



Department  
for Transport

# East Midlands rail franchise consultation

Event Presentation

Passenger Services  
Department for Transport



# Agenda

1. Objectives of the day
2. Overview of the franchise
3. Transport Focus
4. Midland Main Line
5. East Midlands Councils
6. Aims for the franchise
7. Specification
8. What happens next
9. Questions





# Objectives of the day

- Outline the East Midlands re-franchising process
- Provide background on the franchise
- Explain what we are consulting on
- Listen to views on how the future East Midlands franchise might be specified
- Encourage you to respond to the consultation



# A few rules

- We have an open-door policy
- Note that our plans are still subject to change
- **Nothing said today can be relied upon as the terms on which the East Midlands franchise will be re-let**



# The East Midlands franchise today

- Serves a range of markets:  
Intercity, commuter, regional and local
- 470 train services a day
- 26 million passenger journeys a year
- 90 stations managed by East Midlands Trains
- Employs over 2000 staff

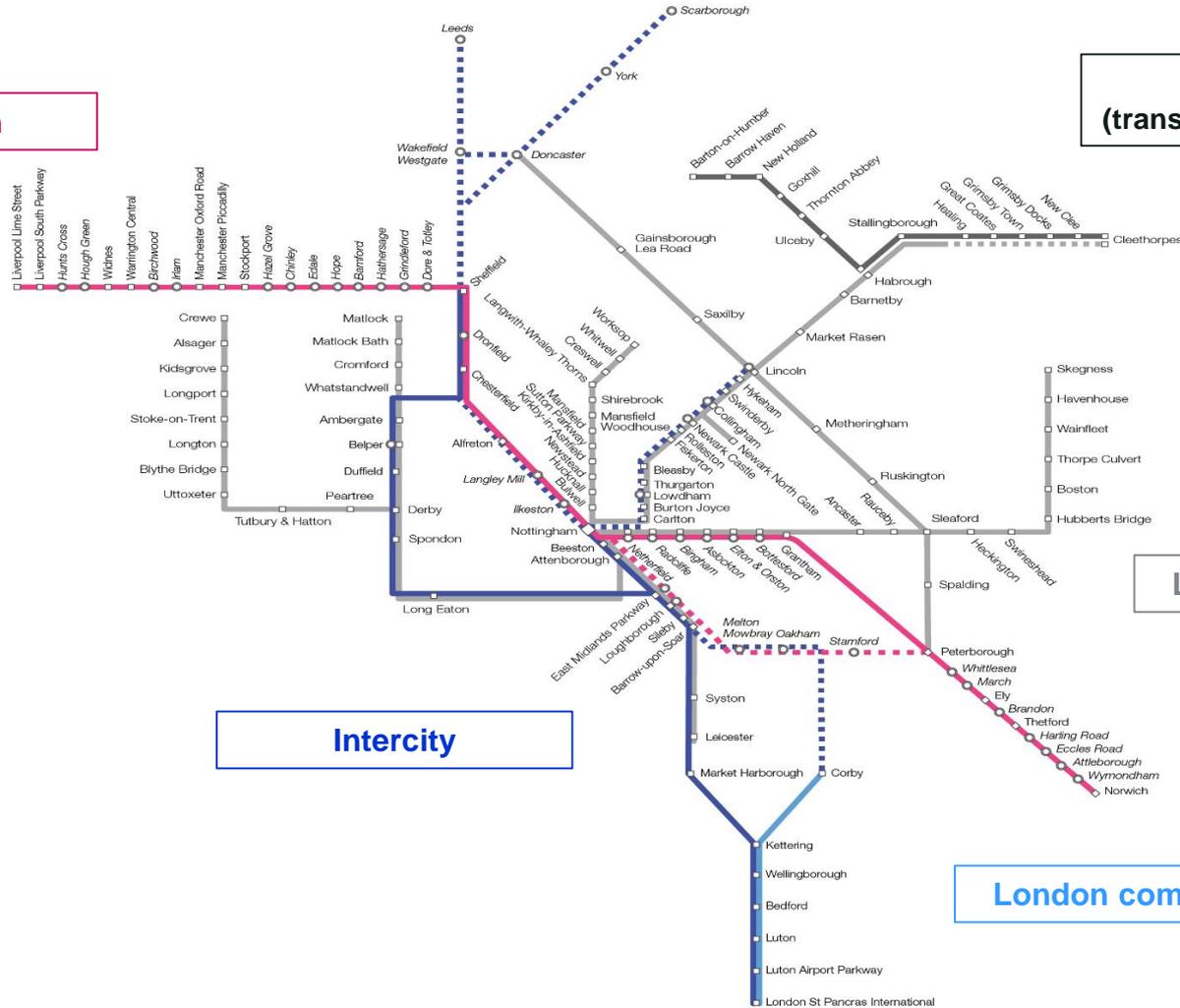




# East Midlands franchise network

Inter-urban

Barton Line  
(transfers from Northern)



Local and regional

Intercity

London commuter



## **Transport Focus - Passenger experiences and aspirations**

### **East Midlands rail franchise consultation events**

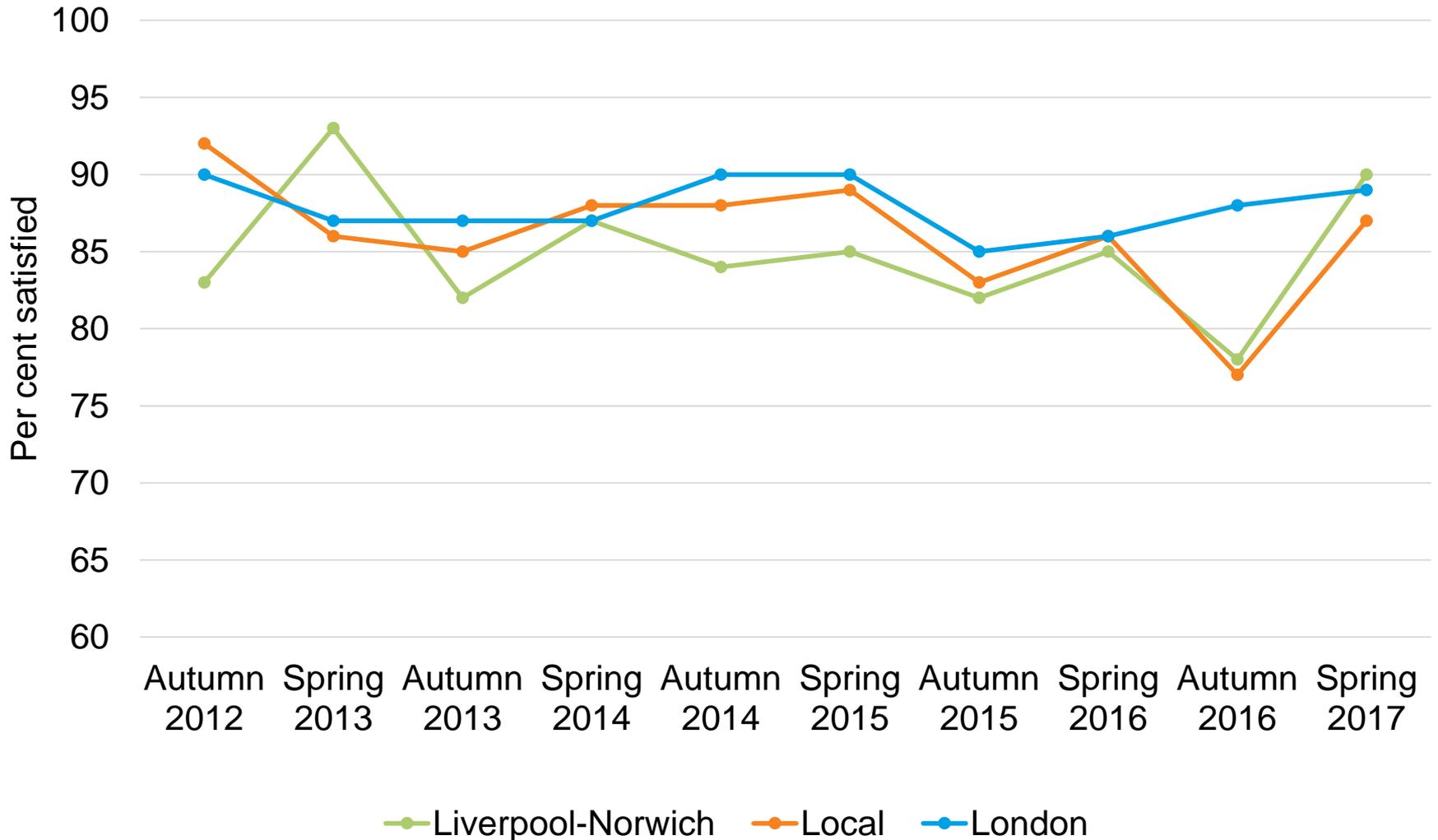
**August / September 2017**



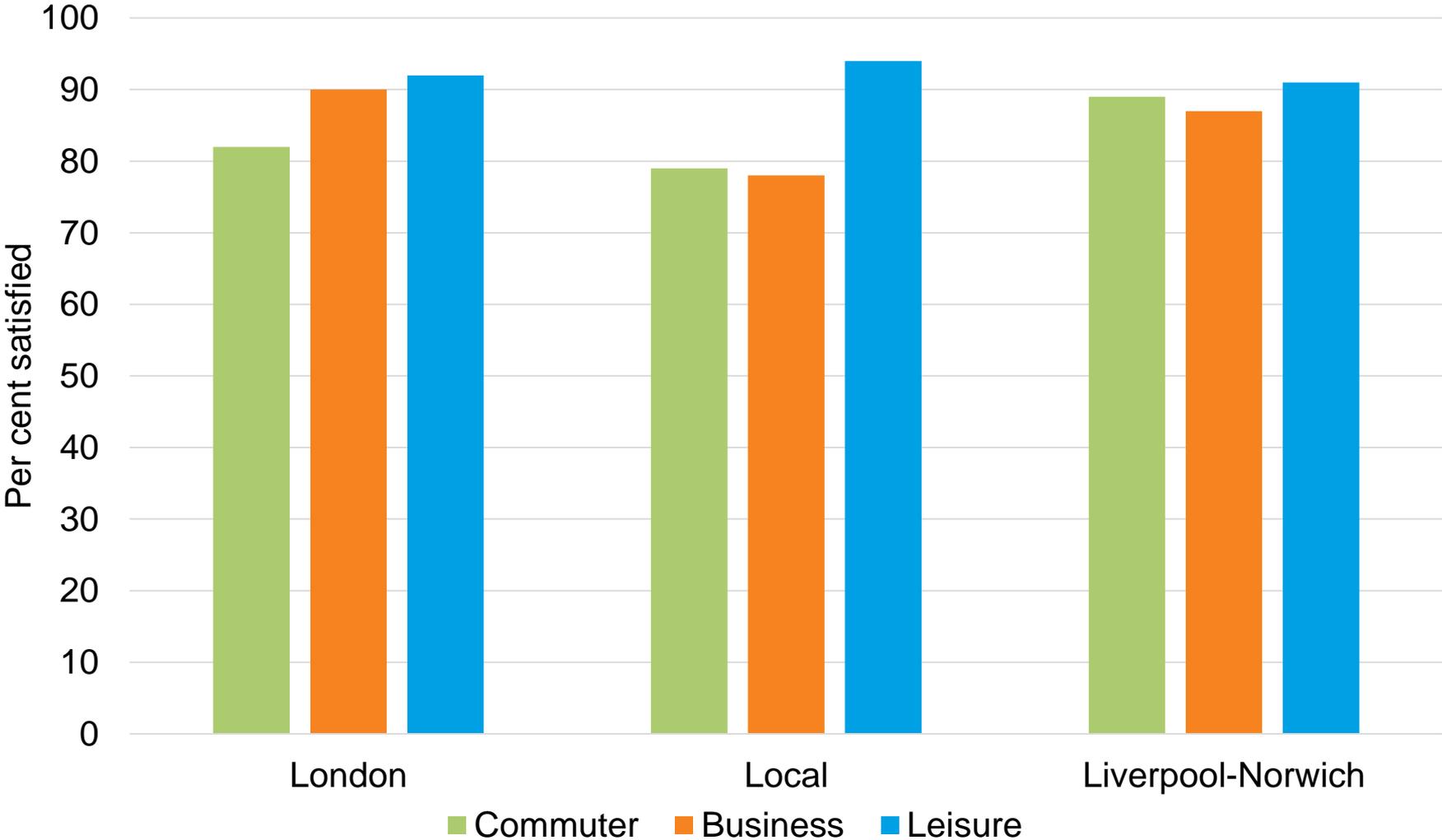
# Transport Focus

- Independent transport user watchdog
- Rail passengers in Great Britain
- Bus, coach & tram passengers in England, outside London
- All users of the Strategic Road Network in England
  - All means motorcyclists, cyclists, pedestrians, freight and coach companies – plus drivers of all types of vehicle
- We are a *consumer* organisation, driven by what the transport user needs and wants
- We are *evidence-based* – what we advocate is based on research among users
- Our aim is to be *useful* to those who use, provide and fund transport services

# East Midlands Trains' overall passenger satisfaction – NRPS over last five years

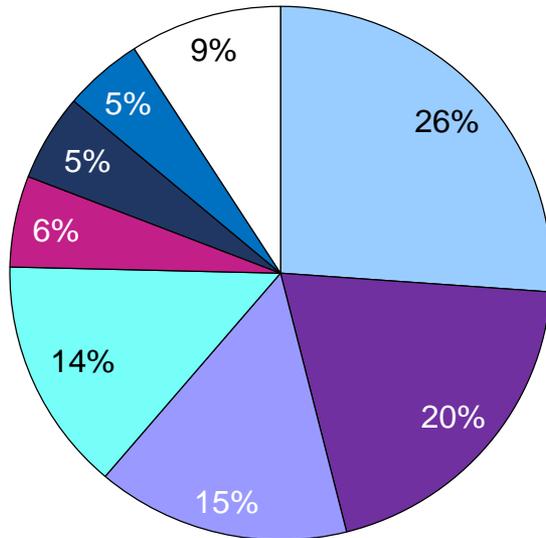


# Spring 2017 NRPS – East Midlands Trains Overall satisfaction



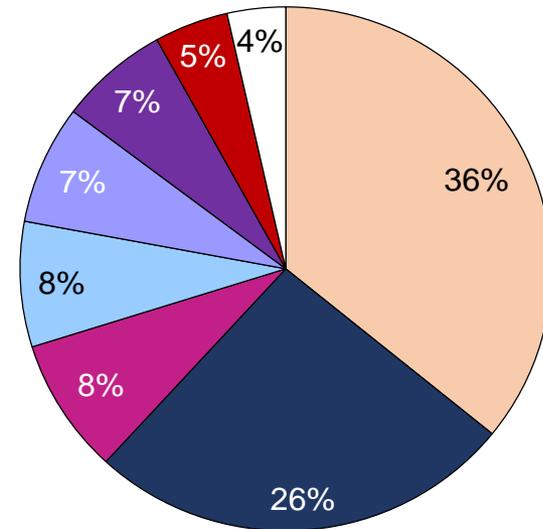
# Key drivers/multivariate analysis – East Midlands Trains

Identifies which of the NRPS station and train factors are most important in determining overall satisfaction and dissatisfaction. NRPS Autumn 2016/Spring 2017



- Punctuality/reliability (i.e. the train arriving/departing on time)
- Cleanliness of the inside
- Length of time the journey was scheduled to take (speed)
- Comfort of the seats
- Provision of information about train times/platforms
- Your personal security whilst on board the train
- Frequency of the trains on that route
- Other

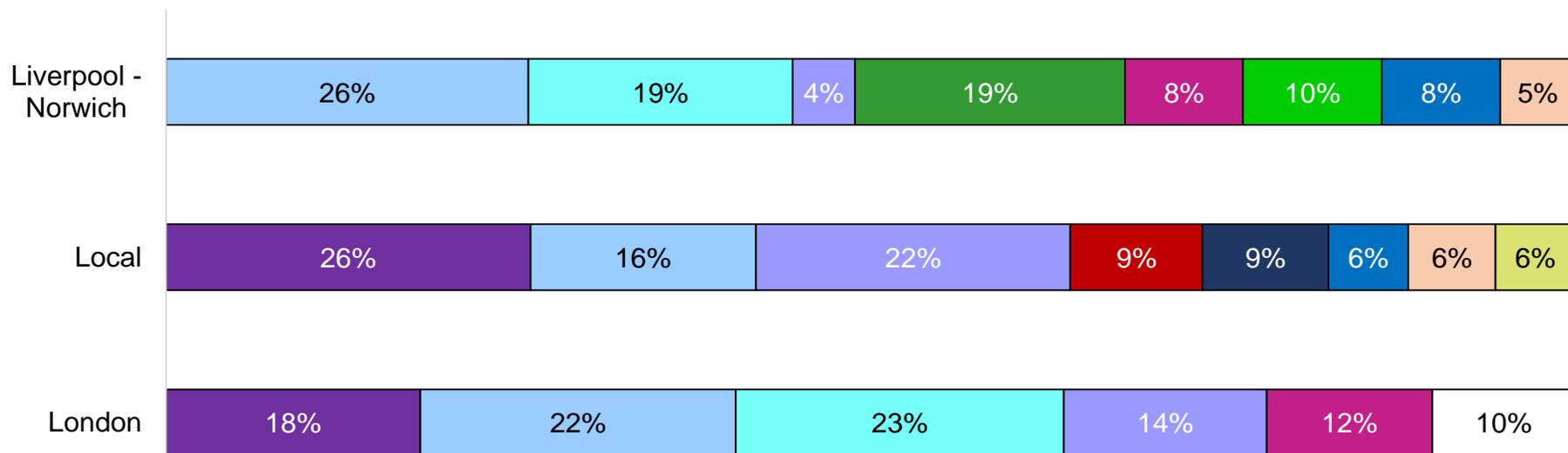
**Drivers of East Midlands Trains passenger satisfaction**



- Rating of how train company dealt with these delays
- Your personal security whilst on board the train
- Punctuality/reliability (i.e. the train arriving/departing on time)
- Length of time the journey was scheduled to take (speed)
- Cleanliness of the inside
- Provision of information about train times/platforms
- Overall station environment
- Other

**Drivers of East Midlands Trains passenger dissatisfaction**

# Key drivers of satisfaction – East Midlands Trains building blocks – Autumn 2016/Spring 2017

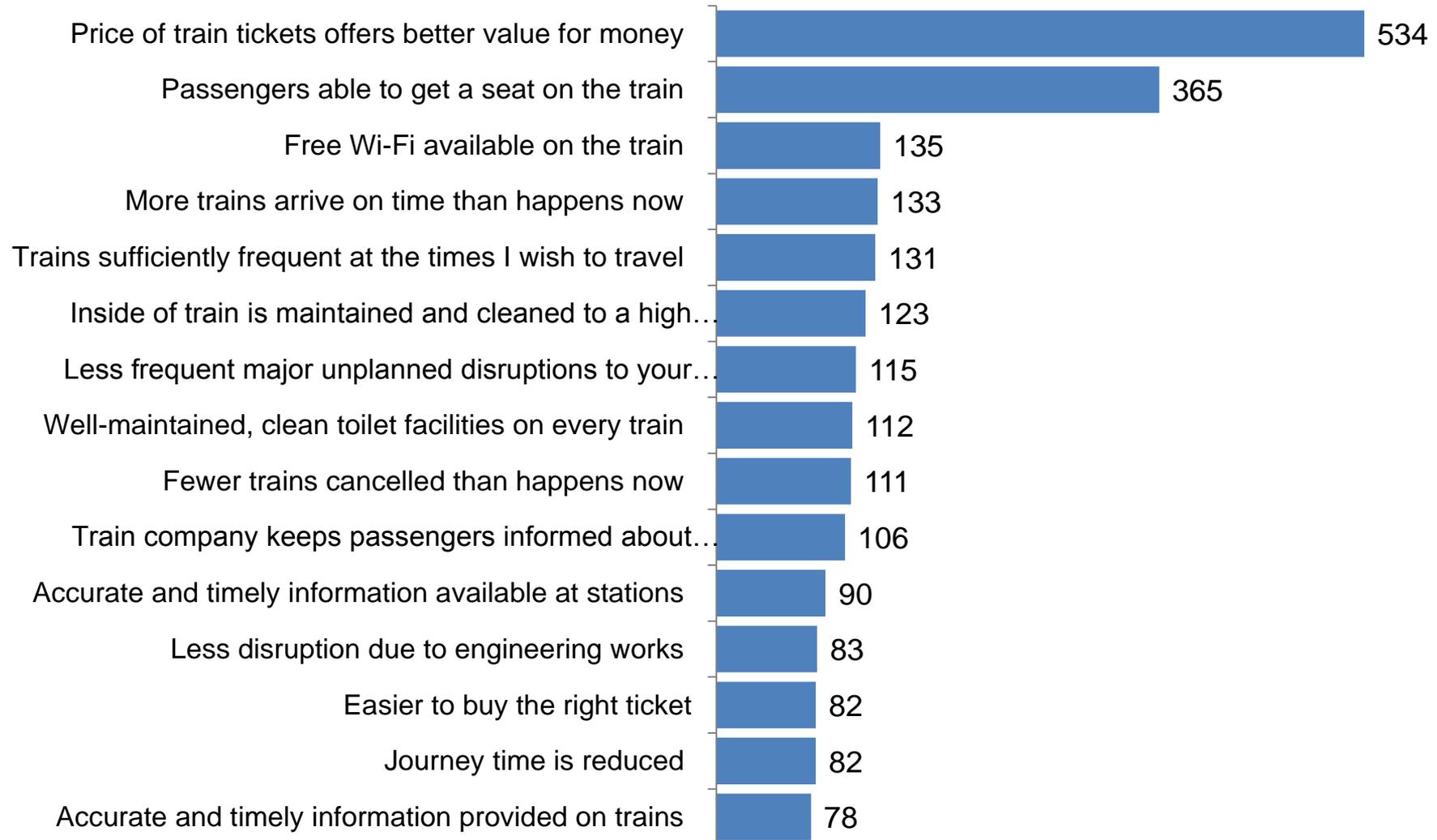


- Cleanliness of the inside
- Punctuality/reliability (i.e. the train arriving/departing on time)
- Comfort of the seats
- Length of time the journey was scheduled to take (speed)
- Up keep and repair of the train
- Provision of information about train times/platforms
- Availability of staff on the train
- Overall station environment
- Your personal security whilst on board the train
- Frequency of the trains on that route
- Rating of how train company dealt with these delays
- Value for money for the price of your ticket

# East Midlands Trains passenger priorities for improvement 2017

15 highest priorities shown. Clear, standout factors are value for money and getting a seat.

Sample size: 622



# East Midlands Trains passenger research

- **Solid franchise, largely delivering on passengers' basic needs**

- generally punctual and reliable
- highly-praised staff
- local services offer reasonable value for money, London services less so

[I use the train] because they're on time, they're reliable, staff are friendly. I know what I'm getting really.  
Mansfield, Frequent Commuter

I go from Derby to Sheffield, £11.50 return off peak, I can't drive cheaper than that.  
Derby, Frequent Commuter

- **But needs investment**

- seen as basic, dated, even 'shabby'
- trains old and noisy
- features such as plug sockets and free Wi-Fi seen as a requirement
- ensure passengers feel safe and secure at stations and on trains

I'm spending £130 at least on tickets and when I add that up to a month, it's at least £600. And then I have to pay for Wi-Fi. I think that's really rubbish.  
Bedford, Frequent Commuter

- **Build relationship with customers**

- personalise communication
- deliver beyond expectations

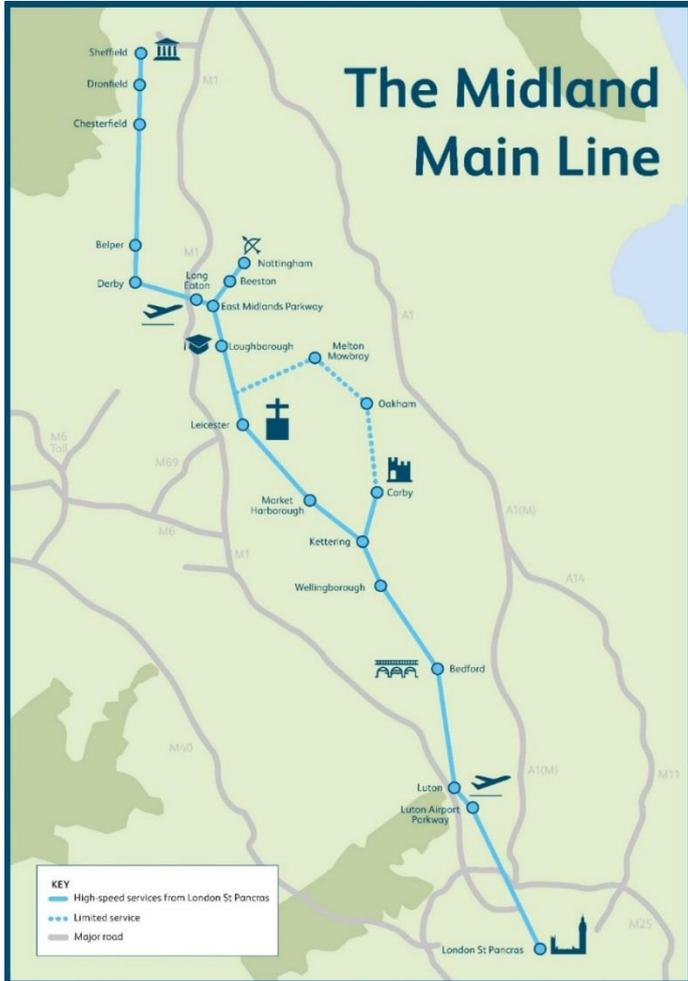
It is so loud. Literally the windows are shaking sometimes, it's just really uncomfortable to sit on.  
Peterborough, Leisure Frequent

You don't feel comfortable sometimes ... because there's no one necessarily around  
Derby, Frequent Commuter

It's a bit like a budget - it looks like a budget option, doesn't it?  
It does look like the Ryanair of trains.  
Nottingham, Leisure Frequent



# Midland Main Line Enhancement Programme



Aims to improve the way that the long distance intercity market is served whilst also increasing capacity for the London commuter market.

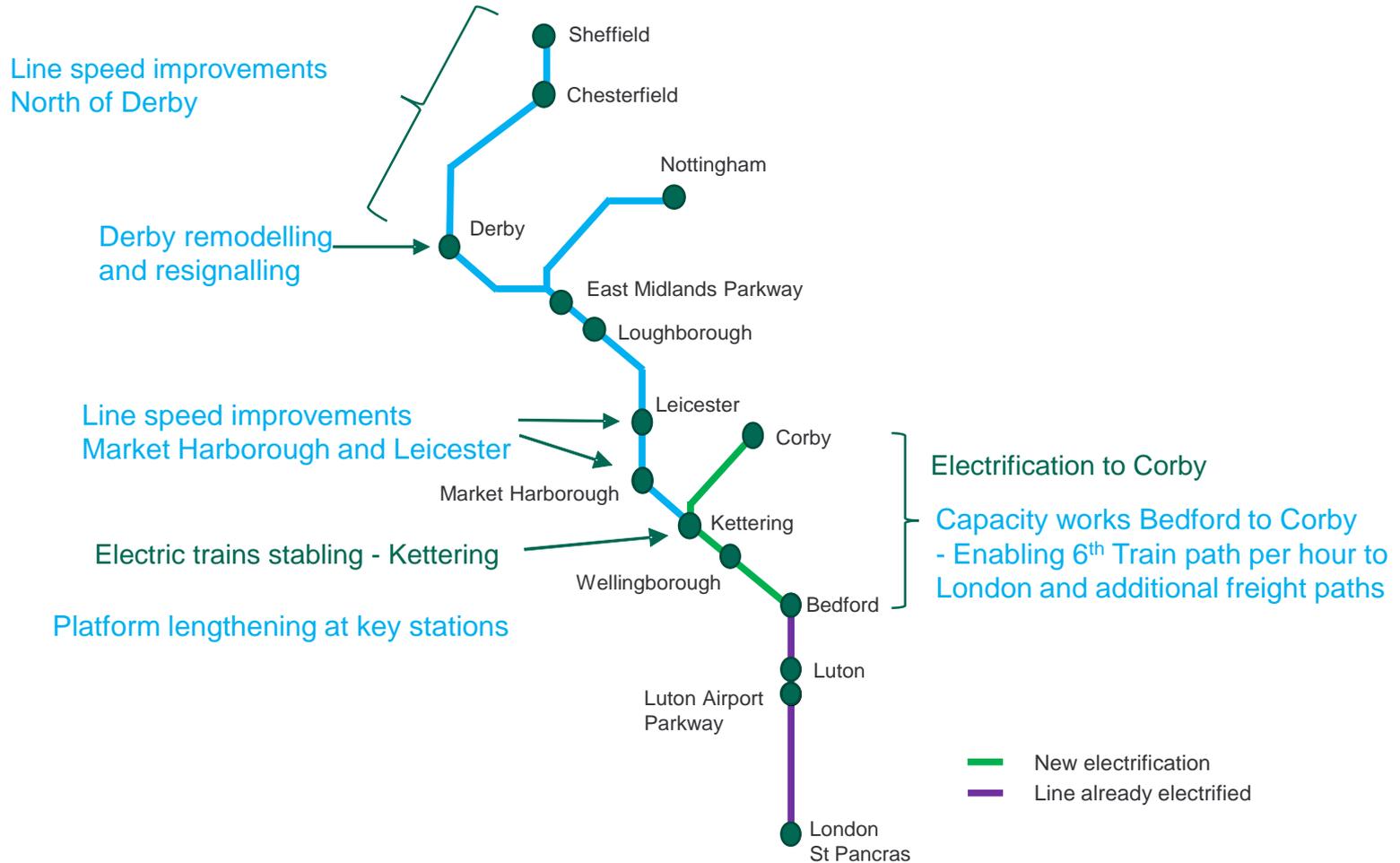
This approach will:

- **Relieve over-crowding** and **reduce journey times** on the long distance services by reducing the number of calls at stations on commuter services.
- Introduce **higher capacity electric rolling stock** on the commuter services to make more efficient use of a **new 6th train path per hour**.
- Switch from diesel to **electric traction** for the commuter services from Corby to London.

The winning bidder for the East Midlands Franchise is expected to have a critical role in realising the benefits of investment for passengers.



# Midland Main Line Infrastructure Map



# Jayne Wingad/David Young

## East Midlands Councils

**EAST MIDLANDS FRANCHISE CONSULTATION MEETINGS**  
**2017**

# Engagement and Growth

- ▶ East Midlands Councils and the EM Franchise Competition
  - ▶ The East Midlands: Growth and Opportunity
  - ▶ Midlands Connect and the 'Midlands Engine'
  - ▶ HS2 in the East Midlands
  - ▶ Encourage people, stakeholders and businesses to engage with the Consultation
  - ▶ Help people respond – model answer and Strategic Statement  
[www.emcouncils.gov.uk](http://www.emcouncils.gov.uk)
- ▶ EM population likely to rise by half a million to 5.1 million by 2030
  - ▶ Strong private sector job growth over the last 5 years
  - ▶ Biggest growth in university towns & cities - and Corby!
  - ▶ 400,000 new homes planned over next 20 years
  - ▶ All this means that we expect significant rail patronage growth - 30% in the next decade

# EMC Key Regional Priorities

- ▶ Improved long distance connectivity: 'Nottingham in 90'; 'Leicester in 60'
- ▶ Using the '6<sup>th</sup> Train Path' effectively
- ▶ A step change improvement in inter-regional services - towards a '*Regional Express Network*' based around Derby, Leicester, Nottingham & Lincoln 'Hubs'
- ▶ Modern high quality rolling stock that can make the most of the enhanced infrastructure. Adequate capacity.
- ▶ Communities fully engaged in rail (e.g. CRPs) and funded
- ▶ Supporting the 7 day economy
- ▶ Provision for incremental service and station enhancements

# Key Contacts

**Andrew Pritchard: EMC Director of Policy & Infrastructure**

[andrew.pritchard@emcouncils.gov.uk](mailto:andrew.pritchard@emcouncils.gov.uk)

**David Young: EMC Lead Franchise Advisor**

[david.young@scptransport.co.uk](mailto:david.young@scptransport.co.uk)

**Jayne Wingad: Chair of EMC Rail Officers Group**

[jayne.wingad@lincolnshire.gov.uk](mailto:jayne.wingad@lincolnshire.gov.uk)



# Our aims for the franchise

Look after **passengers**

**Deliver benefits** of the  
Infrastructure upgrade

**Work closely**  
with stakeholders

Be socially **responsible**

Maintain then **improve**  
**performance**

**Contribute more** to the  
East Midlands economy

**Invest in people**  
working on the franchise

Be part of the East  
Midlands **community**



# Specifying the East Midlands franchise



# Midland Main Line services

## Recognising distinct intercity and London commuter markets

Our proposals will enable the next franchise to:

- deliver faster journeys on peak-time intercity services
- introduce higher capacity trains on dedicated commuter services - 50% more seats per hour on peak services
- relieve overcrowding

## Potential trade-offs for feedback:

- **Changes to stopping patterns Kettering - St Pancras**
- **Potential loss of direct services from north of Corby**



# Train services that better serve the region

## Options for consideration:

- Better connectivity for regional and local services
- Changes to regional stopping patterns
- New routes and services
- Additional train services: early morning, late evening, at weekends
- Connectivity to the region's airports
- Transfer of services between operators





# Performance

## Train punctuality



## Areas for improvement

- Enhanced infrastructure
- Reduce journey times
- Reduce crowding on trains
- Increase connectivity

The operator will be required to:

- improve performance throughout the franchise term
- report regularly on how it is meeting passengers' priorities



# Customer Experience

Franchise requirements:

- Passenger satisfaction targets
- Passenger's Charter including Delay Repay 15
- Customer engagement strategy

We aim for improvements in passenger journey experience:

- Better service
- improvements in on-board capacity and comfort

**We want your views on:**

- **improvements to on-board facilities**
- **facilities at stations**



# Stations

East Midlands operator will manage 102 stations. It will be expected to:

- maintain and improve station services
- modernise facilities in line with passenger needs
- improve environmental sustainability

**We want your views on:**

- **improving station facilities**
- **improving access for those with disabilities or additional needs**
- **how stations could be better used to benefit of the local community**





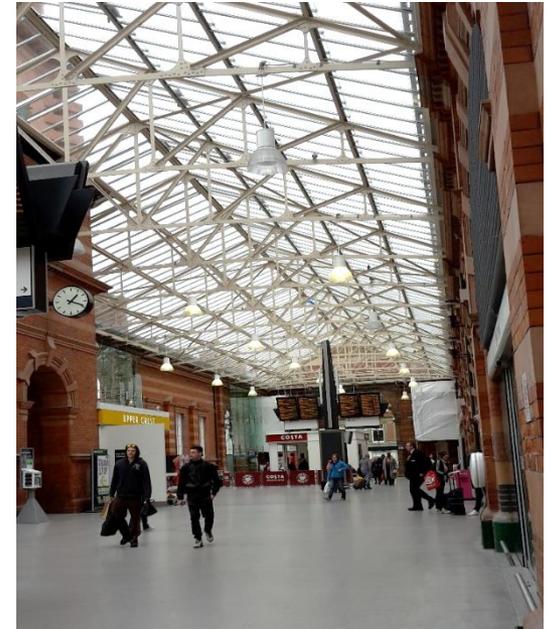
# Fares and Ticketing

What we are looking for from bidders:

- Innovative proposals for ticket retailing
- Products for part time commuters
- Roll out of a smart ticketing scheme
- Reduce levels of ticketless travel

**We want your views on:**

- **how tickets could be sold and provided**
- **how changes to the fares structure could benefit you**





# Information and assistance to passengers

Operators will be encouraged to propose improvements in passenger information, to:

- enable passengers to plan their journeys more easily
- provide information on:
  - live service updates
  - seat availability and crowding
  - journey connections

**We want your views on:**

- **what additional information would be useful to you**
- **how it could be better communicated to you**
- **how staff could be more effective in providing assistance that passengers need**



# Safety and security

Personal security is a high priority for passengers and staff.

Bidders will have to develop proposals for improving safety and security on trains and at stations. This might include:

- use of better CCTV coverage
- closer working with British Transport Police
- increasing staff availability and visibility on the network to assist and reassure vulnerable passengers

**What would make you feel safer and more secure on your journey?**



# Sustainability, Environment and the Community

Requirements are likely to include improvements to:

- Environmental impact
- Socio-economic impact
- End-to-end journeys
- Workforce development

**We want your views on how the operator could:**

- **engage with community rail and heritage railways to stimulate demand for rail services**
- **consider the environment, equality and the communities in the areas where the operate**



# Timeline and next steps



## We want your views - Respond by 11 October 2017

- Online survey
- Interactive Response Form
- Email: [EastMidlandsFranchise2017@dft.gsi.gov.uk](mailto:EastMidlandsFranchise2017@dft.gsi.gov.uk)
- Post: East Midlands consultation  
Department for Transport  
2/21 Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR



# Any Questions?

[EastMidlandsFranchise2017@dft.gsi.gov.uk](mailto:EastMidlandsFranchise2017@dft.gsi.gov.uk)

<https://bit.ly/east-midlands-consultation>