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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:

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:

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:

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:

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

Q11 comments:

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: There is failure on both accounts on some services. I specifically complained about the Milngavie to Edinburgh service during the week day morning rush hour. I had to stop taking the train that got me to work when I wanted to be there and take a train an hour earlier. The one I had been using was rammed full of people; not only did I not get a seat for the entire 20 minute ride, I was squished in the vestibule of the train near the door, unable to move and being crushed in the ribcage by other passengers shoving their way onto the train. When I complained, I was told that Scotrail

routinely checked how full trains were. Even if you are looking at whether people get a seat in 10 minutes, you've still failed by that standard. So I don't know why you think it would help the situation to tell passengers they might have to stand longer. They already are. You aren't going to get a seat in 10 minutes because EVERYONE is going into central Glasgow. Trying to control this with fares is not acceptable; people don't get to choose when their job starts. I wasted an hour of my day to not have to be crammed in like cattle; I did not want to get to work an hour early. I paid the same fare as the people sitting comfortably in a seat which is ridiculous. They will ALWAYS get those seats because Milngavie, 2 stops before mine, has a large commuter population. How can you say you want to encourage more commuters but have them stand longer and squish more? Who wouldn't want to drive a car? Thankfully, I am in a different job now and can the train. It's crazy that on a small bus I have a better chance of getting a seat than on a train with multiple cars.

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:

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: Whoever actually listens to customers should direct this.

18. What level of contract specification should we use the 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: You shouldn't even begin to talk about raising fares until you sort out a plan to have trains be on time, have less cancellations of trains, have less overcrowded trains, and have staff actually know what's going on. Shiny new train-time tickers that tell the same information as the machines

that were there before, signs in Gaelic, and having excess staff in larger stations that just stand around are NOT customer priorities, yet apparently, money has gone towards these and we are told that you are using our increased fares wisely. Rubbish.

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: Again, I would ask, "Enhanced how?"

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: People choose to travel based on the activities they have planned for that day. Does your boss allow you to show up to work at 10am because that's the "off peak" time? Do you get to leave work at 2pm because you'll miss the peak times? No, you should not punish people trying to get to work on time by raising the peak fares to try and get them to move to other times because they can't. You've just raised their fares. Period.

## **Scottish stations**

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

Q24 comments: By usage and the availability of other types of public transport in that area.

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: That would be fine as long as Scotrail doesn't depend on that so that stations in less prosperous areas fall to pieces.

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: I don't know as much about this, but I do know that when you have multiple groups of people involved in maintaining an area, when there's a problem, suddenly, it's "nobody's" fault and whomever you ask to deal with it tells you that "it's not my job to do that."

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

Q27 comments: What does this even mean? The station isn't a sports team. It's supported through the money people pay for fares and taxes. What do you want us to do next, sweep the stations? Do bake sales for your trains?

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

Q28 comments: There should be bathrooms and cash machines at all stations.

## **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:

## **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:

## **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: If people want internet access, they can pay for it via their phone plan. If mobile phone service is a problem, the iphone and android and blackberry companies should be working on improving coverage. Not everyone has these crazy, bling phones and one shouldn't be made to pay for service coverage for people who do. Nor should Scotrail expect that customers have these phones when they give passenger information out. Information needs to be made available to those who don't have their faces glued to their stupid phones and PDAs.

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: I consider it the responsibility of every customer to not be a jerk, but train staff need to be more assertive and tell people to get their feet off the seats, turn down their stupid mp3 players, stop yelling and making a commotion when in larger groups of people, and to not leave trash about on the train. All of this is happening without people drinking on the train. Of course there shouldn't be alcohol on the train. People are already hideously impolite when sober.

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

Q36 comments: Train staff could know what was going on. When there are

cancellations or delays, the majority of the time, the staff seem to not have a clue. The website is not updated, so there isn't a way of knowing you'll have to wait or not be able to travel until you are already at the station. Additionally, more information needs to be put on the electronic notice boards if there aren't going to be people working the station. Recently, to add to the general misery of Scotrail service, trainworkers went on strike on Sunday, November 27<sup>th</sup>. I was aware of November 30<sup>th</sup> as being a strike day for public sector workers, but had not heard anything about Scotrail. My husband and I were going for a walk and wanted to take the train from Bearsden into Milngavie. The electronic notice board said the train was cancelled on both sides of the tracks. There was NO information about whether another train was coming, and for all general purposes, it looked like the trains were down for the day. Grumpily, we walked towards Milngavie on foot. We passed by Hillfoot station where there were people waiting. There were NO electronic notice boards at all at this station. We told people about the cancelled trains. We kept walking. All of a sudden, we see a train go by. ????? After getting home, we looked online, and it said SOME train services were cancelled, and some were not. This information was not at Bearsden station and there was NO information at Hillfoot. I felt that it was assumed that I should check the internet before EVER contemplating taking a train and that I should have portable internet access with me at all times to double check what's going on with Scotrail today. That's absurd. If this is a business, act like one. I shouldn't have to constantly check to see if you've decided to put trains through on a given day, in a given hour, etc. I don't have to keep checking if the local grocery store is opening today. It just opens... when it's supposed to... every day. And if it didn't, for some VERY exceptional reason, you can be sure there would be information about why and when it would next be open.

### **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: