

## 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

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

Surname

Forename

### 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: A dual focus franchise any would enable ScotRail to set differing objectives to the franchisee pending on whether a rail network was deemed to have primarily economic or social characteristics. While value for money and efficiency would underpin the aspirations of running services on both types of network the social benefits of a rail service continuing in certain rural areas would be given more substantial weight when assessing the viability of the service. This would be particularly relevant where routes intensively used by tourists and visitors with marked seasonal fluctuations in passenger numbers, -such as the Oban, West Highland, Kyle, and Inverness to Wick lines were being assessed for their economic return. It has long been held, that communities in remote and rural areas should not be disadvantaged or penalised by the removal of their access to public transport particularly in an era where the need to promote sustainability in this sector is paramount.

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

Q2 comments: It is agreed that the benefits of short contracts are persuasive regarding the frequency of market testing. However there may be merit in considering longer extension options should significant investments be offered by franchisee.

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: It is agreed that the benefits of short contracts are persuasive regarding the frequency of market testing. However there may be merit in considering longer extension options should significant investments be offered by franchisee.

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: It beggars belief that in this day and age of seeking “passenger-centric” services that consideration is being given for increasing standing times on, amongst others, the Edinburgh - Glasgow route flagship service where a large percentage of passengers are embarking on a journey at either the beginning or the end of a long working day. The quality of the journey experience on that service and the new Helensburgh and Milngavie to Edinburgh services requires to be improved through e.g. greater capacity and the introduction of a catering facility on the latter services. The reported experiences of park-and-ride commuters travelling to Edinburgh from the north side of the Forth clearly points to a need to reduce the requirement for standing times even if that means longer trains and platforms.

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: When considering the question of interchange/interconnections, the issue of the continuing failure to resolve the pressing need for the Glasgow cross-rail facility cannot be ignored, especially given the lengthy period of many years over which this project has been at the centre of discussions on implementing new strategic programmes.

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:

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: It would be appropriate to reconsider the use of RPI as the base for monitoring ticket prices given that the Government are actively promoting the use of CPI for reviewing a range income and benefits covering a wide spectrum of the

population on low incomes including many pensions of low paid workers.

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: It can be argued that the rail services used on a day-to-day basis e.g. short-haul journeys within the Strathclyde Passenger Transport area, together with socially underpinned rural routes should be free from the added pressures of commercial criteria. Commercial issues should govern intercity routes such as Edinburgh-Glasgow, where travellers have made a specific and informed choice as to dividing home and workplace between different cities.

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: One would expect that any decision regarding the closure of a railway station must take into account the socio-economic effect on the local community together with practical opportunities either for a re-location of the station facility or an assessment of the alternative means of public transport available in the area.

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: There must be merit in only one organization being responsible for the operation and maintenance of any single station. Whether this should be the franchisee or Network Rail may be a decision dependant on whether long-term capital investment in the facility is envisaged in the foreseeable future, - in which case it should be the latter agency's responsibility.

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

Q27 comments: Greater publicity, perhaps including new advertising campaigns in stations and on trains, of the opportunities for communities to become involved, is required, together with a more robust and positive tenant-friendly approach to the letting of unused station premises.

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: Encouraging rail transport as an alternative to flying to meet an environmental objective, renders it imperative that cross-border services are available beyond the central belt to ensure that there is a realistic and practical alternative for people who may be reluctant users of flights from the more northerly airports to the Midlands and further south.

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:

## **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:

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:

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:

### **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: Performance indicators should include targets to increase the tonnage of freight removed from roads e.g. by seeking the reversal of the recent loss of timber haulage capacity on the West Highland line.