



Department  
for Transport

# InterCity East Coast Franchise Stakeholder Briefing Document

October 2013 - 'InterCity East Coast Consultation Summary Report'  
Updated March 2014

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# Foreword

Welcome to the Department's Stakeholder Briefing Document for the InterCity East Coast Franchise competition. This updates the InterCity East Coast Consultation Summary Report published on 25 October 2013 which provided a summary of the responses to the Department's consultation on the Intercity East Coast franchise conducted between June and September 2012. The Department is very grateful to all the organisations and individuals who took the time and effort to respond to this consultation, and to those who attended the consultation events. Their valuable comments and suggestions have been considered and are being used to inform the development of the specification for the InterCity East Coast franchise.

The Department endeavoured, in good faith, to produce a summary of the responses to each of the 13 questions asked in the consultation document. Any significant omission or incorrect emphasis is entirely unintentional. Bidders for the franchise will have access to all consultation responses submitted.

The InterCity East Coast franchise has been in public ownership since 2009, which has stabilised a business in difficult circumstances, to one that is now ready to be transformed by the private sector. We want to see a revitalised East Coast railway; the responses you have already provided will help us to deliver a railway that puts passengers and their needs at the heart of its operations.

Peter Wilkinson

Franchising Director

Department for Transport

# 1. Background

The consultation document for the proposed InterCity East Coast Franchise (ICEC) was issued in June 2012, and the consultation closed on 18 September 2012 and consultation events were held in July 2012 in Edinburgh, Newcastle, London and Leeds. When this consultation was undertaken, it was envisaged that a summary report of the consultation would be published with the Invitation to Tender (ITT) early in 2013.

The purpose of the ICEC consultation in 2012 was to canvass views from stakeholders, including members of the public, on the minimum requirements the Government should set in the franchise specification for a new ICEC Franchise. Consultees were invited to comment on the Department's proposed approach to the new ICEC franchise by considering 13 specific questions. The questions were set in the context of the objectives and issues presented in the June 2012 consultation document.

The Department for Transport (DfT) received 172 written responses to the ICEC consultation including from formal consultees and members of the public and received a further 78 cut-out coupons from the Lincolnshire Echo. In addition 38 people signed a response supporting better train services to Lincoln. This report summarises the written responses received in hard copy or by e-mail and all responses have been read, summarised and analysed in a database.

Work on the rail franchising programme was put on hold following the Secretary of State's announcement on 3 October 2012 of the cancellation of the InterCity West Coast franchise competition. The competition for the ICEC franchise started in October 2013, with a new operator anticipated from February 2015.

The responses to the 2012 consultation provide valuable insight into stakeholder and user views of East Coast Main Line services which can inform decisions about the future development of the franchise. The Invitation to Tender (ITT), which will include the detailed specification for the ICEC franchise, is anticipated to be published in February 2014. The specification will include a number of new policies developed by the Department in response to Richard Brown's Review of the Rail Franchising Programme<sup>1</sup>. This summary report indicates where new policies being adopted and developed in response to the Brown Review are relevant to the questions asked in the 2012 consultation and the Department's intentions for the ICEC franchise as set out in the InterCity East Coast Prospectus published in October 2013.

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<sup>1</sup> The Government's response to the Brown Review was published on 10 July 2013 <https://www.gov.uk/government/publications/government-response-to-the-brown-review-of-the-rail-franchising-programme>

## **2014 Update**

This document was initially published as the 'InterCity East Coast Summary Consultation Report' on 25 October 2013 alongside the OJEU Notice (Official Journal of the European Union) for the ICEC franchise competition. This was to enable those who responded to the consultation, potential bidders and other interested parties to see the key concerns and issues that had been raised.

This document has been updated to reflect the specification for the ICEC franchise in relation to the questions asked in the consultation in 2012, and published as a 'Stakeholder Briefing Document' alongside the ICEC ITT. Where no update is provided, this means that there is no significant change to the position published in the Consultation Summary Report in October 2013.

The ITT sets out the minimum requirements Bidders must respond to in their bids. The evaluation of proposals will be strictly on the basis of the criteria and processes set out in the ITT. Additional credit may be given for particularly robust implementation plans and in certain cases where proposals offer additional benefits for passengers or where proposals increase the long term value of the franchise to the Department.

Proposals above the minimum specification will be evaluated as part of the overall evaluation of each bid. Where proposals offered for additional credit are accepted as part of the successful bid, these proposals will be contracted in the Franchise Agreement. The winning Bidder as Franchise Operator must operate the InterCity East Coast franchise in accordance with the requirements set out in the Franchise Agreement.

It is anticipated that the new operator will commence services in March 2015.

## 2. Consultation Respondents

Written responses from 172 organisations or people were received in hard copy or by e-mail and all responses have been read, summarised and analysed in a database. A further 78 people sent in a cut-out coupon from the Lincolnshire Echo in support of more direct trains between Lincoln and London. The Lincoln Business Club response was signed by 38 members supporting better train services to London.

### Type of respondents

Many different types of stakeholders and organisations were consulted and gave feedback, as shown in Table 1 below. The full list of respondents is included in Appendix A.

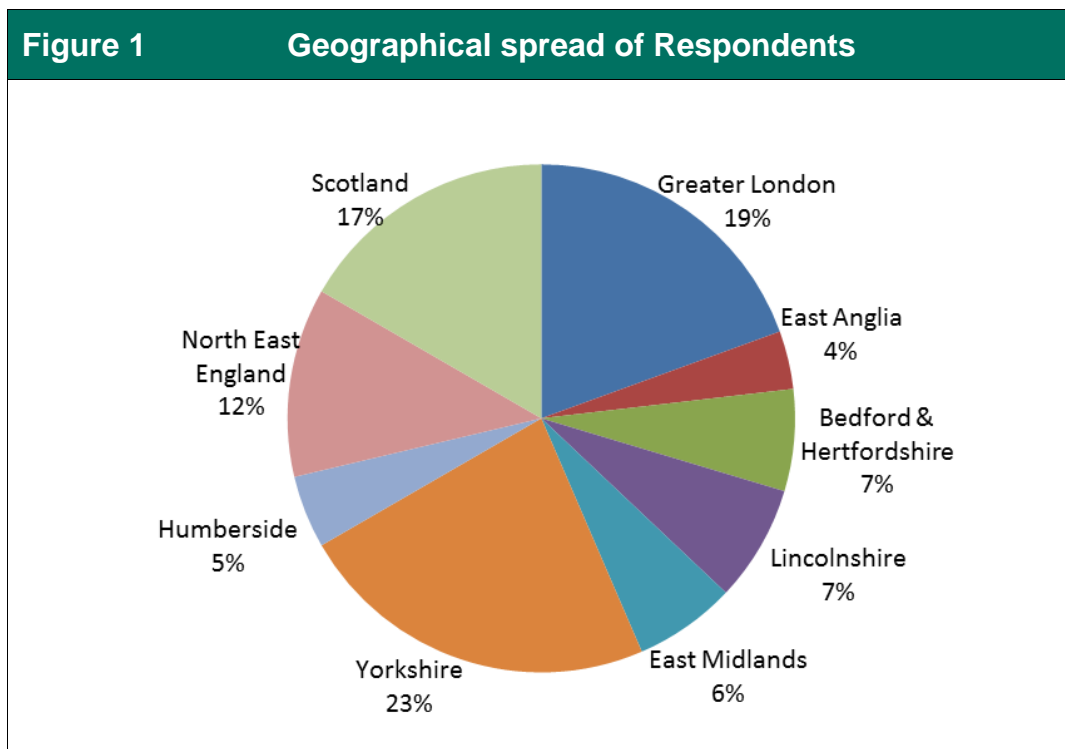
<b>Organisation Type</b>	<b>Number</b>
Members of the Public	65
County & Unitary Authority	24
Passenger Interest Group	24
Parliamentary (Members of Parliament in Westminster and Scotland & Political Parties)	9
District or Borough Council	5
Passenger Transport Executive	5
Scottish Regional Transport Partnership	5
Chamber of Commerce	4
Community Council (Scotland)	3
Community Rail	3
Local Business	3
Local Enterprise Partnership	3
Train Operator - Passenger	3
Union	3
Consultant	2

Infrastructure Manager	2
Trade Body	2
Train Operator – Freight	2
Charity	1
Freight Industry Group	1
Non-Departmental Public Body	1
Local Government Representative Body	1
Professional Body or Institute	1
Total	172

## Geographical location of respondents

Figure 1 shows the geographical location of respondents, based on the 108 respondents who provided their postcode. It does not include the 78 respondents who sent the newspaper cut-out in support of improved Lincoln rail services. This shows that the consultation achieved a spread of responses from all areas along the East Coast route.

There were high response levels from Harrogate, Leeds, York, Newcastle, Lincoln, Greater London and Scotland.





### 3. Summary of key issues raised

Table 2 shows the number of responses received for each of the 13 questions in the 2012 consultation.

Table 2 Responses received to 2012 Consultation													
Organisation Type	Question Number												
	1	2	3	4	5	6	7	8	9	10	11	12	13
Member of Public	14	13	17	18	12	8	18	32	11	8	10	9	1
County & Unitary Authority	17	18	22	17	15	15	20	17	17	17	16	17	7
Passenger Interest Group	19	15	19	20	16	15	19	17	12	15	15	14	3
Parliamentary & Political Party	3	2	6	8	3	2	3	2	2	1	1	1	1
District or Borough Council	3	2	4	2	2	2	5	2	3	2	3	2	1
PTE	5	4	5	5	5	4	4	5	5	4	4	3	1
Scottish Transport Regional Partnership	5	5	5	5	5	5	5	5	5	5	5	5	1
Chamber of Commerce	2	2	2	2	2	2	4	2	2	2	2	2	0
Community Council (Scotland)	2	3	2	1	2	2	2	2	3	2	3	2	0
Community Rail	1	1	2	1	1	1	2	2	1	1	1	2	0
Local Business	1	1	1	1	1	1	1	2	1	1	1	1	1
Local Enterprise Partnership	3	3	3	3	3	3	3	3	3	3	3	3	1
Train Operator - Passenger	2	2	2	1	1	1	1	1	1	1	2	1	1
Union	2	2	1	1	1	1	2	0	2	0	2	1	0
Consultant	1	1	1	2	1	0	1	1	1	1	1	0	0

Infrastructure Manager	1	1	2	2	1	1	1	1	1	2	1	1	1
Trade Body	1	1	1	1	1	1	1	1	1	1	1	1	0
Train Operator - Freight	0	0	0	0	0	1	0	0	0	0	0	0	0
Charity	0	0	0	0	0	0	0	0	1	0	0	0	0
Freight Industry Group	0	0	0	0	0	0	0	0	0	0	0	0	0
Government Agency	1	1	0	0	0	1	1	1	0	1	1	1	0
Local Government Representative Body	1	1	1	1	1	1	1	1	1	1	1	1	0
Professional Body or Institute	1	1	1	1	1	1	1	1	1	1	1	1	0
Total number	85	79	97	92	74	68	95	98	74	69	74	68	19
% of total respondents	49%	46%	56%	53%	43%	40%	55%	57%	43%	40%	43%	40%	11%

Not every respondent answered all of the questions. Where specific issues were raised that were not related to any of the 13 questions these were recorded in the database as answers to question 14.

The questions that drew the highest number of responses were question 3 relating to whether the ICEC franchise should become a multi-purpose operator and question 8 relating to the potential for the franchise to serve new locations.

The key responses to the Consultation are summarised in the next section. The responses are grouped according to each question.

## 4. Summary of Responses

### Question by Question

#### Question 1

**Do consultees agree that the proposed franchise objectives are an appropriate expression of the priorities that should apply to the new ICEC franchise?**

There were 85 responses to question 1. Most respondents were in broad agreement that the objectives consulted on were appropriate. Of the respondents who did not agree with the objectives, many disagreed fundamentally with the system of franchised rail services and advocated a return to public ownership and operation, including setting out concerns about increased fragmentation and complexity. One respondent specifically referenced calls for nationalisation of the West Coast Main Line, retention of East Coast Main Line (ECML) in public ownership and returning of all passenger services to public ownership.

Many respondents suggested alternative or additional objectives. A common suggestion was that there should be less of a focus on commercial objectives and more emphasis on value for money for tax payers and passengers. Several suggested that the main objective should relate to increased capacity and frequency and coping with growth of rail demand. In addition, some thought that punctuality and passenger experience should have a greater emphasis and one respondent thought a specific focus on station improvements should be considered.

Some respondents suggested that there should be an objective relating to the provision of connectivity on local and feeder routes, with a need to balance speed objectives with intermediate stops and that the franchise should be more than a long-distance high speed service. Several respondents thought that more emphasis was needed on improving local connectivity to ECML services. One suggested objective was to ensure cross-industry collaboration as a means to deliver efficiency targets and for optimal timetabling and connectivity.

Additional objectives suggested by respondents were to encourage modal shift from car and air travel, thereby reducing carbon emissions and an objective of growing demand for rail travel. Increased line speeds and reduced journey times were highlighted as an important mechanism in achieving this shift.

Some respondents thought that the objectives were too broad and needed to be more specific and if appropriate, should be quantitative, for example punctuality targets, and number of services per day. One respondent commented that there should be an objective for sustaining performance on the East Coast route, and in particular a target Public Performance Measure moving annual average of 88%. Other specific objectives suggested included a focus on Right Time Railways; a more robust, resilient timetable; no reduction in overall access for the first 2 years; development of appropriate depot strategies; a joint Alliance Framework Agreement; retention tanks to be fitted to High Speed Trains (HSTs) and a Joint Safety Improvement Plan (JSIP).

Some respondents suggested that objectives should include collaboration with the new ScotRail and Scottish Sleeper franchises ensuring connections and integrated ticketing. One respondent suggested a specific objective be included about the retention of services beyond Edinburgh to Inverness and Aberdeen. One respondent emphasized the need for sufficient seating capacity on Intercity Express (IEP) trains due to strong growth on the Highland Mainline.

Several respondents made comments relating to the strategic role of rail in the economic wellbeing along the route it serves. There was a suggestion that there should be an objective to ensure continued investment in improving the service to ensure the health of the regional economy.

Several respondents expressed agreement with the objective relating to securing the successful introduction of IEP trains and one suggested the objective should include ensuring adequate seating capacity on IEP trains. There were suggestions of new services that might be introduced following the introduction of IEP trains including to Cleethorpes and between Cambridge and Kings-Lynn. Some respondents were opposed to the procurement and deployment of IEP trains on East Coast. In particular, some concerns were raised about the efficiency of IEP in diesel mode and there were comments that IEP deployment conflicted with the environmental objective. There were also concerns raised about this objective in that it forced the franchisee to use IEP rather than make their own decisions regarding fleet, and some thought that the objectives should be less prescriptive.

### **October 2013**

The Rail Franchise Programme Prior Information Notice published on 26 March 2013 set out new objectives for rail franchising. The objectives for the InterCity East Coast franchise have been revised and based on the new Franchising Programme objectives.

There is close correlation between the revised objectives and the 2012 objectives and there are a number of areas where respondents made suggestions about objectives that align with the new objectives for this franchise.

The new objectives set out a focus on value for money for tax payers and refer to delivery of consistently high standards in customer service,

transforming the daily passenger experience and consistently high standards in train performance and station facilities, and also includes an objective to develop and exploit the full potential of the existing rail market and grow new markets.

The new objectives for the InterCity East Coast franchise are set out below.

- **Deliver consistently high standards in customer service, transforming the daily passenger experience.** To include train and station presentation, passenger information and retail, by developing the workforce, harnessing technical innovations and investing in better solutions.
- **Develop and exploit the full potential** of the franchise. Grow new markets, spread demand, improve seat utilisation, simplify ticketing and reduce physical and transactional barriers to travel. Innovate and invest in partnerships to tackle capacity constraints and improve industry planning for demand including integration and delivery of CP5 infrastructure enhancements and ERTMS.
- **Deliver consistently high standards in train performance and station facilities.** Seamlessly introduce and maximise the benefits of the Intercity Express Programme train fleet and facilitate station transformation and investment. Manage journey disruption in ways that measurably impress passengers and minimise their inconvenience.
- **Increase the long term value to the taxpayer of the franchise businesses, their resources, staff and assets** through improvements in overall management and investment. Build a strong, lasting and respected service proposition, which enhances the reputation of UK rail.
- **Achieve whole industry benefits** including efficiency, better rail performance and rail industry planning by working jointly or in alliance with other industry members and stakeholders. Commit to improved transparency and contribute to reducing industry costs. Deliver high standards in health and safety management and performance.
- **Deliver sustainable, long term socio-economic benefits** for InterCity East Coast communities and the wider UK economy. Support economic growth and the delivery of wider government policies including social inclusion, accessibility for all and growth in transport integration, including sustainable door-to-door journeys. Invest in new solutions that reduce the industry's overall energy consumption, waste, carbon emissions and other harmful environmental impacts.

## 2014 Update

To support the new objectives, set out above, there are a number of new themes and policy areas in the ITT including Sustainability, Innovation and a focus on high standards of customer services. The Rail Industry's Sustainable Development Principles are required to be embedded within the business and the Franchise Operator will be required to establish an innovation fund, equivalent to 1% annual franchise revenue for the first three years of the franchise.

The purpose of the innovation fund is to incentivise innovation and provide a route for investment in trials, demonstrators and research. Schemes developed using the fund are intended to have benefits beyond the life of the franchise or for the wider rail industry and make a positive contribution to delivering the Rail Technical Strategy for capacity, cost, customer and carbon.

## Question 2

### **Are there any other issues that consultees believe the Department should take into account in determining the length of the new ICEC franchise?**

The consultation document set out the Department's plans at the time that a move to longer franchises would encourage private investment and encourage more effective relationships. The Department considered that a term of around 15 years would be appropriate for most franchises. However, as it is considered preferable to avoid a change of operator in the years immediately preceding the opening of High Speed 2 (HS2), a length of 10-12 years was proposed for the new InterCity East Coast franchise in the consultation.

Of the 172 consultees, 79 gave feedback regarding the duration of the new franchise. Many supported the proposed 10-12 year franchise length. However, many recognised the need to take the HS2 timescales into account but suggested longer franchise durations of between 15 and 20 years. Some thought that HS2 was too far away and the programme likely to change, so the franchise duration should be longer than 12 years, or 12 years initially but with the flexibility to adjust the duration if the HS2 programme changes. Several respondents commented that a longer franchise term was better to stimulate investment. One respondent expressed support for an ambitious franchise making best use of planned infrastructure works.

Some respondents thought that the proposed duration was the right approach as long as there was flexibility for future changes to the timetable and contractual agreements. A small number of respondents disagreed with the need for longer term franchises, and proposed that 7-10 years should be the maximum length. They cited failure of the two previous franchisees and concerns over long term economic fluctuations and revenue predictions.

### **October 2013**

The Brown Review made recommendations about franchise term and capital requirements. The Review recommended that this should usually consist of a 7 to 10 year initial term with pre-contracted continuation, subject to agreed franchise criteria being met, of a further terms of 3 to 5 years. The review also recommended that the Department be able, at its discretion, to extend a franchise by 26 four week 'reporting periods'. The Department agreed with these recommendations in its response.

The term of the InterCity East Coast franchise will be informed by the policy developed in response to these recommendations. The InterCity East Coast Prospectus sets out the Department's intention to let the ICEC franchise for a period of around 8-9 years to enable the franchisee to establish a steady state operating record following the introduction of the IEP fleet and to incentivise the operator to manage the changes in such a way as to minimise customer disruption. It is anticipated that there will be provision for an extension of up to 26 periods callable at DfT's discretion.

### **2014 Update**

The core period of the ICEC franchise is proposed at eight years and one rail reporting period (four weeks) with a possible extension of up to 13 periods (one year). This extension would be called at the Department's discretion.

## Question 3

**What are consultees' views on the principle of the new ICEC franchise becoming a multi-purpose train operator along the route of the East Coast Main Line rather than focusing only on the InterCity services provided by the current operator?**

The current ICEC franchise is focused mainly on long distance InterCity services between London King's Cross and Yorkshire, the North East and Scotland, and also provides a limited number of services to a number of destinations off the mainline including Lincoln, Hull, Harrogate, Skipton and Bradford. Respondents were asked if there would be benefits from the franchise serving a wider range of markets through remapping local and connecting services from other franchises into the ICEC franchise, thereby making ICEC a "multi-purpose operator". The Department's understanding of the main benefits and potential risks from doing so were outlined in the consultation document. When answering this question, some respondents expressed their opinion on the idea of the franchise becoming a multi-purpose operator, and also went on to suggest particular services they supported for inclusion. These comments have been included in the summary of responses to the question 4 which asked consultees which specific services they wished to be considered.

There was comparatively little support (16 respondents) for widening the franchise scope, with the view that it would help develop local connecting services off the ECML and lead to more efficient use of infrastructure. An additional 10 respondents agreed with the idea, but expressed various concerns about the risks relating to a loss of through journey opportunities, or thought that particular services should not be remapped. For example some commented that First Capital Connect (FCC) services south of Peterborough should not be included in ICEC. One respondent suggested that if scope was to be widened there would need to be safeguards in place to protect local services. Another respondent supported the widening of the franchise scope but only if this was not to be at the expense of maintaining fast services on the main line. One respondent commented that the Greater Western franchise provides a precedent for InterCity and local services being in the same franchise.

One respondent suggested that a broader service portfolio would be less exposed to fluctuations in key performance measures due to one-off incidents. They also set out the following issues they thought would be important if ICEC was to become a multi-purpose operator: diversionary route utilisation; exploring journey time reduction opportunities; timetable development of feeder services to the ECML to improve journey opportunities; and a more efficient use of infrastructure without any loss of journey opportunities.



A larger majority of respondents (71) were against the principle of widening the franchise scope, considering that this would not deliver benefits and that ICEC should remain as a strategic long distance operator. Many respondents thought that ICEC's core role was to deliver high quality intercity services from regional destinations into London, and that widening the scope would lead to a loss of focus. Respondents thought that the East Coast should be seen as an intercity franchise, and should not be diluted, or mixed with commuter flows. Some also thought that this would damage local services, and that local and regional services would be best delivered by a local operator. One commented that the local services require different rolling stock and serve very different markets. Several comments were concerned with the fact that adding services would reduce local competition.

Whilst some supported widening the scope because it may lead to better connecting services, a common view was that it should not be necessary to have only one operator to ensure good connections.

Respondents from northern local authorities also considered that making ICEC a multi-purpose operator might hinder progress on devolution of the Northern and TransPennine Express (TPE) franchise services. Many respondents from Scotland were against moving to a multi-purpose operator believing that this may hinder development of Anglo – Scottish services in terms of shortening journey times and increasing frequency. One respondent also commented that it was inconsistent to add local services in England when Scottish local services would remain with ScotRail.

**2014 update to Question 3.**

Updates to questions 3, 4, 7 and 8 are included in the 2014 update to question 8.

## Question 4

**Do consultees have any comments on which services might be considered for inclusion in the new ICEC franchise and how they might be specified?**

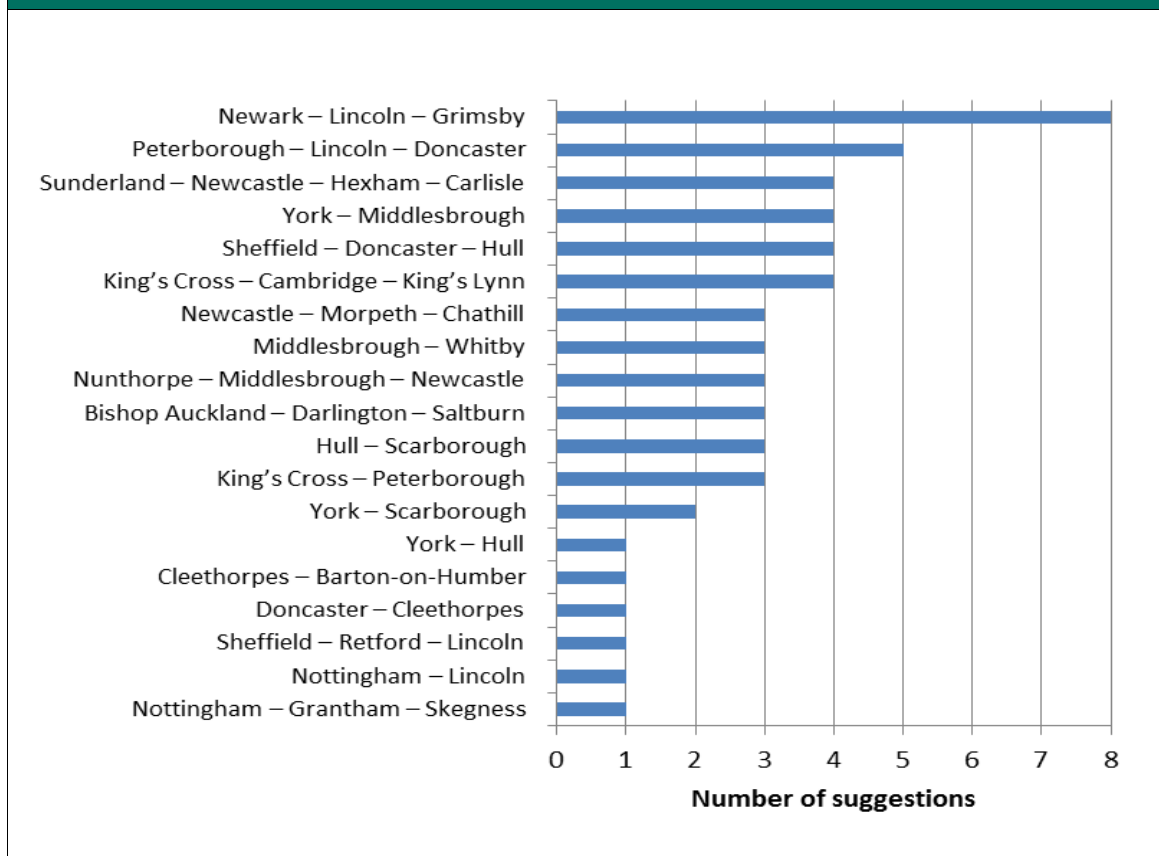
As well as being asked to comment on the principle of the ICEC franchise becoming a multi-purpose operator, consultees were asked to specify services they thought should be included. A number of respondents answered this question as part of their answer to question 3 and these have been included within the summary table below. Although in question 3 only 16 responded in favour of the principle of widening the franchise scope, or possibly in favour of it under certain conditions, over 30 respondents suggested specific services they thought should be considered for inclusion.

The table below shows the services which were presented in the consultation document as being associated with the East Coast Main Line. Consultees were asked which services they thought should be considered for inclusion. The table shows the number of respondents who supported each service to be considered for inclusion.

<b>Table 3 Train services associated with the East Coast Main Line</b>		
<b>Service</b>	<b>Current operator</b>	<b>Support for inclusion</b>
King's Cross – Peterborough	First Capital Connect	3
King's Cross – Cambridge – King's Lynn	First Capital Connect	4
Moorgate – Welwyn Garden City	First Capital Connect	0
Moorgate – Hertford North – Stevenage	First Capital Connect	0
Peterborough – Lincoln – Doncaster	East Midlands Trains	5
Nottingham – Grantham – Skegness	East Midlands Trains	1
Newark – Lincoln – Grimsby	East Midlands Trains	8
Nottingham – Lincoln	East Midlands Trains	1
Sheffield – Retford – Lincoln	Northern	1
Doncaster – Cleethorpes	First TransPennine Express	1
Cleethorpes – Barton-on-Humber	Northern	1
Sheffield – Doncaster – Scunthorpe	Northern	0
Sheffield – Doncaster – Hull	Northern	4

York – Hull	Northern	1
Hull – Scarborough	Northern	2
York – Scarborough	First TransPennine Express	2
York – Middlesbrough	First TransPennine Express	4
Bishop Auckland – Darlington – Saltburn	Northern	3
Nunthorpe – Middlesbrough – Newcastle	Northern	3
Middlesbrough – Whitby	Northern	3
Sunderland – Newcastle – Hexham – Carlisle	Northern	4
Newcastle – Morpeth – Chathill	Northern	3

**Figure 2 Services suggested for inclusion**



There was support from local authorities, passenger interest groups, and from individuals in Lincoln for improvements to rail services between London and Lincoln. In addition to those shown in the figure above, there was support for improvements to services to Lincoln via the cut-out coupons from the Lincolnshire Echo sent by 78 members of the public. The service between Newark Northgate and Lincoln was the most commonly suggested for inclusion in the ICEC franchise to provide direct trains to London. It was also suggested that there should be better connections at Newark. Some respondents also thought that this should be extended to Grimsby and Cleethorpes. However, one party commented that they did not wish for Nottingham to Lincoln services to be part of the new franchise, preferring this to be part of the next East Midlands franchise. One respondent suggested that there should be a direct rail link between Lincoln and Grantham.

Three respondents suggested that the London to Peterborough service currently operated by FCC should be considered for inclusion in the new ICEC franchise. Five thought that the Peterborough to Doncaster via Lincoln service currently operated by East Midlands Trains should be included, with one commenting that it is currently disjointed with long gaps in services. One also noted that extensions to Nottingham and Sheffield may be alternatives, but that this would abstract revenue from East Midlands Trains. Five respondents supported the inclusion of the FCC London to Kings Lynn services. Two respondents expressed support for improved northbound services from Stevenage to avoid interchange at Doncaster or Peterborough.

There was also a submission provided for a case for a new station and turn back facility at Alconbury Weald north of Huntingdon, as part of a wider development at Alconbury Weald. The proposal suggested this would bring benefits of increased capacity between Peterborough and London.

Many respondents were against splitting services away from the TPE or Northern franchises for inclusion in East Coast, in light of devolution considerations. Respondents thought that TPE should remain as a separate franchise due to its inter-regional role. However, a few respondents supported the incorporation of some TPE and Northern services into ICEC, in particular a regular IEP Harrogate service to London via York and through services to Middlesbrough and Huddersfield. Two respondents suggested that the Newcastle to Liverpool line should be incorporated once it is electrified.

It was suggested by one respondent that local services in the Tyne-Wear-Tees Area could be incorporated into the ICEC franchise because this group of services were considered isolated from the rest of the Northern franchise services.

There was some direct support from local authorities and passenger groups in Huddersfield for a direct IEP London to Huddersfield service via Wakefield or Dewsbury to be included in the ICEC franchise. There was also some support from respondents in Hull for inclusion of the Hull services currently operated by Northern into the ICEC franchise. It was also suggested that the Hull Trains services should be transferred to the franchise. Suggestions for destinations that might be served by bi-mode IEP trains included Lincoln, increasing services beyond Edinburgh to Aberdeen and, that Harrogate could be served by a two hourly IEP train via York and that the train could split and also serve Middlesbrough.

There were concerns raised by some respondents that suburban services such as Moorgate to Welwyn Garden City and Stevenage should not be integrated into an intercity franchise, as they thought the suburban service would be neglected.

Several respondents commented that direct services from Inverness and Aberdeen to and from London, without the need to change at Edinburgh, should be preserved or improved in terms of frequency, speed and timing. In particular several thought that there should be an early morning Aberdeen to London service. One respondent commented that Stirling could act as a key rail head for central Scotland and one respondent sought additional calls at Linlithgow. Conversely, some respondents supported hourly, faster London to Edinburgh services via Leeds with fewer stops, and some thought that through services north of Edinburgh might not be commercially viable.

It was suggested that the Scottish Sleeper be incorporated into the franchise. One respondent thought that services utilising non-electrified rolling stock on the Carstairs line between Edinburgh and Glasgow should be included in the ICEC franchise to make better use of the electrified line. There was support for retaining the existing ICEC Glasgow service. There were comments supporting improved services to Dunbar following the recent timetable changes, and a suggestion that ScotRail's local Dunbar service should be included in the ICEC franchise.

### **October 2013**

The InterCity East Coast Prospectus sets out that it expects bidders for the ICEC franchise to timetable services to all stations currently served by East Coast and to serve existing routes. Requirements to serve existing routes and stations will be defined in the Franchise Agreement.

The Department is currently evaluating the business case and network impacts of running services to a number of locations not currently served by the East Coast Main Line (ECML). Depending on the outcome of this work, the ITT may include either a requirement or an option for bidders to run services to a number of specific locations in Yorkshire, the North East, the Midlands and the East of England.

## 2014 Update

Updates to questions 3, 4, 7 and 8 are included in the 2014 update to question 8.

## Question 5

### **Are consultees aware of any other rail or non-rail major development schemes that are likely to have a significant impact on the new ICEC franchise?**

The consultation document outlined the major schemes which are likely to affect the East Coast franchise, which included:

- Network Rail's ECML infrastructure enhancements arising from the Control Period 4 and 5 High Level Output Specification (HLOS);
- the InterCity Express Programme trains (IEP);
- the Thameslink project;
- High Speed 2; and
- adoption of the European Train Control System by Network Rail.

## October 2013

On 18 July 2013, the Secretary of State announced that the decision to exercise an option for a further 270 vehicles as part of the Intercity Express Programme. This is an additional order to the 227 vehicles already committed to replace the Intercity 125 fleet. The expanded order will provide a fleet of new trains to replace the existing Intercity 225 fleet.

The Intercity Express Programme represents a £5.8bn investment in new rolling stock, infrastructure, depots and maintenance. The new trains will provide a step change in the passenger experience. The trains will provide more reliable services, a greater chance of getting a seat and reduced crowding, increased leg space, and improved telecommunications connectivity. The IEP programme as a whole will increase the number of seats in the morning peak in to Kings Cross by 28%. A 9-car electric set has 627 seats per train, 18% higher than a Class 225. Journey times between London, Leeds and Edinburgh will be reduced by up to 18 minutes. The trains will be constructed and maintained by Agility Trains contractually ensuring that the availability and reliability of the fleet is the best in the UK. The trains will be assembled at a dedicated manufacturing plant at Newton Aycliffe in County Durham.

There were 78 responses to this question and 73 suggested planned development schemes, often in their local area, which they thought may impact on the new ICEC franchise and which hadn't been included in the consultation document.

The North TransPennine electrification programme between Manchester, Leeds and York was considered by several respondents as being likely to have an impact on the new franchise. The Northern Hub upgrade plan by Network Rail was also suggested to be of relevance as it will lead to an increase in the number of train services into and out of Leeds. There were also proposals for electrification of the line from Leeds to York via Harrogate, which a respondent suggested could enable connection of ICEC services to Harrogate. It was suggested that following the North TransPennine electrification there would be a strong case for electrifying other lines linking to the East Coast Main Line, in particular Leeds to Hull, and Northallerton to Middlesbrough and Sunderland.

Several respondents thought that the Scottish Government's plans to upgrade infrastructure north of Edinburgh and reduce journey times was relevant for the new ICEC franchisee.

Several respondents noted that Lincoln, Newark and Grantham are designated growth points for the next 15 years, with plans for extensive new housing developments (over 10,000 according to the Development Plan) and employment land, which will increase the demand for a direct London to Lincoln service.

Planned housing development schemes in particular areas on the East Coast route were raised, including Bradford, East Lothian (4,800 homes), Dunbar, Widdrington, Selby, Northallerton, Harrogate and Kings Lynn (7,500 homes).

Local Authorities from Yorkshire mentioned that there are plans to re-route the Leeds-Harrogate-York services via Skelton in order to avoid crossing the ECML.

It was raised by one respondent that further incremental upgrades to the West Coast Main Line may disrupt services on that line during the term of the new ICEC franchise.

One respondent set out that they would expect the new franchisee to support the work of Community Rail Partnerships.

Additional planned developments mentioned by consultees as likely to have an impact on the new ICEC franchise include:

- new Leeds station southern entrance and emerging Leeds station master plan;
- new platform at York station;
- capacity investment in the route north of Northallerton;
- Cleethorpes resort and redevelopment of the port area;

- East Leeds Parkway station;
- Leeds NGT trolley bus;
- proposed Cambridge Science Park station;
- reopening of local branches in the North East, including the Blyth and Tyne line;
- Finningley and Rossington Regeneration Route Scheme (FARRRS) link road to Robin Hood Airport at Doncaster
- North Doncaster Rail Chord;
- Newcastle station improvements;
- Dundee tourism developments next to railway station;
- track and signalling improvements to the west of Hull; and
- the Humber sub-region is earmarked for major expansion surrounding the off-shore renewable energy industry.

## Question 6

**Are there any research findings, evidence or other publications that consultees wish to bring to the attention of the Department as part of this franchising process?**

Four consultees highlighted the report 'Outline Business Case for Improvements to Rail Services between Lincoln and London', Lincolnshire County Council, March 2011. This outlines the case for a direct rail link between Lincoln and London.

A respondent from Harrogate referred to a paper 'Harrogate - Kings Cross East Coast Services Issue 7' (2012) which outlines the case for a direct rail link between Harrogate and London, and follows from an earlier report written in 2010.

Several respondents highlighted the relevance of 'The Yorkshire Rail Network Study' which suggests up to an additional £12bn economic benefits to be gained over 60 years from improved connectivity in Yorkshire.

Several local councils suggested local planning publications which may be of relevance during the franchising process. These included the Durham Regeneration Statement and County Durham Plan, Tees Valley Metro progress report, Hull County Council Local Transport Plan, 'Waiting In Line: Hull and Humber' which highlights how the current transport infrastructure is holding back the local economy. The 'Bridge Ward Neighbourhood Study' informs the regeneration plans to the East of Newark Northgate station. Several 'Grantham for Growth' reports were suggested relating to the development of Grantham Station approach, and residential and commercial developments, as well as the Grantham Area Action Plan.



Some respondents suggested relevant publications, including HITRANS' 'InverCity' study, which highlights the significance of Inverness and cross-border demand, and a study into a frequent local rail link between Dunbar and Edinburgh.

The following publications were also suggested:

- Route Utilisation Strategies (RUS);
- Initial Industry Plan (IIP);
- Network Specifications and Route Specifications;
- East Coast Mainline – Line of Route Capacity Study 2018;
- Foster report on IEP;
- 'Policy Guidance on Strategic Rail Freight Network Interchanges' (Nov 2011);
- 'Transport for London's Rail Freight Strategy' (Aug 2007)
- 'Save Our Railways' (2011);
- Just Economics' 'A Fare Return' (2011);
- Passenger Focus Research, including '[Ticket Vending Machine Usability](#)' (July 2010);
- 'Once in a Generation – A Rail Prospectus for East Anglia' (July 2012);
- 'Kings Cross-Kings Lynn 100 miles of route, 20 Years of Planning' (Fen Line Users Association, March 2011);
- 'Rebuilding Rail, Transport for Quality of Life' (June 2012);
- TravelWatch report: 'Standards at London's Rail Stations' (2010); and
- Local Authorities' business case for a range of improvements to the Leeds- Harrogate-York railway line.
- Department for Transport Estimated costs to society of crime on public transport in England in 2006/07

### **2014 Update**

The Department will make available the responses to the consultation for Bidders to consider in developing their proposals.

## Question 7

**Consultees' views are invited on the train service specification, including which aspects should be mandated by the Department and which can be left to commercial discretion; and also on whether or not there should be a change in the specified minimum service level when IEP trains are introduced.**

There was a strong support for specification by the Department of minimum frequency of trains and total number of trains on core routes. Connectivity of journey opportunities was also a theme. Some respondents suggested there should also be a specified number of trains per day at smaller stations to protect these services. It was suggested that there should be minimum station calls at intermediate stations on long distance services, and maximum journey times should be specified.

There was support from several respondents for the specification of key connections with local trains, including connectivity with the East Midlands, Cleethorpes, and Tees Valley.

Some respondents thought that the existing level of service should be maintained as the minimum specification, with the franchisee given commercial freedom to improve that service. However, some respondents were supportive of the specification of first and last trains, station calls, and of Sunday services, but thought that the franchisee should be allowed flexibility to determine the optimum service levels. One respondent thought that the minimum service levels should not be too prescriptive as this may hinder flexibility for commercial operation. One suggested that weekend services should be similar to weekdays.

There were strong views from consultees regarding the importance of specifying the continuation of services between London and destinations north of Edinburgh, and for them remaining with the East Coast franchise rather than moving to ScotRail, and using IEP trains on this route. It was suggested there should be an additional train per day specified, an earliest arrival time into London, and specified minimum journey times on these routes, to compete more strongly with air travel. Several respondents suggested an additional service should be specified to start at Dundee or Aberdeen to provide additional capacity into Edinburgh in the morning peak and further down the line into London, and some thought that improved services from Dunbar should be specified. One respondent commented that intermediate Edinburgh to Doncaster services could be provided by CrossCountry.

There was a suggestion that the introduction of IEP trains may offer an opportunity for the franchisee to flex services and optimise train mileage. An example was given for consideration of a second Inverness service which might also serve Perth, Stirling and Falkirk.

A number of respondents suggested particular routes or station stops which they thought should be mandated or a minimum service level specified. These included services north of Edinburgh, Glasgow, Berwick, Alnmouth, Morpeth, Hull, and direct trains between London and Harrogate. It was suggested that the current service level should be maintained between Durham and Newcastle to cater for the important commuter flow. Some respondents thought there should be more effective connections for the north east and Scotland, both at Peterborough and, where possible, at Stevenage. Some respondents thought long distance services should be specified to stop at Dunbar, Stevenage and Peterborough. Several respondents thought that Lincoln services needed strong specification. One respondent said the specification should mandate two trains per hour to Leeds and Edinburgh with tight connections for East Anglia destinations.

One respondent commented that they would expect a firm commitment to improved services for Bradford and the Airedale Corridor as part of the base specification for the future franchise. In particular they would prefer direct hourly services to Bradford, Keighley or Skipton.

This question also asked for views on whether or not there should be a change to the minimum specified service level when IEP trains are introduced. There was support for this, as several respondents suggested particular specifications which they thought would be possible after the introduction of IEP.

Although this question did not ask for further views on IEP, 66 respondents also expressed views about the introduction of the new trains. Many recognised the potential for the short formation 5 car bi-modal trains to access new destinations off the ECML. There were suggestions for new services to destinations such as Lincoln, Bradford, Harrogate and Middlesbrough by using the new bi-mode trains, possibly by splitting trains at main stations on the ECML such as York or Doncaster.

A number of respondents expressed concerns about the costs and environmental efficiency of IEP trains, particularly the bi-modes and asked whether it would have been better to have a loco-hauled solution for non-electrified sections of track. Some believed that IEP trains should not be mandated and that the operator should be free to choose its own rolling stock.

However, despite the concerns from some respondents about the benefits of IEP, the majority welcomed the introduction of the new trains, anticipating an improvement in quality, and the flexibility they would bring to the timetable.

There were divergent views on whether IEP phase 2 should be implemented or abandoned in favour of another type of train. Using Pendolinos on the ECML was mentioned by some respondents alongside calls to increase line speeds to 140 mph.

## October 2013

As set out under Question 5, the option has been exercised to purchase a further 270 vehicles to replace the electric Intercity 225 fleet in addition to the 227 vehicles to replace the Intercity125 fleet which were already committed to be purchased. The new trains are more environmentally friendly than the existing fleets and the bi-mode capability reduces the number of diesel trains running under the wires as well providing the best passenger service for through services off electrified lines. The trains will be capable of running at 140mph, which would lead to further journey time reductions, although any trains operating at this speed would require signalling and infrastructure upgrades.

The decision to specify the use of IEP trains will ensure that the programme as a whole will be able to exploit economies of scale as well ensuring value for money as the rolling stock will be in service over the lifespan of several franchises.

The train service specification will be set out in the Invitation to Tender.

## 2014 Update

Updates to questions 3, 4, 7 and 8 are included in the 2014 update to question 8.

## Question 8

**Consultees' views are invited on the potential for the franchise to serve locations accessible from the East Coast Main Line which currently have limited or no direct services to London.**

This question received 98 responses. While a number of respondents suggested their local station, some also suggested a wider range of potential new destinations. Many responses were made in the context that IEP trains would be available in 5-car formations which could be coupled to run as 10-cars, and an awareness that the trains could split to serve smaller destinations off the ECML.

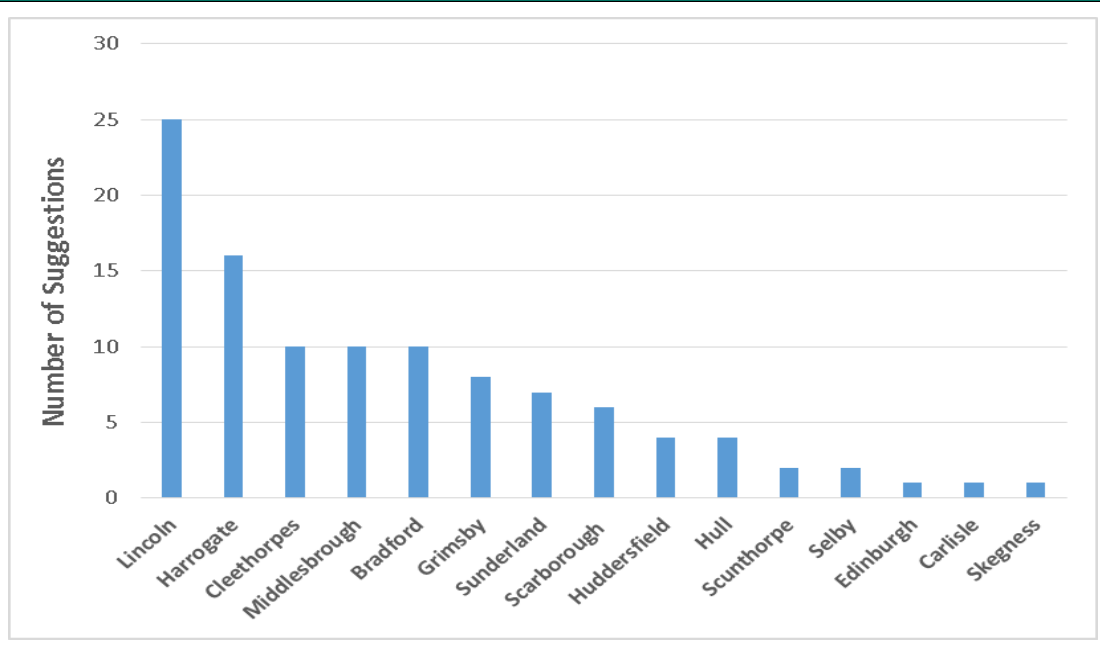
Requests to extend the Newark services to provide direct services to Lincoln was the most popular response; suggested by 27 respondents, and a further 78 local residents who sent in a cut-out coupon from the Lincolnshire Echo and 38 Lincoln businesses who signed a letter from the Lincoln Business Club. Many respondents also suggested that these services should be extended to Cleethorpes and Grimsby.

It was suggested by 16 respondents that Harrogate should be served by more direct trains to London. Several suggested that IEP trains should split at York to serve Harrogate alternating with Bradford and Selby. There were also suggestions for direct services to Middlesbrough, Teesside and Scarborough, and for ICEC to take over the Sunderland and Durham coast services if the open access operator stopped running them. There was a comment that travellers from Esk Valley currently need to use at least two trains to access the East Coast Main Line, and to improve this, the operation of direct services to and from Middlesbrough should be considered. There were a small number of suggestions for direct services to Scunthorpe, Skegness, Carlisle, and Huddersfield via Wakefield or Dewsbury. Some respondents stressed the importance of a third train to Leeds and there were also requests for an increase in stops in services to Dunbar.

Some respondents expressed concerns that proposals to provide new services to destinations not currently served should not adversely affect existing services or diminish the focus on long distance intercity services. Some also thought that commercial viability should be the main criteria for additional direct services.

**Figure 3**

**Respondent's suggestions for new direct services to London**



**2014 Update to Questions 3, 4, 7 and 8,**

The Invitation to Tender sets out the Train Service Requirement (TSR) which specifies the minimum number of calls at each station, requirements for first and last trains, maximum average journey times between London, Leeds and Edinburgh as well as some requirements for intermediate connectivity. The

TSR requires the Franchise Operator to timetable services to all stations currently served by East Coast and to serve all existing routes. Bidders are asked to put forward credible proposals that meet the minimum requirements in the TSR. They have flexibility as to the exact timetable they choose to run.

Bidders may score additional credit, for example, for proposals that provide additional train services or that provide new or enhanced services within the scope of the franchise to destinations which have no such services or where the current direct service is limited. However, any such proposals will only score additional credit where there is sufficient demand to justify the services and where they materially increase passenger volumes rather than primarily abstracting revenue from other train operators.

The TSR specifies a requirement for trains to/from London and leaves Bidders with flexibility about the pattern of intermediate calls, but there are some requirements to provide direct services between other stations.

The Department has specified an enhanced train service requirement (TSR2) from May 2020, after the full deployment of the new Class 800/801 fleet, which includes improvements to both journey times and frequencies, and two trains per hour all day between London and Edinburgh. Bidders for the franchise are free to propose to implement TSR2 earlier than May 2020.

As set out in the October 2013 response to question 4, the Department considered the business case and network impacts of running services to a number of locations not currently served by East Coast. Following this analysis, a number of new locations have been included within the geographic scope of the franchise. TSR2 gives Bidders the flexibility to develop markets by increasing stops at existing destinations (over and above the minimum specification), and to choose whether to provide services to the following destinations not currently served by East Coast:

- Huddersfield
- Scarborough
- Middlesbrough
- Sunderland (via Newcastle) and
- a new route to Harrogate (via York).

The TSR does not specify that Bidders must run to these additional destinations, but gives the option for Bidders to consider serving them. The Department does not envisage that it would be possible for all these destinations to be served frequently, in addition to the minimum specification, with current planned rolling stock and available capacity.

The TSR specifies continuation of the current one direct service per day between London and Lincoln in each direction. Bidders may put forward proposals for enhanced services between London and Lincoln.

## Question 9

### **Are consultees aware of any ways in which improved ticketing, smart ticketing and passenger information might be provided?**

The consultation document outlined the Department's expectations for the new ICEC franchise in terms of exploiting new technology to improve and simplify ticket retailing and provision of passenger information. There was strong support for smart ticketing initiatives. Many respondents welcomed the use of new technologies and one commented that the new franchisee needed a good understanding of the current and future opportunities as technology advances over the life of the franchise. In particular many supported the introduction of ticketing on smart phones and print-at-home tickets after booking on the internet. It was also suggested that GPS technology could be used for validation and purchase. However several commented that a move to smart ticketing should not be at the expense of paper based walk up tickets and traditional ticket offices, and that anyone without access to mobile technology or smart ticketing should not be disadvantaged.

Some respondents from local authorities suggested that ICEC ticketing should be compatible and integrated with their own local ticketing scheme. These included the West and South Yorkshire Yorcard system, North East Smart Ticketing Initiative (NESTI), Strathclyde Partnership for Transport, Transport Scotland smartcard ticketing scheme, Hertfordshire's Intalink Partnership for train and bus operators, North Yorkshire ticketing scheme, and the Scottish cities 'Connected Cities' smart ticketing initiative.

Many respondents thought there should be a simpler fare structure, with more affordable walk-up fares and options for the sale of tickets in local shops. Some business users also supported a new ticket product for travellers that used the train more than once a week, but less than daily.

Some respondents advocated that reliable train running information on trains and on platforms should be a priority alongside improvements to passenger announcements and connectional announcements. One respondent expressed a wish for full training in disability and deaf awareness for staff that come into contact with passengers, and full use of hearing loops at stations. One respondent expressed the importance of reliable Wi-Fi on trains.

## **2014 update**

Bidders are required to set out how they will ensure that passengers are provided with widespread and easy access to the full range of tickets through a wide range of retail opportunities that meets their needs, and to exploit new ticket retailing technology to benefit passengers. Bidders are also required to ensure information about ticket products is communicated clearly and transparently, enabling passengers to access the information they need to choose confidently the best ticket for their journey.

Bidders are also required to provide clear and relevant information to all customers before and during their journeys, including at times of disruption. An example in the ITT of how Bidders may gain additional evaluation credit is for proposals that significantly improve the ability of customers to make informed choices about their journey options, potentially by exploiting technology to provide information in innovative ways.

A further example in the ITT of how bidders may gain additional credit is for proposals for fares and ticketing that are in addition to minimum requirements, for example for proposals which are consistent with the Department's aspirations as set out in 'Rail Fares and Ticketing: Next Steps', including initiatives to develop innovations in ticketing technology that will benefit passengers.



## Question 10

**Do consultees support the use of NPS scores to monitor and improve service quality of the ICEC franchise? Are there any other approaches that might be more effective in securing improvements in customer experience?**

Most of the 69 respondents who answered this question supported the use of the National Passenger Survey (NPS) as an effective way to monitor customer service. It was described as being useful, robust and comparable. However, some respondents thought that NPS does not measure the full passenger experience. Some thought that surveys should be more detailed and there should be feedback from regular users through focus groups and stakeholder boards. There were also suggestions to use “mystery shoppers”, or a reply-paid postcard for comments on the key aspects of the service provided by route, date and time.

It was suggested that there should be penalties for underperformance and rewards for good performance. Some respondents thought that NPS should not be used to compare between franchises as the circumstances will differ. There was support from several respondents for the proposal in the consultation document that there should be separate targets for trains, information and station requirements.

Several respondents supported a view that the definition of “On Time Arrival” should be reduced from the current 10 minute tolerance. There was also support for the initiative to combine the NPS results with the train company’s Key Performance Indicators. There were comments that NPS does not monitor non-user expectations, which is important to understand why people do not use the train.

Some respondents from Scotland suggested using a regime such as the Service Quality Incentive Regime (SQUIRE), as is used by Scotrail.

Some respondents suggested the passenger experience could be improved with better on-board facilities and suggested a case for a business class between first and standard class, including table space and power sockets. One respondent also suggested local data should be used to give local focus to passenger concerns.

### **October 2013**

The Brown Review recommended that franchise bids should be explicitly scored on their proposals for improving passenger quality and their management of the workforce, and that an appropriate weighting should be given to the overall quality of the bid. The Review proposed that quality should be judged on a range of factors, including proposals for investment in staff, commitments to deliver passenger satisfaction survey results, the strength of the bidder’s approach to managing the franchise, and their

approach to developing partnerships and alliances.

The Government accepted the recommendation that points be given for quality and/or deliverability and that these should play an explicit role in award. Plans for evaluation of proposals regarding Passenger Quality will be set out in the ITT.

### **2014 Update**

The Franchise Operator will be required to meet benchmarks for NRPS (National Rail Passenger Survey) results for the ICEC franchise area. These are focussed on improvements to scores for stations, on-train and customer service.

The Franchise Operator will be required to develop effective plans for communicating with customers, communities, stakeholders and passenger representatives to understand their experiences and priorities for future improvements and to publish an annual Customer Report setting out the key commitments it will make to its customers, including those relating to day-to-day services and how it intends to improve services and facilities. The Customer Report is also intended to allow customers to assess and understand the performance of the franchise and hold the operator to account.

The Franchise will also include a Customer and Communities Improvement Fund (CCIF) to support initiatives developed in response to engagement with customers and stakeholders.

## **Question 11**

### **What are consultees' priorities for improvements to the stations managed by the ICEC franchisee?**

Many of the responses from local authorities emphasised the role that stations play in the local economy and local regeneration initiatives. There was strong support from local authorities to see their local station's infrastructure and accessibility enhanced, highlighting local development plans and schemes in the station area. Newcastle, Darlington, York, Doncaster and Newark were all highlighted as being important gateways to the town or city.

Availability and cost of car parking were raised as concerns by 19 respondents. Many commented that the cost of parking was too high, and there were insufficient spaces, in particular at Dunbar, Newcastle, Newark, Grantham and Retford. Several suggested that improvements needed to be made at all stations for disabled access. There were also suggestions that intermodal connections should be improved, including cycling and walking routes. One respondent commented that gating of stations hinders access and the customer experience.

Facilities at Dunbar station were mentioned as a priority by 6 Scottish respondents, including the need for more car parking spaces, improved intermodal accessibility, improved waiting facilities, and restoring the platform to the northbound track that was removed when the ECML was modernised in the 1980's. A number of respondents commented that stations should permit easy interchange.

Specific ICEC managed stations considered to be a priority for improvements included the following:

- Doncaster station redevelopment to create a modern accessible station, including the interchange between bus and rail;
- Suggestions for York station including additional and longer platforms, improved indoor waiting, and development of the multimodal interchange;
- Newcastle station improvements in partnership with Nexus and Newcastle City Council including improving the Portico area into a pedestrian-friendly interchange, improved information for connecting intermodal journeys, and improving the indoor passenger waiting facilities;
- remodelling of Darlington station to provide an additional platform, and address operational conflicts, accessibility issues and improved public transport interchange;
- improved Customer Information Systems and interactive kiosk reinstatement at Durham station;
- platform improvements at Retford station including better lighting and step free access;
- updating Newark Northgate Island platform to include canopy and improved waiting facilities, and improved traffic management on the station approach; and
- more platforms at Peterborough station.

Some respondents argued that all stations should be managed by Network Rail due to the contradiction between commercial motives and long-term investment. One commented that Newcastle, York and possibly Peterborough should be transferred to the Managed Stations portfolio. However one respondent was against the transfer of any stations to Network Rail.

### **October 2013**

The ICEC Prospectus sets out that there may be opportunities to enhance the customer experience on the route through investment in areas such as stations, incremental infrastructure or rolling stock works, integrated transport and improved passenger information. The ITT will identify particular areas where bidders will be asked to make proposals for investments.

The Prospectus sets out options the Department is considering to encourage longer term investment in stations including:  
the continuation of the current franchisee tenant / Network Rail landlord model; a residual value mechanism to enable longer term investment by the franchisee; a 99 year lease model; Network Rail managed stations; and the franchisee working with a third party who would take responsibility for station maintenance, renewal and development over the long term.

### **2014 Update**

The ITT sets out that the Department requires a Franchise Operator who will identify opportunities for and deliver new investments across its stations portfolio and deliver improvements in the planning and delivery of asset management and maintenance. The operator will also be required to realise the commercial potential of stations and their surroundings as well as the social amenity of stations' space and facilities for the benefit of local communities.

The Franchise Operator will be required to manage its stations portfolio under a 99-year lease arrangement with Network Rail. It should also support Network Rail in developing plans for York and Newcastle stations to become Network Rail managed stations. Dunbar station is expected to transfer to the ScotRail franchise.

## **Question 12**

### **What do consultees believe are the most important factors in improving safety and security (actual or perceived)?**

The responses to this question suggested there are currently no particular concerns regarding personal safety and security at stations or on services, although perception of safety was considered important.

There was strong support for visible presence of uniformed trained staff at stations and on trains; CCTV and improved lighting at stations, car parks and walking routes; and passenger help points. Several respondents commented that ticket office opening hours should not be reduced. Some respondents highlighted the risk from accidents on level crossings, and slippery surfaces in winter. There were also suggestions that luggage storage racks on trains should be visible from the seating areas.

### **2014 Update**

The ITT requires Bidders to set out their plans to safeguard the security of passengers and staff, deter vandalism, theft and graffiti on trains, stations and at car parks and manage anti-social behaviour on trains and at stations.

In addition, the Franchise Agreement will require the Franchise Operator to maintain secure station and car park accreditation in relation to the stations and car parks it is responsible for.

The Franchise Operator will also be required to work closely with the British Transport Police to reduce crime on the railway, reduce minutes lost to police-related disruption and increase passenger confidence with personal security on train and on station. The Franchise Operator will also be required to consult the British Transport Police in relation to plans for station development.

## **Question 13**

**Are there any increments or decrements to the DfT's proposed specification that stakeholders would wish to see and would be prepared to fund?**

Funders were invited to propose service enhancements (increments) as well as make proposals for service reductions with an indication of how the savings would be re-invested to strengthen other local services (decrements). There were only 18 responses to this question, most of which related to increments or decrements that the consultees would like to see rather than be prepared to fund including: improved connections with ScotRail services; improvements to Lincoln services; East Leeds Parkway station; and cheaper fares.

Several consultees mentioned East Leeds Parkway, for which options are being considered by Metro West Yorkshire Passenger Transport Executive.

Direct services between Lincoln and London were mentioned by several respondents as an increment they would wish to see, although most believed it should be commercially viable without a need for funding. It was also suggested that IEP trains may offer opportunities for improvements to services between Lincoln and London Kings Cross by detaching / attaching at Newark Northgate.

It was suggested that an important increment should be the introduction of bi-modal rolling stock between Scotland and London, funded by the Scottish Central Government through the Strategic Transport Projects Review and Infrastructure Investment Programme and their commitment to cut journey times between Aberdeen and the Central Belt by 20 minutes.

There was also a request for a review of the provision of first and last trains in periods of low demand, such as off-peak winter months, to allow greater access for engineering works.

## Other issues

In addition to answering the questions asked in the consultation, 70 consultees raised specific issues that were not related to any of the thirteen consultation questions. These were recorded as answers to question fourteen, as referenced at the start of Section 4.

Comments were made by 12 respondents about the need for more space for cycles and luggage on trains. Some also thought the online booking system for bicycles on trains should be easier to use, or that it should not be necessary to pre-book bicycles at all.

Suggestions were made by 10 respondents relating to the catering on offer on the trains. There was strong support for the return of the restaurant car or an improvement in at-seat catering to include more choice and hot food, particularly on services from Inverness due to the length of the journey. Concerns were raised by five respondents relating to the quality of the interior of trains or cleanliness levels and passenger experience. One respondent suggested that there should be a commitment to making trains accessible for all, including the provision of trained staff to help disabled people.

Several respondents made additional comments relating to IEP. One highlighted the importance of the seamless introduction of IEP. Another thought that the train operator should not be forced to use IEP. One respondent expressed concerns about the passenger experience and ambience on IEPs, in particular in relation to the space and comfort of seating compared to the high level of passenger comfort on the current ICEC stock.

Six respondents expressed views opposing the principle of government franchising and private sector operation. One suggested that Directly Operated Railways (DOR) should be permitted to bid for the franchise. Another proposed abandoning franchising and making the route available to Open Access operation. One respondent raised cautions against following the McNulty approach for greater fragmentation as it may lead to a lack of leadership and a barrier to efficiency in the industry.

One respondent suggested that it should be possible to book tickets up to six months in advance. Another thought that the current fare structure is complicated and suggested that there should be a separate consultation on fares.

There were comments relating to the importance of effective connections at Grantham, Newark and Doncaster, and that connecting trains should wait if the London train is late. One respondent commented that ticket gates do not work well on this franchise because of heavy luggage carried by passengers.

Some respondents expressed opinions relating to environmental issues, in particular the use of diesel trains. Three respondents mentioned that the number of diesel trains running on electrified lines should be limited.

Three respondents were keen that the new franchisee should show involvement and support for Community Rail Partnerships on feeder lines. One suggested the possibility of reinstatement of passenger services into Northallerton, allowing passengers to transfer to the East Coast line. This may have relevance to the frequency and timing of East Coast stopping services. One respondent thought that the new franchisee should maintain strong communication with stakeholders.

Four respondents commented on the importance of rail freight on the ECML, and stressed the need to balance the requirements of all users in terms of capacity and timetabling. It was thought that the new franchisee would need to accommodate and account for growth in rail freight traffic on the route.

Several respondents highlighted the importance of speeding up services to Scotland and in particular to destinations beyond Edinburgh. One mentioned that the local stops on the Sunday service from Inverness to Kings Cross have been transferred to ScotRail, which should result in a reduced journey time on the Kings Cross service.

It was raised that electrification should not stop at Selby but should be carried out through to Hull, in order to avoid an East/West split that required passengers travelling from Hull to change trains at Selby. One respondent proposed that connections with the Cleethorpes to Manchester Airport service should be retained or enhanced at Doncaster.

It was highlighted by one respondent that there is significant demand for access to the shopping centre along the A1 and ECML corridor between Berwick and Darlington. It was suggested there is an opportunity for creating awareness of the opportunities for connections from the ECML to the local service to Metrocentre.

It was suggested that rail should be regarded as complementary to aviation in terms of access to the London airports from the North East using the ECML. It was also suggested that speeds should be increased on the Durham coast.

One response included detailed considerations regarding performance on the ECML as well as answers to the consultation questions highlighting the efforts which are being made to lower small minute delays and sub threshold delays, which will require the reduction of speed restrictions on the route and the use of technologies such as Falcon and GPS by the new operator. It also highlighted performance risks arising from a more intensive timetable in May 2014 and beyond; from capacity improvement schemes including Sheffield and Leeds stations and Hull to Gilberdyke and South Humberside line speed improvements; and from implementation of the European Train Control System (ETCS) during the franchise period.



# Appendix A: List of respondents

ICEC Consultation 2012 Respondents	
Organisation Type	Organisation
Passenger Interest Group	Aire Valley Rail Users Group
	Hitchin Rail Users Group
	Alnmouth Rail User Group
	Arthington Station Action Group
	Campaign for Better Transport Nottingham
	Campaign for Better Transport Yorkshire
	Fen Line Users Association
	Friends of the Far North Line
	Huddersfield Penistone Sheffield Rail Users Assoc
	Leeds Northern Railway Reinstatement Group
	London TravelWatch
	NECTAR
	Passenger Focus
	Passengers' View Scotland
	Rail Action Group, East of Scotland
	Railfuture - Yorkshire
	Railfuture - Scotland
	Scottish Association for Public Transport
	Selby and District Rail Users Group
	South East Northumberland Rail Users Group
	Transform Scotland
	Travelwatch East Midlands

	Tyne Valley Rail Users Group
	Upper Calder Valley R' Sustainable Transport Group
Parliamentary	Representations from members of Conservative Party, Green Party, Labour Party and Scottish Labour Party
County & Unitary Authority	Aberdeenshire Council
	Welwyn Hatfield Borough Council
	Norfolk County Council
	East Riding of Yorkshire Council
	City of York Council
	North East Lincolnshire Council
	Barnsley MBC
	City of Bradford MBC
	Edinburgh City Council
	Derbyshire County Council
	Dundee City Council
	Durham County Council
	East Lothian Council
	Glasgow City Council
	Hertfordshire County Council
	Hull City Council
	Kirklees Council
	Leeds City Council
	City of Lincoln Council
	Lincolnshire County Council
	North Lincolnshire Council
	North Yorkshire County Council
	Nottinghamshire County Council
	Suffolk County Council
Scotland's Regional Transport Partnerships	HITRANS

	NESTRANS
	TACTRAN on behalf of all 7 Regional Transport Partnerships
	SESTran
	Tayside and Central Scotland Transport Partnership
Passenger Transport Executive	Metro - West Yorkshire PTE
	Strathclyde Passenger Transport
	South Yorkshire Passenger Transport Executive
	Transport for London
	NEXUS
District Or Borough Council	Newark and Sherwood District Council
	Harrogate Borough Council (Councillor)
	Harrogate Borough Council
	South Kesteven District Council
	Stevenage Borough Council
Chamber Of Commerce	Lincoln Business Club
	Scottish Business Board
	Harrogate Chamber of Trade and Commerce
	Leeds and North Yorkshire Chamber of Commerce
Community Council (Scotland)	Dunbar Community Council
	Dunpender Community Council
	Markinch Community Council
Community Rail	Association of Community Rail Partnerships
	Bishop Line CRP
	Humber Region Rail Development Company; The Yorkshire Coast Community Rail partnership; The Barton Cleethorpes

	Community Rail partnership
Local Business	Metrocentre Gateshead
	Berwins
	Newark Business Club
Local Enterprise Partnership	North East Local Enterprise Partnership
	Leeds City Region LEP
	Tees Valley Unlimited
Train Operator - Passenger	Abellio Group
	Northern Rail
	Wensleydale Railway PLC
Union	ASLEF
	RMT
	TSSA
Consultant	Urban and Civic Ltd
	Community and Regional Planning Services
Infrastructure Manager	HS1 Limited
	Network Rail
Trade Body	Freight on Rail
	Scottish Council for Development and Industry
Train Operator - Freight	DB Shenker
	Freightliner Group
Charity	Action on Hearing Loss
Freight Industry Group	Rail Freight Group
Non-Departmental Public Body	English Heritage
Local Government Representative Body	Association of North East Councils
Professional Body or Institute	CILT Scottish Policy Group

# Appendix B: Shortlisted Bidder Contact Details

East Coast Trains Ltd (First Group plc)

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[eastcoaststakeholders@firstgroup.com](mailto:eastcoaststakeholders@firstgroup.com)

Keolis/Eurostar East Coast Limited (Keolis (UK) Limited and Eurostar International Limited)

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NW1 2DX

0203 691 1668

[Elaine.holt@keolis.co.uk](mailto:Elaine.holt@keolis.co.uk)

Inter City Railways Limited (Stagecoach Transport Holdings Limited and Virgin Holdings Limited)

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40 Melton Street  
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