

## 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: Not really – see what has happened with the CrossCountry one cutting services from Dundee.

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

Q2 comments: At least 5-7 years to provide a stable environment on which to develop and focus.

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: None – should be run on a not for profit basis.

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

Q5 comments: None – other than for advice.

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: Incentivise good performance.

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 single system would be most straightforward.

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: Should not need to stand – should be seats available on peak trains – such as the three and two pattern on some of the Strathclyde services.

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: Increased although avoid large stations like Waverley which is night mare to change at.

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: Customer demand

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:

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: Fares need to be fairer – cheaper to split a journey by purchasing a return to Perth then a special offer from Perth to Glasgow – should be across the whole network.

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: Fares far too high compared to other areas and regions both in UK and Europe.

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: Highly unlikely. Just encourages people to use alternative forms of transport.

### **Scottish stations**

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

Q24 comments: Social aspect but also listening to people.

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: Excellent idea – more local use of stations or running of stations.

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: No – should be community for local ones but not for main ones.

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

Q27 comments: Incentives.

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: Yes – there is a demand for this. I use the cross border services and there is always a good number of people sitting through Waverley and travelling north of Edinburgh. Also Waverley is not a great station to change at – particularly with elderly so the through trains are great.

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: No – definitely not. Waverley is not great for changing trains – too big and busy and too far to walk with lots of luggage.

### **Rolling stock**

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

Q31 comments: Keep it for longer?

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

Q32 comments: Fine as it is.

### **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: Would be brilliant to have wi-fi.

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 and increase seating.

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

Q35 comments: No need to ban alcohol other than on specific football specials.

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

Q36 comments: Its fine.

### **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: The sleepers are well used – particularly on certain services. Excellent from small towns into the heart of London. They are not publicised enough. They could do with shower facilities at Euston or better still on the train same as a ferry.

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: Doesn't make any difference.

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: Additional service on sleeper would be shower – that's the main thing that is missing and perhaps a slightly quicker service as it does take a long time. Prices are reasonable and comparable to flying. I like the reliability of getting into London early and right into the centre. Times at the moment are about right. I like being able to get the train direct from Carnoustie as I can walk to the station. Keep the Aberdeen service – can the number of carriages be cut back – would this decrease costs? Could the Edinburgh train and Glasgow one all join onto the one train? Bar and restaurant on sleeper excellent choice and prices.

## **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: