

Abellio Greater Anglia

Responses Received to Questions

Questions	Response
<p>1) What help have you received from Suffolk County Council, or other public bodies, and has this worked?</p>	<p>We have worked closely with Suffolk County Council to try and improve stations - a notable project being a partnership project to improve facilities at Newmarket station, which was jointly funded with other parties including Suffolk County Council.</p> <p>The main opportunities for joint working are focused on stations and service promotion as the County is not currently in a position to fund extra trains or services.</p> <p>However, we have worked together to build the business case for additional services in the future e.g. an hourly Ipswich to Peterborough service.</p>
<p>2) What routes do you operate and how did you acquire them, for example, Section 106 monies; start-up; bought from another competitor, commercial viable?</p>	<p>Abellio Greater Anglia are the primary passenger train operator for much of East Anglia</p> <p>We have held two short franchises from February 2012 to July 2014 and then the current one from July 2014 to October 2016. The next East Anglia franchise is due to be awarded shortly and is planned to run for 9 years.</p> <p>In the Forest Heath District Council area we operate Norwich to Cambridge, Ipswich to Cambridge and Ipswich to Peterborough services. These were all included in the specification for the franchises by the Department for Transport.</p> <p>These train services themselves have not been funded in any way by Suffolk County Council.</p> <p>The partnership projects in this area have been focused on station upgrades and integrated transport facilities.</p>
<p>3) Apart from profitability, what drive the decision making process for routes, timetabling and frequency?</p>	<p>Primarily the franchise specification, but then passenger demand, stakeholder aspirations, the wider business case, the space available (or not) to run extra trains (the rail infrastructure capacity), the size of the train fleet we operate (have we any more trains?), the other services in place on the route, the cost of additional services, the costs (if needed) to upgrade rail infrastructure and the wider financial implications of operating any additional services.</p>

<p>4) What timetabling co-ordination do you pursue with other public transport providers?</p>	<p>We coordinate with other operators, but the congested nature of the rail network means there is invariably no scope for us to move our services around in response to other operators, but we do provide details to enable them to plan their services to link in with rail services more easily.</p> <p>All rail timetable bidding is coordinated through Network Rail (the national rail infrastructure owner and operator).</p>
<p>5) Is there anything that the County Council / District Council could do, within reason, to help improve rural transport in the Red Lodge vicinity?</p>	<p>Yes - if additional train services can be funded, clearly that would help but, even if that's not possible, help in building the business case for services or improvements with a wider regional, local, business or stakeholder benefit, plus help in lobbying for them would be very helpful.</p> <p>Working with us and jointly funding station improvements, integrated transport initiatives, station travel plan schemes and community rail partnership projects (where appropriate), plus joint promotion of rail services and coordinating with us on the longer term rail agenda would also be very useful.</p>

Coach Services Limited

Responses Received to Questions

Questions	Response
1) What help have you received from Suffolk County Council, or other public bodies, and has this worked?	We have only dealt with Suffolk County Council (SCC) with regards to our routes into Mildenhall. They have helped not only with the subsidies but also with publicities, wayside timetable cases an a few years back they assisted with us investing in new Integrated Transport Smartcard Organisation (ITSO) smart card enabled ticket machines to allow multi-operator ticketing over routes.
2) What routes do you operate and how did you acquire them, for example, Section 106 monies; start-up; bought from another competitor, commercial viable?	<p>We acquired the routes into Mildenhall through a round of tendering. In the last few years we have invested in the route and grown patronage to a point where we can reduce the subsidy that is paid to us by SCC. Due to the rural nature of the services they are not commercially viable.</p> <p>This is why minimum subsidy works, it gives the operator a reason to grow and invest in the service, as opposed to running it for a fixed daily cost.</p>
3) Apart from profitability, what drive the decision making process for routes, timetabling and frequency?	<p>Frequency grows as the route grows in patronage. Unless a service is taken over from another operator and there is scope for immediate growth, frequency on new routes will start relatively low and become higher as the operator gets a feel for the service.</p> <p>Timetables are configured to correspond with the working days, school/college opening times, hospital visiting times etc. Also planning a bay allocation in bus stations to reduce congestion and bunching between other services.</p>
4) What timetabling co-ordination do you pursue with other public transport providers?	<p>Currently none but this is something I feel should be addressed, especially in Mildenhall. Mildenhall is well served by public transport but connections could be better.</p> <p>I believe there needs to be stricter rules in getting operators on board with multi-ticketing. If operators claim Bus Service Operators Grant (BSOG) or any other subsidies from SCC, then it should be mandatory that they have ITSO ready Smart Card enabled ticketing software.</p>
5) Is there anything that the County Council / District Council could do, within reason, to help improve rural transport in the Red Lodge vicinity?	<p>I believe there needs to be stricter rules in getting operators on board with multi-ticketing. If operators claim BSOG or any other subsidies from SCC, then it should be mandatory that they have ITSO ready Smart Card enabled ticketing software.</p>

Stephensons of Essex

Responses Received to Questions

Questions	Response
1) What help have you received from Suffolk County Council, or other public bodies, and has this worked?	<p>We work closely with Suffolk County Council to integrate local bus services with education flows, and similarly receive "deminimus" funding to divert certain journeys via small villages.</p> <p>In the case of Service 16 through Red Lodge, it is only this combination of funding streams which has enabled us to provide the service.</p>
2) What routes do you operate and how did you acquire them, for example, Section 106 monies; start-up; bought from another competitor, commercial viable?	<p>Our current Service 16/16a is a largely commercial route which was a combination of a commercial Bury-Mildenhall service (inherited from Burtons coaches when they went into administration), and a Suffolk County Council tendered route 400/401 between Mildenhall and Newmarket.</p> <p>Suffolk County Council provides funding for diverting some journeys via the villages, and the Saturday service.</p>
3) Apart from profitability, what drive the decision making process for routes, timetabling and frequency?	<p>Profitability, but also potential profitability based on likely demand and growth.</p>
4) What timetabling co-ordination do you pursue with other public transport providers?	<p>We try to connect with other modes (for example trains) where possible, but receive no notice of changes, and when headways are irregular this is often impossible.</p>
5) Is there anything that the County Council / District Council could do, within reason, to help improve rural transport in the Red Lodge vicinity?	<p>Local authorities can help by provision of better waiting facilities at stops, higher car parking charges in town centres (to reflect the true cost of provision), better management of roadworks to aid reliability – and in the larger towns, bus priority measures.</p>