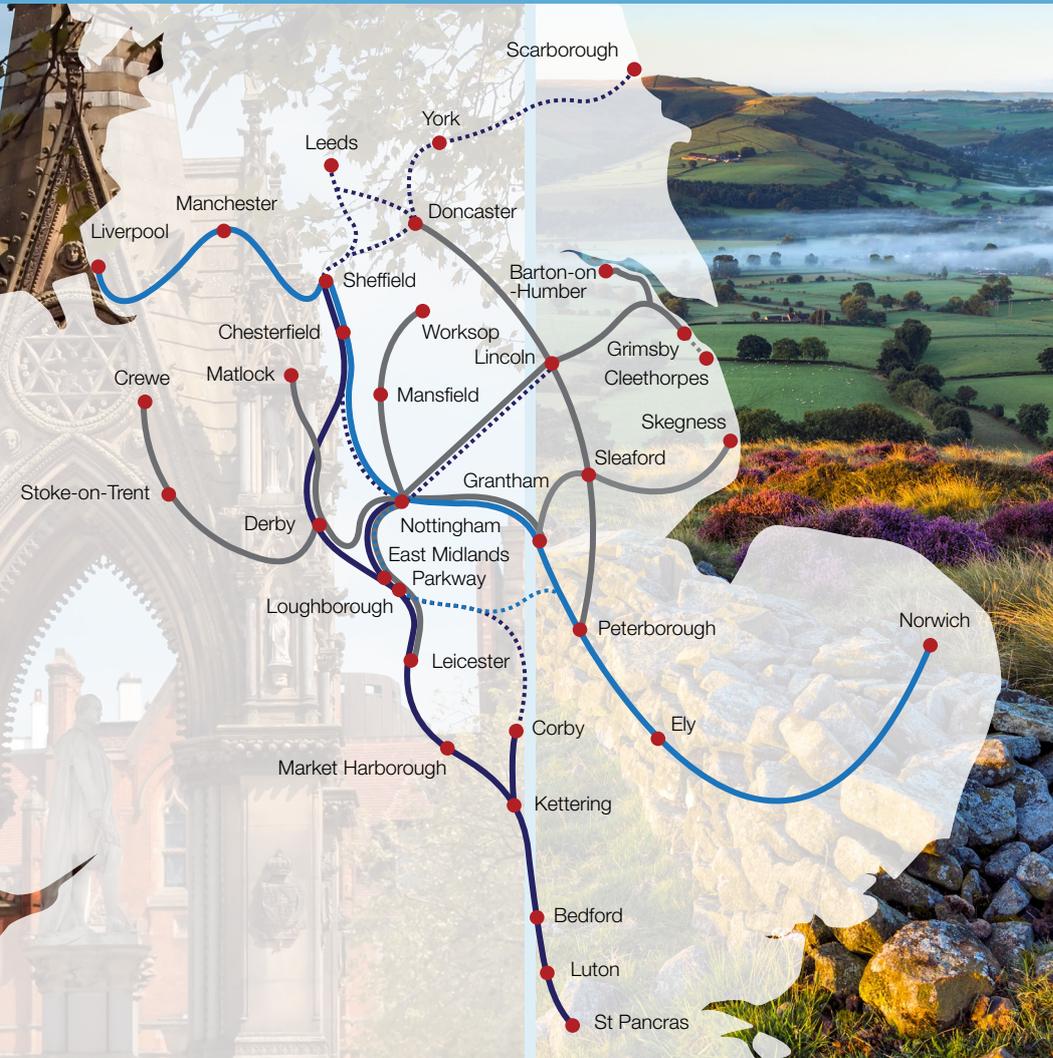




Department
for Transport



East Midlands Rail Franchise Public Consultation

Driving Growth in the East Midlands
– Connectivity as a Driver for Social and Economic Prosperity

July 2017



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The Salt Cellar,
Gritstone Tor, Derwent Edge



1

Introduction

1. What is this document for?

This document sets out proposals to improve the train services on the East Midlands rail network. Soon a new contract will be let for the right to run the East Midlands services and as part of that we are running this consultation.

Throughout this document the arrangement we have with the service operator is referred to as a franchise.

This is a consultation document and we would like to hear your views on the service now, as well as your thoughts on how to improve it in the years to come. Please read this consultation document all the way through and then, in the response form, give us your answers to our questions.

You can fill in the response form and post it to us, or you can respond online, or by email. Full details are shown at Section 9. We must receive your response by 11 October 2017.

We also encourage you to attend one of our consultation events. A full list of the events is available on our website at bit.ly/east-midlands-consultation.

In this document:

- We explain why we are running a competition to find the next operator and the benefits this will bring.
- We set out our aims for improving your service.
- We seek your views on these aims and the options for improving your service.



Throughout this document you will see a number of questions in boxes, looking like this. These questions relate to the response form that comes with this document.



Old Market Square,
Nottingham



2
Foreword

2. Secretary of State's Foreword

**The Rt Hon
Chris Grayling MP**
Secretary of State for Transport



The prosperity of the Midlands is essential to our national economic success. The region is responsible for over a fifth of the UK's total manufacturing capability, with the service sector accounting for over four million jobs and worth around £158 billion a year. This is a dynamic region: there are now 327,200 more people in employment in the Midlands than there were in 2010 and the size of the Midlands economy has increased by £32.9 billion.

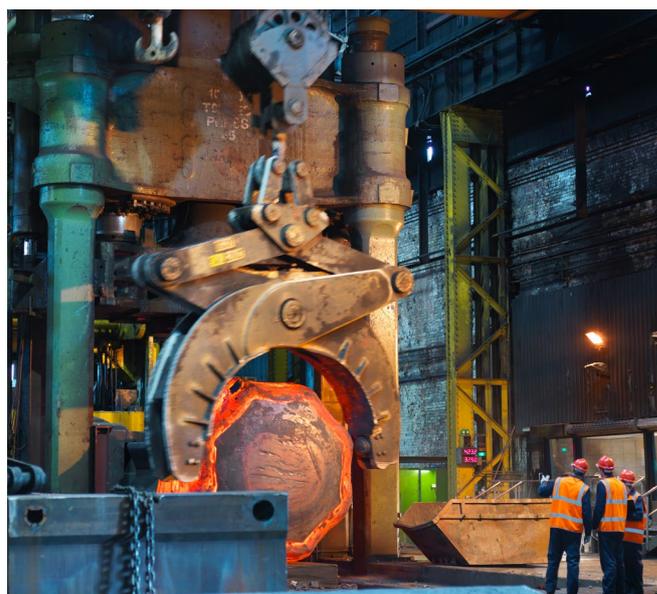
Transport is at the heart of the East Midlands. The region's great manufacturers build trains, cars and jet engines. Its towns and cities are linked by motorways and rail and its economy is growing. This means that more people are travelling too, and in different ways. People want faster, long distance rail services with more seats and simpler tickets. They also want better local services.

As reflected in the government's Midlands Engine Strategy¹, transport and connectivity are essential to sustaining and building on this success. The award of a new East Midlands franchise gives us the opportunity to set the conditions for achieving this and for ensuring that the passenger remains firmly at the heart of decisions on services and investment. I want passengers to enjoy more space and comfort, more frequent and better communication with the operator and a reliable level of performance that delivers value for money.

There are significant opportunities to achieve this across the East Midlands network, and this consultation document is an important part of that process. I will require the operator of the next franchise to bring forward exciting and innovative plans to improve customer service and the

provision of information to passengers, to offer tickets that serve flexible travel patterns and to increase the frequency of services and the number of seats. In short, I want the next East Midlands franchise to deliver better and more comfortable journeys and better value for money, even as passenger numbers continue to rise. Only by doing so will it serve the long term economic prosperity of the region.

So I am pleased to publish this consultation today. We are asking genuinely open, thought-provoking questions in this consultation because I believe that some of your answers will stimulate innovative ideas to find new and better ways of doing things, but I am clear that we will only do things that will deliver for passengers and which have the support of the public.



¹ www.gov.uk/government/publications/midlands-engine-strategy

The work to achieve this is already underway. On the Midland Main Line we are currently investing in a significant upgrade across the whole route to reduce congestion and improve long distance journey times during the peak. As part of this programme we have been exploring innovative options for delivering improved journeys to intercity passengers in a way that avoids the disruption that electrification entails. Therefore, to ensure that the enhancements deliver their full potential for all passengers we will require the next operator to come forward with plans for modern, fast, efficient and comfortable trains for the Midland Main Line, including a brand new fleet of bi-mode intercity trains able to run on both electrified and non-electrified lines.

Delivering the best for passengers will also require new ways of working. I recently set out my vision² for the future of rail that brings together the different organisations who maintain the tracks and run the trains, so they can work collectively and to a common purpose. I want Network Rail and franchise operators to form a closer partnership and work as one team with a shared focus: to deliver a better railway for passengers. This 'one team' approach will be brought to the new East Midlands franchise.

Passengers' expectations are increasing in today's highly connected environment. Quite rightly they expect to be treated as individuals, to be rewarded for their loyalty and reimbursed quickly and efficiently when things go wrong. Staff need to be trained and equipped to respond effectively to the

needs of passengers. I also want to see greater staff involvement in running the company for which they work, including strategic decision-making at the highest levels and, potentially, sharing in the success of the service.

Our plans for the East Midlands franchise fit with our strategy for rail across the country. The delivery of these plans will require the industry to break free from traditional thinking and explore new and innovative ways of working. Train operators will need to form new partnerships to deliver the service passengers expect, not just with Network Rail but also with organisations that have a reputation for innovation and excellence in customer service.

I will also seek to encourage additional private sector investment in infrastructure development, which could deliver faster, more reliable journeys and new commercial, community and residential developments at stations.

I want to hear your views. In this document you will read more about our plans, but I am always open to new ideas for delivering better services to passengers. I encourage you to take this opportunity to respond to the consultation and I look forward to hearing from you.

² www.gov.uk/government/speeches/an-innovative-modern-passenger-focused-railway-network

Break free
from traditional
thinking and
explore new
and **innovative**
ways of working ➤



East Midlands Parkway Station



3

The current
service

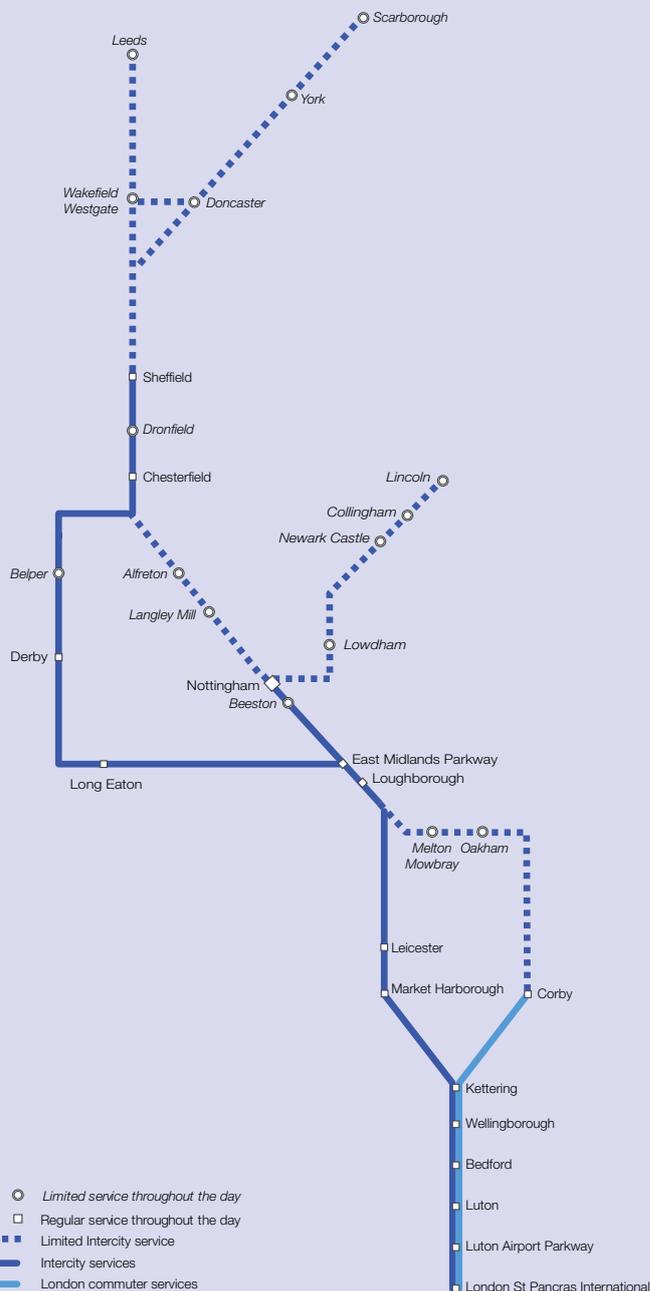
3. The current East Midlands service

Introduction

The East Midlands franchise serves the heart of England – linking cities and towns such as Sheffield, Nottingham, Leicester, Lincoln and Derby. From there a network of long distance and local trains travel to other parts of the country including Liverpool, Norwich and London. It is a much used and growing rail service.

The franchise offers 470 services each weekday and provides 26 million passenger journeys each year. The franchise is made up of four distinct passenger markets: intercity, London commuter, inter-urban, and local and regional.

Midland Main Line



Intercity:

Long distance travel along the Midland Main Line between Sheffield, Derby, Nottingham, Leicester and London St Pancras.

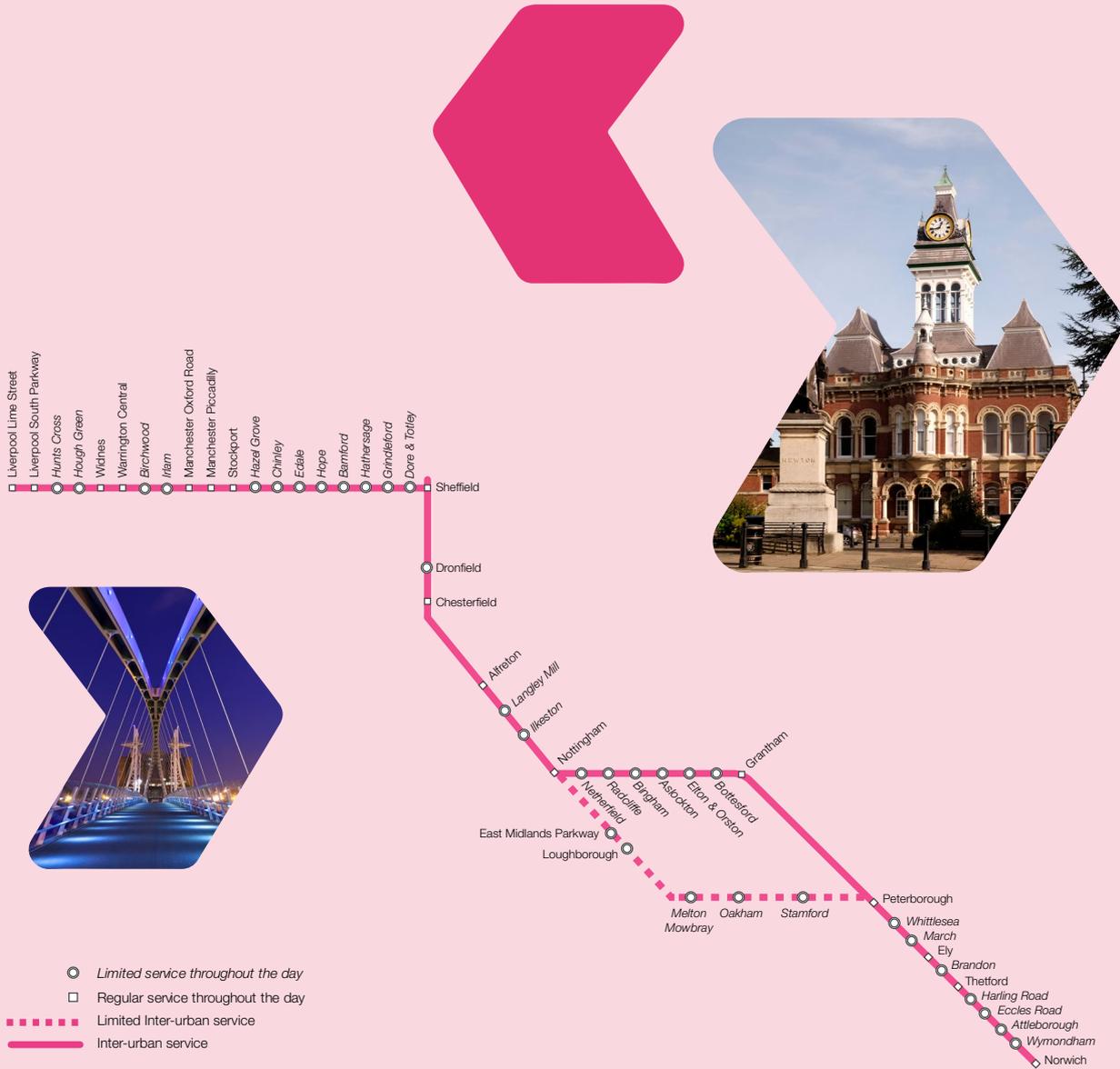
London commuter:

Commuters into London St Pancras on the Midland Main Line, provided by trains stopping at Corby, Kettering, Wellingborough, Bedford, Luton and Luton Airport Parkway.

The above markets are currently served by the same trains.



Inter-urban



Inter-urban:

Passengers using services across the country between Norwich and Liverpool via a number of major towns and cities including Peterborough, Grantham, Nottingham, Sheffield and Manchester.

Local and regional



Local and regional:

Centred on Nottingham, Derby and Lincoln providing connections to a range of regionally important destinations, as well as a large number of smaller rural locations.

Overview

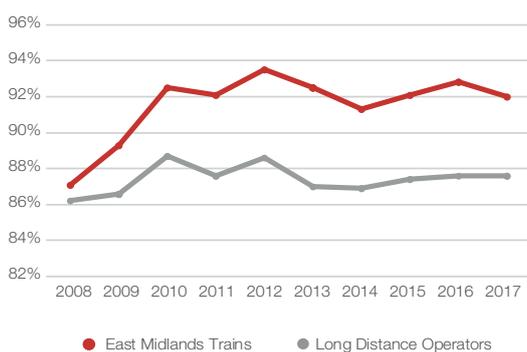
The franchise services have been delivered by East Midlands Trains since 2007. This is due to continue until 4 March 2018 with an option to extend it for a further year. The Secretary of State has decided to use the full extension period, taking the franchise to 3 March 2019, and intends to make further interim agreement with East Midlands Trains, which will end in August 2019. In this document when we mention the 'next' or the 'new' franchise this refers to the one scheduled to start in August 2019.

Some of the key characteristics of the franchise are set out below. In Section 4 we share a number of the challenges that have been affecting the performance of the franchise and which we expect the next operator to address.

Performance of the franchise

Punctuality and reliability of train services is assessed against a performance measure that shows the percentage of trains that arrive at their destination within five minutes of the timetabled arrival (or within ten minutes for long distance services). The performance of East Midlands services as a whole, at the end of March each year, is shown in the chart below, noting that it has been consistently above the average for long distance operators.

Train punctuality



Source: ORR

Transport Focus, the independent passenger watchdog, carries out network-wide passenger satisfaction surveys twice a year to produce the National Rail Passenger Survey. The chart above and right, based on the autumn survey each year, indicates the proportion of passengers expressing satisfaction with their train journeys on the East Midlands franchise, noting that it has performed broadly as well as the average of all long distance operators.

Passenger satisfaction



Source: Transport Focus

Stations

The East Midlands franchise serves 134 stations and operates 90. The stations that they operate comprise a mix of small and large stations from rural locations such as Matlock Bath and Fiskerton to city centres such as Derby, Nottingham, Sheffield and Leicester. It also operates a small number of stations where the sole train service provider is CrossCountry. Many of the smaller stations are on community rail lines, which give the local population a greater opportunity to support the station and integrate it with community activities.

Community Rail

Community engagement is an increasingly important feature of rail franchises. The East Midlands network has a number of local and rural routes that have been designated by the Department for Transport as community rail lines and/or community rail services. These are supported by community rail partnerships, which are made up of representatives from the public and business sectors and volunteers. These partnerships are funded by contributions from the train operator, local transport authorities and the Department for Transport.

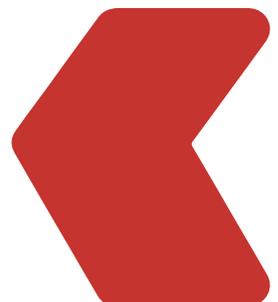
The aim of community rail partnerships is to benefit their local community and railway through connecting people with and engaging them in the railway. The train operator plays an important role in community rail by supporting partnerships both financially and by facilitating events and activities at stations, on trains and in the wider community. This not only increases awareness and attractiveness of local rail services, but also improves links with communities and the reputation of the railway industry. Each community rail partnership is led by a community rail officer who is responsible for delivering an action programme agreed with the train operator. The community rail partnerships in the East Midlands franchise are:

- North Staffordshire: the North Staffordshire Line, between Crewe and Derby.
- Derwent Valley Line: the Derwent Valley Line, between Derby and Matlock.
- Nottingham — Skegness: the Poacher Line, between Nottingham and Skegness.

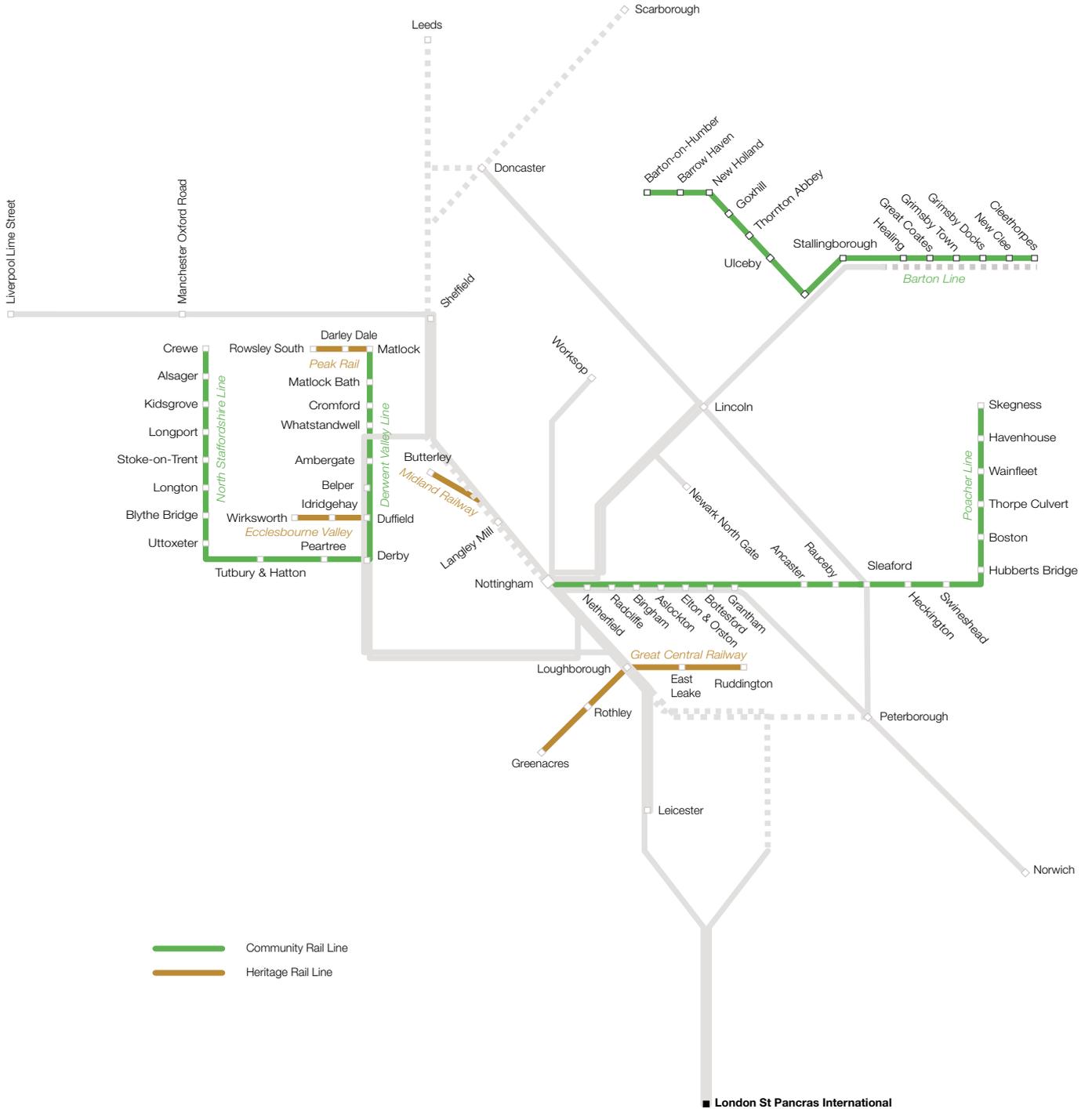
The route between Barton-on-Humber and Cleethorpes, which will transfer from the Northern franchise to the new East Midlands franchise, is also a designated community rail service, managed by the Barton to Cleethorpes Community Rail Partnership. There are a number of other community rail partnerships on lines over which the East Midlands franchise operates but these have their primary relationship with other operators.

Heritage Rail

There are also a number of heritage railways around the East Midlands region, which are operating preserved lines and providing important leisure and tourism links; in some cases these join the community rail lines and regional network, such as the Peak Rail line, which joins the Derwent Valley Line at Matlock and the Ecclesbourne Valley Railway, which joins the Derwent Valley line at Duffield.



Community Rail and Heritage Rail Lines



Recent improvements to the service

East Midlands Trains first began operating the franchise in 2007, delivering a range of improvements to the service, including:

- Introducing a new train service between London and Corby.
- Introducing a direct service between London and Lincoln.
- Adding a second train service per hour between London and Sheffield.
- Rolling stock improvements, including additional seats on local services.
- Investing in new automatic gate lines at Derby, St. Pancras and Nottingham stations.
- Installing 65 additional ticket vending machines across the network.
- Installing over 68 additional security cameras at stations.
- Adding 750 station car parking spaces across the franchise, including 100 at Market Harborough and 130 at Chesterfield.

Since 2015, as part of the current franchise, East Midlands Trains has delivered a variety of further improvements, including:

New services and connections

- 24 extra weekday services, and 22 extra Saturday services between Nottingham and Newark Castle. This adds to the timetable improvements introduced in 2015 that mean faster journeys and more services between Nottingham and Lincoln on Saturdays.
- From May 2017, earlier and more frequent Sunday services are running between Lincoln and Nottingham and between Nottingham and Matlock.

Information and ticketing

- Additional automatic ticket machines installed across the network.
- Better customer information, with a new mobile app that allows ticket purchases.
- More information screens installed at stations, including London St Pancras, Leicester, Derby and Sheffield.

Accessibility

- £1 million invested in improving accessibility at stations, along with 29 new accessible help points at unstaffed stations, linked to a 24-hour customer contact centre.
- Reduced booking time for travel assistance to 12 hours prior to the journey.

Customer service

- On-train Wi-fi has been upgraded to 4G on the London services.
- Food and drink services extended to 13 trains per weekday on services between Nottingham and Peterborough.
- Improved cleanliness of all trains.

Community development

- Links with the community have been expanded, which includes running a schools education programme and a work experience initiative.

The Old John Tower,
Bradgate Park, Leicestershire



4

Challenges

4. Challenges facing the East Midlands franchise

Introduction

There are a number of challenges facing the train service on the East Midlands network. Many of these are faced by other operators across the UK rail network, however some are unique to this franchise.

Infrastructure

- The East Midlands franchise shares parts of its network with many other passenger operators and freight services.
- The Midland Main Line between Cricklewood and Leicester has been designated by Network Rail as 'congested infrastructure', meaning there is no capacity on existing infrastructure for additional passenger or freight services.
- Network Rail requires regular access to maintain and enhance the network which may affect passenger services.

Crowded trains

- Intercity London peak services are more crowded on this franchise than comparable intercity services on other routes. This means some passengers are standing for some or all of their journeys.
- Regional services are also overcrowded, particularly between Crewe and Derby, Newark and Grimsby, on some services formed of single-vehicles and seasonal journeys to holiday destinations, such as Skegness.

Long journey times

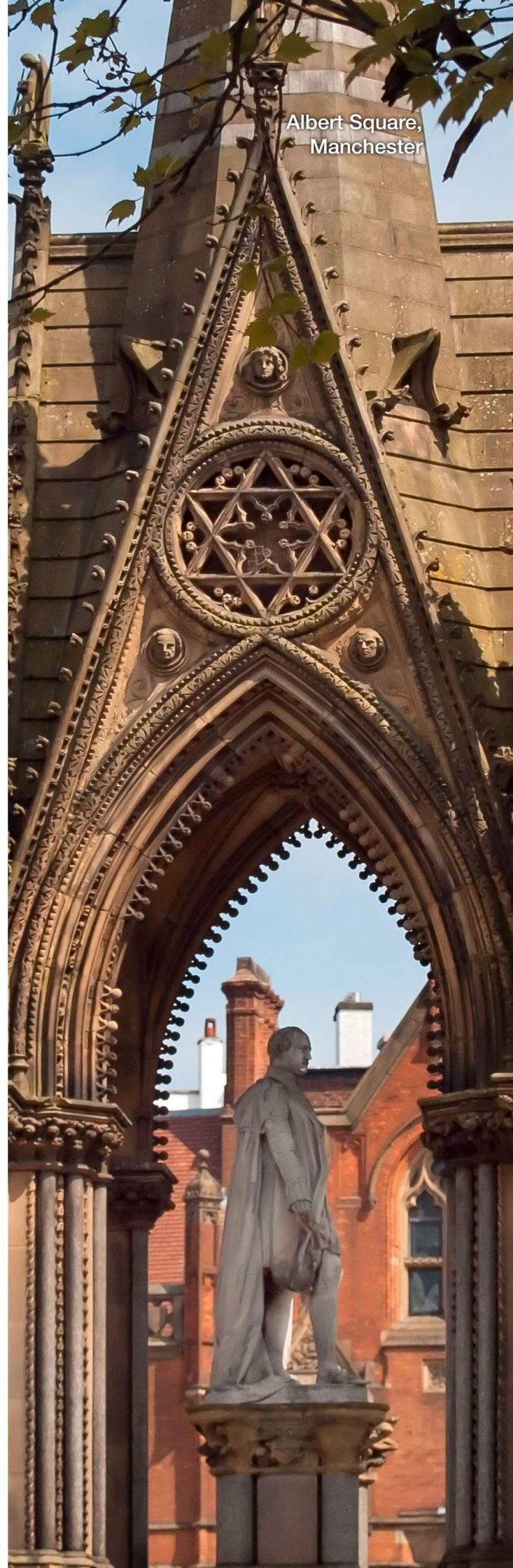
- Intercity services from Nottingham, Sheffield and Derby call at a number of stations to pick up commuters into London during peak times. This means that many peak services journey times are up to 30 minutes longer than for off-peak services.
- Intercity style trains are used to make commuter stops. These trains were not designed to be used for commuter services and the increased time it takes for passengers to alight and board at each stop leads to a longer scheduled journey time.
- Some inter-urban and regional journeys are unpopular because they have long journey times. This may be because they also cater for local markets and are often timetabled around other services.

Limited connectivity

- The current configuration of services delivers poor connectivity from the regional stations to central transport hubs and other lines, in particular the East Coast Main Line.
- Stakeholders have expressed a desire for journey times to be improved on routes where a connection is required by reducing the wait for connecting trains.
- Infrequent services at off-peak times, combined with limited connections, has led to a rail service that does not meet regional customers' needs.

Poor customer satisfaction

- Although punctuality on this franchise is above average when compared across the national network, it has below average passenger satisfaction amongst the long distance operators. We recognise that this is an issue which needs to be addressed.
- The provision of facilities and services at stations needs to support growing passenger numbers and expectations, including better information, accessibility needs, greater safety and security, onward journey options, Wi-Fi connectivity.
- All services on the East Midlands franchise currently use diesel-powered trains. Many of these trains, including some of those operating on the Midland Main Line, are older than average and don't necessarily fit with modern expectations in facilities and comfort. Introducing modern trains will deliver benefits to passengers.



Rutland Water



5

Upgrades

5. Planned improvements on the Midland Main Line

Introduction

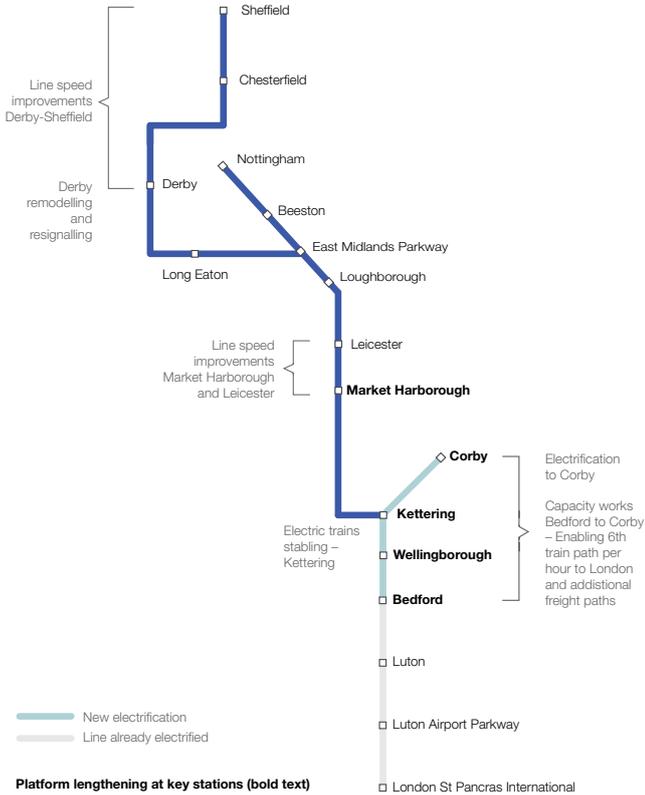
Upgrading the service for passengers will be a continuous focus for the operator of the next rail franchise. A significant upgrade of the Midland Main Line will be delivered within the next three years, allowing the operator to address the needs of its growing customer base and deliver a truly modern service. The new franchise operator has a key role to play in facilitating the delivery of new infrastructure and delivering the benefits the investment is funding, including the benefits delivered to passengers through a modern fleet of bi-mode trains. Bi-modes will deliver passenger benefits sooner than electrification would without the disruption from putting up wires and masts along the whole route.

Mitigating the impact of construction work will need to be done in close co-operation with all parts of the wider transport system but particularly Network Rail with whom the new operator will be expected to develop a closer working relationship and set joint targets with a single, shared focus on serving the needs of passengers.

In particular, the next operator of the East Midlands franchise will have to work with Network Rail to consider how to plan, consult and communicate with passengers throughout construction work, to ensure they are given the information they need to make informed and timely travel choices. Passengers should feel that their money and patronage is never taken for granted while this upgrade work is being delivered.



Infrastructure development



Upgrading the Midland Main Line

The electrification between Kettering and Corby and other infrastructure enhancements between London and Sheffield are due to complete by December 2019, with the new East Midlands franchise delivering the passenger benefits as soon as practicable after this date.

The proposed approach is to separate the intercity and commuter markets to improve the services for both. We expect this to:

- Reduce journey times on long distance services from Nottingham and Sheffield by up to 20 minutes, by reducing the number of calls to pick up commuters, alongside the line speed improvements.
- Relieve over-crowding on all East Midlands services to and from London. This will be delivered through an additional train service per hour and the introduction of higher capacity electric trains on commuter services.
- Deliver over 1000 additional seats in a peak hour, an increase of more than 50%.

Rolling stock

To ensure that the enhancements deliver their full potential for all passengers we will require the next operator to come forward with plans for modern, fast, efficient and comfortable trains for the Midland Main Line, including a brand new fleet of bi-mode intercity trains able to run on both electrified and non-electrified lines.

We also anticipate proposals for modern, comfortable, high quality trains suitable for serving London commuter passengers.





6

Our aims

6. Our aims for the franchise

Introduction

We know that passengers want services to improve and we want to find an operator with the insight and vision to bring the benefits of these investments to fruition and drive continuous improvement throughout the period of the next franchise.

Look after passengers

All passengers should feel respected through the service they receive. We know that some of the challenges facing the franchise cannot be addressed quickly, but we want the new operator to improve the way passengers are treated. Key elements of this will be improving communication and smarter ticketing options.

Enhance the rail industry's contribution to the East Midlands economy

We would like to see the operator contribute to the growth of the East Midlands economy. The franchise spans a wide geography covering major cities and towns, as well as rural areas, with many varied economic sectors. Railways exist to connect people and businesses, and we want the new operator to be proactive in engaging with all of these.

Maintain and then improve performance

Performance has been good, most of the time on the franchise and the East Midlands rail services are popular with users. This performance must be maintained. Nevertheless, the new franchise offers a chance to run an even more reliable and punctual service and this will be a key test for bidders.

Work closely with stakeholders

We want the operator to work closely with Network Rail and other stakeholders involved in delivering rail services. We believe that passengers will benefit through the alignment of targets and incentives between Network Rail and operators.

Deliver benefits of upgrade programme

The government, with Network Rail, is investing in routes served by the franchise, to increase the number of seats and reduce journey times. We want the operator to make the most of this when the work is done and work closely with stakeholders to minimise disruption for passengers while it is happening.

The introduction of new bi-mode intercity trains will build on the passenger benefits delivered by the upgrade programme.

Invest in people working in the franchise

Staff in the East Midlands franchise do a very good job. We want this quality to be preserved and developed. We want to ensure that people working on the franchise have the information, training and tools they need to communicate effectively with passengers, and to create an environment they are proud of and enthusiastic to work in. We expect a commitment from the new operator to develop its workforce, including employing apprentices.

Be socially responsible

We expect all aspects of the franchise to be safe, secure and sustainable for all passengers and for people working on the network, including meeting its equality obligations. We also want the operator to demonstrate how they will use stations effectively, putting them at the heart of the community.

Be a part of the East Midlands community

Rail travel is important for connecting people, business and places and we can only achieve this by working with other people and organisations in the community. We want the operator to work with East Midlands Councils, other local authorities community rail partnerships, heritage railways and other local stakeholders to ensure the franchise meets the needs of the communities in the East Midlands.

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

1

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?

2

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

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

If so, how should they do this?

3



7
Improvement

Nottingham - Proud to be... 2010

7. Options for improvement

Introduction

This is a good franchise, which is generally well run. We want to maintain the quality of service and performance it already achieves. We expect quality and performance to be at the heart of the next franchise.

We want the new operator to make real improvements throughout the duration of the franchise, within the constraints that exist. In particular, we would like to see the operator focus on making improvements to customer service. Below we outline some of the changes we want to see achieved which will contribute to continuing improvements for passengers.

In preparing for the new franchise, we have undertaken a number of activities:

- We have worked with Transport Focus to understand the improvements that passengers want to see.
- We have been working closely with Network Rail to identify the infrastructure improvements which will be most beneficial for the East Midlands network.
- We have been working closely with the East Midlands Councils to understand their priorities and reflect these in our plans.

We have already outlined the main challenges on the East Midlands network and we have been working to bring together the different components to achieve a solution that will result in a better service for passengers. Research carried out for Transport Focus³ indicates that passengers' top ten priorities for improvement for the East Midlands franchise are:

- Price of train tickets offers better value for money.
- Passengers always able to get a seat on the train.

- Trains sufficiently frequent at the times passengers wish to travel.
- Free Wi-Fi available on the train.
- Train company keeps passengers informed about delays.
- More trains arrive on time than happens now.
- Less frequent major unplanned disruptions to passengers' journey.
- Accurate and timely information available at stations.
- Well-maintained, clean toilet facilities on every train.
- Inside of train is maintained and cleaned to a high standard.

Taking account of these priorities, we have considered the improvements that the new operator could be asked to implement during the course of the next franchise and we would like to hear your views on them. These are set out on the following pages.

³ www.transportfocus.org.uk/research-publications/publications/rail-passengers-priorities-simulator-2014/

Option for improvement

What we propose to do

Questions for you

To reduce long distance journey times on the Midland Main Line

We want to reduce journey times on intercity services, which are longer during the peak hours compared with off-peak. We also want to give everyone a seat.

At the moment all passengers on the Midland Main Line travel on the same intercity trains. This means that passengers travelling to London from South Yorkshire and the East Midlands have much longer journey times during the peak because intercity trains also serve stations closer to London to pick up commuters.

Commuters travelling to London from Kettering currently receive a frequent peak service, with up to five trains an hour. However, because the trains are carrying passengers from further north some people do not get a seat. On northbound peak journeys, passengers are often unable to get a seat until after the commuters travelling shorter distances have disembarked.

We recognise that there are distinct intercity and London commuter markets on the Midland Main Line and want to improve the overall service offered to both. We are investing in building new track in order to increase the number of services on this route and enable a better service for passengers.

An option we are considering to improve intercity journey times between Sheffield (via Derby), Nottingham and London St Pancras is to not stop as often at stations used by commuters, such as Luton, Bedford, Wellingborough and Kettering. Passengers at these stations would instead be served by dedicated high quality commuter trains operating on the Corby – London route.

In sum our proposals will enable the next franchise to:

- Reduce journey times on the peak-time intercity long distance services by up to 20 minutes.
- Relieve over-crowding on all East Midlands services to and from London.
- Introduce higher capacity trains, up to 12 carriages long, on dedicated commuter services.
- Deliver over 1000 additional seats an hour in the peak into London, an increase of more than 50%.

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

4

Option for improvement

What we propose to do

Questions for you

Stopping patterns on the Midland Main Line

Although we intend to deliver faster journeys and introduce more seats, we recognise that the proposed changes have the potential to inconvenience some passengers. Whilst they may result in some stations having more train services an hour at peak times compared to today other stations would have fewer services. However, overall, the revised timetable and introduction of modern, longer trains would increase the number of available seats at peak hours, reducing overcrowding and making journeys more comfortable.

For example, at the moment a lot of southbound intercity trains call at Kettering but they are full by the time they get there. Our proposals mean that fewer peak time intercity trains would stop at Kettering – and none would call at Wellingborough, Bedford, Luton or Luton Airport Parkway – reducing the overcrowding on those intercity services. Instead, in the peak hour, Kettering, Wellingborough, Bedford, Luton and Luton Airport Parkway would be served by trains that started their journey in Corby. Although the service at peak time would be less frequent, far more seats would be available meaning more capacity and a better commuting experience for all passengers. Additionally, Kettering and Corby would get an increase in off-peak services.

Another consequence of our proposals would be that (apart from intercity journeys starting or ending at St Pancras) journeys between destinations north and south of Kettering (e.g. Luton Airport to Nottingham or Leicester to Wellingborough) would no longer have direct through-trains. Passengers would instead potentially have to change at Kettering.

Thameslink services consultation

Separately, Govia Thameslink Railway is consulting on the possible implications of a new timetable for the Thameslink services using parts of the East Midlands network, which is due to start in May 2018. This consultation is available at www.transformingrail.com and will end on 27 July 2017.

Oakham and Melton Mowbray

A consequence of operating electric trains between London and Corby could be the loss of direct services between London and Oakham and Melton Mowbray as there are no plans to electrify beyond Corby on this route.

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

5

Option for improvement

What we propose to do

Questions for you

To increase the total number of seats for passengers

We know that the number of people travelling on East Midlands services will rise and some services are already very crowded, in particular at peak times. For example, peak services to and from St Pancras are more overcrowded than those of any other intercity operator into London. In order to address this, options may include:

- Introducing intercity Midland Main Line trains with more seats.
- Introducing high quality trains suitable for the long distance London commuter market on the Corby and Kettering routes, with up to 12 carriages.
- Using longer trains on the inter-urban and local routes, where the infrastructure allows.

These options would increase the number of seats on key parts of the network. We will encourage bidders to develop solutions so that the network can carry more seated passengers than it does today.

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

6

To rearrange/redesign/adapt train interiors

We know that the right interior layout of trains can have a positive effect on passenger's journey experience. We will encourage bidders to introduce modern trains across the rail network to improve comfort and capacity. Some options that are being considered are:

- Providing modern, comfortable carriages suitable for the intercity market.
- Providing modern, comfortable, high quality carriages suitable for dedicated commuter services.
- Changing the interior design on other routes to meet the needs of passengers.

Which on-board facilities, in order of preference (these are listed in the response form), are most important to you:

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

7

What other on-board facilities should be:

- Introduced?
- Improved?

8

Option for improvement

What we propose to do

Questions for you

To offer journeys that meet your needs

We recognise that the current timetable could be changed to improve connections across and beyond the East Midlands network and also with other train services, such as East Coast Main Line.

We understand the importance the railway also plays in connecting people to jobs and business as well as shopping and leisure destinations, to sports and entertainment events.

We will encourage bidders to think about improvements that can be made across the network to improve connections on the East Midlands network, with other train operators and with other forms of transport.

This could include:

- Better connections to the East Coast Main Line, for example from Lincoln and Nottingham.
- Better connections within regions, for example by introducing a connected timetable for both local journeys within Lincolnshire and regional journeys to/from neighbouring counties.
- Changes to the stopping pattern of trains.
- Additional trains in the early morning, late evening and on Sundays.

A proposal has been made by Nottinghamshire County Council to reopen a railway line from Shirebrook to Ollerton for use by passenger trains. This line is currently used only by freight traffic and as a test track and connects to the existing passenger railway between Nottingham and Worksop. Reopening the branch line to passenger traffic would require the renovation and reopening of two former railway stations, construction of a new station at Ollerton and reopening the relevant track for passenger use.

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).

9

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

10

Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains? If so, what sources of investment could be identified to fund this proposal?

11

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

12

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

- Some services are withdrawn from other stations, such as Luton?
- Journey times to other stations may increase?
- Freight capacity and/or frequency is reduced?

13

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

14

To improve airport connectivity

Currently, East Midlands Trains provides one train an hour to and from London St Pancras that calls at Luton Airport Parkway. This is in addition to the six trains per hour provided by Thameslink. East Midlands services take 20 minutes to Luton Airport Parkway, while the fastest Thameslink service takes 33 minutes.

Providing additional East Midlands fast trains to Luton Airport Parkway might only be possible by reducing the number of stops elsewhere, such as at Luton itself.

The slower, Thameslink services are accessible from a greater number of Central London stations compared to the East Midlands services, which start from and terminate St Pancras only.

The East Midlands franchise provides access to a number of other regional airports including East Midlands, Liverpool John Lennon, Manchester and Norwich. We understand that the connectivity and journey opportunities between the railway and the airports could be improved. For example, trains that serve some of these locations do not always have sufficient space for luggage.

Option for improvement

What we propose to do

Questions for you

To improve the service offering on the Liverpool – Norwich route

We want to improve the service on the Liverpool – Norwich route to meet the needs of the different markets which it currently serves. This could include providing faster journeys for those travelling long distances and dedicated services for local passengers.

Throughout most of the day, trains call at a consistent set of core stations. However, at peak times, additional stops are made at smaller stations such as Chinley, Dronfield and Bottesford. These stops provide local capacity and connectivity, but slow down longer distance journeys and make the service irregular.

An option to improve the speed and consistency of the service would be to review alternative arrangements for serving these smaller stations. This might include enhancing local services so that these additional stops are no longer required on long distance journeys.

At the eastern end of the route, options might exist to provide direct services between Nottingham and a wider range of stations in East Anglia, such as Cambridge and Stansted Airport. Some options could also result in changes to the destinations served by the existing Birmingham to Stansted Airport service currently operated by the Cross Country franchise.

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

15

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

16

To optimise the routes covered by the East Midlands franchise

We have already described in Section 3 how the Barton-on-Humber to Cleethorpes route will be transferred from Northern into the next East Midlands franchise.

We do not usually transfer services between operators unless the benefits of so doing would clearly outweigh the costs and disruption for companies and staff involved. Transferring services can play a part in encouraging innovative service patterns that meet the needs of a changing market rather than preserving by default those service patterns that existed at the time of privatisation.

Are you in favour of these route changes? Please also give your reasons.

- Liverpool – Norwich.
- Birmingham – Nottingham.
- Birmingham – Leicester/ Stansted.

17

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

18

Option for improvement

What we propose to do

Questions for you

Liverpool – Norwich

- A transfer of part of the Liverpool to Norwich service to the TransPennine Express franchise, potentially including a split of the services at Nottingham or Sheffield. The route serves different markets along its length. In East Anglia, its main function is as a connection to the East Coast Main Line at Peterborough. In the East Midlands it links Grantham and Nottingham and provides a through service to cities in the North West. Transferring this service to TransPennine Express could offer:
 - A more efficient, cohesive service between cities on the western section of the route (Liverpool, Manchester and Sheffield), with similar rolling stock and a consistent on-board service.
 - More flexible journey opportunities within each franchise area.

If the service is split, this will mean passengers may need to change trains for journeys between certain stations.

Alternative options could include:

- A partial transfer, with the majority of services terminating at Nottingham or Sheffield, but with a limited through service maintained on some or all of the rest of the route.
- Or overlapping services provided by each operator.

Birmingham – Nottingham

- A transfer of the local Birmingham to Nottingham service from the Cross Country franchise to the East Midlands franchise. This could:
 - Facilitate the restoration of some through trains; e.g. between Lincoln and Birmingham.

Birmingham – Leicester/Stansted

- A transfer of the Birmingham to Leicester/Stansted Airport services from the Cross Country franchise to the East Midlands franchise. This could:
 - Allow bidders flexibility to offer new services, e.g. Norwich – Birmingham or from East Midlands stations to Cambridge/Stansted Airport.
 - Mean the East Midlands franchise overall would be more focused on its core geographic area.

The routes covered by the East Midlands franchise could also change by introducing passenger services over freight-only routes.

To improve services in Lincolnshire

The option of increasing the frequency of train services in Lincolnshire is being considered. As a consequence level crossing barriers will be down more frequently, especially those in Lincoln city centre.

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

Option for improvement

What we propose to do

Questions for you

To improve facilities and access at stations

We believe it is important for facilities at stations to be upgraded for the benefit of passengers. This could include:

- Better connection with other forms of transport such as buses, trams, taxis and air travel.
- Improved car parking facilities.
- Better cycle storage.
- Improved security.
- Better toilet facilities, including for people with disabilities.
- Improved environmental sustainability at stations.
- Better use of stations for community and commercial/ retail purposes.

In addition, we want to make stations accessible for passengers, particularly those with additional needs. For example we would like to see solutions to improve:

- Access or interchange for people with accessibility needs.
- The passenger assistance scheme.

How can we improve all aspects of your door-to-door journey experience? **20**

What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs? **21**

How could the next franchise operator make better use of stations for community and commercial purposes? **22**

To improve and simplify fares and ticketing

Ticketing

Ticket buying habits are changing with more people purchasing from ticket machines and increasingly on smart media rather than buying at the station ticket office.

We want to:

- Provide passengers with widespread and easy access to the full range of tickets.
- Ensure that they have all the information they need to select and purchase the most appropriate ticket for their journey.

The future operator will be expected to work with partners to introduce more modern ways for people to pay for their journeys, such as pay as you go or barcode solutions.

This includes: making greater use of technology; improving station ticket retailing; and considering the role staff play in providing the best possible passenger experience.

Fares

We expect the next operator to ensure that passengers will be able to access a clear, fair and consistent fares structure when they buy their tickets.

We want the options around prices and tickets to be designed to suit the changing needs of passengers, for example those who commute part-time.

What could be done to improve the way tickets are sold and provided? **23**

What changes to the fares structure would be of benefit to you? **24**

Option for improvement

What we propose to do

Questions for you

Closer connection to passengers

We want passengers to be better informed and will encourage bidders to propose improvements to passenger information by incorporating new methods of communication, including live train service updates and information from smart technology to enable the planning of complete journeys. This could include information about levels of crowding on board.

Transport Focus's research has shown that passengers like staff to be available and visible on the rail network, for example to assist with vulnerable or disabled passengers, provide information and act as a deterrent to anti-social behaviour. We will encourage bidders to suggest ways to increase the availability and visibility of staff on the network where they can add most benefit to passengers.

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?

25

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

26

To provide improved information on performance

We will require the next operator to produce a regular report showing:

- How it is meeting your priorities.
- Its performance.
- How it is meeting targets such as crowding and reliability.

We will ask bidders to make suggestions about improvements to the passenger feedback system, the way passengers give feedback and then receive responses to their queries.

How would you prefer the next operator to engage with:

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

27

To improve security and safety on trains and at stations

We know that personal security is a high priority for passengers and staff working on the railway. Bidders will have to develop their proposals for improving safety and security on trains and at stations. This could include:

- Use of better CCTV coverage.
- Improved lighting.
- Closer working with the British Transport Police.

We want to hear your views on where the main safety and security issues are.

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

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

28

The old Grammar school
in Market Harborough



8

Bringing it
all together

8. Our vision for the future

Britain's railways have evolved tremendously over the past 20 years. There are more trains, carrying more passengers, more reliably. But, as a result, much of the railway is operating on the edge of what it can cope with because of the capacity constraints. For example, on the East Midlands network there is much more crowding on morning peak services into London and on inter-urban services north of Nottingham. If and when things go wrong, the impact can be rapid and widespread and the recovery time can be significant.

Working with Network Rail

The railway needs to adapt and change to be able to cope with the growth already experienced, and that which lies ahead. That means doing some things differently to help passengers.

It means:

- Continuing to deliver a steady programme of improvements and enhancements.
- Integrated planning to deliver an improved passenger service to keep track and signals running well.
- Looking at ways of running more trains to more places and making journeys, that are difficult today, easier.
- Harnessing new technology to improve the ways our railways work.
- Reducing costs across the East Midlands network.

Anything that gets in the way of this should be fixed. It is clear that while Network Rail and the current operator of the East Midlands franchise have worked hard to join up their operations, the structure and framework of franchising means that not all their priorities are the same. We are going to bring the operation of track and train on the

railway closer together. It will mean that it is much easier to focus on providing the best service to passengers, and meet the challenges of today's network. Whether it is planning maintenance or enhancements, putting in place improvements that can fit in an extra service on a crowded route, or responding to a problem on the network, the railway is much better operated by one joined-up team of people. This new franchise is the right moment to bring things closer together and we are exploring how this could happen, exploring how the train operator can form an integrated operating team with Network Rail, jointly incentivised to deliver the best possible service for passengers.

We could also require the operator and network rail to continuously improve the whole passenger experience. This will mean adopting good business practice and ensuring that the operator is not working to a rigid franchise specification. This could include regular reviews of the timetable to ensure that it meets passengers' changing needs, and a commitment to optimise the timetable to provide a reliable service with trains that are as frequent and fast as possible.

New routes to investment

Not everything can change in the new franchise. Transforming a partly-Victorian, fast growing railway will take time and work cannot come at the price of disrupting the day-to-day service. However, that is not a reason for holding back essential investment.

Some investment will come through established mechanisms. Now is the time to look to new ways of bringing in improvements. This should include new models of private funding, of the kind common in other forms of infrastructure.

The Department is looking to rail operators and other parts of the private sector to propose models which could bring in better services for passengers. This could include longer, concession-style franchises and specific investment in key projects.

The recently announced East West rail line, running from Oxford to Cambridge, has demonstrated the government's commitment to seek private sector funding to design, build and operate routes that have traditionally been the responsibility of Network Rail. We will build on this and encourage innovative proposals for private sector funding, including from the train operator and wider industry. This could range from upgrading and sharing in the success of part of the East Midlands network, including infrastructure, through to providing new shops in stations. Proposals will be judged on whether they deliver improvements to passengers and value for money for the taxpayer.

New routes

Much of the East Midlands network runs to a timetable pattern set many decades ago and follows old patterns of demand. People want to travel on routes that are currently not well served by rail, with services either too slow or too few. This franchise offers a chance to reshape the railways of the East Midlands to serve this growing region better.

We will consider options for new routes and connections, and we will explore other options where these deliver passenger benefits and value for money for the taxpayer.

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

29

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

30

Ely Cathedral

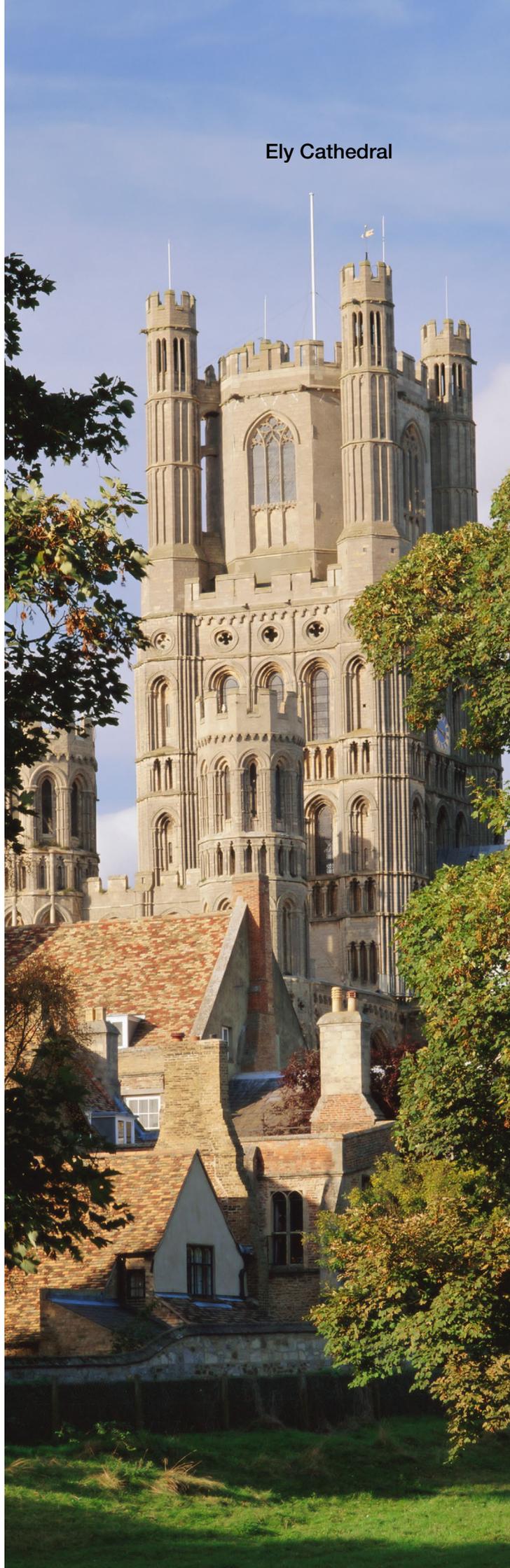
New technology and innovation

The next East Midlands franchise is currently expected to run until at least 2026. By then, technology and work patterns will be different from those of today. More people, for instance, may want to travel outside traditional commuting hours, work partly from home, or travel to new centres of employment. We are therefore considering more radical, new approaches to transforming the service provided on the East Midlands network.

The train operator must adapt to make the most of technology, including delivering ambitious plans for smart ticketing. Technology has been used in many industries to drive rapid change, and we expect the train operator to use it to improve services.

We also expect bidders to explain how they will modernise and simplify the journey experience through the use of technology and best practice from other industries.

There is an opportunity for the East Midlands network to work with Network Rail to explore the use of the Digital Railway. Improvements such as new in-cab signalling systems could allow much more efficient use of rolling stock and could be funded jointly with outside organisations. Better capacity on the railway should not come only from new trains. By running existing trains faster and more frequently we should be able to deliver a more efficient rail service. Digital traffic management systems could also benefit passengers by providing live train running information and help the operator restore services more quickly after incidents, and make more efficient use of rolling stock and train crew.



Annex A – Consultation questions

1. How do you think closer co-operation between staff in Network Rail and the operator of the next East Midlands franchise can be achieved?
2. How can the operator of the next East Midlands franchise engage with community rail partnerships or heritage railways to support the local economy to stimulate demand for rail services in the region?
3. Do you think that the operator of the train service, stations and support services should take the following into consideration when they run the franchise:
 - The environment?
 - Equality?
 - Communities in the areas they operate?If so, how should they do this?
4. Do you agree with our proposed approach, which could reduce journey times on long distance services and increase the likelihood of getting a seat?
5. What are your suggestions about how to mitigate the potential loss of some direct services between Oakham, Melton Mowbray and London?
6. What are the particular services, routes and times of day when you think additional seats for passengers are most needed?
7. Which on-board facilities in order of preference (these are listed in the response form), are most important to you:
 - On short distance journeys (up to 60 minutes).
 - On long distance journeys (over 60 minutes).
8. What other on-board facilities should be:
 - Introduced?
 - Improved?
9. How could your local train services be changed to better meet your current and future needs? (A number of options are listed in the response form).
10. What additional services would you wish to see provided in the next franchise?
11. Do you support the proposal to reopen the line between Shirebrook and Ollerton to passenger trains? If so, what sources of investment could be identified to fund this proposal?
12. Do you think that the current number of services on the Midland Main Line to and from Luton Airport Parkway is adequate?
13. Would you like additional fast trains from London each hour to call at Luton Airport Parkway if this meant that, as a trade-off:
 - Some services are withdrawn from other stations, such as Luton?
 - Journey times to other stations may increase?
 - Freight capacity and/or frequency is reduced?
14. How could the train service be better at meeting the needs of passengers travelling to and from the airports within the East Midlands franchise?



15. What ideas do you have for improving the current service on the Liverpool – Norwich route?
16. Would you support changing the destinations served by the existing Birmingham – Stansted Airport service, such as serving Norwich instead of Stansted Airport?
17. Are you in favour of these route changes:
 - Liverpool – Norwich.
 - Birmingham – Nottingham.
 - Birmingham – Leicester/Stansted.
18. Would you like to see any other routes transferred to or from the East Midlands franchise? If so, which routes?
19. Do you support increasing the frequency of train services in Lincolnshire despite the impact this may have on level crossing users?
20. How can we improve all aspects of your door-to-door journey experience?
21. What more could be done to improve access to, and provide facilities at stations, including for those with disabilities or additional needs?
22. How could the next franchise operator make better use of stations for community and commercial purposes?
23. What could be done to improve the way tickets are sold and provided?
24. What changes to the fares structure would be of benefit to you?
25. What additional information would be useful to you when planning or making your journey, such as seat availability, journey times and connections? How would you like it to be communicated to you?
26. How could staff be more effective in providing the service and assistance that passengers need on a modern railway network?
27. How would you prefer the next operator to engage with:
 - You as an individual?
 - Your organisation (if applicable)?
28. What would make you feel safer and more secure on your journey in relation to:
 - Trains?
 - Routes?
 - Stations?
 - Other?
29. How do you think more investment might be put into the railways to match money already coming from government through Network Rail?
30. Are there any other areas that you think it is important for us to consider that have not already been discussed in this consultation?





9

What will happen next

9. What will happen next

The Procurement Process

The Franchising Schedule

The Department for Transport's rail franchising programme works as part of a wider aim to create a world-class railway that creates opportunity for people and businesses. We want to reward train operating companies who help us to improve rail services for passengers by offering a cost-effective, value for money train service. Details of our rail franchising programme are available online at:

www.gov.uk/government/collections/rail-franchising

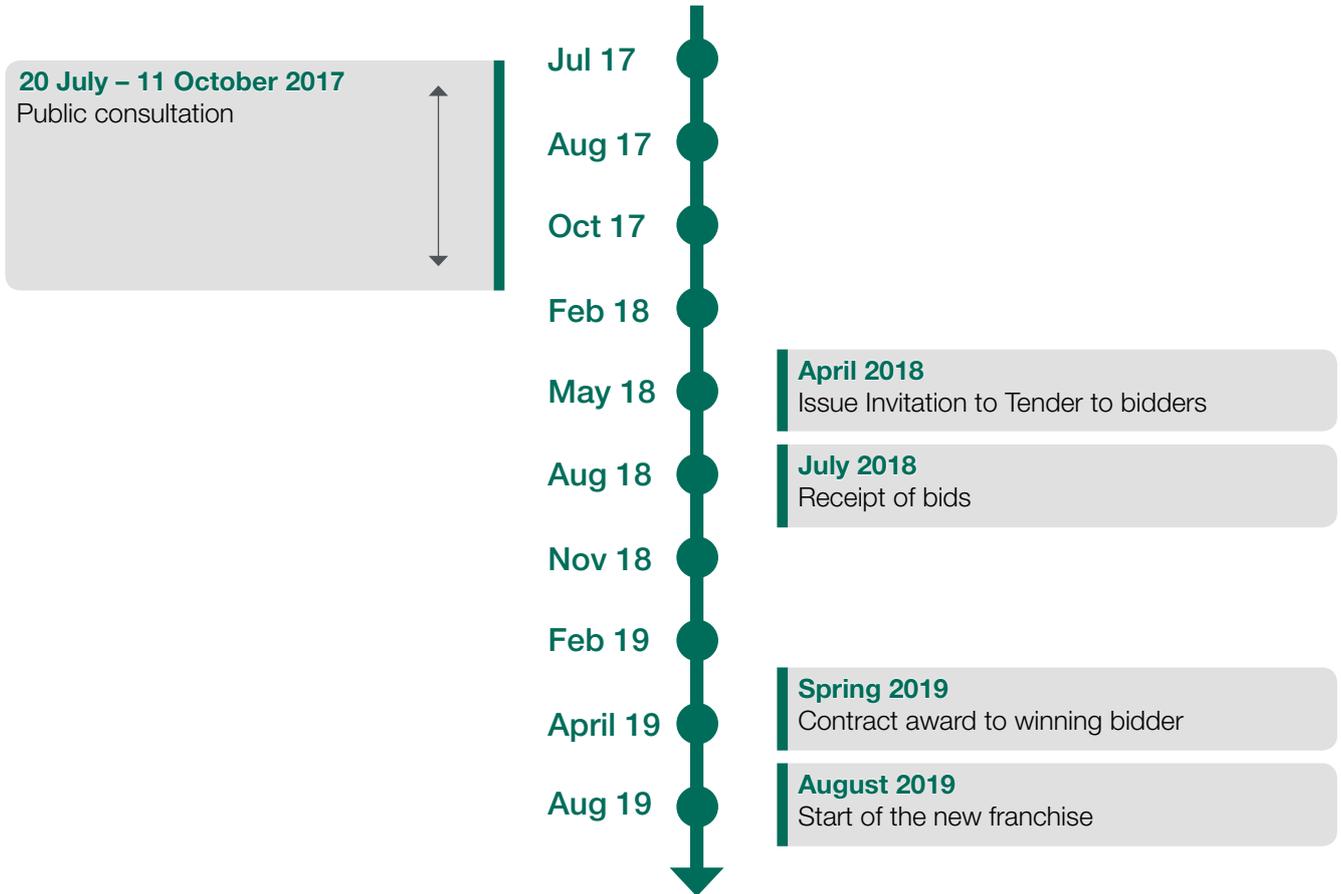
We are holding a competition to find an operator to run the East Midlands franchise from August 2019. Working closely with East Midlands Councils, we are starting to decide what we want the new franchise to do for its passengers.

Your responses to this consultation will help us decide what we ask for from the new operator in our Invitation to Tender. This will inform the bidders' responses when they are submitting their proposals to operate the rail service.

This consultation document gives you more information about the franchise so that you can help us to put together a specification identifying what the new operator should provide.



We expect the process for the award of the new contract to work like this:



The competition timeline

The planned timeline for the competition is set out in the diagram above.

Once the consultation has closed, responses will be considered and then:

- Used to inform what we ask for from shortlisted bidders in the Invitation to Tender.
- Provided to bidders as information to help inform and improve their bid.

Following the publication of the Invitation to Tender bidders will then submit their proposals. We consider both price and quality (which includes deliverability) as part of the evaluation of the proposals (to establish the most economically advantageous tender);

we also ensure that bids are financially robust and offer value for money to the taxpayer.

We encourage bids that are ambitious in their attempts to improve the punctuality, quality and reliability of services. At the same time, we aim to discourage bids that are overly optimistic, either in their assessment of costs and revenues or in the deliverability of improvements.

Once a winning bid has been identified, the contract is awarded. The new train operating company then has a period of months to get everything in place, ready to start operating services for passengers on day one of the new franchise.

How to respond

Important information

The consultation period runs for 12 weeks from 20 July 2017 to 11 October 2017.

You can respond:

Online at:

bit.ly/east-midlands-consultation

By email:

EastMidlandsfranchise2017@dft.gsi.gov.uk

In writing:

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

Please make sure that your response reaches us before the closing date as we will not be able to consider responses received later.

If you would like further copies of this consultation document you can contact us using the methods described above if you would like alternative formats (Braille, audio CD etc).

When responding, please tell us whether you are acting as an individual member of the public or representing the views of an organisation or group. If responding on behalf of a larger organisation please make it clear who the organisation represents and, where applicable, how the views of its members were assembled.

If you are responding as an individual, any personal details you are able to provide will help strengthen the evidence base as we develop our proposals and respond to the suggestions made, including:

- Your first name and surname.
- The first half of your postcode.
- Your nearest station (this is not necessarily the one you use the most).
- Where you normally travel from and to on the train.
- The times when you most regularly travel on the train.
- How often you travel on the train.
- The reason why you make your most regular rail journey – such as when you are travelling to work, for leisure, or when you are on business.
- If you have any particular accessibility needs; these might include needing wheelchair access, pushchair access, English not being your first language, or if you are blind or partially sighted, or have capability impairments.

When we are looking at your replies, and writing the Invitation to Tender, we will have regard to the public sector equality duty created by the Equality Act 2010, which requires that public bodies have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. For more information please see www.gov.uk/guidance/equality-act-2010-guidance

Freedom of Information and Data Protection

- Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.
- If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.
- In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department for Transport.
- We will process your personal data in accordance with the Data Protection Act 1998 and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties. Individual consultation responses may be shared with bidders in an anonymised format as part of the franchise competition and/or in preparing a response to this consultation.
- By providing personal data in response to this consultation, you consent to the Department for Transport, or third parties contracted to the Department for Transport, processing your personal data for the purpose of analysing responses to this consultation.
- It would be very helpful to the Department for Transport if, as part of its analysis of responses to this consultation, it was able to take into account certain sensitive personal data that you may wish to provide in response to this consultation, for example details of any disability you have. In providing your responses to the Department for Transport by email or post please indicate whether you consent to the Department for Transport, or third parties contracted to the Department for Transport, processing your sensitive personal data for the purposes of analysing responses to this consultation.

Consultation events

During the consultation period a series of public events will take place, allowing anyone to come along and ask questions about the proposals for the next East Midlands franchise. A full list of the events is available on our website at bit.ly/east-midlands-consultation. If you wish to attend any of these events, please write before the date of the event to the East Midlands Consultation Co-ordinator at the Department for Transport (the address is given below), or email us at: EastMidlandsfranchise2017@dft.gsi.gov.uk.

What will happen next?

A summary of responses will be included in the Stakeholder Briefing Document to be published alongside the Invitation to Tender planned for April 2018 at:

www.gov.uk/government/organisations/department-for-transport

Paper copies will be available on request.

If you have questions about this consultation, please contact:

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

0300 330 3000 (switchboard)

EastMidlandsfranchise2017@dft.gsi.gov.uk

Consultation principles

The consultation is being conducted in line with the government's key consultation principles. Further information is available at:

www.gov.uk/government/publications/consultation-principles-guidance

If you have any comments about the consultation process please contact:

Consultation Co-ordinator
Department for Transport
Zone 1/29
Great Minster House
33 Horseferry Road
London
SW1P 4DR

consultation@dft.gsi.gov.uk

