

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

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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

- (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:

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: Only where local community groups and social enterprises express an interest in becoming involved.

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: Financial penalties should be imposed in the event of a failure to fulfil franchise commitments.

Achieving reliability, performance and service quality

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

Q9 comments: Regulation should be implemented that both rewards good performance and penalises poor performance.

At present, there are services operating within Central Scotland that suffer from a chronic lack of punctuality. The Glasgow Central – Edinburgh line via Shotts consistently runs between 5 and 10 minutes late. Passengers are frequently offered no explanation as to why this is the case. Lack of reliability and poor communication are unlikely to encourage modal shift.

Appropriate measures should be taken to ensure that this service, along with other poorly performing services, operates according to the published timetable.

In terms of defining “lateness”, a common sense approach is required. A formula should be devised which takes into account both the number of minutes by which a service is late, and the regularity with which that specific service fails to adhere to the published timetable.

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: Any regime should be aligned with actual routes and services. The Public Performance Measure (PPM) would be more accurate if it was calculated locally – aligned with routes and service groups – as opposed to nationally.

Within this, routes which are identified as consistently underperforming should be placed under additional scrutiny.

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

Q11 comments: Improved communication, both in terms of service delivery and public relations.

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

Q12 comments: Performance should take precedence. Services are more likely to lose passengers through consistent poor performance than to gain

them by a reduction in journey times.

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: A Service Quality Incentive Regime is required for both Network Rail and the franchisee.

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

Q14 comments: Mechanisms that are either equal to or more robust than those currently in place.

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: The general principle that a purchased ticket should guarantee a seat is a sound one, and earnest efforts should be made to enact this principle.

Additional carriages should be provided before an increase in the permitted standing time is considered.

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: Any effort to enhance interconnectivity should be conducted in such a way as to ensure that it does not adversely impact upon the frequency and accessibility of services.

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: Increased Government involvement in directing aspects of service provision is likely to have a positive impact upon rail services, especially where this direction “depend[s] on passenger demand...and customer service considerations.” (Consultation, pg.33)

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

Q18 comments: Targeted specification.

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: To encourage modal shift and ensure passengers receive best value for money. Any increase in fares should take previous performance into account.

Annual fare increases – where merited and justified – should be aligned to the Consumer Price Index (CPI), as opposed to the Retail Price Index (RPI).

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: Fares should be monitored and regulated to ensure that the franchisee is not utilising unjustified fare increases to boost profits.

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: Maintaining a difference between peak and off-peak fares is sensible. However, this should not be achieved through increasing peak fares.

Introducing a further level of pricing (high peak) would further complicate the existing structure and is therefore not advisable.

Scottish stations

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

Q24 comments: No stations should be closed, as this would not be conducive to modal shift.

The decision on whether to provide a new station should be based on local transport needs and an economic appraisal of the area in question. It should not be based upon the projected financial return to the service provider.

Deprived areas, and those with poor transport links, should be prioritised, especially where it can be illustrated that a new station would benefit the local economy and provide additional employment and educational opportunities to local residents.

During the construction of the Airdrie-Bathgate line there was considerable demand for a new station at Plains. An Economic Activity and Location Impacts (EALI) analysis commissioned by North Lanarkshire and West Lothian Councils concluded that there was a compelling case for a new station at Plains. The plans for a new station were vehemently supported by former Airdrie and Shotts MSP Karen Whitefield, North Lanarkshire Council, and a sizeable proportion of the local community.

However, following further investigation, the then Transport Minister – Stewart Stevenson – decided that the provision of an additional stop at Plains would have a negative impact upon patronage levels, and refused his support.

I am convinced that there is a strong case for a station at Plains and I understand that this opinion is shared by North Lanarkshire Council.

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: A new station constitutes an investment in the strategic transport infrastructure. As such, full funding should be provided by the Scottish Government, as acknowledged in para 1.7 of the Consultation:

“Under the Railways Acts we [Scottish Government Ministers] are responsible for funding...the rail network in Scotland.”

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: Local communities can be encouraged to support their local

stations by ensuring that services are regular, reliable and punctual, and that fares are kept at an affordable level.

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:

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:

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:

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:

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

Q35 comments:

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

Q36 comments:

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:

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: