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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: Personally I feel the Franchise should remain similar to what it is at the moment. However the possibility of a seperate Franchise for Inter-urban routes sounds good, as it adds competition to Scotlands Rail Network

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

Q2 comments:I feel the franshise contract should be renewed every 5 years. This will mean that the Franchisee has less time to improve or change the network, meaning keeping them on there toes at all times.

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:Both, its important to highlight the poor so it can be rectified, however highlighting good performace will also assist in improving more

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: Driving Buses, I think its important to have bodies in Seats

rather than Standing! So increasing Capacity will be the better option, and will overall please passengers more. If you are forced to stand people will transfer to Car or Bus

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:Direct Services are Vital, people do not like to change unless absolutely neccesary.

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:Keep to the Franchisee, they can keep closer eye on passenger levels etc

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:

Scottish rail fares

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

Q20 comments:Fares should be closely priced with other modes of transport. For example, the Current Off-Peak Return Fare from Dunfermline to Edinburgh is £5, the same as using the X54/55 Bus Service. However from Kirkcaldy the Rail fare is £8.50 return off-peak, to £6 on the X58/60 Bus Service. So straight away the Bus is the more attractive option, and the one I choose, if the Rail Fare matched that of the Bus, it would atleast give greater competition between the two modes of Transport.

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:All fares should be regulated by the Franchisee as they are

operating the service

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:Increasing fares on an enhanced section of route is effectivly penalising the passengers using the train. Those passengers may opt to use there car or use the Bus

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:Travelling in the Peak is very expensive at £12 return from Kirkcaldy to Edinburgh, or £19.30 Kirkcaldy to Dundee or £9 on the Bus! I know which I'd choose

Scottish stations

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

Q24 comments: I don't belive Stations should be closed, but quieter stations should be served where demand is needed. Principle Stations such as Kirkcaldy should be served by all Trains

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:If a third pary wishes to fund a Station etc then I think it should be allowed

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: Like stations such as Aberdour on the Fife Circle Line, the locals keep the Station looking very colourful in the Summer Months, such support is welcomed and should remain

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

Q28 comments: Principle Stations should be servied by all Services.

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: Of course they should continue to operate North of Edinburgh! They benefit passengers by cutting out a change of train by providing a direct service to London, for example on the ECML and provide a service where the franchise can't

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: Wi-Fi would benefit on Express Services. Services such as Fife Circle etc would not need it.

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: In General i rarely see Alcohol being drunk on Trains. But have seen notices on Football Match Days advising to not consume Alcohol. I think this is how it should remain

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

Q36 comments: We have the likes of Twitter and Facebook, but how about providing a "ScotRail App" for iPhone and Android markets?

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: I think the Sleeper Services are vital, so should remain as part of the Franchise

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: I think the Sleeper Services are vital, so should remain as part of the Franchise

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: Possibly the introduction of more journeys or Move the London Departures to later

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: