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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:7-10 years to allow strategic approach

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:Much tighter targets with closer supervision – by passengers?

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: Good performance generates revenue so only penalise poor.

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: Performance needs to be related to the route. Largs, being one of the very few significant towns in the SPT area with only an hourly service, needs a much tighter performance regime than somewhere like Gourock or Helensburgh which have several per hour. Trains are frequently cancelled and passengers abandoned. One brave local lady staged a 'sit-in', stopping the train from being turned at Ardrossan and thus got the issue some good publicity. We need a completely new approach to the frequent cancellations due to persistent flooding at West Kilbride and the sea spray at Saltcoats during SW gales, by de-training passengers at Glengarnock and operating the replacement buses direct to Largs and not from Kilwinning via Stevenson (miles from main road) Saltcoats (congested town centre), Ardrossan, West Kilbride (almost unreachable by bus and very time consuming) and Fairlie (yet another annoyance). I suggest that everyone with any responsibility for the Largs service be forced to endure this absurdity at least once per month. See also my reply to Q36 as the problem is not with communication but with control (or total lack of it).

It has been suggested that a cancellation is rated less poor than a delayed train. The passengers need to be involved in the performance targets and detailed scrutiny of actual performance.

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

Q11 comments: By enabling passenger scrutiny and feedback

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: 10 minutes

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: Need to get reliability higher before increasing interchange

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: Government. Operator will always do what suits him, not the public.

18. What level of contract specification should we use 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: Set to continue slow growth of overall use, i.e. not so high as to drive passengers away.

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: Should be all Scotland and not change at boundary of SPT.

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: Fares should be the same at all times, except for promotional fares, e.g. for older people which should be off-peak only. Commuters suffer the most so should not pay more.

## **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: Through a comprehensive approach to local planning (lead by the LA?). Look at the opportunity that was lost when the main supermarket was built in Largs. We still have pockets of ground unused and a serious parking problem. The station could have been redeveloped as part of the retail unit and a major flood risk removed by taking away the railway bridge.

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:

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: Waverley is a nightmare station for making changes.



## **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: Toilets essential. Private operators should be encouraged to provide snack trolleys on all services.

## **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: As a low priority except on long distance routes.

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: Frequency of actual incidents which alarm passengers. I enjoy a drink on the train and would not like to see a complete ban. It would further reduce the attractiveness of trains for journeys of 2-4 hours compared to buses.

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

Q36 comments: We are still in the stone age regarding information during disruptions. It appears that nobody is in overall charge of incidents in any meaningful way regarding passenger comfort and completion of journeys, so need to fix this first before even thinking about communications.

## **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:

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:

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: