

## 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

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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 ☐

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:

The railways offer a vital public service and it would be wrong to allow the tax payer to pick up the tab for the unprofitable routes whilst allowing a private operator to siphon off money for profitable routes.

I am extremely worried about the prospect of a two tier railway developing, which would see investment in terms of rolling stock and service provision, at the expense of other sections of the railway. I do not believe that my constituents in Coatbridge and Chryston would be happy with the development of such a model.

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

Q2 comments:

I do not believe that the current franchise lengths should be increased. Such a decision could leave any operator knowing that they have guaranteed income for x amount of years, without the need to invest for the future. It could lead to complacency on the part of the franchise holder, who will pursue profits at the expense of passengers, the tax payer and future investment.

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

Q3 comments:

I do not support the use of any risk support mechanism within the rail franchise. The reality is that the franchise holder will take very little risks. The

external costs such as track access charges, rail infrastructure and investment are covered by the taxpayer.

To link 'risk support to GDP' is an unbelievable suggestion which would allow a private company to share the benefits of the railways in the good times but be cushioned from the impact of the markets in the bad times. This would seem to me to be a perverse use of tax payers' money and would leave the franchise holder in a disproportionately advantageous position.

I would also like to see the removal of the indemnification clause in the current Scotrail franchise which undermines workers and disrupts the traditional relationship between companies and trade unions. It is my view that this clause has led to an escalation of hostilities and leaves the Trade Unions in a disproportionately weak position.

Taxpayer's money should never be used to bail out a private company in this manner.

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

Q4 comments:

It is my view that profit sharing mechanisms should apply to all profits. I would consider it folly however, to allow the taking of a one off fee as mooted in the consultation document, which would leave the rail service more susceptible to asset stripping by private operators.

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

Q5 comments:

None.

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

Q6 comments:

I believe that the best way of structuring our railways would be through public ownership. The democratic legitimacy achieved by this would be the best way of incentivising achievement.

Short of this however, contracts have to be watertight and specify exactly what is required from Train Operating Companies. Similarly, there needs to be a stricter and more effective mechanism for penalising Train Operating Companies for failures.

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

Q7 comments:

The performance bond which is currently paid by the taxpayer is an unsuitable situation. It seems that a parental company guarantee would prevent a situation akin to that which occurred with National Express East Coast in 2009, with National Express failing to provide the service it was contractually obliged to on one franchise but being allowed to retain its other franchises without penalty.

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

Q8 comments:

A stricter and more effective mechanism for penalising Train Operating Companies for failures need to be introduced. Fines should be larger and there should also be a possibility that the franchise holder could be stripped of the franchise as a result of poor performance.

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

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

Q9 comments:

Given the levels of profits being made by the current franchisee, circa £20million pounds in the previous few years, it seems outrageous to propose using tax payers money to 'incentivise good performance.' Anyone running the franchise should be expected to meet the highest standards and if they fail in doing so they should be removed from the running of the franchise.

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:

There should only be one performance regime for the whole of Scotland serving a fully integrated rail system to ensure a universal standard of service throughout the country.

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

Q11 comments:

It would seem sensible for the performance regime to take into account the National Passenger Survey. The 2011 survey found that passenger satisfaction had fallen in terms of the availability of staff on station and trains. Despite this people were happier in terms of the attitude and helpfulness of staff when they were available. By using this approach to take into account the concerns of passengers, we would be able to set a clear target for staff for employing more staff.

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

Q12 comments:

There needs to be greater regulation of journey times and I would like some mechanism to control them within the franchise contract. I am concerned that franchisees are able to extend the advertised journey times in order to meet their performance targets. This is a practice which I understand is common in the airline industry but obviously given the nature of rail travel it is more important that trains run quickly and on time. Passengers expect train times to be precise.

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:

I believe that SQUIRE is required. We need some level of regulation which covers all aspects of station and service delivery. It is important that we ensure that the basic standards of stations are met to ensure the best deal for passengers.

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

Q14 comments:

Any other mechanism that the Scottish Government may be considering should be as robust or more robust than the current mechanism.

### **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:

I strongly believe that capacity should be calculated on the number of seats. Overcrowding is a major problem for passengers in my constituency who travel, especially from Coatbridge Sunnyside and Blairhill in the mornings. I strongly oppose any moves to increase the permitted time limit beyond 10 minutes or increasing the capacity limit. The issue of overcrowding should be tackled by increasing the number of carriages at peak times and by eventually increasing the capacity through the procurement of more rolling stock. The class 334 trains which run on the North Clyde line through my constituency are modern and accessible, however the condition of the other trains; namely the class 320 trains and in particular the British rail class 318 trains can be poor and require to be updated.

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:

I strongly oppose any moves to decrease the number of direct services. The use of interchange stations could cause greater delays. Constituents who currently have to change via Partick tell me that any problems in that area can cause massive knock on problems for the rest of the rail network and results in long delays. I would however encourage the use of integrated ticketing which would allow my constituents to travel via train into Glasgow Queen

Street or Patrick and change onto the Subway to travel to the West End or South of the Clyde, without requiring purchasing a separate ticket.

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:

The railway in Scotland is relied upon by many people as their sole means of travel. It provides a vital public service and therefore it is appropriate that the Scottish Government should direct aspects of service provision and frequency to ensure that communities receive the levels of service which they desire. I believe that the Government should ensure that train service should run later than they currently do. My constituents tell me that if they travel from Coatbridge to Edinburgh by train to attend, for example a concert, the last train home would require them to leave the concert early. Alternatively they can get a later train to Glasgow, however this train does not arrive before the last train from Glasgow leaves for Coatbridge. Train times are extended slightly at weekends during the Edinburgh festival; however this does not go far enough. In cities throughout Europe, trains run frequently throughout the night. In Berlin the S-Bahn and U-Bahn provide necessary transport for people who work at night and also provides a boost to the economy as people are able to socialise for longer. It also has the effect of reducing the demand for car travel, with Berlin having one of the lowest levels of car ownership in Europe.

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

Q18 comments:

I believe that the contract has to be thorough and watertight. It must ensure that services cannot be reduced in the pursuit of profit.

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

Q19 comments:

I believe it is for the Scottish Government to ensure this through the contract. For the private operator, they will wish to increase profits, whereas the

Scottish Government must safeguard the interests of the passengers and tax payers.

### **Scottish rail fares**

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

Q20 comments:

Given that Railways are such an important public service and given our desires to reduce congestion and pollution, fares should be cheaper to encourage people to travel by train as opposed to car. It should ensure that communities are not cut off and should promote social inclusion. In my constituency around 30% of households do not own a car, making rail travel a necessity for many.

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:

Given the importance of the factors discussed in the previous answer, I believe the Scottish Government should regulate all fares. Rail travel is already prohibitively expensive for many people in Coatbridge and Chryston.

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:

Railways make a significant contribution to the Scottish Economy and there is strong public policy reasons as to why fares should be regulated and prices kept down. I also believe that the huge levels of profits made by the franchise holders should not be forgotten in this debate.

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:

I believe that the difference between peak and off-peak fares should be fully regulated.

### **Scottish stations**

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

Q24 comments:

I do not support the closure of any railway stations. The level of footfall at one station should not be the only measure to determine the value. This was a key mistake made by Beeching. By cutting arterial routes and smaller stations the bigger routes and stations also suffered.

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:

I oppose further fragmentation of the railways. I believe that the railways would be best publically owned; but we, at least, need a single and integrated system regulated and controlled by Government.

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:

I do not believe that the Franchisee should be responsible for the running of any stations. Ideally, one organisation should be responsible for the management and maintenance of stations, which should be publically owned and accountable.

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

Q27 comments:

Local communities already support their local stations by their use of it. They could be further encouraged through better car parking facilities and by stations which are well lit and well-staffed.

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

Q28 comments:

I believe that the current Network Rail categorisation should, at the least, be maintained.

### **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:

Cross Border travel is important for passengers and it is essential that services be jointly specified by transport authorities on both sides of the border.

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:

Any hub must promote better connectivity across the network.

### **Rolling stock**

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

Q31 comments:

I believe that all Rolling Stock should be publically owned and accountable. The current situation with regard to the ROSCOs prioritises profit making at the expense of travellers and tax payers.

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

Q32 comments:

In order to encourage Rail travel we should aim to have the highest standard of service on all trains. The model on the Glasgow to Edinburgh via Falkirk route should be extended to the other routes between the two cities and beyond. In the interests of safety, I also believe that every service should have a conductor and not simply a ticket collector.

### **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:

This is something which should be provided for in the franchise agreement.

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:

As discussed at question 15, we require greater investment in 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:

I understand that the consumption of alcohol is a factor in encouraging some people to travel by train and this is something which is common place on the continent. It is unclear who would police any ban and whether any conflicts may arise. The Trade Unions must be consulted about any changes, in this regard.

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

Q36 comments:

The provision of visible staff on site is important, in order to provide information to travellers. The National Rail enquires website provides an excellent service for more technically aware travellers; however their app should be provided free.

### **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:

The Sleeper service is important and should be specified as part of the contract.

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:

It should be retained as part of a single 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:

Given the ease of Air Travel, the Caledonian Sleeper provides a useful alternative. I think that the current services should not be changed, however I would welcome greater connectivity.

### **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:

There should be a year on year target for reducing emissions and for the reduction of waste sent to landfill.