

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: Incentivise good 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: Should be area based e.g. Greater Glasgow

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

Q11 comments: No Comments

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

Q12 comments: Companies should be made to publish journey times that are realistic e.g. if a journey can be made in normal circumstances in 50 minutes, the timetable should target a journey time of no more than 1 hour rather than say 1 hour 30 minutes. The 'extended' time would virtually ensure that trains meet their 'target' 100% of the time; yet meeting this 'target' does not mean a good service as in reality the trip could have been met in 1 hour.

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 Comments

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

Q14 comments: Percentage of customers actually paying to use the service compared to those using, but not paying for, the service!

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: 15 minutes

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 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: Service provision should not be the sole responsibility of the franchisee.

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

Q18 comments: No Comments

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

Q19 comments: No 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: Fares should not be the sole responsibility of the franchisee.

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: It is important that there continues to be a 'taxpayer' subsidy

– this should not be seen in isolation but as part of an integrated approach that recognises the importance of rail travel as a means of reducing unnecessary car journeys that in turn provide environmental benefits in respect of air quality 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: There should be a difference in fares but this is best done by local area reflecting usage, capacity, etc.

Scottish stations

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

Q24 comments: In the Glasgow context it could be easy to conclude that superficially there are stations 'close to each other' and perhaps therefore suitable for closure. However, in reality and on the ground this is not the case. Many of these stations are in areas of deprivation where car ownership is low and in some cases they also provide an alternative should another service fail e.g. the diesel line from Anniesland to Queen Street (upper). This particular line also allows for disabled, cyclists, etc to use the route safely and with no need to negotiate stairs and bridges – unlike the electric service from Anniesland to Queen Street. The route also links parts of the city in a quick efficient way with the alternatives being 2-3 buses at an added cost to those that can least afford it.

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: Local authority/business could be in a better position to target a specific issue that may arise in their area/station. For example, the Anniesland diesel route is popular with people travelling short distances e.g. Kelvindale to Summerston (school children and shoppers). Due to the nature of this service it is possible to travel for nothing – the ticket collector has to also operate the doors and is unable to physically check all passengers' tickets in the time taken to travel between 2 stations. Local knowledge could target these trains at peak periods to maximise ticket income.

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 Comments

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

Q27 comments: Add more park & ride facilities.

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

Q28 comments: No 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: No 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: An Edinburgh hub would appear to be logical.

Rolling stock

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

Q31 comments: No 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 must have at least one ticket collector/conductor.

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: Only required on long distance trains or those connection Glasgow and Edinburgh and Aberdeen.

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 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: The perception that drunkenness is a problem, whether true or not, can reduce people's usage of trains. Anything that can allay such fears, such as the ban of alcohol, can only increase usage.

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

Q36 comments: No 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: Should be a commercial matter; not crucial to the day-day-users of trains.

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 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: No 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: Both ideas relate to the rail track. (i) It is good to see, in the Glasgow area, that the necessary trimming of trees & shrubs is done outwith the bird breeding season and also once most berries that provide food to wildlife have gone. This should be rolled out nationwide, if it isn't already.

(ii) More needs to be done in lifting litter, dumping etc from the verges of railway lines. This is a real issue in Glasgow and does nothing for the City's image; even more so with the Commonwealth Games coming up in 2014.