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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:

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 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:

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:

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:

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:

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

Q28 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: I think it is vital that cross-border services go North of Edinburgh. At present Inverness only has 2 direct services to London, (one day and one night sleeper). Any proposal to drop either of these should be strongly resisted. If Inverness had 10 daily direct services, and it was proposed to drop 2 of them, that might be considered realistic, but when you only have 2 services to start with, the loss of either would be catastrophic.

I and business colleagues from Scrabster, Ullapool, Inverness and Tain regularly use the North East Trains train out of Inverness to go to meetings in Edinburgh, Glasgow and further afield. Likewise we use the same train, coming from London to get back to Inverness and Tain in the evening. This provides a comfortable, speedy means to get long distances, whilst having a meal and still doing business, as you are connected to the internet whilst on

the train. This allows a lot of work to get done whilst travelling. These direct trains are also vital to the tourism industry in the Highlands, as they bring visitors directly to their destinations in Aviemore and Inverness, and other stations from Central London and other major English cities such as York and Edinburgh.

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 benefits occur from having to get off 1 train, with bags and children, and get on another, when you are already on a train going to your destination. It loses time, is stressful, and 1 journey is always better than 2. Edinburgh is already a hub.

## **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: For longer journeys, over 3 to 4 hours, the ability to be able to buy a hot meal is crucial.

## **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: 99% of people on trains consume alcohol responsibly, either as part of a meal or without. Why should they be punished by the 1% who cannot be responsible, who have committed an offence or been offensive. The irresponsible few should be punished, not the responsible majority who have committed no crime.

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: Again it is vital that the Inverness/Aberdeen/Fort William to London sleeper be retained. I have used it for business meetings, going on

holiday, going to funerals and weddings in London and the Home counties. Business colleagues use it to come to the Highlands on business trips, and to do assessments. It is also much used by tourists, who arrive in the Highlands refreshed, at the start of their holidays.

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: It makes sense to have it within the main Scotrail franchise, as that should lead to lower costs, and sharing of overheads. However Scotrail sometimes seems to lack the will or the ability to market it fully or properly. It would be better used if more people knew about it, and it had a higher profile. I think many people are probably unaware that the sleepers still exist and run every night. How do we square the circle?

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: The great appeal of the sleeper service is you can do a full days' work, go home and pack and still be in time to catch the sleeper. You then travel overnight, in your own time, and arrive refreshed to do a full days work at your destination. You may even return that night on the next sleeper, and get another full day at the office. Early or late trains would be of no advantage, as sleepers are best at transporting people overnight on long distances like Inverness to London or London to Fort William.

Whilst not knocking Oban as a destination for a sleeper service, I would have thought it would be possible to get off the Fort William sleeper, at Crianlarich, and get a shuttle train to Oban or vice versa.

The sleeper service is great for tourism, which is a vital component in the Highland economy. Sleeper trains have plenty of room for suitcases, golf clubs and even bicycles if needed.

Departure and arrival times are good, and provide good connections with trains to and from smaller towns in the Highlands.

The ultimate enhancement, if new rolling stock was being designed, would be to make them en-suite, but this would be expensive, and have to be reflected in the ticket price.

## **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: