

## 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: Please note I don't feel able to comment on many of these early sections so my comments start at Q24

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

Q2 comments: don't feel able to comment on this

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

Q3 comments: don't feel able to comment on this

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

Q4 comments: don't feel able to comment on this

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

Q5 comments: don't feel able to comment on this

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

Q6 comments: don't feel able to comment on this

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

Q7 comments: don't feel able to comment on this

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

Q8 comments: don't feel able to comment on this

### **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:10 minutes

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: It's been said many times before but why isn't there a station at Edinburgh airport? I've travelled so many times down from Aberdeen and had to change at Haymarket or Waverley to a bus. It's mad - the line passes so close by. So improving airlinks and passenger satisfaction.

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:

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

Q28 comments: I don't know about categories but I would appreciate there being ladies toilets at Buchanan Street and Central Station where you don't have to negotiate stairs with luggage. And please turnstiles at Loos seems inappropriate and again difficult with luggage, and please design Loos with doors that open outwards, much easier with luggage, and have sufficient space inside to accommodate person with luggage.

An escalator at Haymarket please. You get off the train and see the car park through the gate but have to climb stairs with luggage to go through the ticket gate .

So think luggage, families and elderly.

### **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: Yes, yes, yes - it gives passengers an alternative to air travel

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: No, no, no. I'm in Aberdeen and the thought of having to change in Edinburgh appals me - longer journey times / more stress wondering if the train will make the connection / more hassle getting off one and on to another - particularly for families and the elderly / more hanging about with luggage. It's bad enough becoming a slow train from Edinburgh to Aberdeen without having to change to emphasise this. Benefits of an Edinburgh Hub - none for those of us further north. If this happens, I and probably many others will simply take the plane

### **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:

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:depends if you want to attract the business market but hardly an issue is it since there is so little 1st class accommodation with Scotrail

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

Q35 comments:I have had a number of very unpleasant train journeys, particularly between Edinburgh and Glasgow to Aberdeen having to listen to rather horrible conversations with alcohol undoubtedly a contributing factor. I've no doubt banning alcohol would make for better passenger safety and comfort

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: both

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:separately - they're cross border

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 have on occasion wanted to leave London later in the evening (too late for the last flight) and be in Aberdeen early morning. I think this is an important slot

### **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: