

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: Regional Rail should be covered by economic Rail.

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

Q2 comments: ca. 20 years. Lead to greater Investment

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: Should be included

5. Under what terms should third parties be involved in the operation of passenger rail services?

Q5 comments: Local Rail user groups

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: Parent Company Guarantee

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Q8 comments: If it does not, the company should never get another opportunity again.

Achieving reliability, performance and service quality

9. Under the franchise, should we incentivise good performance or only penalise poor performance?

Q9 comments:

Both

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:

Aligned with Routes

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

Q11 comments:

Ask the passengers!!!

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

Q12 comments:

Robust performance should be guaranteed

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:

All.

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

Q14 comments:

Comments from User Groups

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:

Yes, by increasing train lengths

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. Passengers do not like changing.
- More direct trains.

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: Both; depends on route

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

Q18 comments: Robust Contract noting passenger + Investment requirements

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

Q19 comments: Reward innovative services!!

Scottish rail fares

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

Q20 comments: Value for money.

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: Standard walk-on fares inc. Day Returns.

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: maximum inflation + 1%

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: Yes. Off peak = 45% peak fare.

Scottish stations

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

Q24 comments: No station closures

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: Positive. Should be encouraged.

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: Yes.

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

Q27 comments: Refer to the Jettie - Curlew; It works there!!

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: 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. No benefit

* Passengers wish to travel beyond Edinburgh. All trains where possible should travel beyond Edinburgh. Passengers don't like changing. Through trains should be better advertised

Rolling stock

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

Q31 comments: Refurbish existing stock. Use Mk2 3's which are available

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

Q32 comments: Buffet / trolley and toilets

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: Should be Prioritised

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: 1st Class should be offered.

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 need to ban.

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

Q36 comments: See Q33

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: Specify.

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?

No comment, but must be run. They are wonderful but should be better advertised.

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:

- Sleeper service offers an excellent choice to the business person and holiday maker. However it is badly marketed; lots of people don't know it exists!!
- Inverness, Aberdeen and Fort William should be served. Oban, with connection at Crianlarich. Consideration should be given to running the Fort William service as a separate train offering Motorail facilities, and later departure time.
- Inverness/Aberdeen via East Coast mainline, and therefore offering late service to York, Newcastle, Berwick etc..