RAIL 2014 - ANALYSIS OF CONSULTATION RESPONSES

RAIL 2014 CONSULTATION ANALYSIS

MVA Consultancy

Authors:
Chris Paterson
Neill Birch
Alec Knox
Gordon Scott
Steven Reid
Stephen Canning

Transport Scotland
2012

Table of Contents

1 Introduction

Background

1.1 Transport Scotland commissioned MVA Consultancy to undertake an analysis of responses to the „Rail 2014" public consultation. The year 2014 is a milestone year as the next ScotRail franchise is due to begin and the funding arrangements for Network Rail are renewed. The consultation was an opportunity to inform the Scottish Ministers so that appropriate contracts can be established. The consultation has been „high profile" given the wide range of issues covered and the diverse range of views expressed.

1.2 The completed consultation will inform the Scottish Ministers in determining the way forward for delivering rail passenger services in Scotland. The consultation itself has provided an opportunity for stakeholder organisations and the public to play a role in shaping the future of Scotland"s railways.

1.3 This report details the themes which have emerged throughout the analysis process. Reporting has been structured around the consultation topics and then each specific consultation question, documenting response numbers, key themes and any differences between organisational responses or those from members of the public. Direct quotations have been included where appropriate to illustrate context and sentiment.

Consultation events

1.4 As part of the consultation exercise, Transport Scotland organised events across the country to engage with a broad range of stakeholders and to raise the profile and awareness of the consultation document.

1.5 In total, 23 stakeholder events took place across Scotland with around 160 organisations attending these meetings.

1.6 Transport Scotland also held 16 station events where they engaged directly with the public including passengers, representative organisations, local councillors and pressure groups.

1.7 Whilst MVA were not involved in any stakeholder events, Transport Scotland have advised that the principal matters raised at these included the following:

- quality of rolling stock for longer-distance journeys – linked to cross-border and sleeper concerns

- location of stations (both reacting to the closure issue and suggesting new stations)

- integration with other transport modes

- desire for through trains - both internal and cross-border

- provision of relevant passenger information

- the need for less fragmentation and more integration across the rail industry

1.8 It should be noted that each of these key matters, and concerns, expressed at Transport Scotland events were duplicated in the submitted consultation responses to the Rail 2014 document.

Media interest

1.9 The consultation has attracted considerable media interest since its launch. Media coverage has not only been provided by Transport Scotland through press releases and regular updates on the Transport Scotland twitter site, but also through various media organisations and interest groups. The nature of media coverage varied between simple awareness-raising of the exercise to opinionated analysis. Some of the latter reflected initial misunderstandings of the purpose of the consultation document, which was intended to provide options and stimulate debate. TV, print and social media have provided coverage and opinion on various elements of the consultation throughout the process.

1.10 Follow-up reporting and opinion has tended to focus upon a small number of topics. Topics highlighted by the media included:

- potential closures of stations

- termination of cross border services at Edinburgh

- banning the consumption of alcohol on services

- the future of the highland and lowland Caledonian sleeper services

1.11 Consequently, the above topics generated a high level of response.

2 Methodology

Consultation Format

2.1 The Rail 2014 consultation document was designed to help inform the future operating arrangements of the railways in Scotland. By 2014 contractual and funding arrangements for both the delivery of passenger services contract and operation and maintenance of the rail infrastructure through Network Rail have to be renewed. With this in mind, Transport Scotland designed the consultation to guide the formation of new contracts which will allow services and the railway in general to better meet the needs of passengers.

2.2 Whilst general comments were provided by organisations and individuals, the primary consultation document set out 40 open questions based upon the following themes:

- procurement of passenger services

- how to achieve reliability, performance and service quality

- Scottish train services, fares and stations

- cross border services

- rolling stock

- passenger services - comfort, security and information provision

- sleeper services

- environmental issues

2.3 The primary medium for the consultation was through an online link which allowed respondents to provide answers to each of the 40 questions. A number of printed copies were also available which included a response form. In addition, Transport Scotland accepted both postal and telephone responses to ensure maximum accessibility. Both telephone and postal responses were recorded by Transport Scotland in a consistent manner to those received electronically, before being passed to MVA Consultancy for analysis.

2.4 Comment Cards were also distributed at the station and stakeholder events. These cards were primarily designed to provide details of where people could access, and respond to, the full consultation document. The cards also invited respondents to respond to the question „what do you want from rail passenger services in 2014 and beyond?"

2.5 All responses were considered as part of this analysis.

2.6   The consultation period ran between 15 November 2011 and 20 February 2012.

Consultation Responses per question

2.7   In total, 1283 responses were received: these were made up of 173 responses from organisations and 1110 from individuals. A further 84 Comment Cards were also returned to the consultation team.

2.8   Within this a wide variety of organisations provided a response, including but not limited to: Regional Transport Partnerships and passenger groups, business representative organisations, rail industry and rail interest groups, equalities groups, trade union organisations, and local authorities and community councils.

2.9   Although responses came from such a wide variety of organisations, and more than 1000 members of the public, it should be understood that the exercise was a **consultation** and not a survey. As such, the responses are not a statistically representative cross-section of the population but rather a combination of views from those who have taken the opportunity to contribute. Above all, it should be remembered that in these types of exercises, members of the public will often only respond if they feel they have something relevant to contribute to the consultation, or answer in response to the questions.

2.10   Due to the open format of the consultation questions, response styles varied with many often only providing a response to a few of the 40 questions. As such, response figures are different for each question.

2.11   In addition, answering styles varied considerably between defined answers to specific questions and free-flowing text of opinions on the rail industry. Wherever possible these free-flowing responses were aligned to the relevant specific questions in order to ensure that we captured the fullest picture of opinion.

2.12   An initial analysis was undertaken of responses to particular questions. The most frequently answered questions can be seen in Table 1 and closely reflect the topics highlighted within the media.

Table 1 : Top five answered questions				
Question	**Topic**	**Individual** (% of all responses to this question from individuals)	**Organisation** (% of all responses to this question from organisations)	**Total Responses**
Q24	Stations	601 (80%)	146 (20%)	**747**
Q29	Cross Border Services	540 (80%)	139 (20%)	**679**
Q37	Caledonian Sleeper	477 (79%)	127 (21%)	**604**
Q39	Caledonian Sleeper	460 (79%)	119 (21%)	**579**
Q30	Cross Border Services	445 (79%)	119 (21%)	**564**

% figures represent the percentage of total responses to the specific question from individual or organisation as appropriate

2.13 Numbers of responses to all questions are shown in figure 1. This not only illustrates the specific peaks relating to key questions, but also shows that the number of responses from organisations was largely consistent across all of the questions. The number of individual responses, however, varied substantially for each question.

Figure 1: Numbers of responses to all questions
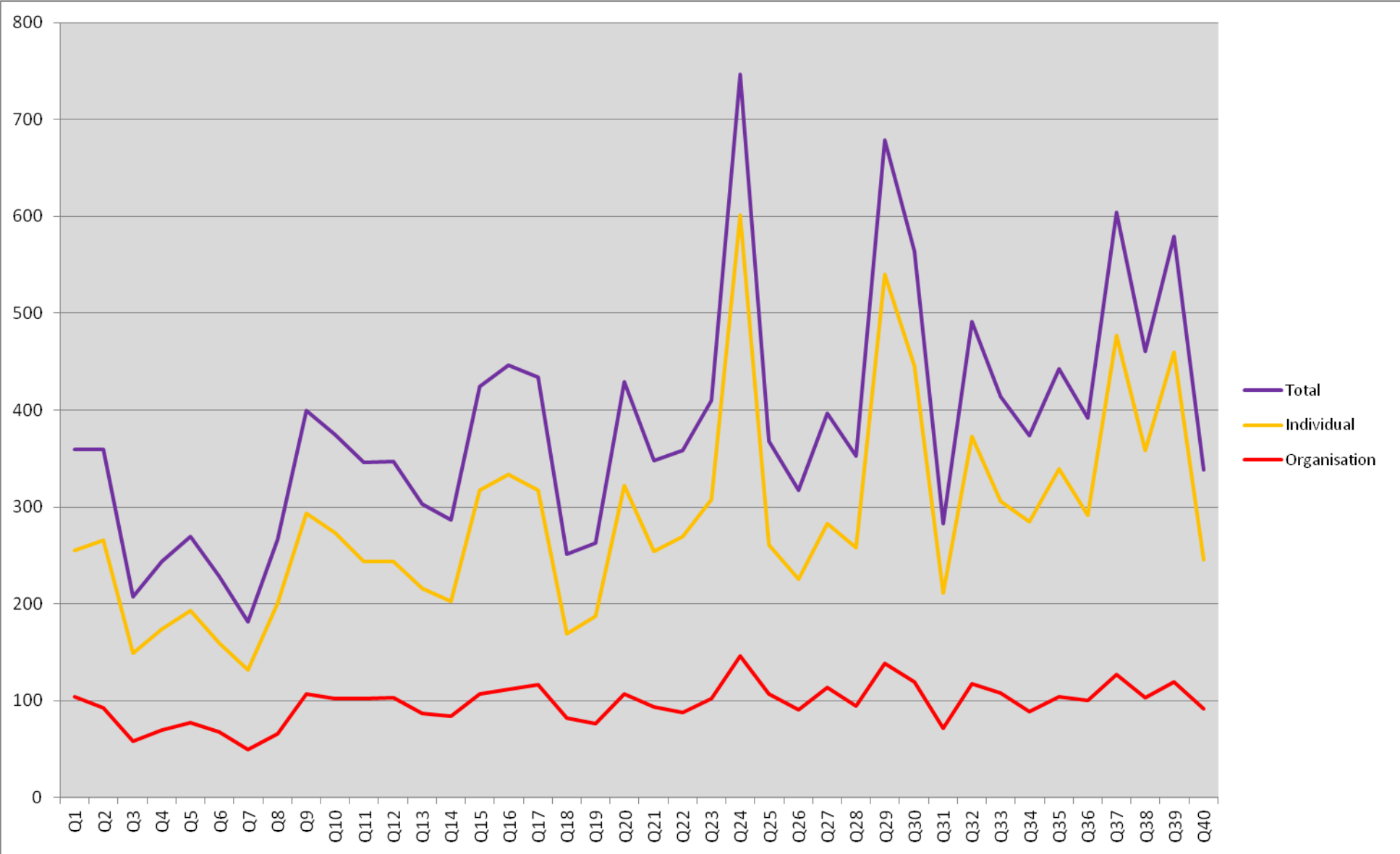
Methodology

2.14   MVA Consultancy were not involved in the design or implementation of the consultation but were tasked to undertake data entry of received responses before completing an independent analysis of all comments. Our methodological approach can be summarised as follows:

- completion of database of all responses

- data reduction/categorisation

- data summary

- identification of key themes

- reporting

2.15   Each of the above steps was carried out in a consistent manner across each of the 40 questions, with suitable back-checking employed to ensure thorough analysis and consistency of approach. In addition to the above, a geographical analysis of responses was undertaken.

2.16   Our approach was essentially qualitative, with each individual response read and considered by the analysis team, before being categorised into discrete themes and issues, to aid analysis of responses and the structure of reporting. The approach was designed to produce a detailed report which represented the range of views submitted across the consultation, including those of organisations and individual members of the public.

2.17   In order to illustrate the themes that have emerged through the analysis we have incorporated direct quotations from organisations and individual members of the public.

2.18   A discussion of cross-cutting themes and significant issues has been included as a separate chapter at the end of the document.

Structure of reporting

2.19   Transport Scotland‟s Rail 2014 consultation paper is a comprehensive document spanning 40 individual questions across numerous topics relating to the rail industry and rail services. It was essential to employ a consistent approach to analysis across each of the 40 questions to ensure a full appreciation of all relevant points raised by organisations and the public. Given the nature of the consultation, we recognise that not every topic or question will be of interest to every reader. Therefore we have structured the report to allow each question to be read as both part of the full document or taken on its own merits.

2.20   To achieve this goal each question is broken into five key sections as follows:

- **key statistics** – response numbers

- **popular themes** – the three themes which were cited most often by respondents

- **key themes** – a discussion of the popular themes and other emerging issues

- **organisational and individual responses** – discussion of any significant differences and of response themes from different types of organisation

- **equality issues**

- **geographical analysis** – analysis of locations of where responses originated.

2.21 The first three sections of analysis have been included for each question. The latter two sections have been analysed for all questions but are only included in this report where there are significant differences, or issues, that should be reported.

2.22 In addition to discussions of findings, each individual question includes a table of key statistics to inform the reader of response levels and the make up of responses to that question between individual members of the public and organisations. The key statistics table includes two pie charts. The left hand pie chart shows the proportion of responses to that question in relation to all responses to the consultation. The right hand pie chart breaks down the responses to that specific question between individuals and organisations.

2.23 An example is shown below for question 29, demonstrating that of the 1283 responses to the consultation, 679 (53%) specifically commented on question 29. Of those 679 respondents, 80% were from individual members of the public and 20% came from organisations.

Total Responses		1283	100%	
Responses to Q29		679	53%	
Organisational		139	20%	
Individual		540	80%	
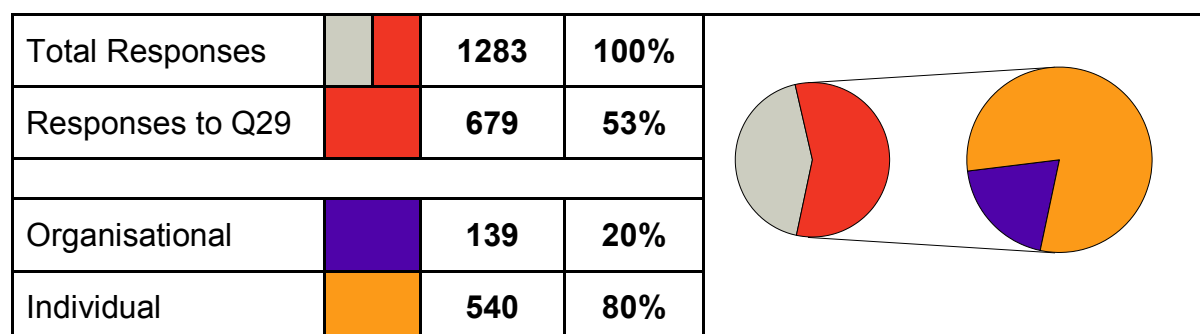
2.24 In addition to these key statistics, a table of popular themes is also presented for each question. Popular themes have been defined as those which generated the highest volume of responses. Popular themes are consistently displayed in order of most responses received for each question. Where other important themes have arisen within the consultation exercise, the project team has taken these on board and reported on each, where appropriate, in the text which follows the key themes heading.

2.25 A large number of organisations contributed to the consultation, spanning different sectors and interest groups. In order to provide an appropriate level of analysis, organisations were grouped into distinct sectors to ascertain any

emerging themes of interest to specific types of group. Organisations were grouped into the following classifications:

- community councils

- economic and business groups and companies

- equality groups

- local authorities

- other government groups

- passenger groups

- police / British Transport Police

- rail industry and rail interest groups

- Regional Transport Partnerships

- trade unions

- tourism, leisure and recreation groups and businesses

2.26   Reporting each question in the above format allows for comparisons across individual questions.

Geographical analysis

2.27   As part of the commission, Transport Scotland requested that a geographical analysis be undertaken to establish the geographical distribution of responses across Scotland and from further afield.

2.28   Of the total 1,283 responses received, 937 (73%) could undergo geographical analysis. The remaining 346 responses contained postcodes which were either incomplete or missing.

2.29   The information was then mapped to acquire a local authority and a Regional Transport Partnership (RTP) reference for each response that provided a postcode, before undergoing further geographical analysis.

2.30   The mapped data were split into those whose main address was located within Scotland and those outwith Scotland, see Table 2.

Table 2 : Responses by location					
Location	**Individual**	**%**	**Organisation**	**%**	**Total**
Scotland	707	75%	131	14%	838
Outwith Scotland	81	9%	18	2%	99
Total	**788**	**84%**	**149**	**16%**	**937**
Without Postcode Information	308		38		346

% figures represent the percentage of all responses with identifiable postcodes within each category

2.31   As can be seen in Table 2 the majority of responses with a postcode were from individuals. Individuals themselves were mainly based in Scotland. It should be noted that organisations often have a larger geographical remit than the address of their main office, for example organisations registered in Edinburgh often have a national remit.

2.32   Table 3 shows the geographical spread of total responses by Regional Transport Partnership (RTP) area.

Table 3 : Responses by Regional Transport Partnerships Area						
Location	**Individual**	**%**	**Organisation**	**%**	**Total**	**%**
tactran	69	85%	12	15%	81	100
HITRANS	138	80%	34	20%	172	100
Nestrans	49	85%	9	16%	58	100
SEStran	235	87%	34	13%	269	100
SWestrans	6	86%	1	14%	7	100
SPT	208	84%	41	16%	249	100
Outwith Scotland	81	82%	18	18%	99	100
Total	788	84%	149	16%	937	100

% figures represent the percentage of individual and organisation responses within each RTP area

2.33   As can be seen from the table above, the majority of responses came from the three most populated RTP regions, SPT (27%), SEStran (29%) and HITRANS (18%). This geographical pattern of response numbers varied,
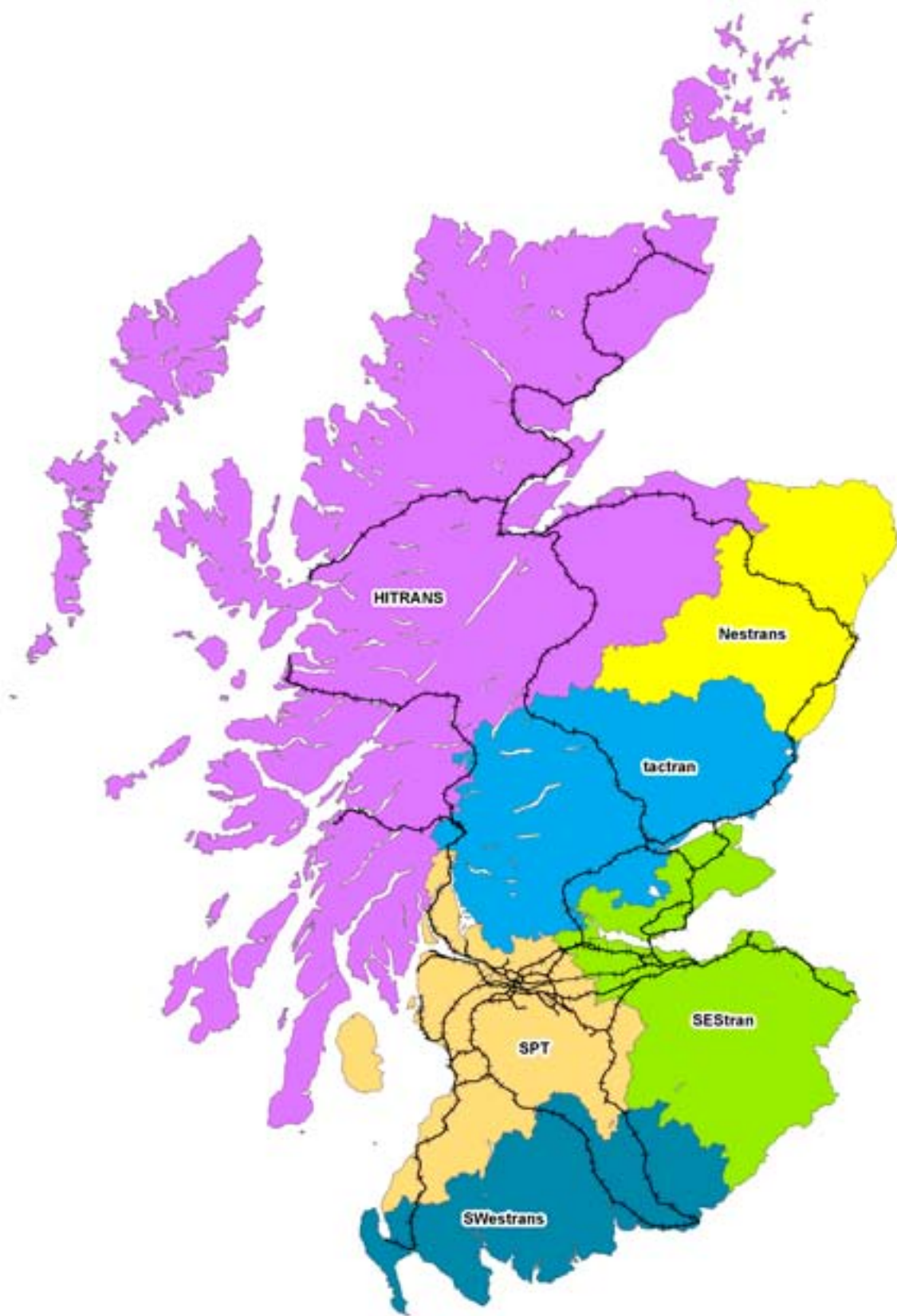
however, by question and this is highlighted as appropriate throughout the report. Similarly, geographical differences in views and opinions are discussed if relevant.

2.34   Figure 2 demonstrates the location of each Regional Transport Partnership and the passenger rail lines across Scotland. The figure illustrates the geographical reach of each Regional Transport Partnership and the rail network within each area.

2.35   Table 4 provides response statistics for each RTP area and also highlights that some RTP areas contain significantly more rail stations than others which will inherently generate more interest in the consultation exercise.

Table 4 : Regional Transport Partnership area response statistics					
Location	Responses from within RTP area	Responses from Organisations	Responses from Individuals	Local Authorities located within the RTP area	Rail stations located within the RTP area
tactran	81	12	69	4	22
HITRANS	172	34	138	5	68
Nestrans	58	9	49	2	7
SEStran	269	34	235	8	52
SWestrans	7	1	6	1	7
SPT	249	49	208	11	187

Figure 2 Regional Transport Partnership areas

3   Procuring rail passenger services

Q1 – What are the merits of offering the ScotRail franchise as a dual focus franchise and what services should be covered by the economic rail element, and what by the social rail element?

Total Responses		1283	100%
Responses to Q1		359	28%
Organisational		104	29%
Individual		255	71%
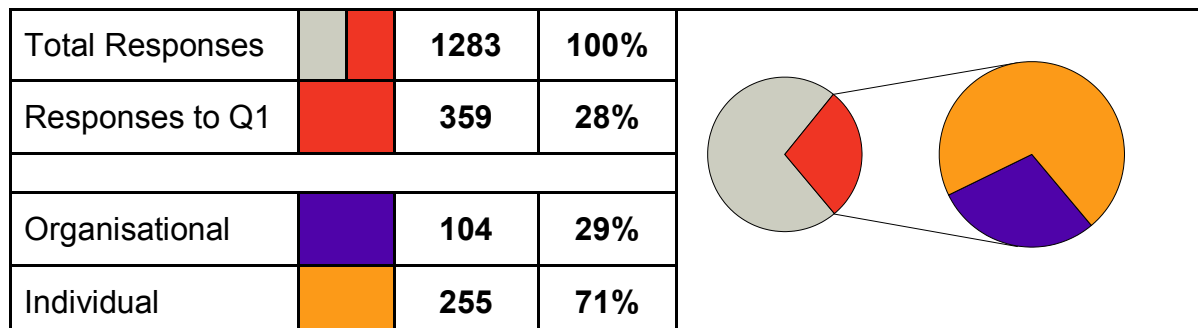
Popular themes
1 – Against the dual focus franchise and in favour of a single focus franchise
2 – Support the dual focus franchise, in principle and if correctly regulated
3 – There is a difficulty in separating out 'social' and 'economic' services, a danger in doing so, or they should not be separated

Key themes

3.1   Respondents" opinions on the merits of a dual focus franchise (a single franchise with clearly defined economic and social routes) were split, with a small majority of respondents against it, some of whom stated, categorically, that there are no merits at all to a dual focus franchise. Some of these responses against dual focus stated that such a specification would result in a two-tier system where economic services would inevitably receive priority over social services.

> "RMT believes that the dual focus franchise is fundamentally flawed because such an approach to the franchise will see the introduction of different levels of specification and regulation on what it considers to be economically viable (profitable) or socially necessary routes. Essentially this means shifting most of the responsibility for the socially necessary routes from the train operator onto the taxpayer and passenger, leaving the franchisee with the most profitable routes to exploit." **RMT**

> "While we appreciate that some services do not turn a profit, all services have a social „element" and purpose. Making a strict division between those which are economic and those which are social may therefore be counter productive. There is a need for those providing profit-making services (such as the main intercity lines) to understand and measure their achievement of these social outcomes as well as economic ones."
> **Capability Scotland**

3.2   Some respondents supported the dual franchise option, provided it was appropriately regulated. These respondents believed dual focus could allow attractive financial returns on an „economic railway", whilst a different type of service on the „social railway" could safeguard rail lines ensuring accessibility was maintained. Others noted that a dual franchise would allow the railways to reflect demand and also cater to genuine need.

> "Offering the ScotRail franchise as a dual-focus franchise would ensure that traditional „honey pot" locations in Scotland are identified as key economic drivers, and essential to the ongoing development of Scotland"s infrastructure.
>
> "VisitScotland would encourage every effort to ensure that those lines under the "social" heading would not suffer from a lower level of service or significantly higher fares, putting users of those services - both locals and visitors to the area - at a substantial disadvantage." **Visit Scotland**

> "A dual focus franchise would enable ScotRail to set differing objectives to the franchisee pending on whether a rail network was deemed to have primarily economic or social characteristics. While value for money and efficiency would underpin the aspirations of running services on both types of network the social benefits of a rail service continuing in certain rural areas would be given more substantial weight when assessing the viability of the service." **Public Response**

3.3   The third most popular theme was that it would be too difficult to separate out „social" and „economic" services and that there is a danger in doing so: the danger being that this leads to confusion and eventually disjointed services. Unlike responses which stated that dual focus should not be incorporated, these respondents chose to state why they thought this option to be unworkable.
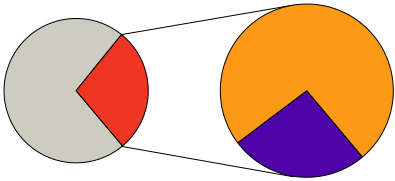
> "The possibility of splitting the franchise into Economic and Social parts of the railway causes concern. There are many uncertainties around this possibility which are unresolved such as what parts of the network

Organisational and individual responses

3.4   Responses were broadly similar between both organisations and individuals across each of the key themes identified. However a higher proportion of organisations than individuals did not support dual focus. Organisations were more likely to express concern that it would lead to a two-class railway with economic services likely to be prioritised over social routes.

3.5   Organisations were more likely to say they would like to see more detail on the dual focus franchise, and individuals that a dual focus franchise has no merits or that there should be a move towards nationalising rail services.

3.6   Public sector organisations in particular tended to be against a dual focus franchise, preferring a single focussed and managed franchise. Whilst organisations from the tourism sector were much more supportive of a dual franchise, if properly regulated.

3.7   Trade unions and Regional Transport Partnerships both expressed concern that a dual franchise agreement would lead to a two tier/class railway, whereby economic services would be given priority over „social services".

Q2 – What should be the length of the contract for future franchises, and what factors lead you to this view?

Total Responses			1283	100%
Responses to Q2			359	28%
Organisational			93	74%
Individual			266	26%

Popular themes
1 – The contract should be long enough to encourage investment, allow the operator to make service improvements and innovate, or provide continuity
2 – There should be an option to review, terminate, or change the terms of the contract
3 – The contract should be around 10 years or at least 10 years

Key themes

3.8   Around one third of respondents to this question thought that the franchise should have a long length. This was for a number of reasons, most frequently to encourage investment and innovation by operators, to allow them to make service improvements, and to allow for a degree of continuity.

"CBI Scotland continues to call for longer and more flexible, rail franchises in order to unlock much-needed investment in the network and is concerned with the consultation"s view that short-term franchises improve competitiveness. Short franchises encourage more of a short-term focus on managing railways with overly rigid and detailed specifications within the franchise agreement stifling innovation, new ways of working and better practice. At present the franchise as outlined in the consultation document has very little provision for innovation or safeguards for long term investment and CBI Scotland is concerned that the proposal for the next franchise to cover only a five year period will undermine Scotland"s rail services." **CBI Scotland**

3.9   Some noted that it would also reduce the cost to government and operators of refranchising. Others say that short-term franchises encourage a short-term outlook.

3.10   Whilst a large proportion of respondents specified a suggested time limit period on the length of franchise agreements, a number of others simply stated that contract lengths should be long enough to promote operator investment and innovation.

> "The contract should be at reasonable length to ensure the franchisee is not dis-incentivised to provide long term investment and only fulfil the contract to gain short term financial gain by the contractor." **Public Response**

3.11   Conversely, a smaller group said that if the contract is too long it leads to complacency or a lack of competitiveness. Others said that short-term contracts allow regular renegotiating and competitive focus.

> "Long franchises breed complacency and are inflexible in the event of changing circumstances. A short franchise term will maximise the ability to adapt to changes in the future such as a major industry restructuring, which is inevitable since the present structure of the GB rail industry is unsustainable." **Public Response**

> "Franchises should be let for 7 to 10 years. A lesser period might discourage investment and development. A longer period might encourage a degree of complacency in what is effectively a monopoly service. The main argument for a longer period lies in investment but with the rolling stock being mostly already specified and matched to the franchise period through the leasing arrangements, the investment requirements and opportunities are relatively limited." **Public Response**

3.12   It was suggested that the franchise should be 10 years or more, with a considerable number also stating it should be 15 to 20 years. Fewer thought it should be longer than this (around 20 to 25 years).

3.13   There was also a smaller group of respondents who thought the next franchise should be the same length as the current one, around 7 years. A similar number thought it should be between 5 and 10 years and another group saying that it should be more than 5 years.

Organisational and individual responses

3.14   Overall, organisations were more likely to suggest contracts of a longer length, typically 15 to 20 years, than individuals (where a considerably higher proportion stated that the contract should be long enough to encourage investment, allow the operator to make service improvements and innovate, or provide continuity).

3.15   Typically, individuals were more likely to suggest shorter contracts of around 5 years.

3.16   A higher proportion of organisations said there should be an option to review, terminate, or change the terms of the contract.

3.17   More than half of all economic/business groups or companies thought that franchises themselves should be long enough to encourage investment in services. Government groups, local authorities and tourism organisations answered similarly although not in as high proportions.

3.18   Both government groups and Regional Transport Partnerships also advocated that there should be an option for review, termination or change of terms built into future contracts.

Q3 - What risk support mechanism should be reflected within the franchise?

Total Responses		1283	100%
Responses to Q3		207	16%
Organisational		58	28%
Individual		149	72%
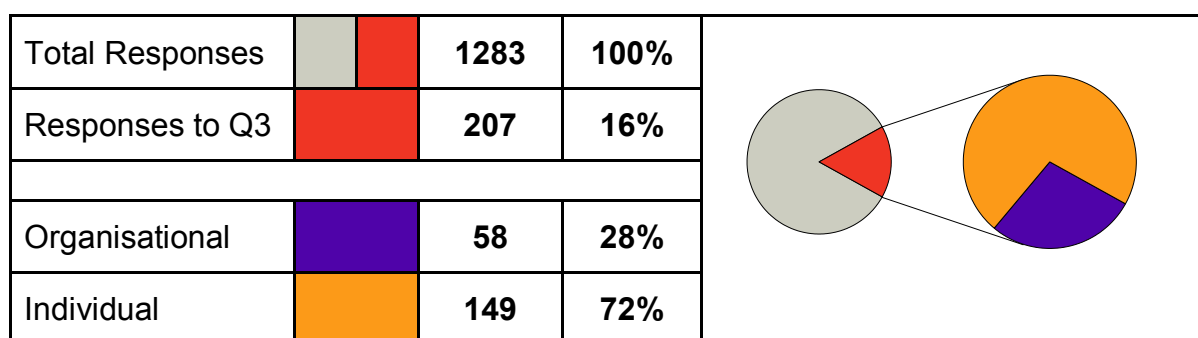
Popular themes
1 – The franchisee should take on the majority (or all) of the risk, there should be no risk support mechanism, or there should be minimal risk support
2 – There should be a share of risk, perhaps equal to the share of any profits
3 – The government should accept more/most risk

Key themes

3.19   Question 3 provoked a wide range of responses with many respondents, particularly individuals, admitting they did not have a strong understanding of the issues involved. Often the responses were difficult to group and as such common themes were hard to identify.

3.20   More respondents appeared to be in favour of the franchisee taking on most, or all, of the risk rather than the government. There was also a considerable group though who thought the risk should be shared, perhaps in equal proportion to the share of any profits. .

> "In general, the operating cost and revenue risks (the latter within the fares parameters set by Transport Scotland) should rest with the operators.
>
> "As is also the thinking within DfT for forthcoming franchises, there should be a linkage between revenue risks and National Economic Performance built into the franchise which will encourage the operator to take greater risks to the benefit of the taxpayer without the worry of the wider economic climate beyond their control." **ATCO (Scotland)**

3.21   Another theme which was frequently identified was that franchises should be protected against changes in the economic climate or government policy in order to maintain the current level of service.

> "The service needs to be maintained even in a severe downturn in the economy: this needs to be reflected in the risk support mechanism."
> **West Aberdeenshire and Kincardine Labour Party**

3.22 Some respondents thought that risk should be treated differently for different types of service, most frequently that franchisees should take on the risk for economic services and the government for social services.

> "Risk support mechanisms should be made dependent on whether the franchise is split into „economic" and „social" rail services." **Fife Council**

Q4 – What, if any, profit share mechanism should apply within the franchise?

Total Responses		1283	100%
Responses to Q4		244	19%
Organisational		70	29%
Individual		174	71%
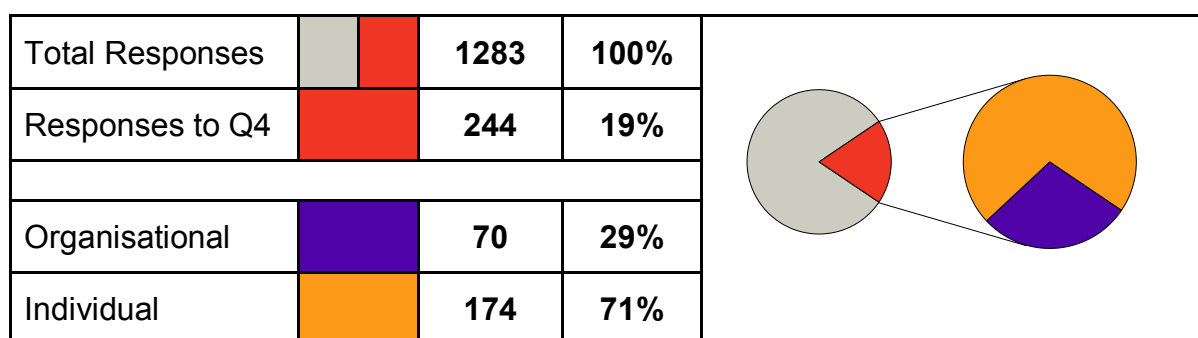
Popular themes
1 – Profits over a certain level should be re-invested in the railway
2 – Profit share should be linked to the achievements of specific objectives, e.g. growth in passenger numbers
3 – Rail services should be "not for profit"; all profits should be reinvested in the railways

Key themes

3.23   The most frequently expressed view was that profits over a certain pre-determined level should be reinvested into improving the rail network and services. Another frequent view was that operators should only receive profits on the achievement of specific objectives relating to service provision, particularly an increase in passenger numbers.

3.24   A third key theme was those who thought that rail services should not be run for profit and that profit should be reinvested in the railway. A further opinion expressed in a considerable number of responses was that there should be a balance between risk and reward with those taking the most risk receiving the most profit.

3.25   A number of respondents commented that passengers and the public purse should be protected from operators who may seek to recoup their shortfall in any less profitable years.
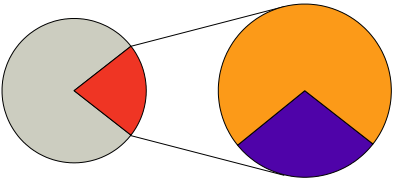
"Whatever arrangement you decide upon, it must seek to avoid the franchisee being able to cut back to the bone in lean years to the detriment of passengers. It should also avoid the disincentive train operators who are in revenue support in England have to grow the business (because the majority of any additional earnings accrues not to them but to the Department for Transport)." **Passenger Focus**

3.26   There was another smaller group of respondents who thought that, assuming they were providing a good service, operators should receive all the profits. A similarly sized number of respondents thought that railways should be run as a co-operative scheme where profits are shared with passengers.

Organisational and individual responses

3.27   There were two areas which had the biggest difference in responses between organisations and individuals:

- Organisations, in particular community councils and community groups, were more likely to suggest that profit sharing should be linked to the achievements of specific objectives (e.g. growth in passenger numbers)

- Individuals were more likely to state that profits over a certain level should be reinvested in the railway, suggest that rail services should not be run for profit, or should be run by some form of co-operative.

3.28   A number of local authorities and passenger groups suggested that all profits above certain threshold levels should be reinvested into the railways, whilst the passenger groups also warned of the danger that profit sharing would lead to operators cutting services to the detriment of passengers.

Q5 - Under what terms should third parties be involved in the operation of passenger rail services?

Total Responses		1283	100%
Responses to Q5		270	21%
Organisational		77	29%
Individual		193	71%

Popular themes
1 – Third parties should only be involved when no services exist at present: they will add value or additional investment, to plug gaps or to provide niche services
2 – Third parties should not be involved (or involved very little)
3 – Third parties should be involved locally through, for example, local rail user groups or community rail

Key themes

3.29   This question asks under what terms third parties (outside the current structure of Network Rail and the ScotRail franchisee) should be involved in the operation of passenger rail services. A large number of recurring themes emerged in the analysis of the responses.

3.30   Overall, the majority of respondents thought that there should be some kind of role for third parties in the operation of passenger rail services. Respondents frequently said that third parties should be involved where no services already exist at present, where they add value, where they provide niche services, or where they lead to additional investment. Others noted that third parties could be involved but should not compete against or detract from the main franchisee‟s services.

3.31   Around one in five of respondents to this question thought that third parties should not be involved in the operation of passenger rail services, or only involved to a small degree. The reasons stated were typically because they would lead to disjointed services.

"We are sceptical about the scope for third party operation of passenger services as distinct from other functions such as station management, with the exception of special services such as the Jacobite Train. We

> would not support anything which detracted from the integrated operation of the main franchise." **Passengers' View Scotland**

3.32   Remaining responses were essentially supportive of third party involvement and provided opinions of what role third parties should take.

3.33   One of the main roles identified for third parties, was that of the provision of tourist routes or „social" services. A common suggestion was that third parties would be particularly suited to marketing these routes and services.

> "The Fort William-Mallaig „Jacobite" trains have been very successful. Development of more tourist trains by third parties, using heritage trains with relatively low capital cost, would attract more visitors to the West Highlands. However, these trains must not abstract revenue from the year-round ScotRail train service." **Lochaber Transport Forum**

3.34   There were a number of respondents who said that locals and/or local community groups should be involved as third parties, and a similar sized group which thought the same about local authorities or Regional Transport Partnerships.

> "Other than community involvement in enhancing station facilities (which should be encouraged), the concept of „Community Rail" has not been tried in Scotland. However, in light of the apparent success of some of these schemes in rural parts of England, there may be case for trialling a scheme in Scotland should the right environment exist. In general, third party involvement in passenger rail service operations should be welcomed where benefits are apparent and there is no disadvantage to passengers. An example could be the involvement of the Regional Transport Partnerships in promoting enhanced services or new facilities, such as the successful Inverness services in Highland. However, any third party resources should as a general rule not be seen as a substitute for existing resources." **ATCO (Association of Transport Co-Ordinators) Scotland**

3.35   Outwith these popular themes, other common responses included:

- not if it damages the integrated nature of services / 'less is best'

- local authorities / Regional Partnerships (e.g. SPT) should be acknowledged as constructive third party contributors

- tourist routes / social services may merit special consideration

- third parties limited to outsourced aspects (on-board, trolleys, ticket inspection, shops, booking offices, cleaning, and maintenance)

- third parties should not impede/compete against main rail franchise or detract from main franchise's service

- should be possible for third parties to get involved

- open access should be encouraged

- OK for them to be involved but this is a complicated issue

- as long as they provide competitive service/reduce costs/add value

Organisational and individual responses
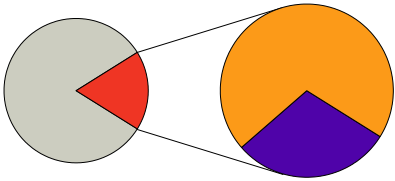
3.36 Organisations, in particular economic/business groups, local authorities and local government groups were more likely than individuals to suggest that third parties should be involved locally through, for example, local rail user groups or community rail groups. They also considered that the franchisee has to take the ultimate responsibility for overall services.

3.37 In addition, organisations were more likely to state that local authorities and/or Regional Transport Partnerships should be involved as third parties, although they also warned that third parties should not diminish the integrated nature of services.

3.38 Trade unions and individuals were more likely to respond that third parties should not be involved, or minimally involved. Individuals tended to support the notion that third party involvement should be limited to outsourced aspects, such as on-board trolley services, ticket inspection, shops, booking offices, cleaning and maintenance.

Geographical analysis

3.39 As explained within section 2.26, a geographical analysis was undertaken of all the responses that included location information. In terms of this question, there was a higher than average proportional response from the SEStran region, with 30% of all the responses that could be mapped. Within the SEStran region itself, the City of Edinburgh and Fife accounted for a combined 68% of the overall response numbers.

3.40 Considering the key themes identified, the SPT area accounted for more than half of all responses who suggested that „third parties should only be involved when no services exist at present; they add value or additional investment to plug gaps and provide niche services".

3.41 The SPT and SEStran areas also provided around a third of all respondents who thought that third parties should not be involved at all.

3.42 HITRANS, SWestrans and tactran all provided a sizeable number of responses to the third key theme that „third parties should be involved locally through local rail user groups or community rail groups.

Q6 - What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Total Responses		1283	100%
Responses to Q6		288	18%
Organisational		68	30%
Individual		160	70%

Popular themes
1 – There should be a reward for meeting targets, which are clearly defined and transparent as part of the contract, and/or incentives for good performance
2 – There should be penalties for failure to meet targets
3 – Incentivise based on customer opinion/satisfaction, most likely through customer surveys

Key themes

3.43   The majority of responses from individuals and organisations said that there should be incentives to meet targets. There was also a considerable group, overlapping with the first, who said that there should be penalties for failing to meet targets.

> "A system of penalties related to failure to deliver agreed franchise specification, should also be matched by rewards to the train operating company for improving on the specification e.g. punctuality and genuine commitment to resolving or mitigating persistent areas of passenger dissatisfaction." **Railfuture Scotland**

3.44   A large number of these respondents added that targets should be transparent at the outset of the awarding of the franchise. A further group of respondents agreed that targets should be clearly defined and measurable; these respondents did not specifically state whether there should be rewards or penalties. Some respondents also reported the factors which they thought should be used to evaluate or measure performance, such as an increase in patronage, modal shift to the train, punctuality or reliability.

> "Reliability, punctuality, journey time reduction, efficiency, response to disruption and customer satisfaction should all provide benchmarks for performance." **HITRANS**

3.45   The next large group of respondents were those that said incentives should be based on customer opinion, and it was suggested that this should be through public satisfaction surveys.

3.46   A considerable number of respondents thought that rail operations should be run on a not-for-profit basis by the government or a public body. Others said that the franchisee should be incentivised to provide good performance but did not specify what form the incentives would take (i.e. financial, extension of franchise etc).

Organisational and individual responses

3.47   There was a difference in responses with regard to rewards for meeting targets, which were supported by a much higher proportion of individuals than organisations. Individuals were also more likely to support penalties for failure to meet targets or think that rail services should be public or state owned.

3.48   Organisations were more likely to suggest that incentives should be based on clearly defined measurable targets, e.g. patronage or modal shift, or that the present system works well and does not necessarily need to be changed. These views were frequently expressed by trade unions, tourism groups, economic and business groups and rail groups.
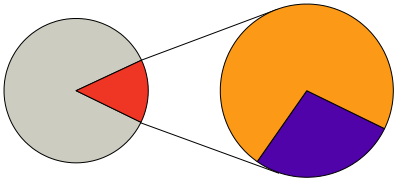
Equality issues

3.49   Equality groups did not generally comment on this question although both the Scottish Accessible Transport Alliance (SATA) and National Federation of the Blind of the UK stated that:

> "The question seems to assume that all outcomes can be measured. This is not so. Accessibility is an outcome which cannot be measured by statistics or by using phrases such as value for money. It requires consultation with disabled users and other interested parties and consistent action to ensure delivery. Improved accessibility which enables disabled people to use rail services which they previously could not use greatly improves their quality of life and may be thought to represent very good value for money." **Scottish Accessible Transport Alliance (SATA)** and **National Federation of the Blind of the UK**

3.50   Equality groups argued that rail users with accessibility requirements should be consulted prior to contract design.

"The Scottish Government should work with MACS and SATA to ensure passengers, and more especially, disabled passengers (including deaf people) are involved in the procurement process. This would help to ensure the operators are fully aware of the needs of passengers from the start of any contract." **Scottish Council on Deafness**

Q7 - What level of performance bond and/or parent company guarantees are appropriate?

Total Responses		1283	100%
Responses to Q7		182	14%
Organisational		50	27%
Individual		132	73%

Popular themes
1 – Performance bonds price up bids and discourage bidders
2 – Performance bonds and/or parent company guarantees should be high enough to cover the cost of retendering and transfer to a new operator
3 – Performance bonds and/or parent company guarantees should be based on current best practice or further investigation

Key themes

3.51   There were fewer responses to this question than many of the others, with many respondents, particularly individuals, indicating they did not have a great deal of knowledge of the issues involved. This has made it more difficult to identify recurring opinions and themes.

3.52   The most common theme, however, was that performance bonds drive up the price of bids and can discourage bidders. However, another reasonably large group of respondents said that performance bonds or parent company guarantees should be high enough to pay for re-tendering and/or the cost of transferring over to a new operator.
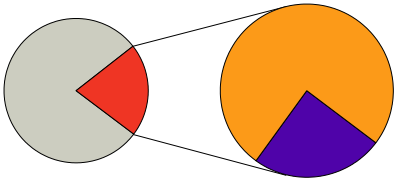
> "Performance bonds/parent company guarantees should be set at a reasonable level to avoid potential risk to the taxpayer but also not at such a high level that will discourage companies from bidding for the franchise." **Falkirk Council**

3.53   Others said that the level of performance bonds or parent company guarantees should be based on best practice in the industry and that perhaps this would require further investigation.

3.54   In fact an equal number of respondents said that bonds or guarantees should be substantial or significant as said there should be none at all.

<u>Organisational and individual responses</u>

3.55   Organisations, in particular community councils, were considerably more likely than individuals to say that performance bonds and parent company guarantees increase the price of bids and discourage bidders. Likewise, community councils and economic/business groups more frequently thought that the level of bonds or guarantees is a matter for the Scottish Government or Transport Scotland to decide.

3.56   Conversely, individuals were more likely to state that the level of performance bonds or parent company guarantees were substantial / significant or that, there should be none.

Q8 – What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Total Responses		1283	100%
Responses to Q8		267	21%
Organisational		66	25%
Individual		201	75%

Popular themes
1 – Financial penalties
2 – Termination, perhaps after warnings
3 – Existing Practice (including SQUIRE)

Key themes

3.57   The majority of responses to this question – around two thirds - noted that sanctions should be employed if the franchisee fails to fulfil their commitments. Just over half of these responses suggested financial penalties. These respondents did note that such sanctions may require to be clearly stipulated in the contract.

3.58   The second key theme (accounting for the remainder of those who wished some form of financial penalty) took the idea of sanctions further, recommending contract termination (although this was often cited as a last resort).

"Poor performance should be penalised depending on the scale of the poor performance and measures should include monetary penalties, the possibility for being stripped of the franchise, the possibility of being stripped of all franchises operated by the parent company, and the possibility of the parent company being barred from bidding for any future franchises in Britain." **RMT**

3.59   The third popular theme was that the existing system, including SQUIRE, works well and that franchisees should be banned from bidding for future franchises if their performance is poor. It should be noted that whilst this was the third most popular response, it only accounted for around one in ten of all responses.

3.60   Other suggestions expressed by a few respondents included:

- capping shareholder dividends or managerial pay where performance does not meet expectations

- penalties should involve a move towards bringing services under public ownership and state control.

3.61 A number of organisations and individuals noted that any financial penalties levied upon the franchisee should be returned to inconvenienced customers. Similarly, others thought that the proceeds of profits should be used to provide better services for the public.

> "Sanctions are essential to ensure robust control over quality and service. However, sanctions should be proportionate and the adoption of a „traffic light" system could be introduced to highlight issues prior to financial or other sanctions being taken. Indeed, financial sanctions might not be the most appropriate for some failings – additional passenger benefits might be one approach to incentivise patronage rather than punish the operator e.g. offering discounts to passenger whose journeys have been persistently disrupted." **Strathclyde Partnership for Transport**

> "Presumably, failure to fulfil a franchise commitment will have resulted in passenger detriment in one way or another. Whatever model Transport Scotland adopts, it should ensure that the failure is put right as quickly as possible so passengers benefit or cease to be disadvantaged as rapidly as possible. Any financial penalty imposed on the franchisee should be used for passengers" benefit – after all, they are the ones who have suffered – rather than to defray Transport Scotland"s overall costs. You could require the franchisee to commit to additional investment, subject to it being genuinely additional, from which passengers will benefit. Clearly, it is desirable that commitments are met and this situation does not arise. We therefore encourage Transport Scotland to carefully test the „deliverability" of bidders" proposals and to have robust early warning arrangements if delivery of commitments is not on target." **Passenger Focus**

3.62 Further to this, a number of respondents said that break points or clauses should be inserted into the terms of the contract subject to performance.

<u>Organisational and individual responses</u>

3.63 In comparison to other questions, there was very little difference between how organisations and individuals responded to this question. Slightly more organisations than individuals thought that there should be break points or termination clauses in the franchise, or commented that the existing practice (including SQUIRE) works well.

3.64 A number of individuals thought that rail operations should come under state ownership or that there should be a cap on shareholder dividends, managerial pay or bonuses. These views were expressed by none of the organisations who responded to this question.

3.65 In terms of specific sub groups of organisations, economic and business groups, local government groups and passenger groups strongly advocated the use of financial penalties, whilst all categories of organisations voiced some form of support for contract termination, after suitable warnings.

4   Achieving reliability, performance and service quality

Q9 – Under the franchise, should we incentivise good performance or only penalise poor performance

Total Responses		1283	100%
Responses to Q8		400	31%
Organisational		107	27%
Individual		293	73%
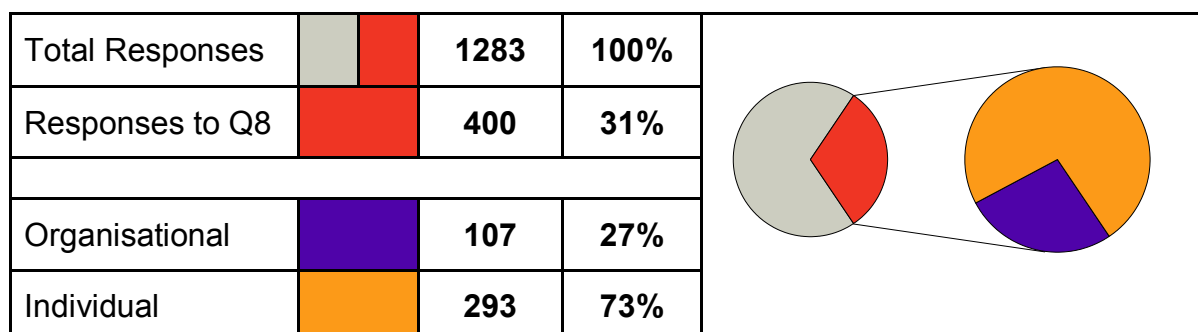
Popular themes
1 – Reward good performance and penalise bad performance
2 – Only reward good performance
3 – Only penalise poor performance

Key themes

4.1   More than half of the respondents thought it important to use both „carrots and sticks", rewarding good performance whilst penalising poor performance. A greater number of respondents indicated „both" rather than one or the other.

4.2   However, a number of responses pointed out that incentivisation is current „best practice" and is frequently used throughout the business world. Comments on this included the assertion that franchise holders would be tempted to „raise their game" when there was a financial prize available, rather than „slip into mediocrity". Essentially, these views suggested incentives would help provide a better rail service to the public.

4.3   It should also be noted, however, that some respondents thought good performance should be regarded as a prerequisite of the contract. As such, there should be no requirement to pay extra public money as an incentive and therefore Transport Scotland should only penalise instances of poor performance. Related to this opinion was the notion that good performance will generate revenue for the franchise holder, this is an incentive in itself. Some respondents who stated this opinion thought that if incentives were to be offered, they should only be awarded for examples of superior performance far beyond the norm expected.

> "The Scottish Government, Transport Scotland and the franchise holder have a responsibility to ensure that Scotland has an effective, reliable and efficient rail network. Where performance standards are set, these must be met and failure to attain these standards should be penalised where that failure is attributable to the franchisee. Incentives should be available for exceeding minimum standards of performance, not for merely meeting them." **Scottish Chambers of Commerce**

> "Good performance should not be rewarded by the taxpayer/government. The increasing attraction of passenger numbers and hence revenue should be sufficient reward in itself." **Public response**

4.4   As an alternative to straight financial rewards, there were suggestions that performance targets should be written into the contract, services and targets should be reviewed on an annual basis, and incentives should be provided for continuous improvements rather than passing a threshold. Another alternative respondents suggested was to provide incentives and penalties which were not overtly financial, for example extensions and early curtailments of contracts.

> "The franchise could be made for a certain length but with a level of flexibility attached to it, where Transport Scotland can reduce or increase the franchise length by for example 20%, depending on poor or good performance." **Fife Council**

4.5   Members of the public tended to provide more wide ranging views in terms of penalties to impose upon operators. Suggestions included financial penalties which should be repaid to passengers rather than repaid as a fine to Transport Scotland. Numerous respondents thought that operators should be made to refund passengers for service cancellations or part refund those which were excessively late.

4.6   Whilst not prescribing the incentivisation methodology, a number of comments suggested that any incentives and penalties should be documented within the contract and include a system for meeting and failing targets. These should be, made more transparent with the public kept aware of performance targets and how regularly these are met.

4.7   Another theme which arose was that incentives should only be given to franchise operators for improvements arising as a direct result of the service the franchisee provided. For example, respondents thought that infrastructure improvements such as electrification will lead to improvements in services, however the franchise holder should not profit from improvements paid from the public purse.

4.8   Similarly, when commenting on penalties there were a number of respondents who noted that penalties should only be used in a fair way and not for instances which are out-with the franchise operator"s control, such as poorly maintained infrastructure or extreme weather delays.

4.9   Whilst individuals often simply stated their view, stakeholder organisations tended to provide a justified argument for their position whether it be incentives, penalties or both, considering the legal and financial impacts upon the public purse and operator.

> "Ideally, there should be both a mechanism to reward good performance and penalise poor performance. This could take the form of flexibility built into the length of the franchise which could be lengthened or shortened by a specific amount depending on overall performance levels." **East Lothian Council**

> "The current performance regime is relatively complicated and requires a high level of resource. We are working with The Office of Rail Regulation to consider the appropriateness of the current regime and how we can reduce the cost of operating the regime while maintaining the incentives for the industry to deliver the reliable and punctual network required by passengers." **Network Rail**

Organisational and individual responses

4.10   Responses were broadly similar between both organisations and individuals across each of the key themes identified. The top three themes were consistent in terms of content and order between both respondent groups. A significantly larger proportion of individuals than organisations reported that a system of both rewards and penalties should be implemented. It is important to note that this system of rewards and penalties was still the largest single theme to emerge from all organisations. In particular it was strongly supported by local authorities, economic and business groups and tourism and recreation groups.

4.11   Outside the three most significant themes, other differences were observed which suggested that organisations were less inclined to support further financial reward.

4.12   Whilst there were small numbers of responses which warned that penalties can often be unfair or unjust, these submissions were only made by organisations rather than members of the public.

Q10 - Should the performance regime be aligned with actual routes or service groups, or should there be one system for the whole of Scotland?

Total Responses		1283	100%
Responses to Q10		375	29%
Organisational		102	27%
Individual		273	73%

Popular themes
1 – Performance regime should be aligned with actual routes
2 – There should be one system for the whole of Scotland
Only two significant popular themes

Key themes

4.13   This question seemed to split the majority of respondents into two main groups which when combined accounted for almost 75% of all responses to this question. Slightly more than half of these respondents thought that the performance regime should be aligned with actual routes, whilst the remaining number thought that there should be one system for the whole of Scotland.

4.14   Respondents who thought that the performance regime should be aligned with actual routes did so for a number of reasons. The main reason identified was that it would become easier to identify the poorly performing routes allowing services on those routes to be improved. Respondents also suggested that urban and rural services are incomparable so performance regimes would need to be tailored to their environment.

4.15   Respondents thought that using this system, operators could be penalised more easily for poorly performing routes as opposed to the statistics and reports being lost in the overall results. Respondents were concerned that good performances could be obscured by poorly performing routes. They also thought that one size does not fit all and each route must be judged on its own criteria.

“It needs to be locally aligned. Bad performance on one or two routes should be penalised, not lost in an overall national average.” **Public Response**

4.16 The conflicting argument presented by those respondents who thought that the performance regime should be for the whole of Scotland was mainly two-fold.

4.17 Firstly respondents thought with one system there is a greater chance of obtaining service consistency and equality across Scotland without the possibility of standards differing based on the type of route.

> "Overall it is important that there is a universal performance regime for the whole of Scotland to ensure equity and consistency in the access to and delivery of services." **Campaign to Open Blackford Railway-station Again**
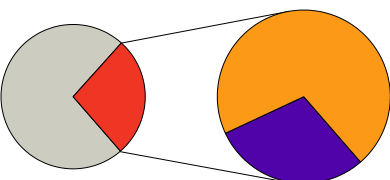
4.18 Secondly respondents thought that with a Scotland wide performance regime it would be easier to fully integrate rail with all transport modes and achieve a modal shift from cars to public transport.

> "Scotland needs a fully integrated and efficient rail service and network that can provide a viable alternative to both air and car travel (internal and cross boundary) and contribute to Scotland"s environmental targets. A consistent standard of service across the whole rail service is essential. It is important that rural services are reliable and punctual as they provide a vital commuting route for residents and support tourism and other industries. Rail users may have other modal connections at the end of their rail journeys; therefore, punctuality and reliability are important across the service." **Scottish Environment Protection Agency (SEPA)**

Organisational and individual responses

4.19 Responses were broadly similar between both organisations and individuals across the two key themes identified. Proportionately, slightly more individuals than organisations commented that the performance regime should be aligned with actual routes. Slightly more organisations, however, noted that services should be aligned by service group.

4.20 Trade unions recommended that one system should be provided for the whole of Scotland; this recommendation was echoed by a significant proportion of local government groups, passenger groups and tourism groups.

4.21 Economic and business groups, local authorities and community councils tended to favour aligning the performance regime with actual routes.

Q11 - How can we make the performance regime more aligned with passenger issues?

Total Responses		1283	100%
Responses to Q11		346	27%
Organisational		102	29%
Individual		244	71%

Popular themes
1 – Through passenger consultation/surveys. This would include publishing the results of these consultations/surveys, which could make use of a national performance website to do both
2 – Making the regime punctuality based. Would use a reviewed system that re-defines late running, counting running time to all stations and remove the practice of skipping stations
3 – Making the regime based on a number of factors such as punctuality, train facilities, train condition and connectivity

Key themes

4.22   The vast majority of respondents thought that the best method to align the performance regime with passenger issues was through a series of passenger surveys and consultations. Respondents thought that as customers are essential to the success of services then they should be consulted in order to be able to identify and prioritise the issues that concern them the most. Similarly, there was a feeling that passenger groups should also be involved in this.

"Passengers should be more involved in setting the performance regime. This can be done through random sampling on-journey surveys identifying the key issues facing passengers in their day to day travel." **The Highland Council**
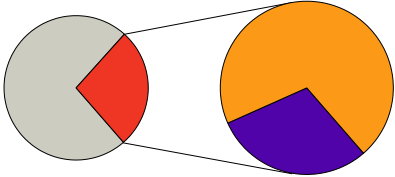
"more involvement with consumer and campaign groups such as Passenger Focus, RAGES and CRAG, etc." **Campaign for Rail Action Group**

4.23 A significant number of respondents expanded upon this position by insisting that these passenger views/issues should be published, thus ensuring that the operator takes these views into account and are acted upon as opposed to „brushing under the carpet".

4.24 A sizeable number of passengers thought that using an interactive survey online could make this process easier and allow for comments to be more readily collated and processed.

4.25 Around a fifth of all respondents thought that in order to align the performance regime with passenger issues, the regime should be punctuality based. This would involve a reviewed system which changes the definition of a late service to that of a service being late if it does not arrive on time and not within a ten-minute window. Many respondents were aggrieved to learn that services are not classed as being late if they arrive within five or ten minutes of the scheduled time.

4.26 Respondents also thought that the late running of a service should be accounted for at each of the scheduled stops and not just registered upon arrival at the final destination. In addition to this point, respondents also wanted to raise concerns over services skipping stations if they are running late to make up time. Respondents thought that reliability of a service was more important, thus trains should stop at the stations instead of missing them in order to forgo any punishment for arriving late at the final destination.

4.27 Some respondents thought that the performance regime should also focus on more factors than just punctuality, including for example connectivity, train facilities such as the provision and condition of toilets, and the capacity of services.

4.28 Further suggestions for aligning the performance regime with passenger issues included, involving feedback from local communities, passenger groups and passenger representatives on boards; customer compensation for late running/cancelled services and also for missing connecting services; and improved customer service to ensure information and questions are provided and answered with reasons provided for certain issues.

Organisational and individual responses

4.29 Individuals felt very strongly that public opinion is fundamental to aligning the performance regime to passenger issues, and that use should be made of surveys and consultations. Trade unions and passenger groups tended to agree with individuals on this point.

4.30 Rail groups, local government groups and community councils, however, were more inclined to believe that a number of factors should be looked at to align performance with passenger issues.

4.31 Local authorities and tourism groups tended to favour a punctuality based system, which reviews the methodology for classing trains as late running only after 10 minutes.

Q12 – What should the balance be between journey times and performance?

Total Responses		1283	100%
Responses to Q12		347	27%
Organisational		103	30%
Individual		244	70%

Popular themes
1 – System for measuring journey times/timetabling needs to be carefully refined. Do away with in-built recovery time (timetable padding)
2 – Reliability is the key factor
3 – As both are essential and closely linked, there needs to be a balance

Key themes

4.32 Opinion was very much divided on this question. Responses varied between the importance of journey times, performance and reliability.

4.33 Where journey times were concerned, respondents thought that the system for measuring these should be investigated, especially with respect to timetabling and building in recovery times. Respondents thought that services should run to published times with timetables created by being realistic over achievable journey times.

4.34 Respondents also stated that journey times should be reduced to as short a time as possible. A proposal to extend journey times should not be allowed just so that the operator could improve its performance statistics.

4.35 A significant number of respondents thought that performance is the more important factor and should take precedence over journey time. This includes issues such as time-keeping of services, condition of rolling stock and facilities. Respondents stated that the majority of customers assume that journey times already take into account the possibility of delay and that the performance of the service is thus more important.

"Performance should dominate. People would rather arrive on time, than shave a few minutes off a journey which then might run late."
Public Response

4.36   Some respondents also thought that performance and journey times should have a balance between the two, as they are essentially closely linked. In fact some responses stated that they thought they were one and the same, in that journey times should be part of the overall performance.

4.37   A considerable number of respondents thought that the key to gaining a balance between performance and journey times is reliability. Respondents stated that they do not want to see the provision of some services to the detriment of other services. The example often given was that the Edinburgh Glasgow Improvement Programme (EGIP) should not lead to a reduction in services in the north of Glasgow. They also stated that reliability includes frequency of cancellations, delays and late-running services on routes. Respondents thought that the reliability of services is more important to passengers as they expect a high standard of service. Therefore in order for performance to be measured, services first of all have to be reliable.

"Punctuality/Reliability to be key indicator of performance and most important issue for consideration." **Public Response**

4.38   There was also some opposition to implementing further changes in the rail timetable to improve flexibility. It would appear that both the public and organisations are wary of the appropriateness of „increased flexibility".

"We strongly oppose making timetable adjustments increasing journey times to increase flexibility. There is already pathing and recovery time in the system. Furthermore, inserting additional time would facilitate a less disciplined approach to punctuality, and quite possibly make performance worse rather than better. Increased journey times conflicts with the Scottish Government"s strategic objectives." **City of Edinburgh Council**

4.39   Individuals and members of the public also commented on the current system for measuring performance, specifically that journey time performance is based on the destination station. A number of respondents thought that intermediate legs of the journey should also be subjected to performance monitoring.

"There needs to be greater regulation of journey times and I would like some mechanism to control them within the franchise contract. I am concerned that franchisees are able to extend the advertised journey times in order to meet their performance targets. This is a practice which I understand is common in the airline industry but obviously given the nature of rail travel it is more important that trains run quickly and on time. Passengers expect train times to be precise." **Public Response**

> "Timetables must be set realistically so that they can be relied upon but the current practice of building in ‚excessive" slack for the last leg of the journey before arriving at the terminus station must be modified.
>
> "SEStran strongly supports the idea that there should be journey-time performance measures at key stations along the route and not only at the end station." **South East Scotland Transport Partnership**

<u>Organisational and individual responses</u>

4.40   Responses were broadly similar between both organisations and individuals across each of the key themes identified. Indeed the top three themes were consistent in terms of content and order between both user groups.

4.41   Whilst most groups supported reliability to some extent, local government groups, passenger groups and Regional Transport Partnerships were amongst the strongest supporters of reliability. These three groups also championed the notion that the current system used for measuring journey time requires refinement and possible removal of the ‚recovery time" aspect.

4.42   Economic and business groups, local authorities, trade unions and equality groups to some extent supported a performance regime which incorporates factors other than journey time, such as punctuality, into the calculation of performance.
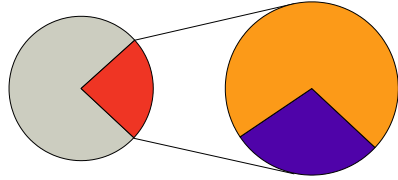
<u>Geographical analysis</u>

4.43   Looking at the responses to this question across the RTP areas, it became apparent that there are two main themes significantly more important than all others, regardless of the type of area, whether it be urban or rural.

4.44   In general the majority of individuals spread across the different RTP areas agreed:

- Firstly, that the current method used to determine journey times and timetabling needs to be addressed, with services keeping to published times and doing away with timetable padding. They felt strongly that services should depart and arrive at the published time and that in-built recovery time should be removed from the journey time. For this key theme, a higher than expected response was observed from the SPT region illustrating the importance of the topic to those based in the area.

- Secondly most were keen to stress that reliability is key and is the most important performance indicator. As such they believe there should be less emphasis on journey times and performance as they feel they are one and the same, and instead the main focus should be on the reliability of the service. An argument was made that there is no point in a service completing its journey in the scheduled journey time, if in doing so it has skipped stations

etc. Responses from the SEStran region in particular were keen to stress the importance of reliability.

Q13 - Is a Service Quality Incentive Regime required? And if so should it cover all aspects of stations and service delivery, or just those being managed through the franchise?

Total Responses		1283	100%
Responses to Q13		303	24%
Organisational		87	29%
Individual		216	71%

Popular themes
1 – Yes it is required and should cover all aspects
2 – SQUIRE may be too prescriptive
(only two significant popular themes)

Key themes

4.45   The overwhelming majority of respondents that answered this question thought that SQUIRE is required and that it should cover all aspects of stations and service delivery. Indeed, this was the only real key theme to emerge from the question. Respondents thought that the current scheme is working and that it should be further amended to incorporate all aspects to ensure that everything matches up to the standards expected.

> "A service quality assessment process is essential to the improvement of rail services within Scotland. Our belief is that any assessment regime should cover all aspects of station and services delivery, within agreed parameters. We also believe that the stations not covered in the franchise should also be working towards the same standards."
> **Scottish Borders Council**

4.46   Some respondents, however, thought that SQUIRE is currently too prescriptive and could be re-formatted in order to prioritise different factors and views, which can then be rolled out to all aspects of delivery.

4.47   A significant number of respondents thought that SQUIRE is required although to what level is up for discussion. Respondents thought the regime was working well and that certain standards are being met. Without this system it was feared that standards would drop and that some stations would

suffer by becoming neglected. There were also fears around staffing levels dropping both on the train and at stations.

4.48 The regime is an important system to be retained in order to provide a good quality service to passengers.

> "A service quality regime is desirable but it must be seen to be fair and encourage rewards." **Public Response**

4.49 A sizeable number of respondents also stated that although SQUIRE is important, it should only be incorporated into areas that are controlled by the franchise and are managed by the franchisee. They stated that otherwise it could become very difficult to enforce the standards and quality underlined by the regime.

> "It would seem to go without saying that such a regime be part of any franchise. It would also seem unreasonable to expect the franchisee to be responsible for factors outwith their control. Other mechanisms would, surely, kick-in to deal with, for example, failures on the part of Network Rail." **Public Response**

4.50 Others noted both the positives and negatives of franchise holder responsibilities compared with one organisation being responsible for all aspects of station management.

> "The complexities of station ownership/leasing/operation must go a long way to explaining the bleak character of so many of our stations. One solution would be to place stations clearly in the SQUIRE criteria and lay the onus on the franchisee/s as a more significant contribution to assessment and evaluation of performance (PPM). On the other hand, in terms of simplification, it might be more appropriate to have ownership and responsibilities allocated to one single body – Network Rail, probably – and so bring all stations under that organisation while setting high, common standards." **Seniors Together**

4.51 The remainder of respondents thought that there should be some sort of charter or framework in existence that both rewards and penalises the franchisee, and also one that takes into account the views held by passengers.

Organisational and individual responses

4.52 Both organisations and individuals identified the same key theme from this question: SQUIRE was important. Local authorities, government groups, equality groups, passenger groups and leisure/tourism groups were

particularly likely to support SQUIRE including all aspects of station and service delivery.

Q14 - What other mechanisms could be used for assessing train and station quality?

Total Responses		1283	100%
Responses to Q14		287	22%
Organisational		84	29%
Individual		203	71%
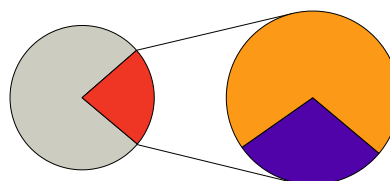
Popular themes
1 – Ask passengers. Use passenger surveys/responses
2 – Train reliability, standard of facilities including disabled access and quality of service
3 – Make use of an independent group/panel to carry out random checks, audits and handle customer complaints

Key themes

4.53   The majority of respondents thought that the „next" best mechanism for assessing train and station quality was to ask passengers, taking account of passenger responses and surveys. Respondents feel that passengers are the ones who use the service everyday and that their views are most important. They feel these views can be gained through regular surveys and through the national passenger survey. Respondents also considered the role of new media in gathering public opinion as passengers are more likely to answer online surveys whilst actually travelling.

> "There could be a website allowing passengers and potential passengers to feed back directly to the relevant Government department. (Some potential passengers may wish to say why they do not or cannot travel by train.)" **Public Response**

4.54   The second popular theme was that respondents believed factors such as train reliability, standards of facilities and quality of service should be used as a means of assessing train and station quality (perhaps due to uncertainty as to what SQUIRE encompasses). Opinions on these specific factors though would also need to be gathered through interaction with passengers, which then links back with the first theme of consultation with rail users.

> "Additional station quality measures that should be included in assessing station and train quality should include (but not be restricted to) accessibility for people with mobility issues, amenities for wheel chair users, prams buggies and cyclists. Stations should also consider perceived safety of access for all users." **Cycling Scotland**

4.55 An option favoured by a significant number of respondents was to involve a form of external independent auditors. Responses included suggestions such as using an independent panel to carry out spot checks and to collate and process customer complaints. Respondents thought that an independent panel would be best in improving the quality of service and for highlighting the issues and concerns of passengers which the operator would need to address.

> "Regular independent inspections of stations, trains, provision of catering services where advertised, and provision of operating toilet facilities should be made by the body awarding the franchise, to ensure that provision meets the standard agreed when the franchise is awarded." **Public Response**

4.56 Opinion on further mechanisms was mixed with numerous suggestions presented. A number of respondents thought that incorporating the current SQUIRE regime into the franchise would be beneficial but that this should be an amended version including some enhancements and adjustments. The regime should not to be too prescriptive and detailed in some areas, but also more visible in areas of concern to passengers.

4.57 Another suggestion highlighted by a group of respondents was to use a mystery passenger system to establish what areas need to be addressed. Some respondents also suggested including local involvement through community councils, rail interest groups and action groups.

Organisational and individual responses

4.58 Responses from both organisations and individuals were proportionally similar for this question.

4.59 Local authorities and Regional Transport Partnerships stressed the importance of consultation with passengers, through passenger surveys and passenger interaction.

Equality issues

4.60 Equality groups thought that train reliability, standard of facilities and disabled access and quality of service could all be used for assessing the overall train and station quality.

4.61   Indeed, many of the equality groups who answered this question would also like to see the needs of disabled people taken into account when considerations are made over quality of service of trains and stations. One organisation thought that it may be beneficial to include people with impairments in the inspection and audit of trains and stations.
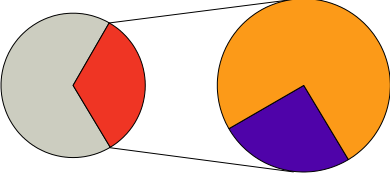
> "We strongly recommend that disabled people with a range of impairments (including physical, sensory, cognitive and learning disabilities) are employed to assess train and station quality and accessibility." **Capability Scotland**

Geographical analysis

4.62   As explained within section 2.26, a geographical analysis was undertaken of all the responses that included location information. In terms of responses to Question 14, the SPT area generated a sizeable proportion of returns with 27% of all mappable responses originating from this area.

4.63   Within the SPT area, the City of Glasgow"s share of responses was around 38%, with East Dunbartonshire (14%), North Lanarkshire (11%) and South Lanarkshire (11%) providing the next highest proportions of returns.

4.64   In terms of the key themes, SPT provided a considerable number of responses suggesting theme 1 – „asking passengers through a series of customer satisfaction surveys". Whilst both SEStran and SPT generated high proportions of responses for theme 2 – „using train reliability, the standard of facilities and quality of service" as a measure for assessing quality.

4.65   Respondents from SEStran and Nestrans were both supporters of theme 3 – „the use of independent groups to carry out checks", although the response from the SEStran region was particularly significant with around 40% of all responses to this theme originating within the area.

5   Scottish train services

Q15 - Can better use be made of existing train capacity, such as increasing the permitted standing time beyond the limit of 10 minutes or increasing the capacity limit? What is an acceptable limit for standing times on rail services?

Total Responses		**1283**	**100%**
Responses to Q15		**424**	**33%**
Organisational		**107**	**25%**
Individual		**317**	**75%**

Popular themes
1 – Increase capacity and number of carriages in addition to improving infrastructure, such as lengthening platforms
2 – 10 minutes is an acceptable standing time
3 – Could slightly increase standing time

Key themes

5.1   One main theme that arose from this question was the franchisee should look to improve capacity of the trains themselves. The respondents stated that this could be achieved either by increasing capacity through reconfiguration of carriage layouts (e.g. replicating an airline configuration) or that a way to address overcrowding and to reduce the amount of standing time was to increase the amount of carriages provided on commuter services in the peak hour. A few, however, identified that this may prove an invalid option due to current infrastructure restrictions such as platform lengths.

5.2   Another key theme in the responses to this question was that respondents thought the current limit of 10 minutes standing was acceptable on shorter journeys, with many stating that this is to be the expected norm during peak periods on what are essentially commuter routes. It is worthwhile pointing out, however, that the majority of respondents were not aware of a permitted standing time limit.

5.3   There was a difference of opinion on whether the limit for standing should be increased or not, with many respondents highlighting that they do not wish to see an increase in the acceptable standing time and that ideally passengers should not be made to stand at all. These respondents thought that as there is only one fare available on the consistently overcrowded services, with those seated paying the same as those standing, then they expected to be able to

have access to a seat. It should be noted however that the number of respondents who suggested increasing standing time was very similar to those who stated that the limit should not be increased.

5.4 Where respondents thought that the limit could be increased, they stated that this would be acceptable up to a limit of around 15 minutes on shorter commuter routes and 20-30 minutes on longer distance routes where the journey times between stations is greater.

5.5 A large number of respondents identified that a person"s limit for standing varies, depending on their age and health. For some, such as older people or the infirm, standing is not an option whereas for others standing can be tolerable to a certain point. Although there are those who would give up their seat to those most in need of one, respondents stated that the reliability of getting a seat on services needs to be addressed.

5.6 An option highlighted by a sizeable number of respondents is to address the seat reservation system operating on the longer distance journeys, improving its reliability. It would appear that reserved seats are often occupied by a passenger who has not booked the seat. This was expanded on further by a small number of respondents who wanted a priority seating system available for season ticket holders, older people and the infirm.

Organisational and individual responses

5.7 Organisations and individuals both agreed on the three main themes on this question.

5.8 More individuals than organisations thought that ten minutes was an acceptable standing time, including two passenger groups.

5.9 A higher proportion of individuals than organisations noted that they thought standing times could be increased slightly depending on the route, e.g. suburban commuter routes.

5.10 A number of organisations thought that standing should only occur during peak periods and only on commuter routes, this was noted in particular by tourism and leisure groups.

5.11 A number of individual responses thought that, as it is the same cost to sit as stand, there should be no standing at all, and everyone should be able to have a seat. Individuals also tended to believe that standing time limits were meaningless as they cannot see how they are enforced.

5.12 Overall it was generally thought that 10 minutes is an acceptable time to be expected to stand, especially on the busy commuter lines. The same limit should be set for the longer rural routes as there is further to travel between stations. Individuals from all areas, however, were keen to point out that standing in general should not be a „given" and that something needs to be done to address this problem especially on the busier commuter services. Particularly if the government is successful in increasing modal shift from cars

to trains. As such some were adamant that a solution to this should not involve raising fares to act as a deterrent to travelling on certain services.

<u>Equality issues</u>

5.13 Respondents emphasised that it is unacceptable for people with disabilities to be asked to stand on trains, as it is highly uncomfortable and in most cases not possible. They also highlighted the fact that an overcrowded train can make it difficult for disabled people to manoeuvre through a train, especially through vestibule areas in order to find seats. If standing times are to be maintained or increased then certain enhancements and adjustments should be made to the design of carriages, to include seating areas within easy reach of doors for people with disabilities.

> "To a disabled passenger standing for ten minutes in an overcrowded train is a tiring and stressful experience. If overcrowding is to be expected, then a priority seating convention should be adopted which gives automatic priority of seats adjacent to doorways to people with physical disabilities. Of course, if there"s no such demand on a service, these seats are available to all." **Scottish Accessible Transport Alliance (SATA)**
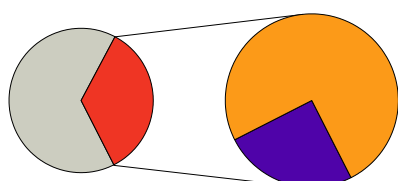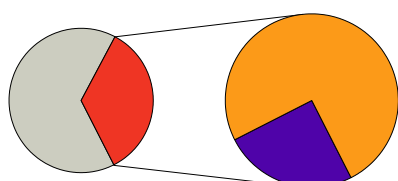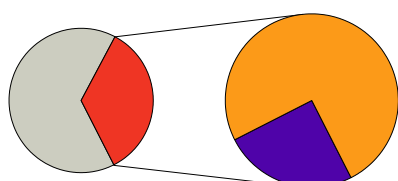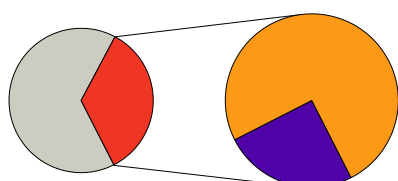
> "I think if you have to stand for your journey then you should get a reduction in the fare (perhaps in the form of a voucher so that this can be given to the passenger at the time of the journey). More trains or longer carriages should be provided. For elderly or disabled passengers standing is not acceptable." **Public Response**

> "Many passengers, though not registered disabled, have physical problems standing for long periods." **Public Response**

<u>Geographical analysis</u>

5.14 At a further, disaggregate level, individuals in the more urban areas, such as SPT, pointed out that standing may be expected and tolerated on some services, especially for busy commuter suburban lines. Here stations are closer together meaning commuters have less far to travel. For longer rural routes, it was thought that capacity should already be built into the rolling stock that operates these lines, and there should be no standing.

Q16 - Should the number of services making use of interchange stations (both rail to rail and rail to other modes) be increased to reduce the number of direct services? What would be the opportunities and challenges of this?

Total Responses		1283	100%
Responses to Q16		446	35%
Organisational		112	25%
Individual		334	75%

Popular themes
1 – The number of changes should always be kept to a minimum
2 – There should be no reduction in direct services, any increase in interchange services should be additional
3 – Interchange stations which link to other transport modes should be increased, for example bus Park and Ride

Key themes

5.15   The vast majority of respondents would definitely not like to see direct services removed which would result in an increase of services where passengers have to change trains. Respondents explained that they thought the number of these interchanges should always be minimised.

5.16   A sizeable number of respondents thought that services stopping at interchange stations were a good idea only if these were additional services added to the direct services already running. They did not want to see a reduction in the number of direct services.

5.17   Respondents also stated that stations that are currently used for interchange points, or have the potential to be used as an interchange point, should be improved to include cross modal interchanges such as park-and-ride and bus interchanges with stations. They thought that these improvements should not be implemented as a replacement for direct services.

5.18   A significant number of respondents highlighted that changing services is very stressful, and had concerns about the operation of interchange stations. For example, some stated concerns over the amount of time available to switch services will cause anxiety.

> "Customers just do not like changing trains. They do not like having to carry heavy baggage through stations and on and off trains. If the first train runs a little late the customer suffers stress worrying he will miss his connection. The more changes required on a journey the more likely a customer is to choose some other mode of transport. A journey by car requires no changes. That is what RAIL has to compete with. An exception could be a ring of bus to rail interchange stations round cities, allowing customers to make a quick change from bus or car to rail for the final part of their journey into a city centre." **Public Response**

5.19 Respondents raised concerns about the suitability of some of the main hubs, such as Edinburgh Waverley and Edinburgh Haymarket. At these stations platforms could become extremely congested during certain times of the day, and this would have a further knock-on effect on those having to transfer between services. These crowded platforms cause serious concerns as they provide further obstacles in trying to make a transfer in the available time, whilst this is a problem for all rail users, the issue is particularly acute for those with luggage or passengers with mobility issues.

5.20 A selection of respondents also highlighted concerns over the reduction in direct services from rural regions of Scotland, in particular the Highlands. Respondents either stated that they would like to see long distance direct services preserved or else increased, and would not like to see these services compromised in order to increase services using interchange stations.

> "Several passengers greatly value the direct services going from Thurso/Wick to Glasgow, Edinburgh or Aberdeen without having to change at Inverness. This service has been in operation before. Changing trains unnecessarily is a major dis-incentive to potential rail users and should be avoided." **Dornoch Rail Link Action Group**

Organisational and individual responses

5.21 Organisations and individuals both identified the same key three themes in answer to this question. A larger proportion of individuals than organisations thought that changes should always be kept to a minimum. This was, however, still the most significant opinion expressed by all organisations; the theme was of particular importance to trade unions, local government groups, equality groups and tourism groups.

5.22 More organisations than individuals, particularly local authorities and Regional Transport Partnerships, answered that direct services should not be reduced and that any increase in interchange services should be additional to existing direct travel opportunities.

Equality issues

5.23 Equality issues were raised as one of the main reasons why adding extra changes to journeys should be avoided. Numerous respondents stated that this would cause many problems for older people, the infirm and those travelling with small children and/or luggage.

5.24 This was one of the main concerns expressed by equality groups, who stated that changing services is extremely stressful and difficult for those with disabilities. They stressed the number of changes should always be kept to a minimum as it can be very difficult to leave one service to cross the station in time to meet a connecting service, especially if they are carrying luggage. As such, they would like to see as many direct services as possible maintained.
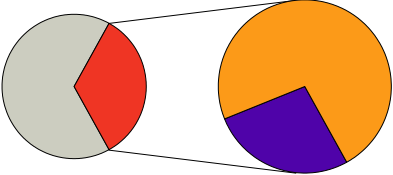
"Disabled passengers find changing trains difficult and tend to prefer direct services rather than risking being stranded in an unfamiliar place due to missed connections. More changes would place greater demands on the Passenger Assistance Scheme, which would incur additional cost and potential for failure." **Scottish Accessible Transport Alliance (SATA)**

"A requirement to change trains acts as a strong disincentive to use rail services for a wide variety of rail users including the aged, the infirm, the disabled, the young and those unfamiliar with the area. Wherever possible direct service opportunities should be maximised." **Public Response**

"Direct trains are vital in attracting accommodating passengers who are less mobile, have heavy luggage, have small children, are elderly and infirm and who are disabled in any way." **Public Response**

Q17 - Should Government direct aspects of service provision such as frequency and journey time, or would these be better determined by the franchisee based on customer demand?

Total Responses		1283	100%	
Responses to Q17		434	34%	
Organisational		117	27%	
Individual		317	73%	

Popular themes
1 – Minimum standards prescribed by Government, with operators allowed to enhance and improve
2 – The government should take the lead, no input by operators
3 – Customer feedback and demand should dictate

Key themes

5.25   The majority of respondents thought that the best solution would be for the government to set out train service standards, which the franchisee should adhere to but could then expand upon and enhance. Respondents thought that this method would be the best way to ensure that service standards were kept, and would also mean that lifeline services (those which are relied upon as a key link for communities), especially in rural areas, would be protected.

"Government should require a minimum level of service provision but with the ability for operators to provide a greater level of service" **Public Response**

5.26   Minimum standards were considered an important point, and respondents tended to provide reasons to justify their support for each of these standards.

5.27   In addition, respondents also frequently noted the importance of reliability over journey times.

"It is running to time (reliability) that is most important to passengers be they commuters or tourists. This includes arrival and departure times at intermediate stations, where variations from published timetables give

5.28   A significant number of respondents also emphasised that the government should take the lead in specifying all aspects of service provision. Respondents stated that government would better serve the needs and expectations of current passengers and potential future passengers as opposed to operators who are thought by some to be mainly profit-driven and with their own interests at heart.

5.29   A large number of respondents, on the other hand, answered that they thought most service provision aspects should be addressed, and these should be based on customer and potential customer opinions and demand, as opposed to government or operator influence. These respondents thought that as the passengers are the ones that use the services everyday, they should be the ones who should be consulted on aspects of service provision through customer feedback and demand.

"A case could be made for specifying a minimum service frequency of fifteen minutes for commuter services. This is generally accepted as providing a turn-up-and-go service for heavy rail, most passengers being prepared to wait up to fifteen minutes for a train. For longer distance services (inter-urban and rural), there should be a preference for constant frequency services, preferably departing at constant clock-face times. The actual frequency should be not be stipulated by the Government but should be determined by passenger demand on the basis that a seat is available for the entire length of the journey for every passenger." **Glasgow City Council**

5.30   Some respondents did, however, feel that the operator is best placed to make decisions as they are the ones who are involved everyday in the running of services. This would mean that they could gauge public opinion through the rapport established between themselves and the passengers. Respondents stated that this would be the best option if the operators worked within a certain set of parameters that were influenced via public feedback.

"The Government should have the ultimate power to make such directions but should ideally determine jointly with the franchisee the frequency and journey times, taking into account high-quality customer feedback and aspiration." **Public Response**

5.31   Other significant Issues that were raised by respondents included: the provision of train services for special events such as sporting events, late night running trains and services for those attending concerts, and for rural services which are a lifeline to communities in these areas. A group of respondents thought that whoever best served and addressed these key concerns, should be the ones to decide on the aspects of service provision.

5.32   A possible solution identified by a significant group of respondents included the setting up of a joint leadership arrangement between both the operator and the government. They stated that this would ensure that all aspects of service provision could be provided with the optimum outcome achieved.

5.33   Other suggestions included involving independent bodies to regulate service provision and the operation of the services, including measures such as quality and efficiency.

Organisational and individual responses

5.34   The three key themes were identified by organisations and individuals alike.

5.35   Whilst the key theme overall was that minimum requirements and standards should be prescribed by the government, this was particularly important to local authorities, economic and business groups and the British Transport Police.

5.36   Individuals, however, were more inclined to suggest that the government should take the lead for all aspects of service provision. Local government groups and tourism groups were also particularly supportive of this point.

5.37   A higher proportion of individuals also thought that public opinion and responses to surveys by the public should dictate service provision - a point also supported by rail user groups.

Q18 - What level of contract specification should we use the for the next ScotRail franchise?

Total Responses		1283	100%	
Responses to Q18		251	20%	
Organisational		82	33%	
Individual		169	67%	

Popular themes
1 – Targeted specification
2 – Full specification, or as high as possible specification
3 – Franchisees should be able to provide additional services or show innovation

Key themes

5.38   Question 18 asks what level of contract specification should be used for the next ScotRail franchise and the consultation document outlined three main options: minimum, full and targeted specification.

5.39   A considerable number of respondents were in favour of targeted specification and they were joined by a small group who thought that services should be specified for social, or less profitable, routes in order to protect them. This was followed by respondents who were in favour of full specification. Very few respondents advocated minimum specification.

"The concept of Targeted Specification appears to offer an appropriate balance between ensuring a minimum level of service and allowing the franchisee sufficient flexibility to innovate. In rural areas such as Dumfries and Galloway flexibility should not undermine efforts to coordinate local bus services with rail timetables. There is also a need to specify a minimum level of Sunday service of at least half the Monday to Saturday minimum." **The South West of Scotland Transport Partnership**

"A high level of specification is needed, but supplemented by incentive opportunities for the franchisee to improve on the minimum service requirement." **Railfuture Scotland**

5.40 A large number of respondents reported that franchisees should be able to provide additional services. This view was expressed regardless of the level of specification, with some stating that this would give the franchisees scope to innovate.

5.41 The other opinion which was conveyed by a number of respondents was that the specification should be flexible enough so that is can be changed throughout the life of the franchise.

<u>Organisational and individual responses</u>

5.42 Overall, a higher proportion of organisations than individuals said that franchisees should be able to provide additional services or show innovation. This seemed to be particularly important to the subset of passenger groups, economic and business groups, and tourism groups.

5.43 Both individuals and organisations preferred Targeted Specification for use within the next franchise, with local authorities, local government groups and community councils supporting this initiative. There was reasonable support amongst trade unions and Regional Transport Partnerships for full specification, particularly for less profitable „social routes".

Q19 - How should the contract incentivise the franchisee to be innovative in the provision of services?

Total Responses		1283	100%
Responses to Q19		263	20%
Organisational		76	29%
Individual		187	71%
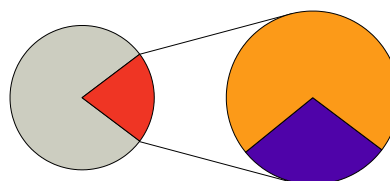
Popular themes
1 – Financial bonuses/discounts or the operator receives an increased share of profit (either company profits or individual bonuses) for innovative services
2 – Profit sharing through improved returns on investment or larger share of revenue for investing in innovative services
3 – Incentives based on passenger growth, increase in passenger miles or increased modal share for rail travel

Key themes

5.44   Question 19 asks how the contract should incentivise the franchisee to be involved in the provision of services. In general, there was a wide range of ideas expressed and many of these may only have been partly relevant to the question.

5.45   One of the two most common themes was that there should be financial rewards for franchisees that provide innovative services.

> "We suggest that Transport Scotland should hold an innovation fund to encourage the start-up of new services and / or opening of new stations at minimum risk to the franchisee. This would also require the co-operation of Network Rail, and Transport Scotland who are best placed to ensure the parties work together." **Transform Scotland**

5.46   The other main theme from a similarly sized group was that the franchisee should retain a greater share of profits as a reward for investing in innovative services.

> "The franchisee should be incentivised to maximise revenue through innovation. Where this is achieved profit-sharing mechanisms should

> ensure that additional generated revenue contributes to reinvesting in the rail network and services for the benefit of taxpayers and passengers. The franchisee should be required to work with Transport Authorities and other bodies in identifying opportunities to innovate."
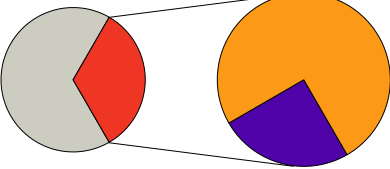> **Society of Chief Officers of Transportation in Scotland**

5.47　Other respondents thought that incentives should be based on a growth in passenger numbers/miles or an increase in the modal share of rail travel compared to car or air travel.

5.48　While some respondents thought no incentives were necessary for innovation as franchisees should be doing this anyway or because innovation is not always in the best interest of the passenger. This group also contained respondents who thought that if services are tendered correctly there should be no need to offer further incentives to franchisees.

<u>Organisational and individual responses</u>

5.49　A limited number of organisations responded to this question. As such, breaking organisational responses down into key sub-groups does not provide a good understanding of their issues. There was no significant difference in responses between individuals and organisations across the three key themes.

6   Scottish rail fares

Q20 - What should be the rationale for, and purpose of, our fares policy?

Total Responses		**1283**	**100%**
Responses to Q20		**429**	**33%**
Organisational		**107**	**25%**
Individual		**322**	**75%**

Popular themes
1 – Rail fares should be competitive with other modes of transport, or more affordable than car or air travel
2 – Fares should encourage and maximise the use of rail travel, with many respondents noting rail"s environmental benefits over the car
3 – Fares should be consistent, with all travellers paying the same, including for the same journey and for journeys of similar length across the network

Key themes

6.1   A number of clear messages emerged from responses to this consultation question. First and foremost, respondents noted that the key rationale for fares policy should be to ensure that rail travel is competitive with the private car for day-to-day travel and with air travel for longer distance trips. Respondents emphasised the Scottish Government"s legally binding carbon reduction targets and modal shift targets and indicated that they considered competitive rail fares an integral element of this strategy. Several respondents went as far as to suggest that fares should be set on a road-equivalent / distance basis, as is currently the case with ferry services to the Western Isles, Coll and Tiree.

6.2   Respondents also raised a number of concerns about the complexity of the fare system. The current system is seen by many to be complex, opaque and, in many cases, unfair. This is a particular issue on long-distance travel from northern Scotland, where purchasing a ticket to an intermediate station, and then another ticket from that station to the final destination, can be cheaper than a single end-to-end ticket. Such examples were frequently cited and are a cause of real frustration for respondents. Respondents were also concerned about what they consider as the very high cost of walk-up tickets, often on low patronage services. Whilst respondents recognised the

operator"s revenue/profit incentives, they saw these high costs as a perverse concept, undermining the use of the rail network.

6.3   Affordability and value for money is a key issue for both commuters and off-peak travellers

6.4   Rail is seen by many as an instrument of social, economic and environmental policy. Many respondents believe that focusing purely on the financial aspects of railways does not appropriately capture the benefits of the system, particularly in rural areas. They therefore see a role for the Scottish Government in aligning fares policy to the Government"s Strategic Objectives and National Indicators. This view was, to some extent, subject to the caveat put forward by other respondents that the balance between subsidy and fare box revenue must be broadly maintained.

6.5   There was broad support for integrated ticketing and the adoption of a smart ticketing platform. The SPT Zone card is seen as a Scottish leader in this respect and a number of respondents recommended development of similar systems for other areas of Scotland. There is also a belief that developing a smart ticketing platform will allow Scotland to overcome a number of the fares issues identified. The Oyster Card in London was held up as best practice.

6.6   Whilst there is agreement that fares should attract people onto trains, encourage modal shift, be consistent and, ultimately, affordable, the answers to questions 21-23 of the consultation show that there is no clear consensus on how this should be done.

Organisational and individual responses

6.7   Organisations were more likely than individuals to say that rail fares should be more competitive with other modes and more affordable than the car or aeroplane. This was particularly important to local authorities, other government groups, the NHS and community groups. To a lesser extent, groups said that fares should balance the needs of the taxpayer, the passenger and the franchisee.

6.8   A greater proportion of individuals simply stated that rail fares should be „affordable" or provide „value for money". They were also more likely to say that fares should be consistent, with all travellers paying the same, for the same journey and for journeys of similar length across the network.

Equality issues

6.9   Equality of access was a key theme throughout the responses to this question. Equality groups often pointed out that affordability, social inclusion and concessionary fares are important. There appears to be a perception that rail travel in Scotland is overpriced for the people represented by equality groups and other socially excluded groups.

> "Travelling by rail is expensive and fares increase frequently. Rail travel is often the only option for women who live outwith main transport centres, especially those accessing employment and education. More women would use trains if the fares were not so costly. Lower fares would encourage more passengers which would generate more income." **Scottish Women's Convention**

6.10 Other organisations and individuals noted the importance of a fair fares policy to achieving social inclusion for all groups within society.

> "…policy should seek to challenge social exclusion, promote economic development and encourage modal shift. Policy should also seek to simplify what is currently a very complex, opaque system. Fare policy can also have an impact on better integration between transport modes." **Scottish Trades Union Congress**

> "Fares policy should work towards the proposed outcome of enabling a modal shift towards rail travel in Scotland. To this end, fares should be kept to a minimum and free travel should be used to improve accessibility of the service to key groups – for example, a recent study on free public transport for older age groups suggests an association between use of such services and lower levels of obesity in this age group." **NHS Health Scotland**

<u>Geographical Analysis</u>

6.11 A geographical analysis was undertaken of all responses which included location information. Considering responses to the question and in particular each of the three key themes, response rates from the HITRANS area were particularly strong.

6.12 Outwith the key themes, affordability and value for money is a key issue for both commuters and off-peak travellers. There was an interest, particularly amongst those in the SPT area, south-east Scotland and the north of Scotland, for more regionally based fares. A selection of respondents commended the approach of low and socially targeted fares in the SPT area. There was a particular interest in this across rural areas where service provision is patchy and fares were regarded as expensive. A variation on this theme was to target fares to support the development of certain routes, particularly those where there is low rail patronage at present.

Q21 - What fares should be regulated by government and what should be set on a commercial basis? Do your recommendations change by geographic area (the Strathclyde area for example), or by type of journey (for example suburban or intercity)?

Total Responses		1283	100%
Responses to Q21		348	27%
Organisational		94	27%
Individual		254	73%

Popular themes
1 – All fares should be regulated (perhaps to the Retail Price Indicator)
2 – Capped by government, but operators able to offer reduced fares
3 – Varied costs based on geographical area

Key themes

6.13 There was almost universal agreement amongst respondents that fares should be regulated by government, although views varied on the extent and approach. A large number of respondents suggested that fare increases should be directly linked to an inflation based measure (either Retail Price Index or Consumer Price Index) and that there should be a regulatory relationship between peak and off-peak fares (particularly walk-up fares).

6.14 However, a number of respondents preferred a more flexible approach, with a capped maximum fare, with flexibility to reduce prices where the operator sees this as commercially attractive. A small number of respondents suggested that fares should be set on a purely commercial basis.

6.15 There was significant interest in different levels of regulation for fares in different geographical areas and/or routes. A number of respondents suggested using regulation to lower fares on the rural routes serving fragile communities and those routes serving socially and economically deprived areas. However, this view was counter-balanced by a desire for a more transparent, fair and consistent fares system (i.e. with fewer exceptions to the standard).

6.16 There were mixed views on the regulation of inter-city fares. The majority of respondents state that it is important to regulate these services as at present. However, some respondents favoured a more light tough level of regulation,

consisting of a minimum service standard and some commercial flexibility for the operator.

6.17   Other suggestions included:

- ensuring that there is no situation where two tickets are cheaper than one between the same origin and destination

- deregulation of first class fares

- introducing competition on the four Edinburgh-Glasgow routes

- clear definition of the term „permitted routes" on tickets, as a number of respondents thought that this can be misleading

- introduction of performance related fares and/or a profit-sharing agreement with the Scottish Government

6.18   In summary, there is a strong appetite for continued regulation of rail fares by government. However, there also appears to be a desire for a more flexible regulatory system, where operators are given the opportunity to innovate within defined parameters.

Organisational and individual responses

6.19   Responses were broadly similar between both organisations and individuals across each of the key themes identified. The top three themes were consistent in terms of content and order between both individuals and organisations. Proportionately, slightly more individuals than organisations commented that all fares should be regulated. This was an important point for economic and business groups, local government groups and passenger groups.

6.20   More organisations than individuals, thought that fares should be capped by government, but with operators being able to offer reduced fares: Local authorities in particular supported this idea.

Equality issues

6.21   A significant number of responses stated that fares regulation should take into account circumstance and social needs; this was often accompanied by views on the positive effect the concessionary travel scheme has had on peoples" lives and travel habits.

"Fares should be regulated based on the social needs." **Public Response**

6.22   Respondents sometimes illustrated the positive economic effect concessionary travel can have on other sectors.

> "I ask you to retain the Scottish Executive subsidised travel for all pensioners. The subsidy encourages travel to our cities and boosts retail trade, pubs and restaurants also benefit from our trips to town as do theatres and art galleries." **Public Response**

6.23 Equality groups essentially noted that there should only be one system in Scotland for setting fares. This system should be consistent across the country, with the rail concessionary fare scheme no longer being left to the discretion of local authorities.

6.24 In addition to the above issue, groups also highlighted that greater use and implementation of the companion scheme should be made consistent throughout the country.

> "We believe that there needs to be only one simple and easy to understand system at any one time for setting fares. Additionally, there should be a free Scotland wide blind person"s free companion concessionary scheme introduced and not left to the discretion of individual local authorities." **National Federation of the Blind, UK**

Q22 - How should we achieve a balance between the taxpayer subsidy and passenger revenue contributions in funding the Scottish rail network? At what rate should fares be increased, and how feasible would it be to apply higher increases to sections of the network which have recently been enhanced?

Total Responses		1283	100%	
Responses to Q22		358	28%	
Organisational		88	25%	
Individual		270	75%	
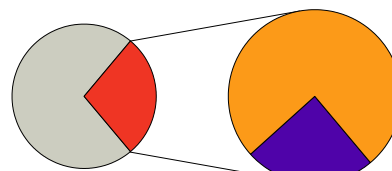
Popular themes
1 – Fares should not rise by more than RPI / CPI (or in relation to it)
2 – Do not apply fare increase to a particular route where improvements have been made
3 – There has to be significant (or some) government subsidy (for example to achieve environmental/social goals)

Key themes

6.25　As expected, there are strong feelings amongst rail users about the year-on-year increases in fares, which are seen by the majority of respondents to be decoupled from actual performance. Rail passengers are also concerned about the inflation-plus rises at a time when wages growth is either zero or negligible – respondents stated that any increase in fares represents a real terms growth in the cost of rail travel for passengers. Respondents, however, acknowledged that this is common across all modes of transport, with the growth in motoring costs also outstripping both wage growth and inflation.

6.26　Despite the above, a significant number of respondents did state that fares increases are necessary to maintain and improve the railway network. There was broad agreement that fares increases should be pegged to a maximum of inflation plus 1%, although there were many variants around this, including inflation only, inflation +2%, inflation -1% etc. There was no support for the option of inflation +3% – this was seen to be excessive in the current economic climate. There was also no firm agreement as to whether the chosen rate of inflation should be the Consumer Prices Index (CPI) or the Retail Prices Index (RPI). Many respondents reinforced the point that the cost of rail travel should be, at most, equivalent to that of car travel.

6.27　Whilst many respondents do support some form of inflation based increase, a number of other respondents see no justification for increases in fares in the

short to medium term. They stated that the „investment" which fares increases are paying for simply represents a catching-up on the backlog in maintenance and renewal work. They also point out that Scottish rail fares are amongst the highest in Europe. This group generally emphasized that the Scottish Government should invest in the network and bring it „up to standard" before increasing fares.

6.28   Numerous respondents noted that as well as focusing on raising revenue, Transport Scotland, Network Rail and the franchisee should work to reduce the high cost base. There were many suggestions as to how to do this, and a broad view was that the value for money argument should assume increasing prominence in these economically challenging times.

6.29   There was only limited support for the option of increasing fares on routes where improvements have been made. Organisations stated that if this was to happen it should be for a time-limited period and clearly reflect the improvements made. Improvements would also have to be seen to be of value to the customer. In addition, respondents noted that this should not be a means of „dressing up" maintenance works as enhancements and then increasing fares off the back of it. In general, however, there was overt disagreement with the concept of improvement related fares increases. Many respondents noted that improvements will increase demand and revenue for the operator, so do not see a need to raise fares. A number of respondents also commented that, if such an option did go ahead, there should be corresponding fare reductions on lines where performance is poor or where there have been no enhancements.

> "The balance between the taxpayer subsidy and passenger revenue contributions must reflect the Government"s financial policy and the social, economic and environmental objectives it wants to fulfil. The fares increase mechanism should be used to better balance regulated fares (relative to distance travelled) throughout Scotland while taking account of the nature of the service.
>
> "This could be achieved through a range of fares increase differentials applied over a number of years. One possibility could be that should the current formulae of RPI+1% continue to apply, it may be that fares deemed too high (relative to others) could be restricted to RPI–1%, with others being subjected to the „official" increase of up to RPI+1%. It is unacceptable for fares on recently enhanced sections of the network to be charged at a higher rate. It would be difficult to distinguish clearly what journeys should be „targeted" for higher fares due to improvements .. and would such „premium" fares be returned to „normal" levels after a few years? Over time, the whole network will benefit from improvements (e.g. new rolling stock) so all fares could be deemed to be „premium fares"." **RTPs Joint chair**

6.30   There was relatively widespread support for at least continuing the current level of government subsidy. The desired subsidy/fares split was not defined

by respondents, but many noted that the Scottish Government should see the railways as a means of achieving economic, social and environmental objectives and therefore subsidise them appropriately.
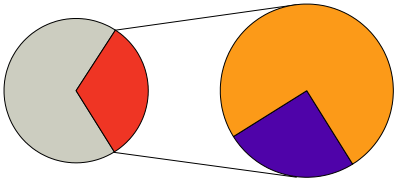
Organisational and individual responses

6.31   Responses were broadly similar between both organisations and individuals across each of the key themes identified, although there were differences in the order of the key themes. Proportionately, slightly more individuals than organisations commented that fares should not rise above RPI or CPI. This theme was strongly supported by passenger groups.

6.32   Organisations, particularly economic and business groups, favoured the idea of some sort of significant government subsidy, in order to achieve economic or social goals.

6.33   Outside the most significant themes, other differences observed were:

- a larger proportion of individuals than organisations stated that fares should not increase at all and in fact should be kept to a minimum

- a significantly larger number of organisations, particularly tourism and leisure groups, thought that operators must look for other means or methods for reducing costs

Geographical analysis

6.34   As explained within section 2.26, a geographical analysis was undertaken of all the responses that included location information.

6.35   In terms of key themes, responses from the SEStran region made up almost 40% of responses on theme 1 – „rail fares should not rise by more than RPI/CPI". SPT, SEStran and tactran accounted for more than 75% of responses to theme 2 – „fare increases should not be applied to particular routes where improvements have been made". Similarly, SPT, HITRANS and tactran combined to account for more than three quarters of all responses to theme 3 – „there should be government subsidy to achieve environmental and or social goals."

Q23 – What should the difference be between peak and off-peak fares? Will this help encourage people to switch to travelling in the off-peak?

Total Responses		**1283**	**100%**
Responses to Q23		**410**	**32%**
Organisational		**102**	**25%**
Individual		**308**	**75%**

Popular themes
1 – There should be no difference, people often have no choice but to travel at peak times
2 – There should be more difference between peak and off-peak fares
3 – There should be no difference. The concept of peak and off-peak is geographically flawed (particularly in rural areas with limited services)

Key themes

6.36   This question gave rise to considerable interest with a range of conflicting views being expressed. Whilst some respondents recognised the need for smoothing out peaks in demand, many recognised the necessity for many people, particularly the lowest paid, to travel at fixed times of the day. Indeed, a large number of respondents, roughly 25%, forcefully stated that there should not be a disproportionate increase in peak-fares relative to off-peak fares. They regarded this as punishing those who must travel in the peak periods, particularly in the morning time. Indeed, a number of respondents emphasised that the peak period should be scrapped altogether, as it represents an example of monopoly pricing – i.e. the operator charging a disproportionately high price to a group of passengers who do not have alternative times of travel.

6.37   However, there was a significant body of opinion that considered the need for cheap off-peak fares to be available. This group was split between those who stated:

- that there should only be a small discount

- the current system is suitable and should be kept

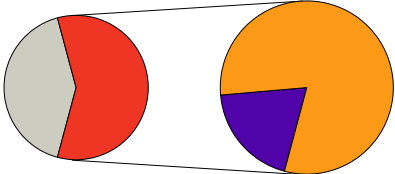- that discounts for off-peak travel should be as large as 50%-90%

6.38   Of those who favoured larger discounts, many noted that these differences should be achieved by lowering the current off-peak fare rather than increasing current peak fares. Some respondents even suggested that off-peak fares should be free, hence filling empty trains and encouraging economic activities such as shopping, tourism, attending events and so on.

6.39   There was a very strong body of opinion which argued that differential peak and off-peak fares are only relevant in urban and suburban areas. Many respondents from rural areas (including those using the West Highland Line, Far North Line, Glasgow and South Western Line and the Stranraer Line) noted that they have little choice but to travel on „peak" trains, even though these trains are largely empty. There was almost widespread agreement amongst rural respondents that peak fares should be scrapped out-with the Central Belt.

6.40   It should be noted that whilst there are similarities with themes 1 and 3, there are clear differences in reaching these conclusions. Respondents who advocated theme 1, called for the removal of peak period pricing due to rail users having no option but to travel at these times of day. Those who supported theme 3, however, suggested that peak and off peak fares should be removed based upon geography, particularly within rural areas.

6.41   One of the methods suggested by respondents to lessening the peak/off-peak conflicts was to introduce smart ticketing systems and stored value travel cards. They consider that these provide more flexible travel options and do not bind passengers to particular services. Respondents also suggested that non-price approaches to encouraging off-peak travel, such as free Wi-Fi or dedicated parking for off-peak travel, should be promoted. Low cost first class off-peak travel was also suggested.

6.42   A number of respondents recommended the development of a shoulder-peak period, particularly for very early morning services. This could include shoulder-peak season tickets, and would help encourage genuine peak spreading. Season tickets for part-time workers were also suggested, particularly as many people unable to get full-time jobs are taking up part-time work.

6.43   A number of respondents also recommended scrapping or at least shortening the evening peak period. There is currently no evening peak pricing within the SPT area and this is seen by many as a model that should be replicated across Scotland.

6.44   One organisation also thought that promotion of discounts for youths should also be encouraged with youth railcards being made valid for travel in peak times.

6.45   On the Edinburgh-Glasgow routes, a number of stakeholders suggested introducing competition between the four different rail lines, creating travel options and encouraging lower prices.

6.46   There was agreement between organisations and individuals on the three key themes for this question. However a slightly higher proportion of organisations then individuals commented that for most people there is no choice but to travel in the peak period due to work commitments. This seemed to be important across most sub groups of organisations, particularly local authorities and equality groups.

6.47   Individuals, on the other hand, were more inclined to state that there should be a greater difference between peak and off-peak fares. Passenger groups agreed with this theme.

7   Scottish stations

Q24 – How should we determine what rail stations are required and where, including whether a station should be closed?

Total Responses		1283	100%
Responses to Q24		747	58%
Organisational		146	20%
Individual		601	80%

Popular themes
1 – Public demand/passenger use (often passenger use is affected by services provided)/notional demand
2 – Do not close any stations
3 – Opening new stations

Key themes

7.1   This question provoked a large number of responses perhaps because there was a widely held fear amongst individuals and organisations that some stations were under the threat of closure. Many of these responses, particularly in relation to station closures, expressed strong opinions and pleas to keep stations in use.

Station closures

7.2   The majority of responses to this question were objections to the perceived threat of closure of stations on the North Clyde Line which runs from Glasgow Queen Street to Anniesland via Maryhill.

7.3   A large number of these respondents would not like Kelvindale Station to close, a slightly smaller number noting they would not like Maryhill Station and Gilshochill to close.

7.4   In addition to the individual stations, a large number of respondents expressed concern about the future of the entire line, mostly in relation to the perceived threat to close more than one of the stations.

7.5   Outwith the North Clyde Line, a number of respondents were against closure of Nitshill, Mosspark, Airbles, Kennishead and Duke Street Stations.

7.6   A large number of respondents stated that no stations should be closed while other respondents emphasised that the priority should be opening new stations rather closing existing ones.

7.7   Respondents were asked about criteria for determining whether a station should be closed. The most frequent suggestion was public demand or passenger use. However, it was suggested that this should be potential demand as in some instances poor levels of service provision result in low passenger numbers.

7.8   A number of respondents suggested that station closure should only be considered following extensive consultation with the public and/or stakeholders.

7.9   Other criteria for determining appropriate station locations included:

- cost, financial analysis or assessment, and impact on the economy

- social responsibility and the needs of the community

- whether other suitable transport options are available for residents of the area.

7.10   A considerable number of respondents said that stations should only be closed as a last resort.

7.11   The consultation mentions that some stations are within one mile of another; a small number of respondents explicitly stated that this should not be considered as a reason for closing a station.

7.12   Examples were given of the use of the stations which are within on mile of another:

"St Mirren Football Club moved to our new stadium in January 2009 which is directly across the road from Paisley St James Station and therefore is advertised to both home and visiting supporters as the easiest way to travel to the new stadium. This has resulted in many football supporters having a direct link between Glasgow/Gourock and our football stadium. This has meant that from a Police and Security point of view it has helped with any flashpoints in the town centre with visiting supporters having the ability to walk just across the road and get the train to Glasgow mainly.

"We also have a conference venue within the stadium which many businesses use with many delegates coming from Glasgow via train rather than use their car. Walking from Paisley Gilmour Street would be less of an attractive option with it being a 15 minute walk away." **St Mirren FC**

7.13   A number of respondents stated that rather than closing stations, rail halts or request stations could be used. These comments tended to relate to rural stations. It was also frequently suggested that this would require a relaxation in regulations and that standards could be lowered for new stations making them cheaper to construct and maintain.

> "Some of the stations on the WHL are in very remote countryside, with little or no alternative transport. No closure proposal should be made until current usage, future potential, alternative transport, and the scope to reduce the station maintenance cost have been analysed." **Friends of the West Highland Line**

New Stations

7.14   A relatively large number of respondents suggested where new stations could be added to the network and a considerable number said that new stations should be located in areas with a large number of commuter travellers and areas of high population.

7.15   In addition to this, stakeholder organisations often voiced their support for the provision of additional stations, and supported the use of the various transport planning tools in existence.

> "New stations should be considered where there is a positive business case for doing so, again having regard to wider objectives, and should not rely on a "no increase in the current quantum" approach. RTPs and Councils have identified a number of positive opportunities for new or re-opened stations. The franchisee should be required to work with Transport Scotland and Transport Authorities to maximise the economic and local potential of existing stations, including new station proposals which can demonstrate a positive business case." **Society of Chief Officers of Transportation in Scotland**

> "The economic and social viability of communities should be uppermost in making decisions about rail station development, closure or relocation. Proposals for new stations should be subject to comprehensive appraisal in compliance with Scottish Transport Appraisal Guidance, before they are considered for inclusion in Strategic and Local Development plans. Given SPT"s strategic role in the development planning processes we would recommend that formal SPT support for new station proposals in Strathclyde should be a pre-requisite to them being passed to TS for further consideration." **Strathclyde Partnership for Transport**
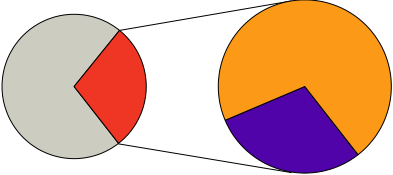
Organisational and individual responses

7.16   There were key differences in the nature of responses between individuals and organisations. Whilst individuals tended to focus on objections to specific station closures, organisations tended to provide focus on the wider implications of the question. Organisations, in particular Regional Transport Partnerships, were much more likely to suggest new stations, routes and services.

7.17   Organisations also thought that social responsibility and community needs should be used to determine station requirements.

Geographical analysis

7.18   A geographical analysis was undertaken of all the responses that included location information. Of significance was the large level of response from the SPT area, which made up 39% of all mappable responses to this question. Overwhelmingly, respondents wanted their local stations to remain open. Within the SPT area, 10 of the 11 local authorities generated relatively small levels of response to this question whilst Glasgow City (59%) provided the majority of responses.

7.19   Considering the largest targeted response related to the Anniesland – Queen Street Line, it is perhaps unsurprising to note that almost all of the responses to this theme originated within the SPT region. Likewise, SPT respondents generated almost half of all responses to key theme three – requesting that no stations should be closed. However it should be noted that there was a significant number of responses from the HITRANS region to this third key theme.

Q25 - What are the merits or issues that arise from a third party (such as a local authority or local business) being able to propose, promote and fund a station or service?

Total Responses		**1283**	**100%**
Responses to Q25		**368**	**29%**
Organisational		**107**	**29%**
Individual		**261**	**71%**

Popular themes
1 – Useful/reasonable - third parties could play an important role (perhaps following a trial and with some funding support), as long as wider network issues are considered
2 – Use SPT as a model and encourage RTPs or local authorities to be involved
3 – Local businesses and property developers should be required to, or can, contribute to the costs of new stations

Key themes

7.20 In general the majority of respondents who answered this question were in favour of the idea of third parties being able to propose, promote and fund a station or service. Most of the comments received related to new stations rather than new services.

7.21 Some thought that third parties could and should play an important role, whereas others thought it was worth trialling their involvement, perhaps with some financial assistance.

> "New stations can be promoted or funded by third parties, but long term costs needs to be covered by the franchisee and infrastructure manager. Third parties should be able to fund trial services for a limited period. Evaluation of their impact should point towards their longer term, cost-neutral sustainability. Regional Transport Partnerships should have funds made available to trial experimental services." **HITRANS**

7.22 A significant number thought that there should be more local authority or Regional Transport Partnership involvement as a third party. Approximately the same proportion thought that local businesses and property developers should be required, or choose, to contribute to the cost of stations.

7.23   Some said that the local community is best placed as a third party, as they are more familiar with local issues and this approach is most likely to lead to community engagement and „buy-in". Some said that local third parties are more likely to provide the sort of service the local community would like, particularly in rural areas.

> "We very much welcome such initiatives as it seems to us that local agencies are often better placed to understand the need for and promote new stations. Indeed, planning policy should be such that any major new development is well served by public transport and a new railway station can be the hub of a public transport network. Private third party funding is to be encouraged. We believe that Regional Transport Partnerships are best placed to plan and co-ordinate public transport services in their areas and some funding should be allocated to them to allow a more local, less centralised approach to the provision of rail services." **Transform Scotland**

7.24   Another benefit of third party involvement could ensure better value for money for the public purse and franchise operators.

7.25   Those in favour of involving third parties frequently warned that the following issues would have to be considered:

- integration into wider network

- clear definition of who is responsible for what and for how long

- impact on service performance, including journey times

- ensure high and consistent standards across the network, including safety

- a requirement for a relaxation of standards for stations and the bureaucracy involved in opening a new one

7.26   A small group suggested that there is no merit in involving third parties and that it should be the responsibility of the government or train operating companies. Some respondents stated that they feared it would lead to variations in service and/or they did not want to see further fragmentation of the rail industry.

7.27   Those against involving third parties often cited the above issues (bullet points) as reasons for their opinion, along with a suspicion that the costs involved would be too high for third parties to be interested, particularly due to the current economic climate.

> "There are significant obstacles for local authorities and businesses proposing and promoting a station or service. SPT"s experience in the
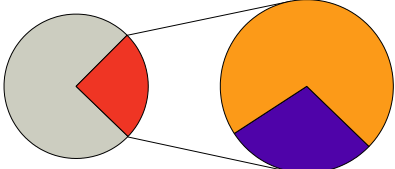
Organisational and individual responses

7.28　On two of the three key themes identified, both organisations and individuals agreed. However, on the final theme – contribution to costs by local businesses - there were noticeable differences. Community councils and local authorities were key groups who supported third parties playing an important role in station funding and promotion, with a number of passenger groups and economic and business groups suggesting that local businesses and property developers should contribute towards the costs of new stations.

7.29　Organisations thought that SPT should be used as a model to encourage RTPs or local authorities to be involved. Local government groups were particular advocates of this position. Individuals on the other hand were more inclined to believe that there would be no merit in the use of a third party and that responsibility should fall on the state and train operators, with less fragmentation.

Q26 – Should only one organisation be responsible for the management and maintenance of stations? If this was the franchisee, how should that responsibility be structured in terms of leasing, investment, and issues relating to residual capital value?

Total Responses		1283	100%
Responses to Q26		317	25%
Organisational		91	29%
Individual		226	71%

Popular themes
1 – Only one organisation should be responsible
2 – Responsibility of the franchisee/perhaps incentivised to invest in stations
3 – Responsibility of same organisation that is responsible for maintaining lines and signalling (Network Rail)

Key themes

7.30　The majority of respondents thought that only one organisation should be responsible for the management and maintenance of stations.

7.31　Most of them thought it should be the franchisee, primarily because they are the customer-facing organisation, although it was widely acknowledged that they may have to be incentivised to invest in improvements to station infrastructure.

> "We agree that the franchisee, which has direct interface with the passenger, should be responsible for station management and maintenance, with the exception of Glasgow Central and Waverley where, due to the multiplicity of operators, Network Rail should continue to be responsible." **Scottish Association for Public Transport**

7.32　Around half as many respondents thought that the organisation responsible for maintaining lines and signalling, Network Rail, should be responsible for stations. A small group stated that Network Rail should be responsible for a basic provision with franchisees enabled, and encouraged, to make improvements.

7.33　The next most common answer was that there should be some degree of local involvement in stations, for example the „Adopt a Station" scheme.
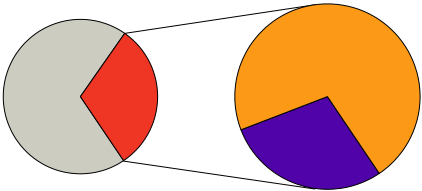
> "Further promotion of the successful Adopt a Station scheme would be supported. There is scope for more community involvement, but the management and operation of stations should continue to be the responsibility of the franchisee." **SCDI**

7.34   Some respondents thought that an independent, perhaps government umbrella organisation, should be responsible for the management and maintenance of stations while others suggested that this should be the responsibility of local authorities.

Organisational and individual responses

7.35   There was agreement between organisations and individuals on the three key themes for this question. Looking at the proportional difference between organisations and individuals, more individuals than organisations recommended one organisation should be responsible for the management and maintenance of stations. Local authorities were the largest single sub group of organisations who supported this key theme.

7.36   More organisations than individuals thought that the responsibility should be that of the franchisee, and that this responsibility should be incentivised thus ensuring investment in stations. Economic and business groups were the strongest advocates of this position.

Q27 - How can local communities be encouraged to support their local station?

Total Responses		1283	100%	
Responses to Q27		397	31%	
Organisational		114	29%	
Individual		283	71%	

Popular themes
1 – Expansion of the „Adopt a Station" scheme
2 – Involve local support groups and rail user groups
3 – Allow other activities to take place at station buildings (i.e. shops)/better use of buildings, setting up opportunities for business

Key themes

7.37   In terms of communities being encouraged to support their local station, a large number of respondents noted the success of the „Adopt a Station" scheme, often pointing out current examples within Scotland. They suggested that greater emphasis, marketing and perhaps funding, should be available to facilitate the roll-out of the scheme across the network.

7.38   Similarly, many responses advised on the involvement of Community Rail Partnerships or local support groups to help facilitate the involvement of the local community. Essentially a large proportion of respondents thought it was important to consult with the local community in some form in order to encourage support and ensure „buy in".

"Community rail partnerships (CRPs) and station adoption groups have been enormously successful in England and Wales. Many CRPs have achieved phenomenal levels of growth on their lines through community involvement and niche marketing... A station is the gateway to both the community and the railway and it"s in the interests of both to provide a safe and pleasant environment for passengers. Station adoption also meets a number of social needs, bringing communities together and providing meaningful work for people with social or medical difficulties, those experiencing social isolation and retired people, to name but a few." **Association of Community Rail Partnerships**

7.39 Related to both initial two key themes were suggestions that community groups could be allowed to provide maintenance and other services through flower planting spaces and painting which make the station more attractive. Relating to this however was the requirement that health and safety regulations should be relaxed (within reason) to facilitate the community being allowed to work in and around the station.

7.40 Organisations and the public alike both supported the provision of unused buildings and resources at stations to local businesses or community groups, therefore increasing footfall and use of the station. Cafés and kiosks were popular suggestions along with post office outlets. Other suggestions included a local space for communities, which advertised local events as well as local trades/services. Responses of this nature suggested that measures should be taken to turn stations into community hubs, and not to solely function as a railway station.

7.41 A number of respondents thought that community involvement was so important that it should be a criterion of the contract that franchise holders engage with local businesses and community groups and importantly, facilitate their help. Other responses suggested it would be reasonable to offer some level of financial start-up assistance to the community to provide services.

7.42 Whilst there were a great deal of suggestions as to encouraging community buy-in and support, some respondents did point out that community support and maintenance should not be a substitute for the expectations and services provided by the franchise holder.

7.43 Aside from responses suggesting ways to enable the community to be involved in the running and upkeep of the station, there was a definite theme emerging that the station would prosper if adequate rail services were provided which encouraged use of the railway. Respondents argued that lower train fares and provide more frequent or better services would be key to encouraging greater use of the railway and hence the station itself. Other complementary measures that were suggested included the need to provide adequate free or cheap parking at railway stations, and integrating local bus timetables with the rail timetables to ensure passengers can make connections. The message was that complementary measures themselves encourage the local population to use rail services, which will in itself support the station.

"By having train travel being almost the default choice for travel! Affordable train fares for services with sufficient seating capacity and operating on frequencies that meet the communities travel needs will be the best possible advert for supporting a local station." **Public Response**

> "By making it easy to get to the station on good quality walking and cycling routes. By integration of bus and train timetables." **Public Response**

7.44 A number of respondents thought it would be advantageous to publicise the rail timetable locally, through adverts in the local media and potentially by leaflet drops for households, raising awareness of the services on offer.

7.45 A regularly cited suggestion was that stations should be staffed where possible. Staff assistance and personalisation was seen as an important aspect of customer service which encourages use of the railways.

Organisational and individual responses

7.46 A number of key differences were observed between the responses of individuals and organisations to this question. The most significant difference was that individuals tended to recommend elements which would improve or make the rail service more attractive, stating that this would facilitate more use and support for the local station. However, this was not one of the top three responses for individuals, who instead prioritised the need to lower rail fares. Other frequently cited responses from individuals followed a similar theme and included the following improvements:

- free parking

- quality improvements to rail services

- integration of rail timetables with the local bus network

7.47 Overall, the most common response from organisations was for proposals to further roll out the „adopt a station" scheme. This theme appeared to be particularly important to Regional Transport Partnerships, and public sector organisations were overwhelmingly keen to foster links between communities and stations.

7.48 Community councils and tourism groups championed the use of Local Rail Support Groups. The British Transport Police supported this idea in addition to consulting with the local community at large.

7.49 Whilst more organisational responses were made up of the top three themes, a significantly higher proportion of organisations than individuals also noted that it was important to consult with the local community to ascertain what they believe is important, as they are the existing and potential passengers.

Equality issues

7.50 Of the responses received from equality groups to this question, all noted that it was important to involve the local community. Guide Dogs Scotland

suggested that it would be important to recruit blind and partially sighted people within any consultation.

"It is important that blind and partially sighted people are included in the establishment of local groups. Much local information is in inaccessible formats and places and they end up being in advertently left out of consultation opportunities." **Guide Dogs Scotland**

Q28 - What categories of station should be designated and what facilities should be available at each category of station?

Total Responses		1283	100%
Responses to Q28		353	28%
Organisational		95	27%
Individual		258	73%
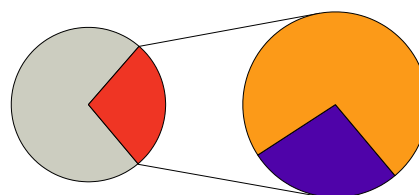
Popular themes
1 – Improved cycling accessibility and cycling facilities required
2 – Toilets at stations
3 – Agreement with options outlined in consultation document

Key themes

7.51 Of those respondents who answered this question, a large number did not pass comment on station categories, instead detailing key facilities they thought should be present at stations.

7.52 Amongst those respondents that did, there was an element of support for the categories presented within the consultation document. However numerous respondents provided their own specific categories and opinions whilst others suggested following either current Network Rail or ATOC station grading guidelines. Local authorities and Regional Transport Partnerships provided information on the classifications they currently attribute to stations.

7.53 Other category suggestions included:

- sliding scale with numerous grades

- three point scale – major, moderate and minor stations

- manned v unmanned stations

- tourist v commuter stations

7.54 Whilst there was some support for categorisation, numerous respondents argued that there should be no rigid criteria as stations can and do fit into numerous categories. These respondents warned that attempting to „shoehorn‟ a station into a category may not be the most appropriate solution.

> "The idea of station categorisation is a good one and the means of that categorisation can be in accordance with the type of train service that each station caters for such a main line trains, suburban commuting trains, rural trains, etc. Sub categories can also be by the number of passengers using a given station on a daily basis." **Public Response**

> "Creating arbitrary categories for 'level of facilities' at each station is a futile exercise, since each station must be assessed on the level of passenger throughflow and particularly those with longer waiting times eg interchange stations." **Railfuture Scotland**

7.55 A number of the responses received from both members of the public and organisations commented on key facilities that should be provided across stations on the network. Suggestions included:

- stations which are accessible for disabled people

- toilet facilities

- cycle storage and access facilities including paths leading to the station

- real time information boards

- ticket purchasing facilities (particularly at unstaffed stations)

- sheltered, heated waiting areas

- safety and security features such as lighting and CCTV

7.56 Cycle access and storage facilities were the most common facilities mentioned in response to this question, with numerous respondents noting current poor provision at stations, and how encouraging cycling contributes to the Government"s National Targets.

7.57 Another common theme which arose throughout the consultation was the requirement for stations to be staffed. Respondents pointed out that a staffed station provides both a security presence and a source of information for passengers. Some respondents noted that whilst stations should be staffed, they did not necessarily have to always carry the function of ticket sales, but staff could include information officers or someone manning a kiosk, for example to ensure toilets are in order.

7.58 The installation of ticket barriers at major stations appears to have produced a significant reaction. Some respondents suggested their removal. The majority, however, acknowledged their requirement and suggested that all stations should now be equipped with ticket machine facilities to allow passengers to purchase their tickets prior to travel and not get stopped at long

barrier queues waiting to buy a ticket before exiting their destination station. Related to this, respondents suggested that ticket machines should be equipped to accept money in addition to credit and debit cards.

<u>Organisational and individual responses</u>

7.59   There are a number of issues which were more likely to be raised by organisations than individuals. The main issue being the requirement to provide better access for disabled users, including lifts and ramps to access platforms. Indeed this was the second highest response for organisations and was a key response theme for both equality groups and local authorities.

7.60   Cycling accessibility and facilities for cycles were strongly supported by tourism and leisure groups.

7.61   Organisations also provided a higher proportion of support for the following:

- improved lighting

- real time Information

- the notion that facilities should be dependant on station size and footfall

7.62   Differing from the overall results, a much smaller proportion of organisations noted the requirement for toilets. Individuals noted that stations should be staffed, even if the staff member does not sell tickets. This comment was not as frequent among responses from organisations.

<u>Equality issues</u>

7.63   Three equality groups responded in depth to this question with answers tailored to improving accessibility and facilities for blind and deaf rail users and those with mobility impairments. Suggested facilities included tactile paving to indicate where door entry points are located on station platforms and similarly a facility to allow disabled or partially sighted users to locate and use train door buttons. Improved Real Time Information and audio announcements were also important to these groups, as was the requirement for stations to be staffed, ensuring assistance is available when required.

"Stations do not fall easily into separate categories. Regardless of which categories they would be considered in, they should all strive to be fully accessible, including physical access to the building and the trains, as well as providing accessible information and assistance." **Mobility and Access Committee for Scotland (MACS)**

"Accessibility should be one of the facilities provided at each category of station. As above, there should be a drive to meet relevant legislation within the specified deadlines." **National Federation of the Blind UK**

<u>Geographical Analysis</u>

7.64   A geographical analysis was undertaken of all the responses that included location information. In relation to responses submitted for this particular question, the HITRANS region appeared to provide fewer than expected responses. The considerable unity across the remaining RTPs, however, highlights that the actual facilities at stations are of particular interest to the public.

7.65   Almost 60% of respondents to theme one (the requirement to provide improved cycling facilities and accessibility), originated within the SEStran region, whilst the tactran region also provided a proportionately larger than expected response to this key theme. Respondents from the SPT region provided more than a quarter of all the responses suggesting that toilets should be provided at stations. In addition the SEStran area again provided a large proportion of responses supporting options presented within the consultation.

8   Cross-border services

Q29 - Should cross-border services continue to go north of Edinburgh? In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? And who should specify these services, the Department of Transport or the Scottish Ministers?

Total Responses		1283	100%	
Responses to Q29		679	53%	
Organisational		139	20%	
Individual		540	80%	

Popular themes
1 – Services should continue north of Edinburgh, and potentially be enhanced
2 – Having to change is a major disincentive (particularly for those with luggage or children and the mobility impaired). Also the potential danger of missing connecting trains
3 – Service should be specified jointly (or at least both should be involved)

Key themes

8.1   There was significant interest from both the public and key organisations to this question. Overwhelmingly, a large number of responses indicated that cross-border services should continue beyond Edinburgh and either maintain current service patterns, or if possible provide further enhancements to services. There were considerably less respondents who either agreed with the option of an Edinburgh hub, or thought that the option merited further consideration.

8.2   Key reasons to emerge as to why cross-border services should be retained are summarised below.

8.3   A large number of responses noted that any kind of interchange is usually viewed as a disincentive to travel. This can be further exacerbated on longer distance journeys such as cross-border services where passengers will often be carrying large amounts of luggage, or have children and families travelling with them. The prospect of changing services at an already busy Edinburgh Waverley station was not viewed as enticing. In a similar vein, respondents pointed out the difficulties that changing trains presents to older and disabled people, including the stress involved. Indeed, many respondents thought that this option would not benefit passengers at all. In addition, both organisations

and the public noted that if the hub concept was implemented there would probably be an increase in journey times for passengers which would be a disincentive to travel.

> "That maintaining through trains between the north east and London are critical both for economic/business and for leisure trips. The possibility of requiring all passengers to change trains at Edinburgh is completely unacceptable, would inconvenience many travellers, harm economic and tourism potential, create severe capacity issues and limit travel choice to/from the north east. Transport Scotland and the Scottish Government should insist on the Department for Transport's commitment to dual-purpose rolling stock being commissioned as soon as practical." **NESTRANS**

8.4   Respondents also noted the quality of rolling stock used, stating that cross-border services provide a greater degree of comfort and facilities including buffet facilities, toilets, Wi-Fi and appropriate luggage storage. It was thought that rolling stock currently provided by ScotRail could not compete with current cross-border services. Both the public and organisations queried whether ScotRail had the ability and capacity to run suitable replacements should cross-border services be terminated.

8.5   Another key theme which emerged was the perceived inability of Edinburgh Waverley station to operate as an appropriate interchange hub. Views were expressed about the layout of the station, stating that the station would not be easy to traverse for changing trains. In addition, respondents noted that this station was very busy. They questioned whether the station itself would be able to handle significant additional footfall which would be generated by creating the hub.

8.6   Other points that were raised about Edinburgh Waverley included the notion that the station already operates as a hub station where passengers can alight services and make connections to other parts of the country. Respondents could not see how any changes would be positive, as they viewed the only change to be the removal of direct services rather than introduction of new services.

8.7   Respondents stated that the option of removing direct services would appear to contradict National and Local Transport Planning Objectives, as this would discourage people from travelling by rail and therefore not contribute to modal shift. Indeed, responses from both the public and organisations recognised the potential that terminating services at Edinburgh Waverley could lead to modal shift towards air travel, the private car and potentially bus services. Respondents thought that long distance train services can compete with air travel due to the comfort and facilities offered. Any removal of direct services and replacement with perceived inferior rolling stock would reduce the competitiveness of the railways.

> "Many passengers use the cross-border services that start and terminate. beyond Edinburgh precisely because they are through trains and they wish to avoid changing. Were those trains to run only to and from Edinburgh, there may be a reduction in long-distance travel by rail in favour of air which may not be regarded as desirable. If this idea is pursued, genuine consultation must take place with the passengers who will be affected before any decision is made." **Passenger Focus**

8.8   Cross border services were seen as vital for tourists and business people alike. Tourists often travel with large amounts of luggage which is unsuitable on local rolling stock, whilst business travellers enjoy the comfort and facilities provided by superior quality trains. Organisations and the public highlighted the importance of both of these groups to the communities north of Edinburgh, noting that direct services were an important economic link between these communities and major cities across the UK. Respondents thought there would be a detrimental impact on the tourist industry north of the transport hubs, as the cross border services are the gateway to central and northern Scotland.

8.9   A number of respondents stated that there could be financial implications on the rail traveller of terminating services beyond Edinburgh. These respondents considered that by travelling on trains run by two operators, there would be no opportunity for attractive advance ticket fares.

8.10   Although the question was framed around the idea that there is a loss of finance from the local area as franchise money tends to travel south rather than being invested in the ScotRail network; the responses from individuals often stated that they were not interested in who the financial beneficiaries are, only that appropriate services are provided. For those who answered this consultation question, appropriate services would appear to be cross-border services.

8.11   Whilst the majority of respondents thought services should continue beyond an Edinburgh hub, a small number considered that there was an economic case for the option, or that the option should be subjected to further study. Respondents did note that should this option be taken forward, then there would have to be a properly integrated timetable to ensure minimal disruption and additions to journey times.

8.12   The consultation asked who should specify the cross-border services. Whilst there was a mix of views as to whether the UK Department for Transport or the Scottish Ministers were more appropriate to specify these services, the largest proportion of respondents thought that this should be a decision taken between both administrations, with services specified by the DfT but advised by the Scottish Ministers.

Organisational and individual responses

8.13   Responses were broadly similar between both organisations and individuals across each of the key themes identified. Indeed the top three themes were consistent in terms of content and order between both groups. Proportionately, slightly more individuals than organisations commented that services should continue to travel further north than Edinburgh. This theme attracted large scale support across each sub group of organisations.

8.14   Overall, organisations also tended to note that changing trains is a major disincentive - this was in particular reported by equality groups, passenger groups and tourism groups. Slightly more organisations, in particular rail groups, noted that services should be specified by both the Scottish Ministers and the DfT.

Equality issues

8.15   Respondents stated that the requirement to change trains is a disincentive to travel, and that for many groups and those with mobility problems this can be particularly problematic.

> "We believe that cross-border services do go higher up the country than Edinburgh and the Central Belt in general. Blind and partially sighted people value the ability to travel on direct services as much as possible and reduce the amount of times they need to change trains. They need to rely on the Passenger Assistance System at interchanges and if this is not provided to adequate service, they run the risk of missed onward trains. It is often the case that the more complex the journey is, with variety of interchanges needed, then people choose not to travel that way or, if possible, take a companion with them to help." **Guide Dogs Scotland**

8.16   Interchange is considered a barrier to travel for older people, those with mobility problems and those travelling with luggage and small children.

> "Yes, cross border services are widely used by families for travel to visit relatives, sometimes this involves elderly or disabled relatives being put on the train in England and met by relatives in Scotland (or vice versa), Removing the direct services will prevent such journeys from taking place as there are no practicable alternatives and the need to change trains can cause considerable distress and anxiety to the extent that some people will choose not to travel. Scottish Ministers should specify these services." **Public Response**

> "These services benefit passengers by making journeys quicker and easier, particularly for those who have difficulty changing trains (e.g. the
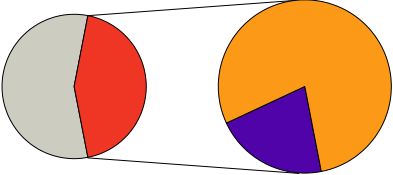
Geographical analysis

8.17   A geographical analysis was undertaken of all the responses that included location information. The geographical analysis revealed that those living in the SEStran region were particularly interested in this question judging by the relatively high response rates from the area. This was to be expected as these Cross Border Services mainly serve this region and, therefore, proves how topical this question is in the surrounding local authorities.

8.18   The SEStran region generated the highest level of response to this question, possibly in part due to the requirement for SEStran residents to change trains if the option was to be pursued, or alternatively due to local knowledge of Edinburgh Waverley and opposition to it being used as the main hub for services in the east. Of the responses from SEStran that answered this question, almost half were from Fife with a further 16% from the City of Edinburgh. This high level of response from Fife is most likely a direct consequence of the requirement to change trains should this option be pursued.

8.19   A number of respondents specifically discussed the impact on the town of St Andrews. Both students and golfers currently use the cross-border services to access nearby Leuchars train station. Respondents thought that the option would negatively impact these user groups.

8.20   In addition to overall response rates, the SEStran region also provided the highest numbers of responses for each of the key themes.

.

Q30 - Or should the cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections? And if so, what additional benefits would accrue from having an Edinburgh Hub?

Total Responses		1283	100%
Responses to Q30		564	44%
Organisational		119	21%
Individual		445	79%

Popular themes
1 – Cross border services should not terminate at Edinburgh Waverley
2 – There are no benefits to passengers from this option
3 – Interchange is a significant hassle, particularly for those with luggage or mobility problems

Key themes

8.21   As noted in the previous section, questions 29 and 30 resulted in a considerable number of responses. Due to the correlation between the questions, similar answers were provided across both questions, and in general the responses for question 30 replicate those in question 29, with both the public and a large number of organisations opposed to the option of creating an Edinburgh hub.

8.22   Essentially, a large number of responses were in direct opposition to the option in question 30, noting the disincentives of changing trains and the problems that would be experienced by all users, including older people and those with mobility impairments. A large number of responses thought there would be no benefits from an Edinburgh hub.

8.23   Whilst there is a danger of repeating themes discussed within Question 29, it should be noted that a large number of passengers and organisations queried the ability of Edinburgh Waverley to function as an appropriate transport hub due to obstacles which could hamper through travel.

8.24   Those who answered the question directly, noted that Edinburgh Waverley was currently an interchange hub with a large number of connecting services. These respondents wondered if there was any benefit to be gained by passengers as those who currently wanted to change could do so.

8.25 A number of individuals and organisations noted that if services north of Edinburgh were provided by the ScotRail franchisee, they could be specifically targeted to the needs and requirements of the public which could potentially mean an increase in services and frequencies.

8.26 In the main, organisations appeared to be against the termination of services at Edinburgh. Some respondents did, however, note some advantages to the option, including the ability to operate local services without the disruption of long distance through-services; and the possibility that subsidies can be reduced by the use of an interchange with local services.

> "There are many arguments for and against the operation of Anglo-Scottish services beyond Edinburgh and Glasgow which have been previously considered as part of our Route Utilisation Strategies work. The benefits of not operating include the ability to operate regular interval domestic services without the disruption of through services, the ability to operate trains with the appropriate number of seats on the Scottish sections of route and the reduction in disruption as a result of late running of through services." **Network Rail**

8.27 The current franchise holder for some of the cross-border services, East Coast, outlined some points which they thought should be considered in any decision.

> "The operation of East Coast trains beyond Edinburgh incurs identifiable costs in Operating Expenditures (OPEX) and rolling stock. Subject to agreement between the DfT and Transport Scotland the rolling stock freed through the termination of East Coast services at Edinburgh could be utilised to provide a half hourly service between London and Edinburgh. This would bring benefits of frequency from London into the Edinburgh hub and also an increase in frequency to locations in England which are not served by the hourly fast train (Alnmouth, Durham, Northallerton, Doncaster, Newark and Peterborough)." **East Coast**

Organisational and individual responses

8.28 Whilst both organisations and individuals overwhelmingly responded that cross-border services should not terminate at Edinburgh, there were differences between both groups in terms of the remaining top three themes.

8.29 A large proportion of organisations stated that Edinburgh Waverley is already too busy and incapable of handling the extra demand which would be created by terminating cross border services at the station and providing connecting services. This view was particularly prevalent amongst Regional Transport Partnerships and rail groups.

8.30   A far greater proportion of individuals than organisations reported that they could see no benefit to this option.

8.31   Outside the most significant themes, other differences were observed as follows:

- higher proportions of organisations, in particular tourism groups, noted the perceived poorer quality of ScotRail rolling stock compared to that currently used for cross-border services. Whilst the ScotRail rolling stock may not in itself be significantly inferior, organisations appear to believe it does not have the required facilities to transport people long distances

- local authorities and Regional Transport Partnerships noted that termination of cross-border services would be inconsistent with government aims for modal shift and carbon reduction targets, as people would switch to other modes. Individuals did note the modal shift aspect but did not overtly make the connection with government targets

Equality Issues

8.32   As with the majority of responses, those of equality groups and members of the general public mirrored answers to Question 29 in that cross-border services should continue as an interchange is a significant problem for those with mobility problems.
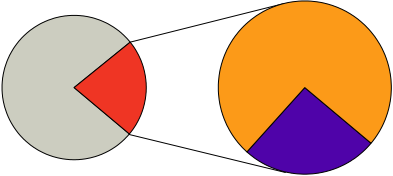
"It would be a form of discrimination against those living in Fife, Tayside and Aberdeenshire. Travel to and from these regions will generally be slower than the fastest through services, and having to change in Edinburgh will be particularly burdensome for families with children, the elderly and disabled passengers. I can see no benefits to passengers living North of Edinburgh from having an Edinburgh hub." **Public Response**

Geographical Analysis

8.33   As with the majority of question 30, the geographical analysis replicated responses from question 29, with SEStran generating the highest proportion of responses followed by the HITRANS region, again this is as expected as both regions would be directly affected by the options contained within the consultation document.

8.34   For each of the three key themes, more than 40% of responses originated within the SEStran region illustrating the local strength of feeling against these options. Whilst respondents from the Nestran region provided reasonable numbers of responses supporting key theme 3, noting that interchange is a significant difficulty, particularly for those with luggage or interchange problems. Again, strong responses from the Nestran region could be attributed to respondents from this area will being required to interchange should these options go ahead.

9   Rolling stock

Q31 What alternative strategies or mechanisms could be used to reduce the cost of the provision of rolling stock?

Total Responses		1283	100%
Responses to Q31		283	22%
Organisational		72	25%
Individual		211	75%

Popular themes
1 – Increase use of electric trains/electrification of more lines
2 – Government should own rolling stock/Act as a Rolling Stock Operating Company (ROSCO)
3 – Lengthening of train life (perhaps by refurbishment)/refurbish existing stock

Key themes

9.1   There were two key suggestions in response to this question: there should be an increase in the use of electric trains, including electrification of more lines; and that the government should buy and own its own rolling stock.

9.2   Respondents thought that the Scottish Government has been relatively successful in the past when it came to buying and renewing rolling stock and as such should be responsible for taking the lead in the future by procuring stock. It was also suggested that this could work with the Scottish Government buying the stock and then leasing the stock to the franchisee at a reduced rate, thereby cutting costs and lease prices.

> "The government should buy it outright and lease it to the operator. Huge sums of money are wasted in financing the purchase of new trains by Rolling Stock Operating Companies (ROSCOs)." **Public Response**

9.3   Further electrification of lines in Scotland was also raised as a potential strategy to reduce costs. A significant number of respondents suggested that electric trains are lighter and cheaper to produce and buy and, therefore, by extending electrification, future costs could be reduced and then minimised by their operation. This would also enable current stock used on the main

commuter lines to be refurbished and perhaps reallocated to other lines to replace older fleets.
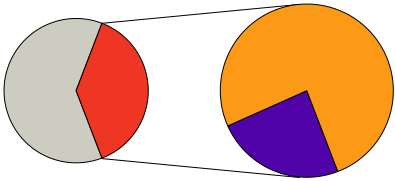
> "Introducing used rolling stock might be more cost effective than purchasing new trains. Where electrification is introduced on routes, diesel units that become surplus to requirements should be allocated to other routes e.g. West Highland Line that require replacement rolling stock or as an alternative to refurbishing existing trains which will eventually be replaced by electric units" **Argyll and Bute Council**

9.4   A sizeable proportion of respondents thought that the rail operator should be the one to purchase stock and should also have a say in the design and procurement of stock. This would allow a consistent fleet of vehicles to be produced which could then be used across routes.

9.5   Another possible strategy suggested by respondents was the lengthening of train life, by either buying better quality stock built to last longer, or by refurbishing existing train stock. Respondents identified solutions such as cascading stock from one route to another as new stock is introduced. Respondents stated that by refurbishing this stock, the lifetime of the train could be extended, thus reducing the overall cost of rolling stock.

9.6   Other possible strategies suggested by smaller groups of respondents were to continue leasing, to investigate lease purchasing, limiting the companies/bodies involved to the government and the franchisee, and finally looking at the potential to introduce money-making strategies such as carriage sponsorship or using carriage exteriors for advertising.

Organisational and individual responses

9.7   Organisations and individuals agreed on two of the three key themes identified in the answers to this question. Increased use of electric trains was particularly championed by community councils and local authorities, although other sub groups also supported this theme. Economic and business groups and one trade union thought that the Government should own the rolling stock or purchase new units through ROSCOs.

9.8   The main difference between responses from organisations and individuals was on lengthening train life with refurbishment. Proportionally speaking, more organisations (particularly rail groups) than individuals stated this would be worth considering. Individuals were, however, more inclined to suggest that ScotRail should own the rolling stock.

Q32 What facilities should be present on a train and to what extent should these facilities vary according to the route served?

Total Responses		**1283**	**100%**
Responses to Q32		**491**	**38%**
Organisational		**118**	**24%**
Individual		**373**	**76%**

Popular themes
1 – Toilets (clean/accessible)
2 – Buffet facilities/Food services/Restaurants
3 – Cycle and luggage provision

Key themes

9.9 Question 32 relates to what facilities should be present on a train and to what extent these facilities should vary according to the route served. The consultation document outlined the findings of research carried out for Passenger Focus in 2010[1] about passengers" concerns for rolling stock, and these typified the common responses received.

9.10 This question led to a large number of wide-ranging responses, with most indicating that the facilities required do vary by route and type of service. There was also a general opinion that much of the rolling stock could be better allocated.

9.11 The large range of different suggestions for facilities required by service type and route does not lend itself to summary. However there were a number of facilities which were repeatedly identified (all by more than 100 respondents) and these are as follows, in order of how frequently they were identified:

- toilets which are clean and accessible - generally there were suggestions that these should be provided on all trains or all trains except for those on very short suburban journeys

- catering services, normally in the form of buffet facilities or restaurants - these were typically suggested for longer journeys including inter-city journeys (such as Glasgow – Edinburgh) but more frequently longer distance journeys (such as the East Coast and Sleeper services)

---

[1] Passengers" priorities for Improvements in Rail Services, Passenger Focus, 2010

- provision for cycles - again this was most frequently suggested for longer journeys and tourist routes, although a considerable number said that all trains should be able to accommodate cycles. Additionally, many respondents said that the policy regarding carriage of cycles should be amended to remove the uncertainty surrounding whether they will be allowed on board trains or not

- provision for luggage - similar to cycle facilities, this was most frequently suggested for longer journeys or tourist routes

> "Passenger facilities are more important on long distance journeys than on local commuter trips. In particular, a toilet, luggage space, information, space for bicycles, on-board catering, and staffing should be standard. On rural routes consideration might be given to vending machines, or provision of services being franchised to third parties."
> **The South West of Scotland Transport Partnership**

9.12 Below this top „tier" were a number of other facilities identified by a high number of respondents, and these tended to be less dependent on the route or type of service. Again they are listed in order of how frequently they were identified:

- Wi-Fi access was important to a high number of people, and within this group were respondents who included a good or improved level of mobile phone coverage

- comfortable seats were also frequently identified, with a high number of respondents saying they should be aligned with windows to maximise passengers" views

- provision for the mobility-impaired, with many respondents drawing attention to access requirements or the need for wheelchair spaces within carriages

- temperature control, in the form of air conditioning or heating

- power sockets to allow for the use of laptops and charging of phones were a common request with respondents noting that, particularly on longer journeys, the train provides a good opportunity to work

- passenger information is important to many, with many respondents suggesting audio and visual announcements

- provision for prams with most respondents stating there should be room to store them in carriages

- leg room was important to many, respondents often stating that current provision is inadequate
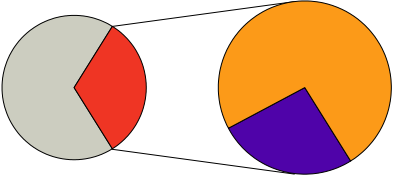
9.13   A number of overarching themes came through in the responses. For example, many respondents identified the need for shared spaces which could be used by wheelchair users and to store luggage, cycles or prams. Others suggested the re-introduction of luggage carriages for long-distance journeys.

9.14   In a similar sense, some respondents thought that rolling stock should have variable seating layouts which could be used to modify the seating and storage provision based on the length and type of journey being undertaken.

Organisational and individual responses

9.15   Responses were broadly similar between organisations and individuals. Proportionally slightly more individuals than organisations suggested toilets being clean and accessible as the most important facility, however this was still an important theme for organisations, with all sub groups of organisations commenting on these facilities.

9.16   Organisations on the other hand, in particular local government groups and Regional Transport Partnerships, were more inclined to prioritise cycle storage provision.

9.17   The availability and provision of catering was an important consideration for both individuals and organisations with most sub groups of organisations providing comment on this facility.

10 Passengers – comfort, security and information

Q33 How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

Total Responses		**1283**	**100%**
Responses to Q33		**414**	**32%**
Organisational		**108**	**26%**
Individual		**306**	**74%**

Popular themes
1 – Good idea/high priority
2 – Prioritise for long journeys/main routes/specific routes
3 – Not a priority (although not necessarily a bad idea)

Key themes

10.1 The majority of respondents thought that provision of Wi-Fi on train services should be a priority. In particular, it is seen as being increasingly important for business users. There was a general consensus amongst Wi-Fi introduction supporters to prioritise particular routes, with inter-urban and long-distance services frequently being cited as the highest priority. Views on Wi-Fi implementation on commuter services were more mixed with some suggesting it would be beneficial whilst others thought that, as these were generally short journeys, there was less necessity for Wi-Fi capabilities.

10.2 In addition, many respondents thought that, whilst the implementation of Wi-Fi was not a bad idea, it was a lower priority than issues such as the provision of reliable, frequent, clean and high quality services.

10.3 Opinion was divided over whether Wi-Fi should be free-of-charge or not, with similar numbers supporting each position.

10.4 A small number of respondents thought that the decision to introduce Wi-Fi on train services should be a commercial one and left to the franchisee to decide whether it is commercially viable or not.

10.5 There was a sizeable minority of responses who thought that provision of a dedicated quiet coach was a high priority due to the mobile phone noise. The provision of Wi-Fi was often regarded as less of a problem but many still

thought that there should be a part of the train where the use of all devices like laptops, mobile phones and personal stereos should be prohibited.

10.6 A minority of respondents commented on mobile phone provision with most comments suggesting that there is a need to provide improved coverage to prevent calls from being interrupted when mobile phone reception is lost. A handful of people suggested that improved mobile phone coverage should be a higher priority than Wi-Fi implementation.

<u>Organisational and individual responses</u>

10.7 Amongst the contributing organisations, there is general support for the introduction of Wi-Fi on train services. There is a general consensus that mobile phones and internet connectivity is essential for modern businesses and that provision of these facilities on key routes including long-distance, inter-urban and commuter routes should be prioritised above roll-out to the wider network.

10.8 This view came from all sub groups of organisations and Regional Transport Partnerships and local government groups supported the idea that mobile and Wi-Fi services should be prioritised for long distance and main routes.

10.9 A significantly larger proportion of individuals than organisations thought that mobile phone and Wi-Fi provision was not a top priority, but not necessarily a bad idea.

<u>Equality issues</u>

10.10 The majority of equality groups who answered this question were not in favour of prioritising these improvements over providing facilities for disabled passengers and improving the quality, cost and punctuality of travel.

> "These provisions should only be put in place when all trains are fully accessible for deaf people and people with a visual impairment. If Wi-Fi is to be made available, then there should be "quiet" coaches on Scottish trains especially those where the journey is longer." **Scottish Council on Deafness**

10.11 The one equality group who did agree with the idea of improving mobile phone and Wi-Fi coverage thought that this was a good idea as long as it was consistent throughout all carriages as it would provide another source of information for all passengers, especially those with hearing or visual impairments.

> "They should both be provided, with as consistent a coverage as possible. These would not only allow passengers to work on the train but would offer additional audio and visual sources of communication

and information for disabled passengers." **Mobility and Access Committee for Scotland (MACS)**

Q34 How should we balance the need for additional seating capacity and retain the flexibility of a franchisee to offer first class services if commercially viable?

Total Responses		**1283**	**100%**
Responses to Q34		**374**	**29%**
Organisational		**89**	**24%**
Individual		**285**	**76%**

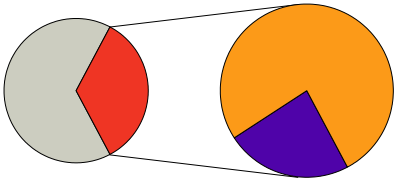| Popular themes |
|---|
| 1 – These should not be mutually exclusive/longer trains can accommodate both |
| 2 – Leave to operator to decide based on commercial reasoning (provision of first class travel not mandatory as part of contract) |
| 3 – Additional seating capacity is required as a priority over first class travel (particularly on commuter routes) |

Key themes

10.12 The most frequently stated view was that the provision of additional seating and first class sections are not mutually exclusive issues and that both could be addressed by the use of longer, or greater capacity, trains. This view tended to accompany statements that the provision of adequate seating capacity should be regarded as the first priority with provision of first-class seating a secondary consideration.

10.13 There was also a sizeable number of respondents who favoured leaving this decision to the franchisee. It was thought that there was a commercial decision to be taken with regards to the balance of first class and standard provision and that this should be taken with respect to the characteristics of the route, service and demand on a route-by-route basis. Many people thought that first class provision was of most importance on long distance and cross-border services and that there were fewer requirements for first class on commuter services. A preference for first class provision on sleeper services was also stated.

10.14 The third popular theme identified was similar to theme 1, however respondents said that additional seating capacity should be given priority over first class travel, particularly on congested commuter routes. Unlike the first theme, there was no suggestion to provide additional seating capacity by lengthening trains. Instead priority should be taken from first class travel.

10.15 Many respondents were in favour of enabling declassification of first class sections when they have spare capacity during periods of congestion in standard class. It was thought that there would be benefits in offering increased flexibility to declassify or upgrade to first class as required.

10.16 A small but significant number of respondents stated that they thought the existing balance between first and standard class was about right and some were of the view that priority should be given to increased luggage capacity over first class provision. There was also some support for the creation of an intermediate class between first and standard.

10.17 Opinion about the overall merits of offering first class was split with a slight balance in favour of maintaining first class provision. However a sizeable minority stated that first class travel was no longer needed or should not be a priority.

Organisational and individual responses

10.18 Of the initial two key themes, local government groups in particular thought that the provision of additional seating and first class sections are not mutually exclusive issues and that both could be addressed by the use of longer or greater capacity trains. Community councils and economic and business groups thought that decisions should be left to the operator to make on a commercial basis.

10.19 Individuals were more inclined to state that additional seating capacity is required as a priority over first class travel, and believe this is especially true on commuter routes. A higher proportion of organisations, in particular passenger groups and equality groups, stated that they thought there should be some flexibility with first class, with the option to upgrade to first class at busy periods.

10.20 More organisations than individuals thought that first class travel should be maintained for cross-border services and other specific long distance services: Regional Transport Partnerships and economic and business groups in particular mentioned this point.

10.21 The type of comments coming from organisations included, HITRANS stating "First Class is useful and valued for those needing a quiet space for work" and the Scottish Association for Public Transport outlining "We recommend retention of 1st Class on the longer distance routes". These viewpoints are supported by Transform Scotland who said that "first class is essential on all inter-city routes" whilst SCOTS state that "There is a strong case for the provision of first class seating on inter-city services". However, there was less support for first class provision on commuter services.

Q35 – What issues and evidence should be considered prior to determining whether or not to ban the consumption of alcohol on trains?

Total Responses		1283	100%
Responses to Q35		443	35%
Organisational		104	23%
Individual		339	77%

Popular themes
1 – Someone will be required to implement the ban/how will it be enforced/the focus should be on policing behaviour
2 – No alcohol at all
3 – Assess links between alcohol consumption on trains and antisocial behaviour

Key themes

10.22   Respondents identified a need to focus on irresponsible consumption of alcohol and policing of anti-social behaviour on train services. One of the most frequently cited concerns was the ability to enforce an alcohol ban and the burden this would place upon both the British Transport Police and the train conductor.

10.23   There were also reservations about how a ban would be operated on cross-border services with respondents asking what would happen in the dining car of cross-border services as they crossed into Scotland and the implications for passengers who have purchased alcohol south of the border.

10.24   Despite these concerns, there was a sizeable number of respondents in favour of a total ban on alcohol consumption on trains due to the impact of drunken and anti-social behaviour on other passengers.

10.25   However, a similar number of respondents advocated carrying out a detailed assessment of links between alcohol consumption on trains and anti-social behaviour prior to implementation of a total ban. They suggested that any decision to implement a complete ban should be based upon the evidence of anti-social behaviour on train services created by alcohol consumption.

10.26   There was also considerable support for the existing system of banning alcohol consumption on trains travelling to and from major sporting events and concerts. Many respondents thought that this struck a sensible balance between no restrictions on alcohol consumption and a total ban. This was

often accompanied by statements that the existing system is acceptable and that the key requirement is to ensure that the majority are not punished by the actions of a minority.

10.27 An option suggested by some respondents was to only allow consumption of alcohol that is purchased on board the train. This accompanied a desire to maintain the attraction of rail travel for tourists, business users and other leisure users where responsible consumption of alcohol is regarded as part of the appeal of travelling by train. Some respondents thought that there should be a general ban on alcohol consumption on trains except on designated routes or services (e.g. tourist or sleeper services) and / or parts of the train (e.g. buffet carriage). In these instances, some respondents suggested that the catering staff should be responsible for monitoring levels of alcohol consumption to ensure it does not become excessive.

10.28 It was also stated that any decision to ban alcohol on trains should be subject to a full risk assessment and informed by a review of the likely impact on catering income.

> "An outright ban would reduce the viability of the catering trolley and the Sleeper lounge car, both essential services for the West Highland Line's long-distance journeys. A ban on the consumption of alcohol other than that sold on board, may be a more viable option." **Visit Glenfinnan Marketing Group**

Organisational and individual responses

10.29 In a similar pattern to previous questions, organisations and individuals agreed on two of the three main themes. A larger proportion of individuals than organisations stated that they thought there should be no alcohol at all on trains. The third theme from organisations, in particular championed by Regional Transport Partnerships, was that alcohol should be allowed but banned during certain occasions, such as for sporting events or concerts.

10.30 Organisations generally supported the responsible and moderate consumption of alcohol on trains with the priority being to tackle the anti-social behaviour of a minority. Cruise Highlands outlines that "99% of people on trains consume alcohol responsibly…Why should they be punished by the 1% who cannot be responsible?" whilst SPT states "The banning of alcohol on football specials is sensible and should be continued but a policy of zero tolerance would be preferable rather than an outright ban." This view is echoed by Transform Scotland who said: "We do not believe that the majority should be punished, rather appropriate measures should be taken against the irresponsible minority". This position was also echoed by groups like SWestrans and Passenger Focus.

10.31 Whilst most organisations suggested investigating the link between alcohol consumption on trains and antisocial behaviour, equality groups and community councils were particularly interested in this point.

10.32 The British Transport Police, trade unions, passenger groups and local authorities all noted that someone would have to be responsible for both implementation and enforcement of such a ban.

Equality issues

10.33 Equality groups generally believe that alcohol should be banned from trains. The basis of their statements comes from research which shows that the majority of abuse of disabled people on board trains comes from those passengers who are drunk.

> "Research by the Equality & Human Rights Commission shows that harassment of disabled people takes place on trains and is often fuelled by drink." **National Federation of the Blind**

10.34 Some groups, however, do state that a blanket ban is probably not the answer as it reflects unfairly on those that are well-behaved and enjoy the occasional drink during long journeys.

10.35 Many groups believe that most drunken behaviour on board trains is caused by customers drinking before they board trains. As such they would like to see stricter policing of stations and trains to handle such occasions.

> "A ban on the consumption of alcohol on all trains in Scotland is certainly not a solution, and would affect unfairly reasonable well-behaved passengers who might want an alcoholic drink during long journeys. Bad behaviour and/or excessive drinking often start before boarding the train. We would rather encourage more effective on-train and at-station policing, rather than such a blanket ban." **Mobility and Access Committee for Scotland (MACS)**

10.36 A small number of responses specifically pointed out potential dangers to women when too much alcohol is drunk on trains.

Q36 How can the provision of travel information for passengers be further improved?

Total Responses		1283	100%
Responses to Q36		392	31%
Organisational		100	26%
Individual		292	74%

Popular themes
1 – Real Time (accurate) displays at stations/trains (including about the next leg of a journey where applicable)
2 – Make staff aware of delays so they can convey information / better training for staff
3 – Better dissemination of delay information

Key themes

10.37 A considerable number of respondents thought that the existing information provision was good although this was sometimes caveated in relation to the provision of information when services are disrupted and delayed.

10.38 The most frequently cited response was a requirement for accurate real-time information to be provided across the network on trains and at stations. There was a view that this information is not universally provided and that quality of provision varied by location. Some concerns were raised about the accuracy of the real-time information with a notable number of respondents requesting fewer automated public address (PA) system announcements and digital displays due to a perceived lack of accuracy in the information they sometimes provide. Where real-time information is provided, many users also wanted information about connecting services to be provided as well. Information on links with other transport modes was also desirable to a small number of respondents.

10.39 The second theme identified related to providing rail staff information on delays. In particular, it was thought that there is a need to ensure that staff are made fully aware of the extent of, and reason for, delays so that this information can be passed on to passengers. Alongside this issue is the need for information about alternative modes of transport available so that people can make an informed choice about continuing their journey. A lack of or generic information about disruptions is experienced as one of the biggest frustrations amongst rail travellers. Respondents stated that they valued

honesty and would appreciate the full facts being provided when services are disrupted or delayed.

10.40 Related to this point was the third popular theme whereby respondents identified the need to ensure that there is accurate, timely and straightforward information available to passengers when delays and service disruptions occur. The majority of respondents stated that this was the area of information provision which is currently least successful there is a fundamental requirement for better dissemination of information about delays.

10.41 Respondents considered that the greatest opportunity to improve information dissemination was through more use of mobile technology, including new or improved apps or websites designed for viewing on smart phones. Some respondents also thought it would be beneficial to receive travel updates by text and/or email whilst a small number thought that additional use of social networking tools is desirable.

10.42 A small, but still notable, number of respondents thought that information provided on the internet could be enhanced by improving and/or streamlining existing websites. Proposals for increased functionality of websites included clearer and easier to understand ticket and fare information as well as the ability to book cycles on trains.

10.43 Some respondents thought that the quality of PA announcements can be variable and often difficult to understand. This is an issue both on board trains and at stations.

10.44 Respondents also stated that there is an ongoing requirement for high quality information at stations provided in a range of formats including traditional paper timetables. The need for better and/or easier to understand timetables and maps at stations was stated by a sizeable minority of respondents.

Organisational and individual responses

10.45 For this question, both organisations and individuals were in agreement over the three main themes that arose from responses. This is also true with regards to the order of the themes. Availability of Real Time Information was of particular importance to tourism and leisure groups, whilst passenger groups were key proponents of better dissemination of information about delays to services.

10.46 All sub groups of organisations listed staff training and making station/rail staff better informed of delays, as a requirement.

10.47 Organisations echoed the views of the public stating that existing information provision is good whilst outlining the need for accurate and up to date information to be provided when services are disrupted and delayed. HITRANS state that "There is already good information available" whilst the Scottish Association for Public Transport outline that "Existing sources of information (web, email, text messages etc) are useful, provided the information is updated regularly and accurately". SPT highlight that

"information provision is probably better now than it has ever been" and SCOTS state that "provision of consistently accurate information at stations and during travel, particularly at times of disruption, is crucial". Transform Scotland identified the opportunity associated with smart phone and mobile IT devices by outlining that "Modern technology is very useful in being able to speedily convey information".

Equality issues

10.48 Equality groups were keen to point out that there needs to be more than one method of providing accurate information. There are different needs for different people and any designs to improve information provision should include methods to provide information to those with disabilities and not one method for all, i.e. someone who is deaf has different needs.

> "There is always a need to have more than one source of available information as for example the information needs of deaf passengers are different from those of partially sighted passengers than those who are blind." **National Federation of the Blind, UK**
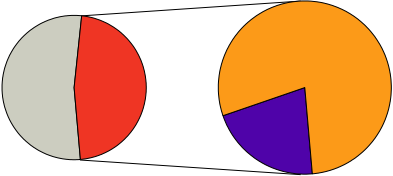
10.49 Concerns were also voiced by individual members of the public about the specific requirements for information provision for vulnerable groups.

> "A massive area, which impacts on all passengers, but particularly on older passengers and those with a disability… My work with disabled people has taught me that information is a much bigger issue for people of many disabilities than I had realised before. It is so easy to assume that it is things like ramps and lifts are the most important things. I believe that for many disabled and older people clear information is even more important." **Public Response**

> "For disabled people all trains should have timely visible and audio warnings of approaching stations. Stations also should give timely warning of train arrivals or changes of platform." **Public Response**

11 Caledonian sleeper

Q37 - Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

Total Responses		**1283**	**100%**
Responses to Q37		**604**	**47%**
Organisational		**127**	**21%**
Individual		**477**	**79%**

Popular themes
1 – Sleeper services should continue to be specified
2 – Sleeper services should continue to be run
(only two significant popular themes)

Key themes

11.1   This question resulted in a high number of responses. More than half of the respondents who answered the question stated that these services should continue to be specified by Transport Scotland.

> "Sleeper services to Glasgow and Edinburgh may no longer be necessary, but those to the Highlands should definitely be specified especially to the West coast where there are few alternatives eg the closest airport to Fort William is over 2 hours away. Going by train during the day takes all day. The sleeper service to Fort William is very important economically, it is also inspiring and unique – more joined up marketing with local businesses and VisitScotland." **Nevis Range Development Company plc**

11.2   Many of the respondents expressed strong opinions about the merits and value of the service; with most stating that it must continue to be run. Key themes were that it provided vital links for both business and tourism and offered the only real alternative to air travel to the south of England. Indeed, a great deal of the arguments for retaining the Caledonian Sleeper were replicated within questions on cross-border services.

> "These services provide a vital economic link for many businesses in the region, providing a convenient early arrival for business meetings in London, and are also vital to the tourism industry and destinations in Central and Tayside, including Gleneagles, Dunkeld & Birnam, Pitlochry, Blair Atholl and communities along the West Highland line, including Crianlarich, Tyndrum and Rannoch. The operation of additional early or late trains to/from Edinburgh would not address the overall long journey times from stations in the region to London, therefore retention of through sleeper services to Fort William, Inverness and Aberdeen, is essential." **tactran**

11.3   In comparison, less than 10% of respondents to this question said it should be a commercial decision made by the train operating company. This was a very small proportion of all responses, particularly in comparison to the initial two themes.

11.4   A small group of respondents stated that minimum services should be specified, with the operator able to add additional services as they saw fit; while a similar size of group said that they should continue to be provided as they are presently.

> "The sleeper services should continue to offer a viable alternative to air travel to and from the south east of England, and should be specified by Scottish Ministers." **The South West of Scotland Transport Partnership**

> "We believe that no commercial operation could provide the degree of service and complexity of the ScotRail sleeper operation. HITRANS" recent Sleeper Operations Report provides details of the operation of the Sleepers." **HITRANS**

Organisational and individual responses

11.5   Essentially there were no real significant differences of opinion between responses received from organisations compared with those from the general public. Both organisations and the public overwhelmingly thought that services should continue to be specified as opposed to being left as a commercial decision for operators, and that importantly these services should continue to operate.
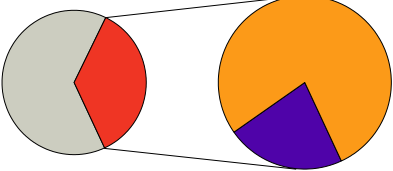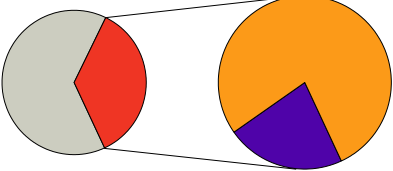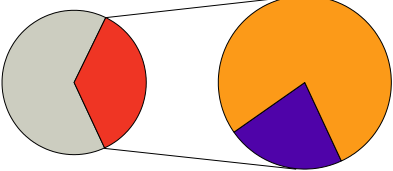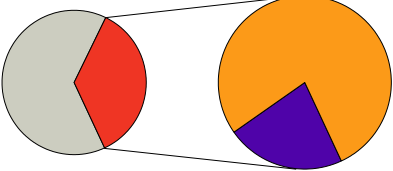
Geographical analysis

11.6   As explained within section 2.26, a geographical analysis was undertaken of all the responses that included location information. The analysis undertaken shows that the HITRANS region generated a higher than average proportion

of responses in contrast to the other large Regional Transport Partnerships of SEStran and SPT

11.7   Whilst a large proportion of respondents who thought that Sleeper services should continue to be specified originated within the HITRANS region, almost 60% of respondents who wanted the service to continue to run were located within the SEStran, Nestran and tactran regions. Respondents from SPT and SEStran were also proponents of specification should be a commercial matter for train operating companies.

11.8   The high level of responses from the HITRANS region was potentially due to the fact that many of the current origin stations of the Highland Sleeper Service are in the Highlands, and that the options on changes to the service would directly impact those in the HITRANS region.

Q38 – Should the Caledonian Sleeper services be contracted for separately from the main ScotRail franchise? Or should it be an option for within the main ScotRail franchise?

Total Responses		1283	100%
Responses to Q38		461	36%
Organisational		103	22%
Individual		358	78%

Popular themes
1 – It should not be managed/contracted separately (from the main franchise)
2 – It should be managed/contracted separately (if viable)
3 – The service should be continued but no specific opinion expressed on how (in terms of franchise)

Key themes

11.9 The most popular key theme was that the sleeper service should not be contracted separately from the main franchise. Indeed this belief accounted for almost half of all relevant consultation returns to this question. Those respondents often stated that the Sleeper service is a key component of the network and whilst it should be given special consideration, it should however form part of the ScotRail franchise.

> "I believe it should be integral to the ScotRail franchise to ensure a service that best meets the needs of the Scottish people." **Public Response**

> "The services should be contracted for best service-delivery and value for money. However, I think the services should be protected by being linked to the much larger overall ScotRail franchise." **Public Response**

11.10 The second popular theme to emerge was the notion that the service should be managed and contracted separately from the main franchise, if this was proven to be a viable option. It should be noted that whilst a significant number opted for this option, the total amounted to just over half of those who wished to see the Sleeper service remain as part of the main franchise. A

number of those respondents who supported the idea of a separate contracts highlighted the importance that ScotRail should not be locked out of bidding for such services.

> "it would be financially viable to have this Service contracted for in a separate manner from the main ScotRail Franchise. This would enable generation of increased income. Sleeper only Franchise could attract new entrants to the rail Franchise market. They may innovate their own new ideas about this service. The heavy cost of operation and maintenance would then be the sole concern of this Train Operator."
> **Plains Community Council**

> "Consideration might be given to treating the sleeper services as a separate franchise, but allowing prospective operators to bid for either franchise, or for both as a bundle. This will allow Scottish Minister most flexibility in selecting the most appropriate proposals. The opportunity for sleeper services to assist with local connectivity issues may be lost under a separate franchise. We would be keen to investigate the potential for the sleeper services to provide late evening and early morning connectivity between Lockerbie Station and Glasgow/Edinburgh." **The South West of Scotland Transport Partnership**

11.11 A further group of respondents emphasised that the priority was to ensure that sleeper services continue to operate without expressing any opinion on how they should be contracted.

11.12 The next most significant answer was that sleeper services should remain as they are. Unlike the first two themes, this group of respondents expressed no opinion on the nature of how the sleeper is provided in terms of franchise, these respondents only wanted to see the service remain in place.

11.13 A number of responses were received noting that the sleeper service also provides additional capacity for commuters travelling from the Highlands to the Central Belt.

> "A separate franchise for the Caledonian Sleepers could attract bids from a lower cost specialised operator. On the other hand, the Highland and West Highland sleepers are an integral part of the ScotRail daytime timetable (providing a morning commuter service into Inverness, and a return journey from Edinburgh to Fort William). These daytime services should be preserved, with full ticket inter-availability with ScotRail tickets. There could be opportunities to more efficiently integrate sleeper and daytime train crew rosters if the sleeper remains with ScotRail."
> **Scottish Association for Public Transport**

11.14 Outside of these themes, there was a small number of suggestions that the Sleeper Service should be better marketed to appeal to a wider market helping to support both the service and local industries.

> "Whether or not the Sleeper services are contracted separately, the franchise should encourage better promotion/marketing of the services, particularly in South-East England. Operators should be encouraged to work more closely with the tourist industry in this respect, e.g. DMOs, hotel associations." **Highlands and Islands Enterprise**

Organisational and individual responses

11.15 The major difference in responses between organisations and individual members of the public was the fact that a larger proportion of organisations thought there to be some merit in separately managed and contracted services. All other themes were broadly consistent across individual and organisational responses.

11.16 Economic and business groups and tourism groups in the main thought that the Sleeper Service should not be managed or contracted separately from the main franchise, whilst a larger proportion of local authorities who answered the question thought Sleeper Services should be contracted separately.

Geographical Analysis
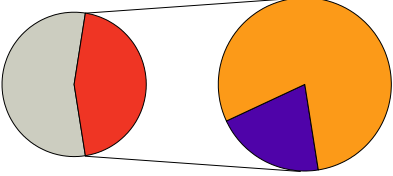
11.17 As explained within section 2.26, a geographical analysis was undertaken of all the responses that included location information. Consistent with question 37, the HITRANS region generated a significant number of responses for this question. These respondents stated that the Sleeper was particularly important to the HITRANS area.

11.18 Responses from the HITRANS region were also higher than average for each of the three key themes, with almost 40% of responses who wanted to see the service continue but expressed no opinion on the terms of the franchise, located within the HITRANS area, although it should be noted that there was also a large response from the tactran area for this theme

.

Q39 - We would be interested in your views in the level and type of service that the Caledonian Sleeper Services should provide. Including:

What is the appeal of the Caledonian Sleeper Service, and if there were more early and late trains would the appeal of the sleeper services change?

What is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?

What facilities should the sleeper services provide and would you pay more for better facilities?

Total Responses		1283	100%
Responses to Q39		579	45%
Organisational		119	21%
Individual		460	79%

Popular themes – Appeal of Service
1 – There is little waste of daytime (i.e. zero travel time)
2 – It is useful for passengers to arrive early at their final destination, often London
3 – It is a good alternative to travel by air or car
Popular themes – Destinations
1 – The current destinations are appropriate
2 – Sleeper Services should run to Oban and Fort William
3 – Sleeper Services to Aberdeen and Inverness are vital
Popular themes – Facilities
1 – Buffet facilities/food services/restaurants are desirable
2 – Toilets, which are clean and accessible, are desirable
3 – Wi-Fi/internet connection (perhaps free) is desirable as is the ability to get a mobile phone signal

Key themes

11.19 Question 39 was essentially a 3-part question aimed at extracting views on the level and type of service that the Caledonian Sleeper Services should provide. It asked:

- what is the appeal of the Caledonian Sleeper Service, and if there were more early and late conventional (i.e. non-sleeper) trains would the appeal of the sleeper services change?

- what is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?

- what facilities should the sleeper services provide and would you pay more for better facilities?

Appeal of the service

11.20 The most common responses in terms of the appeal of the sleeper service was that there was no time wasted travelling during the day and it gets the traveller to their destination, nearly always London, early so they can make the most of their day.

> "The current timetable fits well with needs and arrives in London in good time for early morning meetings. A calling point in the Midlands would usefully increase the journey opportunities. The current departure points in Aberdeen, Inverness and Fort William are well located for the northern extremities of the UK and should not be changed." **The Highland Council**

11.21 A large group identified the sleeper service as the only alternative to air travel to London from the north of Scotland, often saying it was a much better option than driving.

11.22 A considerable number of respondents thought that the service is ideal for business travel with slightly fewer mentioning that it was best suited to tourist or leisure trips.

> "The great appeal of the sleeper service is you can do a full days" work, go home and pack and still be in time to catch the sleeper. You then travel overnight, in your own time, and arrive refreshed to do a full days work at your destination. You may even return that night on the next sleeper, and get another full day at the office. Early or late trains would be of no advantage, as sleepers are best at transporting people overnight on long distances like Inverness to London or London to Fort William. The sleeper service is great for tourism, which is a vital

11.23 Many more people thought that the existence of more early or late trains would not diminish the appeal of sleeper services, than thought that they would lessen their appeal.

11.24 A considerable number of respondents recognised that the sleeper service is a more environmentally friendly means of travel then by air, and slightly fewer said it brings tremendous economic benefit, mostly to the north of Scotland.

<u>Organisational and individual responses</u>

11.25 There were only marginal differences between what the organisations and individuals who replied to this part of the question thought. Organisations were more likely to state that it is useful to arrive early at their final destination, often London; this seemed of some importance to economic and business groups. Other organisations, including some equality groups and one trade union, acknowledged the environmental benefits of Sleeper Services over the alternatives (car or air travel).

11.26 Individuals more frequently noted that Sleeper Services are of great benefit for business travel.

<u>Geographical analysis</u>

11.27 As explained within section 2.26, a geographical analysis was undertaken of all the responses that included location information. The geographical analysis of this question is consistent with the other questions relating to the Caledonian Sleeper Service (Q37 and Q38), showing a higher than expected level of response from the HITRANS region. This reflects the importance of the Sleeper Service to the area. Indeed, the first two key themes appeared to be particularly important to respondents from within the HITRANS area, in terms of appeal of the service.

Destinations

11.28 Responses to this question were complicated to analyse due to the extensive list of destinations and justifications for each. Instead we have listed popular or, those which respondents thought were, vital destinations, in order of how frequently respondents expressed these opinions:

- the current destinations are appropriate

- service should run to both Oban and Fort William

- services to Aberdeen and Inverness are vital

- there should be better connections from Crianlarich to Oban, perhaps through shuttle trains or buses, to improve access to the sleeper service or it should split at this location and go to Oban and Fort William

- services to Fort William are vital

- connectivity between Oban and Fort William by car or bus should be improved to allow people from the Oban area to arrive or depart from Fort William

- the viability of service to Oban should at least be explored, but they should not replace service to Fort William

- service should run to and from Oban instead of Fort William, or their viability should at least be explored

- services should alternate between Fort William and Oban

11.29 In addition, there were a number of respondents who thought there were issues with the rail infrastructure which would prevent sleeper services running to Oban and the cost of overcoming them may be prohibitive.

11.30 Whilst organisations mentioned a number of the issues listed above, others responded by providing justification for the continuation of the services.

> "Demand for longer distance sleeper routes (e.g. to Fort William, Inverness and Aberdeen) is likely to remain buoyant as daytime trains involve long journeys." **Friends of the West Highland Line**

Organisational and individual responses

11.31 The organisations which answered this question were more likely to suggest better connections at Crianlarich than individuals. These better connections could be through connecting trains, shuttle buses or split trains. A higher proportion of organisations also noted that they thought trains could not travel to Oban because of the existing track infrastructure.

11.32 Individuals more frequently stated that Inverness and Fort William are vital destinations for the Sleeper Service.

Geographical analysis

11.33 A geographical analysis of this section of the question was undertaken and again showed a high level of response from the HITRANS region. In terms of key themes 60% of those who noted that current destinations were appropriate, resided within the HITRANS area.

Facilities

11.34 The most frequently cited response was that shower facilities should be included on board the train or that passengers should be entitled to a free shower at their destination. This was closely followed by respondents who said that catering facilities are important.

> "The funding for new or upgraded sleeper coaches, recently announced by the Scottish and UK governments, should provide private toilets/showers in some of the sleeper compartments (at premium or 1st class rates), reprogrammable door entry keys, together with reclining seat accommodation for budget travel. Best features from the continental City NightLine sleeper services should be incorporated."
> **Friends of the West Highland Line**

11.35 A high number of respondents cited problems with, or improvements which could be made to, the booking system.

11.36 There were a considerable number of respondents who thought that toilet facilities were important. In relation to both toilets and showers, there were respondents who thought they should be en-suite although many noted this may be impractical and have bearings on capacity.

11.37 Two popular requests were for Wi-Fi and power sockets to be provided.

11.38 Other issues frequently raised were that:

- the service could be better promoted or marketed (particularly to show that it can compete with air)

- there should be more couchette style seating

- having to share a room with a stranger is unpopular

Organisational and individual responses

11.39 The difference between individuals and organisations who gave an opinion on this part of the question was very marginal. Organisations frequently suggested toilets, power sockets, showers and improvements to booking systems as key facilities.

11.40 Individuals were more likely to say that buffet cars, food services and restaurants are important.

> "Good quality restaurant eating should be available, especially to serve evening meals and breakfast before arriving at your destination." **Public Response**

<u>Equality Issues</u>

11.41 An important equality issue to emerge was the necessity to provide adequate disabled access for all standards of classes. Organisations did note that current accessibility arrangements were adequate, but these should be rolled out to all standards of accommodation should alternate classes become available.

> "The Caledonian Sleeper Service is an easier, accessible, and direct mode of transport linking both the Highlands and the Lowlands to London, saving valuable day time, and providing an alternative to air travel…
>
> "Facilities as well as the services on the train should as ever be accessible to disabled passengers, with staff appropriately (and regularly) trained. If several classes of accommodation were to be instigated, a wheelchair accessible option for each class should be made available, and guide/assistance dogs should remain welcome in all classes.
>
> "The current accessible cabins have many positive points. The cabins can fit one wheelchair, and are located next to the accessible toilets. The cabin itself is as accessible as it can be considering the tight space available. Food and drinks can also be ordered from the attendant while staying in the cabin." **Mobility and Access Committee for Scotland (MACS)**
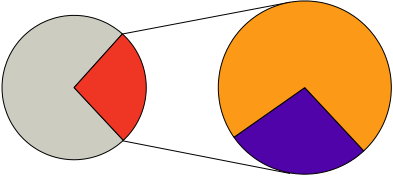
<u>Geographical analysis</u>

11.42 A geographical analysis of this section of the question was undertaken and again showed a high level of response from the HITRANS region. More than 50% of respondents who suggested that buffet facilities were important lived within the HITRANS area. Toilet facilities appeared to be important to respondents from the Nestran and tactran areas.

12 Environmental issues

Q40 – What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

Total Responses		1283	100%
Responses to Q40		338	26%
Organisational		92	27%
Individual		246	73%

Popular themes
1 – The level of CO_2 emissions or carbon footprint (including during infrastructure construction and maintenance)
2 – An increase in passenger numbers, numbers of passenger miles or modal shift for rail as this means less people are using the car
3 – The volume of recycling and minimisation of waste as well as the proportion of recycled material used

Key themes

12.1   Two primary themes emerged in relation to question 40. The level of CO_2 emissions or carbon footprint was one, with the other relating to the number of passenger trips or passenger miles. For the latter, it was frequently expressed that this could be an indication of a transfer of trips from other, less environmentally friendly, modes - primarily car and air travel.

> "Indicators should be included for aspects including carbon consumption, waste and biodiversity. However, the primary indicator should relate to modal split between rail and road. The franchise agreement should include indicators and targets to achieve modal shift from car to train." **Stirling Council**

12.2   The next most widely identified indicator was the amount of material recycled, or the amount sent to landfill, and this generally related to all rail operations rather than being limited to the on-board aspect.

> "It is important that the environmental impact of rail passenger services is mitigated. The rail operator and Transport Scotland should ensure that waste is appropriately recycled and managed and train services are energy efficient." **East Dunbartonshire Council**

12.3 A considerable number of respondents thought that the increased use of electric trains, rather than diesel ones, should be an indicator, often citing that electrification of further lines should be an aspiration. A smaller group said that an indicator could be the volume of diesel consumed with many of them saying that instances of diesel trains running under electrified lines should be reduced.

12.4 Some organisations and individuals reported that passengers should be encouraged to walk or cycle to stations and the number doing so should be an indicator. Others thought that the number of cycles carried on trains or the number of cycles parked at stations should be measured to monitor cycle use.

12.5 There were some respondents who thought that a good indicator would be a measure of the carbon released per passenger journey or passenger mile.

12.6 Other indicators which were less frequently identified included:

- the number of non-retention toilets on trains (which should be minimised)

- the tonnage/volume of freight removed from roads and transported by rail

- the volume of renewable energy used

- the volume of recycled material used by franchisees

- the volume of energy used, or some measure of energy efficiency

- indicators in-line with wider Scottish Government policy, for example Scottish Transport Appraisal Guidance (STAG)

Organisational and individual responses

12.7 There was very little difference between the key themes identified by organisations and individuals who responded to this question. The most notable difference was that a higher proportion of organisations than individuals said that a key performance indicator should be the amount of energy used or a measure of energy efficiency.

12.8 Local authorities and economic and business groups consistently mentioned CO_2 emissions, whilst almost all sub groups of organisations, in particular local government groups and again the economic and business groups suggested that an increase in passenger numbers could equate to modal shift to rail and be in itself a KPI.

12.9 The other slight difference was that more organisations said a key performance indicator should be an increase in passenger numbers, numbers of passenger miles or modal shift for rail, as this means less people are using the car.

13 Cross-cutting issues and themes

Overview

13.1   Upon conclusion of the complete analysis, this final chapter has been provided as a succinct summary of cross-cutting issues and themes which have emerged through the analysis. An initial set of key themes was observed by Transport Scotland at the stakeholder events, and these themes were replicated in the 1283 responses to the consultation, with only a small number of additional themes emerging.

13.2   The cross-cutting issues and themes which arose across the consultation were as follows:

- quality of rolling stock for longer-distance journeys – linked to cross-border and sleeper concerns

- location of stations (both reacting to the closure issue and suggesting new stations)

- integration with other transport modes

- desire for through trains - both internal and cross-border

- provision of relevant passenger information

- the need for less fragmentation and more integration across the rail industry

- more community engagement and involvement in local rail stations

- improved reliability of services

13.3   The following sections provide a concise summary of these key issues which have arisen from the consultation.

<u>Quality of rolling stock for longer distance journeys</u>

13.4   Quality of rolling stock was an issue which was raised across the consultation in numerous formats and various contexts. Whilst there were instances of general discontent with rolling stock, the biggest areas of concern were in regards to rolling stock for long distance journeys. Respondents thought that the current rolling stock used by cross-border franchisees (East Coast, Cross Country and Virgin West Coast) was of a superior standard to the units currently used by ScotRail. They particularly appreciated the East Coast rolling stock.

13.5   Respondents expressed concern that, should the option of terminating cross-border services at Edinburgh or Glasgow be taken up, ScotRail might not be in possession of appropriate replacement units.

13.6   A substantial proportion of respondents noted that the requirements of long-distance travellers are significantly different from the commuter or short-distance market, with an emphasis placed upon comfort, cleanliness, room for luggage and buffet/refreshment facilities. In general respondents were not inclined to believe that current rolling stock available to ScotRail would be fit for purpose on longer distance journeys.

13.7   Respondents also responded that the Sleeper Service standards must be maintained.

Location of stations

13.8   Unsurprisingly, station locations and potential station closures was a key theme running throughout the responses to the consultation; this may have been in part due to media coverage which suggested stations located within one mile of another would be under consideration for closure. Many of the responses, particularly in relation to station closures, expressed strong opinions and pleas to keep stations in use.

13.9   A large proportion of comments protesting against potential closures were specifically related to stations on the North Glasgow Line, as well as others around Glasgow; this could reflect coverage in the local media.

13.10   In terms of rationale for closures, whilst most organisations and individuals were against the possibility of closures, the prevailing opinion was that potential demand and passenger use should be the key criteria to judge station suitability. These opinions, however, were often accompanied by the suggestion that closures should only happen after extensive consultation with the public and stakeholders.

13.11   Respondents also used the consultation as an opportunity to suggest locations for additional stations to be opened, and criteria which should be used to appraise the suitability of locations.

Integration with other transport modes

13.12   The issue of how to integrate rail passenger services with other transport modes was a recurring theme across the consultation, with respondents suggesting they would be more inclined to use rail services if an integrated public transport service was available. Respondents said that local feeder bus services often do not complement, or integrate with, the rail timetable and vice versa, which effectively increases journey times and acts as a barrier to rail travel.

13.13   This opinion was often raised at the consultation events and came through in the responses to the questions concerning the facilities required at Scottish train stations and community engagement. An integrated local bus network was cited as an important „facility", whilst respondents tended to suggest that if public transport were better integrated it would be better used.

<u>Desire for through trains</u>

13.14 The desire for through trains was a theme which was raised, both throughout consultation events and in the full consultation itself. By and large respondents viewed changing trains as an inconvenience to be avoided where possible. Respondents also suggested that introducing more interchanges would lead to a modal shift away from the railways.

13.15 These opinions were most relevant on questions relating to cross border and sleeper services. Options within the consultation document suggested terminating cross border services at Edinburgh and providing onward connecting services. This provoked a large response that direct services should remain in place, one of the key reasons being that changing trains was a significant inconvenience for the traveller. These opinions were also echoed by equality groups who noted that older travellers and those with mobility problems find the requirement to change trains particularly difficult.

<u>Provision of relevant passenger information</u>

13.16 Another key theme apparent throughout the consultation was the need to ensure that there is accurate, timely and straightforward information available to passengers, both in terms of normal railways operation but also, and importantly, when delays and service disruptions occur. Respondents thought that more accessible service information would encourage greater awareness and hence use of the services.

13.17 Crucially there seemed to be strong views that, at times of service delays and disruptions, information provision is currently sub-optimal and there is a fundamental requirement for better dissemination of information about delays by all appropriate mechanisms. In particular, it was thought that there is a need to ensure that staff are made fully aware of the extent of, and reason for, delays so that this information can be passed on to passengers.

<u>The need for less fragmentation and more integration across the rail industry</u>

13.18 Various responses throughout the consultation events suggested feelings that there should not be multiple organisations effectively running/operating rail services.

13.19 Similarly, responses to the question relating to third party involvement with the railways suggested that respondents thought third parties should only be involved in areas where there is an obvious gap in the network. Suggestions included special tourist trips for instance. Responses seemed to suggest that opening up major service aspects across the network to other parties would be problematic. Considering the issues raised at the consultation events and in the consultation paper, there would appear to be a feeling that fragmentation of service operation would diminish integration across the network.

<u>More community engagement and involvement in local rail stations</u>

13.20 Local communities appeared to want to be involved in some way with the railway, with numerous consultation responses citing the success of the "Adopt a Station" scheme currently provided by First ScotRail. There was, however, recognition of legislation and access guidelines which preclude all but railway staff from some aspects of operation. However there did appear to be a willingness to support local involvement where appropriate.

13.21 A number of consultation responses suggested measures which would help make the railway station a focal point or hub of the local community. These ranged from the use of simple community notice boards to the use of vacant station premises to hold local events.

13.22 Related to this theme was the suggestion that stations should be staffed where possible. Respondents seemed to appreciate the personal aspects of a staffed station, which could seemingly play a role in community spirit.

Improved reliability of services

13.23 Service reliability, or lack of, was a key theme in the consultation responses; often aspects of reliability would make their way into answers to questions where reliability had no direct relevance. Overall, respondents appear to be dissatisfied with train reliability. There seemed to be a key distinction between journey times and reliability, with answers suggesting that the public do not have an issue with timetabled journey times, even if these are stopping services, the key issue is that services should arrive and depart when timetabled.

13.24 This point closely interweaves with the key theme of journey information: rail users do not want service delays, but when these occur they want accurate up to date information on how long they can expect the delay to last.

13.25 There were issues with the way delays are currently reported within the rail network, specifically the fact that late running trains are only classed as late if they arrive more than 10 minutes after the published time, at the final destination. Rail passengers thought that a train was late if it was running later than timetabled. Similarly, a significant proportion of respondents thought that late running services should be measured at intermediate as well as destination stations.

Further copies of this document are available, on request, in audio and large print formats and in community languages (Urdu; Bengali; Gaelic; Hindi; Punjabi; Cantonese; Arabic; Polish).

اس دستاویز کی مزید کاپیاں آڈیوکیسیٹ پراور بڑے حروف کی چھپائی میں اورکمیونٹی کی زبانوں میں طلب کئے جانے پر دستیاب ہیں، براۓ مہربانی اس پتہ پررابطہ کریں:

এই ডকুমেন্ট-এর (দলিল) অতিরিক্ত কপি, অডিও এবং বড়ো ছাপার অক্ষর আকারের এবং সম্প্রদায়ের লোর ভাষায় অনুরোধের মাধ্যমে পাওয়া যাবে, অনুগ্রহ করে যোগাযোগ করুন:

Gheibhear lethbhreacan a bharrachd ann an cruth ris an èistear, ann an clò mòr agus ann an cànain coimhearsnachd. Cuir fios gu:

इस दस्तावेज/कागजात की और प्रतियाँ, माँगे जाने पर, ऑडियो टैप पर और बडे अक्षरों में तथा कम्यूनिटी भाषाओं में मिल सकती हैं, कृपया संपर्क करें:

ਇਸ ਦਸਤਾਵੇਜ਼/ਕਾਗਜ਼ਾਤ ਦੀਆਂ ਹੋਰ ਕਾਪੀਆਂ, ਮੰਗੇ ਜਾਣ 'ਤੇ, ਆਡਿਓ ਟੇਪ ਉੱਪਰ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਕੰਮਿਉਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿਚ ਮਿਲ ਸਕਦੀਆਂ ਹਨ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

此文件有更多備份，如果需要，語音版本和大字體版本及少數種族語言版本也可提供，請聯絡：

يمكن أن تطلب النسخ الأخرى من هذا المستند كالتسجيل الصوتي والخط المكبر ونسخ بلغات أخرى، يرجى الإتصال على:

Aby otrzymać niniejszy dokument w innej wersji językowej, na kasecie lub w wersji z powiększonym drukiem, prosimy o kontakt:

Transport Scotland, Buchanan House,
58 Port Dundas Road, Glasgow, G4 0HF
0141 272 7100
info@transportscotland.gsi.gov.uk
www.transportscotland.gov.uk

ISBN: 978-1-908181-36-7

© Crown copyright 2012

You may re-use this information (excluding logos and images) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit **http://www.nationalarchives.gov.uk/doc/open-government-licence/** or e-mail: **psi@nationalarchives.gsi.gov.uk**

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

Any enquiries regarding this document / publication should be sent to us at info@transportscotland.gsi.gov.uk

This document is also available on the Transport Scotland website:
www.transportscotland.gov.uk

An agency of
Buidheann le

The Scottish Government
Riaghaltas na h-Alba