Respondent Information Form and Questions

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		*Please tick as appropriate* ☐ Yes ☐ No	
	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 ☐			

(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:This method of organising rail services is an English Tory Party construct that Labour did noting about and costs a fortune on lawyers and unnecessary staff. Scotland's Railways should be vertically integrated, track trains and operation. There are plenty of good public transport companies who could do the job. First are good at the moment, Stagecoach would be as well, but some outside help from such as DB, German State Railways might be of assistance.
>
> Scotland's Railways operated in an integrated way would be much more affordable and I believe, able to more with less money.

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

Q2 comments:At least 20 years vertically integrated.

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

Q3 comments: A cost for operating the current rail network in Scotland in a vertically integrated manner needs to be identified. This is bound to be lower than present. The franchise can then be let on a cost plus management fee basis.

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

Q4 comments: Management Fee only. No return for shareholders.

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

Q5 comments: Only where they can add value and reduce costs for the rail network.

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

Q6 comments: Reduction in management fee if targets not met.

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

Q7 comments: Since no shareholder profits, no performance bond.

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

Q8 comments:Loss of full management fee and loss of management contract.

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:One standard for all routes.

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

Q11 comments:Provide focussed means for rail users to be able to complain, compliment and make suggestions,

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: The "mystery shopper" SQUIRE regime already in place seems to work.

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:This is English cost cutting dogma and should be ignored in Scotland.

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:This is English cost cutting dogma and should be ignored in Scotland. If the English are not willing to run trains from Aberdeen or Inverness to London, then we Scots should electrify both lines and run through electric trains ourselves. The English plans for bi mode IEP trains which defy the laws of physics are pure and utter rubbish. We should wholeheartedly take up Ian Walmsley's advocacy of electric loco hauled trains as described in many an article of his in the magazine Modern Railways.

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:This is best left to rail managers who would also be best placed to estimate how much the service required by passenger needs costs.

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

Q18 comments:Full vertical integration on a management fee basis.

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

Q19 comments: Management fees can be increased in line with passenger growth.

Scottish rail fares

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

Q20 comments:To provide an affordable railway that encourages passenger growth and reduces car use.

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:A simple fares policy based on the statement in Q20.

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:Work our what the cost per passenger journey from a more cost effective, vertically integrated railway across the whole of Scotland and encourage passenger growth to keep fares increases to be significantly less that the rate of inflation.

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:The current difference between peak and off peak is about

right. This difference certainly should not be reduced.

Scottish stations

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

Q24 comments: Station closures must not be considered in Scotland.

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: Local businesses and property developers should be forced to contribute to the costs of new stations, trains and services to stop their car dependency.

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: The vertically integrated service provider will be required to make the best of capital value etc.

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

Q27 comments: Local communities probably only have a role to play with rural lines and stations.

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

Q28 comments: That is best determined by the vertically integrated management

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: If the English do not want run north of Edinburgh, then the Scots should provide the through services to England (and not just to London), see Q16.

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: See Q29

Rolling stock

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

Q31 comments: Who says rolling stock costs too much? The English that's who. Just let a vertically integrated management team get on with simple procurement exercises to get what they need freed from English Civil Service and Treasury and watch what happens.

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

Q32 comments: The vertically integrated man should decide based on the journey time and passenger profile of each route.

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:See Q32

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: Is it not now time to consider the complete scrapping of First-class?

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

Q35 comments:A ban could be considered for routes designated as local commuter routes, but not on longer distance routes.

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

Q36 comments:Info provision is already good. A vertically integrated man may think of more to do.

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:Keep them as is, just to annoy the English.

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:Sleepers should be part of Scotland's Railway service provision.

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: Passengers would probably be willing to pay more for better facilities, but let the vertically integrated management decide.

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:The only meaningful KPI is passenger growth.