

## 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: None, to improve services and open up Scotland everybody has to work together to ensure a more efficient and profitable service I can see no benefit from them working separately.

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

Q2 comments: 20 years to enable a company to invest and improve our services, see other franchises operating well.

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

Q3 comments: net cost contracts or concessions

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

Q4 comments: Scotland is leading the way in many areas it would be good to profit share to the local communities and see notable improvements. Thinking outside the box so offering some flexible ways of spending profits.

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

Q5 comments: Stations need to be opened up more to offer a wider range of service especially when trains are running!

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

Q6 comments: incentives for all staff, profit share for all staff

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

Q7 comments: not sure relevant in insolvency law!

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

Q8 comments: fines

### **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: online feedback with online accounts

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

Q12 comments: none

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 and Yes

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

Q14 comments: online accounts with online apps

### **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: increasing capacity, duelling lines and upgrading signalling

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 direct services are still better especially when the service is not running on time, connections can't be made. This should be reviewed to enable the best service especially when services are running on time.

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: unsure

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: all staff should have online access to submit ideas, as on the ground there will be obvious improvement and then given bonuses for each idea implemented.

### **Scottish rail fares**

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

Q20 comments: equality throughout Scotland. The current system is unfair and too complicated. If this can be implemented correctly then it would be a start in getting the whole service right. Different fares being cheaper on the same lines from different stations, having to buy tickets months in advance for cheap deals and no concession tickets available on some lines for some commutes is all very confusing and is not customer focused.

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: There has to be equality through the country. We are so narrow minded in our geographical view – Scotland is not a big country we just make it that way!

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: It should be linked to the inflation

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: none it is discriminating against people who have to travel in peak periods. There has to be a better model.

### **Scottish stations**

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

Q24 comments: None should be closed if anything we need more. We should work on improving what we have and getting it right.

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: There are lots of merit as they are not tied to the bigger company model for hiring staff, opening times etc. and can be more flexible in what they offer.

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: No, it should use a standard contract currently in place for any public place being franchised out we do not need to re-invent the wheel.

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

Q27 comments: By using it more with better franchise opportunities and better facilities being open longer this would help.

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

Q28 comments: All Stations should be the same, Scotland is not a big country

and all stations should have the same status, why should a customer be treated differently just because they are at a lower class of station - Tesco's would not have a business plan like that all customer should be treated the same so all stations have to be the same level. They might not be able to meet the same level of service but they should be able to aim as high as they can. The current category of stations also seems to effect tickets available and prices available which is also unfair.

### **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, Scotland has to offer direct routes to all major cities, everything from whisky to farmers to skiing to tourism all benefit from this and should be more easily and widely available. Both should have a say.

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 Waverly is not big enough or has enough services. If one thing goes wrong then the whole of Scotlands cross border rail services shuts down – this is not the answer. It has to be able to stay open especially if the airports are shut.

### **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: this is not as important as getting a service on time when you require it and to the station you require at the price you can afford.

### **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: Again this is not as important as getting a service on time when you require it and to the station you require at the price you can afford.

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: A better online booking and capacity management service would help this to plan carriages and first class requirements.

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

Q35 comments: None, it should be banned as it is a public place.

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

Q36 comments: Travel information is good just now and is not an issue if trains are on time and regular.

### **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 a sleeper service is a requirement for the Scottish economy and should be kept with flexibility in offering a commuter service with it to Inverness. If a quicker service was in place then this might not be so important but until then it has to stay.

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: Yes, but it could be both.

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: Direct with no changes to London, again if there were more trains running between these stations it would not be an issue where it went as you could easily connect. It has to be cheaper if anything as you can fly from Inverness to London for £50 - a reliable speedy service is what counts more than anything.

### **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: