

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: promoting good performance, regardless of context, has been proven to enhance further positive 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: combination of both; smaller routes/services may be easier to monitor and manage, however performance may be enhanced if these are part of a well-functioning whole system.

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

Q11 comments: regular monitoring of passenger's needs

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

Q12 comments: equal. Don't they reflect each other?

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: yes. Should cover all aspects. No service can be considered good unless delivered with a holistic approach

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

Q14 comments: monitoring of individual stations should be done locally (by local resident), not centrally.

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: standing time should reflect further connection opportunities (including other modes of transport).

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: May create further transport services for more rural communities

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: grass-root voice may give more realistic view of the need for public transport. However, rural areas in particular, may need additional support from the Government as the number of users may be low but need high.

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

Q18 comments: ScotRail should monitor all contracts

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: to ensure it is affordable to the wider public; ensure it promotes the use of public transport as a solution to congestion, reduction of fossil fuels and the reduction in overall carbon emissions

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 should not be on a commercial basis. Yet again rural communities would suffer due to higher petrol/diesel prices, longer distances to the destination and services with less passengers may have to put prices up to cover their costs.

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: Slight difference. It should be noted though that if the service is used for commuting to work, this may not encourage off-peak travel, however regular commuters should be offered a reduced price in their fare during a peak time. Non-commuters should during this time pay slightly higher prices as this in turn may encourage off-peak travel.

Scottish stations

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

Q24 comments: direct involvement from local residents through open meetings and community consultations

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: it may encourage further use of the station, in particularly for rural areas as only the local third party may have a complete picture of the real need for the service.

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: more involvement in decision making, available funding for maintenance of the station area.

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: Should continue only if they can ensure high standard of services, will not compete with regular services and will contribute towards overall maintenance of tracks/platforms etc.

These services should be regulated by the Scottish Ministers and monitored in partnership with the 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: Having a hub would ensure the needs of Scottish passengers are met and may create more employment opportunities.

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:

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: Peak time passengers may benefit from this service more than off-peak leisurely passenger.

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: level of violent incidents and the level of abuse towards passengers and the staff.

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: continue

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: option within the main ScotRail

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 highly value the sleeper service from Fort William, the outdoor capital. To lose this service may pose a threat to local economy and employment opportunities in long term.

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: Has ScotRail ever conducted a carbon footprint calculation of its services?