

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: I can't comment on this section – no specialist knowledge

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

Q2 comments:

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: No comments on this section

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: Regarding local & commuter services (eg proposed curtailment of Maryhill line) any increase in difficulty of getting to work by rail

by adding interchanges will just mean commuters will choose other routes eg to drive, increasing burden on roads and environmental impact. Not an opportunity, but a definite challenge (in your terminology)! To be avoided, please.

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 the 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: We should bear in mind that rail travel is environmentally sound and saves CO2 emissions compared to other means, so the rail traveller should be encouraged, not discouraged by high fares. Thus it must not be driven entirely by commercial considerations.

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: For environmental reasons, all types of rail travel should be subsidised.

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: Good idea to have a big differential, though of course the sardine-can effect at peak times has a discouraging effect too!

Scottish stations

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

Q24 comments: Re Maryhill Line: I and my neighbours think this 1 mile rule (to close down stations less than a mile apart) is completely wrong, as people in a hurry to get to work, or disabled/elderly/etc are not going to walk a mile to a train, but will drive or take a bus, thus increasing the burden on the already overcrowded Maryhill Road and increasing environmental impact & CO2 emissions. In addition, you have just built an expensive new station at Kelvindale and new houses have been built there and along the line to take advantage of the train. Also Maryhill Station serves the Science Park, an important commercial link in this area. Very shortsighted to close these stations! And if the stations are closed, the line will be less used and itself will possibly be closed down with even more hassle for all of us in getting to work in the city centre and in getting to Gartnavel Hospital (this line is the best way to get to our hospital from Maryhill). Please do not close the stations on the Maryhill (North Suburban) Line.

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: Well, if they want to, and funds are available. It seems to me that the amount of money being saved, about £280,000 for 10 stations, or £28,000 per station (all of them are unmanned, I believe) is quite small, and the driving force for closing these stations may not be the cost of operating them but the perceived need to close the entire line eventually, and this is just step one in that process. I hope I am wrong.

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: I am not qualified to discuss this.

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

Q27 comments: There was a large turnout at the latest meeting of the Maryhill Residents Association when the issue of the closure of these stations and the possible closure of the line was on the agenda. I am sure local people will

support their local station, especially if it is their best transportation link to the city centre and to their local hospital etc.

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

Q28 comments: Not sure what “designated” means. All our local stations are unmanned. Some may need better wheelchair access, but I have not done a survey, otherwise it is their existence we are concerned about, not facilities.

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:

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: Not relevant to us in the Glasgow area – we need links from here to London and the South.

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: Please make sure all toilets are functional – I’ve been on trains to Edinburgh where they are all out of use!

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: I was grateful on a trip from London to Glasgow last year to be offered a cheap upgrade to 1st when the train was very crowded. Please make sure this option is reasonably priced. First class should not be a large section, at the expense of space for the others.

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

Q35 comments: No more than 1 drink per customer? No noisy obnoxious groups? Hard to enforce if they bring their own drinks with them.

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:

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:

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 used to take the sleeper when I was younger, and found it

useful for meetings in London (from Glasgow) but more recently found it hard to sleep as I kept awaking as it stopped various places, wondering “is this London yet?”. Perhaps depends on the person – I guess if you used it all the time you’d get used to these various stops and just sleep through. Also arriving so early in the morning in London means it would be nice to turn in somewhere for another 40 winks (I know you can stay on the train for a short while but you feel you’re in the way of cleaners etc)!

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: Not sure what these indicators are, but the main thing is to make trains as low CO2 as possible and encourage their use, ie keep prices low and don't remove services!