

Chief Executive's Office

Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Direct Line: 0141 272 7110 Fax: 0141 272 7111
chiefexecutive@transportscotland.gsi.gov.uk



9 October 2008

Dear Consultee,

CONSULTATION ON INITIATIVES RELATED TO THE SCOTRAIL FRANCHISE EXTENSION

On 3 April 2008 it was announced by Transport Minister, Stewart Stevenson that the franchise operating 98% of services on Scotland's rail network is to be extended by three years to 2014.

A significant element of the deal is the return to government of around £70m for reinvestment in the railways through a number of initiatives which will help to deliver the objectives of the National Transport Strategy and *Scotland's Railways*.

We seek the views of key stakeholders on how the Priced Options announced in the ScotRail franchise extension can be improved, how best they should be implemented and how the £70 million secured for further services should be spent.

The paper at Annex A invites you to comment on various aspects of the provision of rail services in Scotland and how these can be improved for the benefit of passengers and other rail users.

To allow us to comply with the Freedom of Information (Scotland) Act 2002, please complete the attached Respondent Information Form at Annex C. This will ensure that only the information you agree to share will be published. Responses where confidentiality is not requested will be made available at the Scottish Government Library. A report on the consultation will also be placed on the Transport Scotland website following analysis of the consultation responses.

A handwritten signature in black ink that reads "Malcolm Reed".

MALCOLM REED

Responding to this consultation paper

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

Please send your response to:

scotrailfranchise@transportscotland.gsi.gov.uk

or

Consultation
Rail Performance Team
Transport Scotland
7th floor
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

If you have any queries on this consultation paper please use the email address above or contact Mike Fariss on 0141 272 7492.

This consultation paper is intended for response by groups or organisations only. Please do not complete section two of the Respondent Information Form as these will not be considered in the evaluation and analysis process.

We would be grateful if you could clearly indicate in your response which questions or parts of the consultation paper you are responding to as this will aid our analysis of the responses received.

Handling your response

We need to know how you wish your response to be handled and, in particular, whether you are happy for your response to be made public. Please complete and return the **Respondent Information Form** which is enclosed with this consultation paper as this will ensure that we treat your response appropriately. If you ask for your response not to be published we will regard it as confidential and we will treat it accordingly.

All respondents should be aware that the Scottish Government is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

Next steps in the process

Where respondents have given permission for their response to be made public (see the attached Respondent Information Form), these will be made available to the public in the Scottish Government Library and on the Transport Scotland website by

January 2009. We will check all responses where agreement to publish has been given for any potentially defamatory material before logging them in the library or placing them on the website. You can make arrangements to view responses by contacting the SG Library on 0131 244 4552. Responses can be copied and sent to you, but a charge may be made for this service.

What happens next ?

Following the closing date, all responses will be analysed and considered along with any other available evidence to help us reach a decision on the initiatives related to the ScotRail franchise extension. We aim to issue a report on this consultation process in January 2009.

Comments and complaints

If you have any comments about how this consultation exercise has been conducted, please send them to the person named above.

SCOTRAIL FRANCHISE CONSULTATION DOCUMENT

BACKGROUND

The ScotRail Franchise

Scotland's rail services are operated on behalf of Scottish Ministers through a franchise. The current franchise, operated by First ScotRail Limited, a FirstGroup plc company, was let in 2004 for a period of seven years, with the option to extend for a further three years.

Passenger rail franchising is the mechanism by which the public sector can specify the standard and quality of passenger rail services it can afford. The process as a whole should secure for the public sector the best value for money rail service that meets both national and local objectives. The process aims to drive up quality in particular through:

- Improved train service performance
- Improved quality of train services (in terms of both capacity and quality of passenger environment)
- Improved safety at stations and on trains
- Improved integration with other rail services and other modes
- Improved facilities on trains and at stations (including in the longer-term all facilities brought up but to be fully accessible)

It provides an opportunity to import best practice and innovation particularly through allowing private sector operators to make reasonable returns, act commercially and be innovative in delivery mechanisms. The overall aim of passenger rail franchising should be to deliver consistent and improving standards across the network.

Rail Services in Scotland

The ScotRail franchise is one of the largest in the UK delivering around 98% of Scotland's rail services. Over 4,000 staff provide more than 2,300 services every day to 345 stations across the Scottish network. Passenger numbers are at their highest level since the 1960s and expected to top 80 million in the current financial year – more passenger miles are now travelled by rail than bus in Scotland. The success of the franchise is key in supporting the nation's transport provision and the key aims of the National Transport Strategy.

The Role of Ministers

Authority for the railways was devolved to Scottish Ministers in 2006 giving them the power to set the vision for the future of Scotland's railways. This authority includes management and monitoring of the performance of the current and subsequent ScotRail franchises, taking strategic decisions about future investment and funding, and specifying where resources should be targeted by Network Rail on track maintenance and investment in Scotland.

The Role of Stakeholders

In formulating policy and in operating the franchise we regularly consult with various stakeholders such as user groups, operating companies, industry partners and unions. The stakeholders we are currently consulting with include:

- **Passenger Focus** – in their statutory role as representatives of users
- **Rail User Groups** and statutory bodies, including RAGES, PTUC etc.
- **Association of Train Operating Companies (ATOC)** – as the umbrella body for train operators, including the other franchisees operating in Scotland
- **CoSLA / local authorities** – for all local authority interests
- **Network Rail** – as network operator
- **Regional Transport Partnerships**
- **MSPs** – as representatives of all Scotland
- **Scottish Trades Union Congress (STUC)** – as umbrella for rail employee interests
- **Confederation of British Industry (CBI) / Scottish Chamber of Commerce** – Scottish business interests.

A full list of consultees can be found at Annex E.

Scotland's Railways

Ministers' role in Rail Policy. Rail devolution was the biggest transfer of power to Scotland from Westminster since 1999. It has given Scottish Ministers both the power to set the vision for the railways in Scotland and funding to make it happen. Approximately £358 million per annum was transferred to Scottish Ministers to cover all the additional transport responsibilities devolved.

The consultation on rail's future. *Scotland's Railways*, published in December 2006, is the rail policy document which sets out Scottish Ministers' vision for rail in Scotland. In its preparation a broad range of evidence was gathered from a number of sources. A public consultation took place between October 2005 and January 2006 which sought to help Ministers set appropriate strategic priorities for rail that will be delivered through Network Rail, First ScotRail, freight operating companies and others that focus on the activities where rail can contribute most to the economy. *Scotland's Railways* seeks to take forward the issues which we believe to be most significant and those which rail is best placed to deliver in an efficient, effective and sustainable way.

Scotland's Railways and the HLOS. Published in 2007, the High Level Output Specification sets out Scottish Ministers' strategic requirements for the rail network during the period 2009-2014.

A successful rail network contributes to the Scottish Government's Wealthier & Fairer, Safer & Stronger and Greener strategic objectives by providing effective links enhancing the attractiveness of Scotland as a place to live, work and invest. Through sustainable economic growth we can build a dynamic and growing economy that will provide prosperity and opportunities for all, while ensuring a better quality of life for future generations.

The Strategic Business Plan. The Strategic Business Plan is a further stage in the longer term 2008 Periodic Review process to determine Network Rail's revenue requirement. Its publication is a scheduled part of the ongoing process.

The Franchise Extension: Finance and Performance

Performance of the Franchise 2004-2008. The franchisee has been performing very well since 2004 – a fifty per cent reduction in delays, passenger numbers up thirty per cent and performance benchmarks continually outstripped.

The First ScotRail franchise has worked well according to its parameters and is delivering many of the aims of *Scotland's Railways*.

The Revenue Share Provisions. Analysis of revenue restrictions in the original agreement showed that further incentives were necessary for the franchisee to continue to grow the franchise in line with current growth.

The Extension Option. The original franchise agreement was for seven years with an option to extend for a further three years.

The Decision to Extend. Ministers took the decision to exercise the extension option because it represents excellent value for money in that it secures performance levels now for the remainder of the franchise term, maximises the return to government, people and passengers and ensures the franchisee continues to grow and delivers its services as effectively and efficiently as possible.

The Franchise Extension: Benefits

Reset Performance Benchmarks. As well as realigning revenue levels, current performance levels have been secured for the remainder of the franchise period and a number of benefits to passengers have been negotiated.

Reset Revenue Share and New Profit Share Mechanism. The franchise extension allows for the realigning of the revenue share mechanism following the success of the franchisee. Creating a new profit-share mechanism will ensure a share of any profit greater than that modelled is reinvested in services.

New "Costed Options". A number of initiatives have been secured at best value which will provide additional services and improvements across the rail network.

New Funding for Services. A key element of the franchise extension is the return to government of £70m for reinvestment in the railways in the form of a number of initiatives which will improve and enhance services and facilities for passengers.

Purpose of consultation. The purpose of this consultation is to find how the improvements and sums secured under the extension can best be implemented and invested.

INITIATIVES

General

This section lists all of the initiatives (Priced Options) that Scottish Ministers may require the franchisee to provide. The object of these options is to assist in the delivery of the vision of the Scottish Government as set out in *Scotland's Railways*. In particular, the aims of improving journey times and connections, reducing emissions, and improving quality, accessibility and affordability.

Those options marked * have been 'called off' and have either already been or are about to be implemented.

List of initiatives:

- Dedicated Project Manager*
- Rolling stock procurement*
- Edinburgh, Fife and Aberdeen service enhancements including services to and operation of the new Laurencekirk Station*
- Operation of Kilmarnock half-hourly service and recast of Ayr-Girvan and Stranraer-Glasgow services*
- Extension of 15 minute frequency Edinburgh to Glasgow service*
- Sunday local services between Glasgow Queen Street and Alloa*
- Sunday local services between Partick and Larkhall*
- Operation of an additional limited stop service from Glasgow to Edinburgh via Shotts*
- The operation of additional morning services to provide connections to London*
- Additional services between Dunbar and Edinburgh
- Additional limited stop services between Glasgow and Perth
- Far North Recast (being late night Tain, fourth Wick service)*
- Virtual branch line to St Andrews*
- Continued operation of the Glasgow Central to Glasgow Queen Street RailLink service
- Improving links between rail services and Edinburgh Royal Infirmary
- Staffing of Edinburgh Park Station to improve interchange with the tram service
- Projects to enhance public transport to the Commonwealth Games
- Environmental Improvement Works
- Delivering better efficiency, performance and sustainability*
- Pilot schemes to incentivise modal shift of commuters*
- Additional ticket facilities at Haymarket Station
- Edinburgh-Glasgow SmartCard project*
- Introduction of 'Scottish Rail' brand on stations and rolling stock*
- Use of additional rolling stock for service strengthening
- Revenue implications of capital projects
- Additional Customer Service staff at major stations
- Provision of wireless technology service to passengers on the Edinburgh-Glasgow service
- Stations Community Regeneration Fund*

Full details of all the options can be found in the ScotRail Franchise Extension Agreement at: <http://www.transportscotland.gov.uk/rail/rail-industry-in-scotland/public-register/contents>

Core Services

This section is concerned with those Priced Options which deal with the core business of the franchise – providing rail services across the Scottish network. We seek your views and comments on how best these options can be delivered or improved for the benefit of all rail users.

The initiatives relevant to the core services are:

- Edinburgh, Fife and Aberdeen service enhancements including services to and operation of the new Laurencekirk Station
- Operation of Kilmarnock half-hourly service and recast of Ayr-Girvan and Stranraer-Glasgow services
- Extension of 15 minute frequency Edinburgh-Glasgow service
- Sunday local services between Glasgow Queen Street and Alloa
- Sunday local services between Partick and Larkhall
- Operation of an additional limited stop service from Glasgow to Edinburgh via Shotts
- The operation of additional morning services to provide connections to London
- Additional services between Dunbar and Edinburgh
- Additional limited stop services between Glasgow and Perth
- Far North Recast (being late night Tain, fourth Wick service)
- Virtual branch line to St Andrews.

Considering these initiatives, please answer the following:

- Q1 Which of the Priced Options do you think best support the delivery of *Scotland's Railways*?**
- Q2 Is our schedule for new service introduction right?**
- Q3 Which future Priced Options would you wish to see Transport Scotland develop?**
- Q4 Where should we concentrate our efforts on improving services, in particular journey times?**

These should be considered in conjunction with the objectives of the National Transport Strategy and the strategic outcomes detailed in the table on pages 25-26 of *Scotland's Railways*. Both of these documents can be accessed through the Transport Scotland website at:
<http://www.transportscotland.gov.uk/reports/publications-and-guidance>

Connecting to Passengers and People

Customers are vital to the success of any business; on the railways in Scotland we have seen a 30% increase in passenger numbers since the franchise was let in 2004. In order to maintain this growth and to encourage even more people to use the railways we must continue to connect with passengers to make rail travel a more attractive option.

Initiatives designed to benefit passengers and to improving the travel experience are:

- Continued operation of the Glasgow Central to Glasgow Queen Street RailLink service
- Improving links between rail services and Edinburgh Royal Infirmary
- Staffing of Edinburgh Park Station to improve interchange with the tram service
- Delivering better efficiency, performance and sustainability
- Pilot schemes to incentivise modal shift of commuters
- Additional ticket facilities at Haymarket Station
- Additional Customer Service staff at major stations.

Considering these initiatives, please answer the following questions:

On our station environments ...

- We want to ensure that passengers can buy their ticket as quickly and efficiently as possible.

Q5 How can buying a ticket be made easier?

- More 'over-the-counter' services
 - More 'ticket vending machines'
 - 'Customer service' staff to offer assistance and advice when buying a ticket
 - Internet purchase facilities
 - Telesales
 - Through mobile phones
 - Smart cards.
- Currently, the facilities at stations vary. At larger stations a number of services are available, while smaller stations with less passenger demand can have few.

Q6 To make the best use of available space at stations, how should we balance the use between commercial outlets and other facilities that offer further passenger benefits? Please consider:

- The size of station based on passenger numbers and demand

- Type of facilities (e.g. food outlets, news-stands, pharmacies, etc.)
 - Community-based initiatives supported by the Stations Community Regeneration Fund.
- The layout of a station may have an affect on the comfort and safety of passengers.

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

- Lighting
- Availability of seating / furniture
- Safety (e.g. through technology such as CCTV, 'Help-Points')
- A visible staff presence.

Q8 How could signage be improved at stations?

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

On customer service ...

- Everyone should have an equal opportunity to access our rail services, but we recognise that our passengers have different needs.

Q9 How can we improve assisted travel at stations? In particular, please consider:

- Station access (such as wheelchair ramps, facilities for light scooters, facilities for passengers with assistance dogs)
 - Assistance for people with hearing or learning difficulties
 - Increased training for existing staff
 - The availability of dedicated staff.
- Currently, a free 'RailLink' bus service provides transport for passengers travelling between Glasgow Central and Glasgow Queen Street Stations. Another 'RailLink' is also being considered for passengers travelling to Edinburgh Royal Infirmary from Newcraighall and Musselburgh.

Q10 Do you have any ideas for further 'RailLinks'? Please consider the accessibility of:

- Hospitals
- Bus station interchange
- Car parking
- Park and Ride
- Traveline

- Walking routes.

- On fares,

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

- Reduced fares for (disabled passengers, families, students, low-income groups, ex-servicemen)
- Reduced fares at targeted times of day / year
- Annual season tickets
- Geographical tickets, i.e. tickets for a particular region
- Other rail cards.

The Future: looking forward

To ensure the continued success of Scotland's railways it is important to find imaginative and innovative ways of improving the overall travel experience. This will almost certainly involve the use of technology to ease the purchasing of tickets, or enabling people to conduct business online while on the train, for example. But it is also about ensuring and improving sustainability from economic, environmental and social perspectives.

Initiatives for the future

- Project Manager
- Projects to enhance public transport to the Commonwealth Games
- Environmental Improvement Works
- Edinburgh-Glasgow SmartCard project
- Provision of a wireless technology service to passengers on the Edinburgh-Glasgow service
- Anglo-Scottish sleeper services
- Stations Community Regeneration Fund
- Rolling Stock Procurement.

Please consider how these initiatives might improve the travel experience for rail passengers, in particular:

On our trains ...

- A difference between travelling by train and other forms of transport, such as the bus, is that a variety of facilities can be available on board. However, at the same time, increasing demand for rail will put pressure on the available space in trains.

Q12 When travelling on the train, how could passengers' experiences be improved? In particular, please consider:

- The balance between the provision of seating (including tables) and the availability of storage space (for luggage, cycles etc.)
- (Up-to-date) information
- Helpfulness of staff
- Catering

Q13 Where should we concentrate our efforts in improving the Anglo-Scottish sleeper services? In particular please consider:

- The number of locations served
- Facilities on trains or at stations
- Arrival and departure times
- The provision of airline-style overnight seats
- Catering
- Staffing.

On new technologies ...

- We recognise that the easier it is to interconnect with other forms of travel, the more likely passengers will travel by train.

Q14 How could we improve the travel interchange at stations? Please consider this in terms of:

- Ticketing
 - Service connections
 - Infrastructure (waiting rooms)
 - Facilities for cyclists (cycle racks, National Cycle Route interchange signage)
 - Car parking
 - Walking routes
 - Accessibility for disabled passengers.
-
- Many businesses are offering wireless internet (WiFi) technology to clients. For reasons of geography and geology, there are cost issues in delivery of this on the Scottish rail network as well as in the delivery of wider issues of connectivity.

Q15 What should our communications connectivity priorities be?

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

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

Q17 Would you pay for this service?

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

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

On improving sustainability and our environment ...

- Sustainability on our railways is about ensuring that we continue to operate an efficient, high level of services well into the future. New ways of ensuring sustainability consider economic, environmental and social aspects.

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

- The Environmental Improvement Works option is designed to carry out small-scale physical alterations or additions which will help to reduce the use of natural resources, reduce carbon and other harmful emissions, or reduce waste from stations, depots, or rolling stock.

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

- Electrification
 - Waste recycling
 - Time switch lighting
 - 'eco' driving training
 - LED light installation
 - non-traction energy improvements
 - Other.
- We want to make stations a place for communities to come together – the Stations Community Regeneration Fund has been devised to encourage the efficient use of station buildings through community initiatives.

Q21 What should we consider in station and community regeneration? Please think about:

- The size of station
- Facilities which reflect the needs of each community.

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

On the 2014 Commonwealth Games hosted by Glasgow ...

- Glasgow is expecting a large number of international visitors when it hosts the Commonwealth Games in 2014. With major investment in the road and rail infrastructure, a dedicated Games route network and free travel for anyone holding tickets for that day's games,

Q23 What additional services or projects in furtherance of the Commonwealth Games Bid commitments do you feel would most benefit the city during the Games period?

Broader Issues and Questions

- The Project Manager's primary role is to ensure the timely and efficient delivery by the franchisee of the anticipated benefits of the priced options.

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

- The Priced Options are intended to provide a number of service enhancements from which all rail passengers should benefit.

Q25 Do you think that any of the improvements and enhancements proposed above will have either a positive or adverse impact on equality groups in terms of:

- Age
- Disability
- Gender
- LGBT
- Race
- Religion and belief?

Please give reasons for your answer.

THE SCOTTISH GOVERNMENT CONSULTATION PROCESS

Consultation is an essential and important aspect of Scottish Government working methods. Given the wide-ranging areas of work of the Scottish Government, there are many varied types of consultation. However, in general, Scottish Government consultation exercises aim to provide opportunities for all those who wish to express their opinions on a proposed area of work to do so in ways which will inform and enhance that work.

The Scottish Government encourages consultation that is thorough, effective and appropriate to the issue under consideration and the nature of the target audience. Consultation exercises take account of a wide range of factors, and no two exercises are likely to be the same.

Typically, Scottish Government consultations involve a written paper inviting answers to specific questions or more general views about the material presented. Written papers are distributed to organisations and individuals with an interest in the issue, and they are also placed on the Scottish Government website enabling a wider audience to access the paper and submit their responses.

Consultation exercises may also involve seeking views in a number of different ways, such as through public meetings, focus groups or questionnaire exercises. Copies of all the written responses received to a consultation exercise (except those where the individual or organisation requested confidentiality) are placed in the Scottish Government library at Saughton House, Edinburgh (K Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD, telephone 0131 244 4565).

The views and suggestions detailed in consultation responses are analysed and used as part of the decision making process, along with a range of other available information and evidence. Depending on the nature of the consultation exercise the responses received may:

- indicate the need for policy development or review
- inform the development of a particular policy
- help decisions to be made between alternative policy proposals
- be used to finalise legislation before it is implemented.

Final decisions on the issues under consideration will also take account of a range of other factors, including other available information and research evidence.

While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.

RESPONDENT INFORMATION FORM

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

Name:

Postal Address:

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

INDIVIDUALS

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

Yes (go to 2b below)

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

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

Yes, make my response, name and address all available

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

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

ON BEHALF OF GROUPS OR ORGANISATIONS:

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

Yes

No We will treat your response as confidential

SHARING RESPONSES/FUTURE ENGAGEMENT

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

Yes

No

COMPLETE LIST OF CONSULTATION QUESTIONS

Core Services

- Q1** Which of the Priced Options do you think best support the delivery of *Scotland's Railways*?
- Q2** Is our schedule for new service introduction right?
- Q3** Which future Priced Options would you wish to see Transport Scotland develop?
- Q4** Where should we concentrate our efforts on improving services, in particular journey times?

Connecting to Passengers and People

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- The size of station based on passenger numbers and demand
 - Type of facilities (e.g. food outlets, news-stands, pharmacies, etc.)
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- Lighting
 - Availability of seating / furniture
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 - A visible staff presence.
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- Directions within stations to ticket office, platforms, toilets, etc.

- Directions to facilities nearby, e.g. hospitals.

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- Traveline
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The Future: looking forward

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- (Up-to-date) information
- Helpfulness of staff
- Catering

Q13 Where should we concentrate our efforts in improving the Anglo-Scottish sleeper services? In particular please consider:

- The number of locations served
- Facilities on trains or at stations
- Arrival and departure times
- The provision of airline-style overnight seats

- Catering
- Staffing

Q14 How could we improve the travel interchange at stations? Please consider this in terms of:

- Ticketing
- Service connections
- Infrastructure (waiting rooms)
- Facilities for cyclists (cycle racks, National Cycle Route interchange signage)
- Car parking
- Walking routes
- Accessibility for disabled passengers.

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

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

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

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

- Electrification
- Waste recycling
- Time switch lighting
- 'eco' driving training
- LED light installation
- non-traction energy improvements
- Other.

Q21 What should we consider in station and community regeneration? Please think about:

- The size of station
- Facilities which reflect the needs of each community.

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

Q23 What additional services or projects in furtherance of the Commonwealth Games Bid commitments do you feel would most benefit the city during the Games period?

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

Q25 Do you think that any of the improvements and enhancements proposed above will have either a positive or adverse impact on equality groups in terms of:

- Age
- Disability
- Gender
- LGBT
- Race
- Religion and belief?

Please give reasons for your answer.

INITIATIVES RELATED TO THE SCOTRAIL FRANCHISE EXTENSION

COMPLETE LIST OF CONSULTEES

Stakeholders	
TRANSform Scotland	Glasgow City Council
RAGES	Highland Council
CRAG	Inverclyde Council
SESTAR	Midlothian Council
EWS	Moray Council
National Rail	North Ayrshire Council
Strathclyde Partnership for Transport	North Lanarkshire Council
Railway Industry Association	Orkney Islands Council
Association of Train Operating Companies	Perth and Kinross Council
Railfuture	Renfrewshire Council
Rail Freight Group	Scottish Borders Council
CREATE	Shetland Islands Council
Scottish Railways Preservation Society	South Ayrshire Council
Royal Deeside Railway	South Lanarkshire Council
ASLEF	Stirling Council
RMT	West Dunbartonshire Council
TSSA	West Lothian Council
MACS	Deafblind Scotland
Young Transnet	Engender
HITRANS	LGBT Youth Scotland
NESTRANS	Pakistan Society of Scotland
SESTRAN	Scottish Disability Equality Forum
TACTRAN	Scottish Inter Faith Council
South-West Scotland Transport Partnership	Scottish Pensioners Forum
COSLA	Rural Community Gateway
Aberdeen City Council	ENABLE
Aberdeenshire Council	Inclusion Scotland
Angus Council	Scottish Accessibility Transport Alliance
Argyll and Bute Council	Scottish Disability Equalities Forum
City of Edinburgh Council	Department for Transport
Clackmannanshire Council	Network Rail
Comhairle nan Eilean Siar	Virgin West Coast
Dumfries and Galloway Council	Transpennine Express
Dundee City Council	National Express East Coast
East Ayrshire Council	Confederation of British Industry
East Dunbartonshire Council	Scottish Trades Union Congress
East Lothian Council	Passenger Focus
East Renfrewshire Council	PTUC
Falkirk Council	Scottish Chamber of Commerce
Fife Council	

Annex E

MSPs	
Bryan Adam	Margo MacDonald
Bashir Ahmad	Ken Macintosh
Bill Aitken	Paul Martin
Wendy Alexander	Tricia Marwick
Alasdair Allan	Jim Mather
Jackie Baillie	Michael Matheson
Richard Baker	Stewart Maxwell
Claire Baker	Liam McArthur
Sarah Boyack	Frank McAveety
Rhona Brankin	Tom McCabe
Ted Brocklebank	Jack McConnell
Keith Brown	Jamie McGrigor
Gavin Brown	Alison McInnes
Robert Brown	Ian McKee
Derek Brownlee	Christina McKelvie
Bill Butler	David McLetchie
Aileen Campbell	Michael McMahon
Jackson Carlaw	Stuart McMillan
Malcolm Chisholm	Duncan McNeil
Willie Coffey	Pauline McNeill
Angela Constance	Des McNulty
Cathie Craigie	Nanette Milne
Bruce Crawford	Margaret Mitchell
Roseanna Cunningham	Alasdair Morgan
Margaret Curran	Mary Mulligan
Nigel Don	John Farquhar Munro
Bob Doris	Elaine Murray
Helen Eadie	Alex Neil
Fergus Ewing	Hugh O'Donnell
Linda Fabiani	Irene Oldfather
Patricia Ferguson	John Park
Alex Fergusson	Gil Paterson
Ross Finnie	Peter Peacock
Joe Fitzpatrick	Cathy Peattie
George Foulkes	Mike Pringle
Murdo Fraser	Jeremy Purvis
Rob Gibson	Shona Robison
Kenneth Gibson	Mike Rumbles
Karen Gillon	Michael Russell
Marlyn Glen	Alex Salmond
Trish Godman	Mary Scanlon
Annabel Goldie	John Scott
Charlie Gordon	Tavish Scott
Christine Grahame	Richard Simpson
Rhoda Grant	Elizabeth Smith
Iain Gray	Elaine Smith
Robin Harper	Margaret Smith

Annex E

Patrick Harvie	Iain Smith
Christopher Harvie	Shirley-Anne Somerville
Hugh Henry	Nicol Steven
Jamie Hepburn	Stewart Stevenson
Jim Hume	David Stewart
Fiona Hyslop	Jamie Stone
Adam Ingram	Nicola Sturgeon
Cathy Jamieson	John Swinney
Alex Johnstone	Dave Thompson
James Kelly	Jim Tolson
Andy Kerr	Maureen Watt
Bill Kidd	Andrew Welsh
John Lamont	Sandra White
Johann Lamont	Karen Whitefield
Marilyn Livingstone	David Whitton
Richard Lochhead	John Wilson
Kenny MacAskill	Bill Wilson
Lewis Macdonald	

INITIATIVES RELATED TO THE SCOTRAIL FRANCHISE EXTENSION

SUMMARY OF EQUALITY IMPACT ASSESSMENT IN RELATION TO THE SCOTRAIL FRANCHISE EXTENSION

Aim

The aim of the Equality Impact Assessment was to consider what effect the proposed improvements and enhancements to rail services secured through a number of initiatives under the ScotRail franchise extension might have on equality groups.

The initiatives are intended to benefit everyone in Scotland. A more efficient franchise providing targeted services will support Scottish Ministers' vision of creating an effective and efficient transport system that will stimulate economic growth and encourage greater use of public transport.

The following is a summary of the Equality Impact Assessment of the ScotRail franchise extension in relation to its impact on equality groups. A further Equality Impact Assessment will be carried out on completion of the consultation process.

Age

It is clear that people in different life stages have differing needs when it comes to public transport. Factors such as age group, area of residence, time of day, weather conditions, personal safety and fares can all have a bearing on whether people will use public transport and for what purpose.

Disability

Many disabled people feel that rail travel is largely inaccessible to them, citing the low percentage of railway stations with disabled access, an insufficient number of ramps for wheelchair users, and the availability of appropriately trained staff as reasons for not using trains. A lack of integration with other modes also makes it less likely that disabled people living in rural areas will travel at all. Personal safety is a major issue for disabled people, both on trains and at stations.

Gender

Many minority groups of women have particular transport needs. Although more women use public transport than men they have concerns for their personal safety, especially at night. Improved lighting at stations and more staff available to assist would help to allay some of these fears. Language problems are also an issue for women from ethnic minority groups who found information difficult to access.

Lesbian, Gay, Bisexual and Transgender (LGBT)

Since there is little information about LGBT experiences on trains or other forms of public transport, it is not clear whether there are any specific concerns or issues for this group.

Race

Difficulties with language can present problems for some people in ethnic groups accessing information. It would therefore be of benefit to develop new ways of communicating with minority groups. As a result of the communication difficulties, people are discouraged from using public transport. A perceived lack of personal safety and security is also an issue for this group.

Religion and Belief

More consultation and research is required to inform whether the use of public transport presents any particular issues for this group.