

## 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

British Transport Police

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

#### Surname

McCall

#### Forename

David

### 2. Postal Address

British Transport Police

Area Headquarters

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Email

### 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:

Our primary concern would be that the highest standard of safety and reassurance is afforded to all passengers and staff regardless of which franchise was operating. Passengers do not always recognise boundaries or understand why there are different levels of service specification. The challenge in policing terms is to ensure that regardless of where passengers and staff are in Scotland, they experience the same high degree of service, safety and reassurance.

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

Q2 comments:

The length of contract should facilitate effective collaborative working, to define mutual objectives and to solve problems some of which require investment and effort over a significant period of time. There is considerable investment made into some collaborative objectives and the duration of the franchise should encourage that investment and enable all parties to experience the positive outcomes and benefits from that investment. Examples include installation of cctv, staff training on conflict management, minimising disruption.

Significant improvements are achieved through effective relationships built on trust, understanding of each others priorities and competing demands. This is built over time and therefore the duration of the franchise should facilitate this.

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

Q3 comments:

No comment

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

Q4 comments:

No comment

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

Q5 comments:

No comment

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

Q6 comments:

No comment

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

Q7 comments:

No comment

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

Q8 comments:

No comment

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

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

Q9 comments:

No comment

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:

No comment

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

Q11 comments:

No comment

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

Q12 comments:

No comment

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:

Passengers do not recognise the division of responsibilities in terms of stations and trains particularly in Scotland where there is one key train operator. There is a risk that SQUIRE focuses on some aspects that do not reflect the priorities and needs of passengers; for example provision of litter bins at stations and removal of graffiti.

From a policing perspective there is no evidence that SQUIRE secures any greater focus or responsibility towards critical safety issues for passengers and staff. It is possible that a self monitoring system could address this role.

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

Q14 comments:

A regime of self monitoring and scrutiny of performance standards could be used for assessing train and station quality. Performance standards could be defined through consultation and performance against objectives made public.

The significant benefit to this is the buy in from passengers and staff that their priorities are being addressed.

### **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:

Whilst we recognise the concerns of passengers who experience overcrowding or being unable to access a seat, careful consideration must be given to how this is overcome particularly when determining carrying capacity.

Consideration might be given to restricting the number of tickets sold for some services to avoid outbreak of public disorder and aggression towards staff.

There is considerable evidence that passenger's perception of anti social behaviour is significantly enhanced where trains are crowded. Most passengers have a considerable degree of tolerance for the behaviour of others provided they have a sense of 'personal space' and a safe

environment.

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:

Train services should be considered within an overall public transport plan. Where there is a greater focus on use of interchange stations, consideration must be given to the timeliness of this interchange; minimising delay and disruption to passengers.

Consideration should also be given to the increased demands these place on staff and the associated risks.

Where there is a requirement for the police to oversee the movement of passengers; for example football / anti social behaviour, this is best achieved with direct services.

The investigation of crime is hampered by having to access multiple sources of information and data such as CCTV systems and locating witnesses.

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:

There is a desire on the part of Scottish Government to ensure that investment in all aspects of the railway supports its strategic objectives. Scotland's railway is critical to the economy, social engagement and inclusive communities.

Complementing this, there should be scope for the franchisee to determine service provision such as frequency and journey time based on customer demand.

With the increasing demands on train services to support large scale public events across Scotland; the franchisee should have the flexibility to amend that service provision based upon dynamic customer demands.

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

Q18 comments:

Contract specification should enable the franchisee to deliver a reliable, safe and efficient service having the flexibility to adapt to changing and sometimes competing demands.

Careful consideration should be given to the impact those specifications have on the risk of crime, anti social behaviour and perception of safety for

passengers and staff.

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:

No comment

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:

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:

No comment

## Scottish stations

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

Q24 comments:

Rail stations should meet recognised security standards and create an environment where passengers and staff feel safe.

Careful consideration should be given to secondary use of such premises, particularly when that usage creates an environment allowing for alcohol and drug-fuelled anti social behaviour as well as providing a refuge for any form of anti social behaviour.

The notion of dual franchise can exacerbate this risk where there is a split between stations and train services.

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:

Whilst there may be financial merits in third party operation of stations, it is imperative that the operation of any station must retain a primary focus on the safety and well being of passengers and staff and the minimisation of disruption to the railway.

There should be clear a demarcation between the commercial interests of a station and its role in facilitating the safe and efficient movement of passengers.

Passengers' perception of crime is significantly influenced by the environment within the station; not just in terms of lighting and accessibility, but in the conduct of persons within that environment.

There must be scope for the enforcement of legal powers to prohibit and restrict activity within this environment.

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:

There are merits to a single organisation being responsible for the management and maintenance of stations; particularly in terms of safety and security standards and creating a safe environment.

We have no comment on the franchise arrangements.

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

Q27 comments:

Local communities currently play an integral role in maintaining a safe environment. Through regular PaCT (Police and Communities Together) meetings British Transport Police determine local priorities and discuss with stakeholders; Network rail, ScotRail, station staff and the local community the most effective solution to local problems.

Scotland's rail network is the safest in Great Britain whilst facing some of the greatest challenges in moving increasing numbers of passengers and facilitating access to a wide range of sporting, cultural and community events.

Communities are integral to our achievements in reducing crime and detecting offenders. There is a sound foundation upon which the train operator, Network Rail and British Transport Police engage with local communities.

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

Q28 comments:

There are sound proposals on defining station types and the facilities that might be available and if this enables greater investment at other locations then this is reasonable. Whilst some stations will be categorised as tourist / rural; consideration should be given to ensure that there is no conflict with the Government's strategic objectives of facilitating accessibility and social inclusion for the community

There should be some basic principles for all stations based on safety and security.

### **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:

All services within Scotland should be required to operate to a standard that ensures the safety of passengers and staff. This is particularly relevant when focusing on the impact of crime and anti social behaviour.

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:

No comment further to Q29



## **Rolling stock**

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

Q31 comments:

No comment

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

Q32 comments:

The facilities provided on a train or service should be considered in line with the requirements of passengers on that route. For example if there is a line of route where categorisation of stations has determined that they do not have toilet facilities; then toilet facilities should be provided on that train.

There is evidence that where facilities are not available or out of service on a train this enhances risk of passengers being verbally aggressive towards staff.

CCTV should be a requirement on all services. Its presence significantly enhances the likelihood of identifying offenders and reassures passengers.

## **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:

No comment

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:

No comment

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 is evidence of the aggravating factor that alcohol has on assaults against passengers and staff.

Alcohol related anti social behaviour has the greatest impact on passengers' sense of safety and disruption to services.

Whilst it is reasonable to allow the consumption of small quantities of alcohol

by persons who are orderly and respectful to other passengers, there is a need to address excessive consumption which leads to anti social behaviour and aggressive conduct.

The use of 'dry trains' in their current form is not particularly effective, with a requirement to ensure effective communication and 72 hour notice. The defining of dry trains enhances the risk of aggression towards staff and so there is an argument to say that specific routes and services should be deemed to be dry. This has the potential to enable passengers to choose which service to travel on in the knowledge that they will be dry. This is similar to the notion of a quiet carriage.

British Transport Police works closely with ScotRail to determine which trains should be dry. This recommendation is always based on intelligence and there is little conflict of interest. It is easier to manage this on certain routes and at certain stations. Where it relates to stations such as Edinburgh Waverley it is difficult because of the movement of passengers through one set of gates to numerous services and train operators. It is easy for passengers to violate the ban by moving between services.

Cross border services pose further challenge when trying to enforce dry trains.

British Transport Police is keen to work collaboratively to minimise the impact that alcohol has on anti social behaviour, crime, aggression towards staff and disruption to services.

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

Q36 comments:

The provision of travel information within stations and on trains is considered to be good. Lessons have been learnt in recent years on how this can be improved where disruption or significant delay occurs.

The recent move whereby ScotRail on board staff have access to BlackBerry messenger is a positive move to enhance communication, particularly where there is significant disruption. Staff are able to provide timely and accurate updates which alleviates aggression and facilitates better management of passengers.

### **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:

No comment

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:

No comment

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:

No comment

### **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:

No comment