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Dear Sir/Madam,

TRANSPORT SCOTLAND – RAIL 2014 CONSULTATION RESPONSE

Please find attached East Dunbartonshire Council's response to Transport Scotland's public consultation on Rail 2014, which was ratified at the Council's Committee on the 19th January 2012.

The Committee provided a number of comments on the consultation document and these have been included within the Council's response to Transport Scotland.

Yours faithfully



Paul Wood
Policy Officer - Development and Enterprise Policy Development

Rail 2014 Consultation East Dunbartonshire Council Response

1. What are the merits of offering the ScotRail franchise as a dual focus franchise and what services should be covered by the economic rail element, and what by the social rail element?

East Dunbartonshire Council is opposed to any proposal to break up the franchise model into multi franchises and ultimately a fragmented railway. This could in-turn lead to a number of different rail operators providing services, which might create difficulties for Transport Scotland in terms of coordinating and integrating rail services and may compromise the delivery of an integrated network of services and rail stations, with those seen as less profitable being jeopardised. It could also pose problems for Transport Scotland in trying to achieve transport policy objectives.

In relation to discussing the merits of offering the ScotRail franchise as a dual focus, the development of any new facilities, for example Westerhill, may require both economic and social elements of a franchise agreement. The development of a new rail halt at Westerhill, for example, would be based on a mix of economic (freight and business) needs with those of increased social needs though the introduction of rail passenger services for commuters and the local community within Bishopbriggs.

East Dunbartonshire Council opposes any proposal to break up the franchise model into multi franchises and ultimately a fragmented railway. East Dunbartonshire Council is concerned that a multi franchise model could harm local delivery in smaller areas where economies of scale could not be achieved and less profitable services and stations would be threatened with withdrawal.

Transport Scotland should also consider the merits of offering the ScotRail franchise as a dual focus in relation to the development of new facilities and infrastructure.

2. What should be the length of the contract for future franchises, and what factors lead you to this view?

East Dunbartonshire Council does not wish to propose any change to the length of contract for future franchises if Transport Scotland believes that the current franchise length (2004 – 2014) has led to improved train performance and reliability. A reduction in the length of contract would reduce opportunities for reinvestment by successful franchises.

East Dunbartonshire Council does not wish to propose any change to the length of contract awarded for future franchises if Transport Scotland believes that the current franchise length has led to improved performance and reliability.

3. What risk support mechanism should be reflected within the franchise?

East Dunbartonshire Council believe that Transport Scotland should ensure that an appropriate risk mechanism is in place to ensure that the Government will benefit from profits made as part of the delivery of Scottish rail passenger services. It is important that the Scottish Government receive a share of profits generated by the franchise to ensure further investment and enhancements are undertaken in relation to passenger services and the rail network.

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East Dunbartonshire Council believe that Transport Scotland should ensure that an appropriate risk mechanism is in place to ensure that the Government will benefit from profits made as part of the delivery of Scottish rail passenger services.

4. What, if any, profit share mechanism should apply within the franchise?

East Dunbartonshire Council would support efforts to move Scotland's Railways into a "not for profit" arrangement. Rail routes that are not commercially viable should be maintained and supported in order to provide accessible public transport and trading surpluses should, where possible, be directly reinvested in enhancing and growing local direct services. Any profits that are made from fare revenue should be invested into maintaining and enhancing the rail network and passenger services.

East Dunbartonshire Council would support efforts to move Scotland's Railways into a "not for profit" arrangement.

5. Under what terms should third parties be involved in the operation of passenger rail services?

Transport Scotland should consider allowing communities to have more engagement with operators particularly in relation to the quality of local provision within local stations and have improved engagement mechanisms to allow users to engage regarding the quality of local services.

East Dunbartonshire Council requests that local communities become more involved in relation to the quality of local provision within local stations and improved engagement mechanisms are developed.

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

As in a number of other areas of public delivery, notably business start ups and employability, incentives should seek to reflect longer term and sustained improvements in services and facilities rather than be paid on the immediate achievement of a single outcome. Incentives should reflect ongoing performance levels over a period of time and should be based on internal reporting, external scrutiny and consistently high levels of customer satisfaction.

East Dunbartonshire Council proposes that incentives should reflect ongoing performance levels over a period of time and should be based on internal reporting, external scrutiny and consistently high levels of customer satisfaction.

7. What level of performance bond and/or parent company guarantees are appropriate?

East Dunbartonshire Council would support the use of a performance bond or parent company guarantee that reflects best practice across the rail and other industries however does not have a specific view on the level that this would operate.

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Any such bond or guarantee should seek to protect the delivery of services in any eventuality without public funding being required to subsidise or act as a bail out for private companies.

East Dunbartonshire Council would support the use of a performance bond or parent company guarantee that reflects best practice across the rail and other industries however does not have a specific view on the level that this would operate.

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

East Dunbartonshire Council does not wish to comment on specific sanctions that should be used to ensure the franchise fulfils its franchise commitments. Any sanctions should reflect industry best practice and learning from other franchise agreements in place across the wider United Kingdom and Europe. Transport Scotland should seek to ensure the continued delivery of public services whilst reducing any pressures on public funding.

East Dunbartonshire Council does not wish to comment on specific sanctions that should be used to ensure the franchise fulfils its franchise commitments.

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Under the franchise agreement, East Dunbartonshire Council believe that Transport Scotland should encourage both good performance and penalise poor performance. It is important that incentive is in place in order to encourage the rail operator to improve reliability and punctuality. However, poor performance should be discouraged in order to provide a dependable service that passengers can rely upon and trust. East Dunbartonshire Council supports coordination between the rail operator and infrastructure manager.

East Dunbartonshire Council supports the encouragement of good performance through setting incentives and discouraging poor performance through penalties.

10. Should the performance regime be aligned with actual routes or service groups, or should there be one system for the whole of Scotland?

East Dunbartonshire Council believe that the performance regime should be aligned to actual routes instead of one national system. In order to encourage modal shift, it is important that the rail network within the Council locality is should be maintained and enhanced in order to improve performance. It is important that the performance figures for rail services that attract high volumes of rail patronage (i.e. Edinburgh – Glasgow) are not prioritised over routes that attract low rail patronage. East Dunbartonshire Council are concerned that such a proposal would seriously damage this authority's aspiration to develop new halts/stations at Westerhill, Woodilee and Allander.

East Dunbartonshire Council believe that the performance regime should be aligned with actual routes.

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11. How can we make the performance regime more aligned with passenger issues?

East Dunbartonshire Council suggest that the rail operator / Transport Scotland conduct regular passenger satisfaction surveys or consultation events in order to align passenger issues with the performance regime. This could enhance the relationship between the rail operator and passengers. Regular forum sessions should be held at railway stations in order to receive feedback from passengers and identify any service issues. Questionnaires should be regularly distributed or made available (in paper copy / online) in order to receive feedback.

East Dunbartonshire Council suggest that a relationship is developed between the rail operator and passengers in order to make the performance regime more aligned with passenger issues. This could be developed through regular passenger satisfaction/feedback surveys or consultation events.

12. What should the balance be between journey times and performance?

East Dunbartonshire Council believe that Transport Scotland and the rail operator should strive to enhance the performance of Scotland's rail services. Reliability, punctuality and frequent passenger services are vital in order to attract modal shift not only within East Dunbartonshire, but also across Scotland. Passengers that regularly use the rail network within East Dunbartonshire would also benefit from improved train performance. East Dunbartonshire Council is concerned that a continued focus on end to end journey times would be to the detriment of local services and in particular will seriously damage this authority's aspiration to maintain its existing network of stations and develop new halts/stations at Westerhill, Woodilee and Allander.

East Dunbartonshire Council requests that improving train performance (reliability, punctuality and improved frequency) is progressed as a key priority.

13. Is a Service Quality Incentive Regime required? And if so should it cover all aspects of stations and service delivery, or just those being managed through the franchise?

East Dunbartonshire Council supports the existing Service Quality Incentive Regime, which assesses station and train quality and is undertaken by Transport Scotland. It is important that all stations and trains are regularly inspected to ensure that facilities are provided to passengers and that they are of a high standard. Transport Scotland and the rail operator should attempt to improve the 'rail passenger experience'. Enhancing stations so that comfortable and safe waiting facilities are provided could encourage rail patronage growth. It is important that trains are comfortable, clean and provide sufficient facilities on board. Staff service and the public address system at stations and on trains could be improved to provide passengers with up-to-date information relating to services that are delayed or cancelled.

East Dunbartonshire Council supports the Service Quality Incentive Regime in order to regularly monitor station facilities that are maintained by the rail operator.

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14. What other mechanisms could be used for assessing train and station quality?

Both train and station quality should be set at high levels in order to promote rail travel as an attractive mode of transport and to encourage sustainable travel. Joint working between Transport Scotland and rail passengers should be developed in order to assess the quality of stations and trains. This would allow the people who regularly travel by train to have a greater say in terms of the quality of their journey experience. It would also ensure passenger satisfaction. Accessibility of train stations, particularly in terms of their proximity to commuting populations and availability of parking at train stations is important.

East Dunbartonshire Council requests that joint working between rail passengers and Transport Scotland is developed in order to assess both train and station quality.

15. Can better use be made of existing train capacity, such as increasing the permitted standing time beyond the limit of 10 minutes or increasing the capacity limit? What is an acceptable limit for standing times on rail services?

East Dunbartonshire Council does not support the permitted standing time beyond the limit of 10 minutes for rail passengers. Investment should be directed towards increasing rolling stock capacity to provide additional seating and standing capacity to meet both present and forecast demand. Transport Scotland should aim to encourage modal shift through offering attractive and comfortable facilities on trains. Increasing the permitted standing time and reducing seating capacity is unlikely to attract people to use rail passenger services in Scotland.

East Dunbartonshire Council requests that Transport Scotland invest in providing additional rolling stock to meet both present and future demand and do not increase the permitted standing time beyond 10 minutes.

16. Should the number of services making use of interchange stations (both rail to rail and rail to other modes) be increased to reduce the number of direct services? What would be the opportunities and challenges of this?

Interconnectivity on Scotland's rail network should be encouraged with both other rail services and other modes of transport such as bus. East Dunbartonshire Council support Transport Scotland through increasing flexibility in relation to passenger services. It is crucial that timetable modelling is developed and tested to ensure that waiting times at interchange stations are minimal. In relation to passengers travelling to/from stations within East Dunbartonshire, this is likely to be an increasing occurrence at Croy station after infrastructure enhancements as part of the Edinburgh Glasgow Improvements Programme have been completed.

The integration of train and bus timetables should be further developed in order to promote sustainable transport and should involve close working between public transport operators, passengers, local authorities and Transport Scotland. Integration between rail and local bus stations has to be improved in order to reduce the number of private car trips to railway stations in East Dunbartonshire. This would in-turn reduce demand for car parking associated with rail travel in areas surrounding train stations.

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East Dunbartonshire Council would welcome support from Transport Scotland in relation to improving the integration between rail and bus transport. There are opportunities to improve the level of public transport patronage throughout East Dunbartonshire and throughout Scotland, however, there are challenges in trying to develop working between different public transport operators due to commercial reasons.

East Dunbartonshire Council supports the integration of rail and bus services in order to provide an improved public transport service to passengers.

17. Should Government direct aspects of service provision such as frequency and journey time, or would these be better determined by the franchisee based on customer demand?

The Scottish Government should continue to direct service provision such as frequency and journey time. Transport Scotland, the Scottish Government's transport agency, set sustainable travel policy objectives and have the skills set to ensure that rail demand is monitored on all services and also at stations. Strategic transport modelling software can be used to forecast the future demand on Scotland's rail network, which aids direction when planning future service provision. The Scottish Government should set direct aspects of service provision in order to align with national transport and economic policy objectives and targets.

If a franchise was responsible for dictating service provision, then frequency and journey time are both likely to be driven by the profitability of services. This could impact on the journey time and frequency of rail services that do not generate profit. East Dunbartonshire Council is concerned that this could harm local delivery in smaller areas where they are unable to achieve economies of scale. Increasing journey time and reducing service frequency would discourage passengers from using the rail service and thus result in a decrease in sustainable transport usage. East Dunbartonshire Council would support a move to a "not for profit" arrangement.

A number of services operate through stations in East Dunbartonshire, some of which operate on the busy Edinburgh - Glasgow line. The Council request that frequent services and journey times are maintained and managed in a similar way as they are at present, with both local and strategic services given consideration when developing timetables and service frequencies. Transport Scotland should, however, aim to further improve existing rail service provision at stations in East Dunbartonshire. There has been a considerable rise in rail patronage within the last five years, with issues such as lack of car park provision and capacity on trains acting as limitations to even further growth. Additional rail halts within East Dunbartonshire should also be considered by Transport Scotland as one method of addressing customer demand.

East Dunbartonshire Council requests that Transport Scotland directs aspects of service provision such as frequency.

18. What level of contract specification should we use the for the next ScotRail franchise?

East Dunbartonshire Council request that Transport Scotland set a specification that will maximise growth and expansion across all rail routes. Transport Scotland should aim to develop a contract specification that allows transport policy aims to be met.

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East Dunbartonshire Council requests that Transport Scotland sets a contract specification that meets transport policy aims and objectives and maximises growth and expansion across all rail routes.

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Transport Scotland should outline that the franchise contract ensures that the rail operator provides clean and comfortable trains and stations, reliable services and provides additional rolling stock capacity were required. The provision of rail services should also take account of developing additional rail stations where demand exists in order to attract additional rail patronage. If possible, the provision of 24 hour rail services on key routes and the general expansion on all routes could be used as a contract incentive.

East Dunbartonshire Council requests that the franchise contract outlines specific requirements in terms of providing clean and comfortable trains and stations, reliable services and sufficient rolling stock capacity to meet present rail passenger demand. Placing emphasis on the franchisee to improve service expansion and enhancements should be used as a contract incentive.

20. What should be the rationale for, and purpose of, our fares policy?

East Dunbartonshire Council believe that Transport Scotland's fares policy should focus on being affordable, especially during off peak periods, in order to encourage rail patronage growth. East Dunbartonshire Council promotes sustainable travel and would welcome a fares policy that attracts rail patronage growth, however, it is also important that improvements to the frequency of services, journey times, car parking provision and station facilities are also undertaken to ensure that passenger growth can be supported. Existing and future levels of private car trips between East Dunbartonshire and Glasgow are forecast to be high and implementing a fares policy that encourages rail patronage growth would help reduce road based congestion and emissions. This would also contribute to both East Dunbartonshire Council's and Transport Scotland's objective of achieving modal shift.

East Dunbartonshire Council supports a rail fares policy that encourages rail passenger growth in order to achieve modal shift.

21. What fares should be regulated by government and what should be set on a commercial basis? Do your recommendations change by geographic area (the Strathclyde area example), or by type of journey (for example suburban or intercity)?

The regulation of rail fares by the government is important in terms of meeting wider social and economic objectives. It encourages affordability, which in turn rail as a sustainable mode of transport. Fare regulation also promotes accessibility to leisure destinations and essential services. If the level of regulated rail services was reduced, then the price of rail travel is likely to increase, which would discourage people from travelling by train. East Dunbartonshire Council supports the regulation of fares due to the high demand for rail travel across the local authority's six stations.

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Smaller areas which would not achieve economies of scale should be protected in order to ensure local delivery. Transport Scotland should ensure that season tickets are protected by the regulation of rail fares.

East Dunbartonshire Council supports the regulation of rail fares in order to promote the competitiveness of rail travel and ensure affordability.

22. How should we achieve a balance between the taxpayer subsidy and passenger revenue contributions in funding the Scottish rail network? At what rate should fares be increased, and how feasible would it be to apply higher increases to Sections of the network which have recently been enhanced?

East Dunbartonshire Council requests that the rate of increase in terms of the cost of passenger fares should not be at a level where the affordability to travel by rail is reduced. When the percentage cost of rail travel is increased by a substantial amount, this usually attracts negative media attention and as a result, discourages people from travelling by train. It also decreases the affordability of rail travel for rail passengers, especially during periods of low economic growth, which in-turn may lead to people travelling by private car, especially over short to medium distances where private car travel competes against rail passenger services.

East Dunbartonshire Council requests that fare increases are set at affordable levels that encourage rail patronage growth.

23. What should the difference be between peak and off-peak fares? Will this help encourage people to switch to travelling in the off-peak?

The Rail 2014 – Public Consultation document states that rail “demand is poorly matched to capacity across the day for most routes on the Scottish network. Services tend to operate at or above capacity during the peak period while there can be significant spare capacity across the off-peak. This general demand profile is especially inefficient because many peak services are crowded, which constrains further growth and reduces the passenger’s journey quality.” East Dunbartonshire Council supports a difference between peak and off-peak fares as a method of reducing overcrowding on peak services, if additional rolling stock and platform capacity cannot be provided to satisfy demand. The price of peak fares should, however, be regulated in order to promote affordability.

Although a number of passengers who travel on peak rail services are restricted by their start and end times of their working day, there is potential to offer lower rail fares out with the peak demand periods in both the AM and PM periods in order to spread the number of passengers over a greater number of trains services reduce overcrowding. Passengers who regularly experience overcrowding can experience a poor quality of journey. Developing an innovative rail fares structure could help mitigate the impact of overcrowding on peak rail services. An example of this could be developing free or low cost travel before or after the peak travel time (e.g. encouraging passengers to arrive in Glasgow by 07 00hrs or depart after 18 00 hrs). The difference in the price of fare has to be at a level that will generate patronage on services that traditionally experience less demand than peak services.

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East Dunbartonshire Council supports a difference in peak and off-peak fares if additional train and station capacity cannot be provided. Transport Scotland should look at innovative fares structures to promote travel out with the traditional AM and PM peak travel times.

24. How should we determine what rail stations are required and where, including whether a station should be closed?

There are a number of key factors that should determine what rail stations are required and their location. East Dunbartonshire Council believe Transport Scotland should assess the following key factors when determining the location of rail stations:

Areas of planned large scale residential development;
Areas of key economic development; and
Localities that have experienced significant rail patronage growth.

The development of rail halts within East Dunbartonshire should be considered by Transport Scotland as part of the Rail 2014 – Public Consultation. As the rail patronage numbers from the Office of Rail Regulation show in Table 5.1, the number of rail passengers has increased considerably over the five year period between 2004 / 05 and 2009 / 10. Overall, East Dunbartonshire Council has experienced a 31 per cent increase in the number of rail passengers travelling through the six stations within the Council locality during 2004 / 05 and 2009 / 10. This equates to an increase of approximately 890,000 passenger journeys for this five year period. These statistics are based on the financial year period.

Table 5.1 – Passenger Journeys To and From Railway Stations in East Dunbartonshire¹

Station	2004-2005 Patronage	2009-2010 Patronage	Patronage Increase	% Increase
Bearsden	325,000	487,000	162,000	50%
Bishopbriggs	503,000	744,000	241,000	48%
Hillfoot	166,000	279,000	113,000	68%
Lenzie	775,000	804,000	29,000	4%
Milngavie	603,000	824,000	221,000	37%
Westerton	534,000	658,000	124,000	23%
Total	2,906,000	3,796,000	890,000	31%

The local population has expressed great desire for rail halts to be developed at a number of potential locations on the rail network within East Dunbartonshire in order to meet both existing and future demand, particularly at key areas of development. Due to its close proximity and relationship with Glasgow, a high number of East Dunbartonshire's local population commute to Glasgow for employment on a daily basis. It is reasonable to assume that a large percentage of these commuters travel to Glasgow by private car, which not only adds to the congestion experienced on both the local road network in East Dunbartonshire but also on the strategic road network that serves Glasgow during peak periods.

¹ Office of Rail Regulation www.rail-reg.gov.uk

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Transport in Scotland accounted for 26 per cent of the nation's total carbon dioxide emissions in 2007.² Of this 26 per cent, approximately 18 per cent of carbon dioxide emissions were caused by road based transport. If the Scottish Government is to achieve its target of reducing greenhouse gas emissions, then sustainable travel must be promoted in areas where exceptional demand exists at present and is forecast in the future. As shown in Table 5.1, East Dunbartonshire is an area that has experienced significant growth in the number of people choosing to travel by train.

Encouraging the population of East Dunbartonshire to commute by sustainable transport instead of the private car is a major challenge and the Council would welcome the opportunity to work in partnership with Transport Scotland to ensure that this challenge is addressed. East Dunbartonshire Council would support the development of rail halts at key areas of residential and economic growth as a key measure to encourage modal shift. East Dunbartonshire Council's Local Plan 2 states that the Council will "define and reserve sites at locations (shown on the Local Plan 2 Proposals Map) for new rail halts at Woodilee, Westerhill and Allander, pending an investigation to be undertaken during the plan period into the merits, costs and feasibility of these facilities."³ The current Glasgow and Clyde Valley Structure Plan and Proposed Strategic Development Plan support the protection of sites for future development of the transport network and providing additional stations, with proposals highlighted at Woodilee, Westerhill and Allander.

Woodilee

Woodilee is a residential development of 858 units, as stated in the Council's Local Plan 2, to the east of Lenzie and Kirkintilloch. East Dunbartonshire Council believe that rail patronage growth is severely constrained at Lenzie railway station due to amongst other things the lack of parking provision available to passengers. Developing an additional rail halt at Woodilee would not only serve the new residential development, but also unmet demand from Kirkintilloch and Lenzie. East Dunbartonshire Council requests that Transport Scotland considers developing a rail halt at Woodilee as part of its post 2014 arrangements.

The Strategic Transport Projects Review Edinburgh – Glasgow Rail Improvements study highlights the opportunity for enhancing the rail network within East Dunbartonshire especially in relation to the Edinburgh – Glasgow rail corridor. The study highlights that Lenzie car park reaches capacity during the AM peak and there is little opportunity to expand current provision. It confirms that there is a need for intervention in relation to Lenzie Station, with the study proposing as part of Edinburgh Glasgow Improvements Programme to consider relocating the existing station to the Woodilee area of Lenzie.

Part of this intervention proposes four-tracks to allow overtaking and developing over 500 park-&-ride spaces at Woodilee. The study also acknowledges that a station in Woodilee would provide a "significant 'walk to' catchment and significantly enhance the access to / from Kirkintilloch."⁴

East Dunbartonshire Council would not support closing and relocating Lenzie station, however would encourage Transport Scotland to consider a rail halt at Woodilee as part of the Rail 2014 Public Consultation in addition to the existing location of Lenzie station.

² The Scottish Government – Carbon Account for Transport 2010

³ East Dunbartonshire Council – Local Plan 2

⁴ Transport Scotland – Strategic Transport Projects Review Edinburgh – Glasgow Rail Improvements

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Westerhill

Westerhill Business Park is a flagship location for economic development opportunities. Planning permission has been granted for a significant housing development at nearby Bishopbriggs East. There is also potential for a park-&-ride facility to be developed at land adjacent to the business park. The area of Bishopbriggs East is expected to generate significant local demand for rail services in the future.

The Bishopbriggs Relief Road, which is currently being constructed through a phased programme, is likely to attract more businesses to locate to Westerhill Business Park.

East Dunbartonshire Council has identified a suitable location for both a passing loop and rail halt at Cadder Yard, which is an area of land to the north-east of Bishopbriggs and has previously been utilised by the rail industry. This could allow trains calling at Westerhill to stop and let express services pass. Developing a rail halt at Cadder Yard would allow employees to travel to Westerhill Business Park through using sustainable transport. As Westerhill Business Park is located approximately 600 metres distance from Cadder Yard and there is sufficient land to build a rail halt to serve the business park, East Dunbartonshire Council requests that a rail halt is considered at this location.

Allander

In both Bearsden and Milngavie, there is strong support from the local population for an additional rail halt to be developed and for additional rail capacity to be provided. As stated in East Dunbartonshire Council's Local Plan 2, the Lower Kilmardinny / Westpark mixed use development includes a maximum of 550 housing units, which will provide additional demand for an additional rail halt in the Allander area. Local Plan 2 also states that a park-&-ride associated with the proposed halt would also be developed.

Due to the significant growth in rail patronage at Bearsden, Hillfoot and Milngavie railway stations as shown in Table 5.1, there are number of issues related parking provision at these stations. There is also the potential for people who live in the Bearsden / Milngavie area to be discouraged from using rail to travel due to there being a lack of parking and train capacity during peak periods. If Transport Scotland is to successfully encourage more people to travel by rail during the outer peak periods, then issues such as insufficient car park provision must be addressed.

East Dunbartonshire Council requests that Transport Scotland consider developing rail halts at Woodilee, Westerhill and Allander. There is a requirement under Local Plan 2 for East Dunbartonshire Council to undertake an investigation during the lifetime of the plan period into the merits, costs and feasibility of proposed rail halts at Woodilee, Westerhill and Allander. We would welcome the opportunity to work in partnership with Transport Scotland in undertaking this formal investigation.

25. What are the merits or issues that arise from a third party (such as a local authority or local business) being able to propose, promote and fund a station or service?

Transport Scotland should read East Dunbartonshire Council's response to question 24 in addition to our reply to this question.

Transport Scotland should afford local authorities the opportunity to propose and promote a station or service. Councils are democratically elected and are in regular contact with the local community through various consultation events and public meetings. As a result, Council's

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regularly receive feedback in relation to transport service provision, including rail transport. Transport Scotland or the rail operator should consider consulting with local authorities regularly in order to identify issues, service improvements or to promote stations.

East Dunbartonshire Council would like Transport Scotland to consider increasing the accessibility to rail passenger services through developing additional stations at Woodilee, Westerhill and Allander. Emphasis should be placed on promoting capacity on the rail network instead of improving journey times. If the level of accessibility and train capacity is increased, then the promotion of sustainable transport is likely to occur.

Additionally where local authorities, in partnership with businesses, bring forward business cases and potential funding packages to support the development of new stations these should be assessed to provide an analysis of the long term social and economic benefits against the levels of required capital investment.

East Dunbartonshire Council believe there are merits from a local authority being able to propose or promote a station or service.

26. Should only one organisation be responsible for the management and maintenance of stations? If this was the franchisee how should that responsibility be structured in terms of leasing, investment, and issues relating to residual capital value?

East Dunbartonshire Council believe Transport Scotland should ensure that stations receive a level of investment that enhances the rail passenger experience and promotes rail travel. As stations usually require long term investment in order to enhance facilities, the rail operator is unlikely to invest considerable finance into such improvements. Transport Scotland should, as part of the franchise agreement, set out a leasing arrangement for the rail operator to use station facilities. This financial arrangement could be used to maintain, manage and improve station facilities.

East Dunbartonshire Council would like Transport Scotland to set out a leasing structure for the use of railway stations within the franchise agreement. Transport Scotland should ensure that the investment in station facilities has long term vision, beyond the length of the franchise agreement with the rail operator.

27. How can local communities be encouraged to support their local station?

East Dunbartonshire Council would encourage local communities to become more involved in relation to supporting their local station. This could be done through a number of consultation events to establish how local communities can support their local stations.

Recently, a number of communities within East Dunbartonshire have developed key links and identities with their local railway stations. For example, in Bishopbriggs, Network Rail has supported signage reflecting the importance of Thomas Muir of Bishopbriggs, The Farther of Scottish Democracy, whilst in Milngavie, there have been links established with the Milngavie in Bloom Groups. Such examples of linkages encourage a sense of identity, pride and connection within local communities.

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East Dunbartonshire Council believe that the Transport Scotland can encourage local communities to support their local station. A number of examples have been provided to show how local communities in East Dunbartonshire have established links with key partners in the rail industry. Transport Scotland should look to further develop and support such initiatives.

28. What categories of station should be designated and what facilities should be available at each category of station?

Transport Scotland outline six station types in their Rail 2104 Public Consultation document. Due to East Dunbartonshire's location in relation to Glasgow, all six of the railway stations in the Council area can be classed as commuter stations. East Dunbartonshire Council would like Transport Scotland to ensure that improved car parking is provided at stations that currently experience high volumes of commuter related rail patronage in order to address both existing and future demand.

Stations such as Milngavie, Lenzie and Bishopbriggs are extremely popular with commuters that use rail and parking issues have become a prevalent issue at both stations and surrounding local areas. Lenzie station car park, for example, reaches capacity during the AM peak, which forces people arriving at the station after the morning peak to park on surrounding streets or instead choose to travel by car to their destination. If parking provision is inadequate then this is likely to discourage people from travelling by rail outside the peak periods. Transport Scotland has highlighted that trains operating outside the peak periods are often significantly under capacity. The lack of sufficient parking provision at stations may be one contributing factor to low utilisation of rail services during the outer peak periods.

In order to encourage passengers to use the rail network and provide a comfortable waiting environment, East Dunbartonshire Council requests that all stations should have sheltered waiting areas, timetable information, ticket vending machines and Closed Circuit Television (CCTV) as a minimum requirement. Stations that attract higher rail patronage should provide toilet facilities, customer information systems and ticket offices for passengers.

East Dunbartonshire Council requests that Transport Scotland, as part of the public consultation, consider offering assistance in relation to mitigating the parking issues that currently exist at railway stations within the Council area. Transport Scotland should also ensure that basic facilities such as sheltered waiting areas, timetable information, ticket vending machines and CCTV are provided and maintained as a minimum as part of the next franchise agreement.

29. Should cross-border services continue to go north of Edinburgh? In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? And who should specify these services, the Department of Transport or the Scottish Ministers?

30. Or should the cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections? And if so, what additional benefits would accrue from having an Edinburgh Hub?

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East Dunbartonshire Council's response to both questions focuses on the provision of localised services, routes and stations and as such it has no specific comments on these questions. It would however seek to ensure that local services are maintained to link into wider national services including cross rail services.

31. What alternative strategies or mechanisms could be used to reduce the cost of the provision of rolling stock?

No comments are provided by East Dunbartonshire Council in response to this question.

32. What facilities should be present on a train and to what extent should these facilities vary according to the route served?

East Dunbartonshire Council would support a full range of facilities, including WI-FI accessibility services, catering and information services on all trains to provide commuters with the best possible levels of public services.

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

A high number of the local population with East Dunbartonshire are employed in professional / managerial jobs in Glasgow. Improving mobile phone provision and Wi-Fi type high-bandwidth services would benefit existing rail passengers and encourage an increase in additional rail patronage. Such improvements would allow people to undertake some work related tasks on the train whilst commuting between their points of origin and destination.

East Dunbartonshire Council supports investment for mobile phone provision and Wi-Fi type high-bandwidth services.

34. How should we balance the need for additional seating capacity and retain the flexibility of a franchisee to offer first-class services if commercially viable?

East Dunbartonshire Council requests that additional seating capacity is set as a priority during periods of peak travel demand instead of offering first-class services. Removing first-class facilities would create additional capacity, thus improve the attractiveness of rail travel. Transport Scotland should, however, offer first-class facilities on services were it is commercially viable out with peak travel periods (e.g. Edinburgh-Glasgow).

East Dunbartonshire Council requests that additional seating capacity is prioritised instead of first-class facilities during peak travel periods.

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35. What issues and evidence should be considered prior to determining whether or not to ban the consumption of alcohol on trains?

East Dunbartonshire Council supports measures that would increase the safety of rail passengers. If evidence exists and suggests that the consumption of alcohol on board trains contributes to anti-social behaviour, then Transport Scotland should aim to improve safety for its staff and commuters and where felt necessary consider the potential for banning alcohol consumption on trains. Crime statistics and wider consultation could be used to determine whether or not to ban the consumption of alcohol on trains.

If evidence exists and suggests that the consumption of alcohol on board trains contributes to anti-social behaviour, Transport Scotland should aim to improve safety for its staff and commuters and where felt necessary consider the potential for banning alcohol consumption on trains.

Q36. How can the provision of travel information for passengers be further improved?

East Dunbartonshire Council requests that Transport Scotland ensures that the provision of travel information for rail passengers is improved. Information provision during periods of disruption should be enhanced in order to inform passengers of relative service updates. The train operator should ensure communication between train crew / station staff and rail passengers is both regular and effective in order to provide passengers with accurate information with regards to train services. Dedicated social media services such as twitter should be utilised by the train operator in order to improve the provision of up-to-date travel information for passengers. Transport Scotland should work with the train operator to further enhance the responsiveness and accuracy of existing real time passenger information systems that are already installed at a number of stations in Scotland. This system can provide passengers with information on delays, alternative services and reduce the uncertainty associated with late running services.

East Dunbartonshire Council would like Transport Scotland to ensure that real time passenger information systems are enhanced at stations within the Council area.

East Dunbartonshire Council requests that Transport Scotland requires the future train operator to improve travel information provision for passenger through improved customer service and social media communication streams. Real time passenger information systems should be enhanced at the six stations within East Dunbartonshire in order to provide passengers with accurate and effective information.

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

38. Should the Caledonian Sleeper services be contracted for separately from the main ScotRail franchise? Or should it be an option for within the main ScotRail franchise?

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39. We would be interested in your views in the level and type of service that the Caledonian Sleeper Services should provide. Including:

- What is the appeal of the Caledonian Sleeper Service, and if there were more early and late trains would the appeal of the sleeper services change?
- What is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?
- What facilities should the sleeper services provide and would you pay more for better facilities?

East Dunbartonshire Council would support the continued sleeper service as an option to ensure a maximum range of choices for the rail traveller. The Council does not have a specific view on the model for contracting this service or the level and type of service which it feels should be best informed by those currently using this service.

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

East Dunbartonshire Council supports the inclusion of key environmental performance indicators in the franchise agreement. It is important that the environmental impact of rail passenger services is mitigated. The rail operator and transport Scotland should ensure that waste is appropriately recycled and managed and train services are energy efficient.

East Dunbartonshire Council support the inclusion of key environmental performance indicators in the franchise agreement.