

## 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 ☒

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: *This is a complex question, given the variety within Scotland's rail network. All transport systems operate in the robust spatial context of the National Planning Framework, Strategic Development Plans and Local Development Plans, which provide guidance on the balance between economic, social and environmental aims at every level. The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. It follows that the key measure of success should be the degree to which car and air travel is diverted on to the railways. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators, provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q2 comments: *The length of contract should be sufficient to allow operators to make measurable progress towards the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air, whilst recognising the spatial context of the National Planning Framework and reflecting its provisions.*

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

Q3 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators, provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q4 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Any profit share mechanism must reflect the degree to which car and air travel is diverted on to the railways.*

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

Q5 comments: *No comment*

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

Q6 comments: *The franchise should serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Value for money is represented by the degree to which car and air travel is diverted on to the railways.*

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

Q7 comments: *No comment*

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

Q8 comments: *No comment*

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

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

Q9 comments: *No comment*

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: *This is a complex question, given the variety within Scotland's rail network. A robust spatial framework within which all transport systems operate is set by the National Planning Framework, Strategic Development Plans and Local Development Plans. The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. The balance between fares, frequency and quality of service will vary by route and by service*

*group (and perhaps also over time) and can be left to the judgement of train operators, provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q11 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. It follows that the key measure of success should be the degree to which car and air travel is diverted on to the railways.*

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

Q12 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Journey times and performance are only two elements of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Service quality is only one of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q14 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Train and station quality is only one of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

## 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: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. The underprovision of seating is only one element of one of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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: *Interchange between rail and other modes should be facilitated wherever possible. However, having once boarded a train, no passenger, business or leisure, wants to have the hassle of gathering together possessions only to have to re-settle into another train to complete their journey. If we are to encourage passengers to travel by rail rather than by car and by air, the necessity for interchange must be reduced, not increased.*

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 franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Frequency and journey time are but two elements of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q18 comments: *The level of contract specification should be the minimum necessary to encourage passengers to travel by rail rather than by car and, on long routes, air. The balance between fares, frequency and quality of service will vary by*

*route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q19 comments: *There is no intrinsic benefit to be derived from innovation per se. The key criterion must be the degree to which the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

### **Scottish rail fares**

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

Q20 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Fares are only one element of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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: *Fares charged by ScotRail between Aberdeen and Edinburgh are sometimes noticeably lower than on comparable Aberdeen to Glasgow services. The key difference is probably the competition with two other operators on the Edinburgh route. The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Fares are only one element of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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: *The key criterion must be the degree to which the principal aim of*

*encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved. Taxpayer subsidy represents money which might otherwise be spent on road projects, bus service support or other public services, so a balance needs to be struck, taking account of the National Planning Framework and greenhouse gas reduction targets, etc.*

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 franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Fares are only one element of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

### **Scottish stations**

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

Q24 comments: *The sole purpose of a station is to serve the economic, social and environmental needs of a community. It is thus essential that decisions relating to future provision of stations are closely related to those needs, whilst taking into account the realities of running a railway. As the Development Plan system is in place to examine and discuss exactly those issues and to place them in a spatial context, it would be perverse, confusing and superfluous to determine the principle of opening or closing a station in any other context.*

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: *In principle, there is no reason why any person or body should not propose, promote or fund a station or service. The much more difficult question is, who is competent to determine whether such investment is in the public interest? Since we are dealing with a heavily-subsidised network, it follows that this must be a political decision. Local authorities, through their planning function and specifically their responsibility for the Development Plan, and taking account of all national and local views and policies, are in a unique position in this respect.*

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: *No comment.*

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

Q27 comments: *Only attractive stations and adequate services can expect (or deserve) local community support and thereby achieve the principal aim of encouraging passengers to travel by rail rather than by car.*

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

Q28 comments: *No comment.*

### **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. There are considerable advantages in easy cross-border connectivity with the main East and West coast cities in England, in accordance with established policy in the National Planning Framework for Scotland. In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? Passengers benefit from the convenience and lack of hassle of making even the simplest connection, and also from fares which are often cheaper where the service competes with ScotRail. They also benefit from the considerably more comfortable rolling stock used by cross-border services, and from the much superior catering provided on East Coast trains (it's a pity the same cannot be said of Cross-Country). And who should specify these services, the Department of Transport or the Scottish Ministers? It matters little to the passenger whether DfT or Scottish Ministers specify the services, but it is essential that there is much better coordination than is evident at the moment. Cross-border services appear to be slotted in between ScotRail services, resulting in needlessly short headways and consequent over-capacity for brief periods of the day. There seems little point in running two services which closely duplicate. As the cross-border services bring much the greatest qualitative benefit to passengers, it would be better to regard the cross-border services as long-distance expresses, with few intermediate stops and consequently faster inter-city journeys competing better with car travel, and ScotRail services providing an intermediate service, both in timetable and points served. In this way, the cost to ScotRail could be reduced.*

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: *No passenger, business or leisure, wants to have the hassle of gathering together possessions only to have to re-settle into another train to*

*complete their journey. If we are to reduce travel by car and by air, the necessity for interchange must be reduced, not increased. And if so, what additional benefits would accrue from having an Edinburgh Hub? Other than interchange with other modes of transport, it's difficult to perceive any additional benefits to the passenger or the taxpayer, although the operator might welcome the absence of direct competition on rail routes north of Edinburgh.*

## **Rolling stock**

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

Q31 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. The quality of passenger experienced provided by rolling stock is an important element contributing to these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q32 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. On-board facilities contribute to quality of service so are an element of one of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

## **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 franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Mobile phone and internet connection are but two elements of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. The passenger trades the quality of first-class service against additional cost, and these are but two elements of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q35 comments: *To a large degree, this is but part of a much wider social issue and has to be addressed in that context. Some passengers regard the availability of alcohol as contributing to the quality of service, whereas others take the opposite view. The balance will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

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

Q36 comments: *The franchise should be constructed in such a way that fares, frequency and quality of service combine to serve the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air. Travel information contributes to quality of service and is one element of these interlinked factors. The balance between fares, frequency and quality of service will vary by route and by service group (and perhaps also over time) and can be left to the judgement of train operators provided the principal aim of encouraging passengers to travel by rail rather than by car and, on long routes, air is achieved.*

### **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: *It is essential that sleeper services continue broadly along the lines of the current model. Where there is no convenient air service, the sleeper is the only reasonable alternative to the private car. Where air services do exist, the sleeper provides strong competition, as it allows for early arrivals and late departures without the need to set out for the airport very early in the morning or overnight stays.*

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: *The balance of advantage appears to lie with a dedicated sleeper franchise, given the unusual characteristics of the service.*

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: *All Highland and Lowland sleeper service allows for departure and arrival at reasonable times. For business travellers, the departure and arrival stations are generally much more conveniently situated than are airports. Unlike daytime travel, no working hours are lost. For leisure travellers, there is also a certain novelty value. In every case, rail travel offers the advantage of avoiding the hassle and queuing associated with airports.*

*All the Highland sleeper services serve a considerable number of intermediate stations, few of which are connected by air. If cost were no object, then serving Fort William, Inverness, Aberdeen and Oban would be advantageous. Oban certainly offers best ferry connections to the Western Isles. Perhaps it would be possible to arrange a dedicated connecting service at Crianlarich to provide onward travel on whichever route is not directly served by the sleeper.*

*The sleeper services are generally adequate, except insofar as the rolling stock has been showing its age for many years now. There is a possibility that some would be willing to pay extra for en-suite facilities, although this would reduce capacity or increase train length, with consequences for the logistics of the services. The lack of comfortable waiting facilities at many stations can also be a disincentive, especially in the cold and darkness of winter.*

## **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: *The most important environmental key performance indicator must be the level of greenhouse gas emission per passenger carried. Attention must*

*also be paid to pollutant levels, noise and conservation of the natural and built environments.*