

## 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

The Railway Heritage Trust

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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:

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:

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:

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:

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:

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:

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:

### **Scottish stations**

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

Q24 comments: This is outside the scope of the Trust's activities

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: This is outside the scope of the Trust's activities

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:

The Trust welcomes this question being raised.

The Trust is aware that in England the recently let Greater Anglia Franchise has all the station buildings leased to the TOC on a 99 year lease, despite a relatively short (14 month) franchise. The Trust understands that this results in the lease transferring from franchisee to franchisee.

The Trust welcomes having a single body to deal with on a station as a step forward, and would like to see this arrangement in Scotland as well, as it would make the letting of surplus space in stations much easier, and would also mean that issues such as station painting can be managed on a combined basis, rather than, as is often the case in areas of England, having stations with different painting schemes at different levels.

However, the Trust is concerned that franchisees might neglect the maintenance of a station if they hold a lease that is far longer than the franchise length. The Trust would thus hope to see that the lease is worded in such a way that the condition of the station is maintained in a satisfactory state throughout the lease.

The Trust does not consider that Network Rail should be the maintainer and operator of stations, as they are one step removed from the passenger, and might be tempted to minimise station maintenance in order to be able to maintain the state of the operational infrastructure. The Trust is strongly in favour of stations being directly leased by the Train Operating Company.

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

Q27 comments:

The Trust strongly supports the involvement of local communities in stations, and has a long involvement in such projects. As well as the Pitlochry bookshop and the Model Railway Club at Lanark, both of which the Trust has sponsored, we have been involved in art studios at Queen's Park, Kinghorn and Ladybank, a museum at Cupar, refurbishing the historic station at Burntisland as offices, provision of cafés at Dumbarton Central, Inverurie and Aberdour, and the other station community facilities at Maxwell Park and Wemyss Bay, inter alia. The Trust has many other projects in historic stations in Scotland under way at present, and obviously has a considerable workload in England and Wales as well.

The Trust has had a considerable involvement with the Settle to Carlisle line, where community groups associated with the line have taken over most of the stations, using them mainly for similar purposes to those listed above. However, we would draw particular attention to the involvement of the Settle and Carlisle Development Company (S&C DevCo), and its involvement in the provision of refreshment services on S&C trains, and in the manning of the booking office at Settle. The involvement of the S&C DevCo has enabled a much higher level of public service to be provided on the line than would have been the case had it been purely managed within the franchise, and the Trust suggests that increased involvement of such groups might be possible on the longer rural lines in the West Highlands, the far north, and to Girvan or even Stranraer.

The Trust considers that the following areas would help in getting local community involvement in stations:

- A simple early involvement process, such as the present FSR gardening and 'Adopt a Station' schemes.
- Availability of capital funding to start up projects. The SCRF, and the Trust's involvement in listed buildings and conservation areas are good examples of how this works.
- Simple and easily progressed leases for areas of stations. At present the industry structure and the drive to minimise its immediate costs lead to community involvement in heritage buildings getting mired in the industry's bureaucracy. Simple long-term leases (25 years or more) would make such projects far easier to start, and enable the industry to relieve itself of considerable historic building liabilities whilst also involving the community deeply in the station.
- A single party responsible for the operation and upkeep of the station (see question 26 response)

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

Q28 comments:

The Trust does not think that the proposed system of grading stations would be workable. For example, if InterCity trains calling is the driving force for a

Principal Station, it would clearly involve Waverley and Glasgow Central Stations. However, where InterCity trains run north of Edinburgh which stations would be in the group? Perth, Aberdeen, Inverness and Dundee perhaps, but InterCity trains also stop at Ladybank and even Gleneagles. Also, would Queen Street be excluded from this group?

The Trust recognises the need to separate tourist stations from those where there is purely a local need, but suggests that the current ATOC grading from A to F, based on the number of passengers, gives a better 'first cut' for grading stations, and that if the Scottish Government then wishes to categorise further it should use a suffix to that grading of the sort listed in Table 6 of the consultation document. Retention of the ATOC grading also has the added benefit of allowing comparison of station facilities with other European, and particularly Welsh and English, stations should that be necessary. See recommendations R4 and R5 of the 'Better Stations' report produced by Chris Green and Professor Sir Peter Hall in November 2009

If the ATOC categorisation is retained as the basic structure, then the Trust suggests the proposed minimum standards given in Figure 8 of the 'Better Stations' report could be used for all Scottish stations, but with any alterations seen appropriate by the Scottish Government for its sub-groupings added or subtracted. In practice, the Trust suspects that with a very few exceptions – Fort William, Mallaig and Kyle of Localsh in particular – the 'Better Station' standards will suffice.

### **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:

### **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:

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:

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

Q35 comments:

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

Q36 comments:

### **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: