

Extension Scottish Association for Public Transport  
Response to Consultation on ScotRail Franchise  
November 2008

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

All of them.

Q2      *Is our schedule for new service introduction about right?*

Progress is being made towards improving rail services but the pace of change is too slow.

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

Hourly Glasgow Central-Motherwell-Edinburgh service (jointly with Glasgow-Edinburgh-London trains), giving with hourly Glasgow-Shotts-Edinburgh trains an aggregate half-hourly frequency  
Hourly Edinburgh/Glasgow-Inverness service

Hourly Aberdeen-Inverness service

Half-hourly Glasgow-Stirling-Perth-Dundee trains, continuing hourly to Aberdeen

Regular-interval services to south-west Scotland.

Additional daily West Highland services timed to encourage use by tourists and local residents

Fully integrated, regular-interval or standard departure time train services throughout the network

Revamp of Strathclyde services to provide Metro frequency on most inner-suburban routes

New stations and passenger services on existing lines to Levenmouth (Methil) and Grangemouth

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

Inter city rail speeds should be improved through electrification (Glasgow-Edinburgh) or more powerful engines giving better acceleration to diesel trains (Central Lowlands-Aberdeen/Inverness)

Short distance suburban services around Glasgow should be provided in future by new lighter, faster acceleration electric "Metro" trains with wider doors for quick loading/unloading, and no toilets

Journey times on RETB Radio Signalling routes (West Highland, Far North, Kyle) are too slow and should be improved by developing a faster replacement signalling system allowing some services to operate non-stop through the most lightly used stations if no passengers are boarding/alighting.

Q5      *How can buying a ticket be made easier?*

Introduction of zonal ticketing, and ITSO smartcards, instead of individual station-to-station fares

Q6      *Balance between commercial outlets and other facilities at stations?*

Availability of tea and coffee outlets important.

Q7 *How could the station environment be improved?*

Continuing to clear litter and graffiti and providing good lighting and CCTV are key factors.  
Easy access for passengers, including disabled, is important.

Q8 *How could signage at stations be improved?*

Signage at all stations should be checked for consistency, particularly signs to onward travel connections, eg taxi ranks, bus stations or bus stops, and ferry terminals

Signage TO stations are equally important. Local authorities and road authorities should be required to provide better signs to stations.

An audit of signs to stations should be carried out to ensure consistent standards.

Q9 *How can assisted travel be improved at stations?*

We are not qualified to respond on this.

Q10 *Do you have any ideas for further "RailLinks"?*

Given that less than 10% of the population live within walking distance of a station, better walking routes, parking, and bus links to stations are essential.

Provision of paths to provide shorter walking routes to stations should be mandatory in planning guidelines for all housing and commercial developments which can be served by rail. Opportunities to provide better access paths to stations should be investigated, with planning regulations amended to overrule unreasonable "nimby" objections where these disadvantage public transport users.

Park+Ride car parks are overfull at many stations. A major expansion programme is needed, including multi-storey developments where land is restricted.

Also strategic P+R railheads should be developed or expanded for trunk roads, eg:

Greenhill

Bishopton

Patterton

Milton (east of Dumbarton)

Rutherglen

Easterhouse

Uphall

Kirknewton

Rosyth

Bannockburn

Stonehaven

Co-ordination between buses and trains is sub-standard in most parts of Scotland, making the vision of an integrated transport system illusive. Bus regulations should be amended to facilitate more bus quality contracts. Bus/rail connections and through ticketing should be provided on strategic routes, giving access to rail services for towns and villages without stations.

Q11 *Which pilot scheme changes would encourage modal shift?*

The national bus concessionary scheme for the over-60s has encouraged modal shift from rail to bus and is running into budgetary problems. Revised arrangements could include free local travel by bus or off-peak trains, with a modest charge for longer trips by bus or train.

Multi-modal geographical tickets, eg Strathclyde Day Tripper, should be introduced in a wide area around all Scottish cities.

Ticket prices should be no higher than the marginal cost of car use.

Q12 *How could passengers' experience of train travel be improved?*

On tourist routes, trees and undergrowth, often within railway land, alongside the railway obstructs the view in many locations. Network Rail should be required, and funded, to control vegetation.

Provision of toilets is inadequate on some long-distance trains, particular where single-toilet diesel units, eg Class 156, are used on journeys of longer than two hours. Action should be taken to provide suitable rolling stock by defining a maximum ratio of seats to toilets on long distance journeys.

On short urban routes of less than 30 minutes, particularly around Glasgow, rolling stock replacement should be based on Metro-style electric trains with more standing space, wide doors, and without toilets to allow more people to be carried. On such short distance urban routes, peak hour standing should be allowed so that cheaper fares can be offered without increasing costs.

Noise, particularly from personal stereos, causes considerable nuisance to other passengers. Quiet coaches, or controls on noisy stereo use, should be introduced.

There is demand for carriage of cycles, but on overcrowded urban trains at peak times, cycles can inconvenience other passengers. A balance could require limits on cycles during the peak hour on routes where this is a problem, as is the practice on many routes around London.

Q13 *How can Anglo-Scottish sleepers be improved?*

The current operational pattern should be reviewed to see if more capacity can be provided on tourist routes when demand is highest, particularly on summer Friday and Sunday nights.

Availability of showers at terminal stations should be improved.

The standard of snacks provided for breakfast could be improved.

A long-term policy for replacement of sleeper coaches with en-suite sleepers should be formulated.

Q14 *How could travel interchange at stations be improved?*

See answer to Q10 which overlaps this question, with the same response:

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Q15 *What should our communications connectivity priorities be?*

The meaning of this question is unclear.

Q16 *Would wireless internet technology benefit passengers?*

Yes, on longer distance routes where business travel is common.

Q17 *Would you pay for this service?*

The cost could be included in first class fares if wireless internet is confined to first class.

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

More detail on this pilot is needed before this question can be answered.

Q19 *How best can the franchisee deliver better sustainability?*

Realistic targets for CO<sub>2</sub> reduction could be included in the franchise commercial terms.

Q20 *How should the carbon footprint of railways be reduced?*

Electrification is likely to make the greatest impact, coupled with lighter trains in future, particularly in urban areas (lightweight metro trains or tram-trains).

As rail in most cases has a lower carbon footprint than other modes of transport, it is essential that attempts to still further reduce rail's carbon footprint do not adversely affect rail's competitiveness with other less environmentally friendly transport modes, leading to a nett increase in emissions.

*Q21 What station and community regeneration should be considered?*

Continue the current programme to open up station buildings for customer-focused commercial activities and community use.

*Q22 Where should the Station Community Regeneration Fund be concentrated?*

Each opportunity should be judged on its merits without pre-conceived policies.

*Q23 What additional services would benefit the Commonwealth Games in 2014?*

Glasgow suburban rail services should be revised into an easily understood "Metro" network of routes to optimise links to the main Games locations, in such a way as to give a lasting long-term benefit to local residents. Connections with ScotRail Express services and the Glasgow Airport rail link are essential.

Consideration should be given to re-opening the Bridgeton-Parkhead line as a first phase of a possible Metro line to the future Clyde Gateway development.

*Q24 What aspects of the Project Manager's role are priorities?*

It is unclear what Project Manager this question refers to.

*Q25 Will any of the improvements have a positive or adverse impact on equality groups?*

It is important that the ScotRail franchise delivers for the whole community, including provision for the disabled, rather than focusing on sectional interests.

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This response can be published.

The Respondents Information Form will be returned by post.