

Respondent Information Form and Questions

Please Note this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

Arden, Carnwadric, Kennishead & Old Darnley Community Council

Title Mr Ms Mrs Miss Dr **Please tick as appropriate**

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3. Permissions - I am responding as...

Individual

/

Group/Organisation

Please tick as appropriate

(a) Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?

Please tick as appropriate Yes No

(b) Where confidentiality is not requested, we will make your responses available to the public on the following basis
Please tick ONE of the following boxes

Yes, make my response, name and address all available

or

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

or

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

(c) The name and address of your organisation **will be** made available to the public (in the Scottish Government library and/or on the Scottish Government web site).

Are you content for your **response** to be made available?

Please tick as appropriate Yes No

- (d) 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 Scottish Government to contact you again in relation to this consultation exercise?
- Please tick as appropriate Yes No

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q2 comments: The Community Council would prefer if the railways were taken back into public ownership, given the level of subsidy required which means that railways cannot operate like other privatised businesses. It would also mean that there would be no "passing of the buck" between the train operator and Network Rail when things go wrong as there would be one company, united on priorities. If this is not to be achieved, we would prefer the current franchise length is maintained, as this is tried and tested.

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

Q3 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q4 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q5 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q6 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q7 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q8 comments: If a private operator is to be used, there should be a range of sanctions based on the severity of the issue ranging from small financial penalties to being stripped of the franchise and banned from re-bidding. These should be clear and fair to both parties, taxpayers and passengers.

Achieving reliability, performance and service quality

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

Q9 comments: If we are to have a private operator, good performance should be incentivised, with the franchise automatically extended if key criteria are met. The operator should have incentives to increase use of the rail system outside peak times. The Community Council notes that the current operator can benefit from poor performance in the sense that cancelled trains can cause season ticket holders to have to use their bus services (as they are the dominant operator in the Glasgow area), meaning they receive both rail and bus income from the same passenger in the same day (as the rail travel was prepaid but unable to be used).

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: Performance should be measured on each route.

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

Q11 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q12 comments: The first priority is that trains run, with cancellations penalised.

This is more important than late trains. Performance can be measured as is currently by trains arriving within 5 mins (local) or 10 mins (long distance) of their published time. That said, "on time" should be defined as the time on the timetable. The way published statistics are phrased are seen as meaningless regarding trains on time as this does not reflect the experience of passengers, particularly commuters.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q14 comments: Passenger surveys with season ticket holders given a survey and asked to complete it in return for a discount off a future season ticket, along the lines of the Zoncard Diary in Starthclyde.

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: The Community Council are very adverse to seeing standing times increase beyond 10 minutes.

Reduction of train capacity on the East Kilbride line, which services Thornliebank train station at the edge of Carnwadric in our Community Council area would see passengers at the station unable to board trains at peak times and on Saturdays. This already happens from time to time when trains run short of carriages at rush hours or on Saturdays, particularly in December.

Better use of capacity could be achieved on quieter lines, such as Barrhead, by running one-carriage trains during the daytime, such as the class 153 trains used in Northern England.

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: If this were to happen, ticketing would have to be flexible, as passengers would feel the need to travel earlier than they would normally have to, to ensure they did not miss their connection and have to pay a

penalty fare or buy a new ticket.

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: The Government should direct these, given the level of subsidy it provides.

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

Q18 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q19 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

Scottish rail fares

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

Q20 comments: It should balance the needs of the taxpayer and passengers. It should tie in with other government objectives such as the environment, and recognise that given the economic situation, many people who are not well-off, rely on the train to get to work, and could face being priced off the railways. A large number of people have to pay a significant proportion of their income to commute to Edinburgh from Glasgow and Fife.

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: Peak time fares on commuter routes should be regulated along with season tickets.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this, other than to note that it may be seen as more palatable to increase fares on lines where the service was recently enhanced.

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: The Government should regulate peak fares (as passengers generally have to travel at these times) and should incentivise the operator to increase use and the income of the network during the daytime through its fare structure.

Scottish stations

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

Q24 comments: Volume of use, availability of alternatives, and community need. Arden, Carnwadric, Kennishead and Old Darnley Community Council note that the future of Kennishead station on the Barrhead line is in doubt. This is in our area and we object to this on the following grounds:

- The nearest railway station on this line, Priesthill & Darnley would mean a walk to an area not considered “safe” at night, especially for women, as they would have to walk on a long quiet road;
- There is no car parking facility there;
- The alternative bus service from Kennishead takes over 30 minutes to reach the City, as opposed to 12 minutes for the train, and this service was only half-hourly during school summer holidays in 2010;
- It would remove easy rail connections to Barrhead, Kilmarnock and Carlisle from the area

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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: Yes

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

Q27 comments: Through financial incentives.

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

Q28 comments: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on categories, but believe each station should have as a minimum, Shelter with seats on each platform, CCTV (except on rural lines), a help point, a timetable board, an electronic display along the lines of those at Pollokshaws West station, and a ticket vending machine.

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: Yes, unless flexible ticketing is brought in to ensure passengers travelling north from Edinburgh or south on a cross-border service, are not penalised for missing a connection. Otherwise their journey time would be lengthened by having to add a buffer by travelling a train earlier than they needed to ensure they could catch a connection, lessening the benefit of rail travel. Also, the Community Council considers that rail users north of Edinburgh should have access to inter-city cross-border services.

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:

- Lengthening the life of trains beyond 35 years if it is economical to do so (e.g. by refurbishment)
- The government gradually leasing the trains as opposed to leasing companies as new trains are purchased (if it is economical to do so)
- Procuring shorter trains (e.g. one carriage as used by Northern Rail in England) for quieter routes.

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

Q32 comments: Trains should have a toilet and grab handles for the safety of any standing passengers. A catering service should be provided as currently on certain longer-distance routes.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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

Q35 comments: Levels of anti-social behaviour, feedback from rail staff and passengers.

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

Q36 comments: Electronic displays at all stations, avoiding generic explanations, and ensuring text alerts are correct (I received a text alert on 3

January 2011 that indicated that trains were running, even though they had all been cancelled due to wind).

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: Yes, on the grounds of the subsidy paid.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.

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: Arden, Carnwadric, Kennishead & Old Darnley Community Council have no opinion on this.