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

| |
| |

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

Surname

| McLeod |

Forename

| Roderick |

2. Postal Address

| Daisy Cottage |
| 20 Bignold Park Road |
| Kirkwall |
| |

| **Postcode** KW15 1PT | **Phone** 01856875263 | **Email** roderick@orkneyfirst.com |

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?

Q1 comments:

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

Q2 comments:

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

Q3 comments:

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

Q4 comments:

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

Q5 comments:

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

Q6 comments:

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:

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:

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

Q11 comments: By listening carefully to the views of passengers. This could be through representative groups or other forms of consultation. For example passengers could easily be consulted on straightforward issues such as "Are clean, well equipped toilets of more importance to you than the provision of Wi-Fi?". Wi-Fi is great for promoting a service but, in reality better toilets may be a higher priority for passengers.

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

Q12 comments:

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:

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:

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: The biggest problem is around the governance of inter-modal changes because of the fragmented nature of the bus services. I also have a particular concern about train/ferry links. It should be a given that if a train service is subsidised and an adjacent ferry service is subsidised then the two companies must work together to provide a good interchange. For example, on a Saturday the Stromness to Scrabster ferry arrives at Scrabster at 1030. The train south leaves Thurso at 1305. This has been the case for years. Both Northlink and Scotrail are heavily subsidised and yet there seems to be no responsibility to adjust times of either service.

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: Government could require a minimum level of service but encourage franchisee to increase frequency on services for which there is an economic benefit to the franchisee.

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: Flexibility. The franchisee should be allowed to pilot services without too much regulation. Pilots should run for a minimum period, but not necessarily for the remaining life of the franchise. Government should make a part of the subsidy available to encourage innovation, but only paid if the franchisee actually innovates. The responsibility for advertising and promoting the pilot service should be clearly identified.

Scottish rail fares

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

Q20 comments: "Fairness" is an important t aspect. For example if I wish to travel from Stirling to Dumfries a single ticket costs £30.20. If I buy a single ticket Stirling to Glasgow and a second single ticket Glasgow to Dumfries the

total is £22.20 – a saving of £8.00. This is unfair since only people who devote time studying the fares system get this benefit. Surely a rule that a ticket for a multi-leg journey (all within Scotland) should never cost more than the sum of the legs would be easy to implement

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:

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: This matters hugely on routes that are regularly overcrowded at peak times. In the worst areas Government should work with major employers to encourage sufficiently flexible working to enable employees to travel outwith the peak period. Such encouragement could have a knock-on effect on other modes.

Scottish stations

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

Q24 comments: Decisions should be based on long term passenger usage plus the availability, reliability and sustainability of alternative means of transport, particularly in relation to bad weather.

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:

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

Q27 comments: By encouraging local community organisations to take over responsibilities for certain activities at the station, with financial assistance from the franchisee. For example a Community Council or Community Association could employ someone to look after issues like cleaning, grass cutting, gardening etc. An important role could include regular checking against a clear check list, with a responsibility to report to the franchisee promptly when any issue arises – eg lights not working, vandalism etc.

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

Q28 comments:

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: Yes – specification should be agreed by Partnership working. Clearly an analysis of journeys would be valuable. If it can be shown that a very small proportion of passengers actually travel from England through to destinations beyond Edinburgh, then I would be less concerned about terminating the train at Edinburgh. There is little doubt that the through option is of a huge benefit to disabled and elderly passengers, or those travelling with small children. Analysis of journeys could usefully include some on-board surveys.

Would it be possible to divide the train at Waverley and take part to Aberdeen, part to Inverness?

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: There would be no benefits, since cross border services could continue to call at Edinburgh Waverley, making it available optionally, as a hub.

Rolling stock

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

Q31 comments:

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

Q32 comments:

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: low priority compared with more basic provision – eg clean, well equipped on-board toilets

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: I have reservations about the effectiveness of very small First Class areas in eg Sprinter trains. I have often observed them packed when the standard class accommodation is not, or empty when the standard class is packed. In these trains I feel all accommodation should be standard class. On trains with full carriages of first class accommodation they can be justified. But pricing is really incomprehensible. I have seen situations on the East Coast service where first class tickets are cheaper than standard class, and my general impression is that advanced purchase first class tickets are often very cheap indeed.

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

Q35 comments: Feedback from on-train staff, and passengers. Staff should be encouraged to report cases where behaviour is significantly inconveniencing other passengers, even if behaviour is not actually unlawful. Passengers should be encouraged not to accept alcohol fuelled trouble on the train. The franchisee should make clear by posters and other means what is unacceptable and encourage passengers to report, anonymously.

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

Q36 comments: A massive area, which impacts on all passengers, but particularly on older passengers and those with a disability. I greatly favour the swinging boards showing times of trains by destination. I believe that, almost invariably, a passenger only wants to know the train time to a final destination. So, if I am on Glasgow Central station and I am interested in train times to Dumfries. I have no interest in the times at intermediate or later destinations. However on some smaller stations the timetable is displayed for the whole route. These are much harder to read, mainly because they provide, for any one passenger, a lot of redundant information.

However, good as they are for able bodied, and reasonably tall readers they have limitations for others. I believe a valuable addition would be a very simple timetable printer, at least on main stations. The passenger would select a destination and get a printout showing the times of all trains to that destination. It will normally be possible to provide all of this information, for weekdays, Saturdays and Sundays on a single sheet of A4. So, for example, if I am on Waverley Station I should be able to print a timetable for, say Stirling, and get all the information for all my journeys to Stirling today or on other days. An option could print the return train times.

Ticket sales are now dominated by machines and by the web. For those who understand these things they are great. But a little more information would help at times. For example if I try and by a ticket for travel, say from Edinburgh to Stirling I will be offered things like Off Peak single. But where on earth can I find out what times this refers to? It should be immediately available at the time of purchase. This would be the equivalent of my buying it at the booking office where I would ask, if offered an Off-Peak ticket, when do I have to travel? There is no UK wide definition of Off-Peak, and even if there was, why do we assume that people knows what it is? It would seem so easy to display "Off Peak single (must start journey after 0930)".

My work with disabled people has taught me that information is a much bigger issue for people of many disabilities than I had realised before. It is so easy to assume that it is things like ramps and lifts are the most important things. I believe that for many disabled and older people clear information is even more important.

Another example is information about service changes. Large stations such as Waverley have long distances between platforms. When changes are announced a few minutes before departure, there is often insufficient time for disabled people to reach the new platform. And that assumes they find out about the change at all.

On board station announcers are improving but too often I find they are inaccurate. The performance measure that a certain proportion of trains had to have visual and audible announcements was inadequate. It should have

been a requirement to have correctly operating visual and audible announcements.

In some areas live announcements are really difficult to understand. Station names may be easy enough to decipher by locals, but for those who not familiar with the particular accent they are of little use. The same is true for station announcements. It sounds a nice idea to use real people to make announcements, but in my experience, recorded messages win every time.

All trains should have clear, meaningful destinations on the front, and if possible at each door. Station names on platforms should be posted at regular intervals. There should be a maximum distance between station names. Basically anyone looking out of the window of a train should be able to see a station name board from anywhere on the train.

There should be a regular inspection regime for VDU displays on platforms. All too often I have seen screens which have become too faint to be of much use. The habit of displaying safety notices about unattended luggage for typically half of the display time is very unhelpful. That information should be displayed on posters.

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: I think this should be a commercial decision for the operator

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:

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:

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: