



Passenger Focus's response to Network Rail's Scotland Route Utilisation Strategy Draft for Consultation

November 2006

Passenger Focus is the independent national rail consumer watchdog. It is an executive non-departmental public body sponsored by the Department for Transport.

Our mission is to get the best deal for Britain's rail passengers. We have two main aims: to influence both long and short term decisions and issues that affect passengers; and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of rail passengers and we work with the rail industry, other passenger groups and Government to secure journey improvements.

Our vision is to ensure that the rail industry and Government are always

‘putting rail passengers first’

This will be achieved through our mission of

‘getting the best deal for passengers’

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1. Executive summary

The numbers of people travelling by rail are increasing. Performance on the railways is steadily improving and passenger satisfaction is rising. Passenger Focus expect the programme of Route Utilisation Strategies (RUSs) across the rail network to build on this; to allow for continued passenger growth, to further improve performance and to improve passenger satisfaction.

The RUS objective is defined as *“the effective and efficient use and development of the capacity available, consistent with funding that is, or is reasonably likely to become, available during the period of the RUS and with the licence holder’s performance of the duty¹.”*

Passenger Focus has a wealth of research material regarding what passengers want, and adds to this as the RUS programme rolls out across the network. This evidence informs our input to specific RUS consultations at route level. Drivers of passenger satisfaction change over time, but punctuality and reliability have been the main drivers of passenger satisfaction since the National Passenger Survey (NPS) began in 1999. Issues such as facilities for car parking, frequency of train services and connections with other train services have also been clear factors in overall satisfaction ratings. Passenger Focus expects RUSs to address the link between passenger satisfaction and development of capacity.

Our submission is based on comprehensive research with 3,630 passengers, looking at the passenger viewpoint on the options proposed for inclusion in the final RUS, as well as generic issues regarding the passenger viewpoint on fares, satisfaction and wider rail issues.

It is clear that Scotland’s railways are performing with a considerable degree of success. The steady growth in passenger numbers, the good overall satisfaction ratings and improved performance demonstrate that the RUS should build on those solid foundations.

The RUS proposes many sensible options to make *“efficient use and development of the capacity available”* which we support. However, our new research demonstrates some options which Network Rail propose to be considered further as part of the final RUS are not supported by passengers, and alternatives should be considered, ensuring the passenger viewpoint is at the heart of the decision-making process.

This would ensure that train services meet passenger expectations and avoids the scenario that the RUS provides an operational solution to improve capacity and performance but in doing so delivers changes in service patterns that does not meet the needs of passengers.

¹ Extract from Office of Rail Regulation Guidelines on RUSs (June 2005)

Issues

The priority issues for passengers from our new research can be summarised as:

- **Car Parking** – most passengers who park at the station are unwilling to pay more to guarantee a car parking space in the peak period. Almost two thirds of passengers who park at the station are fairly or very unlikely to travel by train if car parking charges are more than they consider to be a fair price
- **Edinburgh CrossRail** – most passengers would prefer a direct service without changing trains at Edinburgh Waverley. If there was no direct service almost half of passengers would be less likely to travel by train
- **Edinburgh to Aberdeen Services** – nearly two thirds of passengers would prefer a faster service with fewer stops. More than half of passengers would prefer at least a 15 minute saving in journey time
- **Fife Circle Services** – passengers confirm the need for earlier commuting services into Edinburgh
- **Stranraer Services** – the vast majority of passengers do not want to change trains at Kilmarnock for a connection to Glasgow, preferring a direct service that serves Ayr, Paisley and Glasgow
- **Glasgow to Edinburgh Services via Shotts** – passengers clearly opposed a reduction in service frequency but clearly expressed a desire for an improved frequency based on a new semi-fast service with the retention of the hourly stopping service

Other Issues

- **Geographical Scope of RUS** – concern that routes within Scotland on the West Coast Main Line (WCML), East Coast Main Line (ECML) and Highland routes are excluded from this process
- **Stations** – there is no commitment to improve facilities at a number of interchange locations where proposed capacity improvements to the route will lead to further increases in passenger numbers
- **Linkages with Other Studies** – options proposed for inclusion in the final RUS must take full cognisance of other ongoing work e.g. 'Haymarket Interchange Study and Masterplan', 'Tay Estuary Rail Study' and 'Aberdeen to Inverness Transport Corridor Study'.

Recommendations

Our key recommendations for further consideration for inclusion in the final RUS are:

- to undertake a programme of car park extensions and apply mechanisms that ensure car parking provision is utilised by rail passengers only. That any review of car parking charging policy must not stifle demand for rail services
- Edinburgh CrossRail services should not be split and that an infrastructure solution is preferred which maintains CrossRail services
- provision of faster Aberdeen to Edinburgh services should provide for at least a 15 minute journey time improvement and take cognisance of other aspirations e.g. 'Tay Estuary Rail Study'
- earlier commuting services from Fife into Edinburgh
- direct services are maintained from Stranraer to Paisley and Glasgow
- the introduction of a two-tier semi-fast and all stations service pattern to allow faster journey times on the Edinburgh – Glasgow Central route via Shotts
- options included in the final version of the RUS must be capable of integrating with other studies that consider routes in Scotland that are excluded from the RUS process. In particular the Industry Stakeholder Management Group (ISMG) should consider key recommendations from the 'Room For Growth Study²' further with a view to incorporate the options from that Study into the final RUS
- improvement to interchange locations where proposed capacity improvements to the route will lead to an increase in passenger numbers
- to consider the concept of incentive schemes that encourage passengers to travel outwith the high morning peak (08.00 to 09.00).

² Highland Rail Room For Growth Study Final Report (March 2006)

2. Foreword

Passengers will want to know what the RUS offers to those who use the railway – and who will pay for it. Do the options provide benefits, do they offer solutions to difficulties or shortcomings in the present service? Will they:

- reduce crowding?
- increase reliability?
- improve punctuality?
- increase frequencies?
- improve stations?
- increase connectivity?

Passengers also want to know how the proposals identified in the draft RUS will be prioritised, delivered and funded. If the RUS is to avoid becoming just become another planning document that sits on the shelf it needs to provide an indication/mechanism as to how its longer term requirements can be taken forward – including an estimate of how much and who might pay and when the work might be done.

3. Introduction

Passenger Focus welcomes the opportunity to respond to the Scotland RUS Draft for Consultation. Passenger Focus supports the broad objectives behind the RUS process and welcomes the consultative approach adopted by Network Rail.

Passenger Focus believes that the RUS is a vital component to inform: a) the National Transport Strategy (NTS), b) the development of Regional Transport Strategies (RTSs) and c) the setting of the High Level Output Statement (HLOS) for Network Rail in 2007.

We understand there are practicalities around funding the proposed RUS options. However, we make no apologies for having an aspirational vision of the future of Scotland's rail network. The total number of passengers journeys on First ScotRail services in the 2005-06 financial year was 75.1 million, 6.4 million (9%) more than the previous year and 48% more than ten years earlier³. Demand forecasts indicate up to 3% growth in passenger demand per annum over the next ten years⁴, a total of 30%. An aspirational approach is required to manage current and predicted demand in growth and to meet the Scottish Executive's stated transport objectives to promote economic growth, social inclusion, health and protection of our environment through a safe integrated, effective and efficient transport system⁵.

Our response to this consultation is underpinned by liaison with stakeholders and user groups, our postbag, existing research and bespoke research commissioned by Passenger Focus to inform our response. As an evidence-based organisation, the Passenger Focus response to the consultation incorporates research with 3,630⁶ passengers, including findings obtained from new and comprehensive passenger research conducted on rail services in Scotland.

We understand the reasons for the majority of the RUS work focusing on the busier sections of Scotland's rail network. However, it is our view that a holistic approach is required when deciding future investment on the rail network and our response incorporates generic views on routes that are independent of the Scotland RUS. Therefore our response provides comment on the routes that shall be covered in the respective West Coast and East Coast Main Lines RUSs and the Highland routes that have been excluded from the scope of this RUS.

³ Scottish Executive Statistical Bulletin (August 2006)

⁴ Scotland Route Utilisation Strategy Draft for Consultation (August 2006)

⁵ Scotland's Transport Future, Transport White Paper (June 2004)

⁶ This figure is based on 1,016 from the National Passenger Survey, First ScotRail results (Passenger Focus, Spring 2006), 2,614 from Passenger Priorities research on Scotland's rail network (Passenger Focus, October 2006)

4. Scope: Scotland geography

Linkage to Other Work Streams: ECML RUS, WCML RUS and Room for Growth Studies

Passenger Focus fully understands the reasons given in the draft RUS at section 2 and section 4 for the exclusion of certain routes in the detailed analysis phase of the RUS. Concerns regarding the exclusion of certain routes from the draft RUS has to be seen in a wider context.

Regional Transport Partnerships (RTPs) are currently working on their respective Strategies which will be complete by March 2007 and have a ten to fifteen year horizon. These shall include rail routes that are not part of the draft RUS.

It is anticipated that the ECML draft RUS for consultation will be published in December 2006 and to ensure consistency Transport Scotland is also a member of the ECML ISMG. Work on the WCML RUS will begin in 2007 and again to ensure consistency Passenger Focus would suggest that Transport Scotland is part of the ISMG.

In October 2005 the Scottish Executive consulted widely on what should be the strategic priorities for Scotland's railways over the next ten to fifteen years. These consultations will feed into the NTS, which the Scottish Executive consulted widely on in April 2006 and will guide transport policy formulation and investment over the next twenty years. It is anticipated that the NTS will be published in November 2006.

In parallel, the draft RUS will consider options for making the best use of the current network. Both the Rail Strategy and RUS will be informed by the Scotland Planning Assessment (SPA), commissioned to set out the evidence base and produced Reports on the current baseline for rail services and drivers for change in October 2005, looking at demand for rail services over the next 10 to 20 years.

Transport Scotland is currently undertaking the Strategic Transport Projects Review (STPR), a major study to help shape Scotland's transport network from 2012 onwards. At its conclusion expected in summer 2008, the review will recommend a programme of improvements for implementation between 2012 and 2022. This could include new infrastructure projects, better incentives for alternative travel and more carefully targeted investment across the country.

Stakeholders have expressed concern to Passenger Focus regarding the exclusion of certain routes in the draft RUS. Concerns include the introduction of local services between Edinburgh and Berwick with the opening of new stations on the ECML and between Glasgow and Carlisle with the opening of new stations on the WCML.

We suggest that it would be a worthwhile exercise for the ISMG of the Scotland RUS (with Transport Scotland taking the lead) to produce a document that fully explains the various pieces of the strategy jigsaw and how they fit together to give the full strategy picture that addresses those concerns.

Of greater concern to Passenger Focus is the exclusion of all Highland routes from the draft RUS. As previously stated we fully understand the reasons given for their exclusion but consideration of the recommendations of The Room For Growth Study⁷ should be allowed as part of the final RUS. The draft RUS acknowledges in Section 6 *“The Room For Growth study followed a similar procedure to the RUS, considering the baseline position, identifying gaps and accessing options to meet those gaps.”*

The draft RUS suggests that it is possible to incorporate the key recommendations from the Room For Growth Study, within the final strategy or be the subject of a further industry RUS.

The Executive Summary of the Room For Growth Study states *“The “Room For Growth” Study for all of the rail routes in the Highlands of Scotland has been commissioned by Highlands and Islands Enterprise to address key rail development issues. These key rail issues are dealt with in the RUS in other parts of the country, the responsibility of Network Rail. In order for the Highland routes to reach comparable status in terms of an overall transport framework for Scotland within a reasonable timescale, Scott Wilson Railways Group has prepared this report which equates to RUS for other routes in Central and Southern Scotland. It is the intention that each route is considered in turn with a view to highlighting potential areas of development that can be considered for support or rejection in the political arena. Decisions can then be reached within the context of best value for the monies allocated by the Scottish Executive for rail transport throughout Scotland.”*

Passenger Focus suggests that the key recommendations from the Room For Growth Study be considered further by the ISMG of the Scotland RUS with a view to incorporate those options into the final RUS to ensure a holistic approach is taken within Scotland, covering as much of the network as possible when future investment decisions are made.

“We are pleased to see the prominence given to our report in the draft RUS. We note that 6.5.7 states that ‘it is possible that the key recommendations could be incorporated within the final strategy’ and would urge this to be put beyond doubt” (HITRANS).

⁷ Highland Rail Room For Growth Study Final Report (March 2006)

5. Additional option for consideration

The draft RUS examines various gaps and options to make effective and efficient use of the current route capacity and to improve use of rail capacity where appropriate within the available funding. This has led to an approach which mostly examines infrastructure and associated timetable recasts. However, one option worthy of further consideration is to encourage edge of morning peak travel.

The draft RUS analysed base year crowding and found load factors of 75 to 90 per cent during the three hour morning peak and resulted in modelled loadings of 100% during the high peak hour. This modelling has been used to predict load factors at the end of the RUS period (2016) and predicts that there will be more passengers travelling than there are seats available throughout the high peak hour by 2016 as the table below taken from Appendix E of the draft RUS illustrates.

Service Group	Predicted Load Factor
Strathclyde Diesel – Barrhead	102%
Strathclyde Diesel – East Kilbride	102%
Fife Circle	105%
Edinburgh – Glasgow via Falkirk	108%
Edinburgh – Glasgow via Shotts	112%
Glasgow – Edinburgh via Falkirk	113%
Strathclyde Diesel – Stirling Corridor	136%

Recent Passenger Focus research⁸ carried out with passengers at Waterloo station explored:

- what would motivate passengers to change travel patterns to arrive before 08.00 or after 09.00
- what are the key barriers to changing travel patterns.

The main findings from the research were:

- some passengers felt that they could be incentivised to change their travel times
- the control that passengers had over their journeys depended on several factors, the most important of which were work commitments and the distance they travelled to get to Waterloo. It was felt to be harder to persuade those with longer journeys to change their behaviour than those with shorter journeys
- passengers were more prepared to be flexible in the Spring and Summer months rather than in the Autumn and Winter

⁸ Encouraging Edge of Morning Peak Travel Research Finding and Policy Implications (August 2006)

- passengers will not change their journey times if they feel that an off-peak service is going to be unreliable. This is critical. A minority expressed the view that this was likely to be the case and because there were fewer trains at off-peak times the unreliability was more of a problem especially if travelling with the intention of arriving after 09.00
- security at railway stations was not a top of mind issue despite extensive media coverage. However, it gained in importance as a deterrent to travelling at off-peak times as soon as it was discussed
- financial reward was also not top of mind amongst passengers in terms of the incentive they felt would be most likely to change their travel behaviour but once it was mentioned by an individual in a group it became the dominant incentive. Discounts in the region of 25%-30% were sought by passengers
- passengers wanted to feel that they were being rewarded for 'good behaviour' rather than penalised for 'bad behaviour' They resented pricing strategies that penalised peak travel and ticketing strategies that forced them into travelling at certain times. They liked the idea that the reward for off-peak travel might accrue in some way and that tickets could be flexible enough to reward them when they travelled at off-peak times and not penalise them when they did not
- incentive scheme should be linked to a form of smart-card ticketing.

Passenger Focus wider quantitative research on fares⁹ asked commuters across Great Britain (GB) the likelihood that they would be able to shift their travel times in order to avoid the busiest periods of the day (morning and evening peaks). They were then asked their likelihood of doing so if by way of incentives, the cost of their travel was reduced by a) 10% and b) 20%.

A minority of commuters who currently travel in the peak hours indicated that they were very or fairly likely to be able to travel earlier or later to avoid busy periods. Although a minority this represents nearly one in five commuters. Those expressing the highest likelihood of shifting travel times in order to receive the 20% fares discount include 16-25 year olds, those with household incomes of under £30k and those with commutes lasting in excess of an hour (presumably those with more expensive journeys).

The research found that early bird ticketing went hand-in-hand with smart-card ticketing. The findings clearly point to the need for any system to be flexible. Existing Early Bird schemes have tended to specify an arrival time (e.g. you must arrive before 07.30) with season ticket-holders travelling outside this time penalised with an excess fare. The research indicates that commuters do not want to be tied down – they want to be rewarded for those days they travel outside the peak rather than be penalised when they travel within. The idea being that passengers accrue a benefit by avoiding the peak – the more often they do so, the higher the overall benefit. This

⁹ Passenger Requirements of Rail Fares (July 2006)

would require a relatively sophisticated ticketing system capable of recording actual journey details.

The research indicates that there is support for the concept of 'early/late bird' incentive schemes as a short-term means of reducing congestion/crowding. While neither piece of research was detailed enough to draw any conclusions as to by exactly how much congestion could be alleviated, there is enough evidence to suggest that incentives should be actively considered.

Passenger Focus believes, therefore, that the draft RUS should explore the potential for an incentive scheme, especially before considering more punitive measures to restrict demand through measures such as increasing peak fares as demonstrated by First ScotRail's recent fares restructuring.

Our recent research¹⁰ demonstrated on all five routes surveyed that 'value for money for the price of ticket' is one of the top priorities for passengers. Introduction of such an incentive would assist in addressing that priority.

¹⁰ Passenger Priorities Research (October 2006)

6. Analysis of Options

Gap 1: Glasgow Queen Street High Level Station: Capacity

Option 1.1: Glasgow Queen Street High Level station: Lengthen sub six-car platforms

Option 1.2: Glasgow Queen Street High Level station: Increase passenger circulation space

The two proposed options to lengthen sub six-car platforms and to increase passenger circulation space are intrinsically linked. A new passenger concourse will allow the short platform constraint to be addressed.

At present only four of the seven platforms can accommodate six-car train formations and it is acknowledged that this causes a timetabling constraint.¹¹ Crowding at present exists on services from the Edinburgh and Stirling routes into the station, particularly during the morning peak.

Lengthening the three platforms to accommodate six-car train formations would assist in alleviating the timetabling constraints, address the forecast continued passenger growth, and demand on services using the station. Six-car trains would provide an additional 70 seats as compared to five-car trains.

“Proposals for improving capacity at Glasgow Queen Street station, to enable the operation of longer trains on the Edinburgh/Glasgow to Stirling/Dunblane lines are fully supported and should be implemented at the earliest opportunity.” (TACTRAN)

Passenger Focus supports the inclusion of options 1.1 and 1.2 in the final RUS.

¹¹ Scotland Planning Assessment, Part 1, Report Volume 1 (October 2005)

Gap 2: Central Scotland platform lengths

Option 2.1 Central Scotland: Lengthen sub six-car platforms

Option 2.2: Central Scotland: Introduce selective door opening

Option 2.3: Central Scotland: review stopping patterns of busier trains

Rail's role will increase in importance within the wider transport network, especially on the railway corridors most affected by future changes in Scotland. Contributing to that increase in growth in Central Scotland is plan-led housing and employment growth.¹² A programme of lengthening sub six-car platforms within Central Scotland would address the forecast continued passenger growth and six-car trains would provide an additional 70 seats as compared to five-car trains. Lengthening of the platform at Bishopbriggs station would enable longer trains to operate on the Stirling route from Glasgow.

Passenger Focus supports the inclusion of option 2.1 in the final RUS.

The introduction of Selective Door Opening (SDO) would require significant investment to fit all relevant rolling stock with appropriate controls. It could also bring about crowding in particular carriages which raises concerns about comfort and accessibility.

“Selective Door Opening - We are pleased to note that this proposal will not be taken forward on the basis that it will have a negative impact on accessibility and social inclusion.” (Mobility and Access Committee for Scotland)

Passenger Focus recognises that SDO operates in other routes in Scotland and operates well, with no passenger complaints on this subject received by us. However, to operate such a system on much busier routes, requires greater consideration on its impact and a well thought-out management process regarding its implementation.

The review of stopping patterns would result in only five-car trains calling at Bishopbriggs station to/from Glasgow Queen Street station, which would reduce the value of lengthening the sub six-car platforms at Glasgow Queen Street. It could also lead to crowding on five-car trains, and a worsening of the service levels at Bishopbriggs. The NPS¹³ confirms that passengers value frequency of trains: the score in Scotland for frequency was 83% in the last wave, therefore frequency of service should not be diminished.

Passenger Focus concurs that option 2.3 should not be considered as part of the final RUS.

¹² Scotland Planning Assessment, Part 1, Volume 2 (October 2005)

¹³ Spring 2006

Gap 3 Central Scotland car parking

Option 3.1 Central Scotland: Undertake programme of car park extensions

Option 3.2 Central Scotland: Review car parking charging policy

Passenger Focus has received a considerable amount of comment about car parking at stations; passengers are especially concerned about price increases and availability of spaces. Some Train Operating Companies (TOCs) have raised car parking charges to levels that are higher than many local fares, and capacity is often insufficient to meet demand. Recent work¹⁴ commissioned by Passenger Focus indicates how demand is being suppressed by the shortfall in convenient and affordable car parking at stations. NPS results¹⁵ show that passengers give low scores to facilities for parking: over the whole of Great Britain only 46% of passengers said they were satisfied or rated the facilities as good. The score for First ScotRail was marginally better, but still only 54%.

Passenger Focus asked passengers specific questions about the aspects of car parking that will be considered in the RUS. A total of 2,365 passengers were surveyed¹⁶, and asked:

- if they drove to their local station, and how often
- if they would like to drive, but did not, and why not
- about perceived availability of spaces
- about pricing options – from no charge to more than £5, and
- how much of a deterrent to travel by rail any charge is.

Route	% with access to a car	% who drive to the station	% ¹⁷ who would like to
Edinburgh - Glasgow Queen St	56	25	11
Edinburgh - Glasgow Central	50	26	2
Edinburgh – Aberdeen	56	29	3
Edinburgh Crossrail	62	35	5

The percentage of passengers who wish to drive to their local station but do not are low, apart from the Edinburgh to Glasgow Queen Street route, but in sheer numerical terms are significant.

The table on the next page shows the responses of those passengers who drove to their local station to our questions about the availability of spaces, willingness to pay, average “fair” price and ability to travel off-peak.

Route	% hardly	%	% who	% stating	average	% not
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¹⁴ Greater Anglia RUS Parking Demand Study, draft report, (October, 2006)

¹⁵ Spring 2006

¹⁶ On these routes: Edinburgh to Glasgow Central, Glasgow Queen Street, Aberdeen and Edinburgh Crossrail.

¹⁷ % of all passengers questioned: reference applies to all three columns

	ever/never get a space	unwilling to pay more to guarantee a peak space	might not travel ¹⁸ if charge is more than a "fair" price	"no charge" as their preferred charge	price ¹⁹ £s	able to travel off-peak
Edinburgh – Glasgow Queen St.	27/10	65	63	65	2.90	45
Edinburgh – Glasgow Central	13/9	80	72	79	2.33	65
Edinburgh - Aberdeen	18/13	65	58	47	3.13	40
Edinburgh Crossrail	15/6	71	62	58	2.36	52

With the exception of passengers using the Edinburgh – Glasgow Central service via Shotts, where fewer than one in ten drivers have problems parking, those driving to the station and either never or hardly ever getting a space on the other three routes ranges from a fifth to well over a third, illustrating a considerable lack of car park capacity.

From the second column of results it is very clear that most passengers who park in station car parks are unwilling to pay much, if anything, for their car park space, let alone any additional amount toward the cost of providing additional car parking. Paying more for the "added value" of the promise of a "guaranteed" peak hour space is an option rejected by a large majority.

It is extremely concerning to see how many passengers who drive to the station stated that they would cease to travel if the price charged was more than what they consider to be a "fair" price (40-65%). It is, of course, possible that some of these people would park near to the station, for example on residential roads. That would exacerbate a problem that affects many stations. Any pricing changes will have to be very carefully targeted, and the research indicates that any attempt to charge for car parking that is free at present could result in considerable numbers of passengers deserting rail. Nearly 10% of passengers on the Edinburgh to Aberdeen route could be lost if the sample surveyed is representative.

Previous research undertaken by Rail Passengers Committee Scotland²⁰ (RPCS) illustrated just how difficult it is to persuade car drivers to transfer to any other mode but proved that, with the right incentive, car drivers can be made to substitute long commutes to and from work by car for short hops to the station in their cars before

¹⁸ "very" or "fairly" unlikely to travel

¹⁹ the average of the charge selected by those willing to pay

²⁰ RPCS Choose Another Way Report (November 2004)

transferring to rail for the greater part of the journey. This illustrates that for some groups of passengers the only way they will be persuaded to travel by rail is if they can park at their local station.

The recent furore over Great North Eastern Railway's (GNER's) increase in car park charges showed just how important this issue is to passengers. When coupled with our research into the unwillingness of passengers to pay increased charges we believe more work needs to be done before a firm conclusion can be reached on Option 3.2. Passengers tell us they want more car parking. It is axiomatic that this should be affordable parking.

The high cost of creating more spaces is a major problem. The new car park for Croy, priced at approximately £6 million, confirms that costs will be an important consideration; one that fully justifies phased implementation at carefully selected locations, and not least, the need to achieve economies of scale, as mentioned in the RUS Draft.

Of course, more promotion of measures to reduce demand for car parking spaces must be undertaken, for example car sharing, using bicycles (with secure cycle parking at stations) and better integration of bus routes with stations.

“There does not appear to be any reference to encouraging more bus-rail interchange. This should be worthy of consideration as an alternative or supplement to building additional parking facilities. A similar argument applies to encouraging passengers who live shorter distances from the station to cycle or walk to the station, rather than using the car. Encouraging more bus-rail interchange should therefore be a clear objective for the RUS.” (Fife Council)

“the need for review of car parking provision to be based on a policy of encouraging and enabling sustained growth in rail usage.” (TACTRAN)

Passenger Focus supports the inclusion of option 3.1 in the final RUS.

Passenger Focus believes that much more analysis is required before Option 3.2 can be included in the final RUS. However, based on our passenger research we cannot support inclusion of option 3.2 and it is the clear view of passengers that such a measure without much wider analysis and consideration would be a retrograde step, with the potential to worsen and not improve passenger growth.

We support City of Edinburgh Council's comment, below, that while it does not agree with introducing charges where parking is free (or presumably increase charges where they apply) it will support measures to ensure car parks are used only by rail passengers.

“The Council does not agree with the proposal to introduce a charge at station car parks where parking is currently free; this would increase the overall cost of rail

journeys and therefore further discourage rail use. The Council will, however, support practical measures to ensure that such car parks are used appropriately, i.e. by rail passengers.” (City of Edinburgh Council)

“In Fife, the majority of station car parks are owned by the local authority. It is understood that to a greater or lesser extent, a similar situation exists throughout Scotland. Clearly there would have to be a joint approach to any charging review, which would have to consider wider issues, such as residents parking around the station, and the relative attractiveness of the station in relation to the frequency of service, fares strategy etc.” (Fife Council)

Gap 4: Transport Scotland aspirations Edinburgh/Glasgow corridor

Option 4.1: M8 Corridor: Construct Airdrie to Bathgate Rail Link

Option 4.2: Edinburgh Airport: Construct Edinburgh Airport Rail Link

The reopening of the Airdrie-Bathgate railway was proposed in 2003 as one of the recommendations of the Scottish Executive sponsored multi-modal Central Scotland Transport Corridor Studies (CSTCS). This scheme will significantly improve public transport opportunities for the large population residing in the suburbs of the major cities and outlying towns along the route to reach employment locations away from the centres of Edinburgh and Glasgow, alleviate overcrowding problems at the east end of the route and will provide a more attractive alternative to the private car for many journeys on the A8 corridor.²¹

The objectives of the Airdrie-Bathgate railway reopening are:²²

- to improve direct access to labour markets in Glasgow, Edinburgh and West Lothian for people living in the Airdrie to Uphall corridor
- to stimulate economic growth of the Airdrie to Uphall corridor by improving the connectivity of the area
- to assist in the delivery of social inclusion to communities in the Airdrie to Uphall corridor by providing enhanced public transport opportunities to those without access to private cars
- to contribute towards increasing the number of people using public transport in Central Scotland and provide these communities with improved access into the national rail network
- to offer a public transport alternative to the M8 thus helping to reduce the rise in road congestion and subsequent environmental impacts
- to construct a rail link that will allow for existing services on the Glasgow North electrics to operate as through services to Edinburgh providing an alternative to the Edinburgh-Glasgow main line service, thus assisting in reducing congestion at peak times.

Passenger Focus has provided both written and oral evidence to the Airdrie-Bathgate Railway and Linked Improvement Bill Committee in support of the Bill and supports the inclusion of option 4.1 in the final RUS.

The objectives of the Edinburgh Airport Rail Link are:²³

- to stimulate economic growth of the Edinburgh city region and Scotland as a whole by enhancing Scotland's global, national, and regional competitiveness, connectivity and encouraging inward investment

²¹ CSTCS Decisions (January 2003)

²² Airdrie-Bathgate Railway and Linked Improvements Bill – Promoter's Memorandum (May 2006)

²³ Edinburgh Airport Rail Link Bill – Promoter's Memorandum (March 2006)

- to assist in the delivery of social inclusion to Scottish towns and cities (including Aberdeen, Dunfermline, Kirkcaldy, Glenrothes, Dunblane, Dundee, Glasgow, Inverness, Perth, Falkirk and Stirling, as well as Edinburgh itself) by providing direct access to Edinburgh Airport
- to assist in the further growth of Scottish tourism and in making Scotland a thriving and year round tourist destination by providing direct rail access to the above towns and cities
- to offer a sustainable public transport alternative to accessing Edinburgh Airport that will be attractive to car and other vehicle users and thus reduce road congestion and environmental impacts
- to assist towards a sustainable basis for future growth at Edinburgh Airport as an integral part of Scotland's transport infrastructure and economy, and
- to facilitate a public transport interchange hub at Edinburgh Airport by providing interchange opportunities between air, rail, tram, bus and bicycle for employment, leisure and other journeys.

Passenger demand at Edinburgh Airport is forecast to be above 20 million passengers per annum by 2030. The growth of road traffic on the strategic road network in the vicinity of the airport has the potential to become a major concern in the medium-to-long term unless action is taken. The rail link in particular would contribute significantly to increasing the share of passengers travelling to and from the airport by public transport.²⁴ Our research on the Edinburgh to Glasgow Queen Street route asked passengers for their preference regarding the number of trains per hour to Edinburgh airport. Only one in four stated that an hourly frequency would be sufficient, three quarters requiring at least two trains per hour.

“The options to reopen the Airdrie-Bathgate line and construct Edinburgh Airport Rail Link are welcomed.” (City of Edinburgh Council)

Passenger Focus supports the inclusion of option 4.2 in the final RUS.

²⁴ The Future of Air Transport, Department for Transport (December 2003)

Gap 5: Haymarket station capacity

Option 5.1: Haymarket station: Increase passenger circulation space

Option 5.2: Haymarket station: Build additional platform

It is recognised that City of Edinburgh Council is currently taking the lead on a comprehensive 'Haymarket Interchange Study and Masterplan' that not only examines a larger concourse area and Disability Discrimination Act (DDA) compliance but wider benefits including interchange facilities with the proposed tram line.

"Haymarket Station - We note that access to the station is limited and that it is not DDA compliant. Option 5.1 proposes to increase the passenger circulation space and in Appendix F this is described as a major benefit in relation to accessibility and social inclusion. We hope that this will be addressed as a matter of urgency particularly in relation to the Disability Equality Duty that comes into effect at the end of this year." (Mobility and Access Committee for Scotland)

Passenger Focus supports the inclusion of option 5.1 in the final RUS but believes that it should be taken forward in conjunction with the more comprehensive 'Haymarket Interchange Study and Masterplan'.

As part of the Edinburgh Waverley upgrade works it is necessary to carry out intensive works at Haymarket. This includes construction of a temporary new bay platform that will be brought into use from December 2006 to alleviate congestion. As continued growth in demand on services using the station is forecast, recent analysis has indicated growth in demand into Central Edinburgh of 44% by 2026²⁵; the new platform should be retained on a permanent basis.

Passenger Focus supports the inclusion of option 5.2 in the final RUS.

²⁵ Scotland Planning Assessment Part 1 Report Volume 2 (October 2005)

Gap 6: Edinburgh Waverley station capacity

Option 6.1: Edinburgh Waverley: Lengthen sub six-car platforms

Option 6.2: Edinburgh Waverley: Increase passenger circulation space

The two proposed options to lengthen sub six-car platforms and to increase passenger circulation space are intrinsically linked. The future growth of Edinburgh is dependent upon the development of rail capability in order to avoid serious problems of access to the city centre and, as new peripheral developments take place, to such locations as well.²⁶ Recent analysis²⁷ has indicated growth in demand into Central Edinburgh of 44% by 2026.

“Edinburgh’s population is increasing but the population of neighbouring areas is increasing even more.” (City of Edinburgh Council)

The two proposals would assist in meeting the growth in demand and Passenger Focus supports the inclusion of options 6.1 and 6.2 in the final RUS.

However, recognising that removing the existing carriageway ramps and roadways at platform level will ameliorate the current conflict between vehicles and pedestrians, providing a safety benefit, the proposal would result in vehicle access being provided at street level which has implications for accessibility.

“As Waverley is a major interchange it is imperative that adequate vehicle access is provided for disabled people close to the platforms.” (Mobility and Access Committee for Scotland)

The access from the station to vehicles at street level should be DDA compliant and consideration should be given to providing vehicle access as close to the platforms as possible without impinging the safety benefits that this option would provide.

Provision should be made for emergency vehicles to access platforms as currently, if required.

²⁶ Scottish Strategic Rail Study Final Report (March 2003)

²⁷ Scotland Planning Assessment, Part 1, Report Volume 2 (October 2005)

Gap 7: Glasgow to Edinburgh via Falkirk capacity

The proposed options to address the gap have been considered in our response to other gaps as they overlap; please refer to the specific response to Gaps, 1, 2, 5, 6 and 29.

82% of the passengers questioned in the Passenger Focus survey stated that frequency on the Glasgow Queen Street to Edinburgh route was good or fairly good.

Passengers' top priorities – given in response to an open-ended question – were reliability/punctuality (14%), and more seats/less crowding (10%).

Gap 8: Portobello Junction to Niddrie South Junction performance

Option 8.1: Portobello Junction to Millerhill: Timetable recast to provide more robust performance

Option 8.2: Portobello Junction to Millerhill: Re-doubling to enhance line capacity

The two options are designed to improve performance. Option 8.1 proposes splitting Edinburgh CrossRail services at Edinburgh to operate independently, with interchange required at Edinburgh Waverley. The RUS suggests that this would improve performance and reliability of services on this corridor.

Edinburgh CrossRail was constructed and opened in 2002 at a total cost of £11m. The Edinburgh CrossRail project involved opening 1.8km of track for passenger services and two new railway stations at Brunstane and Newcraighall.

The Scottish Executive outlined the importance of Edinburgh CrossRail by providing £8.5m of funding²⁸ and announcing that *“CrossRail is a vital development for Edinburgh, allowing many more people to commute by rail from the west and east of the city. CrossRail will ease pressure on congestion hot-spots such as the west of Edinburgh and city bypass and we are working in partnership with City of Edinburgh Council, the SRA and Railtrack to deliver these much-needed improvements. CrossRail will extend passenger services from Bathgate and Dunblane through Edinburgh Waverley to the new stations at Brunstane, Newcraighall and Edinburgh Park. This is part of our wider strategy to combat congestion and will have long-term economic benefits for the area.”* (Wendy Alexander, Enterprise, Transport and Lifelong Learning Minister)

When Edinburgh Park station was opened in 2003 passenger numbers on CrossRail increased by 50%²⁹ and ScotRail indicated that passenger numbers continue to

²⁸ Scottish Executive News Release (December 2001)

²⁹ ScotRail Presentation to RPC Scotland Statutory Meeting in Public (May 2004)

increase. Passenger growth in peak rail demand to Edinburgh Park and Haymarket is expected to increase by 29%³⁰ by 2016.

In our new research on this route,³¹ 627 passengers were asked if they would prefer a direct service to other destinations such as Haymarket and Edinburgh Park or if they would prefer improved punctuality and reliability between Newcraighall and Edinburgh Waverley, with the train terminating at Waverley as Option 8.1 proposes.

In terms of changes to services 61% would prefer a direct service without changing at Edinburgh Waverley, whilst just 39% would prefer improved punctuality and reliability between Newcraighall and Edinburgh Waverley, with the train terminating at Waverley.

If there was no direct service and changes were required 32% would still be likely to travel by train – but 50% would be less likely. Our research found that ‘not having to change trains’ is the highest rated attribute at present on this route and given that, this result is quite consistent.

If a change at Waverley was involved in future, 63% would be unaffected. It must be remembered that our researchers interviewed all passengers on the Bathgate/Dunblane services that form the west of Edinburgh legs of CrossRail, many of whom would not be crossing Edinburgh. Of those who would be affected, one third would not want any time added to their journey and overall a five minute average wait emerges as acceptable. However, it should be remembered that the connectional allowance at Waverley is ten minutes – twice the time “acceptable” to those questioned in our survey. The key concerns related to having to change trains are:

- 70% very concerned about being able to make a connection on time
- 67% very concerned about having to wait and add too much time to the journey
- 51% very concerned about the availability of journey information at the interchange station
- 16% very concerned about the availability of facilities at the interchange station
- 15% very concerned about mobility assistance or moving luggage.

Supporting the view of passengers that there should be an Edinburgh CrossRail service are the views of, and evidence gathered by, stakeholders.

“surveys carried out for the Council suggest that over a third of all trips from Newcraighall and Brunstane stations are to stations west of Waverley. (ref ‘Edinburgh Crossrail Customer Satisfaction Survey - July 2005). Planned growth in west Edinburgh, and the opening of Edinburgh Airport Rail Link and station, mean that this percentage is likely to grow substantially over time. Cross-city rail is a crucial component in the public transport network of South-East Scotland and will become

³⁰ Scotland Planning Assessment, Part 1, Report Volume 2 (October 2005)

³¹ Passenger Priorities Research. (October 2006)

even more important when the Brunstane/Newcraighall service is extended under the Borders Railway proposal.” (City of Edinburgh Council)

“This Council is very strongly opposed to the proposal to sever the CrossRail service at Waverley as part of the timetable recast to provide more robust performance over the notorious Portobello Junction to Millerhill section. Of particular concern is the fact that, with the full knowledge and assurance of the Scottish Executive, the Business Case for the Waverley Line is based on a cross Edinburgh service that provides direct links for residents of the Borders and Midlothian to the west side of Edinburgh and beyond.” (Scottish Borders Council)

“We believe it would be extremely short-sighted to pursue Option 8.1. As well as ditching the valuable Edinburgh CrossRail service, the failure to redouble Portobello Junction to Millerhill would make it very difficult to develop the proposed Borders rail service beyond the currently planned ‘one-size-fits-all’ all-stations stopping service which will average just 35mph between Edinburgh Waverley and Tweedbank. Portobello Junction is an important junction, and its operational capability will become even more crucial once Borders rail services commence and as and when increased commuter services to North Berwick/Dunbar are introduced.” (Waverley Route Trust)

It should also be noted that a significant contributory factor to the performance of CrossRail services is the long section of single track railway on the Bathgate route. However, this will be removed as a consequence of the Airdrie-Bathgate reopening, and the CrossRail timetable will require to be recast when the route is reopened. In addition, the current use of the same trains to run Bathgate and Dunblane services will no longer be possible as the first will be electric operated, the second by diesel trains.

Passenger Focus is of the opinion that Option 8.1 does not meet the needs of passengers who currently use Edinburgh CrossRail services, as our research demonstrates. It does not address the potential for future passenger growth on CrossRail services, and has adverse implications for the proposed Waverley Line. This Option should not be considered as part of the final RUS.

Passenger Focus is of the opinion that Option 8.2 should be considered further as part of the final RUS, as this option addresses the needs of current passengers on Edinburgh CrossRail services, would meet the aspirations for future growth on CrossRail services, and aligns itself with the Business Case for the Waverley Line. Stakeholders share this opinion.

“Reliability issues should be addressed by improving Portobello Junction and by improving capacity between Portobello and Niddrie South junctions.” (City of Edinburgh Council)

“The alternative option of re-doubling this section of line to enhance line capacity and the provision of a second platform at Brunstane Station is a much better and sensible

option. This modification would appear to have a realistic chance of improving the performance and reliability of services on this corridor and limit the reactionary delays on other parts of the network, as well as allowing through services across Edinburgh to be maintained. If the railway between Portobello Junction and Millerhill remains single track, it will continue to cause delays between Edinburgh and Newcraighall, and potentially jeopardise the efficiency of the Borders railway when the Newcraighall service is extended to Tweedbank.” (Scottish Borders Council)

“It is surprising that Network Rail should be proposing the retention of a single lead junction at this increasingly strategic location, particularly when there may be options available to create a relatively cheap double-line junction using one of the underutilised sidings at the southern end of the Craigentenny down side carriage sidings. We urge Network Rail to adopt Option 8.2.” (Waverley Route Trust)

Passenger Focus proposes that a further option be considered to address the performance of Edinburgh CrossRail services. Table 19: *‘identified baseline gaps’* on page 46 of the consultation document refers to *‘the slow, approach controlled junction layout at Portobello.’* A solution to address this gap should be considered as part of the final RUS.

Between one and two minutes is added to the journey time eastbound, to allow for strict observation of the severe 15 mph speed restriction through the layout. This is accommodated by the standard 13 minute timing to Newcraighall, but the reduction to near-walking speed for no apparent reason is very frustrating to CrossRail passengers and gives rise to frequent knock-on effects to East Coast services.

“A third option - that of improving Portobello Junction, should be taken forward. Very low speeds (15mph) through the current junction mean that it is a major constraint on both Crossrail and the future Borders railway services. It is a significant source of unreliability because it makes timetabling Crossrail/Borders rail services in with East Coast main line services much more difficult than would be the case with a higher-speed junction. Low cost options offer some potential for improvement, and while significant changes to the junction would be expensive, they would offer major benefits for Crossrail, the Borders railway, and potentially the re-introduction of passenger trains to the South Suburban Railway. The second (re-doubling) option should also be taken forward.” (City of Edinburgh Council)

Gap 9: Transport Scotland Aspirations: Midlothian and Borders

Option 9.1: Scottish Borders: Construct Waverley Railway to Tweedbank

The Waverley Railway (Scotland) Bill was introduced into the Scottish Parliament on 11 September 2003 by the Bill promoter, Scottish Borders Council, and was passed by the Scottish Parliament at its meeting on 14 June 2006 having completed its various stages.

Passenger Focus provided both written and oral evidence to the Waverley Railway (Scotland) Bill Committee in support of the Bill and supports the inclusion of option 9.1 in the final RUS.

The objectives of the Waverley Line reopening³² include:

- to enable ready access to Edinburgh's buoyant labour market for workers living in the area to be served by the railway
- helping to improve accessibility of the Borders as a "connected place", thereby increasing the attractiveness of the area as a location for business investment
- to increase the potential for future commuter trips to Edinburgh to be made by public transport rather than by car and therefore reducing the projected increase in congestion, particularly in the southern approaches to Edinburgh
- assisting with the retention of population in the Borders by providing efficient transportation, allowing for commuting, to remove the need for those affected by job losses relocating outwith the area to obtain new employment.

"The Council obviously welcomes the proposals to construct the Waverley Railway to Tweedbank, but we would like to reiterate the requirement for a through service giving access to jobs and commerce in the west of Edinburgh and in particular Edinburgh Park and Edinburgh Airport." (Scottish Borders Council)

³² Waverley Railway (Scotland) Bill – Promoter's Memorandum (September 2003)

Gap 10: Larbert to Stirling capacity

Option 10.1: Larbert to Stirling: Additional signalling to reduce headways

Option 10.2: Remodel Stirling to reduce conflicts between services

Passenger Focus notes the positive effect for passengers that both these options would provide by enhancing the robustness of both the current timetable and the timetable that is being developed for Hunterston to Longannet freight services on completion of the Stirling/Alloa/Kincardine project.

“The document confirms that this section will be operating at full capacity upon completion of the Stirling/Alloa/Kincardine project. The proposals to improve signalling and remodel Stirling track layout should be progressed at the earliest opportunity, to ensure timetable robustness upon completion of the Stirling/Alloa/Kincardine project.” (TACTRAN)

Passenger Focus supports the inclusion of options 10.1 and 10.2 in the final RUS.

Gap 11 Polmont to Winchburgh maintenance access

Option 11.1 Stirling/Alloa/Kincardine timetable recast

Comments on the option for this gap (see also gap 10, above), and the options for other gaps³³ identified regarding engineering access to the railway, are dealt with on page 48, under gap 27.

³³ Gaps 16, 21 and 22.

Gap 12 Dundee/Aberdeen service and capacity
Gap 13 Edinburgh/Fife/Aberdeen performance and capacity
Gap 14 Edinburgh/Fife service and capacity

Option 12.1 timetable recast for standard pattern of stops at intermediate stations

Option 12.2 bi-directional loop at Montrose

Option 13.2 timetable recast to enhance performance

Option 13.3 additional signalling between Haymarket and Inverkeithing

Option 13.4 lift operating restrictions on Tay Bridge

Option 13.5 increase line speed between Ladybank and Hilton Junction

Option 14.2 improve morning shoulder peak services

These three gaps affect a considerable part of the Scottish railway network, one that serves a rapidly growing market. As shown by the way the options are presented in the RUS, they are interconnected to a great degree. Some of the options propose considerable changes to the current timetables for the lines between Edinburgh and (especially) Fife and Aberdeen.

Estimates of the growth in the rail market are that the morning peak loadings on the main line will be up to an average of 80% of capacity in ten years' time, with the Fife Circle averaging 91% over the morning peak, but 105% of capacity would be used in the busiest peak hour. There is a clear imperative to plan a timetable that is capable of serving that growing market. It must be planned now in a way that can be easily adapted to match needs as they develop over the next decade and beyond.

The Edinburgh to Aberdeen route is one of First ScotRail's main services. First ScotRail currently performs above the national average as is shown by the latest NPS results³⁴

- speed of journey: Great Britain satisfied or good 82%, First ScotRail 89%
- frequency: Great Britain satisfied or good 76%, First ScotRail 83%
- sufficient room: Great Britain satisfied or good 62%, First ScotRail 70%

In our new passenger research³⁵ we asked route-specific passenger opinions. As part of a set of bespoke questions, we asked passengers for their opinions on the proposed withdrawal in Fife of stops made by the Aberdeen trains. It seemed probable that longer-distance passengers would welcome faster journey times, but we wanted to find out what a worthwhile saving would be. It was also important to discover the opinions of those who would be affected by withdrawal of through journey possibilities.

560 passenger surveys responded in the survey, which covered almost all of the operating day, and the weekend as well as weekdays. Those surveyed were split

³⁴ Spring 2006

³⁵ Passenger Priorities (October 2006)

thus by journey purpose: 36% commuter, 12% business and 52% leisure. The following table shows how important passengers rank various attributes and what they actually experience currently on the service.

Edinburgh to Aberdeen		
rank	Importance	experience
1	Punctuality	through trains
2	information at stations	ease of getting on/off train
3	value for money	information at stations
4	ability to get a seat	ticket buying facilities
5	journey time	punctuality
6	Frequency	ease of accessing station

The comparison between what passengers expect to get from this service and what they actually experienced differed for on train attributes. The biggest gaps where experience did not meet expectations were:

1. value for money
2. frequency of trains
3. punctuality/reliability
4. journey time

Interestingly, the biggest gap between passenger's expectations and experience for station attributes was connections with other forms of transport.

The results for the questions about the proposed timetable changes showed that passengers on the major flows were in favour of faster journeys. A clear majority – 79% - of business users were in favour, 64% of leisure users, and 59% of commuters. The fact that fewer commuters stated a wish for quicker journeys perhaps reflects concern that services would be less frequent, prompted by the proposal to withdraw stops from the Aberdeen trains.

Broken down into the station of origin there was a predictable dichotomy between passengers from the large stations and the smaller stations, believed by passengers to be likely to lose stops in the Aberdeen service.

yes to faster links					yes to current service			
Edinburgh	Haymarket	Kirkcaldy	Dundee	Aberdeen	Inverkeithing	Cupar	Leuchars	Montrose
69%	60%	67%	58%	68%	73%	78%	83%	71%

The results for the question about how many minutes would make a worthwhile time saving changed the order, moving commuters into second place, not surprising considering the nature of their experience of the service. The high aspirations are shown by the fact that only 10% felt that savings up to 10 minutes would be sufficient. 86% of business passengers stated that a saving of 15 or more minutes

would be worthwhile, 77% of commuters shared that opinion, and 66% of leisure passengers. The proposed recast of the Edinburgh to Aberdeen service would need to achieve at least a 15 minute cut in end to end journey times.

A significant minority said that they required later trains in the evenings, 29%, with another 20% undecided. At 17% fewer stated that they would like trains earlier in the mornings, but again this represented a significant number of passengers (particularly since leisure passengers, who would be less likely to travel early or late formed such a large percentage of our sample). Illustrating this point well, when commuters were asked about earlier starts, the proportion wanting them increased to no fewer than 30%. The options for an additional early morning peak service into Edinburgh, and for improved capacity between Inverkeithing and Haymarket, would help meet those requirements.

As is normal, people were concerned about having to change trains, with the main concern being the ability to make the booked connection. The very or fairly concerned categories never totalled less than 88%, and averaged 94% over all responses. The question concerning information at stations resulted in an average of 84% for the same categories. LENNON data shows the small size of most of the flows to stations north of Dundee from the smaller stations in Fife. The flow from Inverkeithing to Aberdeen is only 3% of the size of its daily average flow to Edinburgh. Leuchars' traffic is 3.27% to Aberdeen (12,363 passengers), 55% to Edinburgh (206,975 passengers). Kirkcaldy to Aberdeen passengers totalled 15,979 over the year to period 6, 2007. 43% of Kirkcaldy passengers questioned were very or fairly likely not to travel if they had to change in the future to make what are now through journeys. Although Leuchars is a railhead for a sizeable population – about 25,000 – Kirkcaldy's population is around 47,000, and it would offer easy interchange between the Fife local trains and the Aberdeen fast trains. Kirkcaldy would appear to be a necessary calling point for the Edinburgh to Aberdeen trains in the new timetable.

“This service should also stop at Kirkcaldy, otherwise passengers from Fife coastal towns travelling to Aberdeen would have to change twice...” (Fife Council)

Passengers and stakeholders have reminded Passenger Focus of the need to improve the connections at Aberdeen between the routes from the south and that to Inverness (see also gap 17 below), and of the NESTRANS study of a Stonehaven to Inverurie service, due to report by the end of 2006.

The RUS does not consider the Dundee to Perth route, thereby ignoring the work of the Tay Estuary Rail Study (TERS), which has aspirations for a local Perth to Arbroath service and Dundee City Council's for a semi-fast service on the route from Glasgow.

“Earlier work on the TERS has indicated a positive case for an additional hourly passenger service between Arbroath and Perth.” (TACTRAN)

“.....the TERS study proposals for an hourly local service between Arbroath and Perth should be included as a potential enhancement scheme....” (Angus Council)

Any proposals for the Edinburgh – Dundee – Aberdeen route must be formulated with other worthwhile aspirations that meet passengers’ needs. We welcome the proposals to increase line speeds and capacity between Ladybank and Hilton Junction, which meets needs and links into the work done by Scott Wilson on the Highland Main Line³⁶.

“The current Perth to Edinburgh rail service is sub-standard. There are not enough train services between Perth and Edinburgh and the majority of the train services are not direct between Perth and Edinburgh.” (Murdo Fraser MSP, Mid Scotland and Fife)

Splitting the Fife Circle with interchange at Glenrothes with Thornton should not inconvenience many passengers. However, based on what passengers have told us, Passenger Focus has concerns about this suggestion. Passengers making connections between the two parts of a separated service should be inconvenienced as little as possible. Concerns of interchanging passengers have been mentioned above. If possible, the two halves of the service should be platformed in the same platform at Glenrothes, providing level access between trains for those with access difficulties. Given that reliable turn rounds would have to be about ten minutes, a ten minute wait at Glenrothes timetabled for a service that still made a circle through Fife would be the boost to punctuality that is sought. A generic concern about splitting services to improve their performance is that such an action ignores the root causes of the poor performance. They should be properly addressed, and not, in effect, ignored.

Passenger Focus supports the inclusion of options 12.1, 12.2, 13.3, 13.5 and 14.2 in the final RUS.

We believe that further work to minimise inconvenience to passengers is necessary before option 13.2 is included in the final RUS.

We agree that option 13.4 should not be included in the final RUS.

³⁶ Highland Rail Room for Growth Study Final Report (March 2006)

Gap 15: Lightly used stations

Option 15.1: Low footfall station review

This option proposes that the renewals plan for low footfall stations be reviewed together with any relevant proposals for housing or other developments to ascertain the best future strategy for these stations.

Passenger Focus supports the inclusion of option 15.1 in the final RUS. However, this is based on the prerequisite that any review undertaken is subject to an inclusive, widespread consultation process.

“Any proposals relating to the maintenance and renewals, or re-casting of timetables and stops, at lightly used stations must be subject to consultation with Regional Transport Partnerships and local authorities.” (TACTRAN)

A balanced approach is required when trying to understand the reasons for stations having a low footfall. On one hand the rail industry notes that demand for services at some stations is low, whilst on the other passengers note that the service provision is low, that is why there is no demand.

“It is noted that a number of the least used stations identified are in the Dundee/Tay area. This is likely to be a result of a lack of service availability as opposed to a lack of demand.” (Dundee City Council)

“The current very low usage of three Angus stations should be viewed alongside the frequency and timing of stopping services serving these stations.” (Angus Council)

Gap 16 Perth station maintenance access

Option 16.1 daytime maintenance strategy

Comments on the option for this gap, and the options for other gaps identified regarding engineering access to the railway, are dealt with on page 48, under gap 27.

Gap 17: Inverness to Aberdeen service

Option 17.1 Platform extensions to permit six car operation

Option 17.2: Provide additional infrastructure to operate an accelerated hourly service

Lengthening the platforms at Elgin and Inverness to accommodate six-car train formations would address capacity constraints during the peak which operate at full capacity.

The current service provision along this corridor does not meet the needs of the commuter market.³⁷ Addressing the infrastructure constraints and providing additional rolling stock to deliver a regular interval hourly service would meet the needs of the market.

“Inverness-Aberdeen - we welcome the move to six-car platforms at Inverness and Elgin. We would also wish to add that while hourly services across the whole route are desirable, in the shorter term HITRANS is working on the Inverness II project, which includes a new halt at Dalriada Airport. An additional loop at Dalriada would help to increase capacity across the whole route.” (HITRANS)

“FoFNL has long had the aim of an hourly service between Inverness and Aberdeen, and the re-opening of loops is an essential part of this.” (Friends of the Far North Line)

The timetable recast in providing an hourly service should also include a review of connections with services at both Aberdeen and Inverness with a view to providing better connectivity than exists at present.

“..services from Inverness to Aberdeen do not connect readily with services heading south from Aberdeen. This leads to a prolonged stop at Aberdeen and a lengthening of the journey time.” (Stewart Stevenson MSP, Banff & Buchan)

Passenger Focus supports the inclusion of options 17.1 and 17.2 in the final RUS. However, cognisance must be taken of the Aberdeen to Inverness Transport Corridor Study, which is being undertaken in partnership with the Scottish Executive, Transport Scotland, HITRANS and NESTRANS. This study will identify opportunities for transport improvements along this corridor and the study will report its results in Spring 2007.

³⁷ Highland Rail Room for Growth Study. Final Report (March 2006)

Gap 18: Hyndland to Finnieston capacity and performance

Option 18.1: Remodel Hyndland East Junction

Option 18.2: Remodel Hyndland East junction and rebuild Hyndland station

Option 18.3: Operate longer trains

Option 18.4: Recast timetable

The draft RUS identifies Hyndland to Finnieston as one of the most significant of the heavily trafficked routes in Scotland. It is also recognised that outwith of the peaks this route is still heavily utilised and any delays to services can have major consequences.

Options 18.1 and 18.2 both propose to remodel the junction to allow additional capacity and the operation of additional services. Passenger Focus support the inclusion of option 18.2 in the final RUS as this proposes to rebuild Hyndland station with four platforms and provide improved accessibility to Gartnavel Hospital. This would also allow for Whifflet services (see response to Gap 20) to serve Hyndland.

Option 18.3 considers operating longer trains but with a reduced level of frequency which would result in an infrequent service during peak periods on some routes. The NPS³⁸ results show that 83% of First ScotRail passengers are satisfied with the frequency of trains on their route which is greater than the total GB result of 76%. Therefore this option should be viewed as a retrograde measure and Passenger Focus concurs that it should not be considered in the final RUS.

Option 18.4 proposes to reduce the calling pattern at both Partick and Hyndland station. As both stations have high levels of usage, Partick handled 1.3 million passengers in 2004/5, and Hyndland 0.9 million³⁹, Passenger Focus concurs that this option should not be considered in the final RUS, as the paragraph above demonstrates passengers value the frequency of trains.

³⁸ Spring 2006

³⁹ source: ORR

Gap 19 Muirhouse to Bridge Street Junction capacity and performance

Option 19.1 timetable recast

Passenger flows⁴⁰ from Langside on the west side of the Cathcart Circle are 81% to or via Glasgow Central. A noticeable feature of the current timetable is that it is very irregular, with inbound departures in the morning peak from Langside at:

07.24, 07.57, 08.01, 08.24, 08.36, 08.48, 09.10.

It would appear that some “thinning” is possible, provided additional capacity is provided on the remaining trains by lengthening them to six cars. However, an inner-suburban railway such as this must offer a frequent service to maintain its attractiveness to passengers. A more attractive option would be to introduce a standard-pattern timetable (as is proposed for other services in the area), which could offer a more balanced service, even with the withdrawal of a train. The outbound service in the afternoon peak is slightly more balanced, but still irregular:

17.05, 17.16, 17.35, 17.44 (via Queens Park), 18.05

Passenger Focus believes that timetabling to achieve a regular interval service in the peaks is an essential part of option 19.1.

With that proviso, Passenger Focus supports the inclusion of option 19.1 in the final RUS.

Option 19.2 new third line from Muirhouse to Eglinton Street Junction

Passenger Focus agrees that the cost of installing a third, bi-directional line is not justified *at present*, and agrees that land should be safe-guarded for the future. Projected growth on the lines feeding into that section of route suggest that it will be needed soon after 2016, when both the Kilmarnock and East Kilbride lines will be heavily over-crowded in the peaks.

Passenger Focus supports the inclusion of option 19.2 in the final RUS.

⁴⁰ based only on LENNON data.

Gap 20 Glasgow Central High Level station capacity

Option 20.1 timetable recast and electrification of the Whifflet line

The option to electrify the line from Whifflet to Rutherglen, diverting the service into the low level station at Glasgow Central, offers several benefits to passengers, such as a wider choice of stops in central Glasgow and through services to more destinations. It also creates valuable space on the route to Glasgow Central High Level.

Passenger Focus supports the inclusion of option 20.1 in the final RUS.

Option 20.2 extend Glasgow Central High Level platforms into the concourse

One of the best features of Glasgow Central from the passengers' point of view is the spacious concourse and it would be detrimental to reduce its passenger handling ability.

Passenger Focus concurs that option 20.2 should not be considered as part of the final RUS.

Option 20.3 rebuild the second Clyde bridge to Glasgow Central High Level

The approaches to Glasgow Central High Level⁴¹ are more of a constraint on capacity than the Clyde Bridge. If funds were available, they would be better spent elsewhere – helping to electrify the Queen Street to Haymarket route, for example.

Passenger Focus concurs that option 20.3 should not be considered as part of the final RUS.

⁴¹ Option 19.2 refers.

Gap 21 Law to Carstairs maintenance access

Option 21.1 altered engineering access strategy

Gap 22 Rutherglen to Eglinton Street OHL maintenance access

Option 22.1 altered feeding arrangements to Polmadie depot

Comments on the options for these gaps, and the options for other gaps identified regarding engineering access to the railway, are dealt with on page 48, under gap 27.

Gap 23: Glasgow/Paisley/Ayrshire capacity

Option 23.1: Timetable recast to provide skip stopping service pattern to intermediate stations

Option 23.2: Longer trains with platform extensions

Option 23.3: Longer trains with selective door opening

Option 23.4: Additional services between Glasgow and Ayrshire

Option 23.5: Provide enhanced link to Paisley Gilmour Street

It is a recognised fact that capacity constraints exist on this route. Constraints exist between Glasgow and Paisley, Paisley and Kilwinning and on platform lengths⁴². The draft RUS acknowledges that the trains are at full capacity during peak periods. With growth expected to continue as Ayrshire is anticipating a need for between 3,500 and 11,400 new homes by 2025⁴³, the options proposed need to address the existing and future crowding problems on this route.

A timetable recast to provide a skip-stopping service pattern to intermediate stations, thus providing a more resilient timetable, is supported in principle dependent on future consultation on the detail. The table below, giving the LENNON data for Cardonald, Hillington East and Hillington West, shows the low level of intermediate traffic.

To	From					total of all
	Cardonald	Hillington East	Hillington West	Glasgow Cen.	Paisley GS	
Cardonald		29	262	20284	2940	50140
Hillington East	85		31	27990	6185	63315
Hillington West	350	82		28940	31601	118289
Glasgow Cen.	49412	69431	25587			
Paisley GS	4015	6965	16370			
total of all	73118	97625	59365			

LENNON data for periods 07, 2006 to 06, 2007.

“the recasting of the timetable appears to be a relatively easy intervention to implement with negligible cost implications. This suggests that this represents a “quick win” in terms of achieving immediate benefit to the route.” (South Ayrshire Council)

Passenger Focus supports the inclusion of option 23.1 in the final RUS.

A programme of platform lengthening to accommodate eight-car trains along this route would address the existing crowding concerns and forecast continued passenger growth. Eight-car trains would provide an additional 2,080 seats daily.

⁴² A Joint Transport Strategy For Western Scotland To 2025, WESTRANS/SPT (August 2005)

⁴³ Scotland Planning Assessment, Part 1, Report Volume 2 (October 2005)

Passenger Focus supports the inclusion of option 23.2 in the final RUS.

The introduction of Selective Door Opening (SDO) would require significant investment to fit all relevant rolling stock with appropriate controls. It could also bring about crowding in particular carriages which raises concerns about comfort and accessibility. It also raises particular concerns of international passengers travelling to/from Prestwick Airport station who are unfamiliar with the rail network.

“We concur that the option of providing longer trains with platform extensions should be preferred above that of providing selective door opening. Such systems can be confusing for users and in a situation where the service provides linkage to an international airport and is therefore used by infrequent travellers, we consider that it would be inappropriate.” (South Ayrshire Council)

“Selective Door Opening - We are pleased to note that this proposal will not be taken forward on the basis that it will have a negative impact on accessibility and social inclusion.” (Mobility and Access Committee for Scotland)

Passenger Focus recognises that SDO operates in other routes in Scotland and operates well, with no passenger complaints on this subject received by us. However, to operate such a system on much busier routes, requires greater consideration on its impact and a well thought-out management process regarding its implementation.

Passenger Focus notes that the draft RUS suggests that additional services between Glasgow and Ayrshire cannot be provided without additional infrastructure. However, the Glasgow Airport Rail Link (GARL)⁴⁴ will also allow the opportunity to develop extra services for Ayrshire or Inverclyde by utilising the additional capacity that will be available after the works are completed.

Passenger Focus believes that this option should be included in the final RUS and developed in partnership with Strathclyde Partnership for Transport (SPT), promoter of the GARL.

Based on our response to option 24.2, Passenger Focus concurs that option 23.5 should not be included in the final RUS.

The final RUS should ensure that it reflects the forecast passenger growth at Glasgow Prestwick International Airport⁴⁵ (from two million passengers per annum to six million passengers per annum by 2030) and that the enhanced capacity on the route may be needed on rail services connecting the Airport to Glasgow, especially as a significant proportion of passengers, currently at 30% already access Glasgow Prestwick by rail.

⁴⁴ Glasgow Airport Rail Link Bill. Promoter's Memorandum (January 2006)

⁴⁵ The Future of Air Transport. White Paper (December 2003)

Passenger Focus has received correspondence from passengers⁴⁶ regarding the poor interchange facilities at Kilwinning station, particularly from disabled passengers travelling on the Largs route to Ayr which necessitates a change at Kilwinning.

“Approaches have been made from disabled groups who have great difficulties in changing trains at Kilwinning.” (Allan Wilson MSP, Cunninghame North)

The RUS options on this route address the existing capacity constraints and forecast growth in passengers. However, Passenger Focus supports the inclusion of an option to improve interchange locations along this route.

⁴⁶ Passenger Focus Complaints Database

Gap 24: Transport Scotland Aspirations: Glasgow Airport

Option 24.2: Construct GARL

The objectives of GARL⁴⁷ include:

- to stimulate growth in the West of Scotland by developing the capacity and capability of the national and regional rail network
- to contribute to a sustainable basis for the future growth of Glasgow and Prestwick Airports in terms of government and regional objectives for airport surface access
- to support the sustainable regeneration of the M8 corridor and Ayrshire/Inverclyde corridors by developing rail capacity
- to improve social inclusion and accessibility by connecting areas of low car ownership and high deprivation within west Scotland to economic opportunities at Glasgow and Glasgow Airport.

Passenger Focus provided both written and oral evidence to the Glasgow Airport Rail Link Bill Committee in support of the Bill and supports the inclusion of option 24.2 in the final RUS.

⁴⁷ Glasgow Airport Rail Link Bill – Promoter’s Memorandum (January 2006)

Gap 25 G&SW service and capacity
Gap 26 Kilmarnock Line capacity

Gaps 25 and 26 are considered together.

Option 25.1 timetable recast south of Kilmarnock
Option 25.3 enhanced line capacity
Option 26.1 lengthen platforms, construct new loop and recast timetable

Stakeholder opinion supports the proposal to recast the G&SW timetable to a standard pattern. Passenger Focus is pleased to see that an additional unit is also proposed; taken together those options will create a much more attractive service. Combined with the works proposed in option 25.3 for additional capacity on the route between Kilmarnock and Gretna Junction, and in option 26.1 to increase the capacity of the route between Kilmarnock and Glasgow, which will permit a half-hourly service, the proposals also offer the possibility of speeding up the passenger trains between Carlisle and Glasgow.

Passenger Focus supports the inclusion of options 25.1, 25.3 and 26.1 in the final RUS.

Option 25.2 revised Stranraer service

The passenger research⁴⁸ Passenger Focus commissioned on the Ayr to Stranraer line confirmed that the service is mainly used by leisure travellers – 77% - but even on a rural route such as this 20% were commuters. Passengers' most important requirement was for punctual and reliable trains. Their third ranked experience of the service was the fact that their journey did not require a change of trains. Considering the latter, it is not surprising to note passengers' response to the service proposed in the RUS draft.

Passenger research and stakeholders both show that the proposal to run the complete service on the Stranraer route between Stranraer and Kilmarnock only has little support. Railway flow data confirms that passengers would be inconvenienced, as most would have to change trains to reach their destination. 73% of all the passengers questioned were travelling to/from Paisley or Glasgow, and 80% of commuters. 88% of all passengers gave very or fairly concerned as their response to the question about their concerns regarding making their connection on time and the same number stated that they would be concerned that the connection would take too much time. 86% were concerned about the quality of information available when changing trains. Only 57% of passengers stated that they would continue to travel if they had to change trains

⁴⁸ Passenger Priorities (October 2006)

Services such as that to Stranraer must serve their main markets to the best advantage of passengers and the area.

"I believe the first priority of any recast service, especially now that the ferry traffic is due to move away from the proximity of Stranraer Station, is to run the trains at times which will primarily suit the population of Stranraer and its immediate hinterland."
(Alasdair Morgan MSP, for the South of Scotland)

Considerable momentum is gathering behind plans to regenerate the Stranraer area (see below) and our survey confirms what the flow data shows; the main passenger flows would be disadvantaged, and potential growth inhibited, by the proposed timetable. Apart from the poor response to the proposed routing of all trains to/from Kilmarnock, other timetable-related areas for improvement were identified as:

1. frequency
2. punctuality/reliability
3. journey time

"...we are very disappointed with the proposed Stranraer service which would appear to suggest no through trains to/from Glasgow....We see this as unacceptable and would strongly encourage that this be reviewed." (Dumfries & Galloway Council)

Passenger Focus proposes that a better timetable for the Stranraer line would route all seven trains from Ayr to Glasgow Central, calling at Paisley for Glasgow Airport, with the additional Girvan trains operating to/from Kilmarnock. LENNON data shows that flows to destinations via the G&SW line south of Kilmarnock are low. Passenger flows from Stranraer to stations beyond Ayr are split 19:1 between flows to/via Glasgow and to/via Kilmarnock. Of the flows to/via Kilmarnock 32% were to Kilmarnock itself. From Girvan the split is 4:1, with a much higher proportion – 17% – of **all** passengers beyond Ayr travelling to Kilmarnock.

We suggest that the pattern of service should provide:

- through trains to Glasgow
- faster journeys to Paisley and Glasgow
- additional fast services every two hours from Ayr to Glasgow, partly meeting stakeholders' aspirations for additional trains, and gap 23
- regular one-change journey options to East Coast destinations such as Newcastle
- trains on the Barassie to Kilmarnock link

The passenger research showed that the number of "don't know" responses indicates the need for careful planning of the new timetables: Only 60% stated that they would be very or fairly likely to use the proposed timetable whereas 14% stated that they would be very unlikely to use it, a reflection, perhaps, of the ranking of frequency in issues for improvement. 26% of passengers stated that they required an

hourly service, 31% required trains every two hours. 27% of passengers did not know how frequent trains should be.

The following table shows the percentage of passengers who stated they would travel in the time bands we suggested. The preponderance of leisure passengers shows clearly, although the commuter market is revealed by the numbers in the early (before 09.30) and evening (18.00 – 21.00) slots.

suggested time band	6.30-9.30	9.30-12.00	12.00-15.00	15.00-18.00	18.00-21.00	after 21.00
% of pax selecting each band	33	47	44	47	38	23

Ferry interchange passengers and area plans for development

Of the 169 passengers questioned during our research who were travelling to or from Stranraer, 52% were travelling to or from the ferry. 82% of the ferry passengers were making leisure journeys. Only 37% of passengers connecting with the ferry stated that they would continue to make the journey by train after the ferries are transferred to Cairnryan. A further 31% were “don’t knows”. It is interesting to note that almost half of those who stated that they would no longer travel by train would fly instead. The survey results show that up to 31% of current Stranraer passengers could disappear from rail with the move of the ferries to Cairnryan.

It is vital, therefore, that full and proper consideration is paid to the options for the post-move timetable, and the rail industry should co-operate fully with local agencies in designing and implementing plans such as the *Stranraer and Loch Ryan Waterfront Development Framework*⁴⁹. The Rhins Renewal Action Group believe that “... Loch Ryan has the potential to become a major UK tourist destination.” and aim to “substantially increase the numbers of people who visit Stranraer and the surrounding area.”

“What is needed is a frequent and reliable train service to Stranraer, and a regular bus service that connects with the trains to transfer passengers to Cairnryan.”
(Russell Brown MP, Dumfries & Galloway)

Passenger Focus does not support the inclusion of option 25.2 in the final RUS; passengers’ needs would clearly not be met by the proposed service. We offer our alternative service pattern as one that matches current demand and would better accommodate future plans for the Stranraer area.

⁴⁹ Scottish Enterprise Dumfries and Galloway and Dumfries and Galloway Council.

Option 25.4 longer freight trains

Option 25.5 divert coal trains to the WCML

Option 25.6 new loop/run round at Kilmarnock

Option 25.8 signalling improvements between Ardrossan and Hunterston

Passenger Focus concurs that options 25.4, 25.5, 25.6 and 25.8 should not be considered as part of the final RUS.

Option 25.7 extend loop at Stevenston

Option 25.9 signalling improvements between Mauchline and Annbank

Passenger Focus believes that these options will create benefits for passengers by reducing the impact of freight trains affecting the reliability of passenger trains.

Passenger Focus supports the inclusion of options 25.7 and 25.9 in the final RUS.

Gap 27 Ayr/Kilwinning/Hunterston maintenance access

Option 27.1 improved maintenance access

This section offers Passenger Focus's comments on the options for all the gaps identified regarding engineering access to the railway.

Passenger Focus has published research into passengers' experiences of engineering work⁵⁰. In summary:

- passengers' acceptance of disruption increases if they understand the reason for the work, the benefits it would bring and if they believed the works were being planned efficiently and in a way that would reduce the overall timescale of the disruption
- factors such as value for money/cost-effectiveness for the taxpayer do affect attitudes. Passengers are more positive towards engineering options that are more cost-effective, even if this causes more disruption to their journeys in the short term
- passengers want to make informed choices about their travel plans. Information about alternative arrangements, length of disruption and increased journey time should be available when tickets are booked in advance. Effort should be made to inform passengers if situations change after tickets have been booked. If they know about the disruption early enough many passengers can plan around blockades
- regular travellers expect to see notices at stations and on trains for a month in advance
- rail passengers rate replacement buses as highly inconvenient and would rather spend an hour extra on the train than the time proposed for a bus replacement journey

We note that passengers require more frequent train services on Sundays, because of the way that leisure activities – not least shopping – are now a week-round feature of many people's lives. In addition, the pressure is growing for the railway to be available for all seven days of each week in order to derive the maximum possible economic benefits from the investment made in the network.

However, the network must be maintained and renewed to ensure that it operates safely and is fit for purpose. Balancing the needs of passengers – and freight carriers – with those of the engineers is a difficult task, and we understand that engineering access sometimes must be permitted at times when passengers will be inconvenienced. The imperative to reduce the costs of the railway network must also be allowed to influence decisions regarding engineering access. Passenger Focus is aware of the analysis underway that is attempting to assess whether the cheapest option for the engineer is not in fact the cheapest option for the railway as a whole. If

⁵⁰ Passengers' attitudes towards engineering works, RPC, (August 2003)

cheaper engineering comes at the cost of revenue loss greater than the savings, then, goes the argument, the railway passengers and freight customers should come first.

Particular comments

option 16.1: Perth station day time maintenance. We are in agreement that the option should be included in the final RUS, however the regime adopted must not affect passengers, for, by example, short-notice ad hoc platform changes.

options 21.1, 27.1: We believe that Network Rail should adopt “best practice” from other railways, as well as develop new technologies, in order to achieve more maintenance and renewals without increasing the time the network is shut.

Passenger Focus supports the inclusion of options 11.1, 16.1 and 22.1 in the final RUS.

Gap 28 East Kilbride line capacity

Option 28.1 provide more infrastructure to enable a timetable recast

Option 28.2 extend platforms to permit longer trains

It is clear from the projected growth on the East Kilbride line over the next ten years – average peak loadings up to 97%, with the peak hour itself up to 102%, that more capacity is required for this route. The combination of an upgrade of Busby Junction, and a turn-back at Busby itself, should enable a real improvement for passengers. A faster service between East Kilbride and Glasgow would be possible, further improving rail's position in the market. We accept the decision not to include option 28.2, but wish to record that we believe any works undertaken in option 28.1 should not preclude platform lengthening at some future date.

Passenger Focus supports the inclusion of option 28.1 in the final RUS, with the proviso mentioned above.

Gap 29: Shotts line capacity and service

Option 29.1: Timetable recast to introduce additional services

Option 29.2: Timetable recast with additional services and skip stopping pattern

The two options are designed to provide additional capacity required to accommodate forecast passenger growth on the route as economic growth will encourage growth in travel to/from Edinburgh and Glasgow as well as for business and leisure⁵¹.

In our new research on this route⁵² we asked 645 passengers specific questions addressing the timetable impact of both the options to address the gap.

In terms of changes to services:

- 66% believe that trains should run every 30 minutes on this route to meet their needs, with another 10% opting for every 45 minutes and 16% once per hour. But two trains an hour is the clear preference.
- more frequent trains would appear to increase the number of journeys – 20% say they would definitely make more journeys and 36% possibly more – so just over half saying they would make more journeys, with just 1 in 3 saying increased frequency would have no effect
- a similar result occurs when respondents are asked about reaction to a less frequent service. 34% say they would definitely make fewer journeys with 27% probably making fewer journeys – again over half saying their journey frequency would change. Just 1 in 4 saying less frequency would have no effect
- given the choice, 52% would prefer faster links with fewer stops, whilst 48% would prefer the current journey, so there is no clear preference here
- the mean reduction in journey times that would be seen as worthwhile would be 16 minutes, with 1 in 3 opting for 15 minutes, 1 in 3 opting for more than 15 minutes and just 20% opting for less than 15 minutes
- 22% would like trains to run earlier in the morning than at present, 64% would not, and
- 52% would like trains to run later in the evening 34% would not. Clearly, extending the time of the evening services is more important to passengers on this route than extending the time of morning services. Again, the percentages wanting earlier and/or later trains are significant, perhaps reflecting working patterns in the Edinburgh/Glasgow travel to work areas.

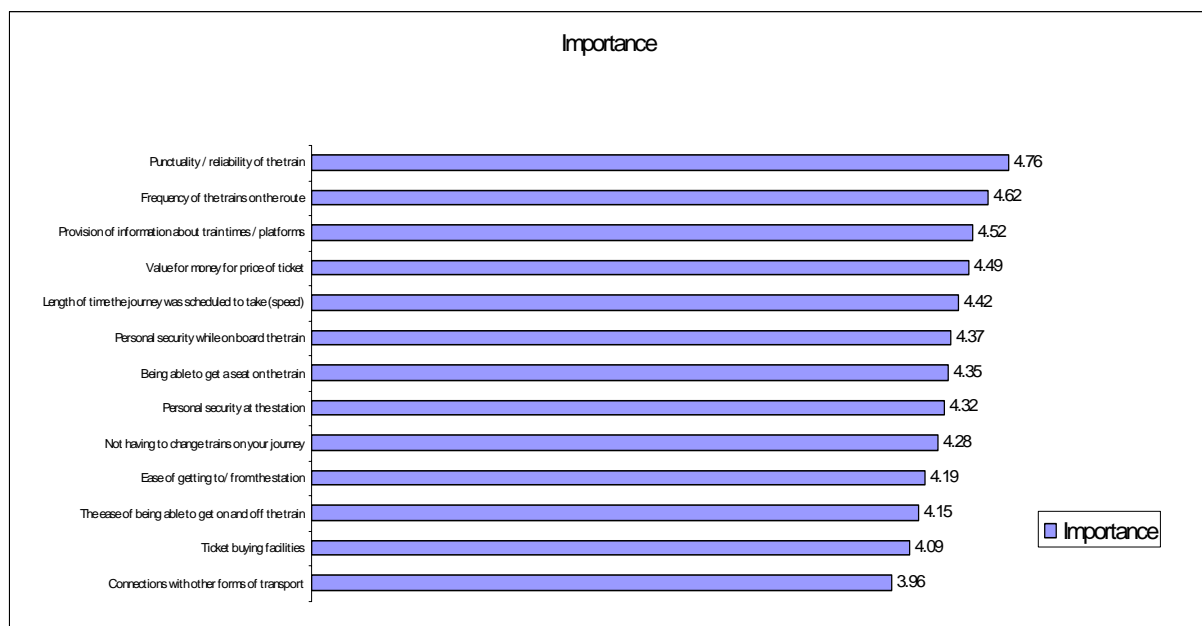
⁵¹ Scotland Planning Assessment Part 1 Volume 2 (October 2005)

⁵² Passenger Priorities (October 2006)

In order of importance, the top three service attributes for stations and trains on the route, as shown, are:

- Punctuality/reliability of the train
- Frequency of the trains on the route
- Provision of information about train times/platforms

Figure 1: Importance of Edinburgh-Glasgow via Shotts Service Attributes (mean score)



Base: All on Route (645) mean score calculated from 1= very poor to 5 = very good

It is clear from our research that passengers do not want a reduction of service frequency from that enjoyed at present. Indeed frequency of service rates as one of the most important factors to passengers. This should be viewed in the context that option 29.2 proposes a half-hourly limited stop service where some stations would have an increase in frequency (two trains per hour) and some a decrease in frequency (one train every two hours).

Passenger Focus is of the opinion that, as Option 29.2 would not meet the needs of passengers who currently use this route because it would reduce the frequency of services at a number of stations, it should not be considered as part of the final RUS.

Option 29.1 is based on a proposal that was previously developed as the 'Caledonian Express' initiative. The Caledonian Express⁵³ initiative proposed a new hourly Edinburgh-Glasgow semi-fast service calling at Haymarket, Livingston South, West Calder, Shotts and Uddingston, together with retention of the hourly Edinburgh - Glasgow stopping service.

⁵³ Caledonian Express Final Report (January 2004)

This option appears to provide a better fit with the results of our passenger research.

“We welcome the recognition of the importance of this route, including the Edinburgh-Glasgow travel context. However, we cannot support the recommended option, which would reduce the level of service to some stations significantly. The Council continues to support the Caledonian Express scheme instead.” (City of Edinburgh Council)

Passenger Focus supports the inclusion of option 29.1 in the final RUS.

Summary table of responses

gap	consider further	Passenger opinion	Focus
1.1	yes	agree	
1.2	yes	agree	
2.1	yes	agree	
2.2	no	agree	
2.3	no	agree	
3.1	yes	agree	
3.2	yes	disagree	
4.1	yes	agree	
4.2	yes	agree	
5.1	yes	agree with provisos	
5.2	yes	agree	
6.1	yes	agree	
6.2	yes	agree	
8.1	yes	disagree, s/be inc	
8.2	no	disagree s/be inc	
8.3	new		
9.1	yes	agree	
10.1	yes	agree	
10.2	yes	agree	
11.1	yes	agree	
12.1	yes	agree	
12.2	yes	agree	
13.2	yes	agree with provisos	
13.3	yes	agree	
13.4	no	agree	
13.5	yes	agree	
14.2	yes	agree	
15.1	yes	agree with provisos	
16.1	yes	agree	
17.1	yes	agree with provisos	
17.2	yes	agree with provisos	
18.1	no	agree	
18.2	yes	agree	
18.3	no	agree	
18.4	no	agree	
19.1	yes	agree with provisos	
19.2	yes	agree	
20.1	yes	agree	
20.2	no	agree	
20.3	no	agree	
21.1	review	best practice	

gap	consider further	Passenger Focus opinion
22.1	yes	agree
23.1	yes	agree with proviso
23.2	yes	agree
23.3	no	agree
23.4	more work	agree
23.5	no	agree
24.2	yes	agree
25.1	yes	agree
25.2	yes	disagree with plans
25.3	yes	agree
25.4	no	agree
25.5	no	agree
25.6	no	agree
25.7	yes	agree
25.8	no	agree
25.9	yes	agree
26.1	yes	agree
27.1	review	best practice
28.1	yes	agree with provisos
28.2	no	agree with provisos
29.1	no	disagree s/be inc
29.2	yes	disagree

Appendix A: Consultees

Passenger Focus sent out letters to the following, inviting them to comment on the Scotland RUS Draft for Consultation, and reminding them that they could send their comments to Network Rail.

All the members of the Scottish Parliament.

All members of the House of Commons representing Scottish constituencies.

Local authorities, Regional Transport Partnerships and rail user groups.

Appendix B: Sample questionnaire

Passenger Priorities

Thank you again for agreeing to take part in this short survey being conducted by Continental research on behalf of Passenger Focus. Passenger Focus is the official independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. It should take no more than five minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

The interviewer will collect this questionnaire from you when you have completed it or please use the post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help. As a thank you for your help we are offering you the opportunity of taking part in a prize draw with a prize of £500. If you wish to take part please tell us your name and contact details where we can contact you in the space provided on the last page.

- TO ANSWER THE QUESTIONS PLEASE TICK THE BOX NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. UNLESS THE QUESTION ALLOWS YOU TO TICK SEVERAL ANSWERS PLEASE JUST TICK ONE BOX PER QUESTION.

Your Journey Today

Q1 Please fill in the scheduled departure time of the train from the station where you boarded.
Use the 24 hr clock e.g. 17 : 25

:

Q2 Please write in the name of the station where you boarded **this** train :

Q3 Please write in the name of the station where you are travelling to on **this** train :

Q4 Before catching **this train** where did you start your journey? Please write in the postcode.

e.g.

- Q5** How did you travel to the station? (Tick all that apply)
- | | |
|---|---|
| On foot / walking..... <input type="checkbox"/> | Underground train..... <input type="checkbox"/> |
| Bicycle (parked at or near station)..... <input type="checkbox"/> | Taxi..... <input type="checkbox"/> |
| Bicycle (taken onto train)..... <input type="checkbox"/> | Car parked at or near station..... <input type="checkbox"/> |
| Motorbike..... <input type="checkbox"/> | Car - dropped off..... <input type="checkbox"/> |
| Bus / Coach..... <input type="checkbox"/> | Air / Sea..... <input type="checkbox"/> |
| Tram / Light Rail..... <input type="checkbox"/> | National Rail..... <input type="checkbox"/> |

If National Rail train: Please specify station

Q6 What is your destination when you leave **this** train?

Postcode :

Q7 How will you travel to your destination from the station? (Tick all that apply)

- | | | | |
|--|--------------------------|------------------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Underground train..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |
| Tram / Light Rail..... | <input type="checkbox"/> | National Rail..... | <input type="checkbox"/> |

If National Rail train: Please specify station

Q8 What is the **main** purpose of your rail journey?

- Daily commuting to / from work
- Less regular commuting to / from work
- Daily commuting for education (to/from college/school/university)
- Less regular commuting for education (to/from college/school/university)
- On company business (or own if self employed)
- Shopping trip
- Visiting friends or relatives
- Sport / entertainment
- A day out
- Travel to/from holiday
- On personal business (job interview, dentist etc)
- Other

Q9 If you had not made this journey by train today, what other modes could you have used? (Tick all that apply)

- | | | | |
|------------------------|--------------------------|-------------------------|--------------------------|
| On foot / walking..... | <input type="checkbox"/> | Underground train..... | <input type="checkbox"/> |
| Bicycle..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car as a driver..... | <input type="checkbox"/> |
| Bus / Coach..... | <input type="checkbox"/> | Car as a passenger..... | <input type="checkbox"/> |
| Tram / Light Rail..... | <input type="checkbox"/> | Air / Sea..... | <input type="checkbox"/> |
| | | No alternative..... | <input type="checkbox"/> |

Other : Please specify

Q10 Why did you choose to travel by train for this journey? (Tick all that apply)

- | | | | |
|---|--------------------------|--|--------------------------|
| Train is more reliable..... | <input type="checkbox"/> | Speed/ faster than alternatives..... | <input type="checkbox"/> |
| Train is the most direct/ sensible route..... | <input type="checkbox"/> | No reasonable route by other public | |
| Comfort..... | <input type="checkbox"/> | transport..... | <input type="checkbox"/> |
| Availability/ cost of parking..... | <input type="checkbox"/> | No access to car..... | <input type="checkbox"/> |
| Cost..... | <input type="checkbox"/> | Rail station near home/ destination..... | <input type="checkbox"/> |

Other : Please specify

Q11 How many times have you made this journey in the last two weeks?

(Please note that if you make a return journey that would count as two journeys)

- | | | | |
|-------------------------------|--------------------------|------------|--------------------------|
| This is my first journey..... | <input type="checkbox"/> | 11-20..... | <input type="checkbox"/> |
| 2-5..... | <input type="checkbox"/> | 21+..... | <input type="checkbox"/> |
| 6-10..... | <input type="checkbox"/> | | |

On this Route

Q12 Do you have access to a car that you can drive?

- Yes..... Go to Q13
No..... Go to Q22

Q13 Do you sometimes drive to the station?

- Yes..... Go to Q16
No..... Go to Q14

Q14 Would you like to drive to the station by car, but do not normally do so?

- Yes..... Go to Q15
No..... Go to Q22

Q15 Please give the reason(s) why you don't drive?

- No parking facilities at station.....
Usually / sometimes no room to park in the station car park.....
Worried about leaving my car at the station / lack of security or lighting in the station car park....

Other : Please specify

Q16 How often do you travel in the morning peak (06:30 to 09:30) and park your car at the station?

- 5 days or more per week..... Less often.....
3-4 days per week..... Never.....
1-2 days per week.....
A few times a month.....

Q17 If you do sometimes park at the station, which of the following best describes parking in the station car park where you started your journey today?

- I can always get a space..... I can hardly ever get a space.....
I can get a space most of the time..... I can never get a space.....

Q18 To guarantee a car parking space in the morning peak (06:30 to 09:30) would you be prepared to pay more, or pay for a car park that is currently free?

- Yes..... Don't know.....
No.....

Q19 How much are you willing to pay per day to park your car at the station?

- £5 or over..... £1.....
£4..... No charge.....
£3..... Don't know.....
£2.....

Q20 How likely are you to still travel by rail if the cost of the car park exceeded the price you are willing to pay?

- Very likely..... Fairly unlikely.....
Fairly likely..... Very unlikely.....

Q21 If car parking was free of charge or cost less after 09:30 could you be flexible and travel after 09:30?

- Yes..... Sometimes.....
No..... Don't know.....

Q22 Would you prefer:

Improved punctuality and reliability of services between Newcraighall and Edinburgh Waverley with the train terminating at Edinburgh Waverley.....

OR

Direct train to other destinations i.e. Haymarket, Edinburgh Park etc.....

Q23 If you travel at peak time (06:30-09:30), would you prefer:

Lower levels of crowding on trains but a slightly more expensive ticket (up to 10%)..... **OR** The existing levels of crowding on trainsand ticket cost

Q24 Do you need trains to run earlier in the morning than at present on this route?

Yes..... Don't know.....

No.....

Q25 Do you need trains to run later in the evening than at present on this route?

Yes..... Don't know.....

No.....

Q26 If there was no direct service and you had to change trains (or had to make more changes than you presently do) in order to complete your journey today, how likely is it that you would still choose to travel by train?

Very likely	Fairly likely	Neither likely nor unlikely	Fairly unlikely	Very unlikely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 If you use this route to travel across Edinburgh (e.g. from Brunstane to Edinburgh Park), and in future had to change at Waverley, how much additional time would you be prepared to spend to make your journey?

None..... <input type="checkbox"/>	More than 15..... <input type="checkbox"/>
0-5 mins..... <input type="checkbox"/>	Don't know..... <input type="checkbox"/>
6-10 mins..... <input type="checkbox"/>	Not applicable / do not make this journey. <input type="checkbox"/>
11-15 mins..... <input type="checkbox"/>	

Q28 Again if you had to change trains during this journey, how concerned would you be with each of the following issues?

	Very concerned	Fairly concerned	Neither	Not very concerned	Not at all concerned
Being able to make a connection on time..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of station facilities at the interchange i.e. refreshments, waiting areas etc..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journey information at the station i.e. screens, notice boards..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having to wait and adding too much time to my journey... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobility assistance / moving luggage..... <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 What, if any, other issues would concern you about changing trains during a journey?

Your Expectations

Q30 Before you started your journey today, what level of service did you **EXPECT YOU SHOULD REASONABLY GET**? Please rate your **expectation** for each of the following aspects of the station and train given what you know about this line and train travel on similar routes.

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times / platforms..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting to/ from the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of the trains on the route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality / reliability of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money for price of ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security while on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having to change trains on your journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
OVERALL EXPECTATION OF SERVICE ON ROUTE.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Experience

Q31 Thinking now about the level of service you **actually experienced** on your journey on this route **today**, please rate what you experienced at the station and on the train?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times / platforms..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting to/ from the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of the trains on the route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality / reliability of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money for price of ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security while on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having to change trains on your journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	No opinion
OVERALL EXPERIENCE OF SERVICE ON ROUTE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Importance of Aspects of Rail Travel

Q32 Thinking now about each of the different aspects of your journey, please rate how **important** each of the following is to you.

		Very Important	Neither	Not very important	Not at all important	No opinion
Ticket buying facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times / platforms..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of transport.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of getting to/ from the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of the trains on the route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality / reliability of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time the journey was scheduled to take (speed).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money for price of ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security while on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not having to change trains on your journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About You

Q33 What is your employment status?

Work full time (30+ hours)..... <input type="checkbox"/>	Retired..... <input type="checkbox"/>
Work part time (9-29 hours)..... <input type="checkbox"/>	Student..... <input type="checkbox"/>
Not employed - seeking work..... <input type="checkbox"/>	Other..... <input type="checkbox"/>
Not employed - not seeking work..... <input type="checkbox"/>	

Q34 Which age group do you fall into?

Under 16..... <input type="checkbox"/>	45-54..... <input type="checkbox"/>
16-24..... <input type="checkbox"/>	55-59..... <input type="checkbox"/>
25-34..... <input type="checkbox"/>	60-64..... <input type="checkbox"/>
35-44..... <input type="checkbox"/>	65+..... <input type="checkbox"/>

Q35 Are you.....

Male..... <input type="checkbox"/>	Female..... <input type="checkbox"/>
------------------------------------	--------------------------------------

Q36 Which of the following best describes your ethnic background?

White <input type="checkbox"/>	Chinese <input type="checkbox"/>
Black or Black British <input type="checkbox"/>	Asian or Asian British <input type="checkbox"/>
Mixed <input type="checkbox"/>	Other ethnic group <input type="checkbox"/>

Q37 Do you have a disability or long term illness related to the following: (TICK ALL THAT APPLY)

- | | | | |
|----------------------|--------------------------|----------------------------|--------------------------|
| Mobility..... | <input type="checkbox"/> | Speech impairment..... | <input type="checkbox"/> |
| Wheelchair user..... | <input type="checkbox"/> | Learning difficulties..... | <input type="checkbox"/> |
| Hearing..... | <input type="checkbox"/> | No: None..... | <input type="checkbox"/> |
| Eyesight..... | <input type="checkbox"/> | | |

Q38 What type of ticket did you use for your journey?

- | | | | |
|---|--------------------------|--|--------------------------|
| First Class Single / Return..... | <input type="checkbox"/> | Apex / Super Apex..... | <input type="checkbox"/> |
| Standard Single / Return..... | <input type="checkbox"/> | One Day Travelcard..... | <input type="checkbox"/> |
| First Class Season ticket (weekly / monthly /
Travelcard seasons)..... | <input type="checkbox"/> | A special promotion ticket..... | <input type="checkbox"/> |
| Standard Season ticket (weekly / monthly /
annual / Travelcard seasons)..... | <input type="checkbox"/> | Holiday package / tour ticket..... | <input type="checkbox"/> |
| Cheap Day Single / Return..... | <input type="checkbox"/> | Rail Staff Pass / Privilege ticket / Police
concession..... | <input type="checkbox"/> |
| Saver / SuperSaver..... | <input type="checkbox"/> | Group Save ticket..... | <input type="checkbox"/> |
| Awaybreak / Stayaway..... | <input type="checkbox"/> | Other : Please specify | |

Q39 Did you use a railcard to buy your ticket?

- Yes..... No.....

Thank you for your help in completing this research.

Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.

This survey was conducted under the terms of the MRS Code of Conduct. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm our credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route. The information will be used purely for research and planning future services.

As a thank you for your help we are offering you the opportunity of taking part in a prize draw with a prize of £500. If you wish to take part, please tell us your name and details where we can contact you. These details will only be used for the prize draw and will not be passed to a third party.

Name

Contact telephone number/ Email address

Appendix C: Bibliography

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