

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

CITY DEVELOPMENT

TRANSPORT

Consultation
Rail Performance Team
Transport Scotland
7th Floor
Buchanan House
58 Port Dundas Road
GLASGOW
G4 0HF

Date: 17 November 2008

Your Ref:

Our Ref: P1/18

Corr No:

Dear Sir/Madam

CONSULTATION ON INITIATIVES RELATED TO THE SCOTRAIL FRANCHISE
EXTENSION

Please find enclosed our response to this consultation.

Please note that due to the limited time allowed for responses, and to the forthcoming festive period, it has not been possible to report fully to elected members of the City of Edinburgh Council. A report will be considered by members in February 2009, and they may subsequently wish to submit further views.

If you have any queries, please contact Chris Day on 0131 469 3568.

Yours sincerely



Signature of or on behalf of
Marshall Poulton
Head of Transport

DAVE ANDERSON
DIRECTOR

City Chambers, High Street, Edinburgh EH1 1YJ



CONSULTATION ON INITIATIVES RELATED TO THE SCOTRAIL FRANCHISE
EXTENSION
Annex D

COMPLETE LIST OF CONSULTATION QUESTIONS, AND RESPONSE BY
THE CITY OF EDINBURGH COUNCIL

Core Services

Q1 Which of the Priced Options do you think best support the delivery of
Scotland's Railways?

- ✓ Edinburgh, Fife and Aberdeen service enhancements (however, we consider the introduction of stops at Laurencekirk station is at the expense of greater priorities)
- ✓ Extension of 15 minute frequency Edinburgh-Glasgow
- ✓ Additional limited stop service Glasgow-Edinburgh via Shotts
- ← Additional services between Dunbar and Edinburgh
- ✓ Staffing of Edinburgh Park
- ✓ Additional ticket facilities at Haymarket
- ✓ Use of additional rolling stock
- ← Rather than 'Additional Customer Service staff at major stations' additional staff should be deployed at currently unstaffed stations.
- ✗ We would look for the introduction of a Sunday service to Newcraighall to be added to the list.
- ← A full, half-hourly Crossrail service (i.e. Newcraighall-South Gyle and beyond) throughout the day should be established as a matter of urgency.
- ✓ We would in principle support 'improving links between rail services and Edinburgh Royal Infirmary'; however, a more detailed proposal is needed
- ← The item 'Revenue implications of capital projects' requires further detail.

Q2 Is our schedule for new service introduction right?

The introduction of an additional limited stop service Glasgow-Edinburgh via Shotts should be progressed earlier

Q3 Which future Priced Options would you wish to see Transport Scotland develop?

Reduced fares

The introduction of a Sunday service to Newcraighall

It is not clear whether any elements of the Scottish Government's strategic programme (notably Edinburgh-Glasgow Improvements Programme) comprise a potential Priced Option. We would argue strongly for implementation of the full range of options set out in EGIP, whether these are defined as Priced Options or not.

It is likely that an interior refurbishment will be required on some rolling stock by 2014. This should include enhancement.

Q4 Where should we concentrate our efforts on improving services, in particular journey times?

In the areas of greatest demand/potential demand

In respect of journey times, the greatest gains can be made on long journeys. Assuming that the journey time reductions offered by EGIP are delivered, the priority becomes

journey time reductions between Aberdeen, Inverness and Glasgow/Edinburgh. As noted above, serving small communities north of Dundee is not consistent with this objective, and therefore Transport Scotland will need to work towards separating these out from strategic, longer journeys.

We would commend the findings of the 'Room for Growth' Studies in respect of reducing Highland Main Line journey times.

Connecting to Passengers and People

Q5 How can buying a ticket be made easier?

- More 'over-the-counter' services
- More 'ticket vending machines'
- 'Customer service' staff to offer assistance and advice when buying a ticket
- Internet purchase facilities
- Telesales
- Through mobile phones
- Smart cards.

These are all worthwhile initiatives. However, as noted above, the priority in respect of increased Customer Service staff levels should be those stations where there is currently little or no staff presence. The total impact of one or two staff at a currently unstaffed station will be greater than their impact at a busy station.

Through ticketing could be developed further.

The reliability of ticket vending machines needs to be improved, and the range of accepted payment cards increased.

Q6 To make the best use of available space at stations, how should we balance the use between commercial outlets and other facilities that offer further passenger benefits? Please consider:

- The size of station based on passenger numbers and demand
- Type of facilities (e.g. food outlets, news-stands, pharmacies, etc.)
- Community-based initiatives supported by the Stations Community Regeneration Fund.

The balance should reflect local circumstances, and therefore a generalised answer is difficult. Whilst there is a case that at Waverley, Haymarket, and Queen St, some

passenger circulation space should replace some of the commercial uses, we acknowledge that there is much scope, especially in rural areas, for stations to serve as a multi-facility focal point for the community.

Q7 How could the station environment be improved? Please consider:

- Lighting
- Availability of seating / furniture
- Safety (e.g. through technology such as CCTV, 'Help-Points')
- A visible staff presence.

Improvements in these are all worthwhile. As noted above, staff levels should be introduced/increased where there is currently little or none, rather than at existing busy stations.

Well-used stations tend have a better environment or ambience (although requiring more maintenance). Encouraging patronage therefore generally improves these features.

On-platform shelter could be enhanced, not by simply increasing the use of existing shelter designs, but by carefully focusing on detailed design and placement to maximise wind resistance and passive heating.

Q8 How could signage be improved at stations?

- Directions within stations to ticket office, platforms, toilets, etc.
- Directions to facilities nearby, e.g. hospitals.

This should reflect local circumstances, and therefore generalised answers are not appropriate. However, signage to bus stops and stations could generally be improved.

Q9 How can we improve assisted travel at stations? In particular, please consider:

- Station access (such as wheelchair ramps, facilities for light scooters, facilities for passengers with assistance dogs)
- Assistance for people with hearing or learning difficulties
- Increased training for existing staff
- The availability of dedicated staff.

The availability of step-free access is inadequate across the network. Of the last two options, we consider that increased training for existing staff is a much better strategy than seeking to provide dedicated staff; indeed, we have some doubt whether providing dedicated staff is desirable at all.

Accessibility at Haymarket station needs to be significantly improved.

Q10 Do you have any ideas for further 'RailLinks'? Please consider the accessibility of:

- Hospitals
- Bus station interchange
- Car parking
- Park and Ride
- Traveline
- Walking routes

Within the Edinburgh city area, we believe that the bus 'rail links' which are already in place, or being developed, cover the main needs. Since the high-volume point to point flows are already covered, further provision would need to be based on non-dedicated (possibly existing, possibly re-routed) high frequency bus services. Generally walking routes to/from stations should receive significantly more investment and attention. See reply to Q8 regarding improved signage to bus stops, stations, and interchanges.

Q11 Which pilot scheme changes to fares should we make to encourage modal shift? Please consider:

- Reduced fares for (disabled passengers, families, students, low-income groups, ex-servicemen)
- Reduced fares at targeted times of day / year
- Annual season tickets
- Geographical tickets, i.e. tickets for a particular region
- Other rail cards.

We do not consider that pilot schemes are necessary. There are already targeted schemes for those groups which require particular assistance (and lower fares at times of lesser demand). What is required is a general reduction in fares across the board. This requires almost no administrative resources, and is easily enforced. We also note the generally higher fare levels in the east of Scotland which should be reduced to comparable levels with those in the west.

Note also that some existing discounted fares are not compatible with some cards, especially when booked via the internet.

Railcards could be issued free.

The Future: looking forward

Q12 When travelling on the train, how could passengers' experiences be improved? In particular, please consider:

- The balance between the provision of seating (including tables) and the availability of storage space (for luggage, cycles etc.)
- (Up-to-date) information
- Helpfulness of staff
- Catering

✓ The balance of seating, tables and storage space is probably right in rolling stock used in the central belt of Scotland. However, we are aware that seat spacing and storage may be inadequate on some rural (north of Scotland) routes, given the nature of the traffic.

The provision of information and helpfulness of staff is satisfactory.

However, the quality of on-train catering is very poor, at least relative to price.

Q13 Where should we concentrate our efforts in improving the Anglo-Scottish sleeper services? In particular please consider:

- The number of locations served
- Facilities on trains or at stations
- Arrival and departure times
- The provision of airline-style overnight seats
- Catering
- Staffing

With regard to locations served by existing services, a simple analysis of origin and destination data for existing and potential passengers should suffice.

A service between Scotland, west and south England should be considered. Note that daytime rail journeys to/from west and south England are even longer than those to London; logically a sleeper service should be even more attractive than on the London routes.

The rolling stock would benefit from improved internal soundproofing (i.e. to minimise transmission of sound generated by passengers, not just mechanical noise).

✓ In other respects the service is good. We are not clear what 'provision of airline-style overnight seats' means. We would support provision of spacious, reclining and comfortable seats for overnight travel, but not seating conditions similar to those experienced by most second-class especially short-haul airline passengers.

Q14 How could we improve the travel interchange at stations? Please consider this in terms of:

- Ticketing
- Service connections
- Infrastructure (waiting rooms)
- Facilities for cyclists (cycle racks, National Cycle Route interchange signage)
- Car parking
- Walking routes
- Accessibility for disabled passengers.

✓ The franchisee should be required to address constructively the interchange issues at Haymarket associated with the impending tram stop. Improving interchange through

✓ ticketing primarily means the creation of new, or enhancement of existing, bus-rail integrated tickets, so that they are universally available and known. See also response to Q7, Q9 and Q10 above.

✓ Q15 What should our communications connectivity priorities be?
See answers to questions 16 and 17.

Q16 Would wireless internet technology significantly benefit passengers?
Please comment on:

- For leisure use
- For business use
- Short 'commuter' journeys
- Longer distance journeys.

✓ Both leisure and business users evidently appreciate the availability of on-train internet connections. However, to date this has been available only on long-distance journeys.

We doubt whether significant numbers of passengers would wish to use it on short journeys. The minimum journey length for wi-fi use needs further consideration. We suspect it is somewhere between half an hour and an hour.

✓ Q17 Would you pay for this service?

This service should be free to passengers. For rail to attract passengers, it has to constantly improve its product, and we are moving towards a scenario where passengers expect it for free.

✓ Q18 Where should the Edinburgh-Glasgow SmartCard pilot project take us?
Please consider:

- the outcomes which would determine whether the pilot was successful.

It is difficult to comment on this, since there is no explanatory information in the consultative document

✓ Q19 How best can we focus the franchisee on the options for delivering better sustainability?

This is a matter for the franchise manager. Network electrification will be a significant issue over the remaining period of the franchise.

✓ Q20 How should the Environmental Improvement Works budget be used to further improve our carbon footprint on the railways? Please consider:

- Electrification
- Waste recycling
- Time switch lighting
- 'eco' driving training
- LED light installation
- non-traction energy improvements
- Other.

This depends on the size of the budget; we doubt whether further electrification can be achieved even if the entire £70m reinvestment package was allocated to this budget.

Waste reduction should take place before waste recycling.

Q21 What should we consider in station and community regeneration?
Please think about:

- The size of station
- Facilities which reflect the needs of each community.

Q22 Where should we concentrate our efforts on the Station Community Regeneration Fund?

Q23 What additional services or projects in furtherance of the Commonwealth Games Bid commitments do you feel would most benefit the city during the Games period?

We have no comment on these three questions

Q24 What aspects of the Project Manager's role are priorities to ensure the successful delivery of the projects?

The published documents do not indicate what the Project Manager's role is. We have been unable to draw a conclusion due to the lack of information on the post.

Q25 Do you think that any of the improvements and enhancements proposed above will have either a positive or adverse impact on equality groups in terms of:

- Age
- Disability
- Gender
- LGBT
- Race
- Religion and belief?

Please give reasons for your answer.

The improvements and enhancements will have a particularly positive impact on the groups listed in terms of age, disability and gender, by making the railway more accessible and safer. They will have a positive impact on the other groups in the same way as they will benefit all passengers.