

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: At least a 10 year contract. This will allow for investment and growth.

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: Financial penalties

Achieving reliability, performance and service quality

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

Q9 comments:incentivise good 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:actual routes

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:should be as efficient as possible with maximum number of station stops

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:monitor of punctuality, cleanliness, working ticket machines

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 mins for standing times.

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:Yes, allow more flexibility for travellers

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: Government should direct some of these particularly on the Highland, north Highland and west Highland lines

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: Fair fares to encourage use. Subsidised on the more remote lines.

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: change by area

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: minimal fare increase. There must be a large subsidy as these are services especially in the rural areas.

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: off-peak fares should be cheaper but only by a small amount. People do not always have the option of when to travel especially with a limited number of services.

Scottish stations

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

Q24 comments: No stations should be closed, in fact more should be opened : Conon Bridges, Inverness Airport.

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 business could sponsor a station or 'adopt' a station

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: Yes one organisation.

27. How can local communities be encouraged to support their local station?

Q27 comments: local advertising, fair prices and a clean, efficient service.

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: Yes absolutely a must that the service runs from London to Inverness. Holiday makers, and locals use this service to commute to the south regularly. The direct service is invaluable. Department of transport should specify.

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, certainly not. This is more hassle and a waste of

passengers time having to change trains

Rolling stock

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

Q31 comments: Buy decent stock in the first place. Investment in the stock is needed.

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

Q32 comments: Toilets, trolley service, bike racks – at least 6 spaces per train

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: Wi-fi is important on some routes and sockets for passenger use.

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: Remove first class from some routes but keep it on others to encourage business users.

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

Q35 comments: evidence of vandalism, anti-social behaviour should be considered.

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

Q36 comments: this is good at the moment

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 to specify sleeper services. This is a must.

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: Should be compulsory within the Scotrail 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: Appeal is that one can get on in the Highlands and get off in London without using the day to travel, thus gaining a day. A absolutely necessary service for those that work in London but live in the Highlands.

Appeal of using the service for weekend breaks in the Highlands. Winter climbers can arrive in Aviemore or Fort William and have a good weekend activities before returning home.

Tourism is a fundamental part of the Highland economy and the sleeper service supports many jobs indirectly.

This is one of the last great travel experiences which must not be allowed to be discontinued.

The destinations of Aberdeen, Inverness, and Fort William are the correct ones. The sleeper service would also benefit Oban too. The service should go to both the towns on the west coast and then can connect with the ferries to the islands.

The facilities are dated but adequate. More toilets would be useful and power points in the cabins.

I would be prepared to pay a little more but would not want to pay for en-suite accommodation or any fancy stuff as it is only for one night. The important point is the travelling and the time gained by using the sleeper as well and the 'fun' element of sleeping on a train and travelling through the night.

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: Minimal emissions and efficient rolling stock and traction units.