

# **EMC Stakeholder Workshop – outputs**

## **Introduction**

This paper summarises the outcome of the EMC consultation workshop event held on 21 March 2017. The day started with short context presentations from EMC, DfT and Transport Focus.

The Workshop was attended by 48 people representing a range of organisations, including 5 Table facilitators and 5 EMC/Presenters, mainly public sector and interest groups. There were two obvious gaps in attendance, firstly the business sector and secondly engagement with groups representing people with disability issues, EMC plan to consult Chambers of Commerce and Groups representing people with disabilities to see if their priorities for station and train facilities differ from that of the workshop attendees.

The Workshop was presented with a number of questions and potential answers and were asked to discuss these around the table. This focused on the following themes:

- Existing network and services
- New routes and service remapping
- Rolling stock and station quality
- Ticketing, information and performance
- Engagement, safety and sustainability

Summarised below are each table facilitator's summary of the main points raised on the day, this suggests that there is a good alignment with the EMC Strategic Statement:

- Connectivity within the East Midland, focused around the Hub stations at Derby, Leicester, Lincoln and Nottingham.
- Suggestions on services requiring enhancement included Leicester to Manchester via Dore South, Lincoln to Nottingham via Hykeham. The north bound connectivity to/from Kettering. The re-opening of some lines were discussed.
- Concern was expressed about splitting the Liverpool to Norwich service as this may lose East-west connectivity.
- Broadening the hours of operation and significantly Sunday service improvements were sought. For example services to/from London needed to run later in the evening, even beyond midnight. Evening services to rural areas. Sunday early morning services to retail jobs in (e.g.) Nottingham.
- There was the need to strengthen the capacity of trains and that this should be done by train lengthening. Growth needed to accommodate future growth potential.
- Special events require a flexible TOC response, this may be different from the normal Plan of the Day.
- The quality of trains needed enhancement and new trains would be welcomed.
- Concern was expressed about the capacity on the Skegness line, Lincoln to Burton, and Derby to Crewe. The latter was also suggested as a route to improve connectivity to Manchester.
- Cross Country services, serving significant parts of the East Midlands, should be remapped into the EM Franchise.
- Train design needed to be flexible to accommodate commuter seating needs but also better address the luggage and other space requirements of off-peak travellers.
- Redeployment of staff on trains and at stations to more visible roles would be welcomed. This view wasn't shared by all, but that was mainly due to concerns at small stations with limited staff numbers.

- Car parking was considered very important, but the price of parking needed to be proportionate to the rail ticket being purchased.
- The cost of rail tickets themselves needed to be simplified and more equitable, possibly linked to journey length. The range of tickets also need to be simplified and all ticket types (smart or paper) needed to be usable at barriers etc.
- Integrating train services with bus/tram was only considered important in urban areas, in rural areas the use of bus to connect to train services was not considered material due to the poor level of bus services provided.
- Access by walking and cycling was considered to be less important
- Information improvements in the area of on-train seat availability and onward travel was suggested.
- KPIs should measure intermediate calls as well as end destination arrival times.
- Community engagement at all levels of the community was considered important and that this needed to be sustained throughout the franchise duration.

The following pages set out the detail Workshop outputs and attached to end this paper is a note setting out the results of the surveys on priority of station and train facilities.

### **Next steps**

EMC will use the outcome of the workshop to inform a “model” consultation reply which will be shared with workshop participants and partners. This will be developed as follows, and subject to approval:

1. Structured in accordance with the Department for Transport’s consultation. At the Workshop DfT confirmed that their consultation would commence w/c 8th May, and last for a period of 8 weeks.
2. Answers will firstly need to align with the EMC’s Strategic Statement (this approved document will take precedent – it was developed following the first workshop in April 2016).
3. Answers must relate to what is deliverable and directly associated with the EM Franchise (therefore the reopening of old railway lines or improvements dependent upon unapproved major infrastructure will be discounted); and
4. Answers will then be influenced by the detail of the workshop output.

## Detailed notes taken at each table

This section sets out the questions ask at each table (black) and model answers tabled for discussion (blue) and then the key discussion points arising from the workshop (green).

### **OFF TABLE THOUGHTS**

- New station required at Washinboro/Heighington on Lincoln-Peterborough Line
- Suggest to meet local stopping service requirements on Nottingham-Grantham, the EMC document is aimed to add an additional Nottingham-Grantham Harby stopping service. Therefore 3tph form Nottingham hub to Grantham.
- Reduce car parking charges.
- Make train pricing family affordable

### **Table 1 - Existing Network and Services**

1. Looking at the detail of train service priorities, is the priority improving the speed or calling at more stations than currently served? If more stops then at which stations and why?

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. For journeys into London we have set the target of travel between:

- Nottingham to London – 90mins
- Leicester to London – 60mins
- And comparable speeds on other direct to London routes

We feel that achieving these speeds are more important than securing additional stops at say airports. However if the Journey speeds can be achieved or calling patterns altered without material detriment to larger towns or cities then the case might be made for additional stops in which case East Midlands Airport is a priority given both access to international markets via the airport but also the adjoining business area.

- Importance of onward connections from hub stations
- Need to have good off peak services not just for commuters
- Service pattern to LSP is broadly okay – fast is ok for inter city
- Gaps in service from Kettering, Wellingborough North (& Corby). Also Loughborough
- Too much bunching of times on regional services. Should be better spread
- Line speeds too slow 90 mph stock on 60 mph lines. Deceleration
- Need for new stations at sites of housing & economic growth
- Close Flintham and Orston!
- Kettering services North, lack of stopping services – Loughborough – East Mid Parkway
- Too much bunching of services – better every half hour
- Kettering – only
- Fast on intercity, good connection at hubs
- Nottingham-Derby too slow despite few stops
- Elston – Orston
- Regional services trying to do too much. Need to split stoppers/express
- Line speeds still too slow
- Rolling stock acceleration
- HS2 impact longer terms
- Need for new stations at sites of economic and housing growth

## 2. Where and when are there problems with capacity (people, luggage, bikes etc.)

Ensuring the network has sufficient capacity to address both the existing problems of overcrowding, ensure it adequately meet today's needs and be able to accommodate the anticipated growth of each town/City throughout the life of the franchise is a primary strategic objective in the East Midlands.

### List of over-crowded services in need of longer trains or more frequent services

#### **Lincolnshire**

- Nottingham to Skegness - school summer holiday weekends and bank holiday weekend morning services - Standing and also crowding caused by both luggage and people, especially on the Nottingham/Grimsby services.
- Grantham to Skegness – school summer holiday weekends and bank holiday weekend morning services - Standing and crowding with luggage
- Skegness to Grantham – school summer holiday weekends and bank holiday weekend afternoon/evening services - Standing and crowding with luggage
- Newark to Grimsby – weekday am and pm peaks - standing and crowding with luggage
- Grimsby to Newark – weekday Mid-morning and pm peak – standing and crowding with luggage
- Lincoln to Leicester – weekday pm peak - standing and crowding with luggage

#### **Nottingham/Derby**

- Nottingham to Matlock – weekday pm peak - standing
- Matlock to Nottingham - weekday am peak - standing
- Nottingham to Leicester – weekday am peak – standing
- Nottingham to Worksop – weekday pm peak - standing
- Nottingham to Mansfield – weekday pm peak - standing
- Birmingham to Nottingham length of Cross Country service (material if this service is re-mapped)

#### **Derby**

- Derby to Crewe – weekday am and pm peaks – standing and passenger left behind
- Crewe to Derby – weekday am and pm peaks - standing and passenger left behind
- Derby to Nottingham – weekday am peak - standing
- Ambergate to Derby – weekday am peak – standing
- Derby to Ambergate – weekday am peak - standing

#### **Leicester**

- Leicester to Sleaford via Lincoln – weekday pm peak
- Sleaford to Leicester – weekday am peak – standing
- Leicester to Lincoln – weekday pm peak – standing
- Need to move away from single car trains
- Flexibility to have three car sets not two car
- Too much overcrowding (at peaks)
- Skegness is crowded service
- 30% growth – needs appropriate rolling stock
- LIV-NOR - NOTTINGHAM SPLIT? CAMBRIDGE?
- LDCI
- Not everyone is a commuter
- Boarding points so people don't pile up at information room
- Got rid of s-class
- Better rolling stock
- Overhead luggage storage space too narrow
- Bikes – needs to be consistent provision and conditions of carriage provision at stations – secure

- Need more rolling stock. No 1 car. 2-3 car needed
- Lack of capacity on Sunday services on MML
- Need later departure southbound on last trains on MML
- Better pre-planning on new rolling stock mitigate against no electrification
- Skegness overcrowding not just at weekends and special events
- Lack of overhead luggage space for non-commuters
- Bikes – need for decent consistent carriage

3. Do you have any views on the proposals that offer a more punctual and reliable train service?

Currently East Midlands Trains services operate with a high level of punctuality. 92% of its services arrive within 10 minutes of their scheduled time, meaning East Midlands Trains has maintained its record of best performing long distance train operator in the country for over seven years

- Punctuality good – need to raise awareness of – inherited bad rep from Central
- Every station must have real time info
- Locally based management helps
- Reliability trumps punctuality if within 2-3 mins
- Need to improve punctuality at intermediate stops, not just at end
- Look at particular problems, not overall performance
- 10 minutes slack is too much
- Reliability trumps punctuality – if 5 mins
- 3-4 coach sets
- Current is a poor measure
- Difficulty of boarding/exiting. Need to get on/off shorter platforms
- Smarter seat allocation
- Bigger doors – different spacing
- Reliability trumps punctuality if – 5 mins
- Better more accurate timings, too much padding on regional routes

4. Special events can create problems and issues, what events and how might we solve these?

**Seasonal peaks - Skegness from Derby and Nottingham.** Overcrowding takes place at the following times, and needs addressing by special services and existing service strengthening (longer or more trains):

- Easter Holiday
- May Bank Holidays
- Summer half term holiday
- Summer period. Typically the summer period could be deemed as being weekend from the beginning of July to mid-September, as it extends beyond the school holiday.
- Autumn half term holiday

EMT strengthened using HST and buses from Grantham, but this disadvantages local stations. A solution that utilises rail and provides adequate luggage/pushchair space should influence a rolling stock led solution. Strengthening should be planned at the following times:

- on Friday through to Monday
- on Bank Holidays
- based around school holidays, these dates need to be checked by the TOC every year as they change as regional school holidays do differ.

**Proactive planning for events** – service strengthening and where required additional services to meet the seasonal and major-event needs. The key annual events are:

1. **Download Music Festival** – annual music festival (typically) held in June at Donnington Park, Castle Donnington DE74 2RP.
2. **Lincoln Christmas Market** - Route: Nottingham to Lincoln, GNGE Sleaford to Lincoln, but busy all routes into/from Lincoln. Duration four day annual event early December.

3. **Spalding flower show** – Route: Lincoln to Peterborough – May
4. **Nottingham Goose Fair** – routes: all - October
5. **Matlock Illuminations** – Routes: Nottingham – Derby – Matlock – November
6. In addition to these high volume events, there are a number of major cycling events that attract high numbers of people wishing to travel by bike, therefore for these events measures shall be taken to substantially increase the provision for the carriage of bicycles.

**Then there are the regular and special sporting events, including:**

- Horse racing – especially the show case meetings
  - Football
  - Rugby
  - Cricket, especially Test Matches
- 
- Regular sporting events also need service strengthening – races, football, rugby
  - Flexibility to cope
  - Advance planning is crucial – e.g. 2-3 car units
  - Skegness seasonal overcrowding, luggage space
  - Better advance planning with Butlins
  - Better co-ordination over regular events
  - Security
  - Make info duplicable about possible crowding, even if not strengthened
  - Local management helps. Better than central
  - Football – evening kick offs (departures too early on MML)
  - Support economy, keep people in town
  - Spalding Flower Show defunct

## Table 2 - New routes and re-mapping

1. Should the franchisee determine station calling patterns in order to improve overall line capacity and journey times?

The franchisee best placed to make the operational and commercial decisions regarding calling patterns, provided that when considering changes that they:

- Survey passenger flows to inform decision making;
  - Consider the impact of any change on all station pairings;
  - Demonstrate that the service has adequate capacity to accommodate predicted and future passenger numbers;
  - That mitigation is put in place for disadvantaged passengers, and that services they are displaced onto similarly has adequate capacity, especially important are time sensitive education trips;
  - Consult with East Midlands Councils and more widely, before making a decision on any change; and,
  - Put in place mitigation arrangements to make those customers affected by the change.
- 
- Set standards – consistency
  - Key locations – Hykeham – many improvements, high employment area
  - DfT constraints – e.g. Nottingham Trent – making use of transport links; Bingham – better service.
  - More collaboration
  - Working with LA – future plans; Swinderby position statement.
  - Franchise communicating throughout – ongoing throughout
  - DfT giving more freedom
    - Minimum level adhered
    - Discussing for 3 years for charges – needs full consultations
  - Set standards – increased viability
  - Communicate with passengers
  - Balance between demand and speed issues
  - Look closely at local plans – making use and paying attention to plans
  - Include parish councils
  - Looking at Midlands Connect input
  - Capacity issues
  - Market Harborough – London
  - Connections at stations, lack of coordination. E.g. Hykeham & Market Harborough
- 
2. How do you get faster journey times?
    - Speed train boarding - Efficient rolling stock with wide doors and adequate on-train capacity.
    - Track infrastructure – needs to play its part to increase journey speeds is also important.
    - Reduces station stops – Q. Do you reduce station calling patterns?
    - Other ideas.....
- 
- Obtaining tickets
    - Use of mobiles
    - Queue times
    - Print at home?
    - Different apps
  - Before boarding also important – cycling facilities
  - Quality of rolling stock
  - Rolling Stock – wider doors
  - Showing where doors stop
  - Few stations need considering – more appropriate services
  - Talk to local community
  - Stopping patterns - Evens/odds
  - Train performance : using best stock; interim for HS1
  - Rolling stock with increased performance

3. Do you have any specific ideas for where:

- infrastructure could be improved or brought back into passenger use to improve journey opportunities, connectivity or economic regeneration?
- current connectivity is poor and where providing improved connections would be worthwhile, either by direct services or by improving connections between trains at particular stations, for example between Lincoln and Nottingham, or connecting to the East Coast Main Line? Please provide specific locations.

Dealing first with the question of poor connectivity, for Lincoln and surrounding areas better connectivity is needed and a standard hour timetable introduced. An hourly service between Lincoln and Newark Northgate focused on enhancing connections at Newark to/from London via the East Coast is an acceptable proposal. This might be done by providing an hourly service from Grimsby (possibly Cleethorpes). However it is essential that the service should be integrated with VTEC's proposed Lincoln to London service. Similarly timings at other north and south bound East Coast stations should be planned to enable interchange. In the longer term a flyover across the ECML is needed at Newark.

Other examples of potential new services include:

- An hourly service between Leicester/Derby **or** Nottingham extended to Manchester, to run via Sheffield **or** Dore South Curve to minimise journey time. This could continue to Cambridge. This supports economic connectivity of these two regions and builds on the latent market potential demonstrated through Project Rio.
- An hourly limited stop service of through trains between Lincoln and Birmingham via Derby, this would be in addition to the stopping service. This might be via the restoration of an hourly service between Lincoln, Newark and Birmingham via Nottingham and Derby but with limited stops. Again this strengthens economic connectivity, especially benefiting Lincoln.
- An hourly service between Nottingham and Coventry via Leicester with limited stops. Again this strengthens economic connectivity, especially benefiting Lincoln which is poorly connected which holds back its economic growth.
- Improved links to Leeds and North, from the East Midlands by extending the existing London, Leicester, Derby, Sheffield services to Leeds and the north.
- An hourly service between Lincoln and Doncaster focused on enhancing connections at Doncaster to/from Leeds, York and other Northern cities, again this means timing services to support interchange with ECML and Cross-Country services.

In addition to the above there is a huge requirement to introduce a Sunday network which mirrors that provided on a weekday.

- Joint line through Lincolnshire
  - Investments
  - Making use of these, potential for 90 mph
- Bassetlaw – workshop on Robin Hood Line – potential, faster acceleration
- Need to highlight potential areas – rural areas
- Leicester – Burton - Rail Futures response
- Potential new station in Donnington
- Northampton Joint Core Strategy
  - 2 new stations – Desborough & Loughborough
  - Looking at transport Lincolnshire
- Flat crossing – Newark – EC Mainline
- In need of flyover between Coventry and Leicester
- Through trains to Manchester?
- Lincoln, Peterborough, Sleaford through Stamford
- Single track problems on Skegness Boston line – constraints Nottingham
- Proposed extension of Robin Hood Line
- Faith in future developments in the ITT
- Nuneaton-Leicester to Coventry needs flyover
- Level crossings – Nottingham & Newark : improving will improve journey times

- Leicester to Burton discussion
- Derby closed
- Sheffield-London improved journey time
- Leicester – Burton re-opened
- Rail already there, needs work
- Derby –Crewe has capacity – Manchester airport

4. Would you support services moving between train operators (remapping) and why is this?:

- Liverpool - Norwich service - should this move from the East Midlands franchise to Transpennine?
- Birmingham - Nottingham - should this move to the East Midlands franchise from Cross-country?
- Birmingham - Leicester/Stansted - should this move to the East Midlands franchise from Cross-country?
- Any other proposals, any which should move to or from the East Midlands franchise? why?

- Birmingham – Nottingham to EM
- Birmingham – Leicester – EM
- Poor communication with cross-country
- Birmingham to Nottingham – Cardiff?
- Liverpool to Nottingham needs to be one service (not splitting)
- More East-West connectivity (Birmingham International)
- Melton & Oakham, Rushden Parkway Station
- Extending Birmingham – Leicester
- Norwich – Liverpool not split
- Nottingham – Birmingham to EM
- Birmingham-Leicester (not cross country) More north/south connections

5. What is the minimum specification of train services to better meet current and future demand, with a focus on the following areas:

- in the peak and/or off-peak period
- in the early morning (before the peak period)
- during evenings, and on Saturdays and Sundays
- over the Christmas and New Year period
- to support future plans

EMC defines crowding as 100% seating for journeys over 20 minutes and for shorter journeys involuntary standing shall not exceed 20 minutes. Under no circumstances should passengers be left at the station.

**Hours of operation** – the minimum service pattern should require services to depart terminal stations at or before 06:00 and run until at least 22:00, longer if the market demands. At Airports services need to be times to match the needs of staff and customers at the airport.

**Sunday Services** - There is a need to enhance Sunday train services across the Region, reflecting modern leisure, retail and short break markets.

**Planning for the future and improving connectivity across the Midlands** - The franchisee must work with East Midlands Councils and other agencies to plan excellent connection into the HS2 plans, centred around Toton, including potentially opening new lines to passenger services, such as extending the Nottingham to Mansfield Woodhouse trains to Ollerton. Accommodate housing and employment growth

- Sunday services – maintenance work overnight or in advance
- Poor service in: joint line through Lincolnshire; Worksop to Mansfield/Nottingham
- Late night from London
- 8:50 pm last train from Grantham
- Kettering lost hourly service, needs restoring – North
- Kettering service, only hourly now
- Balance between journey times and stops
- Early morning – North West LD – no connectivity
- Need franchise to include
- More communication with communities on where/when stops required
- Early on Sundays for retail – eg Nottingham retail
- Castle Donnington – allows Nottingham-Burton without stopping
- North Kesteven – Sunday service & late night
  - Sleaford – Lincoln
  - 16:25 (Peterborough to Sleaford)
- Sunday mornings – earlier service for retail
- Later southbound weekday nights
  - Harborough
  - Back from London latest is 00:15

### **Table 3 – Rolling stock and station quality**

1. How might you change train interiors to increase passenger comfort on the busiest services?
    - i. Flexible seating to allow greater carriage of luggage on London and airport services, and for pushchairs and luggage on peak trains to the east coast; and,
    - ii. Flexible space design so that when wheel chairs or cycles or luggage is not being carried the space can be used for seating, typically on commuter services.
- Legroom – more carriages alignment w/windows
  - Focus isn't out window – most rather have seat than view
  - Modern trains – hard & high seat backs (HST over Meridians no luggage capacity)
  - Visibility of luggage – middle of coach – not at the end!
  - Local travel – only 2 carriage
  - Toilet facilities – quality is important, not suitable for families – sparse availability
  - Accessibility – space for wheelchairs or bikes, pushchairs
  - Norwich – Liverpool caters for all customers
  - EM trains approach is less inclusive – commuters being able to get on and off trains easily
  - Flexibility seating – flip up seats – must be made available
  - Understand who is priority – public knowledge/understanding
  - Purpose built open plan ticket offices – central, visible staff location
  - Facilities suitable for station
  - Longer trains – lack of capacity – comfort comes hand in hand
  - Design/comfort of seats
  - Mobility issues – not just wheelchair users – space – cognitive/sensory issues; lights on or off, etc.
  - Ambient lighting
  - Ergonomic seating
  - People using seats for bags
  - Reaching luggage racks – between seats/under seats
  - People assume train is full – direct people to quiet carriages (Market Harborough)
  - 1<sup>st</sup> class empty
  - Longer trains – luggage ends/middles – suitable capacity
  - Focus groups of rail users – “try the new train” days
  - Window availability
  - When capacity is such an issue how can these ideas be accommodated?
  - Public perception
  - Station lengths/engine capacity
  - Mark 4 trains, coaches designed to tilt
  - Mark 3 coaches held overhead luggage better
  - 1<sup>st</sup> Jan 2020 – slam door carriages will no longer meet legal disabled access requirements
  - Rolling stock – more of the same; how do you improve rolling stock without new rolling stock?
  - Seating flexibility
  - Flexibility across all areas; length of trains; station stops
  - Tip up seats
  - More bikes at weekends etc.
  - Platforms need someone there/real time information – 2pm onwards not staffed
  - Older people, vulnerable adults, unsafe customers
  - Staff help people feel at ease
  - More staff – tourist appeal! Important but not franchise responsibility – tourist specific staff – voluntary sector?
  - Security around payment cards

2. Please rank the importance of each using the following scale:

**See separate note summarising table outputs (appended hereto)**

Why do you say this and are there any other facilities not listed above that you deem very important?

- Wi Fi should be freely available to all customers, for their whole journey length, without condition or restriction (within the reasonable limits of the technology).
- Catering needs to bring quality and innovation to the market, and at an attractive price. At present rail catering (at-station and on-train) is average quality at best, but at a premium price for the average quality. This needs addressing.
- Regional and intercity services need to be air conditioned and have heating controllable by the on-board team whilst on-route.
- In addition to the facilities provided, these need to be maintained in good condition, kept clean and attractive for customers and staff to use.
  
- Staff not visible
- Revenue protection – public annoyance (you've paid, someone else hasn't)
- London lines – security issues, packed trains, people drinking etc.
- British Transport Police have large role to play
- Why is alcohol sold at station? Allowed on trains:
- High value customers pay high price – requires incentive at end
- Sporting events! – why are 'drunk' passengers allowed on trains but not planes?
- Passenger priority – more staff, less concern over staff role – helping wheelchair users etc.
- Concerns over losing staff from trains & platforms – driver controlled doors are effective at speeding up stops
- Remove staff from ticket offices – causes major disruptions
- Passengers want staff out on platform rather than behind glass window – small stations

3. Do you have any views on the pros and cons of freeing up staff to provide a more visible presence on trains?

The plans to improve customer engagement through the reallocation of staff duties, provided that this is achieved without service disruption caused by disruptive and prolonged industrial action. Staff need to be very visible at times of disruption and on late trains where their visibility can reassure passengers about safety.

4. What are your views on proposals that free up staff to provide enhanced assistance to customers and a more visible presence at stations by redeploying some staff from ticket offices to the station concourse and/or platforms?

Staff being accessible and visible to passengers is a good thing and helps reassure passengers about safety. However at smaller stations, where there is a low/single staff resource it is better that passengers can confidently find and locate staff, this suggests that at these locations staff may be better located in a ticket office. At busier stations with a greater staff resource then freeing up staff to be seen on platforms is a realistic option and should be encouraged

Combined comments questions 3 and 4 above -

- Security on late night trains
- Different staff depending on service coming through
- Employee safety
- Inspectors that travel round
- Sleaford – accessibility, can't cross without staff
- Remote contact – cctv monitoring at unmanned stations
- Driver only trains on the way
- More staff wanted – consumer impact; expectations
- Simple ticketing machines – PR job – what is on offer; price expectations

- Southern Rail approach – 2<sup>nd</sup> staff member not on train to open doors
  - Late night trains – staff told to put their safety first
  - Where are they reallocated from?
  - Liverpool – Norwich
    - Nottingham – Liverpool very busy 3 coaches – then dropped to 2 again
  - Visible staff : revenue protection; customer safety
  - Open ticket gates – No
  - Lincoln – Nottingham – only 2 EMT staff over 14 stops
  - Benefits to having more staff at certain times
  - Ease of use of ticket machines/availability
  - Machines need to be clearer to use
  - Prices fair over desk/online/machines
  - Nottingham prime example
  - Why are staff on gates but gates opened?
  - Leicester – gates open – no staff?
  - Where are the staff?
  - Preference to take away ticket offices leaves people lacking issues
5. With reference to specific station(s), please indicate how the station could be improved to make your journey experience better. This includes safety, security and deploying currently unused space that could potentially be made viable for third party use? Why do you say this?

Stations have a key role to play in the East Midlands, they:

- support the service requirements set out above;
- contribute to a strong end-to end journey experience for customers;
- facilitate attractive connections for customers between rail and other public transport services; and,
- importantly provide strong gateways into the economic city centres of Derby, Leicester, Lincoln and Nottingham.

EMC have defined stations into three categories:

The standards expected at each station type are set out below:

**Hub City Stations – the main Cities of Derby, Leicester, Lincoln and Nottingham, and outside of the EMC area Sheffield etc.**

- Running in boards, station totem
- Fully gated to accept ITSO smart cards, QR mobile and paper tickets, magnetic strip tickets etc. or alternative arrangements to ensure full revenue collection is achieved, especially at stations with public through access.
- Access to the station, key station facilities and all platforms to be fully accessible
- Full departure boards at all station entrances
- Level boarding
- Staffed, with staff and machine ticket sales (agree hours and days)
- Male and female toilet facilities with wheelchair access and with baby change facilities
- Enclosed and heated waiting room(s)
- Retail - full range of catering and retailing offer prioritised to support rail passenger needs.
- Refreshments
- Seating
- PID with real time arrival information
- Longline PA
- Timetable and Station location plan with details of pedestrian and cycle route and directions to other public transport services and where they serve and can be accessed and the hours of operation/frequency
- Unconditional, free reliable Wi-fi at the station
- Lighting during hours of use

- CCTV coverage of platform, shelters and car/cycle parking
- Bike and go, low cost rental offered
- Cycle parking
- Car parking, with management regime to deter non rail users. If this is achieved through charging, the charges shall be comparable to the average car park of similar facilities in the city centre. All four Hub stations have station car parks
- Neutrally branded (see below)

### **Town Centre Stations – for example Corby, Chesterfield, Long Eaton, Market Harborough**

etc.

- Running in boards, station totem
- If gated, gates shall accept ITSO smart cards, QR mobile and paper tickets, magnetic strip tickets etc. or alternative arrangements to ensure full revenue collection is achieved.
- Access to the station, key station facilities and all platforms to be fully accessible
- Level boarding
- Staffed and in person ticket sales (agree hours and days) and machine sales at all times
- Unisex fully accessible toilet with baby change facilities, as a minimum
- Enclosed and heated waiting room
- Refreshments, ideally provided through station cafe, this may be TOC, commercial or community run
- Seating
- PID with real time arrival information
- Longline PA
- Timetable and Station location plan with details of pedestrian and cycle route and details of which areas can be accessed by which bus and from which stop and the hours of operation and frequency
- Unconditional, free reliable Wi-fi at the station
- Lighting during hours of use
- CCTV coverage of platform, shelters and car/cycle parking
- Stations with car parking shall operate with a management regime to deter non rail users. If this is achieved through charging, the charges shall be comparable to the average car park of similar facilities in the town centre
- Cycle parking
- Neutrally branded (see below)

### **Local (rural or suburban) stations – for example Ambergate, Hucknall, Oakham etc.**

- Running in boards, station totem
- All platforms fully accessible, or reasonable alternative mitigation arrangements to allow people with disabilities to access the rail network from their local station at no additional cost to the user than had they travelled from their local station. Where mitigation arrangements exist, they shall be well communicated at the station and through all other information points.
- Level boarding
- Ticket machine where patronage justifies
- Shelter
- Seating
- PID with real time arrival information
- Longline PA
- Timetable and Station location plan with details of pedestrian and cycle route and local bus stop information
- Lighting during hours of use
- CCTV coverage of platform, shelters and car/cycle parking
- Cycle parking

- Where car parking is provided at the station this shall be managed to encourage rail use, but not in such a way that unnecessarily generates on-street parking by rail users to the detriment of road safety and/or congestion and/or problems for neighbours
- Neutrally branded (see below)
- Buildings brought into use.
  
- Nottingham Station – platform 4
  - Millions spent for service providers benefits not passengers – a footbridge at both ends
- Kettering
  - Hourly train from Corby timed badly with Nottingham-Lincoln train
  - Staff knowledge needs to be high
  
- Leicester – no bus service information

## **Table 4 - Ticketing, information and performance**

1. What are your proposals for providing passengers better and safer access to different kinds of transport at stations to improve the door-to-door journey experience (including cycling, walking, bus, tram and car)?

The station needs to be accessible by all modes of transport, how this is done depends on the station location and scale of use. In summary

**Bus** – up to 25% of rail users access the station by bus (or Tram in the case of Nottingham). Bus and tram options need to be well signposted, describing where to catch which bus/tram and the areas each serves and hours/days of operation. Where the station is not visible from the bus/tram stop then the station needs to be sign posted too. Multi-modal ticketing on a standard ticket platform is also important (see below).

**Cycling and walking** – well lit, safe and sign posted walking and cycle routes are needed, which include adequate safe cycle parking provided in a secure environment, ideally staffed, but at the very least overlooked by staff at the larger stations, and covered by CCTV at all stations.

**Car parking** needs to be managed to promote its use for rail users, but the pricing of car parking (if any) needs to be no higher than nearby town or city centre parking. Parking at remote stations should be free.

- Parking – issue – Harborough
- Operators – other facilities – info e.g. other car parks available
- Residential streets. Rail users block roads
- Disabled access very difficult access
- Car park capacity to meet demand
- Price – parking charge/train fare
- Bus service – frequency very low – how will connectivity be achieved in reality
- Better cooperation between operators
- Franchise contract should help facilitate this
- Travel plans
- Leicestershire subsidised services not realistic
- Does connect to train but not sustainable
- Times – can get there but not get back
- Price – bus/rail. Park and ride not used. NCP car park £3. Leicester iCentre £4.
- Control of infrastructure
- Meet demand
- Safety & quality of parking – very important. CCTV and lighting
- Off/peak - times not consistent when is the peak?
- Info on tickets
- Equality in fares
- Car parking charges high
- ECMC very expensive parking
- Parking more than discounted ticket/fares
- Make shorter journeys by train
- Control of car parks/used by users
- Buses – none starter – lack of services – time problems out of city areas
- Integrated services needed between all routes

2. What do you think the future East Midlands franchise operator could do, in order of priority, to improve passengers' experience of buying and using tickets, whilst ensuring that access to rail is improved for vulnerable and excluded groups?

Fares need to be easily understood by customers, offer an appropriate range of ticket options so that ticketing provides value for money travel for commuters, passengers making business trips, plus leisure and social trips. This means that ticket options need to be very well communicated to help simplify the options.

Tickets need to be easy for customers to research, equally available through a wide range of retail channels, including ticket offices, machines, and the mobile/internet channels.

To help people access jobs and training is important to EMC, therefore EMC wish to see:

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

Smart ticketing should be provided in collaboration with Midlands Connect and be comparable with and integrated with Smart ticketing used on the regions buses, trams and of course other TOC's services.

Station barriers must be capable of recognising all ticket types, not just magnetic strip tickets, for example ITSO Smart media, mobile and paper QR codes etc.

- Within region – consistent fares structure
- Linked to distance
- Level of fares – historic in-balance
- Expensive fares. Affordability – main line
- Birmingham – London cheaper than Leicester to London
- Transparent and consistent fares structure
- London fares loading & East Midlands
- Smart ticketing – take refunds into account
- How to fund
- Barriers – platform tickets
- Platform access – inconsistent approach
- Ticket machines in every station
- Online ticket printed & barrier access
- Fares – concern simplified tickets will push fares up
- Online. No machines on station – locally to pick up ticket. E.g. Hykeham must go to Lincoln
- GHR guards still needed on trains – revenue protection. Ticketing need app for each TOC. Must be easy.
- Help establish footfall when ticket machine provided. E.g. Dronfield
- Keep costs down VFM

3. How could information about rail services be better provided, and is there any new information that would be useful to you when you are planning or making your journey, such as seat availability, journey times, or connection information? Please provide any reasons for your answers.

ECML have introduced platform indicators saying where available seating is on longer trains, this is a helpful innovation that helps boarding.

- Guard – connection into driver
- Seat – availability useful
- 6 seating room option – reserved seats
- Historic performance info
- Consistent step backs
- Connection info essential
- TOR communication. re connections.
- Late trains – penalties

4. Do you agree that a long-term brand for the franchise should be developed so that it has longevity through franchise changes? If so, what name would you like to see as central to it?

EMC wish to see branding put in place which:

- i. allows regional rail users to build a long term emotional relationship with the services, this is seen as helpful in building customer loyalty and thereby long term patronage growth
- ii. avoids the wasteful and abortive costs associated with the traditional re-branding approach at every change of operators
- iii. recognises the East Midlands operating geography it predominantly serves

Branding across the full customer transaction journey should reflect the difference between local, regional express and intercity services into London. The branding should cover (but not be restricted to) the station, rolling stock, web/electronic/mobile/hard copy information and marketing, ticketing, depot and assets, and customer-facing staff presentation.

For local services solely allocated to a specific route, the branding could reflect the local line itself.

Whilst ownership will remain with the rail industry and the TOC shall be the brand guardian, the brand must be available to work with other public transport modes (at no cost to EMC and Local Authorities, bus, tram or other public transport operators, subject to compliance with brand guidelines and the branding being used on a no-profit basis). The Brand ownership shall freely pass to successive franchise holders. Therefore branding must be designed to be operating company agnostic, although it must make clear who the responsible operator is.

As lead for the region, EMC should be fully consulted and involved in agreeing the brand, branding approach and brand guidelines.

- Brand. Worthwhile. EMT should be retained
- Agree consistent brand
- Should not change
- EMT should be retained

5. How could customer service performance and passenger satisfaction be better measured and reported? What else would you like to see in the Passengers Charter?

Alongside the Passenger Charter and improved performance reporting it is important that the franchise management understands the issues on the ground and is accessible to accountable to local stakeholders. EMC believes it can help address this concern. See below.

- Intermediate key stations. Punctuality
- Certain services have known issues with lateness
- Individual service performance
- Connection
- National rail passenger survey online and at stations
- Good response rate – 30% - 60,000 people
- Good as targets general population
- NRSP – twice/year is this enough
- Target different user groups. E.g. Leisure passengers
- No survey over summer time
- Middle of day survey/peak
- Non-users survey
- Survey disabled people views
- Access on train to disabled seats on train
- Performance – individual passengers not PPM. Stations

## **Table 5 – Community engagement, safety and sustainability**

### **Answers cover all the following questions**

- Local services connecting CRO very effective
  - Later evening trains for routes e.g. Spalding.
  - Sleaford-Lincoln late service does not exist
  - Local community can get involved – system is inflexible – very hard to get change – takes time and to local community this seems unreasonable. Lacks interest
  - DL NEDC – working with Network Rail and East Midlands Trains worked well but station lease could be deemed unreasonable. DC – took risk. Local community/business.
  - Could not do this.
  - No flexibility e.g./platform/station access
  - NR – safety
  - NR – land ownership. Access inflexible
  - Cooperative working. LA's, TOL, NR to enable delivery
  - NR remote. Different experiences around table reengagement with NR
  - CRP – usually supported by TOR. Perhaps NR could
  - Stations that need work – wider stations
  - Value of CRP – important
  - Hykeham – land ownership issues; who does what at statins
  - Buildings under used at some stations
  - Redundant. Buildings working with NR, TUs, Las to develop – no evidence of workin towards this
  - Better working
  - Later running trains. After 6pm
  - Melton freight
  - More – CRPs community transport partnerships with bag operators
  - CRP does not represent whole community
  - TUR/engage with young people – needs attention
  - How do we get people to use the train service?
  - Time – availability. Potential barrier for younger people
  - Good for communication. NR – could do better
  - Trains which do have problems; e.g. drunkenness – weekends sport events. TU preparations
  - CCTV – increases passenger confidence
  - Even signage can help this
  - Reassurance if CCTV is at station – on train and at all stations (so far as possible)
  - Patronage footfall helps safety
  - Rural stations
  - Station maintenance
  - Lighting – Radcliffe; Ruskington; Swinderby (isolated)
  - People hiding in vegetation
  - CCTV might not be effective
  - Worksop station (northern). CCTV
  - British Transport Police – TOC sponsor community constables
  - Guards should be visible on train (not in back)
  - Planning ahead for services/events to stop trouble before it happens
1. How could train services and railway stations be delivered so that they consider and support the environment, equality and the communities in the areas they operate within? What do you consider to be the main social and community issues in your area that train operators could impact through their operations?

The obligation for the franchisee to meaningfully engage with local groups is supported. However we believe there is merit in regionalising aspects of the franchise management through East Midlands Councils, including performance over-view, engagement with Local Authorities and other partners and so that the delivery can be seen on the ground. We recommend that a

member of staff is seconded to East Midlands Councils or a post is funded within East Midlands Councils by the Department for Transport

2. How can Community Rail Partnerships, local communities, local businesses and other organisations be further stimulated to play an active role in specifying, running and driving demand for East Midlands rail services, including at stations?

These groups should be encouraged to add additional value to the rail offer. They help develop community ownership of the rail network. This could be developed further by encouraging such groups to bring disused station buildings into use, even rent free. This is because they would help reduce vandalism cost, building use can slow building fabric decline and activity makes stations feel safer and more welcoming.

A bidder could minimise its impact on the environment and where practical actively support steps to improve the environment. This might be achieved by (examples):

- Minimise waste and pollution – this would include procurement, maintenance, operation and cleaning.
- Reduce carbon emissions – from its workforce, through its business activities and by offering an attractive alternative to the car.
- Improve outdoor space – especially around station environments, potentially by bringing underused or disused station buildings back into use even if run by the community at no cost.
- Discuss how might train operators better engage with their community?.....

3. How could you improve security on trains? Are there any particular train(s) or stations that have problems?

- Discuss on and off train staff presence.....
- A station investment programme needs to be put in place and adequately funded through the franchise to achieve the station standards describe above. This is important to improve safety and the attractiveness of rail.

---

## **Table 3 – Facility Survey**

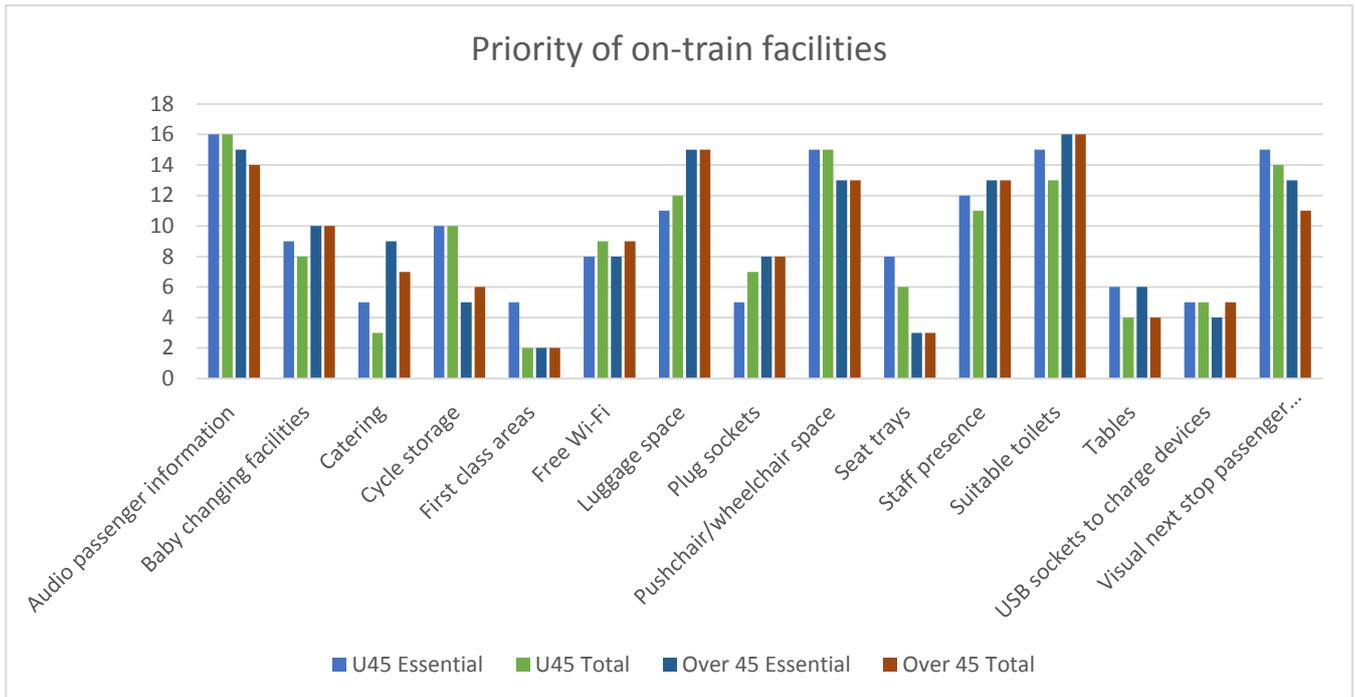
### **Station and on-train importance of facilities**

This short note sets out the results of the survey of attendees at the EMC workshop held on 21 March 2017, and their views on the priority of facilities on train and at station. This is a subjective research and in interpreting the results regard must be paid to the demographic of those completing the survey, being mostly UK national, male and middle age or younger pensioner.

Firstly, a note on the scoring:

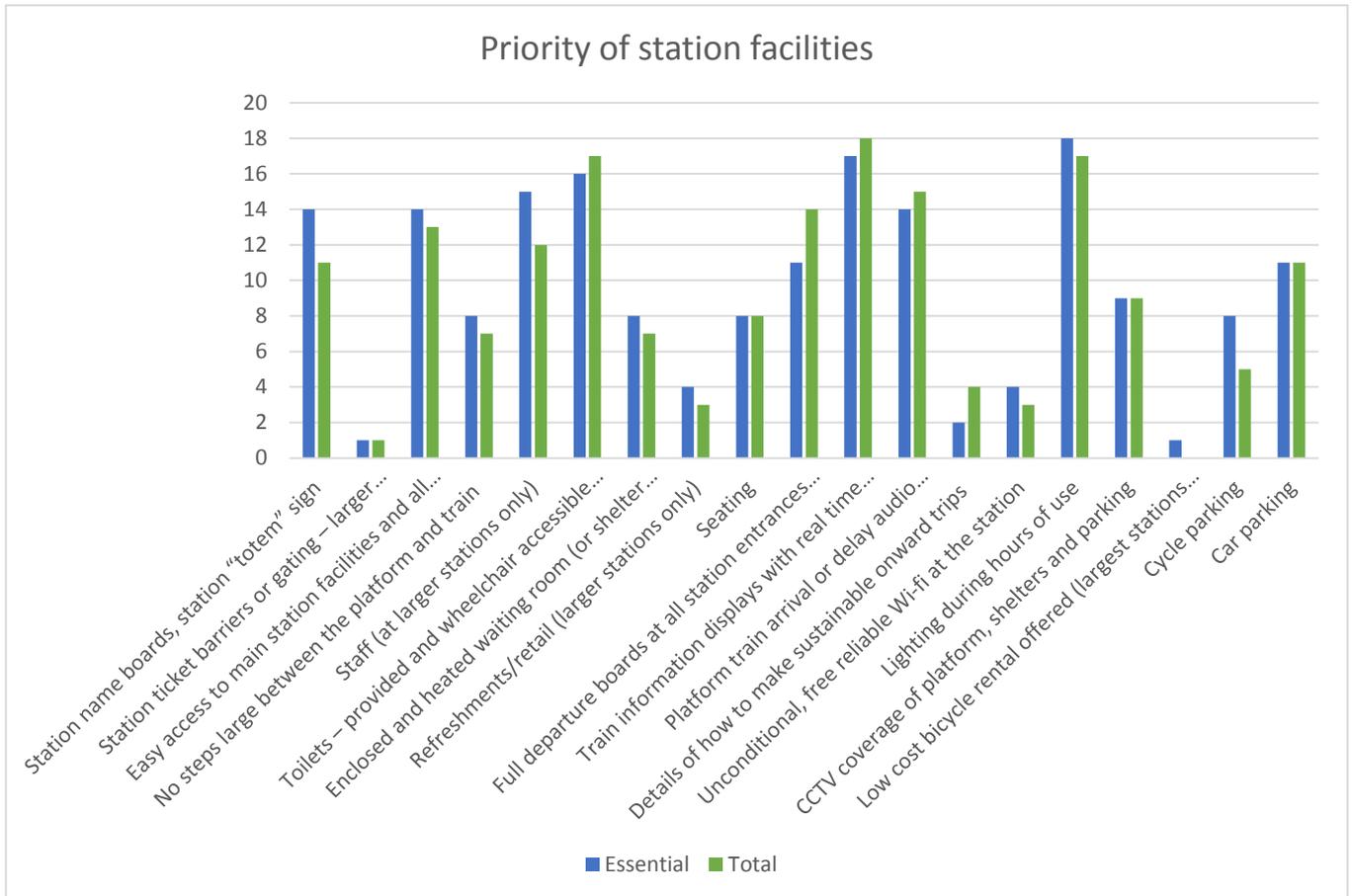
- People were asked to rank the facilities as follows:
  - 1 = absolutely **essential**
  - 2 = very important
  - 3 = required
  - 4 = desirable
  - 5 = nice to have
- Where people did not express a view it has been assumed that they did not consider the facility worthy of a score then a 5 was assumed.
- The scores have then been ranked in two ways, firstly by the number of people ranking the facility as **essential**. Secondly ranking by **total** score. For the on-train facilities the question was asked for train journeys **Under** and **Over** 45 minutes in duration. Please use the bold text to help interpret the graphs below.
- The results are shown in the following graphs, the higher the ranking the greater the importance the facility is deemed. Sample sizes = 24 for on-train and 20 for station.

Looking at the results there is a very close correlation between results. The only notable difference for trains is that there needs to be more space for wheelchairs/pushchairs on shorter services and greater space provision for luggage on longer services



Other comments made about on-train facilities by those surveyed are:

- Local train services should have wide doors for swift boarding
- Seats should be aligned to windows x3
- Windows should not have advertising placed over them
- Wheelchair spaces should be provided with easy access onto and through the train
- How will Brexit affect train accessibility
- Announcements should be minimal and professional, and not rant about tickets at every station
- Announce which side of the train doors will open on
- Person needed to collect fares (tax payers money)
- Access to bins
- Cleanliness x2
- Wi-Fi needs to be free for the whole journey
- Seats need to be comfortable and well spaced
- Adequate heating and air conditioning
- Staff presence visible throughout journey



Other comments made about station facilities by those surveyed are:

- Versatile ticket machines, especially at unstaffed station
- Announcements should be arrival and delay and not lots of safety warnings
- Help points at all stations, or phones
- Adequate platform canopies or shelters, draft free
- Lighting to cover all areas, including access, car/cycle parking
- Defibrillators and medium and large stations
- Poster timetables
- Waiting rooms
- Onward travel information
- Provision of car parking and signing to public car parks and walk/cycle routes
- Station barriers/gates a major deterrent to rail use
- Staffed stations should be staffed throughout the full timetable of services
- Upgrade Market Harborough station