

## Respondent Information Form and Questions

### 3. Permissions - I am responding as...

Individual <input checked="" type="checkbox"/> / Group/Organisation <input type="checkbox"/>	
Please tick as appropriate	
<p>(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)?</p> <p>Please tick as appropriate <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>(c) The name and address of your organisation <b>will be</b> made available to the public (in the Scottish Government library and/or on the Scottish Government web site).</p> <p>Are you content for your <b>response</b> to be made available?</p> <p>Please tick as appropriate <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>(b) Where confidentiality is not requested, we will make your responses available to the public on the following basis</p> <p>Please tick <b>ONE</b> of the following boxes</p> <p>Yes, make my response, name and address all available <input type="checkbox"/></p> <p>or</p> <p>Yes, make my response available, but not my name and address <input checked="" type="checkbox"/></p> <p>or</p> <p>Yes, make my response and name available, but not my address <input type="checkbox"/></p>	
<p>(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?</p> <p>Please tick as appropriate <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	

## 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: There is merit in the dual focus franchise. The flexibility and demand responsiveness from a competitive, economic rail franchise would be useful. However, there is a key risk here in that Social rail services therefore become, by default, second class services and suffer from lack of prioritisation of quality improvements and services. There needs to be adequate safeguards to maintain "at least" current franchise services.

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

Q2 comments: A longer term franchise may indeed allow investment but will decrease competitiveness. And it does not guarantee investment anyway.

Too short and the administrative costs are too high. Therefore 7-10 year franchises would be my view – 7 years initially with a 3 year extension clause.

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

Q3 comments: Many services are going to require heavy subsidy. That is inevitable given geography. The risk should then fall to the Government (and taxpayer), to prioritise the provision of high quality rail and to accept a greater amount of risk than the commercial operator.

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

Q4 comments: No view.

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

Q5 comments: For social rail services only.

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

Q6 comments: No view.

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

Q7 comments: No view.

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

Q8 comments: No view.

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

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

Q9 comments: Definitely incentivise good performance, including on service satisfaction (customer-intelligence led). I.e. did customers feel that information on delays was good – if so, consider reducing penalty for late running?

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: Yes – one system for the whole network.

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

Q11 comments: Customer intelligence led quality measures, including, for example, questions on the Scottish Household Survey on recent Scotrail travel experience.

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

Q12 comments: 50%.

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: Yes. All aspects should be included.

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

Q14 comments: "Secret shoppers", Formal inspection, reliability statistics, customer feedback.

### 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: No increase in standing time can be tolerated without vast reductions in ticket prices on those routes where standing becomes an issue. 10 minutes should be the acceptable limit and no more. Where people are regularly standing, **more provision** of capacity should be provided, as an incentive towards modal shift at peak times. Clever timetabling and flexible deployment of rolling stock should mean that lower capacity is provided at off-peak times.

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. There are advantages in direct services which encourage modal shift that would be lost if direct services were cut – e.g. Inverness/Edinburgh car journeys would surely increase if a change at Perth

was consistently required.

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: A bit of both, with intelligence led awareness of customer demand forming discussion between Government and franchisee.

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

Q18 comments: I support targeted specification.

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

Q19 comments: Flexible funding – “challenge funding” to allow piloting of innovative services with roll out of these changes should they be successful built into the franchise contract.

### **Scottish rail fares**

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

Q20 comments: Distance units only unless specifically affected by social rail policy. It should not be cheaper to go one stop further, which is often the case currently.

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: By type of journey – there **could** be a premium for faster, direct services (with associated service benefits) over and above those using interchange stations and stopping more.

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 view.

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: At least 40% saving in off-peak.

## Scottish stations

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

Q24 comments: Reconfiguring based on customer demand and community intelligence. There should be an **absolute presumption against** station closures, particularly in routes where social rail would be an issue. There should, however, be some sort of challenge funding for feasibility studies into the opening of new stations.

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: This should not be considered.

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: Yes, only one organisation for consistency of customer expectation. No view on how that should be structured.

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

Q27 comments: By using it!

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

Q28 comments: Interchange/Main; Intermediate; Rural. Interchange should have a full range of facilities including manned ticketing, toilets, catering/newsstand. Intermediate should have regularly manned ticketing and toilets. Rural should only have access to shelter and, if possible, a toilet.

## 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: **Absolutely yes**, cross-border direct services north of Edinburgh **must** continue. The benefits of direct north of Edinburgh services to stations across the Border are immense, increase competitive with less sustainable methods of transport (and therefore help to achieve Scotland's

impressive Co2 targets) and increase passenger quality (and therefore, probably revenue). Service specification should be through formal agreement with Scottish Ministers and Westminster / DfT.

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: Absolutely **not**. The capacity provided by longer direct services could not be soaked up by provision of Scotrail DMUs. The service expectation would be different and this would not encourage modal shift. There is **no benefit to an Edinburgh hub**.

## **Rolling stock**

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

Q31 comments: Carrying advertising on board.

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

Q32 comments: Ventilation, toilets, cycle carrying capacity, trolley service. A trolley service is not required on high-stopping frequency commuter services. That is the only variation. First class may only be required on direct intercity services.

## **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: Medium priority for Wi-Fi. Mobile signal boosting should be higher priority.

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: there must be an option to increase capacity on routes by adding rolling stock.

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

Q35 comments: Crime statistics, customer intelligence.

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

Q36 comments: Minimum standards for operation of in-train info boards, minimum levels of customer experiences of adequate information, equipping train staff with improved access to real time information from local controls.

## **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: Caledonian Sleeper services **must be specified to be retained**. This is a superb facility to encourage people off domestic air travel and contribute to our Co2 targets.

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: No view, but I can see that there would be merits in a separate commercial franchise, with options to increase service (i.e. running on a Saturday night).

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: The appeal is an early start in London for business meetings or connections to Europe via Eurostar – it is possible to get from Inverness to Italy via train in one day if the Sleeper is taken. It is an attractive, viable alternative to air travel and helps reduce CO2. The North train to Inverness, FW and Aberdeen are particularly valuable as flights are less good from these connections also.

## **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: Reduction in Co2 through electrification of routes.