

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

Mr

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

Surname

Henderson

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Allan

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:Where I live in the Highlands it is always difficult to find transport links that pay for themselves so it is imperative that a dual approach is taken social and economic. The social aspect allows for limited services to be run in remote and rural area where we have the infrastructure.

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

Q2 comments:10 years at least to allow companies to reinvest and establish transport links

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

Q3 comments:This is a matter for the commercial operators

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

Q4 comments:Always good to have incentives built in. Where a company make a good job at turning routes into profitable ones then they should be able to retain profit for reinvestment and development

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

Q5 comments:User groups are always good for focus.

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

Q6 comments:Again simple method---if successful retain for development and reinvestment. By the same token underperformance should be discouraged and penalised

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:Withdrawal of contract

Achieving reliability, performance and service quality

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

Q9 comments:Both are useful but in the west highlands we do have to make allowances because of the nature of the rail lines and lack of real investment over the years

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:One system so that the general public can understand it

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

Q11 comments:No coment

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

Q12 comments:Balanced

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:yes.The whole passenger experience is important from first arriving at a station. The passenger does not know, or care, who owns or runs what. They are just looking for a good experience for something which is generally relatively expensive.

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

Q14 comments:Cleanliness and warmth of carriages.

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: Considering the cost of a fare I do not consider standing for any length of time to be appropriate.

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: Central belt question as we in the Highlands have very few possibilities for this

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: Companies in consultation with communities are best placed to deliver this.

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

Q18 comments: Clean green and lean with a commitment to clearly advertise services.

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

Q19 comments: Be brave ---even issuing cheap annual tickets for locals in the Highlands/Borders, who probably do not even use the service to encourage them back on to rail, just as is happening with buses.

Scottish rail fares

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

Q20 comments: Reasonable prices to allow low earning families to make use of the service rather than just when we have expendable income ie holidays.

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: A combination of both

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: Here the social benefits should be considered. Again like the buses---encourage use of rail, in the lower use areas---Highland and Lowland. The lower centres of population.

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: It is difficult penalising people because they have to work at certain times. However to a degree peak fares are correct but not prohibitive prices with real incentives as detailed above for use outwith the peak period. However one areas peak period will be different to another. For instance Glasgow to Edinburgh will be 7.30 am to 9am plus evening while Fort William to Mallaig will be 11.30am to noon in the summer and afternoon return!

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. We need more especially where new centres have sprung up. Sky train in Vancouver was a driver for new settlements by extending to new stations before houses were built

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: It would be great to see communities own their own stations. With a little careful funding community trusts could take on this role. Again profits should be retained for the good of the community.

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: The franchisee should be responsible for the station if communities do not want. Then the public will not be fobbed off with who owns what. The present system is a wonderful mystery that most people do not understand.

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

Q27 comments: Many ways. Civic Pride and a reasonable grant

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

Q28 comments: Basic toilet facilities, machines issuing tickets and good journey information where it is not economically possible to have staff

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 on funding aspect but obviously would benefit passengers the longer you can travel in one train

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: Not necessary unless operationally more beneficial. The west highlands would then need a direct link instead of changing to travel North from Glasgow

Rolling stock

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

Q31 comments: Do not know about stock

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

Q32 comments: Clean toilets, At the very least good quality vending machines on short journeys and modern catering facilities on journeys over 3 hours. Comfortable seating. Wifi but limit use of mobile phones to certain areas for the benefit of all 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: Work with BT who are looking at improved services part funded by government.

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: A decent middle of the road would probably be better than 2 classes .

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

Q35 comments: Thorny issue needs to be really well thought out. Dispensed by licensed operator might be the way forward, as in a pub, with no room for previously bought alcohol to be used except in the privacy of own sleeper. .

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

Q36 comments: Many ways.

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.

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:Not necessarily, but possible if a better model is viable. Probably would function better within the whole 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 comments:The sleeper service is unique and while it will always remain relatively expensive has to be balanced against other travel and board. Better eating would enhance the experience as would redesign of cabins. Sharing with unknown persons is not a 21st century practise to be encouraged. It would even be better if the west highland line sleeper carried on to Mallaig to allow islanders to travel, with less changes. It must be better advertised as well as ticketed as most of the complaints are not about the service but the difficulty in booking. An observation car could be added to enhance the experience. This should be a trip to savour and remember. Steam has revitalised highland railways the sleeper should be a similar experience.

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:No comment. However when it comes to environmental issues all railway sides should be cleared of scrub trees. Especially in the Highlands most people are paying and travelling as visitors and expect to see our wonderful scenery. At present this is not possible once the leaves come on the trees. Corridors are not enough. Get back to the way it used to be, with views for all.