

## 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:

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: DIRECT TRAINS FROM INVERNESS TO LONDON AND BACK

## INCLUDING OVERNIGHT TRAINS

### GOVERNMENT CONSULTATION.

Comments by R P Myers (rpmyers@btinternet.com) 22nd November 2011.

#### 1. Direct connection to London from Inverness by train reduces air miles and road miles.

- this reduction keeps down CO2 emissions and reduces the number killed or injured in accidents.

#### 2. For many in the South of England (the wealthiest part of the UK) a direct train confirms the accessibility of the North of Scotland.

- this protects income from tourism
- it might also make the University of the Highlands and Islands an attractive option for students from other parts of Britain (increasing income from HE to Scotland and to the North of Scotland).
- it enhances the perception of the North of Scotland as a place in which to do business, establish business and to do research.

#### 3. Practical considerations.

- the requirement to change trains changes the perception of the place at the end of the second journey and dissuades some from travelling further.
- the need to change trains carries the worry for the traveller that a late train might miss the connection, resulting in delays, unreliable arrival times, even unintended overnight stays. This detracts from the quality of the experience of travelling by train, and might well dissuade the elderly or business people from taking the train. (Considerations such as the accessibility of the area to the elderly influence decisions on whether to move to the Highlands - the middle aged may be concerned about their parents being unable to visit).
- if the number of people using the train at the Northern end of the journey is regularly smaller than at the Southern end, ticketing could be used to ensure that long distance travellers are in the portion of the train that will go right through. Some carriages could be left in Edinburgh or Glasgow.
- the overnight train facilitates a full day of meetings in Central London or in Inverness and enables the traveller to be back in his office first thing the next morning. (I used the overnight train in the past to work on Mondays and Fridays in London and on Tuesday, Wednesday, and Thursday in Inverness, before I brought my family up to the Highlands and began to work up here full time).

#### 4. Economically and Environmentally.

- to remove the through service would be to affect inward investment, research, higher education and tourism in the Highlands and damage the Scottish economy as a whole.

- all governments, but particularly the Scottish Government, are environmentally aware and the removal of a through train would drive more people onto the road and air to the detriment of the environment.

- the rail track North of Edinburgh and Glasgow is, of course, a capital asset. The best businesses "sweat the asset", so if there is an opportunity to use it for the full 24 hours, don't neglect it.

- step back and look at the North of Scotland. It is an area of growth and optimism. Work is about to start on a new campus for a nascent university, Johnson and Johnson operate in Inverness and support a good number of research jobs, some researchers have emerged from there and from the medical sector generally to establish world leading expertise in lipidomics and diabetes, the area leads the UK in renewable energy opportunities and is forging ahead with the establishment of the expertise and the bases needed for that industry. The region has three world standard golf courses, and many other courses worthy of a visit. It has some of the best country for fishing and for adventure tourism. Businessmen and their families both live in and are moving to the area. Surely this is not the time to slow such growth. If ever Scotland needed growth, it was now.

5. Consider the costs against the benefits both present and future.

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:

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:

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:

### **Scottish stations**

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

Q24 comments:

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:

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:

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:

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:

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:

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:

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: