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## 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:

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:

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: People drive because it is more convenient, regardless of

whether it is cheaper or quicker. If less direct train services are available the inconvenience of rail travel will increase significantly and people will go back to their cars, or to buses.

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: Franchisees will maximise income. Government environment policy seeks to move passengers from private to public transport, and reliability/frequency of services are key to this. If levels of service provision are not specified in contracts franchisees have little incentive to provide services at off-peak times. This reduces the effectiveness of SG environment policy implementation and discriminates against older, young, and low income people who are most dependent on public transport.

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?

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: Amongst other things, the sustainability of the local community and the environmental benefit of substituting car journeys should be considered.

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: Certain stations show local staff or users' pride and ingenuity and this should be encouraged, as opposed to rigid imposition of standards and procedures. Links between station/service providers with local community groups should be encouraged.

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. They are a great incentive to use the train when travelling between England and stations north of Perth. The alternative is often to fly, and the easier and more pleasant the rail journey is, the less flying will be done.

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. I can see no possible benefits.

## **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: Mobile comms are now very important to most passengers. Scottish services are currently underprovided. WiFi for web browsing is an important travel information resource, though watching films etc. on-line is more of a dispensable luxury.

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: This is an important issue. I estimate that half my long distance trips are adversely affected by passengers who have over-indulged. Many people enjoy a drink responsibly when on the train, however.

Many visitors (including foreign tourists) are surprised and disappointed with their rail experience because of drunk passengers, which also makes it an important economic issue for our tourism industry.

The best solution would be for a stricter policy about anti-social behaviour to apply (including phone, radio, DVD use, etc.) and for it to be implemented effectively by train staff. If this is not possible, and at present there is little sign of effective action being taken, alcohol should be banned on trains.

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

Q36 comments: Service bulletins to mobile phones will be increasingly

important, as will smart phone booking and on-phone ticketing.

An additional issue, not restricted to Scotland, is the inconsistency of rules about ticket purchasing. Some services allow purchasing from the train staff, but on others it is an offence to travel without a ticket. It is almost impossible to find out which applies unless you live in an area and travel there regularly. This is unreasonable from the passenger's point of view.

### **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: I regularly use the sleeper. If it wasn't available I would fly to London or other English airports. Doing away with the sleeper would increase adverse climate change impacts and be inconsistent with Scottish and UK governments' policies.

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: Just make it work.

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: The daytime train from Inverness to London takes 7 hours so I use the sleeper to avoid a wasted day. I would not use later daytime trains instead.

Inverness is a transport hub so it is an appropriate destination.

Cost comparisons with flights are critical to use of the sleeper. The current provision is good (though the capacity of the buffet is very limited). If more facilities put up the price the competitiveness of the sleepers would be reduced, in my view.

### **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: Ultimately one of the key environmental objectives of rail travel is low climate change emissions per passenger mile compared with other transport modes. So the total number of passenger-miles is relevant as well as the quantity of CO<sub>2</sub> emissions arising from energy used by the service provider. Both figures should be reported.

### **ADDITIONAL COMMENTS**

One of the main failings of the service I use (Inverness to/from south) is the journey time to Edinburgh and Glasgow. It is too long, particularly to Edinburgh, and as a result many people prefer to drive. The drive time to Perth is similar to the train, but from Perth to Edinburgh the train takes 1.5 hours compared with less than 1 hour by car.

Improvement of the line through Fife should therefore be a priority. Dualling the single track lines north of Perth would also improve reliability and capacity. I cannot understand why the A9, built in the 1970s, is to be improved when the railway, built in the 1890s, is not.

Economic and environmental benefits would result from more travellers to and from central Scotland using the train. Economic, because they would have more productive use of their time than being stuck behind the wheel, and environmental because their transport emissions would be greatly reduced.

Is no-one concerned about this issue?