Respondent Information Form and Questions

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

1. Name/Organisation

Organisation Name

East Renfrewshire Council

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

Surname

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Forename

Scott

2. Postal Address

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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: *This seems a sensible approach as laid out in the consultation document, however would like to know if this approach has been tried elsewhere and what the outcome has been for both economic and social objectives.*

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

Q2 comments: *Longer franchises provide an element of clarity and stability. Would it be possible for the franchise to be awarded on a short time period with opportunity for extension in meeting key performance targets?*

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: *It is right that the Scottish Government should share in profits generated but this should be ring fenced to provide improvements to the rail network.*

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: *Performance bond or parent company guarantees need to be*

set an appropriate level which mitigate against an appropriate level of risk without discouraging the potential for high quality and innovative franchise submissions.

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: *The current PPM arrangements seem to have been successful in improving results through incentive. Need to ensure that measurements are the correct measurements and are leading to real and noticeable improvements for passengers.*

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: *Yes it should be aligned to actual routes or service routes to ensure that the measurements for success are the correct ones and leading to real improvements for passengers on these types of service.*

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

Q11 comments: *Through regular and meaningful and proportionate levels of consultation with passengers.*

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

Q12 comments: *Both are intrinsically linked and the balance may be different depending on the type of service. This should be taken into account.*

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: *SQUIRE appears resource intensive but has obviously been useful in leading to improvements. Train and station quality levels should be inherent in any franchise so perhaps a less rigorous but "spot check" approach could be used with on the spot fines for the franchisee relating to failure to meet standards. Levels of fines would need to be enough to act as a*

deterrent for poor performance.

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

Q14 comments: *As response to Q13.*

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: *Standing for much longer than 10 minutes would not be acceptable.*

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: *The number of changes that a passenger has to make on a public transport journey has a significant impact on mode choice. If greater use of interchanges is to be encouraged then the reliability and time impact of interchange as well as how this is perceived by the public would have to be addressed. To encourage modal shift the more direct services are the better.*

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: *This depends on the type of service. Government should direct aspects of service provision to ensure that social objectives are met. Flexibility could be given to the franchisee out with a minimum specification.*

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

Q18 comments: *Would agree that targeted specification offers the best balance, however it will be important to ensure that the minimum service provision for socially important services meets the needs of communities.*

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: *Fares policy should encourage modal shift ie be less expensive than private transport and have a clear pricing strategy, with no 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: *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: *A fundamental question that needs addressed is how to reduce the overall costs of running the railways. If we are serious about modal shift then fare pricing is a lever to achieve this.*

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: *Fare pricing is a good way to address capacity at particular times of day for a small minority. However this doesn't recognise that for many people travel time is fixed. Rail needs to be able to offer the flexibility of the private car.*

Scottish stations

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

Q24 comments: *Stations should not be closed unless the case is compelling. Stations are much more than just a piece of transport infrastructure and play an important part of communities. Even when stations are within close proximity to each other they often serve different lines and offer different destinations. Economic and social needs both need to be considered fully and marketing is also important. It is strategically important for the Council to see better access to rail services from rural areas, the social policy obligations of rail should not be underplayed.*

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: This sounds good in principle but the bureaucratic nature of any dealings with the rail industry would make this an unattractive option. If you take the example of bus quality partnerships, legislation encouraged their development, but uptake has been limited due to the legal and resource requirements involved. As above it is strategically important to the Council for rural areas to have better access to rail.

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: *It should be made as easy as possible for local communities to support local stations and relationships and opportunities should be developed, particularly for rural areas.*

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

Q28 comments: *It would make sense for different categories of station to have certain service standards. Would need to be careful in how stations are categorised as many stations can be multi-purpose eg serving tourists as well as the needs of the local communities.*

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: *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: *Facilities should vary according to route served but all trains should meet basic requirements such as ability to get a seat and general cleanliness.*

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: *Priority should be given to commuter routes to encourage modal shift and highlight the benefits of being able to use Wi-fi and productivity compared to driving a private car.*

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: *Where there are capacity issues and trains are unable to offer basic requirement such as a seat then under-utilised first class accommodation should be made available. Enhancing capacity and overall customer experience through innovations such as wi-fi should lead to greater levels of modal shift.*

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

Q35 comments: *Allowing the consumption of alcohol can add to the overall customer experience of using train travel and for the vast majority is unlikely to raise any issues. Need to cater for the majority and address negative issues created by the minority.*

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

Q36 comments: *Real time information and using technology to better alert customers to problems and provide solutions.*

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: Ability to cut emissions through modal shift should be measured, increasing attractiveness of rail services