

## 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:

No benefit.

Frankly I believe the entire system should be state owned and operated.

Only then can economic & social need be properly balanced free of commercial pressure.

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

Q2 comments:

10 years if it is to be operated in this way. Trains are long lead time item for purchase as is railway hardware. Operator needs to be able to look far ahead.

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

Q3 comments:

I don't really understand the question.

4. What, if any, profit share mechanism should apply within the franchise?

Q4 comments:

Let staff have a profit share scheme but not in anyway to let it compromise safety.

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

Q5 comments:

None or very little.

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Q6 comments:

State operated system

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments:

I don't know. This is really a professional matter.

8. What sanctions should be used to ensure the franchisee fulfils its franchise commitments?

Q8 comments:

Fines if service not up to independent audit standard

### **Achieving reliability, performance and service quality**

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

Q9 comments:

Both

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:

Have independent auditors

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

Q12 comments:

To create a safe journey above all else.

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. Should be independent service audit.

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

Q14 comments:

Independent auditors.

### **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:

10 minutes is long enough standing time.

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

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:

A mixture of both. There is no simple answer.

18. What level of contract specification should we use for the next ScotRail franchise?

Q18 comments:

10 years and to include whole system including infrastructure.

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Q19 comments:

Fine for bad service.

Financial award if excellent innovative service as assessed by an independent auditor.

### **Scottish rail fares**

20. What should be the rationale for, and purpose of, our fares policy?

Q20 comments:

Pay per mile/kilometre. That's all. Keep it simple.

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:

Should be one type of fare only per mile/kilometre travelled pro rata. That's all.

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:

Whatever is necessary to maintain existing network & extension of it where feasible.

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:

No difference. One standard fare for all travel. There are far too many

variations. It is perplexing to know what the real fare is.

### **Scottish stations**

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

Q24 comments:

Very difficult ! And always going to upset someone.

If a station is closed it should be remembered that the passenger who is affected may be lost to the whole system, Not just that journey.

Always consult publicly before closing a station.

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:

Allow third parties to contribute if they want to.

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. One organisation to run and maintain the entire system. Nationalise it again. It was much better and friendlier when operated by British Rail as one entity.

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

Q27 comments:

Keep fares at a minimum. Have stations in centre of towns with good parking & bus links to final destination.

Man as many stations as practicable. This will make them feel safer at night.

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

Q28 comments:

Maintain more or less as present.

Cat A Major Terminus Station      All facilities

Cat B Major interchange station	All facilities
Cat C Manned other stations	As many facilities as practicable.
Cat D Unmanned stations.	All weather shelter. Telephone. Video Monitoring, Emergency alarm, Appropriate signage. Public Transport link.

Note. Platforms must accept all possible train lengths. For trains not to fit platforms is completely unacceptable.

### **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:

Cross border services to go "straight through" provided passenger numbers justify it.

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. No benefits in having Edinburgh hub.

### **Rolling stock**

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

Q31 comments:

I am not really qualified to comment.

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

Q32 comments:

Seating for all, Toilets, Luggage space, Overhead parcel/coat racks. Cycle space, Invalid/disabled space, Litter receptacles. Air conditioning/heating.

Onboard destination information board and multi language annunciator.

For services of one hour or more, Trolley service or buffet car.

For services of two hours or more then Mobile Phone and Wi Fi operation and

power points.

Seats fitted to make full use of windows especially on tourist or scenic routes.

Ticket purchase facility on all trains including self use machines on board.

### **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:

Low priority. Unless seen by government as a priority for other reasons.

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:

Make trains longer or more frequent to provide enough seating 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:

Terrible behaviour of some people especially youths on Scottish suburban trains in particular.

BAN all alcohol except when purchased on train

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

Q36 comments:

Make important notices multilingual. English, Gaelic, French, German, Spanish Italian, as a minimum.

Same with verbal announcements.

Use national press for important long term announcements.

If a whole town or district is affected by a decision they put flyer in every mailbox.

Make paper timetables available on trains.

Put route map on display onboard train.

Put electronic destination board above or near main entry / exit doors so it can be seen from outside.

### **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:

Specify, otherwise operator might drop service.

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:

No. Maintain within franchise if there has to be a “franchise”

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:

I don't currently use this service but it is a valuable travel and tourism asset to Scotland.

Unless totally financially unviable the service should be retained for the benefit of the nation as a whole, perhaps even expanded to English West Country, Devon, Cornwall long overnight services.

Perhaps a service to Oban and even Kyle in Summer.

I believe the facilities offered are already enough but I don't use it currently.



## **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:

Minimise air and noise pollution from all train operations especially very heavy goods trains in built up residential areas.