

## 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

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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, ☐

- (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

but not my name and address Yes, make my response and name available, but not my address	or <input type="checkbox"/>	
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(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: Essential that there is clarity of understanding on the services that require financial support and the services that are financially self sufficient where a dual focus franchise is to be the policy.

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

Q2 comments: Probably ten years but no longer than twelve years. Sufficient time to make investment worthwhile yet retaining the competitive element

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

Q3 comments: Not my area of expertise but there needs to be a means of protecting the franchise holder should there be a significant dip in the economy during the life of the franchise. Also needs to be a means of penalising a franchise holder that decides to abandon the franchise. National Express and East Coast Main Line – First Group and Great Western Main Line are recent examples

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

Q4 comments: No comment

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

Q5 comments: Provision of a service that the current franchisee is not offering such as Fife to Glasgow throughout the day. Provision a superior service to that offered by the current franchisee such as an express service from



Inverness and from Aberdeen to Glasgow and to Edinburgh using appropriate rolling stock for an inter city service. No financial support. The service would have to be free standing.

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

Q6 comments: No comment

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

Q7 comments: A difficult balance between ensuring value for money for the tax payer whilst attracting potential franchisees. Not my area of expertise

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

Q8 comments No comment

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

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

Q9 comments: Could both apply? Poor performance needs to be penalised but if the franchisee can better the standards set, some reward would be appropriate

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 all Scottish system would be appropriate

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

Q11 comments: A passenger is only interested in a punctuality statistic that reflects his journey. The practice of adding in recovery time between the last calling point and the destination station of the train in order to improve performance figures leads to performance figures that prove nothing.

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

Q12 comments: Performance is the more important. Tight scheduling can result frequently in late running. However, extending journey times to ensure

good punctuality is also not good practice. A balance that a professional railwayman is capable of applying is essential to the scheduling of trains.

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: Standards at stations in Scotland are good. Does it need a specialist team constantly touring the network? Who employs them and what is the cost? Could as much be achieved by the occasional unannounced inspection by one of the franchisee's senior managers?

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

Q14 comments: One of the requirements of the managers of the Franchisee should be to inspect station standards. A senior manager from Transport Scotland should also make random inspections

### **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: A standing time limit of 20 minutes is not unreasonable. Trains known to have capacity problems must always be 6 car. There are times when such trains only have 3 cars. More than 6 car not possible until additions made to the fleet and station platforms lengthened?

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: No. Changing trains in the course of a journey is not liked by the majority of passengers. Knowing that the one train will take you from your starting point to your destination greatly reduces the stress on most people and is an important factor when deciding between rail or taking your own car.

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: Having the franchisee determine the service level on lines at the times when demand is high is acceptable. However, at less popular times,



the franchisee must still continue to provide a frequent level of service even if the loadings are less

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

Q18 comments: Targeted but with comments of Q17 applying

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

Q19 comments: A professional franchisee should have the business ability to identify and implement a new service that does not require a subsidy. Equally, such a franchisee should be able to identify improvements to an existing subsidised service and negotiate with Transport Scotland for managing the change

### **Scottish rail fares**

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

Q20 comments: Not easy! Keep the taxpayers' contribution down. Do not allow excess profits by the franchisee. Encourage rail travel, particularly from private car to rail.

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: The profit making lines could be on a commercial basis as the bus network offers a serious challenge that the franchisee needs to take into account.

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: Passengers do not tend to notice enhancements to the extent that a fares increase would be considered acceptable. Journey times have not been reduced significantly anywhere in recent years and rolling stock on the longer distance journeys is not appropriate to the length of journey.

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: It should yet the dividing line between peak and off peak periods can seem unrealistic to many passengers.

## **Scottish stations**

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

Q24 comments: Housing developments can create opportunities for a new station. Traffic figures should be a pointer to stations that should be closed provided, of course, that poor patronage has not been caused by a poor level of service. Stranraer line is an example of a poor service of trains

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: Take advantage of any money offered this way. Caution only where additional stations will result in extended journey times and where an additional unit or units would be required to maintain the existing service frequency.

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: Present arrangement probably the best. Station building management and maintenance is a specialised task

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

Q27 comments: Using buildings and space not required for railway purposes for other commerce and industry or social purposes relevant to the community.

Garden maintenance on a voluntary basis. Maintaining cleanliness standards at remote unstaffed stations on a voluntary basis.

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

Q28 comments: Car parking, train information [displayed and announced] and shelters are musts at all stations. Staffing, shops and toilets desirable but not justifiable at stations with low usage

## **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: Cross border services must remain. Specification should be a joint effort with either side free to pursue additional 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: Certainly not! Changing trains is a hassle particularly for long distance passengers, Edinburgh Waverley station is too chaotic a layout for easy interchange and leaving the comforts of an Inter City train for the basic accommodation of a Scotrail dmu or emu would be an incentive to use air, bus or car.



## **Rolling stock**

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

Q31 comments: No 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: On train refreshment facilities for journeys of over an hour. Also luggage space provision

## **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: Is mobile provision not already nearly universal? Wi Fi provision on the longer business oriented travel services

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 travel is not essential on Scotrail services though if a business case can be made, why not?

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

Q35 comments: Present policy is adequate. No need for further restrictions which would be difficult to enforce

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

Q36 comments: Train staff being kept up to date on problems and progress with dealing with problems. An informed passenger is much more tolerant of difficulties encountered during a journey. Station staff should also be able to provide up to date info to intending passengers and also be able to offer alternatives such as another route [without financial penalty]

## **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: What is the patronage of the sleeper services? It is an excellent means of travel to and from London, avoiding hotels and ridiculously early starts but if usage is poor and costs are high, there can be no justification for such a service

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: A separate franchise that includes the Penzance sleeper from London is a possibility with London Waterloo being the station for all services

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: Sleeper services allow early connections onwards from London such as Euro Star. Also early starts for meetings. No need for hotels. Early trains and planes are all very well but reaching airports and main line stations at an early hour is not easy.

No knowledge of the level of patronage of the services to Aberdeen, Fort William and Inverness. Oban would seem to be a more logical destination than Fort William but is there space to store the train and loco all day?

En Suite accommodation would be impracticable – the reduction in carrying capacity would certainly make a sleeper train a financial burden. Existing facilities are limited but the users know this. It is only for one night.

### **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: Keep emphasising the “green” credentials of travel by rail