

Rail Public Consultation



Easy Read Version

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Introduction

Transport Scotland is looking at how railways and services should develop. This will allow them to look at who delivers services from 2014. This consultation asks for peoples' opinions on the railways in Scotland.



Background

The railway in Scotland is large and parts can be very different. They are used by people and to carry goods. More people than ever use the railways and trains.

Railways and trains are funded by the Scottish Government. We would like railways to improve to serve the public better. This should be done at the lowest cost.

A reliable service

People want trains that are reliable and on time. Trains and train stations should also be of a high quality.

Scottish train services and fares

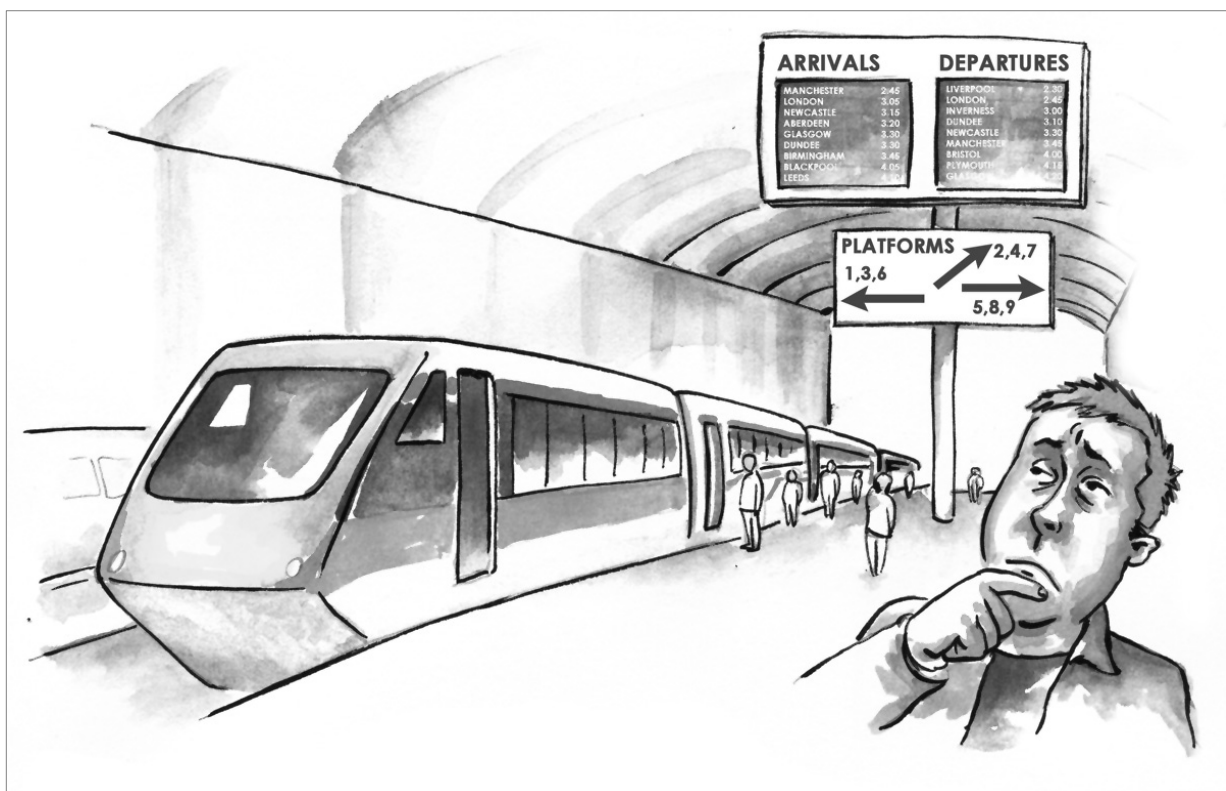
Trains to carry people are run by ScotRail. We are looking at how to best use trains and the railway. We need to price fares the correct way. The money made does not cover all the costs of trains and the railway. But fares cannot be too high.

Train stations

Some stations only have a small number of people use them. Some stations can be very close to each other.

Some people need special help to access stations.

Different stations have different facilities.



Services that cross the border

Services that cross the border from Scotland into England are run by companies for the UK Government. Glasgow and Edinburgh are where most trains from England end. Some continue further north but these trains from Edinburgh and Glasgow could be used by more people. We may look at providing different trains and people could change trains in Edinburgh or Glasgow to go further north.

Trains

We need to consider renting, renewing and buying trains. We need to look at how many we need in the future.

Passengers – comfort, security, information

Passengers who use trains are very important. We want them to have a good experience using the train.

Sleeper train

There are two night trains from Scotland to London. We are looking at how to provide this service in the future.

Environmental issues

Trains are better for the environment than many other forms of transport.

Closing date

The closing date for responses is 20 February 2012.

What happens next

The answers from this consultation along with our research and discussions with partners will be looked at. We will then decide how to fund the railway.

We will publish a Policy statement in spring of 2012

Consultation Questions

A reliable service

1. Should we reward the company running trains if the service is good?

Yes.

2. How can we make the company listen to passengers?

Have an email system online where people can leave their comments about how clean the trains were, punctuality and how accessible the trains were.

3. Is the journey time or the performance of the train most important?

The performance of the train should be dependant on the time of day and amount of users. Perhaps focussing on efficiency when passenger numbers are low. Electrification of track further north would help to bring journey times down.

4. How can we measure the quality of trains and stations?

The public can help by giving feedback. Cleanliness, quality and helpfulness of staff. The availability of staff to help with accessibility issues.

Scottish train services, fares and stations

5. Should we use stations as changing points rather than more direct trains?

A direct train is good and less hassle, but only when efficiency is important.

6. Should the Government decide how the trains are provided such as how many and time of journeys?

The operator should know the information that determines how many train should run and when, but checks should be in place to prevent shutting down services that are important but aren't profitable.

7. How can we make the company providing trains look at new ways to deliver services?

The companies should look at re-opening old routes in stages as busses cause injuries to people's posture and there's not enough legroom and also the bus only allows one wheelchair user. A train should have plenty of space for wheelchair users.

8. How should we decide how much to charge people to use the train?

9.

A train would have a trolley dolly so you could have refreshments, which busses don't have. Disabled rail users should continue to get a concession card, the costs should be passed on to able customers.

9. Should the fare change depending on where you are or what time of journey you are making?

The network should be split into zones, and you pay the zone price. Peak times could be charged more than off-peak, to subsidise the off-peak journeys.

10. If train fares had to increase due to the costs of running trains, how much of an increase would be reasonable?

The rate of inflation

11. We want to encourage more people to travel at quiet times. Should we make the fares cheaper at quiet times?

Yes.

12. How should we decide where stations are needed?

Built up areas. People should have a choice. The trains should be brought back to the areas where the population has grown since the beeching cuts.

13. Should other agencies or companies be able to fund a station or a train service?

Yes.

14. Should only one organisation be responsible for running train services?

No, it should be a mixture of different companies. The companies should be monitored by government and user groups.

15. How can people be encouraged to support their local station?

Advertise the station, special price promotions and "event" tickets i.e. to a music festival or attraction.
Group discount on tickets.

16. What services should stations have? (For example car parks or toilets.)

Disabled toilets, lifts instead of stairs to ease movement around the station.
Staff available for assistance, being moved from station to station depending on busy times etc.

Services that cross the border

17. Should trains coming from England go further north than Edinburgh?

Yes.

Trains

18. What services should a train have? (For example space for bags or bikes.)

Refreshments trolley, accessible toilets that are not broken, luggage space, space for fold up bikes, space for pushchairs/prams etc.

Passengers – comfort, security, information

19. Should all trains let people use their mobile phone and the internet?

Keep the quiet carriages for people who don't want to be disturbed.
Have WiFi available, perhaps costing more for a ticket printed with a WiFi access password.

20. Would you prefer first class sections to remain on trains or to be removed to make way for more seating?

Keep first class as it is.

21. Should people be allowed to drink alcohol on trains?

No.

22. How can we provide better travel information for passengers?

Use available technology like mobile phone apps, indicator boards that are accessible (easier to read, larger letters, closer or lower), Ensuring that information online is correct and up to date.

Sleeper train

23. Should night trains run between Scotland and London?

Yes, they should continue.

24. Where in Scotland should the sleeper service from London end?

Glasgow.

25. What services should the sleeper train provide?

Users should have more control over heating and ventilation.

Environmental issues

26. What environmental issues should we think about?

Install wind turbines along the track where the train is moving fast and creating wind, renewable energy sources at stations like solar, wind etc.
Planting of trees along the sides of tracks in places where noise is an issue.
Making sure the banks at the side of the tracks are well secured to avoid landslides.

Further copies of this document are available, on request, in audio and large print formats and in community languages (Urdu; Bengali; Gaelic; Hindi; Punjabi; Cantonese; Arabic; Polish).

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