

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:

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: If by customer demand you are only looking at NUMBERS this is useless in rural areas. Has to be based on public transport being an ESSENTIAL facility

18. What level of contract specification should we use 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: Fares should be according to length of journey (ie amount of fuel needed) NOT according to whether passengers have access to online booking, or can plan journeys months in advance.. And there should be standardisation so that someone travelling from a small rural station pays same per mile than someone starting and finishing journey in a city (these journeys currently get cheap deals while rural dwellers cannot use these) Current policy in effect is travellers with most money pay least for fares and those struggling in rural areas cannot afford to travel. This is NOT a public service.

Fares should be set to ensure that costs of running trains and rails etc are covered – not to make millions for the provider

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: If public transport is to be promoted over car use why is there a need to have these differences in fares? Someone getting to work at the right time might use the train instead of car if did not need to pay higher fare.

Scottish stations

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

Q24 comments: if people live near a station and there is a rail track then trains should stop at the station. We need MORE stations not less. And MORE trains

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: If you provide the trains, and make fares fair for rural dwellers, we will use the trains and the stations

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

Q28 comments: all that is essential at any station is platform from which to board trains and alight, with appropriate ramp etc for disabled

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 of course cross border services should travel north!!!!!! Doesn't matter who owns/runs them, we are as entitled to PUBLIC transport just like folks in the centralbelt

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: a seat is essential; toilet is essential. Everything else less important than actually having trains

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: very unfair that Scotrail north does not have sockets for computers etc while central belt trains often do. Mobile phone and wifi more and more important. But again if it is providing these on some trains and not having trains at all elsewhere – remember purpose of trains is to TRAVEL so please prioritise keeping trains running over any facilities in them

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: having enough seats for everyone to sit in SAFETY and

comfort far more important than including first class

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

Q35 comments: Train staff need to ensure safety and comfort of all passengers. Ban alcohol and remove at next station anyone who abuses this or causes argument. Trains are to TRAVEL ON – everyone has the right just to sit and reach destination without fear, abuse, offense, inability to use toilet (often people drinking simply lock themselves in or refuse other passengers past to reach it)

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

Q36 comments: having staff who know the routes etc. eg at Inverurie station there is a phone for info – last winter several times the person who answered call had no info, did not know which train was usually due when etc

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: YES. Long distances to London etc need sleeper services. Needed to WALES as well as London

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: Advantage of sleeper trains is being able to make longest

part of journey without 'wasting' a day of work or holiday. Bunk, blankets and toilet all that is essential. However, two people to cabin when travelling alone is not good. Better to have couchette style as in mainland Europe or whole carriage converting to bunks as in India. Alone with a total stranger is the worst possible option

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: