

Respondent Information Form and Questions

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

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3. Permissions - I am responding as...

Individual

/

☐

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

- (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

- (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: Rural communities will always be in the 'social rail element' category and must be maintained, if it is better to secure these services using a dual focus franchise then so be it.

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

Q2 comments: The longer the better as it will give continuity to the travelling public and TOC's.

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

Q3 comments: The risk should always be minimised, the TOC's and both local and national Government should continually promote access to the rail network for all the, not just for those who live in or near the larger towns and cities.

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

Q4 comments: If the TOC delivers what has been promised then the profits should belong to the TOC.

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

Q5 comments: All parties involved in running a fit for purpose Scottish Railway should be treated as equal partners.

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

Q6 comments: Make it clear in the bidding process what is expected, the timescale and the rewards for the TOC.

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

Q7 comments: Use current best practice.

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

Q8 comments: Existing system seems to work.

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: Each area of the country has its own unique challenges which will reflect in its performance. The overall performance should still be monitored.

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

Q11 comments: The current system appears to be working well.

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

Q12 comments: A good balance is currently being maintained, off course there will a few which are at the low end of the scale so they should be targeted for improvement.

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: Yes to 1st & 2nd questions.

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

Q14 comments: Closer consultation / taking on board points raised by Rail User Groups, passenger complaints and suggestions.

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: 10mins standing time should not be increased, there is always room for increasing the capacity. The TOC's know what trains are regularly overcrowded.

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 there are currently no direct services then interchange is a must do – especially in rural communities but these only work when the travel distance to the interchange station is relatively low, they should also be a regular service. Getting bus companies and TOC's to wait for each will always be a problem – perhaps if they were the same company?

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: Generally the latter but sometimes common sense is required so an overview by the Gov / Rail Regulator would be useful.

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

Q18 comments: On the high side.

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

Q19 comments: There is nothing with innovation as long as all parties are in agreement. If it works and there is more profit then let the TOC keep it.

Scottish rail fares

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

Q20 comments: Be affordable, make it easier for more of the population to access an expanding rail network and to encourage people to use their cars less.

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: If the TOC's increase fares greater than inflation then good reasons will have to be given. Train fares are generally pretty high – they will have to compete with the motor car. It should be up to the TOC's to determine the 1st class fare.

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: The less the taxpayer contributes the better but as Scotland is mostly rural this contribution will always be high. The increase in fares should be in line with inflation, to improve a route and then increase the fares is a disincentive to travellers.

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: This is just another way of increasing revenue, few commuters are in a position to change their travel plans. As a non commuter I travel off peak as it is generally quieter.

Scottish stations

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

Q24 comments: Each station is unique and should be taken on its merits. History has shown that station closures are invariably short sighted and should be resisted. Local needs and not long distance journey times should be the deciding factor.

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: Less Government subsidy and funding independent of the TOC.

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: The standard of stations throughout the country varies, Network Rail should maintain them to a specified standard and then promote local groups (particularly for rural stations) to add the finishing touches – paint work / flower baskets / signage etc. We all appreciate an attractive station whether it is a new modern one or a well kept Victorian masterpiece.

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

Q27 comments: Network Rail & the TOC should 'walk the talk' and encourage local users to become involved.

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

Q28 comments: All stations should be welcoming, have adequate car parking at an affordable rate, adequate covered seating, well lit, waste bins, good mobile phone coverage. The larger stations should have more amenities, each station is unique and should be seen as a focal point.

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: Existing system appears to work well, changing trains is always a source of worry.

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 trains at Edinburgh would be of no benefit.

Rolling stock

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

Q31 comments: A balance should be struck between what the rolling stock manufacturer / ROSCO has available and what the TOC's want. The customer should not be dictated to. Alternatively, if the Scottish Parliament are paying for new stock, then they could lease these directly to ScotRail or reduce the subsidy pro rata.

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 vending trolleys are generally very good, all trains should have toilets as stations may not, there will always be disagreements over mobile phone use – perhaps more quiet coaches. The legroom varies somewhat, if there is a minimum then it should be increased. The 3 + 2 seating arrangement has been shown to be ineffective i.e. the passenger does not wish to be cramped into a smaller seat/space. This type of seating arrangement should be declared illegal!

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: Difficult question, we must be sure the minority do not spoil it for everyone.

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

Q36 comments: Train departures and arrivals at the station one is at should be clearly displayed with reasons for any delays.

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: This is covered by UK and EU legislation.