

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

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

Surname

Forename

2. Postal Address

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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

- (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 ☒

Yes, make my response available, but not my name and address ☐

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:

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

Q3 comments:

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

Q4 comments:

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:

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:

Achieving reliability, performance and service quality

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

Q9 comments:

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:

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:

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: For the high price of rail travel the very least expectation that should be met is for everyone to get a seat. Customer Service should be a strong factor for consideration at all 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: All stations should form some kind of Interchange with ongoing public transport links provided for every station to meet local demand. There is a clear advantage to servicing a local transport hub where train services can link with bus facilities to give a direct service as close to door-to-door as possible.

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: Local communities have local needs and these can only be known by those accessing the services in question. There should be ongoing consultation with local communities at each planning and implementation stage.

18. What level of contract specification should we use 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:

Scottish rail fares

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

Q20 comments: To make rail transport low cost and accessible to all, and to measure comparatively and competitively with other forms of public transport.

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: Clearly intercity costs should be higher to meet the cost of service provision in built up areas and potential increased maintenance and safety costs. However, rail travel should not be priced out of the range of particular needs groups.

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: A pricing structure which applies higher increases to upgraded sections of the network would simply lead to people travelling through those areas to find alternative modes of transport and avoid rail travel when possible.

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 majority of people who use rail travel are commuters who have no choice but to travel at peak times. Any forced incentive for people to travel earlier in the morning/later in the evening is unrealistic, especially with the poor facilities and waiting areas available in many stations.

Scottish stations

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

Q24 comments: Local demand and ease of access should be the over-riding factors in making decision regarding the future of rail stations. Cumbernauld should be serviced by a further rail station in the Abronhill area (ideally adjacent to Forest Road), where the increasing populations of Abronhill and Castlecary could more easily access a service which is already passing by their doorsteps.

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: Franchised stations could be successful if they are maintained to similar or higher standards than existing stations. The danger here would be if these franchises were to go out of business and established train services were to stop.

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: To ensure consistency and guaranteed safeguards, one company should be responsible for infrastructure and maintenance nationwide. There should be incentives for local community groups and business to take the initiative and work within their local community to provide required services.

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

Q27 comments: By working with local community groups and like-minded organisations to engage in mutual consultation and ensure feedback and issues are developed and problem solved to solution.

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

Q28 comments: Even the lowest category of station should have indoor heated waiting areas, vending machines, and free public toilets.

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:

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: Facilities available on-train should naturally increase in standard and provision in sync with the duration of the journey. Even the shortest of journeys should seek to provide drinks/snacks, toilet facilities, and seating for all.

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: The majority of mobile phone users now have free 3G internet access on their phones/PDAs but wireless access would be welcomed on all services, particularly for journeys passing through traditionally poor signal areas.

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: Seating should be provided for all regardless of class of travel. First class passengers can always travel in standard class areas.

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

Q35 comments: Many people travelling on trains at evening and weekends are doing so for a night out or social event and should be allowed to exercise a responsible right to consume alcohol on their journey. Anyone who is seen to act irresponsibly after alcohol consumption should be dealt with by trained members of staff and/or Police.

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

Q36 comments: By simplifying and improving the rail information website to be more accessible to mobile devices. The rail enquiries telephone information line should be freephone as well.

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:

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:

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: Money should be set aside into an environmental fund accessible to local community groups to safely improve wooded areas and dense greenspace areas which train lines pass through and which may be at risk. Consideration should also be made to the emissions of engines and the electrical consumption of carriages.