

### **Achieving reliability, performance and service quality**

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

Q9 comments: provide a good incentives like extra rewards

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:keep same but I prefer one system

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

Q11 comments: for example late trains could make bad

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

Q12 comments: no comment

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: no comment

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

Q14 comments: no 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: its depends on hours

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 its would be good idea but its not ideal for some routes

## **Scottish stations**

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

Q24 comments:yeah its could up to company to decide

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:no 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:no comments

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

Q27 comments:no comments

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

Q28 comments:accessible and ticketing

## **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:no comments

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 comments

Q38 comments: sounds good idea because if separate means more long time for that company

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: I would love travel to fort william because that only way to get there and also route could extended to new locations like Oban its needs extending from current routes and serve existing stations like fort william

and also new routes could serve new areas like derby and extend to areas where people really need it

and also connections to france would be good idea because current services end at euston so moving to st pancras station would be great asset

or through service to dover – unlimited ideas for routes

the appeal for sleeper service is good but its needs daily train service – currently there no saturday service

the new sleeper carriages would be good idea because the current carriages would be too old – new accessible room – larger and with ensuite – with showers onboard – and bigger carriages and safer

### **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 comments