

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: The Franchise should be let as one unit and not as a dual with two managed units. Having two managed units is likely to reduce flexibility e.g. with train crews and possibly increase the number of managers.

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: Financial penalties for poor performance.

Achieving reliability, performance and service quality

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

Q9 comments: Incentivise good performance and 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: One system for the whole of Scotland

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: What is needed is a robust timetable but not one that becomes sloppy with padding (ensure trains are on time at the end of the route). Also more thought needs to be given about how to recover from disruption. At present trains either miss out stops or are turned early when disruption occurs and often it appears little thought is given to the consequence of these decisions e.g. large gaps appear in service provision from certain stations.

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 current Service Quality Incentive Regime is too prescriptive. e.g. stations are marked harshly on relatively insignificant items whilst rolling stock is running around with misleading automated announcements for which nothing seems to be done.

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:

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: There needs to be a mixture of through and connecting trains. Those who want a fast journey are likely to put up with changes whilst those who want to get a through service are likely to put up with slower journeys. Probably most people would want a through service where possible. Changing trains with luggage is an added inconvenience at best, and at worst make the journey nearly impossible for e.g. elderly and single people with children. Even the thought of changing can be stressful for many e.g. will I find the connecting train, will I find my seat etc

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: There should be at least a minimum specification for frequency.

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: Yes

Scottish rail fares

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

Q20 comments:

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: Type of journey

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:

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 a difference in pricing for peak and off-peak. However there is a difficult balance here e.g. to have a peak supplement or times that these are applied may lead to journeys which would have an off peak leg in them not being made or being made by car (e.g. travelling Edinburgh/Glasgow say for an evening engagement the outward journey is in the peak but high fare so take the car)

Scottish stations

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

Q24 comments: On the whole I do not think stations should be closed unless they are clearly not serving a useful purpose. My big concern would be if a station was closed because there is one nearby it may mean that people decide to get in the car to go to the station but once in the car they may just carry on.

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 think there is a lot of merit in 3rd parties proposing/promoting/funding stations/services. This has been done in Scotland e.g. Dalgety Bay

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:

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

Q27 comments: Carry on the good work that First ScotRail has done in this area.

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

Q28 comments:

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 services should continue north of Edinburgh and be specified by Scottish Ministers. Making people change can be a distinctive to travel. However I think that these services, though still branded and using the stock of the Inter-City TOCs, should be crewed by staff of the ScotRail franchisee even if the crew needs to wear different uniforms. The current situation with in particular the crewing arrangements for the Inverness/Kings Cross service is wasteful of resources.

In fact I think the possibility of further through services north of Glasgow/Edinburgh should be looked into.

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 the services should continue onto Aberdeen/Inverness/Dundee and if possible be expanded. Changing trains is a great distinctive for many. Whilst it may sound good on paper to say that there will be cross platform interchange I think in practise it won't work out like that.

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:

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: Wi-Fi

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: Keep 1st for longer distance services, it does attract custom.

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

Q35 comments: Could a complete ban be policed?

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

Q36 comments: Currently the information on circular services such as the Fife Circle is misleading. The information needs to be clear and not open to misinterpretation.

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: When the original franchise was setup and the sleepers were made part of it I was sceptical as to whether this was the right place for them. However both National Express and First have made a good jobs of running and promoting the sleeper. Both the Fort William and the Aviemore/Inverness parts are now part of the “day” service on these lines. A separate sleeper only franchise would I think be wasteful of resources and if it were part of the East, West or both franchises then it may suffer from lack of management attention

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: