

## 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

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### 3. Permissions - I am responding as individual...

Individual

/ Group/Organisation

☐ Yes

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 YES ☐ Yes

- (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

- (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

☐

## 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: I am not competent to answer this

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

Q2 comments: as above

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

Q3 comments: as above

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

Q4 comments: as above

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

Q5 comments: as above

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

Q6 comments: as above

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

Q7 comments: as above

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

Q8 comments: as above

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

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

Q9 comments: incentivise good performance

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: align with actual routes

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

Q11 comments: by taking account of their expressed views

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: no comment

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

Q14 comments: no comment

## **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: some trains could surely be lengthened. At busy times it may be preferable to stand for twenty minutes than to be stranded.

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: Surely the purposal should not be 'to reduce the number of direct services'. The challenges, especially to the elderly, adults with small children, and tourists with luggage, are obvious; the opportunities, except to those selling refreshments at stations, are not.

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: Customer demand should be the determining factor.

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

Q18 comments: no comment

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

Q19 comments: no comment

### **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: commuters should not be priced off suburban trains

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: no comment

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: if off-peak fares are half the price of peak ones (provided they can be used outside peak hours and not, as on some routes in the south, only after 11) they are likely to be used.

### **Scottish stations**

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

Q24 comments: Passenger demand. But availability of buses would also be relevant.

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: Small local businesses can provide a valuable life-line.

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: No comment

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

Q27 comments: By ensuring that they can reach it, through connecting bus if necessary

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

Q28 comments: no comment

### **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: Emphatically yes. They enable the frail and elderly to travel to see family etc without the hassle and exhaustion of changing at Edinburgh. The same applies to elderly golfers with heavy bags, who would come by air, or possibly hired car, whatever the cost in air miles.

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: The prospect of losing through trains beyond Edinburgh has appalled this community (when they have heard of it – it has not, in late January, received the publicity it deserves). There is a notice at Leuchars but sited in a position where hardly anyone sees it). Through trains are a life-line for the elderly, academics and business people making short visits for lectures or interviews in the south, for parents with small children who, like many others would probably go by car, or by air, and many others. This proposal would be hugely damaging to tourism, and would certainly lead many golfers and other tourists to fly to Edinburgh or Aberdeen and hire cars there if necessary, if the hitherto convenient rail link from London, or Birmingham or even Plymouth was not available. I know of many people whose custom would be lost to the railways and I have no doubt that many more (including unknown numbers of tourists) would follow their example. Those who did not would have to allow far more time to be sure of catching their connection at Edinburgh, in either direction.

### **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:-

### **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:-

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: Need these be mutually exclusive? Longer trains?

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

Q35 comments: The best people to judge this would surely be the ticket collectors who sometimes have to cope (usually very well) with passengers who have drunk far too much.

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

Q36 comments: it should surely be a priority to issue reports on delays etc. on the inter-com, or on screen

### **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: Those who use sleepers certainly value them, and on long-distance trains they are very important, particularly for the frail and invalids going south for consultations. They also save time for working professionals. But when a journey takes less than, say, four to five hours commercial considerations could reasonably have precedence.

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: -