

## 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:

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?

Some consideration should be given to developing the Scotrail franchise as a co-operative or mutual where profits are shared amongst customers.

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:

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?

Journey times are important particularly as means of shifting between different modes of transport. The journey time between Dundee and Edinburgh is roughly the same (if not longer) as it was in the nineteenth century. This should be looked at as a matter of urgency.

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?

Given the prices charged on rail services there is no acceptable limit on standing. I accept that standing is inevitable from time to time and that people would rather travel than wait for the next train. However, standing at peak times sometimes all the way from Edinburgh or Glasgow to Dundee is

unacceptable and must be detrimental to the appeal of rail travel.

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?

I believe that changing trains makes rail travel less attractive. When travelling to England I try to get direct trains when these are available. I think that there should not be a reduction in the number of direct services.

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:

### **Scottish rail fares**

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

As long as the rail service is run by a private company it is obvious that making a profit must be the rationale for fares policy. As I have said I would suggest that consideration should be given of turning the rail service in Scotland into a co-operative. The other major factor in fares policy must be to attract people out of their cars and onto trains. Current fares policy would appear to me to be putting people off using trains.

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?

I believe that if we are serious about investing a rail service for the twenty-first century we should be looking to enhance facilities at rail stations and also increase rather than decrease their number.

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?

Listening to local people and then taking action on their concerns would be one way of encouraging local people to support their local station. I think that the main way in which people can be encouraged to support their local station is by using train services from the station. This means that rail services need to be improved, in terms of times and in terms of value for money.

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?

I think that cross-border services should go north of Edinburgh. For people travelling north or south it seems to me that having to change at Edinburgh takes away one of the advantages of rail travel. If we are trying to get people to shift from internal air travel this seems to me to go against this possibility and makes air travel seem competitive.

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?

Cross-border services should not terminate at Edinburgh Waverley. Centralising services in Edinburgh is wrong. We should be looking to deliver a national rail service the service is known as Scotrail not EdinburghRail or GlasgowRail. Rail services should serve the whole of the country and not be concentrated in Edinburgh or anywhere else.

## **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:

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

Q35 comments:

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?

I believe that the sleeper service is very important for business and tourism in Scotland and should be at the very least maintained. I think that sleeper services should continue to be specified.

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?

The Sleeper service to Aberdeen which calls at Dundee serves a very useful purpose and I think should be maintained and indeed enhanced.

### **Environmental issues**

40. What environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

It seems to me that one of the main environmental impacts of the rail service

would be encouraging people to move from cars and planes to using rail services. It strikes me that there is very little in this document which encourages this and much which seems designed to chase people back to cars and planes and away from rail travel.