

## 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

N/A

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

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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

(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: I would be concerned if the rail service in totality is sub divided so much that it becomes unmanageable, would need to see more detail. I think that it would be very difficult to separate out economic and social as rail services are so very complicated in terms of delivery.

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

Q2 comments: No less than 5 years in order to give opportunity for real improvement

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

Q3 comments: couldn't comment

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

Q4 comments: couldn't comment

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

Q5 comments: couldn't comment

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

Q6 comments: couldn't comment

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

Q7 comments: couldn't comment

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

Q8 comments: couldn't comment

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

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

Q9 comments: incentivise good performance

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 for Scotland

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

Q11 comments: Provide better access for the passengers/public through rail users groups with effective feedback explaining the rationale for responses

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

Q12 comments: enough to accommodate sensible timings. At present there is very little capacity at stations.

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: all aspects

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

Q14 comments: customer feedback

### **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: at present the 10 min limit is never held up I find it remarkable that this was indeed expected. People should not be made to stand. There is a real danger to passengers' health in circumstances of overcrowding. Close monitoring should be ensured at all times to react to challenges in the network.

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: Where this can be done there may well be benefits for the traveller however it may create protracted journeys eg. Cupar to Haymarket to Glasgow rather than Ladybank to Perth and straight through to Glasgow would be slightly better. Any alterations to this must be based on true passenger numbers ie if the majority of passengers already make use of an interchange route then there is some merit in considering consulting with local groups.

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: I think the service should always be based on customer demand. However Politicians should have some influence from their priorities and constituent issues

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

Q18 comments: couldn't comment

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

Q19 comments: couldn't comment

### **Scottish rail fares**

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

Q20 comments: continued % increases are damaging the network usage other than for commuters who very often have to use the train. Short journeys are becoming almost prohibitive as an option to the bus or taxi. There also

requires to be a much more simpler methodology for calculating them. It appears that the central belt are favoured whereas those in more northern or rural areas where the train is very much more needed get priced out.

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 simplified and appear fair and logical. At present you can travel further cheaper on some lines than a shorter journey on another.

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: couldn't 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: More incentives for commuters to use the train in buying weekly/monthly passes

## **Scottish stations**

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

Q24 comments: ensuring connectivity with wider public transport systems, park and rides in consulting. Presenting cases to the public based on passenger usage and accessibility

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: more local control

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: easier if it is one organisation and they should be easily accessible

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

Q27 comments: rail users groups, adopt a station system

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

Q28 comments: top category Urban – Waverly style with the services it has, Large Town – Kirkcaldy style should have catering and newsagent, Medium town/rural – Cupar style should have catering in a small way perhaps links with the community to provide, and finally commuter stops who just have ticket machines and communication facilities.

## **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: this is a service which benefits the long distance traveller, and should be decided in partnership between Dept of Transport and Scottish Ministers. If the UK is to have a genuinely integrated public transport system then this is very important. No independence question should interfere with public services.

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 I think if Edinburgh became the hub then I think there is a real danger that services in Scotland would reduce as the whole network would be looked at separately. The UK wide service should be preserved.

### **Rolling stock**

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

Q31 comments: couldn't 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: passenger information re next station both verbal and visual. Refreshments on main lines – Glasgow to Edinburgh, Perth to Inverness, Aberdeen to Glasgow or Edinburgh or journey length of more than an hour. Toilets of a much higher standard than presently. Seats should be able to be put in the forward or reverse facing positions (style in Australia) should be more elbow room between seats very cramped position at present. Carriages should also have two stories to give more available space

### **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: all stock should be upgraded to have these provided

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: couldn't comment

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

Q35 comments: couldn't comment

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

Q36 comments: More consistent both in stations and on trains

### **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: you should continue to specify

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: I would have thought it is sensible to be within the same 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: don't use

### **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: use of fuel versus electrification. Heating systems on trains and proper air conditioning – this country always seems to be either hot or cold – learn from the continent.