



The Scottish Parliament
Pàrlamaid na h-Alba

INFRASTRUCTURE AND CAPITAL INVESTMENT COMMITTEE

Mr Phil Verster
Managing Director
ScotRail Alliance

Room T3.40
The Scottish Parliament
Edinburgh
EH99 1SP

Direct Tel: 0131-348-5882
(RNID Typetalk calls welcome)

Fax: 0131-348-5088

ici.committee@scottish.parliament.uk

31 July 2015

Dear Mr Verster

Access to Scotland's major urban railway stations

1. Thank you for providing oral evidence to the Committee on 17 June regarding the Committee's work on accessing Scotland's major urban railway stations. As you know, your session followed oral evidence with organisations representing users, transport bodies and local authorities.

2. The Committee was grateful for the candid nature of your evidence in which you acknowledged that there were a number of areas in which Network Rail could have done better in the past and could improve on in the future in relation to station access issues. These included: consultations with stakeholders before and during station redevelopments, such as with Edinburgh Waverley and Glasgow Queen Street; access to Edinburgh Waverley for vehicles, cyclists and pedestrians, particularly those with disabilities; and the suitability of signage at stations. The Committee also noted that, following your appointment in March as Managing Director for the Abellio ScotRail/Network Rail Alliance in Scotland (which I understand is now known as the ScotRail Alliance), you have stated that you have a desire for a change in focus in service delivery from that of the past. As you said a number of times during evidence, this approach could be summarised as "putting the customer first".

3. The Committee also welcomed your offer to appear again at regular intervals to update it on the progress being made by the ScotRail Alliance. At its subsequent meeting on 24 June, the Committee agreed to invite you to give evidence again before the end of this year. The clerks will be in touch with your office in due course to arrange a suitable date.

4. I also wish to acknowledge at this point the hugely significant response to the Committee's online survey, with close to 5000 responses received. This enabled the Committee to hear from individual rail passengers on access to, and within, nine of Scotland's urban railway stations. The Committee was very encouraged by the interest in this piece of work and would again like to thank all those who took part in the survey. [A summary of responses has been added to our website.](#)

Initial follow-up

5. At the meeting on 17 June you agreed to get back to the Committee on the following points:

- Whether ScotRail or any of its partners received security advice from the Centre for the Protection of National Infrastructure, the security services or the police stating that below-ground stations such as Waverley should no longer have vehicle access?
- Whether Network Rail was correct when it said in February 2012 that it was seeking to ban vehicles because of anti-terrorism purposes in the run-up to the 2012 Olympic games?
- A timetable of works for Waverley Station, including following up on your commitment to consider opening one of the access ramps to Waverley Bridge.
- An update on the programme for improving signage within stations and to and from inter-connecting modes of transport.
- An update on the programme for improving cycle parking at stations.
- How you intend to improve consultation with local authorities and other relevant parties on works where permitted development rights are in place.
- Further information on improvements to air quality since vehicles were required to leave Waverley station; and whether it has affected the number of people who pass through Waverley.

6. I am grateful for your response on 6 July, which for the benefit of other readers of this letter, I have included in the annexe to this letter. Some of your comments have addressed areas which were of concern to the Committee and I will refer to these in detail below.

Strategic transport integration and collaboration

7. Throughout this piece of work, the Committee heard of the overwhelming need for greater collaboration between partners in all station works, namely between Network Rail/ScotRail, local authorities, transport providers (predominantly local bus and taxi firms) and user groups such as the Mobility and Access Committee for Scotland, Cycling Scotland and Transform Scotland. It became clear from witnesses that the level of collaboration varied widely across Scotland and that a more structured approach was necessary. For example, John Warren from Transport Scotland told the Committee:

“A year ago, we submitted a response to the consultation on the redevelopment plans, in which one of our points was that the project needed much greater focus on improving the station's integration with other public transport services. The response that we got from Network Rail Scotland was:

“Strategic transport integration is outwith the remit of Network Rail in terms of redeveloping the station.” (Official Report, 20 May 2015, Col 9)

8. That was disappointing to hear. However, when you gave evidence, you said:

“What is important about schemes such as Waverley and Queen Street is that they are not just railway schemes. This is not just about the railway. It is about the community that the railway is in, the cities and towns that it affects, flows of traffic and people, business opportunities, and opportunities to leverage in more funds and integrate development plans.” (Official Report, 17 June 2015, Col 46)

9. The Committee hopes that your philosophy of what major redevelopments, such as at Edinburgh Waverley and Glasgow Queen Street, will mean for those who use Scotland’s railway stations will result in a much more integrated approach to help deliver enhanced and more sustainable outcomes.

10. As you know, the Committee also heard of the metaphorical ‘red line’ around stations where it appeared that Network Rail’s responsibility for any works ended and it was left for the local authority or land owner to ensure that any subsequent infrastructure bordering the stations was compatible. While the Committee appreciates that all projects are distinct and will require different levels of engagement with stakeholders, this ‘red line’ was a concern.

11. We were nevertheless pleased to hear your enthusiasm in seeking “multiparty collaboration and a focus on the customer” to improve access to stations. The Committee will be keen to learn more of this approach and how it is being put into practice during your next appearance before us.

Consultation

12. Closely linked to collaboration is, of course, consultation. The Committee was particularly interested in how Network Rail has consulted with relevant stakeholders when carrying out permitted developments to ensure such work fitted in with local plans.

13. You said during evidence that consultation is “really important” and that it is “triggered properly and that all local authorities and other interested parties are consulted.” Whilst the Committee heard that such consultation didn’t necessarily take place in the past, you said that the ScotRail Alliance has “an opportunity to improve on that.”

14. You used Glasgow Queen Street as an example in your letter of 6 July of where consultation was extensive and had worked well. The Committee hopes that this improved approach continues. **The Committee also welcomes your commitment to create a Stakeholder Advisory Panel and Stakeholder Equality Group and hopes this assists in improving the range of those who might contribute to the planning of station improvement or redevelopment work, particularly on station access issues.**

Edinburgh Waverley

15. Much has been said during the Committee's work with regard to access to Edinburgh Waverley, with a particular focus on the closure of the access ramps to all vehicles, the current provision for taxis on Market Street and Calton Road as well as pedestrian and cyclist routes into and out of the station. I will cover each point in turn.

Closure of the North and South access ramps on Waverley Bridge

16. The Committee sought to understand during evidence why the access ramps were closed to vehicles and whether there had been any consultation with stakeholders on this matter. Many witnesses said that they were told the reason was to do with security although Councillor Hinds from the City of Edinburgh Council said that she had never been told why the ramps had been closed. However, neither the City of Edinburgh Council, nor any of our witnesses from the Scottish Taxi Federation, Sustrans, Transform Scotland or the Mobility and Access Committee for Scotland had been consulted on the closure.

17. In your own evidence, you said that the decision to remove vehicle access was made by the local Network Rail team for safety reasons due to the tragic death of a pedestrian on Waverley Bridge. You added that "The decision was arrived at over time for security reasons and, in the end, was made for safety reasons." In terms of the lack of consultation on the closure, you said "I can only agree with you that the consultation should not work like that. It should be better, and it can be better." I also note your comments in your letter of 6 July on the timeline of advice Network Rail had received from the security services. **However, I would also be grateful if you could outline what the nature of that advice was.**

Access to taxi ranks

18. The removal of taxis from the concourse at Edinburgh Waverley has obviously been keenly felt by passengers, taxi drivers and the City of Edinburgh Council. I will cover a number of issues related to this below.

19. Firstly, the Committee heard that the removal of taxis at such short notice to Market Street created difficulties for those with disabilities or impaired mobility. Tony Kenmuir from the Scottish Taxi Federation said that the current arrangements didn't allow any provision for taxis to "stop, wait and ensure that someone from the station engages with them." While acknowledging that Market Street was accessible to those with disabilities, witnesses also said that trying to navigate the elevators and lifts is difficult and there are no alternative options if any of these break down.

20. Anne MacLean of the Mobility and Access Committee for Scotland also referred to the taxi facilities at Calton Road:

"There is no taxi rank at Calton Road; there is merely a drop-off point. If a person knows the number of an Edinburgh taxi firm, they can ring it and that is where the taxi will pick them up. However, a lot of people who are just passing through Edinburgh will not have such a number." (Official Report, 20 May 2015, Col 22)

21. The Mobility and Access Committee for Scotland did however praise the passenger assist staff at staff at Edinburgh Waverley and the other Scottish stations. Hussein Patwa said that the “staff do a fantastic job and cannot usually be held responsible for any delays that happen.”

22. The closure of the station to taxis also resulted in the City of Edinburgh Council having to quickly find alternative taxi facilities. Councillor Hinds said:

“Network Rail basically said, “We’ll take all the taxis out, and it’s your problem”, with no consideration of the consequences and what that decision would mean for us.” (Official Report, 10 June 2015, Col 10)

23. The Scottish Taxi Federation said that it was not against taxis being removed from the station. Indeed, it highlighted some advantages for drivers not having to pay for such access. However, it said that it was essential that “a designated pick-up and drop-off space” was available.

24. During your session with the Committee, you mentioned that the Alliance was engaging with Sustrans, the City of Edinburgh Council and SEStrans to identify an appropriate location on Market Street for the taxi rank. In your subsequent letter, you seem to have moved on from this position as you stated:

“The station management team is currently assessing the feasibility of creating a taxi rank / access to the south-east of the station at the New Street car park entrance. Draft proposals will be presented to Councillor Lesley Hinds of the City of Edinburgh Council in mid-July for discussion. Further to this discussion we will be in a better position to advise on likely next steps and a detailed timeframe.”

25. You added that plans are also being developed to install a covered waiting facility for passengers at the Calton Road entrance.

26. The Committee considers it to be essential that suitably located, accessible taxi facilities are available at Waverley which fully meet the needs of the travelling public and which minimise disruption to surrounding road networks. It therefore awaits the outcomes from these discussions and developments with interest and would ask to be informed of any decisions made in this regard.

Air quality

27. During evidence you also offered to get back to the Committee on the changes to air quality in the station since vehicles were removed. The analysis outlined in your letter of 6 July of three air quality monitoring reports indicated that there had been no discernable difference in air quality, although you referenced a number of caveats as to why that might be.

Cycle access

28. The Committee was grateful for the evidence it received on cycle access to the station, which was summed up by SPOKES as being “dreadful”.

29. The two primary areas of concern were related to the ability of cyclists to enter and leave the station via the walkway on the south ramp to Waverley Bridge and the stairs to Calton Road.

30. On the south ramp, witnesses found it hard to understand why pedestrians and cyclists were expected to share a narrow pavement when the road, which took up the remainder of the ramp, was only used occasionally for delivery vehicles. John Lauder of Sustrans said:

“At the moment, deliveries come in a truck down the ramp. There is no reason why that cannot continue, why the ramp cannot be accessible for people with bicycles and why the footway cannot be widened. It is quite a big ramp.” (Official Report, 3 June 2015, Col 15)

31. The Committee was nevertheless aware that pedestrians also need safe access down the ramp and any changes should take into account the needs of other users.

32. You said during evidence that the current practice on the south ramp where cyclists and pedestrians share the same path is “not sustainable” and you made a commitment to “come up with something for either the north or the south ramp that will work better” which you aimed to complete “in the next couple of weeks”. Your recent letter suggests that the timescale has slipped but that progress is being made. **The Committee welcomes the commitment you have given to identify improvements which could be made to station access via either the north or south ramp. It would be grateful for a further update on progress on this important matter by the end of August**

33. On bike access via the Calton Road stairs, the Committee was dismayed to hear Jolin Warren from Transform Scotland say:

“It would be fairly simple to put in wheel wells so that people could wheel their bikes up easily. That has been done at the Calton Road entrance to Waverley station, but the wheel well is right next to the wall, so if someone tries to wheel a bike up, the pedals hit the railings and they cannot do it.” (Official Report, 20 May 2015, Col 29)

34. You also said in evidence that you will be looking at how the lifts are used for cyclists at Calton Road. **However, the Committee would be interested to learn whether you intend to review and, if necessary, alter the position of the wheel wells at Calton Road so that they might be made useable for cyclists.**

Glasgow Queen Street

35. The Committee also heard concerns during evidence about the redevelopment of Glasgow Queen Street station, mainly relating to what was considered to be inadequate consultation and engagement with other stakeholder organisations.

36. One particular matter in relation to Glasgow Queen Street which concerned the Committee was the requirement for Strathclyde Partnership for Transport (SPT)

to take the “unprecedented step” of corresponding with the Office of Rail Regulation (ORR) directly in relation to comments it had first raised with Network Rail. Bruce Kiloh of SPT felt Network Rail, in its correspondence with the ORR, had not put the SPT’s comments “as strongly as we would have liked”. The Committee understands that the ORR agreed with the SPT’s points and the issues raised are being resolved.

37. In evidence you said that to stop such instances happening in the future the Alliance needs to ensure “enough collaboration on the ground, enough interaction and a forum where people not only talk, but have a genuine intent to listen.” You also said on 17 June that you had already “adjusted your approach” in relation to engaging and consulting with stakeholders such as Sustrans, **The Committee is encouraged by this new approach but would again intend to seek an update from you on the level of interaction with stakeholders when you next attend to provide evidence.**

Cycle access and parking

38. Ensuring that stations have good access to cyclists and suitable provision for bicycle parking was raised by witnesses. Nathan Kaczmarek of Cycling Scotland highlighted the potential of what good access at stations and secure parking could have on the surrounding areas:

“If we drew a 5km ring around each of the stations that are identified in this study, it would encompass a huge number of people who are able to access that station and are, therefore, able to access employment and education, visit friends and family, and access services and leisure.” (Official Report, 3 June 2015, Col 20)

39. It was also noted that such provision would help with progress towards meeting the Scottish Government’s target of 10% of all journeys in Scotland being taken by bike by 2020.

40. However, the Committee heard that cycling provision at stations appears mixed at best and even when it is in place, it often appeared that it was not designed in a manner consistent with how the infrastructure might be accessed or used. Jolin Warren of Transform Scotland suggested that there should be “someone on the design team from the beginning who is responsible for thinking of travel issues ... which will make a huge difference to effectiveness and to the cost.”

41. The ‘red line’ around stations was again raised with regard to cycling provision. John Lauder of Sustrans said of cycle parking at Haymarket: “despite being a multimillion pound development that has given us a very good concourse, no improvement has been made to the cycle parking at Haymarket”. The suggestion was that this was because such facilities would not be located within the boundary of the station. While the Committee acknowledges that provision is now being provided retrospectively, it was surprised to learn that such an important component of a major redevelopment scheme was not an integrated or integral part of the proposals from the outset.

42. At the Committee’s meeting on 17 June you said that “It is an absolute objective for us to provide multimodal abilities for our customers so that they can

travel on our trains with their bicycles effectively and easily.” You added that you have made a commitment to add 3,500 cycle berths in the next three years across the network, which will include cycle points and cycle parks.

43. The Committee supports the Alliance’s commitment to increase the provision of cycle berth and related facilities over the next three years. However, given the highlighted problems at Edinburgh Waverley and Haymarket stations, the Committee is keen that the delivery of this commitment is measured not just in terms of numbers but also on how access to these new facilities is being encouraged and how well they are used. We will seek an update from you on how this work is progressing, including joint working with your transport partners, at your next appearance before the Committee.

Signage

44. The suitability and quality of station signage was also raised with the Committee. This was both in the context of informing those who don’t regularly use stations of where they can exit stations, locate platforms, or access taxis or buses for onward travel, as well as the suitability of signage for those with visual impairments. The Committee heard of some good practice where stations work with local access panels to help plan signage from a disability perspective. However, some concerns were raised with the Committee, particularly with regard to signage pointing to other transport modes, such as at Perth and Dundee stations.

45. During evidence, which you reiterated in your subsequent letter, you said that you have a “committed obligation to introduce better wayfinding and signage to stations and other attractions”.

46. The Committee is encouraged by this commitment and by your indication that you will seek to update the Committee on this work in the future. The Committee is keen that particular focus is given to ensuring that station signage meets the needs of all rail travellers, but particularly those who are visually impaired. It is therefore encouraged to learn of your work in this regard with Deafblind Scotland.

To conclude

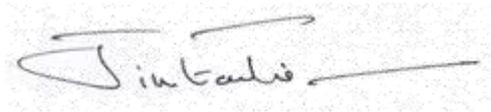
47. In closing, I would like to highlight a comment made by Jolin Warren from Transform Scotland on the creation of the new ScotRail Alliance:

“We hope that, with one managing director and one management team overseeing both organisations, there will be a more co-ordinated and engaged approach.” (Official Report, 20 May 2015, Col 12)

48. The Committee welcomed your honest and frank assessment when giving evidence of where Network Rail may not have fully succeeded in the past and your commitment to transform the culture of the ScotRail Alliance going forward. These are laudable objectives and the Committee looks forward to seeing these being realised.

49. I look forward to receiving updates on the progress being made at Waverley Station and at other major stations in Scotland over the next few months. I would hope that you will provide a comprehensive update on the progress made with regard to all the issues raised in this letter when you next appear before the Committee.

Yours sincerely

A handwritten signature in black ink, appearing to read "Jim Eadie", with a long horizontal flourish extending to the right.

Jim Eadie
Infrastructure and Capital Investment Committee Convener

Infrastructure and Capital Investment Committee: Access to Scotland's major urban railway stations

Dear Convener

Thank you for your letter in relation to the Committee's ongoing work on railway station access. I was delighted to be able to come along with my colleague, Susan Anderson, and contribute to the session on 17 June 2015. I would also like to take this opportunity to reiterate my offer to appear on a regular basis before the Infrastructure and Capital Investment Committee.

In relation to the additional information required:

1. Security advice received regarding vehicle access and Waverley station

The Secretary of State for Transport is responsible for the security, and less directly, the resilience of the UK transport system. Events such as the attacks on London and Glasgow Airport, the Madrid bombings and 9/11 brought security concerns to the fore and transport security is an important part of the Government's long term counter-terrorist strategy.

The Secretary of State has the legal power to require the regulated transport industries to implement security measures designed to protect their infrastructure, their hardware, and public and staff using it from attack. The Director of Transport Security and Contingencies (TSCD) signs the directions obliging the industries to carry out the Government's requirements.

The Transport Security and Contingencies (TSCD) team determined that reducing significant risk to life through vehicle borne terrorist attack is a key objective and instigated a risk based programme that takes into account station usage levels and security information to evaluate and prioritise transport locations where preventative measures should be undertaken.

This approach led to the preparation of a programme of work at certain London Underground Ltd. venues and at all Network Rail managed stations and 22 franchised stations. This included the decision to only allow pre-approved vehicles into Network Rail managed stations including Edinburgh Waverley. The programme's specific objective was to reduce the risk of mass casualties from a vehicle borne attack.

With regard to London 2012, attached are two media reports from February and March 2012 (see appendices 1 and 2). The first is that taxis and cars were to be banned permanently from Edinburgh Waverley Station to comply with security legislation.

Network Rail stated: "Waverley is the last major station operated by Network Rail to allow private vehicles under the station roof and this has been designated as a security risk. Network Rail is required to comply with legislation to remove vehicles prior to the London Olympic Games. The order applies to major transport hubs across Britain."

The second report is on the subsequent postponement of the ban after it was agreed with the Department for Transport and Edinburgh City Council to delay any action to remove vehicles to give more time to address passenger concerns and to ensure alternative arrangements for taxis could be put in place.

2. Waverley station: timetable of works

Since 2009 £50 million has been invested in improving access to and refurbishment of passenger facilities at Waverley, a Victorian station in a physically challenging location. Step-free and lift access has been created off the Waverley Steps, Calton Road, and market Street entrances; redundant structures have been removed from the concourse and cycling storage has been increased. Amendments to access arrangements at Waverley station last year presented challenges to some of our station users and we are working to improve the situation.

As discussed during the evidence session there are a number of improvements planned for Waverley station, and I advised I am willing to provide a timetable for Waverley station's work programme. At this stage in the project development there are no confirmed dates, with remaining risks and outstanding issues to be resolved before we can provide additional clarity to the information below. I am happy to come back to you and to update as the programme progresses.

Planned improvements include:

- The station management team is currently assessing the feasibility of creating a taxi rank / access to the south-east of the station at the New Street car park entrance. Draft proposals will be presented to Councillor Lesley Hinds of City of Edinburgh Council in mid-July for discussion. Further to this discussion we will be in a better position to advise on likely next steps and a detailed timeframe.
- Plans to allow cyclists to cycle into the station are currently being risk assessed. We are looking at the potential for the North and South ramps being used, with the main proposal being the North ramp following initial reviews. The assessment will consider risks associated with introducing cycling and risks associated with the other uses for the ramps, particularly deliveries.

Once the assessment has been completed, we aim to implement the recommendations as soon as practical.

As you are aware, I am taking a personal interest in the situation and see a huge opportunity for cycling at Waverley and a change from where we are now.

A meeting will take place with Sarah Boyack MSP and SPOKES representative in July to review possible options.

- Plans are being developed to install a covered waiting facility for passengers at the Calton Road entrance to the station. We are in the process of securing quotes for the proposed shelter and once funding has been secured can advise further on timescales.

In addition, we have started to implement some of the short term actions identified recently in a report by Deafblind Scotland (see point 3 below on improving station signage). From 8 July 2015 we will commence a painting programme to deliver contrasting colours for entrances and exits and lifts. The other proposed improvements are under review and we will update on actions.

3. Improving station signage

We have a committed obligation to introduce better wayfinding and signage to stations and other attractions in cities and towns where we have services. This

includes installing improved wayfinding signage at the following stations before the end of October, 2016 - Glasgow Queen Street, Haymarket, Paisley Gilmour Street, Aberdeen, Stirling, Dundee, Perth, Inverness, Patrick and Motherwell.

Improvements to signage at Waverley station have been implemented since the amendments to access arrangements. However, we recognise that there are further enhancements that are required, and signage and way-finding reviews were recently conducted by external consultants and Deafblind Scotland. I will be happy to share the reports if of use to the committee.

Deafblind Scotland identified short, medium and long term improvements. Immediate actions planned include: the various programmed painting works outlined, including differential colour bands on the columns. Quotes have been received for the installation of new help points and CCTV coverage of the Calton area by the Virgin Train East Coast reception team and we are now identifying budgets for this work which we hope to progress .

4. Improving cycle access / parking at stations

An early Committed Obligation for the new franchise was to deliver to Transport Scotland a Cycle Innovation Plan and this has been done. The plan details the locations for Cycleparks, Cycleparks+ and Cyclepoints.

Our Cycling Innovation Plan includes a huge expansion of cycle spaces (3,500 in three years) across the network; the introduction of Bike & Go hire schemes at 10 stations, and Cyclepoints offering bike hire, repair and sales at Glasgow, Edinburgh and Stirling, underlining our commitment to supporting active travel and continual improvement for our customers. New Bike & Go facilities have opened at Haymarket station in advance of the Winchburgh Tunnel closure, avoiding the need to take a cycle on trains.

The committee received a copy of the plan as a submission to your work on access to Scotland's major urban stations.

5. Improving consultation

Engagement must be at the core of Scotland's railway, to take cognisance of the aspirations of communities across Scotland while also fostering greater understanding and awareness of the practical challenges and limitations which may influence what can be delivered.

To take the example of the ongoing Glasgow Queen Street redevelopment project, to ensure as many stakeholders as possible were involved in the consultation it was promoted via newspaper and radio advertising, social media channels, and a series of public drop-in events. There was also station and on-train advertising as well as direct mail distributions. More than 180 key stakeholders including parliamentarians, representatives from local authorities, local businesses and business organisations, environmental groups, taxi associations, Historic Scotland, mobility and access groups, Transport Focus, the ORR, Regional Transport Partnerships and rail interest groups were among those invited to the launch event.

Meetings were also held with stakeholders, from passengers to local communities and businesses in the immediate area as well as elected representatives. Statutory consultees were supplemented with local stakeholders that for the purpose of the project were treated as 'statutory' consultees.

The feedback received produced a number of recommendations which informed the evolution of the proposed redevelopment. For example, the single preferred design

option was developed as a result of dialogue with stakeholders and submissions received – the access ramp at the front of the station was moved from outside the glass frontage of the building to inside; passenger facilities such as left luggage, toilets and baby change facilities have also been co-located; the taxi rank will be provided inside the building to the east of the main concourse, alongside the public drop-off and pick up points.

On a regular basis ScotRail formally consults with a number of organisations including the Mobility and Access Committee Scotland, the Scottish Accessible Transport Alliance, the Scottish Disability Equality Forum, the Disabled persons Transport Advisory Committee and the passenger watchdog Transport Focus.

We also engage with Capability Scotland, Deafblind Scotland, Enable Scotland, Guide Dogs, RNIB Scotland, Scottish Council on Deafness, Visibility Scotland, Inclusion Scotland, the Scottish Consortium for Learning Disability, Local Access Panels and Local Authorities.

We are in the process of creating a Stakeholder Advisory Panel which will provide informed feedback on issues relating to ScotRail and Scotland's railways more widely. This group will meet at least twice each year and will comprise a number of key stakeholders representing passenger watchdogs, rail user groups, business associations, mobility groups and Community Rail Partnerships.

In addition, we will create a Stakeholder Equality Group and encourage participation from a wide spectrum, including organisations for people with reduced mobility, senior citizens, customers with learning difficulties, and economically and social-disadvantaged customer groups. The Stakeholder Equality Group will also undertake research and mystery shopping through member organisations – as well as access audits.

6. Air quality monitoring reports

Three air quality monitoring investigations were undertaken between 2012 and 2015. These were:

- Oct – Nov 2012: Ethos Environmental Ltd
- April 2014 – SKM Enviros
- Feb 2015 – HSL Laboratory

A comparison of the three air quality monitoring reports outlined above is attached in Appendix 3.

The following conclusions were drawn from the investigations:

- The air quality monitoring carried out was not consistent and therefore only general comparisons can be made
- Between 2012 and 2014 particulates (PM10s) fell from 0.073 – 0.92mg/m³ to 0.042 – 0.46 mg/m³
- The PM10 reading of 0.46 mg/m³ in 2014 was taken at the top of southern vehicle access road near Waverley Bridge when there was a build-up of taxis waiting for the traffic management barrier to go down and not representative of air quality inside the station. Therefore the improvement is expected to be more than indicated in this report.

- Between 2012-2014 PAHs decreased from 1.07mg/m³ to below the detection limit of 0.0002 mg/m³
- In 2012 a max reading of 300ug/m³ was recorded nitrogen dioxide which converts to 0.15ppm. In 2015 the maximum nitrogen dioxide measurement was 0.6ppm which shows an increase of 0.45ppm. However it must be emphasised that the reports used different units (as well as equipment, locations, time, staff), therefore making a direct comparison is difficult.
- Between 2012 and 2014 PM10s and PAHs have decreased indicating that the air is cleaner –of a better quality and therefore safer, healthier and more enjoyable for the passengers. However between 2012 and 2015 nitrogen dioxide increased. The other measurements were not repeated so it is not possible to comment on whether they have improved or worsened. These results should be heavily caveated with the fact that the monitoring was not consistent and there were many varying factors.

7. Footfall figures at Edinburgh Waverley

Estimates of the total numbers of people entering, exiting and changing at stations are published annually by the ORR. The latest available figures are:

- 2011-12 – 17,992,340
- 2012-13 – 18,879,449
- 2013-14 – 20,006,338

We will supply the 2014-15 figures when published.

Finally, the ScotRail Alliance welcomes the Committee's review into access to Scotland's major urban railway stations. We recognise that many stations, especially the older ones, present accessibility challenges.

We are committed to continually improving accessibility and to deliver benefits for all. Following the hearing last month I have instigated a review of all the evidence at the hearings. Work is underway on a 'tracker' of the issues raised, our previous actions – and next steps. I will share this with you.

I would reiterate that the ScotRail Alliance offers a unique opportunity to do things differently to make a real difference to Scotland's railway. The Alliance underpins the potential for real change as we embark upon the start of the new ScotRail franchise. We have a clear focus on the customer and are committed to leading a transformation in Scotland.

Phil Verster
Managing Director, ScotRail Alliance
6 July 2015

Appendix 1

London 2012: Taxis and cars banned from Edinburgh Waverley Station

From the section [Edinburgh, Fife & East Scotland](#)

Taxis and cars are to be banned permanently from Edinburgh Waverley Station as part of anti-terrorism measures.

The move comes into force at the end of July in time for the London 2012 Olympics. Network Rail, which runs Waverley, said it was the last major station to still allow cars underneath the station roof.

Officials said they would install a plan for people with disabilities and the elderly to be able to exit.

A Network Rail spokesman said: "To comply with security legislation, Network Rail has agreed to remove taxis and private vehicles from Edinburgh Waverley Station by the end of July 2012.

"Waverley is the last major station operated by Network Rail to allow private vehicles under the station roof and this has been designated as a security risk. **Network Rail is required to comply with legislation to remove vehicles prior to the London Olympic Games. The order applies to major transport hubs across Britain.**

"Network Rail has been working with Edinburgh City Council to examine options for an alternative location for a station taxi rank and drop off area.

"Security is an important issue and we support these measures, although we recognise this change in policy will cause some concerns for our passengers, particularly those with reduced mobility and heavy baggage and we will do all we can to retain accessibility."

He added: "In recent months, we have reopened the improved Waverley Steps access with escalators and by summer, we will have a new fully accessible entrance from Market Street open, along with lifts to Princes Street.

"In the meantime, we will continue to work with Edinburgh City Council to identify a suitable solution for the provision of a taxi rank and drop off zone as close to the station as possible."

14 February 2012

Appendix 2

Edinburgh Waverley Station taxi and car ban delayed

From the section Edinburgh, Fife & East Scotland

Plans for a permanent ban on taxis and cars inside Edinburgh Waverley Station have been postponed

The station's owner Network Rail had proposed to implement the ban from July.

However, it has agreed to delay the plans after Edinburgh City Council asked for more time to move the taxi rank outside the station.

Last month Network Rail announced it wanted to remove all vehicles for security reasons.

A Network Rail spokesman said: "Waverley Station is the last major station in the UK to allow vehicles access to the concourse and we remain committed to implementing the proposed changes in the long-term.

"However, we have listened to feedback from station users and have agreed with the Department for Transport and Edinburgh City Council to delay to any action to remove vehicles to give us more time to address passenger concerns and to ensure alternative arrangements for taxis can be put in place."

16 March 2012

Appendix 3

	2012	2014	2015
Consultant	Brian Gardner Ethos Environmental Ltd	Oliver Rowe SKM Enviros	Russell Atkinson HSL Laboratory
Date of monitoring	15 th Oct – 6 th Nov 2012	Afternoon / evening rush-hour period on the 15 th April 2014 and a morning rush-hour period on the 16 th April 2014	5 th February 2015
Focus	Employees and contractors rather than passengers	Addressing ECMCL staff concerns about diesel engine exhaust emissions and the impact on health.	Worker exposure to diesel engine exhaust emissions
Type	Static measurements	4 staff (3 ECMCL and 1 NR), 4 static locations and one portable continuous analyser at various locations	11 staff and 4 static locations
Set up	3m above platform level	Personnel breathing zone monitoring, using belt-carried sampling pumps and filter heads / adsorbent tubes Fixed monitoring at hotspot locations throughout the station using sampling pumps and filter heads / adsorbent tubes Area monitoring using a continuous, direct-reading instrument	Personnel breathing zone monitoring mounted on workers' lapels in the breathing zone Staff were sited on specific platforms and spent the majority of their shift on the platform
Monitoring period	21 days	2 days	1 day
Emissions monitored	Particulates PAHs (from the particulates) Nitrogen dioxide	Particulates PAHs (from the particulates) Aldehydes Benzene	Respirable elemental carbon Carbon dioxide Nitrogen dioxide Nitrogen oxide
Results	Particulates = 0.073 – 0.92mg/m ³ PAHs = 1.07ng/m ³ Nitrogen dioxide = 200-300ug/m ³	Particulates = 0.042 – 0.46 mg/m ³ * PAHs = below the detection limit of 0.0002 mg/m ³ .for all 16 PAHs Aldehydes and Benzene compliant with relevant workplace exposure levels	Elemental Carbon = 2-9 µg/m ³ Carbon dioxide* = 528 and 1350 ppm Nitrogen dioxide = 0 - 0.6 ppm Nitrogen oxide = 0 - 3.2 ppm

	2012	2014	2015
Notes		<p>This is the 2nd survey undertaken at Waverley by SKM Enviros. The first was conducted in September 2013</p> <p>*The maximum concentration of PM₁₀ recorded was 0.46 mg/m₃. This concentration was recorded outside the station at the top of Southern vehicle access road near Waverley Bridge when there was a build-up of taxis waiting for the traffic management barrier to go down.</p>	<p>*Drager tubes used to measure carbon dioxide have an error of 20 – 25% which should be considered when interpreting data.</p> <p>All personal samples remained on workers for a minimum of four hours, so as to be representative of exposure over the full shift</p>
Conclusions	<p>Results are in line with expectations for such a work environment: levels of PM10s, PAHs and NO2 are elevated above background air quality levels</p> <p>Even assuming worst-case exposure patterns i.e. 40hours at the ticket barrier per week, exposure levels are well below all relevant HSE Guidance, occupational exposure standards and informal guidance</p> <p>In the absences of access to comparable measurements prior to the refurbishment it can be concluded that the monitoring results do not suggest that station refurbishment alterations have obviously impacted negatively on air quality in general or employee exposures specifically</p>	<p>The results show that, from the samples collected, the measured total inhalable dust, respirable dust, benzene, formaldehyde and acrolein concentrations all comply with the relevant workplace exposure levels (WELs) stipulated by the UK Health and Safety Executive (HSE);</p> <p>The results of the PAH samples showed that the laboratory analysis did not detect any of the 16 targeted PAHs on any of the sample tubes</p> <p>The results of the particulates monitoring show that the measured short-term ambient concentrations are all within the WEL for respirable dust</p> <p>The highest monitored concentrations of particulates were found next to idling road vehicles (taxis) at the southern vehicle access road and within the station adjacent to the taxi rank.</p> <p>The concentrations of particulates recorded at the station premises are elevated compared to concentrations found in normal urban areas and if these are continuously experienced over a longer period (e.g. over the period of two hours or longer) could be indicative of moderate or above air pollution levels</p>	<p>Elemental carbon exposures were significantly below both the ORR guidance values and Swiss limits</p> <p>Carbon dioxide exposures significantly below the work exposure limit. However, there were exposures that exceeded the 1000ppm HSE guidance value used to assess adequacy of ventilation</p>

	2012	2014	2015
Recommendations	<p>Respiratory protection for employees are not warranted</p> <p>Implement control measures set out by the HSE document HSG187: Control of diesel engine exhaust emissions in the workplace</p> <p>Review the extent to which the existing controls in place meet the “reasonably practicable” criteria</p> <p>Consideration of conducting personal exposure monitoring to confirm findings from this study</p> <p>Shut engines down when in station to prevent idling</p> <p>Extend requirement to turn off engines to taxis and other road vehicles that enter the station</p> <p>Relocation of diesel engines at night time/early morning to decrease peak exposures</p> <p>Stagger work on the crash deck at peak exposure times to minimise occupancy and exposure to staff</p> <p>Extend the openings made in the existing roof to reduce the confinement of the work area and increase natural ventilation</p> <p>Consideration to installation of air extraction with flexi-dust emission to atmosphere</p>	<p>Minimising emissions of volatile organic compounds from paint and other materials used by Contractors</p> <p>Demand trains and road vehicles turn off engines when stationary within the station premises</p> <p>Conduct a more detailed occupational health investigation to determine if modified working practices or hours should be considered for members of staff who are potentially susceptible to elevated air pollution levels</p> <p>Carrying out regular monitoring to confirm air pollution levels remain below the relevant work exposure limit</p> <p>Consider other air pollutants associated with vehicle exhaust emissions such as nitrogen dioxide or ozone.</p>	<p>Recommendations were out with scope of assessment however some observations were made:</p> <p>General policy at both stations of allowing train idling for no longer than 15 minutes.</p> <p>The roof is relatively new, installed in 2013, and was made of glass panes with ventilation gaps at the base</p>

