Annex D - 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 BARRIE FORREST VICE CHAIRMAN.

Organisation Name

RESTON AND AUCHENCROW COMMUNITY COUNCIL

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

Surname

FORREST

Forename

BARRIE

2. Postal Address

2 THE ORCHARD
RESTON, EYEMOUTH
BERWICKSHIRE

Postcode TD14-5JT **Phone** 01890761238 **Email** BARRIEJR@Aol.coM.

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, 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

Scottish Financial Enterprise
Scottish Funding Council
Scottish Pensioners Forum
Scottish Prison Service
Scottish Property Federation
Scottish Railways Preservation Society
Scottish Rural Network
Skills Development Scotland
SPOKES
Stranraer to Ayr Line Support Association
Sustrans
Transform Scotland
Universities Scotland
Visit Scotland

Consultation Questions

There is an electronic form with all of the questions, on the website at:
www.transportscotland.gov.uk/rail2014

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: MINIMAL MERITS, THE SCOTRAIL FRANCHISE SHOULD INCLUDE NEWCASTLE ON EAST COAST MAIN LINE AND A LOCAL SERVICE

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

Q2 comments: 7 TO 8 YEARS AND TO ENABLE NEW SERVICES TO BE INTRODUCED WHEN REQUIRED

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

Q3 comments: FRANCHISEES SHOULD BID FOR THE FRANCHISE AND TAKE ACCOUNT OF RISK AND MAKE SURE THERE IS COVER AVAILABLE

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

Q4 comments: THE PROFIT SHOULD GO TO OPERATOR.

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

Q5 comments: I THINK THIRD PARTY OPERATORS PROVIDE A EXCELLENT WAY OF SEEING OUR COUNTRY I.E. THE JACOBITE AND OTHER STEAM AND DIESEL HAULED TOUR TRAINS.

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

Q6 comments: OVER CROWDING OF TRAINS ARE A PROBLEM LONGER SETS WOULD ENSURE SAFETY AND VALUE FOR MONEY

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

Q7 comments: PERFORMANCE BONDS COULD AND WILL INCREASE PRICE OF BIDS

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

Q8 comments: THE PRESENT SANCTIONS ARE OK.

Achieving reliability, performance and service quality

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

Q9 comments: ONLY PENALISE POOR PERFORMANCE.

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: THE CENTRAL BELT SHOULD TREATED DIFFERENT TO THE RURAL AREAS OF SCOTLAND)

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

Q11 comments: THE BORDERS RAIL WAY NEED TO BE UP AND RUNNING ALSO A LOCAL EDINBURG TO BERWICK SERVICE WITH NEW STATIONS AT EAST LINTON AND RESTON BERWICKSHIRE HAS NO RAIL WAY STATIONS.

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

Q12 comments: LACK OF INFRASTRUCTURE ON SOME ROUTES CAUSES POOR PERFORMANC AND JOURNEY TIMES

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: JUST THOSE MANAGED THROUGH THE FRANCHISE

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

Q14 comments: MORE NOTICE OF PASSENGERS COMMENTS SOME MIGHT NOT BE ACCEPTABLE

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 OK BUT TRAINS SHOULD HAVE MORE COACHES TO COPE WITH PASSENGER NUMBERS.

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, BUT INTERCHANGE COULD ALWAYS IMPROVE

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: GOVERMENT SHOULD DIRECT BUT SHOULD ALSO BE BASED ON CUSTOMER DEMAND

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

Q18 comments: A LEVEL THAT IS GOING TO GIVE A RAIL SERVICE TO ALL OF SCOTLAND INCLUDING A EDINBURGH TO BERWICK LOCAL SERVICE WITH RE-OPENED STATIONS AT EAST LINTON & RESTON

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

Q19 comments: PASSENGERS NEED TO BE CONSIDERED IN ALL SERVICES

Scottish rail fares

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

Q20 comments: THE FARES POLICY NEEDS A COMPLETE RESTRUCTURE TO ALLOW FAMILIES TWO CHANGE FROM CAR TO TRAIN AND PEAK RATES AND OFF PEAK RATES NEED TO BE LOOKED AT

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: MORE PEOPLE ARE TURNING TO RAIL TRAVEL FARES SHOULD NOT GO ABOVE INFLATION SPECIAL OFFER SHOULD GIVEN MORE PUBLICITY.

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: FARES SHOULD NOT RISE ABOVE 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: THERE SHOULD BE NO DIFFERENCE PEAK AND OFF PEAK IT IS WRONG TO CHARGE MORE FOR PEAK SERVICES THIS PENALISES MANY PEOPLE.

Scottish stations

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

Support

Q24 comments: *EACH STATION MERITS FOR OPENING SHOULD BE TAKEN ON PUBLIC AND LOCAL COMMUNITY COUNCILS STATIONS SHOULD NOT BE CLOSED MISTAKES WERE MADE IN THE PAST.*

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 AUTHORITIES KNOW MORE OF THE NEED OF NEW STATIONS AND SHOULD BE LISTEN TO*

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 PRESENT SYSTEM IS WORKING OK.*

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

Q27 comments: *LOCAL COMMUNITIES NEED TO MAKE SURE THERE SUPPORT IS GETTING TO THE TRANSPORT SCOTLAND AND MAKE SURE THERE REQUEST FOR NEW STATIONS ARE NOT OVERLOOKED*

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

Q28 comments: *EACH STATION SHOULD BE CONSIDERED ON THE NEEDS OF THE AREA.*

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:

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: *CROSS BORDER SERVICES SHOULD REMAIN.*

Rolling stock

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

Q31 comments: *TRAIN CAR SETS NEED TO BE INCREASED AT PEAK PERIODS*

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

Q32 comments: *THIS CAN BE JUDGED BY PUBLIC DEMAND CATERING SHOULD BE PRESENT ON ALL JOURNEYS OVER 40 MILES*

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 BODY WILL FANCY PAYING.*

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: *THIS IS UP TO FRANCHISEE TO JUDGE.*

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

Q35 comments: *I AM NO AGAINST ALCOHOL BUT THE WAY OF THE WORLD NOW ADAYS A BAN MIGHT BE A STEP FORWARD*

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

Q36 comments: *IT IS IMPROVING ALL THE TIME MAKE YOU WONDER FAR IT CAN GO.*

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 WE NEED TO CONTINUE THE CALEDONIAN SLEEPER SLEEPER SERVICES*

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: SEPERATE MAIN SCOTRAIL FRANCHISE

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 COULD ALSO RUN DOWN THE EAST COAST CALLING AT BERWICK FOR BORDERS PASSENGER ALSO NEWCASTLE

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: TO MAKE SURE EVERYTHING CAN BE DONE TO GIVE THE PEOPLE OF ALL OF SCOTLAND A FIRST CLASS RAIL SERVICE MAKING IT CHEAPER TO TRAVEL BY TRAIN THAN CAR. WE NEED TO MAKE SURE WE HAVE A RAIL SERVICE SECOND TO NONE.