

Greater Lincolnshire LEP Response

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	<p>We wish to see a franchise which:</p> <ul style="list-style-type: none">• Delivers continued improved performance of train services• Has a passenger focused approach• Supports economic growth and the community <p>This depends on strong working relationships between the Train Operator Company (TOC), Network Rail, Department for Transport (DfT), local communities and the East Midlands Region, to ensure that the train services provided support economic growth and transport development, by providing the right rail infrastructure for services to meet community need. Regular engagement between the TOC, Network Rail, DfT and local authorities is required to ensure this can be achieved.</p> <p>It is to be hoped that the ongoing devolution process being pursued by Network Rail through its Transformation Plan will see greater local ownership and accountability, thus speeding up delivery of improvements.</p>

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	<p>We consider that Community Rail Partnerships are extremely important, and endorse the case that CRP's are supported throughout the franchise duration.</p> <p>Engagement between the railway and the communities is important and if managed correctly can offer benefits for both, which can include: increased patronage and income, reduced costs, improved safety, community pride, reduced anti-social behaviour, community cohesion, reduced isolation and improved awareness of and access to adjoining communities.</p> <p>Community Rail Partnerships (CRPs) can provide an effective bridge between the wider community and the rail industry and enable local communities to have a role in supporting local lines and stations. CRPs play an important role in overseeing operational performance and providing constructive feedback to the TOC on performance, service offer, maintenance of assets and barriers to travel. The role of DfT and the TOC is to provide resource and leadership in partnership with the community. Good linkages and regular engagement between the CRP and the TOC is therefore crucial. The next franchisee should include a dedicated Community Rail post to act as the conduit between the TOC and CRPs.</p> <p>CRPs, with the support Community Rail Partnership Officers, need financial resources to be formally put in place across the franchise duration, including any extensions. This should be comparable to the level of funding provided for the duration of the Northern Franchise. Funding committed as part of the bidders' responses should contain provision to ensure (and potentially increase) funding for CRPs and Community Rail Officers and other initiatives that support community engagement, for example station adopter schemes. This commitment to funding is essential to ensure the continuation of Community Rail Partnerships and their work. For the Barton to Cleethorpes Community Rail Partnership (BCCRP), which will be transferring from Northern, this should not leave them financially worse off compared to how they would have fared under Northern. The BCCRP community rail officer, is funded by Northern, and also covers the Yorkshire Coast CRP and is managed through Community Rail Humber. The BCCRP are keen to retain the existing officer. This could be achieved by the East Midlands Franchise taking on Northern's existing financial commitments to the post. However, North Lincolnshire Council and the LEP would welcome further discussions with prospective bidders on this.</p>

	<p>In particular, we are keen to see the franchise provide funding support in respect of:</p> <ul style="list-style-type: none"> • the existing Poacher Line CRP between Skegness and Nottingham • the recently formed North Nottinghamshire and Lincolnshire CRP • the proposed extension of the Poacher Line CRP to include the Lincoln-Sleaford-Spalding-Peterborough line. <p>In addition to this, bidders should be encouraged provide a funding pot for CRPs to bid into, to enable them to undertake additional works.</p> <p>We would hope to see:</p> <ul style="list-style-type: none"> • Minimum funding for Community Rail Partnership Officers at not less than £28k per CRP per annum covering all the 7 CRP's in the area. • Staff budgets annually increased for inflation throughout the franchise and any extensions. • Funding committed for the franchise duration via the Train Operator Company (TOC). • CRP's to be influenced by the TOC but to remain independent with management and support being provided by host Local Transport Authorities. We would welcome a funding pot being created for a range of improvements and marketing activities linked to delivery of the Station Social and Commercial Development Plan (SCDP). • Consideration of the use of CRP's to be funded to support other TOC obligations at lower cost, where appropriate. • Support for new and expended CRP's. • 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. • Community use of disused buildings promoted and supported, including a small station improvement fund to bring buildings back into use/repair. • Station schemes (eg small scale station improvements, station signing and station gateway enhancement) • Marketing and communications campaigns, to improve awareness of CRP's work and the railways and encourage their use • Wider community engagement (eg school and community outreach, especially those parts of the community who do not traditionally use rail)
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<p>Q3</p>	<p>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:</p> <ul style="list-style-type: none"> • The environment? • Equality? • Communities in the areas they operate? <p>If so, how should they do this?</p>
<p>A3</p>	<p>The environment? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Equality? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Communities in the areas they operate? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

	<p>If so, how should they do this?</p> <p>We support the detailed response provided by East Midlands Councils.</p> <p><u>Environment</u> The government should take a direct lead to deliver a more sustainable and environmentally responsible rail offer. This includes requiring the bidders to propose ways to minimise their own environmental impact. Alternative fuels to diesel or the introduction of more efficient diesel engines should be considered, in the absence of a clear policy on electrification.</p> <p><u>Equality</u> Bidders should be incentivised to engage with business and education sectors across the region, to share industry learning and also engage with schools and college to promote the industry, especially to females and also BAME (British black, Asian and Minority Ethnic young people).</p> <p>This could include employing apprentices, especially from backgrounds which find it harder to access the job market and ensure these apprenticeships lead to permanent jobs in the rail industry. Other initiatives could include working with employers to time services to enable people to access job opportunities or ticketing initiatives to help part-time workers who only work a few days or those on low incomes.</p> <p><u>Communities</u> Local communities should be fully engaged, thus adding value to the local area and not simply providing a train service. The winning TOC should take responsibility for their customers and the impact of services on communities living adjacent to the railway.</p>
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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	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Your reasons?</p> <p>The new East Midlands Rail Franchise starting in 2019 will support continued economic growth across Greater Lincolnshire by increasing connectivity, for people and for businesses.</p> <p>Intercity services are essential to support the economic vitality of Greater Lincolnshire, connecting businesses to their customers and core markets. Local growth will benefit greatly from the availability of fast, efficient and comfortable links to London, Birmingham, Manchester and Liverpool, Leeds and Sheffield, Cambridge and Scotland, and key air and sea ports; the LEP is particularly keen to see the reinstatement of direct Lincoln to Birmingham services.</p> <p>We need to ensure that the franchise provides enhanced local services across Greater Lincolnshire into the key towns and Regional Hub cities of the East Midlands, i.e. Derby, Leicester, Lincoln and Nottingham.</p>

Q6	What are the particular services, routes and times of day when you think additional spaces for passengers are most needed?
A6	The franchise provides an opportunity to ensure that the network has sufficient capacity to address both the existing problems of overcrowding on service and to be able to accommodate the anticipated

growth of towns/cities in the area, throughout the life of the franchise.

The Newark – Grimsby service (via Lincoln, Market Rasen and Barnetby) is a single car unit which runs approximately 2-hourly, Monday to Saturday. The weekday services are regularly overcrowded, with standing passengers and luggage. Capacity and service frequency needs to be improved on this route in the next franchise with a 2-car unit operating a clock face hourly service.

Additional capacity is also required on the Barton Line for commuter trains and for special events, e.g. Armed Forces Day in Cleethorpes and Barton Bike Night.

Of particular concern to Lincolnshire is the Nottingham – Skegness route which during holiday periods is an important means of access for visitors to the County's coastal resorts from across the region and beyond. Demand for rail travel peaks on Saturdays during the summer months driven by holiday accommodation change over. Buses are regularly used from Grantham to cater for this over-demand, but this is not ideal and may well deter visitors from return to the Lincolnshire Coast in future years.

In recent years, a spare HST set has run between Nottingham and Skegness twice a day. Whilst this has been well used, it presents its own problems in terms of station safety and management with over 600 people and their luggage alighting at a station which is already busy with other holidaymakers waiting to catch the same train home.

The tourism industry is extremely important to the economy of the Lincolnshire coast and to Skegness in particular, worth some £290m to the local economy and employing 2,850 FTEs.

In addition, there are several services across Lincolnshire which are regularly overcrowded. Routes where this commonly occurs, primarily during peak hours, include:

- Lincoln - Market Rasen
- Lincoln – Sleaford
- Lincoln – Newark
- Spalding – Peterborough

We support East Midlands Councils (EMC) assessment of services with existing over-crowding problems.

Our services need capacity enhancement, ideally through increasing service frequency, but at the very least increasing train length and seating capacity. Single car trains should be replaced as soon as possible.

The proposed housing growth within Lincolnshire as set out in the various Local Plans also needs to be considered when considering service requirements.

Planning for future needs now is important, especially when purchasing new trains. The franchise specification needs to model the anticipated growth by line of route. EMC have already 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.

Finally, there is a need for service strengthening for special events such as the Lincoln Christmas Market. This 4 day event held annually in early December attracted more than 260,000 visitors in 2016. In addition, the return of Lincoln City to the Football League Division 2 has seen increased attendances, increasing the need to ensure proactive planning for games.

Q7	Which on-board facilities in order of preference (these are listed in the response form), are most important to you: <ul style="list-style-type: none"> • On short distance journeys (up to 60 minutes) • On long distance journeys (over 60 minutes)
A7	<p>There are essentially three areas where there can be improvements in train interiors to meet passenger needs on crowded trains:</p> <ol style="list-style-type: none"> 1. Flexible seating to allow greater carriage of luggage on London, coastal and airport services, and for pushchair and luggage storage on peak trains to the east coast; 2. 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; and, 3. To value peoples time whilst on board the train. <p>East Midlands Councils have undertaken extensive research to identify passengers priorities and we support their response to this question.</p>
Q8	Which other on-board facilities should be: <ul style="list-style-type: none"> • Introduced? • Improved?
A8	<p>On-board facilities that should be provided/improved are:</p> <ul style="list-style-type: none"> • new or refurbished rolling stock • Toilets • free wi-fi • plug sockets/usb connections • heating which can be controlled by on-board staff whilst on route • additional storage for luggage/pushchairs etc • audio/visual route announcements <p>All on-board facilities should be maintained in good condition and kept clean and attractive for customers and staff to use.</p> <p>We would also like to see the HST's and single car class x153 trains replaced within the Direct Award, as they will cease to be wheelchair accessibility compliant after 2019.</p> <p>The issue of luggage/folded pushchair storage space needs to be addressed urgently, especially on services to the East Coast resorts and airports.</p>
Q9	How could your local train services be changed to better meet your current and future needs? (a number of options are listed in the response form)
A9	<p>The Greater Lincolnshire LEP has recognised the significance of better transport infrastructure to future growth and prosperity in Lincolnshire. It is a recurrent issue when engaging with business leaders. Passenger travel by train is important for access to employment, business networking and the visitor economy. While this could be true for any economic area, it is particularly important in characteristically rural areas in order to maximise accessibility and reduce perceived and actual remoteness. An effective East Midlands Rail Franchise would go some way to addressing these matters.</p>

We are looking to secure local services across Lincolnshire which offer reduced journey times, increased service frequencies and extra capacity on trains with new or upgraded rolling stock. Where capacity justifies, we would like services 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.

Over the years, rail services across Lincolnshire have developed in an ad-hoc manner and reflect historic travel patterns. As such, there is little consistency in departure/arrival times and in stopping patterns at stations. The new EM franchise is the opportunity to take a comprehensive look at service patterns with the aim of tackling these issues.

There is considerable growth (both in terms of housing and employment) proposed across Lincolnshire as set out in the Greater Lincolnshire Local Enterprise Partnership's Strategic Economic Plan and the Local Plans prepared by the Local Planning Authorities. It is important that this growth is considered fully when developing services proposals for the new franchise. Full details have been incorporated into the Growth Report prepared by East Midlands Councils and submitted to DfT.

Due to the geographical location of Lincolnshire, many passengers look to use services on the East Coast Main Line when travelling north or south via stations at Peterborough, Grantham, Newark Northgate, Retford and Doncaster. However, timetable connectivity is not always good where local services link into the ECML, often requiring long waiting periods at main line stations. This results in passengers driving to their nearest ECML station rather than using their local station. It is therefore important that timetable connectivity between the local services and those on the ECML are improved in the new franchise.

The new EM franchise should look to provide improved services along the GN/GE Joint Line running north-south through Lincolnshire linking Doncaster (ECML), Gainsborough, Lincoln, Sleaford, Spalding and Peterborough (ECML). For example, an hourly service between Lincoln and Doncaster would provide enhanced inter-regional connections to/from Leeds, York and other Northern cities.

Although some improvement has been made recently, Sunday services are generally poor across Lincolnshire. There is a need for improvements to reflect modern shopping and leisure markets. Similarly, evening services are limited on some routes. For example, the last service from Lincoln to Spalding along the Joint Line leaves Lincoln at 16:00. Similarly, the last service from Peterborough to Spalding on a Saturday departs at 20:30 which severely limits the opportunities for leisure trips to London.

Lincoln continues to grow as a focus for FE academic institutions, in particular the University of Lincoln and Bishop Grosseteste University. Other academic establishments include the Lincoln FE College, Lincoln University Technical College and the Bishop Burton College campus north of the City. This has resulted in increased demand for rail travel, particularly on Friday afternoon/evenings and Sundays, and is in part responsible for some of the overcrowding.

In addition, peak hour services into and out of Lincoln are limited. For example, in the morning peak, trains from Nottingham arrive at 0756 and 0908. As the latter is too late for most employees and students, the 0812 arrival from Newark Northgate is regularly overcrowded. A similar situation occurs on the 1726 departure to Nottingham/Leicester in the evening and on the 1722 departure to Market Rasen/Grimsby.

Lincoln- Birmingham

As highlighted through the development of the Midlands Connect transport strategy, improved regional connectivity is important to support economic growth. Historically, Lincoln benefited from a direct

service to Birmingham, but this now requires a change at Nottingham where connections are not always convenient. We are therefore keen to see the re-instatement of a direct Birmingham service in the new franchise to support the business economy.

Grimsby – Lincoln - Newark

We would like increased capacity on the Grimsby – Lincoln – Newark services. The service is currently operated by a single car unit and runs approximately every two hours. We would like to see the service operate a clock face hourly service with a two-car unit. This would improve opportunities to connect with ECML services at Newark Northgate.

Barton Line

The Barton Line is set to transfer to the East Midlands franchise in 2019. Currently the service is within the Northern franchise although they contract out the staffing of the service to TransPennine Express (TPE). This has previously led to reliability problems on the line, with service cancellations when TPE have been short staffed. Anecdotal evidence also suggests that revenue collection is not always rigorously undertaken. The service also operates in isolation with no convenient connections at Habrough or Grimsby to other services for onward travel.

The transfer of the line to East Midlands provides an opportunity to better integrate the line and service with the wider rail network, particularly the Grimsby – Lincoln – Newark service, potentially as a through service, or with improved connections to Cleethorpes from Lincoln. We would welcome the chance to discuss these opportunities in more detail with prospective bidders and also how the service on the Barton Line could be amended to provide connections to the TPE service at Grimsby or Habrough for travel westwards. The Barton Line service should be operated and staffed by East Midlands.

Services currently run Monday – Saturday, with a limited Sunday service in summer. We would like to see an improved Sunday service throughout the year for employment and leisure purposes, with the first train leaving Cleethorpes at 08.56.

This also represents an opportunity to strengthen the existing bus/rail connections at Barton, allowing onward travel to/from Hull. The introduction of through ticketing would be a significant improvement.

Q10	What additional services would you wish to see provided in the next franchise?
A10	<p>We support the additional services requested by East Midlands Councils, including both intercity, connectivity to other regions and additional services with regional/local services. This includes:</p> <ul style="list-style-type: none"> • hourly service between Lincoln and Newark Northgate focused on enhancing connections at Newark to/from London • An hourly limited stop service of through trains between Lincoln and Birmingham via Derby • An hourly service between Lincoln and Doncaster focused on enhancing connections at Doncaster to the north. • Restoring two trains per hour between Lincoln and Nottingham with one faster service continuing on to Birmingham via Derby to provide improved regional connectivity for Lincolnshire. • Faster journeys from Lincoln and Newark to Leicester with limited stops south of Nottingham. • An increase in service frequency and therefore capacity between Nottingham and Lincoln. • An hourly service between Grimsby/Cleethorpes, Market Rasen, Lincoln, Hykeham and Newark North Gate. The service should be integrated with VTEC's proposed direct Lincoln to London service due to begin in 2019.

	<p>Increased capacity, strengthened trains, or better additional hourly peak-hour services in each direction should be provided between:</p> <ul style="list-style-type: none"> • Nottingham to Grantham stopping service to provide peak hour stops at all stations, and ideally throughout the day too. • Lincoln and Sleaford. • Spalding and Peterborough. <p>There should be better connectivity between Lincoln, Sleaford, Spalding and Peterborough, and the Lincoln-Nottingham, Grimsby-Newark Northgate services at Lincoln, and with services on the Poacher line at Sleaford.</p> <p>We wish to see improved connection timings between ECML services and local services at Peterborough, Grantham, Newark North Gate, Retford and Doncaster to enable easy interchange</p> <p>Finally 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.</p>
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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	<p>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. These services will of course need to be balanced against any increased journey times for possible new direct services, such as Lincoln – Birmingham.</p> <p>Humberside Airport is located approximately three miles from Barnetby Station, which is served by East Midlands Grimsby – Lincoln – Newark service. Daily flights operate from the airport to Aberdeen and Schipol in Amsterdam, with onward flights worldwide. Charter flights also operate from the airport. North Lincolnshire Council is working with Humberside Airport to develop the 17 hectare business park adjacent to it. Both parties are keen to increase business travel through the airport. This franchise provides an opportunity to consider how link between the airport and Barnetby Station can be bridged, to provide a seamless journey for passengers.</p>

Q15	What ideas do you have for improving the current service on the Liverpool – Norwich route?
A15	The LEP is supportive of the EMC detailed proposal to split the service into two separate services (Liverpool-Nottingham and Sheffield-Cambridge/Stansted), provided that good timetable connectivity is maintained at Nottingham and Sheffield.

Q17	<p>Are you in favour of these route changes?</p> <ul style="list-style-type: none"> • Liverpool – Norwich • Birmingham – Nottingham • Birmingham – Leicester/Stanstead
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A17	<p>Liverpool – Norwich: Part transfer to TransPennine Express</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Birmingham – Nottingham: Transfer of local service from the Cross Country franchise</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Birmingham – Leicester/Stansted: Transfer service from the Cross Country franchise</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Your reasons:</p> <p>The authority supports the detailed response given by East Midlands Councils</p> <p>The Liverpool – Norwich service currently serves Grantham and should it be split at Nottingham/Sheffield, it will be important to ensure that good timetable connectivity is maintain at the interchange stations to allow easy onward travel to the Manchester and Liverpool areas.</p> <p>In the case of Birmingham – Nottingham, we fully support this. The LEP is keen to see the re-instatement of direct Lincoln-Birmingham trains as part of the new franchise.</p> <p>The Birmingham – Leicester/Stansted service provides the majority of train services calling at Stamford station, management of which falls to the current East Midlands franchise operator. Hence, transfer of the service to the East Midlands franchise would bring together station manager and service provider to the benefit of passengers.</p>
Q18	Would you like to see any other routes transferred to or from the East Midlands franchise? If so, which routes?
A18	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If so, which?</p> <p>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.</p>
Q19	Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?
A19	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The issue of level crossings is wider than just Lincolnshire. We support increasing the frequency of services in Lincolnshire on identified routes. However, it is recognised that care needs to be taken in balancing the needs of rail and road users, when increasing the frequency of train services.</p> <p>The relative priority between road and rail users should be a joint decision taken between the</p>

	<p>Department for Transport, East Midland Councils and the relevant Local Transport Authority. It would be for these parties to consider what, if any, wider consultation was required. We would expect these parties to consider mitigation measures where practicable.</p> <p>This partnership approach has been successful in Lincoln, where the impact of additional crossing closures on Lincoln High Street (due to the re-routeing of freight trains off the ECML and onto the Joint Line) has been tackled through the provision of pedestrian footbridges, the construction of the new East-West Link Road and the pedestrianisation of a section of High Street.</p>
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Q20	How can we improve all aspects of your door-to-door journey experience?
A20	<p>Stations need to be easy to access by all modes of travel, well communicated and safe. Ticketing should be end-to-end and include other public transport modes, for example travel by bus to Hull, at a competitive price against paying for each journey stage individually. It is recommended that Station Travel Plans are developed jointly with the relevant local transport authority to promote and improve this.</p> <p>Well-lit and safe cycling and walking routes to stations are needed with secure cycle parking provided at stations, covered by CCTV. Real time journey information should be available at all stations; currently this is not the case on the Barton Line for example. We would like to see CIS screens installed at the remaining stations in the first year of the franchise. This should be supported by CCTV and improved waiting facilities.</p>

Q21	What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs?
A21	<p>The LEP supports the detailed response of East Midlands Councils.</p> <p>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.</p> <p>Stations are the gateway to rail services and, as such, have a key role to play in contributing to journey experience for all users. Of particular concern in Lincolnshire is the lack of fully accessible platforms at stations in the larger towns across the county (Stamford, Sleaford and Spalding), coupled with the part-day staffing. This presents a major problem for people with disabilities, as well as those with children in pushchairs and large amounts of luggage. Whilst the use of barrow crossings is allowed with staff supervision when present, outside of these times, passengers with disabilities are expected to travel onto the next accessible station and return on the next available train. This issue needs to be addressed in the new franchise.</p> <p>Lincolnshire has many smaller, unmanned stations. In these locations, it is important that passengers have access to timetable information and Help Points to keep them informed of delays, as well as shelters and lighting.</p> <p>We would also like to see the provision of CIS screens and CCTV at all remaining stations. Cycle parking and ticket vending machines would also be advantageous.</p> <p>To overcome existing deficiencies at stations funding needs to be made available via Network Rail or the franchise.</p>

Q22	How could the next franchisee operator make better use of stations for community and commercial purposes?
A22	<p>It is important to bring disused/underused station buildings and adjoining land back into use. This should be done in conjunction with the local community, ideally involve Station Adopters and Community Rail Partnerships in areas where they exist or are emerging. Uses should:</p> <ul style="list-style-type: none"> • Add value to the rail user and local community • Provide a support resource to the local community • Create jobs and employment
Q23	What could be done to improve the way tickets are sold and provided?
A23	<p><u>Selling tickets</u></p> <p>Smart ticketing should be provided in collaboration with Midlands Connect/Transport for the North and be comparable with and integrated with smart ticketing schemes already in use on the region's public transport services and other TOCs services. Customers should be able to have 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, including emerging electronic forms.</p> <p>Ticket vending machines should be provided on stations, where they are not already installed. Where this is not a practical option because the station is too rural, then other options should be explored to allow passengers to buy tickets locally, for example from approved local shops.</p> <p><u>Provision of tickets</u></p> <p>Fares need to be easily understood by customers and offer an appropriate range of ticket options so that ticketing provides affordable, value for money travel for commuters, passengers making business trips, plus leisure and social trips. Ticket options need to be very well communicated to make them easily understood.</p> <p>Tickets need to be easy for customers to research and purchase. They should be available through a wide range of retail outlets, including ticket offices, machines, mobile and internet outlets. In more rural areas, other options should be explored to allow passengers to buy tickets locally, for example from approved local shops.</p>
Q24	What changes to the fares structure would be of benefit to you?
A24	<p>The key challenge with fares is to make the offer easy to understand and provide value for money. Purchasing tickets needs to be easy for customers. There is a need to develop a range of ticketing options to meet differing customer needs, for example carnet ticketing and discounted ticketing options offered to people in training, apprentices or attending job interviews. Increasing the range of through tickets, to include other public transport services at the start/end of journeys would be beneficial.</p> <p>Smart ticketing with pay and go and fare capping, should be introduced across all modes of transport in the region. We would like to see this being developed in conjunction with Midlands Connect/Transport for the North schemes.</p> <p>Clear communication to support the fares and ticketing options is needed, so they can be easily understood by customers. There is however the need for products to meet different customer needs, for example those who work part time, for whom a carnet solution would be better.</p>

	<p>Supporting the fares and ticketing offer must be information provision designed to simplify the option message(s).</p> <p>To help people access jobs and training is important, we wish to see:</p> <ul style="list-style-type: none"> • new ticket options for passengers who travel fewer than five days a week are sought; 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	<p>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 rather be communicated with.</p> <p>This information could include:</p> <ul style="list-style-type: none"> • Seat allocation at carriages where they fit on a platform. • The likely chance of getting a seat. • Punctuality and reliability by service.
Q26	How could staff can be more effective in providing the service and assistance that passengers need on a modern railway network?
A26	<p>Staff are valued for many reasons, but they are especially important for people with disabilities and at times of disruption and during service problems. In these situations it is essential that staff are not just there, but are visible and empowered to address passenger issues. Customer care training is also essential for all staff.</p> <p>Of particular concern in Lincolnshire is the part-day staffing at stations in the larger towns across the county including:</p> <ul style="list-style-type: none"> • Sleaford (staffed until 13:30 on weekdays), • Spalding (until 14:30), • Stamford (until 13:30), and • Boston (until 15:20). <p>This presents a major problem for people with disabilities (as well as those with children in pushchairs and large amounts of luggage) as some platforms are not fully accessible. Whilst the use of barrow crossings is allowed with staff supervision, outside of these times, passengers are expected to travel onto the next accessible station and return on the next available train.</p>
Q27	How would you prefer the next operator to engage with:
A27	<ul style="list-style-type: none"> • You as an individual • Your organisation (if applicable)? <p>Passengers should receive personalised information based on their travel and information needs and through the communications media of their choosing.</p> <p>Stakeholders including the LEPs should be positively engaged, with East Midland Council having a meaningful role in the on-going franchise management.</p>

	<p>It is important that the TOC engages with key stakeholders on a regular basis by various means of communication. These could include stakeholder workshops, e-mail updates and meetings with local authorities.</p>
<p>Q28</p>	<p>What would make you feel safer and more secure on your journey in relation to:</p> <ul style="list-style-type: none"> • Trains? • Routes? • Stations? • Other?
<p>A28</p>	<p>Perception of safety, reducing crime and the fear of crime are very important. TOC staff play an important role at both deterring crime and moderating offensive behaviour, as well as helping victims. It is therefore important that staff numbers are maintained and that they are visible both at stations and on trains at all times.</p> <p>In particular, we would again highlight the issue of part-day staffing at the stations in the larger towns across Lincolnshire, together with the lack of any staff presence at Gainsborough Lea Road.</p> <p>The new franchise operator will also need to take a proactive approach to ensuring the safety of its own staff, both at stations and on board the trains, particularly in respect of late night services and events such as football matches.</p> <p>A station investment programme needs to be put in place and adequately funded through the franchise. This is important to improve the perception of safety and increase the attractiveness of travelling by rail. This should include the provision of good quality lighting, CCTV (covering platforms, access routes and car/cycle parking areas) and help points. A fund is needed to address these shortfalls.</p> <p>The design of new/refurbished trains needs to reduce the risk to passenger luggage crime.</p>
<p>Q29</p>	<p>How do you think more investment might be put into the railways to match money already coming from government through Network Rail?</p>
<p>A29</p>	<p>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.</p> <p>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 occasionally used public sector options.</p> <p>It is however disappointing that Government has chosen to withdraw significant investment in the Midland Mainline in choosing not to proceed with electrification. Investment in the railway is needed to tackle existing capacity bottlenecks and barriers to connectivity, increase service capacity and frequency and upgrade rolling stock (preferably through new trains) to replace the aging fleet.</p> <p>Possible funding sources for smaller scale projects beyond the rail industry could include:</p> <ul style="list-style-type: none"> • Local Transport Plan funding • Planning Section 106 obligations • Business Improvement Districts • Major employers/businesses • Work place parking levy • Other central government funding streams

	<p>A recent example in Lincolnshire is improvements at Hykeham station which have used funding from the DfT's Local Sustainable Transport Fund and a S106 obligation from adjacent residential development.</p> <p>Involving communities in the railway (for example as station adopters) also secures funds in kind and builds considerable goodwill.</p>
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	<p>A Station Investment Programme needs to be developed and adequately funded through the franchise.</p> <p>The following important considerations need addressing in the franchise specification:</p> <ul style="list-style-type: none"> • 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. This should identify the minimum standard required for all stations, with an identified programme of improvements to be delivered through the franchise. This is important to improve safety and the attractiveness of rail. • Rolling stock, particularly on the more local services, needs to be upgraded to make rail an attractive mode of travel.