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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: Could you please rephrase this question in Plain English

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

Q2 comments: 10-15 years in order to give operators time to show a reasonable profit on any investment

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

Q3 comments: What does this question mean in plain English?

4. What, if any, profit share mechanism should apply within the franchise?

Q4 comments: What does this mean in plain English?

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: Please rephrase in plain English

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments: What does this mean?

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

Q8 comments: Monetary penalties

## **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: Given the variations in the routes and intensity of service provision it would seem sensible to target performance measures on specific routes.

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

Q11 comments: Define passenger issues as a first step so that performance is targeted at getting passengers to destination in comfort, speedily and with minimum changes of trains.

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

Q12 comments: Always thought that performance was at least partly due to meeting advertised journey times so what is the point of this question?

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: Seems to me that it would be unfair to penalise the train operator for all aspects of stations unless they are given full control of these resources.

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

Q14 comments: External Audit of cleanliness, provision of facilities etc.

## **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: There are no acceptable limits on standing times. In event of

accidents those standing are much more likely to suffer severe injury than those seated. There are also security and access issues if corridors and vestibules are blocked by standing passengers.

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: Interchange stations only serve to increase journey length and are thus not conducive to increasing journey speed although accept that need interchanges to cope with journeys where part of route is covered by onward bus travel.

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: Needs to be a mixture with franchisee providing a service based on passenger demand and Government being able to amend service provision to meet social needs e.g. services in rural areas and out with normal rush hours.

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: Reduce cost of contract to franchisee where innovations provide real improvements in services

### **Scottish rail fares**

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

Q20 comments: Need to ensure that fares are low enough to entice road users (especially one person to a car brigade) to opt for train travel thus reducing pollution and carbon footprint.

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: Need to regulate fares for commuter journeys to encourage move away from private cars. No justification at all for allowing any fares to rise above rate of inflation. We are already one of most expensive systems in Europe but far from being most efficient so great need for efficiency savings to keep fares low.

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: This issue needs to be seen in context of how serious or otherwise Scottish Government is in wanting to reduce environmental pollution and the countries carbon foot print. Population need encouragement to use rail services not disincentives caused by above inflation rises in fares.

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: Difficult to estimate as many of those travelling at peak times have no alternatives given work patterns so cannot move to off peak travel

## **Scottish stations**

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

Q24 comments: Why close any station that is providing revenue especially where they are unmanned and therefore have little in way of overhead costs?

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: Would take some of pressure off central funding but in present climate it is difficult to see many local authorities or businesses having money to fund such ventures.

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: In Scotland it seems sensible that the whole provision of rail services including stations should be run by one franchisee

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

Q27 comments: Needs low fares, regular punctual services and direct routes.

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: A NO BRAINER. Services should run cross border to all major Scottish conurbations to facilitate speedy journey times, economic trade and tourism. Using Edinburgh as a hub will only increase journey times, frustrate passengers and probably lead to transfer back to air travel. Would need to allow for a minimum of 15-20 minutes to change trains in Edinburgh and possibly longer for older travellers to give them time to move luggage from train to train

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: None whatsoever. In England all major conurbations have direct rail links to London and can see no justification for same system continuing in Scotland

## **Rolling stock**

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

Q31 comments: Lease or buy should be an economic decision by the franchisee

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

Q32 comments: Adequate luggage and cycle storage—dedicated area for larger items would be beneficial.

Toilets including facilities for the disabled

Refreshments at competitive prices for all journeys over one hour duration

## **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: All are now such a part of life that all new rolling stock should be equipped as standard and all existing rolling stock refurbished over 3-5 year period.

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: Put extra coaches on trains that regularly have standing passengers

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

Q35 comments: Is there likely to be over consumption causing problems?  
Are train staff capable of dealing with any problems that might arise from drunken behaviour causing problems to other passengers—long experience suggest that most staff turn a blind eye to such problems.

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

Q36 comments: Not normally a problem although the on train systems are not particularly clear especially for those with impaired hearing.

## **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: Continue to 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?

Q38 comments: Option within main 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: Not used for several years but found services invaluable for attending early morning meetings in London and very competitive when comparing cost of air travel plus night in a London Hotel.

## **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