

## 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

Private

Title Mr ☒

Ms ☐

Mrs ☐

Miss ☐

Dr ☐

*Please tick as appropriate*

#### Surname

Smith

#### Forename

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### 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)?

- (b) *Please tick as appropriate* ☒ Yes ☐ No  
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: No comment

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

Q2 comments: 10 years – must be long enough to encourage investment

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

Q3 comments: Risks that the franchisee cannot insure against should be covered by the government on the simple premise that if an insurance company cannot evaluate the risk then putting it on the franchisee will not be economic for the travelling public.

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

Q4 comments: No comment

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

Q5 comments: Only for the provision of specialist services such as West Coast Railways operating the steam trains on Fort William to Mallaig

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

Q6 comments: Identify those services which must operate at a profit and those which require to be subsidised to ensure availability. Monitor reliability and comfort of service with regular customer surveys.

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

Q7 comments: This should be commensurate with the availability of such guarantees in the market. If there is an excessive premium associated with a particular level of guarantee then this should be avoided.

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

Q8 comments: Financial penalties

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

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

Q9 comments: Do both

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: Some flexibility is necessary in the classification of certain single-track routes. But strict penalties should be applied to Network Rail for signal failures.

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

Q11 comments: Improve cyclical rolling stock maintenance and replacement and involve the franchisee and passenger groups in track upgrade decisions for improved comfort and efficiency.

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

Q12 comments: A high percentage of arrivals within 5 minutes of timetable should be mandatory. Journey times should be minimized.

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 it is! All aspects of stations should be covered and for those elements which are the responsibility of Network Rail, the charges for underperformance should be passed on to Network Rail. Network Rail should be responsible to the train operators, who should be responsible to the public.

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

Q14 comments: Regular questionnaires to and surveys of travellers

### **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: This might result in overcrowding. Better to invest in higher capacity rolling stock.

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. Every change of train introduces an uncertainty in the mind of the passenger. A direct service is preferable even if a little slower.

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: Minimum standards should be set and any departure from these should only be allowed if the regulator approves, based upon the needs of the communities served.

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

Q18 comments: No comment

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

Q19 comments: Encourage the franchisee to use more cost effective rail units where appropriate.

### **Scottish rail fares**

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

Q20 comments: To achieve maximum usage of rail services by always being

competitive with other forms of transport and providing a comprehensive service at a reasonable cost.

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: Routes which play a vital role in the commerce of Scotland should be identified and supported, but only if necessary. Routes which can support themselves, such as inter-city, should not be subsidised. Routes required for the preservation and development of remote communities should be supported by government and expanded as appropriate.

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: See my answer to Q21

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: Substantial reductions for off-peak fares need to be offered to travellers on over-subscribed peak service routes. On others this needs to be moderated a little so as to maintain income. Fares and service need to be sufficiently attractive to overcome any advantages of road and air travel.

### **Scottish stations**

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

Q24 comments: Do not close stations. Enlarge the communities served.

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: Excellent idea. This could add a level of innovation and design to stations and services to meet local needs.

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 think this is necessary. In my opinion the stations could be operated by local communities based upon franchisee requirements for facilities.

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

Q27 comments: By taking ownership of the station.

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

Q28 comments: Regional Hub – Main station/terminus – manned station – unmanned halt. Pay toilets at regional hub – free toilets at Main Station and manned station – no toilets at halt. Travel centres at regional hub – ticket offices at main station and manned station – no tickets at unmanned halt. Restaurants, hotels and cafeterias at Regional Hub and Main Stations only.

### **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: There should be some trains passing through Edinburgh to Glasgow and Inverness, even if the train has to be divided at Edinburgh. These services should be determined by Scottish ministers.

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: This is less beneficial to passengers.

### **Rolling stock**

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

Q31 comments: Encourage establishment of new manufacturers in the UK to increase competition. Increase standardisation of units to reduce manufacturing costs. Improve engineering standards to increase life of stock. Improve ease of maintenance of furniture and finishings to reduce cost of extending life of existing stock.

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

Q32 comments: There should always be toilet facilities available and coffee, tea, sandwich trolleys provided on non-commuter services. All inter-city and long-distance services should have buffet cars.

### **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: inter-city/ long distance services first, commuter services last, if at all.

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: First-class services should only be offered on inter-city trains.

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 would allow the sale of alcohol only on inter-city trains and not on trains carrying large numbers of sports fans.

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

Q36 comments:

I wish to thank you and applaud your efforts to promote the Scots Gaelic language by showing station names in both English and Gaelic. However, pronunciation of Scots Gaelic has very different rules from English. Whilst it may be easy to work out how to pronounce Partaig when also seeing Partick in English, the picture is a little more complicated in many other cases. How many people would be aware of the pronunciation of the Gaelic for Helensburgh, Baile Eilean Meadhain? Visiting Beijing, I found the bi-lingual announcements on the subway trains very helpful in improving my pronunciation of place-names and tuning my ears to the Chinese language. May I suggest that the use of bi-lingual on-train announcements in English and Gaelic would improve the comfort that non-Gaelic-speaking people feel with the Gaelic language and allow them to painlessly absorb Gaelic pronunciation without either putting franchisees to great expense or detracting from the clarity of the on-train announcements?

### **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: Sleeper services are a valuable asset to Scotland, allowing Scots-based businessmen to compete on a par with London-based counterparts.

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: I would suggest that the sleeper services be bid for both ways to find the most effective solution.

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: It's a great way to arrive in London for a day's visit or work, fresh and full of energy. The number of trains should depend on demand and it might be a smart idea to consider links to Europe via the channel tunnel.

## **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: Energy usage per passenger mile should be targeted to reduce throughout the franchise period on all trains. Reduction of emissions from diesel electric trains should also be targeted.