

Audrey Morrison

## 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: Short-term in the first instance with performance review and public response compulsory

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: Minimal- customers are being ripped off as it is without franchise holders expecting bumper rewards

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

Q5 comments: during strikes, bad weather

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

Q6 comments: give customers control of measuring performance- not the rail operators as numbers are often 'manipulated' to achieve better performance ratings

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: Short tenure/ review and renewal procedures to ensure public interests are kept paramount.

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

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

Q9 comments: Unfair question since manipulating figures to achieve performance will happen either way. No one wants penalised and all want good performance! Too many times I have stood waiting at Glasgow Queen street for the Edinburgh train (at peak times. Which I pay a premium for by the way) only to have the train go directly to Edinburgh with no stops in order that they can keep to target/ performance- and typically announced one or 2 mins before train leaves!!! Explain that one !

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: one system- the same criteria should be applied

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

Q11 comments: Give season ticket and flexipass holders a regular opportunity to self report on performance!

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

Q12 comments: Both need measured as they are closely linked (see response to Q9)

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: Yes to both

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: May need to think of the need to penalise when reducing number of train carriages at peak time services, which adds to the overcrowding on trains and platforms and disgruntled passengers!

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: No, passengers don't want increased travel times, additional delays to consider and more frustrations!

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: Very difficult to answer because there are too many unknown factors, and what criteria 'demand' would actually include.

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: Fairness and consistency!

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:

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: I do not think passengers should be penalised for where they live. For the past 5 years I have had to pay **over £70 more** on a monthly season ticket to travel from Polmont to Hyndland than my fellow colleague who travels in from Larbert, the other side of Falkirk (but which joins the main line the same as Edinburgh shuttle). She at least has a choice of a slower cheaper train and an express service (at no additional cost). I only have one! I also have the misfortune of only having access to a half hourly service from Polmont rather than a fifteen minute service like those travelling from Falkirk High and using the same line, yet I am expected to still pay more. I understand passengers from Polmont are to be further penalised under the new proposed changes! THIS IS AN UNFAIR and UNJUSTIFIED system

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: That's fine if you don't need to travel at peak times. It's not just off peak fares which need looking at, it is the peak fares too!

## **Scottish stations**

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

Q24 comments: Public consultation and referendum

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: see above responses- it is not fair that's some stations enjoy cheaper fares while others do not! Consistency is required!

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: Need more information and to be quite honest I don't know how you expect individuals to answer all these highly technical, economic and political questions and there needs to be a different way of collating these answers. However too many times we see ticket offices unmanned to allow the one member of staff to attend to other duties- how fair is this to passengers?

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

Q27 comments: Lots of locals already do this!!

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

Q28 comments: Toilets should be available at every station and wi-fi at every main station

## **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: Yes this should be considered- give people MORE choice, not less!

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: see above

## **Rolling stock**

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

Q31 comments: No comment

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

Q32 comments: Working, clean toilets. Access / alert call buttons for large trains for urgent conductor attendance (during trouble etc)

## **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: Should be prioritised- need to keep up with the changes in technology

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: No comment

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

Q35 comments: Good system in place already and regular presence of transport police on football days etc

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

Q36 comments:

## **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: Not applicable

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: None, don't use

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: None, don't use

### **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: cleanliness of stations and rubbish management, better and faster lifts at Queen street station!!!