

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: Social and economic stability to the areas that the rail service is located should be the priority not just the money/footfall of the station. A station is used by some people = it is needed.

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

Q2 comments: yearly, to show flexibility of service and not just cherry picking and abusing money making routes.

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

Q3 comments: not any more than the current level of govt subsidy for rail.

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: financial, only one that companies understand unfortunately.

Achieving reliability, performance and service quality

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

Q9 comments: penalise bad performance, they already make profit out of 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 system.

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

Q11 comments: more customer response surveys.

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

Q12 comments: more on performance, cancellations are a major bug bear with commuters.

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, keeps an eye on the franchisee. Should cover all areas.

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

Q14 comments: use of more focus groups e.g disabled groups.

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: ten minutes is more than enough on a journey. There are not enough disabled areas and not enough seats as it is.

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: more use of joined up public transport. Stations such as Cathcart in Glasgow should have an extra platform to join up Cathcart Circle with Newton line. Waste of resource.

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: increase in use of line, increase in passengers to a specific area by rail instead of road.

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: commercial basis – commuter lines, regulated rural lines.

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:

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: doesn't make any difference if you have to travel at a certain time you have to in order to get where you are going. Should be no difference in price, standard price. Why are people who are paying for this service being penalised?

Scottish stations

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

Q24 comments: housing in area, interchange with other public transport. Don't see any need for closure of stations.

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: extra funding, more transport to area, increased chance of extra industry/jobs to area.

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: yes, too many separate companies.

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

Q27 comments: looking after station, utilising station buildings (café's etc)

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: No change at Edinburgh, Scottish Ministers.

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: more local information, grab some tourists whilst they get off at Edinburgh, better station facilities.

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: toilets, longer journeys. Wifi on Edinburgh/Aberdeen/Dundee

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: wifi should be important for business users, mobile phone generally works.

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: first class should only be avail on cross border routes, no need for normal routes, get more std class 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 alcohol at all. Comfort and security of passengers

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

Q36 comments: better announcements on trains, electric signage in trains showing route and next stop. Cathcart circle extremely bad for both of these.

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: Government intervention.

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: