



Department  
for Transport

## Rail services in the next InterCity West Coast Franchise

**10 May 2016 – 2 August 2016**



**InterCity West Coast Franchise  
Public Consultation**



# Introduction

The Department for Transport is seeking the views of the public and stakeholders on the future of rail services, stations and other supporting services provided in the new ICWC rail franchise.

This comprises of all rail services currently operated by Virgin Trains West Coast, which includes long distance intercity high speed services and stations. A map showing where services run and stations that are served is provided in the centre of this leaflet.

We are now starting the process to select a rail company to operate and develop these services and stations from April 2018.

This gives us the opportunity to look again at the rail services provided by the ICWC franchise, and ensure they meet the needs and aspirations of the people and areas they serve.

***Our vision for the new franchise is to enable economic growth, support investment and make journeys better for passengers.***

We welcome your views on all aspects of the rail service so we can ensure the new franchise delivers the best possible railway for passengers, communities and business.



# Our objectives for the new franchise

**Drive growth in passengers** and develop the market for intercity travel between the cities served by the franchise ahead of the introduction of HS2, delivering a step change through reduced journey times, improved capacity, greater levels of performance, access to a wider range of fares to suit all markets offered through innovative fulfilment channels, and a more resilient operation.

**Work in partnership** with the West Midlands franchise operator, Network Rail, HS2 Ltd, the Department for Transport and other relevant bodies to support the delivery of the HS2 works, particularly the rebuild of London Euston station.

**Deliver a new benchmark in customer satisfaction** building on the high levels currently achieved. Improve the environment on board and at stations, in particular, ensure that any potential impact on the passenger during major planned construction works is minimised and managed.

**Build on investments** made in the West Coast Main Line and ICWC franchise, to drive the delivery of the long-term benefits from this investment and value to the tax payer through a value for money proposition for ICWC as a flagship railway and laying the foundation for the operation of HS2.



**Achieve whole-industry benefits** through innovation and partnership, working to deliver cost-effective services whilst maximising the use of available capacity across the whole of the geography served by ICWC.

**Continue investment** in the workforce and in wider socio-economic benefits for the communities served by ICWC and the wider UK economy, ensuring ICWC contributes to the Government's wider objectives.

## Key consultation areas

While we would like your views on all areas of the rail service offered through the ICWC franchise, there is a particular focus in the consultation on the following areas:

- Customer experience and satisfaction
- Information, especially in times of disruption
- How train services can better meet the needs of the areas and passengers they serve
- How the franchise can better support the community
- The role that stations fulfil for passengers and communities
- Make the railway more accessible for all
- Fares, ticketing and paying for your journey



# The current ICWC Franchise

The ICWC Franchise operates long distance high-speed services, primarily on the West Coast Main Line between London, Birmingham, Manchester, Liverpool, North Wales, Glasgow and Edinburgh.

The franchise runs through the London North Western, Wales and Scotland routes.

The franchise operates around 300 train services a day. Over 34 million passenger journeys totalling over 4.3 billion miles were made on the franchise last year.



The franchise provides direct services to 49 stations and directly manages 17 of these.

The franchise currently operates a fleet of 76 high-speed tilting trains. This fleet contains both electric powered pendolinos and diesel powered super-voyagers.



# How to respond

Full consultation document and online questionnaire are available at:

**[www.gov.uk/government/collections/rail-franchising#intercity-west-coast-franchise](http://www.gov.uk/government/collections/rail-franchising#intercity-west-coast-franchise)**

Details of public events where you can come along and ask questions to inform your response are available online at **[www.gov.uk/government/collections/rail-franchising#intercity-west-coast-franchise](http://www.gov.uk/government/collections/rail-franchising#intercity-west-coast-franchise)**.

If you need an alternative format of the document or questionnaire, please contact us at:

## **ICWC Consultation**

Department for Transport  
4/18 Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

**0300 330 3000** (switchboard)

The consultation will run from 10 May until 23:45 on 2 August. Please ensure that your response reaches us before the closing date.



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<https://www.gov.uk/government/collections/rail-franchising#intercity-west-coast-franchise>



# InterCity West Coast franchise area

Any questions?

Pop along and see us at one of our public events:

Location (all at the railway stations)	Date	Time
Milton Keynes	Wednesday 25 May	16:30 to 20:00
Euston	Thursday 26 May	15:30 to 20:00
Manchester Piccadilly	Friday 3 June	15:30 to 20:00
Liverpool Lime St	Monday 6 June	15:00 to 17:30
Bangor	Wednesday 8 June	15:00 to 17:30
Rhyl	Thursday 9 June	15:00 to 17:30
Carlisle	Wednesday 15 June	15:00 to 17:30
Edinburgh Waverly	Thursday 16 June	15:00 to 17:30
Glasgow Central	Friday 17 June	15:00 to 17:30
Rugby	Thursday 23 June	15:00 to 17:30
Birmingham New Street	Friday 24 June	15:30 to 20:00

- West Coast Network
- Stations managed by ICWC
- Stations managed by Network Rail
- Stations managed by other operators

