

## Consultation Questions

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### 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: Incentivise good performance in terms of value for money for passengers – not in value for money to the Government and/or the franchises.

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: Aligned with routes, as many highland and long distance routes have very different concerns to the fast commuter routes.

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

Q11 comments: Do not, under any circumstances, up fares on trains beyond inflation, prioritise passenger numbers travelling on the train over seating percentages, and lastly allow standing passengers be regarded as a good performance on behalf of the franchise. I put it to any minister or member of the franchise to stand on the Glasgow Queen Street to Edinburgh train for the 50 minutes (although in reality takes at least an hour) the train journey takes, everyday for the rest of their living days, they will not regard that as an adequate means of transport.

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

Q12 comments: I don't honestly care what the journey times are, as long as they are advertised correctly. ScotRail continues to mislead people and staff on how long a journey is going to take (for instance, the 7.59 train from Linlithgow to Edinburgh arrives roughly 3 minutes late, and takes 30 minutes of travel – when it is advertised as a 22 minute train journey).

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: Every minister of franchise member who believes that standing beyond 10 minutes is acceptable should be made to stand on that train journey for the 30-60 minutes people frequently have to stand in the morning, and they will see that it is no acceptable.

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. Direct services are key, adding in train changes, underground and/or bus changes will only increase customer dissatisfaction, as misleading journey times on behalf of all the transport companies in this country will cause a situation where passengers have to wait even longer between services to, as they must overcompensate the time between journeys.

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: The current service level (at least on the Glasgow – Edinburgh link) is at its peak. It frequently causes long delays on trains leaving, stopping on the track, because of mismanaged journeys. More trains would not solve the problem, as it would cause more traffic.

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: Keep fares low for the customers, no other concerns should be looked at. At the moment is it only ~20% cheaper to travel by train than by

another mode of transport. Vast increases in train fares under the guise of 'creating a good service for the passenger' will only further push more passengers to consider having second cars, which only increases the burden on the environment, and greatly harms the governments credentials in promoting 'green' values.

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: All fares should be regulated to the higher of RPI and CPI. That way the train companies cannot year on year milk the passengers dry, while at the same time crying to the government that they need more money.

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: Prioritise getting your workers, students, shoppers and tourists to their destinations in a cost effective and timely manner. The government puts too much stock in huge and costly infrastructure projects (like the proposed new forth road bridge) instead of maintaining and improving the arteries of the country. If costs rise and customer comfort decreases, the economy that we desperately need to grow and flourish will flounder.

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 who travel on-peak don't do it because they want to, they do it because they have to. Imagine the parent with young children at home – they have no choice but to travel on peak so as to be there for their offspring. Vastly increasing on-peak prices will only further drive passengers to use alternative means of transport, which in turn ruins the road network.

## **Scottish stations**

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

Q24 comments: Passenger numbers only.

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: More money will line the pockets of our political elite, and services will suffer. Any attempt to have third parties influence policy is easily misconstrued as lobbying, which it commonly is.

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:

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

Q27 comments: Lower fares. People use opportunities when they see them, if it is cost effective to travel by rail then guess what, they will travel by rail.

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:

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: In-depth analysis prior to re-franchising the service as to why the rolling stock costs so much. I guarantee that there will be many areas where costs can be reduced.

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

Q32 comments: The Glasgow to Edinburgh (via Falkirk high) is the epitome of a good train service. Toilets, luggage racks, trolley cart for food – that should be the model.

## **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: Don't do either. Use the money saved by consulting on this and then fitting and maintaining the service to reduce costs.

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: Keep seating arrangements as they are now, do not remove seating and increase standing capacity.

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

Q35 comments: Cost of cleaning up spillages, cans, vomit from drunken passengers.

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

Q36 comments: Its fine the way it is, good website, good billboards in stations.

## **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: Passengers leaving in vast numbers if on-peak service fares are hiked. Many many more cars on the streets, and many red faces in government.