

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

Any improvements to longer more strategically significant routes would have the most impact with regard to the delivery of “Scotland’s Railways” – particularly improvements to Glasgow-Edinburgh (via Falkirk and via Shotts).

Early morning connections to London bound services are desirable but the current proposals are necessarily limited. Future expansion to more service would be a welcome commitment – not just for connections to London but also for connections within Scotland. Similarly we would like to see early morning services to Paisley Gilmour Street and Prestwick Airport to connect with early flights as part of a re-cast of the Ayrshire services.

The operation of the improved service between Glasgow and Kilmarnock is welcomed and we note that the overall network implications involved with this service improvement are significant. With regard to this, “Priced Option 4” – the indicative timetable in the Amended Agreement Document showing a half-hourly service calling at Barrhead, Dunlop, Stewarton and Kilmaurs is satisfactory.

SPT would support its early implementation, once the appropriate track and signalling works have been completed. The delivery of this option meets the strategic priorities and objectives of SPT’s Regional Transport Strategy. Any proposal that does not call at Barrhead, Dunlop, Stewarton and Kilmaurs would not be sufficient to satisfy the aspirations of SPT and our stakeholders.

Q2 Is our schedule for new service introduction right?

The schedule is necessarily impacted upon by the length of the extended franchise and as such there is limited scope for any slippage, however most of the services to be introduced are either operating already (Partick-Larkhall Sunday service) or can be operated as part of rolling stock redistribution following the completion of the Airdrie-Bathgate route so in that respect the timeframe is both realistic and achievable.

We note that there is no mention of the Glasgow Airport Rail Link and we assume that this is because it is a committed scheme within the wider franchise requirements.

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

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.

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

Journey times are probably most critical on longer journeys and any significant opportunities to improve journey times should be concentrated on strategic routes within the network.

Within the SPT area there are a considerable number of longer, regional routes – serving destinations such as Girvan, Ayr, New Cumnock, Kilmarnock, Helensburgh, Shotts, and Ardlui.

Network improvements designed to improve journey times should have a target of improving times significantly (perhaps in terms of a percentage) in order to maximise the investment, it would be less easy to justify major capital investment if it resulted in minimal timing improvements – although this could be offset by increased reliability. Within an intensive network (and in particular the Strathclyde network) there is always potential conflict between faster more regional services and shorter local services closer to the main urban centre. Measures to address this potential conflict such as signalling, tram/train conversion and platform lengthening should be considered since both the regional services and the local conurbation services are important.

Q5 How can buying a ticket be made easier?

- 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 .

Currently, the facilities at stations vary. At larger stations a number of services are available, while smaller stations with less passenger demand there are often few facilities.

Increased use of technology with regard to Smartcard, ticket-machines, internet purchasing etc. is an aspiration with the main criteria for ticket sales should be ease of transaction. Over-the-counter sales will remain a convenient and transparent choice for the vast majority of passengers. Passenger needs will concentrate on “value-for-money” issues and the rail operator should be required to ensure that all transactions regardless of how they are carried out are transparent and offer the passenger maximum choice. Encouraging the greater use of season tickets, and in the SPT area particularly ZONECARD, should also be considered along with scope for additional incentives examined.

I enclose a copy of SPT's Ticketing Action Plan which has been prepared as part of our Regional Transport Strategy and you will note that this provides strong support for developing a Smartcard solution.

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 (e.g. food outlets, news-stands, pharmacies, etc.)
- Community-based initiatives supported by the Stations Community Regeneration Fund .
- The layout of a station may have an effect on the comfort and safety of passengers.

It is essential that Transport Scotland, in partnership with Network Rail, adopt a set of Facilities Planning Standards related to passenger flow in terms of space per passenger in critical activity areas. Ticketing facilities, circulation space, waiting and seating area space, toilets, concourse services and platforms should all be considered and appropriate standards identified . Emerging planning standards should be subject to consultation with stakeholders, including SPT

Passenger information and ticket facilities (where appropriate) should take priority at all stations in terms of the facilities to be offered. Should there be space and demand for additional services, there should be an assumption in favour of outlets which offer facilities for all passengers. Similarly, heated/seating areas used by customers of commercial outlets should supplement and not displace passengers not wishing to consume food/drink who might be left in less comfortable surroundings.

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

- Lighting
- Availability of seating I furniture
- Safety (e.g. through technology such as CCTV, 'Help-Points')
- A visible staff presence.

All of the above are desirable but actual passenger needs should take priority. Staff presence, safety and lighting are all inter-connected and there should be a targeted approach to establishing where best to provide improved facilities. Additional staffing levels are particularly important in terms of the perception of safety although CCTV, lighting and help-points can also contribute.

Q8 How could signage be improved at stations?

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

On customer service

- Everyone should have an equal opportunity to access our rail services, but we recognise that our passengers have different needs.

All signage, particularly signage at identified interchange locations, should be compliant with the relevant legislation and a hierarchy of need should be identified – with particular priority given to interchange, hospitals, tertiary education, etc. Equal opportunity to access the rail network is fundamental.

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 .
- Currently, a free 'RailLink' bus service provides transport for passengers travelling between Glasgow Central and Glasgow Queen Street Stations. Another 'Rail Link' is also being considered for passengers travelling to Edinburgh Royal Infirmary from Newcraighall and Musselburgh.

Assisted access is desirable and it is accepted that there has to be commercial realism in providing such a service; quality provision at major stations/interchanges should be the first goal followed by a roll-out of improvements throughout the network targeted at significant locations with regard to demand for such access. A “rail link” to/from Hillington East and/or Cardonald to the new South Glasgow Hospital should be considered.

Q10 Do you have any ideas for further 'RailLinks'?

Please consider the accessibility of:

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

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.

Q11 Which pilot scheme changes to fares should we make to encourage modal shift?

Please consider:

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

Reduced fares are available for a large number of groups and any additional groups should be considered in light of need and potential demand. Geographical tickets are also already widely available throughout the SPT area and offer considerable multi-modal discounts - and are particularly targeted at lower income and family groups. Occasional promotion type offers should perhaps be considered for off-peak travel at quieter times in the year and they should be made as transparent as possible in order to maximise uptake - for example a £10 anywhere in Scotland could be matched in local areas by a

£5 anywhere in “Strathclyde” or “Edinburgh, Fife and the Lothians” – with no peak time restriction in most cases to simplify the offer.

Zonecard remains at the heart of the SPT ticketing regime whilst other rail cards to be offered could be an expansion of the availability of Flexipass type tickets which offer considerable discounts to commuters, part-time workers, and the regular, but not necessarily, daily traveller. These tickets have been successful on longer routes and should be considered for rolling out over the wider network. Simplification of the number of tickets available is welcomed.

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**

The number of available seats on local trains has necessarily fallen over the years given new legislation for Access for All as well as increased provision of toilets – to this end the provision of 4 car sets (to replace 3 car units) would redress the seating balance as well as cope with increasing demand on many lines. Similarly, the reluctance of passengers to store luggage out-of-sight could increase the perception of over-crowding on some trains due to luggage being stored on seats etc. – although this is less of a problem on local routes. Some local routes do, however, have stations where luggage is an issue (Prestwick Airport on the Ayr Line for example) and provision of additional luggage areas should be considered if unit allocation can be specified to certain routes. Future train services to/from Glasgow Airport will have a significant requirement for enhanced luggage space.

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**

Increased seating might be an idea if it was offered as a reduced fare option.

It is essential that the sleeper service continues to use Motherwell station as this is a regional priority in terms of increasing catchment for the service.

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**
- **Many businesses are offering wireless internet (WiFi) technology to clients.**

Partick, Clydebank, Hamilton and Motherwell form regional priorities within our area and SPT are working with industry partners to improve facilities at these locations. Interchange between trains should be as simple, quick and easy as possible and the most important issue is very often information, signage and, where appropriate, staff availability. At larger stations this is far more easily achieved than in more remote sites or indeed at smaller stations within a larger local network. Ticketing should not really be an issue as through tickets should be available in a journey involving interchange between trains. Connection times should be realistic – minimum and maximum times should be aimed at – and infrastructure provided commensurate with demand and connection timescale. Information points, particularly at recognised interchanges, should be supplied as a matter of course.

Interchange with other modes should be at strategic points on the network and should include adequate information, facilities, and security (particularly for passengers and cycles). Accessibility should be a priority, based primarily on potential demand as well as the potential limitations of the station infrastructure. Wireless internet technology should be seen as added value to a journey but need not necessarily form part of ticket cost or as part of any contractual arrangement between the franchisee and the franchise authority. However, should it be provided there should not be any differentiation between availability for standard and first-class users (virtually all trains in the SPT area are one class only) and any additional cost should be borne by the user.

Q15 What should our communications connectivity priorities be?

SPT supports the improvement of facilities for all passengers, particularly facilities which use new and emerging technologies. The communications priority in the first instance should be communicating rail information to the fare paying passenger. Thereafter there should be cascading of information, based, in part, on revenue raising (either “adverts” or costed access to WiFi technologies). Any income raised should be re-invested in the rail network, initially perhaps for the improvement of communications and technologies.

Q16 Would wireless internet technology significantly benefit passengers?

Please comment on:

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

As stated above SPT supports improved facilities although WiFi technology should be seen as “added value” and not necessarily form part of any contractual arrangement for the operation of the franchise. Leisure use might be convenient particularly for tourists

planning visits. Business use would tend to concentrate on e-mail availability and mobile phone access. There would almost certainly be a bigger market on longer trips where both time is available and contact less immediate. The issue of disruption to other non-using passengers should be considered in regard to the inclusion of new technologies on train services.

Q17 Would you pay for this service?

WiFi access should, as stated above, be seen as “added value” and the cost should be borne by the user. If people wish to use any new system it should be paid for at additional cost.

Q18 Where should the Edinburgh-Glasgow SmartCard pilot project take us?

Please consider:

• **the outcomes which would determine whether the pilot was successful.**

Any pilot project, particularly one involving new technologies runs the risk of being overtaken by technological progress, as such, the pilot scheme should be based on both existing schemes with an eye on how they have changed or will need to change in the short/medium timeframe. In order to best analyse a pilot scheme the route examined ought to be typical of the rail network elsewhere in Scotland. Glasgow-Edinburgh as a route is not typical of the Scottish rail network and there could be difficulties translating any results from the pilot into actions for the rest of Scotland. Aspirations for the pilot scheme would obviously indicate a growth in patronage and thereby revenue, however, this line has limited scope for patronage growth unless substantial expenditure is made to rolling stock and infrastructure or passengers choose to use other Edinburgh-Glasgow services (potentially an improved via Shotts service as well as the Airdrie-Bathgate route when completed).

Indicators of a successful pilot would suggest that existing passengers (both regular and occasional) would be happy with a new ticketing regime particularly with regard to purchasing of tickets at busy times of the day or the renewal of season tickets. Quicker – potentially contact free barrier access - would also be seen as a benefit. If the pilot is deemed successful there would be pressure to roll it out across the full Scottish network with all the costs that would be incurred in certain locations where overall patronage and revenue might not justify such expenditure. It would be an unsatisfactory outcome if there were to emerge a “two-tier” ticketing structure (in terms of technologies) within the relatively small Scottish franchise area.

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

• **The Environmental Improvement Works option is designed to carry out small-scale physical alterations or additions which will help to reduce the use of natural resources, reduce carbon and other harmful emissions, or reduce waste from stations, depots, or rolling stock.**

The principles of BATNEC (Best Available Technology Not Entailing Excessive Cost) should be applied in regard to small scale improvements. The franchisee will have an economic imperative to maximise the value of its franchise so costs will be important,

particularly costs which were unforeseen at the beginning of the contractual period. If Environmental Improvement Works are costly then there will obviously be greater reluctance for the franchisee to implement them – if however, economies of scale could be factored in then there would be greater acceptance to undertake the works as well as acceptance of the underlying environmental principal involved. Naturally all improvements will be governed by over-arching environmental legislation and, as such, the franchisee will have to comply.

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**

SPT would wish all of the suggested improvement to be implemented. Many of the suggested interventions are already being undertaken – LED lights for example – whilst others are, or can be, major capital schemes involving detailed planning and many months of implementation – e.g electrification of routes. Reducing the carbon footprint can be achieved in many ways and, as such, smaller more discreet schemes might result in quicker results – waste recycling, time switch lighting and “eco” driving techniques being the best examples.

Wide scale electrification of the rail network should remain a realistic goal.

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.**

Community involvement and community regeneration can very often be helped by the provision of good public transport – and of course vice versa, however, the main priority for a railway should be the safe operation of a reliable rail service. In cases of Community growth areas being located near existing stations there is a case for developer contribution to bring an existing station up to a higher standard commensurate with the new demands the station is required to meet.

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

The use of stations as Community resources is a desirable goal and there may be potential issues in terms of Health and Safety near an operational railway. Assuming this can be overcome, there would be considerable advantage in the dual use of station facilities. Reassurance for passengers using the station that there is a “staff-presence” as well as a deterrence value to acts of vandalism or loitering – if these criteria can be met

then using a station for a community purpose could have a multiple value. Any station used would have to meet fairly stringent criteria for such a use chief amongst which would be: accessibility (both physical and geographical), critical mass of local population and potential uses, lack of similar facilities nearby, and mutually beneficial arrangements regarding station infrastructure and community benefit.

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?

Implementation of GARL, improvements at Prestwick International Airport, Mount Florida, Exhibition Centre, Dalrnarnock and Bridgeton all form part of our stated improvements to be delivered as part of the Games Transport Strategy. The Games presents a challenge to the franchisee, particularly in terms of capacity both on train and on the network and it would be regrettable if the considerable effort involved were not to have a lasting legacy beyond the 2 weeks of the Games. Similarly there would be no legacy benefit if some of the capacity issues are “solved” by removing capacity from other parts of the Scottish rail network, although it could be accepted that some re-arrangement of capacity during the period of the Games might be acceptable.

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

The priorities in the Project Manager's role should be the transparent and timeous delivery of those committed parts of the franchise extension. The major aspect to this will involve the priced options outlined in the Amended Agreement - chief amongst which should be additional train services to Kilmarnock, Kilmaurs, Stewarton and Dunlop as part of the recasting of services to south-west Scotland, Perth, Edinburgh via Shotts, Edinburgh via Falkirk High, Larkhall and early morning serviced to connect with London services from Glasgow Central and services to Paisley Gilmour Street and Prestwick International Airport.

Notwithstanding the commitments given as part of the franchise extension, the continued operation of the core network should similarly be a priority regardless of the franchise extension.

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?

Please give reasons for your answer.

Most of the proposed alterations to the franchise will have a neutral effect on the above groups. We would presume that the early morning services to connect with London-

bound trains would be charged at full fare for Strathclyde Concession Card holders – assuming that no other concession was used, this could be seen as a mild disadvantage. SPT would further suggest that a monitoring regime is put in place to look at the delivery and the impact the specific interventions outlined in the consultation have had. We would propose that a full Equalities Impact Assessment (EIA) be undertaken on future Franchise changes.