

## 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

N/a

Title Mr ☐ Ms ☒ Mrs ☐ Miss ☐ Dr ☐ *Please tick as appropriate*

### 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* X ☐ Yes ☐

(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: Sustainable positive change needs a reasonable amount of time to develop, be evaluated etc. I would suggest at least five years but no more than 10 years.

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

Q3 comments: Environmental and weather considerations, changing patterns of transport in relation to populations in Scotland, risk to service users and staff.

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

Q4 comments: A fair one that applies to all levels proportionately

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

Q5 comments:

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

Q6 comments: Clear and meaningful outcomes and supporting actions that are monitored and evaluated on a regular basis and reported on publically. Outcomes measures should reflect staff and service users as well as partners and stakeholders.

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: The highest level of scrutiny, evaluation and reporting on progress, whether good or bad. Revising sanctions where appropriate to ensure commitments are met.

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

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

Q9 comments: In a fair way, both sets of performance should be addressed.

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:

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

Q11 comments: Frameworks/benchmarking

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

Q12 comments: both should be efficient – learn lessons from other countries who get this right.

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: 'Regime' is too strong a word. Again look at excellent quality/services abroad and learn lessons from them. The time for reinventing the wheel has long gone.

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

Q14 comments: Staff and service user feedback – mechanisms that included all sectors of society, face to face interviews, questionnaires, mobile device interaction. People sitting on trains constantly on their phones, use this opportunity to garner feedback on quality.

### **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: Yes. But it is difficult to say in general what is an acceptable standing time on rail services. In an ideal world there should be no standing time. I think this depends on the individual service.

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:

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: Both in this case – a partnership approach to this could be considered.

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

Q18 comments:

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

Q19 comments: The franchisee should be innovative already and that would be why you would award them the contract surely.

### **Scottish rail fares**

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

Q20 comments: fairness, fairness, fairness (not fareness) – please take into account that if the services were well managed – that people should not have to pay a fortune to travel a relatively short distance. £5.30 return Glasgow Central to Dalmeir peak... how do you expect people on low incomes to afford that (letting off steam here but really!!)

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: I think it should be based on type of journey/type of passenger.

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:

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: There should be no difference – again see public transport in Germany for example. It's the one fare regardless,

## **Scottish stations**

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

Q24 comments: Public consultation. In urban areas I am not in favour of closing stations. With other forms of public transport becoming so expensive we need local train stations. From an environmental perspective this also makes sense. Please do not close stations on a whim. Bring business into stations, offer services in stations that don't already exist.

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:

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: More local station consultations. Tying a consultation event into a celebratory event e.g 100 years of XX station etc. Better advertising to encourage locals to support their stations, friendlier and more welcoming staff. All day tickets would be useful. Involve the station management in local community initiatives.

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: Yes, for accessibility, tourism, business, environment, sport ec

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: Loos, conductor, disabled access, wifi, power ports

## **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: Please prioritise this, Scotland needs to be seen to lead in terms of these kinds of services and keep with it's international partners. Perhaps work in partnership with a mobile/net provider to provide the services on trains and in stations.

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: Reduce first class capacity and increase regular seating capacity, ensuring appropriate facilities for wheelchair users, bikes, prams, people with reduced mobility remain,

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

Q35 comments: The evidence to-date in Scotland is clear about the serious drinking problem and the affects of violence associated with it. A compromise may be to ban consumption on journeys under one hour.

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

Q36 comments: accessible website, timetables in Braille, by training announcers and conductors in how to use microphones/speaker systems. By further developing and providing information via mobile and handheld devices

## **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: Yes

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: Beveridges/Food, more comfortable birthing arrangements, more conductor/personnel on the train.

### **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: