <p>Research undertaken by East Midlands Councils shows that:</p> <p>Top 3 On train facilities</p> <table border="1"> <thead> <tr> <th></th> <th colspan="3">Under 45 mins trip</th> <th colspan="3">Over 45 mins trip</th> </tr> <tr> <th></th> <th>workshop</th> <th>disabled</th> <th>business</th> <th>workshop</th> <th>disabled</th> <th>business</th> </tr> </thead> <tbody> <tr> <td>1 (most important)</td> <td>Audio Info</td> <td>Toilets</td> <td>Toilets</td> <td>Toilets</td> <td>Toilets</td> <td>Audio Info</td> </tr> <tr> <td>2</td> <td>Visual next stop</td> <td>Audio Info</td> <td>Audio Info</td> <td>Audio Info</td> <td>Luggage space</td> <td>Toilets</td> </tr> <tr> <td>3</td> <td>Pushchair/wheelchair space</td> <td>Pushchair/wheelchair space</td> <td>Luggage space</td> <td>Luggage space</td> <td>Audio Info</td> <td>= Luggage space / Wi-Fi</td> </tr> </tbody> </table> <p>Least important on train facilities (bottom 3)</p> <table border="1"> <thead> <tr> <th></th> <th colspan="3">Under 45 mins trip</th> <th colspan="3">Over 45 mins trip</th> </tr> <tr> <th></th> <th>workshop</th> <th>disabled</th> <th>business</th> <th>workshop</th> <th>disabled</th> <th>business</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>Tables</td> <td>Baby change</td> <td>= First Class/ Catering</td> <td>USB charging</td> <td>Seat trays</td> <td>Tables</td> </tr> <tr> <td>2</td> <td>Catering</td> <td>Catering</td> <td></td> <td>Seat trays</td> <td>USB charging</td> <td>Cycle storage</td> </tr> <tr> <td>1 (least important)</td> <td>First class</td> <td>First class</td> <td>Seat trays</td> <td>First class</td> <td>First class</td> <td>First class</td> </tr> </tbody> </table> | | Under 45 mins trip | | | Over 45 mins trip | | | | workshop | disabled | business | workshop | disabled | business | 1 (most important) | Audio Info | Toilets | Toilets | Toilets | Toilets | Audio Info | 2 | Visual next stop | Audio Info | Audio Info | Audio Info | Luggage space | Toilets | 3 | Pushchair/wheelchair space | Pushchair/wheelchair space | Luggage space | Luggage space | Audio Info | = Luggage space / Wi-Fi | | Under 45 mins trip | | | Over 45 mins trip | | | | workshop | disabled | business | workshop | disabled | business | 3 | Tables | Baby change | = First Class/ Catering | USB charging | Seat trays | Tables | 2 | Catering | Catering | | Seat trays | USB charging | Cycle storage | 1 (least important) | First class | First class | Seat trays | First class | First class | First class |
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| | Under 45 mins trip | | | Over 45 mins trip | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | workshop | disabled | business | workshop | disabled | business | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 2 | Visual next stop | Audio Info | Audio Info | Audio Info | Luggage space | Toilets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Pushchair/wheelchair space | Pushchair/wheelchair space | Luggage space | Luggage space | Audio Info | = Luggage space / Wi-Fi | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Under 45 mins trip | | | Over 45 mins trip | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | workshop | disabled | business | workshop | disabled | business | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 2 | Catering | Catering | | Seat trays | USB charging | Cycle storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 (least important) | First class | First class | Seat trays | First class | First class | First class | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q8 | <p>Which other on-board facilities should be:</p> <ul style="list-style-type: none"> • Introduced? • Improved? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A8 | <p>Introduced? Your view:</p> <p>We would like to see the HST's and single car class x153 trains replaced within the Direct Award, as they will cease to be wheelchair accessibility compliant after 2019.</p> <p>The issue of luggage/folded pushchair storage space needs to be addressed urgently, especially on services to the East Coast resorts and airports.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q9 | <p>How could your local train services be changed to better meet your current and future needs? (a number of options are listed in the response form)</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>We support the ask set out in East Midland Council's Strategic Statement.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Q10 | What additional services would you wish to see provided in the next franchise? |
| A10 | <p>Your view: 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"> • hourly service between Lincoln and Newark Northgate focused on enhancing connections at Newark to/from London • 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 to Leeds and North, from the East Midlands by extending the existing London, Leicester, Derby, Sheffield services to Leeds and north. • 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 from Lincoln and Newark to Leicester with limited stops south of Nottingham. • An increase in service frequency and therefore capacity between: <ul style="list-style-type: none"> ○ Derby and Nottingham, ○ Derby and Crewe, ○ Nottingham and Leicester, ○ Nottingham and Lincoln. <p>To increase capacity, strengthened trains, or better additional hourly peak-hour services in each direction should be provided between:</p> <ul style="list-style-type: none"> • Nottingham to Grantham stopping service to provide peak hour stops at all stations, and ideally throughout the day too. • 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 during the summer and at bank holidays to support the tourism based economy of the Lincolnshire Coast. |
| Q11 | 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? |
| A11 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Your reasons: We support the reopening for passenger traffic the part of the Robin |

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| | Hood Line from Shirebrook to Ollerton, with associated stations at Warsop and Edwinstowe, as promoted by Nottingham County Council. |
| Q12 | Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate? |
| A12 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Maximising stopping on commuter style services to Corby and offered by Thameslink, would improve London connectivity for the airport. However we do not support additional stops at the airport for longer distance London services to Nottingham and Sheffield, or stops on services which would detrimentally impact on journey speeds on these services due to timetabling constraints. |
| Q13 | Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off: <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? |
| A13 | Some services are withdrawn from other stations, such as Luton? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Journey times to other stations may increase? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Freight capacity and/or frequency is reduced? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Your reasons: We do not support additional longer distance services, between London and Nottingham or Sheffield, stopping at Luton Airport Parkway station. Instead an enhanced, faster and suitably branded Thameslink service is seen as the better solution to meet the needs of the airport to serve the London market or utilising commuter services to Corby, provided this can be accommodated in the timetable without detriment. |
| Q14 | How could the train service be better at meeting the needs of passengers travelling to and from airports within the East Midlands Franchise |
| A14 | Your view: 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. |

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| | The improvement of services at East Midlands Airport will also attract £2.5m of private sector funding, offered by the airport. |
| Q15 | What ideas do you have for improving the current service on the Liverpool – Norwich route? |
| A15 | <p>Your view: We feel that the service capacity issues can be improved by either increasing the frequency of the service and lengthening the trains, or splitting the service into two, one running Liverpool to Nottingham, the second Sheffield to East Anglia.</p> <p>We also believe that the service should 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 (as least).</p> |
| Q16 | Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport? |
| 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>Your view: We support the proposal to vary the current service to Norwich to call at Cambridge and Stansted replaced by a diverted Birmingham to Stansted service which could travel to Norwich instead.</p> |
| Q17 | Are you in favour of these route changes? <ul style="list-style-type: none"> • Liverpool – Norwich • Birmingham – Nottingham • Birmingham – Leicester/Stanstead |
| 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: We consider that all three services should be operated under the East Midlands Franchise, in the case of the Liverpool – Norwich we only support the transfer of the Liverpool to Nottingham service to TransPennine, if the Sheffield to East Anglia section remains within the East Midlands Franchise.</p> <p>The reasons are that these services provide key connections across the East Midlands, with important interchange with other EM</p> |

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| | services. Therefore the best passenger offer is to operate them all under the EM Franchise. |
| Q18 | Would you like to see any other routes transferred to or from the East Midlands franchise? If so, which routes? |
| A18 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If so, which? 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. |
| Q19 | Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users? |
| A19 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Your reasons: Firstly, the issue of level crossings is wider than just Lincolnshire. Therefore the following answer is provided in the context that it applies to all level crossings where road users would suffer a material delay. The relative priority between road and rail users should be a joint decision taken between the Department for Transport, East Midland Councils and the relevant Local Transport Authority. It would be for these parties to consider what, if any, wider consultation was required. We would expect these parties to consider mitigation measures where practicable. |
| Q20 | How can we improve all aspects of your door-to-door journey experience? |
| A20 | Your view: To improve the door-to-door journey, stations need to be easy to access by all modes of travel, well communicated and safe. 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. |
| Q21 | What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs? |
| A21 | Improve access to stations, including for those with disabilities or additional needs? 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. The following tables compare differing customer |

needs at stations against those of people with disabilities.

Top 3 most important facilities at stations

| | workshop | disabled | business |
|--------------------|---|-----------------------|-----------------|
| 1 (most important) | Real-time display | Easy access | Staff |
| 2 | = Lighting/ Toilets inc wheelchair space | Full departure boards | Lighting |
| 3 | | Real-time display | Arrival audio |

Bottom 3 least important facilities at stations

| | workshop | disabled | business |
|---------------------|-----------------------|-----------------------|---------------------|
| 3 | Wi-Fi | Refreshments/retail | Refreshments/retail |
| 2 | Ticket barriers/gates | Ticket barriers/gates | Cycle parking |
| 1 (least important) | Cycle rental | Cycle rental | Cycle rental |

On train the needs differ as follows:

Top 3 most important facilities on train

| | Under 45 mins trip | | | Over 45 mins trip | | |
|--------------------|----------------------------|----------------------------|-----------------|--------------------------|-----------------|-------------------------------|
| | workshop | disabled | business | workshop | disabled | business |
| 1 (most important) | Audio Info | Toilets | Toilets | Toilets | Toilets | Audio Info |
| 2 | Visual next stop | Audio Info | Audio Info | Audio Info | Luggage space | Toilets |
| 3 | Pushchair/wheelchair space | Pushchair/wheelchair space | Luggage space | Luggage space | Audio Info | = Luggage space / Wi-Fi |

Bottom 3 least important facilities on train

| | Under 45 mins trip | | | Over 45 mins trip | | |
|---------------------|---------------------------|-----------------|----------------------------|--------------------------|-----------------|-----------------|
| | workshop | disabled | business | workshop | disabled | business |
| 3 | Tables | Baby change | = First Class/ Catering | USB charging | Seat trays | Tables |
| 2 | Catering | Catering | | Seat trays | USB charging | Cycle storage |
| 1 (least important) | First class | First class | Seat trays | First class | First class | First class |

To overcome existing deficiencies at station and address the issues raised the DfT needs to ensure that the franchise has appropriate financial provision.

Q22 **How could the next franchisee operator make better use of stations for community and commercial purposes?**

A22 We believe that there is an important job to bring disused/underused

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| | <p>station buildings and adjoining land back into life. This should be done in conjunction with the local community, ideally involve 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 |
| Q23 | What could be done to improve the way tickets are sold and provided? |
| A23 | <p>Your view:</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>Tickets need to be universally read by ticket machines which recognise all retailed ticket types.</p> |
| Q24 | What changes to the fares structure would be of benefit to you? |
| A24 | <p>Your view:</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>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 are sought; and, • discounted ticket options offered for those in training, apprentices or those attending job interviews. |
| Q25 | 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? |
| A25 | <p>Your view:</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. Ideally the provision of information should be customised to individual's own preferences, where they have expressed a choice about how they would refer to be communicated with.</p> <p>This information could include:</p> |

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| | <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 on trains where seating is available. • Punctuality and reliability by service. |
| Q26 | How could staff can be more effective in providing the service and assistance that passengers need on a modern railway network? |
| A26 | <p>Your view:</p> <p>Customers value staff for many reasons, they are especially important for people with disabilities and at times of disruption and service problems. In these examples it is essential that staff are not just there but are visible and empowered to address passenger issues.</p> |
| Q27 | <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)? |
| 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>Stakeholders should be positively engaged with, with East Midland Council having 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> |
| Q28 | <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? |
| 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> |
| 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 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</p> |

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| | <p>public and private sector funding options, from East Midlands Airport to the usual and occasionally used public sector options.</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> |
| 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 franchise brand, which reflects the region and its identity, it can include sub-brands for London, 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. |