

## Consultation Questions

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### 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 see no advantage in a dual franchise. The social element should be dominant in order to encourage use by commuters and long distance.

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

Q2 comments At least 10 years in order that future planning and infrastructure can be planned and budgeted for.

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

Q3 comments: Operator(s) should be insured and have experience of running successful services.

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

Q4 comments: Profit should be used to improve services and infrastructure

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

Q5 comments: Similar guarantees based on business track record.

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

Q6 comments: Involve workers at all levels in decision making; give credit for ideas and excellent work performance and customer realtions

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

Q7 comments: A high percentage. The taxpayer should not have to pick up the bill for failed service or high salaries and bonuses with no responsibility for failure from those in charge.

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

Q8 comments: Severe regular scrutiny to check commitments are met

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

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

Q9 comments: Both – balancing reward with effective penalties

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 co-ordinated mainline system; local shuttle train or buses linked to timetables.

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

Q11 comments: Sufficient seating for known passenger needs; simpler pricing and efficient ticketing methods online, at stations or on board trains

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

Q12 comments: Accurate and punctual as near 100% as possible.

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. Booking, information, food, toilets, assistance for elderly and parents with children, adequate space for luggage, buggies, wheelchairs, bikes etc.

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

Q14 comments: Politeness and experience of staff; accurate information; good timekeeping.

### **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: There should be no need for passengers who pay high fares to have to stand for any length of time, particularly commuters who have to endure such conditions daily. It must be possible to gauge demand accurately

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 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: Ask the public what they want Publicise shortcomings.

### **Scottish rail fares**

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

Q20 comments: The railway should be seen as a social service aiding efficiency, cutting road use and helping cut climate change.

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: Look at continental systems and calculate the cost per mile here and abroad. Cutting fares would increase use and revenue.

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: Increases should be below

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: a simpler costing system would help with off peak where possible. Many regular users have no choice.

### **Scottish stations**

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

Q24 comments: Social need; other public transport available.

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 interests may support ancillary amenities – café, shop, etc but not station. For health and safety reasons there must be uniformity

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: By franchisee providing attractive reliable services

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

Q28 comments: Always toilet facilities and functioning public phones

### **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: Scotland is a major tourist destination as well as the railway being a main route for freight, more reliable than Highland roads. The border only exists in the minds of politicians.

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: This is a no brainer. There are NO benefits which would accrue from terminating cross border trains at Edinburgh. On the contrary many would prefer a short flight to English or continental cities. Flight prices already compare favourably with rail. Edinburgh is already a 'hub' from which other routes may be accessed. No-one would choose to have to change trains/ platforms en route on a long journey eg between Aberdeen and London or Penzance with luggage or children. This is discriminatory and a disincentive particularly to the elderly or infirm

### **Rolling stock**

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

Q31 comments: Hire on 2 or 3 year leases, giving flexibility

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

Q32 comments: Always clean, regularly monitored toilets. A trolley service on medium journeys, buffet on long routes and drinks machine for short hops. Adequate rubbish containers.

### **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: have it available in certain coaches only – booked in advance. Most appliances will work with batteries for the length of a journey.

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: Less space for first class. More quiet coaches to make the whole more comfortable for everyone. Enforce QUIET.

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

Q35 comments: Information from staff and regular passengers about disruption caused by drinkers. Drinks only in club car

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

Q36 comments: Up to date information repeated on running neon signs is good – better than fuzzy verbal announcements.

### **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: operator to decide viability on specific routes.

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: within main 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: Have only used it once in recent years. Timing, service and facilities were all poor, not worth the cost.

### **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: Accuracy in timekeeping; clear information, particularly on prices; quality rolling stock and facilities on board.