

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

Cairngorms National Park Authority

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:

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:

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: The benefits of encouraging more people to use the train network for business and social reasons are sound. To sustain any modal shift it will be essential to offer a service that is better than private car use. Building in the potential for standing on any service other than shortest of commutes is likely to be counter-productive in this regard. Carrying capacity

should always exceed user numbers on the tourist routes where journey times are long and the quality of experience is a large component of the holiday experience.

Speed too is always going to be a key factor in encouraging modal shift and the journey time to and from the central belt still remains slower than car travel. Reducing journey times should therefore be a serious consideration. Increasing the amount of double track between Perth and Inverness will add considerably to such improvements in speed.

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: (see comments under questions 29 and 37.)

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: Government should play the leading role in determining the acceptability of interchanges and interconnectivity. It should not solely be determined by the franchise as it needs to consider a wide range of issues that are likely to be beyond the scope of the franchise holder.

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

Q18 comments:

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: Fare structures should be simple and transparent and we welcome the undertaking to remove existing anomalies.

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: The increasing cost of fuel and the remote nature of the Cairngorms National Park to drive to/from could be both a deterrent to visitors travelling here and also an incentive for visitors, residents and businesses to use the train instead. We would encourage a system whereby people travelling to remote rural locations/long distances are not penalised.

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:

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:

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: The daily East Coast train that travels through the Cairngorms National Park between London and Inverness is viewed amongst most travellers as the best train to travel on, even if only as far as Edinburgh or Perth. It provides a very good quality service, Wifi, two first class carriages, excellent cycle storage, a buffet car and quiet coach. It is the type of service that the Scottish franchise should be aspiring to and offers the best travel experience for long distance users. **It is essential that this service remains without the inconvenience of decanting passengers at Edinburgh.**

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: Terminating the East Coast service at Edinburgh would be a huge retrograde step for travellers and would only add to the perception of remoteness of the Highlands. Removing the existing service will have an adverse impact on tourist numbers and business travel.

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:

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

Q35 comments:

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: The Scottish Government should continue to specify the Caledonian sleeper as it is an essential part of the transport mix that allows tourists to come and go from the National Park to the south of England without the considerable inconvenience of travelling to airports. It also enables business people to travel from the north of Scotland and attend early morning meetings in London which cannot be done by air travel.

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: The mechanics of how the service is protected is much less important than the essential retention of a daily over night service between the North of Scotland and London.

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: The appeal of the service is the ability to experience a full day of either recreation or work before embarking on an overnight service that allows the same thing to happen at the other end. There is no loss of either work or recreational time. Increasing the frequency of services throughout the day would not address this fundamental advantage that the sleeper provides.

The Inverness sleeper provides an essential transport link from and to the Cairngorms National Park. It is used both for those taking a recreational break and by businesses. Inverness is the appropriate destination.

The service requires to cater for a broad range of users. The basic, standard class service provides a reasonably well priced option for travel. The business sector would be attracted by such additional facilities as showers and Wifi. This would help to encourage use of the sleeper as an alternative to flying.

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: