



Railfuture's 2023 National conference

Turning Point for the Railways

St George's Centre, Leeds – 30 March 2023

railfuture

Agenda & Index

10.15	Conference starts - Housekeeping announcements	
10.20	Welcome and introduction to the programme by the Chair of the meeting: Brian Barnsley – Deputy Chief Executive of Community Rail Network and Head of Support and Development	2
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10.45	Karen Bennett – Education and Youth Engagement Advisor, Community Rail Network (presentation & video)	15 – 31
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A Railfuture View of the Way Ahead

Stewart Palmer.

Railfuture Vice President, Railfuture Director and Life
Long Railway Manager

Annual National Conference, Leeds 30 March 2023

railfuture

Who are Railfuture?

Railfuture is a long established non political lobby group with national coverage and some 20,000 members and affiliates via Rail User Groups. We have long campaigned for

“A bigger and better railway”.

A great aspiration, but what does that actually mean in the railway of post covid Britain?

My subsequent remarks refer to the “passenger railway”. Phil Smart is going to talk about the challenges for freight later.

So what is the Railway for?

- Is it just a means of transport from A to B?
 - Does it have a wider role in improving access to jobs, education etc?
 - Is it part of the “levelling up” toolbox?
 - Does it have a role in decarbonising the British economy?
- These issues are part of wider debate which we may well discuss later today, but I want to concentrate on where we are now and what can be done quickly for rail users.

Is the railway working for passengers?

The straight answer is:

“No”

- Strikes, the aftermath of the strike days, overtime and rest day working bans, and general non cooperation have destroyed user confidence.
- Reliability and punctuality, despite train service reductions, are far from where they should be.
- There have been major losses in connectivity and longer, less convenient journeys as a result of train service reductions and poor quality delivery.
- Fares and ticketing are as complex and obscure as ever.
- There appears to be nobody in charge!

So what do Railfuture want to see?

- An industry that is less interested in press releases and winning awards and more focussed on getting day to day delivery right.
- Creating an industry structure where the incentives of all players are aligned. Only this will deliver for rail users, employees and taxpayers in the long term.
- An industry structure where there are clear lines of accountability leading to a single “directing mind” at regional and national level.
- A clear plan that focusses on incremental progressive improvement for users, not “pie in the sky” stuff that will never happen.

What we believe rail users want – 5 key Issues.

- A reliable service, one where the advertised service actually runs.
- A punctual service, on time or within an acceptable margin of on time.
- The correct number of vehicles so they have a chance of getting a seat.
- Meaningful information to make informed decisions when things go wrong.
- To feel welcomed and valued as customers.

There are lots of other things users want, but if the rail industry does not get those 5 basic requirements consistently right, rail use will never recover.

Railfuture has made its view on these basic requirements very clear to the Rail Minister following the “Bradshaw Address” by the S of S.

What rail users want (2)

Many things we believe users want can be done quickly and do not need legislation or massive organisational upheaval, they need focus and leadership.

Here is a starter for 10! (11 actually)

- A restoration of the full pre covid timetable with the exception of certain peak hour commuter services, to restore connectivity and journey times.
- A service in terms of reliability and punctuality that users can rely on.
- Optimal use of rolling stock that is already in existence.
- An end to the obsession with theoretical seat capacity maximisation and more focus on seat comfort, leg room, luggage/cycle space to reflect the new focus on leisure travel.
- How about actually being able to see out of a window?

What rail users want (3)

- Station facilities that are open as advertised and clean.
- Helpful knowledgeable staff who are empowered to act on customers needs.
- Making purchase of the right, best value ticket a simple task.
- Clamping down on anti social/unruly behaviour at stations and on trains (much of this is related to ticketless travel).
- Much more focus on through trains services when engineering work is planned. Whatever happened to the “7 day railway” initiative?
- More rapid and effective incident response to restore normal operations quickly when things go wrong.

“It ain’t Rocket Science”

- Getting the basics right will restore user confidence.
- It will grow the revenue line.
- It will restore a sense of pride and purpose in the industry.
- It wont take 20 years to deliver the benefits.
- **IT WON'T COST MUCH!!!!!!**

Will Great British Railways solve these issues?

- Railfuture gave a very comprehensive response to the Shapps/ Williams Plan.
- We focussed on “how is this going to actually work?”
- I think it would be fair to say as an organisation we remain to be convinced that the proposed industry structure, whatever that now is, will do much to solve the fundamental issues the railway faces now and going forward.

Summary of what Railfuture wants to see.

- Value for money for users and taxpayers.
- A focus on meeting user needs now. There is a lot that can be done to improve the user experience at once and in the next year or so.
- This is the only way to grow revenue (passenger and freight).
- Genuine focus on the “bottom line” in decision making, with much more focus on the trade offs between cost and revenue, not just cost cutting.
- This will support modal shift and the carbon reduction targets but these are the subsidiary benefits, this has to be done regardless, if the industry is to survive.

Closing Remarks

- Just remember these simple truths.....
- Railways have no God given right to exist.
- The passenger railway will only survive if it is seen to provide value for money for users and wise use of taxpayers money.
- In terms of political priorities, the railway is now in its most vulnerable position since the 1960's.
- Users must be the first consideration.... As the late Adrian Shooter said “ Look after your customers and they will look after you”.



Karen Bennett

Education and Youth Engagement Advisor







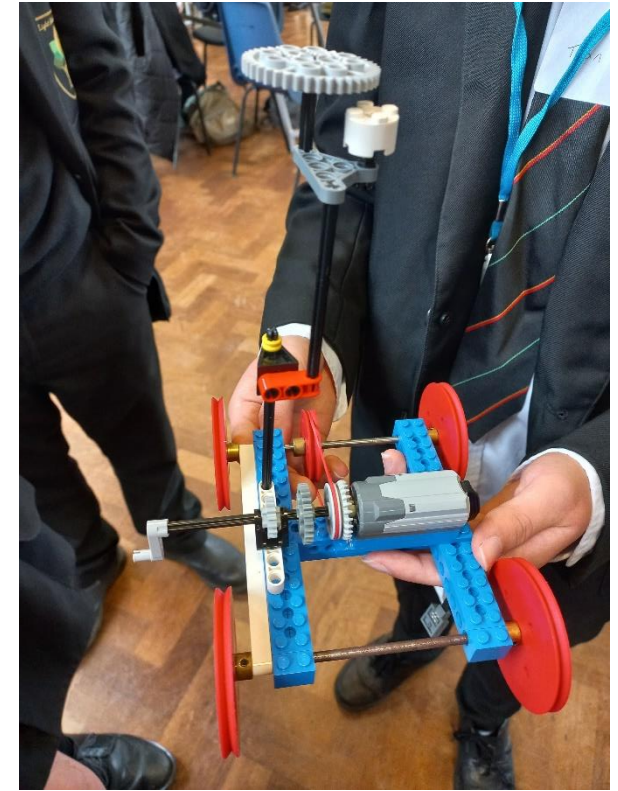
TrainEd Video [\(click image\)](#)



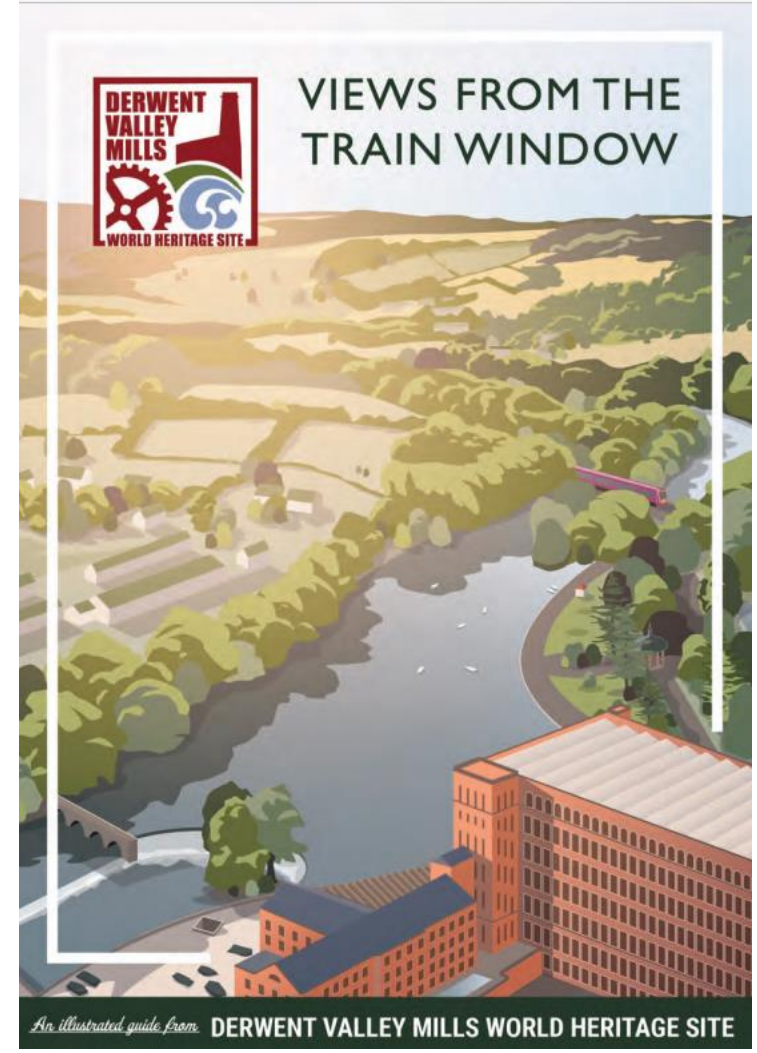


Feel good field trips





STEM Engagement



SCENES FROM THE CARRIAGE WINDOW

A guide to what you can see along the scenic Derwent Valley Line running through the Derwent Valley Mills World Heritage Site.

What is described can best be seen from seats on the left side facing forward from Derby and the right side facing forward from Matlock.

Derby Station in 1840.

DERBY – for the Museum of Making at Derby Silk Mill and Derby Museum and Art Gallery.

- The Midland Station of 1839-41 was built to serve three independent railway companies. They were amalgamated in 1844 to form the great Midland Railway Company and by 1846 the railway estate occupied 232 acres. There are two notable architects associated with this line. Most of Francis Thompson's buildings have been demolished but the Roundhouse and Clocktower of about 1839 are a rare survival from the earliest railway days. The Roundhouse could hold 30 locomotives. It was at Derby Station in 1850 that Sir Joseph Paxton conceived a conceptual sketch of the Crystal Palace.
- On the other side of the track and across the road a housing estate built in 1842 for employees of the North Midland Railway may be glimpsed. 55 terraced houses, built to designs by Frances Thompson, were rescued and restored by the Derbyshire Historic Buildings Trust between 1979 and 1982.
- The concrete flyover leads to Pride Park, a business and retail park developed on the former Chaldesden Sidings.
- After crossing the River Derwent, see if you can spot, between the tall towers of the Cathedral and St Mary's Church, the pyramidal roof of the tower to The Old Silk Mill. This is a rebuild of part of England's first factory, The Lombe brothers' Silk Mill.
- Some of the industrial sheds along this stretch almost certainly stand on the Roman settlement of Little Chester or Derventio.
- Just after them, over your left shoulder if facing forwards, is the church tower of the 18th century mill settlement of Darley Abbey, with its blue clock face. St Matthew's Church was built in 1818 by mill owner Walter Evans.
- The river washlands are part of the Derwent Valley Mills World Heritage Site. Fragments of ridge and furrow may be seen in certain light conditions.
- North of the newer housing is Burley Hill where pottery was manufactured during the 13th and 14th centuries.
- The village is Little Eaton. A branch line from here closed in 1957. It ran up to Derby Pottery.
- The tall mill chimney locates Peckwash Mill, a paper mill of about 1800.
- The spire and tower of St Alkmund's Church, Duffield date from the 14th century but a church was recorded here in The Domesday Book (1086).
- Duffield Hall has an Elizabethan core but was much extended in 1871. For many years it was the headquarters of the Derbyshire Building Society.

The distinctive blue clock face on St Matthew's Church, Darley Abbey.

Encouraging School visits





Inspiring Railway workers of the future





Platform

Enhanced Environment & Biodiversity

Biodiversity is the range of different species living in an ecosystem. The greater the biodiversity, the healthier the ecosystem.

The City Council has established a number of wildflower areas on the road verges and islands around the city.

A commitment has been made to plant trees across the city and new community orchards are being supported.

Bad-friendly lighting has been installed along the A4440.

Reduce water wastage across the city by the Council, residents and businesses.

The City Council hopes to improve air quality in the city by encouraging switching to electric vehicles.

Projects have been planned and started to enhance the biodiversity of Riverside and Pardiswell parks.

Platform

Sustainable Economy

The economy includes all the ways the city makes and spends money, businesses and jobs.

The Council is reducing its investments in fossil fuels and increasing its investments in renewables and green jobs.

The Council is planning to encourage green business start-ups with its business support and grants programme.

Developing more opportunities for apprenticeships within green industries.

Worcester City Council plans to fund training for businesses to develop low carbon skills.

Encouraging the work of businesses already developing green such as their

The Council is working with partners to establish a 'green innovation hub' - a shared

Platform

Carbon Neutral Council

Carbon neutral means making net release of carbon dioxide to the atmosphere.

Since April 2020, the Council has switched its electricity supply to 100% renewable, green electricity.

The Council has already installed solar panels on top of St Martin's Gate car park to generate green electricity for the Council to use.

The Council has bought 5 electric vans for its environmental operations team and 2 electric bikes for staff and councillors to use to travel to meetings.

The City Council is planning to switch over to 100% electric vehicles for its operational fleet (e.g. bin lorries) as vehicles need replacing.

Energy efficient lighting has been installed at the Guildhall, as well as new insulation to reduce heating needs.

The Council supports a cycle to work scheme for staff to encourage them to cycle instead of driving to work.

Encouraging staff to travel less for work and use video conferencing (Zoom, Teams...) for meetings instead. Also enabling staff to work from home more often, if possible, reducing the need to travel into the office.

Platform

Carbon Neutral City

Carbon neutral means making or resulting in no net release of carbon dioxide into the atmosphere.

The Council is installing more electric vehicle charging points around the city to make it more attractive to residents to switch to electric vehicles.

Emissions from heating and hot water account for nearly 70% of housing emissions in Worcester. To help tackle this, the Council is promoting Green Homes Grant vouchers to help people improve the efficiency of their heating by installing better insulation, double-glazed windows and heat pumps.

To reduce emissions from transport, the Council is encouraging people to walk or cycle if their journey is less than 2 miles, with more paths and secure bike parking in the city centre.

The Council is working with its partners to improve the social (council) housing in the city to make it more energy efficient.

The Council is also encouraging residents to change their behaviours to be less wasteful of energy and reduce their emissions through education campaigns and by working with local groups.

The Council is providing grants for businesses to improve their energy efficiency.

Platform



Platform Education Programme – Gloucestershire, Worcestershire, Severnside, Transwilt CRPs



Joseph Codling – Director Tyne Valley CRP



Northern Apprentices

Young people in Community Rail





Alfie Whittaker – Youth Ambassador Marston Vale CRP



Sheppey College – Swale Rail Partnership

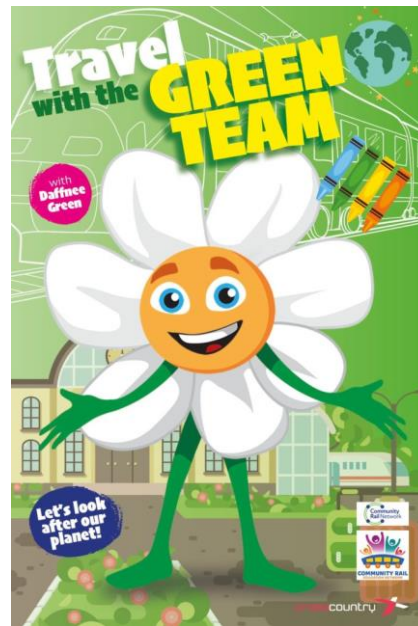
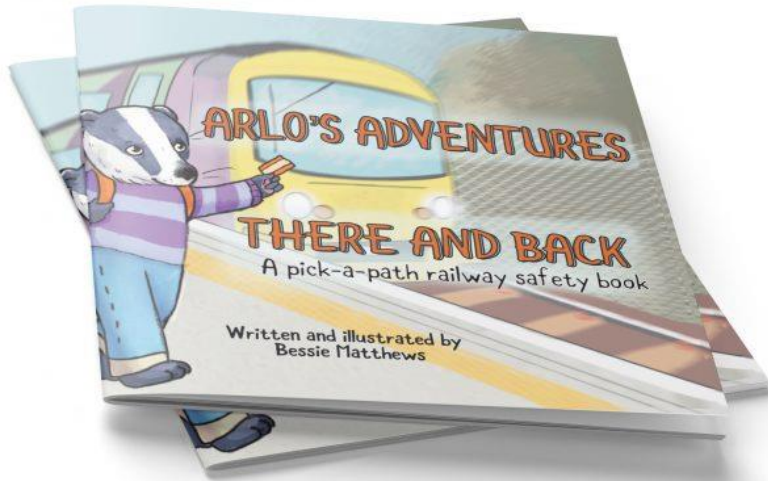
Young people in Community Rail



6VT



Young people in Community Rail



3rd Thursday of the Month
10:00 – 12:00



Learn **Live**



Rail Safe Friendly Initiative





Follow us on
social media



@communityrail



@communityrail



/communityrail



'Looking to the future'

An exploration of youth engagement in rail

Written by Rob Lowson
Edited by Jools Townsend



Sponsored by

Rail Delivery Group



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07365 138233





In memory of
William
Whiting



Platform Video about William Whiting

<https://platformrail.org/>:

“Platform is an award-winning rail education scheme that works with schools to empower young people in accessing the railways.”

Read their news article: <https://platformrail.org/wonderful-william-whiting/>

They also provided a short video; this can be downloaded via this WeTransfer link: <https://we.tl/t-B2RKKAAWYh> until Friday 14th April; after that, please email conference-enquiries@railfuture.org.uk for a new link.

The Future of Freight

Philip Smart

Assistant Policy Manager – RFG

30 March 2023



The Future of Freight

- The Strategic Case
- What Does Freight Need?
- The Current Policy Framework
 - The Reform White Paper/Transport Bill
 - Setting a Target?
- Some Recent Innovations
 - Raising the Roof
 - The 'last mile'
 - High Speed Logistics
- IRP and HS2 freight benefits
- Questions

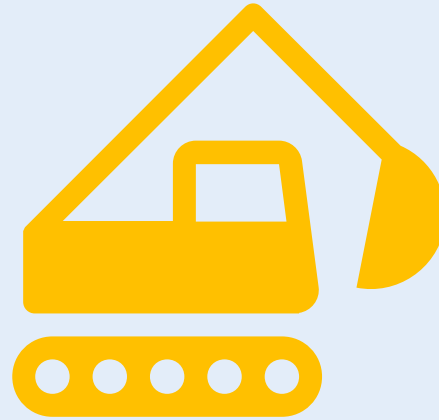
The strategic case for rail freight

	<p>Modal shift to rail freight is vital for decarbonising freight, producing 76% less CO₂ than road for an equivalent trip.</p>
	<p>New trade deals post Brexit, and new freeport zones, will need excellent inland rail links to support UK exporters and businesses.</p>
	<p>Rail freight will create employment and drive productivity for example in new rail linked warehousing and through cost effective transport.</p>
	<p>Rail freight supports the construction of new infrastructure including roads, railways, homes and offices, delivering materials such as cement and aggregate.</p>
	<p>With support from Government the rail freight sector is ready to step up to growth, helping the UK's post COVID economic recovery.</p>

Supporting economic growth



1 million homes

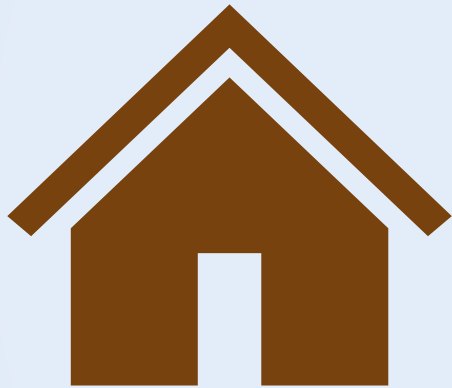


50-200 million tonnes of building materials



2.5 - 10 million road journeys?

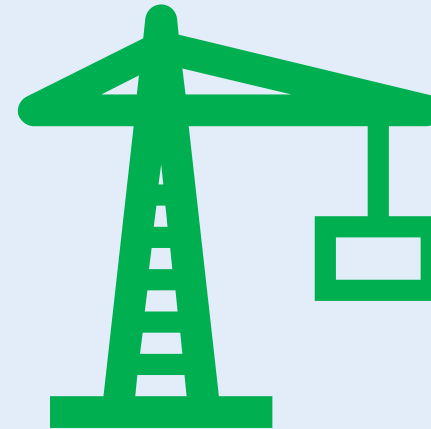
Supporting consumers



1 million delivery
addresses

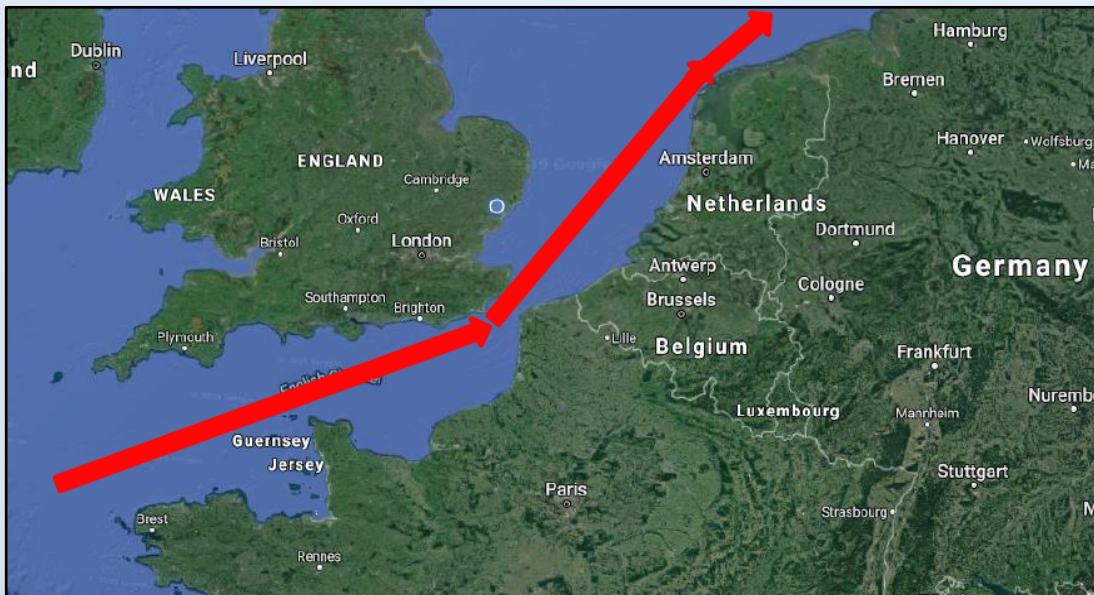
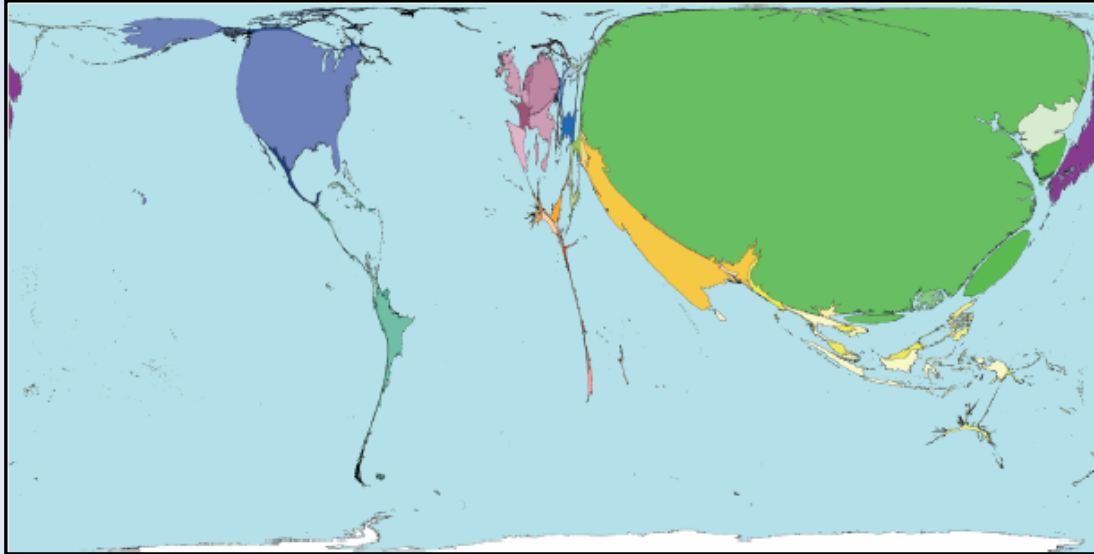


Will need new
warehousing



And links to ports

Rail's advantage - Decarbonising the Global Supply Chain



- Understand what is happening at sea - East Asia dominates maritime trade
- Ships carry up to 23,992 TEU
- Call at multiple ports on the North Sea rotation.
- UK ports on this 'milk round' are Felixstowe and Southampton!
- Felixstowe handles 40%+ of UK container trade
- 70% of this is for the Midlands and the North but half goes by road!
- Better rail links could **double** rail volumes

Ships carry 90+ miles of containers....



*.....a 500-mile lorry convoy**

- *Assumes 50 mph and ALL are 40' containers (and you can find enough drivers!)*

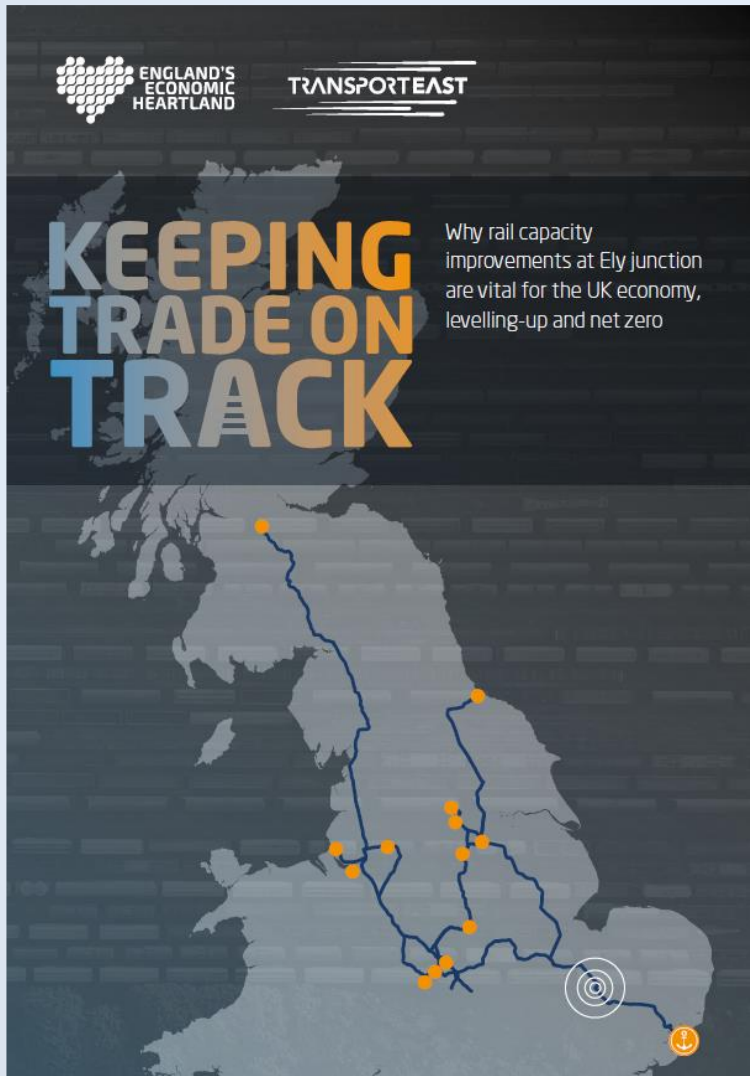
RFG supporting STBs

ENGLAND'S ECONOMIC HEARTLAND

TRANSPORTEAST

KEEPING TRADE ON TRACK

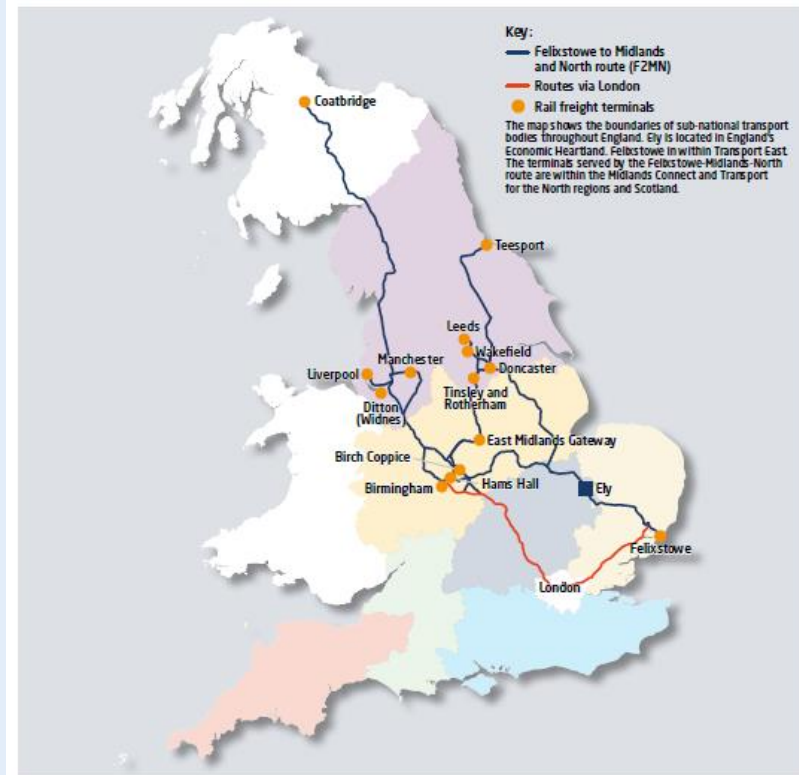
Why rail capacity improvements at Ely junction are vital for the UK economy, levelling-up and net zero



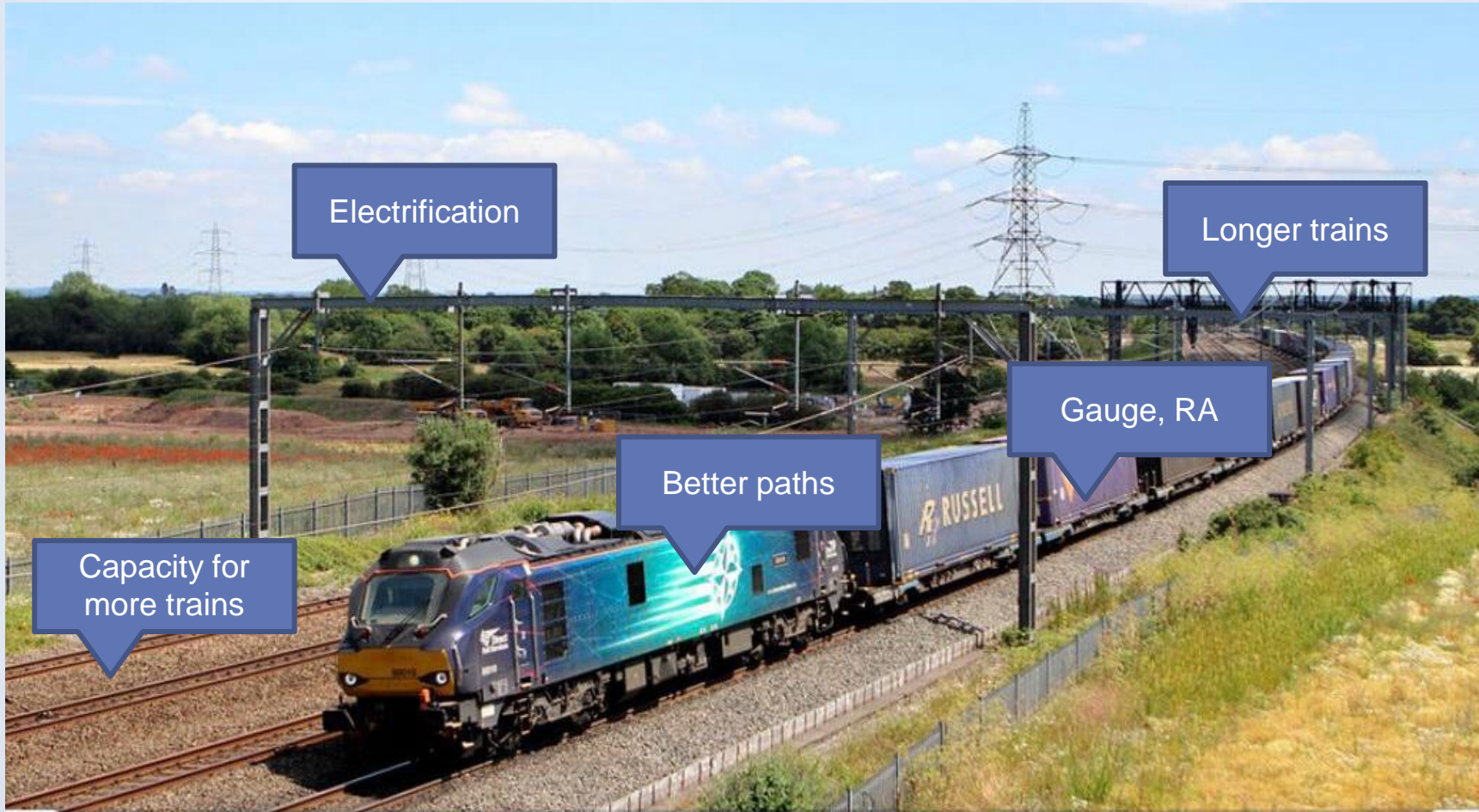
ONE: It boosts economic growth in the Midlands, North and East

Investment in Ely supports economic growth in the Midlands, North and East and increases the productivity of businesses across the UK. **Indeed, 70% of containers coming into Britain through the Port of Felixstowe are destined for a high-concentration belt of distribution hubs stretching across the Midlands and the North of England.**

The port serves the Golden Triangle of logistics: an area in the Midlands which is the epicentre of UK distribution. Whether it's the Midlands, North-West, North-East or South Wales, the origins and destinations of rail freight into and out of Felixstowe is spread right across the country.



What Else Does Freight Need?



Future trends – the ‘Jumbo Train’



Diversiory capacity



Picture: Network Rail

GBR an opportunity?



Great British Railways The Williams-Shapps Plan for Rail

Presented to Parliament
by the Secretary of State for Transport
by Command of Her Majesty

May 2021

CP 423

What future for the 44t lorry ?



- Battery
 - Payload weight penalty
 - Manufacturing ?
 - Range?
 - End of life disposal ?
- Hydrogen
 - Payload volume penalty
 - Manufacturing at scale?
 - Cost of infrastructure?
- Overhead power supply
 - Cost of infrastructure - who pays?
 - Network coverage?
 - Safety?
 - Dewirement?
 - Highway maintenance?
 - Likely to be charging batteries! (see above)

Rail and road as partners. Each doing what it does best!

Whose Target?

- What measures should we use?
 - tkm?
 - Tonnes lifted?
 - Number of trains run?
 - Lorry miles avoided?
- How much can we achieve without more infrastructure?
- A target for others to fail?
- Should there be an investment target?



Innovation – raising the roof



The Last Mile Problem



High Speed Logistics



IRP – a mixed bag

- HS2 Eastern leg dropped?
 - Would permit more intermodal trains through Leicester
- Midland Main line electrification
 - Freight friendly lines not scoped
 - Trent South to Trowell Jn.
 - Corby to Syston N. Jn would allow aggregate trains to bypass Leicester
- Transpennine Route Upgrade
 - Electrification announced
 - Gauge cleared for freight

HS2



- What does HS2 do for freight?
- It is not about speed it is about **capacity**
- Already identified an extra 19 trains per day
- saving 1,500 lorry journeys!
- Goldborne link – need better for freight
- Wigan bypass?



Family-friendly train travel

Problems and opportunities





Who we are



Frustrated parents who have had disappointing experiences travelling on Britain's railway with young children





We want to travel by train!

Unable to drive

- Medical reasons
- No access to car

Even if we can drive, we prefer train travel

- Usually more reliable journey times
- Easier toilet breaks/nappy changes/meal times/breastfeeding
- Entertainment (toys, books etc.) on board
- Often cheaper than car rental
- Don't have to concentrate on driving
- Wider environmental and societal benefits of public transport
- Journey is part of the adventure



Campaign for Family-Friendly Trains



Main problem: no space for pushchairs



Sarah Henley
@sarahhenleyuk

There are things as a mum i have no idea how you're meant to do. Boarding a train with a baby and backpack 4 work. Where do you put the baby when you have to fold up the pram? On the floor? That's what i did but it didnt seem like a good/safe look with everyone shoving past! 🙄🙄

Katie
@Katie_LR17

@GWRHelp Why have your new trains been made so inaccessible for young children? It takes 5 hrs to get to Cornwall; cycles can travel in style in glorious reserved cycle bays in most carriages but my sleeping toddler must be removed from his pram and forced on my lap?



Jessica Vince ✓ @Jessie_Vee · Jan 25, 2020

Hi Brad, appreciate your response. Today's experience was humiliating & stressful - surely there's a way for trains to be more accommodating for mums & babies? Folding up my pram, moving my bags & having my 5 month old sit on my lap for an almost 3hr journey just isn't realistic.

Florence Lack
@fiolack

@LNER what is your solution to lone parents travelling with babies? I asked your customer service team and was told to "hold my baby" can you please advise how I do that on a moving train & pack away a pram or how I reassemble the pram and leave the train safety holding a baby?

Liv ✨
@oawright1

Not to be That Person, but it's really not cool that the newer style **@TPEXpressTrains** trains have absolutely no place you can sit with a pram. I get stuck in the bit between carriages in the floor, which means there's no space for people to walk past me.

Emma Williams ✓
@Williamstweet

I love trains, or rather LOVED them. Now I see they don't half make it hard for you to get around with a Tiny person! You must fold the buggy, but we have nowhere for you to put it, nor a place to keep the Tiny safe whilst you do so. Thank heavens for the kindness of strangers! X



Many more examples: familyfriendlytrains.com/stories



Germany

Reserving a family compartment/area for babies and toddlers



All ICE and most EC/IC trains have a family compartment or area. This area is suitable for families with babies and children up to the age of 3. There is room to park a pram in this area or nearby. The compartment offers space for crawling and playing, a childproof socket for a bottle warmer and a changing table to fold out.

On the platform, the location of the family compartment is depicted by the mother-child symbol on the coach sequence board.

- Enter at least **one child up to the age of 5** in the **Passengers** section during booking.
- You can select **Family compartment/area** later on in the booking process.
- Seat reservation for families **EUR 8,00 per way in 2nd class** or **EUR 10.60 in 1st class**





Switzerland

Travelling with children.

Families travelling with young children have their own needs: the kids want to play, have fun and have space to let off steam, while mum and dad's main priority is to be able to store their pushchairs and luggage properly. We have thought of you!

The family coaches on our InterCity double-deck trains feature real mini play areas and our single-deck InterCity and InterCity tilting trains contain family zones with game tables. There is plenty of room for pushchairs, suitcases and more, too.





Finland



The adventure starts on the platform

A train is the best way best way to travel with children. On a train children are free to play, and you don't have to stop your travel for meals or toilet breaks.





Japan, France, Norway, Czech Republic





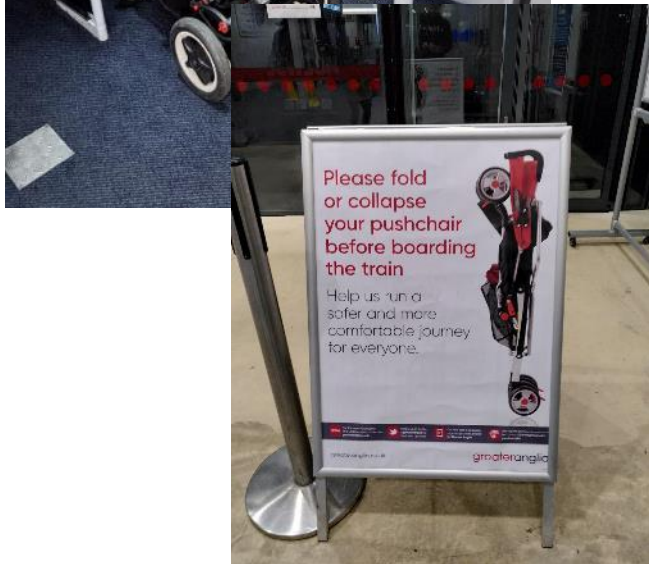
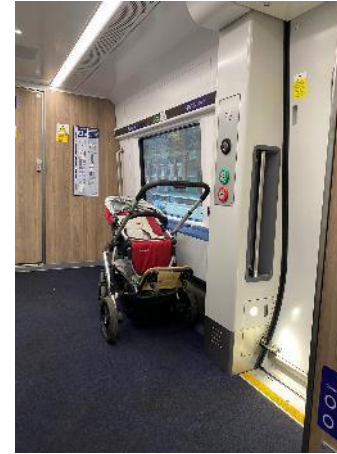
Austria, Italy, Ireland



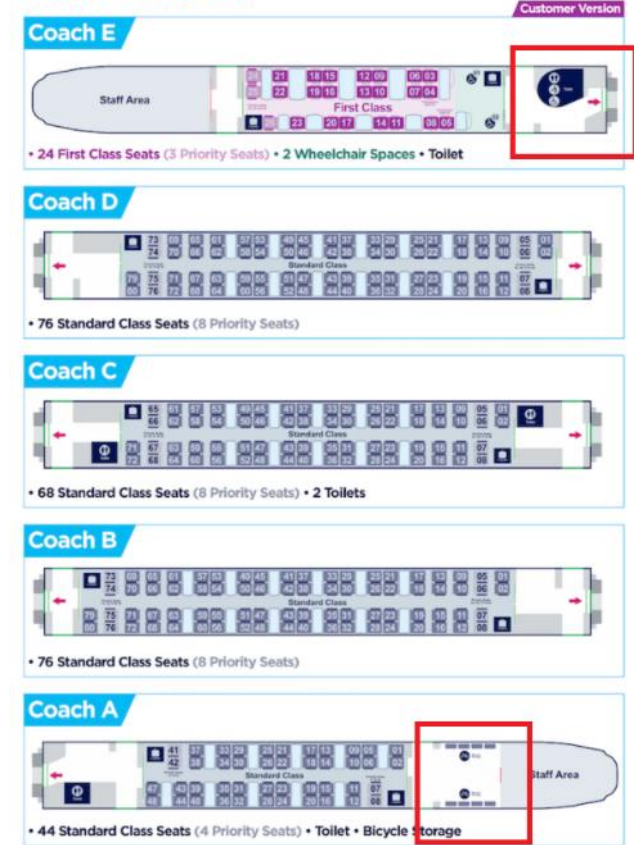
Campaign for Family-Friendly Trains



UK



Nova 2 Seating Plan





Why is it important to focus on families?

- **Financial:** Untapped market in post-commuter era.
- **Behavioural:** Major life event prompts review of travel behaviour
- **Environmental**
- **Discrimination:** Disproportionately affects women.
- **Safety:** Blocked vestibules; risk of injury getting on/off train; risk in juggling baby, bags and folded pram; safe sleep for babies
- **Passenger comfort and wellbeing:** Safe and comfortable journey is in childrens' best interests – as well as carers and fellow passengers.

Campaign for Family-Friendly Trains



Societal change in railway use

Proportion of Rail journeys by purpose of travel | Pre-covid vs 2022

Pre-COVID



29 May - 25 June 2022



Large drop in **commuting** and **business** travel, which pre-pandemic underpinned industry revenue

Opportunity to attract and retain more families to the railway by improving family-friendly offering

Rail Delivery Group



RDG Analysis July 2022

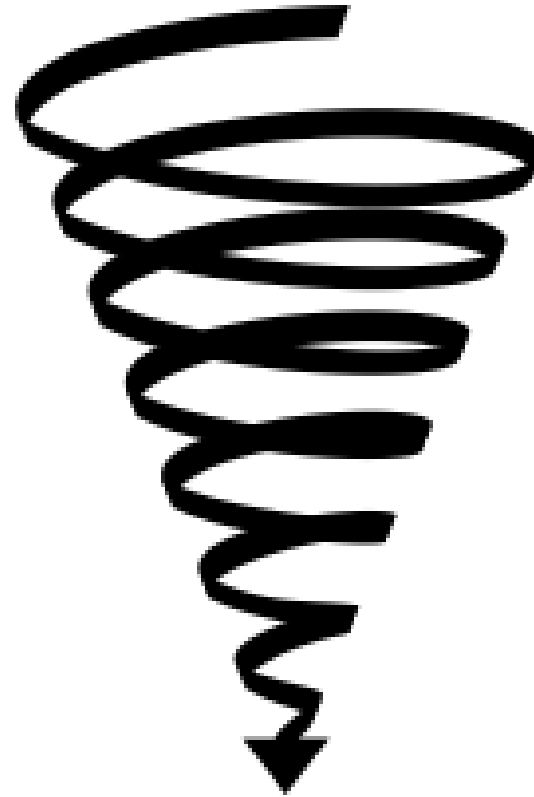


Failing to cater for families puts rail in a downward spiral

Families feel unwelcome: railways don't work for them

Develop new habits

Less likely to support for rail investment



Choose to invest in alternatives

Railways considered to only benefit subset of society (able-bodied child-free commuters)



Safe sleep for babies on trains

“Babies should be placed flat for sleep whenever possible, and keeping babies in car seats or other devices for long periods is potentially unsafe for babies in the first few weeks after birth. [...] Our advice to parents generally is that babies should not be left in such positions for more than is absolutely necessary for at least the first 6 months.”

“For families on trains, it is very important that they have the ability to place their young infant in a safe horizontal position for sleep on longer journeys. [...] This should certainly include all journeys lasting more than 30 minutes for very young infants (less than a month) and probably more than an hour for older infants up to 6 months of age.”

[Professor Peter Fleming CBE](#)

Professor of Infant Health and Developmental Physiology
University of Bristol.

We are campaigning for...



Space for pushchairs

- Dedicated space on trains for unfolded prams and pushchairs with seating for parents/carers nearby
- Clearly signed (on inside and outside of train)





Booking

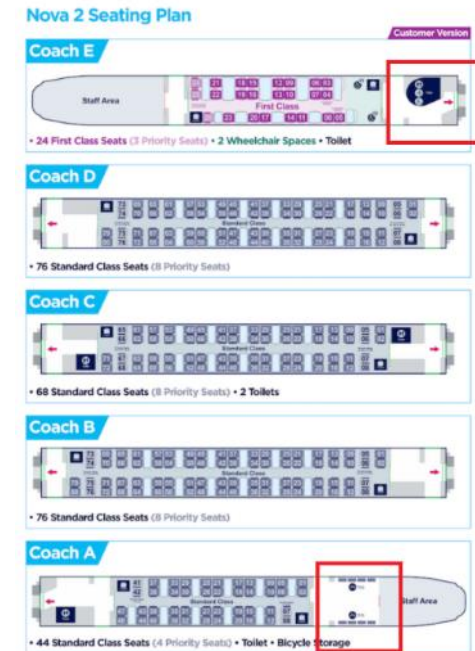
- Pushchair space can be booked in advance
- Children seated next to accompanying adults





Toilets

- Clean and reliable
- Baby changing facilities
- Spacious
- No baby changing tables folding down over toilet!
- Toddler toilet seat
- Accessible from pram/pushchair space





Platform and boarding

- Passenger assistance extended to people travelling with buggies
- Clear where families need to stand in order to board appropriate carriage
- Level boarding
- Wide doors and gangways
- Priority boarding at terminus stations



Priority boarding trial London Paddington

Going away with the kids?

Priority boarding on 20 trains a day from Paddington
Book a slot up to 6pm on the day before you travel





Station

- Pram-friendly ticket barriers
- Step free access
- Lift redundancy at larger stations
- Baby changing facilities accessible to all parents
- Family friendly waiting area





Our campaign so far

Meetings with:

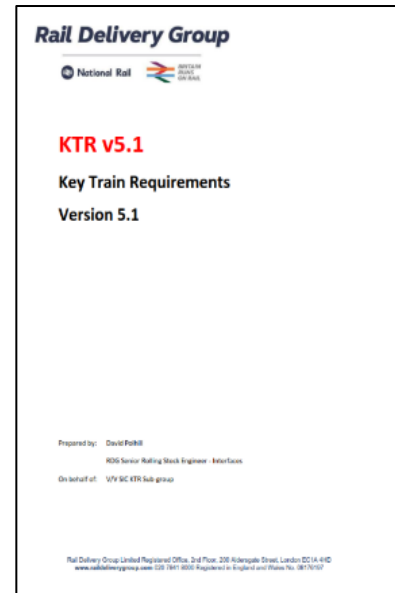
- Customer experience teams at TOCs
- ROSCOs
- Manufacturers
- Rail Delivery Group
- Network Rail
- DfT
- HS2
- PriestmanGoode (for First of a Kind/Innovate UK)





Our campaign so far

- RDG Key Train Requirements
- Consultations: East-West Rail, GBR Call for Evidence, Public Transport in Towns & Cities
- Connecting with other campaign groups
- Four-page spread in Rail magazine (951)
- 2022 family friendly TOC scorecard featured in national media – 2023 version in progress
- Family friendly pledge



















Family-friendly scorecard

- Highest scoring companies are short distance travel in SE England.
- Seven companies had some spaces available for unfolded buggies, none dedicated for pushchair use
- Level boarding largely unavailable.
- Merseyrail, Southeastern and TfL best for passenger assist but could publicise better.

(Failed to respond: Chiltern Railway, East Midlands Railway, Eurostar, Great Western Railway, Greater Anglia, London Northwestern Railway, Northern, South Western Railway, TransPennine Express, and West Midlands Railway)

HOW DID YOUR TRAIN COMPANY PERFORM?



No train company received a high score	6-8
	3.5
	3
	2.5
	2.5
	2.5
	2
	1.5
	1.5
	1.5
	1
	1
	1
	1

Data gathered by the Campaign for Family Friendly Trains January-March 2022. Train companies not listed did not respond to the survey.



Family-friendly scorecard

Story picked up by Sky News, Daily Mail, the Evening Standard, the Independent and regional news outlets.
Plan to repeat



NEWS INDEPENDENT TV CLIMATE SPORT VOICES CULTURE TRAVEL INDY/LIFE PREMIUM INDYBEST INDY100 VOUCHERS COMPARE

Train firms 'failing dismally' to help families with young children – report

The Campaign for Family-Friendly Trains assessed operators on factors such as the availability of dedicated space for unfolded pushchairs.

Neil Lancefield • Friday 06 May 2022 08:47



4 Aug 25° 15°

Home UK World Politics US Climate Science & Tech Business Ents & Arts Travel Offbeat

Rail companies 'failing dismally' to help families with young children travel on trains

Avanti West Coast, CrossCountry, Grand Central and ScotRail were deemed to have failed to provide enough dedicated space for unfolded pushchairs, step-free access, baby changing facilities and information for families.

By Rachel Russell, news reporter



NEWS SPORT BUSINESS EVENTS ES MONEY CULTURE INSIDER THE ESCAPIST THE REVELLER THE OPT

NEWS > UK

What score did my train operator get for family-friendly travel?

The Campaign for Family-Friendly Trains assessed rail companies across Britain.



www.familyfriendlytrains.com



Family Friendly Pledge

- 1. Unfolded Buggy Spaces and Reservations** - To never order a new train or undertake a refurbishment without providing dedicated space for unfolded prams. These spaces must be separate and distinct from dedicated space for wheelchair users.
- 2. Child Friendly Toilets** - To consider the needs of young children and parents when designing toilets on trains and at stations.
- 3. Communication and Engagement** - To include a dedicated family friendly travel page on your website and provide live information on where best to stand on the platform.
- 4. Assistance and Staff Training** - To extend Passenger Assist to parents travelling alone with small children (under 5) and to include the needs of families in your staff training by the end of 2023.
- 5. Breastfeeding** - To sign up to the BfN Breastfeeding Friendly Scheme.

Invitation to sign was sent to TOCs, DfT, GBRTT and HS2.



Campaign wins – Kings Cross Family Lounge





Campaign wins – Key Train Requirements

- Rail industry document used to assist procurement specification for new and refurbished trains
- New section on Family-friendly spaces including space for unfolded pushchairs / prams separate from areas for wheelchairs and cycles
- Seat reservation system extended to pram space
- Due to be published April 2023



What good looks like – Merseyrail 777



1 bay with fold up seats for prams on every car

Level boarding





Summary

- Needs of families with young children not currently being met by the railways
- UK lagging behind other European nations in family-inclusive travel
- Family-friendly trains needed to create an inclusive and accessible railway

Campaign for Family-Friendly Trains



Questions?



WORKSHOP



What are the constraints to developing a family-friendly railway?

Discussion in groups on tables (10 mins)

Feedback to room (5 mins)



What are the 'quick wins'?

Who could make them happen?



What needs to happen to
realise the campaign's longer-
term objectives?

Discuss with the person next to you (5 mins)

Discussion as a single group (10 mins)

Campaign for Family-Friendly Trains



Thank you



The value of new railway lines and stations

Railfuture Conference— 30th March 2023

Manuel Ojeda-Cabral

Senior Research Fellow in Transport Economics & Appraisal

University of Leeds



UNIVERSITY OF LEEDS
Institute for Transport Studies (ITS)

What are the benefits of a new line/station?
How do we measure them?
Do they outweigh the costs?



Nothing new, in principle...



“New and reopened stations are essential to improve communities' and businesses' access to the rail network, serve new areas of development and respond to changing economic circumstances”

“New stations can be expensive”

Analysis & decision-making criteria:

1. “New station projects need a business case, a sponsor and funding”
7. “Value for Money (VfM): Station projects are tested against the Department’s appraisal criteria – WebTAG which compares benefits and costs discounted over the life of the project, the benefit:cost ratio (BCR); affordability is another consideration”.

Source: <https://www.railfuture.org.uk/new+stations#Criteria>

In this talk...

Insights on rail appraisal practice

Findings and reflections from
recent research

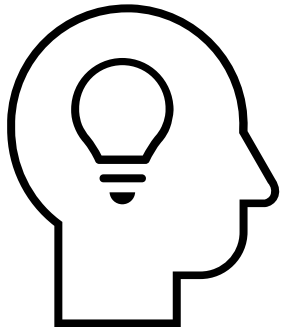


Questions going forward

Why appraisal? And how?

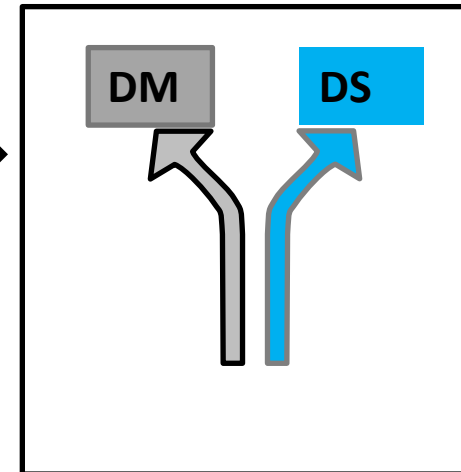
Need to allocate public sector resources. What's the best option to achieve a policy objective?

We probably agree that it's a good idea to understand the costs and consequences of any investment, before making a decision



*“CBA is a way of organizing thought”
(Sugden & Williams, 1978)*

Appraisal is a comparative form of analysis →



But how is this done in railways?
And, in particular, for new lines/stations?

What does 'appraisal' mean



Decision maker

(someone who makes public policy/investment choices)

- Appraisal is about putting **relevant information** in front of the decision maker
 - in an structured way, enabling meaningful comparisons
 - before the decision is made
 - enabling also the improvement of project designs and options
- *Is not about* justification of a decision already made (politically)
- *Is not only about 'economic impact'*



Making the case for investment

For DfT, and UK infrastructure generally, the Business Case comprises:

1. **Strategic case** – case for change, fit with public policy objectives
2. **Economic case** – value for money
3. **Commercial case** – market viability and procurement strategy
4. **Financial case** – affordability, funding, financial profile
5. **Management case** – deliverability, risk management, benefits realisation

This talk: focus on the Economic case: what are the benefits...? What is the VfM?
+ strong links to Financial case & Strategic Case

What are the benefits...?

1st cornerstone: usage (demand)

2nd and 3rd cornerstones: revenues & value to users



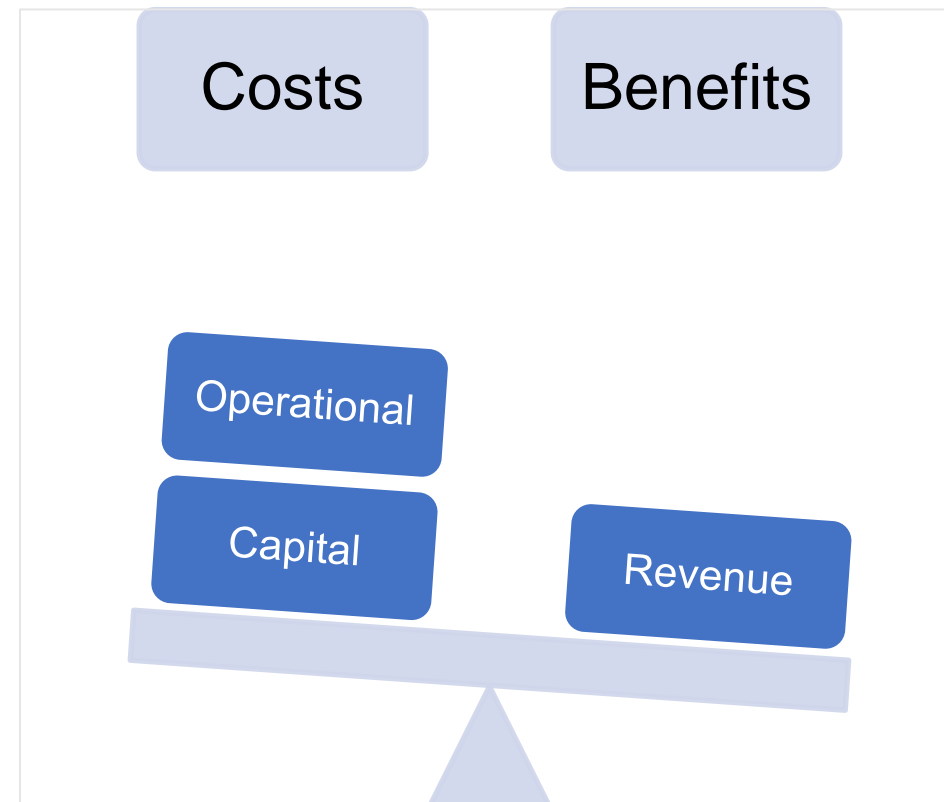
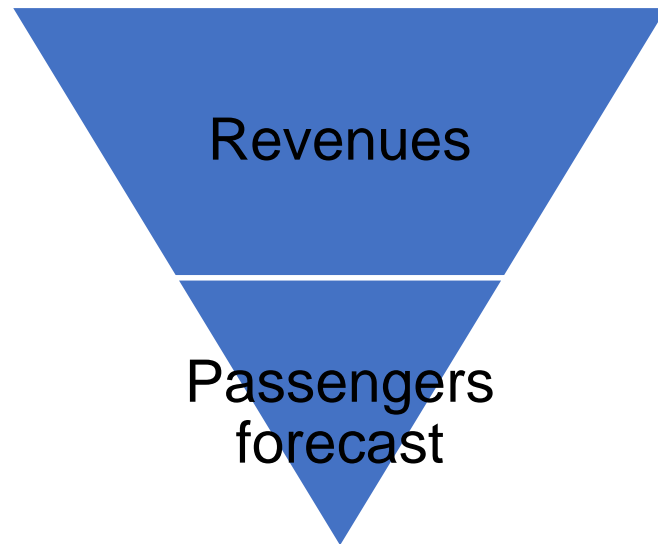
These are the pillars for the appraisal of transport projects.

A good case would need a strong understanding of these.

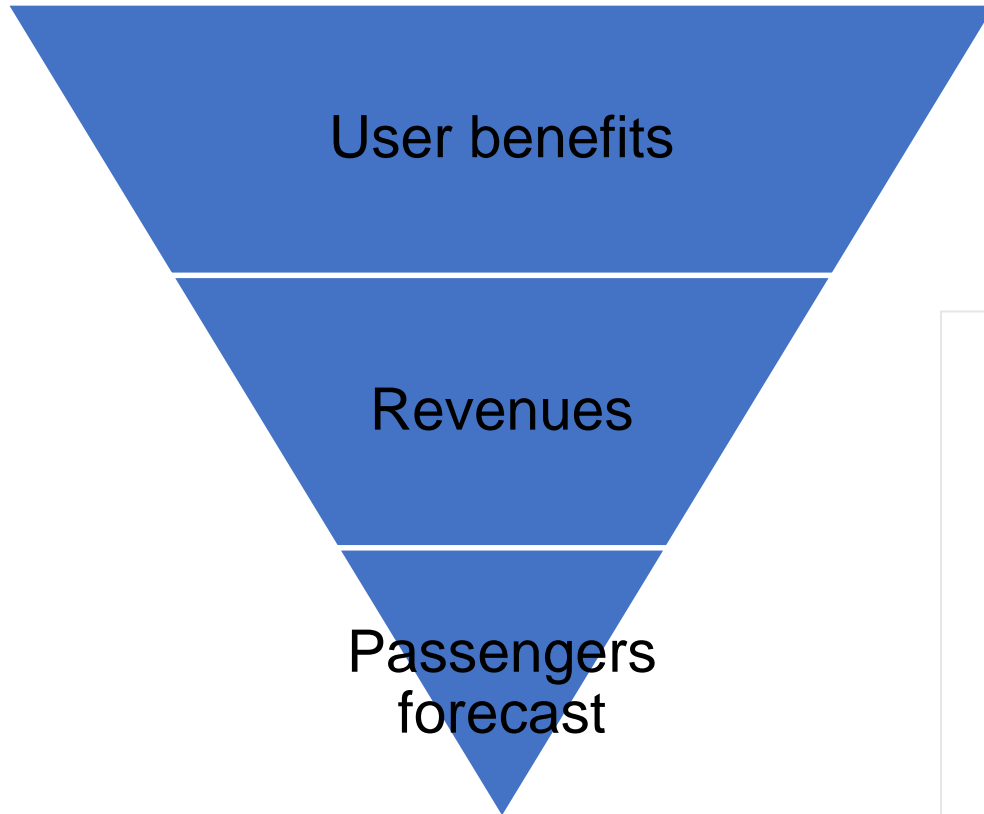
In UK, DfT TAG provides world-leading guidance to ensure robust and consistent appraisals

What are the benefits?

Financial Case

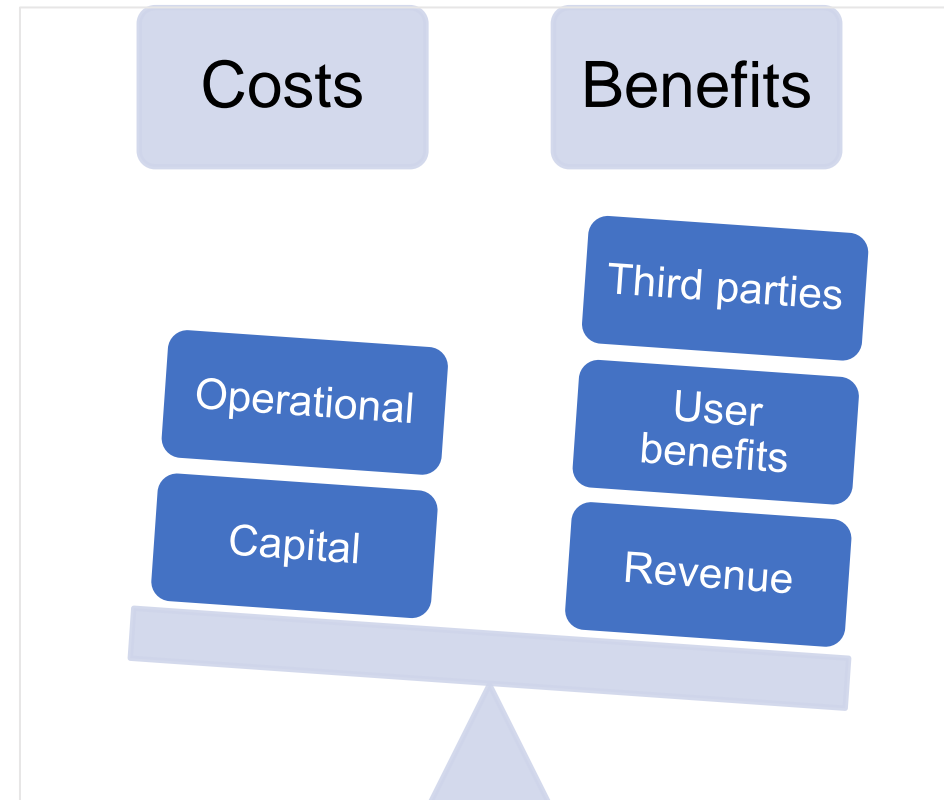


What are the benefits?

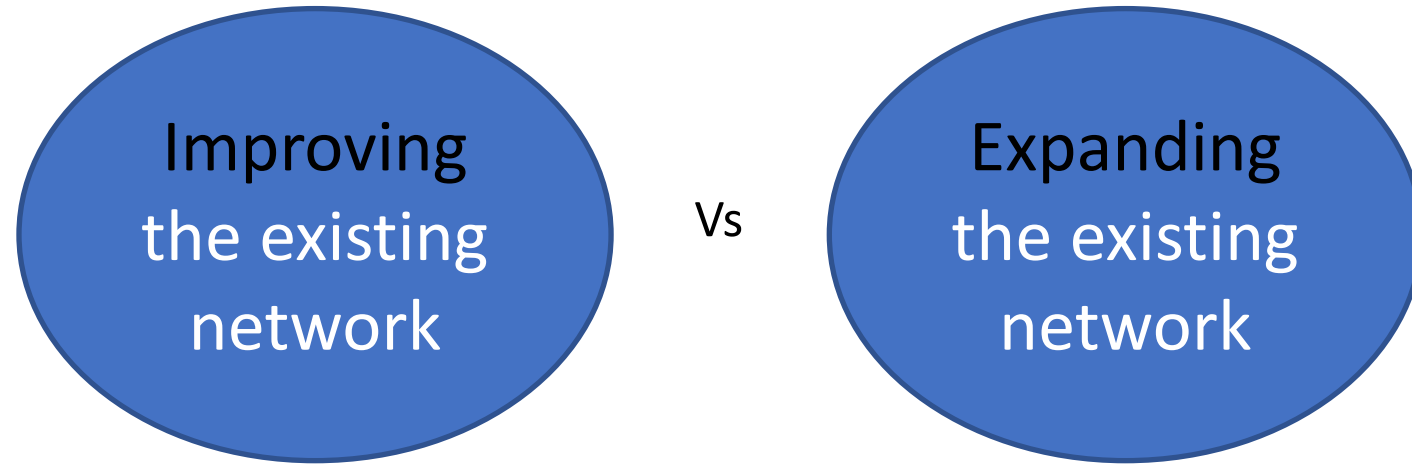


Economic Case

(aims to include all possible social benefits)



But there is a 'problem' with new lines and stations...



From the perspective of making the case, there are important differences...

...ultimately, the appraisal of 'expanding' schemes is more complicated

Research: what we explored

Motivation (3 factors combined): RYR programme + difficulty demonstrating VfM + known technical challenges with 'new modes' appraisal

Overarching research goal: “To undertake a revision of – and contribute to strengthening – rail forecasting and economic appraisal methods for the (re)opening of new rail lines and stations”

Research questions:

- Is there a consistent way of formulating the Economic Case? (VfM)
- How are different methods being used? What works and what doesn't?
- What is the most appropriate set of methods? What is proportionate?
- What aspects of the Economic Case are more likely to influence VfM?
- How does the Economic Case link to the Strategic Case?

“Rail Openings Appraisal” projects

- ROA1 report: review of guidance, practice and methods development
- ROA2 report: testing methods, insights from 3 real case studies
- Excel User Benefits Tool: quick & comparable estimation for new rail schemes

INSTITUTE FOR TRANSPORT STUDIES
FACULTY OF ENVIRONMENT UNIVERSITY OF LEEDS

Rail Openings Appraisal
Review and development of appraisal practice for new railway lines, stations and services.

Final Report

Research funded by:



Authors:
Manuel Ojeda-Cabral, Richard Batley and Daniel Johnson
Institute for Transport Studies, University of Leeds

November 2021



INSTITUTE FOR TRANSPORT STUDIES
FACULTY OF ENVIRONMENT UNIVERSITY OF LEEDS

Rail Openings Appraisal 2
Testing to support improvements in the appraisal of new rail lines, stations and large service enhancements.

Draft Report

Research funded by:



Authors:
Manuel Ojeda-Cabral, Richard Batley and Daniel Johnson



Generalised Journey Times (GIT; excludes monetary components) & Generalised Journey Costs (GJC; includes everything)

AUTOMATIC CALCULATION

GENERALISED JOURNEY TIMES (GIT, in £) - Commuting

Rail (OS)	O/D	1	2	3	4	5	6	7	8	9	10
Station 1	1	-	6.3	6.7	7.2	7.7	8.1	8.6	9.0	-	-
Station 2	2	6.3	-	6.3	6.7	7.2	7.7	8.1	8.6	-	-
Station 3	3	6.7	6.3	-	6.3	6.7	7.2	7.7	8.1	-	-
Station 4	4	7.2	6.7	6.3	-	6.3	6.7	7.2	7.7	-	-
Station 5	5	7.7	7.2	6.7	6.3	-	6.3	6.7	7.2	-	-
Station 6	6	8.1	7.7	7.2	6.7	6.3	-	6.3	6.7	-	-
Station 7	7	8.6	8.1	7.7	7.2	6.7	6.3	-	6.3	-	-
Station 8	8	9.0	8.6	8.1	7.7	7.2	6.7	6.3	-	-	-
Station 9	9	-	-	-	-	-	-	-	-	-	-
Station 10	10	-	-	-	-	-	-	-	-	-	-
Station 11	11	-	-	-	-	-	-	-	-	-	-
Station 12	12	-	-	-	-	-	-	-	-	-	-
Station 13	13	-	-	-	-	-	-	-	-	-	-
Station 14	14	-	-	-	-	-	-	-	-	-	-
Station 15	15	-	-	-	-	-	-	-	-	-	-
Station 16	16	-	-	-	-	-	-	-	-	-	-
Station 17	17	-	-	-	-	-	-	-	-	-	-
Station 18	18	-	-	-	-	-	-	-	-	-	-
Station 19	19	-	-	-	-	-	-	-	-	-	-
Station 20	20	-	-	-	-	-	-	-	-	-	-

The following tables represent the GIT for the source

From:	O/D	1	2	3	4	5	6	7	8	9	10
Station 1	1	-	9.4	10.7	12.0	13.3	14.6	15.9	17.2	-	-
Station 2	2	9.4	-	9.4	10.7	12.0	13.3	14.6	15.9	-	-
Station 3	3	10.7	9.4	-	9.4	10.7	12.0	13.3	14.6	-	-
Station 4	4	12.0	10.7	9.4	-	9.4	10.7	12.0	13.3	-	-
Station 5	5	13.3	12.0	10.7	9.4	-	9.4	10.7	12.0	-	-
Station 6	6	14.6	13.3	12.0	10.7	9.4	-	9.4	10.7	-	-
Station 7	7	15.9	14.6	13.3	12.0	10.7	9.4	-	9.4	-	-
Station 8	8	17.2	15.9	14.6	13.3	12.0	10.7	9.4	-	9.4	-
Station 9	9	-	-	-	-	-	-	-	-	-	-
Station 10	10	-	-	-	-	-	-	-	-	-	-
Station 11	11	-	-	-	-	-	-	-	-	-	-
Station 12	12	-	-	-	-	-	-	-	-	-	-
Station 13	13	-	-	-	-	-	-	-	-	-	-



Research team: Manuel Ojeda Cabral, Richard Batley, Daniel Johnson

Funded by RSSB (Project coordinator: Andrew Gleeson)



What is fundamentally different when
analysts try to estimate the benefits of a new
line/station?
(compared to other rail schemes)



Improving vs. Expanding

What is different about many new rail lines and stations?

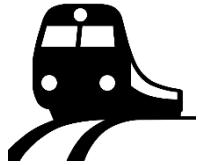
Rail option already exists and is competitive

vs

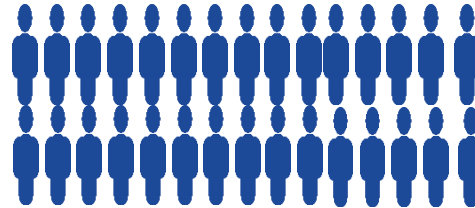
Rail is a new mode

e.g. RAIL IMPROVEMENT (existing service)

e.g. NEW RAIL LINE/STATION



Existing trips by rail



Trips diverted from car



Trips diverted from bus or other modes



Trips newly generated (not taking place before)



It's all about "new rail trips"!



In a nutshell, appraisal toolkits are much better suited for improvement schemes...

Examples of rail projects where “rail is a new mode”

What is different about a rail scheme where “rail is a new mode” ?

Rail option already exists
and is competitive

e.g. RAIL IMPROVEMENT
(existing service)

Rail is a new mode

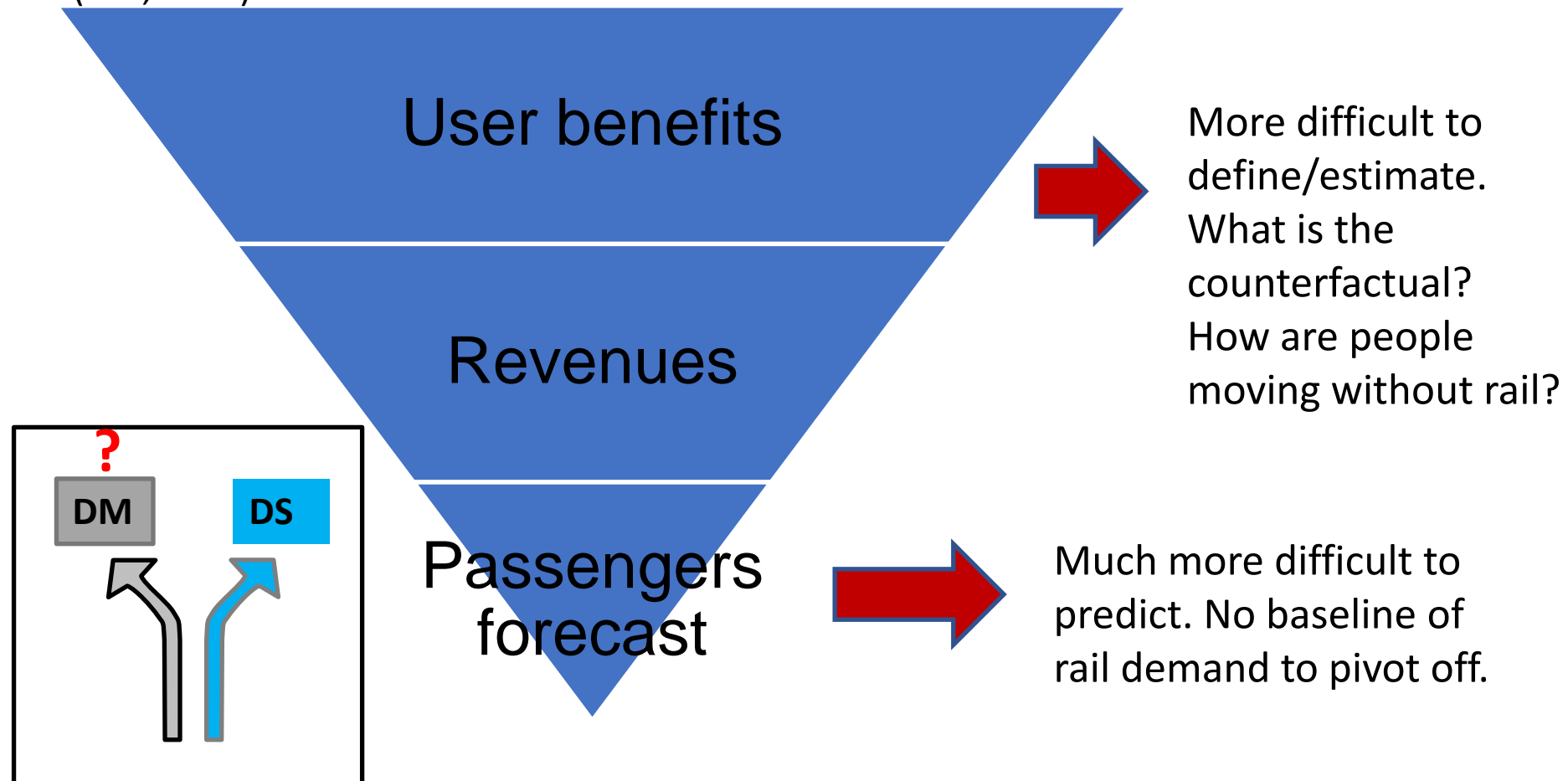
e.g. NEW RAIL LINE (or new
station)

Examples of rail projects

- Schemes serving areas already served *well* by rail, where most traffic comes from other rail routes/stations (e.g. a new station very close to another station)
- New lines serving areas currently not served by rail, **where most traffic comes from other modes** (e.g. Borders, Okehampton, Northumberland...)
- New stations, **where most traffic comes from other modes**
- Large service enhancements that make rail competitive, **where most traffic comes from other modes**

The main problem with new lines and stations schemes

The context of the analysis is largely “multi-modal” (**mode shift**), and both rail demand and user benefits would be dependent on the situation with other modes (bus, car...)



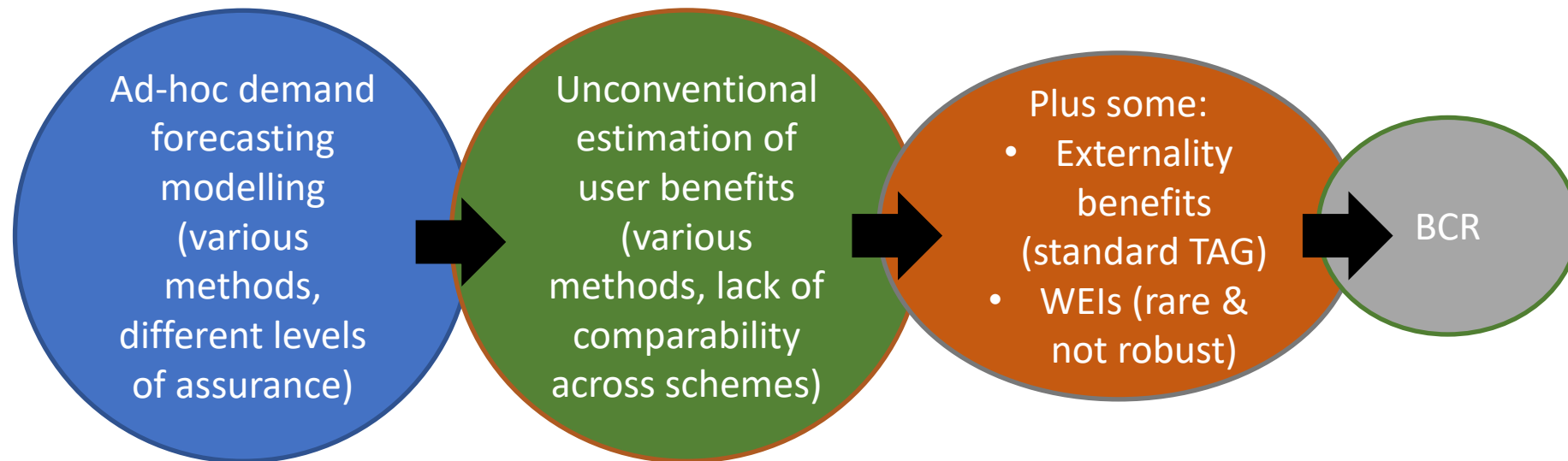
How does current practice look like?



How are 'new rail' offerings currently appraised?

Guidance. Both TAG and PDFH recognise the challenges with standard methods for 'new rail' and, more generally, 'new mode' schemes. But guidance is limited on 'new modes'.

Practice. Current practice would seem to be...



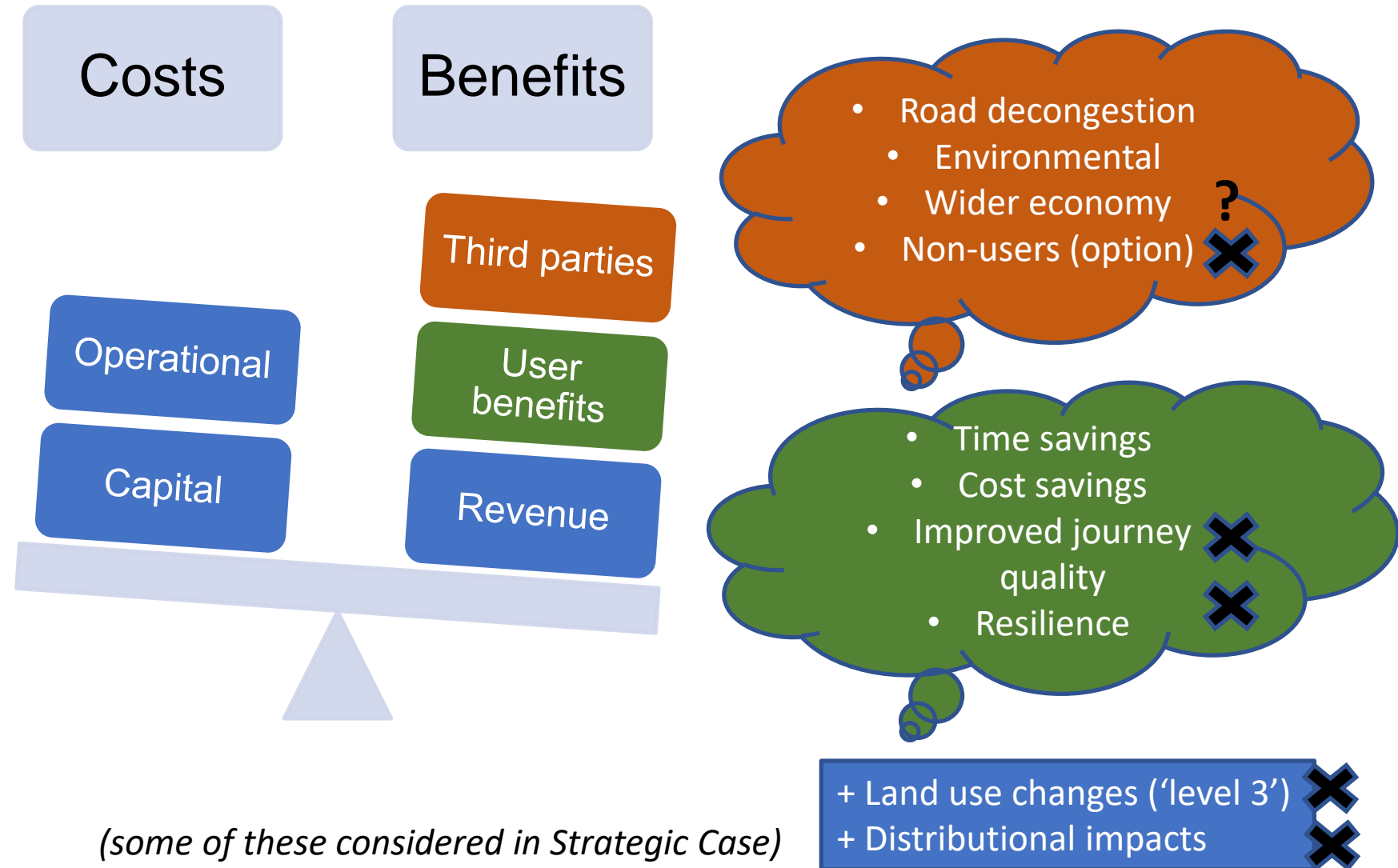
Implications. Lack of comparability. Concerns about the reliability of the demand & benefits estimations. Some benefits omitted

What benefits *should* be in the Benefit-Cost Ratio?



What is *actually* measured?

Benefits of new lines/stations



In short, what were our key findings?



Summary of key findings

- ✓ Lack of consistency in business cases. Various methods used.
- ✓ Appraisal guidance (TAG) not fully developed for the case of 'new modes'. Arguably the key to achieve consistency
- ✓ Uncertainty around demand forecasts. No clear 'winner' method
- ✓ User benefits: significant differences depending on method (uni-modal vs multi-modal). Many arguably underestimate BCR; others are difficult to link to context / strategic narrative and validate
- ✓ Likely substantial omitted benefits. E.g. no provision for "quality of travel" benefits: is rail = bus = car? (some evidence of 'rail premium')
- ✓ Disconnect between strategic & economic case

What have we done about it?
Some contributions & recommendations from
our research



Contributions & recommendations

- ✓ Worked closely with Network Rail and DfT to **find issues and solutions** for the appraisal of RYR schemes, by reviewing guidance and cases
- ✓ Offered **recommendations** to enhance appraisal guidance (TAG) and seek consistency. Role to assist the choice/use of a demand model; embracing the strong mode shift context
- ✓ **Developed a ‘multi-modal approach’** for user benefits to improve benefits estimation and promote consistency.
- ✓ Identified potential **omitted benefits** not previously considered: “quality of travel” benefits (e.g. if rail offers better use of time than other modes)
- ✓ Identified areas for further work. More research needed!

What's next?
Questions going forward &
Future research



The value of new lines and stations: going forward...

Evidence base

- Use the momentum to collect evidence ex-post: *what benefits are realized on the Dartmoor line? What do the users have to say?*
 - For new stations, what are the actual disbenefits on through passengers? (understanding this could unlock more new stations)
 - Land value capture: how to unlock private funds?
-
- There is still lots to do! We need better demand forecasting methods...
 - How do we include and measure all the benefits adequately? (e.g. journey quality, option value, wider economic impacts, environmental, distributional...). Feedback from ex-post surveys is key
 - Are there alternative approaches worth exploring? (e.g. wellbeing data?) Other ways to approximate 'value'?

Appraisal methods

Thank you for your attention!

Manuel Ojeda Cabral

M.A.OjedaCabral@leeds.ac.uk

Additional material

- The First Rail Openings Appraisal report:
 - Ojeda-Cabral, M., Batley, R. and Johnson, D. (2021). Rail Openings Appraisal: review and development of appraisal practice for new railway lines, stations and services. Report for RSSB <https://www.sparkrail.org/Lists/Records/DispForm.aspx?ID=27518>
 - (also available: Non Technical Summary: <https://www.railfuture.org.uk/display3296>)

Additional
information

Creating a simpler, better railway for everyone in Britain.



Railfuture Annual National Conference

Thursday 30th March, 2023



**How can the railway meet
the needs of its customers
and get more of them?**

GBRTT: A simpler, better railway for everyone.



[How we are creating a simpler, better railway for everyone](#)

Why do we need to restructure Britain's railways?

Structural reform is desperately needed to solve today's challenges and make rail simpler and better for years to come

The status quo

Rail hasn't adapted to the seismic societal and economic changes we've witnessed since the 1990s – from advances in tech to shifts in the way we live and work.

Railways are subject to more direct state control than at any time in their history, with the huge hole in industry finances currently plugged by the taxpayer.

Capacity can't be fully used because nobody can convincingly influence across the whole timetable to optimise service patterns.

Improvements like fares and ticketing modernisation, as well as the Integrated Rail Plan take longer, underdeliver and cost more.



A simpler, better structure for Britain's railways

Great British Railways brings together track, train and talent to unlock the full potential of rail.

A new system where railways think and act like businesses at the most local level possible.

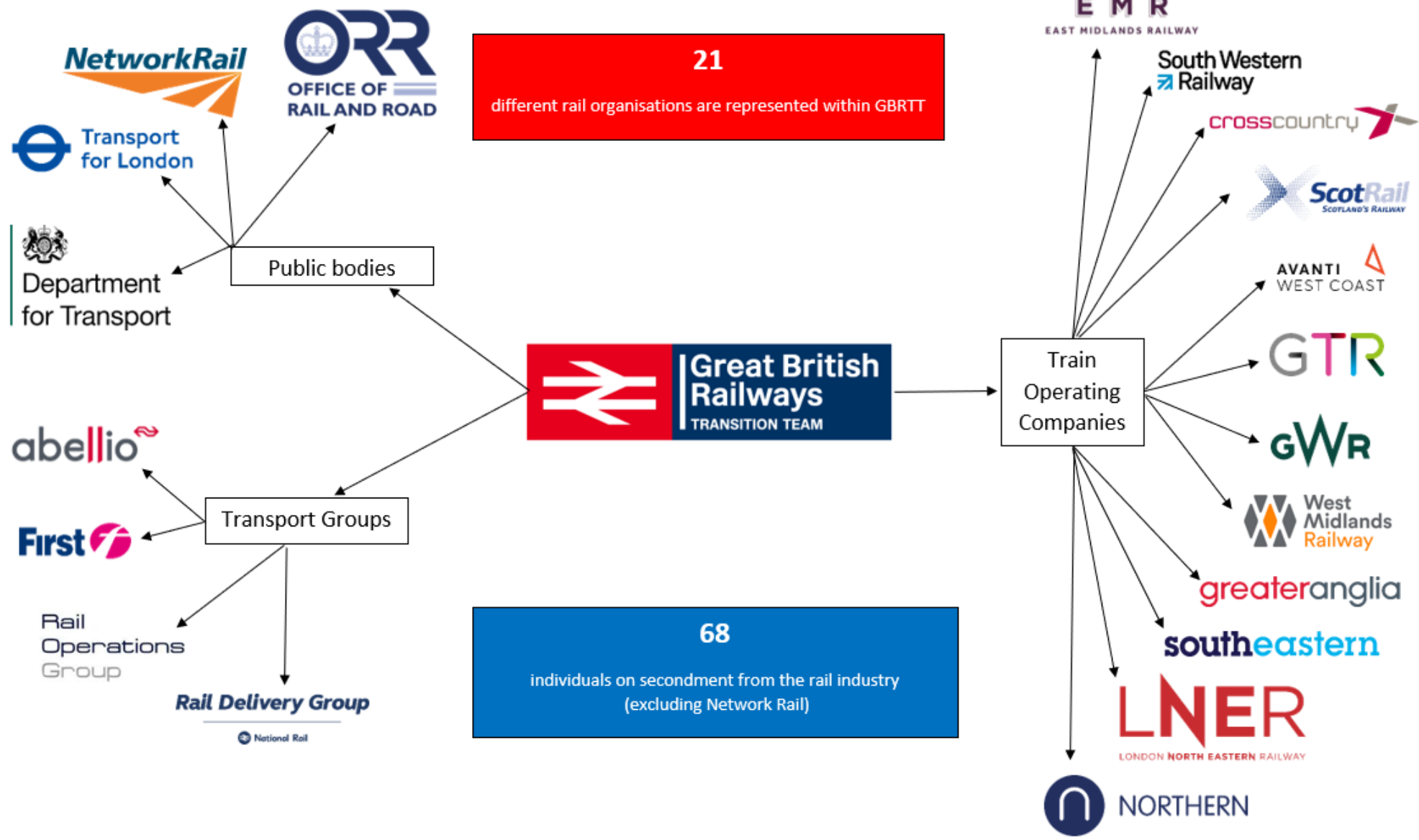
A fresh culture, based on collaboration across the public and private sectors – GBR will coordinate and enable, not control.

Clear and accountable leadership.

Responsive to local needs, with decisions made as close to the customer as possible.

More efficient and less siloed – joined up, whole system decisions.

Our People



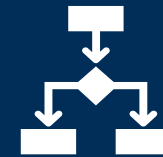
Leading positive change - to make a real difference, today



Customers see and feel improvements



An aligned industry with a clear direction



A simpler sector created



Customers choose rail in droves



A major shift in culture



A more cost-effective railway



Trusted to deliver reform

Where are we now?

Support from Secretary of State Mark Harper MP

Bradshaw Address on 7th February confirmed Mark Harper and the Prime Ministers' support for the next phase of rail reform and the creation of Great British Railways.

- Focus on three specific areas;
 - To put customers first
 - To realise the benefits of GBR
 - To help enhance the role of the private sector
- Delivering the Plan for Rail



Where are we now

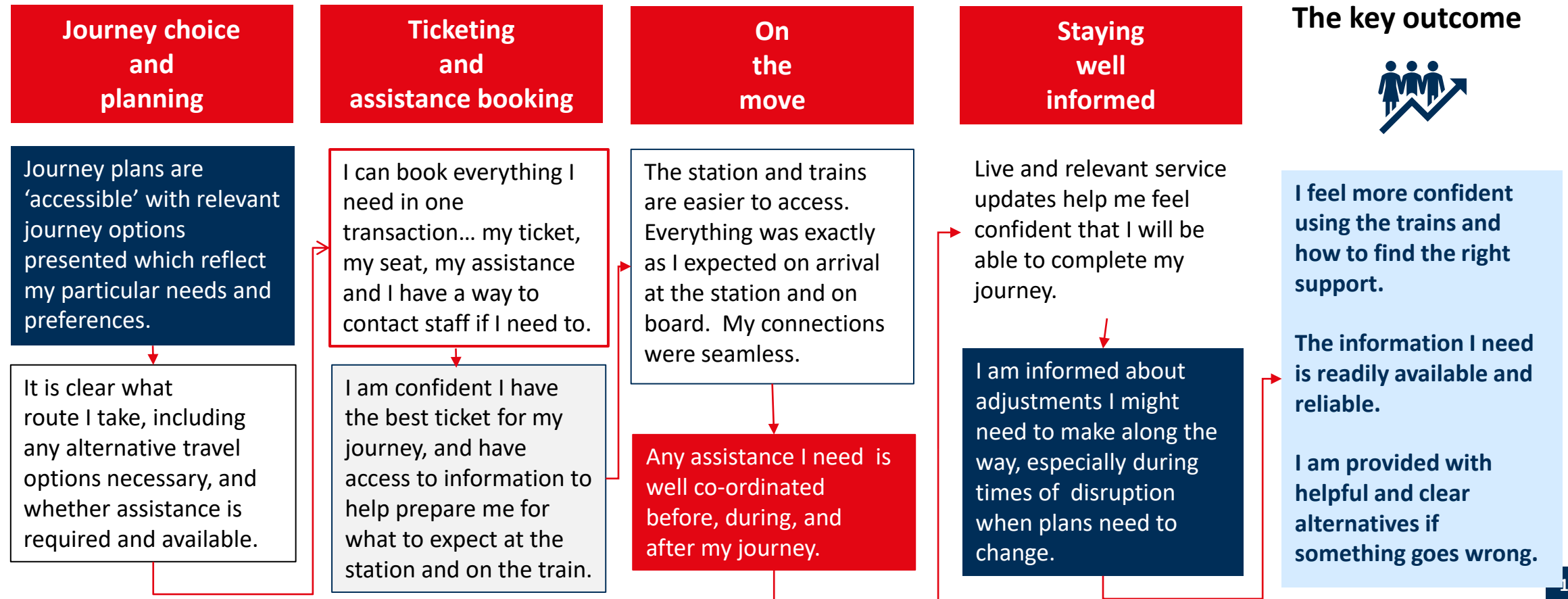
GBRTT in action

- Designing one guiding mind across all areas of the industry to allow for greater accountability
- GBRTT is creating the building blocks for GBR to deliver for customers
- Working with the DfT and wider industry to deliver benefits sooner:
 - Fares/Ticketing/Retailing
 - Sharing knowledge and experience – The Great British Rail sale
 - SouthEastern Flexi Ticket trial
 - National Rail Accessibility Strategy-consultation



What could an accessible, inclusive railway look and feel like if more of these barriers were removed.

For our customers



Enabling change

Accountability & integration

- “Only if we create a clear decision-making and leadership body for the railway – can we join up decisions to maximise efficiency and speed up improvements”
- GBR will be a highly devolved organisation, meaning decisions will be made locally and that communities and customers know who they can hold to account.
- Move towards an integrated railway to support delivery at a local level





Great British Railways will make your trains run better, it'll be better value for money, and it'll be easier to buy your ticket.

And when things go wrong, you have one person you can turn to.”



Andrew Haines
GBRTT Lead & Network Rail Chief Executive



Creating a simpler, better railway for everyone in Britain.



Thank you



Emily Pownall Dissertation

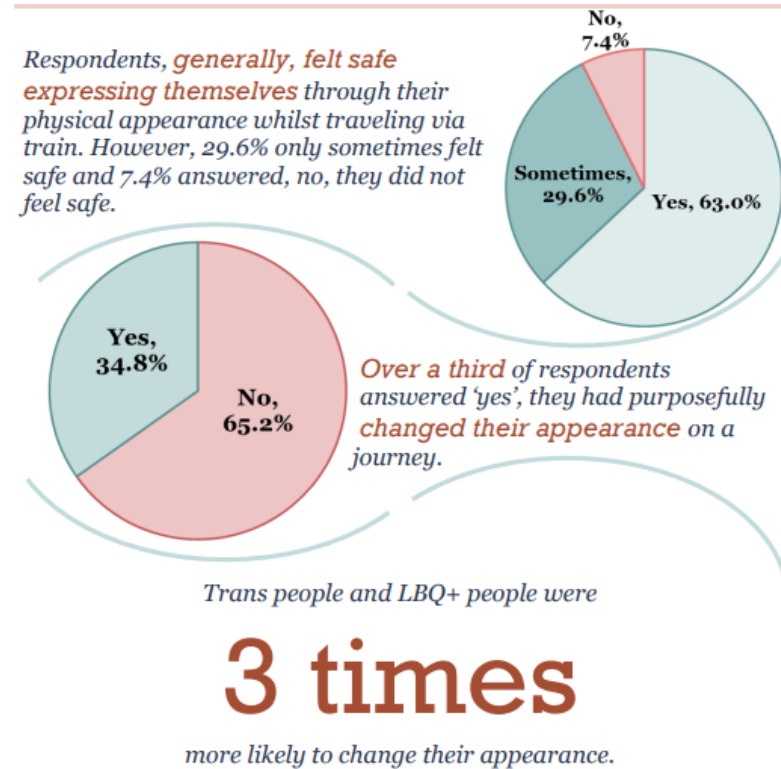
Women & Non-Binary People's perceptions of
Safety whilst traveling via rail in Britain

We planned for the conference to receive a brief video update from Emily on this, but unfortunately she was ill

Women & Non-Binary People's perceptions of Safety whilst traveling via rail in Britain

Of those who answered:

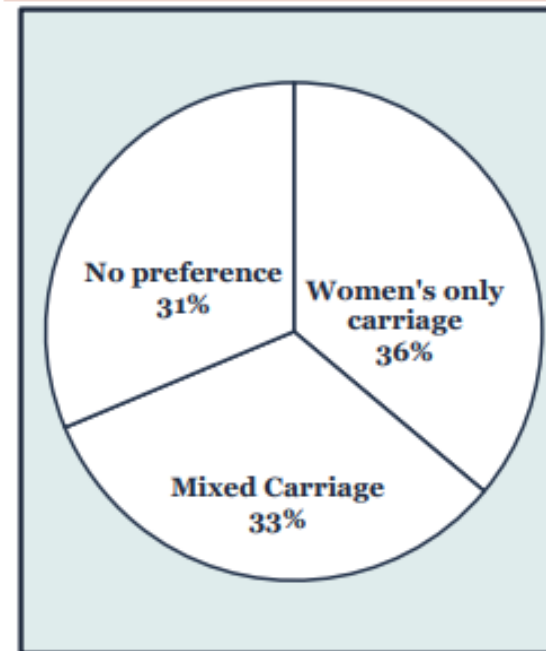
- **60%** had experienced a situation where they were made to uncomfortable, due to their gender or physical appearance.
- **50%** had experienced sexual harassment or assault.



The main ways of changing appearance were:

- Altering Clothing (for Example, dressing "modestly", "covering up", wearing baggy clothes, dressing less feminine)
- Wearing headphones (often without music)
- Hiding LGBTQ+ imagery (for Example, removing pride pins and hiding "queer coded" items)

- **Nearly 20%** experienced sexual harassment or assault occasionally or regularly.
- **40%** did NOT know where to get help in a situation where they were sexually harassed or assaulted.



When asked to imagine all conditions within 'Women's Only Carriages' and 'Mixed Carriages' were identical (e.g. seat availability), responses were evenly split between; intentionally choosing a women's only carriage, intentionally choosing a mixed carriage and having no preference.

However, Trans people were twice as likely to choose the 'Mixed' carriage.



For additional detail, Emily has prepared a 10 page summary. Visit www.railfuture.org.uk/display3288 (or use the QR code instead of typing in the address)