

Consultation On Initiatives Related to the Scotrail Franchise Extension **Response on behalf of East Renfrewshire Council**

Q2 – Is our schedule for new service introduction right?

With regards to the implementation of the Kilmarnock half-hourly service we trust that vital services to stations on route are also enhanced, with particular reference to Barrhead Station.

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

A priority to East Renfrewshire Council is the removal of restrictions, which limit the capacity of existing services, particularly between Barrhead and Kilmarnock on the Glasgow and South Western Line and the single-track section between Busby and East Kilbride on the East Kilbride Line. The Council particularly welcomes the commitment to solve the issue on the Glasgow and South Western Line by April 2009 and the recognition of the issues on the East Kilbride line in Network Rail's Route Utilisation Study. We would however urge that the timescale for this be expedited to ensure overcrowding problems do not reach critical levels.

Whilst these issues relate more to infrastructure requirements to provide enhanced capacity, it is important to highlight that where capacity improvements are introduced, service enhancements follow succinctly.

Q5 – How can buying a ticket be made easier?

Smart cards and integrated ticketing are the key to making rail travel easier.

Q7 – How could the station environment be improved?

Safe access to stations is important in encouraging greater use of trains. Improvements in lighting and CCTV coverage can help to facilitate this greatly and this should be a minimum standard at all stations. Real time information provision at stations is also particularly useful for stations where there is no staff presence. This gives the passenger the confidence that the train they are waiting for will in fact arrive.

Q9 – How can we improve assisted travel at stations?

Disabled access at stations is an important issue and there is still a long way to go before stations reach the required standard. This requires significant investment and the "Access for All" fund is a positive mechanism for realising much needed improvements.

Q10 – Do you have any ideas for further 'Rail Links'?

Patterton Station located on the Glasgow – Neilston line is an excellent location for the provision of a multi-modal interchange. It is envisaged that the interchange could be served by local and express buses for Park and Ride to Glasgow and also serve the 400 additional houses, new business park including hotel, and neighbourhood centre in the area. £20m is being spent on new infrastructure including road and utility improvements, and an

extension to the existing Park and Ride car park to provide a total of 100 spaces will be completed by mid 2009.

There is potential to develop a new station on the Neilston line in the Auchenback area of Barrhead. This would improve links between Barrhead and Newton Mearns, as well as providing better access to Glasgow for local residents who are some distance from the existing station in Barrhead. The case for this scheme is further strengthened by the Springfield Road urban expansion area adjacent to the line which will increase the population catchment in the area. The new rail halt would also provide sustainable access to the new Dams to Darnley Country Park. The Council is currently progressing a STAG Appraisal of public transport improvements in the Springfield Area which will be completed by March 2009.

East Renfrewshire Council has also been progressing a Park and Ride Study examining opportunities for possible improvements to facilities at stations in the area. Initial work from the study has indicated the demand for increased parking provision at Giffnock and Barrhead stations. At Giffnock proposals under consideration include a multi storey car park. Proposals for Barrhead include making use of land available for approximately 20 extra spaces.

Q11 – Which pilot scheme changes to fares should we make to encourage modal shift?

A variety of incentives should be trialled which can be targeted at a number of segments. In order to encourage modal shift potential passengers need to be convinced of the overall cost savings that using the train can bring.

Q12 – When travelling on the train, how could passengers' experiences be improved?

The availability of space for cycles is a particular issue and likely to increase as policy initiatives aimed at promoting cycling begin to take effect. Up to date information, particularly relating to journey connections is also key to ensure passenger confidence in the reliability of their journey.

Q16 – Would wireless internet technology significantly benefit passengers?

Mainly for business and leisure users on longer distance journeys. Many short commuter journeys currently suffer from over-crowding which would make it difficult to take advantage of such facilities.

Q17 – Would you pay for this service?

No.

Q18 – Where should the Edinburgh-Glasgow Smartcard pilot project take us?

There is little doubt that integrated ticketing through the use of smart cards would be a success. Any pilot should highlight issues and problems, which need to be addressed and overcome before any wide scale roll out. Integrated ticketing linking all modes is an extremely powerful tool and no project should be looked at in modal isolation.

Q20 – How should the Environmental Improvement Works budget be used to further improve our carbon footprint on the railways?

Electrification provides many benefits and improvements on the Glasgow and South Western and East Kilbride lines would be welcomed.

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

The sustainability of Community Regeneration projects is an issue which needs to be carefully considered.