

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

5/1 Ainslie Place		
Edinburgh		
EH3 6AR		
Postcode EH3	Phone 01312256460	ewan@navyblue.org.uk

3. Permissions - I am responding as...

Individual <input checked="" type="checkbox"/> / Group/Organisation <input type="checkbox"/>	
Please tick as appropriate	
(a)	(c)
Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?	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).
Please tick as appropriate <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Are you content for your response to be made available?
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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 <input checked="" type="checkbox"/>	
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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?	
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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 post-privatisation structure is complicated enough, without introducing further sub-division.

The Scottish Government has inherited a post-privatisation railway with an extremely complicated structure of which is unfortunately considerably more expensive to operate than was the case before privatisation. I do not propose renationalisation, but seeking to find a simpler and more cost effective structure for Scotland's railway should be an urgent priority.

In so doing, Government should seek to understand why the substantial increase in passenger numbers in recent years and the extra fares paid thereby, has not reduced the subsidy requirement.

Consideration should be given to the *Scotrail* franchise being structured on a similar basis to the "*John Lewis Partnership*" model, with profits being shared between employee bonuses, passengers via an improvement fund and the taxpayer. This enormously simplifies all the complex issues raised in the following questions, includes the motivation to operate efficiently and encourages management and staff to provide a high level of service to passengers.

Consideration should also be given to the Scottish sector of Network Rail being incorporated into this new entity.

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

Q2 comments:

See Q1

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

Q3 comments:

See Q1

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

Q4 comments:

See Q1

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

Q5 comments:

See Q1

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

Q6 comments:

See Q1

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

Q7 comments:

See Q1

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

Q8 comments:

See Q1

Achieving reliability, performance and service quality

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

Q9 comments:

Both, but the performance regimes should be made more onerous. Any poor performance penalties should be reinvested in the railway by Transport Scotland.

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:

It should be route or service group related, not a national average.

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

Q11 comments:

By involving passengers and stakeholder groups.

The performance regime should encompass:

Punctuality measured en route, not just at the final destination. To achieve this it could be measured by station rather than by train. The current method of counting trains up to 10mins late should be discontinued and punctuality performance measured in real time.

Train cancellations should be monitored and carry a penalty in excess of what the operator has saved in running costs and the penalty should be higher where the service is not frequent thereby increasing the inconvenience to passengers. Running short trains in the peak should count in adversely in performance measurement.

In conjunction with this:

-The ability to invoke the Emergency Timetable in times of bad weather should be scrutinised to ensure that this is not abused.

-The franchisee should be required, when Network Rail proposes temporary line closures for maintenance, to run train services using alternative routes or single line working, such that bus substitution is only resorted to as a last resort. Minimum service standards for bus substitution should be set, including the requirement to be comparable to the rail journey, such that luggage, pushchairs and cycles can be carried and that the main bus departure points be staffed.

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

Q12 comments:

Journey times should not include artificial recovery time, if inserted just to help the operator achieve performance targets.

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:

Such monitoring is required and should place emphasis on the passenger travel experience. "Secret shopper" type monitoring should be used to better understand the day-to-day experiences of rail travel. Such a regime could usefully monitor typical passenger experiences such as:

- can a ticket be purchased in a reasonable time without missing a train
- ticket office knowledge of special offers and ticketing rules
- meeting elderly people off a train at a fully gated station

- travelling with children
- understanding station announcements
- service announcements during periods of disruption
- helpfulness of staff

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:

There are signalling capacity constraints on the Forth Rail Bridge which need to be critically reviewed for reasonableness and overcome.

Better use should be made of the existing train capacity by adopting a more flexible interior layout with more use made of flexible use area with tip up seats that are usable both in the peak and also serve to make the trains more accessible in the off peak. See answer to Q 32.

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:

Rail to rail interchange stations would be unpopular as through journeys are preferred because of increased certainty.

Rail to other mode interchange should be encouraged with integrated timetabling and fares.

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:

As a franchisee's determination of service provision will be decided by profitability rather than just customer demand, an element of contractual

direction will be necessary.

Government should direct that train services are run on Christmas Day and Boxing Day throughout Scotland, as there is unsatisfied demand. Buses run and so should trains.

Government should direct that greater service provision is made on long distance routes on Sundays, as there is unsatisfied demand. For instance, there is a four hour gap in Scotrail services from Edinburgh to Aberdeen on Sunday evenings, yet services are hourly on other days and Sunday evening is a busy travel period. (There are 2 intermediate cross-border trains during this gap but these are invariable very busy already.) Scotrail attribute this to the cost of overtime on Sundays!

Government should direct the approximate times of last trains. It is poor that the last trains between Edinburgh and Glasgow should be as early as 2330. Now that there are multiple routes between Edinburgh and Glasgow, Scotland two main cities should have services at least hourly through the night.

Government should also direct what service provision is required in respect of facilities to better allow passengers to travel with pushchairs, bicycles etc. The current franchise obligation is that provision should be made for the carriage of cycles, but there is no further specification and the current provision is unpredictable and inconsistent.

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:

Whereas it is reasonable for Government to wish to reduce the level of subsidy, it should concentrate first on how to reduce the overall cost, before seeking to reduce the subsidy by increasing fares. Seeking to find a simpler and more cost effective overall structure for Scotland's railway is urgently required.

Fares should be fair, logical and easy to understand. They are not at present. It would be both fair and logical if:

- “off-peak” mean just that. See Q23.
- fares were consistent across the country. In Strathclyde region are

markedly cheaper than in the rest of Scotland.

- off-peak day returns (Cheap Day Returns) were valid at week-ends for local journeys, such as Edinburgh – Glasgow, so that they would permit outbound on a Saturday and return the Sunday.
- fare anomalies were corrected.
- tickets were more flexible. For example, although stations close together often have the same return fare, such as Edinburgh-Dunblane and Edinburgh-Alloa, but one can't use the same return ticket to go out to one and back from the other.

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:

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:

As mentioned in Q1 and Q20, the post-privatisation railway structure is considerably more expensive than before privatisation. Whereas it is reasonable for Government to wish to reduce the level of subsidy, it should concentrate first on how to reduce the total cost, before seeking to reduce the subsidy by increasing fares.

Subsidy savings should be found from efficiency savings and fare rises limited to inflation only.

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:

The current designation of trains as "Off-peak" is a very crude measure and should be reviewed.

By way of background, the most common type of ticket used for longer distance journeys, were previously the "Super Saver" and "Saver", for which there was no time of day restriction. However, these were unregulated fares and were changed mid-franchise, thereby enormously increasing the cost of certain journeys, not because the trains were overcrowded, but in order to boost revenue. This was widely regarded as unfair, with the perception that the extra profit went to the franchisee, rather than the taxpayer.

Other than those between the two cities, many trains leaving Edinburgh or Glasgow before 0915 are often very quiet, because the peak demand is into those cities and the because the Anytime fares are very high. An artificial peak is then created post 0915.

Very early morning trains could also be designated at "Off-Peak" in order to help reduce peak demand.

Scottish stations

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

Q24 comments:

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:

Dunbar station should be taken over from East Coast now that it is increasingly served by Scotrail.

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

Q27 comments:

By making it easy to get to the station on good quality walking and cycling routes.

By integration of bus and train timetables.

By the use of redundant station buildings by local businesses or community groups.

By holding open days with cheap promotional fares to encourage motorists to try train travel.

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

Q28 comments:

Now that all tickets have to be purchased before boarding trains at the increasing number of gated stations, it must be made easier to buy tickets. For example:

- My local station is Edinburgh Haymarket and the peak time queues sometimes extend out of the door. Sometimes mobile ticket vendors are present, but not always. It is not uncommon to see queueing passengers, worried they will miss their train, unsuccessfully appealing to the gateline staff to be allowed through to buy their ticket on the train.

- The vending machines will not sell “off-peak” tickets until after 0915, despite being valid from that time. If they can be sold at the booking office, which they are, they should be sold at the machines.
- Why are flexipass tickets not available from the machines?
- Outwith the peak, the ticket windows are sometimes closed, despite being advertised as open.

The desire of passengers to cycle to stations should be recognised and encouraged as an important contributor to the Scottish Governments active travel and climate change policies.

All stations should have good quality links provided into the wider catchment area and should have good quality and well located cycle parking facilities. This provision should not be subordinate to maximising the number of car parking spaces, when about six bicycles can be parked in the space occupied by one car.

Station lifts should be long enough to accommodate cycles. The the new lifts at Edinburgh Waverley and Haymarket are slightly too short for a bicycle.

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:

The ability to make a through journey from principle Scottish stations to England should form an integral part of the rail service, as having to change trains introduces inconvenience and uncertainty. Long distance, cross-border rolling stock is also generally more comfortable for long journeys, having better catering and more provision for the conveyance of luggage and bicycles.

Consideration should be given to the introduction of more cross-border services. Services are required linking the Dundee-Perth-Stirling-Motherwell axis to the West Coast Main Line (WCML), thereby avoiding having to change stations in Glasgow. As part of this, Motherwell should be re-developed as a major interchange station into WCML services, with a new Scotrail services being provided to Stirling and onwards to Inverness and Aberdeen. In the same way that all through cross-border services stop at both Edinburgh Waverley and Haymarket, WCML services should call at Motherwell en route to and from England. On mainland Europe it is common for long distance express services to have multiple pick-up stops in major conurbations, thereby better serving passenger's needs.

The Scottish Ministers have a greater local knowledge in the specifying of these services than does the DfT.

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:

First Group are reported to have purchased HST sets rather than leasing them, which would suggest that they may merit in some direct ownership of rolling 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:

The internal layout of rolling stock should be reviewed in order to achieve a more equitable balance between the legitimate access of all stakeholder groups, all of whose taxes contribute to the public subsidy.

Trains specified with inflexible fixed seating not do not afford an appropriate equality of access to Scotrail services for many legitimate stakeholder groups.

Government should direct greater use should be made of flexible areas with tip-up seats in every coach that are better suited to different demands that occur during the day and across different routes. Such space would be used for:

- short distance seating and standing space in the rush-hour
- families with pushchairs
- golfers with golfclubs (common on East Lothian and Ayrshire trains)
- elderly people with walking aids and shopping trolleys
- passengers with bicycles. .

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:

By the introduction of a new class of rolling stock for use on the long distance inter-city services from Edinburgh and Glasgow to Aberdeen and Inverness,

equipped with dedicated First Class accommodation along with comfortable Standard Class accommodation. The use of CI 158 and CI 170 diesel multiple units is inadequate for this length of journey.

This is evidenced by the popularity of the HST sets used by East Coast to Aberdeen and Inverness.

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

Q35 comments:

The majority should not be penalised because of the actions of an unruly minority.

In my experience, it is commonly the alcohol consumed prior to boarding which is the main problem. Problem behaviour on board trains should be dealt with by the guard having the facility to request that the British Transport Police join the train en route.

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

Q36 comments:

The bookings website operated by the new franchisee should enable cycle space reservations to be made on-line when buying travel tickets. The FirstScotrail website does not permit this, yet it is a facility offered by the operators, such as East Coast. As well as being considerably more convenient for passengers, such a facility would reduce queues at ticket office windows.

Whilst safety notices are important, these often occupy so much time or space on station monitors that it is difficult to see the actual train information.

The on-train travel information is quite inadequate. Certainly for new rolling stock, the level of information provided on new Dutch local trains should be the norm. These show the stations to be called at, along with the arrival times, connecting train times and platform numbers and this is all updated in real time in the event of a delay. This would be the appropriate standard for the EGIP network.

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:

There is a lot of merit in transferring the London terminal from Euston to Waterloo, because these trains can be stabled there for longer, to the benefit of passengers.

The Caledonian Sleepers might then be included in a separate franchise with the Penzance sleeper for greater operational efficiency.

Such a franchisee could then have a bias towards operating a hotel service (by rail), as opposed to the present situation where the franchisee's skills are primarily in train operation.

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 appeal and benefit of overnight Sleeper travel is in arriving at ones destination at the start of the business day. This is more important than the departure time or journey time. Indeed slow running is beneficial for a better night's sleep and there should be a minimum of shunting.

Ensuite toilet and shower facilities are long overdue for the sleeper.

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:

Key performance indicators should be devised to measure the achievement of

the Scottish Government's Active Travel policies:

Its committed to increasing levels of walking & cycling as transport modes and as leisure activities.

Its *Transport Policy* commitment to " increase the proportion of short journeys made on foot and on bikes to reduce carbon emissions, improve air quality, reduce congestion and contribute to a healthier Scotland thus contributing to the sustainability golden rule to enhance the environment and reduce emissions".

Its *Cycling Action Plan for Scotland* target that 10% of all journeys should be by bike by 2020.

Its *National Transport Strategy* statement that "We aim to further increase funding for cycling and walking overall and will place more emphasis on the promotion of them as sustainable forms of transport ...focusing on ...and the carriage of bicycles on public transport."