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

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Organisation Name

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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

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 I have serious concerns with a dual focus franchise. This approach to the franchise will see the introduction of different levels of specification and regulation. This will leave the franchisee with the most profitable routes to exploit and those deemed 'socially necessary' left to the tax payer and passenger to fund.

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

> Q 2 The current franchise length should not be increased.

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

> Q3 Scotrail does not currently take any risk. External costs to the company such as track access charges, all rail infrastructures, all rail investment, and even the performance bond are covered by tax payer subsidy. This should change.
>
> Risk is linked to GDP therefore profit made by Scotrail is not affected by negative wider economic conditions. This would lead to the possibility of Scotrail being the only privately run company not vulnerable to an economic downturn.
>
> Scotrail can make claim on tax payer's money to indemnify them in the event of Industrial action. This can not be allowed as it may mean that the franchise will not deal with trade disputes effectively as negative aspects of trade disputes will be felt by the tax payer and not the private company.

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

> Q4 The profit sharing mechanism should apply to all profits.

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

Q5 No third parties should be involved in the operation of passenger rail services.

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

Q6 High levels of contract specification is needed and failures penalised.

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

Q7 no comment

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

Q8 Poor performance should be penalised depending on the scale of the poor performance and there should be the option to be striped of the franchise and the possibility of the parent company being barred from bidding for any future franchises in Britain.

Achieving reliability, performance and service quality

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Q9 Given that franchisees will be private entities and not public bodies, there should be no tax payer's money used to incentivise or reward as generating a profit will be incentive enough for this private entity.

Poor performance see question 8

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 There should be one system for the whole of Scotland.

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

Q11 By paying close attention to the National Passenger Survey.

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

> Q12 Journey times should be specified in the contract.

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 Should the decision be taken that SQUIRE is no longer required it must be replaced with a system which is no less robust.

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

> Q14 Any new mechanism must be more robust than the current mechanism.

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 Passengers paying for a ticket should be able to sit for their journey. Passenger expectations should not lower should a new service be introduced.

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 This may lead to fewer trains and lower levels of frequency.

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 The government should direct aspects of service provision such as frequency and journey time, recognising its economic and social importance to Scotland.

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

> Q18 The highest level.

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

Q19 If tendered correctly there will be no need to incentivise innovation in the provision of services.

Scottish rail fares

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

Q20 Fares policy should be designed to get more people of roads and into trains.

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 The Government should regulate all fares.

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 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 The difference between peak and off-peak should be regulated.

Scottish stations

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

Q24 Footfall at stations must not be the only measure of rail station necessity. Social issues and travel to work should be taken into account

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 There should be no further fragmentation of the rail network.

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 yes only one organisation should be responsible for the management and maintenance of stations.

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

Q27 By using the rail services and by prices being as affordable as possible.

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

Q28 The current categorisation should be maintained.

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 Yes Cross-border services should go beyond Edinburgh, to ensure competition. Operated jointly by relevant transport services north and south of the border.

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 No

Rolling stock

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

Q31 Rolling stock companies should be regulated.

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

Q32 Basic facilities such as Buffet Car, toilets quiet coaches, Wi-Fi technology and conductors on all trains. .

Passengers – information, security and services

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

Q33 See Question 32

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 Include more carriages.

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

Q35 no comment

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

Q36 More informed staff members on trains and at stations – this will require investment in training.

Caledonian Sleeper

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

Q37 yes we should continue to specify sleeper services.

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 The Caledonian sleeper services should be kept within the main Scotrail franchise.

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 On all three bullet points there should be more choices available to passengers.

Environmental issues

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

> Q40 There should be a year on year commitment to reduce emissions and amount of waste going to landfill.