

Stakeholder Briefing Document, InterCity West Coast Re-Franchising

MAY 2011

Consultation Process

The Department is grateful to all the organisations and individuals who took the time and effort to respond to this consultation, and to those who attended the consultation events. 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 B. 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/closed/>

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. The consolidated notes of these meetings can be seen at Appendix A of this document.

We had 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 will have access to the responses to this consultation and will be expected to reflect on the proposals and suggestions respondents have made.

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	51
Local Authority	34
Passenger Interest Group	30
Trade Body / Business	11
Parliamentary (Commons / Lords)	7
Passenger Transport Executive	5
Public Body	4
Train Operating Company / Freight Owner Group	3
Airport	2
Contractor/Maintenance	2
Scottish and Welsh Government	2
Political Party	1
Regulatory Body / Safety / Security	1
Passenger Representative Group	1
	154

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 draft ITT has been produced following consideration of stakeholder responses to this consultation. The bidders for the new franchise have also been consulted on their views to inform the specification.

The draft 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 in 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 Stakeholder Briefing Document is to provide stakeholders with a summary of the recent consultation process. This document should be considered alongside the consultation document, the response to the consultation on Reforming Rail Franchising and the specification outlined in the draft Invitation to Tender.

Franchise Objectives

InterCity West Coast 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.

- To exploit the full potential of the route and maximise capacity.
- To manage effectively the integration of new rolling stock vehicles.
- To improve overall passenger satisfaction.
- To deliver the agreed Olympic services.
- 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.

Table 2: Consultation responses analysed by theme and type of responder

	Passenger Interest Group	Local Authority	Member of the Public	Passenger Transport Executive	Trade Body / Business	Scottish and Welsh Government	Parliamentary (Commons / Lords)	Public Body	Airport	Passenger Representative Group	Political Party	Train Operating Co / Freight Owner Group	Contractor/Maintenance	Regulatory Body / Safety / Security	Total
Appropriate train times and service frequencies; alternative service propositions	65	75	56	19	23	13	11	11	3	3	8	1			288
Important investment priorities; other schemes to be developed; alternative approaches to reduce cost	33	26	3	8	9	3	3	1	3	1	1		1		92
Minimise revenue loss and fares simplification	26	13	4	5	6	1	2	1	2	3		1			64
Out of scope	12	7	7	3	3		2	2	1	1		2	1		39
Communication with passengers	12	7	2	1	2	2			2	1					29
Future National Stations Investment Programme considerations	6	6		2	4			1							22
Performance areas	9	3		1		2			2	1		1			19
Issues arising from the development of HS2 - pricing or new services	5	3	2	3	3				1			2			19
Catering provisions	6	4	2				1		1						14
Remapping proposals for service providers	3	1	2	2		1			2		1				12
What environmental KPIs should be set	4	4	1	2										1	12
Local accessibility and mobility issues improvement suggestions	3	5	1			1		1							11
Specific local factors that may influence future level of passenger demand	5		1		2	1		1							10
Improving service quality proposals	2	1								2					5
Local safety issues that need addressing	1									1					2
	192	155	81	46	52	24	19	18	17	13	10	7	2	1	637

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 each issue raised

Appropriate train times, service frequencies and alternative service propositions

- There were many different service propositions suggested and these are usually centered on the area from which the response originated. There was general support for retaining and building on current service patterns rather than undertaking a wholesale change to the way service are configured.
- Some responses highlighted current services that could utilise extra stops at certain times to improve connectivity, while others commented on the need to improve journey times, possibly through the removal of intermediate stops. Some suggested providing operators with flexibility to balance the needs of the different markets they serve.
- There have been many responses stating the need to run direct services between the North West and Scotland and strong support for hourly London – Glasgow services.
- Many members of the public in Shropshire and North Wales have stated that they wish for the former Wrexham & Shropshire services to be specified as part of the new franchise, calling at Wrexham, Telford and Wellington. They also wish to see the services running via the West Coast Main Line rather than the former Chiltern route.
- In relation to the Wrexham & Shropshire concerns raised, many have associated the Moderation of Competition clause in the current franchise with the demise of the Wrexham & Shropshire open access operation; in particular, restrictions at Wolverhampton station.

Many respondents have requested that the specification for the new franchise should mandate additional calls at particular stations which are not included in the specification for the current franchise.

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 will be placed on the new operator. Bidders for the franchise will be encouraged to consider the consultation responses and formulate plans to develop their optimal service proposition.

The addition of stops at intermediate stations, while maintaining the total quantum of stops on a route where fast trains are running in quick succession, is not as simple as it might first appear. An additional stop might cost only, typically, four minutes in the schedule of an individual train but, where trains are scheduled immediately behind each other as on the West Coast Main Line, a four-minute stop in one train can often mean a four-minute delay to the train behind, and sometimes to the train behind that. Not only does this lengthen journey times for the passengers on all these trains but it also means that those trains present themselves later at key junctions further down the line. In congested areas, such as the Coventry to Birmingham corridor or on the approaches to Manchester Piccadilly station, differences in timing of four minutes can mean wholesale re-casting of local services in the area, often beyond tolerable limits. The Department does not therefore believe it reasonable to specify in the Invitation to Tender for this franchise obligations to make additional calls because in many cases, it will take several months of painstaking work by Network Rail and all the Train Operators concerned before it can be established whether the additional calls are feasible.

The new franchisee will be required to continue to call all stations served by the current franchise with the exception of Wrexham and Carstairs. 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 are likely to consider issues such as interconnectivity in developing their proposals.

Bidders will be free to consider offering proposals such as the former Wrexham and Shropshire service 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.

WSMR was aware of the Moderation of Competition provisions, under which the first InterCity West Coast franchise was let when it applied for its track access rights. Moderation of Competition provisions are expected to expire on 31 March 2012 and will not be a feature of the replacement franchise.

Important investment priorities, other schemes to be developed and alternative approaches to reduce cost

- Many responses mentioned the need for redevelopment to continue at stations. Several respondents suggested that these should be specified as part of the new franchise.
- Many respondents – particularly local user groups and rail partnerships – suggested that such improvements can be carried out in partnership with local organisations.
- Partnerships with local user groups and transport authorities have been suggested. Furthermore, some responses have suggested that Network Rail is best-placed to deliver station upgrades rather than Train Operating Companies.
- There have been suggestions that stations could be managed by local user groups and management devolved and that costs of maintenance needs to be split where stations have multiple operators.
- Several respondents also requested that the Voyager trains be replaced by longer Pendolinos.

A longer franchise is expected to encourage and facilitate private investment to deliver important benefits for passengers.

Bidders will be expected to outline their plans for improvements in stations. As part of this they may consider opportunities to leverage third party investment to assist in the upgrading of station facilities.

The incoming train operator will have full leaseholder responsibility for the maintenance and enhancement of the 17 stations at which it is 'Station Facility Owner'. Network Rail will retain responsibility for major stations such as London Euston, Birmingham New St, Manchester Piccadilly, Liverpool Lime St, Glasgow Central and Edinburgh Waverley.

Bidders will no doubt welcome the involvement of local groups and are free to consider the most appropriate approach to managing the stations for which they are responsible.

All train operators pay station access charges for the use of stations at which they are not Station Facility Owner.

Bidders will also be expected to detail the changes they intend to make, if any, to the composition of their rolling stock fleets.

Minimising revenue loss and fares simplification

- Many responses have questioned the fares charged for services, requesting a simplified fares structure with cheaper prices.

- Many responses have stated that the Friday evening peak time restriction needs to be removed because it causes excessive overcrowding on services departing London.
- Many responses have stated that although the 2008 timetable was designed as a 'turn up and go' service, the fares regime does not match this concept. These responses have called for a simpler and cheaper fares regime. Respondents also requested an ability to allow seats to be booked on the day of travel as advanced fares.
- Some responses have suggested that more stations should be gated and smartcards introduced to reduce revenue loss.

Government fares policy will be applied to the regulated fares in the new InterCity West Coast franchise. A Passenger Charter including associated delay/repay scheme will be implemented. Other fares will be unregulated, and may be priced or varied at the commercial discretion of the operator, subject to the normal constraints of the Ticketing & Settlement Agreement and other industry arrangements.

The Department expects to undertake a full fares review later this year. It is anticipated that the results of this review could be implemented by the new train operator.

The Department has procured 106 new Pendolino carriages that are planned to be integrated by the start of the new franchise. All are planned to be available for passenger service by December 2012. During the franchise, if it should happen that count data shows that capacity provision is failing to match demand, the franchise operator will be required to supply passenger count information and evidence of actions taken to mitigate crowding within their available rolling stock resources to remedy the situation.

Bidders will be expected to demonstrate their revenue protection strategies, which could include the gating of stations, within their bids.

The new franchisee will be required to include the introduction of ITSO compliant ticketing throughout the franchise area on all ticket types no later than February 2015.

Communications with passengers

- Respondents expressed a desire for real-time information to be communicated to passengers in a concise and consistent manner with a standard strategy adopted on stations and trains.
- Respondents stated that communication could be improved over ticketing restrictions.
- There have been several responses in support of better collaboration between Train Operating Companies – in particular

during times of disruption and on the need for accurate and speedy communication.

Bidders will be expected to consider customer information systems in their proposals, including the best ways to communicate information to passengers in times of disruption.

Information provision is a key area with respect to customer satisfaction and will be assessed in the evaluation of the service quality delivery plan.

Future National Stations Investment Programme (NSIP) considerations

- Responses mentioned the need for redevelopment to continue at NSIP proposed stations.

Bidders will be expected to continue to manage the existing NSIP schemes proposed and consider future opportunities if further NSIP funding is made available.

Performance areas

- Respondents stated that performance can be poor across certain areas of the network and that targets need to be built into the franchise agreement, with penalties for targets being missed. The provision of performance data on a disaggregated level to allow passengers to track the performance of specific trains was also requested.
- There have also been various suggestions to network infrastructure improvements to be made – notably re-signalling and double-tracking the line in some areas.

The Department will specify performance targets in respect of delay minutes and cancellations at a franchise level. Sustained failure to deliver the required level of performance could lead to the termination of the franchise.

Bidders will be asked to consider whether disaggregated punctuality figures for different parts of the line should be published.

Infrastructure improvements are usually addressed through the Periodic Reviews of Network Rail's outputs and charging structure. However bidders are free to consider opportunities to work with Network Rail to develop and deliver such schemes to improve the efficiency of the network.

High Speed 2

- Respondents were concerned about service levels being disrupted and inadequately replaced during the construction of High Speed 2. Furthermore, respondents are also concerned that when High Speed 2 becomes operational, the West Coast Main Line would lose services in order to transfer passengers onto High Speed 2 services.

The Department will expect bidders to consider and demonstrate how to mitigate and manage disruption to passengers on both planned and unplanned works throughout the life of the franchise.

Capacity on the 'classic' network will be released by the introduction of HS2 services to allow enhanced local services and more freight paths. However, these developments are likely to take effect after the end of this franchise.

Catering provisions

- There have been comparisons made between catering services offered by different Operators. A number of those responding called for hot food to be served, particularly for long journeys in standard class. Some responses have highlighted a desire to use locally-sourced produce in catering.

The Department does not intend to mandate the level of catering service although it does expect bidders to describe what catering provision they propose within their plans.

Remapping proposals for service providers

- There has been several suggestions that large parts of London Midland franchise should be merged with the West Coast franchise – in particular to the south of Birmingham. There have also been various suggestions about better partnership working with First Transpennine Express around the Manchester area.

These services are outwith the scope of the InterCity West Coast franchise. Bidders are free to propose services above those outlined in the Train Service Requirement specified within the ITT providing they can gain track access rights to operate such services.

What environmental KPI's should be set?

- There have been many responses about the environmental impacts of diesel trains on electrified tracks between Birmingham and Scotland.

- Many responses from the Midlands and North West have stated that rolling stock needs to be deployed correctly when electrification of the Northern Hub is completed, to prevent diesel trains running on electrified tracks.

Bidders will be expected to develop plans for measuring and reducing the environmental impact of their rail activities including defining and setting annual targets as part of their proposals to improve the environmental performance of the franchise.

There will be a requirement to monitor and publish the overall environmental performance of the franchise as an annual progress statement.

The Department does not intend to mandate fleet composition or deployment, this is a matter for Train operators to consider within their plans to manage demand and alleviate crowding. However bidders will be expected to consider the environmental benefits of changes to rolling stock across the franchise area.

The environmental performance of bids will be evaluated as part of the selection process.

Local accessibility issues

- Respondents raised a number of issues about the adequacy of car parking provision at a number of stations along the route of the West Coast Main Line.
- A number of responses encouraged bidders to consider the installation of additional, appropriate, cycle parking at main line stations.
- Issues of disabled and pedestrian access to station platforms, signage, and interchange facilities were raised.
- Respondents raised a view that the franchisee should introduce a Disabled Peoples Protection Policy and that they should bid for funding for improvements for disabled access.

Bidders for the franchise will be expected to consider opportunities for extending car parking provision and cycling provision and the development of Station Travel Plans.

The Department will expect bidders to consider carefully the requirements of all passenger groups and demonstrate how they will respond to the needs of the disabled. The new franchisee will be required to have a Disabled Peoples Protection Policy in place and will be required to include an annual Minor Works fund of £300k for station access improvements.

Specific local factors that may influence future level of passenger demand

- Respondents commonly stated that various ongoing and future developments across the franchise – such as the pending High Speed 2 work at Euston, redevelopment of Birmingham New Street and electrification of lines around the Northern Hub will require train service contingency plans to minimise disruptions during engineering works. This may include co-ordinating services with other franchises and using alternative train routes rather than replacement bus services.
- Additionally, respondents state that the current 5 car trains are inadequate to cope with the current crowding levels and should be replaced with 11 car Pendolinos.

The Department will expect bidders to consider and demonstrate how to mitigate and manage disruption to passengers on both planned and unplanned works throughout the life of the franchise.

The Department will expect bidders to consider their fleet composition and deployment within their plans to manage demand and alleviate crowding.

Proposals for improving service quality

- Respondents stated that performance can be poor across certain areas of the network and that customer satisfaction targets need to be built into the franchise agreement, with penalties for targets being missed

An NPS output based mechanism is to be specified with the baseline set at current levels for key attributes for Stations, Trains and Customer Service.

Bidders will be required to set future annual contracted targets for these attributes. The contract will include annual financial improvement plans capped at £250k per attribute if targets not met to require the franchisee to invest to improve these quality measures.

Short-listed bidder contact details

Current Key Contacts:

Abellio

Name: Matt McInnes

Tel:

Mobile:

Email: matt.mcinnnes@Abellio.com

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

FirstGroup

Name: Hugh Clancy

Tel:

Mobile:

Email: hugh.clancy@firstgroup.com

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

Keolis / SNCF

Name: Alistair Gordon

Tel:

Mobile:

Email: agordon@keolis.com

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

Virgin Trains

Name: Paul Furze-Waddock

Tel:

Mobile:

Email: PFW@virgintrains.co.uk

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

Appendix A – Notes from consultation events

These notes are from a series of four consultation events held along the length of the ICWC route. These consultation meetings consisted of a presentation of approx 45 minutes and 1 ¼ hrs for questions and answers. The slides used for the presentation – which represented the Departments’ view – at the time – of the issues under consideration were provided to attendees for information purposes only. It was stressed that people who wished to formally respond to the consultation should do so as early as possible in writing with the final deadline being by close of business on 21st April. It was explained that responses to the consultation would be included in the data room and bidders would be able to view them to inform their bids.

Notes – InterCity West Coast Refranchising Consultation Event

Date	16 Feb 2011 11:00 – 13:00	
Venue	Marriott Hotel Glasgow	
Objective	To review the consultation document and provide the opportunity for a questions and answers session for attendees to clarify points of detail omissions etc	
Attendees	Roger Jones	DfT
	Sacha Hatteea	DfT
	Graeme Plank	DfT
	Brian Sharkie	Edinburgh City Council
	Stuart Patrick	Glasgow Chamber of Commerce
	Tony Hughes	Glasgow City Council
	Scot Taylor	Glasgow City marketing Board
	Mark Gallagher	Greater Glasgow Hotel Association
	Dominic McVey	Greater Glasgow Hotel Association
	David McDove	North Lanarkshire Council
	Robert Samson	Passenger Focus
	Leslie Sawyers	Scottish Council for Development
	Alex Macaulay	SESTran
	Trond Haugen	SESTran
	Allan Comrie	SPT
	Calum McCallum	Transform Scotland
	Peter Lloyd	Transport Scotland
	David Prescott	Transport Scotland
	Liz Buchanan	Visit Scotland
	Rosemary Blumfield	West Coast 250 Campaign

Questions and Answers

Tony Hughes

Glasgow City Council

The West Coast RUS assumes hourly services to Glasgow, but this was not show in the presentation as a specific requirement that would be included in the Invitation to Tender. This is a matter of concern as Glasgow City Council strongly favours an hourly service.

The ORR had not yet confirmed its determination of track access rights when the consultation document was published. The DfT has applied for rights consistent with an hourly Glasgow / London service. The DfT cannot guarantee that these rights will be granted but the DfT feels that an hourly service may be desirable and has applied for such rights to allow the bidders to develop the optimal solution. The RUS document is a series of recommendations that are not necessarily mutually compatible and it is not yet a final document.

Has the Department been contacted by the organisers of the Glasgow 2014 Commonwealth Games with regard to requirements for rail services?

No, but we will be happy to be contacted. It should be noted that the primary contact in this case should be Transport Scotland. However, we will liaise with the CG group with a view to ensuring that they develop a good working relationship with the winning franchisee, and that they have the opportunity to place relevant information in the data room so that bidders are aware of the transport implications of the games.

Is there a proposal to specify specific train formations for specific routes?

No, the DfT will not specify to that level but we have included within the consultation document an expectation that demand is matched by supply and that the general expectation is that long distance travellers 'expect to get a seat'.

Will bidders have the ability to vary stopping patterns or skip current stops?

It will be a matter for bidders to optimise the train service pattern. The DfT is considering specifying at a high level the number of stops per station per day. Track access agreements will permit variation in stopping patterns. Bidders are best placed to design an integrated service plan and this drives their commercial proposition. The Secretary of State has stated that he wants a more efficient railway – and this requires an optimal matching of stock, stopping patterns and underlying cost to the levels of demand. There are likely to be many opportunities to do this in this franchise.

Stewart Patrick

Glasgow Chamber of Commerce

What will the impact of modal competition be on the franchise – is this analysed and will it be reflected in the specification?

Passenger behaviour and modal share are key issues for bidders and changing patterns of usage will significantly influence the way in which bidders structure their proposals. The DfT expects bidders to optimise their proposals in light of regional economic growth and modal share as there is clearly a strong incentive for a successful franchisee to maximise ridership.

What would happen if the franchisee receives limited Track Access rights within the life of the franchise?

The DfT cannot require a franchisee to deliver services for which they have no rights.

How will the franchise encourage better Network Rail performance?

The McNulty review is looking at the relationship between train operators and Network Rail, however the final report and its recommendations is not yet available to inform the consultation or the ITT. We understand that the review will be addressing the realignment of relationships between train operators and Network Rail.

Scot Taylor Glasgow City Marketing Bureau

Will the reduction in the number of East Coast services and the re-development work planned for Euston – will there be a risk of reduced service levels to Glasgow?

We do not anticipate a reduction in West Coast service levels – the phased plan for Re-development of Euston for HS2 that we have available shows that it may be possible to deliver the current service levels with a maximum of 14 platforms (reduced from the current 17). It should be noted that whilst HS2 is only at a conceptual stage of development and requires powers for construction and operation, this is a base assumption that will be given to bidders. The development of HS2 will inevitably require close working between the franchisee and HS2 during the life of the franchise and careful planning will be required with regard to interworking and turnaround times but we do not anticipate the need to specify any material reductions in service levels at this time.

Peter Lloyd Transport Scotland

Is the DfT aware of other bids for track access rights 2012-2022?

We are aware that London Midland has bid for some rights as have two open access operators

Callum McCallum Transform Scotland

Transform Scotland is frustrated by seeing diesel trains running between Birmingham and Scotland – on an electrified route. Are there plans for specifying electric vehicles?

There are a number of ways in which a franchisee could react to this challenge – including extending/bi-moding existing diesel stock by including a pantograph transformer car within the formation allowing a flexible deployment of stock on electric and non electric routes. The Voyager stock is subject to Section 54 guarantees from the government until 2016 so could be replaced after that date by a fleet of electric trains.

What are the implications of the Manchester Electrification for line speed and stock utilisation? It was noted that current TPE vehicles were constrained to 100mph

This is outwith the scope of the ICWC franchise as it related to services operated by another franchisee and will be subject to another re-franchising exercise in a few years time.

Will the Franchise include specific carbon targets?

We would be happy to receive suggested measures in the formal consultation response. In principle we are proposing to encourage rather than mandate measures. Bidders will propose their 'solution' to this challenge as the environmental performance of bids will be evaluated as part of the selection process.

Is there a proposal to analyse performance punctuality and crowding in more detail – by train / route rather than the average performance of the franchise which can obscure significant performance variations

We do not anticipate requiring publication of performance data to that level – although punctuality data is available for every train. However, route-level performance reporting (including that of cancellation and delays) may be possible. It is proposed that bidders will be at liberty to propose what they feel to be an optimal level of reporting. Bidders will have to pay close attention to crowding as well as punctuality and balance their ability to manage supply and demand - there are many options here – including booked seat only services.

Leslie Sawyers

Scottish Council for Development

Does the DfT have powers to mandate the provision of priority for services to regions?

The Department has the right to specify services; however the consultation proposes that the detailed train services should be developed by the bidder.

Trond Haugen

SESTrans

Edinburgh / Scotland services represent only 18% of the air market – is there an opportunity for higher frequency services?

Some additional services could be provided for Glasgow to and from London and the Department has applied for track access rights to allow a future operator to fill the gaps in service. In theory operators could provide all the Birmingham – Scotland services to Edinburgh but this would affect Glasgow stakeholders.

There is a significant problem in that it is very difficult to purchase unregulated through fares on multiple operator routes without having a profound understanding of the fares structure – what will you do about this in the specification?

We will discuss this with our fares policy team – please submit in your written response. Improvement here would be seen very positively by passengers.

The Consultation exercise should include all relevant bodies – believes that some have been omitted

This has been investigated and relevant parties were invited, however some contact names may have changed over time. Where necessary the database of addressees has been updated.

What is the capital requirement for franchises of > 15 years?

There is an absolute limit of 22.5 years for a franchise. European regulations require that franchises of more than 15 years should include ‘significant’ own resource capital investment by a franchisee. It should be pointed out that historically rolling stock and rail infrastructure have been funded in the main by Roscos and Network Rail.

Unclear as to the interface between the Franchisee and Network Rail post McNulty – how will this be handled?

The ITT will make clear the new relationship that the train operators will have with Network Rail and how this might evolve in the future in relation to the McNulty recommendations.

Allan Comrie

SPT

Will bidders be able to flex the mix between 1st and standard class to reflect changes in demand?

The mix of classes is initially driven to some extent by the formation of the trains. However we will not be mandating any given mix and the new vehicles to be inserted into 9 car trains will all be standard class. It has been observed

that the most crowded trains in standard class also tend to have crowding in first class

Alex McCauley SESTrans

Is the DfT confident that it will get robust responses from bidders given the length of the franchise and the 3 month bid period?

This is the normal bid period and we have had a number of 15 year contracts. The current ICWC contract itself was for 15 years. Train Operators will have a good idea of what is required of them now and will be mobilising resources to bid

How will you mitigate failure of a franchisee?

We have increased the bond element to be used to cover the costs of running / re-franchising in the event of failure.

Notes – InterCity West Coast Refranchising Consultation Event

Date	18 Feb 2011 10:00 – 12:00	
Venue	Great Minster House London	
Objective	To review the consultation document and provide the opportunity for a questions and answers session for attendees to clarify points of detail omissions etc	
Attendees	Sacha Hattea	DfT
	Graeme Plank	DfT
	Poonam Tamana	London Travel Watch
	Steve Mortimer	Milton Keynes Council
	Dave Charlton	Watford Rail Users Group
	Michelle Brook	Passenger Focus

Questions and Answers

Dave Charlton **Watford Rail Users Group**

Will bidders be able to flex the mix between 1st and standard class to reflect changes in demand?

The mix of classes is initially driven to some extent by the formation of the trains. However we will not be mandating any given mix and the new vehicles to be inserted into 9 car trains will all be standard class. We have observed that the most crowded trains in standard class also have crowding in first class

Poonam Tamana **London Travel Watch**

London Travel Watch have published reports on station standards which may be of use

We would be grateful if these and a summary paper could be passed to DfT for inclusion in the data room.

Steve Mortimer **Milton Keynes Council**

How will a 10 year Track Access Agreement affect the London Midland bid for access?

The decision about allocation of Track Access Rights lies with the ORR. In the medium term franchisees, assuming paths exist; have the ability to 'spot

bid' for rights – TAR rules apply to Open Access Operators as well as franchised operators.

What is the impact of moderation of competition rules on the new franchise?

These will cease to apply to the new franchise

Will the train service requirement apply for the life of the franchise?

The Department is proposing that Train Service requirement is defined a minimum number of stops at a station only. Operators will be able to develop bids that reflect the best balance of stops. They will also have the ability to vary patterns during the life of a 14 year franchise via a simplified process as long as they continue to deliver the contracted number of stops.

The RUS recommendations call for more services to Milton Keynes, - will these be specified?

Our current thoughts are that the base TSR will reflect the quantum of stops in the existing timetable.

Not all the RUS recommendations are mutually compatible. The RUS and its recommendations is currently out for consultation and is a draft document – it is an aspirational document rather than a commitment of set projects and plans. Please respond directly to Network Rail if you have any specific comments about Milton Keynes stops

Will disruptive works at Euston (HS2) adversely affect the WCML services?

We do not anticipate a reduction in West Coast service levels – the phased plan for Re-development of Euston for HS2 that we have available shows that it may be possible to deliver the current service levels with a maximum of 14 platforms (reduced from the current 17). It should be noted that whilst HS2 is only at a conceptual stage of development and requires powers for construction and operation, this is a base assumption that will be given to bidders. The development of HS2 will inevitably require close working between the franchisee and HS2 during the life of the franchise and careful planning will be required with regard to interworking and turnaround times but we do not anticipate the need to specify any material reductions in service levels at this time.

Will staffing levels be specified?

No, we will not specify to that level of detail. If Milton Keynes Council wishes to specify an increment to the service this is possible – but would have to be funded by the requesting entity and supported by a business case. (It should be noted that the SFO at Milton Keynes is London Midland)

How will the franchise ensure that passengers are kept properly informed?

Bidders will be expected to consider include items such as customer information systems in their proposals. Information provision is a key area with respect to customer satisfaction and will be assessed in the evaluation of the service quality delivery plan.

Michelle Brook **Passenger Focus**

How will you build your base comparator business case?

We will be basing it on an economic and financial model of the current service. An analysis of a number of additional 'options' may be carried out by the Department. We will not necessarily procure these options as we are anticipating that bidders may use their commercial expertise to develop their own 'options' as part of their bids.

Will the specification define additional requirements to improve accessibility of ticket purchasing and booking processes] for passengers who require assistance?

There is a commercial incentive to make ticketing processes as accessible as possible. In addition Access for All projects will continue and bidders may well propose APRS or an evolution of this in their bid

Dave Charlton **Watford Rail Users Group**

Will Scotrail sleeper services be affected?

It is likely that if platform capacity is reduced at Euston, all train providers using Euston Station may be affected in some way

Will bidders be restricted to a given Smartcard solution?

No, other than compliance with ITSO standards, technology is moving so quickly and dynamically that this is an area for bidders to deploy their expertise.

Notes – InterCity West Coast Refranchising Consultation Event

Date	18 Feb 23 rd 2011 10:00 – 12:00	
Venue	McDonald Hotel Manchester	
Objective	To review the consultation document and provide the opportunity for a questions and answers session for attendees to clarify points of detail omissions etc.	
Attendees	Roger Jones	DfT
	Sacha Hatteea	DfT
	Graeme Plank	DfT
	Jayne Black	Liverpool City Council
	John Owen	TravelWatch North West
	Iwan Prys-Jones	Taith Council
	Peter Rowland	RailFuture West Midlands
	Robert Talbot	Lakes Line Rail User Group
	Gary Adlen	Merseyside Partnership
	Mark Butchard	The Mersey Partnership
	Bob Woolvin	GMPTE
	John Oates	Mid Cheshire Rail Users Group
	Robert Parker	Furness Line Action Group FLCRP
	Syra Syeda	Passenger Focus

Questions and Answers

Mark Butchard

Mersey Partnership

How many expressions of interest have been received for the ICWC franchise? How can we inform bidders of our ideas and comments?

We do not comment on the number of applications received

Submit your responses to this consultation – they will be included in a stakeholder briefing document for bidders. Bidders may contact stakeholders directly to discuss plans or issues that they feel to be particularly salient. It is always best to substantiate comments or recommendations with a business case spelling out the economic and financial basis of your proposal, if such information exists. When we announce pre-qualified bidders we usually publish the details of bid directors so that stakeholders can make direct contact

Bob Woolvin

GMPTE

How will the DfT evaluate proposals for usage of the NW electrification scheme (e.g. Blackpool services) – has this been modelled? What is the configuration of the new rolling stock? What happens if Open Access operators backed by bidders are successful in gaining access rights (is there scope for complex market management gaming?)

Bidders are currently applying to be pre-qualified (shortlisted) to receive the full Invitation To Tender (ITT). We are not expecting proposals at this level of detail in the PQQ process. In the full ITT we will evaluate all proposals – we have neither explicitly included nor excluded the use of NW electrification as a solution. We have an open mind as to the re-structuring of franchise structure and are open to proposals or recommendations for the future scope of franchises. If GMPTE have specific proposals these should be included in their consultation response.

The new 11 car trains are being constructed as per the current 9 car sets with the inclusion of two standard class carriages. Bidders may propose refurbishment and reconfiguration of the fleet during the life of the franchise (14 years).

It is a matter for the ORR to allocate track access rights and we are awaiting a final decision from the ORR at present. The pre-qualification process does not preclude the bidders also owning/operating OAO's.

Gary Ardlen

Mersey Travel Partnership

How does the proposed specification match with the recommendations of the (draft) West Coast RUS? Noted a change in behaviour in Passengers using the Liverpool – London service, day return trips now commonplace, but regretted the absence of later return trips

Not all the RUS recommendations are mutually compatible nor is their deliverability entirely established (e.g. feasibility of 4 tph serving Manchester). The RUS and its recommendations is currently out for consultation and it is a draft document – it is an aspirational document rather than a commitment of set projects and plans. Please respond directly to Network Rail if you have any specific comments on the RUS. Any recommendations that you make will be strengthened if you include a clear substantiating business case. The specification we propose issuing will not specify individual trains but be based on total stops per station per day. Bidders will be free to consider core RUS themes – such as the demonstration that faster long distance services have a better socio-economic business case than stopping services. We recognise that each locality will have different views as to priority services – it will be up to bidders to make a commercial decision and provide us with what they believe is the optimum balance of the many variables involved in developing a service pattern.

We may not be specifying first and last train arrivals at each individual station, bidders are free to make proposals as to how they can best match demand with the resources available.

Peter Rowland

Rail Future West Midlands

What provision has been made to allow interested parties to propose changes to the stopping patterns of the new franchise? Shrewsbury ‘the only major town without a direct link to London’ and Shropshire generally does not have good links to London – with the demise of the W&S service. How will the legitimate aspirations of minority users be recognised? Passengers in the West Midlands have problems with the availability of interconnections on the WCML especially at Stoke and Crewe. Is there a potential to specify Birmingham / Scotland services so that they depart from Birmingham International?

At the South end of the route is there a prospect for improvements in the commuter services between Birmingham and Milton Keynes

Bids for the ICWC franchise are expected to include details of how bidders propose to develop a commercially viable solution to the numerous variable factors involved. A new service to Shrewsbury would require either additional rolling stock and train paths or a change in the use of existing rolling stock. Groups can respond to the consultation and this will be passed on to bidders.

WSMR are an open access operator and made a commercial decision to cease services after making losses.

Bidders are free to determine how their service should be structured subject to delivering our proposed TSR which may be at a ‘stops per station per day’ level. It would be expected that this may involve matching supply to demand. It should be noted that analysis of the business case in developing the VHF timetable did not support frequent stops over journey time savings and the success of this timetable in growing railway patronage suggests that this methodology would still hold true.

Proposals for additional services from Birmingham international should be included in the response to this consultation exercise

Birmingham / Milton Keynes services have been analysed in the draft RUS. Bidders will make a commercial judgement as to which services to run.

Robert Parker

Furness Line Action Group / FLCRP

How will the impact of different stopping patterns be evaluated and do these take account of a desire for interconnections?

Bidders will supply a timetabling plan and this will be analysed by the DfT and Network Rail to verify it as deliverable. Financial and economic evaluation of plans takes into account issues such as door to door trip time and interconnectivity. The details of the evaluation framework can be found at <http://www.dft.gov.uk/webtag/> Bidders may or may not agree with the (draft) RUS recommendations however

Network Rail evaluation of the West Coast RUS is in line with the webtag methodology

John Oates

Mid Cheshire Rail Users Association

*Do we take account of dis-benefits to people who lose services/connections in the business plan? How will we address the serious crowding issues (Friday and Sunday being especially bad) What is to be specified in respect of car parking provision – especially at Warrington Bank Quay?
There is a significant problem with achieving best customer value with tickets – it is often impossible to purchase cheap / unregulated fares on non-virgin legs of trips. Getting past this requires a considerable knowledge of the ticketing structure*

Yes, disbenefits to users are included within a holistic business case which is designed to be a 'net' statement for the UK as whole and not specific parts of the line.

106 additional vehicles have been procured and may be introduced into traffic from Dec 2012. Much of the heightened demand is in the traditional 'off-peak' period and there is a strong commercial incentive on bidders to address this demand – as commented previously we will not be specifying rolling stock deployment patterns or providing a fixed time table for bidders to bid against. We will evaluate bids to ensure that they are internally consistent and 'add-up' – alleviation of crowding is a core issue. After the very large investment made on the WCML and with HS2 a strong prospect there is little chance of material infrastructure investment to increase capacity beyond 11 cars in the short to medium term.

We are not proposing to specify numbers of car parking places, this will be part of the commercial proposal from bidders

The franchisee has to abide by the Ticketing and settlement agreement, this is under review at the moment. The current through tickets sold ensure that a passenger's onward ticket will be honoured by a third party in the event of delay/cancellation. This is not the case when you buy separate tickets, which are in some circumstances cheaper.

John Owen

Travelwatch North West

*The WCML provides a 'local service' from Crewe to Carlisle and the north. There are no convenient alternative services on this route – will this be addressed in the specification? When the WCML was upgraded we were told that it was going to be operated as a 'seven day railway' – why are there no trains until mid-day on a Sunday - a day very heavily patronised by passengers?
The ICWC franchisee has a monopoly with regard to stopping rights – what can be done to improve competition (e.g. open access operations)?*

The aspiration was indeed to move to a seven day railway and this has been achieved on most of the route but challenges remain – for example, the double track section north of Preston. We have seen improvements but the situation is not perfect. We would expect bidders to work on this issue with Network Rail. However, the line is very busy with no real quiet periods. It has to be maintained and therefore there has to be a gap in service sometime as short possessions are inefficient and disproportionately expensive, the question is when is most appropriate if not Sunday? Views from consultees as always would be welcomed

“Moderation of Competition” restrictions expire at the end of the current franchise.

The ORR believes that competition is desirable, but a whole industry cost analysis has also to be considered. OA operators do not pay premia to the Government and only pay incremental track access charges. OA can be abstractive of revenue for the main franchisee without making any contribution to the overall maintenance of the railway. OA track access rights are determined by the ORR and not the DfT. Operators have to build a case and bid for them.

Robert Talbot

Lakes Line Rail Users Group

Pointed out a number of typographical errors in the consultation document and provided these on a sheet for correction. Asked how comments about the consultation document were to be reflected in the re-franchising process and asked for consideration of the number of stop at Oxenholm.

The DfT will ensure that comments are published alongside the ITT document in the “Stakeholder Briefing Document” and that we would look at the list of errors.

The specification we propose issuing will not specify individual trains but be based on total stops per station per day.

The 2008 timetable had a long and exhaustive planning process and included input from the DfT, ORR, Network Rail and all operators including VTL – it was not an imposed plan

Notes – InterCity West Coast Refranchising Consultation Event

Date	Feb 25 th 2011 10:00 – 12:00	
Venue	McDonald Hotel Birmingham	
Objective	To review the consultation document and provide the opportunity for a questions and answers session for attendees to clarify points of detail omissions etc	
Attendees	Roger Jones	DfT
	Sacha Hatteea	DfT
	Graeme Plank	DfT
	Rowley Osborn	Staffordshire County Council
	Martin Dyer	WSP UK
	Peter Cousins	Lichfield Rail Promotion Group
	Jeremy Thorne	Rugby Rail Users Group
	Michael Rhodes	North Staffs Rail Promotion Group
	Keith Kondakor	Warwickshire Friends of the Earth
	Laura Mason	Passenger Focus
	Jessica Pope	Coventry City Council

Questions and Answers

Jeremy Thorne Rugby Rail Users Group

Question related to the service levels and stopping patterns of intermediate stations. The VHF timetable has been good for connecting major stations with London, but has not been good for passengers wishing to interchange for destinations other than London. Rugby has lost North bound services and this is compounded by what he believes to be poor services Birmingham / Glasgow. He believes that the VHF timetable is fundamentally flawed. Understands that the VHF timetable will form the basis for the new franchise but will we specify additional stops Northbound from Rugby. A better balance needs to be struck between interconnectivity, journey time and travel opportunities

We are not proposing specifying stopping patterns to that level of detail. The Train Service Requirement is likely to state the number of stops per station per day only – as informed by the current time table. It will be up to the bidders to analyse the demand and service structure and optimise this. We are not proposing to develop a timetable for bidders to bid against. We would like to allow commercial freedom and latitude to match supply, demand and rolling stock.

Faster services on the west Coast main line have proven successful – the ridership on the WCML has grown substantially. The economic case for the VHF (established

before its introduction in 2008) timetable is a strong one and it included economic, social and financial benefit analysis. Journey time and interconnectivity are core elements of the analysis that was conducted in building the 2008 timetable.

All time tables are compromises of the varying objectives of stakeholders. The VHF timetable has shown a very large growth in usage which supports the predictions of the original business case. As the proposed franchise is for 14 years and is likely to be based on the current VHF timetable it may 'evolve' over time and the franchisee should have the opportunity to optimise the stopping patterns to reflect demand over the life of the franchise.

If following supply, demand, financial and economic analysis bidders agree that connectivity should be enhanced then they have the flexibility to do so in their bids provided that they meet the specified TSR. We do not propose to specify how they should deliver their services. We will signpost connectivity as an issue raised in the consultation in the stakeholder briefing document.

Keith Kondakor

Warwickshire Friends of the Earth

Very concerned at the service levels available at Nuneaton. Interconnectivity is vital and the franchise must give a fair chance to all users on the line. There must be some equity of access to rail services from 'isolated' stations. Urged the DfT to require bidders to use the new rolling stock to deliver extra stops, and asked what contingency plans there were for changes on the WCML in the event that HS2 was not built.

Our expectation is that HS2 will be confirmed in due course. If it is not, there are provisions in the franchise agreement to permit changes in the life of the franchise

The issue of connectivity are explored above

Request for Open Access Operations to 'fill the gaps' in the timetable at Nuneaton. OA operators provide good value and are popular with passengers

The ORR believes that competition is desirable, but a whole industry cost analysis has also to be considered. OA operators do not pay premia to the Government nor are they charged for fixed track access. OA can be abstractive of revenue for the main franchisee without making any contribution to the overall maintenance of the railway. OA track access rights are determined by the ORR and not the DfT. Operators have to build a case and bid for them.

Martin Dyer
Commerce)

WSP UK (also representing the Chamber of

From a business perspective he welcomed the VHF timetable – People in the Midlands – the Airport and NEC require fast and frequent London services – the usage patterns reflect this. From a business perspective 'speed is everything' and he would like to see an improvement on current performances

(London to Birmingham in 1983 took 93 mins and currently takes 84 mins – an improvement of only 9 mins). Believes that 3tph for Wolverhampton is good and is very pleased with the positive uptake of the new timetable. In 2007 he engaged with bidders and spent considerable time and effort only to find that this was broadly ignored. Would not like to see effort like this wasted again. The C of C believes that bidders should be required to engage with businesses and major employers. With regard to stations believes that the new process (99 year long leases) has not grasped the issue directly. Queries if train operators are the best choice to operate stations and believed that FM companies or other operators (like airports) could do this better. Performance Bonds – do these tie up too much capital for an operator – are they just an additional cost burden?

There are opportunities for a variety of ways of delivering the station change programme. For example, station maintenance could be sub-contracted. It will be up to bidders to demonstrate how they will address this objective.

There are two types of bonds – parental guarantees (where the parent organisation underwrites the TOC performance) and Performance bonds. Performance bonds are necessary to fund a placement of franchise if the existing franchise fails. The bond was used when National Express East Coast ceased operating the East Coast franchise. In essence bonds fund the costs of transition and re-letting franchises. The current policy is for an operator to establish a bond of 6% of estimated annual turnover (reviewed every 3 years).

Michael Rhodes North Staffordshire Rail Promotions Group

Specific issues with services for Stoke on Trent. Raised an issue with the paucity of late night services – the last one being 21:40 – asked if there could be a 22:40 and there should be late trains for all major stations calling at appropriate intermediate stops.

We may not be specifying first and last train arrivals at each individual station, bidders are free to make proposals as to how they can best match demand with the resources available.

The franchisee would need to discuss access to the network for later services (the rules of the route can be varied) with Network Rail and the ORR, but one must remember that the WCML is very heavily used day and night (including major freight usage) and that it has to be maintained sometime.

Will the new franchise specify that the franchisee must accept Snr Railcards on peak services (as per current Virgin Trains practice? This is a very valuable benefit and spreads load away from the first off peak trains.

The Ticketing and Settlement agreement species the minimum rail card conditions but Virgin, in the case referred to, have made a commercial decision to extend these

to include peak services. The DfT would not be acting within its' power if it attempted to impose the Virgin conditions on other operators. We can, however, encourage bidders to consider the commercial benefits of such a proposal. With regard to 'spreading the load' bidders are likely to come up with a variety solutions and proposals which will be supported by detailed plans. These will be reviewed in the bid evaluation phase.

When will the WCML be upgraded to deliver 140mph services?

Pendolinos are capable of 140mph operation, and with additional infrastructure investment 140 mph running could be feasible (it was analysed in the development of the 2008 time table). The WCML does not have appropriate signalling infrastructure to allow this – at these speeds in cab signalling is required. Analysis has shown that the benefit of 140 mph running is outweighed by the very considerable investment that would be required and the energy costs associated with running at these speeds

Peter Cousins

Lichfield Rail Promotions Group

*Echoed concerns about interconnections discussed previously. He believed that demand for Northbound services from the Trent Valley had been downplayed and that the Birmingham to Scotland services were overcrowded. He would also like to see operational performance information broken down by route rather than simply presented as an overall average for the whole franchise. Would we specify this in the new franchise?
He was concerned about equity issues between SFO operators and third party train operators at renewed stations. Quoted an example of a first class lounge being TOC specific and refusing to admit passengers from third party TOCS. How are costs and benefits of investments in station (e.g. Lichfield) to be managed
Can we have a legal obligation that prevents operators from cancelling trains in preference to running delayed services – especially at night and when passengers can be 'abandoned' if they miss connections etc.*

Clearly we would endorse the treatment of elderly passengers in the manner described [*fairness in treatment of first class passengers*], but we cannot force acceptance of all train operators tickets in first class lounges. The TOC has made a commercial decision and has established the lounge as part of their 'passenger offering' (this is analogous with airport lounges run by specific airlines)

Station charges are shared through apportionment of 'Qualifying Expenditure' (QX) which shares the costs on a pro-rata basis. Third parties have a right to be consulted and protected from undue disadvantage via a contractual regime called 'collateral agreements'

We may include a franchise requirement to publish data at a disaggregated 'route' level but for the purposes of the franchise we will continue to manage the contract at a 'franchise level'

ATOC have clear operational codes of practice and the performance regime does not favour cancellation over late running. TOCs usually have good operational contingency plans and there are many instances of them honouring third party tickets in times of disruption.

Graeme Plank
Department for Transport March 2011

Appendix B – Synopsis of consultation responses

Member of the Public

The contact details for of members of the public are not included

Response Summary

Include a direct train service between Telford and London.

Response Summary

Include the former Wrexham & Shropshire services in the new franchise with moderation of competition clause removed.

Response Summary

Include a direct Shropshire to London train service with trains stopping at Shrewsbury, Wellington and Telford.

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

- Provision of a formula which compensates the franchisee for demonstrated loss of profit related to loss of revenue and/or additional costs arising from disrupted or reduced service beyond his control. This could be based upon a comparison with revenues in the period up to 2016. An independent adjudicator should be appointed before the commencement of the period of significant disruption.
- Provision of a contract 'no fault' break clause, allowing 12months notice to terminate by either party from 2017 onwards.
- Consider extending the existing Virgin Trains contract to 2016. By 2015 the extent and nature of likely disruptions should be much better defined allowing bidders to properly account for them. However any negotiation with Virgin Trains should be carried out in parallel with tendering for a new franchise, followed by a decision of which way to go. This would substantially avoid Virgin from having too strong a negotiating position.

Accelerate speed of journey from London to Glasgow to increase competition - and do so by cutting out stops but provide a service that stops at midland locations.

Specify an hourly Blackpool or Lancaster service to London which includes stops lost to the Glasgow services.

- Include in the franchise the service from Manchester (and possibly Liverpool) – Glasgow/Edinburgh. Together with existing Birmingham – Glasgow service will allow sufficient coverage of intermediate stops north of Preston.

Where Voyager trains are used into Euston, ensure so far as is practicable that they are doubled up (i.e. 10cars) to reduce platform usage. Train can then split further north. Allow variation of services between Manchester and London in the middle of the day. Provide additional services on the Friday afternoon services to tackle overcrowding. Additional stops beyond the level already provided at stations such as Watford, Milton Keynes, Rugby, Nuneaton, Wigan, Warrington should not be a core requirement, but something that the franchise holder is allowed to provide as he chooses within the constraint of not significantly

degrading the overall service performance (i.e. speed and punctuality).

- Eliminate use of diesel Voyagers on electrified routes.
- Disruptions must be planned and announced well in advance. Announced information must be realistic in advising the scope, severity and duration of the disruption. It is also useful to explain why the disruption is unavoidable.

Announcements must use multiple methods to maximise awareness of all potential relevant travellers.

Response Summary

Include direct London to Gobowen, Shrewsbury, Wellington and Telford services.

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

Include a direct Shropshire to London train service calling at Shrewsbury, Wellington and Telford.

Response Summary

Include a direct Shropshire to London train service calling at Shrewsbury via Gobowen (Owestry).

Response Summary

Run services to/from Manchester to London St. Pancras in addition to London Euston; via Leicester, Derby and Chesterfield.

Response Summary

Include services from Shropshire to London calling at Shrewsbury, Wellington and Telford.

Response Summary

Resinstate the Carnforth Main Line platforms for direct disabled access.

Response Summary

With the completion of the outstanding elements of the West Coast Mainline Upgrade project which were deferred into Control Period 4 (such as Stafford remodelling), it should be a priority to enhance services to Liverpool ideally to twice an hour in addition to the

- additional services to Preston.
- Specify services on public holidays and Boxing Day.
- Specify skeleton service for Christmas day.
- Incorporate former Wrexham & Shropshire stations.
- Specify direct services from London to Blackpool and Birmingham.
- Extend remaining Pendolino trains to 11-cars.
- Remove other operator's services from the fast-line routes on the WCML.

Response Summary

This document discusses increasing capacity on the WCML and negating the building of the HS2 line. It offers in-depth technical solutions to achieve this and transform the WCML into an equivalent HS2 line.

Response Summary

Include direct London - Shropshire services in the new franchise.

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

Specify direct London - Telford rail services.

Response Summary

Specify direct London - Wellington - Telford rail services.

Response Summary

Include a direct rail service from Shrewsbury through Wellington and Telford to London.

Response Summary

- There should be a general principle that in the period between now and HS2 the new franchise will concentrate on capacity and connectivity rather than further small journey time improvements. Those who have benefited most from the recent upgrade and will benefit further from HS2 to Birmingham and its extension further north should be willing to allow small changes to provide a decent level of service for the main intermediate towns.

- The previous Government intended to use the four new LDHS trains to extend the services which terminate at Lancaster to Glasgow. The refranchising exercise gives the opportunity to see whether some or all of these trains could be better used elsewhere. More than twice as many passengers use the hourly Liverpool service as the hourly Glasgow service so Scotland hardly seems the most in need of extra trains.

- Severe overcrowding on the London – Milton Keynes – Northampton corridor is forecast with many peak hour services expected to have load factors of over 200% with passengers potentially unable to board the trains.

- Milton Keynes has the highest passenger numbers to and from London of any station on WCML. In addition the London – Milton Keynes – Northampton corridor is the most rapidly developing with the Milton Keynes – South Midlands development area programmed for enormous growth. Over crowding on these services is the main issue on the WCML and bidders should be required to consider stopping more LDHS trains at Milton Keynes for all users (peak and off peak), particularly when the extra carriages are inserted.

- Bidders need to pin down where there may be problems of over seated capacity (on LDHS services) between now and HS2 as this issue does seem to be exaggerated in importance compared with the Milton Keynes – Northampton line overcrowding.

- The option to extend Crossrail services from Paddington to Milton Keynes and Northampton would provide a potential solution to many problems that should be examined in depth and the refranchising should tell bidders the connection from Crossrail to WCML will be built well before HS2

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

Make high-standard catering available to all travel classes (not just First Class) like the provisions on East Coast.

Response Summary

Southbound trains which currently stop at Milton Keynes already cause overcrowding and discomfort on the route into London. A regular service is already provided to Milton Keynes passengers by London Midland who should be encouraged to expand their services and the new West Coast Operator should be discouraged from stopping trains at Milton Keynes.

Rugby should be used as a very effective hub for traffic from the North (Coventry, Nuneaton) and the South (Milton Keynes, Northampton) for all long distance North bounds services to Manchester, Liverpool & Scotland. London Midland would provide an integrated feeder service from Milton Keynes, Northampton and Coventry to feed long distance north bound

passengers into Rugby to tie up with additional north and south bound long distance services stopping at Rugby.

A more frequent service to Rugby as it would allow for a half hourly service; it would increase line speeds by not requiring a stop at Milton Keynes; and because Rugby would be served predominantly by long distance north south services, would allow through routing of more Euston - Birmingham services both increasing line speeds (by not stopping at Rugby) and reduce some of the overcrowding taking place on the Birmingham services.

Response Summary

Include direct Shropshire to London services in the new franchise.

Response Summary

Early morning and late evening services to/from Glasgow/London should have a Motherwell stop.

Low-cost parking should be introduced at Glasgow Central.

Response Summary

Include a Shropshire to London direct rail service in the new franchise.

Response Summary

Response mostly made up of points to debate and clarify - i.e. the specific order of objectives to be achieved.

Poses changes to the following services:

Reintroduce a Milton Keynes to London commuter service.

Alter the Motherwell to London services

Introduce an hourly London to Glasgow service.

Merge the CrossCountry and Intercity West Coast franchises to remove changing at Birmingham New Street.

Response Summary

Retain an hourly service between Milton Keynes and Birmingham, explaining that the equivalent London Midland services are inadequate due to crowding, shorter trains and longer journey times.

Response Summary

- All Euston to Birmingham trains calling at Watford Junction, Milton Keynes and Rugby providing the benefits of three trains per hour to intermediate stations as well as just to and from London.
- Both trains per hour via Stoke to Manchester calling at Milton Keynes and Macclesfield doubling the frequency on this route from those stations.
- North West / Scotland trains calling at Milton Keynes and Crewe increasing their usefulness for intermediate journeys.
- More intermediate calls in the Euston – Liverpool service.
- Allow the Milton Keynes commuter to use the InterCity West Coast trains calling at Milton Keynes during the peak. Milton Keynes is unfairly treated in the peaks, when compared to Reading and Peterborough. Milton Keynes, a similar market, has fewer, slower trains.
- There is too much first class on most trains. The new franchisee could be required to come up with a fairer ticketing system and in particular one that removed the need for the endless and very tedious announcements of what tickets are not valid on the train you happened to be on. I suggest making off peak tickets available as singles at half the price of a return would be a start.
- Passengers prefer the flexibility to travel on a different train if they want, allow upgrade to 1st class on off peak trains on 50% of the off peak fare to fill some of the spare seats.
- Overcrowding on a Friday night may be reduced if operators were forced to make more trains off peak, (regulate the restrictions as well) and be forced to sell advance purchase tickets on peak trains. It makes no sense for a peak train to leave Euston with empty seats when the later trains are rammed full and an 18:57 Euston – Manchester additional train required.
- All Pendolinos should be 11 cars not the proposed mixed fleet and Reformatted to provide

all seats in all coaches as bays of four lined up to the windows. Provide an airline style business class moving curtain, which moves up and down the train depending on the number of anytime ticket holders on any specific train. If two classes are to be retained then reformat the Pendolinos to have three full first class coaches, there is no need on almost all trains for 4 1st class coaches. TWPS has reduced the collision risk sufficiently and the stronger window glass prevents passengers from being thrown out in an accident, this allows passengers in the whole length of the end vehicles. How about a clear glass screen between the passenger compartment and the drivers cab like an ICE3?

- If passengers travelling in either class want a meal they can go to the Restaurant / Buffet and pay for it, with an at seat service paid for separately in first class.

Response Summary

Removing the Friday afternoon peak would reduce overcrowding as it would allow people to travel home earlier. It would also permit greater usage of the West Coast Main Line infrastructure.

Response Summary

This is a complaint about Virgin Trains cancellations.

Response Summary

Include a direct train service from Shrewsbury to London in the new franchise.

Response Summary

Abandoning moderation of competition clause falls outside the consultation document. Reinstate through services to the north of Crewe as the metro-concept does not serve everybody's needs.

Response Summary

Include a Shrewsbury to London direct service.

Response Summary

There are some points raised that are outside the scope of the consultation. Reducing the number of first class carriages on the route may reduce overcrowding.

Response Summary

Include a Shrewsbury to London direct rail service in the new franchise.

Response Summary

To include direct services from Shropshire to London in the new franchise.

Response Summary

Include direct London - Shropshire services in the new franchise.

Response Summary

This response includes proposals to remove the morning peak restrictions on trains travelling away from London and making the all-line rover ticket available on these services. It also states that car parking charges should be capped, although in practice these are not.

Response Summary

Include a direct Shropshire to London rail service in the new franchise.

Response Summary

Maintain the rail savers/senior railcard for use in peak hours.

Response Summary

Include a direct Shropshire to London train service.

Response Summary

Include a stop at Wellington in Telford in the new franchise.

Response Summary

Include a direct Shropshire to London train service.

Response Summary

New contract should specify that either replace current Class 221 trains with electric rolling stock or convert this rolling stock to work with the 25kV overhead system.

Response Summary

Include a direct Shropshire to London train service.

Response Summary

Provide a direct link from Shropshire to London.

Response Summary

Include the entire Wrexham & Shropshire Railway franchise area in the new franchise.

Response Summary

Include a Wellington to London direct rail service in the new franchise.

Train Operating Company / Freight Owner Group**D B Schenker**

Ensure that the mixed traffic levels continue and that passenger trains do not prioritise over freight requirements. Range of freight options put forward for consideration but outside the scope of the Consultation Document.

Rail Freight Group

- Align the ICWC franchise dates with the new services on HS2 due to passenger abstraction.
- Align additional capacity released (due to HS2) with additional paths from the North West and Scotland as deep-sea port traffic is likely to join the corridor in the West Midlands.
- Incentivise the operator to act commercially to avoid the need for a ticketless travel survey.

Freightliner

- Expressed caution in relation to the forecast of 79 to 101 freight paths per day by 2030 as there are currently no plans to do this and will also constrain timetable development (gauge clearance will be a caveat.)
- A less intensive service inter-peak should be considered – around lunchtime and evenings so that more freight can be permitted.

Passenger Interest Group**Lakes Line Rail User Group**

Although currently 1 tph (most hours) London to Glasgow, this ought to be specified 'every hour'.

Address the service frequency from Warrington and Wigan to stations north of Preston. DfT must stipulate that prospective franchisees address the 3-hour gaps in service at Oxenholme, namely:

- London to Oxenholme 05:39 - 08:30; 11:30; Oxenholme to Birmingham 07:42 -10:42 and 12:43 - 15:44.

- Lakes Line Oxenholme Connections in & out: should be safeguarded with main line services in both directions
- 3 of the 11-car Pendolino units should be deployed on the London - Glasgow service.
- Printed timetables: should be available for the travelling public.
- Toilet and catering provision at stations and on trains, eg buffet/shop: Minimum standards should be specified.
- The interchange facilities: on platforms 2-3 at Oxenholme need to be enhanced.
- Performance pinch points: the two-track section north of Wigan and at Preston Station must be addressed.
- Neither model Option 'A' or 'B' would be fit for purpose for Oxenholme, the Lakes Line, the wider Lake District National Park or Cumbria in this major year-round tourist area.

Virgin Passenger Panel

No substantive comments made about the Consultation.

West Coast Rail 250

- Investments in Staff Training; Safety and Security; Passenger Facilities and Information; Accessibility; Car Parking; Cycling Provision.
 - Bidders need a specified carbon-reduction plan.
- The DfT will stipulate that they will expect bidders and the eventual franchisee to work closely with local authorities to achieve better co-ordination with local public transport, cycling and walking and in delivering LTP aspirations, and in developing/ improving multi-modal interchanges.
- Standard class passengers deserve a better and wider catering offer

SESTran

- Develop a London to Edinburgh service via West Coast to compete with East Coast and prepare for HS2.
- Specify a service plan for the 2014 Commonwealth Games.
- Improve Carstairs junction where serious speed restrictions currently apply. In particular, the re-instatement of the South - North/East chord.
- Specify an hourly London to Glasgow service throughout the day.
- Strengthen the Birmingham - Scotland service, with a greater proportion serving Edinburgh.
- Greater involvement of Operators in the maintenance and renewal/improvements of station facilities but reservations if this should also be the case for track maintenance/renewal, especially where Operators share infrastructure.
- Operators should always make cheapest fares available, in particular unregulated fares across different operators, and use all information 'tools', ranging from paper based timetables to the latest electronic information and communication devices, taking into account future technological developments.
- Operators should cover overlapping services if they are unavailable due to maintenance works or disruption.
- Introduce a 'Squire' regime similar to ScotRail involving performance penalties or and bonuses.
- Introduce catering guidelines subject to service requirements.

Lancaster, Morecambe & District Rail User Group

- Additional block signal at mid-point of Lancaster's northbound Platform 3
- Bi-Directional Signalling from Lancaster to Carnforth
- Crossover at Lancaster South Junction for "down" services to gain access to Platforms 4 & 5
- Increases in Crossover and Turnout Speeds at key junctions.
- Any reduction in calling pattern at Lancaster is completely unacceptable unless fares are reduced;
- 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).

Lichfield Rail Promotion Group

- Specify a once-hourly service to Lichfield Trent Valley (or alternate hours if Tamworth and/or Rugby and/or Nuneaton are served).

- Specify InterCity travel from Lichfield to other northern cities except Manchester or Liverpool to ease overcrowding at Crewe.
- Specify 10am train to/from London on Saturday and Sunday and adjust stops on existing services to the North West at weekends.
- Upgrade the station to include more seating and better station environment.

Association of Community Rail Partnerships (ACoRP)

Requests a package of financial and other support (as developed elsewhere by other franchisees) for existing Community Rail Partnerships in the InterCity West Coast franchise area including:

- Cumbrian Coast CRP (Carlisle – Barrow)
- Tyne Valley CRP (Carlisle – Newcastle)
- Settle & Carlisle RDC (Carlisle – Settle – Leeds)
- Lakes Line CRP (Oxenholme – Windermere)
- Furness Line CRP (Lancaster – Barrow)
- Leeds – Lancaster – Morecambe CRP
- South Fylde CRP (Preston – Blackpool South)
- West of Lancs CRP (Preston – Ormskirk)
- East Lancs CRP (Preston – Colne)
- Wigan Wallgate – Southport CRP
- Mid-Cheshire CRP (Stockport – Northwich – Chester)
- Borderlands CRP (Wrexham Central – Wrexham General – Bidston)
- Chester – Shrewsbury CRP
- Conwy Valley Rail Initiative (Llandudno – Llandudno Jn – Blaenau Ffestiniog)
- North Staffs CRP (Crewe – Stoke – Derby)
- Marston Vale CRP (Bletchley – Bedford)
- Abbey Line CRP (Watford Jn – St Albans Abbey)

Better or improved use of railway stations, in line with the 'Better Stations' aspiration, could also be facilitated by ACoRP's Community Stations Initiative (CSI). The CSI project aims to identify station or other railway premises with little or no commercial value and offer them to carefully vetted community organisations at a peppercorn rent, using our innovative tri-partite lease.

Halifax and District Rail Action Group

- Remove the off-peak restriction on Fridays to ease overcrowding.
- Maintain the ability to use the discounted Off-Peak Return (Saver) ticket on any Virgin Trains services.
- Instead of gating, continue using on-train ticket checking.
- When the Bolton-Manchester line is electrified, run services from Bolton-Manchester-London to release rolling stock and increase commuter services.
- Allow the modification of the 3 hourly trains Manchester-London if necessary and create a 'turn up and go' ticket system to match these services.
- Specify a 2-hourly service Liverpool-London. When electrification has occurred, run the additional train via Warrington Bank Quay and St. Helens Junction instead of Runcorn.
- Expand the car park at Runcorn station.
- When electrification is completed in 2016, run London to Blackpool services.
- Use electric 11-car Pendolinos between Birmingham and Scotland to prevent present overcrowding experienced on Diesel Voyagers.
- Specify direct Shropshire - London rail services and funding for electrification from Wolverhampton (Oxley) to Shrewsbury.

Transform Scotland

- A sub-four-hour journey time from Glasgow to London with more frequent and longer trains will capture 50% of the rail/air market on this route.
- Electric traction should be introduced on the Birmingham to Edinburgh and Glasgow routes, capable of running at line speed with tilt. We also support the introduction of hourly services on these routes.
- The introduction of new routes to Liverpool and other destinations such as Blackpool should also be considered. There is a case for transferring the Manchester to Scotland trains to the West Coast franchise and these services should be hourly and use electric traction as per the

Birmingham route.

- There is a strong case for through journeys from Scotland including south from Birmingham to London. In Scotland we wish to see new direct London services starting from Stirling and serving Motherwell.

- New services should be introduced between Glasgow and Carlisle and intermediate stations such as Lockerbie should gain new stops from the additional services to Manchester, Birmingham and London.

The franchise renewal should be used an opportunity to upgrade the 1970s infrastructure and signalling on the route allowing for more and faster journeys and preparing for through services from HS2.

- The current fares policy should be overhauled to make rail more attractive and to stop punishing rail passengers who travel at peak times when no similar mechanism applies to car drivers.

Rugby Rail Users Group

- Train services need to be more balanced across the route in order to encourage local connectivity. Key interchanges should be Milton Keynes, Rugby, Stafford, Crewe, Warrington, Wigan, Preston, Lancaster and Carlisle.

- Restore later Saturday evening trains at Rugby.

- No case to enhance hourly London - Glasgow services unless there are more stops south of Warrington Bank Quay as outside peak times, trains are lightly-loaded; more balance is needed. Milton Keynes, Rugby, Nuneaton, Stafford and Crewe should be served by at least three of these trains daily.

- Operate 11-car Pendolinos between Birmingham and Scotland.

- Reduce fast services at weekends as there is more leisure market opportunities.

- Specify a requirement to work in co-operation with other franchises during disruptions.

- Improve facilities at Rugby - lengthen canopies, upgrade bad weather protection facilities and improve catering provisions.

- Concentrate fare evasion tactics to on the train and minimise gating.

- Prevent operation of diesel trains on electrified routes.

Sustrans

- Install adequate cycle parking at main line stations in the North West such as Carlisle and Piccadilly and work with Local Authorities where necessary to facilitate this.

- Specify a programme to encourage cyclists that is consistent throughout the North West, in particular specify targets at individual stations.

Clydesdale Rail Action Group

- A London to Glasgow hourly service is not currently required but franchise should be flexible to include it in the future.

- Stops between London and Glasgow need to be spread more evenly and less stops in the southern area of the WCML.

- Reallocate Pendolinos to Birmingham - Glasgow services.

- Maintaining services through alternative routes when engineering works are underway to progress to a 24/7 railway.

- Network Rail should continue to own infrastructure and drive station improvements because franchises have shorter-term goals.

- Using fares to control crowding should be disallowed.

- Walk-on fares should be much less restrictive and lower in cost.

- Use screens designed for train service information for this purpose only.

- Extend ability to Passenger Focus to intervene in the complaints procedure to improve correspondence between TOCs and complainants.

- Specify improvements to be made to meet disability legislation.

- Maintain the current levels of catering provision.

- Alter train designs and number of cars to suit local needs to save train weight and ultimately carbon emissions.

- DfT should specify the train operating company name to improve coherence to passengers.

Greater Manchester Transport Campaign

- Remove the evening peak restrictions on Friday evenings to ease overcrowding. Introduce cheaper 'turn up and go' tickets to match the Manchester to London services. Maintain the discounted Off Peak Return ticket validity by incorporating it into the franchise agreement.
- Specify that gates are installed at Manchester Piccadilly to prevent fare evasion.
- Post-electrification, extend services to run from Bolton via Manchester to London.
- Allow reduction of the three trains per hour from Manchester to London if demand changes.
- Change the allocation of paths between Manchester and Stockport to balance services during peak times.
- Specify a UK-based call centre.
- Introduce services from Northern England to the continent via the Channel Tunnel and allow boarding at domestic stations.

West Midlands Regional Rail Forum

- Support the franchise term to coincide with the opening of HS2.
- Local services must be protected when the new franchise is operational.
- Minimum specified 3 tph between London and Euston with one extended to Wolverhampton; if 4 tph needed then run this train via Nuneaton instead of Coventry - also give sufficient capacity for local services to serve Nuneaton with all set-down/pick-up restrictions removed.
- Fare increases to control demand at peak times should be restricted.
- Deploy 11-car Class 390 Pendolino sets on all West Midlands peak services.
- Four-tracking should be completed between Coventry and Birmingham stations.
- Ensure that journey times between London and Birmingham International are under one hour in length.
- Establish a West Midlands Passenger Transport Executive to co-ordinate services in the West Midlands and to prevent excessive services between Birmingham and London.
- The southern part of the WCML should be operated by one franchisee only to optimise capacity and simplify services. When London Midland expires, merge the following services with the West Coast franchise:
 - Birmingham - Liverpool / Preston
 - London - Birmingham (via Northampton)
 - London - Crewe / Liverpool via Northampton and the Trent Valley
 - All current London Midland services south of Northampton
 - Bedford - Bletchley Line (possible transfer to East Midlands franchise given small DMU fleet). Include these provisions in the specification.
- Remove the moderation of competition clause.
- Minimise disruptions in line with Network Rail's seven day railway concept.
- Weekday and weekend services should not be significantly different except for AM and PM peak services.
- Specify:
 - Direct services between London to Walsall
 - Earlier and later services between London and Birmingham International.
 - Direct services between Shrewsbury, Telford and London.
 - Morning peak services between Birmingham and Milton Keynes.
 - Improved services at Trent Valley.
 - Improve direct services between Nuneaton and London:
- All day hourly service between Chester / Liverpool / Manchester to London and vice versa.

At Rugby:

- All day hourly fast service from Birmingham New Street to London
- All day hourly fast services from Preston to Scotland.
- Investment at:
 - Birmingham New Street
 - Wolverhampton Interchange
 - Stafford
 - Coventry.

Real time information for trains, timetable posters and customer service staff.

- Ensure there is an adequate process in place during times of disruption.
- Car parking investment where there is a requirement - particularly at Birmingham International.

- Implementing smart ticketing and smartcards for use on train services.
- The new franchise should participate in the West Midlands Penalty Fare regime.
- Only one compensation form per ticket holder should be necessary - the current process is unfair to current season ticket holders.
- Bidders should be required to set out how they will reduce carbon emissions and include electric-powered trains with dual capability, to prevent diesel services running on electrified tracks.

North Staffordshire Rail Promotion Group

- Reinstate the Euston to Manchester service stopping at Stoke on Trent at 22.40.
- Permit the use of rail card discounts throughout the daily timetable on weekdays and weekends, to ease peak time crowding.
- First class tickets issued by any TOC should be valid in First Class Lounges at the start and mid-point stations.
- Tickets need reforming and simplification, so that all tickets are usable with all TOCs.
- The cost of infrastructure needs to be shared between operators and stations they use and not just managed stations.
- Reinstate direct services to/from Stoke-on-Trent and Scotland.
- Ticket offices need better opening times, particularly before the morning peak time.

Scottish Association for Public Transport

- Clock face hourly limited-stop Glasgow - London trains, taking 4hrs 20mins.
- Additional hourly London - Preston trains serving intermediate stations, extended to Lancaster and Blackpool after electrification.
- Fast hourly Birmingham - Scotland services, taking 3hrs and 40mins with additional Birmingham - Preston services serving intermediate stations.
- Faster hourly Manchester - Scotland services, fully integrated with the ICWC timetable, with an optimised calling pattern for Motherwell, Lockerbie, Penrith, Oxenholme and Lancaster.
- All Pendolinos lengthened to 11 cars to prevent overcrowding.
- Upgrade diesel trains to bi-mode as to prevent diesel being used on electrified lines.
- Improve infrastructure between Preston and Glasgow to reduce journey times.
- Develop Motherwell as a rail, bus and Park & Ride interchange station with more car parking facilities and re-organisation of local services to reduce conflicts.

SWestTrans

- Maintain the current Lockerbie - London service pattern and improve the spacing of services calling between London and Glasgow/Edinburgh.
- Increase parking facilities at Lockerbie station.
- Improvements to be made to Carstairs Junction to improve performance.
- Use Pendolino rolling stock between Birmingham and Scotland to address overcrowding.
- Install automatic ticket machine at Lockerbie station.
- Price parity and mutual ticket recognition with First TPE.
- Catering prices need to be reduced.

North West Rail Campaign

- Ensure a contingent services plan is in operation during construction of HS2.
- Continue with station upgrades highlighted in the 2009 Better Stations document – in particular Stockport, Wigan, Preston, Warrington and Crewe.
- Enhance local parking facilities at Stockport and Crewe.
- Form local partnerships to deliver station enhancements and upgrades.
- Provide early morning and late evening services between London - Manchester.
- Provide additional stops on services between Manchester/Liverpool and London on Sundays.
- Provide direct services from Manchester/Liverpool to Scotland.
- Utilise all modern technologies and media to disseminate service changes to the public.
- Fares need to be simplified and cheaper fares more readily available.
- Re-examine the peak pricing strategy to prevent overcrowding.

Nuneaton Friends of the Earth

- Additional stops at Nuneaton.
- Reintroduce services between the morning and evening peak times to/from London.
- Increase the number of standard class seats on trains.
- Specify first and last trains of the day to prevent them being cut.

Shropshire & Mid Wales Rail First Group

- Include direct London - Shropshire services in the new franchise.

London Travel Watch

- The franchise should provide an hourly service from London Euston to Glasgow as part of the franchise agreement which should have a consistent service pattern all day and all night, with all trains stopping at Preston, Lancaster, Oxenholme, Penrith and Carlisle. It may be desirable to use the spare off peak path for an open access operator on grounds of providing passenger benefits from the introduction of competition. The proposed three tph level of service from London to Birmingham and Manchester is appropriate, his should be provided from 05:00 to 23:00 with the last train from either end (London or Manchester) to end at least at 23:00 and Birmingham at 24:00. Three tph from Milton Keynes to North West England would be appropriate in order to have train service connectivity to North West London, Hertfordshire and Bedford.
- The West Coast InterCity operator has a key role in providing commuter services between Milton Keynes and should provide off-peak services because the LM services are unattractive to passengers. It would be beneficial in the short term, pending additional electrification if some Pendolino electric units were to be allocated to Birmingham – Scotland services, so that displaced diesel units could be reused to provide direct services to places in the North West that currently do not have direct services to London. Oxenholme and Penrith. We believe it is vital to provide a regular service to these stations to and from London, especially during weekends to meet passenger demand. There is a case for more InterCity services to call at Watford Junction.
- Overcrowding occurs on the InterCity routes is on Sunday late afternoons and evenings. This reflects the growing trend for 'weekly' commuting to and from the metropolitan centres and demonstrates the need for a seven day railway. Therefore not be in favour of an extension of the existing policy of blocking two tracks for maintenance purposes on between 2000 Saturdays and 1200 Sunday. Yield management techniques can be used to 'smooth' demand, but in many cases there will be a limit to which this can alter demand, and so other interventions such as increasing service frequency or providing additional rolling stock will be required.
- Would like to see the introduction of a 'delay repay' scheme.
- Better railway stations- There should be improved station signage, and it is important that bidders demonstrate how they will conduct information zoning. Better access to stations is an important element in improving start-to-end journeys. There is a desire for additional car parking and cycle parking. It is vital that the franchisee implements station travel plans. LTW jointly conducted research with Passenger Focus into passenger priorities for station improvements- Accessibility of the transport system for passengers with disabilities or particular needs should be a vital outcome which should be delivered by operators. The DfT needs to ensure that the network wide implementation of the DPPP process and reflect the complex nature of jointly operated stations in London, particularly where London Underground operate stations on behalf of National Rail. This is of particular importance at London Euston. LTW believes that improvements at stations have the potential for relatively small investment of money to deliver benefits to passengers in improved feelings of safety and security as well as in the level of information provided to the passenger.
- Security and Safety: - LTW Welcomes having CCTV cameras around the station but only if they are monitored and encourages investment to integrated station CCTV systems with control rooms. Policing at stations is an expensive and LTW understands that it is unrealistic to expect visible police presence at all stations, welcomes positive development taken by certain train operators to arrange the role of their own staff more Rail Enforcement Officers. The introduction of ticket gates can also have a significantly positive effect in reducing crime and disorder on the rail network and would be an effective method of revenue protection.
- Fares, ticketing and revenue protection:- 28 per cent of complaints received by both LTW and Passenger Focus in Q4 2009/10 were related to fares, retailing and ticket refunds. LTW

advocates a strategic review of fares pricing policy, especially in London. Revenue collection through a gating strategy for station across the network is an efficient way to minimise revenue loss across the franchise. Ticket Vending Machine (TVM); bidders may want to consider inserting a panic/help button to give video/audio link which connects to a call centre on TVM's. LTW envisages selling preloaded Oyster PAYG cards on trains into London which would assist in managing queues and crowds at Euston London Underground station and also encourages the sale of Travelcards.

- Real time information should be simply and accurately communicated to passengers. We believe that the real-time information should be communicated to passengers in a concise and consistent manner and a standard and consistent communication strategy adopted on stations and trains. Special consideration to communication of disruptions is necessary
- Catering, a full service is required on journeys > 2 hrs
- Supports conversion of stock to bi mode.

TravelWatch East Midlands

- Journeys from Rugby, Nuneaton, Crewe have been severely compromised since the introduction of the Dec 2008 timetable - consequently,
- We agree that the spare off-peak path should be used to provide an hourly service between Euston and Preston (or Lancaster or Blackpool) to serve intermediate stations.
- We suggest that off-peak services, preferably by these trains, should be provided between Rugby, Nuneaton and Crewe and Preston.

Railfuture

- Ensure WCML services do not suffer at the expense of new HS2 services.
- Provide faster and more frequent services between Birmingham and Scotland.
- Provide Intercity services to Walsall.
- Include direct Shropshire - London services.
- Include direct London - Blackpool services.
- Transfer the Manchester Airport - Glasgow services to the ICWC franchise after electrification.
- Include direct Liverpool to Scotland services.
- Skip-stop services at Carlisle.
- Provide later services from London to all other major stations, particularly Stoke-on-Trent.
- Prevent excessive fare increases as seen over the last 10 years.

Chester-Shrewsbury Rail Partnership

- Double-tracking of Saltney Junction (Chester) to Wrexham by 2012.
- Run direct services between Shropshire and London.
- Introducing or extending services that either run south from Chester serving Wrexham, Gobowen and Shrewsbury or a service that runs north from Birmingham serving the stations through to Chester via Wrexham. Frequency initially would need to be one peak and two off peak in each direction to serve both the business and leisure market.
- Remove the moderation of competition clause.

Mersey Dee Alliance

- Use longer trains between Holyhead - Chester - London.
- Include direct London - Shropshire services in the new franchise.
- Prevent service thinning in the North West area.
- Hourly service between London - Holyhead.

International Air Rail Association

- Decrease London - Birmingham International journey time to less than one hour.
- Rename Birmingham International station to Birmingham Airport.

Lancashire Community Rail Partnerships

- Specify a positive commitment from the franchisee to work with CRPs on mutually agreed projects.
- Recognition of the benefits the franchise derives from good, well marketed connecting services and therefore a commitment to financially support the work of the CRPs and their

Officers.

- Use Preston station as a step to improving connections between local and main line services.

Mid-Wales Transport Group

- Retain current service levels and routes as a baseline.
- Replace Super Voyager units between Birmingham and Scotland services.
- Partnership with Network Rail to improve stations that need modernising and expanding to accommodate passenger numbers.
- Refurbishment of older rolling stock to increase lighting, luggage space and environment quality.
- Reduce on-board ticket information announcements and delegate this to off-train information.
- Address issues with ticket validity across different operators.
- Development between DfT, local authorities and Network Rail of the WCML timetable when HS2 is close to operation.
- Ensure that a service contingency is in place when Euston is redeveloped to minimise disruptions.
- Examine connections between London Euston and London King's Cross.

Campaign for Better Transport

We welcome the opportunity to comment on the future of the InterCity West Coast franchise. Campaign for Better Transport's (CBT) interest is primarily to ensure that we have a growing railway which takes a bigger share of passenger (and freight) journeys. Our view is that rail is an essential public.

- The new ICWC franchise is an opportunity to move towards more affordable fares and logical, transparent and fair ticket structures - CFBT provide detailed suggestions on ticket and fares policy. Overcrowding is a serious problem on many parts of the ICWC franchise, and 'getting a seat' ranks among the top three priority areas for improvement among ICWC passengers. The specification for the new ICWC franchise should require that data on crowding is comprehensively measured (by automated counters and additional manual counts where necessary). The resulting data should be made publicly available and published by route.
- The consultation document indicates that Government will seek strategies to encourage the new ICWC franchisee to contribute a greater share of investment in the rail network, which is very welcome. The specification for the new ICWC franchise should require the introduction of the full increment of 106 carriages (which must pass minimum standards for comfort and accessibility) to the timescale set out in HLOS. The successful bidder should also provide proposals to fund increased capacity to meet the demand that is expected during the franchise term – without resorting to raising fares. Further innovative proposals should relate to the allocation of First Class seating; neither commuter nor long-distance passengers should face standing-room only conditions in Standard when First Class is empty or significantly under-used.
- CBT are very concerned that provisions for franchise flexibility could allow socially necessary (but perhaps not profitable) services to be cut to make way for more lucrative routes. More broadly, frequently changing services are known to be much disliked by passengers, and do not help to challenge public perceptions of the unreliability of the railway, frequent mid-franchise re-negotiations might be required, which would incur significant costs. Strong and precise specifications are therefore needed to protect the passenger services that have been contracted. We recommend that the new ICWC franchise specification should cover (amongst other things): -Frequency, Performance, Delay Compensation, Connections, Station Travel Plans.
- CBT would like to see PTEs and other local transport authorities as co-signatories to the franchise, as has happened in the past and believes that the new ICWC franchise would benefit from incentivising operators to work in partnership with third parties to develop stations and other services and facilities. There should be a formal mechanism to include community views in the next stages of specification and assessing the ICWC franchise bid. The role that Passenger Focus has been given in the new franchising regime is very welcome, and we encourage Government to implement Passenger Focus' recommendations.
- Rail is the low carbon option and the ICWC franchise should include the objective of modal

shift in order to achieve environmental and social goals. This requires specifying fares and service levels that will encourage such modal shift.

TravelWatch North West

- Electrify Holyhead/Llandudno - Crewe line.
- Upgrade electricity supply to handle the new 11 car Pendolino trains.
- New hourly service from London to Carlisle calling at Penrith, Oxenholme, Lancaster, Preston, Wigan, Warrington and Crewe.
- Increase all Pendolino trains to 11 cars in length.
- Continue and specify NSIP station upgrades.
- Provide catering to all classes of travel and specify hot food provision on longer journeys.

Regulatory Body / Safety / Security

RSSB Sustainable Rail Programme

The new franchise should include environment targets:

- Traction carbon emissions
- Non-traction carbon emissions
- Waste to landfill
- Water use.

Contractor / Maintenance

ARCADIS

This response is written from a business perspective highlighting the needs to change various aspects of the franchise.

Friargate Coventry LLP

Stations need to be upgraded to match investment in tracks and signalling.

Passenger Transport Executives

MerseyTravel

- Specify alternatives services for minimum disruption around construction of HS2.
- Additional calls at Liverpool South Parkway on Liverpool - London services.
- Additional Liverpool - Scotland services.
- Additional services between Liverpool and the West Midlands.
- Additional services between Liverpool and other North West destinations.

Centro

- 3 Trains per hour between London and Birmingham, with one train extended to Wolverhampton (without pickup and set down restrictions).
 - Continue to accept Network West Midlands and concessionary tickets and supplying these at offices.
 - Clear communication of ticket restrictions by Internet or on-train announcements.
- Deploy 11-car Class 390 Pendolino sets on peak West Midlands services and examine four-tracking enhancements.
- Merge ICWC with the following London Midland services:
 - Birmingham - Liverpool/Preston
 - London - Birmingham (via Northampton)
 - London - Crewe / Liverpool via Northampton and Trent Valley
 - All London Midland services south of Northampton
 - Bedford - Bletchley Line
 - Remove the moderation of competition clause.

- Incorporate Walsall, Shrewsbury, Telford and Milton Keynes peak services.
- Increase calls at Trent Valley and Nuneaton services.
- Develop a timetable in co-ordination with HS2, removing 20 minute intervals between Birmingham and London.
- Integrate Birmingham New Street Gateway with ICWC managed ticket retail and information.
- Centro to manage Coventry, Birmingham International and Wolverhampton stations to make rail stations work better for passengers and the community and to more effectively deliver local driven transport strategy to meet transport objectives including:
 - community cohesion.
 - Develop / improve multi-modal interchanges.
 - Develop a consistent image / branding across the Network West Midlands area.
 - Increase the sense of local ownership of stations.
 - Clarify and simplify accountabilities at stations.
- Install CCTV at stations where not present and improve passenger environment, deliver cycle parking and improve car parking.
- Adopt the West Midlands penalty fare regime.
- Adopt the Green Transport Charter for the West Midlands to reduce carbon emissions.

Transport for Greater Manchester

- A significant improvement to passenger facilities at Stockport and Wigan North Western Stations is required; an effective cleaning and maintenance regime at both these stations is necessary to improve their ambience, attractiveness and NPS scores.
- Targets for the franchisee to improve PPM and NPS scores.
- Provision of sufficient car parking spaces for rail users at Stockport station.
- The continued honouring of Transport for Greater Manchester tickets and concessionary travel arrangements on West Coast trains within Greater Manchester.
- Reconsideration of early and late services to the Greater Manchester area.
- Standardise the last train from London to Manchester areas at 22.00.

Transport for London

Specify:

- Additional calls at Watford Junction.
- More services into London calling at Milton Keynes, subject to capacity constraints
- Look at alternatives to maintenance plans for 18 hour closures of tracks by Network Rail.
- Additional services calling at Wembley Central station for the Olympics.
- A minimum level of weekday and weekend services to be operated during the construction of HS2 and work with other operators for a co-ordinated service.

Strathclyde Partnership for Transport

Specify:

- An improved stopping pattern at Motherwell station.
- Investment at Motherwell station to improve facilities to allow other operators to also serve the station adequately.
- Services for the 2014 Commonwealth Games.
- A requirement for consultation on services prior to HS2 opening, so that timetable changes can be negotiated and not detrimental.
- When the North West electrification is completed, improve cross-Manchester links.
- Allocate 9 car trains on long distance routes with fewer stops and 11 car trains on long distance routes with more stops.
- Off peak, weekend and public holiday services should be specified and any changes undergo full consultation.
- Dovetail other services to maximum benefit of all rail passengers.
- Run the hourly London to Glasgow service dovetailed with Manchester and Birmingham services.
- Allocation of diesel trains to electrified routes should be prevented for environmental reasons.
- When electrification occurs, cascade the diesel trains to other parts of the network.
- Simplify ticket names and types to standardise across the rail network.

Scottish and Welsh Government

Transport Scotland

- Maintain the current service levels and further enhance those communities that suffered in the timetable change.
- Increase the PPM to 92%.
- Future services need to take account of, and work alongside the stakeholders described in the 'Scotland's Railways' document,
- Specify an early morning service between Glasgow and London to match the Edinburgh to London service.
- Specify through-ticketing at affordable fares in Scotland.
- Co-ordinate engineering works with the ECML to ensure that minimum cross-border services are maintained.
- Provide clear and understandable passenger information assisted by the introduction of hourly service patterns.
- The response does not support FTPE being merged with ICWC but when electrification around Manchester is completed, the franchisee should work with FTPE to implement new services and rolling stock.
- Specify an hourly London to Glasgow service with a journey time of 4 hours (and reduced stops).
- Use spare off-peak path between London and Preston to run services that don't call at Wigan, Warrington or Lancaster if there is a clear business case.
- The response does not support downgrading Motherwell to a small station as it has future growth potential.

Welsh Assembly

- Specify the Holyhead - Bangor - London services as minimum 1 train per hour.
- Maintain current off-peak services in North Wales.
- Re-instate the Holyhead Night Boat Train service.
- Use spare train paths to serve North and Mid Wales, including Wrexham, Aberystwyth and Shrewsbury.
- Specify good connections to the new Anglesey Airport including a new station.
- Continue to improve service quality and reliability in the new franchise by use of targets.
- Franchise compliance with the Accessibility of Railway Stations document.
- Specified station improvements at which the franchise calls.
- Electrification of the Crewe - Holyhead Line.
- Restore Shropshire to London services.
- Extend Chester services to Wrexham General.
- Reintroduce direct services to/from Llandudno.
- Extend the current 07.10 Euston - Chester service to Holyhead via Bangor and Llandudno.

Parliamentary / Lords

Eric Ollerenshaw MP

- Utilise the 106 allocated carriages as soon as possible.
- Re-examine the pricing policy of services to reduce costs and/or prevent excessive price increases.
- Support the development of the Northern Hub electrification and deploy rolling stock accordingly when this is completed.
- Maintain the level of London - Glasgow services stopping at Lancaster.

Iain Stewart MP

- Allow stopping at Milton Keynes in peak hours to ease overcrowding.
- Maintain London - Birmingham/Manchester services.
- Adopt Euston - Liverpool services with stopping at Milton Keynes and onto the North West and Scotland.

Mark Pritchard MP

- Include direct Shropshire to London services in the new franchise.

Mark Lancaster MP

- Allow stopping at Milton Keynes in peak hours to ease overcrowding.
- Maintain London - Birmingham/Manchester services.
- Adopt Euston - Liverpool services with stopping at Milton Keynes and onto the North West and Scotland.

Albert Owen MP

- Specify the construction for the maintenance depot in Holyhead.
- Operate at least 7 daily direct trains between London and Holyhead.
- Specify the marketing of services to Holyhead and onto Ireland to increase passenger numbers.
- Address expensive walk-on fares.
- Increase the variety in on-board catering and use local brands and products.
- Develop a business case for electrification to Holyhead with EU funding.

Marcus Jones MP

- Specify off-peak InterCity services at Nuneaton station as per the RUS document.

David Hanson MP

- Include direct Shropshire to London services in the new franchise.

Airports

Liverpool John Lennon Airport

- Specify additional calls at Liverpool South Parkway station.

Birmingham Airport

- Train services should reflect the passenger growth forecast at the Airport (the Airport Master Plan) with rail access, station improvements and early morning, evening and late night and weekend services; interchange options at Birmingham New Street and Birmingham Gateway; better services from Milton Keynes and other catchment areas; a regular 59 minute journey between London and the airport.
- The need clarity on the future service pattern of the classic network once HS2 is operational should be specified.
- Franchise reviews should be required through longer franchises to avoid rail service erosion at the airport; but the services should also be flexible. The new franchise should be:
 - affordable, compliant, deliverable and innovative.
 - specified with qualitative and quantitative targets.
 - based on a criteria of responding to passenger needs, passenger demand and passenger expectations in terms of customer service.
 - providing appropriate levels of seating capacity for passengers.
 - providing rail access for passengers to destinations at times and frequencies when they are required.
 - providing appropriate journey times for passengers.
 - flexible and able to adapt to changing travel patterns.
 - providing for investment.
 - providing value for money.
 - provide a 24 hour, 7 day per week rail service.
- The London - Birmingham route should not be split over two RUSs as the airport is disadvantaged.
- A common branding should be introduced as customers are confused about ongoing services from Birmingham New Street.
- Service level of 3 tph between Birmingham International - Birmingham New Street -

- Coventry - London and one service extended to Wolverhampton (may need 4 tph).
- The InterCity West Coast rail franchise should provide access to Birmingham Airport, via Birmingham International Station, from throughout the Airport's catchment area (based around Birmingham New Street, Sandwell & Dudley, Wolverhampton and Stafford; Coventry and Rugby; and Northampton and Milton Keynes), and also for longer distance passenger demand from London Euston, but does not compromise local services on the West Coast Main Line and serving Birmingham International Station.
 - Prevent 'thinning of services' north of Birmingham in order to provide better rail access to the airport.
 - Reliability and punctuality targets need to be more comprehensive.
 - Continued development of smart ticketing and through-ticketing with air services.
 - Provide a car parking scheme at Birmingham International station and set reasonable fares for park and ride, long stay and commuting purposes.
 - Installation of real time trains information at Birmingham International station and replicate on train services and signage.
 - there should be more involvement of the Airport in managing the station in order to cater to local needs.
 - Use real-time information on-board and in stations.
 - Utilise a contingency plan between TOCs, Network Rail and the Airport.
 - Provide specified catering services on trains that call at the Airport.

Public Bodies

TAITH

- Specify services between Holyhead/Bangor and London for port of Holyhead.
- Specify daily services between Holyhead - Bangor - Llandudno Junction - Colwyn Bay –Rhyl - Prestatyn - Flint - Chester and Crewe.
- Provide off-peak services between Wrexham - Llandudno - London using 5 car Voyagers that can join to become 10 car sets.
- Specify the former Wrexham & Shropshire services in tandem with track upgrade works.
- Work with TAITH to continue station upgrade work.
- Simplify fares and make them cheaper for walk-on services.
- Develop an adequate contingency service plan during upgrade works at Birmingham New Street station.

Lake District National Park Authority

The following improvements should be considered:

- All passenger trains travelling on the WCML stopping at Oxenholme and Penrith stations;
- Better co-ordination between trains travelling on the WCML and linking services on the Lake Line;
- Better co-ordination between trains and local bus services;
- More space on trains for cycles and luggage;
- Better cycle storage facilities at stations;
- Improved pedestrian access at approaches to stations;
- Information at local stations about the Lake District National Park;
- Orientation signs that direct passengers from the WCML to the Lakes Line; and
- Parking policies, including long stay parking charges that encourage rail travel.

Does not support

- Option to remove all calls apart from Preston in the off-peak London-Euston to Glasgow Central services.
- Option to remove alternative Lancaster or Carlisle calls in the off-peak London-Euston to Glasgow Central services.

Supports option to provide two additional Manchester Airport to Glasgow services a day, providing this did not result in reduced stops between these destinations.

University of Cumbria

- Supports:
 - a timetable where services are more evenly distributed (acknowledging that some connections might not work as well);
 - increasing the number and regularity of stops by services at Oxenholme and Penrith and all services calling at Lancaster (recognising that almost all services call there now and that it can sometimes be confusing for people using those services that don't).
- Stopping patterns and frequency and regularity of service are significantly more important to us than improvements in long distance journey time.
- Maintain staff presence at stations.

Local Government Association

The franchising process should include a requirement for the Secretary of State to consult Local Transport Authorities before letting a franchise and grant co-signatory status. Devolving elements of franchises locally.

Local Authorities

Wolverhampton City Council

- Removal of the moderation of competition clause to encourage other operators to use the newly redeveloped Wolverhampton station.
- Specify the improvement funding for the Wolverhampton station redevelopment.

Wigan Council

Stations:- Wigan North Western Rail Station is currently operated by the ICWC franchisee. The 2009 "Hall and Green" station review highlighted it as one of the key interchange stations that would benefit from investment and improved facilities. Standards have fallen below the expectations of a modern InterCity gateway station despite recent investment in new car parking facilities. We strongly support this assessment. WC have included in their submission, a supporting document which highlights some of the deficiencies in the appearance and condition of the station. We believe that the re-franchise an opportunity to address this problem.

Wigan town centre benefits from two rail stations (Wallgate and North Western), located only 100 metres apart, served by approximately 80 buses per hour. WC has developed plans to significantly enhance the transport interchange through the provision of improvements to the streetscape and the creation of a more formalised and structured "transport hub." This includes enhanced integration of rail travel with buses and cycling to encourage more sustainable travel.

The environment around and within the stations is a key part of the Wigan Townscape Heritage Scheme. WC has commenced the preparation of an Area Action Plan for Wigan town centre and this presents a real opportunity for improving the station environment and the role of both stations in the town centre. Our longer term aspirations are for 'one' rail station in Wigan town centre, with sequential numbering of platforms between the two existing stations (to give impression of single interchange facility). We would like bidders to consider whether this may be best achieved through a single management and maintenance regime, rather than separately managed by two contracts, as at present.

Listed required station improvements:

Train Service Issues

- WC strongly believes that fast and direct services to London Euston need to be retained in the new specification, whether they originate in Scotland or Preston. Any proposals for change to the existing level of service should only be undertaken with full consultation. WC would not support the loss of any stops at Wigan North Western in the West Coast Euston to Scotland trains.
- Infrastructure upgrades, would increase line speeds for Pendolinos to 140mph operation. WC supports the use of the spare off-peak path stopping at Wigan North Western, and suggests that the service be operated to Blackpool. However, this must not jeopardise the

fast and direct services to London Euston.

- Commuter flows use West Coast trains to access local destinations, such as Warrington, Preston, and Lancaster. Any consideration of service pattern changes should include consideration and protection of these intermediate.
- Electrification of the Manchester-Liverpool line, the Wigan-Liverpool line and the development of the Northern Hub, offers significant opportunity for more frequent and better services through Wigan North Western including optimising the use of the West Coast Mainline.
- High Speed Rail:- WC is concerned that the alignment of HS2, for rejoining the WCML north of Manchester, will bypass Wigan. This could result in losing direct services to London and possibly Scotland.
- Rolling Stock:- WC considers that there is a case for bi-modding

Cheshire East Council

- Work with the council to redevelop Crewe station and have a requirement to provide enhanced facilities and car parking.
- Public-private partnership to deliver station improvements.
- Include long-term repairing and operating leases of stations to reduce bureaucracy and improve rail facilities.
- Satisfaction indicators required for the worst stations to identify development needs.

Coventry City Council

- Some flexibility in the franchise is supported to allow appropriate changes over the period of the franchise to deal with changes in demand. However, longer distance services between London and Birmingham must not be prioritised at the expense of local services. It is recommended that a minimum service level is specified in the franchise for local services. Many of the longer distance services also play an important part in meeting local demand,
- no new pick-up or set-down restrictions should therefore be permitted in the West Midlands area.
- There has been significant passenger growth on West Coast services with overcrowding being experienced on some peak trains. CCC would like to see a requirement for 11-car Class 390 Pendolino sets on all peak West Midlands services.
- There is currently a major capacity constraint on the congested section of railway between Coventry and Birmingham. Bidders should be required to examine the requirement for capacity improvement measures and to describe how they would tackle this problem during the term of the franchise.
- CCC welcomes the proposal to maintain three express trains per hour between Birmingham and London stopping at Coventry and feels strongly that bidders should aim to maintain this level of service throughout the day.
- CCC strongly welcomes the requirement for operators to work with local authorities on matters such as Station Travel Plans
- CCC has submitted a major scheme business case, to the DfT, for enhancements to the existing Coventry – Nuneaton line. The scheme is jointly promoted by Warwickshire County Council, Centro and Coventry City Council. The proposal includes a new six car bay platform on the north side of Coventry station, freeing up capacity by the removal of the local service from the mainline. Also, the scheme includes two new stations along the route. CCC would like bidders to commit to engage with the City Council on the development of the scheme and to demonstrate how the additional capacity created as a result of the 'NUCKLE' scheme will be utilised to the benefit of other freight and passenger services.
- CCC welcomes the requirement for bidders to work with local authorities with regards to the Olympics. This will have to be managed carefully in Coventry as there are no current direct rail links, bidders should consider improved bus / interchange facilities at Coventry Station which are currently limited.
- Levels of cycling to rail stations in Coventry have increased substantially over recent years. Encouraging the current franchisee to provide additional cycle parking has proved to be quite challenging. The franchise must specify that cycle parking is "High quality and covered where possible". CCC recommends "Sheffield Stands".
- Bidders should be encouraged to install, and/or work with Local Authorities to make provision for electric car charging points in their car parks.

Stoke Council

- Specify late evening services to call at Stoke-on-Trent.
- Specify direct services between Stoke and Scotland and other area in the North West.
- Consider Joint tickets with Alton Towers and Trentham Estate.

Warrington Borough Council

- Passenger demand on London-Scotland and Birmingham-Scotland services peaks strongly on Friday and is also significantly higher at weekends and during school holidays. WBC would like to see the analysis of additional capacity reflected in specification for the ICWC franchise.
- The release of capacity on the WCML post HS2 can be utilised to provide more fast, semi-fast and local services. Aspirations for the ICWC franchise post-2026 need to be outlined now in ICWC franchise bids if support from the North West for HS2 is to be maximised.
- WBC believes that the most important investment priority is to improve the facilities, quality, and retail offer of stations operated by the ICWC franchisee.
- Demand on London-Scotland and Birmingham-Scotland services peaks strongly on Friday and is also significantly higher at weekends. WBC would welcome the specification of additional services at these times to meet this increased level of demand.
- A minimum train service level needs to be included if local and regional rail users are not to be disadvantaged by commercial decisions made for the ICWC. WBC aspirations for the ICWC franchise are:

- Maintain an hourly service frequency from Warrington Bank Quay to London (from start to end of services, Mon-Sun)
- Ensure Warrington Bank Quay is retained as a calling point on peak London-Scotland services to provide express travel for business customers (peak, Mon-Fri)
- Ensure that changes to off-peak services to London which result in longer journey times do not significantly disadvantage passengers from Warrington
- Maintain an hourly service frequency from Warrington Bank Quay to Birmingham with calling points at Crewe, Warrington Bank Quay, Wigan North Weston, and Preston (from start to end of services, Mon-Sun).
- To press for Warrington Bank Quay, Wigan North Western and Crewe to be included as calling points on any future London-Preston services
- Ensure that any future diversion of a London-Liverpool service via Runcorn calls at Warrington Bank Quay. Priority to be given to running 11-car units as soon as possible on all ICWC journeys, starting with those currently suffering from overcrowding particularly on Friday and Sunday.

Press for additional services to be considered for 'off-peak' times which currently suffer from overcrowding (such as Friday evening or Sunday).

ICWC services appear to be particularly vulnerable to disruption by extreme weather and localised events can cause problems across the franchise. WBC would like to see bidders asked how they propose to cope with future extreme weather events and what operational arrangements they would put in place to enable continuation of the services. Would also welcome proposals on how to keep customers informed at times of disruption, particularly when usual channels of communication such as National Rail Enquiries become overloaded. Bidders to be encouraged to establish robust communication protocols with local authorities and local press and radio

- WBC would welcome the development of a work programme from Network Rail/ICWC to facilitate the implementation of the recommendations of the Better Stations Report.
- Clear information on ticketing needs to be provided in order for passengers to be confident that they have obtained the best value fare
- WBC would welcome a requirement for the TOC to establish effective liaison with local authorities who have transport authority responsibilities but fall outside of PTE/ITA areas.
- WBC believes that franchise requirements should include Station Travel Plans and that the TOC should be required to work in partnership with local authorities to achieve this.
- WBC would like to see the ICWC franchisee required to invest in high quality secure cycle parking at all their stations
- Passengers making long distance trips on the ICWC should be able to expect a basic standard of on-train catering to be available for the whole of their journey and this should be reflected in the franchise bids.
- WBC would welcome the inclusion of KPIs to:
 - Monitor and encourage a reduction in rail generated airborne emissions with specific

- reference to carbon and nitrogen dioxide which largely result from diesel engines.
- Monitor and encourage a reduction in rail generated noise.

Milton Keynes Council

- The unused hourly train path should be used for the recently-proposed Euston – Blackpool/Lancaster service, to provide service for Warrington and Wigan in place of the accelerated Euston – Glasgow (non-stop between Euston and Preston) service. The Euston – Blackpool/Lancaster service should also call at Milton Keynes Central and Crewe. Apart from providing Milton Keynes with the long-asked-for direct service to/from Central Lancashire, this would be able to provide additional connections for Milton Keynes at Crewe to/from Liverpool, and at Crewe and Preston for the Lake District, Cumbria and Scotland.
- Milton Keynes needs a morning peak hour arrival, about 0815-0830, from the West Midlands (another long-asked-for request). It would therefore be really useful if one or more of the fast Wolverhampton/Birmingham – London trains that passes through Milton Keynes Central during the morning peak was able to call.
- If the West Coast InterCity franchise operator has seats to spare, it would be beneficial for them to call at Milton Keynes Central to pick up passengers for London
- On-station management of boarding passengers by staff at Milton Keynes Central (which is a London Midland station) may be needed for to prevent overcrowding.
- Consideration may need to be given to lengthening the remaining shorter Pendolino trains to cater for further increasing demand.
- The franchisee, as a major user of Milton Keynes Central, should ideally be required to contribute financially or in terms of resources towards the provision of additional car parking, and towards the requirements of the approved Milton Keynes Central Station Travel Plan, e.g., bus-rail interchange, car-share and cycle facilities and promotion.
- MKC expects the franchisee to therefore work with the CRP in its role of raising the Marston Vale line's use, profile and community involvement, including by the use of wider promotion and publicity.
- On-train service should include prompt and frequent announcements about connecting services at main interchanges (including those of other train operators and appropriate bus services, e.g., the Milton Keynes Central – Luton Airport coach service), and also including reassurance or revised connection details if the train is running late. On-board seat reservation signing also needs to be accurate.

Northamptonshire County Council

- Specify hourly services that call at Northampton that also serve: Milton Keynes, Carlisle, Chester, Edinburgh, Glasgow, Lancaster, Liverpool, Manchester and Preston.
- Reintroduce the 0717 train service to Euston.

Cumbria County Council

- The WCML currently enjoys the best service ever in Cumbria, particularly Carlisle, with only one London service and one Manchester service failing to stop at the station. Fast frequent and reliable services are generally available to passengers – on weekdays. However weekends are still for too disrupted despite the professed intent towards a seven day railway.
- Stopping patterns at and destinations available from. Oxenholme and Penrith are not ideal and it is felt that attention should be focussed on providing a better spread of destinations and a better service pattern for these stations.
- There is a general perception that improved service is a matter of detail rather than wholesale problems
- All three stations in Cumbria – Oxenholme / Penrith and Carlisle offer scope for upgrading Work
- The Pendolino fleet the ratio of first to standard accommodation seems to have been misjudged with services frequently full and standing in standard class whilst first is partially full.
- Voyager trains on the Birmingham services are (at present) limited to five coaches and are frequently full.
- The main line across Cumbria is electrified. Despite this fact the Birmingham – Scotland services are operated, for the most part, by diesel traction which conflicts with local and national sustainability and environmental policies.

- Existing rolling stock has inadequate provision for luggage / bicycle storage which are particularly important in the visitor market.
 - The new WCML franchise should provide at least as good a service to Cumbria as at present.
 - Timetable development should produce an improved service with respect to Oxenholme and Penrith together with good connectivity to branch services at Lancaster / Oxenholme and Carlisle.
 - The WCML franchise should support the Cumbrian economy both commercial and tourist with a particular role in nuclear new build (Significant freight and passenger growth is anticipated as a result of new-build of nuclear facilities).
 - Rolling stock / operational policies should support the environmental and sustainability agendas.
 - Fare structures and implementation should be transparent and simplified.

Warwickshire County Council

- Removal of pick-up or set-down restrictions.
 - Long distance services should be specified to ensure that services continue to run frequently north of Birmingham.
 - Specify higher-speed services to/from Nuneaton to increase growth in the region, following relocation of Holland & Barrett and expansion of Motor Industry Research Association.
- Nuneaton:
- All day (06.00 - 23.00) hourly service from Chester/Liverpool/Manchester to London (and vice versa) by reintroduction of calls at Nuneaton or using the free off-peak slot.
- Rugby:
- All day (06.00 – 00.00) hourly service from Birmingham New Street to London with weekday peak extras.
 - All day (07.00 – 23.00) hourly service from Preston and Scotland to London.
- Coventry:
- Specify a similar weekday service for the weekend.
 - Disallow use of increasing fares to control peak crowding between London and Birmingham.

Association of Transport Co-ordinating Officers

- An overall strategic view needs to be deployed which introduces some flexibility in determining stopping patterns, to cater for commuter or business flows, or other special circumstances.
- Crewe - the current service of 2 tph from London does not adequately reflect Crewe's importance as an interchange station for local services. Crewe is not a major destination but its potential as an interchange cannot be emphasized enough. Although Liverpool has seen a 150% growth in 2008/09 compared with 2007/08 has only one tph from London.
- Glasgow, Warrington, Wigan and Motherwell-Warrington and Wigan stops in off-peak Glasgow services are justified. If an hourly service is provided to Glasgow, these stops should be on alternate trains. Glasgow deserves an hourly service overall from London. Alternate services should call at Motherwell, and all Glasgow services should stop at Crewe, apart from a fast London – Glasgow business service. Other stops suggested on Euston - Glasgow services are (alternately) Watford Junction and Milton Keynes and (alternately) Rugby and Nuneaton. All London – Glasgow trains should call at Preston and Carlisle. Alternate services should call at Lancaster and Penrith, or Oxenholme and Lockerbie and should be provided by Birmingham – Glasgow/Edinburgh or Manchester – Glasgow/Edinburgh services.
- Supports the idea of allocating Pendolinos to the busiest Birmingham – Glasgow services.
 - Two Euston – Glasgow trains per day should run via Northampton and call additionally at Stafford.
 - The 'spare path' per hour - we should like to see this path used alternately for Blackpool and Edinburgh.
- Nuneaton, Tamworth and Lichfield - the current provision of only peak time Pendolino services from these stations is inadequate. Nuneaton should justify an hourly service off-peak.
- North Wales is heavily dependent on through services to London. The service level beyond Chester needs to be ring-fenced at the current level of 7 Euston – Bangor trains as a minimum. The recent inclusion of Wrexham in the franchise is welcomed, and now that the

Wrexham & Shropshire open access service has been withdrawn, it is important that Wrexham continues to enjoy a through London service as an extension of one of the Chester services. Additionally, certain of the Chester trains could be extended to Llandudno, especially in the summer, to cater for holiday traffic. Stops should be made at Prestatyn, Rhyl, Colwyn Bay and Llandudno Junction.

- Milton Keynes - more fast Pendolino services are needed from the Birmingham area in the morning, calling at Coventry, Rugby and Milton Keynes (to arrive before 08.30) en route to Euston.
- Watford Junction will become even more of an interchange and the service needs to reflect that.
- Electrification / Northern Hub - the infill electrification schemes for Liverpool – Preston – Blackpool and Manchester – Preston – Blackpool are welcomed. Once Manchester – Bolton – Chorley – Euxton Junction is electrified, Manchester – Glasgow/Edinburgh trains should be routed this way, rather than via Chat Moss and Parkside Junction, in order to serve Bolton.
- Engineering access - the WCML is basically a four-track railway south of Crewe Following the comparatively recent major upgrading, it is hoped that by closing the fast or slow lines as appropriate to enable maintenance and catenary repair, etc to be undertaken, the need to operate rail replacement bus services will be minimal

Cyngor Gwynedd Council

- Maintain current service levels between Holyhead - London.
- Implement the Rail Utilisation Plan for hourly services between Holyhead and Euston in co-ordination with Arriva Trains Wales.
- Maintain local services and not to the detriment of local distance services.
- Use Super Voyager DMUs between Holyhead and the West Midlands.
- Upgrades of key stations with local parking and cycling facilities required.
- Reduce restrictions and increase ticket flexibilities.
- Ensure a contingency plan is in operation during the construction of HS2.
- Work with local bodies and Local Authorities to carry out local station works.

West Lothian Council

- Joint-response with SEStran but additional comment specifying that cycle racks should to be provided at stations.

Glasgow City Council

- Glasgow's connectivity to key markets in the UK is adversely affected by a lack of capacity and overcrowding on the WCML. 10 of 14 Friday departures from Glasgow to London are already at capacity. Sunday departures are already excessively busy.
- Increase the frequency of London/Glasgow services to hourly
- Provide additional Glasgow services for the Olympic football events
- Create extra capacity by having longer trains - using the additional Pendolino carriages on the WCML in good time for the 2014 Commonwealth Games
- Additional demand for WCML services should be considered arising from the withdrawal of East Coast services from May 2011

Staffordshire County Council

- Maintain current VHF services and increase frequency if able to do so.
- Specify earlier and later trains and weekend trains at Nuneaton, Tamworth and Lichfield.
- Specify increased car parking facilities at Stafford and other local stations.

Lichfield District Council

- Lichfield Trent Valley improvements are strongly supported, particularly platform lengthening for the 11-car trains should be completed in the first year of the new franchise.
- Maintain current service frequency at Lichfield Trent Valley but also specify an additional train to arrive at London Euston between 09.15 and 09.30 and a departing train from Euston between 14.30 and 15.00 arriving in Lichfield Trent Valley between 16.00 and 16.30.
- Develop a Park-and-Ride system at Lichfield Trent Valley under NSIP and Access for All programmes.
- Include benchmarks in relation to delays, cancellations and capacity and improved punctuality at intermediate stations.

- Provide disabled access at Lichfield Trent Valley and introduce a Disabled Peoples Protection Policy setting expectations from trains and stations and encourage the new franchisee to bid for improvements via the Small Schemes Programme.

Hertfordshire County Council

- Restore timetabled services at Watford Junction to the 2008 levels.

Rochdale Metropolitan Borough Council

- Off-peak, weekend and public holiday services need to steadily improve and meet the demands of the modern economy and lifestyles. There is an increasing need to avoid disruption. Bus replacement services are unsatisfactory, need to be minimised, and in due course eliminated.
- Install passenger counting equipment to gather information for proper service investments.
- Include a strong requirement to produce station travel plans.
- Devolve station management to franchises, social enterprises or the third sector to give communities more ownership of their local stations.
- The availability of prompt accurate onward journey information is required. It is especially important if delays in connecting services, requires passengers to change their journey plans or choose not to continue their onward journey. More information is required on alternatives in these situations so that passengers can make informed choices and door-to-door journey planning may assist this.

Liverpool City Council

- Some Liverpool - London services should call at Liverpool South Parkway by using selective door opening.
- Reintroduce Liverpool - Edinburgh and Liverpool - Glasgow services.
- Bidders should utilise the RUS: Crewe, Preston, Carlisle, Milton Keynes interchanges should be implemented.
- Bidders should design a plan to prevent excessive car parking charges at Runcorn station.
- Improvements at Warrington Bank Quay, Wigan North Western and Preston should be specified as part of NSIP.
- Make cheaper fares available on walk-on services.
- Offer hot food catering services on long-distance journeys.
- Eliminate use of diesel trains on electrified lines.

Telford & Wrekin Council

- Include a direct Shropshire through service to London in their bids to take advantage of the likely growth for the Shropshire area;
- Consider the potential opportunities for running an electric service from Shrewsbury to London if the line from Wolverhampton to Shrewsbury is electrified before the end of the franchise in 2026;
- Franchise bidders should be made aware that the case for reopening the Stafford to Wellington rail line is being considered so they can consider it fully in making their franchise proposals.
- The Intercity West Coast moderation of competition rule should end to allow train operators the flexibility to tailor their services for the benefit of passengers.

Shropshire Council

- Include a direct Shropshire through service to London in their bids to take advantage of the likely growth for the Shropshire area;
- Consider the potential opportunities for running an electric service from Shrewsbury to London if the line from Wolverhampton to Shrewsbury is electrified before the end of the franchise in 2026;
- Franchise bidders should be made aware that the case for reopening the Stafford to Wellington rail line is being considered so they can consider it fully in making their franchise proposals.
- The Intercity West Coast moderation of competition rule should end to allow train operators the flexibility to tailor their services for the benefit of passengers.

Conway County Borough Council

- Specify services between Holyhead/Bangor and London for port of Holyhead.
- Specify daily services between Holyhead - Bangor - Llandudno Junction - Colwyn Bay - Rhyl - Prestatyn - Flint - Chester and Crewe.
- Provide off-peak services between Wrexham - Llandudno - London using 5 car Voyagers that can join to become 10 car sets.
- Specify the former Wrexham & Shropshire services in tandem with track upgrade works.

North Warwickshire Borough Council

- Specify a minimum service level across the franchise to prevent Birmingham - London prioritisation.
- Remove the moderation of competition clause in the new franchise.
- Decrease off-peak journey times to/from London.
- Run broadly the same services across weekdays and weekends.

Nuneaton & Bedworth Borough Council

- Specify a minimum service level across the franchise to prevent Birmingham - London prioritisation.
- Remove the moderation of competition clause in the new franchise.
- Decrease off-peak journey times to/from London.
- Run broadly the same services across weekdays and weekends.

Anglesey County Council

- Maintain 7 Euston - Bangor trains and associated 5 trains per day extension as a specified minimum.
- Restore Euston - Llandudno services using 10 car Voyagers.

Blackpool Council

Main objectives:

- Services to main conurbations are competitive in price and travel time with the car
- Facilities at Blackpool and major interchange stations are not a barrier to rail travel
- Infrastructure is enhanced where feasible, to make the best use of the rail network
- Services and information are better integrated with other modes of public transport
- Appropriate type and quality trains are provided for leisure and family travel; and marketing and promotional opportunities are used to help capture the market share.
- Replace lost 'inter-city' services to London and Birmingham;
- Improved train stock quality;
- There is case for additional services to Manchester Victoria via Wigan and a second train to Leeds;
- Maximising benefit to rail services of redevelopment around North Station improving rail facilities and routes to core attractions;
- Enhanced semi-fast trains via East Lancashire and Leeds, to link the City Regions;
- Improving interchange between platforms and passenger facilities at Preston station, during Control Period 5;
- Realising the potential of the single track South Fylde line to Blackpool South and Pleasure Beach, Airport, Lytham and St. Anne's, including possible conversion to tramway.

Glasgow City Council

- Specify service planning for the 2014 Commonwealth Games.
- Specify hourly service London to Glasgow with two-hourly stops at Preston and then additional stops at other stations north of Preston.
- One train per hour throughout the day in each direction between London and Glasgow stopping at Preston and Carlisle.
- Alternate London/Glasgow services (1 train per 2 hours) stopping additionally at Motherwell, Lockerbie, Penrith, Oxenholme and Lancaster.
- One train per two hours throughout the day in each direction between Glasgow and Birmingham stopping at, Lockerbie, Carlisle, Lancaster, Preston, Wigan NW, Warrington BQ and Crewe.
- Direct services between London and Blackpool, omitting the stop to Lancaster from the slower service to Glasgow.

- Regular hourly service from London to Glasgow throughout the day.
- Long-distance services should not be used as commuter services at Milton Keynes to/from London as they encourage too much overcrowding.
- Deploy some Pendolino trains to Birmingham to Scotland service in order to move Voyagers to non-electrified routes. Distribute some Class 221 stock to FTPE for Manchester to Scotland services.
- Provide hourly services at Motherwell, Lockerbie and Penrith where possible.
- At Oxenholme and Penrith, provide an hourly service by combining the 2-hourly service between Glasgow and London and Glasgow and Manchester.
- At Watford, southbound to set down only and northbound to pick up only.
- At Motherwell, set down northbound only and pick up southbound only.
- Remove Warrington and Wigan NW stops on Birmingham to Scotland services and increase train length to reduce overcrowding.
- Additional rolling stock will be required for additional services in the north west regions.
- Maintain revenue inspection and utilise smart ticketing in the future.
- Introduce a standard published fare for services to vary prices for peak or lightly-used services.
- Provide consistent, precise and up to date information to passengers in stations and on trains using all the usual media and PA equipment.
- Specify a trolley service at all times.
- The average quantity of CO2 emitted per passenger-mile throughout the franchise should feature.
- To enable bids to be compared on an equitable basis, bidders should be required to specify details as to the CO2 emissions generated by each type of rolling stock and the passenger loadings envisaged on a route-mile basis for each service, throughout a typical week in a specific month of the year.
- Specify new Scotland to Manchester and Scotland to Liverpool services to improve competition.

Manchester City Council

- Increase services between London - Manchester as requirements change.
- Increase Manchester - Scotland services.
- Reinstate services between Manchester and The Potteries.

Stockport Metropolitan Borough Council

- Improvements to Stockport station.
- Increase the number of stops at Stockport station.
- Increase car parking facilities at Stockport station.

Powys County Council

- Joint responses with Mid-Wales Transport Group.

Buckinghamshire County Council

- The East West Rail scheme should be included in Control Period 5 to cater for the expected major growth in rail traffic post-2017.

City of Edinburgh Council

- Train departures are adequate (due to TPE and CrossCountry), however departures should be regularised to xx51 or xx52 and reduce journey times to Birmingham.
- There is not a case for vertical integration but other methods - such as the Chiltern model - may be relevant.
- Industry-standard ticket types need to be introduced to simplify fares for passengers.
- Include service specification for the Commonwealth Games.
- During the next rolling stock refurbishment, a set of expected outcomes should be specified - to maximise customer satisfaction.
- Detailed and practical proposals should be given by bidders for information during service disruption.
- Catering should be flexible according to local needs and not specified centrally.
- Improving line capability north of Birmingham/Manchester should be prioritised to increase capacity, as investment in southern regions could become redundant when HS2 opens.

- Enhance the Glasgow service to hourly.
 - Support such a service extending beyond Preston to Lancaster, Blackpool or both.
 - Milton Keynes and London should be managed by local services, not long distance services.
 - Provide Pendolinos between London and Scotland and cascade Voyagers to Blackpool services until the route is electrified.
 - Penrith and Oxenholme stations should not receive additional services as they are not the main stations in the area.
- Specify that fares cannot be used to control peak demand.

Hinckley & Bosworth Borough Council

- Specify a minimum service level across the franchise to prevent Birmingham - London prioritisation.
- Remove the moderation of competition clause in the new franchise.
- Decrease off-peak journey times to/from London.
- Run broadly the same services across weekdays and weekends.

Birmingham City Council

- Maintain current Birmingham, London and Scotland timetables and enhance these services with longer trains. If demand increases, run an extra train per hour via Nuneaton instead of Coventry, and retain sufficient track capacity for new local rail services between Tamworth and Birmingham.
- Specify a set journey target of London to Birmingham International under one hour.
- Run earlier and later services to serve passengers at Birmingham International.
- Include rail/air tickets for Birmingham International Airport.
- Run electric trains on electrified lines only.
- Provide of reasonably priced car parking at stations.
- Adhere to NR's 7 Day Railway Concept by running trains rather than buses during engineering works.
- Change the delay compensation arrangements so that only one claim per ticket is required, to benefit season ticket holders and to prevent disincentives detrimental to punctuality.

Trade Bodies / Business

The NEC Group

- Look towards a 24/7 railway with additional early and late services.
- Additional service and/or new rolling stock and class rebalancing is required in the Birmingham area due to overcrowding.
- Station improvements at Birmingham International should be specified.
- More local involvement with delivery of station upgrades.
- Utilise multiple media channels to meet the maximum possible audience.

VisitScotland

VisitScotland (VS) urges consideration of improving and enhancing partnership working between all partners in transport provision and future delivery of must be strategically led and focussed on the future. Demand for services on the ICWC franchise is high and likely to grow with the reduction of East Coast services to Glasgow. A future service needs to take this into account. Investment in capacity is encouraged - the focus should be on meeting future, predicted, demand. Better quality services and improved reliability and efficiency are requirements for the new franchise. VS would encourage innovative 'package deals' - e.g. to include a ticket, accommodation entry to an attraction etc.

The Chartered Institute of Logistics and Transport

- Specify current services levels in North Wales and extend the 07.10 from Euston to Bangor.
- Retain the services to/from Wrexham and expand in the future.

Greater Manchester Chamber of Commerce

- Increase train length to accommodate future developments in the Manchester area.
- Compensation arrangements must be in place for disruptions caused by the construction of HS2.
- Maintain the three-hourly London - Manchester services but cut journey time to below two hours on some services and extend operating hours. Further examine local services that have been lost to accommodate these high-frequency services.
- Provide direct services from London to Manchester and onto other north-western stations such as Rochdale.
- Deliver improvements at Stockport and Wigan stations. Local council at Stockport could deliver upgrades at the station as primary land-owner of land adjacent to it.
- Franchise could deliver local parking objectives.
- Implement a realistic peak period with a sensible pricing structure and maximise train capacity through proper class/shop allocation on-board.

Glasgow Chamber of Commerce

- Following BMI's decision to cease flights and East Coast service reductions, an increase of London - Glasgow services is required to hourly.
- Introduce multi-modal and event bolt-on tickets.
- Utilise modern technologies to communicate with passengers.

Chartered Institute of Logistics and Transport NW

- Specify balanced half-hourly services at Lancaster, Preston, Wigan, Warrington, Crewe.
- Route Manchester - Scotland services via Eccles and Wigan or Bolton and Chorley.
- Two hourly services between Wolverhampton - Telford - Shrewsbury.
- Electrified London - Crewe - Chester services.
- Services between London - Stockport - Stalybridge - Huddersfield.
- Regular London - Preston - Blackpool services.
- Limited London - Preston - Blackburn/Burnley services, possibly combined with Barrow.
- Direct London - Glasgow services via Carlisle, Dumfries and Kilmarnock.
- Improve London - Liverpool services with stops at Runcorn and/or Liverpool South Parkway.
 - More fast Sunday services on all routes.
- More North West links with Milton Keynes, Rugby, Nuneaton, Tamworth, Lichfield and Crewe.
- Fares simplification and prevention of using fares to control crowding.
- Appropriate allocation of rolling stock with adequate on-board facilities.
- Investment at various stations, such as Wigan and Stockport.

The North West Business Leadership Team

- Maintain the current frequencies and journey times, add further services when the need arises, lengthening the timetable and co-ordinate better with other train operating companies.
- Modernisation of stations north of Crewe (inclusive), including Stockport, Chester, Preston, Wigan NW and Warrington Bank Quay, all need modernisation and station enhancements.
- Invest in 11-car Pendolinos for use on all peak services as 5-car Voyagers do not provide sufficient capacity. Specify Wi-Fi and charging points.
- Maintain and enhance First Class services on board trains.
- Allow the franchise to regulate its own fares, freeing it from DfT control.

Institution of Chemical Engineers

- Specify 2 tph to London at Rugby station.
- Relax the peak and off-peak restrictions to reduce crowding.
- After 2015, the London Midland franchise should also include fast services to complete with the ICWC franchise.

National Council on Inland Transport

- Signalling and track work between Tamworth/Lichfield and Weaver Junction should be simplified, and that any routine renewals of fast-to-slow line (and vice-versa) crossovers and introduce standard 50mph or 60mph pointwork. This could be simplified from the Armitage area northwards such that cross-overs required for movements between Fast and Slow lines are at roughly intervals of 9 or 11 miles. For example, if existing trackwork at Armitage (MP

121) is already of a modern standard due to the Trent Valley widening, then crossovers could be near Colwich (MP127), Stafford North (MP135), Stableford (MP146), and Crewe South (MP156).

- Rebuild the Queensville Curve between Stafford and Crewe, to avoid the grade separation at Norton Bridge.
- Introduce fast London to Lancashire services, continuing onto Glasgow.

Chambers of Commerce North West

- A clear and robust plan during construction of the HS2 line is required by the new operator.
- Direct services between the North West and Scotland should be specified in the new franchise.
- A clear remit is required for maintenance and renewal of stations identified in the Better Stations report.
- Car parking provision needs to be specified at certain stations in the North West.
- The cost of walk-on fares needs to be examined as they are prohibitive.

Liverpool Chambers of Commerce

- When HS2 is built, faster freight journeys on the WCML must be permitted to make it a cost-effective option.
- The forecasts for passenger demand need to be re-assessed as the Chambers believe that these are too conservative.
- Introduce additional services to/from London at Liverpool Lime Street via St. Helens and Warrington.

Passenger Representative Group

Passenger Focus

- Bidders for the new franchise should be asked to submit bids that include plans on how to improve NPS scores. Passenger Focus recommends the setting of NPS targets for stations, trains and customer service that the successful bidder should achieve. Consideration should be given as to whether the targets should apply on a route basis or to the whole franchise.
- A new, easily-understood, fare structure should be introduced on ICWC that will be regarded by passengers as logical, transparent and a 'fair price' for the journey being made.
- To help deliver flexibility at an affordable price, Off-Peak Single (formerly Saver Single) should be priced at 50% of the Off-Peak Return (formerly Saver Return) instead of being £1 less as at present.
- Passengers holding Advance Single tickets who miss the train on which they have booked should be permitted to pay the difference (plus an administration fee) between what they have paid already and the appropriate price of the new ticket that they are required to purchase.
- To ensure passengers have confidence in the fares structure - fares on 'walk up' inter-available flows controlled by ICWC, the through fare must never exceed the sum of the 'walk up' inter-available fares for each of the individual legs of the journey (except where a journey takes place partly at peak time and partly not).
- All ICWC ticket vending machines must clearly display outward and return ticket restrictions on the screen prior to a passenger committing to purchase.
- Challenging but achievable targets should be set for increasing the number of trains achieving 'right time or early' at destination and/or within 5 rather 10 minutes (but without resorting to extended journey times).
- Challenging but achievable targets for reductions in the number of trains reaching their destination more than 20 minutes late should be set, and there should be a requirement to report the percentage of trains arriving 'on time' at key intermediate stations.
- Specify a requirement to provide performance data on a disaggregated level – at least on a service group level but ideally in a form capable of allowing passengers to track the performance of a specific train.
- Bidders to review PF proposals to address the demand for earlier and later trains, in particular at weekends.

- The franchise agreement should require the operator to develop proposals to further increase capacity to meet demand that is expected to emerge during the franchise term and so inform development of the HLOS for 2014 – 2019 and 2019 – 2024.
- Contractual targets to improve personal security on board trains and at stations
- Measures are required to increase the visible presence of staff on trains and at stations, particularly at times of the day when passenger satisfaction with personal security is lowest
- Provide of comprehensive CCTV coverage within each coach of each train operated by the franchise.
- Maintain Secure Stations status at all stations that are currently accredited and achieve this status at unaccredited stations.
- Specify contractual targets to improve NPS satisfaction with information at stations and during the journey, and that a strategy be developed and implemented to improve NPS scores for “how well train company dealt with delay” and “usefulness of information during a delay”
- Specify targets to reduce the impact on passengers of Network Rail maintenance, renewal and upgrade of the railway and, in particular, measures to prevent the operator choosing to receive a ‘schedule four’ compensation payment even when opportunities exist to run at least some trains a facility for passengers to receive SMS text alerts free of charge warning them if disruption will, or is likely to, affect their journey – with an associated requirement to achieve a strong level of sign up through marketing of the service compliance with the ATOC approved Code of Practice:
Provide passenger Information during disruption and ‘Good Practice
‘Guides on provision of passenger information, together with a programme of audit and mystery shopping
- Active co-operation be required with proposals developed by the industry
- Establish a passenger Information During Disruption (PIDD) Steering Group to feed station customer information systems directly from Darwin, the national real time train running database.
- Signing up to a Passenger’s Charter should be a requirement of the specification

Political Parties

Green Party

- Link Euston – Birmingham service to Birmingham – Scotland service hourly. This is done with a few trains each day for 6 weeks during summer holidays so is feasible but involves a wait of 12 mins at BNS.
- Extend hourly Birmingham – Scotland service to start back at Euston. This would use the spare hourly off peak path. Trains could depart Euston at xx53, arriving at BNS at xx15 to use xx20 path northwards. This would provide a 4th hourly service between Euston and BNS. It would call at MKC, Coventry and BI. If the MKC and Watford Jn stops in the xx43 and xx23 Euston departures were swapped then MKC would get a half hourly service to BNS.
- Extend one of 3tph Euston – Manchester services to Scotland (this will be possible once the NW electrification is completed by 2016).
- There should also be a Liverpool – Glasgow service. The Chat Moss line between Liverpool and Manchester is due to be electrified by 2014 and that would allow electric trains to operate a Liverpool-Glasgow service via Newton le Willows.
- Stops at MKC and Stafford would provide interconnection with local and regional services as well as other ICWC services. Perhaps MKC and Stafford could be served by alternate CWC Glasgow trains to give each a 2 hourly service.
- Yes to the spare off-peak path being used to provide another hourly service between Euston and Preston (or Lancaster or Blackpool) to serve intermediate stations, such as Warrington and Wigan, but no to the removal of calls at intermediate stations such as Warrington and Wigan from the Glasgow service.
- MKC should have an hourly or 2 hourly service to NW and Glasgow as well as the current hourly services to Manchester and Chester.
- Some faster off-peak services should be provided by ICWC.
- Off-peak ICWC services should be provided between London and each of Nuneaton,

Tamworth and Lichfield. There are 3 tph to Manchester and 1tph to Chester. If one stop was inserted into each of those 4 trains at Rugby, Nuneaton, Tamworth or Lichfield then each of those stations could have at least 1tph fast service to London and to the NW. Rugby would have 2tph to London as it already has 1tph on the Birmingham service.

- Trains that run on wholly electrified routes should be electric-powered to run between Birmingham and Scotland.