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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:

Consultation Form not easy to find – and above part badly designed

Business advantages should not be to the detriment of social inclusion – read responses to Rail Consultation Users Group of many years ago.

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

Q2 comments: **3 years – More manageable**

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

Q3 comments: **Rail network should not be for profit**

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

Q4 comments: **Rail should be nationalised as a public service**

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

Q5 comments: **ombudsman**

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

Q6 comments: **Not enough information to comment**

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

Q7 comments: **Not enough information to comment**

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

Q8 comments: **Nobody left to trust**

Achieving reliability, performance and service quality

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

Q9 comments: **Listening to a debate with business and local people it was clear from many comments that all the business people were looking for were trains on time and connections and not necessarily fast trains as we are led to believe. Extreme weather conditions should not necessarily be penalised but any alternative travelling arrangements should kick in.**

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: **Not sure what with means**

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

Q11 comments: **Trains and connections on time. Nothing more nothing less**

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

Q12 comments: **Any high speed trains should not be to the detriment of other rail users. What's the point of getting to a destination 15 minutes quicker with no stops. Ludicrous.**

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: **Don't know enough to comment**

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

Q14 comments: **Independent Inspector with no connection to**

government, industry, or rail with leverage from the public to suggest quality improvement within reason to put forward to the relevant bodies.

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: **Have no first class coaches. I have travelled on trains and they are scarcely full. Standing time should not be beyond 10 minutes on Health & Safety grounds.**

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: **Any station new or otherwise should be able to interchange with buses, park & ride cars, bicycles/routes, walkers/footpaths. More especially in rural areas.**

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: **If a train runs, let it stop and pick up passengers**

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

Q18 comments: **Look at all aspects from the public's point of view**

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

Q19 comments: **don't know enough to comment**

Scottish rail fares

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

Q20 comments: **Bus & Rail Fares are interlinked If you work don't have free bus passes for senior citizens. Have a one stop shop instead of all the different tariffs. Whether you buy online or at the railway station it should be the same fare**

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: **Don't know how it is governed at the moment – does anybody else in the public realm know? Information is not readily available.**

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: **All areas in Scotland should be equally serviced.**

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: **. Off peak times should be nationalised and not different for different regions. Very confusing. Yes if they are well publicised.**

Scottish stations

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

Q24 comments: **Required for Social Inclusion, Aging Population, Rural areas where social activities and leisure activities are non existent, Difficult to access employment, Colleges, Universities etc. If reducing carbon footprint.**

Closure if not being used.

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: **Yes, and I would include Wind Farm Contributions if area includes these**

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: **To Local Areas or One Contractor for all**

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

Q27 comments: **Park & Ride, Cycle Holds, Local Bus Linkage within local communities. Making a choice other than their car to reduce carbon footprint mileage, Housing beside rail station, reducing the need for car**

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

Q28 comments: **Shelter, ticketing, or ticketing facility to buy on train**

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: Don't know enough to comment

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: **Don't know enough to comment**

Rolling stock

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

Q31 comments: **Technicalities beyond me**

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

Q32 comments: **Taking first class facilities out and making use of this space for everybody. Make standard coaches for all with facilities as at present.**

Why should it vary?

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: **Mobiles phones okay just now Laptops can connect with table there. That should be sufficient until commuters get home or to work.**

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: **Do away with first class services to gain extra seating accommodation required Trains are run for passengers commuting not pandering to business whims.**

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

Q35 comments: **Ban Alcohol – Criminal evidence suggests that a high percentage of cases are all related to alcohol. We might gain a better society.**

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

Q36 comments: **Local Newspapers and Someone on the end of a phone**

to answer the many queries.

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: **This should not be continued to the detriment of normal passenger use**

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: **Don't know enough to comment**

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: **Don't know enough about it to comment**

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: **Don't know what's involved in this**