



# Hull Trains

The economic impacts of an open-access operator



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# Executive Summary

Hull Trains is an open-access operator, launched in 2000 and operating train services between Beverley, Hull and the Humber region, and London King's Cross.

This report investigates the benefits associated with operating Hull Trains' services, with particular reference to benefits to the Hull region. This offers an insight into the ways in which this open-access operator has delivered benefits over and above those which would have been brought about through franchised services.

Hull Trains is estimated to have delivered £185m-380m of monetised benefits so far in the c.20 years since launch. Adding the benefits that are expected over the next 10 years leads to a total of £325m-700m of economic benefits from launch through to 2032.

Benefit	Estimated total from launch to 2022	Estimated total from 2023 to 2032	Overall total from launch to 2032
Time savings	£100m-130m, of which £75-100m business time savings (GVA)	£75m-100m, of which £55m-80m represents GVA	£175m-£230m, of which £130m-180m GVA
Agglomeration	£10m-40m (GVA)	£5m-25m (GVA)	£15m-65m (GVA)
Direct employment	£35m-70m (GVA)	£25m-45m (GVA)	£60m-115m (GVA)
Mode shift benefits - environmental (carbon, air quality and noise)	£13m-35m	£5m-10m	£18m-45m
Mode shift benefits - other (highway congestion, accidents etc)	£15m-£90m	£30m-140m	£45m-230m
Fare savings	c.£13m	Conservatively excluded due to uncertainty over future fares	c. £13m
<b>TOTAL</b>	<b>£185m-380m of which c.£120m-210m GVA</b>	<b>£140m-320m of which c.£85m-150m GVA</b>	<b>£325m-700m of which c.£200m-350m GVA</b>



## Enhanced frequency and capacity

Hull Trains has increased daily services over time; today there is a total of eight trains per day on the route it serves, of which seven are operated by Hull Trains. Along with the higher capacity trains that are now used, this has led to an increase in total weekly seats of almost 500% since launch. Passenger demand is now 28% above pre-Covid levels whereas the overall rail industry is 20% lower.



## Economic benefits

Hull Trains is estimated to have delivered economic benefits of £185m-380m since launch in 2000, in the form of time and fare savings to passengers, mode shift from car to rail, productivity benefits through connectivity to London and the direct jobs that it supports.



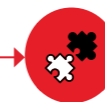
## Environmental benefits

Alongside reducing carbon emissions through mode shift, Hull Trains reduced carbon emissions associated with operating its services by 65% in 2022/23, compared with a 2019/20 baseline.



## Social benefits

Hull Trains also delivers additional benefits - for instance, through delivering journey quality for passengers. In the last edition of the National Rail Passenger Survey, Hull Trains scored higher than franchised train operators on all measures. Hull Trains has also entered into partnerships with local organisations such as the Hull & East Yorkshire Children's University, delivering additional benefits to the community.



## Looking ahead

Hull Trains continues to serve Hull and the Humber region. With a track access agreement that currently runs to 2032, the service will deliver benefits for years to come, and an additional 10-car service will be added in the December 2023 timetable. Additional benefits over the next ten years are estimated at £140m-320m.



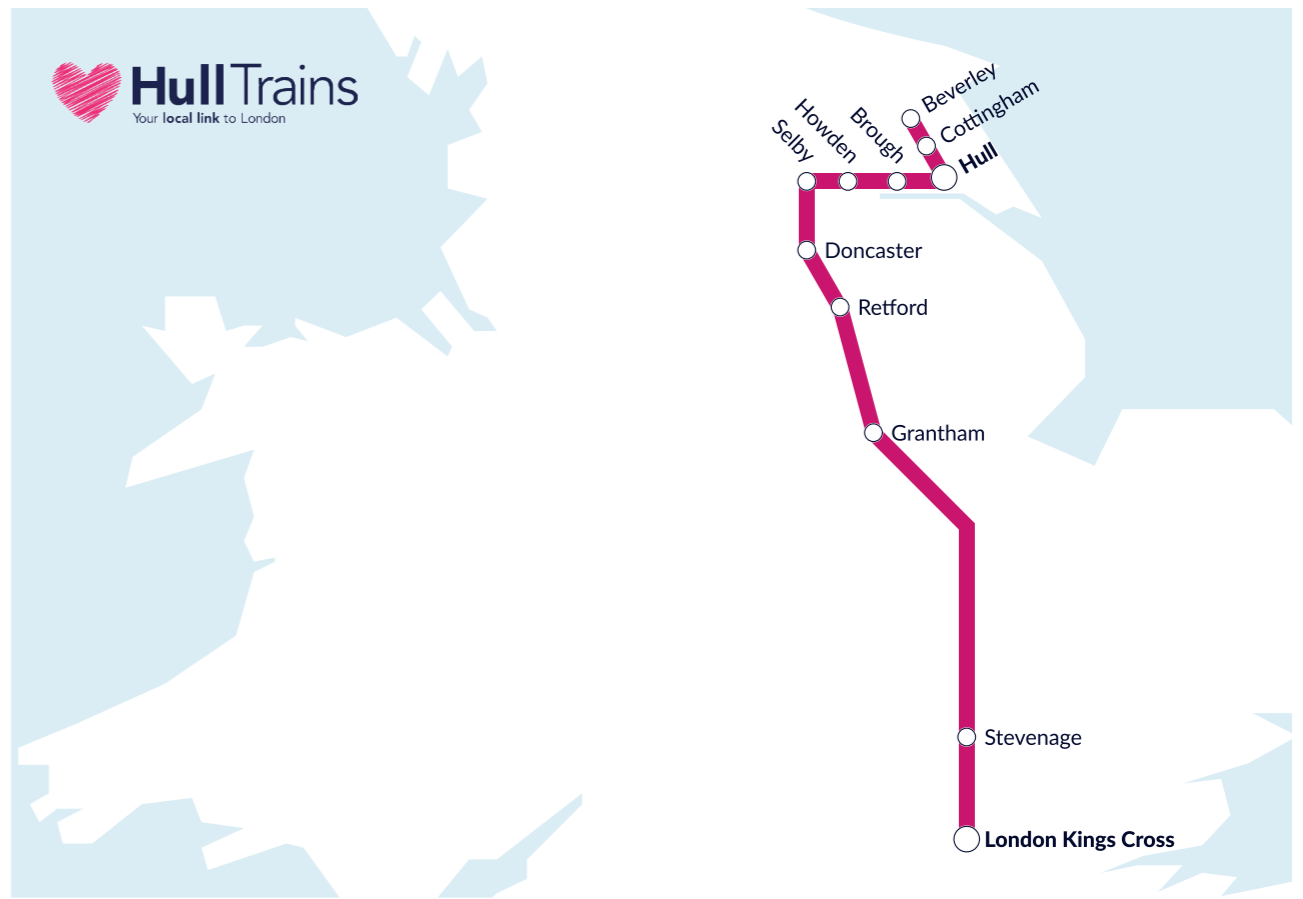
## Conclusions

The total benefits delivered by Hull Trains from launch up to 2032 are estimated to be in the range of £325m-700m. The company has responded to growth in passenger demand over time, added significant capacity to the route over and above that which is provided by the franchised service and benefited the community that it serves.





# Introduction



## Background to Hull Trains

Hull Trains is a rail operator in England, owned by FirstGroup. It operates train services between Beverley, Hull and the Humber region, and London King’s Cross. The full route that it serves is shown in the map above.

Hull Trains is an open-access operator. Most of the rail network in Britain is run by franchised operators. As an open-access operator, Hull Trains provides additional services over and above those that are run as part of the franchise, through a track access agreement (franchised services between Hull and London are run by London North Eastern Railway (LNER)).

**Hull Trains has increased service frequencies and capacity since launching in 2000**

Having been established in 1999 and launched services in 2000, Hull Trains has been serving its route for over 20 years. In that time, it has increased the number of services operated, provided additional capacity, and established a significant level of market share.

Hull Trains has commissioned Arup to investigate the benefits associated with operating its services, with particular reference to benefits to the Hull region. This offers an insight into the ways in which this open-access operator has delivered benefits over and above those which would have been brought about through franchised services.

The rest of this report sets out further background to Hull Trains’ services and how these have evolved over time, before providing a high-level valuation of economic benefits and exploring the environmental and social benefits that have been delivered.





**Hull Trains has delivered significant improvements in frequency**

Figure 1 shows how the number of direct train services between Hull and London has changed over time. Prior to Hull Trains beginning operations there was one train per day in each direction between Hull and London, operated by what is now LNER.

When Hull Trains launched in 2000, it provided an additional three services a day on top of the one that was already running. This has increased over time, and today there is a total of eight trains per day of which seven are operated by Hull Trains.

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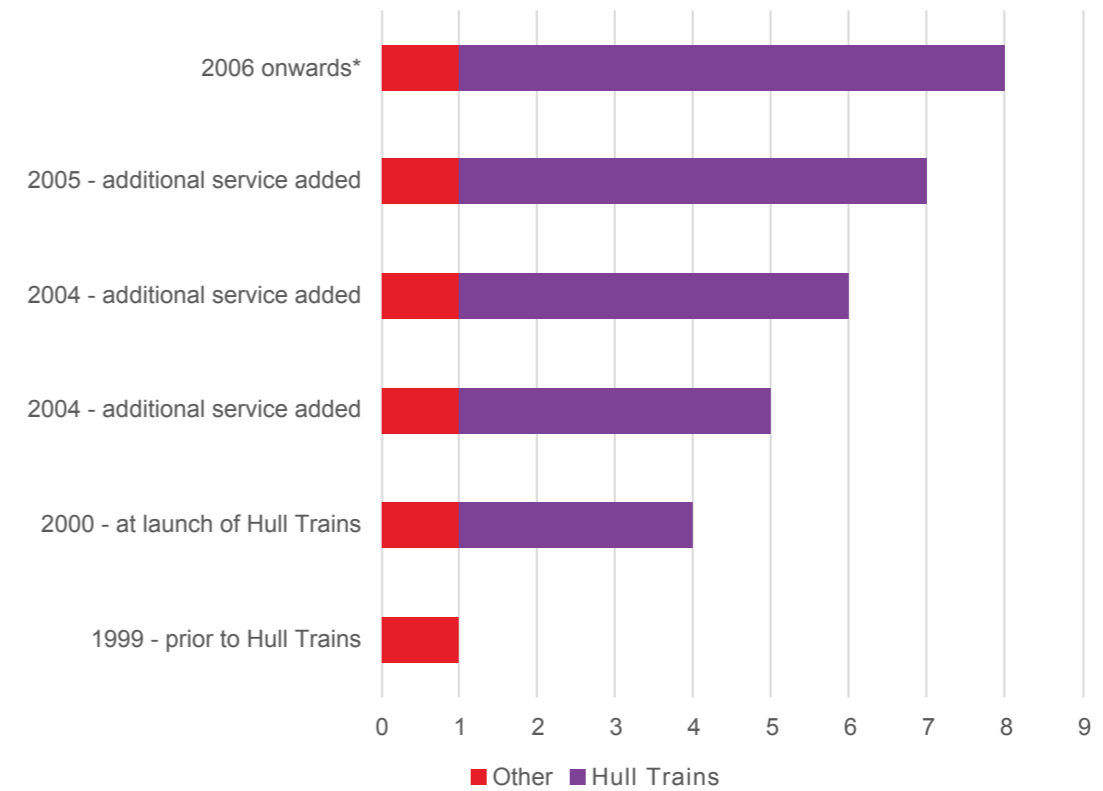
Total number of services currently operated per week by Hull Trains

Other notable service milestones during the 20+ years that Hull Trains has operated include:

- From February 2015, one daily service was extended to/from Beverley.
- From December 2016, the Saturday service increased to six per day.
- From May 2019, a second daily service was extended to/from Beverley.
- From December 21, Hull Trains started its first 10-car running with one train in each direction on Fridays and Saturdays, and extended to an additional two services per day on Sundays.

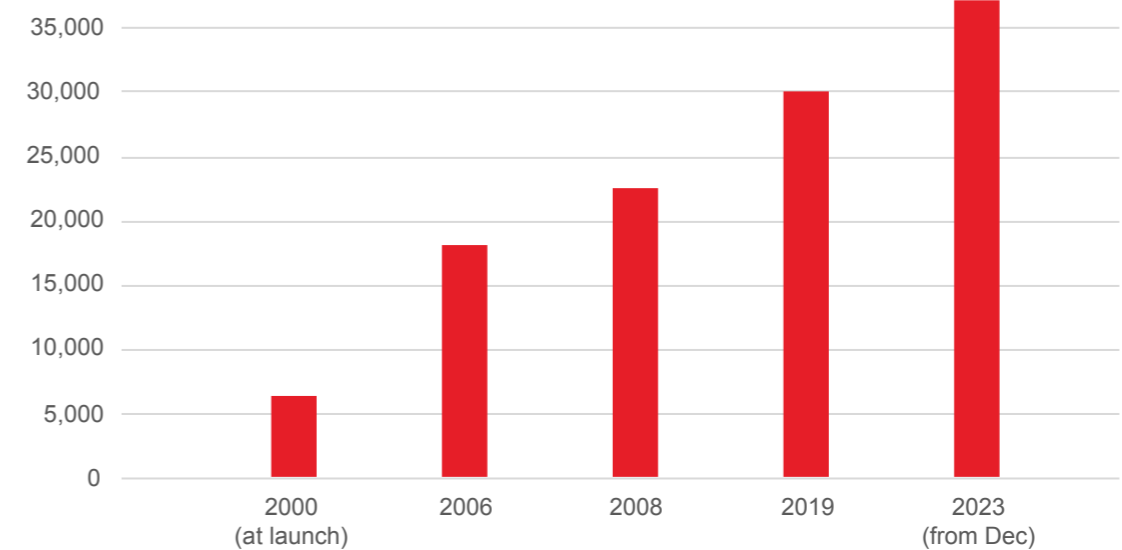
The rolling stock used on Hull Trains services has also changed over time, with seating capacity per train now more than double what it was at launch. This, combined with the increase in frequency, has seen a significant increase in capacity on the route. Figure 2 shows that total capacity across a week (measured by total seats) on Hull Trains services will have increased by almost 500% by December 2023, compared to the level at launch in 2000.

**Figure 1: Direct trains between Hull and London per weekday (single direction)**



\* Excludes suspension of services during lockdowns resulting from Covid-19

**Figure 2: Total seats per week on Hull Trains services**



Source: Hull Trains



**Post-Covid demand has been strong**

Since its launch, Hull Trains has captured a substantial share of the rail market for trips between London, Hull and other destinations in the Humber region. For instance, Figure 3 shows that for the financial year 2022/23, Hull Trains accounted for over 80% of rail demand between Hull and London.

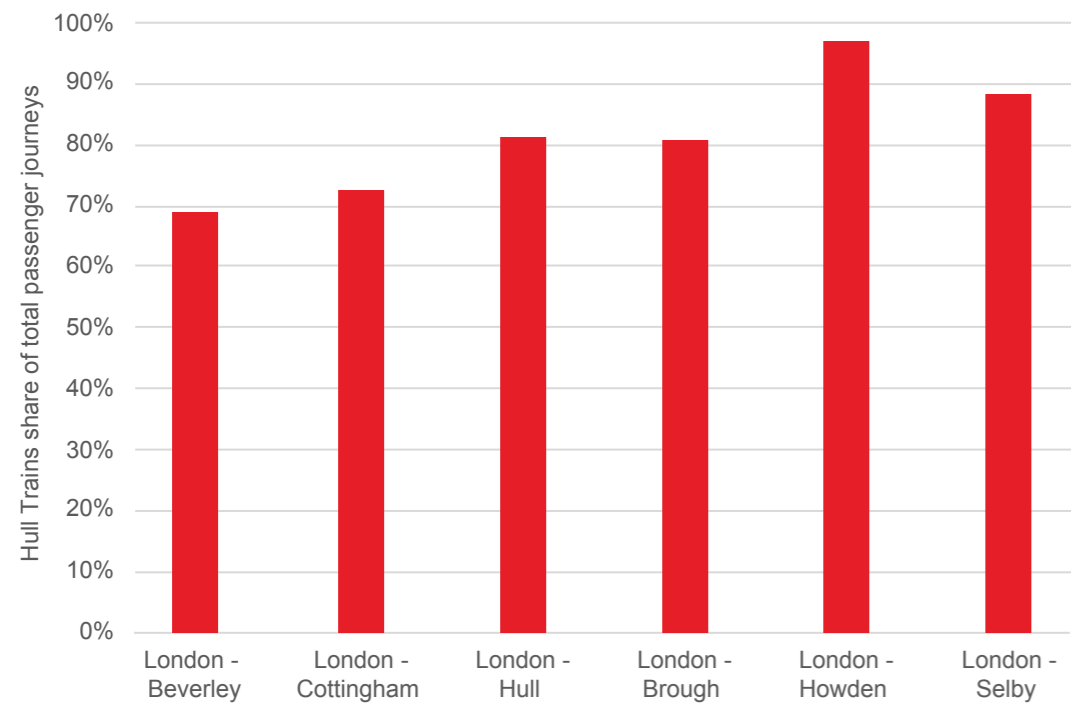
Another notable example of Hull Trains' success is the level of growth at Howden station, where trips to and from London have grown from a very low base to over 16,000 a year today, primarily driven by modal shift from car.

The Covid-19 pandemic and its aftermath has been challenging for the rail industry, with passenger numbers in some markets struggling to recover to their pre-Covid level. However, Hull Trains has bucked this trend, with passenger demand now higher compared to the equivalent figures from 2019 before Covid-19 affected journeys.

Figure 4 demonstrates this by using data from the Office of Rail and Road. The chart compares quarterly passenger demand data with the equivalent quarter from 2019, before Covid-19 impacted on demand. This shows that Hull Trains demand was 28% higher in April-June 2023 than the equivalent period from 2019.

Figure 4 also shows that by the same point, overall National Rail journeys were only at 89% of their pre-Covid level. If the Elizabeth line (which opened after the Covid-19 pandemic) is excluded from the figures, National Rail demand was 20% lower than pre-Covid. This demonstrates just how strongly Hull Trains has performed as the industry continues to recover from the effects of Covid.

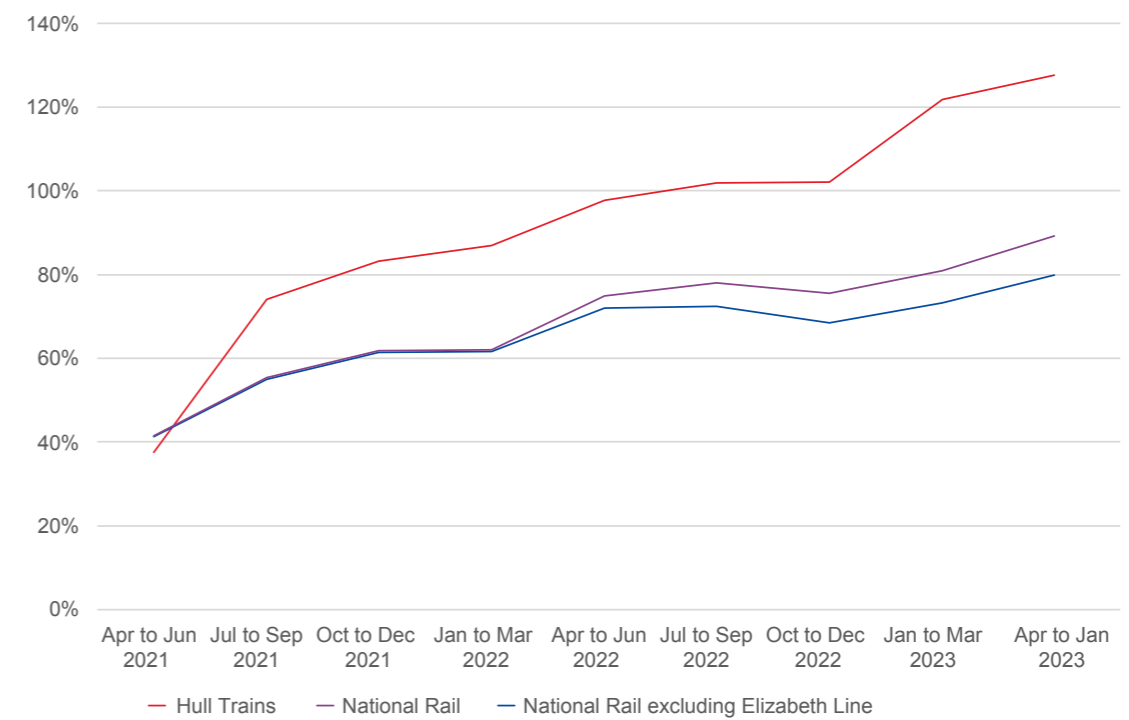
**Figure 3: Hull Trains share of demand for selected routes, 2022/23**



Source: Hull Trains



**Figure 4: Passenger demand as a percentage of the equivalent quarter from 2019**



Source: Office of Rail and Road





**Hull Trains has scored highly for passenger satisfaction**

The latest National Rail Passenger Survey (NRPS) in Spring 2020 showed that Hull Trains had a higher passenger satisfaction score than franchised train companies, with Hull Trains achieving a 92% overall satisfaction rating. This outperforms the UK long-distance operator average, which stood at 82%. Hull Trains received notably high marks in categories such as the professionalism of its staff and the cleanliness of its trains. Reliability also scored particularly well.

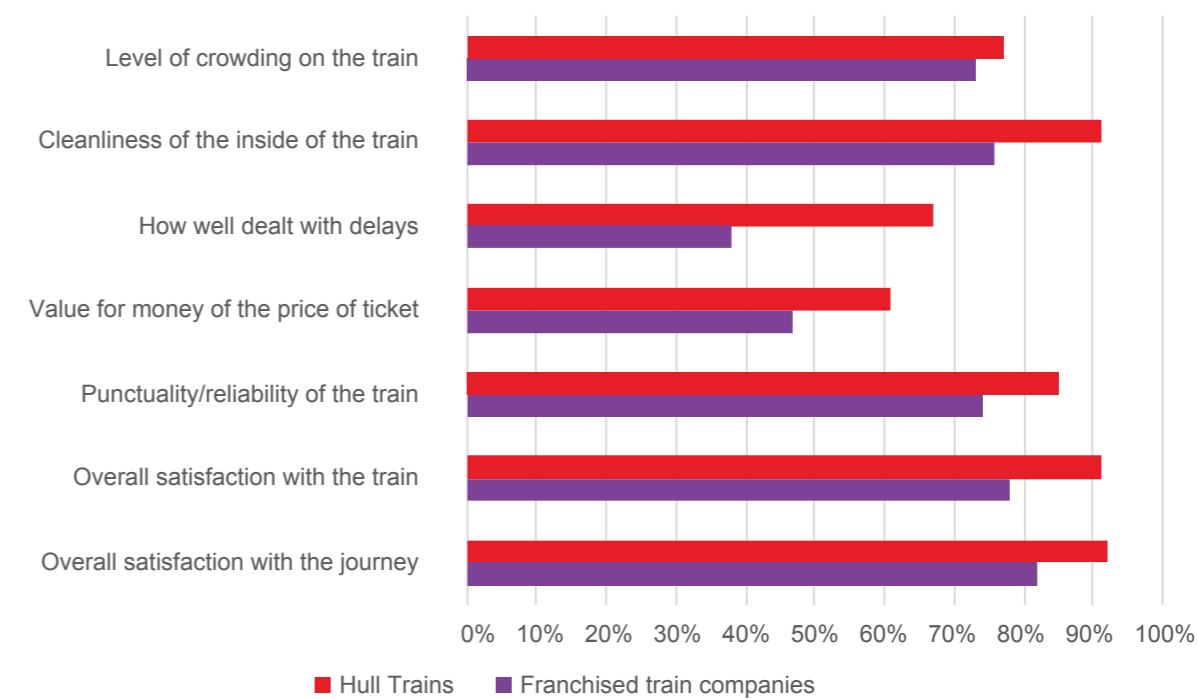
As shown in Figure 5, Hull Trains scored higher than franchised train companies on all the measures shown in NRPS, including:

- Overall satisfaction with the journey was 10% higher for Hull Trains.
- Overall satisfaction with the train was 13% higher for Hull Trains.
- The score associated with how well delays were dealt with for Hull Trains was 29% higher.
- The score relating to cleanliness of the inside of the train for Hull Trains was 15% higher.

Based on these key findings, a national report compiled by the independent user watchdog Transport Focus has named Hull Trains as one of the UK’s best rail operators for passenger satisfaction. This illustrates the importance and positive contribution that Hull Trains has made to the rail industry as an open-access operator.

It should be noted that the NRPS results are from 2020, since the survey has not been restarted yet since Covid. Nonetheless, Hull Trains has invested in new rolling stock and services since the pandemic which should add to high passenger satisfaction. Additionally, Hull Trains is proactively developing a new customer survey which will enable passenger satisfaction to be monitored, demonstrating that this is taken seriously by the company.

**Figure 5: Results from National Rail Passenger Survey, Spring 2020**



Source: National Rail Passenger Survey



### Flexibility in accommodating special events

As an open-access operator, an advantage that Hull Trains brings is its flexibility in being able to adapt its service to specific circumstances, benefiting passengers.

A key example of this was during Summer 2023, when three events occurred over the same weekend that resulted in higher travel demand than usual to and from Hull.

Hull Trains supported the travel of over 3,000 fans southbound for the Hull KR Challenge Cup Final, and northbound for a Hull City FC home game and the 'Humber Street Sesh' music festival. Hull Trains was able to respond quickly to demand created by these events and allocate its resources to provide extra capacity on trains between Hull and London King's Cross. Hull Trains worked with Hitachi and Network Rail to provide further options for Hull KR fans to travel. The reallocation of resources included adding five carriages on the 08:24 from Hull and 19:48 from London – this increased seat availability by 33%. Additionally, two special services were added at 08:32 from Hull and 20:24 from London exclusively for Hull KR fans travelling without seat reservation. The consequence of responding quickly to the local market was a record number of journeys onboard the local train operator's services.

### Free local travel to Humber Street

#### Sesh with Hull Trains

Humber Street Sesh is Hull's biggest music festival and over summer 2023, it celebrated its 10-year anniversary. Hull Trains is a longstanding sponsor of Humber Street Sesh and to support the festival it offered free local travel to festival attendees travelling between Doncaster and Hull. The offer was valid on the day of the festival and morning southbound services on the following day.

Both Hull Trains and Humber Street Sesh are members of the OH Yes! Net zero campaign – an organisation committed to reducing carbon emissions in Hull. The free travel offer introduced by Hull Trains allowed them to support the music festival while contributing to Hull's vision to be greener and reduce emissions.

**Selby is one of the fastest growing areas in the North and the direct services Hull Trains provide to/ from London can only help the area to continue to grow and support the local economy. The visitor economy is growing including international visitors to the world famous Abbey, and there is also significant inward investment by major national and international companies in the area, and good railway links including the direct link Hull Trains provide to London are vital for the future of Selby its residents and businesses.**

Graham North, Strategy and Performance Officer (Rail),  
North Yorkshire Council





# Fleet Achievement of the Year Award Nomination

Hull Trains operates a fleet of five Class 802 ‘Paragon’ trains, built by Hitachi, which were brought into service in January 2020.

Since their introduction, the Hull Trains fleet team has worked closely with Hitachi to ensure a proactive, intelligence-led maintenance regime is in place.

The fleet had to be hibernated and then reinstated on three separate occasions during the Covid-19 pandemic. In the year prior to the pandemic, there had been 114 customer complaints relating to the upkeep and repair of trains, and the fleet team used the period of hibernation as an opportunity to address this. Whilst the units were in storage during the hibernation periods, the team ensured that all opportunities available were utilised to deliver defect clearance and continued engineering change implementation. Subsequently, there were only 11 customer complaints over 12 months about upkeep and repair – a 90% reduction.

Following the re-introduction of the fleet and ramp-up of service delivery, the fleet team has managed the maintainer, ensuring that delivery of 80% fleet availability is maintained. This requires significant effort by the team to visit depots, work with engineers and identify key performance issues whilst also learning from other fleets to deliver what is the highest availability regime across the AT300 platform.

The efforts of the team have enabled Hull Trains to build strong stakeholder engagement that has seen it deliver the highest performing bi-mode fleet (in terms of industry reportable figures) across the network for Hull Trains and also introduce and deliver the same 80% availability for the Lumo fleet that has out-performed all other AT300 fleets.

The impact on service reliability means that both the Hull Trains and Lumo fleets are currently delivering class-leading recognised reliability figures. This, in turn, means that customers get a better service and are not impacted by issues which are within Hull Trains’ control, reducing Delay Repay compensation claims and boosting passenger satisfaction levels with punctuality and reliability.

Hull Trains’ best practice approach is being used by Hitachi with other operators to showcase what standards and innovations have been delivered so that others can then import this into their operating models.



**90%**  
reduction to  
customer complaints  
about upkeep and  
repair over 12  
months



# Economic impacts



## Hull Trains has delivered economic benefits to rail users and wider society

### Benefits of rail

There are many reasons why rail can bring about benefits to individual users of the network and wider society, as set out in Figure 6. This report considers the benefits of Hull Trains against each of these.

Figure 6: Categories of rail benefits



#### Transport benefits

Rail schemes can bring about benefits such as time savings, crowding relief and improved reliability.



#### Wider economic benefits

There is a positive relationship between productivity and density. Rail can support this by improving connectivity between key employment locations, thus boosting the productivity of workers - this is known as agglomeration. Rail also supports direct employment.



#### Social benefits

Rail can act as a means of enabling people to access key services, which is particularly important in areas of deprivation and low car ownership.



#### Environmental benefits

Through encouraging mode shift from highway, rail can bring about reductions to emissions of carbon as well as other pollutants that affect local air quality.



#### Community benefits

In many areas, railways and stations can serve as key community hubs and assets, providing connectivity to important services, a point of pride for local people, and a 'gateway' to the area.



### Hull Trains has delivered significant time savings for passengers

Faster journey times represent a benefit to passengers. Being able to travel faster means that people can get to their destination quicker and spend more time productively.

Hull Trains has made journeys faster for its passengers in a number of ways:

- From December 2006, the top speed of services increased from c.100 miles per hour to c.125 miles per hour, reducing journey times between Hull and London by around 20 minutes.
- Increasing the number of direct services to London has reduced the need for interchange whilst travelling.
- Increasing frequencies has also contributed to a reduction in door-to-door journey times and made it easier for people to travel when they want to.

When transport projects are being assessed within a business case, time savings are expressed as a monetised benefit by applying a value of time. The value of time is based on passenger research that has been commissioned over time by the Department for Transport and summarised in its Transport Analysis Guidance (TAG). It is different depending on the purpose of the journey – business trips typically have the highest value of time.

The value of the time saving benefit that has been brought about by Hull Trains is estimated using values of time from TAG<sup>1</sup>. This indicates that the total time saving benefits could be valued in the range of £100m-£130m. That represents a welfare benefit to all passengers. The proportion of that benefit that accrues to business trips also represents a benefit in terms of increased output (Gross Value Added, or GVA). This is equivalent to £75m-£100m.



**£100m-£130m**

Total time saving benefit of which

**£75m-£100m**

Represents a GVA benefit

**100mph**

Speed of Hull Trains services at launch

**125mph**

Speed of Hull Trains services now

### Direct employment impacts have added to the region's GVA

Hull Trains employs a workforce of around 100 employees. This contributes to the economy through the following:

- There is a direct impact on GVA via the output that those jobs produce;
- There are also indirect impacts through the expenditure that those employees make in the local economy and wider impacts on the supply chain.

The direct employment impact between 2000 and 2022 is estimated by using data from the Office for National Statistics on GVA per filled job, a measure of productivity. Average figures for Hull are applied.

This provides an estimate of the gross level of GVA produced. An assessment is then required of how much of that would be additional to the economy, since some of those jobs would have been created elsewhere or could represent displacement from existing activity<sup>2</sup>.

Accounting for this suggests that the economic impact associated with employment at Hull Trains has been worth a total of £35m - £70m (in 2023 prices) during the period since launch of services.

The Hull & Humber Chamber of Commerce was one of the founding partners of Hull Trains as an Open-access Operator connecting Hull with London. We have watched it grow, helped it through the tough times with our lobbying and we continue to support the company which has grown beyond the hopes of those early days to become one of the city's greatest ambassadors, putting Hull front and centre of commuters in the capital.

Those commuters may not be coming to Hull – yet – but they see the branding and the trains which are mobile bill boards promoting the area with their superb graphics adorned on the carriages.

Hull Trains has worked hard to build its reputation, which is now one of the best in the rail industry, not just for reliability and punctuality, but also for its quality of service provided by its home grown team of staff who take pride in their work and are themselves great ambassadors for the company and the city they call home!

David Hooper, External Affairs Director, Hull & Humber Chamber of Commerce

<sup>1</sup> All values are expressed in 2023 prices, using totals over the period of Hull Trains operating (from launch up to and including 2022).

<sup>2</sup> There is uncertainty around the level of additionality and so a range has been used to calculate the impact. Based on additionality guidance from the Homes and Communities Agency (which is now Homes England), additionality between 20% and 40% has been applied. To account for further economic activity associated with additional local income, local supplier purchases and long-term development effects, a regional economic multiplier is also applied, sourced from the same guidance.

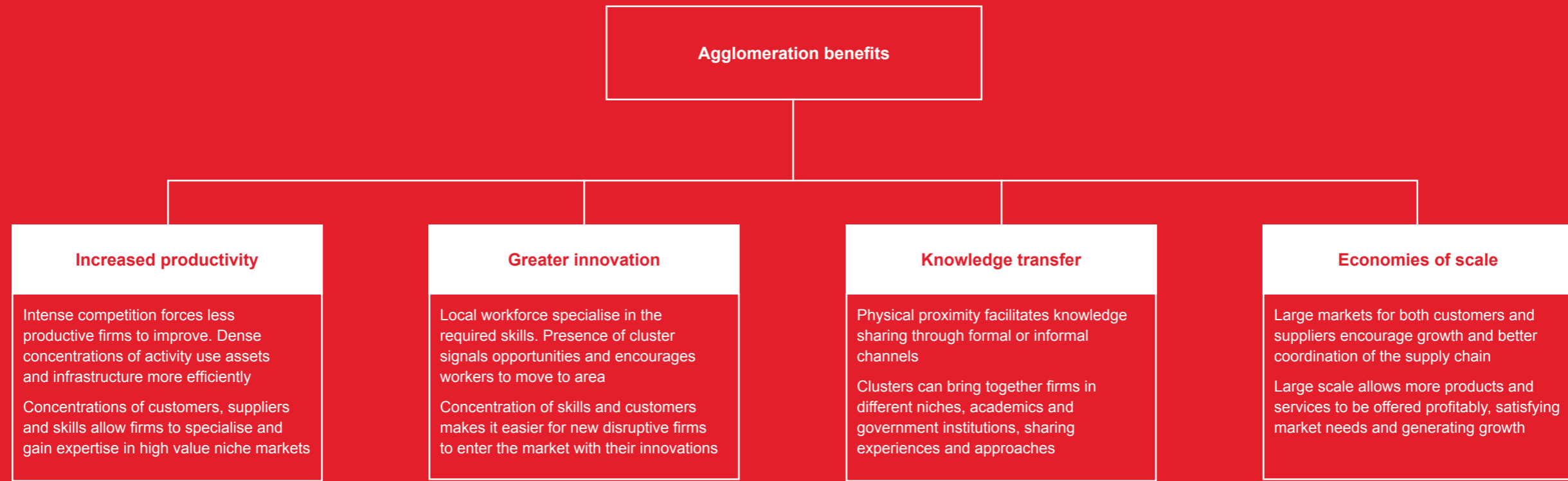


**Hull Trains has supported agglomeration**

Connectivity between centres of employment is important to deliver agglomeration benefits. Agglomeration represents the productivity benefit that arises from improved connectivity, which impacts on the effective density of a given location. Figure 7 shows ways in which these positive impacts can arise.

Hull Trains has delivered agglomeration benefits to Hull and the Humber region by significantly improving connectivity with London. The increase in train frequencies over time has unlocked opportunities for business trips between Hull and London, enabling further agglomeration benefits to be achieved than would otherwise be the case.

**Figure 7: Agglomeration benefits**

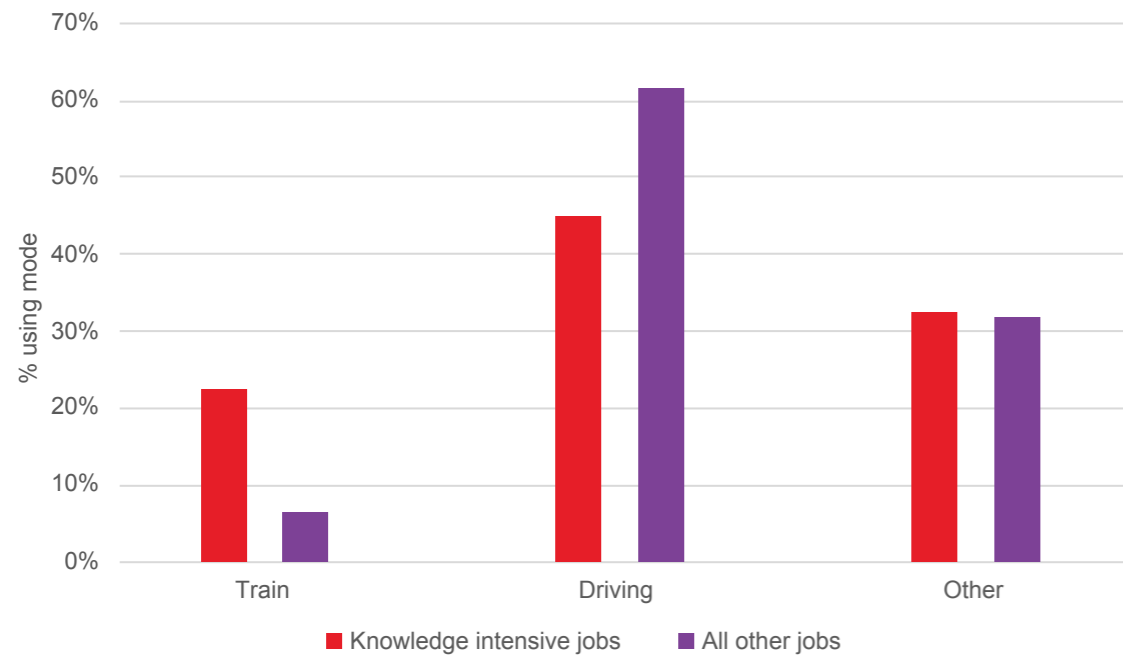




Agglomeration benefits are strongest in knowledge intensive business services (KIBS) where the sharing of information and ideas can lead to spillover benefits. Hull has a lower share of these jobs than the national average, but Hull's growth in jobs in sectors that are more knowledge intensive<sup>3</sup> has been higher than the national average in recent years. Between 2015 and 2021, growth in these jobs was 18% in Hull compared with 10% for Great Britain. Continuing this trend will be important to help increase average productivity in Hull to closer to the UK average – the gap was around 24% in 2021 according to data from the Office for National Statistics (ONS).

Rail has an important role to play in this through supporting agglomeration. Figure 8 uses ONS data from the 2011 census (the most recent year that this data is available for) which showed that jobs in knowledge intensive industries are far more likely to use rail than the overall average for all jobs, in large part reflecting that these jobs are more likely to be located in town and city centres where rail access is easier.

Figure 8: Proportion of jobs by sector that commute by each mode



Source: 2011 census

London has the highest volume of KIBS jobs in the country and benefits from having dense clusters of employment with very high levels of productivity (such as the City and Canary Wharf), so enabling firms based in Hull and the surrounding region to connect with those jobs is particularly beneficial. Table 1 shows the top 10 stations for rail journeys to and from Hull. This shows that London (which is third on the list and accounts for over 10% of total Hull rail journeys) has significantly higher employment than any of the other destinations – inner London has more than double the total employment of the rest of the top 10. Being able to have ease of access to London opens up wider economic opportunities for Hull and the Humber region through connecting with these jobs.



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**£10m-40m**

– estimated value of agglomeration benefit

The valuation of agglomeration impacts in this report is based on a high-level assessment of the benefit that may have been realised as a result of Hull Trains services, rather than being based on detailed economic modelling. The academic literature within transport appraisal suggests that impacts such as agglomeration are typically in the range of 10-30% of the value of the conventional user benefits (such as time savings) that are estimated in economic appraisals. This has been applied here.

This results in an estimated range of £10-40m for the agglomeration benefits that Hull Trains has delivered over 20+ years, expressed in 2023 prices.

Table 1: Top 10 stations for weekday rail journeys to and from Hull across all train operating companies, 2022/23

Station	Local authority	Total employment 2021
Leeds	Leeds	478,000
Beverley	East Riding of Yorkshire	136,000
London	12 inner London local authorities	2,815,000
York	York	113,000
Bridlington	East Riding of Yorkshire	136,000
Brough	East Riding of Yorkshire	136,000
Sheffield	Sheffield	269,000
Doncaster	Doncaster	131,000
Cottingham	East Riding of Yorkshire	136,000
Driffield	East Riding of Yorkshire	136,000

<sup>3</sup> Using data for jobs in the 'information and communication', 'financial and insurance', and 'professional, scientific and technical industries' sectors from the ONS.



**Supporting the benefits of graduate retention**

A further way of supporting the local economy is to encourage retention of graduates. This is important for increasing the number of skilled workers and enabling economic growth. The quality of transport can contribute towards this. For instance, the University of Hull uses the direct connection between Hull and London as a selling point.

**There's a direct service to London that takes less than 3 hours – handy for trips home or if you feel like exploring the capital.**

University of Hull website

Analysis by Prospects Luminate, using Graduate Outcomes data from 2017/18, suggests that nationally 11.5 % of graduates stay in the city in which they studied. However, on a regional level, Yorkshire and the Humber outperforms other regional areas, such that 19% of graduates remain – this is illustrated in Figure 9, where ‘stayers’ refers to the graduates who come from elsewhere to study in a region and then stay there to work.

Figure 9 suggests that Yorkshire and the Humber performs well in graduate retention. For Hull specifically, this is reinforced by analysis by the Centre for Cities (using data for 2013/14 – 2014/15) that showed that the number of non-domiciled graduates gained is greater than the domiciled students lost. Hull was 23rd out of 61 locations on this measure.

In summary, graduate retention is important to the economy of the Hull region, and Hull Trains plays a role in supporting that by increasing the attractiveness of the university.

The University has seen an increase in enquiries and applications from London-based prospective students over the last couple of years and will shortly be opening a London Study Centre. Furthermore, we are seeing strong growth in international students attending the University. None of this would be possible without Hull having a good transport link with London. Year after year Hull Trains has continued to improve this vital link, in turn enabling and supporting our own growth.

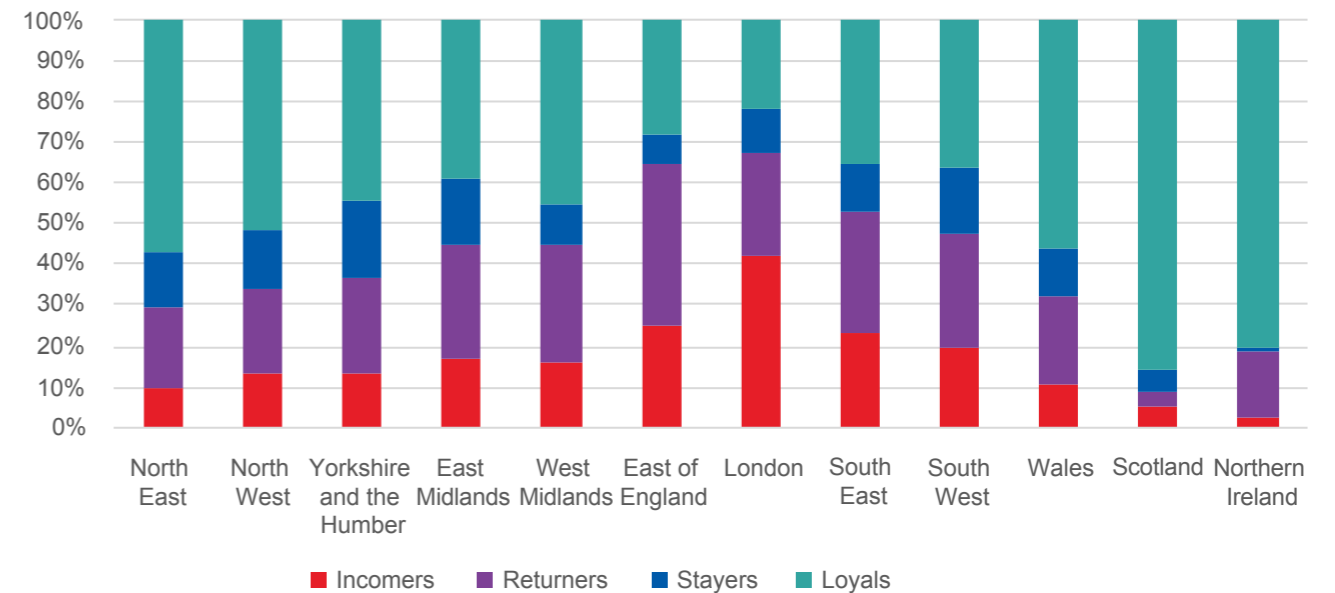
Neil Robinson, Chief Operating Officer, University of Hull

**Having regular direct trains to and from London made undertaking a degree at Hull University a far more viable and accessible choice for me, and I know that Hull Trains' service meant the same to many of my fellow students too.**

Jack Storry, University of Hull Graduate



**Figure 9: Graduate retention statistics by region, 2017/18<sup>4</sup>**



Source: Prospects Luminate

<sup>4</sup> NB ‘loyals’ and ‘returners’ represent graduates who go on to work in the region where they originally lived (and either studied there or elsewhere, respectively), ‘incomers’ represent people who work somewhere having never lived or studied there before, and ‘stayers’ represent people who stay in a region after graduating, having studied there but not lived there before that.





**Hull Trains has delivered significant mode shift benefits**

Improving the rail offer for a given route can bring about a range of benefits associated with mode shift from car. Environmental benefits are addressed in a separate section later in this report, but other benefits brought about through reducing vehicle kilometres include:

- A reduction to highway congestion
- A reduction to highway accidents
- Some other smaller impacts such as reductions in highway maintenance costs

The number of journeys made with Hull Trains is known, but we do not know how many of those trips would otherwise have travelled by car, with a different train operator or not travelled at all. To estimate mode shift benefits, we assume that the ‘car diversion factors’ in TAG for different types of rail flow can be applied here.

The benefits are monetised using values from TAG for the benefit per car kilometre removed. Those values also differ by road type. A range is estimated by using values for motorways only (which has the lowest congestion benefits) and values for average roads which includes other routes such as A roads.

This results in an estimated benefit of £15m-£90m since Hull Trains began operating.

**£15m-90m**

- estimated value of mode shift benefit (excluding environmental impacts and impacts of reductions in fuel consumption)

**Providing fare savings for customers**

A further way in which Hull Trains has delivered benefits to rail passengers is through its fare structure. Hull Trains offers fares that are generally cheaper than with alternative operators, particularly for unregulated fares such as advance purchase.

This is reflected in Hull Trains scoring 14 percentage points higher than franchised operators for ‘Value for money of the price of ticket’ in the NRPS scores shown in the introduction to this report. Hull Trains also offers a set of discounted fares to specific groups, as discussed further in the social impacts section of this report.

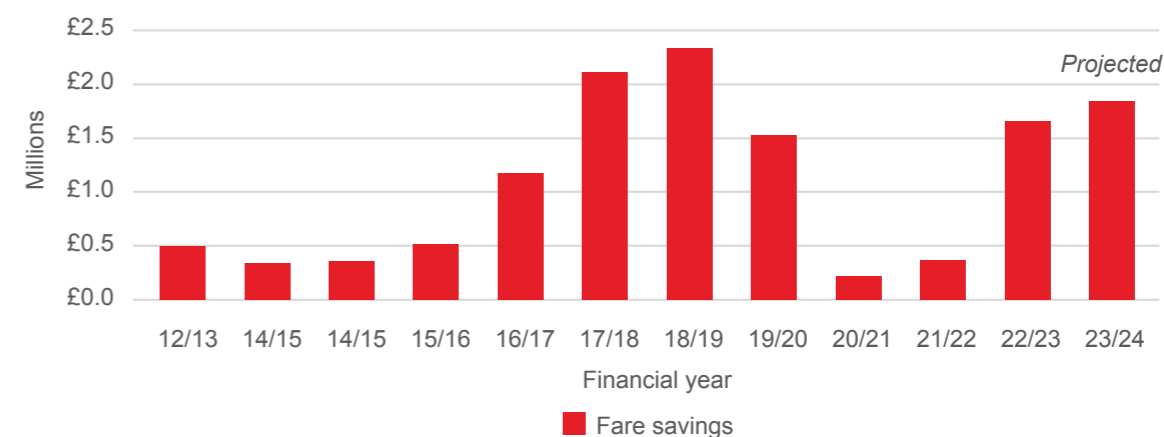
Arup has undertaken analysis of commercial data provided by Hull Trains and used this to understand where fares are cheaper or more expensive than the alternative. This is then applied to the number of passengers using each ticket type to estimate the overall net benefit.

Applying this approach results in a benefit in excess of £13m during the total period since operation.

Hull Trains is the only operator offering a direct connection between Hull and London. It has increased capacity in what was a poorly served area and challenged the established franchise operators on fares whilst obtaining the highest customer satisfaction in the country pre-Covid. It has raised the profile of the region through its choice of name, a livery which showcases Hull and East Riding landmarks, and by naming its engines after celebrated sons and daughters of the region. We now have a generation who have grown up with Hull Trains as a part of their journeys to the capital and see Hull Trains as a source of local pride.

Emma Hardy MP, Member of Parliament for Hull West and Hessle

**Figure 10: Passengers benefits from lower fares, 2012/13-2023/24**



Source: Arup analysis using passenger revenue and demand data



# UK City of Culture 2017



In 2017, Hull was the UK's City of Culture – this designation provided Hull with funding to improve its infrastructure, arts facilities and events celebrating local culture. Despite Hull being one of the country's largest ports with strong trading links to northern Europe and the city being a centre of free thinking and radicalism throughout history, it has often been overlooked. Following the city's recognition as the City of Culture in 2017, 46% of people suggested that their perception of Hull has positively changed and 61% of those who visited Hull in 2017 said they were likely to or very likely to return.

Moreover, major theatres, halls and performance venues across Hull and East Riding saw record audience figures during 2017, with a 31% increase in total tickets sold in comparison to 2015.

Additionally, there was an uplift in museum and gallery visitors between 2016 and 2017, such that Maritime Museum and the Brynmor Jones Library at the University of Hull saw a noticeable increase in visitors – a 4.1 and 9.2 factor increase, respectively.

Hull's tenure as UK City of Culture saw annual visitors exceed 6 million for the first time in 2017, with the value of tourism potentially contributing £300 million to the economy<sup>5</sup>.

With regards to Hull Trains, a 12.1% increase in passenger travel was identified in 2017 compared to the same period in 2016. High-profile events including the Big Weekend saw a substantial spike in passenger numbers.

Hull Trains' addition of early morning services on Saturdays (in both north and south directions) demonstrated the adaptability and flexibility of open-access operators to respond to the needs of the local market. Furthermore, to support the increase in passengers, provide information about events and book tickets, a dedicated visitor information kiosk opened in Hull station.

**Hull Trains has established itself as a key transportation provider for residents and visitors alike in Hull and the wider community. The connection to London provides a gateway to new opportunities and experiences, sparking imagination and creativity while boosting local commerce and tourism. Their commitment to excellence and innovation has put Hull on the map as a destination for connectivity and progress.**

Karl Turner MP, Member of Parliament for Hull East

<sup>5</sup> University of Hull, "Cultural Transformations: The Impacts of Hull UK City of Culture 2017," March 2018. [Online]. Available: <https://www.hull.ac.uk/work-with-us/research/institutes/culture-place-and-policy-institute/report/cultural-transformations-the-impacts-of-hull-uk-city-of-culture-2017.pdf>.





# Awards and Partnerships

Hull Trains has a strong track record of industry recognition through the awards that it has won. These reflect its dedication to excellence, which is also demonstrated through its partnerships with local organisations. This section provides a summary of key awards and partnerships.

## Awards

2023

### Hull BID Awards – Outstanding Employee for Louise Mendham

Louise Mendham (the company's Service Delivery Director) named as the city's Outstanding Employee at the annual Hull BID Awards.

### Level 5 'Excellent' Evaluation in ORR Safety Report

In the ORR safety report, a level 5 'excellent' evaluation was given to the way Hull Train's safety team works with frontline teams, and health and safety representatives to achieve collaborative solutions to safety issues through partnership working.

### Top Employer of the Year – Women in Rail Award 2023

Hull Trains was praised for the way it encourages a new generation of female leaders in rail and for the commitment it demonstrates to equality, diversity, and inclusion in the workplace.

### Golden Spanner Award 2023

Hull Trains has again been recognised with this award due to the reliability of its fleet.

2022

### 'Best in Class' Golden Spanner Award

Hull Trains has been named 'Best in Class' at a national award ceremony to recognise the most reliable fleets in the railway industry.

### National Rail Awards - Outstanding Personal Contribution for Louise Mendham

Louise Mendham (the company's Service Delivery Director) won the Outstanding Personal Contribution Award (Management) for her dedication and leadership in guiding the business through the challenges of lockdowns and re-mobilising it after a period of hibernation.

2017

### BeFirst Awards

Hull Trains' team awarded 3 awards for Customer Service, Leadership, and Safety Performance at the multi-national BeFirst Awards in Manchester.

### Customer Service Team of the Year at the North of England Transport Awards

This award rewards innovation, excellence and the very best practice throughout the North of England. The Customer Service award celebrates 'outstanding customer service that sets the benchmark for others'.

### Rail Operator of the Year 2017

In 2017, Hull Trains was named the Best UK Train Operator by the National Rail Passenger Survey after scoring 97% satisfaction – which was 8% higher than the average long-distance operator.





**Partnerships**

**Hull Kingston Rovers**

Hull Trains partnered with rugby club Hull KR, advertising at their ground, as well as sponsorship of half-time games, such as ‘race the train’, where fans compete to get free train tickets. They have also supported their fans travelling to games with extra trains, most recently for the Challenge Cup Final at Wembley, where they added significant extra capacity to enable people to get to Wembley to support their team.

**Hull University**

Hull Trains has worked with the University of Hull, carrying out mock interviews and support to students who are preparing for their careers, as well as adding in the Cottingham stop to their services between Hull and Beverley so that students have a better link to London.



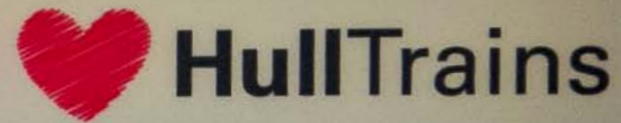
**Hull & East Yorkshire Children’s University**

Hull Trains has been a supporting partner for HEYCU for several years now, recognising the vital role that they play in linking the community in Hull with the Capital. The work that HEYCU do has been important for Hull Trains Company Limited, given the outstanding work that the organisation does to offer opportunities and a new life perspective to those children who are less fortunate and may never have travelled outside of Hull before. They have provided both free and reduced rate travel to HEYCU, making the journey special for the children and volunteers and recognising their responsibilities as a service provider.

**Hull Trains provides both free and reduced rate travel to Hull & East Yorkshire Children’s University**



Standard Class



# Environmental impacts

### Decarbonising rail through switching fuel usage

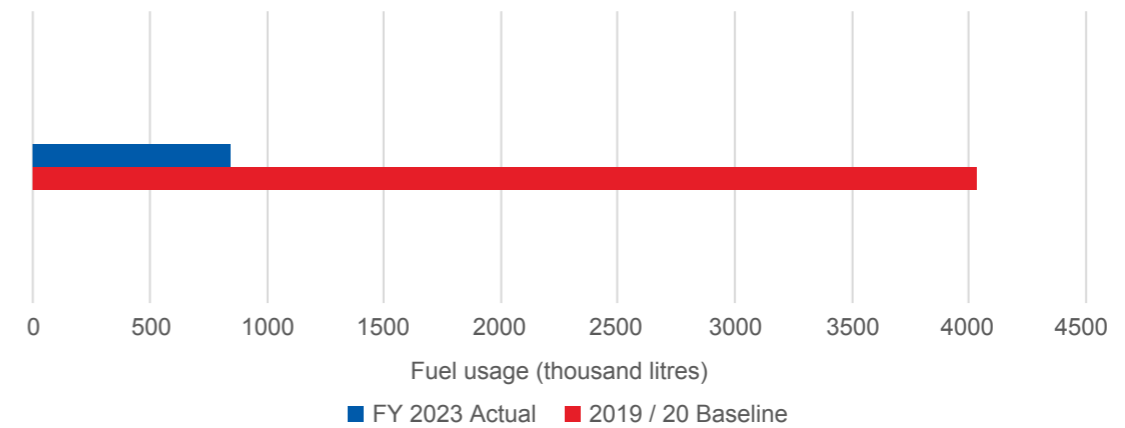
Hull Trains has made a significant effort to reduce CO2 equivalent emissions by switching from fuel to electric traction. Approximately 73% of the full Hull Trains route is currently electrified<sup>6</sup>. This has contributed to a 65% reduction in CO2 emissions in 2022/23 compared the equivalent level in a 2019/20 baseline. The procedure of electrifying a greater proportion of Hull Trains' miles aligns with the UK Government's decarbonisation plan. Furthermore, the decarbonisation of the grid will directly impact Hull Trains' operational emissions and consequently, carbon emissions associated with Hull Trains are expected to further decrease in the future.

Moreover, Hull Trains' energy management system (EnMS) is certified against BS EN ISO 50001:2018 by BSI, which is designed to make the most from energy technology. A good EnMS ensures that Hull Trains understands how the organisation uses energy for operating trains, heating, cooling, and lighting. This provides opportunities to reduce energy consumption.

**65%**

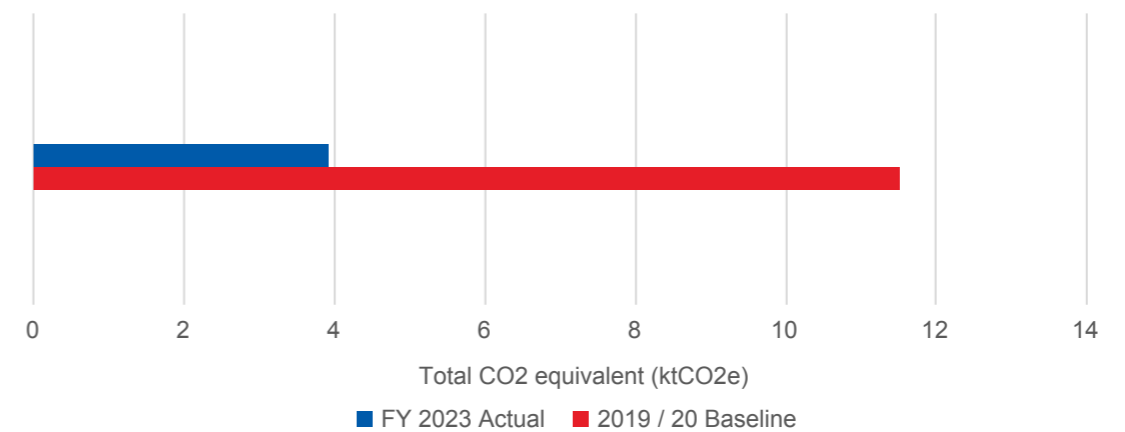
Hull Trains reduction to total CO2 equivalent in 2022/23, compared to 2019/20

Figure 11: Fuel Usage at Hull Trains, 2019/20 and 2022/23



Source: Hull Trains

Figure 12: Total CO2 Equivalent (ktCO2e) usage at Hull Trains, 2019/20 and 2022/23



Source: Hull Trains

<sup>6</sup> Arup, "Lumo & Hull Trains Carbon Calculator," 10 May 2023. [Online]. Available: <https://www.hulltrains.co.uk/-/media/hulltrainimages/your-experience-images/sustainable-travel/lumo-,-a-,-hull-trains-carbon-calculator-assumptions-note.pdf>.





#### Delivering further environmental benefits through mode shift

Train travel is an environmentally friendly mode of transportation, and research undertaken by Arup shows that travelling with Hull Trains can result in a reduction of over 90% in CO2 emissions compared to driving the same distance. Further information is available via the Hull Trains website<sup>7</sup>.

Alongside reductions in CO2 equivalent emissions, trains offer numerous environmental advantages in comparison to less sustainable modes of transport, including a decrease in air and noise pollution - all of which contribute to favourable environmental outcomes.

Environmental benefits associated with mode shift from highway have been estimated using TAG guidance. This approach results in the following environmental benefits:

- Greenhouse gas benefit of £10m - 30m
- Local air quality benefit of £2m - £3m
- Noise reduction benefit of £1m - £2m

The greenhouse gas benefit represents the carbon saving resulting from mode shift – i.e., it is a benefit over and above the impact of decreasing fuel usage associated with operating the rail services.



<sup>7</sup> <https://www.hulltrains.co.uk/your-experience/sustainable-travel>



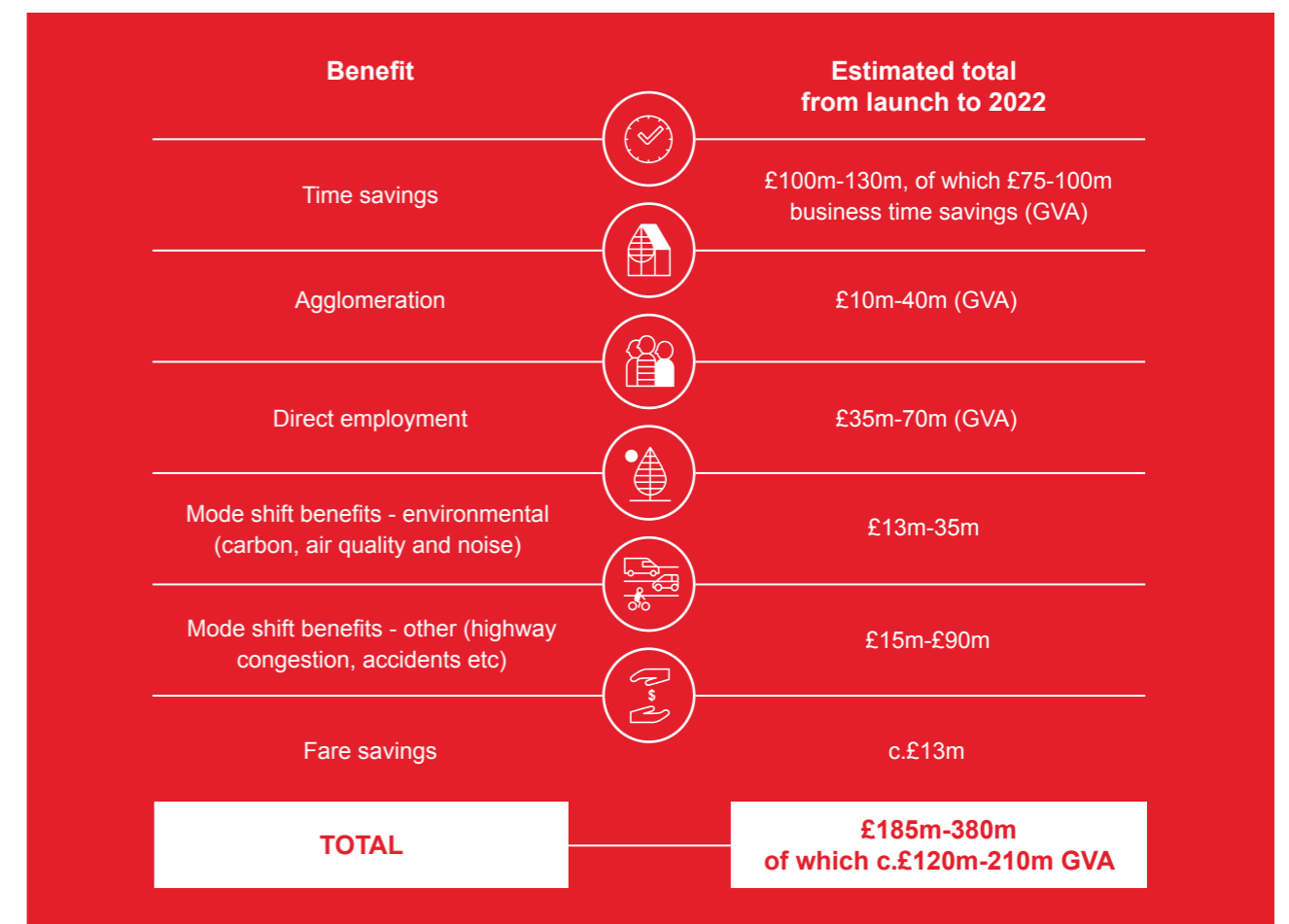


**Hull Trains**

# Summary of monetised benefits

Figure 13 brings together the various benefits that have been quantified as part of the assessment. This shows that Hull Trains is estimated to have delivered benefits of around £185m – £380m since launching in 2000, expressed in 2023 prices. The next section goes on to demonstrate additional social and distributional impacts.

**Figure 13: Summary of monetised benefits from launch to 2022**



All values are expressed in 2023 prices





# Social benefits

## Introduction

This section provides an assessment of social and distributional impacts. There is specific guidance within TAG of how to assess these, and that has been used to guide the approach taken and impacts included here.

The Social Impact Assessment (SIA) explores the human aspect of the transportation system to assess social factors that are typically overlooked in traditional transport appraisals.

The Distributional Impact Appraisal (DIA) examines how a transportation project's benefits and disbenefits are spread among various societal groups. It evaluates whether this distribution is considered equitable and appropriate.

The social and equity benefits derived from the operation of Hull Trains include community related impacts, accessibility impacts, health related impacts and distributional impacts.

## Providing social benefits to passengers

The types of impacts analysed within the SIA are safety / security, journey quality, accessibility, environmental and physical activity. The assessment for each impact makes use of a scoring approach based on a qualitative seven-point scale which considers the relative size and scale of impacts.

### Large beneficial

This category represents benefits or positive impacts that are of considerable significance.

### Moderate beneficial

This category is used when the scheme is expected to yield moderate benefits or positive impacts.

### Slight beneficial

This assessment category is used when the scheme is foreseen to have only marginal benefits or positive impacts.

### Neutral / No impact

This score is assigned when there is no observable or a negligible impact.

### Slight adverse

This classification indicates that the scheme is projected to incur minor costs or negative impacts.

### Moderate adverse

This classification indicates that the scheme is expected to have a moderate cost or negative impact.

### Large adverse

This category is used to represent significant costs or negative impacts.



The assessment of a range of social impacts suggests that Hull Trains' services delivered benefits against each one. These are summarised in Tables 2-6.

**Table 2: Safety/security assessment**

Safety/security measure	Description of assessment	Qualitative score
<i>Formal surveillance</i>	<p>Hull Trains' services are operated using a fleet of five Class 802 Paragon bi-mode multiple units. A significant security enhancement feature of the five-carriage Class 802 Paragon trains operated by Hull Trains is the presence of CCTV cameras: Ten internal CCTV cameras are fitted in each carriage (one at each end of the carriage) alongside external cameras covering each external door and forward-facing cameras.</p> <p>Moreover, standard messaging such as 'CCTV is fitted on this service for the purposes of safety and security' and the British Transport Police number (61016) is delivered by Hull Trains On-Board Managers (OBM) at least three times per journey (between Beverley or Hull and London King's Cross).</p> <p>The onboard formal surveillance system aims to ensure the protection of both the train and passengers during travel<sup>7</sup>. Consequently, the measures described above are expected to have a significant positive impact on passenger security.</p>	Large beneficial
<i>Informal surveillance</i>	<p>There are always three on-board staff on each train (including the driver) and if a ten-carriage Hull Train is running then two additional staff are available in the rear seat.</p> <p>All OBMs undergo training in two key procedures: W-H-A-T and H-O-T. W-H-A-T (What, How, Alone, Threat) is used to assess behaviour that appears unusual. The procedure involves evaluating what the person or people are doing, their behaviour, whether they are they alone or with others, and the type of threat they may pose.</p> <p>On the other hand, the H-O-T (Hidden, Obviously, Typical) procedure is used to deal with unattended items. It focuses on whether the item is hidden from view, its appearance, and where it was found.</p> <p>The training provided on these procedures plays an important role in enhancing passenger security by ensuring that OBMs are well prepared to assess and respond to various situations. Therefore, the impact of this security indicator is appraised as large beneficial.</p>	Large beneficial
<i>Emergency call</i>	<p>Each five-carriage Class 802 Hull Trains Paragon unit is fitted with 20 passenger alarm units per train.</p> <p>The provision of these help points is expected to improve passengers' experiences in relation to in-vehicle-security and fear of crime. Consequently, the impact of this security indicator is appraised as large beneficial.</p>	Large beneficial

**Table 3: Journey quality assessment**

Journey quality measure	Description of assessment	Qualitative score
<i>Traveller care</i>	<p>In aspects such as train cleanliness, toilet facilities, and the helpfulness and attitude of the train staff, Hull Trains received notably high scores in the National Rail Passenger Survey, achieving 91%, 80%, and 93% respectively. In contrast, the UK long-distance operators average scores were 81%, 63%, and 83% for these respective categories. Specific examples that can contribute to a positive experience are outlined below:</p> <ul style="list-style-type: none"> <li>– At-seat power sockets (3-pin plug and USB sockets) on Hull Trains support passengers in powering their devices and consequently, giving them opportunities to work during their journey or keep themselves entertained.</li> <li>– Hull Trains provides the option for First Class travel, which consists of wide reclining, spacious seats with extra leg room and complimentary Wi-Fi. Catering is also available with First Class travel. Complimentary activity packs for children are provided onboard, ensuring that young travellers have entertainment options to enjoy throughout their journey.</li> <li>– The new Paragon fleet that came into service from December 2019 has allowed customers to benefit from more seating (20% increase).</li> </ul> <p>Additionally, the Paragon fleet of trains is bi-mode, capable of operating in energy efficient diesel mode or by using overhead electric lines. Running on electric power helps minimise noise pollution, and the improved braking system in the fleet contributes to a quieter and smoother journey. Consequently, passengers can enjoy this eco-friendly transport mode.</p> <p>These aspects have resulted in an improved transport environment and thus a better user experience for passengers.</p>	Large beneficial
<i>Traveller stress</i>	<p>Hull Trains has been recognised as one of the UK's best rail operators for passenger satisfaction. Punctuality and reliability scored 11% higher for Hull Trains compared to other franchised train companies in the NRPS. The score associated with how well delays were dealt with for Hull Trains was also higher than that of franchised train companies.</p> <p>In addition, as recognised by the literature<sup>8</sup>, car commuters tend to experience notably higher levels of reported stress and a more negative mood compared to train commuters. Consequently, the presence of Hull Trains is expected to contribute to a less stressful commuting experience.</p>	Large beneficial

<sup>7</sup>The CCTV on Hull Trains has meant that in 2022, ten external CCTV requests (nine from British Transport Police and one from the Civil Police) were fulfilled. Additionally, Hitachi fulfilled 51 CCTV requests for internal incidents related to Hull Trains – all of which assisted internal investigations.

<sup>8</sup> See for example: Wener, R. E., & Evans, G. W. (2011). Comparing stress of car and train commuters. *Transportation Research Part F: Traffic Psychology and Behaviour*, 14(2), 111-116.



**Table 4: Accessibility assessment**

Accessibility measure	Description of assessment	Qualitative score
<i>Availability and physical accessibility of transport</i>	While the area has been generally well served, the introduction of Hull Trains on the Hull to London King’s Cross route has provided users with a new transport alternative. At present, there are at least two trains per hour between Hull and local stations, whereas Hull Trains offer a maximum of seven services per day. Before the launch of Hull Trains, residents of Hull typically had to travel to Doncaster and make a transfer.	Slight beneficial
<i>Cost of transport</i>	The introduction of Hull Trains has not only provided journey time savings but also resulted in a noticeable reduction in the cost of travel, offering passengers a more efficient and economical transport option (in comparison with private vehicles).	Moderate beneficial
<i>Services and activities located in inaccessible places</i>	Hull station is adjacent to Hull Paragon Interchange, which includes bus and coach services. As a result, the Hull to London train services offered by Hull Trains are easily accessible to individuals who do not have access to a private car. Additionally, the stations along the route can be reached via active travel and bus transportation, making them accessible to a wider range of commuters. Moreover, the increase in services between Hull and London brought by this rail service has improved the accessibility of travel between these towns and cities.	Slight beneficial
<i>Travel horizons</i>	The operation of seven out of eight daily rail services between Hull and London has expanded travel opportunities for both users and residents in neighbouring areas. This has been achieved through improved journey time reliability and resilience, as well as the introduction of an additional travel option along this route.	Slight beneficial

**Table 5: Environmental assessment**

Environmental measure	Description of assessment	Qualitative score
<i>Overall assessment</i>	As set out in the environmental section of this report, Hull has reduced its own carbon emissions and also supports mode shift from road which reduces emissions of carbon and other pollutants.	Moderate to large beneficial

**Table 6: Physical activity assessment**

Physical activity measure	Description of assessment	Qualitative score
<i>Overall assessment</i>	<p>The National Institute of Health and Care Research<sup>9</sup> recognises the role of public transport in promoting a healthy weight and increased physical activity. The use of public transport is associated with lower body mass index in adults. Consequently, the introduction of Hull Trains and its increase in services over time is likely to be associated with active commuting and lower risk for overweight and obesity.</p> <p>Moreover, the UK Chief Medical Officers’ Guidelines recommend for at least 150 minutes of moderate activity per week for adults. The Health Foundation suggests that walking and cycling to access public transport can assist with meeting this target. Similarly, Patterson et al. (2018)<sup>10</sup> conducted a study on physical activity associated with public transport use in England, using the English National Travel Survey 2010-14. The study’s findings suggest that public transport serves as an effective means of integrating physical activity into daily routines. The research reveals that one in three public transport users meets the recommended physical activity guidelines. Consequently, this implies that transitioning from sedentary modes of travel to public transport could substantially enhance the number of individuals achieving recommended levels of physical activity.</p> <p>The transition from private vehicles to active modes of transport like walking and cycling may not be practical for everyone. In such instances, public transport, such as rail travel, plays a significant role in encouraging a shift towards more sustainable transport options. As described above, the shift to public transport offers health benefits, as walking and cycling to and from train stations help reduce risk factors for diseases such as cardiovascular disease, certain cancers, and Type II diabetes<sup>11</sup>.</p>	Moderate to large beneficial

<sup>9</sup>See NIHR (2023). Enabling active travel and public transport - NIHR Evidence. 04 Oct. 2023.

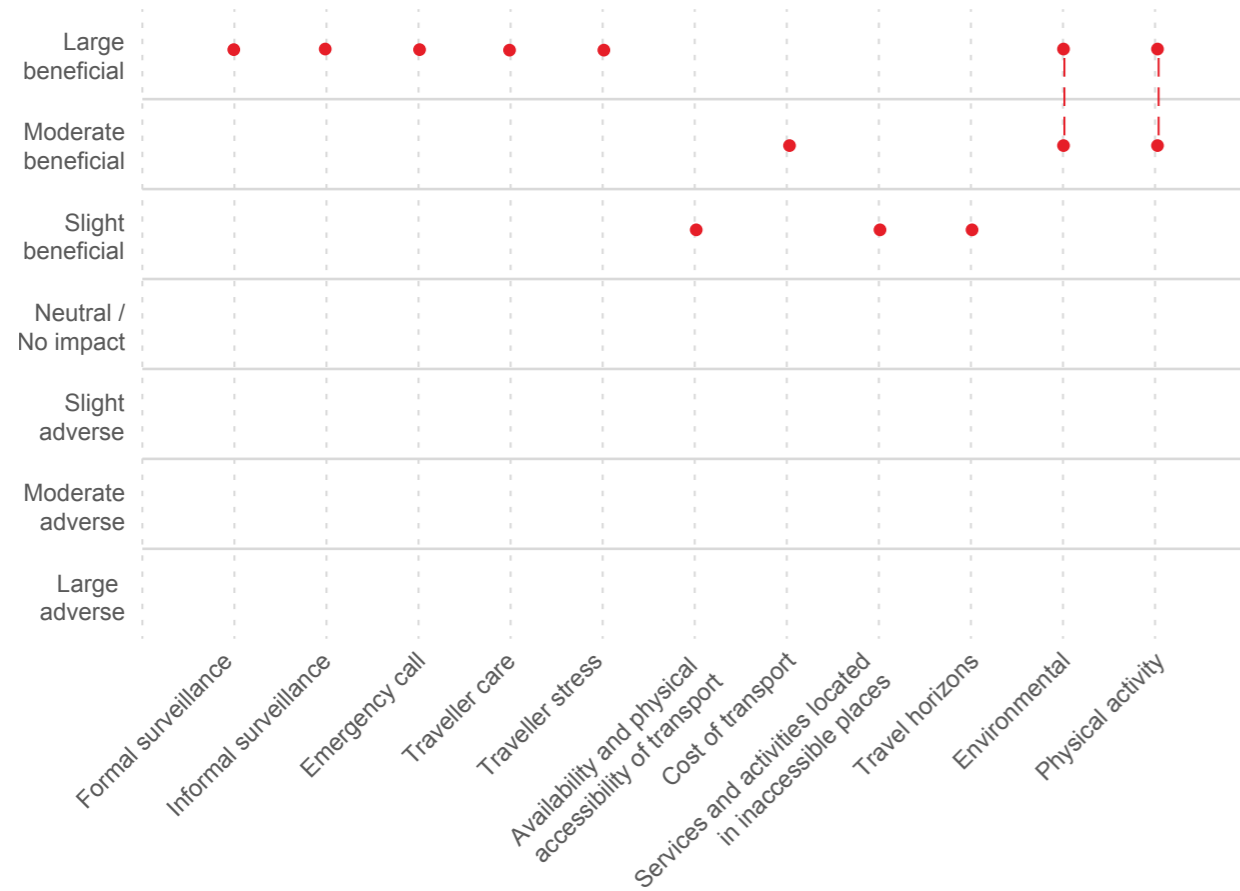
<sup>10</sup> Patterson, R., Webb, E., Millett, C., & Laverty, A. A. (2019). Physical activity accrued as part of public transport use in England. *Journal of Public Health*, 41(2), 222-230.

<sup>11</sup> Sustrans (2020). The health benefits of an active commute. [Online]. Available at: The health benefits of an active commute - Sustrans.org.uk [Accessed: 4 October 2023].



Figure 14 summarises these findings, demonstrating that Hull Trains delivers benefits across a range of social factors.

**Figure 14: Results from SIA**



The Hull Trains service is a fantastic resource for Selby and the districts beyond. For business commuting or leisure the Hull Trains operation is well liked and helping to bring economic and social prosperity. The Group wishes Hull Trains continued success in the future.

Selby and District Rail User Group

**Enabling distributional impacts to different groups**

The DIA refers to the extent to which operation of Hull Trains impacts different vulnerable groups, including low-income groups, children, older people, ethnic minorities, people with a disability, and people without access to a car.

The social profile of the population residing near each of the stations served by Hull Trains (except for London King’s Cross) has been analysed using ONS data for built-up areas.

Table 7 illustrates the proportions of people belonging to socio demographic groups across Hull and other areas that are served by Hull Trains. This shows that a higher than average proportion of the Hull population is in the lowest income quintile. Hull is also well above the national average for the proportion of households without a car, and has a significant concentration of population from ethnic minorities.

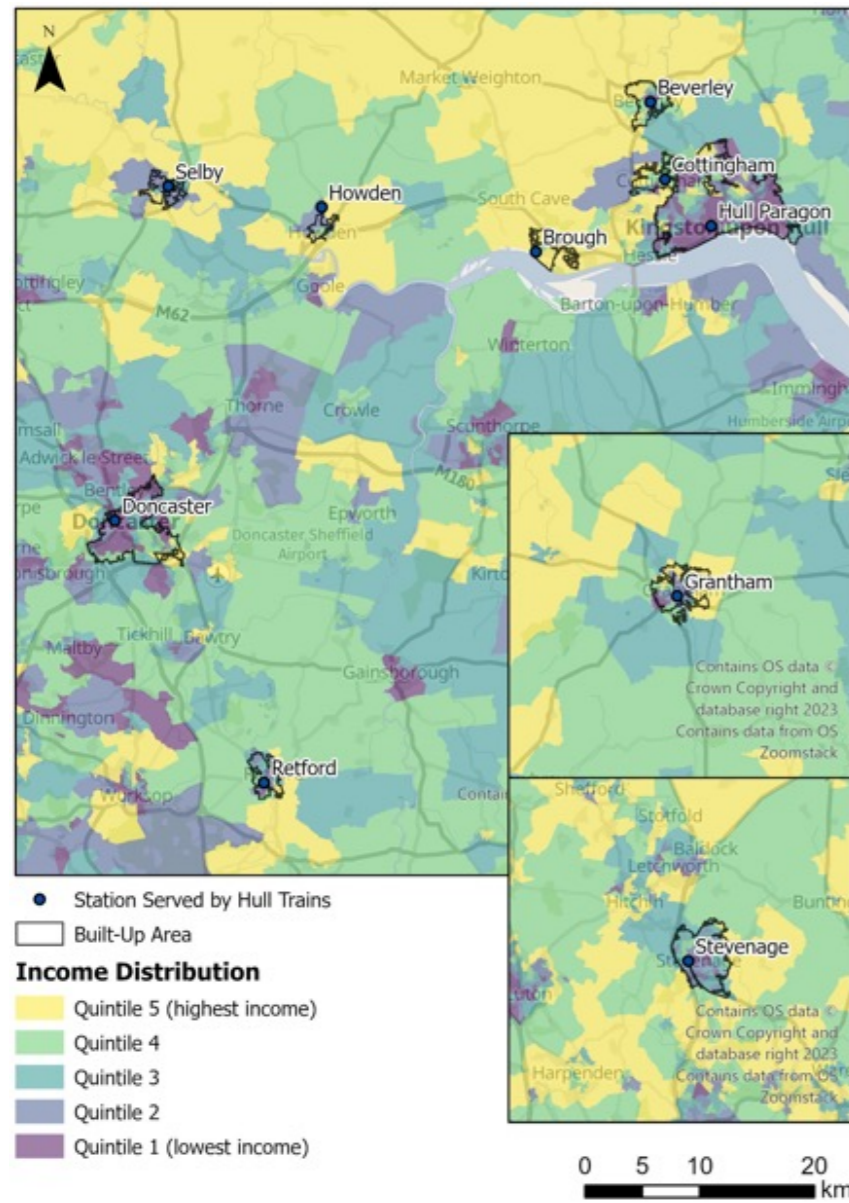
**Table 7: Socio-demographic profile for locations along Hull Trains route**

	Beverley	Cottingham	Kingston upon Hull	Brough	Howden	Selby	England
Population	31,000	14,000	272,000	13,000	4,000	20,000	
Income distribution quintile 1 (20% lowest income)	14%	10%	51%	0%	0%	13%	20%
Income distribution quintile 2	5%	0%	19%	0%	39%	48%	20%
Income distribution quintile 3	21%	16%	14%	0%	0%	12%	20%
Income distribution quintile 4	23%	57%	9%	15%	40%	0%	20%
Income distribution quintile 5 (20% highest income)	37%	17%	6%	85%	21%	27%	20%
Ethnic Minorities	6%	7%	16%	7%	4%	12%	25%
Households without a Car	19%	18%	35%	8%	14%	23%	23%

Source: ONS

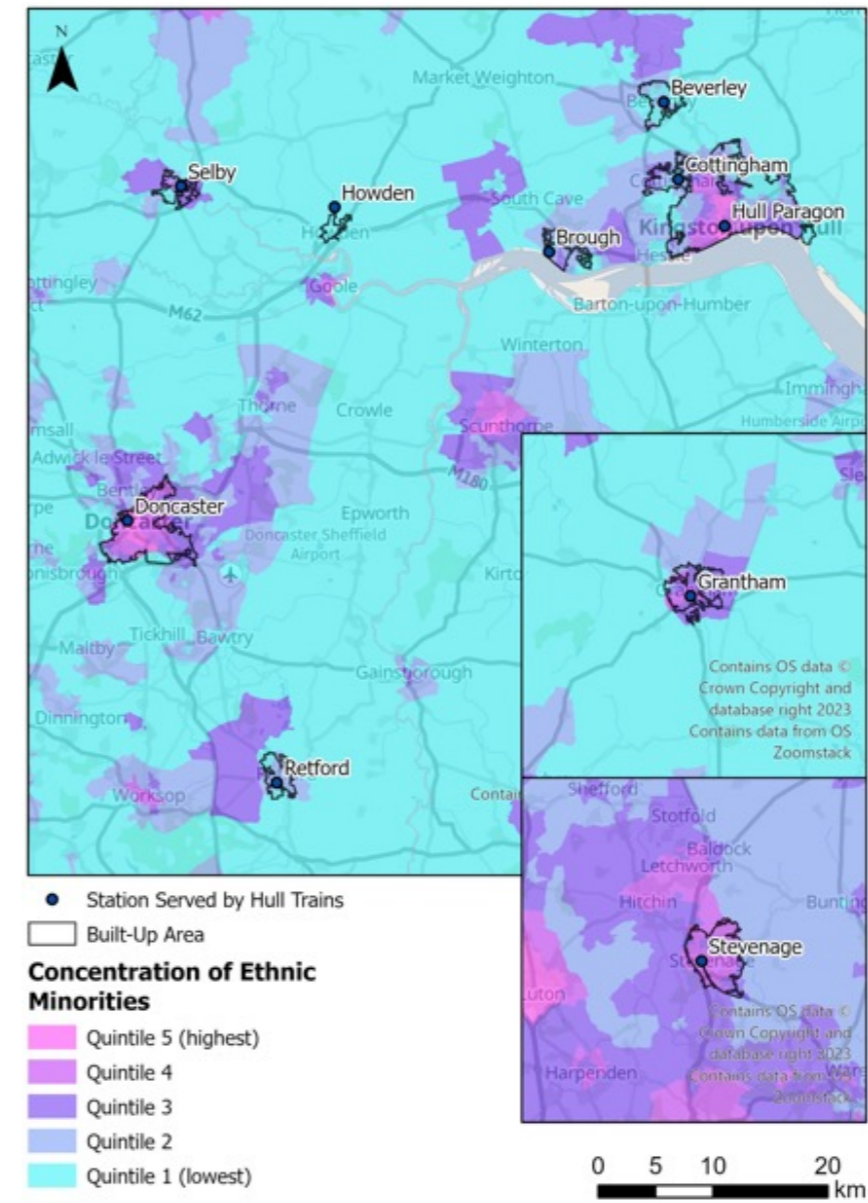


**Income distribution**



The economic benefits provided by Hull Trains spread across different groups

**Concentration of ethnic minorities**



Hull Trains serves stations with a mix of ethnic groups among their catchment population



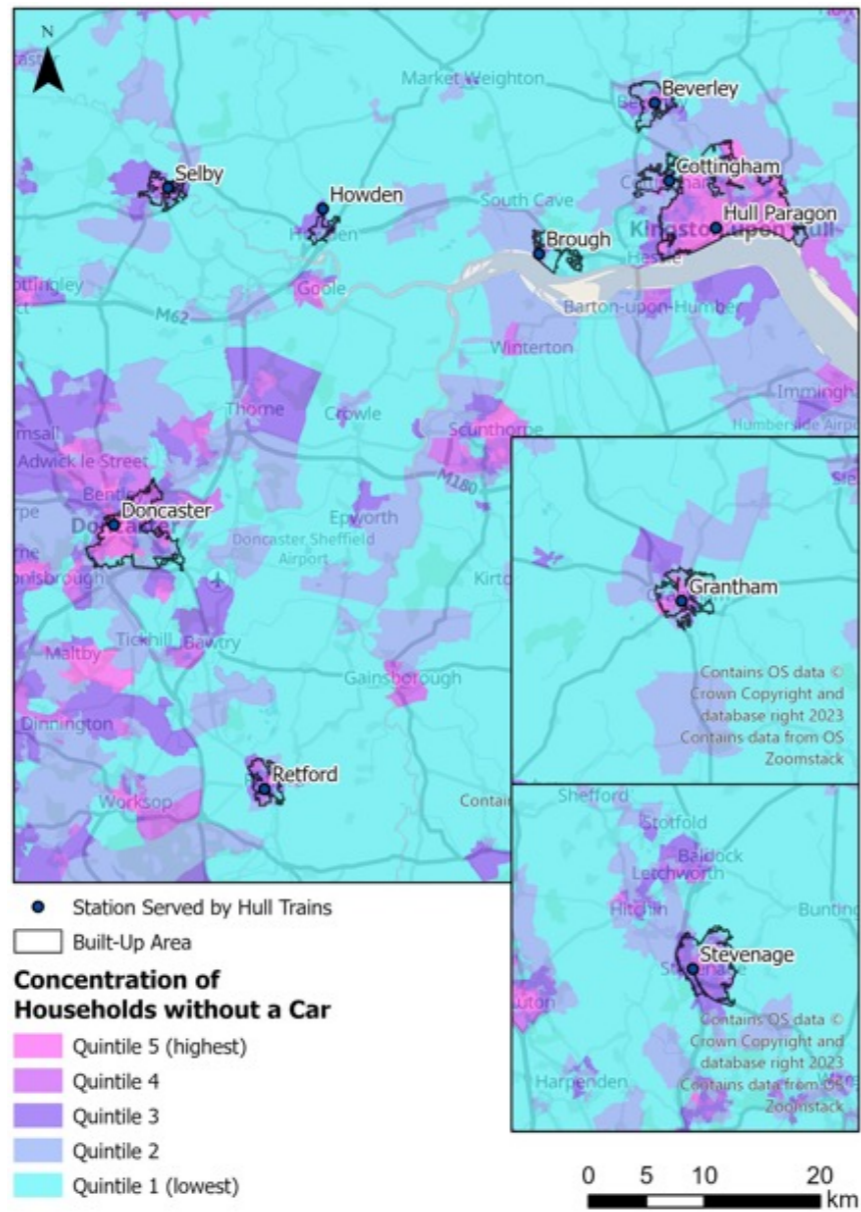
**23%**

- proportion of households without a car in England

**35%**

- proportion of households without a car in Hull

Concentration of households without a car



**Commitment to inclusivity**

Hull Trains upholds a commitment to promoting equality, fostering a supportive and inclusive workplace environment. Some key initiatives and policies include:

- An Equal Opportunities Policy that ensures all job vacancies are openly shared, inviting applicants from diverse backgrounds to apply.
- Approximately 15% of the workforce benefits from flexible working contracts. These arrangements are in place for various reasons such as employees' health, well-being, and the need to balance caring responsibilities. Hull Trains supports employees returning from maternity leave and those with other caregiving obligations.
- The company has committed to the Railway Mental Health Charter, which emphasises the importance of good mental health and well-being in the rail industry.

Additionally, Hull Trains facilitates necessary adjustments to job roles, accommodating employees with mental or physical disabilities. The company takes pride in maintaining a workspace that meets contemporary standards for safety and comfort. Finally, a culture of care and support is promoted, extending from onboard train services to the office environment. These characteristics of the work environment ensure fairness and equity for all individuals, especially to those with difficulties and special needs.



# Nomination – partnership working throughout the year

**Staff look out for each other. There is a sense of community within the organisation, when incidents occur welfare checks are acted upon.**

Fraser Nash, auditor, December 2021.

- In the Office of Rail and Road (ORR) safety evaluation for 2023, a level 5 evaluation was given to the way that Hull Trains Safety team works together with frontline teams and health and safety representatives to achieve collaborative solutions through partnership working.
- This is an approach that is embedded throughout the company and the culture of all colleagues. It is led and delivered by its people and ensures that comprehensive processes and procedures are maintained at all times.

- The organisation takes great pride in its extremely low levels of passenger accidents. The efforts of colleagues across the board means that Hull Trains has had just one passenger accident on board its trains in the 2021/22 financial year.

- This is a significant achievement and is representative of the safety culture at Hull Trains. It is in large part a result of the continued, concerted efforts made by Frontline teams, Health and Safety representatives and Safety team members.

**A collaborative approach is embedded throughout the company and its culture**

Hull Trains has implemented a variety of safety initiatives recently, including:

- Health and safety representatives at Hull Trains were instrumental in supporting the introduction of ‘Skyguard,’ which was seen as a potential solution to the issue of drivers, on board managers and other staff acting as lone workers, particularly when waiting for taxis outside Bounds Green depot. The equipment is relatively new to the industry and provides frontline colleagues, judged to be at risk, with a security system which allows them to discreetly trigger an alert and get help if needed.



- Working alongside TED Training, the Safety, HR, and Production team developed and ran its first set of conflict avoidance training courses throughout 2023. Using real life examples of where a situation on board has deteriorated and also using recent examples such as non-compliance with social distancing and facemask wearing, they developed an interactive course for the on-board teams. They also opened up this training to a wider audience, including its On-Board Hosts and the regular on-board members of Greens, their contracted cleaning team, to further support a ‘One Team’ approach.

- Despite the challenges posed by sporting and other high footfall events, they successfully carried out the safety validation and introduced safe methods of work and risk assessments with close cooperation from health and safety representatives for ten-car operations. This was the first time a ten-car Paragon unit has operated in passenger service and has been a success overall. Hull Trains now operates ten-car services as standard on several services a week, providing a long-term passenger benefit and increasing vital capacity at peak times.

- Again, with the support of safety reps, during the pandemic Hull Trains On-Board Managers pioneered a ‘loading app’ which allowed passengers to see the loadings on board their trains in advance of the train’s arrival at a station. This meant that they could see which carriages are fuller and where there are greater opportunities to socially distance. The buy in of their teams meant that this has been continued, giving passengers a clearer understanding of what parts of the train have greater capacity.





# Looking ahead



Whilst this report has reflected on the benefits delivered since its launch, Hull Trains continues to serve Hull and the Humber region. With a track access agreement that currently runs to 2032, the service will deliver benefits for years to come. In particular, there are three additional forthcoming initiatives that can be highlighted:

#### **Additional services**

Hull Trains continues to grow its timetable in line with passenger demand. To reflect this, the forthcoming December 2023 timetable will add an additional 10-car service to the existing timetable, delivering further benefits to passengers and the wider economy.

#### **Additional jobs**

Hull Trains is also bringing back its refreshment carriage, which will support additional jobs through partnerships with three local businesses. This initiative, alongside the timetable change, will see Hull Trains increase its direct employment by approximately 20%.

#### **East Coast Digital Programme**

The East Coast Main Line is a key route, carrying over 20 million passengers annually. It connects London to Edinburgh via Peterborough, Doncaster, York, Darlington, Durham, and Newcastle. The main line acts as a spine for various branches serving destinations such as Hull.

To allow more trains to run and deliver quicker journeys across the route, several upgrades have been initiated. This includes a digital programme involving the removal of traditional lineside signals and replacement of digital signalling to improve the reliability of the train service is proposed. It will be the UK's first intercity digital railway.

The inclusion of digital signalling will mean that trains can continually communicate with each other. Consequently, there is potential to improve train service reliability and provide a punctual service for customers while reducing carbon emissions.

The initial roll out of the digital programme involves the East Coast Main Line (between London King's Cross and the Stoke Tunnels, near Grantham). Hull Trains' route joins the main line at Temple Hirst Junction between York and Doncaster. Therefore, the benefits of the digital programme to the East Coast Main Line will translate into benefits to the Hull Train service.

A high-level assessment has been made of the scale of benefit over the next ten years from continuing Hull Trains services, based on the same benefits that have been assessed in this report for the period up to now since launch.

The scale of benefit depends on passenger numbers, which are not forecast as part of this assessment. However, the high-level assessment suggests a total potential benefit of £140m-£320m.





# Conclusions

This report demonstrates that Hull Trains has delivered a range of benefits since its launch in 2000. These include:

- time savings through substantially increasing the number of direct services to and from London;
- agglomeration benefits from increasing connectivity;
- mode shift benefits from reducing travel by highway;
- fare savings to passengers;
- GVA impacts through direct employment; and
- a wide range of social and distributional impacts associated with factors such as safety and security, and journey quality.

The quantified element of these benefits is estimated to be in the range of £185m-£380m, in 2023 prices.

An assessment of potential benefits over the next ten years suggests that these benefits could be £140m-£320m. Thus it is estimated that the total benefits delivered by Hull Trains from launch up to 2032 will be in the range of £325m-£700m.

These benefits demonstrate just how much Hull Trains, as an open-access operator, has added to the region that it serves. The company has responded to growth in passenger demand over time, been able to be flexible to accommodate increased demand at specific occasions, and added significant capacity to the route over and above that which is provided by the franchised service.

Hull Trains has won numerous awards and entered into several partnerships with local organisations. These reflect the company's strong commitment to the Humber region and its ability to benefit the community.

Community Rail is important, because being an operationally based entity, the railway left to its own devices would be quite happy to focus on the timetable (and perhaps the balance sheet). What community rail does, is turn the railway around to face those that it serves. Clearly community rail cannot do this on its own and it is through partnerships the Yorkshire Coast Community Rail Partnership (YCCRP) delivers what it does. No collaborations are more important than those we have with Hull Trains.

Hull Trains are really terrific, because despite the fact that the Yorkshire Coast could be considered as tangential to their business, they fully engage and the HULL bit in their name is writ much larger than the 'trains' part. So, they are local and therefore embedded in the community that we occupy up here. We always find them willing to get involved with what we do, not merely financially (although that is vital), but physically too, and it is thanks to them that we feel that we can reliably deliver those projects, which in the scheme of things are fairly minor, but in our region, make such a difference.

As I say they are always there, and while we are on the edge of their empire; having a serious player who operates trains directly to the Capital, and that genuinely engages with us, helps us become credible in the eyes of potential funders and supporters. Just as important is the way that Hull Trains link with the other operators and Network Rail, making the rail industry, which can be confusing to say the least, much easier to deal with.

Pete Myers, Chair of the Yorkshire Coast Community Rail Partnership