

## 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: If dual, danger of social element being neglected as presumably it's less profitable Therefore less attractive undertaking

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

Q2 comments: 20 years to allow for greater investment and ability of franchisee to assess results

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: third party involvement can lead to blame game?

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

Q6 comments: if there were PRIDE in the company and the work why are all these incentives necessary? The plan is agreed so you get on and do it

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Q8 comments: previously agreed part of payment should be withheld or withdrawn if commitments not fulfilled. More monitoring as job proceeds so it doesn't get to that stage. Too often aims seem to be unrealistic and there are always overspends – cheapest estimate not always best in the end

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

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

Q9 comments: not penalise if not rewarding. Shouldn't be cash; travel perks? Ask employees what would incentivise them

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 system

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

Q11 comments: better organisation and discussion before implementation

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

Q12 comments: should not be ANY compensation. People know things can go wrong as long as the best efforts are known to be made. Method of dealing with problems all important e.g. courtesy and ability to provide e.g. alternative transport

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: should be a couple of senior managers travelling the network all the time to check quality e.g. toilets always unacceptable – need more regular checking. Rubbish much better collected

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

Q14 comments: passenger comments – more high profile. Suggestion: for Jobhunters to organise and collate

**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:I had no idea there is a 10 min. limit. State there is an increase to 30 min. or whatever is necessary on commuter trains unless more trains can be provided.

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:Possible if there are reliable connections and only up to ,say, 20 min. wait

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: As is,unless a rearrangement can be proven more useful

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:More training initially to take pride in their service. Ask employees what would incentivise them

### **Scottish rail fares**

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

Q20 comments:FAIR, easy to understand; far fewer options and pot-luck prices depending on early booking. Off-peak, cheap day returns as % of full fare. ~~£14~~.over 55 £19 return; weekend break; first class upgrade all very good

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 should be fixed every year, increase by RPI

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:Not higher fares to enhanced sections

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:% reduction for off peak. Those who can, will

## Scottish stations

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

Q24 comments:listen to public

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:individual proposals considered on viability and merit

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:posters on stations with egs of what happens on others e.g. Pitlochry, and contact nos. Perhaps artist in residence. Homeworkers might like to rent a station room

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

Q28 comments:as table 6

## 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:current service to Inverness v useful as no changes. Scottish decision

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: I don't think Edinburgh could cope with the extra

## **Rolling stock**

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

Q31 comments: company/club might sponsor a <sup>train or</sup> coach – as in Japan

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

Q32 comments: <sup>as at present, trolleys on short, within Scotland journeys</sup>  
~~x border, needs counter service. ? ice cream in Summer, offer contract on w. Highland line for Summer for innovative entrepreneur~~

## **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: <sup>Maybe no increase necessary as smart phones etc. become</sup>  
~~popular.~~

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: for stated period no 1<sup>st</sup> class at peak times on commuter trains

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

Q35 comments: look at evidence from other countries. Worth trying a ban

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

Q36 comments: <sup>Announce connections at upcoming stations. Only very occas</sup>  
~~ionally happens. It's done in other countries. Have compulsory \*~~

## **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: <sup>TOC</sup> ~~Probably unlikely to do it if it's less - making so you should specify.~~

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?

\* LESSONS in speaking into loudspeakers. Could they understand if they listened? It's terrible. Everyone says so. It's near impossible for a native speaker for a foreigner, unintelligible, unclear, waste of time. If there were an emergency, no one could respond. Many even small stations have train time screens which is very good. Put timetable on coach wall / have pamphlets available on board. New coaches on busy routes have screens inside which is good.

Q38 comments: Surely the franchise is too massive if sleepers were included. or franchise if they just concentrated on them. I would have thought a separate company could operate if they just concentrated on them.

39. We would be interested in your views in the level and type of service that the Caledonian Sleeper Services should provide. Including:

1. • 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?
2. • 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 don't know how well used they are - if they are half-empty or oversubscribed.

### 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: The Aims of Section 12 are admirable. Yes include them in franchise as necessary

1. sleepers must be kept! Brilliant times for me at Pitlochry. I think the times are suitable considering when they reach their destination, More.

2. I don't know - would seem sensible destinations. Have passengers asked for a service to Oban. More publicity needed. People think they're very expensive or exclusive. They can be but I have sometimes been surprised. Again the prices are too varied.

3. A basic and a first (as is) seems most suitable. Being relatively short journeys, don't need frills. (sponge BAG should be biodegradable) but if more than 1 hr. of daylight, the sitting car is good. But water and temperature controls must be reliable. The interiors certainly look tired, but if I feel they're clean & e.g. stained carpet is replaced, acceptable. Should be a definite difference between standard & first which I believe there is. New duvet bedding is a huge improvement.

Could the company re-introduce the Motorsail low loader which was popular.