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## 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: A minimum of 7 years to allow investment, commitment and planning

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:

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: Travel in Scotland is essential for beneficial economic activity (including tourism). It requires disproportionately long distances to be covered, when compared with England and similar countries. There must therefore be a level of subsidy to ensure that this facilitation of economic activity can be achieved.

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: Longer distances in predominantly rural areas should be regulated so as to keep the prices affordable and the service sustainable

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: Some stations serve very remote areas which really require this link and ability to keep in contact with local towns and cities. Such stations must be kept

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: In remote areas stations could be converted to provide holiday accommodation which would stimulate travel to and from the station and help the community

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: It is essential for all Scottish centres to be able to have a link with England, without its being thought that 'life stops at Edinburgh'.

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: The experience of travelling by train should be considered as an enjoyable and relaxing one. Banning alcohol would be seen as a punitive and puritanical step and would drive away sensible travellers who are trying to benefit the economy and the environment by choosing to travel by train.

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: Sleeper services should be specified as they provide an

essential link between the North of Scotland and England and the Continent. Whilst I believe that sleeper services can be justified on a purely commercial basis, their specification is essential to the economy of Scotland and to communication with the South. They provide the only viable alternative to air travel, which is extremely bad for the environment. Air services are also less convenient to the individual traveller who cannot afford the full fares charged for flights at convenient times and cannot accommodate the inconvenient times offered at reduced rates.

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: I believe the sleeper service should remain integrated within the ScotRail franchise to enable 'joined up' scheduling to accommodate passengers on sleepers who wish to travel onwards by rail.

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: The essential appeal of the sleeper is that time can be saved by travelling overnight to London. In particular, from (e.g.) Caithness a full day's work can be completed (say to 6 p.m.) and one can still travel by car to Inverness and catch the sleeper to arrive in London at 7.30 a.m. Planes have less good timing. In particular, the early morning plane requires one to leave Caithness too early in the morning (c. 4.30 a.m.) when weather conditions may well make it impossible to drive to Inverness; the alternative of staying overnight in Inverness to be close to the airport is very expensive.

I would suggest that the service could be greatly improved if the sleeper were to arrive at Inverness at 7.30 am rather than 8.30 or later (leisure passengers might be allowed to sleep on in the train until the later time). Then morning meetings in (e.g.) Ullapool could be achieved more easily than with the present timings.

My main experience is of taking sleepers to Inverness and Aberdeen, and I believe that they do provide the connectivity one requires.

The facilities provided are excellent, and do not need to be enhanced, otherwise the expense of the journey will become prohibitive.

## **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: