

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

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

Q2

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

Q3

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

Q4

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

Q5

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

Q6

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

Q7

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

Q8

Achieving reliability, performance and service quality

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

Q9

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

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

Q11

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

Q12

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

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

Q14

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: There really should not be any standing time on intercity routes. Passengers should be able to be comfortable and relaxed. Some of the tracks North of the border do not lend themselves to standing for any period, let alone walking!

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: Most people hate to change trains mid-stream, a lot of people cannot

cope.

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

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

Q18

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

Q19

Scottish rail fares

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

Q20

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

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

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 I believe there are already systems in place i.e. Club 55, Off Peak, Advanced tickets and the like.

Scottish stations

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

Q24

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

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

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

Q27 Why not suggest they “adopt” a station and for these volunteers to help provide flowers, plants, baskets or other methods of brightening or cheering them up and be proud of their local stations?

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

Q28

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 They most certainly should, Aberdeen being the Oil Capital and Inverness the Highland Capital. Connections are not always achievable nor are they popular with most people. Terminating cross border services at Edinburgh would affect tourism and commerce.

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 No. More competition should be good for the consumer

Rolling stock

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

Q31

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

Q32 Clean and working Toilets. Catering facilities at reasonable prices. A lot of people avoid paying for food and drinks on the train because they are under the impression they are too expensive, I know personally that prices have moderated, but these needs to be improved and advertised more.

Passengers – information, security and services

33. How should we prioritise investment for mobile phone provision and / or Wi-Fi type high-bandwidth services?

Q33 Wifi is already available on some services so why not extend this to Scotrail allowing leisure or business continuity for those passengers that require it. Mobile phone networks are not always available on certain sections of Scotrail 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 In some cases having a First Class section is a laugh and the ticket prices far outweigh what you get for it, with just two glass screens, one either side of the passageway on some types of rolling stock.

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

Q35. If the trains want to compete with aircraft, catering facilities, which include alcohol, should be retained without inflated prices, people, as they do, would only bring their own onto the train. Most of the time journeys go without incident, it is usually those who have already been consuming before taking the train that can and sometimes do go over the top!

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

Q36 If Wifi were introduced on Scotrail, updated information on train progress could be provided via a tracking system. Wifi would also allow tracking of

connections for the individuals who should wish to do so.

Caledonian Sleeper

37. Should we continue to specify sleeper services, or should this be a purely commercial matter for a train operating company?

Q37

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

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 Some overnight service ought to be if possible retained if possible. Not necessarily sleeper.

Environmental issues

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

Q40