Respondent Information Form and Questions

<u>Please Note</u> this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

S.N.P

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

Surname

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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

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?

 As outlined this allows separation of social and economic elements. Particularly in my constituency the social element of service is important, in rural areas, smaller towns, service provision needs to be focused on social need. Economic rail elements could also be important in regeneration in my constituency for connecting with larger cities, combining social and economic elements also.

In the South of Scotland rail travel is important, data from the local household survey 2009 shows that as a method of travelling to work rail accounted for 2.5% in South-East, 2nd highest figure in this category. South-West only accounted for 0.5%. However these figures could be different with improved provision.

(figures from http://www.transportscotland.gov.uk/files/SHS_LA_Tables_2009_10_updated.pdf)

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

The most effective franchise will allow targets to be met, but also allow flexibility in future.

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

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

Welcome profit share mechanism if the benefits from this can be re-invested in improving train services, focusing these profits on social elements.

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

Should be welcomed, particularly in the case of community groups/local coalitions, who may be well placed to make the case for social elements benefits in my constituency allowing rural service provision to be focused on social elements. Combining third party operation with passenger satisfaction as an output measure is to be explored. Profit-share mechanisms may also be utilised as part of a franchise agreement.

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

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

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

Achieving reliability, performance and service quality

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

Local concerns must be taken into account and social elements should be considered when deciding on a performance regime. One system for the whole of Scotland should benefit all routes/regions.

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

Close local community input, involving consultations/meetings would allow passenger issues to be fed into meeting performance targets.

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

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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?

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

Local meetings/consultations between stakeholders.

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?

I would not support any move to increase 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?

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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?

Customer demand will be an important factor, but Government lead will also be necessary. In my constituency frequency of services is a major issue. For example a weekday Dumfries to Glasgow service can have a 2 hour gap between trains, so passengers have to leave Dumfries at 6.45am or 8.53am to get to Glasgow. Or a more local service such as Dumfries to Lockerbie can have a train leaving at 7.45am and the next to leave for Lockerbie is 10.23am.

Improving services must be linked to increasing visitors/commuting and economic regeneration. This should be done in partnership with local community groups.

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

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

Scottish rail fares

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

Fares are an important method of managing passenger numbers, in rural routes, regulation should be maintained in order to improve tourist numbers and improve service provision for locals.

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)?

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?

If we are to get more passengers to use the railway then increased fares are to the way to go. The railway should be a cheaper alternative to car travel. However although transport is devolved in Scotland all Scottish taxes go directly to London including all road related taxes and fuel duties.. Until this changes and Scotland has full control of tax powers and the borrowing powers of a normal nation it is rather hypothetical to talk about the relationship between taxpayer subsidy and fares..

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?

My constituency has very high fares across peak and off-peak and this must be taken into account, especially when social elements have to be considered with regards to rail travel.

For example taking the Dumfries to Lockerbie return route leaving Lockerbie at 7.45am is £35.50 if bought in advance of the journey. The return journey, leaving Lockerbie at 14.06, an "off –peak" time, is £35.50. Or the cheapest return for this journey would be £48.90. This sort of price cannot motivate

> travel by train, especially in rural areas, where services are limited, this contributes to negative views of local rail services and low customer numbers.

Scottish stations

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

> Local community views should be considered primarily. As mentioned, social elements should come into consideration on the future of a station, particularly in regard to stations with low passenger numbers.
>
> I stress that I would not want station closures anywhere in the South of Scotland constituency, instead I wish to see services improved.
>
> I support the campaigns to re-open Reston and East Linton, which have gathered cross-party support and I would urge Transport Scotland to consider the proposals to re-open theses stations.
>
> Stranraer station must also be supported and welcome the Scottish Government task force assessing future support for the area, including rail services.

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?

> This may allow local services designed and operated with the needs of the local community prioritised. Such proposals are to be welcomed and if successful the campaigns for East Linton and Reston could be used as an example.

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?

>

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

> Following from examples of Adopt a Station would be positive and allow models to be spread across Scotland. It is in everyones interests that stations are perceived as safe places by the public. This will increase passenger numbers.

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

> Station categorisation must be aligned to local community needs and

requests.

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?

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?

The creation of an Edinburgh Hub would be an opportunity not just to improve cross-border connections, but also to improve connections and journeys to the South of Scotland.

Rolling stock

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

Facilities should meet passenger demand but also follow European models to learn and develop Scottish services.

Passengers – information, security and services

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

All trains should have mobile phone provision. And wifi. Investment should be prioritised if service provision can be managed accordingly and social elements can be tied in with such technological improvements.

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?

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

Should be considered with reference to the Scottish Government commitments to tackle drinking.

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

Caledonian Sleeper

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

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?

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?

Environmental issues

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

Environmental impacts KPI's must be in-line with current legislation, and support the suggested three key environmental themes and these should be

linked in with the future franchise agreement.