TRANSPORT SCOTLAND
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ScotRail's Top Ten Busiest Trains

Report May 2018

1. The train counts process – introduction

1.1 The data in this Ten Busiest Trains publication has been derived from a mix of manual snapshot counts and Automated Passenger Counts (APC). Fitment of Automatic Passenger Counting (APC) equipment has been completed across 40% of the fleet, and this will allow ScotRail better to manage its train fleet efficiently going forward, as the equipment provides more frequent and accurate passenger loading data.

1.2 It is a requirement of the Franchise Agreement that the Franchisee shall undertake a minimum of four counts per year, once automated passenger counting equipment has been installed (with the exception of the Class 314 trains, where the equipment has not been fitted as they are due to go off-lease at the end of the year; therefore, manual counts are still undertaken). Previously, all passenger counts was undertaken via manual 'snapshot' surveys which were undertaken annually.

1.3 ScotRail's franchise obligation is to use reasonable endeavours to allocate its train fleet and resources in the most effective way, to provide passengers with a reasonable expectation of a seat within 10 minutes of boarding a train, and to minimise any forecast overcrowding. The exception is on non-stop train journeys between Glasgow Central and Paisley Gilmour Street. This is because a journey between those two stations is served by 8 trains per hour in either direction, with a journey time of ten or eleven minutes.

1.4 The passenger carrying capacity for each service and passenger numbers are incorporated into a Train Plan which ScotRail is obliged to prepare and submit to Transport Scotland for consideration & approval, for each timetable change in May and December.

1.5 The information contained in the Train Plan for December 2017 has been used to determine ScotRail's ten busiest services. The figures used for each service represents the highest passenger load on the train after 10 minutes throughout the journey. **It excludes trains where the level of overcrowding in the journey is for fewer than ten minutes** (although some of the reported total loadings are less than 10 minutes, local intelligence has recognised this is not a regular occurrence). The table containing the ten busiest services includes an explanation for the overcrowding, and this has been agreed with ScotRail.

1.6 This has intentionally been drafted to be in the same format as the information released by the DfT on its website. The information published by the DfT shows details of the ten busiest services across their 15 or so franchises, to reflect the May and December timetable change. The DfT's passenger load figures are excessive in comparison with ScotRail's data. It should also be pointed out that Transport Scotland has a much stricter rule for overcrowding than the DfT does for the franchises it manages; we expect ScotRail to provide passengers with a reasonable expectation of a seat **within ten minutes** of boarding, **compared with twenty minutes** in England & Wales.

2. The busiest services

ScotRail has provided Transport Scotland with details of the train counts which show the ten busiest services on the ScotRail network

1. Edinburgh-Perth, 1634

This train runs with a planned loading of 172 passengers, seated and standing (two carriages). The maximum reported peak loading is 234 passengers (136% of planned loading). The busiest part of the route is between Haymarket and Inverkeithing (17 minutes). The previous train at 1607 to Inverkeithing and Kirkcaldy, has a reported peak loading of 156 passengers (two carriages); the next train at 1640, to Inverkeithing and Kirkcaldy, has a reported peak loading of 232 passengers, but in a Class 170 (three carriages), whose seated + standing capacity is 273 passengers. These two trains are timetabled to take 46-48 minutes (Edinburgh-Kirkcaldy), against the 38 minutes allowed for the 1634 service.

New High Speed (HST) trains will be introduced from Summer 2018, which will provide additional capacity for this route, along with enhanced services through Revolution in Rail from 2019.

Alternative services: specifically for travellers to Perth, there is also another service at 1634. This is a Virgin Trains East Coast train (London Kings Cross-Inverness), which runs via Falkirk Grahamston and Stirling, to arrive in Perth at 1758.

2. Neilston-Glasgow Central, 0807

This train runs with a planned loading of 282 passengers, seated and standing (three carriages). The maximum reported peak loading is 346 passengers (123%). The busiest part of the journey is between Muirend and Glasgow Central High level (13 minutes). The previous train is at 0755 (Neilston-Glasgow Central, six carriages), which has a reported peak loading of 267 passengers. The next train is at 0824 (Neilston-Glasgow Central, 3 carriages), which has a reported peak loading of 259 passengers.

Additional electric Class 320 trains will be secured and available through 2018 to provide additional peak capacity (6 cars) over the course of the year.

Alternative services: the earlier train, at 0755, has significant reported spare capacity.

3. North Berwick-Haymarket, 0755

This train runs with a planned loading of 434 passengers, seated and standing (four carriages). The maximum reported peak loading is 518 passengers (119% of planned loading). The busiest part of the route is between Musselburgh and Edinburgh, although this is for less than ten minutes. The previous train at 0717 has a reported peak loading of 461 passengers, and is a six-carriage train; the following train at 0845 has a reported peak loading of 188 passengers.

New electric Class 385 trains will operate on the route to Edinburgh and provide additional peak capacity (6 cars).

Alternative services: the 0717 train is 38 minutes earlier and the 0845 is fifty minutes later. This particular train is timetabled to leave Musselburgh at 0822; specific to Musselburgh, there is also a train to Edinburgh some minutes ahead of this service, at 0816, which commences at Prestonpans at 0807.

4. Edinburgh-Glenrothes w/Thornton, 1825 [via Dunfermline]

This train runs with a planned loading of 172 passengers, seated and standing (two carriages). The maximum reported peak loading is 201 passengers (117% of planned loading). The busiest part of the route is between Haymarket and Inverkeithing (19 minutes). The previous train at 1813 has a reported peak loading of 233 passengers, and is a three-carriage train; the following train at 1841 (Edinburgh-Perth) has a reported peak loading of 110 passengers.

Services on the route will be provided with up to 6 carriages (Class 170 trains), cascaded from 2019.

Alternative services: specific to Inverkeithing, there is a Virgin Trains East Coast train (London Kings Cross-Aberdeen, via Kirkcaldy), at 1833. This train gets to Inverkeithing at 1853.

5. Glenrothes w/Thornton-Tweedbank, 1520 (from Edinburgh at 1624)

This train runs with a planned loading of 172 passengers, seated and standing (two carriages). The maximum reported peak loading is 197 passengers (115% of planned loading). The busiest part of the route is between Edinburgh and Newcraighall (11 minutes). The previous train at 1553 from Edinburgh (Edinburgh-Tweedbank) has a reported peak loading of 105 passengers; the next train at 1653 from Edinburgh (Glenrothes w/Thornton-Tweedbank) has a reported peak loading occupancy of 138 passengers. Both of these trains are two carriages.

Services on the route will be provided with up to 6 carriages (Class 170 trains), cascaded from 2019. This service has passengers standing for 1 minute longer than the 10 minute standing rule, as per the franchise obligation.

Alternative services: there is a thirty-minute service frequency on the Borders Line.

6. Glasgow Central-Neilston, 1635

This train runs with a planned loading of 282 passengers, seated and standing (three carriages). The maximum reported peak loading is 316 passengers (112%). The busiest part of the journey, where peak demand is greater than planned capacity, is between Glasgow Central High Level and Crosshill, although passengers are standing for less than ten minutes. The previous service to Neilston, at 1608, has a reported peak loading of 250 passengers; the next service to Neilston, at 1703, has a reported peak loading of 287 passengers.

Additional electric Class 320 trains will be secured and available through 2018 to provide additional peak capacity (6 cars) for the route over the course of the year.

Alternative services: specific to Crosshill, there are also trains to Crosshill (Glasgow Central-Newton) at 1620 and 1651.

7. Glasgow Central-Edinburgh, 1817

This train runs with a planned loading of 172 passengers, seated and standing (two carriages). The maximum reported peak loading is 190 passengers (110% of capacity). The busiest part of the journey is between Glasgow Central and Uddingston (12 minutes). The previous Glasgow Central-Edinburgh service, at 1803, has a peak loading of 109 passengers, and the next Glasgow Central-Edinburgh service, at 1903, has a peak loading of 49 passengers (both two carriages).

In response, new electric Class 385 trains will operate on the route and provide additional peak capacity (3 carriages) from May 2019.

Alternative services: Specific to Uddingston, the next train is at 1822, with a reported peak loading of 189 passengers (Glasgow Central-Lanark, three carriages).

8. Barrhead-Glasgow Central High Level, 0756

This train runs with a planned loading of 185 passengers, seated and standing (two carriages). The maximum reported peak loading is 201 passengers (109%). The busiest part of the journey is between Pollokshaws West and Glasgow Central High Level, although passengers are standing for fewer than ten minutes. The previous train is at 0726 (Barrhead-Glasgow Central), which has a reported peak loading of 151 passengers (two carriages). The next train is at 0830 (Barrhead-Glasgow Central), which has a reported peak loading of 130 passengers (two carriages).

Two additional cascaded Class 156 trains will be provided on this route from 2019, providing additional peak capacity.

Alternative services: specific to Pollokshaws West, this train is timetabled to leave Pollokshaws West at 0807. East Kilbride Line-Glasgow Central trains also stop at Pollokshaws West, at 0759 and 0822.

9. Glasgow Central-Barrhead, 1727

This train runs with a planned loading of 185 passengers, seated and standing (two carriages). The maximum reported peak loading is 200 passengers (106%). The busiest part of the journey, where peak demand is greater than planned capacity, is between Glasgow Central High Level and Pollokshaws West, although passengers are standing for fewer than ten minutes. The previous train from Glasgow Central High Level to Barrhead is at 1713, which has a reported peak loading of 281 passengers on a four-carriage train, which has capacity for 370 seated + standing passengers. The next train is at 1743, which has a reported peak loading of 300 passengers (also a four-carriage train, with the same capacity as the 1713 train). These are 'express' services (through to Girvan and Carlisle respectively), where Barrhead is the first stop after leaving Glasgow Central.

Two additional cascaded Class 156 trains will be provided on this route from 2019, providing additional peak capacity.

Alternative services: specific to Pollokshaws West, it is also served by trains to East Kilbride; the next train to Pollokshaws West is at 1733.

10. Dunblane-Edinburgh, 0928

This train runs with a planned loading of 172 passengers, seated and standing. (three carriages). The maximum reported peak loading is 185 passengers (108%). The busiest part of the journey is between Linlithgow and Haymarket (21 minutes). The previous Dunblane-Edinburgh service is at 0903, with a reported peak loading of 94 passengers; the next is at 0958, with a reported peak loading of 106 passengers (both of these are two-carriage trains). Of note is that this is the first Edinburgh-Dunblane train of the morning with off-peak fares.

New electric Class 385 trains will operate on the route and provide additional capacity (3 carriages) from 2019.

Alternative services: specific to Linlithgow, the Dunblane-Edinburgh service is timetabled to leave Linlithgow at 1007; the next train to Haymarket is at 1016, which is the 0945 Glasgow Queen St-Edinburgh working (arrives at Haymarket at 1032), which is operated by a three-carriage train.

TABLE OF BUSIEST TRAINS

Busiest Trains	Origin Time	Origin	Destination	Class	Carriages	Total planned loading, seating and standing	Maximum Recorded Occupancy (passengers)	Section of route where surveys show passenger volume most exceeds seats available (generally >100%)	Passengers in excess of planned loading	Loading Used over the peak section: Passengers v Planned Loading	Investment Initiatives
1	1634	Edinburgh	Perth	C158	2	172	234	Haymarket-Inverkeithing	62	136%	New High Speed (HST) trains from Summer 2018 will provide additional capacity for this route, along with enhanced services through Revolution in Rail from 2019.
2	0807	Neilston	Glasgow Central	C314	3	282	346	Muirend-Glasgow Central HL	64	123 %	Additional electric Class 320 trains secured and available through 2018 to provide additional peak capacity (6 cars) over the course of the year.
3	0755	North Berwick	Haymarket	C380/1	4	434	518	Musselburgh-Edinburgh	84	119%	New electric Class 385 trains will operate on the route and provide additional peak capacity (6 cars).
4	1825	Edinburgh	Glenrothes w/Thornton, via Dunfermline	C158	2	172	201	Haymarket-Inverkeithing	29	117%	Services on the route will be provided with up to 6 carriages (Class 170 trains), cascaded from 2019.
5	1520 (1624 from Edinburgh)	Glenrothes w/Thornton	Tweedbank	C158	2	172	197	Edinburgh-Newcraighall	25	115%	Services on the route will be provided with up to 6 carriages (Class 170 trains), cascaded from 2019. This service has passengers standing for 1 minute longer than the 10 minute standing rule as per the franchise obligation.
6	1635	Glasgow Central	Neilston	C314	3	282	316	Glasgow Central – Crosshill (Passengers standing less than 10 minutes)	34	112%	Additional electric Class 320 trains secured and available through 2018 to provide additional peak capacity (6 cars) over the course of the year.
7	1817	Glasgow Central	Edinburgh	C158	2	172	190	Glasgow Central-Uddingston	18	110%	New electric Class 385 trains will operate on the route and provide additional peak capacity (3 carriages) on the route from May 2019.
8	0756	Barrhead	Glasgow Central	C156	2	185	201	Pollokshaws West-Glasgow Central HL (Passengers standing ess than ten minutes)	16	109%	Additional two cascaded Class 156 trains will be provided on this route from 2019, providing additional peak capacity.
9	1727	Glasgow Central	Barrhead	C156	2	185	200	Glasgow Central – Pollokshaws West (Passengers stand less than 10 minutes)	15	108%	Additional two cascaded Class 156 trains will be provided on this route from 2019, providing additional peak capacity.
10	0928	Dunblane	Edinburgh	C158	2	172	185	Linlithgow – Haymarket	13	108%	New electric Class 385 trains will operate on the route and provide additional capacity (3 carriages) from 2019.

NOTE:

1. ScotRail's franchise obligation is to use reasonable endeavours to allocate its rolling stock in the most effective way, to provide passengers with a reasonable expectation of a seat within 10 minutes of boarding a train.
2. Passenger load figures are based on a mix of manual ‘snapshot’ and automated passenger counts. Some of the total loadings are less than 10 minutes but local intelligence has recognised this is not a regular occurrence.

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