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ScotRail's Top Ten Busiest Trains

Report October 2019

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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. Going forward, this will allow ScotRail better to manage its train fleet efficiently going forward, as the equipment provides more frequent and accurate passenger loading data. We have discussed and confirmed the reported passenger counts with ScotRail.

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 May 2019 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.** 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. 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 215 passengers (116%). The busiest part of the journey is between Barrhead and Glasgow Central High Level (20 minutes). The previous train is at 0726 (Barrhead-Glasgow Central), which has a reported peak loading of 134 passengers (two carriages). The next train is at 0832 (Barrhead-Glasgow Central), which has a reported peak loading of 77 passengers (four carriages).

In last year's listing, this particular service ranked at 8th, with a peak loading of 109 percent; the busiest train in last year's listing was running at 136 percent of planned loading.

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. This route has benefited from an additional C156 since May 2019 and ScotRail are investigating possible solutions to resolve this in future years.

Alternative services: the passenger loading issues on this route are more pronounced from Pollokshaws West. This particular train leaves Pollokshaws West at 0807; note that East Kilbride-Glasgow Central trains also stop at Pollokshaws West, at 0749 and 0822.

2. East Kilbride-Glasgow Central, 0725

This train runs with a planned loading of 370 passengers, seated and standing (four carriages). The maximum reported peak loading is 413 passengers (112%). The busiest part of the journey is between Thornliebank and Glasgow Central (12 minutes). The previous train from East Kilbride is at 0651, which has a reported peak loading of 265 passengers (six carriages). The next train from East Kilbride is at 0759, which has a reported peak loading of 578 passengers (six carriages – refer [4] below).

In response, ScotRail has retained: 5 C156s until the end of the franchise, for the East Kilbride and Barrhead routes. From May 2019, all peak services on the East Kilbride route are operating as six-cars, and there are more four-cars trains running on the Barrhead line. Additionally, £24.8million of funding has been allocated to allow Network Rail to progress a programme of works for enhancements on the Glasgow Central to East Kilbride rail corridor, from Strategic Business Case to Outline Business Case.

Alternative services: the passenger loading issues on this service are more pronounced from Pollokshaws West. The previous train at Pollokshaws West is at 0737 (Barrhead-Glasgow Central), which has a reported peak loading of 134 passengers (two carriages). The next train at Crossmyloof is at 0807 (Barrhead-Glasgow Central), which has a reported peak loading of 215 passengers (refer [1] above).

3. Edinburgh-Cowdenbeath, 1619

This train runs with a planned loading of 282 passengers, seated and standing (three carriages). The maximum reported peak loading is 299 passengers (106%). The busiest part of the journey is between Edinburgh and Dunfermline Town (47 minutes).

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. The final "Revolution in Rail" (RiR) implementation will improve the Fife service group, and active consideration is taking place to accelerate this where possible.

Alternative services: the previous train is at 1545 (Edinburgh-Glenrothes w/Thornton), which has a reported peak loading of 107 passengers (three carriages). The following train is at 1648 (Edinburgh-Cowdenbeath), which has a reported peak loading of 265 passengers (three carriages; total seated + standing capacity on this train is 273 passengers). Refer listing [8] following for more detail on this service.

4. East Kilbride-Glasgow Central, 0759

This train runs with a planned loading of 555 passengers, seated and standing (six carriages). The maximum reported peak loading is 578 passengers (104%). The busiest part of the journey is between Thornliebank and Glasgow Central (12 minutes). The previous train from East Kilbride is at 0725, which has a reported peak loading of 413 passengers (four carriages – refer [2] above). The next train from East Kilbride is at 0811, which has a reported peak loading of 494 passengers (six carriages).

In response, ScotRail has retained: 5 C156s until the end of the franchise, for the East Kilbride and Barrhead routes. From May 2019, all peak services on the East Kilbride route are operating as six-cars, and there are more four-cars trains running on the Barrhead line. Additionally, £24.8million of funding has been allocated to allow Network Rail to progress a programme of works for enhancements on the Glasgow Central to East Kilbride rail corridor, from Strategic Business Case to Outline Business Case.

Alternative services: the passenger loading issues on this service are more pronounced from Pollokshaws West. The previous train at Pollokshaws West is at 0807 (Barrhead-Glasgow Central), which has a reported peak loading of 215 passengers (refer [1] above). The next train at Pollokshaws West is at 0837 (East Kilbride-Glasgow Central), which has a reported peak loading of 494 passengers (six carriages).

5. Glasgow Queen St-Dundee, 0810

This train runs with a planned loading of 273 passengers, seated and standing (three carriages). The maximum reported peak loading is 278 passengers (102%). The busiest part of the journey is between Glasgow Queen St and Stirling (26 minutes), which is the first stop for this train. It is worth noting that this train is a 'contraflow' working.

In response, this route has benefited from the deployment of C385 and RiR service changes, which allow a choice of different services.

Alternative services: the previous train to Stirling is at 0750 (Glasgow Queen St-Alloa), which has a reported peak loading of 75 passengers (three carriages). The following train is at 0820 (Glasgow Queen St-Stirling), which has a reported peak loading of 52 passengers (three carriages).

6. Glasgow Central-Kilmarnock, 1643

This train runs with a planned loading of 185 passengers, seated and standing (two carriages). The maximum reported peak loading is 188 passengers (102 percent). The busiest part of the route is between Glasgow Central and Barrhead (12 minutes).

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. This route has benefited from an additional C156 since May 2019 and ScotRail are investigating possible solutions to resolve this in future years.

Alternative services: specific to Kilmarnock, the previous train is at 1613 (Glasgow Central-Newcastle, refer following), which has a reported peak load of 188 passengers (two carriages). The following train is at 1713 (Glasgow Central-Girvan), which has a reported peak load of 127 passengers (two carriages). Specific to Barrhead, there are trains at 1627 (94 passengers, two carriages) and 1657 (108 passengers, two carriages).

7. Glasgow Central-Newcastle, 1613

This train runs with a planned loading of 185 passengers, seated and standing (two carriages). The maximum reported peak loading is 188 passengers (102 percent). The busiest part of the route is between Glasgow Central and Barrhead (12 minutes).

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. Developments on the overall route, especially to other trains serving Barrhead, may have positive benefits here.

Alternative services: specific to Barrhead, the previous train is at 1557 (Glasgow Central-Barrhead), which has a reported peak load of 60 passengers (two carriages). The following train is at 1627 (Glasgow Central-Barrhead), which has a reported peak load of 94 passengers (two carriages).

8. Glasgow Central-Gourock, 1655

This train runs with a planned loading of 269 passengers, seated and standing (three carriages; specifically, a Class 385/0). The maximum reported peak loading is 272 passengers (101 percent). The busiest part of the route is between Glasgow Central and Bishopton (18 minutes).

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations.

Alternative services: the previous train is at 1618 (Glasgow Central-Gourock), which has a reported peak load of 162 passengers (three carriages). The following train is at 1707 (Glasgow Central-Gourock), which has a reported peak load of 164 passengers (three carriages).

Note that the two trains following have peak loads which are within the trains' specified seated + standing capacity (planned load):

9. Milngavie-Edinburgh, 0754

This train runs with a planned loading of 283 passengers, seated and standing (three carriages). The maximum reported peak loading is 280 passengers (99 percent). The busiest part of the journey is between Bearsden and Glasgow Queen St Low Level (19 minutes).

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations.

Alternative services: the previous train is at 0741 (Milngavie-Cumbernauld via Glasgow Central Low Level), which has a reported peak loading of 81 passengers (three carriages). The next train is at 0809 (Milngavie-Motherwell via Glasgow Central Low Level), which has a reported peak loading of 136 passengers (three carriages).

10. Edinburgh-Cowdenbeath, 1648

This train runs with a planned loading of 273 passengers, seated and standing (three carriages). The maximum reported peak loading is 265 passengers (97%). The busiest part of the journey is between Haymarket and North Queensferry (18 minutes).

In response, ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. The final RiR implementation will improve the Fife service group, and active consideration is taking place to accelerate this where possible.

Alternative services: the previous train is at 1619 (Edinburgh-Cowdenbeath), which has a reported peak loading of 299 passengers (three carriages – refer Item [3] above). The following train is at 1711 (Edinburgh-Glenrothes w/Thornton), which is a loco-hauled service with 352 seats.

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	0756	Barrhead	Glasgow Central	C156	2	185	215	Barrhead-Glasgow Central	30	116%	ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. This route has benefited from an additional C156 since May 2019 and ScotRail are investigating possible solutions to resolve this in future years.
2	0725	East Kilbride	Glasgow Central	C156	4	370	413	Thornliebank-Glasgow Central	43	112%	From May 2019, all peak services on the East Kilbride route are operating as six-cars, and there are more four-cars trains running on the Barrhead line. Additionally, £24.8million of funding has been allocated to allow Network Rail to progress a programme of works for enhancements on the Glasgow Central to East Kilbride rail corridor, from Strategic Business Case to Outline Business Case.
3	1619	Edinburgh	Cowdenbeath	C170 S	3	282	299	Edinburgh-Dunfermline Town	17	106%	ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. The final RiR implementation will improve the Fife service group, and active

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
											consideration is taking place to accelerate this where possible.
4	0755	East Kilbride	Glasgow Central	C156	6	555	578	Thornliebank-Glasgow Central	13	104%	From May 2019, all peak services on the East Kilbride route are operating as six-cars, and there are more four-cars trains running on the Barrhead line. Additionally, £24.8million of funding has been allocated to allow Network Rail to progress a programme of works for enhancements on the Glasgow Central to East Kilbride rail corridor, from Strategic Business Case to Outline Business Case.
5	0810	Glasgow Queen St	Dundee	C170 E	3	273	278	Glasgow Queen St-Stirling	5	102%	This route has benefited from the deployment of C385 and RiR service changes, which allow a choice of different services.
6	1643	Glasgow Central	Kilmarnock	C156	2	185	188	Glasgow Central-Barrhead	3	102%	ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. This route has benefited from an additional C156 since May 2019 and ScotRail are investigating possible solutions to resolve this in future years.
7	1613	Glasgow Central	Newcastle	C156	2	185	188	Glasgow Central-Barrhead	3	102%	ScotRail continually review operations to add carriages to the

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
											fleet as part of capacity planning obligations. Developments on the overall route, especially to other trains serving Barrhead, may have positive benefits here.
8	1655	Glasgow Central	Gourock	C385 /0	3	269	272	Glasgow Central-Bishopton	3	101%	ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations.
9	0754	Milngavie	Edinburgh	C334	3	283	280	Bearsden-Glasgow Queen St LL	0	99%	ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations.
10	1648	Edinburgh	Cowdenb eath	C170 E	3	273	265	Haymarket-North Queensferry	0	97%	ScotRail continually review operations to add carriages to the fleet as part of capacity planning obligations. The final RiR implementation will improve the Fife service group, and active consideration is taking place to accelerate this where possible.

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 ten minutes of boarding a train.
2. Passenger load figures are based on a mix of manual 'snapshot' and automated passenger counts.



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