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Our Ref: HQ/TT/79/12/JM
Your Ref:

Transport Scotland
Rail 2014 – Public Consultation
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

Environmental Services

Graham Mackay
Head of Roads & Transportation
Northern Area Office,
Fleming House,
2 Tryst Road, Cumbernauld
G67 1JW

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Dear Sir,

Rail 2014 – Public Consultation

With reference to the above consultation the Council enclose a copy of your consultation questionnaire response and ask you to consider inclusion of the following recommendations in the new franchise agreement.

- The Motherwell Transport Interchange has been identified as a key location in the public transport network. It serves as a major rail station for both local, Glasgow, Edinburgh, Coatbridge, Cumbernauld, Hamilton, Larkhall, Lanark, Carstairs and long distance west coast main line services to London and provides opportunities for interchange between rail, car, bus, taxi, walking and cycle users. In that regard it can be considered to be both a regional and national facility. The station forms an important gateway into Motherwell town centre and surrounding areas and is an important operational centre for the rail industry.
- An improvement scheme was identified previously by Strathclyde Partnership for Transport (SPT) which removed through traffic from the station forecourt, allowed improved modal interchange, provided additional P&R car parking with improved access from the car park to the station. Both SPT and NLC are developing and delivering individual elements of potentially alternative, more affordable solutions. These include provision of additional commuter parking and improving the street environment outside the station. SPT have also approved funding for station improvements. However the opportunity exists for the franchise to include improvements within the station boundary to complement the work currently being carried out. For example, if it is possible to move the present access ramp and parking within the station, this would allow a lower cost improvement to road access and bus/taxi interchange. An extension of the platform access bridge to the south to tie in with High Road would give direct access to the station from the new P&R facility which SPT and the Council is providing off High Road.

- North Lanarkshire Council considers that, as things currently stand and without significant improvement, Motherwell Railway Station is detrimental to the North Lanarkshire economy, with outlying commuters occupying town centre car parks to the exclusion of shoppers. This is having a detrimental effect on the town centre economy. The limited parking and access is also detrimental to rail patronage. The introduction of the preferred scheme or a suitable alternative, including the refurbishment of the station buildings and other infrastructure, would significantly improve access to rail facilities and boost the local economy.
- Because of the strategic nature of the station at Motherwell and its potential as a hub for interchange between national/regional and local services the Council request that you give consideration to inclusion of this scheme or a suitable alternative in the delivery requirements. The present regime of considering improvements in isolation as each franchise is considered is not delivering a coordinated long term strategy for improvement. The council considers that Transport Scotland requires to develop a master plan, in consultation with partners such as SPT and the council, for station improvements and use this master plan to coordinate improvements through the Scotrail franchise, the West Coast mainline franchise and other rail improvement schemes.
- With respect to mobility access, there are still a number of stations within the council area that require improvements and I request that these improvements are also included in the franchise. In particular, the council has been made aware of mobility barriers at Bellshill, Holytown and New Stevenson. Access audits should be carried out at all of the remaining stations to identify any improvements which are required to allow access to all stations for all mobility groups.
- Transport Scotland as part of its central Scotland transport corridors study identified that it intended to move towards a quarter hourly service from Cumbernauld to Glasgow. The current EGIP proposals maintain the existing half hourly service. Funding for the Greenfaulds P&R car park was provided by Transport Scotland on the basis that demand would rise following the introduction of a quarter hourly service. We would ask that provision of a quarter hourly service with direct access to Queen Street low level station is included in the franchise.
- The current hourly service from Motherwell to Cumbernauld has suffered because of its frequency and the fact that it seems to be the first service in the west of Scotland to be cancelled when there are issues with drivers on the network. We request that this service is improved by way of increased frequency and improved reliability and properly resourced to allow patronage to grow.
- The Council have identified a number of locations where new stations would provide opportunity for access to employment, sustainable transport options and reduce car usage. The Councils view therefore is that stations should be provided at the following locations on the network and we request that investigations are carried out as part of the future franchise or provided under Transport Scotland project funding.
 1. Plains on the Glasgow to Edinburgh line via Airdrie - the council, at bill stage, campaigned for a station at Plains to address high deprivation as improved connectivity , particularly from Plains to West Lothian will open up

employment opportunities. The social/ demographic justification is still relevant.

2. Ravenscraig on the Wishaw deviation line supports the redevelopment of Ravenscraig and forms part of the developers proposed infrastructure. Transport Scotland and Network rail are asked to co-operate with and approve the developer's proposals and the station should be included in the franchise arrangements. The time scale for the station opening is likely to lie within the franchise time frame.
 3. Abronhill on the Glasgow to Stirling line via Cumbernauld – a station at Abronhill will provide opportunities for access to employment for existing residents as well as additional P&R opportunities for south Cumbernauld which is one of the Council's housing growth areas with up to 2,000 houses to be built.
 4. Glenboig on the Cumbernauld to Glasgow and Motherwell to Cumbernauld lines. a station at Glenboig will provide opportunities for access to employment for existing residents as well as sustainable travel options for new residents as Gartcosh/Glenboig is one of the Council's housing growth areas with up to 3,000 houses to be built.
- Views are sought on which current stations are not required. The council considers that all existing stations are required. As is the same with Plains Station, decisions on provision and removal of stations should not be based solely on the cost of the services and associated lease costs. Recognition should also be given to social costs. Local stations provide access to employment and education which in turn reduces deprivation and places less cost strain on social and health services. The whole of government financial and social costs should be taken into account.
 - We suggest that there is a need to ensure that any post 2014 funding arrangements for Network Rail adequately includes for routine and special inspections of road over rail bridges and the strengthening/renewal of sub-standard bridges on the roads network. Maintenance and renewal works should be targeted to best support the economy and recognition should be given to the governments records for Scotland that show North Lanarkshire as having the highest tonnage of freight starting or ending on our roads. See appendix 1.
 - Network rail and Scot rail's maintenance and renewal budgets should also be re-aligned to support the local economy. For example the painting of bridges in Coatbridge has been welcomed; other town centres can be improved in a similar manner.
 - National projects should be funded from government without the need for local authority contributions. In recent projects such as Airdrie to Bathgate and EGIP, North Lanarkshire were asked to contribute land and provide funding to replace structures. The councils are also asked to maintain bridges and other infrastructure provided under these national projects with no financial assistance. Commuted sums should be given to local authorities to compensate for the increased maintenance burden of new assets and those that transfer from Network Rail.
 - Contracts and franchises should carry requirements to employ locally and provide training, work experience and apprentices.
 - The consultation document makes no mention of the level of efficiency savings that the Scottish Government is seeking from Network Rail over the term of its five year

control period. Savings made could be re-invested in improved passenger services through the Scot Rail franchise.

Yours sincerely

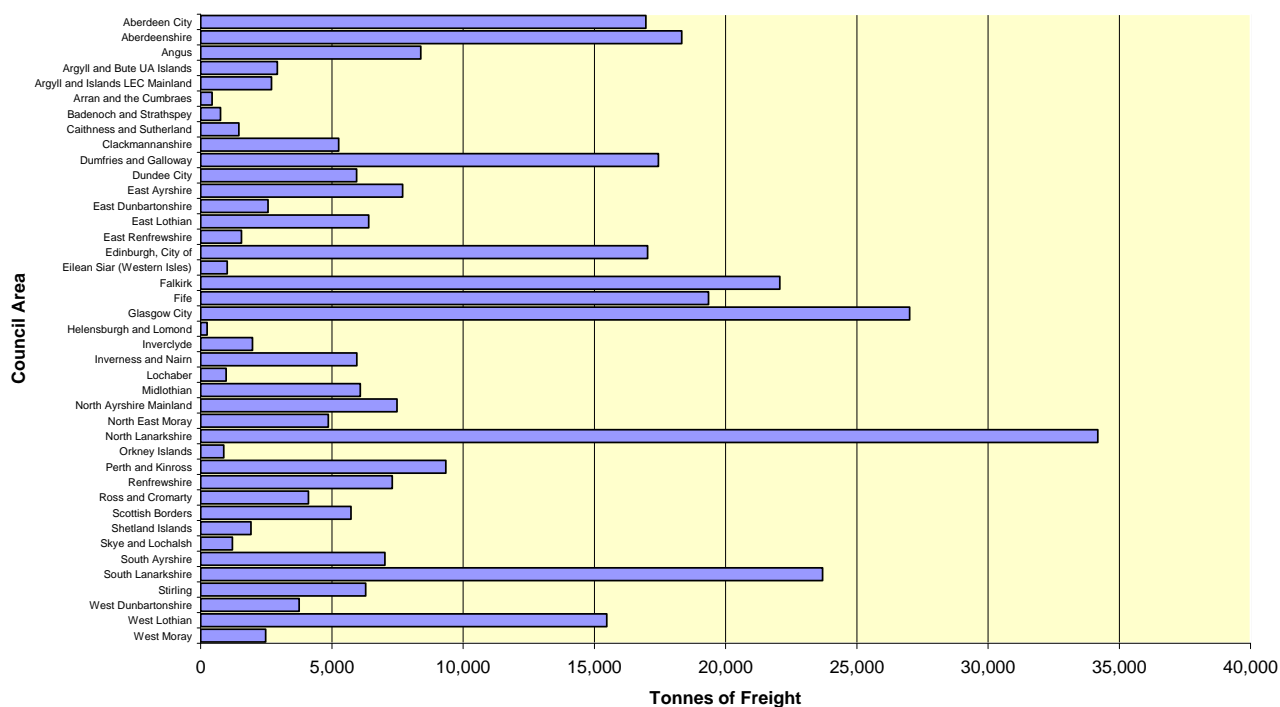
Graham Mackay

Head of Roads & Transportation

cc Chief Executive
Executive Director Environmental Services
Chief Executive Strathclyde Partnership for Transport

Average freight lifted by UK HGVs per year (2004-2009)

Appendix 1



Respondent Information Form and Questions

Please Note this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

Title Mr ☒ Ms ☐ Mrs ☐ Miss ☐ Dr ☐ Please tick as appropriate

Surname

Forename

2. Postal Address

North Lanarkshire Council		
Roads and transportation		
Fleming House		
2 Tryst Road, Cumbernauld		
Postcode G67 1JW	Phone 01236-632652	Email mackayg@northlan.gov.uk

3. Permissions - I am responding as...

Individual <input type="checkbox"/> / Group/Organisation <input checked="" type="checkbox"/>	
Please tick as appropriate	
<p>(a) Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?</p> <p>Please tick as appropriate <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>(b) Where confidentiality is not requested, we will make your responses available to the public on the following basis Please tick ONE of the following boxes</p> <p>Yes, make my response, name and address all available <input type="checkbox"/></p> <p>or</p> <p>Yes, make my response available, but not my name and address <input type="checkbox"/></p> <p>or</p> <p>Yes, make my response and name available, but not my address <input type="checkbox"/></p>	<p>(c) The name and address of your organisation will be made available to the public (in the Scottish Government library and/or on the Scottish Government web site).</p> <p>Are you content for your response to be made available?</p> <p>Yes <input type="checkbox"/></p>
<p>(d) We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?</p> <p>Please tick as appropriate Yes <input type="checkbox"/></p>	

Consultation Questions

The answer boxes will expand as you type.

Procuring rail passenger services

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?

Q1 comments:

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

Q2 comments:

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

Q3 comments:

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

Q4 comments:

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

Q5 comments:

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

Q6 comments:

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

Q7 comments:

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

Q8 comments:

Achieving reliability, performance and service quality

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

Q9 comments: Good performance should be rewarded and poor performance penalised.

There should be harsh penalties when any one particular route is frequently disrupted. Within North Lanarkshire, the Motherwell to Cumbernauld service is frequently cancelled because of driver shortages elsewhere on the network. The frequency of the current service should be improved to make it more attractive, and the repeated cancellation of the service penalised as it does little to encourage modal shift. This service is particularly important as it links two of the largest towns in North Lanarkshire.

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

Q10 comments: The performance regime should be aligned to actual routes

or corridors.

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

Q11 comments: Performance should be related to delivery of outcomes. Although the TOC can be penalised for late-running trains, there should also be a requirement for trains to not leave a station until their scheduled time. Many people arrange to arrive at stations 'just in time', however, if trains leave early that can be worse than trains arriving late, as those passengers then have to wait fully until the next scheduled service.

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

Q12 comments: Performance is more important than journey times. The pursuit of additional stations and improved overall performance should not be compromised by a pursuit of shorter journey times.

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?

Q13 comments: A service quality incentive regime is required for both the rail franchisee and Network Rail to improve service delivery.

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

Q14 comments: Instead of surveying the whole Scottish network which results in a small sample of rail users per line a comprehensive survey of users on each line/corridor should be carried out on a 3/4 yearly basis therefore allowing issues on each line/corridor to be identified fully/tackled and monitored comprehensively.

Scottish train services

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?

Q15 comments: There should be a move to increased train lengths before any consideration is given to increasing standing times. A standing time of 10 minutes in peak hours is probably acceptable, but to expect passengers to routinely have to stand for periods longer than that is unacceptable.

The Edinburgh to Glasgow services are vaunted as a flagship First ScotRail service, however, passengers standing for all or part of the journey appears to be a fairly frequent occurrence; that is unacceptable. Particularly on services such as this longer train sets should be provided.

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?

Q16 comments: Because of the strategic nature of the station at Motherwell and its potential as a hub for interchange between national/regional and local services (Motherwell currently has over 100,000 interchange journeys a year with the capacity to grow this number in the future) the Council requests that you give consideration to inclusion of major station and access improvements at Motherwell within the next Scotrail franchise.

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?

Q17 comments: Your consultation document states that demand for rail travel in the Glasgow conurbation is forecast to increase by between 24% and 38% by 2024-25. Two of the Council's housing growth areas are at south Cumbernauld (2,000 houses) accessing Cumbernauld and Greenfaulds stations and a proposed station at Abronhill and Gartcosh/Glenboig (3,000 houses) accessing Gartcosh station and a proposed station at Glenboig. Transport Scotland as part of its central Scotland transport corridors study identified that it intended to move towards a quarter hourly service from Cumbernauld to Glasgow. The current EGIP proposals maintain the existing half hourly service and increase the journey time to Glasgow from Cumbernauld. Funding for the Greenfaulds P&R car park was provided by Transport Scotland on the basis that demand would rise following the introduction of a quarter hourly service. We would ask that provision of a quarter hourly service with direct access to Queen Street low level station is included in the franchise.

You state that the current hourly service from Motherwell to Cumbernauld has an over capacity of seats, where demand only exceeds 20% of available seating on one service with the average loading of all services on this route less than 10% of available seats. As noted in Q9 above this route has suffered because of the frequency, times of the trains and the fact that it seems to be the first service in the west of Scotland to be cancelled when there are issues with drivers on the network. This has led to customers making other arrangements and not returning to use the service. We request that this service is improved and properly resourced to allow patronage to grow. The addition of a station at Glenboig will increase the viability of the line by providing a sustainable travel option for existing and new residents of the Glenboig/Gartcosh areas which are identified as housing growth areas with up to 3,000 houses to be built.

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

Q18 comments: The targeted specification would appear to be the best

option.

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

Q19 comments:

Scottish rail fares

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

Q20 comments: If Network Rail costs can be driven down through efficiency savings then the fares policy should seek to set fares at a low enough level to maximise the number of passengers using the service, grow the income line and reduce the level of subsidy required to run the service.

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)?

Q21 comments:

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?

Q22 comments:

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?

Q23 comments: It would seem sensible to provide a greater differential between peak and off-peak fares. However, that should be achieved through a reduction on off-peak fares, as opposed to an increase in peak fares.

Scottish stations

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

Q24 comments: Firstly the Council have never received any requests for station closures and would not identify any of our current stations as no longer required. We would recommend a full passenger origin/destination survey should be carried out across the network to give more detailed user information. Before any decisions are made regarding the closure of existing stations, assessments should be made of a) local economic activity, to

quantify issues such as: the benefits that would accrue to the local economy; improved access to employment or further education opportunities; the quality and frequency of alternative public transport provision in the area, b) seasonal circumstances and c) socially necessary circumstances e.g. social deprivation and unemployment levels which would make a station essential. The consultation document identifies that there are 11 stations, within the Glasgow commuter area, that are located less than one mile from another rail station offering similar services with the lease costs of these stations amounting to £208,000. Press coverage has suggested that these stations have been identified for closure. Closure decisions should not be made purely on cash savings to be achieved but based on a wider assessment as detailed above.

The decision to provide a new station should be based on a local economic appraisal to quantify issues such as: the benefits that would accrue to the local economy; improved access to employment or further education opportunities; the quality and frequency of alternative public transport provision in the area, and the like. This has to be balanced against the overall impacts on the line, such as potential changes to patronage levels.

However, presently the process appears to be geared towards the financial return to the rail operator. Consequently, a greater emphasis should be placed on the potential benefits to local communities, achievement of sustainability targets, access to employment and education, even if that means a line is essentially being subsidised because of a new station provision or retention of an existing station. The decision should consider what best meets the needs of the Scottish economy, businesses, passengers and communities. On a local level, that would help to drive sustainable economic growth and develop a more resilient and adaptable economy.

The Council's view as stated in our covering letter above is that the identified stations should be provided to increase public choice to access sustainable transport solutions. We do not have the powers to deliver new stations, therefore we request that investigations are carried out and the business case examined for provision of new stations at the following locations on the network as part of the future franchise and the monies made available, by the Scottish Government, to construct them, if the case is made for them,

- Plains on the Glasgow to Edinburgh line via Airdrie,
- Abronhill on the Glasgow to Stirling line via Cumbernauld,
- Ravenscraig on the Wishaw deviation line
- Glenboig on the Cumbernauld to Glasgow and Motherwell Cumbernauld lines

During the development of the Airdrie-Bathgate scheme, an Economic Activity and Location Impacts (EALI) analysis was commissioned jointly by North Lanarkshire Council and West Lothian Council. The purpose of the study was to identify and appraise the impacts of the line, with particular emphasis on changes in the location of employment and population resulting from the new line if new intermediate stations were to be provided within North Lanarkshire

and West Lothian. The EALI concluded that there was a very strong case for providing a station in Plains.

The case was sufficient for the-then Transport Minister to instruct Network Rail to carry out a further examination of the effects of providing a station in Plains. However, a decision was taken not to provide a station, primarily because of the overall affect on patronage levels.

We believe that there is a strong case for providing a new station in Plains, based on the local demographic characteristics, social inclusion, unemployment levels and opportunities in the area.

Motherwell Station is a key interchange station within the Scottish network, providing, among other things, connectivity with cross-border services. The facilities at Motherwell need to be improved to make this a more attractive interchange facility, plus the service franchise should require an increased number of cross-border services stopping at Motherwell.

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?

Q25 comments: This can be easy for private developers to claim, but harder to insist upon, unless there is an identified need for a station to be provided. The former Scottish Executive agreed with the Council's contention that Plains required a station regardless of any new housing being developed, but that the Government wouldn't fund such provision. With regard to Council funding, there is more scope, but rail lines by their nature are strategic and opportunities to communities to access new strategic facilities should not be expected to be provided by local authorities which happen to be along its route.

Third parties, such as local authorities, should be able to promote new stations and services. Local authorities often better understand the local demographics and requirements of an area and so should be able to make a case for a new provision based on local economic, employment and potentially environmental grounds. However, the Scottish Ministers are responsible for funding and specifying the rail network in Scotland.

Indeed, the consultation document acknowledges this point, stating in paragraph 1.7 that "Under the Railways Acts, we *{the Scottish Ministers}* are responsible for funding and specifying the rail network in Scotland.

In order to facilitate delivery of new rail infrastructure close working would still be required with Network Rail in order to develop the Business Case through the various GRIP stages to ensure that overall impacts, such as effects on patronage of a line, are considered.

The funding for new stations or services should remain with the Scottish Government/ Network Rail. Local authorities are not funded to provide national transport infrastructure projects, such as a station. A few years ago Transport Scotland assumed responsibility for rail in Scotland, which has to

include the funding of services and infrastructure.

Local authorities and regional transport partnerships should be able to bring possible new station locations to Transport Scotland to allow them to carry out an assessment which will identify if the station can be built, the line has existing capacity and if the required patronage levels could be achieved. Based on the economic case for provision of a new station, discussions can be held with local authorities and potential partner organisations to agree funding and delivery. Local authorities and others should also be able to identify stations requiring upgrade which should be included in the franchise or delivered by Network Rail through Transport Scotland funding. A case in question is the Motherwell Transport Interchange, as mentioned previously, which has been identified as a key location in the public transport network. It serves as a major rail station for both local, Glasgow, Edinburgh, Coatbridge, Cumbernauld, Hamilton, Larkhall, Lanark, Carstairs and long distance west coast main line services to London and provides opportunities for interchange between rail, car, bus, taxi, walking and cycle users. In that regard it can be considered to be both a regional and national facility. The station forms an important gateway into Motherwell town centre and surrounding areas and is an important operational centre for the rail industry. It is the 14th busiest station on the Scot Rail network.

An improvement scheme was identified previously by Strathclyde Partnership for Transport (SPT) which removed through traffic from the station forecourt, allowed improved modal interchange, provided additional P&R car parking with improved access from the car park to the station. Both SPT and NLC are developing and delivering individual affordable solutions however the opportunity exists for the franchise to include improvements within the station boundary to complement the work currently being carried out. For example, if it is possible to move the present access ramp and parking within the station, this would allow a lower cost improvement to road access and bus/taxi interchange. Also provision of additional necessary P&R provision in High Road (which is being delivered by SPT/North Lanarkshire) requires an extension to the platform access bridge to High Road which could be provided within the franchise agreement.

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?

Q26 comments: Service delivery would improve if only one organisation was responsible for management, improvement and maintenance of the stations. This would be better delivered by the franchisee as they are seeking to grow their business. Network Rail seem averse to carrying out any work which risks their ability to provide rail availability to the TOC's

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

Q27 comments:

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

Q28 comments: All stations should have fully compliant DDA access with a shelter, toilets, CCTV coverage as well as the usual timetable information and help points as a minimum requirement. Additional facilities should be provided based on footfall and identified need.

Cross-border services

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?

Q29 comments: Surveys should be carried out to identify total number of passengers who use through services before deciding if they should be discontinued. Every time a break in a journey is introduced then a number of existing/potential passengers will be lost especially if alternative direct flights are available.

Both Glasgow Central and Edinburgh Waverley should remain as the main terminus stations for cross-border services. However, there is an argument for a proportion of cross-border services continuing to go north of Edinburgh, as this would reduce the number of interchanges required, speed up end-to-end journey times and hence make rail travel more attractive.

If service capacity north of Edinburgh is frequently underutilised there is justification in halting the larger proportion of services at Edinburgh. However, there should be a requirement of the Scottish Franchisee that their timetables are synchronised to connect from/ to cross-border services.

Cross-border services coming into Glasgow Central are required to terminate there, with onward northbound passengers having to transfer to Glasgow Queen Street. Consequently, the new franchise should require a regular (free?) bus shuttle between the two stations, ensuring it is well advertised and clearly branded.

The Scottish Ministers should specify these services, to ensure onward connectivity within Scotland. If DfT are to continue to let and manage cross-border services, the Scottish Government should at least seek to have some input to the number and frequency of these services.

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?

Q30 comments: It is difficult to see how losing a direct link is ever beneficial. Although it is not clear yet, changes to the East Coast Service between Glasgow and London that have removed stops in Motherwell may have disadvantaged North Lanarkshire.

Rolling stock

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

Q31 comments:

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

Q32 comments: Increased provision for bicycles should be made on commuter services to encourage further modal shift.

Passengers – information, security and services

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

Q33 comments: An obvious hierarchy of priorities would be Cross-Border then Inter-City then Commuter.

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?

Q34 comments: Like everything, it should be based on identified need and the new franchisees business case to promote growth in certain areas.

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

Q35 comments: The issues relate to likelihood to cause disturbance. If there is no likelihood of a disturbance being caused then there is no justification for a ban. Unlike with air travel, the frequency of access points and the relatively porous nature of the flow of passengers into surrounding communities and the impracticability of resourcing in any way comparable staffing pattern, effective enforcement would appear to be the main issue, as the ability to consume alcohol may be a factor in whether to go by rail or car for some people. Is there any empirical evidence basis for this issue being raised?

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

Q36 comments:

Caledonian Sleeper

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

Q37 comments:

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?

Q38 comments:

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?

Q39 comments:

Environmental issues

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

Q40 comments: Same as for cars, as that would allow for direct comparisons?