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

None – Private Individual

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	(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).
(b)	Where confidentiality is not requested, we will make your responses available to the public on the following basis		Are you content for your *response* to be made available?
	Please tick ONE of the following boxes		
	Yes, make my response, name and address all available	√	*Please tick as appropriate* ☐ Yes ☐ No
		or	
	Yes, make my response available, but not my name and address	☐	
		or	
	Yes, make my response and name available, but not my address	☐	

(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

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: The existing arrangement of a single focus franchise seems to have worked well and it is difficult to understand what the advantages of dividing it to provide a dual focus would be. The only exception is that the sleepers might possibly be better operated as a franchise on their own.

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

Q2 comments: No comment.

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

Q3 comments: No comment.

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: No comment.

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: No comment.

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: both.

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: No comment.

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

Q11 comments: In future : (a) the measuring point for lateness of trains along their route should cease to be at the end of their journey but rather should be at key nodes along their routes (*e.g. instead of measuring a Dalmuir to Lanark train at Lanark it should be measured at Partick and at Motherwell*).

(b) The penalty the franchisee is subject to for lateness should not be on a per train basis but should be on a per carriage basis. Thus busy trains would be subject to a more severe penalty than lightly used ones.

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

Q12 comments: No comment.

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: No comment.

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

Q14 comments: The passenger is interested in his or her overall journey time. Thus an effort should be made to provide an incentive to reduce the amount of time a passenger requires to spend in the station at the beginning and end of the rail portion of the journey.

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: 10 minutes is long enough and should not be increased. Please keep in mind that the 10 min allowable time is an average allowable standing time and that the actual standing time experienced by some passengers (for example on a Monday morning or a Friday evening) may be longer.

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: I think it would be much preferable not to make such an increase. However if it is decided to do this it is very important that a mechanism is introduced to ensure that connections (both rail/rail and rail/road connections are maintained when one mode is running late. Would Transport Scotland have the authority to enforce a late departure of a cross-border train heading for England if the connecting Scottish train from north of the Central Belt were running late?

If a pssenger who presently makes a journey on a single Scotrail service were to be forced to change en-route in the future and make it on two connecting Scotrail trains would that passenger then possibly be subject to 10 minutes standing time on each of the two trains (i.e. a total of 20minutes standing whereas at present he or she is only possibly subject to a maximum of 10 minutes standing ? If so this is not acceptable abnd a mechanism needs introduced to ensure that through passengers requiring to change are limited to a total of 10 minutes standing throughout.

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: It is important that an adequate service is provided at uneconomical times of the day and uneconomical times of the year. How can these be assured except by direction of the Government ?

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

Q18 comments: No comment.

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

Q19 comments: No comment.

Scottish rail fares

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

Q20 comments: No comment.

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: No comment.

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: No comment.

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: No comment.

Scottish stations

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

Q24 comments: No comment.

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: No comment.

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: No comment.

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

Q27 comments: No comment.

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

Q28 comments: No comment.

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: As a resident of Montrose I find the cross-border trains very useful and would consider the requirement to change at Edinburgh a substantial backward step. However if it is decided to enforce a change at Edinburgh it is very important that a mechanism is introduced to ensure that connections at Waverley are maintained when a service is running late. Would Transport Scotland have the authority to enforce a late departure of a cross-border train heading for England if the connecting Scottish train from north of the Central Belt were running late? If a connection was missed because of late running would the company whose service was late provide free overnight accomodation in Edinburgh for through passengers ? When travelling south on the morning London trains from Montrose it seems to me that the trains are were filled for most of the year for the journey between Montrose and Edinburgh. If the these London trains did not run north of Edinburgh where would the extra carriages required to carry these people who normally use these trains come from?

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: I can't think of any possible benefits to passengers.

Rolling stock

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

Q31 comments: No comment.

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

Q32 comments: (1) The ability to obtain tea or coffee on board is very welcome and this should not be reduced from its current level.

(2) Has it been considered whether it would be practical to have ticket machines available on board trains? This would reduce the overall journey time for the passenger because they would not need to allow time to buy a ticket at the station and also a machine on the train would be less likely to be vandalised than one at a station.

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: No comment.

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: No comment.

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

Q35 comments: Even if you ban the consumption of alcohol on most trains I hope you provide an exemption for the lounge car on the sleepers to allow passengers a nightcap before retiring.

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

Q36 comments: No comment.

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: As a resident of Montrose who does not own a car I find that access to the Scottish airports is not straihtforward early in the morning and therefore hope you can continue to operate the sleepers (at least those that run north of the central belt.

Have you considered that the Westminster government is proposing to enlarge Euston station and that this enlarged station might permit the running of longer sleeper trains and thus reduce the cost per berth of running the sleeper?

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: As a passenger I don't think that it will make very much difference to me one way or the other.

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: (1) I find it hard to imagine that it would be possible even with new high speed lines to run an early morning train that would get me from Montrose into London before 9.45am.

(2) In evaluating how much I am prepared to pay for a sleeper I take into account as the alternative the sum of travel to London + hotel room in London + evening meal in London.

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: No comment