



Department
for Transport



East Midlands Rail Franchise Stakeholder Briefing Document and Consultation Response

Driving Growth in the East Midlands

June 2018



Department for Transport

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1

Foreword

1. Foreword



The Rt Hon Chris Grayling MP

Secretary of State for Transport

Introduction

I am delighted to publish the Invitation to Tender (ITT) for the East Midlands (EM) franchise and the associated Stakeholder Briefing Document.

Our proposals for the next EM franchise set out an exciting future that will deliver a brand-new fleet of bi-mode trains, more seats for passengers, reduced peak journey times between Nottingham, Sheffield and London and a dedicated, high quality, express service between Corby and London. These improvements mean more comfortable journeys for both long distance and commuting passengers at the busiest times of the day. We are also mandating improvements to local services, particularly in Lincolnshire.

The ITT, which was informed by a public consultation last year, specifies an ambitious programme of benefits and improvements that we require to be delivered in the next franchise. As always, the winning bidder will be the one that impresses the most by going furthest beyond the minimum requirements while ensuring value for money and a good deal for taxpayers.

Strategic Vision for Rail

Last November in my strategic vision for the future of the UK's railways – "Connecting People: a strategic vision for rail" – I set out the conditions that will secure a new era for rail travel in the UK:

- across the country we are now fixing the operational divide between track and train so that both the operator and Network Rail share one imperative: putting the passenger first;
- we are creating innovative new public-private partnerships for the delivery of vital rail services and infrastructure;
- we are exploring plans to open new lines and connect hitherto poorly served communities and business areas; and
- we are investing in digital technology, introducing state of the art smartcards, high quality Wi-Fi and improving redress for passengers when things go wrong.

In March this year I published plans for the innovative West Coast Partnership, which will revolutionise high speed travel between several of our major cities. I set out plans for the integration of track and train on our railways and plans for the transition to the operation of HS2 as it opens after 2026.

Now our vision for stronger performance and reliability on the EM franchise will be delivered through a brand new collaborative partnership between the next operator and Network Rail. This will include joint initiatives to ensure that both organisations work together to put the passenger first, delivering a more reliable, efficient railway for passengers and the taxpayer.

All of this is transforming the travel experience for UK passengers and giving them the quality and value they quite rightly expect from a railway fit for the 21st Century.

The Consultation

The response to the public consultation was significant, with over 2,300 passengers and stakeholders taking the time to provide their views. Responses came from individual members of the public, businesses, rail passenger groups, Community Rail Partnerships, Local Authorities, MPs, Trade Unions and other interested parties across the East Midlands network.

We have listened carefully to every response. All of these contributions have helped us design a specification for the EM franchise that reflects government's commitment to put passengers at the heart of decision-making on the railway. This document provides a summary of these responses and how we have tried to take them into account.

The next East Midlands rail franchise

We are investing in the biggest upgrade of the Midland Main Line since it was completed in 1870. It will enable improved long distance passenger services between Sheffield, Nottingham and London, as well as improved services between Corby, Kettering and London. During the next franchise there will be more seats available to both commuters and long-distance passengers and faster intercity journeys during the peak.

For long-distance journeys, we will reduce journey times between Nottingham and Sheffield and London by up to 20 minutes in the peak, and we will be delivering a brand-new fleet of bi-mode trains, with the first train delivered in 2021 and entering passenger service in early 2022. There will be a brand new fleet of bi-mode trains from early 2022.

For journeys between Corby and London St Pancras, passengers will benefit from a new and dedicated express service. From 2020, the journeys will be fast, like today, but on longer trains, with more seats which means more comfortable journeys for both long distance and commuting passengers at the busiest times of the day.

Overall, once the MML infrastructure improvements are delivered, there will be over 50% more seats into London in the peak compared to today.

The consultation responses highlighted the importance of getting both the basics right – providing high quality, frequent and reliable services, with more capacity – and developing a better railway fit for the future. Many respondents were also concerned about the reduction in calls by intercity services at the southern end of the Midland Main Line.

Passengers have also requested: improved accessibility to the railway; stronger integration of the door-to-door journey; more visible and proactive staff on trains and at stations; and reliable real time integrated journey information that is accurate and consistent. We will be requiring all of this and more from the new East Midlands operator.

The publication of the ITT today demonstrates how we will meet these ambitions, and ensure that East Midlands rail services also contribute towards broader objectives of supporting economic growth and opportunity, sustainability, and connecting local communities and businesses.

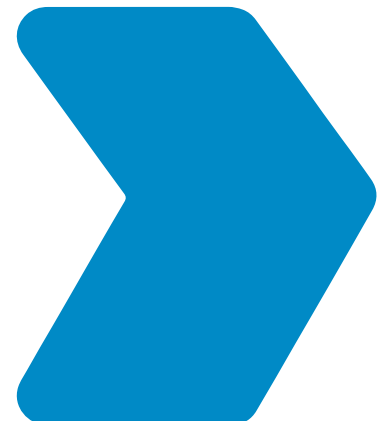
The responses we received also highlighted the need for more frequent services and increased capacity, particularly on the local services in Lincolnshire. We will be requiring that services start earlier in the morning and finish later in the day, with more trains running throughout the day to deliver a railway that meets the needs of the communities that they serve.

Improved Delay Repay compensation will be introduced, with compensation for passengers if their journeys are delayed by more than 15 minutes – reduced from 30 minutes currently. Smart ticketing will be introduced across the franchise to allow passengers a technological alternative to the current paper ticket.

Conclusion

Record levels of government and private sector investment are funding a renaissance of our railways that is unparalleled in Europe. As a result the competition to operate the EM franchise has attracted a world class field of companies, all of them determined to operate this important franchise.

The proposals we have set out today for the EM franchise mark yet another step in that transformation programme, and one that will deliver a once-in-a-generation change for the people, the communities, the towns, the cities and the businesses across the breadth of one of Britain’s most important railways.







2

Introduction

2. What is this document for?

Passenger services in the East Midlands have been operated by East Midlands Trains (EMT) since 2007. It is intended that EMT will continue to provide passenger services until August 2019, made possible by extending the current contract and making a further interim agreement.

From August 2019 the next operator will be in place to run the services in the East Midlands region. Running a franchise competition, where operators compete against one another to provide the passenger services, means we can use this opportunity to deliver a range of improvements for the passengers on the franchise, as well as to deliver value for money for the taxpayer.

The three bidders that have been shortlisted to take part in the competition are:

- Abellio East Midlands;
- Arriva Rail East Midlands; and
- Stagecoach East Midlands Trains.

The Department for Transport (DfT) has consulted with stakeholders and the public to understand the opportunities to improve passenger services. The franchise consultation, which ran between 20 July and 11 October 2017, received over 2,300 responses from passengers, businesses, Local Authorities and other stakeholders as well as the submission of two petitions with over 10,000 signatures combined.

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 we held. We have considered the comments and suggestions made, and have explored how these opportunities could be incorporated into the EM franchise specification, which bidders are asked to provide plans for.

This document summarises the responses we received in hard copy, by e-mail and through our online survey.

This Stakeholder Briefing Document:

- summarises the consultation process;
- outlines your views regarding the future of the EM franchise;
- responds to your feedback and identifies how your thoughts have informed the specification for the new franchise; and
- summarises the improvements to services, stations, trains, performance and ticketing that we have specified for the franchise in the Invitation to Tender (ITT), which is also published today.

It should be noted that the Department has endeavoured to produce a summary of the responses to each of the 30 questions asked in the EM franchise public consultation document. Any significant omission or incorrect emphasis is entirely unintentional. The shortlisted bidders for the franchise have access to all consultation responses submitted (subject to the restrictions described on page 46 of the Consultation Document), so bidders are fully aware of the issues raised by respondents and can take representations into account during bid preparation.

This document is separate from and does not amend or vary the ITT. It does not supplement or detract from the Department's requirements as described in the Delivery Plans in Section 5 of the ITT.

We have considered the responses to the consultation and the views of the shortlisted Bidders for the EM franchise when developing our requirements for the franchise, which have now been issued to Bidders in the ITT. Bidders are expected to consider the proposals and suggestions that respondents have made and, subject to value for money and affordability considerations, have the flexibility to offer enhancements that go beyond our specified requirements.

Bidders can receive additional credit in the evaluation process for doing so. Stakeholders wishing to pursue particular aspirations that are not fully met by the specification in the franchise ITT should therefore engage with the Bidders directly. **Contact details for the Bidders can be found in Annex C.**



Throughout this document you will see a number of questions in boxes, looking like this. These correspond to the questions that were asked in our public consultation last year.



3
Background

3. The current East Midlands rail service

Overview

The EM Franchise, currently operated by EMT – part of the Stagecoach Group, provides passenger services across the East Midlands region, linking towns and cities such as Nottingham, Derby, Sheffield and Leicester with each other and to a range of destinations beyond the region, including Liverpool, Manchester and Crewe to the west, Peterborough and Norwich to the east and London to the south.

There are currently four key markets that the franchise serves:

- **Intercity services** along the Midland Main Line (MML), connecting Nottingham, Sheffield via Derby and Leicester to London St Pancras;
- **London commuter services** into London St Pancras stopping at Corby, Kettering, Wellingborough, Bedford, Luton and Luton Airport Parkway;
- **Inter-urban services** linking a number of major towns and cities between Liverpool and Norwich; and
- **Local and regional services** centred on Nottingham, Derby and Lincoln but also serving a large number of smaller, rural locations.

The EM franchise provides a much-used and increasingly popular rail service. 470 rail services are offered each day and 26 million passenger journeys are undertaken each year. EMT has performed well in the National Rail Passenger Survey (NRPS) when compared to other similar operators and is well-regarded by many as an operator that is delivering services well. The franchise also operates reliably, and consistently outperforms the long-distance average punctuality figures.

When we mention, in this document, the ‘next’ or ‘new’ franchise this refers to the one scheduled to start in August 2019, and ‘the operator’ refers to the winning bidder who will operate services from August 2019.

Midland Main Line Programme

A major infrastructure investment programme is underway to electrify the MML between Corby/Kettering and Bedford. This is supported by further investment at locations such as Market Harborough and Derby, which will improve journey times and reduce conflicts at these pinch points. Delivering these enhancements whilst continuing to reliably provide passenger services is essential. The operator faces the challenge of enabling these projects to be delivered and then making the most of the new infrastructure.

May 2018 saw a major recast of the timetable for the Thameslink Programme, which increases the number of Thameslink services on the MML and other routes, and has been designed to enable the MML Upgrade to deliver an additional long-distance train path from 2020. Over £7bn is being invested in delivering the Thameslink programme, alongside the biggest upgrade of the MML since it was completed in 1870. These programmes will improve rail journeys for passengers using the MML to travel into London St Pancras.

From May 2018, passengers between Bedford and London benefit from more frequent Thameslink trains, with over 2,000 extra peak-time Thameslink seats at Bedford and over 3,000 from Luton each morning. The Thameslink programme provides improved journey times and better connections on Thameslink services from Bedford to Farringdon, for Crossrail when it opens, as well as to London Bridge and further south.

To enable improvements to current and future services, the EM franchise cannot offer the same timetable beyond May 2018. This means that peak-time EM services between Bedford, Luton and London St Pancras are being removed for the period between May 2018 and 2020. There will also be changes to some intercity journey times between Sheffield, Nottingham and London, with some journeys slightly longer and some slightly shorter.



Lincoln, Lincolnshire

Departure and arrival times for most services also change. The Department has funded three extra trains to the EM franchise fleet to minimise this disruption.

Passengers at Bedford and Luton continue to be served by Thameslink, and Thameslink provides an alternative fast service with fewer stops, delivering journeys of around 45 minutes between Bedford and London, and of around 30 minutes between Luton and London. Passengers travelling from the north to Luton in the peak need to change trains at Luton Airport, which continue to be served by East Midlands services in the peak, and then travel back for around three minutes on a Thameslink service. For passengers travelling from the north to Bedford in the peak, there is a fully accessible coach service between Wellingborough and Bedford.

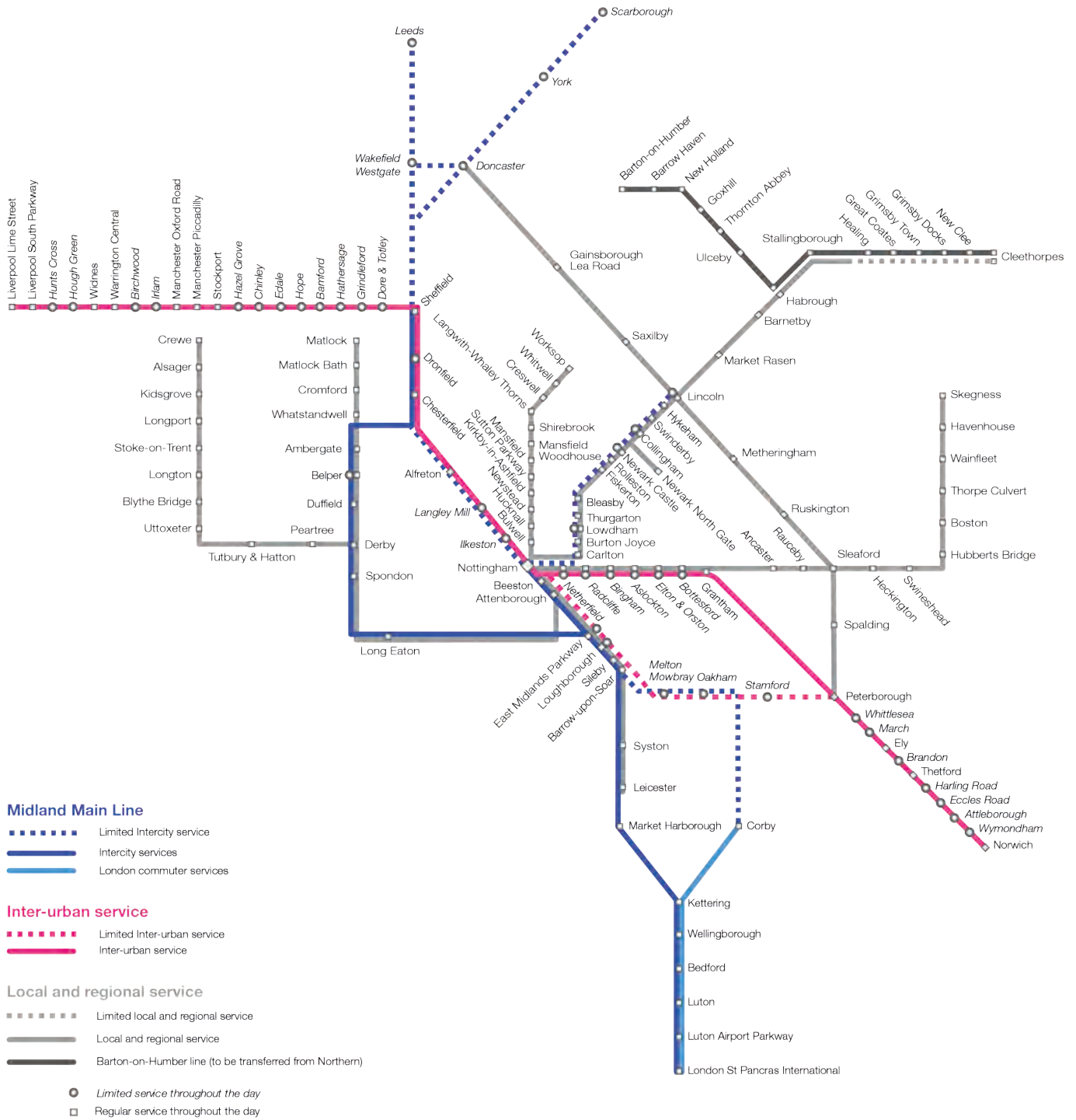
This situation will be resolved from 2020 with the completion of the upgrade of the MML, which will add extra capacity to the route, enabling more trains to run.

Future franchise

We have presented the challenges of the franchise and our expectations to the shortlisted bidders in the ITT, and invited them to detail how they will deliver improvements across the franchise. Our ITT takes into account findings from stakeholders and the public consultation, as well as our development of options and detailed assessment process.

The shortlisted bidders will have until September 2018 to prepare their bids. The DfT will assess and evaluate their proposals, with the next operator scheduled to be announced and in-place to start operating services from August 2019.

The East Midlands Franchise Network





4

Our vision

4. Objectives for the franchise

The Department has developed the specification for the next EM franchise around the needs of passengers and to deliver the government's broader vision for rail in the UK. The Secretary of State published his 'Strategic Vision for Rail' on 29 November 2017.

This document sets out the government's plans to deliver a more reliable, competitive railway with greater co-operation between Network Rail and train operators; more accountability; improved skills and training of the rail workforce; the delivery of new lines and new routes and a much improved customer experience for passengers.

The government's long-term plan is to build a stronger, more competitive economy and a fairer society. Rail is crucial to this and plays a vital role in delivering economic growth and opportunity. Rail services provide access to markets, employment, leisure and tourism and make an important contribution towards building a One Nation Britain. The Department's objectives for the franchise will serve passengers and support these goals.

Our vision is a world-class railway that delivers continuous improvement for passengers and maximises opportunity for people and businesses. The franchise competition enables the DfT to explore opportunities to require improvements to the franchised passenger services, and deliver this continuous improvement.

Within the consultation document, published last year, the Secretary of State set out objectives for improving performance and passenger services, maximising benefits from the planned upgrade programme and investment in the workforce of the new operator.

The objectives include:

- enhancing the rail industries' contribution to the East Midlands economy;
- improving the passenger services;
- accommodating future growth in demand;
- investing in the train fleet;
- looking after passengers and improving their overall experience before and during travel;
- delivering the benefits of infrastructure investment and working more closely with Network Rail;
- investing in people working in the franchise; and
- being part of the East Midlands community.





5

Consultation
responses

5. Consultation overview and responses

Summary of responses

The EM franchise public consultation ran from 20 July 2017 to 11 October 2017. The purpose of the consultation was to:

- explain why we are running a competition to find the next operator and the benefits that will bring;
- set out our aims and options for improving the services;
- seek views on these aims and options for improving services; and
- identify other priorities for improvement.

The consultation was published on the DfT website and advertised through both the Department's Twitter account and leaflets and posters at stations.

Public events were held in Bedford; Derby; Kettering; Leicester; Lincoln; Liverpool; London; Norwich; Nottingham; Sheffield and Wellingborough and were

well attended. These events were for local people and stakeholders to ask questions about the franchising process, discuss options for the future specification and put forward their views.

Over 2,300 responses to the consultation were received, as documented in Tables 1 and 2 below and a list of respondent organisations is in Annex A. 90% of responses received were from individuals and 10% were from stakeholder organisations.

Two petitions were received. The first concerned proposed service levels to Bedford, Luton, Wellingborough, Melton Mowbray and Oakham and the reinstatement of the programme of full electrification of the MML. The second objected to the proposed withdrawal of intercity trains calling at Bedford. The two petitions combined included over 10,000 signatures.



Table 1: Breakdown of responses

Method of response	Number of responses
Online survey	1,699
Email	711
Letter	49
Total	2,459*

*This number includes 86 duplicate responses to the consultation.

Table 2 below provides a breakdown of the stakeholder groups who responded to the consultation.

Table 2: Breakdown of stakeholder responses

Organisational category	Number of responses
Airport	5
Borough/District Council	31
Business	28
Business Chamber of Commerce	9
Campaign Group	24
Community Rail Partnership	9
Consumer Watchdog	6
County Council/Unitary Authority	19
Disability Association	4
Education/medical establishment	4
LEP/Economic Partnership	4
Local Residents Group	14
MP/Politician	21
Parish/Town Council	34
Rail User Group	18
Trade Unions	5
Transport Operator	11
None specified	2
Total	248

The majority of respondents to the consultation were users of Bedford (39%), Wellingborough (9%), Chinley (4%), Luton (2%) and Market Harborough (2%) stations. These stations represent the top five in terms of number of respondents, but are not necessarily proportionate with revenue or passenger journeys.

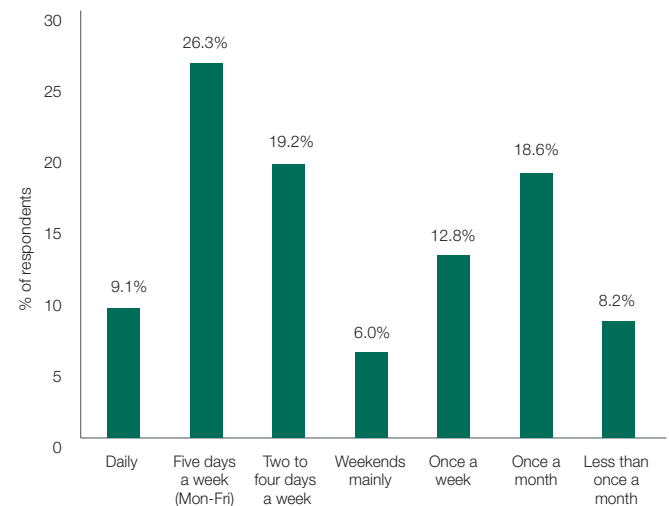
Respondents most popular journeys were between Bedford – St Pancras (32%), Wellingborough – St Pancras (5%), Chinley – Manchester (2%), Kettering – St Pancras (1%) and Luton – St Pancras (1%).

The majority of respondents to the consultation were commuters (50%). 30% were leisure travellers and 20% were business users.

Over 35% of respondents used the East Midlands network 5 days a week or more and a further 19% accessed the network more than once a week.

Figure 1: Frequency and reason for travel

Travel Frequency



This information was obtained from responses to Section A of the consultation document, in which respondents provided information regarding their nearest station and their usual journeys on the East Midlands network and the Barton Line, between Barton-on-Humber and Cleethorpes. We asked for this information to determine whether there were different themes raised by passenger and stakeholder groups.

Key themes

The consultation asked 30 questions grouped into broad themes of:

- A Alliancing and stakeholder partnering
- B Train services and connectivity
- C Journey experience
- D Looking to the future

The consultation offered respondents an opportunity to put forward their view on a wide range of issues, for example how to improve the passenger experience, amendments to the current rail service, better connectivity and service levels and the ticketing and fares structure.

Not all respondents commented on every question. The majority of respondents were concerned with proposals to improve intercity journey times between Sheffield (via Derby), Nottingham and London St Pancras by reducing frequency of stops on intercity services.

Question 4, regarding our proposed approach to reducing journey times on long distance services and increasing the likelihood of getting a seat, had the greatest number of responses (1,996). Some respondents gave a yes/no answer but did not explain their selections. Respondents also reiterated their views on this proposal throughout the consultation.

There was general opposition to proposals to alter or change current service levels and calling patterns, particularly those highlighted above but also services on the Liverpool – Norwich route and direct services from Melton Mowbray and Oakham to London.

In the remainder of this section, we summarise the responses to each question in turn, and explain how respondents' thoughts have informed the specification in the ITT. These are structured in line with the themes above. Where respondents have offered more general comments, these have been included within the analysis of the most relevant question or theme. The summaries below are an attempt to encapsulate the broad range of views submitted by individuals and stakeholders in response to the consultation questions.

Figures in this document refer to the number of people who responded to each question in the online consultation form, or who specifically addressed that topic within the e-mail or postal response.

Question by question responses

Where figures or tables in the following section show percentage of respondents, please note this is the percentage of people that responded to the specific question, and not of overall respondents to the consultation.

Some figures or tables are broken down to show the responses by passenger market, for example:

- Intercity
- London commuter
- Inter-urban
- Local & regional

(These routes are defined in Section 3 of this document.)

A total of 3 respondents used the Barton line, one individual respondent and two organisations.

Note: Percentages in all subsequent tables may total more or less than 100% as responses frequently fell into multiple themes. Only the top five themes are shown, and may not add up to the total number of responses for that question, due to some responses to a given question being applicable to multiple themes.



A – Alliancing and Stakeholder Partnering

Q1: How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?

985 people responded

Our thoughts

Improved, joined-up working between the operator of the next franchise and Network Rail, a key objective of the Secretary of State’s ‘Strategic Vision for Rail’, will improve delivery of maintenance or enhancement programmes and will ensure faster resolution of problems on the network. We believe that passengers will benefit through the alignment of targets and incentives between Network Rail and train operators.

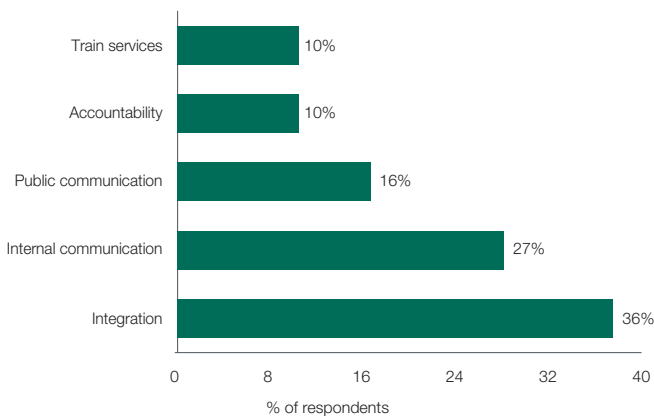
This question looked for ideas from respondents for how closer collaboration between the operator and Network Rail could be achieved.

Your response

36% of respondents to question 1 believed greater integration and alignment of objectives from staff on both sides was necessary. 27% of respondents called for improved internal communications between Network Rail and the operator, with better planning and co-ordination for maintenance and engineering works. Respondents also highlighted that improvements in communication to the travelling public were required, including face to face meetings and improved feedback (16%). 10% also wanted to see improved planning on both sides to deliver better timetabling and connections and delivery of new services.

Figure 2: Question 1 responses

How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?



Our response

A Delivery Plan dedicated to stakeholder partnering is included in the franchise ITT. This seeks initiatives and commitments to improve integration and collaboration between the next operator and Network Rail. Specifically, we are requiring joint, co-located teams to improve leadership, project planning and both internal and passenger-facing communications.

We are also requiring the operator to work with local stakeholders to develop and deliver initiatives to improve passenger experience and future planning. A requirement will be included to ensure that change within the Franchise is managed in partnership with stakeholders to minimise disruption to passengers, and the operator will improve communications, aiming to provide a single point of accountability to passengers and stakeholders.

Q2: How can the operator of the next East Midlands franchise engage with Community Rail Partnerships or heritage railways to support the local economy to stimulate demand for rail services in the region?

Community Rail Partnership
Heritage railways

985 people responded
575 people responded

Our thoughts

The East Midlands network has a number of local and rural routes that have been designated by the Department as community rail lines and/or community rail services. There are also a number of heritage railways around the East Midlands region, which provide important leisure and tourism links. We want the operator to work with Community Rail Partnerships (CRPs) and heritage railways to ensure that the EM franchise meets the needs of the communities they serve. This question sought ideas for how both CRPs and heritage railways could be supported by the franchise.

Your response

Community Rail Partnerships

32% of respondents to question 2 wanted improved communications with CRPs including forums, surveys and better advertising of services and routes. 26% wanted better partnership working between the operator and CRPs. 26% called for the improvement of train services including better timetabling and on-board facilities. 13% called for station and train improvements whilst 7% felt that more use should be made of ticketing initiatives to promote the CRP links.

Heritage railways

Table 3a: Question 2 responses, CRPs

Rank	Theme	Count	% of Total
1st	Communication	293	32%
2nd	Services	236	26%
3rd	Partnerships	233	26%
4th	Investment	116	13%
5th	Ticketing	62	7%

Similar themes and issues came from respondents regarding heritage railways. 31% were in favour of greater partnership working, 28% better communication, 19% improvement of services and 17% called for station and train improvements whilst 14% suggested ticketing initiatives to promote heritage railways.

Table 3b: Question 2 responses, Heritage Railways

Rank	Theme	Count	% of Total
1st	Partnerships	181	31%
2nd	Communication	159	28%
3rd	Services	110	19%
4th	Investment	99	17%
5th	Ticketing	82	14%

Our response

Community rail is continuing to be a great success, which is clearly highlighted by the volume of responses to this question, and we want to continue supporting it in the new franchise.

The franchisee will be required to support, and work with existing and future CRPs, including providing a substantial level of financial support amounting to £250,000 a year over the duration of the franchise term to maintain and further enhance their positive impact on the railway. Our engagement expectations will be set out in the ITT, with our requirements including regular dialogue, joint marketing, and supporting innovative third-party funding mechanisms.

Bidders will be encouraged to include proposals for making use of heritage railway trains, for example to provide extra capacity for special events or to provide a special customer experience to commemorate significant events.

Q3: Do you think the operator of the train service, stations and support services should take the following into consideration when they run the franchise:

The environment	1,855 responses
Equality	1,831 responses
Communities in the areas they operate	1,842 responses

Our thoughts

Delivering rail operations that improve the environmental sustainability of both trains and the stations they serve is important for the benefit of the environment, passengers and staff, and supports the government’s wider policy to reduce transport-related emissions. Improved rail services will further encourage a shift from passengers to more sustainable and environmentally friendly modes of transport.

Investment in staff, their training and development and the support that they receive enables and empowers them and creates an environment they are enthusiastic to work in and ensures they treat all passengers with impartiality.

Engaging with local communities and stakeholders ensures the operator better understands and therefore meets the needs of the communities it serves. It maximises the value, in environmental, economic, social and commercial terms, of investments and a franchisee which serves the East Midlands is well placed to contribute to enhanced regional growth, as noted in the Transport Investment Strategy.

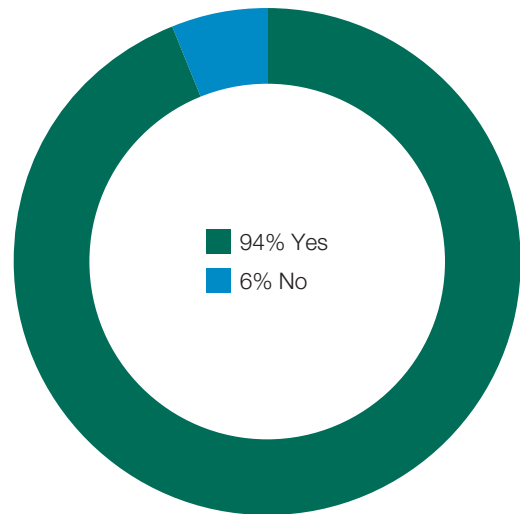
We also recognise the need in our decision making to have due regard to the requirements of those groups that share a relevant protected characteristic (as described in section 4 of the Equalities Act 2010).

Your response

The environment

Figure 3a: Environment responses

Do you think the operator of the train services, stations and supporting services should consider and support the environment?



Respondents were overwhelmingly in favour of the operator considering the environment when delivering franchise services (94%). The table below shows the key themes behind respondent’s answers to this question.

Table 4a: Reasons for considering the environment

Rank	Theme	Count	% of Total
1st	Environmental awareness	630	34%
2nd	Need more effort	154	8%
3rd	Promote rail	150	8%
4th	Electrification	119	6%
5th	Not a priority	37	2%

Greater environmental awareness was called for (34%) with better promotion of rail as an alternative to car usage (8%) and greater effort being made by the operator to meet and deliver environmental targets by improved working practices (8%). Some respondents (6%) called for electrification of the route to reduce the franchise’s carbon footprint. Other measures called for included rolling stock fuel efficiency measures and improved recycling both on-board trains and at stations.

Respondents were asked how the operator should consider and support the environment and the responses were ranked in the following priorities:

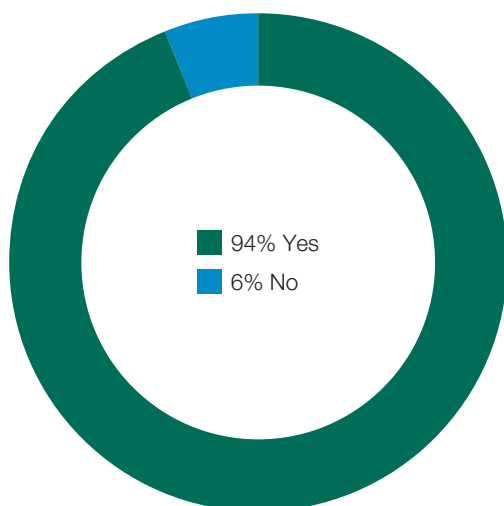
Table 4b: How the operator should consider the environment

Rank	Theme	Count	% of Total
1st	Rolling stock improvements	343	31%
2nd	Electrification	339	31%
3rd	Better Working Practices	327	30%
4th	Modal shift	264	24%
5th	Recycle	154	14%

Equality

Figure 3b: Question 3 responses, Equality

Do you think the operator of the train services, stations and supporting services should consider and support equality?



Once again, respondents were very supportive of the operator considering equality as an integral part of the delivery of franchise services (94%).

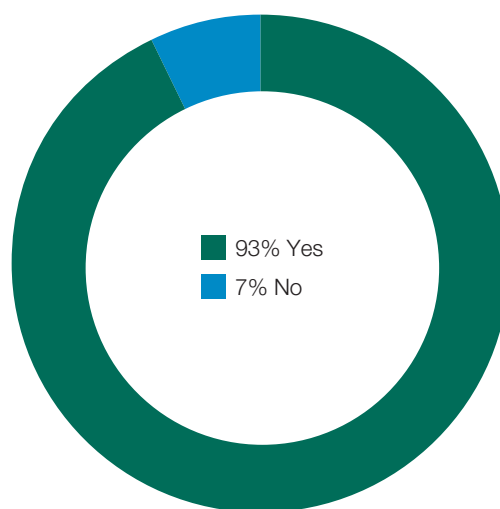
Table 4c: How the operator should consider equality

Rank	Theme	Count	% of Total
1st	Staff	338	37%
2nd	Public Facing	256	28%
3rd	Rail Services	116	13%
4th	Legal	107	12%
5th	Stations	107	12%

Respondents (37%) wanted to see actions, both in the recruitment process and staff development. Respondents (28%) also wished to see staff interactions with the travelling public to be fair and unbiased. Some respondents (13%) interpreted this question to mean that services themselves should be more equal for example by removing First Class and making rail tickets more affordable.

Communities

Figure 3c: Question 3 responses, Communities



93% of respondents were supportive of greater community involvement by the operator.

Figure 4: Question 3 responses, Communities

Do you think the operator of the train services, stations and supporting services should consider and support the communities in the areas they operate?

Table 4d: How the operator should consider communities

Rank	Theme	Count	% of Total
1st	Engagement	538	50%
2nd	Services	303	28%
3rd	Investments	104	10%
4th	Stations	95	9%
5th	Rail focus	92	9%

Greater engagement and interaction (50%) was called for including forums, surveys and interviews. 28% wanted equal access to services and service levels in comparison to better served locations.

9% of respondents were in favour of greater community support from the operator in the form of investment. 9% felt that community engagement wasn't important and the operator's emphasis should be on delivering train services.

Our response

The operator will be required to follow the 'Rail Industry Sustainable Development Principles' in managing and operating its franchise. This will include taking a long-term, whole railway industry view of the benefits of investing in environmental and socio-economic sustainability.

Environment

We are interested in proposals to reduce the environmental footprint of the franchise, alongside electrifying the railway to Corby to reduce emissions from diesel trains and using bi-mode trains to deliver the benefits of the electrified sections of the MML. To achieve this, the operator will be required to meet targets for improvements in respect of its carbon emissions, energy consumption, water usage and recycling.

Equality

Reflecting respondents' expectation that the franchise should have equality at the centre of its business model, we will require a franchise operator who will lead, structure and manage its organisation and workforce throughout the franchise term, including in areas such as staff wellbeing, apprenticeships and training. The operator will need to develop management and leadership skills throughout the organisation, understanding and improving the skills and abilities of staff members through investment in training to create a modern working environment. Furthermore, in-line with the Rail Technical Strategy, plans to reduce the gender gap and increase the number of BAME employees across the franchise will be requested.

Communities

We expect the operator to reflect its important role within local communities, including ensuring that stations are integrated into the community, developing partnerships with local enterprises and enabling the use of redundant buildings at stations. The operator will also be required to produce a Community and Stakeholder Engagement Strategy with regular updates to the Department.

There is great potential for the next operator to further engage with local communities, organisations and stakeholders. They will need to engage with local communities by asking them about the improvements they would like to see to their services and stations.

Bidders will be required to detail how they will use their dialogue with stakeholders to make customer experience improvements in the latter years of the franchise, specifically through a Customer and Communities Improvement (CCI) fund. We are also incentivising bidders to identify stations that have commercial development potential or could be developed for social purposes, serving the needs of customers and local communities.

B – Train services and connectivity

Q4: Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?

1,996 people responded

Our thoughts

We want to both reduce journey times on intercity services and ensure that everyone gets a seat. Currently trains in the peak going south are often full by Kettering and passengers travelling north in the peak often do not get a seat.

At peak times, intercity services into and out of London and local services into Nottingham, Derby and Lincoln are busy, with many passengers unable to get a seat for part, if not all, of their journey. Capacity and crowding is also a challenge on the inter-urban services, particularly at the western end of the Liverpool-Norwich service. Across the franchise demand is expected to grow, placing further pressure on these already busy services.

On the intercity routes there are also competing needs; currently the same trains serve the long-distance market and London-bound commuter market, extending journey times for through passengers whilst also increasing crowding and the instances of standing passengers.

In some areas, the current configuration of services delivers comparatively poor levels of connectivity between key regional centres, and to and from major transport hubs such as Crewe and Peterborough. In addition, low off-peak frequencies and infrequent Sunday services do not necessarily match passenger and stakeholder expectations.

In the public consultation we included a proposal to improve journey times by not stopping intercity services at stations on the London commuter route such as Luton, Bedford, Wellingborough and Kettering. Passengers, at these stations, would instead be served by dedicated high quality express trains on the Corby-London route.

However, a consequence of this change would mean that journeys between destinations north and south

of Kettering (e.g. Luton Airport to Nottingham or Leicester to Wellingborough) would no longer have direct through-trains and some passengers would potentially have to change trains at Kettering. This question sought views on this proposal.

Your response

This question was received the highest number of responses and the theme of opposition to any reduction in current service levels was noted regularly in responses to other questions in the consultation too.

1,405 (57%) of respondents were opposed to the proposal and 591 (24%) were supportive. 463 (19%) did not respond to the question.

Respondents who did not support the proposal were concerned their journey times would increase and did not wish to see any reduction in current service levels,

Figure 5: Question 4 responses

Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?

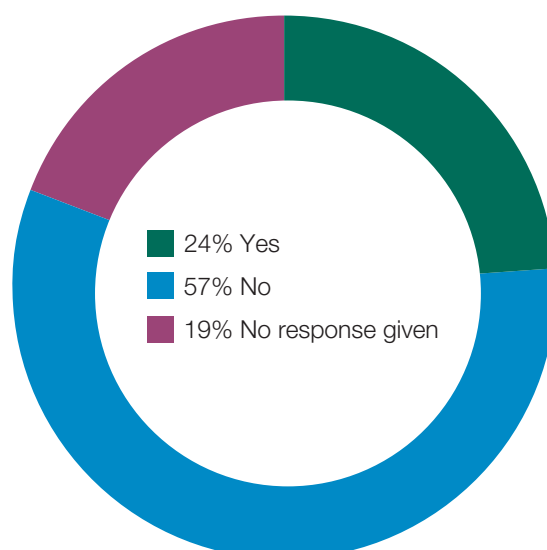


Table 5a: Reasons for response to the proposed approach

Rank	Yes – Theme	Count	% of Total	No – Theme	Count	% of Total
1st	Journey Time	124	6%	Journey Time	527	26%
2nd	Seating	78	4%	Don't reduce service	442	22%
3rd	Don't reduce service	58	3%	Connectivity	229	11%
4th	Crowding	41	2%	Frequency	214	11%
5th	Train Services	37	2%	Passenger Experience	183	7%

stopping patterns or frequencies. This concern is due to some loss of intercity connectivity, with a reduction in calls at the southern end of the MML. Many stated that they did not experience a problem with getting a seat on trains in and out of London but that they would rather not have a seat than an increased journey time or reduced frequency in service. Respondents also stated that a reduction in service would have impacts on their personal and professional lives, worsening their experience as a passenger.

42% of respondents to this question describe themselves as commuters, 25% leisure users and 16% business users (not all respondents provided a journey type).

Stations with the highest number of respondents were Bedford (39%) and Wellingborough (9%).

Although a number of Chinley station users (4%) responded and were opposed to the proposals we believe they were probably referring to the Liverpool – Norwich route proposals (see Q15).

Supporters of the proposal favoured a reduction in journey times (6% of the total) and seating improvements (4% of the total).

Our response

We have considered this proposal in detail, and have balanced the concerns raised during the consultation with:

- current and future demand and capacity challenges;
- financial and economic impact on the franchise;
- market needs;
- connectivity requirements; and
- available track capacity and timetable options.

We will require the operator to provide two trains per hour between London St Pancras and Corby, using trains that are capable of utilising the electrified infrastructure, with calls at all existing EMT intermediate stations on this route, bringing significant capacity benefits on this route.

We will require the operator to run four trains per hour for most of the day between Leicester and London St Pancras. Two of these trains will run to Sheffield and two will run to Nottingham, with two services per hour calling at Market Harborough and one per hour at Kettering. The Corby services will call at all of the other southern MML stations that are currently served by the EM franchise.

From May 2018, East Midlands services do not call at Luton and Bedford, but these trains are replaced by an uplift in Thameslink services. These additional services are operated by longer trains and reduce Thameslink journey times to London St Pancras to around 45 minutes from Bedford and from Luton to around 30 minutes. In December 2020 the timetable will be adapted, through the electrification of the railway to Corby, to allow two dedicated commuter trains per hour to Corby, providing capacity to prevent passengers from having to travel on busy intercity trains. At least one intercity service per hour will call at Kettering to retain connections with stations served by the Corby services, and we are also requiring peak time calls at stations between Leicester and Bedford in the counter-peak direction, maintaining some direct journeys between stations intercity route.

This forms the minimum specification, and Bidders are incentivised to operate services which enhance or maintain existing connectivity where possible.

Q5: What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London?

809 people responded

Our thoughts

There could be a loss of direct services (currently 2 per day Melton Mowbray – London and 1 per day London – Melton Mowbray, both calling at Oakham) between London and Oakham and Melton Mowbray as a consequence of running electric trains on the line between London and Corby, as there are no plans to electrify the line beyond Corby to Oakham and Melton Mowbray.

Table 6: Reasons for response to the proposed approach

Rank	Theme	Count	% of Total
1st	Don't Reduce	395	49%
2nd	Extra Service	207	11%
3rd	Connectivity	160	8%
4th	Bi-Mode Trains	60	3%
5th	Ticket prices	36	2%

Your response

There were a relatively small number of respondents to this question. 49% of whom do not support proposals to reduce the number of direct services between Melton Mowbray, Oakham and London St Pancras.

Respondents' suggestions included calling for the line to be electrified beyond Corby to Melton Mowbray, extra services (11%), ensuring a good level of connecting services with timings that minimise journey times (8%), the use of bi-mode trains on the route so that services could travel beyond Corby (3%) and ticket price incentives to ensure people continue to use the service. The operator will have flexibility as to when this service runs.

Our response

One direct service per day to London St Pancras in each direction will be specified, originating at Melton Mowbray and calling at Oakham, reflecting consultation feedback to retain this service. The operator will have flexibility as to when this service runs.



Sheffield railway station, Sheffield

Q6: What are the particular services, routes and times of day when you think additional seats for passengers are most needed?

Services	1,245 people responded
Routes	1,229 people responded
Times of day	1,301 people responded

Our thoughts

Passenger numbers on East Midlands routes have grown in recent years and will continue to rise. Some peak services are already very crowded. We have looked at various options to address this including providing more seats on intercity trains, introducing high-quality 12 carriage trains on the London commuter route and using longer trains on inter-urban and regional and local routes, where the infrastructure can accommodate this.

The highest number of respondents to this question were users of local and regional services (46%) followed by users of the London commuter route (42%). 31% of respondents were users of inter-urban services.

Respondents believed that more seats should be provided during the morning peak (92%) and evening peak (96%). The next priority for improved capacity was early morning (23%) and morning off peak (23%) services followed by evening off peak (22%) and finally afternoon off peak (21%) and late evening services (21%).

Your response

Table 7: When are more services required?

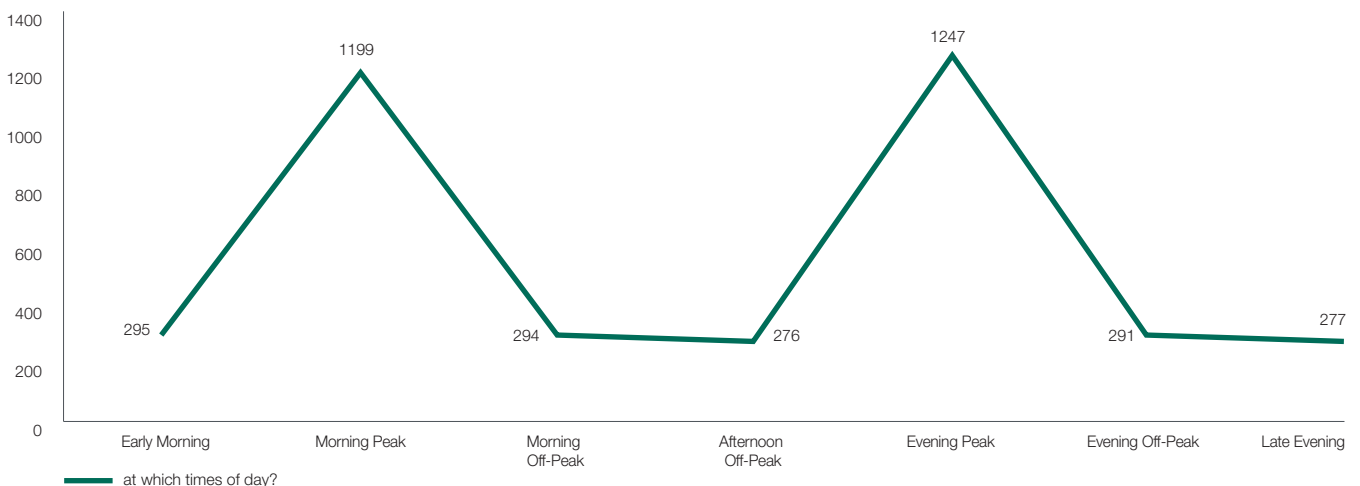
Rank	Theme	Count	% of Total
1st	Evening Peak	1247	96%
2nd	Morning Peak	1199	92%
3rd	Early Morning	295	23%
4th	Morning Off-Peak	294	23%
5th	Evening Off-Peak	291	22%

Our response

A capacity uplift will be provided by the increase from 5 trains per hour going into/out of London St Pancras to 6 trains, along with electrification of the line to Corby from December 2020. This, combined with the increased capacity of trains serving the London commuter route, will result in a significant increase in seats, particularly during the peak periods – and will release capacity on intercity services. The operator will be required to meet the capacity needed during the peaks on regional and local routes.

Figure 6: Question 6 responses

What are the particular services, routes and times of day when you think additional seats for passengers are most needed?



Q7: Which on-board facilities in order of preference are most important to you?

On short distance journeys (up to 60 minutes)
 On long distance journeys (over 60 minutes)

1,663 people responded
 1,513 people responded

Our thoughts

We are looking to improve the on-train facilities, with substantial changes expected, therefore we asked this question to understand the preferences for passengers on both shorter distance journeys up to 1 hour and those travelling for longer distances, as their needs can be different.

Passenger expectations are increasing, and without action the EM franchise may fall behind other operators in passenger satisfaction. On long-distance services, passenger satisfaction is lower than comparable operators, and on local and regional services the passenger facilities are falling behind passenger’s core requirements. Some stations are similarly in need of improved facilities and services to support growing passenger numbers.

Your response

Figure 7a: Question 7 responses (journeys up to 60 minutes)

Which on-board facilities, in order of preference, are most important to you (1 – highest, 13 – lowest)?

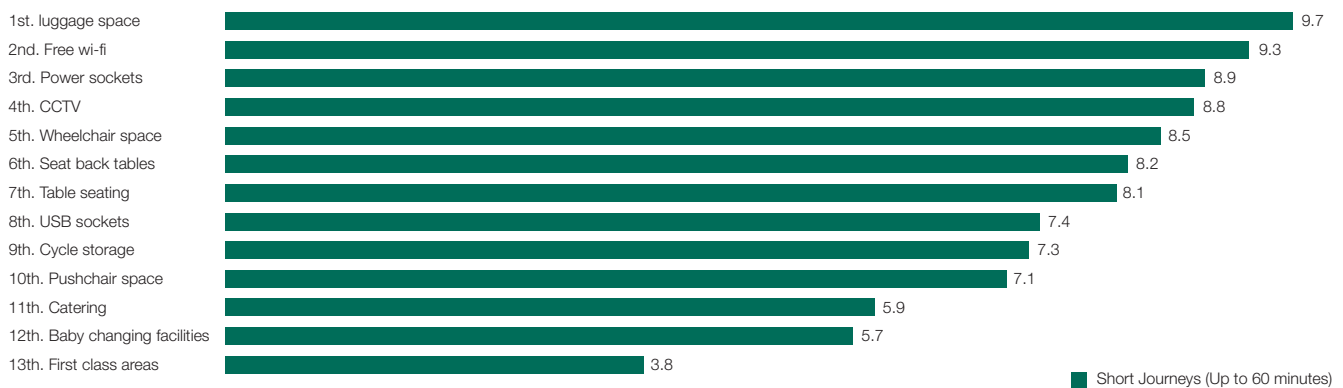
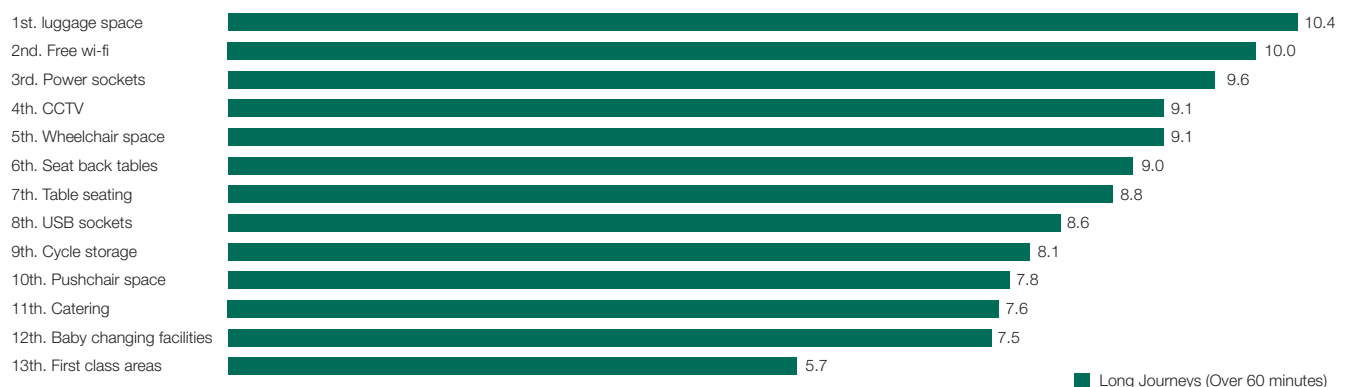


Figure 7b: Question 7 responses (journeys over 60 minutes)

Which on-board facilities, in order of preference, are most important to you (1 – highest, 13 – lowest)?



For both short distance and long distance journeys passenger top priorities for on-board facilities were (in order of preference):

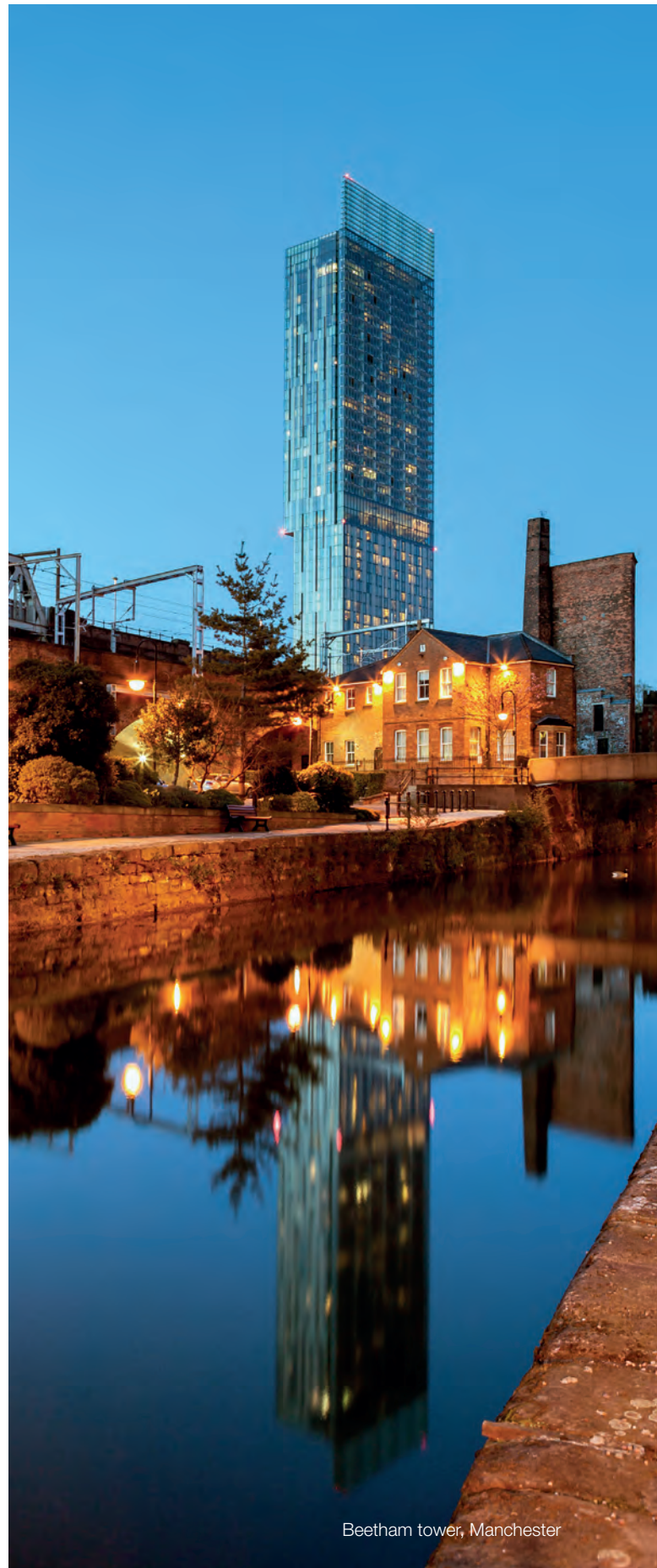
- Luggage
- Free Wi-Fi
- Power sockets
- CCTV

Improved wheelchair space was 5th priority for shorter distance journeys and more table seating was 5th priority for longer journeys.

Our response

The operator will be required to introduce modern trains that meet passengers' needs and provide the on-board facilities passengers have identified as important, with trains that are suitable to the market that they will serve. This means that trains operating on the MML will be intercity trains and the Corby electric-capable trains will be suitably comfortable and provide for the needs of the passengers on the London commuter route.

In direct response to the issues raised in the consultation, we will require the operator to improve passenger information systems on all trains, provide at seat power and appropriate luggage space. They will also be required to provide high quality Wi-Fi. Bidders will be incentivised to provide trains that exceed these requirements, such as offering air conditioning and the fitment of USB ports where these facilities are not currently provided on existing trains that will be used in the long term.



Beetham tower, Manchester

Q8: What other on-board facilities should be:

Introduced?
Improved?

582 people responded
849 people responded

Our thoughts

There may be on-train facilities that would improve the overall passenger experience that we have not considered, that respondents would also like to see introduced or improved and we are keen to understand what these are.

Your response

Respondents (22%) wanted the introduction of better provision of information between staff and passengers with announcements made regarding any delays, the distance to the next station and the estimated time of arrival of the service. The provision of Wi-Fi (6%) was seen as a necessity by some respondents, who believed it should be both free and fast. Respondents (5%) also requested improvements to the ambience of the journey including the introduction/re-introduction of quiet carriages and family carriages, better control

of temperature (either too hot or too cold) and no alcohol served. 5% of respondents also requested seating improvements, for example more leg room or better alignment with windows. Respondents also (4%) wanted an improved catering offer with suggestions for free water to be provided at water fountains.

With regard to on-board improvements respondents felt that toilet facilities were a priority, both an increase in numbers and their cleanliness (25%).

Again, the provision of free and fast Wi-Fi was requested (17%) together with seating improvements with respondents calling for more leg room and seats aligned with windows (17%). A better catering offer (14%) was once more a priority for improvement and more luggage space (12%) including increasing the space available for luggage storage and increasing the size of the overhead luggage space.

Figure 8a: Question 8 responses, facilities introduced

What other on-board facilities should be:

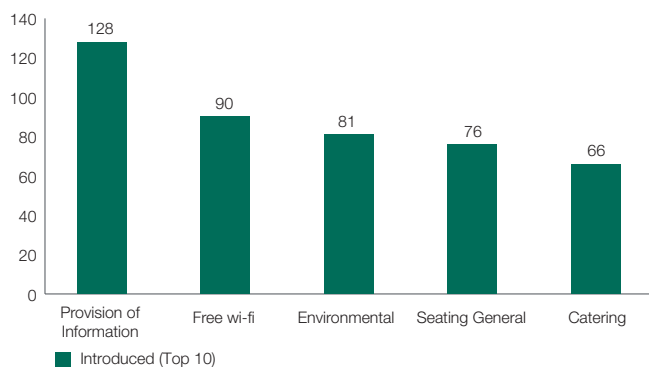
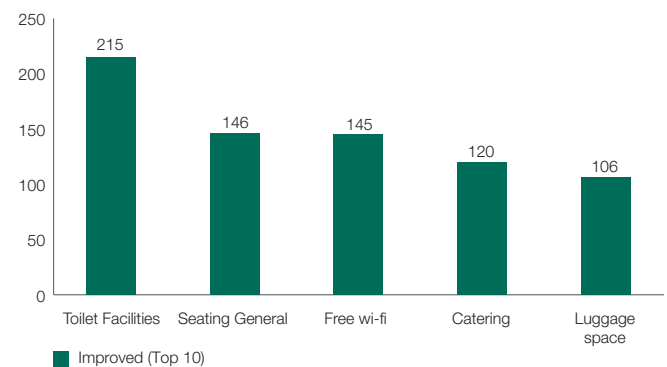


Figure 8b: Question 8 responses, facilities improved

What other on-board facilities should be:



Our response

We will require that all trains are fitted with enhanced passenger information systems by December 2023, which will offer user-friendly real-time travel and delay information, as well as provision of high quality Wi-Fi. Bidders will be further incentivised to invest in refurbishing trains beyond the minimum requirements, and innovative personalised information schemes or exceptional customer service initiatives will similarly be rewarded. This could extend to include investment in better information provision to passengers, such as working with third party suppliers to expand the opportunities for the operator to communicate with passengers using Smart ticketing initiatives and improved technology.

The on-board condition of regional and local trains will be monitored through a Service Quality Regime (SQR).

Our expectation is that bidders will work with stakeholders and passengers to identify opportunities for improvement and to illustrate the need for change.

Q9: How could your local train services be changed to better meet your current and future needs:

At peak and/or off-peak periods?	1,399 people responded
During early mornings, late evenings, or at weekends?	1,166 people responded
At Christmas and New Year periods?	815 people responded
During the summer period?	828 people responded
For students travelling to local schools?	655 people responded
To special events?	633 people responded
New housing, employment or retail developments?	792 people responded
On journeys where interchange is poor?	766 people responded

Our thoughts

We are improving connectivity to the East Coast Main Line (ECML), within the East Midlands region and to and from neighbouring counties. We are changing the stopping pattern of services and providing services earlier and later in the day and on Sundays.

The operator will be required to better serve special events by rail and there may also be new markets that need to be considered, for example to serve new housing, retail or employment developments, or to provide students travelling to local schools with better timed services. We were interested in areas that respondents highlighted as a specific concern or opportunity, to support our analysis.

Your response

Table 8a: Peak/off peak

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	556	40%
2nd	Greater capacity	367	26%
3rd	More seating	239	17%
4th	Faster services	178	13%
5th	More direct services to London	155	11%

Respondents' priorities were for more trains and increased frequency (40%) with greater capacity (26%) and improved seating (17%). 13% wanted faster services and 11% more direct services to London.

Table 8b: Early morning

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	1051	90%
2nd	Earlier services	299	26%
3rd	Greater capacity	243	21%
4th	Quicker journeys	97	8%
5th	More seating	88	8%

Similarly, respondents' priorities were for more trains (90%), greater capacity (21%) and the introduction of earlier services (26%).

Table 8c: Christmas/New Year

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	545	67%
2nd	Boxing day services	77	9%
3rd	More services around this period	59	7%
4th	Christmas Eve Services	48	6%
5th	More Seating	37	5%

The top priority for respondents was once again more trains and increased frequency (67%). 9% wanted services to operate on Boxing Day and more services on Christmas Eve (6%) with 7% calling for more services generally over this period.

Table 8d: Summer

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	187	23%
2nd	Greater capacity	180	22%
3rd	Air conditioning	118	14%
4th	More seating	104	13%
5th	More trains to Skegness	48	6%

The priorities here were for more trains and increased frequency (23%) with greater capacity (22%). 14% wanted air conditioning on board services and 6% (48 people) wanted more services to Skegness.

Table 8e: School students

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	139	21%
2nd	Greater capacity	77	12%
3rd	Reduce prices	55	8%
4th	More seating	30	5%
5th	Dedicated local school service	25	4%

Whilst the priorities of more frequent services (21%) and improved capacity (12%) were seen here, a further priority for travelling students was a reduction in ticket price (8%). There are many different locations as examples of these priorities but three have been mentioned more frequently than others: Lincoln as an educational hub with trips from Sleaford and Spalding, with concerns raised about capacity, frequency and earlier services; passengers travelling from Chinley to Stockport/Manchester worried about a reduction in services; and connections between Kettering and Market Harborough/Wellingborough to serve school demand.

Table 8f: Special events

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	193	31%
2nd	Greater capacity	131	21%
3rd	Dedicated 'events' services	54	9%
4th	More seating	29	5%
5th	Reduce prices	14	2%

Once again more frequent services (31%) and greater capacity (21%) were priorities to serve special events along with the provision of dedicated event services (9%). Examples mentioned are any kind of sports events such as football, rugby, cricket, and horse racing, with the Grand National as an example. In addition to festivals and concerts, the Christmas Market in Lincoln has low connectivity on weekends.

Table 8g: New housing

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	247	31%
2nd	New stations to match new housing	203	26%
3rd	Greater capacity	75	9%
4th	More seating	33	4%
5th	Reduce prices	17	2%

In support of new housing, respondents' priorities were for more trains with increased frequency (31%) and 203 people requested new stations to serve new housing developments (26%). For example, respondents frequently mentioned Wellingborough and Bedford as important developing areas. A third priority was for greater capacity (9%).

Table 8h: Poor interchange

Rank	Theme	Count	% of Total
1st	More trains, increased frequency	219	29%
2nd	Improve connectivity	168	22%
3rd	Improve interchanges where they are poor	116	15%
4th	Better waiting facilities and reduced waiting times	47	6%
5th	Greater capacity	45	6%

In order to reduce the instances of poor interchange noted by respondents, priority solutions included providing more trains with increased frequency (29%) and improved connectivity (22%) with other train services. Improved interchanges where they are currently poor (15%) e.g. passengers travelling northbound to East Midlands Parkway experience a significant wait at Leicester. Also, passengers from all routes mentioned poor connectivity in Lincolnshire (Grantham, Peterborough, Lincoln, Sleaford, Newark, etc.). 6% of respondents to this question called for improved waiting facilities and connection timings.



Wollaton Hall and Park, Nottingham



Our response

The Department has specified a number of service and frequency enhancements across the EM franchise area designed to make travelling by rail as convenient for passengers as possible. There are however infrastructure, operational and rolling stock constraints that limit the extent of these specified enhancements.

In addition to the extra train providing a second service between London St Pancras and Corby each hour (increasing peak capacity into London), a range of additional services and improved connections will be delivered by the next operator:

- two-hourly service Newark North Gate – Lincoln, which combined with a two-hourly East Coast service provides an hourly service;
- service increase between Lincoln – Grimsby to hourly frequency;
- service increase between Lincoln – Doncaster to hourly frequency; and
- service increase between Lincoln – Peterborough to hourly frequency.

This will be supplemented by additional early and late services across the franchise, in particular to and from Matlock, Derby-Crewe, Leicester local services and Nottingham-Norwich.

Our ability to specify additional services or calling patterns is constrained by a number of factors such as work to upgrade infrastructure and use of the infrastructure by other operators.

Reflecting a change in passenger patterns, the new franchise will also deliver substantially improved local and regional Sunday services, including hourly Matlock and Worksop services, improved Derby – Crewe, Leicester – Nottingham and Lincoln – Doncaster services.

This wide-ranging package of improvements will improve regional and inter-regional connectivity, including with the East and West Coast Main Lines.

In addition to the above, the operator will be required to submit a business case to the Secretary of State once they have started to operate the franchise to demonstrate the case for running some services on Boxing Day. Also, Bidders will be encouraged to develop specific proposals to provide additional capacity for special events and to cater for seasonal demand.

Bedford and Wellingborough were both cited by respondents as examples of locations in which new housing is being built. As set out in our response to question 6 the Department has specified additional capacity on the Corby services to meet this expected increase in passenger demand.

Bidders will also be encouraged to put forward their own proposals to operate additional services which benefit passengers and local communities.

Q10: What additional services would you wish to see provided in the new franchise?

1,038 people responded

Our thoughts

The intention of this question was to identify any areas beyond the East Midlands network that passengers would like to be served by the franchise, as there may have been other markets, routes or opportunities that we had not considered. We were keen to understand, from users of the network, what and where these opportunities are and how they might best be served.

Your response**Table 9: Suggests locations for additional services**

Rank	Count	Station
1st	424	London
2nd	341	Bedford
3rd	263	Leicester
4th	243	Nottingham
5th	220	Derby
6th	169	Sheffield
7th	141	Luton
8th	128	Kettering
9th	122	Wellingborough
10th	119	Peterborough

41% of respondents called for additional services to London and 33% additional services to Bedford. However, when 'origin bias' is removed (the station most frequently used by respondents to start their journey) Bedford does not appear in the top 5 of additional services.

25% wanted additional services to Leicester (24% with origin bias removed), 23% for Nottingham (22% with origin bias removed), Derby 21% and Sheffield also 21% (15% with origin bias removed).

67 (6%) respondents called for services to Cambridge and 54 (5%) called for services to Narborough. These two locations are not currently served by the EM Franchise.

Our response

An extra train per hour in each direction will be provided by the second London St Pancras – Corby service, meeting stakeholder aspirations for additional services and capacity to London. Additional services across the network are described in our response to Q9, and Bidders will be incentivised to include initiatives in their bids to enhance regional connectivity, with Cambridge provided as an example of how they may achieve this.



Q11: Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains?

Responded with 'Yes' or 'No'	1,807 responses
Provided a reason to support their answer	532 responses
If so, what sources of investment could be identified to fund this proposal?	381 responses

Our thoughts

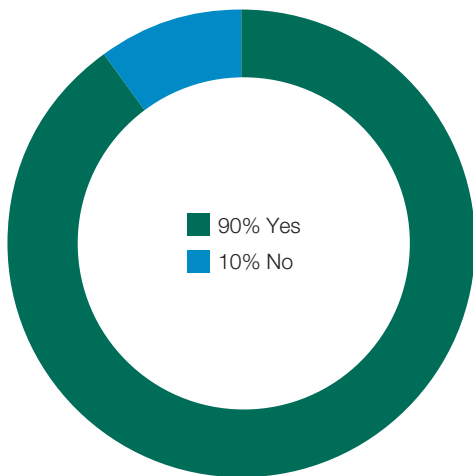
Nottinghamshire County Council would like to see the freight line and test track between Shirebrook and Ollerton opened to passenger services. This will require reopening stations, opening a new station at Ollerton and infrastructure work to enable passenger services to operate on this route.

Your response

There were 1,807 responses to this question, with 90% of respondents in favour of reopening the line between Shirebrook and Ollerton to passenger trains. Just over a quarter gave a reason for their answer. Out of the 532 respondents that did provide a reason, 480 supported the proposal. Their origin stations were (in order of number responding) – Bedford; Wellingborough; Chinley; Spalding and Lincoln.

Figure 9a: Question 11 responses

Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains?



Respondents were given the opportunity to provide a reason to assist their support or opposition to the issue, and they were ranked in the following priorities:

Table 10a: Respondent's reasoning for reopening the line

Rank	Theme	Count	% of Total
1st	Connectivity	167	31%
2nd	Environment	127	24%
3rd	Community	94	18%
4th	Economic	56	11%
5th	Demand	15	3%

Table 10b: Respondent's reasoning for not reopening the line

Rank	Theme	Count	% of Total
1st	Existing	16	3%
2nd	Resources	16	3%
3rd	Capacity	7	1%
4th	Unnecessary	6	1%
5th	Economic	5	1%

Those that agreed with the proposal thought it would help improve connectivity to the areas (31%). It would also encourage train travel over car travel at a benefit to the environment (24%) as well as provide more opportunity for tourism and other benefits to the local communities (18%).

Those that disagreed believed that attention should be focused on maintaining and improving existing services (3%). Also, some questioned the availability of resources available to carry out the proposal (3%).

Figure 9b: Question 11 responses, Investment sources
What sources of investment could be identified to fund the proposal to reopen the line between Shirebrook and Ollerton to passenger trains?

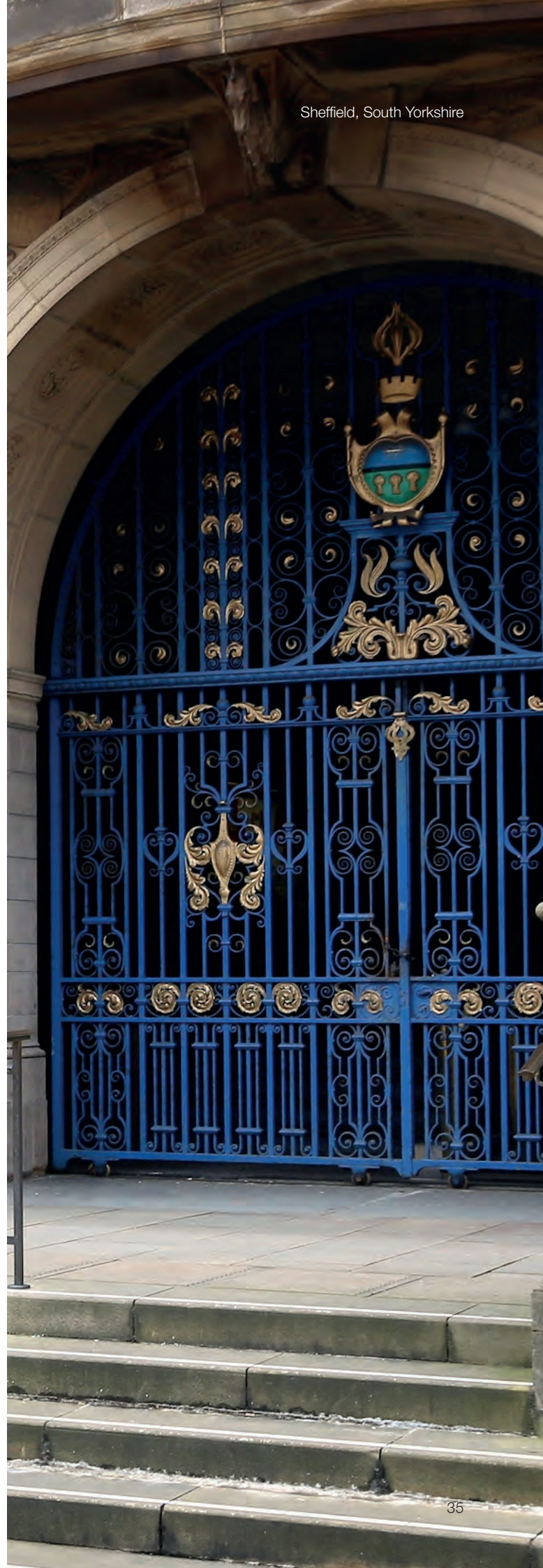


- 17 EU
- 91 Local Council
- 155 Government
- 71 Franchisee (revenue)
- 75 Private
- 89 Local Business
- 6 Network Rail
- 51 Other

With regard to identifying funding, 381 people responded to this question with suggested sources. 41% thought the line reopening should be government funded, 24% believed the funding should come from Local Authorities and 23% thought local businesses should provide the funding. 20% identified other private sector funding and 19% thought the Franchisee should fund the proposal themselves from its revenue.

Our response

The operator will be required to submit a business case to the Secretary of State once they have started to operate the franchise to demonstrate the case for opening the line for passenger service. Bidders are incentivised to propose schemes which include proposals to invest in railway infrastructure. Similarly, Bidders are incentivised to work with third party organisations to deliver investments, potentially via third-party funding.



Q12: Do you think the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?

1,509 people responded

Our thoughts

Question 12 and 13 both relate to calls at Luton Airport Parkway. Most trains serving Luton Airport Parkway are currently provided by Thameslink on the Bedford to Brighton route, with 1 train per hour provided by EMT. If more EMT trains were to serve Luton Airport Parkway a compromise would be required elsewhere due to infrastructure capacity constraints, necessitating a reduction in the number of calls at stations such as Luton (town).

Our response

The consultation response for this question was supportive of the status quo, so we will not specify an increase in services to Luton Airport Parkway as a requirement. However, Bidders will be incentivised to put forward initiatives to increase rail access to the airport, particularly by operating earlier and later services, that do not cause a reduction on other existing services.

Your response

Figure 10a: Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?

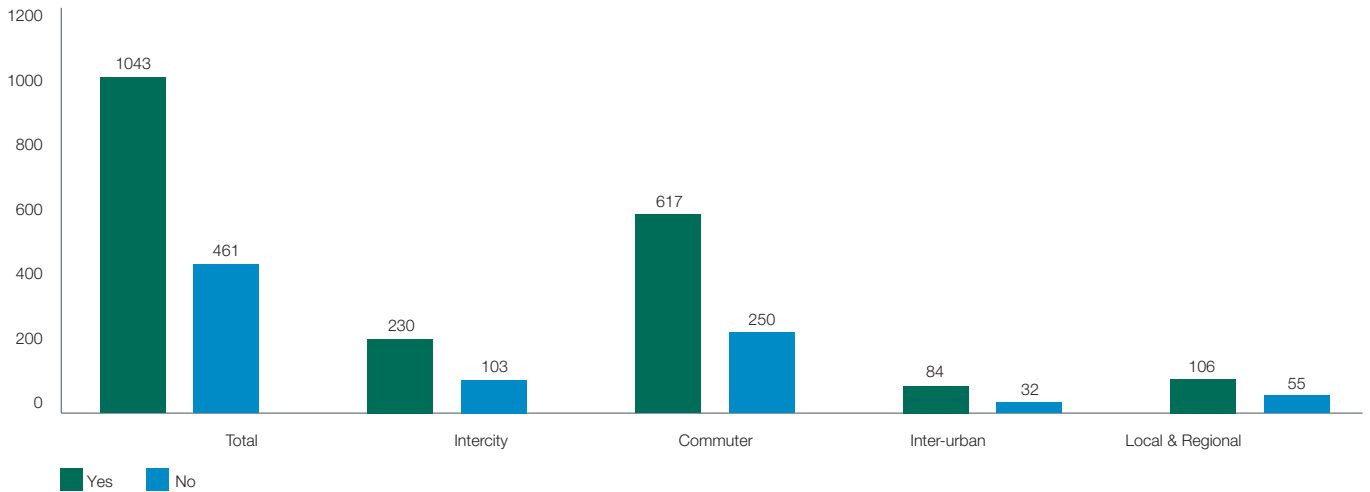


Figure 10b: Question 12 responses

69% of respondents to this question believed the current service levels were adequate and 31% disagreed. London commuters (41%) were the largest passenger market group supporting the current service level. The next largest passenger market supporting the current number of services were intercity users (15%).

Q13: Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:

If this meant that, as a trade-off:	809 people responded
Some services were withdrawn from other stations, such as Luton?	1,509 people responded
Journey times to other stations may increase?	1,490 people responded
Freight capacity and/or frequency is reduced?	1,459 people responded
Reasons?	763 people responded

Our thoughts

As previously stated, there are trade-offs with infrastructure capacity associated with providing more services calling at Luton Airport Parkway, which could mean services to other stations are withdrawn or journey times increased. The MML is also intensively used by freight traffic and this could be impacted by the proposal. We were keen to understand the importance of these trade-offs to users of the network.

Your response

Respondents were not overwhelmingly supportive of any one of the trade-offs identified in this question. 71% did not believe services should be withdrawn from other stations. 70% did not want journey times to increase and 68% did not wish to see a reduction in freight capacity.

The London commuter market was the largest passenger respondent group replying to all three aspects of this question.

Respondents were given the opportunity to provide a reason to assist their supporting or opposing position on the issue, and they were ranked in the following priorities:

Figure 11: Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:

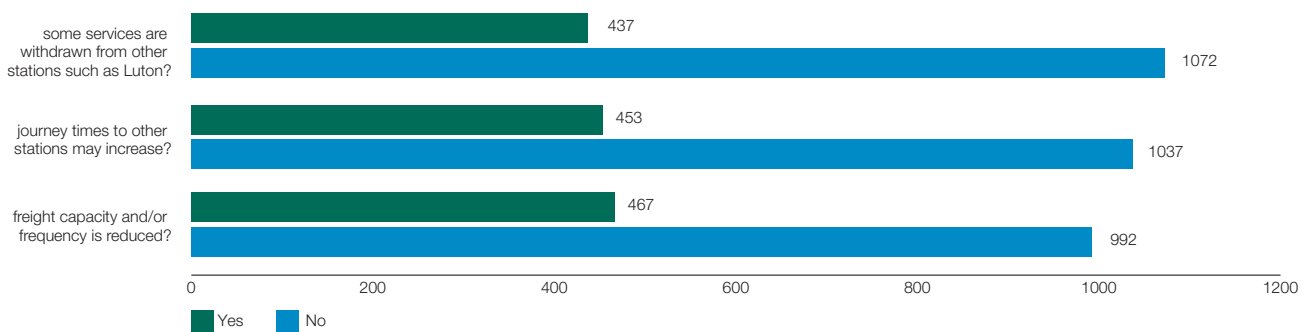


Table 11: Question 13 responses

Rank	Theme	Count	% of Total
1st	Negative impact	244	32%
2nd	Current services adequate	183	24%
3rd	Economic	142	19%
4th	Connectivity	111	15%
5th	Unnecessary	101	13%

Our response

The consultation response for this question was supportive of the status quo, so we will not specify an increase in services to Luton Airport Parkway as a requirement. However, Bidders will be incentivised to put forward initiatives to increase rail access to the airport, particularly by operating earlier and later services, which do not cause a reduction in services elsewhere.

Q14: How could the train service be better at meeting the needs of passengers travelling to and from the airports within the East Midlands franchise?

873 people responded

Our thoughts

The EM franchise currently serves a number of airports including East Midlands, Liverpool John Lennon, Manchester and Norwich, as well as Luton. Passengers travelling to and from airports by rail often have particular requirements such as sufficient luggage space, improved accessibility and the need for earlier or later train services.

Your response

Figure 12a: How could the train service be better at meeting the needs of passengers travelling to and from airports within the East Midlands franchise?

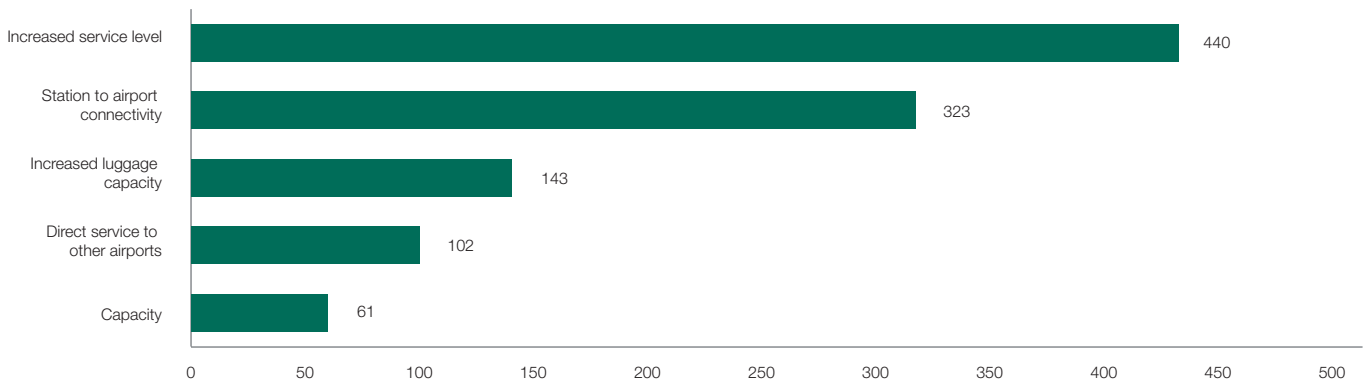


Figure 12b: Question 14 responses

The most important issue to respondents was an increased service level (50%). Improved station to airport connectivity was mentioned by 37% of respondents particularly to Doncaster-Sheffield, East Midlands and Humberside airports. 16% of respondents wanted to see greater luggage capacity, particularly on services to Luton Airport. 12% (or 102 respondents) wanted a direct service, or more direct services, to Manchester, Liverpool John Lennon and Stansted airports.

The airports most frequently referred to in this question were East Midlands (40%), Luton (20%) and Birmingham (19%).

Our response

Bidders will be incentivised to provide earlier and later services to airports, and asking them to provide trains which are suitable to the market meaning that appropriate luggage space will be provided, as this was the most important factor for respondents. There are currently no plans to provide a direct service to any airports other than Luton Airport and East Midlands Airport (via East Midlands Parkway). Connections with other modes of transport also feature in our specification, in particular we are interested in opportunities to integrate the fares and ticketing across these modes. The EM franchise does not provide passenger services to Birmingham Airport and this will remain outside of the franchise geography.

Q15: What ideas do you have for improving the current service on the Liverpool – Norwich route?

540 people responded

Our thoughts

The Liverpool – Norwich route serves different markets including those passengers travelling long distances and those making shorter, more local journeys. In the public consultation we included a question about the possibility of splitting the service, with an alternative train operator taking over responsibility for the western section from Nottingham to Liverpool. We were keen for respondents to identify areas for improvement on the route to help inform the specification.

Your response

Table 12a: All respondents

Rank	Theme	Count	% of Total
1st	Capacity	215	40%
2nd	Rolling stock	196	36%
3rd	Frequency	154	29%
4th	Remain	102	19%
5th	Stops	90	17%

Table 12b: Stakeholder Organisations and route C users (inter-urban) only

Rank	Theme	Count	% of Total
1st	Rolling stock	149	68%
2nd	Frequency	63	12%
3rd	Chinley	48	9%
4th	Remain	44	8%
5th	Stops	39	7%

Table 12c: Breakdown of Rolling stock theme for Organisations and inter-urban route users

Rank	Theme	Count	% of Total
1st	Increase capacity	100	67%
2nd	Quicker journey time	47	32%
3rd	Modernise rolling stock	39	19%
4th	Increase luggage storage	14	9%
5th	Introduce power sockets	13	9%

Responses to this question were more focussed on improving the quality of the journey. Respondents wanted an increase in the capacity of the service with more carriages provided (40%). 36% of respondents sought an improvement in aspects of the trains used to operate the service, including sufficient luggage space and power sockets. 29% raised issues with the frequency of the service. 19% did not wish to see any alteration in current service levels or calling patterns. Respondents from Chinley (84 respondents) were concerned at any plans to withdraw the current commuter services into Manchester Piccadilly, particularly the 07:01 and 08:03 services.

68% of respondents who were either inter-urban route users or representatives of stakeholder organisations were primarily concerned with the rolling stock used to operate the services.

If any split in services were to be implemented, respondents would prefer an overlap i.e. Liverpool – Nottingham and Sheffield to Norwich. Nottingham was the station most frequently mentioned as a location to split the service at (4.0%). Some respondents suggested extending the service and terminating at Ipswich, Sleaford or Stansted (9.6%). Some respondents suggested avoiding Sheffield via the Dore Curve and the possibility to go via Crewe (1.9%).

Our response

To improve the service, the majority of respondents highlighted current rolling stock (capacity and quality) to be a concern. We have explored opportunities to deliver improvements on this route, and have concluded that separating the service allows for a range of improvements. Please see our response to Question 17 for more details.



Norwich Cathedral, Norwich, Norfolk

Q16: Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport?

Responded with ‘Yes’ or ‘No’
 Provided a reason to support their answer

1,314 people responded
 543 people responded

Our thoughts

One of the options considered for changing the Liverpool – Norwich service is to alter the destinations served by the existing Birmingham – Stansted Airport service, which is currently provided by the Cross Country franchise.

Our response

Given the low level of support, we are not proposing to remap this service into the EM franchise. The geographic scope of the EM franchise will not extend to Birmingham.

Your response

Figure 13a: Would you support changing the destinations served by the existing Birmingham to Stansted Airport service, such as serving Norwich instead of Stansted Airport? (from strongly support to strongly oppose)

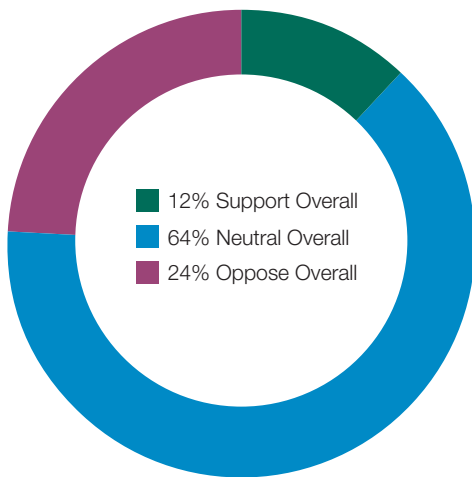


Figure 13b: Question 16 responses

The majority of respondents to this question (64%) were neutral with regards to the proposal, 24% either opposed or strongly opposed the proposal and only 12% either supported or strongly supported it.



Pier Head, Liverpool

Q17: Are you in favour of these route changes:

Liverpool – Norwich

Responded with ‘Yes’ or ‘No’
 Provided a reason to support their answer

1,148 people responded
 507 people responded

Birmingham – Nottingham

Responded with ‘Yes’ or ‘No’
 Provided a reason to support their answer

1,091 people responded
 496 people responded

Birmingham – Leicester/Stansted

Responded with ‘Yes’ or ‘No’
 Provided a reason to support their answer

1,101 people responded
 517 people responded

Our thoughts

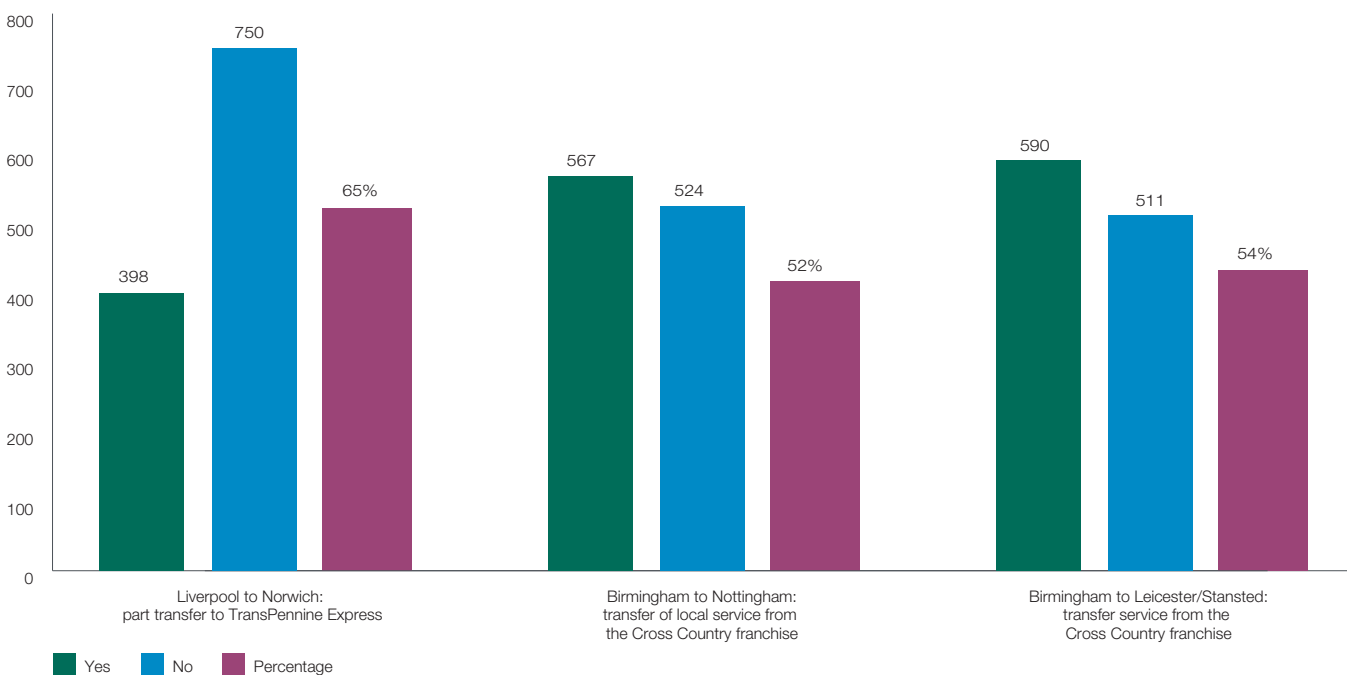
We have considered transferring part of the Liverpool – Norwich route to an alternative franchise, which could involve a split of services at either Nottingham or Sheffield. We have also looked at transferring the current Cross Country franchise local Birmingham – Nottingham and Birmingham to Leicester/Stansted Airport services to the next EM franchise.

Your response

In the consultation, the route changes had the following results:

- Liverpool – Norwich: 65% of respondents do not support transferring part of the service to another operator;
- Birmingham – Nottingham: 52% of respondents support transferring this service to the EM franchise; and
- Birmingham to Leicester/Stansted Airport: 54% of respondents support transferring this service to the EM franchise.

Figure 14: Are you in favour of any of these route changes?



Transfer of part of Liverpool – Norwich service to TransPennine franchise

Table 13a: Question 17 responses

Rank	Theme	Count	% of Total
1st	Keep as they are	107	9%
2nd	Changes	98	9%
3rd	Local	77	7%
4th	Uninformed	71	6%
5th	Services	48	4%

9% were opposed to any changes which would involve a split in the service and 9% believed services should be kept as they are. 7% felt there should be a better understanding of the local needs of users of the services.

Transfer of Birmingham – Nottingham services from Cross Country to East Midlands

Table 13b: Question 17 responses

Rank	Theme	Count	% of Total
1st	Local	143	13%
2nd	Keep as they are	100	9%
3rd	Misinformed	71	7%
4th	Changes	56	5%
5th	Against	43	4%

13% felt there should be a better understanding of local needs of users of the service.

9% wanted services kept as they are and were opposed to any transfer.

Transfer of Birmingham – Leicester/ Stansted services from Cross Country to East Midlands

Table 13c: Question 17 responses

Rank	Theme	Count	% of Total
1st	Local	151	14%
2nd	Keep as they are	104	9%
3rd	Misinformed	70	6%
4th	Against	52	5%
5th	Changes	44	4%

14% felt there should be a better understanding of local needs of users of the service.

9% wanted services kept as they are and were opposed to any transfer.



Our response

We are not proposing to transfer any Cross Country services to the EM franchise as there was no overwhelming support for the proposal or significant benefit in undertaking the complex works of enabling another operator to serve Birmingham New Street. However, the future of these services will be further considered as part of the Cross Country franchise consultation.

The DfT intends to implement the split of the Liverpool – Norwich service at Nottingham, with the EM Franchise operating from Nottingham – Norwich and the section from Liverpool – Nottingham by either TransPennine Express or Northern. This change is subject to more detailed assessment of how it would be carried out and a decision as to the best long-term operator for Liverpool – Nottingham services, which would be carried out in conjunction with Transport for the North.

Although 65% of respondents to the consultation were not in favour of the change, and whilst this change would inconvenience some passengers (around 300 people per day) by requiring them to change trains, this has been balanced against the overall benefits to passengers, in that splitting the service and placing it with one of the north of England operators should make it easier to deliver.

Benefits for passengers that we would aim to deliver as part of such a change would be:

- more capacity on the Liverpool – Nottingham section where there is overcrowding at times today;
- faster journey times;
- a more reliable service; and
- enabling the two halves of the service to be adjusted to better meet their individual needs and those of the routes it interacts with, such as the East Coast mainline.

These aspects will address passenger priorities identified in question 15.

Further strategic benefits from the change would be:

- that it would recognise the very different markets either side of Nottingham and serve them accordingly (87% of journeys are within the Liverpool – Nottingham section, whereas only 4% currently cross Nottingham) and allow them to be addressed separately;
- to place the Liverpool – Nottingham service in a franchise where moving large numbers of people into and between the cities of the north is their core business, whereas the East Midlands franchisee concentrates on the Midland mainline and its supporting network of local services; and
- make the service changes fit with future Northern Powerhouse Rail developments more easily.

This change is due to take place in December 2021. This has been timed to coincide with the major boost to local and regional East Midlands services we have specified in the area, thus making the transition more manageable for the staff affected.

Recognising that there was opposition to the idea of a ‘clean break’ of the existing service at Nottingham, bidders are incentivised in the ITT to consider extending the remaining East Midlands service to start from Sheffield, subject to availability of infrastructure capacity, and also explore the possibility of serving new destinations such as Cambridge, to open up new journey opportunities for passengers.

Provision will be made for East Midlands to continue to operate the service if an agreement with another operator cannot be reached.



Old Market Square, Nottingham, Nottinghamshire

**Q18: Would you like to see any other routes transferred to or from the East Midlands franchise?
If so, which routes?**

Responded with 'Yes' or 'No'
Provided a reason to support their answer

1,799 people responded
345 people responded

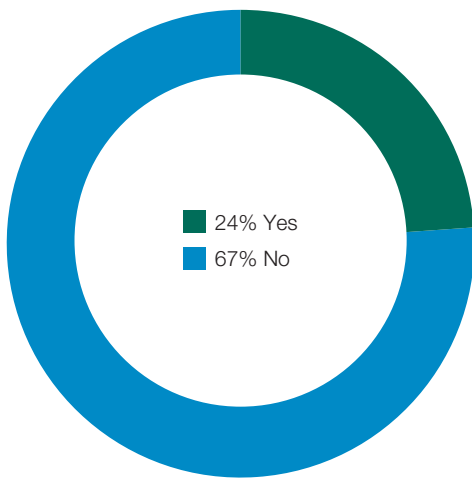
Our thoughts

This question aimed to identify any routes suggested by stakeholders that are suitable for remapping that have not already been considered as part of the franchise specification.

Your response

Figure 15: Question 18 responses

Would you like to see any other routes transferred to or from the East Midlands franchise?



8% of respondents wanted a new Bedford – Bletchley service to be operated by EMT. 7% wished to see a transfer of the current Northern service from Lincoln Central to Sheffield to EMT. 6% wanted a transfer of the current EMT Corby – St Pancras service to Thameslink and 6% wanted the Thameslink operated Bedford – Brighton services transferred to EMT. 5% wanted a transfer of the Brigg – Cleethorpes service currently operated by Northern to EMT.

Stakeholder organisations were supportive of the transfer of Cross Country services from Birmingham – Stansted (5 organisations) to the EM franchise and (5 organisations) also wished to see Cross Country services from Cardiff – Nottingham transferred to the EM franchise. Four stakeholder organisations wanted to see Doncaster – Scunthorpe services transferred from Northern and four stakeholder organisations wanted to see Sheffield – Leeds services transferred from Northern.

Our response

Bidders will be incentivised to expand services beyond the current offering which meet stakeholder aspirations, are possible within the constraints of infrastructure capacity and align with other operators’ services, and consideration of route transfers between Franchises will be monitored and reviewed.

Q19: Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?

Responded with 'Yes' or 'No'
 Provided a reason to support their answer

1,298 people responded
 539 people responded

Our thoughts

Direct services between London and Lincoln have been introduced and since 2015 extra services have been added serving Lincolnshire from Nottingham. We have looked at the option of further increasing the frequency of train services in Lincolnshire, however there are a number of level crossing barriers which would therefore need to be down more frequently as a result of running more trains. We wanted to understand the importance of this trade off to passengers and stakeholders.

Your response

Figure 16a: Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?

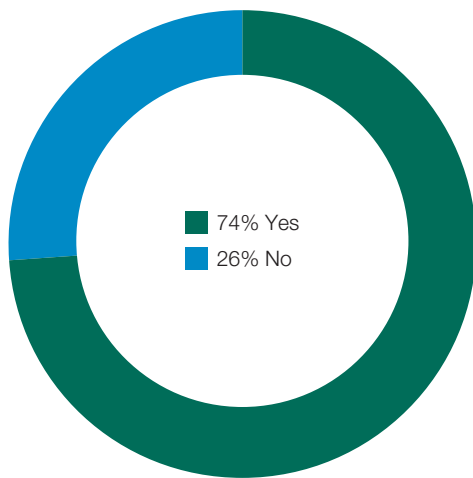


Figure 16b: Question 19 responses

74% of respondents supported the proposal and 26% were opposed.

Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?

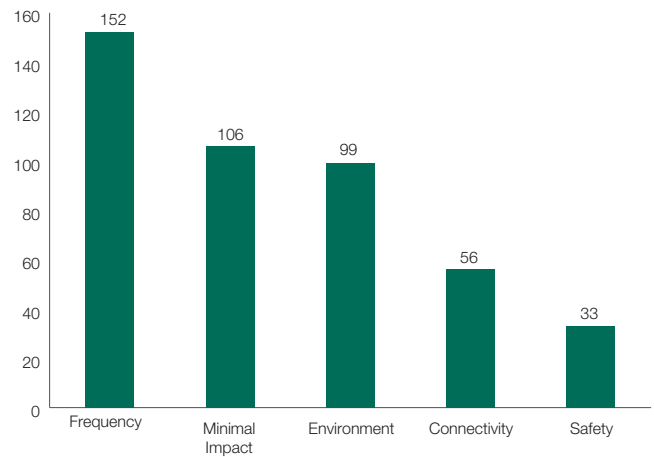


Table 14: Question 19 responses, Reasons

Rank	Yes – Theme	Count	% of Total	No – Theme	Count	% of Total
1st	Frequency	152	28%	Minimal Impact	106	20%
2nd	Environment	99	18%	Safety	33	6%
3rd	Connectivity	56	10%	Negative	14	3%
4th	Capacity	30	6%	Time	4	1%
5th	Fine	5	1%	Traffic	4	1%

Reasons given in support of the proposal were an increase in the frequency of services (28%), improved environmental impacts (18%) and better connectivity (10%). Respondents opposed to an increase in services were concerned at the negative impact on traffic and car journey times together with level crossing safety concerns.

Our response

Services in Lincolnshire and East of Nottingham are subject to proposals to increase the frequency of services, as described in Q9.



C – Journey experience

Q20: How can we improve all aspects of your door-to-door journey experience?

1,196 people responded

Our thoughts

We know, from lower passenger satisfaction survey results compared to other train operators on station related measures, that the provision of better facilities and services at stations is needed and we are keen to find out how we can improve this.

Passenger numbers are growing and so are expectations with regard to information provision and Wi-Fi, as well as ongoing priorities such as safety, security and accessibility (both to and within stations).

We have also identified that better use could be made of redundant space at stations for commercial and community purposes.

Your response

Figure 17a: How can we improve all aspects of your door-to-door journey experience?

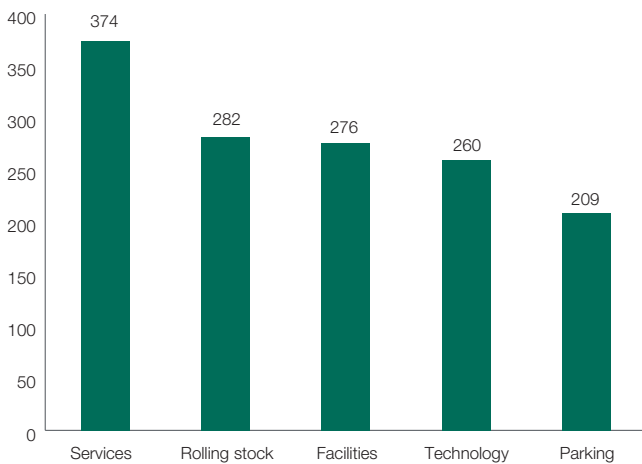


Figure 17b: Question 20 responses

- 31% of respondents wanted to see an improvement in connectivity including better connections with other operators’ services, to airports and with other modes of transport including buses.
- 24% wished to see an improvement in the frequency of services and the quality of rolling stock provided.
- 23% of respondents wanted an improvement in the facilities provided at stations for example Wi-Fi, waiting rooms, toilets, more staff at stations for assistance and better use of station areas for local amenities.
- 22% wanted an improvement in technology to include smart ticketing, more ticket machines and passenger information systems with particular attention paid to provision of service disruption information.
- 17% wanted an improvement in car and bicycle parking at stations with lower parking charges called for.



Our response

The operator will be required to invest a minimum of £3.6m across the franchise term in a Station Improvement Fund (SIF) with £2.5m specifically allocated to improve accessibility at stations, particularly at those with lower footfall. This will make it easier for passengers – particularly those with disabilities – to buy tickets. Bidders will be incentivised to increase the amount of the fund to improve the environmental sustainability of stations and provide improved passenger information, safety and security, with the aim of providing modern, safe and inclusive stations on the East Midlands network.

The operator will be required to engage with local communities, to ask them about the improvements they would like to see at their stations.

High quality Wi-Fi will be available on the East Midlands network. Bidders will be encouraged to introduce Wi-Fi at stations where it doesn't already exist in order to create a seamless internet experience for passengers on East Midlands rail services. Wi-Fi connectivity at both stations and on trains opens up more opportunities for collaboration with third parties, to improve provision of information about ticketing, connections and delays to passengers through their smartphones.

Bidders will be incentivised to provide a good quality of service as feedback from passengers impacts its performance rating in Transport Focus's NRPS. In addition, an SQR will be specified for the EM franchise on all non-intercity services. The SQR will cover measures linked to cleanliness, maintenance and customer experience at stations and on trains, and will include penalties and bonus payments to incentivise the operator to meet the requirements.

Nottingham station



Q21: What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs?

Improve access to stations
Provide facilities at stations

713 people responded
553 people responded

Our thoughts

We want to make stations accessible for all passengers, particularly those with additional needs and who share any of the relevant protected characteristics described in the Equalities Act 2010. We have considered how we can improve access to and interchange within stations for passengers and how the passenger assistance programme can be improved to better meet the requirements of passengers with accessibility needs.

Respondents were also asked to identify any specific accessibility needs that they had. 4.8% identified particular accessibility needs including pushchair and wheelchair access and capability impairments that may not be visible, for example related to hearing or eyesight.

Your response

Improve access

Figure 18b: What more could be done to:

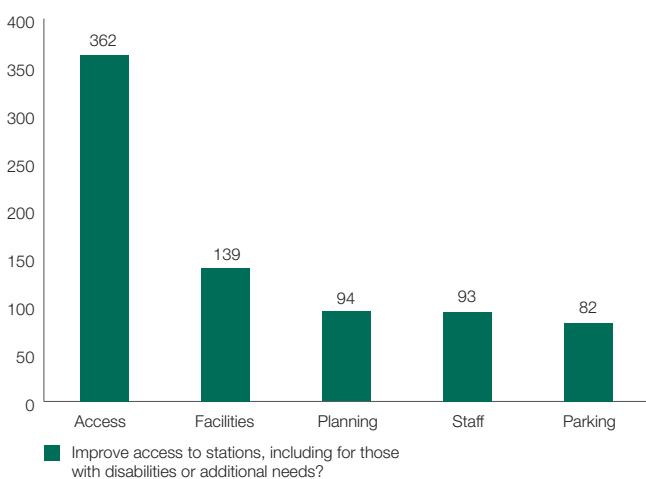


Figure 18a: Question 21 responses, Improve access to stations

- 51% of respondents believe access also needs to be improved for those with a non-visible disability for example deaf or blind persons as well as those with visible physical needs.
- 19% require improvements in facilities including waiting rooms, platform lengths, toilets and pedestrian areas.
- 13% believed a structured accessibility plan should be developed, depending on the size of the station, together with the delivery of all accessibility legislation.
- 13% believed a greater, more visible staff presence to assist passengers was needed.
- 12% wished to see an improvement in car parking access and pick up/drop off points.

Better facilities

Figure 18c: What more could be done to:

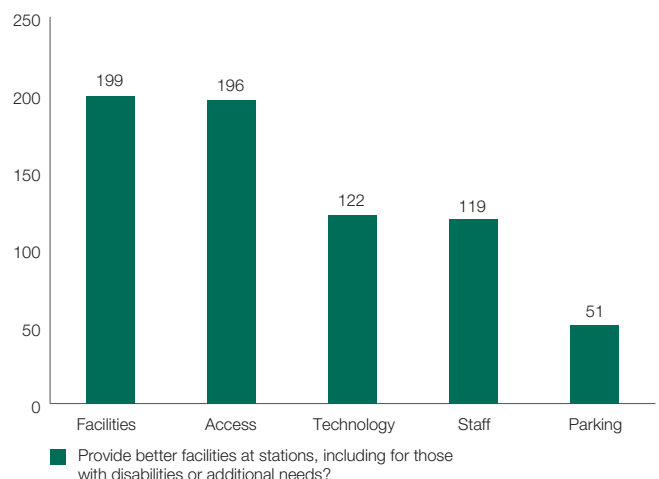


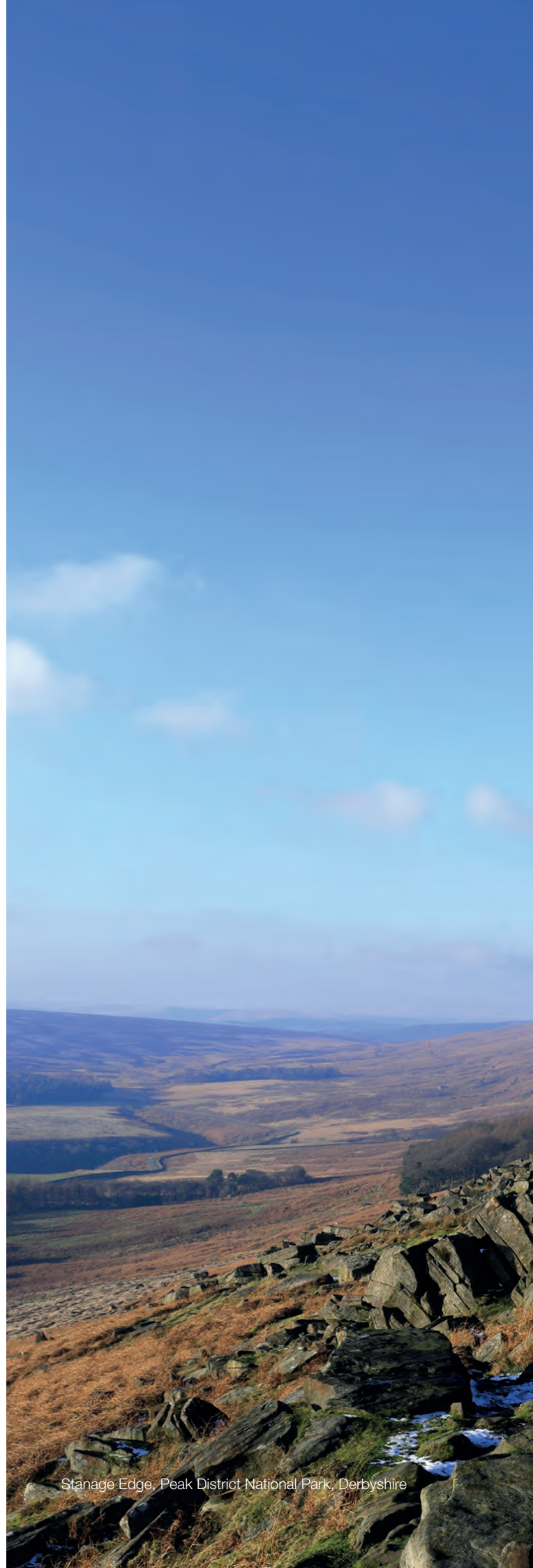
Figure 18d: Question 21 responses, Better facilities at stations

- 36% of respondents wanted improved facilities including Wi-Fi, waiting rooms and better use of station buildings for retail and other uses.
- 35% wanted improvements in accessibility including step-free access, lifts and ramps etc.
- 22% want improvements in technology for example provision of information, ticket machines, improved lighting and announcements.
- 22% believed a greater, more visible staff presence to assist passengers was needed.
- 9% wished to see an improvement in car parking access and pick up/drop off points.

Our response

The operator will be required to deliver a high-quality station experience by investing in improved accessibility and bidders will be incentivised to improve station facilities beyond the requirements of the ITT.

It will be for the operator to decide, following consultation with its customers, what these particular improvements might be. Such improvements could include: improved lighting and signage; additional seating for mobility-impaired passengers and de-cluttering of access routes; and creating step-free access, for example between trains and platforms.



Q22: How could the next franchise operator make better use of stations for community and commercial purposes?

Community purpose
Commercial purpose

564 people responded
536 people responded

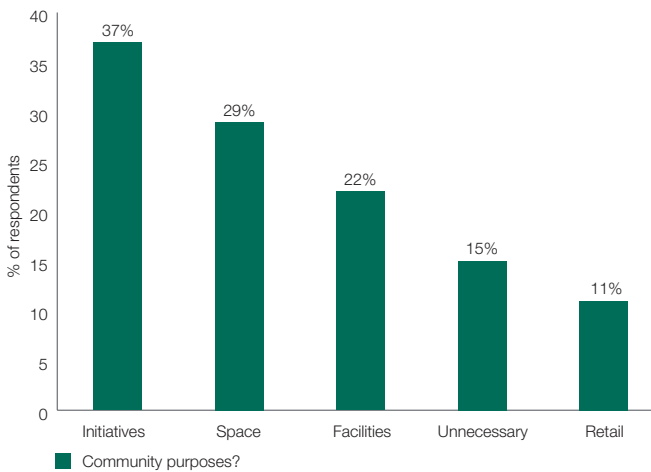
Our thoughts

We want the next operator to demonstrate how they will use stations effectively, putting them at the heart of the communities they serve. This could include better use of stations for community and commercial/retail purposes.

Your response

Community purpose

Figure 19a: How could the next franchise operator make better use of stations for:



Commercial purpose

Figure 19b: How could the next franchise operator make better use of stations for:

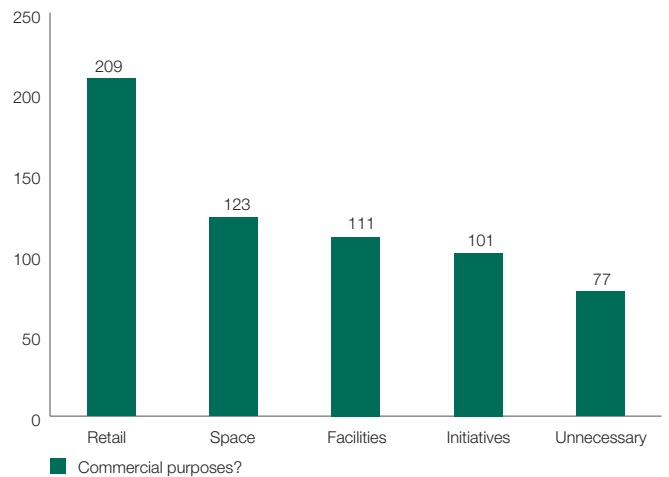


Figure 19c: Question 22 responses, Community purposes

- 37% of respondents wanted to see greater use of station initiatives for example station adoption, community rail partnerships and better use of redundant station buildings for community purposes.
- 29% thought better use could be made of station unused spaces for community purposes or to start-up businesses charged at low rent to encourage use.
- 22% wanted to see an improvement in general station facilities including waiting lounges and ticket offices.
- 15% thought community use of stations was unnecessary and the operator should focus on delivering rail services.

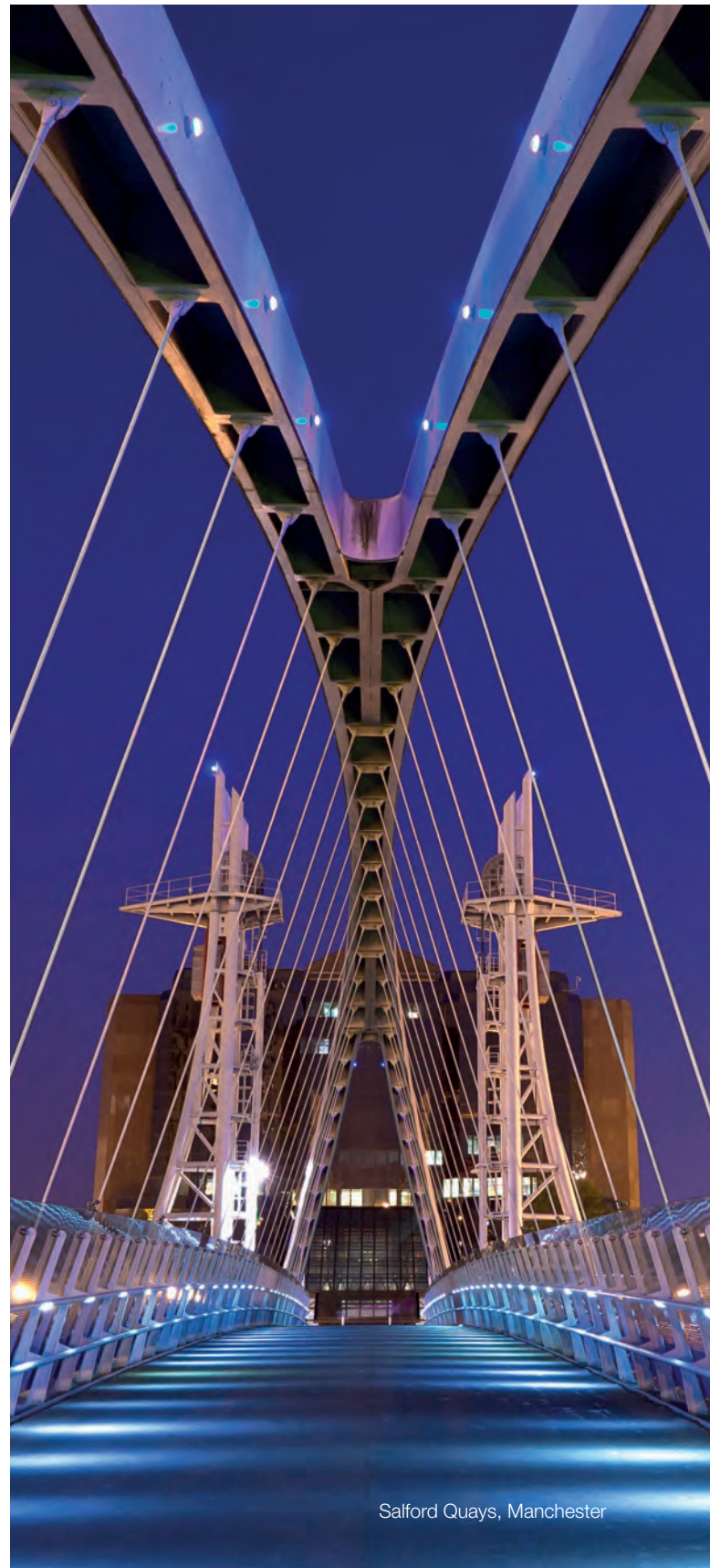
**Figure 19d: Question 22 responses,
Commercial purposes**

- 39% of respondents thought better use could be made of station buildings for retail outlets such as coffee shops, supermarkets and delivery package stations.
- 23% thought better use could be made of station unused spaces for community purposes or to start-up businesses charged at low rent to encourage use.
- 21% wanted to see an improvement in general station facilities including waiting lounges and ticket offices.
- 19% wanted to see greater use of station initiatives for example station adoption, community rail partnerships and better use of redundant station buildings for community purposes.
- 14% thought commercial use of stations was unnecessary and the operator should focus on delivering rail services.

Our response

The operator will be required to produce a Station Social and Commercial Development Plan which sets out how they will manage their station assets by transforming currently under-utilised and operationally redundant buildings and facilities for use either by local communities or for commercial revenue generation.

They will also have to provide a Station Asset Management Plan, which will include details for each station on maintenance, repairs and renewals.



Salford Quays, Manchester

Q23: What could be done to improve the way tickets are sold and provided?

The way tickets are sold	1,013 people responded
The way tickets are provided	794 people responded

Our thoughts

The way people purchase tickets for train travel is changing. Greater use is now made of ticket machines and improved ticketing technology. The operator will be required to provide passengers with the right information to access the full range of tickets and make an informed choice when purchasing tickets and using different payment solutions.

Your response

Figure 20a: What could be done to improve the way tickets are sold?

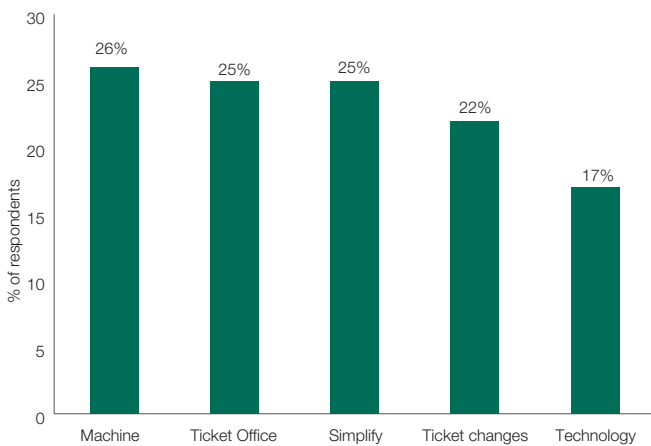


Figure 21a: What could be done to improve the way tickets are provided?

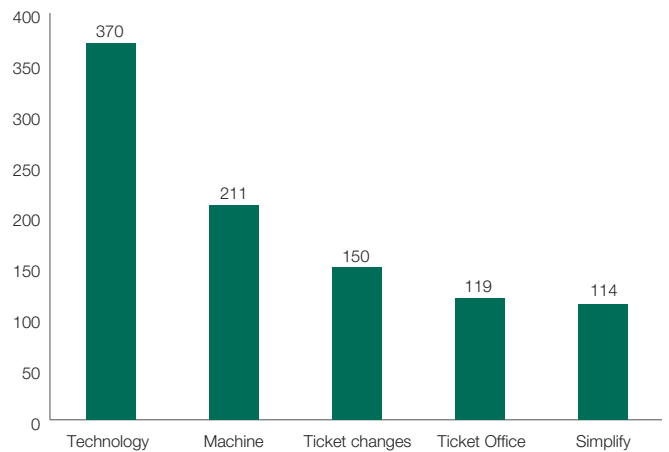


Figure 20b: Question 23 responses, the way tickets are sold

- 26% wanted more, reliable ticket machines that are easier to use.
- 25% wanted more staffed ticket offices for human interaction rather than use of machines.
- 25% called for simplification of the booking system.
- 22% thought the fares structure needed simplification and fares needed to be cheaper.
- 17% of respondents wanted greater use of new technology with regard to the way tickets are sold for example smart ticketing, mobile ticketing, contactless and print at home tickets.

Figure 21b: Question 23, the way tickets are provided

- 47% of respondents wanted greater use of new technology with regard to the way tickets are sold for example smart ticketing, mobile ticketing, contactless and print at home tickets.
- 27% wanted more, reliable ticket machines that are easier to use.
- 19% thought the fares structure needed simplification and fares needed to be cheaper.
- 15% wanted more staffed ticket offices for human interaction rather than with machines.
- 14% called for simplification of the booking system.

Our response

We have included the following requirements in the specification to meet the needs of passengers in terms of ticketing:

- implement Smart ticketing initiatives, systems and infrastructure;
- make rail fares easier to understand, fairer and better suited to passenger's needs;
- provide a high-quality ticket machine experience; and
- offer passengers a simple to use and easily accessible means of travelling with the choice not to use a paper ticket.

It is our aspiration that all passenger journeys on the East Midlands network will be made using a Smart ticket by the end of the franchise. The first step towards this is to require the operator to deliver stretching targets for the rollout of smart ticketing, whilst retaining the option of other forms of tickets for those who require an alternative to a smart ticket.



Nottingham castle

Q24: What changes to the fares structure would be of benefit to you?

1,143 people responded

Our thoughts

The operator will be required to ensure that passengers can access a clear, fair and consistent fares structure when purchasing their tickets. Passengers’ needs are changing too, more people are working flexibly and may only commute part-time or make more infrequent but similar journeys.

Your response

Figure 22a: What changes to the fares structure would be of benefit to you?

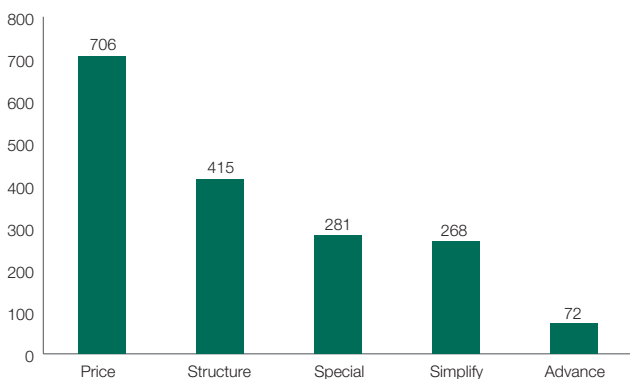


Figure 22b: Question 24 responses

- 62% called for cheaper fares generally.
- 36% of respondents wanted a change in how fare prices are structured, for example by the mile or reduce the need for purchasing split tickets to get the cheapest price.
- 25% wanted the introduction of ‘special’ ticketing initiatives e.g. for those 19 and under still in education, carnet tickets for people who commute only 2-4 days per week.
- 23% wanted the ticketing process simplified as it is currently too complicated.
- 6% wished to see more discounted tickets and the ability to purchase ‘advance’ price tickets on the day of travel at the station.

Our response

The operator will be required to make rail fares easier to understand, fairer and better suited to passengers’ needs, and provide a ticketing offer, in addition to existing season tickets, that gives passengers who travel fewer than 5 days a week and provides improved value-for-money.

Bidders will be encouraged to deliver innovative ticketing solutions, taking into account the views of consultees. This could include:

- options for passengers to spread the cost of season tickets;
- commitments to guarantee passengers are getting the cheapest appropriate ticket for their journey; and
- expanded opportunities for passengers to buy multi-modal tickets that allow travel on another mode of public transport.

Q25: What additional information would be useful to you when planning or making your journey, such as seat availability, journey times and connections?

How would you like it to be communicated to you?

741 people responded
772 people responded

Our thoughts

More passengers are using technology to access information, in particular the use of social media. The next operator will be encouraged to deliver improved methods of communication such as live service updates and information to enable passengers to better plan their journey both before and during their journeys.

Your response

Figure 23a: What additional information would be useful to you when planning or making your journey such as seat availability, journey times and connection?

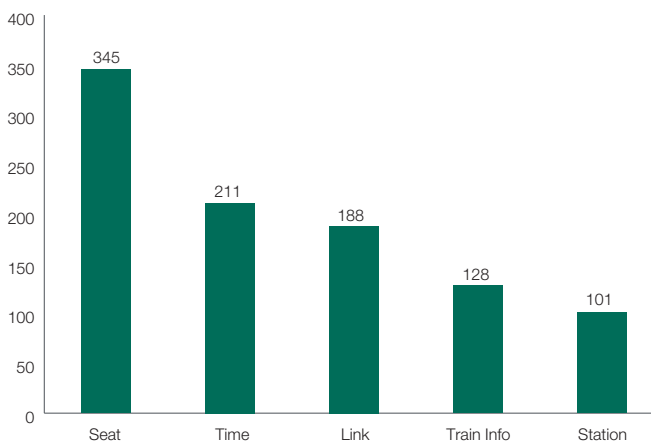


Figure 23b: Question 25 responses, Additional information

Respondents were concerned primarily with knowing how crowded services were and therefore the optimum location on a platform to stand to board the less crowded carriages. They also wanted information whilst on board, of distance to the next station so they can gather possessions and have enough time to disembark from the train. This was particularly important to respondents travelling with luggage or with mobility difficulties.

- 47% of respondents wanted information on how crowded each carriage on a service is.
- 28% requested information on the estimated time of arrival of a service.
- 25% would like information about connecting services.
- 17% requested information about the train service for example the number of carriages, whether there is catering on board and other general information.
- 14% wanted information regarding the arrival station for example the platform of arrival and the time of arrival.



Peak District National Park, Derbyshire

Figure 24a: How would you like the additional information to be communicated to you?

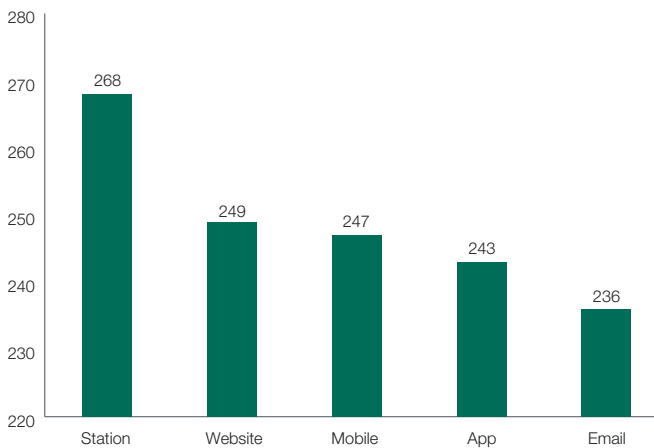


Figure 24b: Question 25 responses, How communicated

Respondents’ preferences for communicating information was as follows:

- 5% by posters/information/staff at stations;
- 32% through the operator’s website;
- 32% by text message update to mobile phones;
- 31% through a smart phone App; and
- 31% by e-mail.

Our response

We will be specifying that enhanced passenger information systems will be fitted in all train carriages. This will provide real-time travel information which could include onward connections by rail and other modes and on-board crowding information showing if there is more room elsewhere on board the train. There will be a particular focus on technological solutions such as use of social media and smart ticketing.

Q26: How could staff be more effective in providing the service and assistance that passengers need on a modern railway network?

837 people responded

Our thoughts

Transport Focus's research has shown that passengers want staff to be available and visible on the network, to assist disabled passengers, to provide information and advice and also to act as a deterrent to anti-social behaviour. The operator will address both the availability and visibility of staff on the rail network.

Your response

Figure 25a: How could staff be more effective in providing the service and assistance that passengers need on a modern railway network?

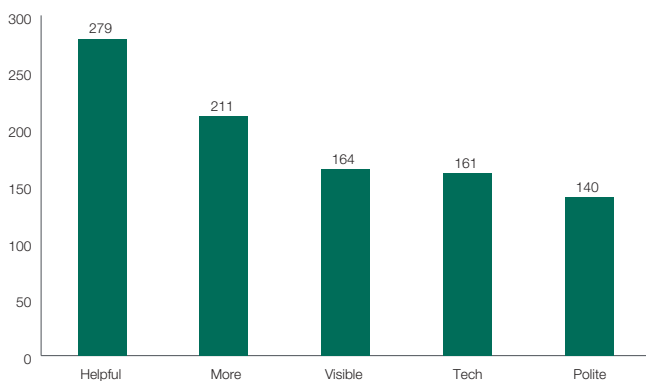


Figure 25b: Question 26 responses

Respondents' principal concern was that staff should be better informed and should communicate information proactively (33%).

- 25% believed there should be a greater staff presence both at stations and on-board trains;
- 20% thought staff should be more visible on trains and at stations;
- 19% thought staff needed to be better equipped with technology to provide accurate and up to date information;
- 17% thought staff should be more polite and helpful to passengers.

Our response

Engagement with all passengers, including those with mobility impairments or who share other relevant protected characteristics, is crucial to improving the overall customer experience.

The operator will be required to demonstrate a customer-driven culture where dialogue with passengers informs decisions and operational activity. They will also provide passengers with improved options to report any issues with stations or trains, and receive updates on any remedial action taken.

Bidders will be incentivised to provide a good quality of service as feedback from passengers impacts its performance rating in Transport Focus's NRPS. The operator's deployment and training of its people should be focused on delivering this objective and it will be required to commit additional expenditure to improve the customer experience if it fails to meet committed NRPS benchmarks.

Receiving useful and timely information about journeys, particularly during times of disruption is a high priority for passengers and this is reflected as part of the NRPS. The operator's performance will be assessed on how well it deals with delays to journeys and the quality of the information it provides to passengers.

The operator will ensure their staff are in the right places, and with the right skills to provide those services most valued by customers. Ongoing training will be required as well as the provision of appropriate technology to meet changing customer expectations and behaviours and to delivery excellent levels of customer service at all times.

Q27: How would you prefer the next operator to engage with you as an individual? Your organisation (if applicable)?

You as an individual
Your organisation (if applicable)

743 people responded
147 responses

Our thoughts

We require the operator to produce and publish a regular report demonstrating how they are meeting and delivering passenger priorities, performance and crowding and reliability targets. Key to this is how the next operator will engage with passengers and stakeholder organisations, get their feedback and how they will then respond to and address this feedback.

Your response

Individuals

Figure 26a: How would you prefer the next operator to engage with:

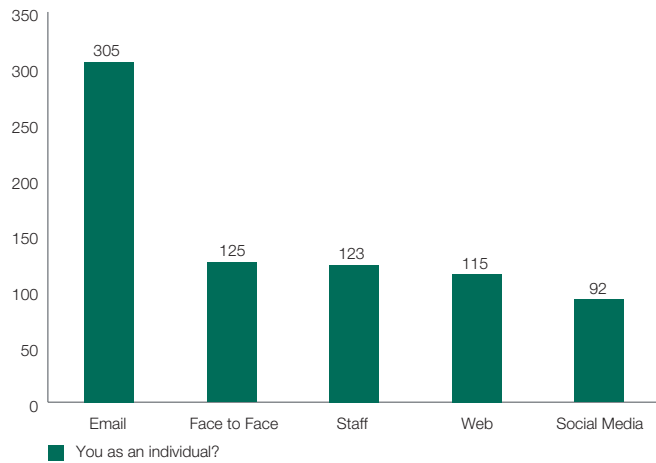


Figure 26b: Question 27 responses, Individuals

Individuals' preferences were as follows:

- 41% by e-mail;
- 17% preferred face to face contact;
- 17% through staff who are more polite and professional;
- 15% through social media channels; and
- 12% through a dedicated smart phone/tablet App.

Organisations

Figure 27a: How would you prefer the next operator to engage with:

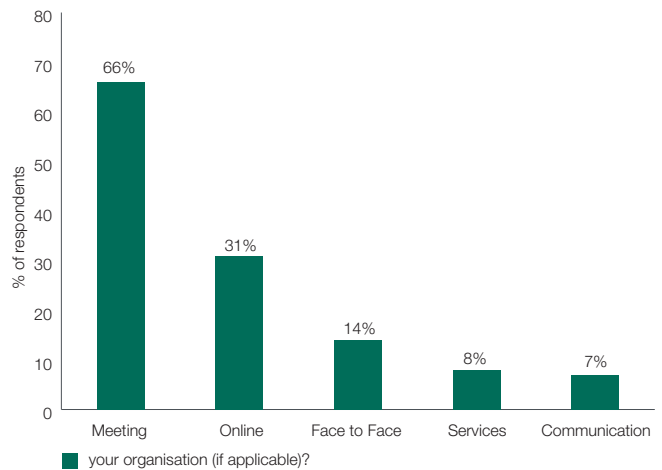


Figure 27b: Question 27 responses, Organisations

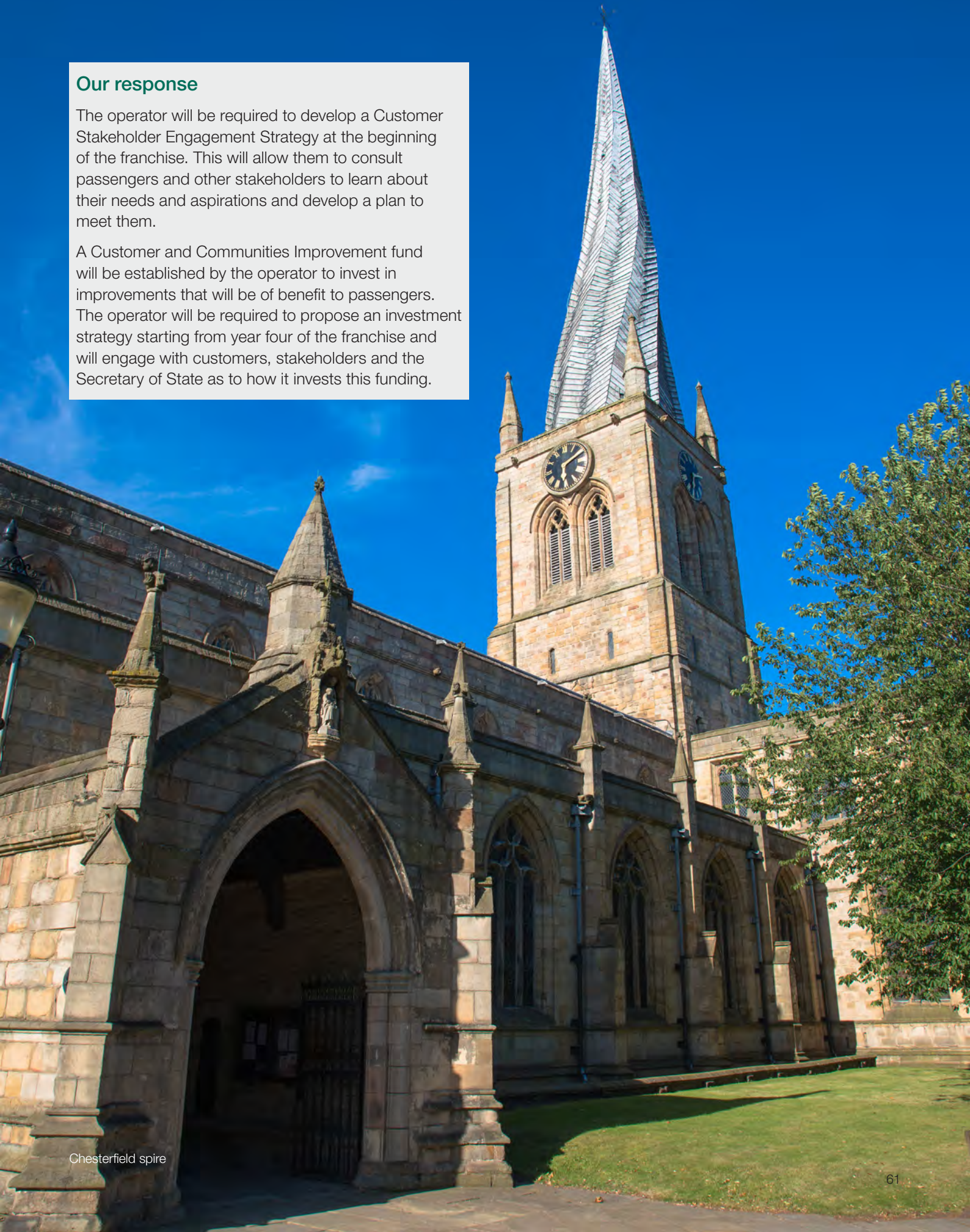
Organisations' preferences were as follows:

- 66% requested meetings or any form of direct communication;
- 31% via e-mail or social media;
- 14% wanted face to face meetings;
- 8% thought engagement was not a priority and the focus should be on delivering rail services; and
- 7% were happy with any method of communication.

Our response

The operator will be required to develop a Customer Stakeholder Engagement Strategy at the beginning of the franchise. This will allow them to consult passengers and other stakeholders to learn about their needs and aspirations and develop a plan to meet them.

A Customer and Communities Improvement fund will be established by the operator to invest in improvements that will be of benefit to passengers. The operator will be required to propose an investment strategy starting from year four of the franchise and will engage with customers, stakeholders and the Secretary of State as to how it invests this funding.



Q28: What would make you feel safer and more secure on your journey in relation to:

Trains	795 people responded
Routes	394 people responded
Stations	734 people responded
Other	140 people responded

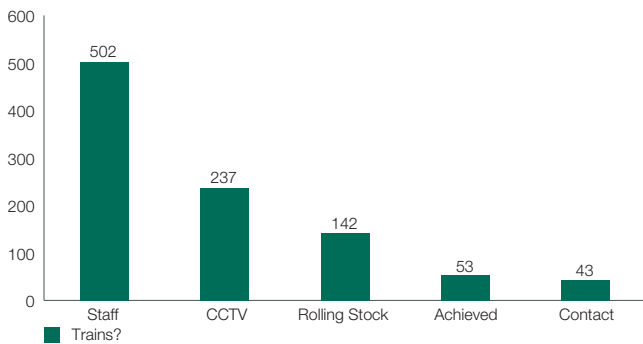
Our thoughts

Personal security and safety is a high priority and key concern for both passengers and staff working on the railway. The next operator will need to address the issue of ensuring safety and security both on board trains and at stations.

Your response

Trains

Figure 28a: What would make you feel safer and more secure on your journey in relation to:



Routes

Figure 28b: What would make you feel safer and more secure on your journey in relation to:

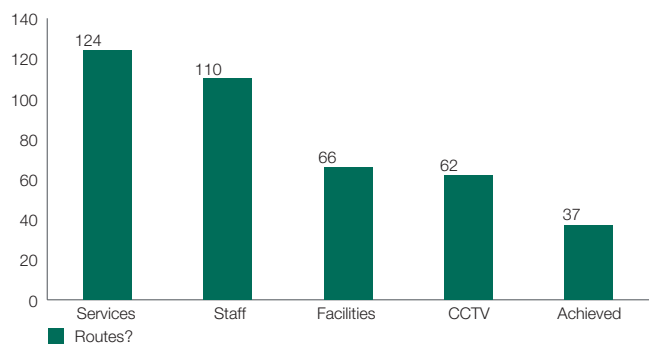


Figure 28a.1: Question 28 responses, Trains

- 63% of respondents wanted an increased level of staff/security on board services;
- 30% wanted to see CCTV installed/improved on all trains;
- 18% wished to see improvements to trains including more space on board, better lighting and general reliability of services;
- 7% felt there was no need for improvement; and
- 5% called for a method of contacting staff on board the train, for example a phone with direct line to the train manager.

Figure 28b.1: Question 28 responses, Routes

- 31% of respondents wanted improvements to train services i.e. later trains and removal of the need for connections.
- 28% wanted an increased level of staff/security on board services.
- 17% wished to see improvements to rolling stock including more space on board, better lighting and general reliability of services.
- 16% wanted to see CCTV installed/improved on all trains.
- 9% felt there was no need for improvement.

Stations

Figure 28c: What would make you feel safer and more secure on your journey in relation to:

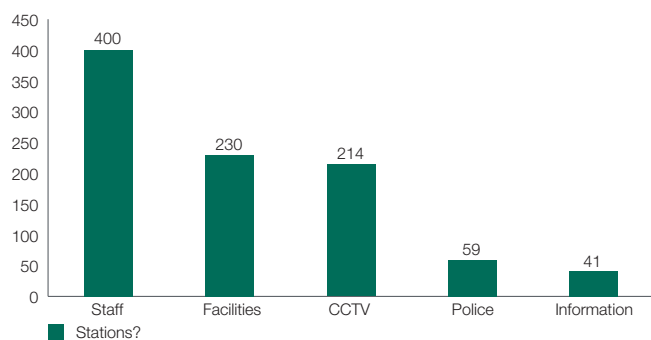


Figure 28c.1: Question 28 responses, Stations

- 54% of respondents wanted an increased level of staff/security at stations.
- 31% wanted better access to stations including more lighting and improved visibility.
- 29% wanted CCTV at all stations.
- 8% wanted a British Transport Police (BTP) presence at stations.
- 6% felt there was no need for further improvement.

Other

Figure 28d: What would make you feel safer and more secure on your journey in relation to:

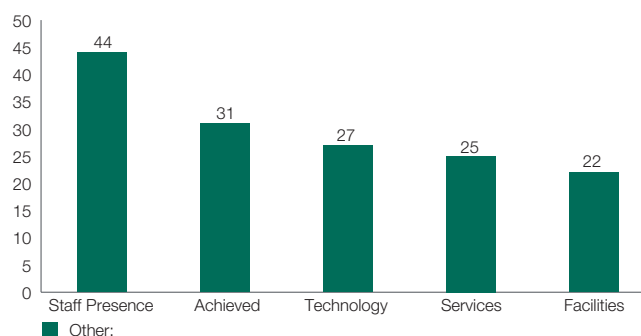


Figure 28d.1: Question 28 responses, Other

- 31% of respondents wanted more staff generally including train managers, conductors, BTP and station staff.
- 22% felt there was no need for improvement.
- 19% wanted CCTV and/or ticket barriers.
- 18% called for the provision of later train services, improved levels of information and the need for connections removed.
- 16% wanted better access to stations and at stations plus lighting and visibility improvements.

Our response

Providing a safe and secure environment for passengers, staff and members of the public is a fundamental priority for the railway and this includes perceptions of personal security and safety in addition to actual threats.

The next operator will be assessed, through the NRPS, on how well passengers judge the quality of customer service. This includes satisfaction with their level of personal security at stations and on trains and how well staff on the railway engage with them.

An SQR will be introduced on local and regional network. As well as customer service, this will cover measures like cleanliness and upkeep of stations and trains, including minimising litter and graffiti, engaging with customers and maintaining visibility. Maintaining high standards in these areas will help to promote a safe and secure environment for passengers.

A SIF will support the provision of better services and facilities at stations. This will focus on addressing the requirements of customers with accessibility needs. The operator will also need to achieve and then maintain minimum standards in providing a safe and secure environment at stations where level of reported crime is a particular issue, through a British Transport Police-accredited 'Secure Stations' scheme. This scheme focuses on crime reduction, but includes contemporary initiatives such as the safeguarding of vulnerable people using the railway and aspects of suicide prevention. On board trains, the operator will be required to improve CCTV provision by installing CCTV systems on newly-built trains or upgrading existing systems that meet BTP requirements.



D – Looking to the future

Q29: How do you think more investment might be put into the railways to match money already coming from government through Network Rail?

850 people responded

Our thoughts

We are bringing the operation of track and train on the railway closer together. We want to see the next EM franchise operator form an integrated, jointly incentivised alliance with Network Rail to deliver service improvements for passengers. In addition, there are new technologies in ticketing, signalling and traffic management systems to make the network more efficient and responsive.

Your response

Figure 29a: How do you think more investment might be put into the railways to match money already coming from government through Network Rail?

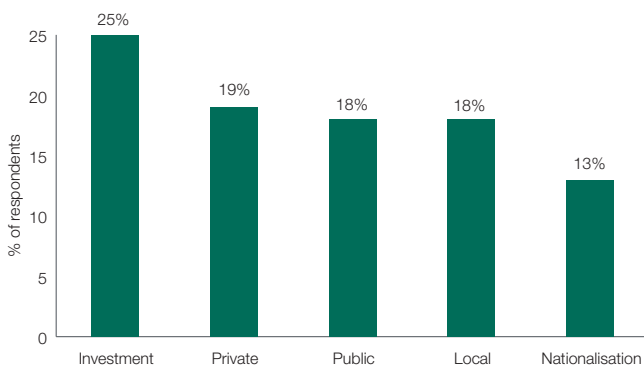


Figure 29b: Question 29 responses

- 25% of respondents thought there should be greater investment in current services to increase demand and generate revenue;
- 19% believed private sector funding should be sought;
- 18% thought funding should come from public resources for example tax on roads, National Lottery funding, cutting back HS2 and using money saved from that project;
- 18% thought local businesses should contribute;
- 13% called for re-nationalisation of the railways.

Our response

As explained in Question 1, Bidders will be required to collaborate with Network Rail jointly to meet requirements. They will score be incentivised to introduce more on-train monitoring equipment which would provide more data to Network Rail to improve performance.

Q30: Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?

1,015 people responded

Our thoughts

We were keen to understand if there are other issues, not addressed within the consultation document, which passengers and stakeholders wish to see addressed by the next franchise.

Your response

Figure 30a: Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?

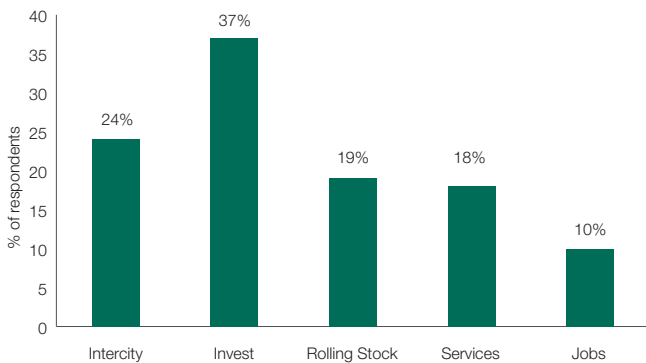


Figure 30b: Question 30 responses

- Respondents used this question to reiterate their views and concerns regarding the potential loss of any services, particularly on the London commuter route (37%).
- 24% of respondents wanted to see greater investment in the franchise to increase demand and generate revenue.
- 18% wanted service improvements such as later trains, better journey information and the removal of connections.
- 19% wanted improved rolling stock and 10% were concerned with the need to protect jobs and hire local applicants.

Our response

Our response to this question is reflected in our responses questions:

- 6 and 10 – services and routes that need additional services;
- 7 and 8 – on board facilities; and
- 9 – train services



6

The franchise
specification

6. Specification summary

The Department has developed the EM franchise specification first and foremost to provide reliable, high quality rail services that meet the needs and expectations of passengers. Our proposals will accommodate the anticipated growth in demand, through lengthening trains and providing more space for passengers. Passengers will benefit from a better customer experience, improved fares and ticketing, and better stations and facilities, as requested by many respondents to this consultation.

Summary of Passenger Benefits

- Additional capacity throughout the franchise, including 50% more seats in the peak into London St Pancras compared to today once the MML infrastructure improvements are delivered.
- Increasing the frequency of services throughout the franchise, including an additional train per hour from Corby into London St Pancras. There will also be more trains operating on a Sunday and throughout the week services will start earlier in the morning and ending later in the evening, compared to today.
- Reduced journey times in the peak on intercity journeys between Sheffield/Nottingham and London St Pancras.
- Provision of high quality Wi-Fi and mobile connectivity throughout the franchise on-trains and at stations.
- Enhanced Delay Repay compensation, for passengers whose journeys are delayed by more than 15 minutes – compared to 30 minutes today.
- Smart modern ticketing options for leisure and business journeys and for season tickets for commuters.
- Better value for money fares for passengers travelling regularly but less than 5 days week.
- Exemplary passenger satisfaction targets for trains, stations, customer services and dealing with delays.
- Funding for Customer and Communities Investment schemes to deliver non-commercial improvements in local station facilities and services in consultation with the local community such as improving seating, luggage or toilet facilities at stations or better car park facilities.

- Investment to make improvements to the current rolling stock.
- A minimum of £3.6m SIF for the franchise.
- A minimum of £250k per year to fund projects proposed by Community Rail Partnerships.
- A new Safeguarding Strategy, developed with the British Transport Police, to protect the travelling public and railway staff at stations.

Summary of benefits for a sustainable railway

- Supporting diversity in the workplace by encouraging individuals from groups that are under-represented in the rail industry and encouraging the younger generation into the industry by ensuring 2.5% of the total number of franchise employees are apprentices.
- Supporting the development of the franchise workforce including by investing in their training and developing their skills, supporting delivery of the Transport and Infrastructure Skills Strategy and the Rail Sector Skills Delivery Plan.
- Working closely with local transport authorities, business and stakeholders to maximise economic growth and social improvement.
- Improving the environment through ambitious targets covering traction carbon emissions, energy usage, water usage and waste recycling.
- Up to £120m of Residual Value available, enabling bidders to develop long-term investment proposals which would otherwise not be commercially viable during the life of the franchise.
- Developing and implementing a partnership arrangement with Network Rail to bring the operation of track and train closer together, and closer working with third parties.

Franchise Length

The franchise is planned to start in August 2019 and will operate for 8 years, with an option for the Secretary of State to extend the term by up to an additional 2 years.

Train services

We have developed a train service requirement to deliver significant enhancements to the current timetable, including more frequent trains, earlier first and later last trains, and journey time improvements. Additional capacity will be delivered throughout the franchise which will provide more space for passengers, including 50% more seats in the peak into London St Pancras compared to today once the MML infrastructure improvements are delivered.

Bidders will target train capacity to where it is needed most to minimise crowding – particularly around the busiest periods, seasonal demand and special events.

Transport plays a vital role in the public's life and passengers need their trains to run on time. We have set Operational Performance targets to incentivise the operator to do this and have set penalties if this is not achieved.

Bidders will be further incentivised to:

- improve journey times between key destinations from today's level;
- provide additional services, where there would be benefit for passengers and sufficient demand which could include bank holiday services or serving new destinations such as Cambridge; and
- enhance direct services between locations within the Franchise's geographic scope where the current direct service is limited.

Improving the customer experience

Passengers rightly expect to get value for money for the price of their ticket, and much of this is to do with their journey experience.

Passengers expect their train to arrive on time, and to be compensated appropriately when it doesn't. They expect modern facilities at stations and on-board trains, and for them to be maintained to a high standard.

The operator will deliver exemplary customer service on trains and at stations, so that passenger satisfaction will improve to meet the NRPS targets we have set in the Franchise Agreement and pay a penalty if they don't. They will make innovative proposals and deliver modern facilities to ensure passengers get the most out of their journeys.

They will provide a visible, helpful, proactive customer-facing presence on trains and at stations, working collaboratively with other train operators and Network Rail to ensure the welfare and comfort of passengers is maintained across the route.

They will continue to promote the safety and security of passengers and staff, including by reducing any anti-social behaviour.

Compensation for passengers if things go wrong will also be improved, so that they are entitled to payment if their train is delayed by more than 15 minutes – compared to 30 minutes currently – through a swift, simple, claims process.

High quality Wi-Fi will be provided on trains and at stations with bidders required to ensure that passengers are able to use email and browse the internet seamlessly during their journey.

In addition to providing accurate and timely information to passengers the operator will also provide a simple and accessible system for passengers to contact them to report any problems or faults so these can be addressed quickly by the operator.

Bidders will additionally be incentivised to propose:

- initiatives to improve the access through ticket barriers at London St Pancras; and
- initiatives, which could include trials, to introduce technology and innovations to significantly enhance the customer services.

Trains

The operator will be required to deliver:

- A fleet of bi-mode trains on the intercity routes being introduced into passenger service from early 2022.
- High quality electric capable trains on the Corby to London St Pancras route, providing more capacity. These trains will be suitable for the market that they serve, including an appropriate mix of tables and appropriate luggage space.
- Improved on board facilities.
- Enhanced passenger information systems on trains, addressing stakeholder feedback over information availability but particularly during times of disruption.

Bidders are incentivised to further invest in rolling stock quality, including:

- initiatives to provide air conditioning, where feasible; and
- to refurbish the fleet above the stated requirements.

Developing and improving stations

Your responses to the public consultation and the NRPS data demonstrate that stations and their environment can have a significant effect on the passenger experience. We have set targets, based on Transport Focus' NRPS, for bidders to consistently improve the passenger satisfaction with facilities at stations over the course of the franchise, with financial penalties for the operator if they fail to meet these.

The operator will be required to: enhance the station environment, ensure station facilities are accessible for all passengers (including those with physical, mental, sensory or cognitive impairments), improve provisions for customer's physical comfort and protection from the

elements, and provide high quality commercial, retail or entertainment facilities.

The operator will be required to make better use of existing facilities by managing stations as long-term assets and will develop schemes to explore the potential for space at stations to be either developed commercially or made available for use by local communities.

We listened to your responses regarding station access and interchange; bidders will be challenged to develop their proposals to improve access, wayfinding and interchange with other transport modes at stations.

The operator will be required to work with partners, including Network Rail, to continue to enhance the station environment, and improve access for those with reduced mobility. A £3.6m SIF will be available to spend on accessibility and other improvements to facilities and services in consultation with passengers and local communities.

Simplifying fares and ticketing

The consultation responses show that there are real opportunities for improving the passenger experience of fares and ticketing. The operator will be required to offer fares that are easy to understand, and ensure that information about fares and tickets is communicated clearly and transparently to customers so that they are able to choose the most appropriate fare for their journey.

Bidders will propose a strategy to improve the ticketing experience, including how they will develop and deploy smart ticketing technology, so that customers have widespread and easy access to the full range of tickets and retail opportunities that meet their needs. The operator will be required to increase the uptake of smart tickets and introduce fare products to benefit passengers who work or commute part-time.

Bidders will be incentivised to:

- expand the roll out of tickets that can also be used on other modes of public transport for passengers to travel door to door seamlessly; and
- offer customers the same fares at the time of booking regardless of ticket retailing option (e.g. online, app or ticket office), for example by offering a price guarantee.

Investing in staff

The franchise workforce plays a key role across all aspects of the franchise. The operator will invest in their workforce at all levels throughout the organisation. This will include: investing in training; employing people in fulfilling roles and where possible creating new opportunities for employment and careers; promoting diversity and equality across all grades; and attracting people who are new to the rail industry, particularly from under-represented groups.

Partnership working

The operator will enter into an agreement with Network Rail, allowing them to partner with each other in certain areas to improve passenger satisfaction, operational performance and preparatory work for the successful delivery of infrastructure projects. The organisations will be required to work as joint teams to act in the best interests to the passengers, whilst delivering improved value for money for the taxpayer.

Complying with equality obligations

We have ensured that the specification for the EM franchise was produced in accordance with the duty of equality under the Equality Act 2010. Further information on the Equality Act 2010 can be found on the government website. As part of their licensing obligations, train operators must establish and comply with a Disabled People's Protection Policy that sets out how they will protect the interests of disabled users of their trains and stations. Further information on this duty in relation to boarding trains and accessing stations can be found on the Office of Rail and Road website.

Newstead Abbey, Nottinghamshire, East Midlands





7

Appendices

7. Appendices

A: List of questions

1. How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?
2. How can the operator of the next East Midlands franchise engage with community rail partnerships or heritage railways to support the local economy to stimulate demand for rail services in the region?
3. Do you think that the operator of the train service, stations and support services should take the following into consideration when they run the franchise:
 - a. The environment?
 - b. Equality?
 - c. Communities in the areas they operate? If so, how should they do this?
4. Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?
5. What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London?
6. What are the particular services, routes and times of day when you think additional seats for passengers are most needed?
7. Which on-board facilities in order of preference (these are listed in the response form), are most important to you:
 - a. On short distance journeys (up to 60 minutes)?
 - b. On long distance journeys (over 60 minutes)?
8. What other on-board facilities should be:
 - a. Introduced?
 - b. Improved?
9. How could your local train services be changed to better meet your current and future needs? (A number of options are listed in the response form).
10. What additional services would you wish to see provided in the next franchise?
11. Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains? If so, what sources of investment could be identified to fund this proposal?
12. Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?
13. Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:
 - a. Some services are withdrawn from other stations, such as Luton?
 - b. Journey times to other stations may increase?
 - c. Freight capacity and/or frequency is reduced?
14. How could the train service be better at meeting the needs of passengers travelling to and from the airports within the East Midlands franchise?
15. What ideas do you have for improving the current service on the Liverpool – Norwich route?
16. Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport?
17. Are you in favour of these route changes:
 - a. Liverpool – Norwich?
 - b. Birmingham – Nottingham?
 - c. Birmingham – Leicester/Stansted Airport?
18. Would you like to see any other routes transferred to or from the East Midlands franchise? If so, which routes?
19. Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?
20. How can we improve all aspects of your door-to-door journey experience?
21. What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs?

22. How could the next franchise operator make better use of stations for community and commercial purposes?
23. What could be done to improve the way tickets are sold and provided?
24. What changes to the fares structure would be of benefit to you?
25. What additional information would be useful to you when planning or making your journey, such as seat availability, journey times and connections? How would you like it to be communicated to you?
26. How could staff be more effective in providing the service and assistance that passengers need on a modern railway network?
27. How would you prefer the next operator to engage with:
 - a. You as an individual?
 - b. Your organisation (if applicable)?
28. What would make you feel safer and more secure on your journey in relation to:
 - a. Trains?
 - b. Routes?
 - c. Stations?
 - d. Other?
29. How do you think more investment might be put into the railways to match money already coming from government through Network Rail?
30. Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?

B: Figures and tables

Figure/Table	Question	Page
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...should boast. Colossians Chapter 2. verses 8 and 9

Market Harborough, Leicestershire

Annex A: List of stakeholder respondents

Airport: 5	
Doncaster Sheffield Airport part of the Peel Group	
Liverpool John Lennon Airport	
London Luton Airport Limited (LLAL)	
London Luton Airport Operations Limited (LLAOL)	
MAG (Manchester Airports Group)	
Borough/District Council: 31	
Barnsley Metropolitan Borough Council (BMBC)	Lichfield District Council
Bassetlaw District Council	Luton Borough Council
Bedford Borough Council	Melton Borough Council
Bedford Borough Council Conservative Group	North Kesteven District Council
Bedford Borough Council Labour Group	North Lincolnshire Council
Bedford Borough Liberal Democrat Councillor Group	North West Leicestershire District Council
Borough Council of Wellingborough	Oadby & Wigston Borough Council
Central Bedfordshire Council	Rushcliffe Borough Council
Cheshire East Council	St Albans City & District Council
Chesterfield Borough Council	Suffolk Coastal and Waveney District Councils
Corby Borough Council	The Borough Council of Wellingborough
East Lindsey District Council	The South Holland District Council
East Staffordshire Borough Council	Warrington Borough Council
Erewash Borough Council	West Lindsey District Council
Gedling Borough Council	Youth Council Bassetlaw District Council
Kettering Borough Council	
Business: 28	
Bedfordshire, Cambridgeshire and Hertfordshire, Federation of Small Businesses	Peak Rail plc
Booker Group	Quatro Public Relations in behalf of Bovis Homes
Broadgate Homes Limited	Quotevine Limited
Conquest Oil Company	RDC Aviation Ltd
Counter context	S E Bell Agri Food Ltd
EasyJet	Sheffield Property Association
Enterprise Investment Scheme Association (EISA)	St. Modwen
Freightliner Group Limited	Stanton Cross Landowner Group
Get Us to Work	Tarmac
GTMC	Tconsult Technologies Ltd
Harpur Shopping Centre	The Floop Ltd.
Leicestershire Business Voice and Go Travel Solutions	Unilever
Manor Mortgages Ltd	Verifile holdings limited
Newark Business Club	Verve Developments Ltd
Business Chamber of Commerce: 9	
Bedfordshire Chamber of Commerce	Sheffield Chamber of Commerce & Industry Transport Forum
British Chambers of Commerce (BCC)	Skegness Chamber of Trade & Commerce
Hertfordshire Chamber of Commerce	Suffolk Chamber of Commerce, Industry & Shipping Incorporated
Liverpool & Sefton Chambers of Commerce	Wellingborough Chamber of Commerce
Sheffield Chamber of Commerce	
Campaign Group	
	24
Campaign for Better Transport	Friends of the Peak District and CPRE South Yorkshire
Campaign for rail	Historic England
Carsag – Castle Area Road Safety Action Group –	Leicestershire Rutlaw

Cyclenation Ltd – the federation of cycle campaign groups in the UK.	Nottinghamshire Campaign for Better Transport (NBT)
Cycling Campaign for North Bedfordshire (CCNB)	Peak District National Park Authority
Cycling4everyone.org	Pedals (Nottingham Cycling Campaign)
Derbyshire and Peak District Campaign for Better Transport	Pontefract Civic Society
East Midlands Public Transport Co-ordinator Campaign for Real Ale	Residents Against Station Closure (RASC)
East Norfolk Transport Users' Association (ENTUA)	The Dispute Resolution Partnership
East Suffolk Travellers' Association (ESTA)	The Friends of the Derwent Valley Line
England's Economic Heartland Strategic Alliance	Wellingborough Town Centre Partnership
English Regional Transport Association (ERTA)	West Midlands Campaign for Better Transport
Community Rail Partnership: 9	
Association of Community Rail Partnerships	High Peak & Hope Valley Community Rail Partnership
Barton – Cleethorpes Community Rail Partnership	Marston Vale Community Rail Partnership
Derwent Valley Community Rail Partnership	North Notts & Lincs Community Rail Partnership
Derwent Valley Line Community Rail Partnership	The North Staffordshire Community Rail Partnership
Hereward Community Rail Partnership and Fenland District Council	
Consumer Watchdog: 6	
Felixstowe Travel Watch	Transport Focus
Public Transport Consortium of the LGA	TravelWatch East Midlands
The Association of Public Transport Users (APTU)	TravelWatch NorthWest
County Council/Unitary Authority: 19	
Cambridgeshire and Peterborough Combined Authority, Cambridgeshire County Council, East Cambridgeshire District Council, Fenland District Council, Peterborough City Council	North Yorkshire County Council
Cheshire West and Chester Council	Northamptonshire County Council
Derbyshire County Council	Nottinghamshire County Council
East Midlands Councils	Rutland County Council
Key stakeholders in the East Midlands Rail Franchise: Sheffield City Region Local Enterprise Partnership, South Yorkshire Passenger Transport Executive, Sheffield City Council and Sheffield Chamber of Commerce and Industry	Sheffield City Region Combined Authority and Local Enterprise Partnership, and South Yorkshire Passenger Transport Executive
Leicestershire County Council	Staffordshire County Council
Lincolnshire County Council	Suffolk County Council (SCC)
Liverpool City Region	Warwickshire County Council
Market Rasen Wolds – Lincolnshire County Council	West Yorkshire Combined Authority
Norfolk County Council's	North Yorkshire County Council
Disability Association: 4	
Boston Disability Forum	Older peoples group Kirby in Ashfield Nottinghamshire
The Disabled Persons Transport Advisory Committee (DPTAC)	Transport 4 All group for Sheffield: A group comprised of people with a variety of physical, sensory, and communication difficulties.
Education/Medical Establishment: 4	
Bedford Modern School	University of Leicester
The Higher Education Consultancy Group	University of Lincoln (Estates Department)
LEP/Economic Partnership: 4	
East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire)	The Better Transport Group, a sub group of the North Kesteven District Council, Local Strategic Partnership
New Anglia Local Enterprise Partnership	The Greater Lincolnshire Local Enterprise Partnership
Local Residents Group: 14	
Beeston and District Civic Society	Ramblers Association Nott's Area
Chinley and Buxworth Transport Group	Rockstar Lincoln
Derby and Derbyshire Local Access Forum's	The Bedford Commuters Association (BCA)
Grace Community church	The Harpur Trust
North Northamptonshire Joint Planning Committee	The Leicestershire Local Access Forum (LLAF)

Radcliffe-on-Trent Women's Institute	The Spalding & Peterborough Transport Forum
Radcliffe-on-Trent Residents Association	Transition Chesterfield
MP/Politician: 21	
Councillor Bedford	MP Nigel Mills, Amber Valley*
East Midlands Liberal Democrats	MP Gloria De Piero, Ashfield*
Mayor of Bedford Borough	MP David Tredinnick, Bosworth*
MP Barry JC Moore	MP Edward Argar, Charnwood*
MP Mohammed Yasin, Bedford and Kempston	MP Chris Williamson, Derby North*
MP Anna Soubry, Broxtowe	MP Margaret Beckett, Derby South*
MP Chris Grayling, Epsom and Ewell	MP Vernon Coaker, Gedling*
MP Clive Betts, Sheffield South East	MP Neil O'Brien, Harborough*
MP Derek Twigg, Halton	MP Philip Hollobone, Kettering*
MP Maggie Throup, Erewash	MP Liz Kendall, Leicester West*
MP Vernon Coaker, Gedling	MP Nicky Morgan, Loughborough*
MP Jack Brereton, Stoke-on-Trent South	MP Gavin Shuker, Luton South*
MP John Hayes, South Holland and The Deepings	MP Pauline Latham, Mid Derbyshire*
MP Michael Fabricant, Lichfield	MP Alex Norris, Nottingham North*
MP Robert Jenrick, Newark	MP Lilian Greenwood, Nottingham South*
MP Paul Blomfield, Sheffield Central	MP Alberto Costa, South Leicestershire*
Rutland and Melton Liberal Democrats	MP Peter Bone, Wellingborough*
Sheffield Green Party	
The British Infrastructure Group of MPs (BIG)	
*MP joint response	
Parish/Town Council: 34	
Alfreton Town Council	Loscoe Town Council
Alsager Town Council	Market Rasen Town Council
Bamford with Thornhill Parish Council	Metheringham Parish Council
Birmingham City Council	Misterton Parish Council
Bottesford Parish Council	Norwich City Council
Bozeat Parish Council	Nottingham City Council
Church of England, Parish of Irchester with Stanton Cross	Oakley Parish Council
City of Lincoln Council	Parish Council in North Beds
City of Stoke-on-Trent	Radcliffe-on-Trent Parish Council (RPC)
Colmworth Parish Council	Salford City Council
Derby City Council	Sheffield City Council
Ecton Parish Council	Skegness Town Council
Edwinstowe Parish Council	Sleaford Town Council
Finedon Parish Council	Stallingborough Parish Council
Kempston Town Council	Wellow Parish Council
Leicester City Council	Wollaston Parish Council
Lichfield City Council	Wymington Parish council
Rail User Group: 18	
Bedford/Bletchley Rail Users Association	Hope Valley Rail User Group
Derwent Valley Trust	Kettering Rail Users
Dore & Totley Station	Lichfield Rail Promotion Group
Friends of Askern Railway Station	Oxon and Bucks Rail Action Committee
Friends of Beeston Station (FOBS). We are a group of station adopters.	Penistone Line Partnership
Friends of Narborough Station	Peterborough-Ely-Norwich Rail Users
Friends of the Barton Line	Railfuture
Harborough Rail Users	South Humberside Rail Users

Hitchin Rail User Group	The Friends of Dronfield Station (FoDS)
Trades Union: 5	
Transport Salaried Staffs' Association (TSSA)	North Staffs Rail Promotion Group
The Associated Society of Locomotive Engineers and Firemen (ASLEF)	The National Union of Rail, Maritime and Transport Workers (RMT)
Unite East Midlands Region	
Transport Operator: 11	
Arriva Rail North Limited (Northern)	The Midlands Connect
HS1 Limited	TransPennine Express
Rail Delivery Group	Transport for Greater Manchester
Rail Freight (Users and Suppliers) Group	Transport of London (TfL)
Rail North	West Midlands Rail Ltd (WMR)
The Chartered Institute of Logistics and Transport (CILT)	
Name of organisation not specified: 2	

Annex B: Acronyms

BAME – Black, Asian and Minority Ethnic

BTP – British Transport Police

CCI – Customer and Community Improvement

CRP – Community Rail Partnership

DfT – Department for Transport

ECML – East Coast Main Line

EM – East Midlands

EMT – East Midlands Trains

ITT – Invitation to Tender

MML – Midland Main Line

NRPS – National Rail Passenger Survey

SIF – Station Improvement Fund

SQR – Service Quality Regime

Annex C: Bidder contact details

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Cathedral, Ely

