

**ANALYSIS OF RESPONSES  
TO CONSULTATION ON INITIATIVES RELATED TO  
THE SCOTRAIL FRANCHISE EXTENSION**



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## 1. Introduction

1.1 The Minister for Transport, Infrastructure and Climate Change, Stewart Stevenson, announced on 3 April 2008 an extension to the existing ScotRail franchise to November 2014. As part of the extension deal a number of Priced Options were secured along with over £70m for reinvestment in the railways.

1.2 On 10 October 2008, Transport Scotland (TS) published *Consultation on initiatives related to the ScotRail franchise extension*. The consultation document sought the views of key rail industry stakeholders on how the Priced Options can be improved, how best they should be implemented and how the £70m secured for further services should be spent.

1.3 The consultation period began on 10 October 2008 and closed on 30 November 2008.

1.4 This report contains an analysis of responses to the consultation. The report does not contain a detailed description of every point raised in the consultation, but rather describes the main themes raised in answers to the consultation questions.

1.5 Transport Scotland is grateful to all those who submitted feedback. Where respondents have given permission, their consultation responses are published on the Transport Scotland website and in the Scottish Government library.

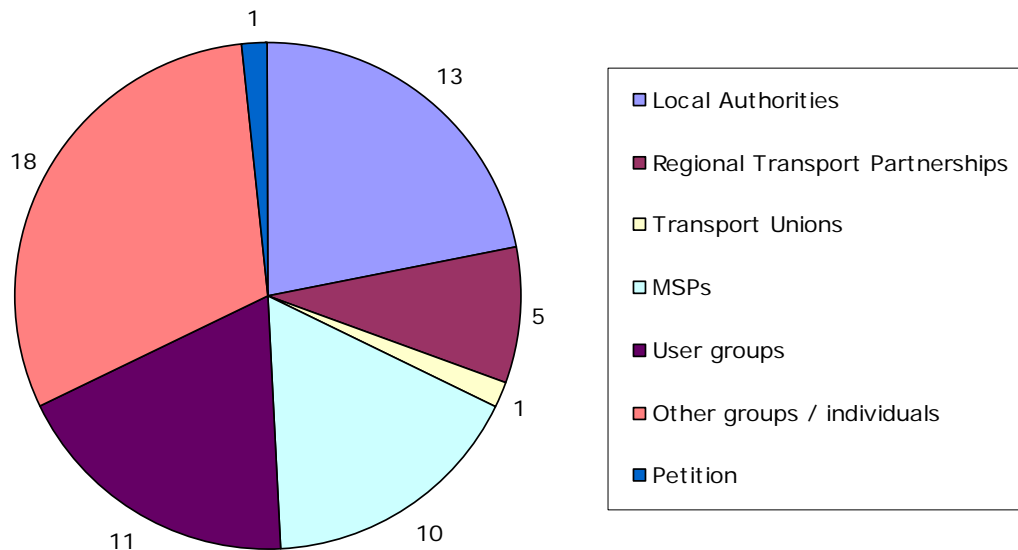
## 2. Responses received

2.1 A total of 58 responses was received. Of these 40 were from invited consultees and 18 responses (31%) were submitted by other groups and individuals. A 39-signature petition from residents of Caithness was also received.

2.2 Local authorities comprised the next largest group of respondents (13 responses, 22%), followed by user groups (11 responses, 19%), MSPs (10 responses, 17%) and RTPs (5 responses, 9%). One trade union responded.

2.3 The breakdown of respondent types is shown in Figure 1 below and a list of all respondents is attached at Appendix A.

**Figure 1. Respondent types**



### **3. Analysis**

3.1 The majority of respondents structured their comments around the questions posed in the consultation document. Some opted to focus on one or two questions or a particular issue. A few submitted papers which did not directly address any of the questions.

3.2 Responses varied considerably in length and content. The analysis of the responses categorises the main issues raised according to subject matter and relevance to specific consultation questions.

3.3 This report focuses on the responses to each of the 25 questions posed by the consultation document. Salient points raised by correspondents who chose not to directly answer the questions are also included in the analysis where applicable.

3.4 Full versions of all responses received, and where respondents have given permission, can be viewed on the Transport Scotland website at <http://www.transportscotland.gov.uk/reports>. Alternatively, copies can be obtained from the Scottish Government Library but a charge may be made for this service.

## 4. The Consultation

4.1 The consultation document sought the views of key rail industry stakeholders on how the Priced Options can be improved, how best they should be implemented and how the £70m secured for further services should be spent.

4.2 The questions were set out under three headings:

- Core services
- Connecting to passengers and people
- The Future: looking forward.

4.3 This report will deal with responses in each section separately. Because of the variety of responses it will concentrate on the main themes emerging rather than detail every suggestion made.

4.4 A total of 211 stakeholders were invited to take part in the consultation including all Scottish local authorities, all MSPs, Regional Transport Partnerships, train operating companies, trade unions and lobby/user groups.

4.5 Forty responses were received from this group with a further 18 responses from individuals, community councils, local pressure groups and other interested parties. A 39-signature petition supporting the introduction of a pilot concessionary travel scheme on the Far North Line was received from residents of Caithness.

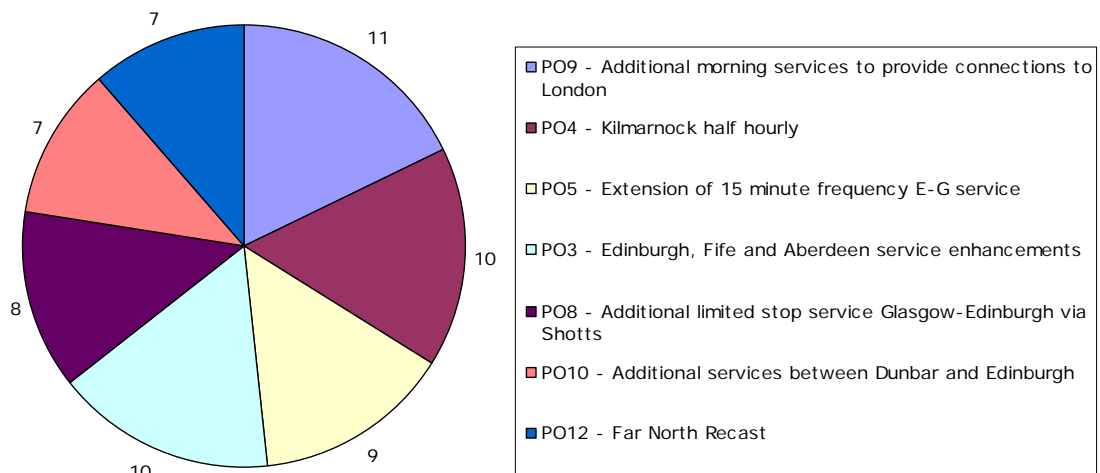
## 5. Core services

This section concerned those Priced Options which deal with the core business of the franchise – providing rail services across the Scottish network.

### Q1 Which of the Priced Options do you think best support the delivery of *Scotland's Railways*?

Thirty-five respondents commented on this question with 23 of the 28 Priced Options receiving support. The seven most popular Priced Options are shown at Figure 2 below. It should be noted that some respondents supported more than one Priced Option.

**Figure 2. Which of the Priced Options do you think best support the delivery of *Scotland's Railways*?**



### Q2 Is our schedule for new service introduction right?

There were 26 responses to this question. Four respondents (15%) recorded a simple 'yes', and three (12%) thought the schedule was acceptable.

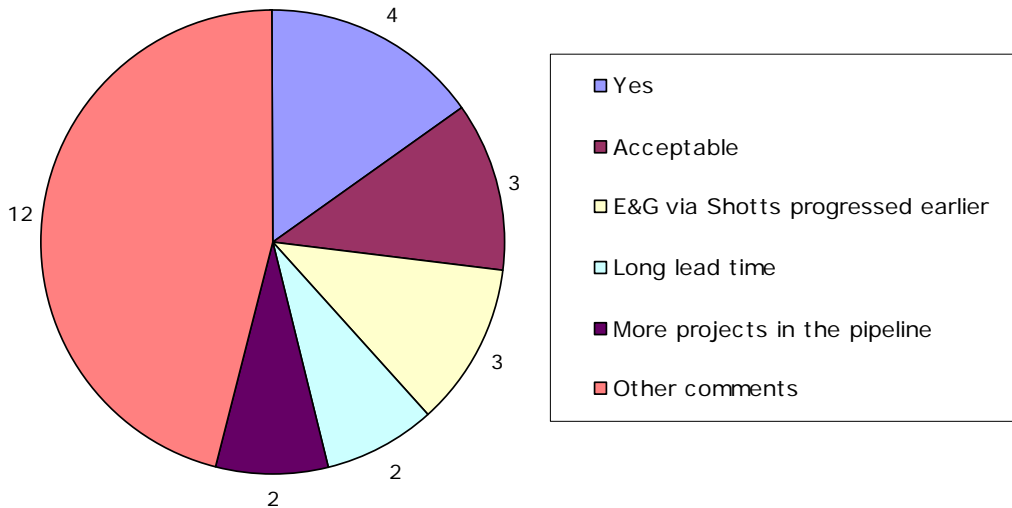
Three respondents thought that improvements to the Glasgow-Edinburgh service via Shotts should be progressed earlier than currently planned, and two respondents (8%) acknowledged that the long lead time required for planning rail services doesn't necessarily fit in with political and budgetary timetables.

Two further respondents thought that there should be more projects in the pipeline to replace those at or nearing completion.

Of the remaining 12 responses (45%), one respondent thought that the introduction of the options should be brought forward where possible, and one noted that progress was being made towards improving rail services, but commented that the pace of change was too slow.

Others did not address the question directly, putting forward instead suggestions for further improvements on particular services. Two respondents considered there was insufficient information to provide a response.

**Figure 3** *Is our schedule for new service introduction right?*



**Q3 Which future Priced Options would you wish to see Transport Scotland develop?**

Over three-quarters of respondents (44 out of 58, 76%) chose to answer this question. Since the majority of responses are relevant to specific areas these have been grouped according to Regional Transport Partnership area.

A list of full responses to this question can be found at Appendix B.

Stakeholders specifically mentioned the options below as priorities though in no particular order. In some instances these include current priced options.

**HITRANS**

- Additional daily West Highland services timed to encourage use by tourists and local residents
- Address the decline in passenger usage of the Far North Line
- Distinctive trains to connect Glasgow/Edinburgh and Aberdeen/Inverness
- Hourly Edinburgh/Glasgow-Inverness service
- Improved Sunday services on Highland Main Line and Inverness-Aberdeen line
- Pilot scheme to offer concessionary fares between Wick/Thurso and Inverness
- Dornoch rail bridge.

## **SEStran**

- Additional evening train to enable an hourly service from Edinburgh
- Development of old yard at Portobello as a new Edinburgh station for trains to London (a kind of Edinburgh Parkway)
- Edinburgh-Glasgow Smart Card project
- Enabling rail travel to St Andrews
- Encourage transfer from car to rail for commuting into Edinburgh
- Implementation of the full range of options set out in the Edinburgh-Glasgow Improvement Programme (EGIP)
- Improve cycle access/storage facilities, car parking and integrated bus connections in SEStran area
- Improving links between rail services and Edinburgh Royal Infirmary
- Interior refurbishment/enhancement of some rolling stock by 2014
- Introduction of a Sunday service to Newcraighall
- Introduction of additional services between Dunbar and Edinburgh
- Introduction of local service to Berwick-upon-Tweed including station at Reston
- Late night Saturday service Edinburgh to Dunbar
- Later evening train departures from Edinburgh
- More suitable rolling stock for long journeys (E/G to Aberdeen/Inverness)
- New local station at Winchburgh
- Opening of Portobello station
- Operation of an additional limited stop service from Glasgow to Edinburgh via Shotts
- Operation of passenger rail services between Edinburgh, Midlothian and the Borders
- Reduced fares
- Reopen south suburban line
- Review of rail fares in SEStran area
- Six-car trains on peak services to/from North Berwick
- Staffing of Edinburgh Park station to improve interchange with the tram service
- Stations Community Regeneration Fund
- Strengthening of existing Sunday services
- Sunday local services where not currently operated.

## **TACTRAN**

- Additional customer service staff at major stations
- Additional halt at Oudenarde/Bridge of Earn
- Additional services between Glasgow and Perth
- Hourly skip-stop service between Inverness and Perth and onwards to Edinburgh/Glasgow
- Hourly stopping service between Arbroath and Glasgow
- Improving the Highland Main Line under terms of Network Rail Route Utilisation Strategy (RUS)
- Increase park and ride capacity at Dunblane and/or Bridge of Allan and consideration of opportunities at Blackford, Greenloaning and Bannockburn
- Increased capacity to Edinburgh and Glasgow
- Longer trains with increased capacity between Dunblane and Glasgow
- New stations at Clackmannan and Causewayhead
- Pilot schemes to incentivise modal shift of commuters
- Provision of Sunday local services between Glasgow, Stirling and Alloa
- Service enhancements on route between Perth and Edinburgh via Fife.

### **SWestrans**

- Enhance public transport to the Commonwealth Games from more peripheral regions
- Enhanced services to Stranraer-Ayr line
- Hourly service between Carlisle and Glasgow on Glasgow Southwestern (GSW) line and additional Sunday services on this route
- Stranraer-Cairnryan to connect with Northern Ireland ferries and keep 'Rail & Sail' option.

### **NESTRANS**

- Aberdeen Crossrail – enhanced services on Stonehaven to Inverurie corridor
- Hourly service from Inverness to Aberdeen
- Improvement to bottleneck sections of infrastructure e.g. Kittybrewster
- Reopening of Kintore station.

### **Strathclyde Partnership for Transport**

- Access to the Commonwealth Games
- Environmental Improvement Works
- Glasgow Crossrail
- Improvements to Edinburgh-Glasgow journey time
- Increasing on-train capacities and platform lengthening
- Modern rolling stock
- Opportunity for passengers to board/leave Edinburgh-London trains at Carstairs
- Removal of restrictions limiting capacity on GSW and between Busby and East Kilbride
- Rolling stock procurement and capacity improvements across the network
- Stations Community Regeneration Fund.

The following suggestions are applicable across the Scottish rail network:

- Additional staffing at all stations
- Better interchange information and facilities at all stations
- Better transport integration in line with passenger needs
- Delivering better efficiency, performance and sustainability
- Development of hybrid or other low-emission technologies for non-electrified lines
- Development of multi-modal ticketing across Scotland for all travellers
- Doubling of single track routes
- Electrification of all but the quietest lines
- Fully integrated, regular interval or standard departure time train services across the network
- Further reduce the carbon footprint of railways in Scotland
- Later evening departures and better Sunday services on certain lines
- More 'over the counter' ticket sales
- Reusing empty station buildings in a variety of ways
- Review of the current concessionary travel arrangements
- Specially designed trains for scenic routes

- Use of additional rolling stock for service strengthening and to provide spare capacity
- WiFi across the ScotRail train fleet.

**Q4 Where should we concentrate our efforts on improving services, in particular journey times?**

The responses received covered both general and specific areas for improvement of journey times. Taking this into consideration, the top four views of respondents are detailed below:

- **Services to Aberdeen / Inverness (11 out of 31 responses, 35%)**  
Currently, the frequency and the journey time are limited by single track access. Improvements on journey time would be welcomed but not at the expense of taking out stops on the route.
- **Edinburgh – Glasgow (10 out of 31, 32%)**  
Current plans to electrify the line will contribute to an enhancement of journey times – infrastructure is an essential part of the journey time improvement plan.
- **Highland routes (8 out of 31, 26%)**  
The Highland Main Line and West Highland Line both require improvements to journey time to make a more efficient service for the rural communities of the Highlands of Scotland.
- **Longer journeys (6 out of 31, 19%)**  
The greatest development in journey time reduction can be found over longer journeys. This is a more generalised response covering long journeys throughout the Scottish rail network as opposed to just Edinburgh/Glasgow to Aberdeen/Inverness.

**Core services - summary**

The responses to the questions in this section indicate strong support for Ministers' vision for the Scottish rail network. The Priced Options secured under the ScotRail franchise extension are derived from the strategic outcomes of the National Transport Strategy as set out in *Scotland's Railways*.

Of the 28 Priced Options, 23 were supported by over three-quarters of respondents. While over one quarter of respondents thought that the current schedule for the introduction of new services was right or acceptable, others thought that some of the options should be implemented more quickly.

The question of future Priced Options quite naturally fell into preferences for specific respondent areas. There were, however, a number of suggestions that apply across the network, such as additional staffing at stations and the development of multi-modal ticketing for all travellers in Scotland.

Journey time reduction attracted a great many responses and a similar number of suggestions as to how it might be achieved.

## 6. Connecting to passengers and people

**Q5 How can buying a ticket be made easier? Please consider:**

- **More 'over-the-counter' services**
- **More ticket vending machines**
- **Customer service staff to offer assistance and advice when buying a ticket**
- **Internet purchase facilities**
- **Telesales**
- **Through mobile phones**
- **Smart cards.**

All answers were selected from the list given in the question. The weighting for the top options are given below. The general agreement was that whilst new technologies may be beneficial to many rail passengers, a large section may not be able to access/operate these and should not be disadvantaged by this.

- **More ticket vending machines (18 out of 34 responses, 53%)**  
Increase in available ticket vending machines, particularly in busy or unstaffed stations, but not to be seen as a replacement for over-the-counter sales.
- **Customer service staff (18 out of 34, 53%)**  
Having more customer service staff on hand to assist in ticket selection and journey planning would improve the ticket buying experience.
- **Internet purchase facilities (18 out of 34, 53%)**  
Internet purchasing to be simplified and easier to use, and access for handheld PDAs and mobile phones with internet access.
- **More 'over-the-counter' services (17 out of 34, 50%)**  
Over-the-counter (OTC) sales were shown to be an essential part of rail travel for most passengers.
- **Smart Cards (16 out of 34, 47%)**  
The introduction of smart cards is seen as a positive initiative to improve through-ticketing and increase multi modal travel.

**Q6 To make the best use of available space at stations, how should we balance the use between commercial outlets and other facilities that offer further passenger benefits? Please consider:**

- **The size of station based on passenger numbers and demand**
- **Type of facilities**
- **Community-based initiatives supported by the Stations Community Regeneration Fund.**

The top response to this question considers that any allocation of space within a station should be as a secondary and supporting service to the train station operation (14 responses out of 31, 45%). This is important in many regards including health and safety (commercial outlet staff in a rail environment), mobility (addition of more shops may increase mobility issues), and footfall (increased commercial outlets may lead to increased footfall through the station).

It is with this in mind that additional facilities should be planned and selected to reflect the local circumstances and surroundings of the station in consultation with relevant people/agencies (10 out of 31, 32%). Finally, 12 respondents (39%) fully supported the use of station buildings for community-based initiatives so that the station building may become a positive focus for the people of that area.

**Q7 How could the station environment be improved? Please consider:**

- **Lighting**
- **Availability of seating/furniture**
- **Safety**
- **A visible staff presence.**

The general consensus was that improved maintenance of stations and their facilities would improve the passenger experience. In addition, the following specific approaches were highlighted as potential areas for improvement:

- **Visible staff presence (23 out of 35 responses, 66%).** A visible staff presence provides passengers with a sense of safety.
- **CCTV (20 out of 35, 57%)**
- **Lighting (15 out of 35, 43%)**
- **Enhanced shelters/seating (15 out of 35, 43%).**

**Q8 How could signage be improved at stations?**

- **Directions within stations to ticket office, platforms, toilets, etc.**
- **Directions to facilities nearby, e.g. hospitals.**

Twenty-eight respondents recorded their views on this question with most making more than one point. Almost three-quarters of the responses (20 out of 28, 71%) wished to see signage at stations to places of local interest (hospitals, colleges, shops, etc.), information for onward travel by bus, taxi or cycle, and a local area street map.

An additional 14% of respondents thought that station signage should be subject to Association of Train Operating Companies (ATOC) guidelines and relevant codes of practice to ensure consistency, while 7% also considered that coordination with the local authority was necessary.

The view that internal signage at stations was generally good was reflected in 11% of responses, and 7% felt that signs should be accessible to disabled users and also include Braille.

Three responses considered that responsibility for signage was fragmented, internal signage could be improved, and that real time train information should be available.

**Q9 How can we improve assisted travel at stations? In particular, please consider:**

- **Station access (such as wheelchair ramps, facilities for light scooters, facilities for passengers with assistance dogs)**

- **Assistance for people with hearing or learning difficulties**
- **Increased training for existing staff**
- **The availability of dedicated staff.**

Thirteen of the 30 respondents (43%) to this question highlighted the need for increased staff training and awareness of issues faced by passengers with disabilities.

It was felt that the presence of highly trained staff at stations and on trains would improve the service. However, the proposal to have dedicated staff at major stations was rejected by four respondents as being inappropriate, believing instead that training should be for all staff.

Several respondents were of the view that access to many of Scotland's rail stations is inadequate for disabled travellers. This included a lack of ramps, wheelchair access, signage at entry points and facilities for passengers with assistance dogs.

Two respondents gave the opinion that all stations should be Disability Discrimination Act (DDA) compliant, one pointing out that passengers are unable to benefit from enhanced services if stations are not fully compliant.

A further two respondents said that accessibility at Haymarket station needs to be significantly improved.

Other responses noted a need for a pre-booking service so that staff were on hand to provide assistance, a requirement for more platform seats for those with limited mobility, and two respondents who found that assisted travel at rail stations appears to be good.

**Q10 Do you have any ideas for further 'RailLinks'? Please consider the accessibility of:**

- **Hospitals**
- **Bus station interchange**
- **Car parking**
- **Park and Ride**
- **Traveline**

Thirty-four respondents answered this question, many of them supporting or suggesting more than one rail link. Over a quarter (26%) of the responses were in favour of rail links from stations to local hospitals, with respondents providing details of specific routes.

Rail links to ferry terminals were mentioned in seven responses (14%) and another seven were in favour of the provision of walking routes providing convenient access. It was also felt that walking routes should receive more investment and attention.

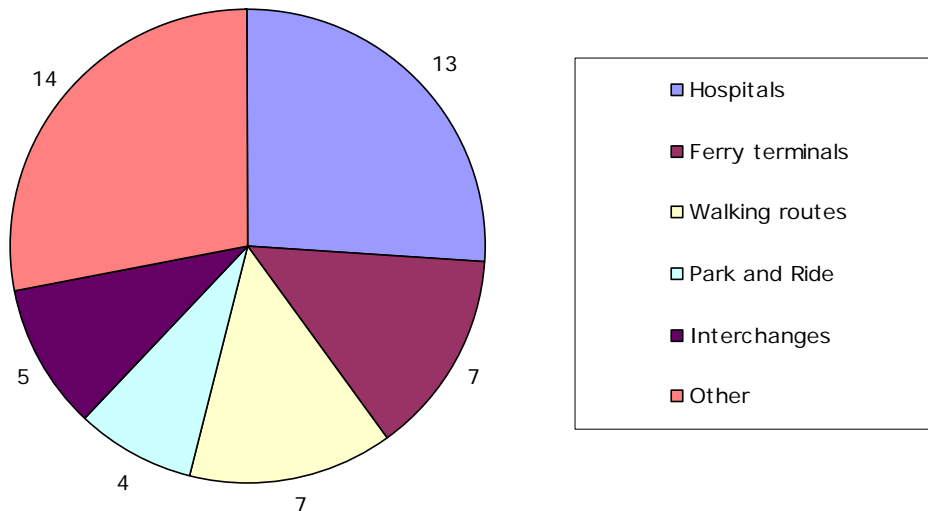
Four responses (8%) were in favour of better Park and Ride facilities with one listing 11 specific routes where these were desirable, and five responses (10%) noted that bus station and multi-modal interchanges should be developed at key regional and national rail hubs.

Fourteen respondents (28%) made suggestions for other rail link routes including links to local colleges or universities, the local airport, and one

thought that a rail link between the railway station and the local prison should be considered.

A full list of suggested RailLinks can be found at Appendix C.

**Figure 4 Do you have any ideas for further RailLinks?**



**Q11 Which pilot scheme changes to fares should we make to encourage modal shift? Please consider:**

- **Reduced fares (for disabled passengers, families, students, low-income groups, ex-servicemen)**
- **Reduced fares at targeted times of day / year**
- **Annual season tickets**
- **Geographical tickets, i.e. tickets for a particular region**
- **Other rail cards.**

There were 42 responses to this question, many supporting or suggesting more than one scheme.

Eleven respondents (26%) were in favour of extending the National Concessionary Travel scheme to include rail. Many suggested that a pilot scheme should be undertaken on the Far North Line, and in particular from Thurso and Wick to Inverness, where rail usage is in decline following the introduction of free bus travel. However, there was concern that extending free concessionary travel to rail for the over 60s may cause overcrowding and undermine the revenue streams from that age group.

Tickets were mentioned by over half of respondents. Nine (21%) thought the introduction of geographical tickets would be useful in attracting both domestic and foreign visitors and might include other modes of travel, while seven (17%) want to see the development of multi-modal ticketing across Scotland for regular travellers and individual journeys. Another seven respondents felt that the benefits of annual season tickets should be more widely promoted and incentives to increase their uptake introduced.

Eight respondents (19%) thought that rail fares should be more competitive with the cost of driving and three others (7%) called for a general reduction of fare levels. There is a view that to support modal shift to rail, fares should be significantly cheaper than the cost of driving.

Fourteen per cent of respondents want to see reduced rail fares for selected groups including those on low incomes and the disabled, and cheaper group travel for families. It was pointed out though that this should be considered on the basis of need and potential demand. It was also noted by some that the current range of rail cards is adequate and the introduction of further rail cards was unnecessary.

### **Connecting to passengers and people – summary**

This section focused on the business of buying a ticket, improving the station environment for travellers, and fares.

Responses show that how passengers purchase their tickets is an important element of their travel experience. While many favour the convenience of ticket vending machines and the availability of online purchasing, a significant number prefer to buy their tickets over the counter from a member of staff and would like this option to be more widely available.

The introduction of smart cards, geographical tickets, and rail cards for selected groups were mentioned by many respondents who felt that these would improve through ticketing and encourage multi-modal travel.

Most respondents felt that station environments could be improved through a combination of better maintenance of facilities, a greater visible staff presence, improved lighting, the use of CCTV, and improved signage. These not only improve the passenger experience but enhance passengers' perception of safety and security.

Fares were generally considered to be too expensive. To encourage modal shift to rail it was felt that fares should be significantly cheaper than the cost of driving.

## 7. The Future: looking forward

**Q12 When travelling on the train, how could passengers' experiences be improved? In particular, please consider:**

- **The balance between the provision of seating (including tables) and the availability of storage space (for luggage, cycles etc.)**
- **(up-to-date) information**
- **Helpfulness of staff**
- **Catering.**

Thirty-four respondents chose to answer this question with many commenting on several areas. Twenty respondents (59%) felt there was a need for increased luggage space, especially on trains servicing tourist destinations and airports, and that trains operating on the Glasgow Airport Rail Link (GARL) should incorporate more luggage space.

A greater capacity for safe and secure cycle storage, particularly on rural and tourist lines such as the West Highland and Highland Main lines, was considered a priority for almost half of respondents (16 out of 34, 47%).

Toilet facilities were a concern for ten respondents (29%) who felt that standards of cleanliness and maintenance should be improved so that all trains run with working facilities. They also expressed the wish that passengers are notified if toilet facilities are not functioning.

A further ten respondents wanted a visible staff presence on trains to increase passenger perception of safety. They want staff to have access to up-to-date information on interchange details, connection possibilities and any service alterations so that passengers are kept fully informed.

Ten respondents also were of the opinion that a re-evaluation of selection and pricing of on-train catering is required. Current options were felt to be poor in quality compared to price with the variety of options insufficient, particularly for long-distance journeys.

Better advance notice to passengers of any alterations to service and timetable changes was identified by seven respondents (21%) as being important. They suggested that on-train staff should have access to real time information for communicating to passengers.

**Q13 Where should we concentrate our efforts in improving the Anglo-Scottish sleeper services? In particular please consider:**

- **The number of locations served**
- **Facilities on trains or at stations**
- **Arrival and departure times**
- **The provision of airline-style overnight seats**
- **Catering**
- **Staffing.**

Almost a third of the respondents to this question (9 out of 28, 32%) viewed the provision of comfortable, reclinable airline-style seating as a cheaper alternative to berths. Six respondents (21%) felt that the main stations

served by the sleeper should have improved facilities, including access to showers for all sleeper passengers.

Five respondents (18%) want to see enhanced marketing and promotion of the sleeper to reach more potential customers. They feel it should be portrayed as a competitive, sustainable alternative to air travel and complementary to current rail services, though better punctuality and price alterations were thought to be necessary to support this.

Seven respondents (25%) would like to see a wider range of catering options available on the sleeper, while five also want communication of service information to passengers in all sections of the train.

**Q14 How could we improve the travel interchange at stations? Please consider this in terms of:**

- **Ticketing**
- **Service connections**
- **Infrastructure (waiting rooms)**
- **Facilities for cyclists (cycle racks, National Cycle Route interchange signage)**
- **Car parking**
- **Walking routes**
- **Accessibility for disabled passengers.**

The 33 respondents to this question felt that the following four areas should be given particular consideration with regard to improving travel interchange at stations:

- Fifteen respondents (45%) identified increased potential for maintaining connections with other forms of transport to allow the journey to be planned more effectively, particularly in rural areas with less frequent connecting services. They also felt there was a need for real time information on current and connecting services available on train, at stations and via on board staff.
- Better signage and walking routes were important to 13 respondents (39%) who thought that walking and cycle routes between stations and local amenities could be improved. They also want to see comprehensive and consistent signage at all stations and their environs with clear directions to local facilities.
- The creation of a new multi-modal through-ticketing scheme, similar to the Oyster card, that is routinely affordable and available, is the priority of 12 respondents (36%). It was felt that such a scheme might result in a shift towards more sustainable modes of travel and a more integrated transport network.
- A further 12 respondents expressed the opinion that rail stations should hold timetables and information on other modes of transport, for instance buses and ferries, to ensure, where possible, effective coordination of timetables across all modes of travel.

**Q15 What should our communication connectivity priorities be?**

The vast majority of respondents (20 out of 25, 80%) felt that the introduction of wireless internet connectivity on trains would benefit both business and leisure passengers. The perception being that to encourage modal shift of business users to rail would require providing an environment similar to the workplace with internet access, power sockets and the ability to use mobile phones throughout the journey.

**Q16 Would wireless internet technology significantly benefit passengers? Please comment on:**

- For leisure use
- For business use
- Short 'commuter' journeys
- Longer distance journeys.

The general consensus of 28 respondents is that wireless internet access would benefit all types of rail passengers, though over half felt that it would be most effective on longer distance journeys. The belief of respondents was that the introduction of wireless internet technology on the rail network may encourage a modal shift to rail.

**Q17 Would you pay for this service?**

Thirty respondents chose to answer this question with over three-quarters giving a resounding 'No' on the grounds that other train operating companies have set the precedent with free wireless internet access. It was felt, however, that providing a free service may attract more people to rail.

In contrast, three respondents said they would be willing to pay for the service and three others thought it should be free to First Class passengers.

**Q18 Where should the Edinburgh-Glasgow Smart Card pilot project take us? Please consider: the outcomes which would determine whether the pilot was successful.**

Eight of the 16 responses to this question (50%) thought that the pilot would be a constructive tool in identifying any issues or problems that might arise from implementation of the technology, particularly through the infrastructure and user experience, before being rolled out across the Scottish transport network. However, it was felt that the Edinburgh-Glasgow route is not a 'typical' route within the network so there may be issues resulting from extrapolating data from a study based here.

Six respondents (38%) felt the pilot scheme would determine whether it is feasible to implement integrated ticketing services across the Scottish transport network. Markers of success were considered to be user perceptions (e.g. the experience of using the smart card), ease of use, and value for money.

Five respondents (31%) felt that any concerns pertaining to the infrastructure and technology required for smart cards should be shown up

in the pilot project and thus allow any necessary alterations to be made or introduced before rollout across Scotland.

**Q19 How best can we focus the franchisee on the options for delivering better sustainability?**

The responses to this question were wide-ranging with some very specific answers. The four most popular options for focusing the franchisee on delivering better sustainability are given below.

Over a fifth of the 24 respondents (21%) want to incorporate environmental legislation into targets and conditions of the franchise agreement. Auditing current activities on sustainability issues would also identify areas for improvement.

Four respondents (17%) felt that electrification of the Scottish rail network would deliver better sustainability, while three respondents (13%) thought that Priced Options 19 and 20 should be utilised to deliver better sustainability throughout the duration of the franchise.

A further 13% of respondents want to see incentives developed as part of the extended franchise agreement that would encourage the franchisee to hand over the franchise in a greener, more sustainable position.

**Q20 How should the Environmental Improvement Works budget be used to further improve our carbon footprint on the railways? Please consider:**

- **Electrification**
- **Waste recycling**
- **Time switch lighting**
- **'eco' driving training**
- **LED light installation**
- **Non-traction energy improvements**
- **Other.**

The 29 respondents to this question all felt that the Environmental Improvement Works budget should be utilised for the following:

- Electrification
- 'eco' driving
- Waste reduction/recycling
- LED light installation and non-traction energy improvements.

**Q21 What should we consider in station and community regeneration? Please think about:**

- **The size of station**
- **Facilities which reflect the needs of each community.**

Respondents to this question (26) felt strongly that underused or vacant station buildings should be utilised in some way to provide facilities or services for travellers and for the benefit of the local community.

It was considered important to identify stations with the greatest potential to reconnect with and fully involve the local and surrounding community. Engagement with local authorities and community groups is thought to be essential to establish local priorities.

In areas of community growth near existing stations, it was felt that developers should contribute to raising the standard of the station to meet the increased demands.

It was also felt that the restoration of buildings should be considered from a heritage perspective.

Two respondents thought this an appropriate point at which to call for the building of a new local station in their respective areas.

**Q22 Where should we concentrate our efforts on the Station Community Regeneration Fund?**

With regard to this question, the 26 respondents were of the view that the Scottish Government should concentrate on stations where bus/rail interchange can be improved and where there are particular problems with accessibility or community safety.

Respondents thought that franchisee engagement with local authorities, RTPs, and community councils/groups was important to identify and prioritise the communities to benefit. However, it was felt that each opportunity should be judged on its merits, with a possible feasibility study to identify which stations offer the greatest potential for sustainable community 'ownership' and collaboration.

One respondent felt that the fund should concentrate on funding sustainable and appropriate re-uses for Scotland's listed railway stations.

**Q23 What additional services or projects in furtherance of the Commonwealth Games Bid commitments do you feel would most benefit the city during the Games period.**

There were 26 replies to this question. Two respondents (8%) noted that the two main sporting events being held in Scotland in 2014 are the Commonwealth Games and the Ryder Cup and that these should be promoted together. A further two respondents felt that UK-wide promotion of rail services by Transport Scotland and First ScotRail would be beneficial.

Nine replies (35%) welcomed the possibility of late night rail services, improved integrated links and increased services that the volume of passengers during the Games would bring. However, over a quarter of respondents felt that any additional rail services should be for the benefit of Scotland and not just Glasgow.

Free rail travel for anyone holding a ticket for events at the Games was also welcomed by several respondents with one suggesting this would encourage long-distance travel, though another questioned the practicalities of the scheme.

Twelve per cent of respondents (3 out of 26) remarked that Glasgow Crossrail would be beneficial during the Games period.

**Q24 What aspects of the Project Manager's role are priorities to ensure the successful delivery of the projects?**

The 17 responses to this question contained a number of ideas as to what the Project Manager's role should involve. Six respondents (35%) thought that s/he should liaise individually with Regional Transport Partnerships on their issues/options to set priorities.

Four responses (24%) felt that the priority for the Project Manager should be to monitor the performance of the franchisee in delivering the projects, while two (12%) thought that the priority should be projects whose elements directly benefit passengers. Other comments felt that aspects of the role should include the identification and monitoring of funding requirements, the management of risk, and the mechanisms for setting deliverable objectives and priorities.

**Q25 Do you think that any of the improvements and enhancements proposed above will have either a positive or adverse impact on equality groups in terms of:**

- **Age**
- **Disability**
- **Gender**
- **LGBT**
- **Race**
- **Religion and belief.**

Twenty-three responses were received for this question with half of them agreeing that the proposed initiatives would have a positive impact on the groups mentioned, with the disabled, the elderly and female travellers in particular benefitting.

Improved access for mobility impaired and wheelchair users was highlighted by a quarter of respondents, including ensuring compliance with the Disability Discrimination Act.

Three respondents remarked on the safety of female travellers, especially at night, and proposed improved staff presence at stations to reduce the fear of crime.

**The Future: looking forward - summary**

As the title suggests, this section focused on the future and sought views on new technologies, sustainability, community regeneration and the Commonwealth Games, among others.

The aspects of the on-train experience that consultees felt in most need of improvement include luggage accommodation, space for bicycles, toilet facilities, staffing, on-train catering, and better communication of connection and service information.

Consultees also felt that there were areas in need of consideration with regard to improving travel interchange at stations, in particular maintaining connections and real-time information, better signage and walking routes, through ticketing, and integration of services.

On the subject of wireless internet, the majority of respondents thought this would benefit both business and leisure users. While agreeing that the most benefit would be gained on longer journeys, it was also felt that the introduction of wireless internet across the network would encourage modal shift to rail. There was general agreement that the service should be provided free, as already happens with other train operating companies, though a small number would be prepared to pay.

The majority of respondents thought that the Edinburgh-Glasgow Smart Card project would be useful as a pilot in ironing out any problems or issues with the technology prior to the rollout of a national travel card. Its success would be measured by user perceptions, ease of use and value for money.

Many respondents suggested incorporating environmental legislation into the franchise agreement as well as auditing current activities to identify areas for improvement on sustainability. It was felt that electrification of the network was the way to deliver better sustainability and respondents also felt that the Environmental Improvement Works budget should be used to achieve this.

The use of empty or underused station buildings is seen by many respondents as a means not only to improve facilities and safety at stations, but also to regenerate local and surrounding communities. It was considered essential for consultation with local authorities and community groups to take place to establish local priorities and to identify stations with the greatest potential.

The Station Community Regeneration Fund is seen as an opportunity to identify stations where bus/rail interchange can be improved, or where there are accessibility or community safety issues. Additionally, respondents thought the franchisee should engage with RTPs, local authorities and community councils to prioritise communities to benefit from the fund, though each case should be judged on its merits.

The staging of the Commonwealth Games in Glasgow is seen as a positive and welcome move that will bring increased services and improved integrated links. Respondents were of the view that UK-wide promotion of Scotland's rail services would be beneficial in encouraging longer distance

travel to the Games, and that any additional rail services resulting from the event should be for the benefit of all Scotland and not just Glasgow.

## 8. Conclusion

*Scotland's Railways* is the policy document which sets out Scottish Ministers' vision for rail in Scotland. It details a number of objectives required to achieve the strategic outcomes of the National Transport Strategy. These objectives are reflected in the Priced Options secured under the franchise extension.

It is clear from the responses to this consultation that the majority of stakeholders support the aims of the National Transport Strategy and endorse the objectives of *Scotland's Railways*.

It is also clear that the Priced Options secured under the ScotRail franchise extension require little in the way of amendment though the scope of some could be widened to better reflect the needs of passengers. For instance, the option to provide additional ticket facilities at Haymarket could be expanded to make more ticket vending machines available at busier and unstaffed stations.

The responses to the consultation also align with Transport Scotland's Strategic Transport Projects Review (STPR) published in December 2008. Responses fitted with many of the rail projects outlined in the STPR's three-tiered approach:

- **To maintain and safely operate existing assets** – respondents cited enhancements to the ticket buying process, improving the passenger experience through better station environments, signage and assisted travel. The Caledonian Sleeper was noted as an existing service that would benefit from enhancement to enable more efficient operation, while travel interchanges are seen as an important element in maximising the proficient use of the rail network.
- **Make better use of existing capacity** – respondents felt that there were a number of areas where changes would lead to an increase in passenger use of the railways. These areas include journey time improvements on the main routes, pilot schemes and changes to fares to encourage modal shift, and generally improving the passenger experience when travelling by train. Future priced options suggested provide a basis to increase the capacity and operation of the network.
- **Targeted infrastructure improvements** – sustainability and the environment were considered to be important aspects of meeting the future needs of the railways and to ensure that an efficient, high level of service is delivered. Together with future priced options and the utilisation of unused station buildings through the Stations Community Regeneration Fund, respondents thought that these would not only allow new projects to be introduced but would also build on the network that already exists.

Consultation on initiatives related to the ScotRail franchise extension

**List of invited consultees:**

Aberdeenshire Council	McInnes, Alison MSP
Argyll and Bute Council	McNulty, Des MSP
Brankin, Rhona MSP	Passenger focus
Capital Rail Action Group	Passengers' View Scotland
City of Edinburgh Council	Perth & Kinross Council
Clydesdale Rail Action Group	Rail Action Group East of Scotland (RAGES)
Coffey, Willie MSP	Railfuture Scotland
East Ayrshire Council	RMT
East Lothian Council	Scottish Association for Public Transport (SAPT)
East Renfrewshire Council	Scottish Borders Council
Falkirk Council	SEStran
Forward Scotland	South Ayrshire Council
Gibson, Rob MSP	Stirling Council
Gillon, Karen MSP	Strathclyde Partnership for Transport (SPT)
Glasgow: Edinburgh Collaboration	SWestrans
Gray, Iain MSP	TACTRAN
Hepburn, Jamie MSP	Transform Scotland
Highland Council	Virgin Trains
HITRANS	West Lothian Council
Lamont, John MSP	Whitefield, Karen MSP

**Other respondents:**

Aberdeen Cycle Forum	Pitlochry Station Bookshop
Campaign for Borders Rail	Portobello Community Council
Christie, Mr Alastair	Rail Future Scotland
Christie, Mrs Janetta	Socialist Environment and Resources Campaign (SERA Scotland)
Craigmillar Community Council	South West Community Cycles
Dornoch Rail Link Action Group	Starlink Campaign
Dunpender Community Council	Stranraer to Ayr Line Support Association (SAYLSA)
Glasgow Building Preservation Trust	One individual who wished to remain anonymous.
Jones, Alan & Gloria	39-signature petition from residents of Thurso
North Queensferry Station Trust	

Consultation on initiatives related to the ScotRail franchise extension

**Invited consultees by category:**

**Local authorities**

Aberdeenshire Council  
Argyll and Bute Council  
City of Edinburgh Council  
East Ayrshire Council  
East Lothian Council  
East Renfrewshire Council  
Falkirk Council  
Highland Council  
Perth & Kinross Council  
Scottish Borders Council  
South Ayrshire Council  
Stirling Council  
West Lothian Council

**Regional Transport Partnerships**

HITRANS  
SEStran  
Strathclyde Partnership for Transport (SPT)  
SWestran  
TACTRAN

**Transport Unions**

National Union of Rail, Maritime and Transport Workers (RMT)

**MSPs**

Brankin, Rhona MSP  
Coffey, Willie MSP  
Gibson, Rob MSP  
Gillon, Karen MSP  
Gray, Iain MSP  
Hepburn, Jamie MSP  
Lamont, John MSP  
McInnes, Alison MSP  
McNulty, Des MSP  
Whitefield, Karen MSP

**User groups**

Capital Rail Action Group  
Clydesdale Rail Action Group  
Forward Scotland  
Glasgow: Edinburgh Collaboration  
Passenger focus  
Passengers' View Scotland  
Rail Action Group East of Scotland (RAGES)  
Railfuture Scotland  
Scottish Association for Public Transport (SAPT)  
Transform Scotland  
Virgin Trains

## Consultation on initiatives related to the ScotRail franchise extension

**List of full responses to Question 3 – Which future Priced Options would you wish to see Transport Scotland develop?**

The following extracts are taken directly from the responses received from:

*Willie Coffey MSP*

- Modern rolling stock
  - Stations Community Regeneration Fund
  - Projects to enhance public transport to the Commonwealth Games
  - Environmental Improvement Works
  - Provision of a wireless technology service to passengers on the Kilmarnock-Glasgow service.

*Des McNulty MSP*

- In terms of future priced options there is no indication of forward thinking might have given this consultation greater value. Of the options cited I would give priority to the improvements to the Edinburgh Glasgow journey time given the contribution this might make to modal shift. Consideration should be given to bringing this scheme forward in the context of extra capital funds being made available following the Pre-Budget Review.

*Karen Whitefield MSP*

- I believe that Glasgow crossrail should be the major priced option in the future.

*John Lamont MSP*

- I believe that the extension of local services to East Linton and Reston should be included in the Scotrail Franchise Extension.

*Strathclyde Partnership for Transport*

- Access to the Commonwealth Games will require significant planning but will take place over a very limited timeframe we would hope that there will be considerable legacy benefits from this project. Overall the greatest benefits for the network would accrue from new rolling stock procurement as well as capacity improvements throughout the network. Inevitably on-train and on-track capacity issues will continue to be an issue for an expanding railway and we trust that meeting demand remains a core objective. The more reliable way to meet increased demand would appear to be increasing on-train capacities as track capacity enhancement is more difficult to achieve. However the use of longer trains will inevitably have implications for station capacities at major locations, and potentially at smaller stations, where platforms might have to be lengthened. Platform lengthening will therefore be required.

*Tayside and Central Scotland Transport Partnership (TACTRAN)*

- As noted in the answer to Q1 TACTRAN supports the provision of Sunday local services between Glasgow Queen Street, Stirling and Alloa, building on the recent successful Stirling-Alloa re-opening, and also the provision of additional services between Glasgow and Perth, incorporating the TERS [Tay Estuary Rail Study] proposed hourly stopping service between Arbroath and Glasgow.

A further Option included in "Scotland's Railways" programme of work, which is also supported by the TACTRAN RTS, involves the introduction of an hourly "skip stop" service between Inverness-Perth and onwards to Edinburgh/Glasgow. TACTRAN supports the development of work on improving the Highland Main Line, as described within the Medium Term proposals in the Network Rail RUS,

## Consultation on initiatives related to the ScotRail franchise extension

where reference is made to additional infrastructure combined with rolling stock with enhanced performance. The Network Rail Strategic Business Plan (Route Plans 24 and 25) confirm proposed implementation of this service enhancement from December 2011, which TACTRAN supports. In considering further journey time and capacity improvements between Perth and Edinburgh, consideration should be given to the potential for including an additional halt at Oudenarde/Bridge of Earn, where approved housing development makes provision for creation of an additional rail halt for commuting and other demands on the M90 corridor.

The RUS Short Term proposes longer trains with increased capacity between Dunblane and Glasgow. Again TACTRAN would strongly support this proposal for inclusion among the Priced Options as an early priority.

*The Highlands and Islands Transport Partnership (HITRANS)  
Argyll and Bute Council*

- We would be interested in 'Delivering better efficiency, performance and sustainability'. We have been at the forefront of maximizing the use of resources in rural services operating out of Inverness, with Invernet and Invernextra due to come in with the December timetable change. With high rolling stock lease costs, units must be deployed for as long a working day as possible. Thus the stabling of a unit overnight at Oban from 2126 to 0811 the next day does not represent an efficient use of resources. Furthermore track access can be achieved at little or no additional cost since the signalling centre is staffed 24 hours per day.

Similarly the empty working and positioning trains such as those that form the 0757 Aviemore-Inverness and 0712 Blair Atholl-Edinburgh could be reworked to produce new 0543 Inverness-Perth-Edinburgh and 0620 Perth-Inverness all stations trains which would allow accelerated services later. This could also be covered by the use of a seated coach on the northbound sleeper, freeing up a 158 unit. The two Elgin-Inverness short workings could also be maximized. Connectivity could be improved if splitting/joining of Edinburgh and Glasgow portions at Perth was utilized, avoiding the up to 25 minute journey time delay for passengers who happen to require the non-through destination.

Use of additional rolling stock. Currently there is little provision for strengthening services for the holiday peaks. From December 08 the only seasonal variations will be: the West Highland Oban 0821/Mallaig 0851 separation; the extra Saturday Oban, achieved by borrowing a 156 from Strathclyde services; Mallaig 4-car for the summer to cope with heavy demand. A pool of rolling stock is needed to cover spikes in local demand. The use of loco hauled stock in Fife may offer a solution to Saturday Highland Main Line frequency enhancement.

*South East of Scotland Transport Partnership (SEStran)*

- In addition to implementation of Option 10, SEStran would ask that further consideration be given to developing the options outlined in section 2.2 above. [Refer to SEStran consultation response for details.]

*South West of Scotland Transport Partnership (SWESTrans)*

- We would like to see priority given to projects to enhance public transport to the Commonwealth Games from more peripheral regions such as the South West of Scotland. The future programme does not appear to help the situation in a rural area such as Dumfries and Galloway, which is poorly served by rail services. We would like to see priority given to an hourly service between Carlisle and Glasgow on the Glasgow and Southwestern line together with additional Sunday services on this route.

## Consultation on initiatives related to the ScotRail franchise extension

*Passenger Focus*

- Development of future priced options should consider passengers' priorities for improvements to rail services in Scotland.

The top priority '*price of train tickets offer excellent value for money*' could lend itself towards a change in the pricing and validity of train tickets. Many rail journeys/routes have a return train ticket that is only valid for one day i.e. day return, consideration should be given to offering passengers period returns on some of these journeys/routes. The pricing of single tickets at around 90% of the return fare could also be changed to offer better value for money. One of the reasons for having high-priced single fares was to counter fare evasion. With the introduction of automatic ticket barriers at many stations perhaps it is time to revisit the pricing of single tickets.

The second top priority '*sufficient train services at times I use the train*' reflects the growing desire of passengers to have a twenty-four hour, seven day a week rail network. Passenger Focus welcomes the increase of late-night services in the Glasgow and Highlands areas but would welcome consideration to introducing late-night services in the Edinburgh area, perhaps towards Fife and East Lothian. Passengers would also welcome the introduction of early-morning services and consideration to introducing Sunday services on routes that do not currently enjoy a Sunday service i.e. New Craighall.

*Clydesdale Rail Action Group*

- The future priced options do not appear to be defined. If asked what should be done we would answer:
  - Re-instate services between Clydesdale and Edinburgh via Carstairs.
  - Re-instate a local service on the West Coast Main Line including re-opening local stations and connecting at Carlisle with services to the south.
  - Improve the Lanark to Glasgow service which for most of the day is slow and affected by overcrowding and unreliability.
  - Improve legislation to allow reliable bus links.
  - Support NPPG17 [*National Planning Policy Guideline 17: Transport and Planning (Scottish Executive, 1999)*] and prevent adverse development on former station sites and disused rail routes.
  - Support the Scottish Sleeper service.
  - Improve stations for passengers.

Having said that there have been many improvements over the past 10 years, which we never thought we would get, such as Sunday trains and toilets on trains on the Lanark service and CCTV at Lanark and Carlisle. All had been considered out-of-the-question at one time.

*Capital Rail Action Group (CRAG)*

- ... one obvious initiative worthy of consideration would be the provision of a Sunday service between Edinburgh Waverley and Newcraighall via Brunstane.

Such a service was envisaged from day one on this line – back in 2002 – and in fact the official working timetables published at that time actually showed trains running on a Sunday. The funding for this, however, was part of an agreement with landowners near Newcraighall and this fell through at the last minute. Since then, of course, folk using the line have been a bit put out at not having the opportunity to use the train service on Sundays – despite, in many cases, paying for a season ticket whose price certainly appears to reflect a 7-day service!

## Consultation on initiatives related to the ScotRail franchise extension

Sunday is a busy shopping and leisure day these days and I would therefore commend the provision of a Sunday service as one of the initiatives Transport Scotland should pursue in seeking to extract additional benefit for rail users as a result of the extension of the First ScotRail franchise.

*Passengers' View Scotland*

- Future options would need to be in line with what research indicates passengers want as well as enabling better transport integration, where trains connect with each other and with other modes, particularly ferries.

*Glasgow-Edinburgh Collaboration*

- It is not clear whether any elements of the Scottish Government's strategic programme (notably Edinburgh-Glasgow Improvements Programme) comprise a potential Priced Option. We would argue strongly for implementation of the full range of options set out in EGIP, whether these are defined as Priced Options or not.

*Scottish Association for Public Transport (SAPT)*

- Hourly Glasgow Central-Motherwell-Edinburgh service (jointly with Glasgow-Edinburgh-London trains), giving with hourly Glasgow-Shotts-Edinburgh trains an aggregate half-hourly frequency
  - Hourly Edinburgh/Glasgow-Inverness service
  - Hourly Aberdeen-Inverness service
  - Half-hourly Glasgow-Stirling-Perth-Dundee trains, continuing hourly to Aberdeen
  - Regular-interval services to south-west Scotland
  - Additional daily West Highland services timed to encourage use by tourists and local residents
  - Fully integrated, regular-interval or standard departure time train services throughout the network
  - Revamp of Strathclyde services to provide Metro frequency on most inner-suburban routes
  - New stations and passenger services on existing lines to Levenmouth (Methil) and Grangemouth.

*Rail Action Group, East of Scotland (RAGES)*

- Undoubtedly the local service described in Q2 answer, to bolster NXEC and Cross Country services at Dunbar would/should be developed – this would be an excellent value for money win-win investment.

*Perth and Kinross Council*

- In addition to the answers at 1 above, we would very much welcome the introduction of pilot schemes to incentivise modal shift of commuters and the introduction of additional customer service staff at major stations. Passengers welcome the extra help and reassurance that customer service staff provide and desire to make journeys quickly and efficiently, with journeys connections being as seamless as possible. Wi-fi technology should also be rolled out across the network particularly on the major regional routes as this provides an additional benefit to both business and leisure passengers.

*West Lothian Council*

- Operation of an additional limited stop service from Glasgow to Edinburgh via Shotts
  - Continued operation of the Glasgow Central to Glasgow Queen Street RailLink service
  - Improving links between rail services and Edinburgh Royal Infirmary

## Consultation on initiatives related to the ScotRail franchise extension

- Staffing of Edinburgh Park Station to improve interchange with the tram service
- Delivering better efficiency, performance and sustainability
- Edinburgh-Glasgow Smart Card project
- Use of additional rolling stock for service strengthening
- Additional Customer Service staff at major stations
- Provision of wireless technology service to passengers on the Edinburgh-Glasgow service
- Stations Community Regeneration Fund.

*Highland Council*

- Improved Sunday services, particularly on Highland Main Line where Sunday services are very sparse, and Inverness-Aberdeen line.

*Stirling Council*

- To support the transfer of the increasing number of trips to rail, we feel the following are necessary in the Stirling area:
  - Increased capacity to Edinburgh and Glasgow, and obviously any capacity improvements along the routes which enable such (eg Queen St Stn)
  - Increased rail park & ride capacity in particular at Dunblane and / or Bridge of Allan, but also consideration of opportunities at Blackford, Greenloaning (both PKR) and Bannockburn.

*East Lothian Council*

- The Council would like to see a proposal developed for the introduction of 6 car trains on peak hour services to/from North Berwick. Capacity on the current 4 car trains is becoming an issue and demand will continue to grow as new housing sites are developed. In addition, the introduction of one additional train in the evening would enable an hourly service to be run through to the last train from Edinburgh at 23.07. A late night service from Edinburgh to Dunbar on Saturdays should also be considered.

*Falkirk Council*

- Additional rolling stock both for strengthening trains and to provide an appropriate level of spare capacity in the event of failures. Introduction of more suitable rolling stock on long distance journeys e.g. Glasgow/Edinburgh to Aberdeen and Inverness.

*East Ayrshire Council*

- Of the priced options not marked with and \* ie. initiatives which have either been or are about to be implemented, the most important for East Ayrshire are likely to be: -
  - Environmental Improvement Works; and
  - Use of additional rolling stock for service strengthening.

*The City of Edinburgh Council*

- Reduced fares
  - The introduction of a Sunday service to Newcraighall
  - It is not clear whether any elements of the Scottish Government's strategic programme (notably Edinburgh-Glasgow Improvements Programme) comprise a potential Priced Option. We would argue strongly for implementation of the full range of options set out in EGIP, whether these are defined as Priced Options or not.
  - It is likely that an interior refurbishment will be required on some rolling stock by 2014. This should include enhancement.

## Consultation on initiatives related to the ScotRail franchise extension

*Scottish Borders Council*

- The scheme that SBC would wish to see would be the introduction of a local service between Edinburgh and Berwick-upon-Tweed, including the reintroduction of a new station facility at Reston in Berwickshire.

*East Renfrewshire Council*

- A priority to East Renfrewshire Council is the removal of restrictions, which limit the capacity of existing services, particularly between Barrhead and Kilmarnock on the Glasgow and South Western Line and the single-track section between Busby and East Kilbride on the East Kilbride Line. The Council particularly welcomes the commitment to solve the issue on the Glasgow and South Western Line by April 2009 and recognition of the issues on the East Kilbride line in Network Rail's Route Utilisation Study. We would however urge that the timescale for this be expedited to ensure overcrowding problems do not reach critical levels.

Whilst these issues relate more to infrastructure requirements to provide enhanced capacity, it is important to highlight that where capacity improvements are introduced, service enhancements follow succinctly.

*Aberdeenshire Council*

- The introduction of an hourly service from Inverness to Aberdeen would assist in the development of that corridor for local commuter traffic, as well as improving the accessibility to Inverness.

Coupled with improvements to that service would be the reopening of Kintore Station. The draft Development Plan for Aberdeen City and Shire highlights substantial development opportunities along that particular transport corridor. Reopening of the station at Kintore would provide modal choice for an area that is expected to grow substantially over the coming decade. Improvements to the bottleneck sections of the infrastructure, such as Kittybrewster, should be included in future Priced Options. Removal of such restrictions would allow greater flexibility of timetabling and for future enhancements to services.

Connected to that improvement would be consideration of the provision of an Aberdeen Crossrail service, providing enhanced local services on the Stonehaven to Inverurie corridor, potentially extending to, the about to be reopened, Laurencekirk Station. The scale of potential development along this corridor, as highlighted in the Draft Development Plan, is such there is a need to provide a local service that can augment that already provided. Without such augmentation, the full potential of the rail infrastructure in this area cannot be realised, and true modal choice cannot be offered.

Connectivity to stations is an issue for rural areas such as Aberdeenshire. Facilities at stations that allow multi modal journeys, such as car and cycle parking, should feature highly on future Priced Options. Linked to this is connectivity across public transport modes. Integrated ticketing and timetable alignment are essential to improve the public transport product, and initiatives to drive this forward would be welcomed in future Priced Options.

In the longer term, further consideration should be given to the electrification of the line south from Aberdeen. Scotland has set challenging carbon reduction targets, and it is essential that the transport sector plays its full role in the realisation of these reductions. In addition, electrification of the line south from Aberdeen would provide substantial opportunity for large-scale renewable generation to be established to meet the required demand.

## Consultation on initiatives related to the ScotRail franchise extension

**Full list of suggested RailLink routes in response to Question 10.**

The following extracts are taken directly from the responses received from:

*Willie Coffey MSP*

- Investment to support 'no-change' access from Kilmarnock to Edinburgh.

*Karen Whitefield MSP*

- With the absence of a station at Plains on the new Airdrie to Bathgate rail line, provision must be made to ensure that there are good bus links between Plains and the new station at Clarkston.

*Des McNulty MSP*

- There are a variety of places in Scotland where new rail links would be desirable, such as Dalmuir to the Jubilee Hospital in Clydebank; Haymarket to Murrayfield; Queen Margaret University/Musselburgh/Newcraighall; and Scrabster and Gills Bay to Thurso.

*Strathclyde Partnership for Transport (SPT)*

- See above for suggestion of potential link to/from new south Glasgow Hospital. Similarly hospital links from Queen Street/High Street to Glasgow Royal Infirmary, Paisley Gilmour Street/Canal to the Royal Alexandra Infirmary, Dalmuir to the Golden Jubilee Hospital, East Kilbride to East Kilbride Bus Station, and Troon to Troon Harbour.  
SPT has also devised a Park-and-Ride Action Plan and will take forward emerging schemes, in partnership with the wider rail industry.

*Tayside and Central Scotland Transport Partnership (TACTRAN)*

- TACTRAN has a number of initiatives in this area that it would wish to see progressed, linked with the need for development of multi-modal interchanges at key regional and national rail "hubs" including Dundee, Perth and Stirling. Access to hospitals, including the main regional health facilities at Ninewells in Dundee and the new Larbert Hospital in Forth Valley are major issues, particularly as none are within reasonable walking distance of any railway stations. TACTRAN aims to work closely with Health Boards to improve accessibility to hospitals and clearly in some instances train travel could be of significance for hospital staff, patients or visitors. The opportunity for further discussion on developing proposals would be welcomed.  
TACTRAN has developed a Park and Ride Strategy which includes exploring opportunities for developing rail-based Park & Ride at existing stations; through the TERS proposal referred to above; and through other opportunities such as Bannockburn and other new station proposals.  
TACTRAN has also developed a Regional Travel Information Strategy, a key aspect of which is to build on existing sources of information such as Traveline, to provide more comprehensive multi-modal information.  
As noted in the answer to Q8 the need to improve walking routes has been identified in work undertaken by TACTRAN in developing its Walking and Cycling Strategy.  
On all of these aspects TACTRAN would welcome the opportunity to discuss and work with Transport Scotland and First ScotRail to identify and implement improvements.

## Consultation on initiatives related to the ScotRail franchise extension

*The Highlands and Islands Transport Partnership (HITRANS)**Argyll and Bute Council*

- Parking inclusive and more rail/bus products should be developed.
  - A bus connection is required between Aberdeen Bus and Rail Stations and the Northern Isles Ferry Terminal.

*South East of Scotland Transport Partnership (SEStran)*

- In addition to the comment in section 3.1.2 (Option 15), SEStran would like to discuss possible further requirements with Transport Scotland and First ScotRail. Perhaps 'walking RailLinks' should also be considered, with 'continuous signing' for pedestrians for example between Edinburgh Waverly and St Andrew Bus Station.  
SEStran would also like further consideration to the provision of more 'virtual branch lines' as that being introduced for St Andrews (Option 13).

*South West of Scotland Transport Partnership (SWESTrans)*

- The franchisee should engage with Regional Transport Partnerships to consider the potential options on a station by station basis.  
In the local context improvements could be made to signing at stations for example improved signing for the Southern Upland Way at Sanquhar Station.

*Passenger Focus*

- Rail links which have been identified via Local Transport Plans and Regional Transport Strategies should be considered further.

*Clydesdale Rail Action Group*

- Yes but bus deregulation prevents it.  
The few trains which serve Carstairs should be linked by bus with Lanark and Carnwath but this cannot be made to stick. Different operators wreck any attempt at co-ordinated travel and never want to wait for the train.  
Lanark to New Lanark should connect with trains but the operator decides otherwise. At one stage they refused to let their buses come into the bus-train interchange!  
Even buses which are supposed to connect with trains often don't. I personally complained again and again about people being stranded at Lanark when the bus had not waited for the train, sometimes leaving just as the train came in. Bus drivers always said they had not been told to wait or had been told Not to wait. And these were supported, specified services! A hopeless situation. Myself and many others just gave up.  
We do need connections to Wishaw Hospital and Carstairs State Hospital. New halts should be considered. Glasgow Southern General and Edinburgh Royal are hopeless for public transport but this is the fault of the health boards, not the railway businesses.

*Passengers' View Scotland*

- Rail links to hospitals, particularly Edinburgh Royal Infirmary, need to be created. The case for rail links to academic institutions needs to be examined. The operation of existing Rail Links needs to be improved, especially where late running by ferries causes rail link trains to leave without passengers in order to meet the needs of passengers further along the line.

*Scottish Association for Public Transport (SAPT)*

- Given that less than 10% of the population live within walking distance of a station, better walking routes, parking, and bus links to stations are essential. Provision of paths to provide shorter walking routes to stations should be mandatory in planning guidelines for all housing and commercial developments

## Consultation on initiatives related to the ScotRail franchise extension

which can be served by rail. Opportunities to provide better access paths to stations should be investigated, with planning regulations amended to overrule unreasonable "nimby" objections where these disadvantage public transport users.

Park+Ride car parks are overfull at many stations. A major expansion programme is needed, including multi-storey developments where land is restricted.

Also strategic P+R railheads should be developed or expanded for trunk roads, eg:

Greenhill  
 Bishopton  
 Patterton  
 Milton (east of Dumbarton)  
 Rutherglen  
 Easterhouse  
 Uphall  
 Kirknewton  
 Rosyth  
 Bannockburn  
 Stonehaven.

Co-ordination between buses and trains is sub-standard in most parts of Scotland, making the vision of an integrated transport system illusive. Bus regulations should be amended to facilitate more bus quality contracts. Bus/rail connections and through ticketing should be provided on strategic routes, giving access to rail services for towns and villages without stations.

*Rail Action Group, East of Scotland (RAGES)*

- Bus interchanges at railway stations must be introduced/developed to enable those who do not have access to a motor car to travel by train, then continue by bus or vice versa to their final destination. Examples in our Group's geographical area would be bus/es running from large new and existing housing developments timed to connect with trains. This would have a two-fold benefit in that it would free up spaces in already congested station car parks and also ensure those passengers that were travelling into the station from the more rural areas could get a parking space. A bus link from Musselburgh Station to Edinburgh Royal Infirmary would be a very worthwhile service. We must look to our continental countries, including Switzerland, to try to bring our disconnected public transport services up to their very high standard of integration.

*Aberdeenshire Council*

- As outlined earlier, the majority of rail journeys are truly multi modal. The provision of high quality links to the main onward destinations is essential for the continued increase in rail patronage. Dedicated links to hospital and transport interchanges should be a priority, with the cost and ticketing arrangements for these services being part of the original fare.

As well as links to these destinations, further consideration should be given to creating links with the other main transport modes, namely airports and ferry ports. Where these dedicated links already exist, such as Luton Airport, they appear to be successful and well patronised. Consideration should be given to the funding of such links, so that the operators of the facilities are encouraged to support services that provide the intermodal linkages.

It is encouraging to see that Active Travel has been considered in this section. The ease by which facilities can be reached by cycling or walking before, or after, a rail journey plays an important role in passenger choice. Further expansion of the information available to plan and coordinate these journeys is to be

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welcomed. Consideration should be given to active participation in initiatives such as Walkit.com, providing augmented information for Active Travel.

*Perth and Kinross Council*

- It would be useful to consult with local NHS trusts with regard to establishing links between rail stations and hospitals. It would also be useful to include GP clinics in more rural areas.

*West Lothian Council*

- Linlithgow to Livingston North, St John's Hospital and Central Livingston
  - Addiewell prison to Addiewell (station) and Bathgate
  - Newcraighall to Edinburgh Royal Infirmary
  - Larbert to The New Falkirk/Stirling Hospital
  - Bo'ness to Linlithgow
  - Links to Bathgate and Airdrie line stations.

*Highland Council*

- Interactive terminals for Traveline should be provided at large and medium sized stations.

*Stirling Council*

- Following the construction of the new Forth Valley NHS Hospital at Larbet and the transfer of services to there from the Stirling Royal Infirmary (which is to become a Community Hospital) – it is essential that we introduce and retain in the long-term good 'rail links' between Larbet station and the hospital.

*East Lothian Council*

- East Lothian Council has allocated the former Blindwells opencast coal site for development as a new settlement in the Local Plan 2008. Prestonpans station is less than five minutes away and provision of a RailLink service from the site with guaranteed connections to and from trains would encourage the new residents to use the train.

*Falkirk Council*

- Links from Larbert Station to the new Larbert Hospital.

*The City of Edinburgh Council*

- Within the Edinburgh city area, we believe that the bus 'rail links' which are already in place, or being developed, cover the main needs. Since the high-volume point to point flows are already covered, further provision would need to be based on non-dedicated (possibly existing, possibly re-routed) high frequency bus services. Generally walking routes to/from stations should receive significantly more investment and attention. See reply to Q8 regarding improved signage to bus stops, stations, and interchanges.

*Scottish Borders Council*

- None at this particular time, but there may be potential in the future to consider new RailLinks in Midlothian and the Scottish Borders following completion of the Borders Rail Project.

*East Renfrewshire Council*

- Patterton Station located on the Glasgow-Neilston line is an excellent location for the provision of a multi-modal interchange. It is envisaged that the interchange could be served by local and express buses for Park and Ride to Glasgow and also serve the 400 additional houses, new business park including hotel, and neighbourhood centre in the area. £20m is being spent on new infrastructure

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including road and utility improvements, and an extension to the existing Park and Ride car park to provide a total of 100 spaces will be completed by mid 2009. There is potential to develop a new station on the Neilston line in the Auchenback area of Barrhead, this would improve links between Barrhead and Newton Mearns, as well as providing better access to Glasgow for local residents who are some distance from the existing station in Barrhead. The case for this scheme is further strengthened by the Springfield Road urban expansion area adjacent to the line which will increase the population catchment in the area. The new rail halt would also provide sustainable access to the new Dams to Darnley Country Park. The Council is currently progressing a STAG Appraisal of public transport improvements in the Springfield Area which will be completed by March 2009. East Renfrewshire Council has also been progressing a Park and Ride Study examining opportunities for possible improvements to facilities at stations in the area. Initial work from the study has indicated the demand for increased parking provision at Giffnock and Barrhead stations. At Giffnock proposals under consideration include a multi storey car park. Proposals for Barrhead include making use of land available for approximately 20 extra spaces.