

# Great Western Franchise Replacement Consultation

The Department for Transport has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the Department's website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact the Department.

Department for Transport  
Great Minster House  
33 Horseferry Road  
London SW1P 4DR  
Telephone 0300 330 3000  
Website [www.dft.gov.uk](http://www.dft.gov.uk)

© Crown copyright 2011

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos or third-party material) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

# Contents

<b>1. Executive summary</b>	<b>5</b>
<b>2. Process and timescales</b>	<b>9</b>
<b>3. The Great Western franchise</b>	<b>11</b>
The current franchise	11
Franchise scope	13
Demand and crowding	15
Reliability and performance	17
Rolling stock and depots	19
Service quality	20
<b>4. Objectives for the franchise</b>	<b>22</b>
<b>5. Franchise length</b>	<b>24</b>
<b>6. Schemes, stakeholders and other initiatives</b>	<b>26</b>
The High Level Output Specification (HLOS)	26
Committed Capacity Schemes in CP4	26
Committed infrastructure schemes for Control Period 4	28
Swindon–Kemble redoubling	28
Reading station redevelopment	28
GWML electrification	28
The InterCity Express Programme	29
Crossrail	29
Managing the impact of disruption	29
Route Utilisation Strategies (RUSs)	30
High Level Output Specification – CP5	30
Investment opportunities	31
Franchise remapping	31
Additional proposals and schemes promoted by third parties	31
Devolved governments and local transport authorities	32
Decentralisation	32
Passenger Focus	34
Other consultee groups	35
Freight	35

<b>7. The service specification</b>	<b>37</b>
Train service requirements	37
The service pattern	38
InterCity	38
Thames Valley	39
West of England (summer service pattern)	39
Future service pattern	40
IEP InterCity services	40
Non-IEP InterCity services	41
London, Thames Valley and North Downs suburban services	41
Regional and rural services	42
Implementing changes to the timetable	43
Managing disruption	43
Capacity	44
Reliability and performance	45
Local Transport and Spatial Plans	45
Rail Value for Money	46
<b>8. Delivering improvements for passengers</b>	<b>48</b>
Better railway stations	48
Access for All (A4A) and National Stations Investment Programme (NSIP)	49
Security and safety	51
Fares, ticketing and revenue protection	51
Passenger information	53
Service quality	54
On-train catering	54
Community Rail Partnerships	54
Equality Act 2010 and minor works fund	55
Improving the environmental performance of the railway	56
<b>9. Consultation</b>	<b>57</b>
The consultation criteria	57
Impact assessment	57
Action following consultation	57
Invitations to consultees	58
Freedom of Information	58
<b>Appendix 1: Consultation questions</b>	<b>60</b>
<b>Appendix 2: Stations</b>	<b>63</b>
<b>Appendix 3: List of formal consultees within the proposed service area</b>	<b>94</b>
<b>Appendix 4: Glossary of terms</b>	<b>96</b>
<b>Appendix 5: Code of Practice on Consultation</b>	<b>98</b>
The seven consultation criteria	98

# 1. Executive summary

This consultation document seeks views from stakeholders on the specification that will be provided to shortlisted bidders for the next Great Western franchise.

The new Great Western franchise is due to commence in April 2013 and will be based on the services presently operated by First Great Western (FGW) with the following transfer of services to the Crossrail operator in line with the planned Crossrail opening strategy:

- Heathrow Connect services are expected to transfer to Crossrail in May 2018; and
- the full Crossrail service is expected to operate to Heathrow and Maidenhead by December 2019 and will replace most of the current suburban services provided by FGW to and from Paddington. This means that responsibility for the services will transfer from the Great Western franchise to Transport for London.

Network Rail has plans for a complete upgrade of the GWML route between London and Cardiff by 2025 as part of a £4 billion project involving complex dependencies between large scale infrastructure and rolling stock projects. Achieving co-ordination with the following workstreams will therefore be critical for the new franchise:

- InterCity Express Programme;
- electrification from Paddington to Bristol, Cardiff, Oxford and Newbury;
- provision of an electric suburban fleet;
- Reading station redevelopment; and
- Crossrail works and Crossrail rolling stock introduction.

During the construction period of Crossrail and network electrification, disruption will inevitably impact the Great Western franchise through changes to service patterns and rolling stock deployment.

However, growth is expected in the franchise. Significant increases in capacity are possible as a result of expected upgrades to the route and the planned new InterCity Express Programme trains (IEP) and the opportunity for a new timetable

pattern. As a result of the Crossrail, IEP and Great Western Main Line (GWML) electrification projects, enabling larger, electric trains to run, a major increase in peak hour capacity into Paddington is forecast, as shown in Table 1.

**Table 1: Approximate forecast capacity increase**

	<b>Main line seats</b>	<b>Relief line seats and standing spaces</b>
2011	7,000	4,400
2019	10,000	15,000

The Government believes that Train Operating Companies (TOCs) should be given greater commercial freedom to design train services and respond to changes in demand, within a framework set by the franchise which ensures the interests of passengers, the economy and taxpayers continue to be protected;

Longer franchises should allow more successful, long term working relationships to be built between train operators and Network Rail;

Our reform programme will also focus franchises more strongly on the quality of outcomes for passengers; and delivering the best possible value for money for the taxpayer in a constrained public spending environment.

Sir Roy McNulty's recent *Realising the Potential of GB Rail – Report of the Rail Value for Money Study* estimated the potential size of the savings available from greater efficiency and made recommendations about how they might be achieved. Getting those responsible for track and train to work more closely together, driving down costs to passengers and taxpayers, and improving the quality of services are priorities for the Government.

Expressions of interest are now being sought from potential bidders for the Great Western franchise, and shortlisted applicants will receive an Invitation to Tender (ITT), which the Department for Transport (the Department) plans to issue in May 2012. It is planned that the winning bidder will be announced in December 2012.

The proposed approach to this franchise reflects the Government's priorities, and therefore we will ask bidders to consider how they might improve stations and trains, building on the work already done and planned for Control Period 4 (CP4), as well as improving service quality, while reducing the unit costs of operating the railway. The Government's approach is likely to include elements aimed at:

- managing franchise changes, working with the wider industry to ensure that major programmes of investment are delivered and benefits realised;
- providing appropriate capacity for passenger services within the constraints imposed by the major programmes of investment and the available infrastructure;
- improving reliability and punctuality with the aim of achieving consistently good performance across the network;

- improving value for money, in keeping with the objectives of the McNulty Report; and
- improving overall customer satisfaction.

The final specification will also include any proposals for increments or decrements that funders (other than Government) would like to see considered as priced options for the franchise in keeping with the Government's decentralisation agenda.

The Department places great importance on protecting the interests of passengers. Passenger Focus therefore has a vital role within the specification process, emphasising the importance the Department places on passenger needs. They will continue to provide the Secretary of State with advice on key issues that the new franchise should seek to address. We are grateful to them for their input, and discussions with Passenger Focus will continue as the specification develops.

The Department has already met, and will continue to meet, other stakeholder groups before and during the formulation of the final specification, including prospective bidders.

The aim of this document is to:

- inform stakeholders of the process for awarding the Great Western franchise;
- provide stakeholders with background information about the current services on the Great Western Railway and detail the strategic planning and transport context of the new franchise;
- provide information about the impact of major projects on the franchise;
- detail the role of Passenger Focus and other stakeholders in developing this specification;
- advise stakeholders of the objectives and expectations for the franchise;
- inform stakeholders of the options being considered for the franchise;
- seek the views and input of stakeholders; and
- give potential funders the opportunity for meaningful engagement in the process, including the opportunity to comment on these proposals and formally notify the Department of any specific increments or decrements they may wish to purchase.

This consultation document should be considered within the context of the broader transport policy environment, and stakeholders should be aware of a number of other relevant studies and documents that are considering or have recently considered this area of the rail network and that have affected the proposals set out within this consultation. These are:

- Network Rail's *Strategic Business Plan* published in October 2007 and subsequent updates published in April 2008, alongside Network Rail's *CP4 Delivery Plan 2009* updated in June 2010 and *CP5 Initial Industry Plan*, published in September 2011;
- Network Rail's *Great Western Route Utilisation Strategy* published in March 2010 and *London and South East Route Utilisation Strategy* published in July 2011;
- Sir Roy McNulty's independent *Realising the Potential of GB Rail – Report of the Rail Value for Money Study*, published in May 2011;
- The Department for Transport's response to the *Reforming Rail Franchising* consultation document, published in January 2011;
- Mayor of London's *Transport Strategy* published in May 2010;
- The Department for Transport's policy paper *Strategic Rail Freight Network: The Longer Term Vision* published in the Britain's Transport Infrastructure series in September 2009;
- Greater London Assembly *Alterations to the London Plan* published in February 2008;
- The Department for Transport's *Towards a Sustainable Transport System – Supporting Economic Growth in a Low Carbon World* published in October 2007;
- Transport for London's *Rail Freight Strategy* published in August 2007;
- The Department for Transport's Rail White Paper *Delivering a Sustainable Railway* published in July 2007;
- Network Rail's *Freight Route Utilisation Strategy* published in March 2007; and
- Transport for London's *Transport 2025: Transport Challenges for a Growing City* document and *A Rail Strategy for London's Future 2025* document published in November 2006.

The Department plans to publish a Command Paper early in 2012, setting out its vision for the railways. There will also be consultation papers in 2012 concerning

- fares policy and ticketing; and
- decentralisation to sub-national bodies.

ORR has also recently published a consultation paper on incentives

The outcomes of these consultations will all have a bearing on the franchise.

We have considered whether the potential changes are likely to have any impact (adverse or differential) on race, disability or gender equality. It is not anticipated that any such impacts will occur. However, the Department takes its equalities duties very seriously and would welcome respondents' views on any issues that may affect equality of opportunity in these areas.

The closing date for consultation responses is 31 March 2012.



## 2. Process and timescales

The Department is now working through the outline design stage for the Great Western Franchise, which will be informed by stakeholder comments arising from this consultation.

The Department's initial view of the outline specification is described in Section 7 of this document. Any changes to current services that are proposed will be assessed for deliverability, robustness, and operational impact. Together with comments received from respondents, this evaluation will inform the final specification, which will be issued in the ITT. The specification may also be modified to reflect other emerging information.

Before the release of the ITT, intended for May 2012, we will need to determine whether there are any increments and/or decrements that potential funders would like included in the franchise. If any emerge that satisfy the criteria contained in Section 6 of this document, they may be included as priced options within the ITT.

Over the coming months the ITT will be compiled. This document will provide the basis upon which bidders must submit their bids and needs to reflect accurately what the Department wishes to procure from the market, including elements that it may buy if these are affordable. Importantly, it will set out the basis upon which the bids will be judged.

It is expected that the bids will be returned in August 2012, with the successful bidder being announced in December 2012. The new franchise is expected to start in April 2013, as set out in Table 2.1.

**Table 2.1: Planned franchise replacement timeline**

<b>Stage</b>	<b>Stage dates</b>
Advertise franchise and issue pre-qualification documentation	December 2011/January 2012
Stakeholder consultation period	December 2011 – March 2012
Bidders submit pre-qualification response	February – March 2012
Prepare ITT	March 2012
Issue ITT	May 2012
Bid submission	August 2012
Bid evaluation, negotiation, approved and award	August – December 2012
Franchise start	April 2013

# 3. The Great Western franchise

## The current franchise

The Great Western franchise is a large and complex transport system providing long distance, commuter, regional and branch line train services from London Paddington to the Midlands, Cotswolds, South Wales and West of England, the South Coast, Devon and Cornwall and Gatwick airport.

The franchise serves the key locations of London, Reading, Bristol, Oxford, Cardiff, Swansea, Exeter, Plymouth, Penzance, Southampton, Portsmouth, Brighton, Newbury, Gloucester, Hereford and Worcester amongst a large number of stations, approximately 210 of which are managed by the franchisee.

The franchise serves approximately 115 parliamentary constituencies.

FirstGroup currently holds the Great Western passenger rail franchise, which it operates as First Great Western through its First Greater Western Ltd subsidiary (FGW). The current franchise was awarded to FirstGroup on 12 December 2005 and began operations on 1 April 2006. The franchise term was for 10 years to 31 March 2016, with the final three years subject to a continuation review, allowing the franchise the possibility of an earlier end date.

FirstGroup announced to its shareholders its intention not to continue until March 2016 but to terminate the franchise on 31 March 2013. (The contractual decision on termination date was confirmed at the conclusion of the continuation review in December 2011). However, discussions have taken place that would extend the franchise by one rail period to cover one of the major blockades that is required to implement the major upgrade works in and around Reading station. This blockade will take place during Easter week in 2013. If confirmed, the franchise will end on 28 April 2013.

In the last financial year, franchise revenues were £694m, while a premium of £250 million was paid to the Department for Transport.

The current franchise operates around 1,580 train services per weekday,<sup>1</sup> covering c.66 million passenger journeys and c.17 million train miles per year. FGW has approximately 4,800 employees.

<sup>1</sup> Fewer on Mondays, more on Fridays.

The franchise operates over approximately 1,300 route miles in total. This is a large and complex network incorporating several distinct routes. Services are divided into 14 Service Groups some of which, at various times in their history, have been operated by a number of different franchises (for example, Great Western was created in 2006 out of the former First Great Western, First Great Western Link and Wessex Trains franchises).

**Table 3.1 Routes and service groups**

<b>Routes</b>	<b>Service groups</b>
InterCity Great Western Main Line (GWML)	EF01 London – Bristol
	EF02 South Wales
InterCity West of England (W of E)	EF04 West of England
Thames Valley Outer	EF05 Outer Thames Valley
Thames Valley Inner	EF06 Inner Thames Valley
	EF08 Thames Valley Branches
	EE01 Heathrow Connect/Heathrow Local
Regional Interurban	EF07 Reading & Oxford Suburban
	EF03 Cotswolds
	EF13 South Coast
North Downs	EF09 North Downs
Bristol	EF10 Bristol Suburban
Devon and Cornwall	EF11 Devon (Exeter Suburban)
	EF12 Plymouth and Cornwall

FGW operates 72% of train miles on Network Rail's Great Western Strategic Route area, with two other Train Operating Companies (TOCs) having in excess of 5% share. A recent report for the Office of Rail Regulation (ORR) stated that a fifth of Great Western passengers travel on routes shared with other TOCs – therefore some limited competition exists, in particular with:

- CrossCountry (Penzance–Bristol–Cheltenham and Banbury–Oxford–Reading–Basingstoke);
- Arriva Trains Wales (ATW: Carmarthen–Swansea–Cardiff–Newport–Severn Tunnel Junction and Gloucester–Cheltenham);
- South West Trains (SWT: Bristol–Salisbury–London, Reading–Wokingham and Salisbury–Portsmouth);
- Southern (Portsmouth to Brighton and Reigate to Gatwick); and
- London Midland (Worcester–Hereford).

The franchisee operates a large number of stations, as mentioned above. Key station facility information, and annual usage according to ORR statistics, is included as Appendix 1.

## Franchise scope

Figures 3.1 and 3.2 depict the geography, route and stations served by the current Great Western franchise.

Figure 3.1: Franchise geography as of 2011

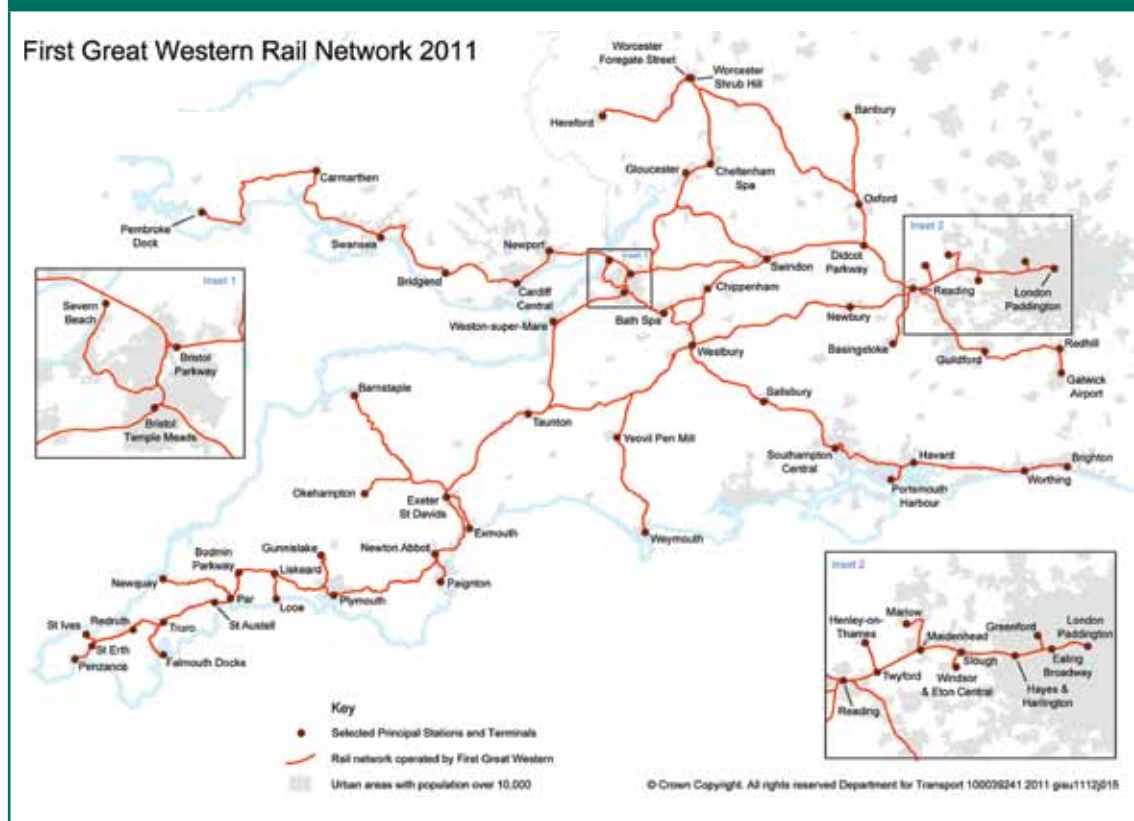
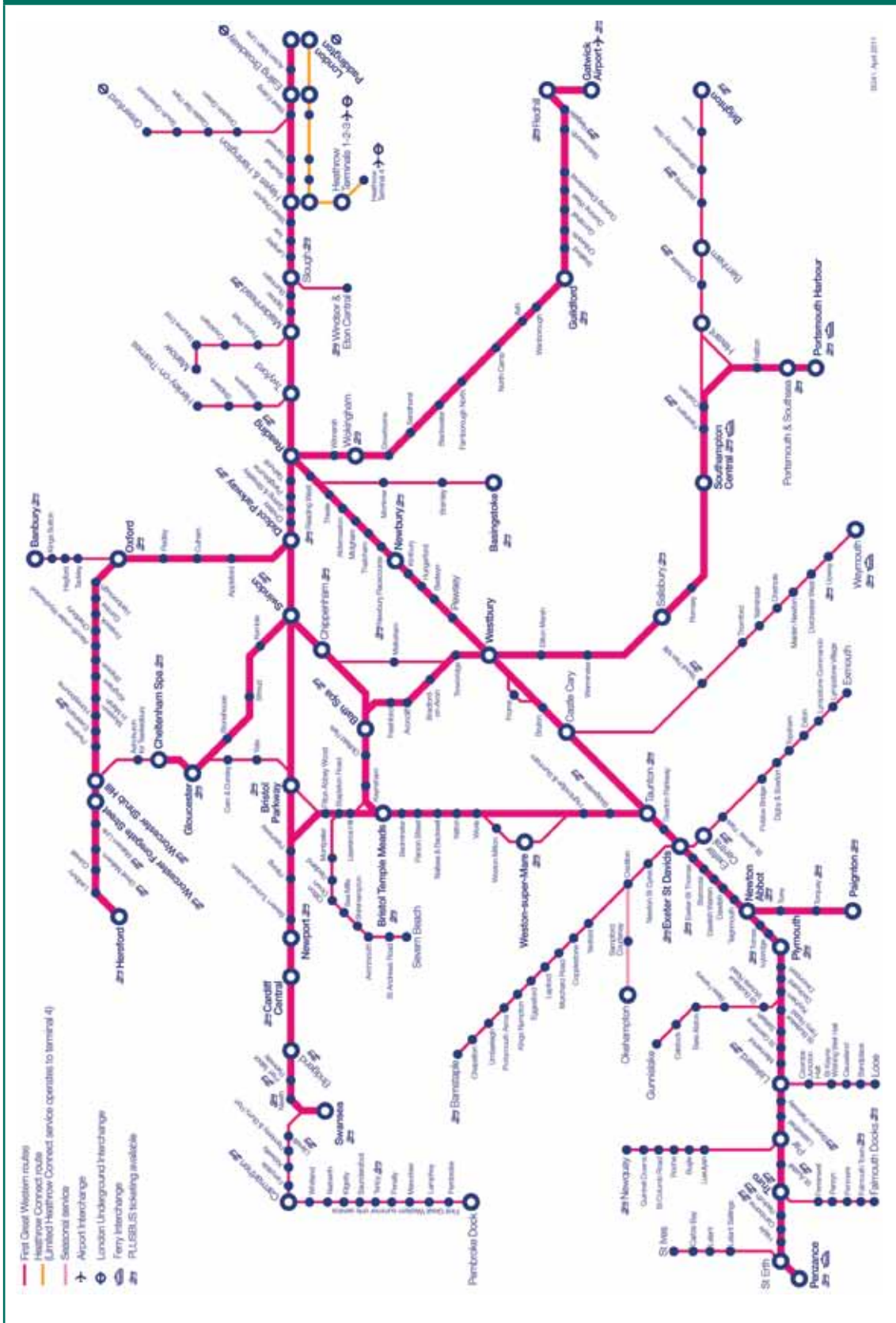


Figure 3.2: Current Great Western route map and stations



The infrastructure characteristics in the franchise area vary greatly, depending on the location, historical service demands and recent developments. This has resulted in different levels of route capability, represented across the area by varying track configurations. A four-track section extends from London Paddington to Didcot Parkway, from where two-track sections diverge north (to Oxford and the Midlands) and west (to Swindon, South Wales and the West of England). From Reading, two-track sections radiate south-west (to Newbury, the South Coast and the West of England), south (to Basingstoke) and south-east (to Redhill and Gatwick Airport). There are also several branch lines (predominantly single-track) in the franchise area, primarily in the Thames Valley and West of England.

Electrification of the Great Western Main Line (GWML) currently extends from London Paddington to Heathrow Airport Junction, which is 25 KV AC overhead line (OHL). The line to Heathrow Airport is also electrified and is currently operated by BAA from Airport Junction to Heathrow. The electrification programmes will extend from Airport Junction to Maidenhead (delivered by the Crossrail project), and from Maidenhead to Oxford, Newbury and Bristol (via Bath and Bristol Parkway) by 2016 and Cardiff by 2017. Third rail electrification (750 V DC) extends from Reading to Wokingham and in part along the North Downs Line, as well as from Redbridge Junction to Portsmouth Harbour and Brighton.

A variety of signalling systems feature across the area, with the majority of lines signalled with three- or four-aspect colour light signalling. The core Great Western Main Line is currently operated from electronic power boxes from London Paddington to Bristol, Plymouth and Swansea. Outside the core Great Western Main Line, west of Plymouth, to the south coast and southern routes and north to the Cotswolds, there is a mix of mechanical and electronic signal boxes. The National Operating Strategy will move towards concentrating signalling control at the Thames Valley signalling control centre at Didcot and the South Wales signalling control centre at Cardiff.

## Demand and crowding

The current franchise was specified by the Strategic Rail Authority (SRA) during the term of the previous government. The SRA had two primary objectives: to improve operational performance, and to meet the budgetary constraints that applied at the time. The franchise specified a reduced service on some routes. However, once it became operational, demand on a number of services actually increased. This resulted in controversial problems with capacity and crowding (compounded by the poor punctuality in the early years of the franchise).

In response, a significant number of service changes and capacity additions were included in the franchise between 2005 and 2009 as a result of:

- changes agreed between the Department and FGW immediately after franchise award;
- FGW deciding to run additional passenger services over and above the SLC minimum, including changes facilitated by amendments to the SLC;
- local authority additional funding;

- obligations imposed on FGW following the performance enforcement action in February 2008; and
- changes agreed between the Department and FGW as part of the HLOS Programme.

A significant number of passenger services in addition to those required by the SLC are currently in operation. The incumbent operator has improved the capacity of the network through better use of rolling stock and alterations to calling patterns. It should also be noted that local authorities subsidise services on some routes, including:

- Bristol to Avonmouth and Severn Beach;
- Truro to Falmouth;
- Exeter to Barnstaple and Okehampton (the latter included in the SLC); and
- Exmouth to Torbay.

A continuing increase in demand has meant that crowding levels have continued to be a significant challenge. One measure used to assess crowding levels on trains is ‘Passengers in Excess of Capacity’ (PiXC). The PiXC score for Great Western trains is **16.6%** across the two daily peaks and **18.5%** for morning peak services into London Paddington. In the recently published list of the Top 10 most crowded trains in the London area (August 2011) FGW services accounted for all 10 of them. Table 3.2 shows the current levels of crowding affecting the franchise.

**Table 3.2: Passengers in excess of capacity**

	<b>Peak (AM) 2010</b>	<b>Peak (PM) 2010</b>
	<b>PiXC (%)</b>	<b>PiXC (%)</b>
First Great Western	18.50	14.40
Industry average	4.00	1.90

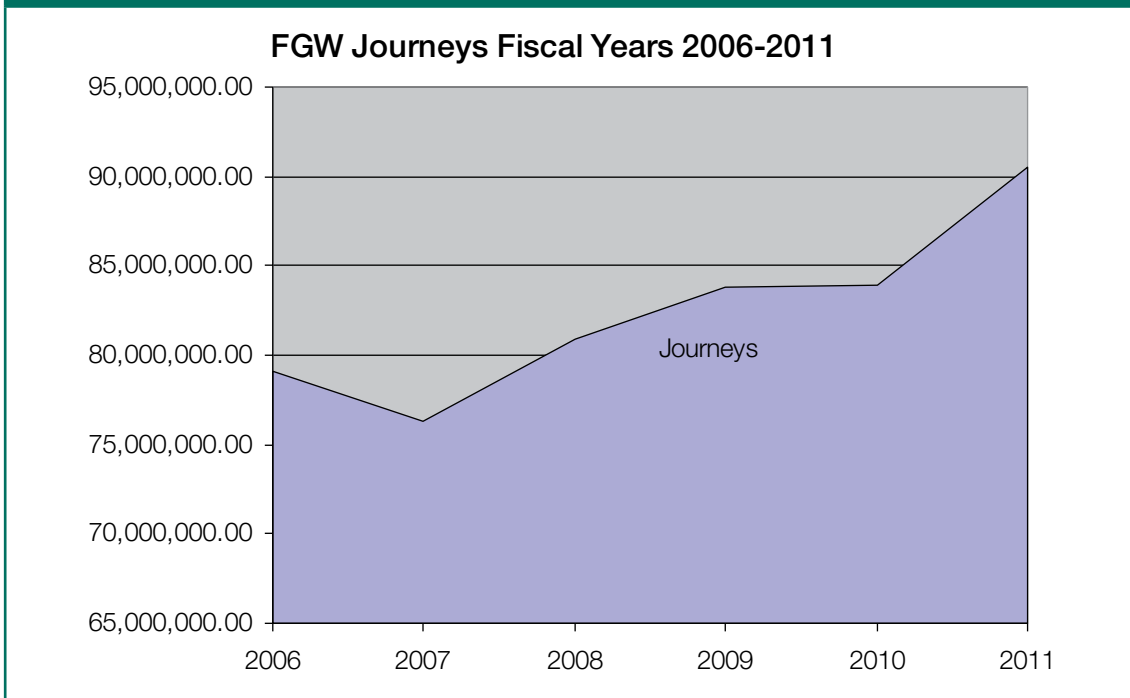
The specification of a franchise is underpinned by demand forecasts developed in accordance with the Department’s guidelines, using a forecasting framework based on standard rail industry models (*Passenger Demand Forecasting Handbook* (PDFH) Version 4 for fares). This allows a number of exogenous drivers to be modelled, as well as forecasting the effects of service quality and fare changes. The Department is currently considering the adoption of the variables contained in PDFH version 5.0 and may choose to adopt some of these during this franchising process.

Prior to the issue of the ITT, the Department will prepare a revised set of forecasts to take account of the most recent changes in the base levels of passenger demand and forecasts of the variables that might influence future demand. These forecasts will be used to assess the robustness of the bids submitted.



In recent years passenger numbers in the franchise area have increased. Growth has been particularly strong on the Thames Valley corridor between Reading and London Paddington, but increasing demand has also occurred in and around Bristol and Exeter, and on branch lines in the South West, and in particular on the Thames Valley corridor between Reading and London Paddington. Passenger growth is shown in Figure 3.3.

**Figure 3.3: Passenger growth on Great Western indexed since 2006**



TOCs provide data on passenger numbers to the Department, and the current data will be given to bidders, who will be expected to use this to assist their assessments of requirements for future train service patterns

## Reliability and performance

The performance of the franchise has been broadly consistent with national trends and across business segments (Thames Valley, long distance, and West of England services) showing significant reliability problems in the early years of the franchise, followed by gradual improvement from 2006, and a slight deterioration since 2009. First Great Western's Public Performance Measure (PPM), measured as a Moving Annual Average (MAA) rose from 82.8% to a peak of 92.4% in 2009. Currently the MAA stands at 90.3%. Tables 3.3 and 3.4, and Figure 3.4, show the historic performance in PPM of the current franchise. It should be noted that the reliability of track and signalling has been a major contributory factor to performance over the life of the current franchise, and that this is not within the franchisee's direct control.

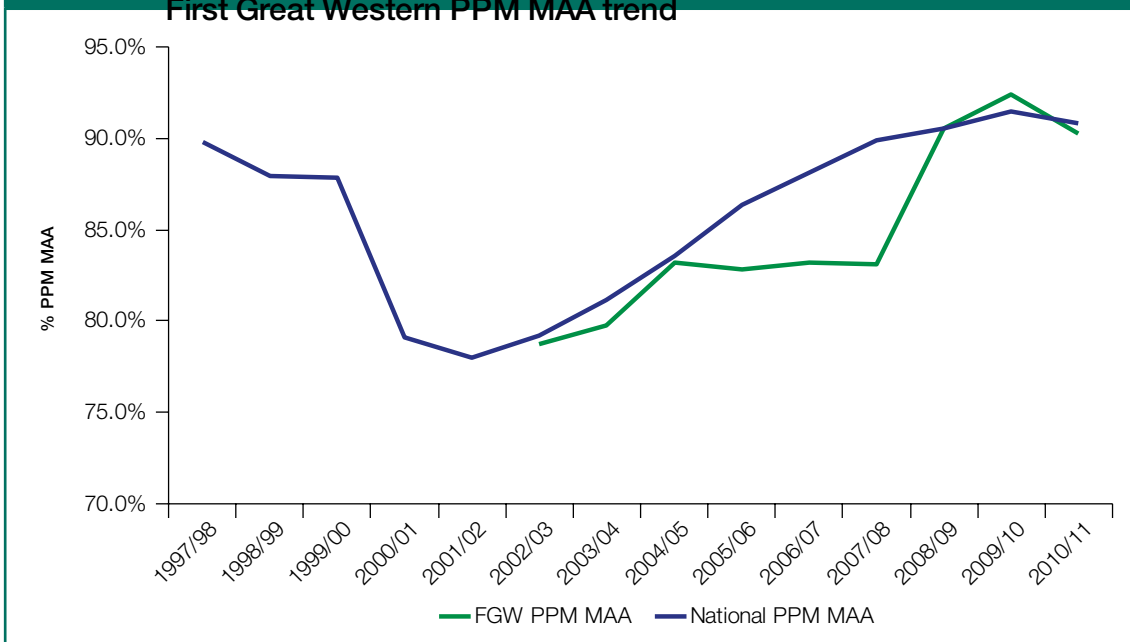
**Table 3.3: 15 years' historic performance measures for First Great Western (MAA)**

Rail year	FGW overall PPM (%)	National PPM (%)
2005/06	82.8	86.4
2006/07	83.2	88.1
2007/08	83.1	89.9
2008/09	90.5	90.6
2009/10	92.4	91.5
2010/11	90.3	90.8

**Table 3.4: 15 years' historic performance measures for First Great Western (MAA)**

Rail year	FGW long distance PPM (%)	National LD Sector PPM (%)
2005/06	74.5	82.2
2006/07	75.6	84.9
2007/08	76.5	86.2
2008/09	85.9	87.2
2009/10	87.5	88.7
2010/11	83.7	87.7

**Figure 3.4: First Great Western PPM MAA trend**



## Rolling stock and depots

The franchise currently operates a fleet of approximately 187 trains, including:

- 54 High Speed Train (InterCity 125) sets (some due to be lengthened under the November 2011 HLOS intervention);
- 2 sleeper trains;
- Class 143 Pacers – small 2-car DMUs serving commuter/regional services in the West of England;
- Class 150 (additional, being added to the franchise under August and November 2011 HLOS interventions), 153 and 158 Sprinters 1, 2 and 3 car DMUs serving rural routes, and commuter/regional services in the West of England;
- Class 165/6 Network Turbo trains – larger capacity DMUs operating mainly on routes in the Thames Valley and North Downs; and
- Class 360 Desiro electric trains on the ‘Heathrow Connect’ Paddington–Heathrow stopping train service jointly operated with BAA.

In addition, from July 2012 it is planned that the franchise will operate:

- 5 x 5-car Class 180 inter-city diesel units on London to Oxford and London to Cotswolds services to provide additional capacity in the Thames Valley.

FGW operates 7 train maintenance depots (Old Oak Common, Reading, Bristol St Philips Marsh, Swansea Landore, Plymouth Laira, Exeter and Penzance Long Rock). Additionally, a number of other locations are used for overnight train stabling. It is anticipated that depot operations will change over the life of the new franchise, principally because the IEP trains are planned to be maintained by Hitachi, at depots at North Pole (west London), Stoke Gifford (Bristol) and Maliphant (Swansea), with some maintenance performed at sites where Hitachi is not the Depot Facilities Operator. Bidders will be required to propose how and where they will maintain the non-IEP fleets.

The 5 x 5 car Class 180 units being taken on lease by FGW from Angel Trains have a Section 54 undertaking guaranteeing their lease payment, which has a backstop date of 31 December 2016. All other rolling stock leases expire at the end of the current franchise, and bidders will need to determine which fleets they need to lease and for how long, and to negotiate appropriate leases with the rolling stock companies (ROSCOs).

From early 2017, new IEP trains are expected to be delivered to the franchisee, with the full fleet available from early 2018, and the opportunity for a full timetable change to exploit the performance of the new trains able to come into effect from May 2018. The IEP contract is based around a given number of train sets in service each day, with the overall fleet size determined by the train supplier, not the franchisee. Proposed allocations of IEPs are set out in Table 3.5.

**Table 3.5: Proposed IEP weekday diagrams allocations (the proposed fleet consists of 49 unit diagrams divided as shown)**

Length	Mode	Quantity
5-car	bi-mode	26
8-car	electric	11
8-car	bi-mode	12
<b>Total</b>		<b>49</b>

Bidders will be invited to explore proposals for (for example) deploying longer IEP trains, and variations to their deployment with Agility Trains during the bidding process.

All trains are required to comply with the Technical Standard for Interoperability (TSI) for Persons of Reduced Mobility (PRM) by 1 January 2020. On the current franchise, Class 180 and 360 fleets comply with modern access standards (as will IEP trains) but the older units will need further improvement works in order to achieve compliance.

The Department has indicated to train owners what work remains outstanding on older fleets, including trains that are not currently used on this franchise. Bidders will need to work with the ROSCOs to ensure that the rolling stock they plan to have in service at the end of 2019 complies with the PRM TSI and reflect in their rolling stock strategy the steps that they will take to achieve this.

## Service quality

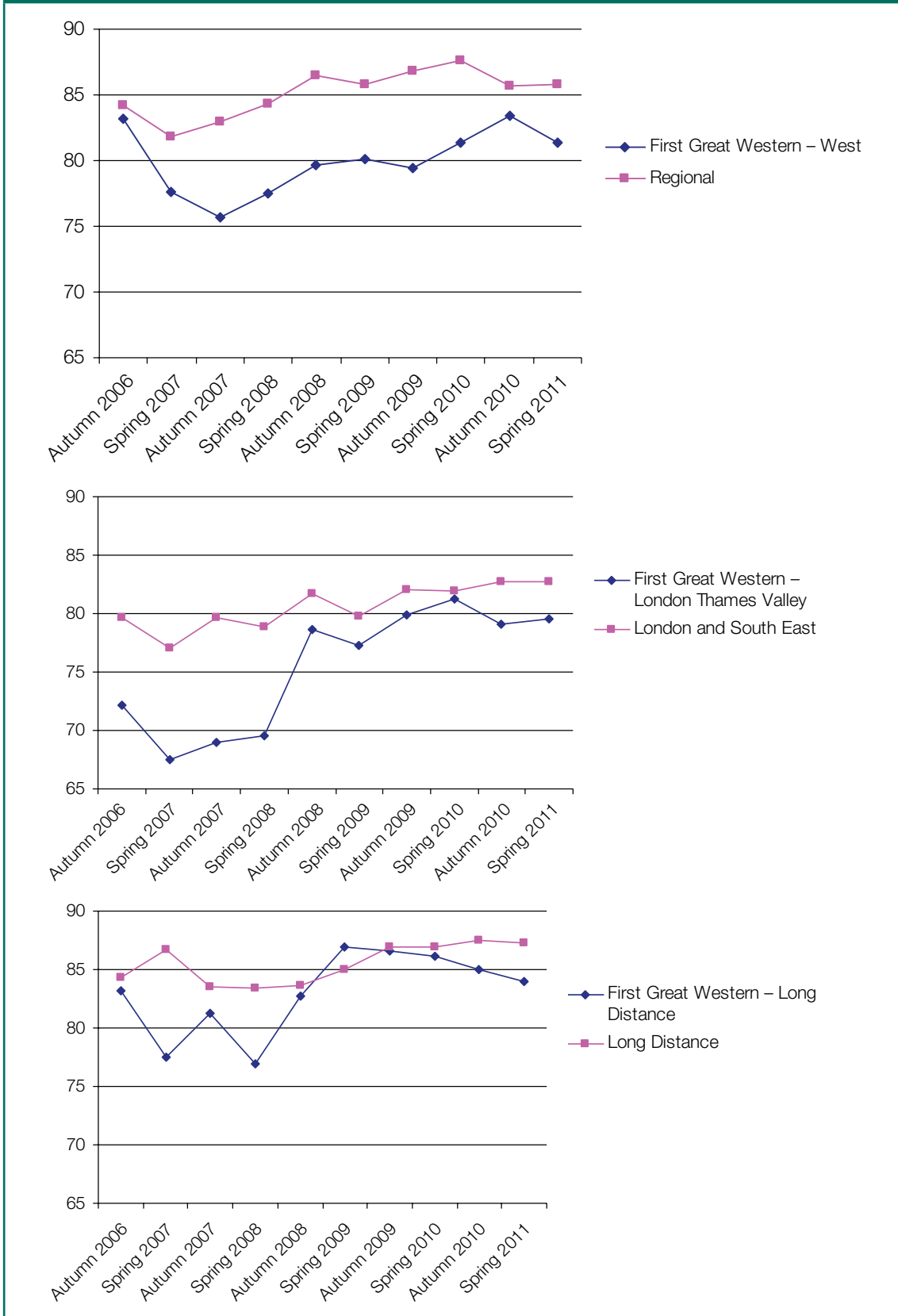
Figure 3.5 shows the overall customer satisfaction, as measured by the National Passenger Survey (NPS), that has been achieved in recent years. Long distance services have remained fairly static over the life of the current franchise, while there has been an improvement on London Thames Valley services and a slight decrease in overall satisfaction with West of England services.

Overall satisfaction results from the Spring 2011 NPS are set out in Table 3.6 and historical performance in Figure 3.5.

**Table 3.6: Passenger satisfaction**

Great Western building block	%	TOC sector comparison	%
Thames Valley	80	London and South East	83
Long distance	84	Long distance	87
West	81	Regional	86

**Figure 3.5: NPS statistics: overall customer satisfaction: 2006–2011 by sector**



## 4. Objectives for the franchise

A key starting point for the development of the franchise specification is the establishment of clear objectives. In considering the objectives for the franchise, the Government has drawn on the following work:

- Initial feasibility work;
- A review of the current franchise;
- 2007 HLOS outputs;
- The Department's 2010 consultation on reforming rail franchising; and
- The McNulty report.

Six key objectives have been endorsed by the Secretary of State. They are to:

- Effectively manage franchise changes by working with the Department and other industry partners to ensure that the Great Western upgrade, Crossrail project works and future transfer of services to the Crossrail operator, and the IEP procurement programmes are successfully delivered and the benefits envisaged are fully realised;
- Provide appropriate capacity for passenger services which is affordable, and delivers value for money for the taxpayer within defined infrastructure and rolling stock constraints on the Great Western network;
- Ensure the overall passenger experience improves throughout the life of the franchise. This will include but not be limited to improvements in: service quality; retailing; provision of information to customers particularly during times of planned and unplanned disruption; implementing 'smart' technology and integrated ticketing throughout the franchise area on an interoperable basis; improving accessibility (including disabled access) to stations and services; passenger security and improving the transparency of information about the franchise;
- Ensure that train services perform to the highest practical reliability and punctuality standards, aiming to be amongst the most reliable and punctual services on the national network. Benchmark and optimise the overall environmental performance and minimise the carbon footprint for the franchise;

- Deliver services in the most cost-effective and efficient manner possible, and where appropriate consider improving the alignment between Network Rail and the franchise in keeping with the recommendations of the McNulty Report; and
- Consider the possible devolution of some specification or management of services and improve local accountability and assist the implementation of this devolution where appropriate.

**1.** Respondents are encouraged to consider whether the proposed franchise objectives are an appropriate expression of the priorities that should apply to the new franchise.

## 5. Franchise length

The Department has considered a number of options for the duration of the Great Western franchise. The Department's current thinking in relation to franchise length was set out in the response to *Reforming Rail Franchising*, which was published in January 2011. As set out in that document, the Government believes longer franchises will encourage private investment in areas such as station improvements, better trains and the provision of a higher quality service. They will also support better planning as well as more effective working relationships between operators, Network Rail and local partners.

The Rail Value for Money study conducted by Sir Roy McNulty assessed how the costs of running the railway can be reduced, while continuing to invest in capacity enhancement and improving passenger satisfaction. The study also recommended longer franchises as a key requirement for encouraging investment.

Accordingly the Department considers that a core franchise term of 15 years is appropriate for most franchise competitions. However for each specific franchise competition, consideration will be given to major projects that are likely to have a significant impact on the franchise and consequently whether a different franchise length may be more appropriate in light of these factors.

After careful consideration of these factors, and initial informal soundings with the rail industry, the Department proposes that the new Great Western franchise should run for a 15 year term. We believe this is the best overall solution, which will provide incentives for the winning bidder to work co-operatively with the industry while the upgrade works and new trains are delivered over the first six years of the franchise, and then to maximise the benefits of the enhancements for passengers and the overall profitability of the railway for the following nine years, while also capturing the benefits of a longer franchise for the parts of the franchise area not directly affected by the infrastructure works.

The contract will be designed to allow for an extension of seven four-week rail periods at the Secretary of State's discretion.

The Franchise Agreement will include provisions that will allow the Department to manage the performance of the operator and, in a worst case scenario, to terminate the contract earlier if the franchisee fails to meet the Department's requirements.



The Coalition believes that a stronger role for the Office of Rail Regulation (ORR) could be beneficial for passengers. It is therefore expected that responsibility for some aspects of performance and service quality, including those relating to Disabled Peoples Protection Policies (which are required under operator licence conditions) may transfer to the ORR during the life of the new franchise.

The detailed design of the core franchise and any extensions will be published in the ITT.

## 6. Schemes, stakeholders and other initiatives

### The High Level Output Specification (HLOS)

In advance of each of the Office of Rail Regulation's (ORR's) Periodic Reviews of Network Rail's outputs and funding, the Department is required to set out the HLOS and Statement of Funds Available (SOFA) for the next five-year railway period (Control Period). The HLOS specifies the outputs that the Government wishes the industry to achieve, in areas such as reliability, safety and capacity. These are then incorporated into delivery plans by the industry, under the oversight of the ORR. During each Control Period the Government can also agree changes to the HLOS and SOFA, based on emerging industry needs. The first Control Period to use this process was CP4 which runs from April 2009 to March 2014. The process for CP5 has recently begun. This section sets out the schemes that have been committed in the CP4 HLOS or agreed subsequently.

### Committed Capacity Schemes in CP4

The HLOS identified that by the end of CP4 the capacity set out in Table 6.1 should be provided for peak passenger flows into London Paddington:

**Table 6.1: HLOS peak demand to be accommodated by end of CP4**

London terminus	Peak three hours			High-peak hour		
	Forecast demand in 2008/09	Extra demand to be met by 2013/14	Maximum average load factor at end CP4 (%)	Forecast demand in 2008/09	Extra demand to be met by 2013/14	Maximum average load factor at end CP4 (%)
Paddington	24,100	2,900	67	11,500	1400	76

On 22 November 2012, the Department also announced that agreement had been reached with FGW to create additional capacity into Paddington.

As a result of this intervention, passengers in the Thames Valley are expected to benefit from nearly 4,500 additional seats each day into and out of London Paddington by the summer of 2011. The majority of these services will also provide additional capacity into Reading.

The extra seats are being added by Government funding for an additional 48 carriages on FGW services, which run through Reading and the Thames Valley and into London Paddington, as well as in Bristol and the south west of England.

The additional vehicles are:

- (a) 15 x Mark III buffet carriages that will be converted to standard class carriages. This (together with the break-up of an existing HST set) will convert all remaining seven carriage High Speed Trains (HSTs) to eight carriages. These carriages will deliver significant additional standard class capacity on longer distance services into Paddington and Bristol;
- (b) 25 x high speed Class 180s (5 x 5 carriage trains) whose deployment, mostly on North Cotswold services, will release suburban rolling stock to lengthen shorter distance commuter trains in the Thames Valley. These carriages are planned to be introduced by July 2012 following a reliability and refurbishment programme; and
- (c) 6 x diesel Class 150 carriages which will be used on the Reading–Basingstoke line. This will allow the rolling stock currently on that route to be transferred to lengthen shorter distance commuter trains on the main Thames Valley corridor into Paddington.

For the West Country, agreement was reached in March 2010 for the Department to fund 24 carriages that the franchisee had deployed in excess of its core fleet and which would otherwise have been withdrawn, and six carriages that filled gaps in peak capacity resulting from changes to the services of other franchises.

In August 2011 agreement was reached which provided funding for an additional six vehicles for Bristol area peak services which came into operation in December 2011. Finally, the 22 November 2011 agreement also included the provision of two additional carriages for use between Truro and Falmouth and between Exmouth and Torbay.

These interventions also included investment in ‘revenue generative’ initiatives such as increased gating, marketing and revenue protection which the franchisee was unable to invest in due to its position in revenue support. Many of these schemes are already in place and adding long term value to the franchise.

**2.** Respondents are encouraged to consider any specific local factors that they believe might influence the future level of passenger demand and to comment on any specific HLOS recommendations that they believe the franchisee should be required to implement.

## Committed infrastructure schemes for Control Period 4

This section provides more detail on the committed enhancement schemes planned during the present control period, which were outlined in the Executive Summary.

### **Swindon–Kemble redoubling**

Increased capacity from Swindon to Kemble will be provided from 2014 following redoubling of that route, and bidders will be invited to propose how they would use the additional capacity.

### **Reading station redevelopment**

Reading station and the surrounding network are currently being redeveloped and completion is anticipated in spring 2015. The enhancement will allow an increased throughput of trains and will reduce the number of conflicting movements in the area which often cause train delays today.

Between April 2013 and December 2015 the main changes to weekday services will be determined by the track and platform layout at Reading, as successive sections of the new infrastructure there are brought into use. This will not involve major rescheduling of services, except during the major blockade weeks at Christmas 2014 and Easter 2015. Following the signalling commissioning exercise over Easter 2015, the full functionality of the enhanced Reading layout should become available for use.

### **GWML electrification**

A very substantial programme of investment in the GWML infrastructure and trains is planned to take place between now and 2018/19. Electrification of the routes from Airport Junction to Bristol, Oxford and Newbury is expected to be completed by December 2016, and to Cardiff by December 2017. From this date London suburban services are expected to operate with electric stock, possibly resourced from cascades of stock from elsewhere on the network. This, in turn, will release some of the existing Diesel Multiple Units (DMU) stock for redeployment elsewhere.

Electrification is part of Network Rail's ambitious plan for a complete upgrade of the Great Western route between London and Cardiff by 2025. This is a £4 billion project involving complex dependencies between large scale infrastructure and rolling stock projects.

The risks around this programme of work are largely understood, and we expect the track possession and blockade programme to be predictable and quantifiable by the time the ITT is issued, so that bidders can factor these into their assumptions.

## The InterCity Express Programme

New bi-mode and electric IEP trains are planned to replace most HST sets in operation on the Great Western franchise. These trains may be deployed on services between London, Bristol – Weston-super-Mare (via Bath and via Parkway), Cheltenham, Worcester/Hereford and South Wales from the May 2018 timetable. This is planned to happen in conjunction with electrification to Cardiff, Oxford and Newbury, which should already have been completed. The long term IEP deployment may vary from IEP business case assumptions, and the new franchise bidders will need to determine how best to optimise fleet deployment.

## Crossrail

Crossrail is a new west–east railway linking Maidenhead and Heathrow in the west via tunnels under central London to Shenfield and Abbey Wood in the east. It will add significant capacity to London’s rail network through the provision of up to 24 high-capacity, 10-coach trains an hour in each direction in the central section between Paddington and Liverpool Street during peak periods.

Crossrail services will commence from 2018. Under current plans Crossrail services will take over the suburban relief-line service between Paddington and Maidenhead and the Heathrow Connect services from Paddington to Heathrow Airport. The franchisee will be expected to facilitate the transfer of services and specific stations to the Crossrail operator.

Residual local Reading through services to Paddington will be operated by the franchise. In addition, although through services from Greenford to Paddington will cease, a shuttle service will operate between Greenford and West Ealing and will be included in the Great Western franchise as part of the changes associated with the Crossrail programme.

Network Rail has agreed a Track Access Option giving the necessary access rights for Crossrail services to operate. They are developing a combined candidate IEP/Crossrail timetable which the Department will draw on for our assessment of future Great Western demand. The timetable is an operational model and will be made available to franchise bidders to assist with the preparation of their bids, but implementing it for IEP services will not be a mandatory requirement.

## Managing the impact of disruption

During the construction period of Crossrail West and network electrification, it is inevitable that there will be an impact on the Great Western franchise, requiring changes to service patterns, particularly at weekends, and rolling stock deployment.

The Department is working closely with Network Rail, Transport for London and Crossrail Ltd and the incumbent train operator to identify, and minimise, the impact of planned upgrade work to passenger services and train operations.

We will include as much information as possible in the ITT and supporting data room about timing of planned enhancement works and rolling stock availability,

from 2013 to 2019, to enable bidders to reflect these factors in their assumptions and commercial models as appropriate.

Bidders will be asked to define clearly how they will manage the interface with these projects and work with local stakeholders to minimise disruption, and how they plan to provide detailed up-to-date and easy to understand information to passengers.

**3.** Respondents are encouraged to consider issues arising from the planned schemes and identify any local factors that should be considered.

## Route Utilisation Strategies (RUSs)

Network Rail's recommendations for the longer term upgrade strategy are set out in detail in the *Great Western Route Utilisation Strategy* (March 2010), which covers the 10-year period from 2009 to 2019 and which should be read in conjunction with the *London and South East Route Utilisation Strategy* (July 2011).

The RUSs provide recommendations for the development and delivery of train service changes, and infrastructure maintenance, renewals and enhancements. They are also taken into account in the development of franchise specifications and contribute to the Government's HLOS. RUS recommendations are subject to value for money and affordability considerations by the Department and other potential funders, and are therefore not binding on Government.

The Greater Western RUS takes account of the 10-year period from 2009, setting out plans for addressing capacity utilisation in the Great Western franchise area for the period until 2019. Bidders will be expected to demonstrate how the RUS recommendations have been considered (and accepted or rejected) as part of their bids.

The franchisee will be expected to contribute to the development of future RUSs covering the franchise area.

**4.** Respondents are encouraged to consider any specific local factors that they believe might influence the future level of passenger demand and to comment on any specific RUS recommendations that they believe the franchisee should be required to implement.

## High Level Output Specification – CP5

Network Rail also recently published an Initial Industry Plan for CP5. The Department intends to publish the next HLOS in July 2012 to make clear the outputs required from the rail industry in CP5. Possible contenders at this stage may include:

- east–west rail, as part of the planned link between Oxford and Reading via Bicester. Following the recent (December 2011) announcement, options are being developed and the service could be fully committed by July 2012, with introduction around 2016–17.
- Bristol area developments including the Portishead line re-opening.
- Western rail access to Heathrow – an initial study is under way, and this access could be in use by 2020 if it can be successfully incorporated with the other major works in the area.

**5.** Respondents are encouraged to consider investment priorities for the franchise and are asked to highlight interfaces with any other schemes that are likely to be delivered during the life of the next franchise. We also welcome proposals for alternative approaches to enable the proposed investment programme to be achieved at a reduced cost.

## Investment opportunities

The Department is considering ways in which bidders might take a longer perspective and propose additional options to provide long term investment in the rail network, building on the long term value of the franchise while also delivering the objectives set out in Section 4 of this document.

Such enhancements will be expected to be commercially viable and to deliver benefits to passengers. Bidders will be expected to assure the Department that such enhancements increase the value of the franchise and that assets thus funded are maintained in a good condition for the next franchisee.

## Franchise remapping

The Department from time to time considers the overall franchise map and looks at synergies between franchise areas as part of the refranchising process. The Department may require bidders to price options allowing for either existing services to be transferred into other franchises or subsuming within the Great Western franchise the running of services currently operated by other franchisees. In either of these scenarios fuller details of the nature and timing of any changes will be provided in the ITT.

**6.** Respondents are encouraged to consider any changes to the services included in the Great Western franchise that they would like to propose as part of a remapping exercise.

## Additional proposals and schemes promoted by third parties

Network Rail's Enhancement Plan for CP4 (2009–2014) was finalised by the ORR in 2009, and the Department has assumed that the outputs specified within the CP4 HLOS and detailed within Network Rail Strategic Business Plan will be delivered, as required by the ORR. The HLOS and delivery plan for CP5 will be

developed and published in due course and the new franchisee should expect to work with the rail industry to facilitate the development of CP5 proposals, through the normal industry process.

In addition to the base case specification, bidders may be asked to submit proposals for a number of priced options. These could involve the provision of additional services or, in certain circumstances, a reduction in the level of service from that proposed by the Department. These increments or decrements could include schemes that funders, such as local authorities, have requested be included.

Any proposed increments or decrements must:

- comply with the objectives of the franchise;
- be operationally robust;
- demonstrate value for money; and
- be funded by promoters for at least an initial three year period (for which the promoter will need to provide written guarantees of funding).

For further information, please see *Conditions Relating to the Funding of new or Enhanced Services Promoted by Local Bodies*, which is available on the Department's website at:

<http://www.dft.gov.uk/pgr/rail/strategyfinance/revisedpolicyfunding>.

**7.** Respondents who wish to pursue increments or decrements should make these clear in their response to this consultation. Further information on the Department's requirements for increments/decrements can be made available on request.

## Devolved governments and local transport authorities

A large number of local Government organisations take a keen interest in the Great Western franchise and the Department recognises the importance of train services to the economy and well-being of the areas the franchise serves.

All Local Transport Authorities (LTAs) have the powers to specify increments or decrements to the Department's base specification. Where these require additional funding, the LTA will be required to provide this, at least for the first three years, but where savings are made the LTA is able to use these for other transport purposes, including the funding of other increments. In addition to our general discussions about decentralisation (see below), over the coming months the Department will continue to work with the LTAs served by the Great Western franchise as we consider the specification further. Should any LTA intend to sponsor increments, we will consider incorporating them into the ITT either as part of the base specification or as priced options, so long as they are operationally feasible.



## Decentralisation

The Government expects shortly to consult on the feasibility of decentralising some responsibilities for local rail services. In the consultation, views will be sought on whether improved outcomes for passengers and transport users might be achieved in some cases if more decisions on local rail services were made closer to the communities they serve.

The Great Western franchise consists of a variety of different types of service:

- InterCity services linking London with the major cities and towns in the franchise area;
- other long-distance services linking cities and larger towns such as Cardiff–Portsmouth;
- London commuter services taking hundreds of thousands of people to work every day on a very congested network;
- local services conveying people into larger conurbations outside London, such as Bristol; and
- services linking smaller towns and rural areas with larger towns, and with the Intercity rail network.

Many of these services carry people making relatively short journeys and are a key part of an area's local public transport network. They have seen substantial growth in demand in recent years, a trend that is expected to continue. However, under the existing franchise arrangements, almost all such services in the Great Western area have been specified, funded and managed centrally by the Department.

Given the timescale for the Great Western franchise, it is unlikely to be possible to implement decentralisation before the ITT is issued and the franchise let. Therefore, the Department would wish to work with LTAs who are interested in seeking a greater role in the provision of local rail services with a view to their developing an alternative specification that could form a priced option. We also propose, subject to responses on this consultation, that the new franchise should be structured in a way that could allow the transfer of certain responsibilities after franchise award, should decentralisation proceed in a particular area.

We are therefore keen to receive comments to this consultation, in advance of the proposed consultation on decentralisation, in particular from interested local transport authorities and potential rail industry partners, on the following areas:

**8.** Respondents are encouraged to consider:

- (a) Which responsibilities and types of services on the Great Western franchise might be suitable for more local decision-making?
- (b) Which options for devolving decision-making should be considered further and which should be rejected?
- (c) To which bodies might decision-making be devolved and how would governance, accountability and transparency be demonstrated, especially if consortia of sub-national bodies are formed?
- (d) How might risk be dealt with if responsibilities are devolved?

## Passenger Focus

Passenger Focus provides independent advice to the Secretary of State, based on research and consultation with wider stakeholders on the key issues that the new franchise should consider.

A very positive relationship has been developed between the Department and Passenger Focus in the initial stages of the franchise replacement process. We propose to build on this, and the processes developed in recent previous competitions, within the new Great Western franchise.

Since August 2011, the Department has been meeting Passenger Focus regularly to discuss the development of the new Great Western franchise, and these discussions will continue. Passenger Focus may also choose to conduct specific research of customer expectations for the franchise, analysing responses from passengers representing the services operated on the franchise area. Findings from this research, together with information from the regular National Passenger Survey (NPS) and other research into passenger views and priorities, will be used to inform the development of the specification for the new franchise.

Passenger Focus research will be provided to all bidders to assist the shaping of their proposals for the new franchise. Its initial work has identified some key recommendations for passengers' likely priorities for the new franchise, which are:

- delivering value for money;
- providing a punctual and reliable service;
- provision of sufficient capacity, both in terms of train frequency and the availability of seating on board the train;
- effective management of disruption, especially through information to passengers;
- the availability of accurate information about trains and platforms;
- the comfort and adequacy of accommodation on the train, especially on longer distance journeys;
- the availability of train and station staff;

- the ease of buying the most appropriate ticket for the journey at a ticket office, online or via a ticket machine; and
- the ease of access to services for passengers with reduced mobility.

The list of recommendations for the franchise and the analysis underpinning them will be set out in a Passenger Focus submission to the Secretary of State in due course. This document and summary reports of the route-based research will be made available on the Passenger Focus website ([www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)).

The Department will continue to work with Passenger Focus and Travelwatch Southwest in considering how best to incentivise bidders to deliver these recommendations in a cost-effective, affordable and practical manner. In general, the Department is supportive of those elements that seek to improve service quality, passenger information and link improvements to monitored results.

## Other consultee groups

South West England has the benefit of a number of dedicated and knowledgeable stakeholder groups, such as Travelwatch Southwest, who are complementing the work of Passenger Focus. The Department places a high value on the insight and knowledge that all stakeholders can bring to the franchise replacement process and appreciates the contributions already made. The Department will continue to engage positively with interested parties, including those groups listed in Appendix 3.

**9.** Respondents are encouraged to bring to our attention research, evidence or publications which the Department should consider as part of this refranchising process.

## Freight

Rail freight has become an important driver of UK economic growth, and the Department recognises that efficient and sustainable freight transport is increasingly important to the achievement of our environmental goals and for the growth of the UK's national and regional economies. Current Government policy supports the growth in rail freight and an expanded network of rail freight interchanges to support the forecast growth. Rail freight is expected to grow by 30% between now and 2019.

The Great Western Franchise area contains some very important and significant volumes of freight traffic:

- aggregates for the construction industry originating in the Westbury area (Merehead and Whately) supplying terminals in London and the South East,
- maritime container flows to and from the port of Southampton to the Midlands and North West,
- coal and biomass from the port of Bristol to Didcot Power Station and destinations in the Midlands and Yorkshire; and

- steel flows between plants in South Wales and North Wales, as well as finished products destined for the Midlands and exports to mainland Europe via the Channel Tunnel.

In the future, expected developments at the port of Bristol are likely to increase the number of freight trains originating at the port, with likely destinations being the Midlands, North West and North East, with some flows to the London area.

## 7. The service specification

This section sets out the Department's proposed approach to the specification of the services to be required of the new Great Western franchisee. It contains details of how the franchise objectives may be addressed through the specification and how a number of the issues proposed by Passenger Focus may be tackled. It also seeks suggestions for possible local increments or decrements.

Additionally, it looks at the main train service issues that the franchisee will need to address, and then details the service quality and environmental proposals the Department expects prospective operators to include within their bids.

The Government intends to set the train service specification so that operational and timetabling decisions are devolved to TOCs as far as possible, both in the bidding phase and during the life of the franchise itself, while still protecting key outcomes for passengers, the economy, and the taxpayer.

The major projects that will be implemented on Great Western in the early years of the franchise will, to some extent, constrain the operator's room for manoeuvre in timetable development. This will be particularly true of the timings of London-based services, although there may well be some 'knock-on' effects of those timings on the regional and rural services further west.

Following the responses to this consultation, an outline specification will be developed, tested by specialist advisors and formalised in the ITT, which is currently anticipated to be issued during May 2012.

### Train service requirements

The Department intends that the specification should provide greater flexibility for operators to respond to demographic and market changes and commercial opportunities than is the case under the current franchise. However, the service specified in the new franchise contract needs to be sufficiently detailed to protect key journey opportunities, especially on services that would not be expected to generate a commercial return. The specification also needs to recognise that the Great Western railway serves different railway markets: InterCity, Regional, Suburban and Branch Line, and that purely commercial decisions may not fully reflect the economic benefits and connectivity provided by these services.

The specification could mandate a range of different features of the train service such as:

- first and last train times;
- frequency of services by week, day or hour;
- calling patterns;
- capacity of services or ‘peak hour seats’ to and from major conurbations;
- journey times;
- week versus weekend services; and
- connections with onward rail journeys, and other transport modes.

The current level of service will provide our starting point for deciding what goes into the new franchise. We will therefore expect bidders to base their proposals around the overall current level of service as set out in the most recent FGW timetable, rather than the contracted minimum, and we welcome consultees’ views on this.

**10.** The final specification will seek to avoid a prescriptive approach and to balance passenger, taxpayer and stakeholder interests. Respondents are encouraged to consider which aspects of the specification they believe should be mandated and which could be left to greater commercial discretion.

## The service pattern

This section contains questions about specific aspects of the service pattern that currently operates and describes how that pattern may change over the life of the franchise. The actual service pattern run will be decided by the franchisee within the constraints of the Train Service Requirement. Respondents are encouraged to consider the service components set out below. Comments on this section will be examined the by the Department and will also be provided for bidders to consider.

The current weekday off-peak service pattern is broadly the following:

### **InterCity**

Trains from Paddington:

- Half-hourly services to Cardiff with an hourly continuation to Swansea and one train a day to Carmarthen;
- Half-hourly from London to Bristol Temple Meads, with some extensions to Weston-super-Mare and Taunton;
- Hourly to Plymouth, with some through trains to Torbay and to Penzance;
- Hourly services to Worcester with five daily extensions to Hereford
- Nine trains a day to Gloucester and Cheltenham; and
- A nightly sleeper service to Penzance.

## Thames Valley

- Paddington to Greenford services, half-hourly;
- Heathrow Connect, operated jointly with BAA, half-hourly stopping services to Heathrow Airport;
- Heathrow Express services, quarter-hourly fast services (not part of the GW franchise, operated by BAA);
- Four trains an hour providing services to Slough, Maidenhead and Reading and other intermediate stations, two of which extend as local services to Oxford;
- Thames Valley branches:
  - Slough to Windsor and Eton Central – approximately every 20 minutes;
  - Maidenhead to Bourne End and Marlow (hourly, with peak hour extensions to and from Paddington);
  - Twyford to Henley-on-Thames (hourly, with peak hour extensions to Paddington);
  - Half-hourly services from Reading to Basingstoke;
- Reading to Newbury all stations (hourly);
- London to Newbury fast, continuing all stations to Bedwyn, some operated as part of the West of England group – one train an hour;
- London to Oxford fast – two trains an hour, many extending to Worcester and Great Malvern as part of the North Cotswolds group;
- Oxford to Banbury stopper services (irregular intervals);
- Reading to Redhill/Gatwick (half-hourly, hourly extension to Gatwick).

## West of England (summer service pattern)

- West of England branches:
  - St Erth–St Ives (half hourly);
  - Truro–Falmouth (half hourly);
  - Par–Newquay (irregular interval);
  - Liskeard–Looe (hourly);
  - Plymouth–Gunnislake (two-hourly);
- Local service overlays, Somerset–Devon and Cornwall main line;
- Bristol ‘spokes’, a mix of longer distance and regional services:

- Cardiff to Portsmouth via Bristol (regional – hourly), with two trains a day to Brighton;
- Cardiff–Taunton and Bristol Parkway–Weston-super-Mare, both via Bristol (each hourly);
- Bristol–Westbury/Salisbury/Southampton and other overlays (local – hourly);
- Weymouth to Gloucester/Cheltenham/Great Malvern (local – two-hourly);
- Westbury–Swindon (twice daily);
- Exeter area local services:
  - Exmouth–Barnstaple via Exeter (hourly)
  - Exmouth–Paignton via Exeter (hourly).

Additional summer-only routes currently operated include Exeter–Okehampton (Sundays under contract to Devon County Council) and London–Pembroke Dock via Carmarthen (Saturdays only).

## Future service pattern

### IEP InterCity services

The size and make-up of the new IEP fleet will be capable of delivering the following indicative modelled service pattern. Within the contractual commitments of the IEP programme the franchisee will have flexibility as to how the fleet is operated on a day-to-day basis:

- 4 trains per hour (tph) London–Bristol Temple Meads; 2 tph running via Bath and 2 tph running via Bristol Parkway. Some of the Parkway trains would extend to Weston-super-Mare and, in the peaks, to Taunton;
- 2 tph London–Cardiff, with 1 tph serving Swansea, and 1 train per day extending to Carmarthen;
- 1 tph London–Worcester, with some extensions to Great Malvern and Hereford;
- 1 tph London–Cheltenham;
- 1 tph (most hours) semi-fast to Westbury, with some extensions to Exeter and one mid-day round trip to Paignton.

The main questions that bidders will have to determine, and on which we would welcome the views of consultees, are:

**11.** What balance should be struck between end-to-end journey times and intermediate stops on long distance services?

**12.** Can the indicative modelled intercity service pattern be improved (noting the IEP availability in Table 3.5 and the availability of other fleets)?



## Non-IEP InterCity services

The remainder of the InterCity service will likely need to be delivered by alternative rolling stock. These services could include:

- trains between London and Plymouth and Cornwall, and the majority of trains between London and Paignton;
- any sleeper services;
- any additional long- or middle-distance trains that cannot be resourced by IEP trains; and
- special events trains to serve events such as Cheltenham Races or Glastonbury Festival.

The main questions that bidders will have to determine, and on which we would welcome the views of consultees, are:

**13.** Whether and, if so, how many of the current HSTs should be subject to life-enhancement refurbishment and what would be their revised life-expectancy be?

**14.** Should other InterCity rolling stock, either new or cascaded, be procured for some or all of these services?

**15.** What should be the future of the overnight service between Paddington and Penzance, given that the sleeping cars and, especially, the locomotives, are ageing?

## London, Thames Valley and North Downs suburban services

The completion of electrification works in 2016 will coincide, approximately, with the reduction in capacity of the Paddington ‘throat’ in connection with the construction of the Crossrail facility at Westbourne Park. This combination of circumstances will increase the capacity available to commuters through the operation of longer (8-car) trains, but may result in slightly fewer services,

This reduction in capacity at Westbourne Park will probably cause the withdrawal of the two-car through trains from Greenford to Paddington, because all the available timetable slots will be required for high-capacity trains. Greenford will be served by a shuttle service from West Ealing, connecting with trains to Paddington and Heathrow.

It is also envisaged that the electrification works will present an opportunity to run high-capacity (up to 12-car) middle-distance fast trains from, for example, Oxford and Newbury. In the peaks this would give the operator the chance to provide commuters from stations such as Reading, Twyford and Maidenhead with fast trains on which long-distance passengers have not taken all the seats.

The current Crossrail opening strategy will see the existing Heathrow Connect stopping services transfer to the Crossrail operator from May 2018, at which time the frequency will be increased to 4 tph. It is intended that these trains will be operated by the new 10-car Crossrail rolling stock, although issues need to be resolved around platform capacity at the existing Paddington ‘high-level’ station to accommodate the longer trains.

Full Crossrail implementation, including the Heathrow Connect services, is planned for December 2019, when the Great Western franchisee will have guaranteed Relief Line track capacity sufficient to provide a 2 tph semi-fast service between Reading and Paddington. There are currently no plans to electrify any of the Thames Valley branch lines. However, we would consider proposals from bidders, or third parties, for incremental electrification schemes and we are keen to receive respondents’ views on these.

It is the period between 2016 and 2019 when track and platform capacity is at its scarcest that presents franchise bidders with their greatest challenges in provision of the suburban train service.

However, there are two key questions which bidders will need to consider for suburban services beyond 2019 and on which we welcome consultees’ views:

**16.** What is the best balance between fast outer commuter services and intermediate stops? How could the residual suburban services best be optimised once Crossrail services start?

**17.** Under current plans for electrification, any direct services from the Henley and Bourne End branches to Paddington would still have to be diesel-operated. Respondents are encouraged to consider if these services would represent a good use of scarce timetable slots on the main line, given that these slots could be used by higher-capacity electric trains.

## **Regional and rural services**

For regional and rural services, the main challenge to be addressed is the capacity of the trains in the light of the rapid growth in passenger numbers experienced in recent years. Close attention will need to be paid to bidders’ rolling stock proposals to assess, on the one hand, whether sufficient capacity is planned to meet the forecast demand and, on the other hand, that bidders’ proposals are not placing a disproportionate burden on the public purse.

Part of the challenge faced currently is that buying new diesel vehicles is likely to risk being poor value for money because of the potential short life-expectancy they might be assumed to have on an increasingly electrified railway. There will eventually be opportunities to deploy diesel vehicles displaced from their current routes by electrification schemes, both from within Great Western and from elsewhere. How many vehicles, and when, will depend upon the bidders’ negotiations with the rolling stock companies.

Questions that bidders will need to answer, and on which consultees' views are sought:

**18.** Are the services that extend eastwards from Portsmouth to Brighton the best use of Great Western diesel rolling stock, in view of the fact that there are frequent electric services provided by Southern on this route, or could this rolling stock could usefully be redeployed elsewhere?

**19.** Should branch line services continue to call at all branch line stations, or could the needs of most passengers be better met by omission of some of the intermediate stops on some or all of the trains, so that the final destination is reached more quickly?

**20.** Do the medium-distance regional services (e.g. Cardiff to Portsmouth and Worcester/Gloucester to Weymouth) adequately serve the needs of all passengers along their lines of route, or would shorter-distance services, targeted on local travel requirements, be more beneficial?

**21.** Taking in to account the current service pattern and the future changes, respondents are encouraged to suggest possible train service changes that they believe will be affordable, deliver value for money and provide a strong commercial, social or economic case.

## Implementing changes to the timetable

The timetable proposal for the December 2013 timetable change will already have been made by the time the new operator takes over the franchise, so changes to the inherited train service are unlikely to occur before the timetable change date in December 2014.

It is the Department's intention that bidders will be required to propose in their bids the changes they believe should be made to the timetable and the dates from which such changes should take effect. Bidders' proposals for changes will need to be accompanied by an assessment of the impacts on capacity and demand.

For material timetable changes during the franchise period, bidders will be required to carry out a public consultation before the changes are included in the timetable planning process.

## Managing disruption

Because of the engineering works planned to deliver the upgrade of the Great Western route, in the early years of the franchise there will be reductions in service levels – at times quite significant reductions. Even once the upgrades are complete, Network Rail will need adequate access to the rail network to meet its maintenance and renewals obligations – obligations that will be intensified by the

greater traffic levels arising from enhanced Great Western services, high frequency Crossrail services and increasing numbers of long-distance heavy freight trains. Changes to access arrangements may enable Network Rail to undertake this work with greater efficiency or at a faster rate. Such considerations need to be balanced against the needs of rail users and opportunities for business growth in the evenings and at weekends.

The franchisee will be expected to work with Network Rail and other operators to develop the 'seven-day railway' initiative and to achieve the optimal trade-off between efficient use of engineering resources and journey opportunities, taking into account forecast growth in demand for travel, particularly at weekends.

Bidders will also be expected to demonstrate their approach to provision of services at times of engineering work, including working with Network Rail to minimise 'all line' blocks and use of diversionary routes to minimise the need for replacement road services. Bidders will be required to consider this and work with Network Rail to minimise the disruption on the route, especially on the Thames Valley Lines during the forthcoming periods of infrastructure upgrade.

Bidders will also be required to set out how, if no diversionary route exists, frequent, high-quality, accessible and well-managed rail replacement services are to be provided during periods of disruption. The franchisee will also need to demonstrate how they will plan for unforeseen disruption.

**22.** Respondents are encouraged to consider appropriate train times and service frequencies during planned disruption for the life of the new franchise. Respondents are also encouraged to consider alternative service propositions.

## Capacity

Within the infrastructure available, and accepting that some standing may be inevitable on shorter, busier journeys, passengers generally expect to be able to get a seat on trains.

Bidders will be required to review the efficient allocation and deployment of available rolling stock to ensure that appropriate capacity is matched to demand, addressing existing and forecast crowding to the maximum extent possible. Where additional capacity can be commercially provided by the operator, bidders would be expected to take steps to meet required demand. However, where public subsidy will be required, the Department will need to decide whether this is affordable and delivers value for money.

**23.** Respondents are encouraged to consider:

- (a) the steps which bidders should be expected to take to meet passenger demand and the most appropriate mechanisms for ensuring additional capacity is provided when it becomes necessary; and
- (b) how capacity should be measured and appropriate targets set.

The Government is currently conducting the procurement of a rail passenger counts database, which is intended to provide accurate data on train loadings and crowding levels and which will be used to inform decisions about pricing and capacity.

The franchisee will be expected to supply passenger count information to the Department and may be required to develop proposals to improve capacity where it is inadequate.

In circumstances where the franchisee identifies that it cannot meet the capacity requirements without investment in the procurement of new rolling stock or the enhancement of infrastructure, a formal proposal will be required setting out the business case for the enhancements proposed.

## Reliability and performance

Bidders will also be expected to demonstrate how they would deliver improved punctuality at intermediate stations where connections are particularly important.

A single compensation policy based on delays to individual journeys will apply for all passengers in line with recent franchise replacements.

Bidders, as always, will be encouraged to come up with alternative measures that may deliver better performance, capacity or journey times. Where these involve timetable changes, it should be noted that, as with all timetable changes, the operator will be required to consult fully with interested parties.

The Coalition believes transparency can assist consumers in holding to account the organisations that deliver public services. So we are working towards greater transparency from the rail industry, both in relation to the public money spent on rail services and the outcomes that subsidy delivers. For example, the Department believes that greater disaggregation of performance data, in line with the drive to promote greater transparency from the railway industry, will encourage TOCs to achieve consistency across different types of service they operate. This is particularly important for Great Western due to the diverse markets that the railway serves.

**24.** Respondents are encouraged to highlight any performance areas of particular concern.

### Local Transport and Spatial Plans

Bidders will need to demonstrate their awareness of relevant emerging and adopted transport plans and strategies as well as highlight their plans to work with regional agencies, local authorities, local enterprise partnerships and other stakeholders with regard to delivery of both local and wider Government shared transport objectives.

## Rail Value for Money

The Government is determined to secure a sustainable and efficient railway. Sir Roy McNulty recently conducted the independent *Rail Value for Money Study*. The study findings and recommendations were published in May 2011 as *Realising the Potential of GB Rail – Report of the Rail Value for Money Study* and are available at: <http://www.dft.gov.uk/publications/realising-the-potential-of-gb-rail>.

The study highlighted that our railways are up to 40% less efficient than the leading European comparators. It set out a series of recommendations for the Government and the rail industry for reducing the costs of running the railway by up to £1 billion per year by 2018/19, while continuing to expand network capacity. A key conclusion was that closer working and alignment of incentives between TOCs and Network Rail, as well as strong leadership across the industry, could significantly improve value for money.

The Department and ORR are examining options for better aligning the incentives of the organisations responsible for track and trains. The aim is to get them working more closely together to drive down the cost to passengers and taxpayers while improving the quality of services.

The ORR outcome has recently published a consultation on railway industry incentives for CP5,<sup>2</sup> the outcome of which will feed into the final Great Western ITT. One of the ORR's consultation proposals is for a Regional Efficiency Benefit Share, which gives TOCs some upside and downside interest in Network Rail's performance against its Operations, Maintenance and Renewal (OMR) efficiency targets. This mechanism would apply to the new franchisee. The franchise contract will also aim to provide the conditions for the formation of an alliance between the new franchisee and Network Rail, should those parties choose to pursue this.

The Department is considering a number of potential mechanisms for reducing industry costs by encouraging a wider range of joint working practices between TOCs and Network Rail, and possible greater exposure of train operators to variations in track access charges. The new franchisee will be expected to work with the Department, Network Rail and the ORR on ideas for bringing costs down and improving co-operation between the management of track and trains. Any work done in this area will need to reflect the diverse use of the infrastructure in the Great Western franchise area and to take on board the interests of all users, including freight operators.

Bidders will also be expected to propose how they would reduce the unit costs of their existing operations to improve efficiency.

The Department also expects that cost data will be made available to the Department and ORR during the franchise and could be published and compared

---

<sup>2</sup> Office of Rail Regulation, – December 2011, *Consultation Documents by the Office of Rail Regulation – Periodic Review 2013; First Consultation May 2011; and Establishing Network Rail's Efficient Expenditure July 2011. Response by the Railway Industry Association, October 2011*, <http://www.rail-reg.gov.uk/pr13/consultations/index.php>

with the levels of unit costs in other franchises, in order to facilitate the overall reduction of unit costs.

**25.** Respondents are encouraged to consider how best to improve the overall efficiency of the rail industry to enable reductions in unit costs to be achieved.

## 8. Delivering improvements for passengers

The Department may require bidders to make proposals aimed at improving the overall quality of service delivered to passengers. Bidders will be encouraged to find innovative ways to enhance the level of passenger satisfaction over and above that of today and will be free to propose alternative approaches to those noted below.

We would emphasise that, while we welcome ideas and proposals on all the matters set out below from stakeholders and bidders, only some of these issues are suitable for inclusion in the franchise specification and/or the legally binding Franchise agreement that will flow from it.

### Better railway stations

The franchisee operates a large number of stations, as mentioned above. Key station facility information, and annual usage according to ORR statistics, is included as Appendix 2 rather than here, owing to its size. We would be interested to understand consultees' views on priorities for investment in station facilities over the life of the new franchise.

It is proposed that greater responsibility for maintenance and upkeep of station facilities could be transferred from Network Rail to the new franchisee, under revised station lease agreements.

Stations ought to be attractive gateways to the railway system, as well as being modern, user-friendly interchanges with other forms of transport. However, significant station investment is rarely commercially self-financing, although the longer franchises may help improve the financial case in some instances.

Network Rail is continuing to work with local partners to assess what improvements can be delivered at these stations. Bidders will be expected to have considered how best to enhance the quality of the station portfolio in their proposals.

The 2009 Stations Review also highlighted a proposed set of minimum standards for each category of station, with an aspiration to achieve an 80% station satisfaction score at each site.



Better access to stations is an important element in improving the door-to-door journey, of which rail is just one element. The review highlighted a desire for additional car parking and cycle spaces across the National Rail network. Car parking is seen as a constraint in many locations because of limited capacity, and bidders will be encouraged to develop proposals to enhance provision across the franchise area.

The Government fully recognises the benefits cycling can bring as a low carbon and active form of transport, providing environmental and health benefits as well as helping to relieve road congestion. Provision for cyclists is important for integrated journeys and for the environmental performance of the franchise. Bidders will be encouraged to provide adequate capacity and facility for cycles parking at stations and where possible on trains. It will be for bidders, in consultation with stakeholders, to decide upon the locations of any additional secure spaces. We hope bidders will find it useful to draw on the work of the Cycle–Rail Working Group in developing their approach on this issue.

Station Travel Plans can provide important passenger benefits by integrating rail more effectively with other forms of transport (including low carbon modes). These plans are designed to bring together all the stakeholders with an interest in a rail station (rail industry, local authorities, passenger groups, bus and taxi operators, cyclists and others) to develop and agree common objectives and a co-ordinated approach to delivering them. A number of integrated bus, ferry and airport links exist on the Great Western network, and the operator would be expected to work with local authorities to develop these, although it will be up to local authorities to decide which stations they believe are important and whether improving station access is a local priority. It is expected that, where significant car and cycle parking enhancements are proposed, a Station Travel Plan may also be considered.

Passenger Focus has conducted research on passenger perceptions of the most important facilities to have at stations, and bidders are encouraged to consider these.

It will be for bidders to consider what appropriate enhancements should be made at stations. They will be expected to have considered how best to enhance the quality of the station portfolio in their proposals and are also encouraged to facilitate any enhancements proposed in as cost-effective a manner as possible.

**26.** Respondents are encouraged to consider the best method for funding major station enhancements and are encouraged to consider any local accessibility issues that they believe need addressing.

## Access for All (A4A) and National Stations Investment Programme (NSIP)

A number of stations within the franchise area will see improvements under the Access for All scheme, and these are set out below in Tables 8.1 and 8.2. The Access for All main programme is a £370 million programme to improve access at

stations in England, Scotland and Wales between 2006 and 2015. In addition, a further £37.5 million to support medium sized access enhancements at stations was confirmed in November 2011.

**Table 8.1: Access for All main schemes**

<b>Station</b>	<b>Scheme</b>	<b>Completion date</b>
Burnham	Lift and stairs from subway to platform and associated works	May 2012
Chippenham	2 lifts and new public right of way bridge with walkway and associated stairs. £800,000 funding from renewals for new bridge (not included on AFC hence reduction)	October 2012
Exeter Central	2 lifts installed to an existing bridge and associated platform work.	July 2007
Gloucester	Footbridge and two lifts; demolition of old bridge; some canopy works	January 2012
Slough	New 2 span footbridge and 3 associated lifts	August 2011
St Erth	Specification being developed to bring project forward to align with local authority park & ride scheme	June 2013
Taunton	1 lift and total platform refurbishment; major subway repairs and renewals	October 2006
Twyford	3 lifts and a new bridge, significant platform works and associated power upgrade	July 2008
Westbury	2 lifts into subway and an additional ramp; associated platform works	December 2006

**Table 8.2: Access for All mid-tier schemes**

<b>Station</b>	<b>Scheme</b>	<b>Completion date</b>
St. Austell	New footbridge with 2 lifts, waiting room, station entrance steps refurbishment	March 2013
Castle Bar Park	'Easier Access' humps	April 2014
Copplestone	'Easier Access' humps	April 2014
Exeter St. Thomas	'Easier Access' humps	April 2014
Exton	'Easier Access' humps	April 2014
Freshford	'Easier Access' humps	April 2014
Lawrence Hill	'Easier Access' humps	April 2014
Newton St. Cyres	'Easier Access' humps	April 2014
Stapleton Road	'Easier Access' humps	April 2014
Starcross	'Easier Access' humps	April 2014
Keynsham	Ramp from overbridge	March 2012

**Table 8.2: Access for All mid-tier schemes**

Swindon	Adapt existing goods lift for passenger use	March 2013
Nailsea & Backwell	Ramps to 2 platforms	June 2012
Theale	New footbridge with 3 lifts	March 2013

The winning bidder will be expected to co-operate with and reasonably assist the implementation of the Programme. Further information can be found at the Department's website at [www.dft.gov.uk/transportforyou/access/rail/railstations](http://www.dft.gov.uk/transportforyou/access/rail/railstations).

A number of stations have also been identified as candidates for funding from the NSIP, the £150 million fund to improve approximately 150 medium-sized stations, which was announced in 2007. Bidders will be expected to co-operate in the implementation of works at stations designated for improvement under this fund. Details about the NSIP programme can be found on Network Rail Website at [www.networkrail.co.uk](http://www.networkrail.co.uk).

**27.** Respondents are encouraged to consider which locations merit consideration for future improvement under these schemes and how such schemes could be funded.

## Security and safety

Improvements in station and on-train security are an important element in improving the overall passenger perception of the railway, which in turn helps attract new passengers.

Passenger Focus has highlighted security as an area of particular concern to passengers and has produced a publication on this subject entitled *Passenger Perceptions of Personal Security on the Railways*. Secure stations status for stations on the Great Western network is included in the Stations Appendix.

We anticipate bidders maintaining the current level of accreditation throughout the franchise term, as well as the coverage of CCTV on rolling stock.

Bidders will also be expected to outline plans for other security enhancements, such as extensions to CCTV coverage, improved working with the British Transport Police (BTP) and identify opportunities to secure external funding.

**28.** Respondents are encouraged to consider how security and safety might be improved, together with any local safety issues that they believe need addressing.

## Fares, ticketing and revenue protection

Bidders will be expected to assume that existing fares and ticketing policy remains. However, the Government has announced that it will consult on issues

relating to its fares and ticketing review early in 2012 and the final procurement may need to take account of any policy changes that emerge.

Bidders will be encouraged to consider zonal and other fare simplification measures and to consider opportunities for through ticketing schemes where possible.

The new franchisee is expected to be innovative in its use of new technology in order to achieve increased revenue, make access to the network easier and more attractive, both to current and potential passengers, and to make efficient use of capacity.

The specification may require bidders to set out detailed plans of how they will utilise marketing techniques to increase passenger usage and revenue. These plans could require initiatives targeting both existing passengers and new passengers with a view to retaining them as repeat customers.

In particular, and in line with recent franchise replacements, bidders will be asked to incorporate ITSO smart ticketing and other technology to review retailing strategy and offer new products. In implementing these new approaches, the franchisee will be expected to participate actively in establishing a common industry approach to the developments so that any changes to the current retailing and ticketing arrangements retain the spirit of the current Network Benefits, providing a single, national passenger-facing framework.

Research by Passenger Focus (PF) has confirmed that ticket retailing is an area of concern for passengers. PF's *Ticket Vending Machine Usability* report of July 2010 highlighted that transparency and trust in fares structure is a particularly important issue for passengers. The report highlighted the benefits that would accrue from improvements in the general functionality of ticket machines. For example, a clear display of any applicable restrictions and full acceptance of rail card discounts on ticket vending machines, plus any increased 'user friendly' functionality, would be desirable. The new franchisee will be expected to consider the needs of their customers when installing or replacing ticket vending facilities.

Proposals to introduce new retailing methods to reduce the time taken to purchase tickets will also be encouraged. These include:

- introduction of smart ticketing technology;
- provision of telephone and internet-based sales, channels; and
- exploring the options for selling tickets from local shops.

Bidders will also need to determine the best revenue protection strategy. The current operator uses a combination of on-train inspection and ticket gates.

Bidders will also be required to produce a Passenger's Charter, including a Delay Repay compensation scheme based on delays to journeys, and will be required to demonstrate a commitment to a proactive policy of informing passengers of their right to make a claim in any relevant situation.

The Delay Repay compensation scheme will apply to all ticket types, from daily tickets through to annual season ticket holders, irrespective of what caused the delay, with the value of compensation calculated on an equitable basis for all. For season tickets, compensation will be calculated using the proportional daily cost of ticket.

**29.** Respondents are encouraged to consider how ticket purchase could be made easier and how to minimise revenue loss across the franchise.

## Passenger information

Research by Passenger Focus has highlighted that the provision of timely and accurate information is a key priority for passengers, and this is especially true during periods of disruption. In recent years considerable improvements to information provision have been made with the introduction of real-time information at stations and improved access via mobile phones and the internet. The National Rail Enquiry Service (NRES) now provides a large amount of high-quality information on all aspects of the rail journey.

The specification will seek proposals from bidders that fully utilise existing channels of communication, such as real-time information, both at the station and on the train, to provide accurate and up-to-date information, especially when things go wrong.

The current franchisee is completing a large programme of upgrade work to Customer Information Systems (CIS) at stations. The specification may seek proposals to continue to modernise and enhance the provision of on-station passenger information as technology evolves, including through the use of multi-modal display boards and information zones to improve onward journey information.

Bidders will also be encouraged to consider new ways in which they will communicate with their passengers. They will also be encouraged to highlight ways in which issues raised by Passenger Focus can be addressed, including the adoption of industry-standard good practice to allow increased access to information for passengers.

Operators will be required to consider linking information on rail journeys on their websites with Transport Direct website services to allow door-to-door journey planning.

**30.** Respondents are encouraged to consider how best to communicate information with passengers across the franchise and how best to keep passengers informed during times of disruption.

## Service quality

The Department is seeking improvements that, above all, are aimed at enhancing the overall quality of the service experienced by passengers using the Great Western services.

The operator may also be required to propose how to improve aspects of the rail journey not covered elsewhere, such as the quality and cleanliness of stations and trains.

Service quality provision has historically been a contractualised service quality management scheme regime, without financial penalties.

Alternative approaches may include the setting of disaggregated annual NPS targets by the operator, as summarised in Section 3 of this document. Respondents' views on the best approach are welcome.

The Department is considering the appropriate approach for the new franchise and believes a combination of NPS results and periodic review of TOC Key Performance Indicators could provide the most robust solution.

**31.** The Department is considering the appropriate approach for monitoring and improving service quality in the new franchise, and respondents are encouraged to consider the proposals suggested, to highlight any alternative proposals and to make recommendations on any issues that may be identified.

## On-train catering

Many passengers attach a high importance to on-train catering, although the increase in variety and quality of station retail outlets and changing customer behaviours have presented a challenge to this aspect of the service. Bidders will be expected to demonstrate a clear strategy for the delivery of appropriate catering services where they propose them on their trains and will be expected to illustrate how they will be delivered, balancing customer demand and expectation with the overall financial impact of the proposal on the franchise.

**32.** Respondents are encouraged to consider what level of catering provision should be provided.

## Community Rail Partnerships

The Department is keen to see a continuation of the improvements in the financial performance and usefulness of local and rural railway lines delivered through the application of the Community Rail Development Strategy. The strategy (published in November 2004 and available on the Department's website) sets out pragmatic and practical steps that can be taken to increase revenue, reduce costs and increase community involvement in local and rural railways.

Community Rail initiatives are designed to support and develop the local rail network and create links between the community, businesses and the railway, including seeking ways to improve facilities on stations through local station sponsoring.

Within the Great Western franchise area there are three community rail partnerships supporting eight formally designated community rail lines and services: The Devon & Cornwall Rail Partnership, the Severnside Community Rail Partnership and the Heart of Wessex Rail Partnership. These partnerships have been highly successful in promoting lines, creating links between the community, businesses and the railway and improving facilities in stations.

The Department expects the bidders for the new Great Western franchise to demonstrate a commitment to work with existing Community Rail Partnerships, and with any new partnerships that develop over time, and to indicate how they propose to work with communities over the life of the franchise.

## Equality Act 2010 and minor works fund

The Department will expect bidders to ensure that their proposals comply with equalities and discrimination legislation, and include the production of a Disabled People's Protection Policy (DPPP), which sets out accessibility and service levels that disabled people should expect. In particular, bidders will be requested to describe in detail their compliance strategies applicable to services, stations and trains. They will also need to detail how they will consult with relevant groups to ensure that the reasonable needs of all passengers are identified and addressed, both within existing facilities and where enhancements are planned. Bidders will also need to outline their plans for staff awareness training and detail their procedures for the sale of tickets, including the provision of a free assisted persons' helpline.

Bidders will be aware of the date (1 January 2020) by which all trains must be accessible to persons with reduced mobility. As this franchise extends beyond that date, it is required that bidders should work with rolling stock leasing companies to identify, in their bid, opportunities during the franchise for any corrective works to take place to enable applicable fleets to operate past 2019.

Previous franchises have contained a requirement for bidders to have a minor works fund to carry out minor works at stations, including accessibility and mobility improvements. The Department will continue to expect such a fund to be provided.

The Department has conducted a screening level assessment of the impact this franchise consultation will have on the promotion of equality and is satisfied that, at this stage, a full Equality Impact Assessment is not required. Details of the screening level assessment can be obtained on request.

**33.** Respondents are encouraged to consider local accessibility and mobility issues and suggest how improvements could be made.

## Improving the environmental performance of the railway

Although rail is a relatively clean and efficient means of transport, it must still play its part in reducing its environmental impacts and in contributing to the Government's broader sustainable development objectives. In addition, with large populations living near the railway, all TOCs have an important role to play in managing their activities to reduce noise, pollution and other disturbance to their line-side neighbours.

Consequently, the Department will expect bidders for this franchise to set out plans for measuring, monitoring and reducing the environmental impact of their rail activities. As part of this process, bidders will be encouraged to set annual targets to improve the environmental performance of the franchise and to ensure they have appropriate environmental management systems.

Bidders will be expected to reflect industry best practice in their proposals, in particular around measuring, monitoring and reducing traction and non-traction energy consumption. Where initiatives reduce energy bills or other costs, the Department would expect the benefits to be reflected in lower franchise costs.

The Department may expect bidders to develop and implement a sustainable procurement policy to reduce the environmental impact of goods and services procured as part of the franchise.

**34.** Respondents are encouraged to consider what environmental targets could be set within the franchise specification.



# 9. Consultation

Consultees are requested to comment on aspects of the Department's proposed approach to specification set out in Section 7 of this consultation document, and on the key questions posed. The Department would also welcome formal notification of any specific increments or decrements that potential funders wish to pursue as part of the franchise.

## **The consultation criteria**

This consultation is being conducted in line with the Government's Code of Practice on Consultation. The criteria are listed at Appendix 4, while a full version of the Code of Practice on Consultation is available on the Better Regulation Executive website at:

[www.bis.gov.uk/files/file47158.pdf](http://www.bis.gov.uk/files/file47158.pdf)

If you consider that this consultation does not comply with the criteria or have comments about the **consultation process**, please contact:

Consultation Co-ordinator  
Department for Transport  
Zone 2/25  
Great Minster House  
London SW1P 4DR

Email address: [consultation@dft.gsi.gov.uk](mailto:consultation@dft.gsi.gov.uk)

## **Impact assessment**

The Department has conducted a screening level assessment of the impact this franchise consultation will have on the promotion of equality and is satisfied that, at this stage, a full Equality Impact Assessment is not required. Details of the screening level assessment can be obtained from the Department on request.

## **Action following consultation**

Following the consultation period, the Department will consider responses, undertake such further analysis as might be necessary and, if appropriate, include

consultees' suggestions within the ITT as part of the Base Specification or as a priced option.

The Department will produce a summary of the outcome of the consultation process as a Stakeholder Briefing Document and will publish this alongside the ITT which we plan to issue in May 2012.

### **Invitations to consultees**

A list of bodies formally consulted is set out in Appendix 2.

Rail User Groups should send comments in the first instance to the Department for Transport and also provide copies to Passenger Focus as appropriate.

Members of the general public may also wish to copy their responses to their local district, county, unitary authority or London borough or Member of Parliament. Copies of comments can also be made available to Passenger Focus.

When responding, please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of a larger organisation please make it clear who the organisation represents and, where applicable, how the views of members were assembled.

### **Freedom of Information**

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Department will process your personal data in accordance with the Data Protection Act 1998, and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties.

It should be noted that submissions made will not in general receive an individual response.

This document can be made available in appropriate accessible formats on request.

Responses to this consultation should be sent to:

Franchise Consultation Manager  
Department for Transport  
Zone 3/14  
Great Minster House  
33 Horseferry Road  
London SW1P 4DR

Or by email to: [GWconsultation@dft.gsi.gov.uk](mailto:GWconsultation@dft.gsi.gov.uk)

The deadline for responses is 31 March 2012, but earlier replies will be very welcome.

# Appendix 1: Consultation questions

- 1.** Respondents are encouraged to consider whether the proposed franchise objectives are an appropriate expression of the priorities that should apply to the new franchise.
- 2.** Respondents are encouraged to consider any specific local factors that they believe might influence the future level of passenger demand and to comment on any specific HLOS recommendations that they believe the franchisee should be required to implement.
- 3.** Respondents are encouraged to consider issues arising from the planned schemes and identify any local factors that should be considered.
- 4.** Respondents are encouraged to consider any specific local factors that they believe might influence the future level of passenger demand and to comment on any specific RUS recommendations that they believe the franchisee should be required to implement.
- 5.** Respondents are encouraged to consider investment priorities for the franchise and are asked to highlight interfaces with any other schemes that are likely to be delivered during the life of the next franchise. We also welcome proposals for alternative approaches to enable the proposed investment programme to be achieved at a reduced cost.
- 6.** Respondents are encouraged to consider any changes to the services included in the Great Western franchise that they would like to propose as part of a remapping exercise.
- 7.** Respondents who wish to pursue increments or decrements should make these clear in their response to this consultation. Further information on the Department's requirements for increments/decrements can be made available on request.
- 8.** Respondents are encouraged to consider:
  - (a) Which responsibilities and types of services on the Great Western franchise might be suitable for more local decision-making?
  - (b) Which options for devolving decision-making should be considered further and which should be rejected?

(c) To which bodies might decision-making be devolved and how would governance, accountability and transparency be demonstrated, especially if consortia of sub-national bodies are formed?

(d) How might risk be dealt with if responsibilities are devolved?

**9.** Respondents are encouraged to bring to our attention research, evidence or publications which the Department should consider as part of this refranchising process.

**10.** The final specification will seek to avoid a prescriptive approach and to balance passenger, taxpayer and stakeholder interests. Respondents are encouraged to consider which aspects of the specification they believe should be mandated and which could be left to greater commercial discretion.

**11.** What balance should be struck between end-to-end journey times and intermediate stops on long distance services?

**12.** Can the indicative modelled intercity service pattern be improved (noting the IEP availability in Table 3.5 and the availability of other fleets)?

**13.** Whether and, if so, how many of the current HSTs should be subject to life-enhancement refurbishment and what would be their revised life-expectancy be?

**14.** Should other InterCity rolling stock, either new or cascaded, be procured for these services?

**15.** What should be the future of the overnight service between Paddington and Penzance, given that the sleeping cars and, especially, the locomotives, are ageing?

**16.** What is the best balance between fast outer commuter services and intermediate stops? How could the residual suburban services best be optimised once Crossrail services start?

**17.** Under current plans for electrification, direct services from the Henley and Bourne End branches to Paddington would still have to be diesel-operated. Respondents are encouraged to consider if these services would represent a good use of scarce timetable slots on the main line, given that these slots could be used by higher-capacity electric trains.

**18.** Are the services that extend eastwards from Portsmouth to Brighton the best use of Great Western diesel rolling stock, in view of the fact that there are frequent electric services provided by Southern on this route, or could this rolling stock be usefully be redeployed elsewhere?

**19.** Should branch line services continue to call at all branch line stations, or could the needs of most passengers be better met by omission of some of the intermediate stops on some or all of the trains, so that the final destination is reached more quickly?

**20.** Do the medium-distance regional services (e.g. Cardiff to Portsmouth and Worcester/Gloucester to Weymouth) adequately serve the needs of all passengers along their lines of route, or would shorter-distance services, targeted on local travel requirements, be more beneficial?

- 21.** Taking in to account the current service pattern and the future changes, respondents are encouraged to suggest train service changes that they believe will be affordable, deliver value for money and provide a strong commercial, social or economic case.
- 22.** Respondents are encouraged to consider appropriate train times and service frequencies during planned disruption for the life of the new franchise. Respondents are also encouraged to consider alternative service propositions.
- 23.** Respondents are encouraged to consider:
- (a) the steps which bidders should be expected to take to meet passenger demand and the most appropriate mechanisms for ensuring additional capacity is provided when it becomes necessary; and
  - (b) how capacity should be measured and appropriate targets set.
- 24.** Respondents are encouraged to highlight any performance areas of particular concern.
- 25.** Respondents are encouraged to consider how best to improve the overall efficiency of the rail industry to enable reductions in unit costs to be achieved.
- 26.** Respondents are encouraged to consider the best method for funding major station enhancements and are encouraged to consider any local accessibility issues that they believe need addressing.
- 27.** Respondents are encouraged to consider which merit consideration for future improvement under these schemes and how such schemes could be funded.
- 28.** Respondents are encouraged to consider how security and safety might be improved, together with any local safety issues that they believe need addressing.
- 29.** Respondents are encouraged to consider how ticket purchase could be made easier and how to minimise revenue loss across the franchise.
- 30.** Respondents are encouraged to consider how best to communicate information with passengers across the franchise and how best to keep passengers informed during times of disruption.
- 31.** The Department is considering the appropriate approach for monitoring and improving service quality in the new franchise, and respondents are encouraged to consider the proposals suggested, to highlight any alternative proposals and to make recommendations on any issues that may be identified.
- 32.** Respondents are encouraged to consider what level of catering provision should be provided.
- 33.** Respondents are encouraged to consider local accessibility and mobility issues and suggest how improvements could be made.
- 34.** Respondents are encouraged to consider what environmental targets could be set within the franchise specification.

## Appendix 2: Stations

Station	County or Unitary Authority	09/10 entries and exits	09/10 interchanges	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Acton Main Line	Greater London	264,122	0	Yes	Yes	No toilets	Shelter	Yes – both platforms	Yes – ticket office and platforms	Ticket office 0640-1040 (Mon-Fri), 0745-1530 Sat
Aldermaston	West Berkshire	65,014	0	No	Yes	No toilets	Shelter	Yes – both platforms	Web CIS	Unstaffed
Appleford	Oxfordshire	9,086	0	No	Yes	No toilets	Waiting room	Yes – both platforms	Web CIS	Unstaffed
Ascott-under-Wychwood	Oxfordshire	2,264	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Ashchurch for Tewkesbury	Gloucestershire	64,622	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Avoncliff	Wiltshire	16,240	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Avonmouth	Bristol City Of	68,448	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Barnstaple	Devon	302,998	0	No	Yes	Accessible toilets available	Waiting room. Catering available.	Yes	CIS	Station staffed 0825-1505 Mon-Sat. Ticket office 0645-1810 (Mon-Sat), 1010-1750 (Sun)
Bath Spa	Bath and North East Somerset	4,779,480	114,725	No	Yes	RADAR operated accessible toilet on both platforms	Waiting room. Catering available.	Yes – both platforms	Yes – Ticket office and platforms	Station staffed 0515-0150 (Mon-Sat), 0730-0150 Sun. Ticket office 0530-2030 (Mon-Fri), 0600-2030 (Sat), 0745-2030 (Sun)
Bedminster	Bristol City Of	69,898	0	No	No	No toilets	Shelter	No	Web CIS	Unstaffed
Bedwyn	Wiltshire	83,492	0	No	Yes	No toilets	Seats	Only platform 2	Yes	Unstaffed
Bere Alston	Devon	36,272	0	No	Yes	No toilets	Seats	No	Web CIS	Unstaffed
Bere Ferrers	Devon	12,606	0	No	Yes	No toilets	Seats	No	No	Unstaffed
Betchworth	Surrey	19,646	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Blackwater	Hampshire	415,382	0	No	Yes	No toilets	Shelter	Yes – all platform areas	Yes – all platform areas	Unstaffed



Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Bodmin Parkway	Cornwall and Isles of Scilly	221,616	0	No	Yes	Accessible toilet available	Waiting room. Catering available.	Yes	Yes	Station staffed 0610-2115 (Mon-Fri), 0630-2115 (Sat), 1035-2000 (Sun). Ticket office 0610-2000 (Mon-Fri), 0630-2000 (Sat), 1035-1940 (Sun)
Bourne End	Buckinghamshire	211,690	68,237	Yes	Yes	No accessible toilet facility	Shelter	Yes – all platform areas	Yes – all platform areas	Ticket office 0615-1315 (Mon-Fri), 0715-1415 (Sat)
Bradford-on-Avon	Wiltshire	377,774	3,244	Yes	Yes	No accessible toilet facility	Waiting room	Yes	Yes	Ticket office 0620-1340 (Mon-Fri), 0620-1310 (Sat), Sunday closed
Bramley	Hampshire	232,020	0	Yes	Yes	No accessible toilet facility	Waiting room	Yes – all platform areas	Yes – all platform areas	Ticket office 0620-1300 (Mon-Fri), 0650-1300 (Sat)
Bridgwater	Somerset	237,804	0	No	No	Yes	Waiting room. Catering available	No	Yes	Ticket office 0630-1430 (Mon-Sat)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Bristol Parkway	South Gloucestershire	2,041,548	394,761	Yes	No	Two accessible toilets available, RADAR operated	Waiting room. Catering available	Yes – all platform areas	Yes – all platform areas	Station staffed 0430-0130 (Mon-Sun). Ticket office 0540-2000 (Mon-Fri), 0650-1800 (Sat), 0830-1900 (Sun)
Bristol Temple Meads	Bristol City Of	7,875,686	979,955	No	Yes	Two accessible toilets on Platforms 13 and 15 and one on Platform 3 all RADAR operated	Waiting room. Catering available	Yes – all platform areas	Yes – all platform areas	Station staffed 24 hours Mon-Sun. Ticket office 0530-2130 (Mon-Fri), 0530-2130 (Sat), 0645-2130 (Sun)
Bruton	Somerset	25,576	0	No	No	No toilets	Shelter	No	No	Unstaffed
Bugle	Cornwall and Isles of Scilly	3,694	0	No	Yes	No toilets	Seats	No	No	Unstaffed
Burnham	Slough	947,050	0	Yes	Yes	No toilets	Waiting room	Yes	Yes – ticket office and platform areas	Ticket office 0610-1930 (Mon-Fri), 0810-1500 (Sat), 0915-1645 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Calstock	Cornwall and Isles of Scilly	33,368	0	No	Yes	No toilets	Seats	No	No	Unstaffed
Cam & Dursley	Gloucestershire	136,384	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Camborne	Cornwall and Isles of Scilly	224,950	0	No	Yes	Accessible toilets available during staffed hours only	Shelter	Yes – Platform 1 only.	No	Ticket office 0645-1400 (Mon-Sat)
Carbis Bay	Cornwall and Isles of Scilly	7,980	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Castle Bar Park	Greater London	84,868	0	No	No	No toilets	Shelter	Yes	Yes – all platform areas	Ticket office 0700-1000 (Mon-Fri)
Castle Cary	Somerset	235,000	15,005	No	No	Accessible toilets available	Waiting room. Catering available	Yes	Yes Platform 1 Web CIS Platform 2 & 3	Station staffed 0610-2230 (Mon-Sat), 1430-2230 (Sun). Ticket office 0630-2130 (Mon-Sat), 1430-2130 (Sun)
Causeland	Cornwall and Isles of Scilly	3,652	0	No	Yes	No toilets	Shelter	No	No	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Chapleton	Devon	162	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Charlbury	Oxfordshire	231,582	0	Yes	Yes	Accessible toilets available	Waiting room	Yes	Yes – all platform areas	Ticket office 0555-1220 (Mon-Fri), 0605-1235 (Sat)
Cheltenham Spa	Gloucestershire	1,598,538	137,492	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0500-0135 (Mon-Fri) 0500-2335 (Sat), 0600-2400 (Sun). Ticket office 0545-2015 (Mon-Fri), 0545-1915 (Sat), 0815-2015 (Sun)
Chetnole	Dorset	2,132	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Chilworth	Surrey	19,748	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Chippenham	Wiltshire	1,516,726	6,984	Yes	Yes	Toilets not suitable for wheelchair access	Waiting room. Catering available	Yes	Yes	Station staffed 0530-2215 (Mon-Sat), 0700-2215 (Sun). Ticket office 0550-2000 (Mon-Fri), 0550-1930 (Sat), 0750-1930 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Cholsey	Oxfordshire	185,970	0	No	Yes	Toilets not suitable for wheelchair access	Waiting room	Yes	Yes	Ticket office 0630-1300 (Mon-Fri), 0630-1200 (Sat)
Clifton Down	Bristol City Of	361,828	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Combe	Oxfordshire	1,836	0	No	Yes	No toilets	Seats	Yes	Web CIS	Unstaffed
Cookham	Windsor And Maidenhead	190,238	0	No	Yes	Toilets not suitable for wheelchair access	Shelter	Yes	No	Ticket office 0650-1130 (Mon-Fri), 0815-1200 (Sat)
Coombe Junction Halt	Cornwall And Isles Of Scilly	42	0	No	Yes	No toilets	Seats	Yes	No	Unstaffed
Copplestone	Devon	8,164	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Crediton	Devon	36,784	0	No	Yes	No toilets	Waiting room	No	Web CIS	Unstaffed
Crowthorne	Bracknell Forest	268,166	0	No	Yes	No toilets	Shelter	Yes	Yes	Ticket office 0645-1030 (Mon-Fri)
Culham	Oxfordshire	55,226	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Dawlish	Devon	400,922	0	No	Yes	Accessible toilet available	Waiting room. Catering available	Yes	Yes	Station staffed 0830-1715 (Mon-Sat), 0850-1650 (Sun). Ticket office 0705-1900 (Mon-Fri), 0700-1400 (Sat). Sunday closed
Dawlish Warren	Devon	114,376	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Dean	Wiltshire	22,712	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Devonport	Plymouth	21,674	0	No	Yes	No toilets	Seats	No	Web CIS	Unstaffed
Didcot Parkway	Oxfordshire	2,524,260	162,078	Yes	Yes	Accessible toilet on Platform 2 operated by RADAR key	Waiting room. Catering Available	Yes	Yes	Station staffed 0500-0000 (Mon-Sat), 0700-2300 (Sun). Ticket office 0600-1940 (Mon-Fri), 0630-1940 (Sat), 0800-1940 (Sun)
Digby & Sowton	Devon	271,316	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Dilton Marsh	Wiltshire	10,188	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Dockyard	Plymouth	5,524	0	No	Yes	No toilets	Seats	No	No	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Dorchester West	Dorset	76,600	2	No	Yes	No toilets	Shelter	No	No	Unstaffed
Dorking-Deepdene	Surrey	408,757	76,972	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Dorking West	Surrey	1,810	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Drayton Green	Greater London	67,552	0	No	No	No toilets	Seats	Yes	Yes	Unstaffed
Mottisfont & Dunbridge	Hampshire	21,616	0	No	Yes	No toilets	Seats	No	No	Unstaffed
Ealing Broadway	Greater London	3,220,602	63,426	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 24 hours (Mon-Sun). Ticket office 0535-2325 (Mon-Sat), 0700-2030 (Sun)
Eggesford	Devon	22,858	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Evesham	Worcestershire	203,578	109	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Ticket office 0615-1930 (Mon-Fri), 0540-1300 (Sat)

Station	County or Unitary Authority	09/10 entries and exits	09/10 interchanges	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Exeter Central	Devon	1,512,286	37,824	Yes	No	No	Waiting room. Catering available	Yes	Yes	Station staffed 0500-0020 (Mon-Sat), 0815-0020 (Sun). Ticket office 0750-1810 (Mon-Sat)
Exeter St Davids	Devon	2,152,786	593,759	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 24 hours Mon-Sun. Ticket office 0545-2040 (Mon-Fri), 0615-2000 (Sat), 0730-2040 (Sun)
Exeter St Thomas	Devon	103,488	0	No	No	No toilets	Shelter	No	Web CIS	Unstaffed
Exmouth	Devon	722,922	0	No	Yes	No toilets	Shelter	Yes	Yes	Station staffed 0540-2235 (Mon-Sat), 1035-1815 (Sun). Ticket office 0710-1555 (Mon-Sat), Sunday closed
Exton	Devon	15,834	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Falmouth Docks	Cornwall and Isles of Scilly	91,890	0	No	Yes	No toilets	Seats	No	Web CIS	Unstaffed



Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Falmouth Town	Cornwall and Isles of Scilly	140,798	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Farnborough North	Hampshire	353,334	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Filton Abbey Wood	South Gloucestershire	598,032	0	No	Yes	No toilets	Shelter	No	Yes	1230-1830 (Mon-Fri), Sat-Sun closed
Finstock	Oxfordshire	1,458	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Freshford	Bath and North East Somerset	30,796	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Frome	Somerset	121,236	12	No	Yes	Accessible toilet available	Waiting room	Yes	Yes	Ticket office 0540-1215 (Mon-Sat), Sunday closed
Furze Platt	Windsor and Maidenhead	137,054	0	Yes	Yes	No toilets	Shelter	Yes	No	Ticket office 0645-1130 (Mon-Fri)
Gloucester	Gloucestershire	1,145,084	52,310	No	Yes	Accessible toilet available	Waiting room. Catering available.	Yes	Yes	Station staffed 0500-0000 (Mon-Sat), 0800-2315 (Sun). Ticket office 0600-2000 (Mon-Fri), 0600-1930 (Sat), 0830-2030 (Sun)
Gomshall	Surrey	41,080	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Goring & Streatley	Oxfordshire	374,298	0	No	Yes	Not suitable for wheelchair access	Waiting room	Yes	Yes	Ticket office 0630-1300 (Mon-Fri), 0630-1200 (Sat)
Gunnislake	Cornwall and Isles of Scilly	51,424	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Hanborough	Oxfordshire	104,050	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Hanwell	Greater London	266,604	0	No	Yes	Not suitable for wheelchair access	Seats	Yes	Yes	Ticket office 0550-1315 (Mon-Sat)
Hayes & Harlington	Greater London	1,581,238	87,407	Yes	Yes	RADAR operated accessible toilet on Platform 4	Waiting room. Catering available	Yes	Yes	Station staffed 0600-2200 (Mon-Sat), 0640-2100 (Sun). Ticket office 0610-2000 (Mon-Sat), 0640-2100 (Sun)
Hayle	Cornwall and Isles of Scilly	77,172	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 interchanges	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Henley-on-Thames	Oxfordshire	609,410	0	No	Yes	Local authority toilets available outside station	Seats. Catering available	Yes	Web CIS	Ticket office 0600-1300 (Mon-Fri), 0700-1300 (Sat)
Heyford	Oxfordshire	23,496	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Highbridge & Burnham	Somerset	148,456	0	No	No	No toilets	Shelter	No	No	Unstaffed
Honeybourne	Worcestershire	35,052	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Hungerford	West Berkshire	270,156	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Iver	Buckinghamshire	131,016	0	No	Yes	No toilets	Shelter	Yes	Yes	Ticket office 0640-1120 (Mon-Fri)
Ivybridge	Devon	56,494	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Kemble	Gloucestershire	316,616	0	No	Yes	No accessible toilets	Waiting room. Catering available	Yes	Yes	Ticket office 0640-1330 (Mon-Fri), 0640-1410 (Sat). Sunday closed
Keyham	Plymouth	5,016	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Keynsham	Bath and North East Somerset	249,842	0	No	Yes	No toilets	Shelter	No	No	Ticket office 0645-0930 (Mon-Fri)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Kingham	Oxfordshire	137,944	0	No	Yes	No toilets	Waiting room. Catering available	Yes	Yes	Ticket office 0550-1230 (Mon-Sat)
Kings Nympton	Devon	1,984	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Kintbury	West Berkshire	64,418	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Langley	Slough	614,190	0	Yes	No	Yes – RADAR operated	Shelter. Catering available	Yes	Yes	Ticket office 0600-1930 (Mon-Fri), 0810-1500 (Sat)
Lapford	Devon	1,878	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Lawrence Hill	Bristol City Of	74,876	0	No	Yes	No toilets	Shelter	No	Yes web CIS	Unstaffed
Lelant	Cornwall and Isles of Scilly	324	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Lelant Saltings	Cornwall and Isles of Scilly	622	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Liskeard	Cornwall and Isles of Scilly	289,276	42,754	No	Yes	Accessible toilets available	Waiting room. Catering available	Yes	Yes	Station staffed 0615-1920 (Mon-Sat), 1100-1830 (Sun). Ticket office 0615-1830 (Mon-Sat), 1100-1830 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Looe	Cornwall and Isles of Scilly	88,520	0	No	Yes	No	Shelter	No	Web CIS	Unstaffed
Lostwithiel	Cornwall and Isles of Scilly	68,336	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Luxulyan	Cornwall and Isles of Scilly	1,372	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Lympstone Commando	Devon	60,558	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Lympstone Village	Devon	77,700	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Maiden Newton	Dorset	22,680	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Maidenhead	Windsor And Maidenhead	3,600,428	414,115	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Ticket office 0600-2100 (Mon-Fri), 0645-2100 (Sat), 0700-2100 (Sun)
Marlow	Buckinghamshire	254,610	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Melksham	Wiltshire	10,028	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Menheniot	Cornwall and Isles of Scilly	3,844	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Midgham	West Berkshire	25,274	0	No	Yes	No toilets	Shelter	No	No	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Montpeller	Bristol City Of	96,114	0	No	No	No toilets	Shelter	No	Yes web CIS	Unstaffed
Morchard Road	Devon	6,482	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Moreton-in-Marsh	Gloucestershire	178,040	0	Yes	Yes	No toilets	Waiting room. Catering available	Yes	Yes	Ticket office 0545-1915 (Mon-Fri), 0545-1230 (Sat)
Mortimer	West Berkshire	184,052	0	Yes	No	No toilets	Waiting room	Yes	Yes	Ticket office 0615-1300 (Mon-Fri), 0645-1300 (Sat)
Nailsea & Blackwell	North Somerset	372,088	0	No	No	No toilets	Shelter. Catering available	Yes	Yes	Ticket cabin 0630-0950 (Mon – Fri)
Newbury	West Berkshire	1,436,340	36,348	Yes	Yes	Accessible toilets available during staffed hours only	Waiting room. Catering available	Yes	Yes	Ticket office 0600-2024 (Mon-Fri), 0610-1824 (Sat), 0830-1730 (Sun)
Newbury Racecourse	West Berkshire	63,956	0	No	Yes	No toilets.	Shelter and seats	Yes	Yes	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Newquay	Cornwall and Isles of Scilly	102,232	0	No	Yes	No accessible toilets. Council toilets available	Shelter. Catering available	Manual PA summer time	No	Unstaffed
Newton Abbot	Devon	940,862	217,602	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0550-2345 (Mon-Sat), 0820-0020 (Sun). Ticket office 0545-1910 (Mon-Fri), 0610-1750 (Sat), 0845-1945 (Sun)
Newton St Cyres	Devon	1,784	0	No	Yes	No toilets.	Shelter	No	No	Unstaffed
North Camp	Surrey	367,080	0	Yes	Yes	No accessible toilets available	Shelter	Yes	Yes	Ticket office 0630-1300 (Mon-Fri), 0700-1300 (Sat)
Oldfield Park	Bath and North East Somerset	216,750	0	No	Yes	No accessible toilets available	Shelter	No	No	Ticket office 0630-1030 (Mon-Fri), Sat-Sun closed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Oxford	Oxfordshire	5,427,286	159,329	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 24 hours Mon-Sun. Ticket office 0545-2000 (Mon-Fri), 0730-2000 (Sat), 0715-2000 (Sun)
Paignton	Torbay	471,782	0	No	Yes	No accessible toilets available	Covered seating available. Catering available	Yes	Yes	Station staffed 0745-1630 (Mon-Sat), 0915-1715 (Sun). Ticket office 0655-1900 (Mon-Fri), 0655-1655 (Sat), 1010-1710 (Sun)
Pangbourne	West Berkshire	391,026	0	Yes	Yes	No accessible toilets available	Waiting room	Yes	Yes	Ticket office 0630-1300 (Mon-Fri), 0630-1200 (Sat)
Par	Cornwall and Isles of Scilly	162,872	63,875	No	Yes	No accessible toilets available	Waiting room	Yes	Yes	Ticket office 0720-1410 (Mon-Sat). Sunday closed



Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Parson Street	Bristol City Of	57,374	0	No	No	No accessible toilets available	Shelter	No	No	Unstaffed
Patchway	South Gloucestershire	49,812	0	No	Yes	No accessible toilets available	Shelter	No	No	Unstaffed
Penmere	Cornwall and Isles of Scilly	132,726	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Penryn	Cornwall and Isles of Scilly	145,088	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Penzance	Cornwall and Isles of Scilly	520,982	200	Yes	Yes	Yes – RADAR operated	Covered seating available. Catering available	Yes	Yes	Station staffed 0600-2200 (Mon-Sat), 0830-2215 (Sun). Ticket office 0605-2010 (Mon-Fri), 0615-1810 (Sat), 0845-1730 (Sun)
Perranwell	Cornwall and Isles of Scilly	17,658	0	No	No	No toilets	Shelter	No	No	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Pershore	Worcestershire	58,744	0	No	Yes	No toilets	Shelter. Catering available	Yes	Web CIS	Unstaffed
Pewsey	Wiltshire	181,872	0	No	No	No accessible toilets available	Shelter	Yes	Yes	Ticket office 0600-1630 (Mon-Fri), 0600-1300 (Sat), Sunday closed
Pilning	South Gloucestershire	166	0	No	No	No accessible toilets available	Shelter	No	No	Unstaffed
Plymouth	Plymouth	2,278,718	67,194	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0430-0100 (Mon-Sat), 0800-0000 (Sun). Ticket office 0520-2030 (Mon-Fri), 0520-1900 (Sat), 0800-2030 (Sun)
Polloe Bridge	Devon	70,038	0	No	No	No toilets	Seats	No	No	Unstaffed
Portsmouth Arms	Devon	676	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Quintrell Downs	Cornwall and Isles of Scilly	974	0	No	Yes	No toilets	Shelter	No	No	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Radley	Oxfordshire	74,820	0	No	No	No toilets	Shelter	Yes	Web CIS	Unstaffed
Reading	Reading	13,866,258	2,617,998	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 24 hours (Mon-Sun). Ticket office 0515-2245 (Mon-Sat), 0715-2245 (Sun)
Reading West	Reading	469,481	6,011	Yes	No	No toilets	Shelter and seats	Yes	Yes	Ticket office 0630-1045 (Mon-Fri), Sat-Sun closed
Redland	Bristol City Of	86,426	0	No	No	No toilets	Shelter	No	Web CIS	Unstaffed
Redruth	Cornwall and Isles of Scilly	284,462	0	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Ticket office 0520-2020 (Mon-Sat), 0900-2030 (Sun)
Roche	Cornwall and Isles of Scilly	1,570	0	No	No	No toilets	Shelter	No	No	Unstaffed
Romsey	Hampshire	413,132	0	No	No	No accessible toilets available	Waiting room	Yes	Yes	Ticket office 0650-1330 (Mon-Sat), Sunday closed
Saltash	Cornwall and Isles of Scilly	49,578	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Sandhurst	Bracknell Forest	132,658	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Sandplace	Cornwall and Isles of Scilly	1,148	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Sea Mills	Bristol City Of	41,680	0	No	Yes	No toilets.	Shelter	No	Web CIS	Unstaffed
Severn Beach	South Gloucestershire	88,504	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Shalford	Surrey	93,226	0	No	Yes	No toilets	Shelter	Yes	Yes	Unstaffed
Shiplake	Oxfordshire	74,604	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Shipton	Oxfordshire	2,890	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Shirehampton	Bristol City Of	35,758	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Slough	Slough	4,791,482	1,248,959	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 24 hours (Mon-Sun). Ticket office 0600-2130 (Mon-Fri), 0630-2130 (Sat), 0700-2130 (Sun)
South Greenford	Greater London	16,480	0	No	No	No toilets	Shelter	Yes	Yes	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 interchanges	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Southall	Greater London	1,338,300	0	Yes	Yes	No accessible toilets available	Waiting room. Vending available	Yes	Yes	Station staffed 0600-2200 (Mon-Sun). Ticket office 0630-2020 (Mon-Sat), 0800-1530 (Sun)
St. Andrews Road	Bristol City Of	3,942	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
St. Austell	Cornwall and Isles of Scilly	395,222	0	Yes	Yes	No accessible toilets available	Waiting room. Catering available	Yes	Yes	Ticket office 0550-1900 (Mon-Fri), 0650-1900 (Sat), 0945-1645 (Sun)
St. Budeaux Ferry Road	Plymouth	1,540	0	No	No	No toilets	Shelter	No	No	Unstaffed
St. Budeaux Victoria Road	Plymouth	7,026	0	No	No	No toilets	Shelter	No	No	Unstaffed
St. Columb Road	Cornwall and Isles of Scilly	1,590	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
St. Erth	Cornwall and Isles of Scilly	75,248	130,517	Yes	Yes	No accessible toilets available	Seats	Yes	Yes	Ticket office 0715-1200 and 1230-1500 (Mon-Sat), Sunday closed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
St. Germans	Cornwall and Isles of Scilly	38,258	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
St. Ives	Cornwall and Isles of Scilly	154,502	0	No	Yes	No accessible toilets available	Shelter	No	Web CIS	Staffed during the summer months only from Easter to September on Sat 1000- 1730
St. James Park	Devon	46,754	0	No	No	No toilets	Shelter	No	Web CIS	Unstaffed
St. Keyne Wishing Well Halt	Cornwall and Isles of Scilly	936	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Stapleton Road	Bristol City Of	111,532	0	No	No	No toilets	Shelter	No	Yes Web CIS	Unstaffed
Starcross	Devon	83,066	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Stonehouse	Gloucestershire	110,544	0	No	No	No toilets	Shelter	No	No	Ticket office 0625-0955 (Mon-Fri), 0710-1040 (Sat), Sunday closed
Stroud	Gloucestershire	414,054	0	No	Yes	No accessible toilets available	Waiting room. Catering available	Yes	Yes	Ticket office 0630-1800 (Mon-Fri), 0715-1430 (Sat), 1030-1720 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Swindon	Swindon	2,835,364	158,815	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0515-0000 (Mon-Sat), 0700-0030 (Sun). Ticket office 0600-2030 (Mon-Fri), 0600-2000 (Sat), 0730-2030 (Sun)
Tackley	Oxfordshire	20,250	0	No	Yes	No toilets	Shelter Platform 2	Yes	Web CIS	Unstaffed
Taplow	Buckinghamshire	197,434	0	Yes	Yes	Accessible toilets available while station staffed	Shelter	Yes	Yes	Ticket office 0620-1314 (Mon-Fri), Sat-Sun closed
Taunton	Somerset	1,191,558	52,939	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 24 hours (Mon-Fri), 0530-2330 (Sat), 0800-0130 (Sun). Ticket office 0610-2000 (Mon-Sat), 0800-2040 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Teignmouth	Devon	451,154	0	No	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0830-1915 (Mon-Sat), 0900-1750 (Sun). Ticket office 0710-1900 (Mon-Fri), 0700-1400 (Sat), Sunday closed
Thatcham	West Berkshire	499,678	0	Yes	Yes	No toilets	Shelter	Yes	Yes	Ticket office 0600-1245 (Mon-Fri), 0700-1345 (Sat). Sunday closed
Theale	West Berkshire	431,372	0	Yes	No	No toilets	Shelter	Yes	Yes	Ticket office 0630-1300 (Mon-Fri), 0645-1130 (Sat), Sunday closed
Thornford	Dorset	3,256	0	No	Yes	No toilets	Shelter	No	No	Unstaffed
Tilehurst	Reading	441,548	0	Yes	Yes	No accessible toilets available	Waiting room	Yes	Yes	Ticket office 0630-1300 (Mon-Sat), Sunday closed



Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Tiverton Parkway	Devon	354,648	0	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0530-2245 (Mon-Sat) 0745-2315 (Sun) Ticket office 0605-2140 (Mon-Sat) 0810-2210 (Sun)
Topsham	Devon	186,056	0	No	Yes	No accessible toilets available	Shelter	No	Web CIS	Unstaffed
Torquay	Torbay	360,418	1,015	No	Yes	Yes – RADAR operated	Covered Seating available. Catering available	Yes	Yes	Station staffed 0745 -1630 Mon-Sat 0920-1720 Sun Ticket office 0710-1700 (Mon-Fri) 0700-1700 (Sat) 0940-1710 (Sun)
Torre	Torbay	154,776	0	No	Yes	No toilets	Seats	No	Web CIS	Unstaffed
Totnes	Devon	563,906	0	No	Yes	Yes, open during staffed hours only. No RADAR key required	Waiting room. Catering available	Yes	Yes	Station staffed 0500-2115 (Mon-Sat), 0815-2015 (Sun). Ticket office 0725-1610 (Mon-Fri), 0725-1545 (Sat), 1050-1825 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Trowbridge	Wiltshire	652,406	5,488	Yes	Yes	Yes on Platform 1 when station is double staffed	Waiting room and vending facilities on Platform 1. Shelter on Platform 2	Yes	Yes	Ticket office 0640-1830 (Mon-Fri), 0640-1450 (Sat), 0920-1740 (Sun)
Truro	Cornwall and Isles of Scilly	1,042,412	113,064	No	Yes	Yes – RADAR operated	Waiting room	Yes	Yes	Ticket office 0645-2005 (Mon-Fri), 0640-1905 (Sat), 0915-1920 (Sun)
Twyford	Wokingham	1,206,166	268,610	Yes	Yes	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes, plus Web CIS	Ticket office 0600-1900 (Mon-Fri), 0600-1530 (Sat), 0800-1530 (Sun)
Umberleigh	Devon	17,718	0	No	Yes	No toilets	Shelter	No	Web CIS	Unstaffed
Wargrave	Wokingham	67,106	0	No	Yes	No toilets	Shelter	Yes	Web CIS	Unstaffed
Warminster	Wiltshire	311,006	12,127	No	Yes	Yes, accessible toilets available	Waiting room	Yes	Yes	Ticket office 0700-1800 (Mon-Fri), 0700-1330 (Sat), Sunday closed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
West Drayton	Greater London	1,255,442	0	Yes	Yes	No accessible toilets available	Waiting room. Vending available	Yes	Yes	Ticket office 0630-2024 (Mon-Sat), 0810-1530 (Sun)
West Ealing	Greater London	759,796	241	Yes	Yes	No toilets	Shelter	Yes	Yes	Ticket office 0535-2050 (Mon-Sat), Sunday closed
Westbury	Wiltshire	378,052	134,636	Yes	No	Yes, accessible toilets on Platforms 1 and 3	Waiting room. Catering available.	Yes	Yes	Station staffed 0600-2359 (Mon-Sat), 0800-2359 (Sun). Ticket office 0655-1540 (Mon-Fri), 0740-1340 (Sat), 1135-1825 (Sun)
Weston Milton	North Somerset	31,758	0	No	No	No accessible toilets available	Shelter	No	Web CIS	Unstaffed
Weston-super-Mare	North Somerset	935,814	5,343	Yes	No	Yes – RADAR operated	Waiting room. Catering available	Yes	Yes	Station staffed 0530-0030 (Mon-Sat), 0700-0100 (Sun). Ticket office 0610-1745 (Mon-Sat), 0830-1820 (Sun)

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Windsor & Eton Central	Windsor and Maidenhead	1,607,992	19,545	Yes	Yes	Yes, available within the retail complex	Seats. Catering available in adjacent retail complex	Yes	Yes	Ticket office 0640-2020 (Mon-Fri), 0640-1950 (Sat), 0820-1750 (Sun)
Worle	North Somerset	180,888	0	No	No	No accessible toilets available	Shelter	No	No	Unstaffed
Yate	South Gloucestershire	247,536	0	No	Yes	No accessible toilets available	Shelter	No	Web CIS	Ticket office 0630-1045 (Mon-Fri), Sat-Sun closed
Yatton	North Somerset	339,370	0	No	No	No accessible toilets available	Shelter	Yes	Yes	Ticket office 0630-1230 (Mon-Fri), 0700-1200 (Sat), Sunday closed
Yeoford	Devon	10,504	0	No	Yes	No accessible toilets available	Seats	No	No	Unstaffed

Station	County or Unitary Authority	09/10 entries and exits	09/10 inter-changes	Ticket office induction loop	Secure Station Accreditation	Accessible toilets	Seating and catering where available	Public address	Customer information screens	Station opening hours
Yeovil Pen Mill	Somerset	115,882	0	Yes	Yes	Yes	Waiting room. Catering available	Yes	Yes	Ticket office 0745-1345 and 1530-1800 (Mon- Fri), 0725-1345 (Sat), 1500-1800 (Sun)
Yetminster	Dorset	6,350	0	No	No	No toilets	Shelter	No	No	Unstaffed

# Appendix 3: List of formal consultees within the proposed service area

Association of Train Operating Companies

BAA

BAR-UK

British Transport Police

Community Rail Partnerships (within the franchise area)

Disabled Persons Transport Advisory Committee or successor

Equality and Human Rights Commission

Freight Operators (within the franchise area)

Freight Transport Association

Greater London Authority

Local Enterprise Partnerships (within the franchise area)

Local Government Association

Local, Metropolitan, County and Unitary Authorities (within the franchise area)

London Boroughs (within the franchise area)

London TravelWatch

Mayor of London's Office

Members of Parliament (within the franchise area)

Members of the National Assembly for Wales (within the franchise area)

National Rail Contractors Group

Network Rail

Office of Rail Regulation

Passenger Focus

Rail Freight Group

Rail Safety and Standards Board

Regional Assemblies (within the franchise area)

Rolling Stock Leasing Companies

Scottish Government

Train Operating Companies (within the franchise area)

TravelWatch SouthWest

Transport for London

Welsh Government

# Appendix 4: Glossary of terms

A4A	Access for All
APC	Automatic Passenger Count
ATOC	Association of Train Operating Companies
BCR	Benefit–Cost Ratio
BTP	British Transport Police
CCTV	Closed Circuit Television
CIS	Customer Information System
CO2	Carbon Dioxide
CP4	Control Period 4
CP5	Control Period 5
The Department	Department for Transport
FOIA	Freedom of Information Act 2000
HLOS	High Level Output Specification
HS2	High Speed Two
IEP	InterCity Express Programme
ITSO	ITSO (Smartcard system)
ITT	Invitation to Tender
LTA	Local Transport Authorities
MAA	Moving Annual Average
NPS	National Passenger Survey
NR	Network Rail
NRES	National Rail Enquiry Service
NSIP	National Stations Investment Programme
OHL	Overhead Lines
ORR	Office of Rail Regulation



PAYG	Pay As You Go
PDFH	Passenger Demand Forecasting Handbook
PIS	Passenger Information System
PIXC	Passengers In Excess of Capacity
PPM	Public Performance Measure
PTE	Passenger Transport Executive
ROSCO	ROLLing Stock COmpany
RPI	Retail Price Index
RUS	Route Utilisation Strategy
SDO	Selective Door Operation
SFO	Station Facility Owner
SSA	Station Security Accreditation
TAA	Track Access Agreement
TfL	Transport for London
TOC	Train Operating Company
tph	Trains per hour
TOC	Train Operating Company
TVM	Ticket Vending Machine
VfM	Value for Money

# Appendix 5: Code of Practice on Consultation

The Government has adopted a Code of Practice on consultations. The Code sets out the approach Government will take to running a formal, written public consultation exercise. While most UK Departments and Agencies have adopted the Code, it does not have legal force, and cannot prevail over statutory or other mandatory external requirements (e.g. under European Community Law).

The Code contains seven criteria. They should be reproduced in all consultation documents. Deviation from the code will at times be unavoidable, but the Government aims to explain the reasons for deviations and what measures will be used to make the exercise as effective as possible in the circumstances.

## The seven consultation criteria

- 1. When to consult:** Formal consultation should take place at a stage when there is scope to influence the policy outcome.
- 2. Duration of consultation exercises:** Consultations should normally last for at least 12 weeks with consideration given to longer timescales where feasible and sensible.
- 3. Clarity of scope and impact:** Consultation documents should be clear about the consultation process, what is being proposed, the scope to influence and the expected costs and benefits of the proposals.
- 4. Accessibility of consultation exercises:** Consultation exercises should be designed to be accessible to, and clearly targeted at, those people the exercise is intended to reach.
- 5. The burden of consultation:** Keeping the burden of consultation to a minimum is essential if consultations are to be effective and if consultees' buy-in to the process is to be obtained.
- 6. Responsiveness of consultation exercises:** Consultation responses should be analysed carefully and clear feedback should be provided to participants following the consultation.

- 7. Capacity to consult:** Officials running consultations should seek guidance in how to run an effective consultation exercise and share what they have learned from the experience.

If you consider that this consultation does not comply with the criteria or have comments about the consultation process please contact:

Giada Covallero  
Consultation Co-ordinator  
Department for Transport  
Zone 2/25 Great Minster House  
33 Horseferry Road  
London, SW1P 4DR  
Email: [consultation@dft.gsi.gov.uk](mailto:consultation@dft.gsi.gov.uk)