

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:

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:

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 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:

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:

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:

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: Providing good train services and good station facilities.

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: I travel to London and elsewhere in England from Leuchars up to twice a month. Cross-border services save me at least half an hour on every journey and allow me to work effectively on the train for a good 5 hours, as I don't have to stop, pack up and change trains. Edinburgh Waverley is a large and disorienting station, and difficult to negotiate in a hurry. I often travel with heavy luggage, making the long walks involved in changing there especially challenging. The alternative – a change at Haymarket, with its inadequate toilets and waiting facilities – is hardly tempting either. As a member of staff at the University of St Andrews (replying in a personal capacity), I'm concerned that this change will make coming here less appealing for staff and students from outside Scotland; the direct trains to Leuchars make us much more accessible. Overall, these cross-border

services reduce the perception of Scotland as a remote destination, and bring in tourists by a green mode of transport: for example substantial numbers of golf tourists travel on these services. Specification of services: an integrated approach will be of most benefit to passengers.

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: The cross-border services offer an additional useful option for those who are making a longer journey. Edinburgh already acts as a hub, and I cannot see any gains from forcing everyone making a cross-border journey to change there. From the perspective of commuters making shorter journeys, it will bring more long-distance passengers with lots of luggage on to crowded services at peak times, adding to the discomfort of their daily journeys. On the few occasions I have had to change at Edinburgh on a cross-border journey, I have had a much slower journey, involving missed connections (caused both by delays to Scotrail trains arriving late into Edinburgh, and by southern services running late into Scotland), and long waits on cold platforms. Terminating cross-border services will mean that ALL passengers have this experience, unless the Scottish franchisee and southern franchisees offer a GUARANTEED connection for passengers coming from the south (i.e., locking their timetables, and holding trains at Edinburgh Waverley until all passengers have transferred). Making Edinburgh the sole hub for cross-border transport would presumably mean that passengers from Berwick, for example, would have to travel north for an hour first, in order to commence their journey to England.

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: Toilets; trolley services very much appreciated over longer (1+ hour) journeys. Adequate luggage storage space (East Coast OK, except at holiday times, Virgin wholly inadequate at all times).

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: Personal experience suggests this is a particular problem on cross-border trains with hen/stag parties making their way to Newcastle, and groups travelling to sporting events. These parties have a huge impact on the overall comfort of the journey for their fellow passengers. The sense of relief after they get off is palpable. They would still be rowdy without alcohol – but not as loud and inconsiderate. Allowing only the consumption of alcohol bought on the train might be a compromise – the higher prices might limit consumption.

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

Q36 comments: More consistent announcements about delays

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

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: The sleeper service is a valuable option, especially if you have to reach Scotland/ London early. I have only used the service once but am very pleased to know that it is there. The current arrival time at Leuchars (an hour before buses begin to run) makes it less attractive to me, so a service arriving later at Leuchars, to coincide with the first bus, would be great.

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: