

**Councillor Alison Thewliss**

Scottish National Party  
CALTON - WARD 9

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Our Ref:AT/PS/0220/RAIL

20 February 2012

Rail 2014  
Transport Scotland  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

Dear Sir/Madam

Please find enclosed my completed information form.

Please do not hesitate to contact me should you wish to discuss anything.

Yours sincerely

Councillor Alison Thewliss

**Surgeries:**

1 <sup>st</sup> Wednesday	6.00 pm – 7.00 pm	Calton Community Flat 0/1, 231 Stevenson Street
1 <sup>st</sup> Thursday	10.30 am - 11.30 am	Reidvale Neighbourhood Centre, 13 Whitevale Street
2 <sup>nd</sup> Wednesday	6.00 pm - 7.00 pm	Bambury Regeneration Centre, 67 Yate Street
2 <sup>nd</sup> Thursday	10.30 am - 11.30 am	Dalmarnock Centre, 3 Lily Street
3 <sup>rd</sup> Wednesday	6.00 pm - 7.00 pm	Dalmarnock Primary School, 111 Baltic Street
3 <sup>rd</sup> Thursday	12.00 am - 1.30 pm	Helenslea Community Hall, 48 Methven Street
4 <sup>th</sup> Tuesday	10.00 am - 11.00 am	Bridgeton Library, 23 Landressy Street
4 <sup>th</sup> Wednesday	6.00 pm - 7.00 pm	St Mungo's Academy, 235 Crownpoint Road

## 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

Glasgow City Council – Calton Ward 9

Title Mr ☐ Ms ☐ Mrs ☐ Miss ☐ Dr ☐ *Please tick as appropriate*

#### Surname

Thewliss

#### Forename

Alison

### 2. Postal Address

Glasgow City Council

George Square

Glasgow

Postcode G2 1DU

Phone 0141 287 5272

Email

### 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: By focusing on 'economic' and 'social' elements separately, this could in time lead to the latter being seen as subsidised and that service coming under threat. This happens with bus services at the present time, to the detriment of service users in deprived communities.

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: The redistribution of a proportion of profits into service improvements should be considered, rather than seeing all the profits going to private shareholders at the expense of passengers.

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: A balance of both. Quality of service, trains and stations should be considered as well as timetable reliability.

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: It could be possible to take customer complaints into account to highlight weaknesses or demands for service.

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: access for disabilities and prams, catering, how well they cater for people sheltering in inclement weather, availability of seats on trains.

### **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: standing time really varies from person to person – I could stand for hours, others only for minutes. It also varies depending on the time between stations – short routes with multiple stops might mean there's more chance of people getting off and freeing up seats. On busy services there should be more carriages wherever possible. When specific events are on – such as a sporting event, festival or conference – extra carriages or trains should be put on. On busy services from Inverness to Glasgow/Edinburgh, there isn't enough room for bags, bikes, wheelchairs and prams – a luggage car might be a solution to this.

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 should be cooperation with bus, ferry, subway and air transport providers to coordinate timetables and allow adequate time for interchange. Direct services are important though; changing trains can be confusing and difficult for those with disabilities or young children. The added journey times for changing trains could also be off-putting.

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: A balance between the two – the franchisee may not have the best interests of passengers at heart, particularly when it comes to less frequent local services.

18. What level of contract specification should we use the 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: consultation with passengers and businesses, find out what they would like to do differently.

### **Scottish rail fares**

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

Q20 comments: fares should be less expensive! It's crazy that a return only costs a few pence more than a single ticket. This should be reviewed.

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: Increases in fares to enhanced sections would not encourage new passenger to use these sections.

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: Some people have no choice but to travel at peak times – the differential between the two should be relatively minor.



## Scottish stations

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

Q24 comments: there should be a presumption against closing existing stations. If they are not used, there should be a thorough examination of why people locally are not using them, and how this could be changed. I would not support the closure of any on the list appended to the consultation, and in particular Duke Street station, which is the only one in the area with disabled/pram ramped access.

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 would be helpful, particularly in places where new developments have changed the nature of an area (new housing, large facilities or shops for example). The funding shouldn't be entirely up to local authorities or businesses, but there should be partnership to allow these initiatives to happen. This could be helpful for example near the Forge Shopping Centre at Parkhead, which would benefit from a station.

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: It might be more practical for one organisation to take control, but this would probably be best looked at for what works on a local basis – a rural station might be better maintained by someone employed there for a few hours, rather than someone commuting in. It would be nice if there were vending machines, small shops or coffee places in places other than large interchange stations.

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

Q27 comments: at present, it's very difficult for local people to find out about 'adopting' a station, and this should be made easier. Things like maintaining plants or improving decoration might be taken on like local groups if this was made easier.

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

Q28 comments: Toilet facilities would ideally be placed at all stations other than urban commuter stations. Any station which has a staffed ticket office should be able to offer a toilet too. It would be nice to have more benches at

busy stations, and perhaps vending machines. I would suggest that a 'destination' station is a bit of redundant term – all stations are destination for someone!

Officially regulated Park and Ride would be helpful, even at urban stations. In my ward, a significant number of commuters park at Bellgrove and Bridgeton, with a negative impact on local people. I would like to see this addressed in some way.

### **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.

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.



## **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: All services should have toilets. There should always be room for wheelchairs, prams and bikes. It would be helpful if the low level service on the new Airdrie to Bathgate line had catering, since the distance travelled is considerable. All services which currently have catering should keep them!

## **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: First-class services shouldn't expand further than they are at present. When a train is exceptionally busy, upgrades should be offered, or if first class is empty, consideration given to allowing those with additional needs (disability for example) the opportunity to use the area.

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

Q35 comments: football matches, likelihood of parents travelling with children.

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

Q36 comments: the Scotrail twitter account is a useful development. Display of timetables is generally good, as is the LED display at the stations I use.

## **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 should continue.

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: