

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: The franchise should provide a public service, based on social services firstly with economics a secondary issue

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

Q2 comments: A minimum of 5 years with possible negotiable extensions, this would give a measure of stability.

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

Q3 comments: Strict financial penalties if key check issues are not achieved or bettered.

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

Q4 comments: Maybe profits above a set % could be reinvested into the system

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

Q5 comments: Too many cooks as they say!

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Q6 comments: Tied in with 4 above

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

Q7 comments: On a sliding scale based on timescale of franchise to run

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

Q8 comments: Financial, tied back to parent companies.

Achieving reliability, performance and service quality

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

Q9 comments: Good performance should be self motivation, failings need penalties.

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: Route dependant.

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

Q11 comments: Ensure that the passenger requirements are known in advance of the franchise being set up, but allow some flexibility in timetabling and stock resources for modifications should situations change.

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

Q12 comments: Timetables need to be realistic, without undue built in recovery times.

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 aspects of the service to be provided within the franchise should be covered in a single package.

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

Q14 comments: The body responsible for letting the franchise should regularly have random audits to cover all aspect to ensure compliance and customer satisfaction.

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 :Standing time on local services in areas like Glasgow and Edinb'g are one thing but insufficient seating capacity on long distance train is a total no go!! Also luggage storage needs addressing.

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: Yes

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 the government out . But an independant party shou.uld advise .

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

Q18 comments: pass.

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: Get traffic off the roads, and provide an economic system 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: Geographic areas do need a varied costing band.

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: Are we still part of the UK? The situation may change dramatically.

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 :Try living in the Highlands with only three trains a day!!

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 present day and age it should be a matter of which stations closed by Dr. B should be re opened.

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 they've got the money good luck to them. But do'nt use this as an excuse for not providing a service.

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: There may be a case for say" rail track"who maintain the lines and signalling being given this roll.

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

Q27 comments: Run better adoption schemes.

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

Q28 comments: Dependant on location, traffic intensitty.

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?

YES, even into England if Mr. S gets his way!! The sleeper from London brings a much needed revenue to the Highlands.

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: The world dos'nt revolve around Edinburgh & Glasgow,

Rolling stock

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

Q31 comments : Own your own don't lease from banks.

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

Q32 comments: Observation coaches were a first rate money spinner. Also buffet cars if not a full restraint service.

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: Don't

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: Present franchise operators run the minimum / oldest stock they can get away with. This needs to change.

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

Q35 comments: It's like smoking why should the majority suffer for the few.

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

Q36 comments: Get "Net Work Rail" to allow time tables to be operated without interruption and then tickets could be booked in advance. Ticket pricing needs to be simplified to enable the travelling public to get the cheapest ticket.

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: YES this service is a must, and can be a commercial matter. It can be speeded up and if the right motive power used not a cast off that DB

the power provider needs to find a use for and scotrail are prepared to suffer, having to slow down to cross every viaduct.

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 :Why should it not be part of the franchise its part of the timetable service provided.

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 sleeper brings a large number of tourists and business people to the highlands arriving at a reasonable time, (it could be earlier) I don't think Oban gives a better destination to Fort William. The present facilities could be improved on if better meals were provided as they once were. If the service was advertised better so that the travelling public were made fully aware of the service. The train stops at intermediate stations but this is not well advertised., Is this due to the fact that they are Virgin operated and not Scot rail?

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: Pass.