

## 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

East Lothian Council

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

#### Surname

Berry

#### Forename

David

### 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* x  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 x

(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* x  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: should include both but the social rail element needs to include forward economic benefits OUTSIDE the railway itself.

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

Q2 comments: where franchisees have proved both competent and pro-active they should be offered franchises up to 15 years to properly exploit investments (First ScotRail seems worlds away from the 'smash-and-grab' attitudes of FirstBus)

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

Q3 Why can't you have joint investment/reward?

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

Q4 comments: Little matters beyond growing numbers and washing your face financially (with social/wider economy benefits calculated in)

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

Q5 comments: NOT AT ALL. This insanity where ROSCOs make all the money is ludicrous. ScotRail should be an integrated franchise = track, trains & service ALL in one pot. It may make sense elsewhere but a new model for geographically unique Scotland is way overdue.

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

Q6 comments: Not my part of ship.

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

Q7 comments: Not my part of ship.

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

Q8 comments: More penalties than at present. A bland punctuality target is simplistic. Individual routes sometimes suffer appalling reliability due to poor stock or incompetent route management

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

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

Q9 comments: Both

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: Routes, otherwise the good hides the bad.

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

Q11 comments: Single, independent complaint centre, preferably regional.

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

Q12 comments: None: either it's punctual or it's not. What else matters?

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: See Q5 Should be for all parts of the system

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

Q14 comments: Independent travelling inspectors. They had 'em on buses

### **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: Ludicrous question if you've travelled ScotRail whose short trains and overcrowding are legendary. Commuters ALWAYS stand more than 10 mins (pick any line). Long distance (e.g. Glasgow Aberdeen) OFTEN must stand for hours. There is systemic UNDERCAPACITY

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: ONLY if there were REAL express services would this make sense. Augment the existing piss-poor class 170 GLA-ABD with hourly express units (e.g. Class 222) stopping at Stirling, Perth & Dundee (only), then use those points as interchanges for the slower 170s, you have a much better class of railway. But for the branch-line quality gubbins used at the moment, no.

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: Yes, but only for expresses (see Q16) on local (currently ALL ScotRail services are poor enough to be only considered local) just the frequency.

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

Q18 comments: Whatever it is, find a way to break the current "if it wisnae in the franchise we cannae dae it" mentality. ScotRail needs to be more than a people trucking company. They should have an interest in developing their future and the means to do it. Being told to run Alloa services helped Alloa but did nothing for the other 99% ScotRail customers. Electrification like EGIP and beyond should be DRIVEN by ScotRail or we don't have a privatised rail system—we have a bureaucratic public system delivered by some companies.

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

Q19 comments: Let 'em make money when they take risks with their own money.

### **Scottish rail fares**

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

Q20 comments: Anything but what we have now. But unless there is serious unified ticketing with buses you are deluding yourself that we have any transport policy worth a fart. PLEASE send someone over to look how MVV operates in Munich. I DARE you to improve on that.

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: Express fares by joint govt/rail co. We have a bizarre mix of transport authorities. First have their powers equalised by city region, then let them do the same for their region.

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: Make a business plan for each route over 15-year franchise. If they beat it, they keep it. If they don't, it costs 'em

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: About right just now. Peak is double and most people avoid it if they can. Why senior discount applies during peak remains a mystery.

## **Scottish stations**

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

Q24 comments: Should be party of city region level planning by 'real' transport authorities

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: Manifestly obvious

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: One organisation for the entire railway

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

Q27 comments: By co-ordinating train/bus interchange with a single ticket (c.f. Oyster, failing which Munich has run the same system since 1973)

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

Q28 comments: Completely secondary issue

## **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: Of course. Possibly the daftest question so far (and there have been some doozies)

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: Edinburgh is NOT a hub at present. A hub is integrated

## **Rolling stock**

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

Q31 comments: Shoot the bloodsucking ROSCOs

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

Q32 comments: On ANY distance and certainly on Expresses: Disabled toilets, bike storage, WiFi, catering (preferably not a crap trolley w/ 2 sarnies)

## **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: High, especially if you want business/1<sup>st</sup> class. The amount of money they pay for tickets is staggering and ScotRail has been dreadful in attracting them by running a Third-division quality network

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: It's called longer trains. Space is the main advantage of trains over planes. You can't couple two 737s together. And this 'commercially viable' needs to look at the offer. Having a lamp at the table on a 170 that takes 3 hours to get to Edinburgh from Aberdeen is not attractive. Having East Coast style carriages with restaurant and at-seat service would sell a lot more £77-each-way 1<sup>st</sup> class tickets. Get real.

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

Q35 comments: Stay away from this one. It's not worth it

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

Q36 comments: Stop the repetitive stupid safety announcements as if it were an aircraft. Review your in-train 'next station' system because it often shows the wrong station. Train some of the guards to speak English. Most are incomprehensible to native Scots even when the train intercom does work.

## **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

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: Separate

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: They're good as they are. Don't know why they can't be expanded (more than one train to same area) or rail-drive cars added.

### **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: Pardon?