

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

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

Q2 comments: 4 years. Every franchise needs time to get things right

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

Q3 comments: profitability/service to the public

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

Q4 comments: profits withdrawn should be limited. All profits over a certain level should be reinvested in rolling stock

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

Q5 comments: None

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

Q6 comments: profitability/level of customer satisfaction

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

Q7 comments: Agree with guarantee but not close enough to situation to determine level

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

Q8 comments: penalties for failing to attend customer service satisfaction %,

penalties for failure to operate certain percentage of on time services

Achieving reliability, performance and service quality

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

Q9 comments: Only poor performance. Good performance will be an incentive in itself due to increased travel leading to higher profits for franchise

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: passenger response

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

Q12 comments: 70% performance 30% journey times

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: All aspects

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

Q14 comments: Regular checks on both/passenger response

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: Increase capacity limit /at present too many people standing for long periods of 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: Needs input from both to ensure what is best for customer

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

Q18 comments: Certain services must be maintained. Others down to franchise

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

Q19 comments: If customer response is positive increase length of franchise involvement

Scottish rail fares

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

Q20 comments: Value for money – not the case at present. Service is poor and cost is excessive

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: fares must be economically viable but not excessive. We have the most expensive rail system in Europe

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: Where there is higher demand and services require to be

increased (capacity/frequency) then there is a case to increase the fares

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 I have found that most people will travel at peak because they have to (work or other commitments) and if anyone has a choice they would automatically avoid peak times

Scottish stations

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

Q24 comments: public demand / social responsibility

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: seems reasonable

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: It would make life easier. You would know who to blame rather than have different organisations blaming each other

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

Q27 comments: Reduce train fares and increase number of services

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

Q28 comments: Variable

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 I can only comment on my own situation. I am registered

disabled as is my wife and we have one cross border service each way per day (London –Inverness) from our local station - Perth. We have many friends south of the border and visit on a regular basis and would be unable to visit should we have to change at Edinburgh. I agree that trains North of the Border are not as busy but at least you don't have to stand as happens in the south (I have seen many people standing all the way from London to Edinburgh) . I do not think this service should ever be replaced and this should be confirmed by Department of Transport.

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 To do so Edinburgh Waverley would have to be demolished and rebuilt as it is not fit for purpose.

Rolling stock

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

Q31 comments: Continual renewal of rolling stock on a measured basis

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

Q32 comments: Clean Toilets/Food services on any journey over 2 hours

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: Necessary in todays marketplace

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: Additional seating capacity is required

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

Q35 comments: Generally social acceptance but should be banned on specific services relating to sporting events

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

Q36 comments: One source for tickets and information. I have tried 3 different sources and received 3 different prices/information

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: commercial matter

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 view

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 think Aberdeen/London and Inverness/London should be the only sleeper services

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: No comment