

East Midlands Consultation Co-ordinator
Department for Transport
2/21 Great Minster House
33 Horseferry Road
London
SW1P 4DR

14 September 2017

Dear Sir/Madam

East Midlands Franchise Consultation Response

This consultation response is sent on behalf of the North Notts & Lincs Community Rail Partnership. The comments set out below have been agreed at the Board Meeting held on September 13, 2017.

Thank you for inviting input into the franchise specification, attached to this letter are the answers to the specific questions raised in the consultation document.

Generally North Notts and Lincs Community Rail Partnership support the East Midlands Councils Strategic Statement for the East Midlands Rail Franchise.

In this response we have assumed that all services will operate seven days a week as Sundays are important for travel most notably at Lincoln with a student population of 13,000.

Yours faithfully,



Barry Coward
Chair
North Notts & Lincs Community Rail Partnership

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?

A1 We wish to see a franchise which:

- Delivers continued improved performance of train services
- Has a passenger focused approach
- Supports economic growth and the community

This depends on a close working relationship between the Train Operator, Network Rail, Central Government, local communities and East Midland Region. We believe that East Midlands Councils is best placed to provide the strategic lead for the region and is well placed to engage with local bodies as appropriate.

It would be helpful if there was a formal and on-going role for East Midlands Councils and community rail partnerships within the franchise management.

The nature of a railway requires vertical integration to achieve the best performance both in terms of passenger experience and the economics of running a railway. Every effort should be made to integrate and avoid costly wastage and duplication.

On a day to day basis this requires a “one railway” approach so that Network Rail and TOC staff work together .

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?

A2 We consider that Community Rail Partnerships are very important. They deliver excellent value for a relatively small investment.

We support the East Midland Councils case that CRPs are supported throughout the franchise duration/extensions at the following minimum levels by the TOC:

- Minimum funding for Community Rail Partnership Officers at not less than £28k per CRP per annum and a match fund pot for additional activity pooled for CRPs to bid into to invest in small station improvement fund of £125k per annum. This needs to cover all the CRPs in the area.
- Staff budget annually increased for inflation throughout the franchise and any extensions.
- Funding committed for the franchise duration (including any extensions) via the TOC. In the case of transferring CRPs they should not receive less funding than had they remained in the original TOC area.
- CRPs to be seen as influential by the TOC but independent, we feel that Community Rail Partnership Officers should be supported financially by the TOC but with management and support provided by host Local Authorities/EMC to maintain independence from the TOC.
- A funding pot created for a range of improvements and marketing activities linked to delivery of the Station Social and Commercial Development Plan (SCDP) for adopters and CRPs to be into £ (to be proposed by bidders).
- Consideration of the use of CRPs to be funded to support other TOC obligations at lower cost, where appropriate.

- Support for new and expanded CRP's, based on the above minimum subject to meeting certain conditions as defined by ACoRP in consultation with the TOC.
- Station Adopters/Friends, continue to be recruited and supported as a voluntary resource, supported by a dedicated management resource and a fund to meet reasonable costs and expenses £(to be proposed by bidders).
- Community use of disused buildings promoted and supported, including where necessary a small station improvement fund to bring buildings back into use/repair.
- The above should be included in the ITT, with elements specified in the ITT,. It will be for bidders to offer other elements and funding enhancements that would be imbedded the Franchise Agreement.

NNLCRP's objective is to increase passenger miles by integrating transport with the communities it serves. Rail is the focal point of transport integration. To be effective in assisting us in meeting our objective the franchisee should employ a dedicated community rail team with a designated official for each CRP. In addition for day to day operational issues CRPs should have access to local area management (in our case that is Lincoln).

Q3 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:

- **The environment?**
- **Equality?**
- **Communities in the areas they operate?**

If so, how should they do this?

A3 The environment?

Yes **No**

Equality?

Yes **No**

Communities in the areas they operate?

Yes **No**

If so, how should they do this?

We believe the Government should take a direct lead to deliver a more sustainable, environmentally responsible rail offer; this includes requiring the bidders to propose means to minimise their own environmental impact, and for Government to specify an electrified rail fleet and deliver electrification of the Midland Mainline all the way from London to Nottingham and Sheffield and on to Doncaster to connect with the ECML, mirroring the approach to cars, where new diesel and petrol powered cars will cease to be allowed from 2040, we believe that for rail this policy should start now.

Bidders should be incentivised to engage with the business and education sectors across the regions within which they operate. This should be done so rail can support local businesses, connect to workforce and customers, share industry learning to other industry and engage with schools and colleges to promote the industry especially to female and also BAME (British black, Asian and Minority Ethnic young people). Targets for apprentices should be set.

The railway should engage fully with local communities and seek to add value to them, rather than simply provide a train service for them. This is discussed in more detail above (Q2). The winning

TOC should include taking responsibility for their customers and the impact of services on them and communities who live adjacent to the railway, especially stations.

We support the detail provided by East Midlands Councils in their consultation response to deliver the above.

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?

A4 Yes No

Your reasons?

We agree with the proposed approach but with some reservations as outlined below. We consider that the strategic objective for the new East Midlands Rail Franchise starting in 2019 is to provide a service that meets the needs of users and attracts new markets. If it succeeds in doing this it will support the continued drive for economic growth across the East Midlands by increasing connectivity, for people and businesses. This needs to be done in different ways for each group of routes over the duration of the franchise as infrastructure investment comes on line:

1. Midland Mainline

Intercity services are essential to support the economic vitality of the region, this is because it is important to connect businesses to their customers and core markets. Nationally the East Midlands depends on good links to London, the West Midlands, Yorkshire, Lancashire, Cambridge and the north. By good we mean fast, efficient and comfortable.

2. Regional services

On limited stop services to the key economic centres of Birmingham, Cambridge, Leeds, Liverpool and Manchester we are looking to secure at least 60 mph overall journey speed, meaning rolling stock must be able to travel at 90 mph or faster for most of the journey.

3. Enhanced Local services

Providing access for outlying communities into the key towns and Regional Hub cities of the East Midlands.

Wherever possible trains should operate to line speed limits. Currently we can give examples of the timetable reflecting a lower operating speed than the line speed limit. This results in passenger trains keeping to its timetable speed while freight trains operate at a higher speed causing conflicts that need to be resolved by the signaller.

Q5 No comment

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

A6 We support the East Midlands Councils assessment of services with existing over-crowding problems. This is a fair reflection of our experience except that in addition we have regular reports of Saturday morning services on the Grimsby to Newark Northgate route which are so overcrowded that passengers are unable to board at Barnetby and Market Rasen.

These services need capacity enhancement, ideally through increasing service frequency, but at the very least increasing train length and seating capacity. Single car x153 trains should be replaced now and not wait until August 2019.

As well as addressing existing overcrowding issues future needs should be planned for now, especially when purchasing new trains. With the growth potential across the network work by EMC shows many services will encounter overcrowding. Therefore the franchise specification needs to model the anticipated growth by line of route. EMC have provided the Department for Transport with details of employment and housing growth sites local to stations, along with station/station access and public realm improvements which will make travel by rail easier and more attractive.

In encouraging bidders to develop solutions to carry more passengers we ask the Department for Transport to consider the suitability and impact of any changes on different types of rail users, especially commuters, business travellers, family groups, leisure/retail users, people with limitations (disabilities) and those travelling with luggage such as to airports or on holiday.

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

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

A7 As a new community rail partnership we are not in a position to rate facilities in order of priority. We are therefore commenting on each specific facility.

Baby changing facilities – vital on long distance journeys.

Catering – unimportant on local services. However a catering trolley should be available on most inter-urban services. Naturally full catering services would be expected on all MML services.

CCTV – must be on all trains preferably with the ability to view live from control rooms if this is possible.

Cycle storage – should be on all trains. On busy routes prior booking may be an option.

First Class areas – only on MML.

Free wi-fi – should be on all services.

Luggage and pushchair space – essential on all services with flexible seating to allow greater carriage of luggage especially on coastal and airport services, and for pushchair and luggage storage on peak trains to the east coast. The return of PLA (passenger's luggage in advance) provided in co-operation with a courier company may help reduce the amount of luggage carried, especially to coastal resorts.

Power sockets – should be on all Inter-urban and MML services. Nice to have but not essential on local services.

Table seating and seat-back tables – There should be a mix of table and airline seats on all services with seat-back tables for airline seating. Trains used on local services are likely to often be carrying families who prefer to be seated together. The alignment of seats with windows should be archived wherever possible. One advantage of the Pacer train is that the body design was developed for the Leyland National bus and as such has deep windows with narrow pillars

between window bays , maximising natural light entering the vehicle. Recent developments in bus body design include glazed roof panels, again improving natural light access. Passengers are more at ease when travelling in a vehicle that is lit with natural light, it is also less claustrophobic.

USB sockets – Should be on all services.

Wheelchair space – There must be wheelchair spaces on all services. Possibly utilising flexible space design so that when wheelchairs or cycles or luggage is not being carried the space can be used for seating, typically on commuter services.

Q8 Which other on-board facilities should be:

- **Introduced?**
- **Improved?**

A8 Introduced?

An automated audio announcement of an approaching stop should be made far enough in advance to enable passengers to start making preparations to leave the train and thus reduce station dwell time. Announcements should be brief and redundant words avoided. The name of the stop should not be the first word. The opening words should draw passenger's attention to the announcement. Thus "Lincoln is your next station stop" is not acceptable. However "our next stop is Lincoln" is OK.

Improved?

The issue of luggage/folded pushchair storage space needs to be addressed urgently, especially on services to the East Coast resorts, Liverpool - Norwich, and airports. The return of PLA (see answer to Q7) may obviate some of these issues.

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

A9 We are looking to secure local services across the region which offer reduced journey times and increased service frequencies, where capacity justifies, that connect communities into the four Hub City centres of Derby, Leicester, Lincoln and Nottingham allowing onward travel to other areas through interchange at these and other key stations.

We support proposals set out in East Midland Council's Strategic Statement.

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

A10 We generally support the additional services requested by East Midlands Councils, including both intercity, connectivity to other regions and additional services with regional/local services. Including:

- Hourly service between Lincoln and Newark Northgate focused on enhancing connections at Newark to/from London (this can be achieved by interworking with the proposed VTEC Lincoln-London service.) The East Midlands service should continue from Lincoln to

Boston via Sleaford as the only direct service between Lincoln and Boston is bus IC5 which is slow and inadequate.

- An hourly limited stop service of through trains between Lincoln and Birmingham either via Derby or Leicester
- An hourly service between Peterborough via Lincoln and Doncaster focused on enhancing connections at Doncaster to the north. (Also see answer to Q18)
- Restoring two trains per hour between Lincoln and Nottingham (one of which continues to Birmingham or Derby the other to Leicester of Birmingham via Leicester) and faster journeys from Lincoln and Newark to Leicester with limited stops south of Nottingham.
- An increase in service frequency and therefore capacity between:
 - Derby and Nottingham,
 - Derby and Crewe,
 - Nottingham and Leicester,
 - Nottingham and Lincoln.
- Hourly service between Lincoln and Grimsby/Cleethorpes (we consider all trains should terminate at Cleethorpes and New Clee station should be closed as its original purpose to serve Grimsby Town FC no longer exists as the football club has moved to Cleethorpes) with a connecting dedicated bus service at Market Rasen to enable Louth, a town of over 15,000 people to be connected to the railway network.
- Extension of the Robin Hood line service from Worksop to Cleethorpes every 2 hours (see answer to question 18)
- Two trains per hour between Nottingham and Worksop, one train to run fast between Mansfield Woodhouse and Worksop
- Extension of the Doncaster - Scunthorpe service (currently operated by Northern) to Barton (hourly) with further extension to Barton on Humber every 2 hours. This will allow Barton-on-Humber line passengers to connect with TPE and services to Lincoln at Barton. The existing Barton-on-Humber service fails to connect at Habrough. This service combined with the extended Robin Hood line service and Lincoln service would enable the new EM franchisee to establish a depot at Cleethorpes.

To increase capacity, strengthened trains, or better additional hourly peak-hour services in each direction should be provided between:

- Nottingham to Grantham stopping service to provide peak hour stops at all stations, and ideally throughout the day too.
- Derby and Ambergate - possibly by extending the Derby to Crewe trains.
- Lincoln and Sleaford.
- Spalding and Peterborough.
- To increase capacity, there is a need for additional vehicles on some services to/from Skegness during the summer and at bank holidays to support the tourism based economy of the Lincolnshire Coast.

Q11 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?

All **Yes** **No**

Your reasons:

We support the reopening for passenger traffic the part of the Robin Hood Line from Shirebrook to Ollerton, with associated stations at Warsop and Edwinstowe, as promoted by Nottingham County Council. As the line continues almost to the bridge over the River Trent (rebuilt by British Rail not long before the line was closed) and the track bed on the Lincolnshire side remains as a

cycle path consideration to reopening the line through to Lincoln should be given. This would ease travel between Mansfield and Lincoln, a route not easily traversed by road.

Q12 No comment

Q13 No comment

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

A14 To improve access to Birmingham and East Midlands airport, regular and evenly spaced services are needed at East Midlands Airport Parkway station and improved rail access between the Parkway station, Birmingham, the Hub cities of Derby, Leicester, Lincoln and Nottingham.

The improvement of services at East Midlands Airport will also attract £2.5m of private sector funding, offered by the airport.

Planning permission exists for a new station at Finningley to serve Doncaster Sheffield Airport, but the number of passengers using the airport does not yet meet the threshold set in the planning permission. When built this station could be served by the Peterborough - Lincoln - Doncaster service every hour supplemented by a Finningley - Doncaster shuttle.

NNLCRP is working with TransPennine Express and Humberside Airport to introduce a taxi link meeting trains at Barnetby. This could be extended to link with the new East Midlands franchise services at Barnetby.

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

A15 We feel that the service capacity issues can be improved by lengthening the trains.

The trains being of at least 2 units in length should split at Ely one portion to go forward to Cambridge and Stansted Airport and one portion to Norwich. There is an ever growing demand for services to Cambridge and until the Werrington grade separation is completed passengers originating at stations between Gainsborough and Spalding, plus those changing at Lincoln from the Grimsby line need to have regular connections at Peterborough where the passenger interchange is slow due to the distance that needs to be walked between GN/GE Joint line trains and trains to and from East Anglia.

We also believe that the service should be speeded up by using 100 mph rolling stock and missing out local stations. Lost stops could be served by a local service at the same frequency (as least).

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

A16 We would oppose any reduction in the frequency of trains between Peterborough and Cambridge for the reason given above (A15)

Q17 Are you in favour of these route changes?

- **Liverpool – Norwich**
- **Birmingham – Nottingham**

- **Birmingham – Leicester/Stansted**

A17 We consider that all three services should be operated under the East Midlands Franchise.

In the case of the Liverpool – Norwich we consider that there is a strong demand from passengers for a direct service from Liverpool to East Anglia. This service has a high proportion of passengers with luggage who dislike having to change trains en-route. Leisure passengers put more value on a direct service than they do on journey time. As the train should consist of two units a split at Ely to provide a direct service to Cambridge/ Stansted Airport as well as Norwich should be provided.

All these services provide key connections across the East Midlands, with important interchange with other EM services. Therefore the best passenger offer is to operate them all under the EM Franchise.

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

Yes **No**

If so, which?

A 18 For clarity, we support the anticipated transfer of the Barton Upon Humber line service from Northern to the East Midland Franchise as confirmed in the consultation document, provided that there is adequate funding provided for the Community Rail Partnership and Community Rail Partnership Officer support.

We would like to see the Northern Sheffield - Cleethorpes service via Brigg (a parliamentary Saturday only service) replaced by extending Robin Hood Line trains every two hours from Worksop through to Cleethorpes.

This would enable passengers from Retford, Gainsborough, and stations to Cleethorpes to have a direct service to Nottingham. It would also enable passengers originating in the former Nottinghamshire mining districts to reach Cleethorpes, which is traditionally their seaside resort. NNLCRP has conducted an online survey and the results are attached as an Appendix at <http://bit.ly/2xCJAXN>

We also recommend the take over the Doncaster - Scunthorpe stopping service from Northern as this will become isolated once Network Rail no longer allow it to operate beyond platform 0 at Doncaster due to the need to provide more capacity on the ECML through Doncaster. Linking up trains arriving at Doncaster from Peterborough via Lincoln with the stopping service to Scunthorpe will make better use of resources (otherwise trains will have unproductive time spent waiting at Doncaster). Trains would be extended from Scunthorpe to Barnetby (hourly) and all stns to Barton on Humber every 2 hours. This will allow Barton-on-Humber line passengers to connect with TPE and services to Lincoln at Barnetby. The existing Barton-on-Humber service fails to connect at Habrough. This service combined with the extended Robin Hood line service and Lincoln service would enable the new EM franchisee to establish a depot at Cleethorpes.

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

A19 **Yes** **No**

The issue of level crossings is wider than just Lincolnshire. Therefore the following answer is provided in the context that it applies to all level crossings where road users would suffer a material delay.

The value of the time lost to road users at level crossings in our area is significantly less than the loss to rail users if their journey time is extended by less frequent trains or a diverted route.

We are aware that there has been a sustained media campaign in Lincoln blaming the railway for all the City's transport difficulties.

High Street - since the construction of a footbridge and the pedestrianisation of the street there are no longer any delays.

Brayford Wharf East – following the opening of the East-West link road there is no need for any motorised traffic to use this crossing except for immediate local access. As for pedestrians there is already a footbridge with lifts within the Lincoln University campus and there will soon be footpaths leading to the High Street crossing as an alternative.

Doddington and Skellingthorpe Roads – traffic frequently queues over these crossings throughout the day. These delays are caused by traffic light controlled junctions on both these roads with Tritton Road and not by the level crossings.

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

A20 To improve the door-to-door journey, stations need to be easy to access by all modes of travel, well communicated and safe.

Information and ticketing to and from the station needs to be readily available and current, meaning it is available in real-time and across all public transport modes and stages of a journey.

Multimode ticketing, such as Plus Bus, taxi connections (such as we hope to introduce between Barnetby and Humberside Airport) and inter-available ticketing between bus and train (NNLCRP has secured inter-availability between bus route 98 and East Midland Trains on journeys between Gainsborough and Doncaster) need to be further developed and marketed.

Likewise multimode publicity, especially in respect of timetables and journey planning needs to be developed. A passenger should be able to discover all the elements of their journey in one step. This can be achieved at Google map (but it does not allow for any real time delays by bus or train).

In heavily rural and deprived areas with limited access to the internet the availability of printed information remains important. The TOC should work closely with CRPs and local communities to devise methods of communication with potential passengers.

Holding connections - Whilst passengers would normally expect trains to arrive and depart on time there are instances where some flexibility is justified. The EM franchisee should be required to hold their service long enough for passengers to transfer from the long distance train without this having any impact on the performance specification.

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

A21 Our rail network should be accessible for all people regardless of disability. The needs of people living with disabilities needs consideration both in accessing the rail network and also travelling on the rail network. The tables submitted by the EMC compare differing customer needs at stations against those of people with disabilities.

The DfT needs to ensure that the franchise has appropriate financial provision to overcome existing deficiencies at stations and address the issues raised.

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

A22 We believe that there is an important job to bring disused/underused station buildings and adjoining land back into life. This should be done in conjunction with the local community, ideally involving Station Adopters (or similar) and Community Rail Partnerships in areas where they exist or are emerging. Uses should:

- Add value to the rail user and local community
- Provide a support resource to the local community
- Create jobs and employment

There are however potential difficulties in the franchisee meeting this aspiration as often Network Rail agreement and involvement will be required. Potential uses for station buildings are often frustrated due to Network Rail being too slow to react or asking for rents or rental conditions that are unreasonable bearing in mind that an occupied building brings benefits to the wider railway.

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

A23 Smart Ticketing should be made available allowing multi-modal travel on a pay-go or capped basis, with customers having an account which allows them to purchase discounted advanced tickets.

Tickets need to be universally read by ticket machines which recognise all retailed ticket types.

All stations should be equipped with a TVM. This is not just to enable ticket purchase for immediate travel but also to enable passengers to collect pre-booked tickets from their departure station without having to travel many miles in rural areas to a TVM equipped station. These TVMs should be equipped with a facility whereby if they are having difficulties the user can contact a customer advisor who can take over the transaction and issue the ticket via the TVM. It should be remembered that there are disabilities, such as severe dyslexia and hand arthritis, where passengers find TVMs almost impossible to use.

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

A24 We are looking to see Smart ticketing with pay-go and capped fares introduced, available across all modes involved in travel to/from the station as well as rail travel and delivered alongside Midlands Connect.

There appears to be no logic applied to calculating fares.

For example here are off peak day returns from Brigg changing trains at Barnetby:

Off Peak Adult Day Returns from Brigg

To	Fare	Distance in miles(one way)	Pence per mile	Fare set by
Scunthorpe	£22.10	13	£0.85	VTEC
Gainsborough Ctl.	£9.10	16	£0.28	ARN
Lincoln	£10.00	31	£0.16	EMT
Doncaster	£11.70	36	£0.16	ARN
Hucknall	£10.90	58	£0.09	EMT
Penistone	£11.70	70	£0.08	ARN

Fares should be calculated on a rate per mile travelled. The rate used would be set by the category of ticket sought. Rates could apply for adults, children, railcard holders, warrant holders, advance fares.etc. Single fares should be 55% of the return fare.

Advance fares should be available on all routes. Compulsory seat reservations should be replaced by an optional seat reservation for a small fixed charge.

While advance fares can be very good value there are many instances where passengers might know their definite time of travel in only one direction. They might also wish to make a journey from A to B to C to A rather than just A to B and return. To enable this we wish to see single fares made available at 55% of the equivalent return fare.

To help people access jobs and training we wish to see:

- new ticket options for passengers who travel fewer than five days a week; and,
- discounted ticket options offered for those in training, apprentices or those attending job interviews.

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?

A25 Targeted, and ideally personalised, information should be issued through the full range of channels including giving consideration to the needs of those people living with disabilities. Ideally the provision of information should be customised to individual's own preferences, where they have expressed a choice about how they would refer to be communicated with.

This information could include:

- Seat allocation at carriages where they fit on a platform.
- The likely chance of getting a seat, to guide people who have a choice when they travel to trains where seating is available.
- Punctuality and reliability by service.

Seats for passengers with disability need to be clearly marked in such a way that other passengers are aware that the seat should be vacated in preference to a disabled passenger. A disability sign should be woven into the seat moquette and ideally there should be a sign on the back of the seat immediately in front.

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

A26 Passengers value staff for many reasons, they are especially important for people with disabilities and at times of disruption and service problems. In these examples it is essential that staff are not just there but are visible and empowered to address passenger issues irrespective of whether or not the problem is with a service run by their own TOC.

Every train should have on board a member of staff able to deal with all passenger enquiries, and in the event of disruption be able to assist the driver in securing the safety of passengers. Where units without corridor connections are doubled up a second member of staff should be carried at busy times.

Q27 How would you prefer the next operator to engage with:

- **You as an individual**
- **Your organisation (if applicable)?**

A27 We expect passengers to be able to receive personalised information based on their travel and information needs and through the communications media of their choosing.

East Midland Council should have a meaningful role in the on-going franchise management. Other stakeholders should then be engaged by the train operator directly or via East Midland Council.

Areas served by a CRP are in effect represented by a locally based stakeholder group that can look at issues affecting their routes. For non CRP routes Stakeholder Boards such as the Nottingham to Lincoln Stakeholder Board have been an effective way of bringing together local stakeholders, EMT and Network Rail to promote and fund improvement of the route. We expect the new TOC to continue this arrangement and use it as a model for other non CRP routes.

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

- **Trains?**
- **Routes?**
- **Stations?**
- **Other?**

A28 Perception of safety and reducing crime and fear of crime are very important. In particular the design of new/refurbished trains needs to reduce the risk to passenger luggage crime.

There are a number of stations where CCTV and other safety measures (like help points) would assist. A fund is needed to address these shortfalls.

Costs of CCTV could often be reduced and effectiveness increased by co-operation between the TOC and operators of local CCTV systems near stations. These are usually local authorities or commercial organisations such as shopping centres that monitor their cameras 24/7. TOC CCTV covering a station is invariably only recorded for possible future inspection. If the station system were to be included in the local system there would then be live monitoring. If for example a cycle is stolen from a CCTV covered cycle rack or areas vandalised the criminals are usually well aware that it will be many hours before the recording is looked at and the chances of them being caught are close to nil. With 24 hour monitoring they can never be sure that someone is not watching them when they commit the offence. We know of instances where the offer of local monitoring has not been taken up by TOCs.

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

A29 Over the years there has been considerable funding which has gone into the East Midlands Franchise, funding service improvements, station enhancements, car park provision/improvements, access improvements to stations by bus, foot, cycle, car etc.

As well as historic investment in rail, there are a number of regional public and private sector funding options, from East Midlands Airport to the usual and occasionally used public sector options.

We are still awaiting two major infrastructure projects by Network Rail, the Werrington Junction and Newark crossing grade separations which would improve the rail capacity in our area. The failure by Network Rail to deliver such projects on time and on budget does not attract third party investors.

Assuming Arriva Rail North commence operating an hourly service from Gainsborough Central to Sheffield and that the new East Midlands franchisee operates a two hourly Cleethorpes-Nottingham service (Q 18) through Gainsborough Central the significantly increased footfall would make a case for the construction of a new station, especially as the present station has been described by The Times as “Britain’s worst station”. The station forecourt is currently leased to the developer of the adjacent shopping centre (Marshall’s Yard) and West Lindsey District Council has funds available to enhance the town centre, but Network Rail is perceived as problem to such a development taking place.

Likewise Peel Holdings as operator of Doncaster Sheffield Airport would be willing to invest in building a new Finningley station.

It is very disappointing that Government has chosen to withdraw significant investment in the Midland Mainline in choosing not to proceed with electrification.

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?

A30 The following important considerations need addressing in the franchise specification:

The need to protect jobs in the region and the importance of encouraging the franchise winner to buy-local.

Branding – we are looking to see a long term franchise brand, which reflects the region and its identity, it can include sub-brands for London, regional and local services.

A Station Investment fund of £4.2m is needed plus a further £21.2m to achieve step-free access without crossing the tracks.

Appendix

The appendix may be found at <http://bit.ly/2xCJAXN>