

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

4 Leanach Court		
Westhill		
Inverness		
Postcode IV2 5DE	Phone 01463 791534	Email ebmac4039@care4free.net

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: I agree that this is a good way to provide a differentiated focus for routes. However I feel some routes should have investment to promote a more economic return i.e. Inverness- Elgin; Inverurie, Dyce to Aberdeen; and some services on the Inverness - Perth for premium and high value tourist travel. I also believe that high quality travel on some routes (Pullman type services) would benefit from marketing

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

Q2 comments: Investment is crucial and companies which invest should be rewarded with extensions and matched funding mechanisms

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

Q3 comments: Danger if risk support is offered that it removes the need for investment, leads to safe, negative, profit driven approaches as shown by Scotrail.

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

Q4 comments: Profits must encourage development and not playing safe.

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

Q5 comments: to promote add on value, marketing and higher quality. I believe there is a need for a premium service for tourists, and business passengers on the longer routes, and is related to the rolling stock, accommodation and catering, service facilities.

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

Q6 comments: reward investment, higher quality of service as well as reliability, and differentiated facilities on trains for different routes.

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

Q7 comments: -

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

Q8 comments: -

Achieving reliability, performance and service quality

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

Q9 comments: Both, Reward investment and operation and penalise lack of reliability and train cancellation due to bad weather (if track is ok!)

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: Aligned with the needs of the actual routes and services; The requirements of passengers on long distance are different than commuter.

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

Q11 comments: Concentration on quality issues for routes: i.e. for Inverness-Perth.. higher specification of rolling stock, facilities, catering; A greater differentiation of train types, built on marketing on customer needs, so different for intercity, rural, commuter, tourist/business types.

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

Q12 comments: varied accordingly to a greater range of train types

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: presumably yes

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

Q14 comments: views of visitors from outside Scotland, and UK! Is it a world class railway?

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: For commuter journeys seems fine to increase permitted standing time

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: There is a strong preference for reducing the number of changes. I personally hate changing trains at Perth, Stirling or Waverley. It increases stress, and is uncomfortable on a cold morning or evening. Much prefer a direct train!

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 advocated, differentiated according to type of franchise contract

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

Q18 comments: As advocated

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

Q19 comments: Reward use of services, and passenger types (business, tourist as well as commuter) according to type of service, investment in assets; and outcomes in service and passenger satisfaction- observation car,

Pullman services, hot meals on longer routes.

Scottish rail fares

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

Q20 comments: To be more targeted on different user groups to use off peak services

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: Influenced by government to encourage increased usage and be economical for different user groups i.e. families, commuters, tourists and business premium services.. but leave to franchiser to apply using the tariffs outlined

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: leave to the franchise operator, and reward them for increasing the usage of all passenger groups.. commuters to business people

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: Leave to franchiser to maximise

Scottish stations

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

Q24 comments: If it maximises usage

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: Absolutely encourage enterprise and new ideas

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: Lease out to independent franchisees if interest arises

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

Q27 comments: As above .. nominal lease. With safeguards of course

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

Q28 comments: Main interchange stations – the rail franchiser, along with network rail and additional franchisers on peripheral services

Others open to independent franchisees, and community interests.

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: Definitely, or until Scotrail has improved differentiated services for Intercity and long distance.

The best train of the day is the East Coast train to London from Inverness. Though it is a long train, it surpasses in popularity, and service, the existing Scotrail services. It provides an economic lifeline, and guarantees a competitive benefit to the whole network. It should not be restricted by DoT or Scottish Ministers! However this train is cancelled on a whim in bad weather and it too deserves replacement.

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: NONE!

We would fly from Inverness, rather than remove luggage and change at Waverley. The links between those visiting the Highland and the north east of England would be set back. Many folk here make use of this service for visits to Newcastle, and York and associated towns.

Rolling stock

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

Q31 comments: Invest in quality products specialised for the routes, and type of service. So reward asset acquisition for longer term targeted quality.
For Highland conditions this may be expensive.

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

Q32 comments: Yes more differentiated facilities
For trains of longer journeys, then higher specification of rolling stock than currently owned by Scotrail, to provide a smoother ride. Then improved services of catering, seating, wifi, and premium business and tourist facilities.
Revising upwards standards and aiming to make more routes economically viable.

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: WiFi now takes priority for longer journeys

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: First class is not really first class on Scotrail! There needs to be a more quality orientated option for business and tourists on major routes. Compare with continental railways! But such investment needs quality marketing! Current arrangements for franchising, work against such quality investment for premium high return services.

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

Q35 comments: Is there a real problem? The guard has the power to request passengers not to abuse alcohol.

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

Q36 comments: I have no complaints about the current level, apart from the

reasons for cancellation due to inadequate rolling stock

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: The service badly needs investment and upgrading along with marketing internationally. If left to a Scotrail franchise it will be left to soak up subsidy.

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 be opted out of the Scotrail franchise with a view to improve rolling stock, provide newer approach to cross-border services, with increased improved facility and linked to international marketing standards.

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: It has not really changed much in 30 years as has the rolling stock. But it provides a unique travel experience though quaint and of embarrassment compared to continental standards. Not world class!

It has value in delivering you to the other part of the UK, in the morning, and saves the expense of an overnight stay in hotel.

One train seems right, but should be made special in marketing. Only after marketing would the demand be seen as a driver for particular services to the Scottish locations.

Investment in quality sleeping cabins, options for different classes, observation car and lounge, restaurant cars for evening and early morning use. Airline seats as an option, and social activities for certain journeys (like the Royal Scotsman). Link with routes to further north, and scenic lines.. Mallaig, Plockton,

These lines are voted as top European Railway destinations, but lack the

enterprising touch.. So why not a Pullman 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: Increasing passenger journeys of all types