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PLANNING & TRANSPORTATION
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Falkirk Council
Development Services

Mr Malcolm Reed
Chief Executive
Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

Our Ref: PT2/2/SWB 00194
Your Ref:
Date: November 21, 2008

Dear Mr. Reed

**CONSULTATION ON INITIATIVES RELATED TO THE SCOTRAIL FRANCHISE
EXTENSION**

Falkirk Council welcomes the opportunity to comment on the Initiatives that are part of the extension to the ScotRail Franchise

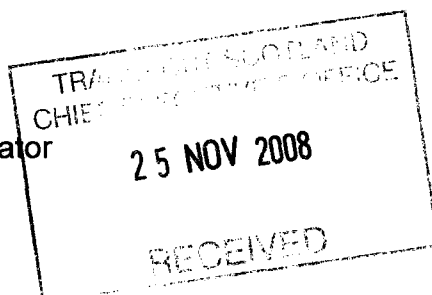
It is however regretted that this Consultation exercise has taken place after the decision has been taken to extend the franchise and as to what priced options are to be considered.

It is also regretted that the consultation has taken place after most of the options have been committed for implementation; out of the £72 million total cost of all priced options and the £70 million total sum available, approximately £56 million is already committed - and out of the eleven 'core' options, nine are already committed.

Attached are the responses to the various question posed in the consultation document, together with a Respondent Information Form.

Yours sincerely

Stephen Bloomfield
Public Transport Co-ordinator



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COMPLETE LIST OF CONSULTATION QUESTIONS

Core Services

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

No Comment

Q2 Is our schedule for new service introduction right?

Yes

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

Additional rolling stock both for strengthening trains and to provide an appropriate level of spare capacity in the event of failures. Introduction of more suitable rolling stock on long distance journeys e.g. Glasgow/Edinburgh to Aberdeen and Inverness.

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

Journeys between Edinburgh and Glasgow via Falkirk. However any such improvements must not result in fewer trains serving Falkirk High Station.

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.

More over the counter services and vending machines. However vending machines should also be able to give better explanations of travel restrictions at the point of sale, e.g. highlighting when a persons can or cannot use a cheap day ticket. Also they should be able to allow seat reservations to be made. The introduction of TVM'S should not result in a reduction of staffing levels on existing booking offices. More emphasis should be given to PlusBus ticketing initiatives.

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.

No comment, each station will have its own needs. I presume that discussions will also take place with Network Rail about the stations that they control.

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.

There should be a visible presence of staff especially at major stations and interchange points. Cleanliness of stations and railway owned car parks maintained to a high level. Enhanced shelters and seating areas. Also comments in Question 6 regarding Network Rail stations.

Q8 How could signage be improved at stations?

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

Give better directions to nearest bus stops etc, incorporation of bus travel information at stations. Such information used to be provided at stations in the Falkirk area but was removed when the current franchise began and the SQUIRE regime was introduced. Also a requirement for directional information to such places as the Falkirk Wheel, town centre etc

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.

Increased training for existing staff on disability issues. Also at major stations have staff that can speak other languages, e.g. French, German, Italian and Spanish. This would be helpful when dealing with overseas tourists and the forthcoming Commonwealth Games.

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.

Links from Larbert Station to the new Larbert Hospital

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, Le. tickets for a particular region
- Other rail cards.

Any scheme to encourage modal shift must be affordable by passengers. Any form of geographical ticket must be multi modal but at the same time be the same cost or less than other alternative multi journey tickets. For instance, someone makes a journey by bus to a station, rail to the next major place and then by bus to their place of work can, in some instances, by purchasing three individual multi journey tickets be paying less than buying an existing multi modal ticket. This situation must be avoided.

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

Continue with the existing seat pattern.

Other matters to be considered are the cleanliness of trains, heating. Also specific storage space for catering trolleys. At the present time they are either stored in the rear cab or in doorways.

Staff must always be contactable. This is a problem with class 170 trains when operating in multiple with other sets.

More space for bicycles. Currently there is only space for two bikes. At peak times and in some instances at off peak, more than two people want to take their cycle on the train. Other services suffer from a lack of accommodation for luggage, cycles especially in the summer e.g. West Highland line and services to Inverness

Also better advance notice of temporary service and timetable changes.

Cleanliness within rail tracks at stations can also be a problem on routes that are operated by trains that do not have controlled emission toilets. Something to be considered by both ScotRail and Network Rail.

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 II
- Catering
- Staffing

No comment, other than re-introduction of car carrying facilities on such trains

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.

Where possible maintaining connections with other modes of transport and other TOC's by holding trains instead of passengers having long waits for onward connections. Also details and timetables of bus services which pass the railway station.

Better signing for pedestrians and cyclists to locations close to the station.

Q15 What should our communications connectivity priorities be?

No Comment

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

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

If Internet connections are to be provided, then they must be in specific section of trains. This should also apply to mobile phones.

Q17 Would you pay for this service?

Yes

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

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

See comment for question 11

Will this project entail the installation of new barriers at Edinburgh Waverley, Haymarket and Glasgow Queen Street stations and the installations of barriers at all intermediate stations? If so what effect will the introduction of ticket barriers at intermediate stations have on access to platforms and possible closing of existing entry and exit points? Also in the event of barriers failing will staff be on hand to enable passengers to enter or leave the station?

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

Electrification of the network and elimination of unnecessary empty stock movements. Also consider more integration of bus and rail services. However any integration must not be introduced at the expense of either bus or rail users.

Also consider amendments to the Firstgroup plc/ Scotrail enquiry by the Competition Commission. The enquiry was completed in June 2004. We are of the opinion that future changes to the franchise may be compromised by the undertakings given by Firstgroup PLC when they took over the operation of the ScotRail franchise and also the operation of overlapping bus and rail services. This section also applies to question 4

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.

Further electrification of the network

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.

No comment

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

No Comment

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?

Any benefits to both existing and future rail passengers must be Scotland wide not just for the Glasgow area.

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

No comment

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.

No comment

RESPONDENT INFORMATION FORM

Please complete the details below and return it with your response. This will help ensure we handle your response appropriately. Thank you for your help.

Name: S. Bloomfield PUBLIC TRANSPORT CO-ORDINATOR
FALKIRK COUNCIL

Postal Address: ABBOTSFORD HOUSE, DAVIDS WAY FALKIRK
FK2 7YZ.

1. Are you responding: (please tick one box)
- (a) as an individual ☐ go to Q2a/b and then Q4
- (b) on behalf of a group/organisation ☒ go to Q3 and then Q4

INDIVIDUALS

- 2a. Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government website)?

Yes (go to 2b below) ☐

No, not at all ☐ We will treat your response as confidential

- 2b. **Where confidentiality is not requested**, we will make your response available to the public on the following basis (please tick one of the following boxes)

Yes, make my response, name and address all available ☐

Yes, make my response available, but not my name or address ☐

Yes, make my response and name available, but not my address ☐

ON BEHALF OF GROUPS OR ORGANISATIONS:

3. The name and address of your organisation **will be** made available to the public (in the Scottish Government library and/or on the Transport Scotland website). Are you also content for your response to be made available?

Yes ☒

No ☐ We will treat your response as confidential

SHARING RESPONSES/FUTURE ENGAGEMENT

4. We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the Scottish Government to contact you again in the future in relation to this consultation response?

Yes ☒

No ☐

