

## 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: Question not meaningful to general public

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

Q2 comments: Question not meaningful to general public

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

Q3 comments: Question not meaningful to general public

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

Q4 comments: Question not meaningful to general public

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

Q5 comments: Question not meaningful to general public

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

Q6 comments: Question not meaningful to general public

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

Q7 comments: Question not meaningful to general public

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

Q8 comments: Question not meaningful to general public

## **Achieving reliability, performance and service quality**

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

Q9 comments: Incentivise good performance and penalise poor performance

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: per route

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

Q11 comments: customer feedback/surveys

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

Q12 comments: Question not clear

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: Question not clear

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

Q14 comments: Measure passenger increase

## **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: Question not clear

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 to be maintained

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: Question not relevant to general public

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

Q18 comments: Question not relevant to general public

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

Q19 comments: Question not relevant to general public

### **Scottish rail fares**

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

Q20 comments: affordable and adapted to market price of public transport in general

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: All fares to be government regulated

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: Follow European model which provide cheaper and more efficient rail service

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 but even and fair fares across the board

## **Scottish stations**

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

Q24 comments: Passenger numbers and community requirements/dependency

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: Not relevant to public should be based on cost analysis

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

Q27 comments: Keeping fares reasonable

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

Q28 comments: Not clear

## **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:

## **Rolling stock**

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

Q31 comments: Not for public to answer

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

Q32 comments: functioning toilets

## **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: Should not be considered for short journeys and reserve investment to more meaningful upgrades

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: Question not clear

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

Q35 comments: General ban at all times

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:

### **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: Question not clear