



Stakeholder Briefing Document, InterCity West Coast Re-Franchising

January 2012

Consultation Process

The Department is grateful to all the organisations and individuals who took the time and effort to respond to this consultation. Their valuable comments and suggestions have been considered and are summarised in this report. The Department has endeavoured, in good faith, to produce a synopsis of each response received. These are tabulated at Appendix A. Any significant omission or incorrect emphasis is entirely unintentional. Bidders for the franchise will have access to all consultation responses submitted.

The consultation document for the proposed InterCity West Coast franchise was issued by the Department on the 19th of January 2011, and closed on the 21st of April 2011. The consultation gave details of the proposed specification for the new franchise, and posed a number of questions to consultees. The closed consultation document can be found at:

<http://www.dft.gov.uk/consultations/dft-2011-01-2>

325 local authorities, agencies (such as the Office of Rail Regulation), user groups and rail industry stakeholders (including Passenger Focus) were formally consulted and were sent electronic copies of the consultation document. No formal 'hard copy' document was produced for this consultation exercise as part of the Department's overall drive for efficiency savings.

In addition the document was posted on the DfT website and a press notice released. All MPs with one or more stations in their Constituency served by the current franchise were also sent a copy of the consultation document and copies were also placed in the House of Commons library.

Following the launch of the consultation, 40 individuals attended consultation events which were held in Glasgow, Manchester, Birmingham and London.

We received 154 written or e-mailed responses in total to the consultation by the closing date of the 21st of April 2011. Bidders for the new InterCity West Coast franchise were provided access to the responses to the consultation and will be expected to reflect on the proposals and suggestions respondents made as part of their bids.

Having considered the responses to the consultation, and having considered the views of the short listed Bidders for the franchise, the Department published a Stakeholder Briefing Document (SBD) and a draft Invitation to Tender (ITT). Within the draft ITT, the Train Service Requirement (TSR) it was proposed to procure was detailed.

The consolidated notes of the meetings held and the consultation responses provided are detailed in this SBD which can be found along with the draft ITT and proposed TSR at:

<http://www.dft.gov.uk/publications/rail-passenger-franchise-intercity-west-coast>

The Department believes that a more flexible TSR should give bidders the opportunity to deliver better premium for taxpayers and a better service for passengers and that operators are far better placed to react to the changing demands of their customers in the creation of train services and timetables than central Government.

The proposed TSR specification for the InterCity West Coast Franchise has been based on a weekly number of stops at each station which is designed to be the same total for each as at May 2011 (except for Wrexham and Carstairs, which are served on a commercial basis by the current TOC and were not part of the previous franchise specification), with flexibility for the franchisee to vary the daily quantum by approximately 10%, or one station stop, at the majority of locations, and to make some changes between the balance of northbound and southbound stops. Bidders will still be expected to achieve a sensible balance of services in northbound and southbound directions and to provide, broadly, a standard pattern timetable. This specification was proposed to allow bidders flexibility to maximise the capacity provided on days of the week to cater effectively for the variations in daily demand.

Having proposed this level of flexibility, it was not possible to model a detailed business case analysis of the change from the current more detailed franchise specification – because it is currently unknown how the winning bidder will choose to use the flexibility proposed. This represented a change from what was in the Intercity West Coast Consultation Document.

For this reason, it was decided to publish the ITT in draft format and allow a consultation to take place on the TSR proposed. It was also proposed that due to this flexible approach, before contract award the Department will consider the affordability, benefits and costs of the proposed franchise. This is because the TSR will allow a range of services to be provided flexibly over the life of the franchise, and that the benefit to cost ratio of the services that may be delivered by the successful operator cannot therefore be provided.

The Department therefore conducted a consultation commencing on 18th May 2011 seeking comments on the following 2 points:

- i) the proposed train service requirement, and
- ii) the proposition that we should not have a business case on the change from the more detailed specification but would instead assess the affordability, benefits and costs of the proposed franchise at a later stage.

The original consultees and respondents were formally consulted again on the 2 points above and were sent electronic copies of the draft ITT, proposed TSR, SBD and a letter from the Secretary of State outlining the reasons for proposing the TSR. These documents were posted on the DfT website and are available at:

<http://www.dft.gov.uk/publications/rail-passenger-franchise-intercity-west-coast>

We have received 57 written or e-mailed responses in total to this consultation by the closing date of the 17th of August 2011. Bidders for the new InterCity West Coast franchise have again been provided access to the responses and will be expected to reflect on the proposals and suggestions respondents made as part of their bids.

The breakdown of the responses is shown in tables 1 and 2 below.

Table 1, Analysis of responses

Breakdown of responses by category	
Member of the Public	20
Local Authority	7
Passenger Interest Group	9
Trade Body / Business	4
Parliamentary (Commons / Lords)	3
Integrated Transport Authority	6
Public Body	2
Train Operating Company / Freight Owner Group	1
Freight	2
Government	1
Political Party	1
Network Rail	1
Total	57

Chart 1, Analysis of responses

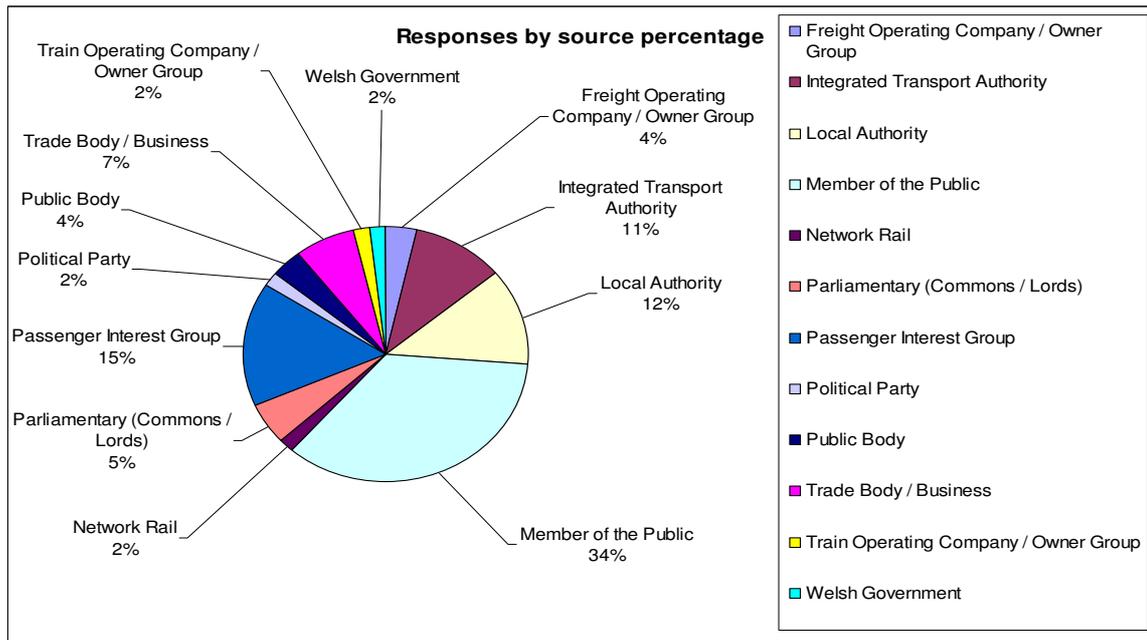
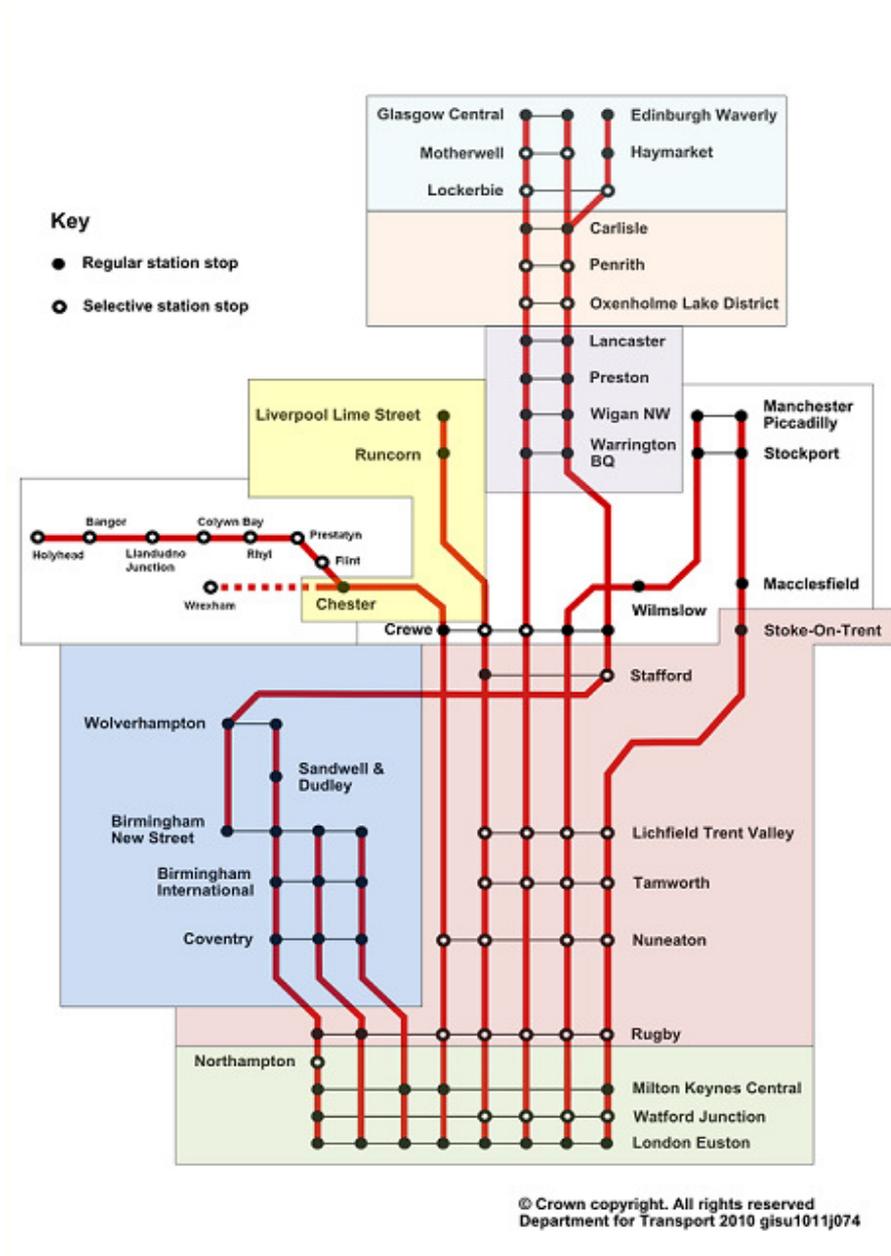


Table 2, Category of Responses

Breakdown of responses by category	
TSR – National / multiple areas	15
TSR – North Wales	13
TSR – Southern area	7
TSR – Scotland	6
TSR – North Western	3
TSR – Staffordshire and Warwickshire	3
TSR – Cheshire East and Manchester	2
TSR – Cheshire West and Merseyside	1
TSR – Northern	1
TSR – West Midlands	1
TSR – Sub Total	52
Question about consultation	3
Comments regarding consultation document	2
Total Individual Responses	57
Business case	7
Total Combined Responses	64

Chart 2, Category of Responses – TSR Areas



Having decided to conduct this additional period of consultation on the TSR, it was also decided to extend the timeline of the franchise competition.

In determining the appropriate length of such an extension we considered whether mobilisation for the new franchise during the main body of the Olympic Games would be appropriate and whether the implementation of the 106 additional Pendolino carriages could be more effectively managed by a single operator. This led us to conclude that the most appropriate start date for the new franchise should be 9th December 2012. The new franchise will run until 31st March 2026 as originally planned, and will have an option to be extended by up to 20 months.

Background

The new InterCity West Coast (ICWC) franchise is due to commence on 9th December 2012 and will provide train services along the West Coast Main Line from London Euston to Scotland. It will serve the key cities of Birmingham, Liverpool, Manchester, Edinburgh and Glasgow as well as servicing the North of Wales to Holyhead. The main route from Euston to Glasgow is approximately 400 miles long, and the fastest timetabled Euston - Glasgow journey time is presently 4 hours 8 minutes. The railway infrastructure is currently designed for a maximum speed limit of 125 mph, although the Pendolino trains that run on it are capable of a maximum speed of 140 mph. The franchise currently operates over 300 train services per day, delivering over 26 million passenger journeys and 3.2 billion passenger miles per year employing approximately 3,000 staff.

The Department for Transport announced the names of the four short-listed bidders for the new franchise on 24th of March 2011. These organisations will receive an Invitation to Tender (ITT) for the new franchise and are:

- Virgin Rail Group
- Abellio
- First Group
- SNCF / Keolis

The ITT has been produced following consideration of stakeholder responses to both this and the previous consultation. The bidders for the new franchise were also consulted on their views to inform the final specification.

The ITT sets out the bidding process and the specification for the franchise along with the scope of the issues bidders will need to consider when formulating their responses. Bidders are required to submit their final bids to the Department on 1st May 2012 and it is expected that the Department will make an announcement of the preferred bidder to operate the franchise in August 2012.

The purpose of this SBD is to provide stakeholders with a summary of the recent consultation process and responses. This document should be considered alongside the consultation document, the response to the consultation on Reforming Rail Franchising, the previous draft ITT, TSR and SBD and the final specification outlined in the Invitation to Tender.

Franchise Objectives

Initial feasibility work, combined with the outputs of the HLOS, the consultation on reforming rail franchising and review of the current franchise, identified eight key objectives for the franchise. These were subsequently endorsed by the Secretary of State. Following the change of franchise commencement date to 9th December 2012, two of these eight objectives were removed. This was due to the Olympics and the introduction of the new 106 Pendolino vehicles now taking place prior to the commencement of the new franchise. The franchise will therefore have the following six objectives.

- To exploit the full potential of the route and maximise capacity.
- To improve overall passenger satisfaction.
- To improve accessibility to services and stations.
- To improve the environmental performance of the franchise.
- To manage effectively any changes during the franchise.
- To achieve sustainable value for money.

Key issues raised in the responses to the consultation:

The response by the Department to the issues raised by the consultation is included in the boxes below the issue raised

Appropriateness of the proposed Train Service Requirement (TSR)

- Most respondents supported the approach for providing flexibility to allow operators to plan appropriate capacity to meet demand.

A major aim of the rail reforms being introduced is to reduce unnecessary bureaucracy. The Government's view is that it makes little sense for Whitehall to micro manage train services. The flexibility we are providing is seeking to give operators more control over service design and timetables. This has benefits for passengers, because services can be tailored to demand, instead of the inflexible system where timetables were effectively fixed. The InterCity West Coast specification is designed for a high-premium, commercial railway. The total number of weekly stops at each station has been maintained. Within that, the operator will be allowed some flexibility which allows them greater responsiveness to the market. Over time, the operator could well use this flexibility to change train times, or stopping patterns – as long as they meet the weekly and daily requirements in their contract.

- There were many different local service propositions suggested centered mainly on the area from which the response originated. Of these the two most requested related to direct services from Shropshire to London (calling at Shrewsbury, Telford, Wrexham and Wellington) and additional calls at Milton Keynes Central (in both a northbound and southbound direction).

The track access rights granted by the ORR that the future franchise will inherit do not allow services to Shropshire to operate, however bidders will be free to consider offering such proposals provided they can obtain the necessary track access rights. In such circumstances they would be expected to demonstrate how such changes would benefit passengers and taxpayers. The TSR has been designed to specify a minimum quantum of station calls, if operators believe a case exists to stop additional calls at locations such as Milton Keynes they are free to do so, subject to delivering their contractual duties on crowding.

- A number of responses requested services that could utilise extra stops at certain times to improve frequency and connectivity. Some responses requested the need to improve journey times, possibly through the removal or redeployment of intermediate stops, particularly on journeys to Scotland.

The Government's view is that timetable development is an activity that should be managed by Train Operators with a minimum of interference from central Government. In keeping with this policy it is not intended that any specific new obligations to provide particular services or stopping patterns will be placed on the new operator. The Department is specifying the current weekly quantum of calls at each station served along with a minimum daily quantum. However it will be for bidders to decide on the most appropriate calling patterns for each individual train service. Bidders for the franchise will be encouraged to consider the consultation responses and formulate plans to develop their optimal service proposition and are likely to consider issues such as frequency, interconnectivity and journey times in developing their proposals.

- There have been some responses stating the need for a greater level of specification of first and last services, especially at smaller stations.

The TSR represents a relaxation from the rigid timetable specifications of the past, while retaining obligations that protect the key elements of service, such as principal first and last train services and minimum numbers of station stops per week and per day. In keeping with this policy it is not intended to provide more specific new obligations on stopping times at locations.

- There have been some responses stating the need for the new franchisee to work with other operators to ensure effective planning of connecting services and of the importance of conducting effective public consultation prior to implementing any timetable changes.

Bidders for the franchise will be encouraged to consider interconnectivity with other services in the formulation of their service proposition and are likely to liaise with other operators in developing their proposals. The new franchisee will be required to conduct appropriate public consultation where they propose timetable changes.

- A number of consultation responses have suggested discrepancies with the TSR published in the draft ITT, both in terms of quantum of station calls and first / last times as compared with the May 2011 timetable. Some responses have suggested that a station call must be defined as where the operator picks up and drops off passengers to ensure current service levels are maintained.

Given the number of responses querying the quantum of calls specified in the draft TSR, the Department decided to conduct a full review of the quantum of calls in the May 2011 timetable. This review was conducted on the basis that the TSR was developed on the following methodology:

West Coast Trains' published May 11 timetable (downloadable in pdf format from their internet site) was been used to establish the base position.

Summer specials, single weekday only services (i.e. Thurs or Fri night only), special events, charters, any other specials – have been omitted.

The services have been split into two groups: those trains that run predominantly to and from London Euston (this includes some journeys which terminate early or start late e.g. 06.11 Crewe to Manchester is counted in the London group) and those trains that run on the route between Birmingham and Scotland.

Similarly trains on the Scottish route that do not complete the entire journey from Birmingham to or from Scotland still get counted with the Birmingham to and from Scotland group (as assessed on the basis of the timetable slot and usual origin / destination location i.e. Blue rather than Green on the timetable shadings with the exception of the Sunday 21.20 from Birmingham New St).

Through trains via Birmingham are counted as trains to and from London Euston (for the leg to Birmingham) and Birmingham to and from Scotland for the remainder.

Trains from Birmingham to Holyhead and from Bangor to Birmingham have been counted as trains to and from London Euston that terminate or start at Crewe.

First and last train times reflect these same assumptions.

All station counts have been based on counting the departures at origin stations and the arrivals at destination stations along with the intermediate stations the train calls at, regardless of whether these calls are 'open', 'pick up only' or 'set down only'.

This has led to the following changes being specified in the final TSR.

Train Services to Northampton were mistakenly omitted from the draft TSR as were train services to Stafford in the Birmingham – Scotland group (it should be noted that these trains from Stafford do not serve Scotland as they only operate over part of the route). These stops have now been inserted into the final TSR specified in the ITT.

The minimum number of station calls (per week and per day of the week) at a number of stations has been amended to reflect the count of station calls in the May 2011 timetable. This has led to the addition of approximately 260 station calls (approx 2%) taking the total number to nearly 12,000 weekly calls.

Including all train service currently operated has necessitated some additional specification to allow a quantum of weekly trains that do not complete the entire journey to omit calling at Euston, Birmingham or Scotland.

The TSR will detail, where appropriate, the existing number of allowed set down and pick up calls permitted. It is expected that the number of open stops (i.e. those that both set down and pick up) will be no less than the May 11 position.

Some first and last train times (4 of each) have been amended to reflect the times (within 5 minutes) in the May 2011 timetable.

A revised TSR has been prepared to incorporate the changes outlined above. This is attached at Annex B and is also contained as an Annex to the final Invitation to Tender.

- Some responses requested that the findings of the Network Rail RUS should be implemented and specified.

The RUS document is a series of recommendations that are not necessarily mutually compatible and should be viewed as aspirational rather than a commitment of set projects and plans. Bidders for the franchise will be expected to have considered the options outlined in Network Rail's RUS in developing their service propositions.

- Some responses requested that the London – Lancaster services should be specified to extend to Glasgow.

In March 2010, the ORR issued its decisions on the granting of Access Rights on the West Coast Main Line (WCML). The decision made was to refuse DfT's application for an additional 10 services, equivalent to one train each way in each off-peak hour between Euston and north-west England, but to approve rights for DfT to extend some existing London to Lancaster services on to Glasgow.

These rights granted to the DfT (on behalf of the new franchisee) allow a continuation of the existing West Coast services on the basis of a daily quantum of train paths, with a minimum level of specification related to the core franchise requirements, until the Principal Change Date in December 2013; and on the basis of a daily quantum of train paths only from December 2013 for the remainder of the 10 year track access contract (until December 2022).

It was not originally anticipated that the 4 new 11 car Pendolino trains will be in passenger service until December 2012 and while they may be used from this point to extend London to Lancaster services on to Glasgow, bidders may have alternative service propositions. The TSR is based on the May 2011 timetable and therefore these extensions (and therefore additional stops) from Lancaster to Glasgow have not been specified.

The ORR has commissioned NR to establish a WCML timetable industry working group to develop a new timetable, initially from December 2013. This proposed Industry Working Group (IWG) is in the process of being set up. The findings of this group may also influence bidders decisions on the best use of this additional rolling stock.

Appropriateness of the proposition that we should not have a business case on the change from the more detailed specification but would instead assess the affordability, benefits and costs of the proposed franchise at a later stage

- All but one respondent who replied on this question supported the approach that a business case on the change from the more detailed specification to the more flexible approach would not be possible, and agreed that instead an assessment of the affordability, benefits and costs of the proposed franchise at a later stage would be more practical.

The Department will consider the affordability, benefits and costs of the proposed franchise before franchise award as it is currently unknown how the winning bidder will choose to use the flexibility proposed.

Short-listed bidder contact details

Current Key Contacts:

Abellio

Name: Jamie Burles

Email: jamie.burles@Abellio.com

Address: Second floor, 1 Ely Place, London EC1N 6RY

FirstGroup

Name: Hugh Clancy

Email: hugh.clancy@firstgroup.com

Address: 3rd Floor, E Block, MacMillan House, Paddington, London W2 6FG

Keolis / SNCF

Name: Alistair Gordon

Email: agordon@keolis.com

Address: Northumberland House, 303-306 High Holborn, London WC1V 7JZ

Virgin Trains

Name: Paul Furze-Waddock

Email: PFW@virgintrains.co.uk

Address: North Wing Offices, Euston Station, London NW1 2DS

Appendix A – Synopsis of consultation responses

Response summary

Member of the Public

Response Summary

The consultation for the train service requirement is adequate providing the operators are allowed to respond to demand that may exist outside of the boundaries proposed for certain stations. Main concerns would be timings of services at Holyhead and inadequacy of interchange and service provision at Nuneaton.

Response Summary

Disappointed that not more trains calling at Milton Keynes. Power to vary the number of stops does not appear to generate much flexibility in the overall timetable. Would like protection of the number of calls retained for minor stations such as Tamworth and Lockerbie (and allow the franchisee to develop a calling pattern for the larger stations such as Milton Keynes that suits the demand. Three trains per hour between Euston and Birmingham calling at Milton Keynes would be a major improvement to the service.

Response Summary

Consider having better northbound services from Watford and Milton Keynes. Motherwell is poorly served. Services are bunched north of Preston with unattractive timetables for these stations. Extending some Euston to Birmingham through to Scotland is beneficial. North Wales Coast services are poorly served. There are poor connections to Morecambe from Lancaster. Every two hours a stopping service should be introduced to Manchester and Glasgow from London calling at Watford, Milton Keynes, Rugby, Tamworth, Stafford to enable high quality through journeys. Better timetabling with other train companies is a priority. Pendolinos could do with a refresh. Toilets need significant attention and to be made practical. Voyager trains are uncomfortable, vibrate too much, have limited first class and catering. First class catering should include all-day hot food and have better choices. The high cost of first class tickets does not justify the current low quality offer. Have less reliance on advance purchase and make better use of walk-on fares. The All Line Rail Rover should be valid from London at anytime. DfT needs to specify catering provision on services. Restaurant facilities need to be re-instated on some trains. If you miss your train within 2 hours an advance ticket should be available on all trains at a supplement of £10. Parking charges are excessive and should be introduced at a maximum of £10 per day off peak. No further ticket gates at stations. On-train is effective and works well. Ticket gates are not suitable for InterCity stations. Passenger comfort and facilities should be at the heart of franchise specification. All passenger facilities should be made available until 2000 hours and later from major stations.

Response Summary

Would like the London to Scotland services to call at Crewe to improve interchange ability and would like improved refreshment facilities at stations.

Response Summary

References to 2012 Olympics should be removed from ITT. Delay Repay should be a minimum, little reference to optimising interconnectivity with other operators.

Response Summary

Additional flexibility is welcomed. Services need to be compatible with international services directly onto HS1, prior to the introduction of HS2. A night train from Manchester to Paris should be assessed.

Response Summary

Please include a direct rail link between Shrewsbury and London stopping at Telford and Wellington.

Response Summary

No point having an Olympics service obligation. Believe intermediate stops will be ignored and conditions at Milton Keynes will be dreadful. Encourage bidders to think more widely and stop the new longer trains at Milton Keynes. Key objective should be to maximise capacity for passenger generally and not just major cities. Vital that new franchisee manages the construction of HS2 and maintains service levels into Euston. Crossrail should be connected to WCML to allow some trains from Northampton and Milton Keynes to avoid Euston.

Response Summary

Require more competition on the line and through trains from Milton Keynes/ Northampton to northern Britain. Also should introduce an off-(business travel)-peak concession of some sort to be offered in first class to fill empty seats and relieve general overcrowding.

Response Summary

Would like enhanced rail service facilities to be provided at substantially reduced costs by reinstating regular direct rail services from Mid Wales and North Wales to the Midlands and London without operating additional journeys and how this concept could be extended to other aspects of the WCML. Look at reinstating Wrexham, Shropshire and Marylebone Railway Company service as part of a service network.

Response Summary

Request a direct train service from Shropshire to London calling at Wellington.

Response Summary

Request direct services provided for the socially and economically necessary link between Shrewsbury, Telford, Cosford and London.

Response Summary

Support lighter touch specification to allow responsiveness to passenger needs. Concerned over lack of through services to Shropshire and would like Shrewsbury, Telford Central and Wellington to be entered onto the TSR in same way as Wrexham and Carstairs.

Response Summary

Would like the Wrexham, Shropshire and Marylebone Railway Company service

reinstated and stop at Telford and Birmingham International.

Response Summary

Services should remain at existing levels north of Preston. Carnforth station platforms should be re-instated. Business case can be dropped.

Response Summary

Wigan station should be improved.

Response Summary

Request a direct service to London from Shrewsbury travelling via Wolverhampton and Birmingham or Crewe.

Response Summary

Franchise should provide a direct service to London for Telford and Shrewsbury as per the previous Wrexham and Shropshire service.

Response Summary

Process for selecting a new franchise operator

Response Summary

Franchise should provide a direct service to London for Telford Central and Wellington.

Train Operating Company / Owner Group

Abellio

Response Summary

Welcome the proposed approach to the TSR and the flexibility in station calls to manage capacity. This approach will allow future timetables to reflect market opportunities.

Passenger Interest Group

London Travelwatch

Response Summary

Welcome the objectives of the proposed franchise. Recommend additional electrification to reduce use of diesel trains especially Crewe to Chester and diversionary routes in West Midlands such as Birmingham to Nuneaton and Nuneaton to Coventry. Delighted private investments should be made and these should include passenger consultation if a station improvement. Request a fairer compensation scheme including streamlined automated processes. Delighted at introduction of ITSO but would like incomplete journeys to be resolved. Believe communication to passengers is vital, especially during disruption. Performance data should be disaggregated by regional level and provided by ORR. A walking route should be created between Euston and St Pancras.

Passenger Focus

Response Summary

The successful bidder should exploit the full potential of the route and bring forward proposals that have a positive impact on passengers. Passenger load data should be used to ensure passengers get a seat. Consider proposals to address the demand for earlier and later trains, in particular at weekends. Journey time and frequency of service remain of greatest importance to passengers, especially London/Birmingham to Scotland. To allow the flexibility to services, the operator should carry out meaningful consultation prior to implementing any timetable changes. The successful bidder should fully engage in the process to re-write the WCML timetable post HS2 introduction.

Lakes Line Rail User Group (LLRUG)

Response Summary

Pleased the competition is postponed, but concerned about proposed minimum daily service level at Oxenholme. Should operate a standard pattern timetable with better connection times at Birmingham New Street and should extend the Euston - Lancaster services to Glasgow.

Nuneaton Friends of the Earth

Response Summary

Introduce 30-40 stopping services at Nuneaton on weekdays; 30 stopping on Saturdays and 20 stopping on Sundays.

Lancaster, M & D RUG

Response Summary

Future timetables should place greater emphasis on an hourly interval, regional service between stations north of Crewe, with robust connections at interchanges (Crewe, Warrington, Wigan, Preston, Lancaster, Oxenholme and Carlisle). Any reduction in calling pattern at Lancaster is completely unacceptable unless fares are reduced. Track and signalling should be improved between Lancaster and Carnforth to increase capacity for local services between Lancaster and Morecambe and improved connectivity with WCML trains. Concerned over lack of luggage space and believe this should be looked at. Believe the TSR is incorrect in number of stops at Lancaster. Existing standard pattern timetable should be specified as a minimum level of service. Expect to be consulted on new timetable and want first and last train services to Lancaster protected. Need to encourage tourism should be included in ITT. Require more quiet coaches on the train. Fare increases should be commensurate with service improvements. Need better information during disruption and welcome requirement to minimise rail replacement services. Welcome adoption of ITSO and introduction of APC.

West Coast Rail 250 Campaign

Response Summary

Welcome announcement to re-consult, delay start, consider McNulty and address Olympics. Endorse objectives set out. Concerned over sections of line at full capacity and believe bidders should improve capacity requirement to meet demand. Concern exists over potential bidder focus on stopping patterns. Would like first and last specified at all stations. Believe base spec is below current level of service. Bidders should be asked to implement RUS findings. TSR is London-centric and doesn't recognise links between Northern, West Midlands and North Wales towns. Request local minimum service levels specified after local consultations. Information should be promoted through all available technologies. Would like DfT to consider joint ventures and SPV's and ensure future revenue growth derived from new capital investment is factored into residual value calculations. Champion electrification and

re-signalling opportunities and develop market ahead of HS2. Provide transport for Commonwealth Games in 2014. Minimise use of buses during track works. Invest in Staff Training; Safety and Security; Passenger Facilities and Information; Accessibility; Car Parking; DDA Compliance and Cycling Provision. Welcome transfer of station lease and full repair responsibility as long as evaluated over franchise lifetime. Expect greater co-operation with other TOC's and other local stakeholders to improve multi modal interchange. Expect carbon footprint to be reduced. Disappointed by lack of catering specification, would want enhanced buffet and restaurant retained. Request a greater recognition of track record be assessed.

International Air Rail Organisation

Response Summary

Birmingham International is a key stop. Consideration should be given to the needs of air passengers and airport employees in the specification. The last flight departure is at 0:30 and the train service connecting into this is good: the first departures are at 6:00, and one cannot get to the airport in time for them. The first train from Birmingham arrives after 6:00 on weekdays, and just before 9:00 on Sundays. The last flight arrival is at 1:25: there are then two around 3:00 and flights start to arrive frequently from 6:20. Again, connections out of late flights every day and early ones on Sundays are not good. A faster train service to London would be valuable. Operators should be encouraged to cooperate with airlines. Proposals to enhance these aspects of the present service should be a factor in awarding the franchise.

Scottish Association for Public Transport

Response Summary

We recognise the logic of giving franchise bidders greater flexibility in specifying timetables and developing the business case. Need regular interval timetables. Bids which provide a regular pattern of calls at intermediate stations, as well as regular interval departures from terminal stations should be given additional weighting. Services from some intermediate stations between Preston and Glasgow are irregular in the current timetable. Optimise calling patterns while maintaining end-to-end journey times. Introduce an hourly Glasgow-London frequency to reduce short haul air traffic, CO2 emissions, and domestic air movements at Heathrow. Bidders should be encouraged to propose investment options for upgrading parts of the existing route north of Preston to reduce journey times during the period of the franchise in advance of HS2. A 3 hours 45 minutes Glasgow-London journey time should be possible.

Shropshire & Mid Wales Rail First Group

Response Summary

Please include a service between Shropshire and London.

Network Rail

Network Rail

Response Summary

Fully supports new franchising policy to encourage private investment and proposes this should be funded by a facility charge which could be obliged to continue for a subsequent franchisee. Welcome opportunity for closer working on areas such as ticket offices, ticket gating, minimising revenue loss and station enhancements, maintenance and renewals. Request greater alliancing with operators to share

upside and downside risks on projects. Would like to add "in conjunction with other users" to first objective. Remove Olympics objective. Welcome the flexible TSR approach. Bidders should work with NR to deliver appropriate level of maintenance. RUS recommendations should be considered. Standard hour timetable should continue beyond 2013. There could be performance implications for combining services south and north of Birmingham. Rolling stock must be capable of 125mph running. Seating capacity in document is incorrect. A number of major projects are not mentioned in the ITT, such as Stafford area improvement project to be completed by 2017, major track renewals at Weaver Junction and the Northern Hub project. Welcome opportunity for further electrification schemes. Preston - Blackpool North will be electrified in 2015 and no Schedule 4 compensation should be paid. Re-signalling will take place in Wolverhampton in 2014 and Stafford in 2015. PTE's should now be called ITAs. Would welcome fare structure that smoothes peak customer demand. RUS assumes Euston - Lancaster services extend to Glasgow and recommends reduced London Glasgow journey times by removing stops and placing in additional North West hourly service, 4tph Manchester service, Euston - Crewe services should be extended to Liverpool, longer rolling stock possible through bi-mode vehicles on Birmingham - Scotland and reduced journey times between Birmingham and Manchester. Request on train monitoring equipment for track and overhead supply be specified along with CCTV provision.

Integrated Transport Authority

Strathclyde Transport Partnership

Response Summary

Supports aim of introducing greater flexibility, commercial freedom and earlier stakeholder engagement. Would like safeguards in place for periodic reviews of service levels based on passenger demand, especially at Motherwell. Request one stop per day in each direction at Carstairs.

Transport for Greater Manchester

Response Summary

Pleased to read of need for investment at Stockport and Wigan. Feel that the new franchising system to facilitate significant private investment may disproportionately benefit the franchisee from jointly funded schemes. There is limited protection on local flows and no protection of links between stations which may lead to operators ceasing to serve key commuter flows such as Wigan to Warrington and Preston and Manchester / Stockport to/from Wilmslow, Macclesfield, Stoke and Crewe. Concern exists about who will provide such services if links are lost and about the need for first and last train times between Manchester and Macclesfield. TfGM should be in Executive Bodies rather than PTE's.

Merseytravel

Response Summary

There needs to be a half hour service to and from London to Liverpool. Encourage infrastructure investments to reduce journey times. Investment should be assessed over asset life rather than franchise life. We are supportive of the Northern Hub project. Warrington, Wigan, Crewe, Preston and Carlisle interchanges should be considered. Bidders should be directed to the RUS as an agreed industry strategy for the WCML and asked to co-operate in its implementation especially with regard to Links with Milton Keynes. Concerned over level of car parking charges at Runcorn station and would like bidders to address this. Believe there is a slight discrepancy in

the total number of station calls at Liverpool Lime Street and Runcorn, which is 237 per week at both stations, not 236, and asks that this be corrected in the final ITT. Requests that services between Runcorn and Liverpool remain open in both directions and that first and last train times are specified for Runcorn. Accept that it may not be possible to calculate a business case for the franchise.

SEStran

Response Summary

SEStran should be listed as a statutory Transport Partnership covering the eight local authorities in and around Edinburgh (City of Edinburgh, Clackmannanshire, East Lothian, Falkirk, Fife, Midlothian, Scottish Borders and West Lothian). Supports the proposal that operators should be allowed to make minor variations to the current stopping patterns by up to 10% in the number of daily stops at individual stations although at small stations such as Lockerbie the status quo (as a minimum) ought to be the norm. Would support a reduction in the journey time between Edinburgh and Birmingham which could be achieved through fewer stops to encourage a shift from air to rail, this could also be encouraged through an increase in frequency. Support all proposals that deliver a significant increase in seating capacity on this service. Understand that a business case, by default, can not be formulated in advance. Consider that wider stakeholders should have an opportunity to comment on the relevant service proposals included in the bids.

Transport for London

Response Summary

Some concerns over the level of detail included in the TSR. Only the numbers of station calls per day and per week are specified and would be concerned if a similar approach was adopted for London & South East (LSE) franchises. A more appropriate train service requirement for LSE franchises would be to specify a minimum number of calls per key time band with a requirement for these to be spaced as evenly as is practicable. Recommend more Watford Junction calls are included and that bidders are asked to consider the case for making even further extra calls. Regular calls at WJ allow significant benefits in terms of journey time and reduce crowding on the radial transport network in London and at Euston, which will be important during reconstruction of the station for HS2. If extension of Crossrail on to the West Coast Main Line slow lines scheme is developed, the future franchisee should be required to co-operate with the delivery of the scheme. Agree that it is not possible to calculate a business case for the franchise when the train service that bidders will propose is not yet known. The affordability, benefits and costs will therefore need to be calculated once potential operators have submitted their bids. We believe the DfT must also consider the acceptability of the train service proposed to passengers and other key stakeholders at each station at the same time.

Centro

Response Summary

A number of discrepancies exist between the TSR and current timetable and would like these reviewed. Welcome the flexibility to vary daily quantum by 10% and rebalance north and southbound services. Station call should involved pick up and drop off. Concern exists that first and last train times are not specified for all stations. Last Sunday train from Birmingham should be 23.00. Merit in connecting some Euston - Birmingham services on to Scotland. All stations should be flexibly staffed from first to last. Wolverhampton, Coventry and Birmingham International station need urgent investment to improve passenger experience. Cycle capacity should be improved, provided at all stations and carried free of charge on all trains. Request franchisee support Centro by attending bi-monthly Transport Users Forums. Accept

that detailed business case cannot be modelled due to additional flexibility and welcome consideration of affordability, costs and benefits.

Welsh Government

Welsh Government

Response Summary

Note that the minimum weekly quantum should be the same as at May 2011 and this should be the minimum baseline specification. Essential that operator works with ATW when planning its services to facilitate travel on north Wales coastline and manage interchange opportunities. Franchise must enable good connections between rail and ferry services at Holyhead.

Parliamentary (Commons / Lords)

MP for Ludlow

Response Summary

Request the inclusion of a direct service between Shropshire and London to be included as a high priority.

MP for Milton Keynes South

Response Summary

There should be a minimum number of peak hour station stops specified at each station. The 10% flexibility should not allow the unacceptable situation at Milton Keynes Central (with no WCML stopping, other than to set down/pick up) for a gap of circa 2hours in the morning and evening peaks to continue.

MP for Dumfriesshire, Clydesdale & Tweeddale

Response Summary

The TSR proposed does not provide enough services for Lockerbie station. Believe it should demand a more ambitious service with an increased minimum number of calls. The franchise should have an early morning service from Lockerbie to Glasgow and Edinburgh arriving before 9am. Evening and weekend services are also poor. Many trains pass through Lockerbie with vacant capacity and believe that currently there is an over emphasis on city to city journey times.

Freight Operating Company / Owner Group

Freightliner Group

Response Summary

Support the TSR approach as should allow better use of non-peak capacity. Bidders should consider freight in developing their timetable proposals and consult with the freight operators on the timetables proposed in their bids.

Rail Freight Group

Response Summary

Support the flexible approach as should allow better use of non-peak capacity between passenger and freight operation. Bidders should consider freight in

developing their timetable proposals. Consultation with the freight operators should take place on the timetables proposed prior to franchise award.

Public Body

Association of Transport Co-ordinating Officers

Response Summary

Support the objectives set. Believe bids are still too bureaucratic and less prescriptive contracts should be encouraged to allow greater commercial freedom. Performance regime should be less prescriptive. Minimum weekly quantum of calls is a meaningless measure and the number of calls per hour is more relevant. Opportunities to serve new markets have been lost. There is suppressed demand at Liverpool. Pleased that passengers should be able to get a seat. NR should be encouraged to upgrade Farington Junction – Blackburn – Hellifield – Settle & Carlisle route to 90 or 100mph capability as diversionary routes. Existing services on other franchises should be recognised in the bid evaluation. The ITT should quote the level of funding for Community Rail Partnerships. Bidders should work closely with HS2 and NR to deliver new line. Pricing should better reflect installation and upkeep of car park spaces. Ring fenced budgets should be set year on year for station improvements. Pleased about compensation system.

TraCC

Response Summary

TraCC should be in Public Bodies section rather than Passenger Interest Group.

Local Authority

Edinburgh City Council

Response Summary

The City of Edinburgh Council has no further comments to add to those previously submitted during the initial consultation process.

Wellington Town Council

Response Summary

Please include a regular Shropshire to London service with an obligatory stop at Wellington.

Nuneaton & Bedworth Borough Council

Response Summary

Would like to raise the issue of further reductions in the train services at Nuneaton on the assumption that if HS2 goes ahead, concerns have been raised that journey times to and from London will be increased for commuters who may have to travel either by rail or road to Birmingham International for a connecting HS2 train.

Glasgow City Council

Response Summary

Supports the more flexible contract proposed and would like the three northbound and two southbound trains that currently operate (Monday to Friday) between Euston and Lancaster to extend to Glasgow (as agreed by the ORR) to be included in the TSR. This would bring the total number of trains operating between Euston and

Glasgow (Monday – Friday) to 32 (16 in each direction). On this basis, with flexibility for the franchisee to vary the daily quantum by approximately 10%, the minimum number of station calls per day for the Glasgow – Euston service detailed in Attachment A should surely be 28 rather than 23. The I.T.T. should make reference to a requirement for 1 train per hour Euston to Glasgow. The first train from London should arrive before 10.30 a.m., rather than 10.40 as at present and the first train from Glasgow to London should be specified to arrive by 9.30, rather than 9.05 at present. Accept the proposition that the DFT should not have a business case. CO2 emissions should feature in the bid assessment process. In addition to requiring bidders to measure, monitor and manage energy consumption, the ITT might also require bidders to minimise CO2 emissions.

Warwickshire County Council

Response Summary

A number of discrepancies exist between the TSR and current timetable and would like these reviewed. Would like calls at Nuneaton and Rugby to be increased in line with Local Transport Plan and both stations to have first and last train times to be specified. At Rugby would like a minimum service of 498 calls per week with Southbound service of all day (0600 – 2300), hourly, fast service from Birmingham New Street to London Euston with weekday peak (0600 – 0900) extras; and all day (0700 – 2300), hourly, fast service from Preston and Scotland to London Euston with weekday peak extras and Northbound service of all day (0600 – 0000), hourly, fast service from London Euston to Birmingham New Street with weekday peak (1600 – 1900) extras; and all day (0630 – 2300), hourly, fast service from London Euston to Preston and Scotland with weekday peak extras. At Nuneaton would like a minimum service of 254 calls per week with Southbound service of all day (0600 – 2300), hourly, fast service from Chester / Liverpool / Manchester to London Euston, with peak extras, with a journey time of less than 80 minutes and Northbound service of all day (0600 – 2300), hourly, fast service from London Euston to Chester / Liverpool / Manchester, with a journey time of less than 80 minutes. Accept that detailed business case cannot be modelled due to additional flexibility and welcome consideration of affordability, costs and benefits. Definition of a station call is required.

Wigan Council

Response Summary

The existing fast and direct service to London Euston from Wigan needs to be retained or enhanced. Support the concept of more flexible stopping patterns in the train service requirement to reduce the likelihood of standing passengers. Support the Birmingham/Scotland services to be extended as this could potentially provide additional London services from Wigan. This service would also provide access to additional destinations on the Birmingham / London corridor from Wigan. Wigan North Western station needs investment to facilitate improvement. Support the proposal that affordability, benefits and costs will be assessed before award as we agree that it is not possible to calculate a business case for the franchise with the flexible train service proposed.

Northamptonshire County Council

Response Summary

Concern exists that the ITT fails to recognise the importance of adequate connections between services of different franchise operators. The proposed TSR removes the requirement for any calls by the franchisee at Northampton. Would like retention of the current level of service for Northampton by the franchise, an hourly service from Northampton with no more than one change to Carlisle, Chester (for

through trains or onward connections to North Wales), Edinburgh, Glasgow, Lancaster, Liverpool, Manchester, Preston; with journey times between Northampton and those places no greater than that between London and those places, a half-hourly service between Northampton and London in less than 45 minutes, journey times improvement to save 2½ minute journey time on Northampton Loop and a reinstatement of the 07.17 Northampton – London service. Do not support the proposition of not having a business case.

Trade Body / Business

Transform Scotland

Response Summary

Need to deliver CO2 reductions while increasing travel demand. Journey times, frequency and capacity need to be improved, especially routes to Glasgow and Edinburgh from Carlisle. Better services for Lockerbie. Improve infrastructure, signalling and utilise fleet at 140mph. Plan for HS2 and improve station environment, on train experience and fares policies.

CILT (UK) Cymru Wales

Response Summary

Services that go to and from Birmingham to Holyhead and Bangor should be included in the specification including first and last train times. Believe the numbers in the TSR are incorrect and do not represent the current service provision. Would like north Wales frequency of service to be specified in more detail. Encourage co-operation between the various TOC's operating on the line. Request the reinstatement of Wrexham services and the provision of an earlier direct train from London to Bangor.

Shropshire Chamber of Commerce

Response Summary

Urgently need re-instatement of direct rail service from Shropshire to London.

Greater Manchester Chamber of Commerce

Response Summary

Welcome and support the proposed minimum number of station calls per week at Manchester Piccadilly, Stockport and Wigan North Western and the proposed minimum number of station calls per day for weekdays, Saturday and Sunday, which we believe will provide a good framework for developing a strong, passenger focused timetable. We are, however, extremely disappointed with proposals for the last trains to and from London and Greater Manchester and urge the Department for Transport to review the Train Service Requirement to encourage bidders to develop proposals for a more reasonable and realistic evening service. We are satisfied with the proposition not to have a business case.

Political Party

The Green Party

Response Summary

There should be better connectivity between principal stations south of Birmingham

and principal stations north of Manchester/Crewe. Link Euston – Birmingham service to Birmingham – Scotland service hourly. Extend hourly Birmingham – Scotland service to start back at Euston using the spare hourly off peak path to provide a 4th hourly service between Euston and BNS. Extend one of 3tph Euston – Manchester services to Scotland (this will be possible once the NW electrification is completed by 2016). Manchester Airport – Glasgow/Edinburgh service should become part of the ICWC franchise instead of TPE. Euston - Glasgow should be hourly with some more intermediate stops. There should also be a Liverpool – Glasgow service. Milton Keynes and Stafford could be served by alternate Glasgow trains. The spare off-peak path should be used to provide another hourly service between Euston and Preston (or Lancaster or Blackpool). More Birmingham trains should stop at Milton Keynes. Milton Keynes should have an hourly or 2 hourly service to NW and Glasgow as well as the current hourly services to Manchester and Chester. Off-peak ICWC services should be provided between London and each of Nuneaton, Tamworth and Lichfield. Trains that run on wholly electrified routes should be electric-powered to run between Birmingham and Scotland. Voyagers should be bi-moded.

Annex – Train Service Requirement

ROUTE: To and from London Euston ⁹	Minimum number of station calls per week	Minimum number of station calls per day (M-F)	Weekdays				Minimum number of station calls per day (Sat)	Saturdays				Minimum number of station calls per day (Sun)	Sundays			
			From London		To London			From London		To London			From London		To London	
			First Train	Last Train	First Train	Last Train		First Train	Last Train	First Train	Last Train		First Train	Last Train	First Train	Last Train
Watford Junction \$	325	43					39					38				
Milton Keynes Central ¹	727	99					80					79				
Northampton ²	11	2					0					1				
Rugby ³	329	45					34					37				
Coventry ³	644	88					78					60				
Birmingham International ³	644	88					78					60				
Birmingham New St ³	644	88	07:30*	23:25**	07:05#	23:05##	78	07:50*	21:40**	07:20#	21:25##	60	10:50*	22:20**	10:30#	22:55##
Sandwell & Dudley	278	37					35					31				
Wolverhampton	308	41					37					33				
Nuneaton	90	13					5					13				
Tamworth ⁴	47	7					5					2				
Lichfield Trent Valley ⁴	48	7					5					3				
Stafford ²	265	36					32					27				
Stoke-on-Trent	400	54					50					41				
Macclesfield	232	32					27					24				
Crewe ²	510	69					57					56				
Chester	184	26	09:15*	20:05**	08:35#	19:30##	22	10:15*	18:05**	09:35#	16:20##	14	17:15*	19:00**	13:45#	18:30##
Flint	61	9					5					5				
Prestatyn	65	9					6					7				
Rhyl	87	13					8					7				
Colwyn Bay	87	13					8					7				
Llandudno Junction	87	13					8					7				
Bangor	87	13	11:30*	19:05**			8	12:20*	17:05**			7	20:30*	19:00**		
Holyhead	67	9			08:35#	13:55##	8			10:40#	14:35##	7			14:45#	13:50##

Wilmslow	205	28					27					18				
Stockport⁵	616	84					77					59				
Manchester Piccadilly	621	85	08:30*	21:55**	07:30#	21:10##	77	08:50*	20:55**	07:55#	20:30##	59	11:00*	21:50**	11:00#	20:50##
Runcorn⁴	237	32					29					27				
Liverpool Lime Street	237	32	08:05*	21:05**	07:55#	20:45##	29	09:25*	20:10**	08:10#	19:45##	27	11:10*	21:20**	11:10#	20:45##
Warrington Bank Quay	230	32					27					23				
Wigan North Western	230	32					27					23				
Preston	245	34	08:15*	21:05**	08:00#	20:55##	27	08:40*	20:30**	08:15#	20:00##	23	11:40*	20:45**	12:10#	20:00##
Lancaster	193	26					25					18				
Oxenholme	137	18					18					15				
Penrith	83	10					13					13				
Carlisle	172	23					24					18				
Lockerbie	18	3					2					1				
Motherwell	32	5					4					3				
Glasgow Central	177	23	10:40*	19:25**	09:05#	18:35##	24	11:05*	18:25**	09:15#	17:35##	18	14:05*	19:20**	14:20#	17:35##
	9660	1321					1143					971				

* = first train from Euston must arrive by ** = last train must not leave Euston before
= first train must arrive Euston by ## = last train to Euston must not leave before
\$ = calls to 'set down only' southbound and to 'pick up only' northbound
^o = 12 trains per week from / 9 trains per week to London Euston may exclude London Euston

¹ = up to 71 calls per week may be set down or pick up only
² = up to 6 calls per week may be set down or pick up only
³ = up to 1 call per week may be set down or pick up only
⁴ = up to 5 calls per week may be set down or pick up only
⁵ = up to 11 calls per week may be set down or pick up only

ROUTE: Birmingham to and from Scotland ⁹	Minimum number of station calls per week	Minimum number of station calls per day (M-F)	Weekdays				Minimum number of station calls per day (Sat)	Saturdays				Minimum number of station calls per day (Sun)	Sundays			
			From B'ham		To B'ham			From B'ham		To B'ham			From B'ham		To B'ham	
			First Train	Last Train	First Train	Last Train		First Train	Last Train	First Train	Last Train		First Train	Last Train	First Train	Last Train
Birmingham New Street	218	29														
Wolverhampton	218	29														
Stafford	21	3														
Crewe	231	31														
Warrington Bank Quay	224	30														
Wigan North Western	224	30														
Preston	224	30														
Lancaster	187	25														
Oxenholme	126	17														
Penrith	96	14														
Carlisle	199	27														
Lockerbie	18	3														
Motherwell	7	1														
Glasgow Central	106	14	11:20*	19:15**	10:00#	17:35##	11:20*	17:15**	10:00#	18:35##	10	13:20*	19:15**	16:00#	18:25##	
Haymarket	92	13									8					
Edinburgh Waverley	93	13	10:25*	18:15**	11:00#	18:50##	10:25*	16:15**	11:00#	18:50##	9	14:25*	18:15**	15:00#	18:50##	
	2279	308									293					
											234					

* = first train from Birmingham must arrive by ** = last train must not leave Birmingham before

= first train must arrive Birmingham by ## = last train to Birmingham must not leave before

⁹ = 21 trains per week from Birmingham to Scotland may exclude Scotland and 1 train per week from Birmingham to Scotland may exclude Birmingham

⁹ = 15 trains per week from Scotland to Birmingham may exclude Scotland and 6 trains per week from Scotland to Birmingham may exclude Birmingham