

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 comment / lack information

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

Q2 comments: I feel the length is not enough for further development.

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

Q3 comments: Companies should bear the bulk of the risk

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

Q4 comments: the future development should have the largest proportion

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

Q5 comments: Create a Users Forum, made of those who use and not large Companies.

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

Q6 comments: The fines system for failure and no bonuses to the bosses

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

Q7 comments: Part of franchise. No comment as I do not understand

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

Q8 comments: The Fines and money used to develop the system

Achieving reliability, performance and service quality

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

Q9 comments: I feel to incentivise the bosses is not good, those that achieve the targets at grass root level should gain.

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: Yes for local services

11. How can we make the performance regime more aligned with passenger issues?

Q11 comments: Secret travellers should be recruited, or questionnaires but available to users

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

Q12 comments: Linked to Timetable.

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: Service is the main basis and the whole should be involved

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

Q14 comments: The Forum/ Volunteers to travel the routes asking questions, pay there volunteers out of pocket expenses

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: Being an older traveller this matter is crucial, and lessened. Better use of rolling stock and provide more coaches, we suffer from this, at peak times they have the sets, as at quite times.

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: We should have an integrated transport system

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: The Govt. should ensure there is a integrated service, between buses and trains.

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

Q18 comments: This should be as high as can be managed,

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

Q19 comments: By giving them some discount/bonus for achieving the standard which is set.

Scottish rail fares

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

Q20 comments: The fares are going up too fast for the encouragement of the passengers, we use the train all the time, and bears no resemblance to buses.

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: Localised system, as we live in a poor pay area where work is limited and the need to travel must create acute problems for commuters

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: Central UK Gov gives subsidies to the road building, and the trains should also benefit from a subsidy

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: Yes, peak should be u[until 9.00 am and from 4.30p – 6.0pm, any broader and this will have the opposite effect

Scottish stations

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

Q24 comments: There are many stations in the north of Scotland that have few commuters but (West Highland) which are used by visitors, as Beeching used this as a mark and closed many stations which killed local trade, Forced to use the roads

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: Local consultation systems by Councils will be able to encourage the Rail Company to look at alternatives, like DYCE and Inverness Airport connection.

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 is the simple answer, but if the managing company of the stations and infrastructure would want to make a profit and I can see the fares having to rise, to meet the costs, Similar to Network Rail and the servicing companies for the rails and the mess many of them made !

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

Q27 comments: Yes, some stations have improved because of local involvement, I would be interested but our local station spoke of me meeting all the costs, which as a pensioner is not good.

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

Q28 comments: Main stations should have a full range of services, but the country stations this should be restricted. We have a Automatic Ticket machine which faces south and the screen cannot be seen, and when it rains the machine malfunctions due to droplets.

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, It is both ideal and Historical as I live between Aberdeen and Inverness, and use the trains to travel south to see my family, and changing is no fun in spite of the supposed help from the staff, and timing of trains. Changing trains at Edinburgh with 8 Minutes to get from one platform to another, this would appear to be enough but not if the arriving train is late.

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 is my simple argument, especially the over night Sleeper this would criminal, getting up to change trains at 4-5am in the AM

Rolling stock

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

Q31 comments: How about Sponsorship or advertising on the trains exterior, this might deter the vandals, where we spend large sums of money to have the outside cleaned and out of service.

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

Q32 comments: Trains distances should have Catering facilities and toilets that work.

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: This is not important to me, but I did appreciate the quite coaches.

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: On many trains there is a lack of Storage facilities,

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

Q35 comments: This could be banned as on some routes the consumption may be profitable but causes problems.

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

Q36 comments: Simplify the pricing system

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 as we try to use this twice per year to see family, returning a few days later, this is a wonderful service which should be

encouraged.

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 preference as long as this is included in the 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: Basically to keep the service as for us the destinations are OK, with regard to the West Coast this is a visitor attraction and is busy in the summer months. The facilities are OK and the staff are usually very helpful.

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: I have no comment do not know enough of the subject.