

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

Yes, make my response available, but not my name and address

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:

The whole franchise arrangement is a farce. The railways should never have been sold off in the first place. A rail network should be owned and operated by the people who use it, namely the public. The Scottish government should take the opportunity at the end of this franchise period to take the Scottish railways back into public ownership. Further fragmentation by adding additional franchise elements is not the solution. A properly funded, modernised rail network is required, with affordable fares, attractive stations and modern rolling stock. Rail should be seen as part of a public service, there to provide an alternative to road or short haul flights.

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

Q2 comments:

Comments as in Q1. If however the government is intent on continuing with franchising then the term should be for a sufficiently long period, much longer than previous franchise periods, to allow whichever company to invest in new rolling stock etc.

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

Q3 comments:

A support mechanism that ensures continuity of service both in terms of trains, timetable

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:

Less fragmentation of the rail service the better.

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:

Taking control of the service back into the public control.

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:

Less fragmentation of the rail service the better.

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

Q11 comments:

No Comment

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:

Does what is on offer match peoples expectation for travel? In most cases probably not, shabby stations, old rolling stock and poor punctuality

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:

This is the twenty first century. Everywhere else in Europe trains run on time because government have prioritised investment. The idea that improvements in service in this country can be made by making trains run slower is a sad indictment of the decades of under investment in the rail network and the low esteem in which rail travel is viewed.

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:

No. Completely the wrong approach.

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:

No Comment

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:

To attract more people to use the railways by offering affordable fares. The rail service should be just that, a service, not something that is run primarily as a profit making venture for private companies.

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:

Fares should be set at an affordable level.

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:

No Comment

Scottish stations

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

Q24 comments:

No stations should be closed; quite the opposite, expanding the network and opening more stations should be on the agenda.

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:

No Comment

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:

There is only one direct train in each direction from Inverness to London each day and this is an essential service – see comments for Q30. Whoever is in charge, presumably the Ministers, should specify this service.

Getting people and freight off of the roads and onto rail must be seen as a priority of which cross border travel is a key component. The amount of tax payers money spent on rail is insignificant when compared to the direct and indirect cost of road transport.

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:

There is life beyond Edinburgh, and this centralised view of the transport requirements of Scotland is of no help to those us living in the north and who wish to have a properly functioning rail service. Instead of trying to reduce and downgrade the service north of Edinburgh the government should be looking at ways of improving the service. People travelling on this limited service on our 1970's rolling stock and Victorian track, should not be further inconvenienced by having to change trains. This is particularly relevant to people travelling with families or elderly people who simply want to get on a train and get off at their destination without suffering the hassle and frustration of having to change trains along the way.

Instead of looking for ways to reduce the service the government should be looking to improve the service. There is intense competition from cheap flights and road transport and investment in the rail network has to be made to make it an attractive alternative. Modern comfortable rolling stock, improvements to the line north of Edinburgh, including straightening sections and electrification would reduce travel time and encourage people to use the service. There has to be a long term view, no more Dr Beeching please.

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:

A seat, particularly if you have paid a lot of money for the fare. Clean toilet facilities and refreshments. Obviously on longer journeys a more extensive catering service should be provided and a Wi-Fi connection is very useful for business travellers.

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:

Investment in more rolling stock is the obvious answer so that flexibility in the service can be maintained.

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

Q35 comments:

It would be unfair to punish the majority as a result of the actions of a few. The chance to enjoy a beer or a glass of wine is part of the joy of train travel.

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 Sleeper service is essential, particularly to those us living north of the central belt who wish to travel to London and onwards to Europe. The alternative is spending eight hours on a daytime train. Removing the Sleeper service would inevitably lead to an increase in short haul flights which is not the answer.

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:

It should remain within the same train operator as the daytime service. Further fragmentation of the network is undesirable. And would lead to potential conflict between operators.

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:

As per Q37, the Sleeper service is essential and must be maintained.

It provides a direct link from the far North of the UK to London where a twenty first century rail network links to the continent. It avoids the need to find overnight accommodation and arriving in the early morning in London allows plenty of time for onward connections or meetings. It takes at least eight hours by day train from Inverness/ Fort William earlier or later services will not detract from the loss of a whole day travelling.

Inverness, Fort William and Aberdeen are the obvious starting points for the Sleeper service. Faster train travel to the south is available from the Central

Belt, so there is less need for an overnight service.

Like all the rolling stock that travels beyond Edinburgh, the Sleeper carriages are from another era and could definitely benefit from renewal. The cabins could be made quieter and slightly larger. In Europe some overnight trains offer en suite facilities and more space at a premium price, which people seem happy to pay. A range of options for accommodation would be a good idea and I personally would be happy to pay more for the option of better facilities.

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:

Attracting more people out of their cars and off of short haul flights