

## Respondent Information Form and Questions

Please Note this form **must** be returned with your response to ensure that we handle your response appropriately (**A bit more guidance, a bit less jargon would be useful ...**)

### 1. Name/Organisation

#### Organisation Name

( personal capacity)

Title Mr  Ms  Mrs  Miss  Dr (x)  *Please tick as appropriate (how?)*

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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: After 30 years teaching in Germany, the comparisons between practice in Germany and the UK reflect so poorly on British practice, in terms of cost and utilisation, that a new approach is needed, under a new financial framework. A serious comparison between the privatised system and the state-run one under Peter Parker, in the 1980s when the subsidy was the lowest in Europe, would be a start. The history of subsequent policy could usefully be assessed on the same terms as the UK banking system.

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

Q2 comments: see above. The abolition of the privatised 'system' has to be an option.

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

Q3 comments: meaning that the state will have to take over if the contractor goes bust, as with East Coast?

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

Q4 comments: We'll get to that when there are genuine profits. The consensus seems to be that privatisation has pushed comparable costs up by 30%.

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

Q5 comments: Meaning local authorities, voluntary groups? They should be encouraged to run their own lines.

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

Q6 comments: The application of a full social/environmental costing to all means of transport, i.e. costing-in carbon output, accidents, congestion, consequential ill-health, inefficient use of travelling time to individual motorised travel.

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

Q7 comments: see 1

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

Q8 comments: see 1

### **Achieving reliability, performance and service quality**

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

Q9 comments: experience has shown that 'performance' is relative. The 'internal market' imposed by Christopher Foster and co in the privatised rail system in the 1990s was a nonsense, with fatal outcomes.

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: see above

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

Q11 comments: it helps to specify 'passenger issues'. As it stands this is a meaningless phrase.

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

Q12 comments: Take an example like Chiltern Trains, not these days much slower London-Birmingham than Virgin, cheaper, large, light and comfortable units, wi-fi free. Run by a nationalised railway. Deutsche Bahn.

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: See above. What does this phrase actually mean?

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

Q14 comments: See above.

### **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 depends on the design of the trains. Ease of entry and exit. Scots trains are oriented round seating and awkward for standees

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: Can be done, but not helped by several different owners 'Missed connection? Not our train/bus, mate!' (see the 'bus link' with the Borders at Carlisle which doesn't function at all). Without logical replanning of stations (see the German use of airport stations like Frankfurt Flughafen) and use of tram-trains in urban areas, 'interchange' promises chaos.

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: A well-run state system should be clever enough at this.

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

Q18 comments: see above. Again a phrase the ordinary passenger will be baffled by.

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

Q19 comments: see above

### **Scottish rail fares**

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

Q20 comments: Intelligent interavailability between all surface transport modes. Binding passengers to public transport. Confidence in operators to guarantee reliability and comfort. The half-price German bahncard seems to do this.

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: Few precedents from Britain are reassuring, outside the London area .

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: If the focus were to be turned on the land area now dedicated to roads and parking, and the diseconomies of a car-dominated system, which peak oil will finish in say 15 years, 'taxpayer subsidy' would appear relative. We need to get up to a Zurich level of 400+ annual journeys by public transport from the present c. 120.

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: Not a strategy much used on the continent

## Scottish stations

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

Q24 comments: Start by lowering the cost. Compare the new tram-train halts in Baden-Wuerttemberg with the grotesque overengineering of, say, Caldercruix ... twinned with Breich?

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: the more initiatives the better

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:

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

Q27 comments: ACORP provides many instances of good practice

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

Q28 comments: we seem to have contrived a maximum of inconvenience with a maximum of cost – gated barriers and pervasive people in day-glo waistcoats 'to check that these work'. How come the Germans manage with 'open' stations?

## 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: Edinburgh Waverley, no matter how much rebuilt, is about the last place one would want to change at, so the more through services - i.e. Scottish Borders to Perth or Glasgow, the better.

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: a hub would be possible, if the money – say £ 2 billion – wasn't being wasted on the Forth Road Bridge, but through services to external terminals are generally more efficient

## **Rolling stock**

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

Q31 comments: Get rid of Roscos, though this business may be expedited by any post-mortem on the banks who managed that racket

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

Q32 comments: Toilet needs are roughly proportionate to onboard catering. The latter could be reduced on busy central Scottish lines. It's rarely found on local lines in Germany. Given social indiscipline, sadly more prevalent in Scotland, there's a case for an alcohol ban, rigorously enforced.

## **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: a key factor in making trains an efficient work environment, but compromised (see mobile phones) by noise pollution from incessant announcements. Try using a mobile phone between Waverley and Edinburgh Park.

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: inter-city capacity could be radically increased by reducing First Class seating on Anglo-Scottish trains to resemble 'business class' on flights.

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

Q35 comments: see above Q 32

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

Q36 comments: traveline is pretty good. There is a good case for making using public transport a part of civic education, finding out how much schoolkids know about it. German expresses have a paper Zugbegleiter 'train companion', which cuts out noise pollution.



## **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: Sleepers are excellent and good value. There should be an inquiry into why night trains from Scotland to Europe were built, but then dropped and sold to the Canadians.

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: the system seems to work well as presently organised

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: provision seems pretty good, but we ought to think again of Brussels, Paris, Cologne

## **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: everything we do should reflect the fact that within 10-15 years – perhaps months if there's a shooting war over Iran – peak oil will take a sledgehammer to the automobile economy, already polluting and intensely inefficient.