

Scotrail Franchise extension, 30 November 2008.

Transportation policy draft response

We are inviting written responses to this consultation paper by 30 November 2008.

Please send your response to: scotrailfranchise@transportscotland.gsi.gov.uk
or
Consultation Rail Performance Team, Transport Scotland, 7th floor, Buchanan House, 58 Port Dundas Road, Glasgow G4 OHF

If you have any queries on this consultation paper please use the email address above or contact Mike Fariss on 0141 2727492.

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

Extension of 15 minute frequency Edinburgh-Glasgow service
Operation of an additional limited stop service from Glasgow to Edinburgh via Shotts
Edinburgh, Fife and Aberdeen service enhancements
The operation of additional morning services to provide connections to London
Far North recast (to help reduce internal flights)
Pilot schemes to incentivise modal shift of commuters
Delivering better efficiency, performance and sustainability

Q2 Is our schedule for new service introduction right?

No response- insufficient information provided

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

Operation of an additional limited stop service from Glasgow to Edinburgh via Shotts
Continued operation of the Glasgow Central to Glasgow Queen Street RailLink service
Improving links between rail services and Edinburgh Royal Infirmary
Staffing of Edinburgh Park Station to improve interchange with the tram service
*Delivering better efficiency, performance and sustainability**
*Edinburgh-Glasgow SmartCard project**
Use of additional rolling stock for service' strengthening
Additional Customer Service staff at major stations
Provision of wireless technology service to passengers on the Edinburgh-Glasgow service
*Stations Community Regeneration Fund**

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

By imposing high specification service standards including imposing penalties for late-running trains if necessary

Implementation of Caledonian Express

Offering longer trains with sufficient capacity to meet demand. Ensuring effective timetable co-ordination between rail and bus services to improve whole journey, not just rail leg, times• Use effective operational performance measures to track quality e.g. by being mindful that services five minutes late are classed as on time whilst a wide range of services can be affected by the late running of one train. Passengers should be at the heart of the public performance measure. i.e. the unit of measurement for delay should be the passenger-hour.

Q5 How can buying a ticket be made easier?

Simplification of ticket range

Simplification of ticket pricing structure

Staffing at busier stations to assist with travel planning and ticket purchase

Additional and improved sales outlets as suggested for niche markets

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? Give absolute priority of the available space to measures which will improve accessibility for those who are mobility impaired. Give priority to essential traveler services, e.g. waiting rooms, toilet facilities, telephones, travel planning facilities
Offer secure cycle parking facilities.

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

Keep stations especially passenger waiting and arrival areas well maintained, free of graffiti damage and litter

High quality waiting rooms (they have to be warm, well lit and feel safe for users).

Access improvements for disabled people

Consider security benefits of station/security staff, particularly at night and at busy/risky stations

Good travel information (ideally real time display monitors) and journey planning facilities

Employ station staff trained in customer care and who know how to book a rail journey

Q8 How could signage be improved at stations?

Relevant information for disabled users and those with mobility impairments.

Information on how to get to your destination from the station including taxi contact • numbers, bus information and maps to show the locations of places of interest.

*Information for cyclists to key cycle routes and key destinations
town maps for visitors*

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 .
- Drop off/collection zones

Clear information at entry points to station showing ramps, lifts, etc.

Provision of disabled parking spaces

Pre-booking service so trained staff can be available at origin/destination station to assist when needed

Q10 Do you have any ideas for further 'RailLinks'?

Linlithgow to Livingston North, St John's Hospital and Central Livingston

Addiewell prison to Addiewell (station) and Bathgate

Newcraighall to Edinburgh Royal Infirmary

Larbert to The New Falkirk/Stirling Hospital

Bo'ness to Linlithgow

Links to Bathgate to Airdrie line stations

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

Priority car parking spaces for car sharers

Comprehensive and integrated through ticketing with bus operators

Season ticket prices based on cheap day fares

Priority seats for season ticket holders during peak hours

Product trial ticket schemes targeted at largest flows of regular car commuters on journeys where rail has real advantage

Cheaper group travel schemes to offer families a cost advantage to use rail as opposed to car

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

Priority seating for disabled/mobility impaired passengers

More space for wheelchairs, buggies and cycles – which should also be suitable for standing passengers

Reduce the number of (in train) announcements to the minimum required

Ban noisy MP3 players/phones/laptops/etc and smelly food

Keep the trains incl. toilets clean

Provide enough capacity so that every passenger can find a seat

Increase the number of staff (conductors or security staff) on trains to increase the sense of safety

Provide quiet coaches on every train

More cycle storage space on trains

Q13 Where should we concentrate our efforts in improving the Anglo-Scottish sleeper services?

Fares must be competitive with budget airlines/overseas tourism and must reflect the quality of service

Q14 How could we improve the travel interchange at stations?

Improve walking links and en route signage between modes

Be aware of how many passengers will change trains and provide guidance (which platform) and time to allow this change to happen.

ensure comprehensive information and signage is available to guide travelers to other modes- e.g. taxi rank and bus stops

Make sure connecting trains are held if delays occur

Ensure effective timetable co-ordination between rail and bus services is not possible at present

Q15 What should our communications connectivity priorities be?

See 16

Q16 Would wireless internet technology significantly benefit passengers?

WiFi priority should be given to - long distance journeys, business users then leisure users

Provide WiFi only in dedicated coaches to avoid annoying other passengers and reduce radiation

Q17 Would you pay for this service?

No, this is a relative strength of rail travel over other modes and could/should be self financing.

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

It will make you better informed regarding OD

A SmartCard would be an advantage if it facilitates flexible pricing, integrated rail/bus ticketing and fair revenue apportionment between operators

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

Implement EU, UK and Scottish environmental legislation into targets and conditions of the franchisee

Seriously consider further electrification as future franchise condition in partnership with Network Rail

Implement the Polluter Pays Principle and prevent the franchisee from passing on the cost of negative externalities to the customers.

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

Use it to fund schemes for:

-enhancing mode shift measures --introducing car-parking and bike hire schemes at stations

-ensuring that station buildings are energy-efficient and use LED light installation, solar panels, ground/air heat source pumps, wind turbines, etc. to produce energy

-installing grey water tanks for use in toilets, for cleaning, etc.

Q21 What should we consider in station and community regeneration?

Ensure that trains serve stations in remote and rural communities

Work with others to provide integrated access by non-car modes

Encouraging 'adopt a station' schemes (funded by NR/Scotrail) particularly in remote areas to entice locals to improve their station

Engaging community enterprise joint use of station facilities as a means of maximizing use of facilities and enhancing security through increased legitimate presence at stations

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

Where it can achieve a significant increase in station use and viability, not only in attracting passengers

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?

Bike hire franchising at main Glasgow stations

Undertake UK wide promotion of rail travel to the games

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

Measures which achieve social inclusion and mode shift from car

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 – yes as likely to be visually impaired and have reduced mobility*
- *Disability – yes but only if significant coverage of the network is made DDA compliant*
- *Gender – yes if the physical environment improve safety and perceived safety*
- *LGBT/Ethnicity/Religion – No change*