Respondent Information Form and Questions

<u>Please Note</u> this form **must** be returned with your response to ensure that we handle your response appropriately

1. Name/Organisation

Organisation Name

WSP UK Ltd on behalf of GD Strawson & Mr J Farquharson

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

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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: No comment.

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

Q2 comments: No comment.

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

Q3 comments: No comment.

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: No comment.

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

Q6 comments: No comment.

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: The consultation document confirms that 'in only rare circumstances has performance fallen below target and a penalty been imposed' which would suggest that the current system is primarily being used to reward performance which is above average. This would suggest that either the targets are too lenient or that the operator is performing at an acceptable standard. It is therefore suggested that the current system should be retained should we wish to retain current standards.

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: It is suggested that the regime be aligned with routes to reflect variance in the characteristics of routes, for example rural routes in the west of Scotland operate differently to inner-city routes in Glasgow.

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

Q11 comments: Main issues for passengers are fares, punctuality and reliability. It is considered that the current regime rarely pays out to passengers for delays and cancellations which can cause significant issues. The system which is based on the overall delay for services reaching the final destination does not take account of passengers who have missed a connecting service due to the delay. It is therefore suggested that the performance regime should be based on the delay for services arriving at each station. It should also reflect the number of passengers which are inconvenienced and take account of whether the service was operating within the morning or evening peaks and therefore subject to higher fares which should be reflected in the level of compensation provided.

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

Q12 comments: Punctuality should be the greatest factor influencing the performance regime.

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: No comment.

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

Q14 comments: No comment.

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: No comment.

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 comment.

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: No comment.

18. What level of contract specification should we use the 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: No comment.

Scottish rail fares

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

Q20 comments: No comment.

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: No comment.

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: No comment.

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: No comment.

Scottish stations

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

Q24 comments: Rail stations should be located where they provide opportunity to encourage sustainable travel and a mode shift from private car use in accordance with national planning policy. It is considered that new stations should be provided where appropriate to assist with sustainable economic growth and minimise a development's impact on the local and strategic road networks. As noted within the consultation document, 'the current policy is that new stations, subject to a positive STAG appraisal, will be considered favourably where the surrounding population, workplace or visitor need is sufficient to generate a high level of demand'. Rail stations have the potential to have a significant impact on the mode share for trips generated by a new development in addition to attracting trips from the existing population. It is therefore suggested that new stations should be sited where there are no nearby existing stations to attract the maximum number of residents to use the facility. The cost for maintaining stations which generate less than 20 passengers a week does not appear to be economically sustainable and it is suggested that one or more of these stations could be closed should a new station be provided on the same line in a location which is more likely to generate a larger patronage. There has recently been a lot of coverage in the local and national press about the safety of level crossings. For example, a recent article in the Evening Telegraph (February 2nd 2012) reported an incident which involved a bus being struck by a barrier at a level crossing located between Inchture and Errol. The bus was required to reverse to avoid being struck by a passing train. Clearly there is opportunity (subject to the appropriate technical appraisals) for level crossings to be removed in association with the relocation of existing or installation of new rail stations.

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: It is considered that the promotion and delivery of a new station by a private developer would fund a STAG necessary to support the project through the planning process. In addition, a private developer is likely to be in the position to fund off-site improvements in association with the

station's development, improvements which could include the replacement of at-grade pedestrian and vehicular crossings with bridges. This would provide opportunity to remove existing level crossings and enhance the safety of the rail network in addition to reducing the level of delay experienced by those travelling on the transport network in the vicinity of the proposed 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 is suggested that one organisation should be responsible for the management and maintenance of a station to simplify the process and reduce operating costs.

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

Q27 comments: Rail stations should be made accessible on foot, by cycle and by bus in addition to by car from the area surrounding the station to ensure that they are highly accessible by a range of travel modes. Achieving integration between local bus and rail services which interchange at the station would also assist with encouraging local residents to utilise their local rail station. It is considered that the provision of a new rail station in association with a new development will encourage sustainable travel and use of the rail station from the outset. Flyers could be distributed to local residents highlighting the availability of the new rail station and frequency and destinations served by services operating from the station. This information could also be disseminated to new residents via a development Travel Plan.

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: No comment.

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 comment.

Rolling stock

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

Q31 comments: No comment.

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

Q32 comments: No comment.

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: It is considered that the introduction of train based mobile phone provision and Wi-Fi services should be introduced given the intermittent nature of network coverage throughout Scotland.

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: No comment.

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

Q35 comments: No comment.

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

Q36 comments: No comment.

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: No comment.

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: No comment.

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: No comment.

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: No comment.