

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

Doune-Knoydart (Doune Stone Lodges Ltd)

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 <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/>
	or <input type="checkbox"/>
	Yes, make my response available, but not my name and address <input type="checkbox"/>
	or <input type="checkbox"/>
	Yes, make my response and name available, but not my address <input type="checkbox"/>

(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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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? <i>Please tick as appropriate</i>	<input checked="checked" type="checkbox"/> Yes	<input type="checkbox"/> No
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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: no comment

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

Q2 comments: no comment

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: improvements in booking process and gathering customer feedback on booking process.

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: 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: no comment

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: not sure but better integration of inter-modal timetables (e.g train – bus, train – boat) needed.

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: some overall limits needed but flexibility within these.

18. What level of contract specification should we use 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: sufficient and sustainable – covering costs and generating required surplus for return on investment and reinvestment.

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: no comment

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: set overall level of fare take to cover revenue requirement. Discriminate on pricing to maximise off-peak use. Learn lessons from low-cost airlines pricing models and policy.

Scottish stations

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

Q24 comments: no comment

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: no comment

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: use social networking and local community organisations. For low use, remote, stations consider local community management.

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: no comment

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

Rolling stock

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

Q31 comments: purchase, management, and maintenance by a regulated (with public sector input) 'asset management company' with lease to Franchisee.

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

Q32 comments: no comment

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: Reconfigurable rolling stock.

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

Q35 comments: no comment.

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

Q36 comments: no comment

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, the requirement should be specified in broad terms. There should be flexibility to optimise commercial viability in specifying detailed services. The cost model used (and track costs charged) for evaluating sleeper services should not unfairly distort the assessment of their commercial viability or provision.

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: Both options should be considered. The bid framework could allow for an applicant to offer one or both approaches. The requirement should be for the applicant to offer a solution covering the WHOLE service requirement. This shouldn't prevent them partnering with a specialist 'sleeper' service provider if they consider that the most effective solution.

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 FortWilliam, 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: [These comments relate to the Fort William Sleeper]

- The Fort William and Glasgow sleepers are used by a number of guests visiting us from the London and South East areas including some who have travelled from overseas. The sleeper service offers an important link. The timing of the journey is convenient and avoids an additional night's stay enroute and the need to change mode of transport (the alternative typically involves train from London to Gatwick or Luton, flight to Glasgow, bus to Glasgow central and train with an additional overnight stay in Glasgow).
- The main problem with the current service is the inflexibility and limitations of the booking service. Bookings are only accepted a maximum of 10 weeks in advance (many of guests plan their journey months in advance of their visit) and this prevents guests from booking their outward and return journeys in the same booking. The booking process appears to result in a number of berths ending up empty when they could be booked. A better integrated and flexible booking process

is needed; including the facility to adjust 1st (single) and Standard (twin) berths depending on demand. Rolling stock investment is needed, aside from upgrading the now very old sleeper berths this would provide an opportunity for introducing a sleeper couchette seat service.

- In summary the sleeper service, north of Edinburgh and Glasgow, provides a vital tourist link in addition to its use by people living in the Highland region travelling to other areas. With imagination, investment and careful management it can be operated on a commercially viable basis.
- Yes, Fort William, Inverness and Oban are the correct destinations. There is no reason why cross connect service to Oban cannot be arranged as already is for Fort William to Mallaig.
- A sleeper couchette seat service (airline style) should be offered to increase capacity and improve quality.

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.