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## Consultation Questions

The answer boxes will expand as you type.

### Procuring rail passenger services

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

Q1 comments:

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

Q2 comments:

3. What risk support mechanism should be reflected within the franchise?

Q3 comments:

4. What, if any, profit share mechanism should apply within the franchise?

Q4 comments:

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

#### Q5 comments:

Whilst they may not be third parties in the terms set out in the consultation, consideration should be given to encouraging/incentivising scheduled Open access operators to provide services where paths allow. This may be especially relevant in terms of certain cross-country and internal services (Glasgow to Yorkshire, Dumfries to Edinburgh etc.) The success of Grand Central should be indicative in this regard.

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

Q6 comments:

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments:

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Q8 comments:

### **Achieving reliability, performance and service quality**

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Q9 comments:

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

Q10 comments:

11. How can we make the performance regime more aligned with passenger issues?

Q11 comments:

12. What should the balance be between journey times and performance?

Q12 comments:

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

Q13 comments:

14. What other mechanisms could be used for assessing train and station quality?

Q14 comments:

### **Scottish train services**

15. Can better use be made of existing train capacity, such as increasing the permitted standing time beyond the limit of 10 minutes or increasing the

capacity limit? What is an acceptable limit for standing times on rail services?

Q15 comments:

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

Q16 comments:

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

Q17 comments:

18. What level of contract specification should we use the for the next ScotRail franchise?

**Q18 comments:**

I agree with the consultation in respect for its support for Targeted Specification

Additionally, I would also like to propose that serious consideration be given to specifying '24-hour' services (or at the very least much later i.e. 0100 departures) on the Edinburgh to Glasgow service.

Unlike most of Europe and even the North of England (York, Leeds, Manchester, Liverpool), there are no night-time services between these two large and comparatively close cities after 1130. This serves to discourage trips between the two cities, hinders access to social and cultural opportunities for the populations in the cities and does nothing to serve the important night-time economy.

With now four lines connecting the two cities, it surely cannot be beyond the wit of TS and NR to synchronise engineering works so that at least one path could be free of engineering work on any given night.

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Q19 comments:

### **Scottish rail fares**

20. What should be the rationale for, and purpose of, our fares policy?

Q20 comments:

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

Q21 comments:

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

#### **Q22 comments:**

I don't have much in the way of comment on this question, just apart from to say fares are already expensive for the average person, certainly in terms of decreasing disposable incomes.

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

#### **Q23 comments:**

I suspect a dynamic peak/off-peak pricing structure to manage demand where there is scarcity may be a more intelligent approach, rather than the blanket 0930+ distinction at present.

Consideration may also be given to deeming certain routings as off-peak regardless of the time of day to utilise excess capacity on some routes. For example, with low loadings on the new Airdrie to Bathgate line between the two towns, a competitive pricing structure may encourage modal shift from cars/buses between Edinburgh and Glasgow for price sensitive customers (the longer journey time I suspect would not be attractive to business passengers therefore would not have a great impact on shuttle service revenues), whilst also alleviating overcrowding on the off-peak 'shoulder' services (18.30/18.45 Shuttle departures from Glasgow Queen

Street/Edinburgh Waverley).

As detailed in the 'Rail Fares' section of the Consultation it costs just as much to run an empty train as it does a full one. Therefore, has consideration been given to discounted (season and other) ticketing on contra-flow services from our cities?

I appreciate the rationale for fares to manage demand on flows into our major cities at peak times. However with significant excess capacity on contra-flow journeys, for example Edinburgh to West Lothian/ Glasgow to Airdrie/Aberdeen to Dyce would there be any scope for reducing fares on these contra-flow journeys to stimulate demand? For a Livingston or Kirkcaldy to Edinburgh season ticket to cost the same as an Edinburgh to Livingston to Kirkcaldy seems completely out of kilter with supply and demand.

Such a policy may also benefit economically peripheral locations by attracting businesses to these peripheral locations (locations where skilled. city-based workforces can access by rail reliably and affordably). This effect may also benefit these peripheral, often socially excluded, locations through the economic multiplier effect.

Similarly, such a policy may also encourage modal shift given the decrease in the marginal cost of rail as compared to vehicular commutes which predominate in these less urbanised areas.

## Scottish stations

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

Q24 comments:

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

Q25 comments:

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

Q26 comments:

27. How can local communities be encouraged to support their local station?

Q27 comments:

28. What categories of station should be designated and what facilities should be available at each category of station?

Q28 comments:

## Cross-border services

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

**Q29 comments:**

Services most definitely should continue to destinations North of Edinburgh. The connectivity such services provide, not only to London and South East England but to the major population centres of North East England, Yorkshire and Humberside, the Midlands and onwards to the rest of Europe are critical to business and tourism. And withdrawal of direct services would appear to be exceptionally parochial.

The perception would be that the withdrawal of cross country services would be reducing some lines to mere branch lines.

Advanced ticketing also makes cross-country travel from/to destinations north of Edinburgh affordable to many price sensitive customers. With the

complications of split ticketing and the scope for delays to result in the invalidity of tickets on services south/north from Edinburgh, the withdrawal of direct services may serve to deter rail travel.

Most important though would be absence of competition. Whilst the withdrawal of cross-country services would undoubtedly increase Scotrail franchise revenue, it would most definitely not serve the best interests of the consumer. East Coast and Cross Country services act as competition from Scotrail. If they were to have to withdraw their services, in the absence of any open-access operators seeking to fill the void, the result would be Scotrail monopoly for customers north of Edinburgh which would be completely contrary to the best interests of passengers.

If Scotrail revenues are affected, I would politely suggest it is for Scotrail to improve their passenger product and make their services more attractive to potential passengers.

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

Q30 comments:

## **Rolling stock**

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

**Q31 comments:**

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

**Q32 comments:**

Particular attention should be paid to providing sufficient accommodation for cycles. With increasing numbers of cyclists and with cycles extending the feasible 'travel to work' area, especially in urban areas, sufficient provision should be key in encouraging modal shift. The recent roll-out of Class 380s on the Edinburgh and North Berwick (albeit with staff taking a sensible view to accommodating cycles in vestibule areas) is a case in point where I don't believe cycle provision was afforded the consideration it should have been.

## **Passengers – information, security and services**

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

**Q33 comments:**

Investment in journey connectivity should be of critical importance. The ability to work and be productive whilst travelling is a key USP of the rail product. Failure to invest would deter business travel and I suspect have a deleterious impact on franchise revenues with associated costs to taxpayer.

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

**Q34 comments:**

Could consideration be given to the dynamic declassification of trains, where railway staff (either management or Guards/Conductors) be empowered to declassify first-class accommodation where appropriate?

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

**Q35 comments:**

There are perfectly good laws and by-laws to address anti-social behaviour



associated with the excessive consumption of alcohol. These laws and railway by-laws should be enforced before any consideration is given to penalising the vast, vast majority of customers who consume responsibly and without causing any alarm or distress to fellow passengers. The ability to enjoy a drink on a train after a long day at work or coming back from the football is perfectly acceptable pleasure, a key attraction in taking the train and I believe any blanket ban would be grossly disproportionate and would alienate a great many customers.

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

Q36 comments:

### **Caledonian Sleeper**

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

#### **Q37 comments:**

Sleeper services should most definitely be specified in the next franchise.

Again the connectivity the service afforded for both our major cities and more isolated towns to London I believe are of the highest importance.

The high value-added tourism the service encourages is also of critical importance, especially to the more remote areas served.

Similarly, it is likely the suspension of the sleeper service would likely result in modal shift to air connections from London to Scotland, running contrary to government policy in both Holyrood and Westminster.

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

Q38 comments:

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

- What is the appeal of the Caledonian Sleeper Service, and if there were more early and late trains would the appeal of the sleeper services change?
- What is the value of sleeper services to Fort William, Inverness and Aberdeen and are these the correct destinations, for example would Oban provide better connectivity?
- What facilities should the sleeper services provide and would you pay more for better facilities?

Q39 comments:

**Environmental issues**

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

Q40 comments: