

RA/JC

21 April 2008

Glasgow 2014 Commonwealth Games Consultation  
Scottish Government  
Area 2-F(S)  
Victoria Quay  
Edinburgh  
EH6 6QQ

Dear Sir/Madam

**Glasgow 2014 – Delivering a Lasting Legacy for Scotland Consultation Paper**

I am writing to you on behalf of Stagecoach and Scottish Citylink Coaches. Stagecoach and Scottish Citylink are glad of the opportunity to comment on the 'Glasgow 2014 – Delivering a Lasting Legacy for Scotland' consultation paper.

Stagecoach is one of the principal providers of bus and coach services in Scotland. We have an operating base in Glasgow that has surplus capacity, and operate local services linking the City Centre with Easterhouse and Cumbernauld. However, our principal operations in the Glasgow area are longer distance services utilising modern coaches with high frequencies and attractive fares from various parts of Ayrshire and Fife, along with a daily service linking Dumfries with Glasgow. As a national operator, we have the ability to draft in vehicle and driver resources from throughout the UK to assist in meeting transport demand.

Scottish Citylink is a joint venture company owned by Comfort DelGro and Stagecoach, which is the principal provider of long distance coach services within Scotland. The flagship service links Glasgow and Edinburgh up to eight times each hour, and frequent services operate to Perth, Dundee, Aberdeen and Inverness, along with economically vital services to destinations on the west coast including Campbeltown, Oban, Fort William and Skye.

Scottish Citylink is also a specialist provider of transport for major events, transporting significant number of event goers in safety and comfort. A key example of this is T in the Park.

Stagecoach and Scottish Citylink are therefore very well placed to provide important links for Scottish residents wishing to spectate at the Games and for those who may be employed in support roles at the Games, and our services will allow visitors to Scotland to travel throughout the country, further benefiting the Scottish economy.

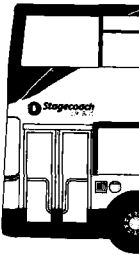
We acknowledge the value of the Commonwealth Games to Scotland and the importance of preparation and consultation to ensure that Glasgow's infrastructure is best prepared to deliver during, and long after, the Games.

We are primarily concerned with ensuring that Glasgow's transport infrastructure, and the public transport using that infrastructure, is adequately prepared and that Glasgow 2014 brings lasting improvements that, on an ongoing basis, will tackle congestion, reduce emissions and encourage modal shift.

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## **Reducing emissions**

The consultation mentions the Government's target of reducing emissions by 80 per cent by 2050. To help achieve this, the consultation cites the example of setting exacting standards on carbon emissions, waste and sustainable food for the Athlete's Village and new venues.

To reach the ambitious emissions reduction target by 2050 the Government has to look beyond the venues and housing that will be created for the Commonwealth Games and take into account the measures that will be put in place to handle the increase in traffic that the Games will bring.

Theme 13 of the Glasgow 2014 Commonwealth Games Candidate City File presented an ambitious case for Glasgow's planned transport infrastructure with advancements listed in areas such as ticketing and information provision, as well as an overview of the planned Games Route Network. To leave Glasgow with a lasting positive legacy from the Commonwealth Games, and to continue working towards meeting the emissions reduction target and road infrastructure that give priority to public transport should be identified and implemented on a permanent basis. It is imperative that, as part of this, that meaningful consideration is given to the introduction of hard shoulder running for buses and coaches on the trunk and motorway networks, and that this is in place well before the start of the Games.

The Consultation paper later suggests working with the Games organising company to implement the Games Transport Plan. Both Stagecoach and Scottish Citylink should be involved in this process, as we are experienced and respected transport providers, with additional experience in providing transport for major events. Transport needs to be a key concern in planning for Glasgow 2014.

Local authorities should be encouraged to investigate potential Statutory Quality Partnerships (SQPs) and Punctuality Improvement Partnerships (PIPs) with bus operators, including Stagecoach, to improve the passenger transport network and infrastructure in advance of the Games thereby lessening the need for major infrastructure investment closer to the Games.

Operators are investing in DDA compliant fully accessible buses and coaches with the latest advanced, reduced emissions euro standard engines but require local authority support in tackling pinch-points and congestion to keep vehicles moving and get the maximum benefit from these cleaner engines. During financial year 2007/8, Stagecoach has introduced 133 new vehicles to its Scottish fleets, representing 11% of the total fleet being renewed.

Investment in schemes such as SQPs and PIPs can also contribute towards the regeneration of deprived parts of Glasgow. Glasgow has the lowest level of car ownership in Scotland. 40% of households do not have access to a car. The completion of the M74 and construction of the East End Renewal Route are worthwhile outcomes of the Glasgow Commonwealth Games. However, grand schemes such as these should be coupled with a review of what infrastructure improvements on a smaller scale can be made that will also improve traffic flow across the city. Bus priority measures such as greenways and improved car parking management can be introduced at a relatively low cost but can bring about marked improvements in bus running times as well as reducing congestion and encouraging modal shift, benefiting many local residents that are current bus users, and encouraging many non users to reconsider their travel habits and start traveling by sustainable modes.

## **Improving Scotland's ability to compete in the global major events market.**

The consultation paper suggests that Government could work with Scottish Enterprise and HIE to help Scottish businesses understand the demands of the major events market (p.15). Events such as the London Olympics and Glasgow Commonwealth Games assume that resources will be available to transport athletes, officials and visitors around the country. Scottish Government and the Scottish enterprise agencies would be well advised to involve the bus and coach industries in future discussions.

The bus and coach industries are key stakeholders and have a valuable contribution to make on the issue of Scotland's capacity and ability to handle the transportation requirements for the Commonwealth Games and for future such events. The additional demand on coach operators during what is already a peak period for the industry is an issue that needs to be discussed now, with regards to the Commonwealth Games, and at the outset of planning any future major events.

### **Positioning Scotland as an attractive place to visit.**

The Consultation paper suggests that the Scottish Government could examine ways, such as national entitlement cards, or other appropriate technology, to extend integrated ticketing and transport strategies used as part of the Commonwealth Games. We support the principle of increasing integrated ticketing but would highlight the barrier to this aim presented by the Competition Commission and the OFT. We would welcome any move by the Scottish Government to open dialogue with the Competition Commission to have the restrictions that prevent public transport operators from providing a more integrated service reviewed.

The consultation also suggests using the new One Scotland portal to provide accessible tailored information for visitors. Information provision will be a big factor in the success of the Glasgow Commonwealth Games and we support the aim of collating information on one site. However, in Traveline Scotland, which Stagecoach and Scottish Citylink participate in fully and support wholeheartedly, visitors to Scotland and the Scottish public already have an existing website and call centre facility for all Scottish public transport information.

Traveline Scotland is a formidable resource and should be used for collating Games-specific routes alongside existing services to provide up to date, accurate, impartial and understandable information on all public transport services within Scotland. Not involving Traveline Scotland would mean having to reinvent the wheel to a certain extent. The One Scotland portal should link visitors directly to Traveline Scotland for transport information or make use of new technology such as Traveline Scotland's Page Landing Wizard – which would place a journey planner that references information stored on the Traveline Scotland site on the One Scotland home page.

### **Using the Games as an exemplar of sustainable transport**

The Commonwealth Games Transport Plan rightly includes measures such as limiting private car parking and encouraging the use of public transport. As previously mentioned, passenger transport operators need to be included within discussions on the Transport Plan from the outset to ensure that operators have the facilities to meet expected demand.

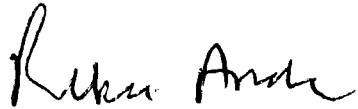
Stagecoach and Scottish Citylink support the promotion of more sustainable, healthy and active forms of transport. However, the physical constraints on modern low-floor, DDA compliant buses often prohibit the carriage of cycles. The provision of covered cycle-racks at key bus stops may provide a more workable solution.

The Games Transport Plan should provide an opportunity to build on Glasgow's established strategic motorway and major road network and to increase the number of quality bus corridors in the West of Scotland. Through wide-ranging and early consultation, and with a view to implementing permanent traffic infrastructure improvements, Glasgow's transport network can be best prepared for 2014 and will be positioned to benefit from the Games long after their conclusion.

In conclusion, we feel we can contribute positively to a successful event, raising the profile of Glasgow in particular and Scotland in general, drawing on our experience as a quality operator of scheduled services and of specific transport for special events.

We look forward to working closely in preparatory work for the Games.

Yours faithfully

A handwritten signature in black ink, appearing to read "Robert Andrew". The signature is written in a cursive, flowing style.

Robert Andrew  
Regional Director