

Q1 I see very few merits in the franchise system. It was dreamed up by politicians who had little expertise in railway operating methods, caused untold grief when first set up from which the railway is now only recovering, is expensive to administer, a distraction to management during the bidding process and unsettling to staff. This is one of the main reasons why the cost to the public purse has increased by at least a factor of 3 in real terms and why it will be virtually impossible to reduce by the same amount. However seeing that the Government is wedded to the present system I think the Scotrail franchise should be let as one social rail element,

Q2 Ask Mr Salmond! My opinion is not longer than 10 years

Q3 Beware of bidders offering too many goodies. ie don't go for the one who by doing the above may get into financial difficulties and hand in their 'towel' (see GNER or Nat Exp East Coast)

Q4 It is difficult to talk about profits when a large amount of the income comes via subsidies. However the company must make a percentage of their turnover and this should be fixed so that any surplus is ploughed back into the railway and not siphoned off elsewhere

Q5 An open access operator might come forward to run cross border trains (ie. Aberdeen to Leeds, Perth to Crewe, Inverness - Waterloo, Oban to Plymouth summer only)

Q6 A decent railway management should want to be improving their service incrementally to the public without being showered with bonuses, a decent salary should be enough. Think Herbert Walker, Gerald Kiernan, Chris Green for instance

Q7 no comment

Q8 No reason to change the existing arrangements

Q9 See Q6 and Q8

Q10 Performance regime should be for 'one system only' However the present scheme of on time being 5 mins late for regional or

10 minutes for long distance is not good enough. Right time should be right time and throughout the journey. I think the current system encourages sloppy timekeeping and/or padding timetables. It is obviously not always possible to keep to time on all occasions for many reasons (not always the railway's fault) but pretending a ten minute late arrival is right time is not on.

Q11 Encourage passengers to fill in a feed-back form when concluding their journey (form handed over when purchasing a ticket) or on-line if required. Higher management to be kept in touch with day to day performance by being given details of failures and spending some time being out and about.

Q12 See part of answer to Q10

Q13 Quality Regime should cover all aspects of service as the passenger does not necessarily know who does what in a fragmented industry

Q14 Passenger Focus should be kept 'on the ball'

Q15 I don't know whether guards on trains still fill in journals but they are the ones who should know ~~that~~ ^{which} trains are persistently overcrowded and they should inform their managers on a daily basis. This information must be taken seriously as there are health and safety implications

Q16 Old and infirm, families with young children, people with large amounts of luggage need to have hassle-free ~~journals~~ ^{journals} and are far more likely to travel by rail if they can go direct. Therefore existing through ~~journeys~~ ^{journeys} should be maintained and expanded. Railway companies should not be allowed to force passengers to change trains for operational convenience

Q17 Early morning and late evening trains are important to passengers embarking on long journeys therefore these services should be maintained in the minimum service requirement

Q18 No comment

Q19 No comment

Q 20 (cont) There are too many different fare types so a ~~list~~ out of these would make it easier for the public to understand

Q 21 Day returns and season tickets should be set on a commercial basis otherwise fares should be either capped or regulated by the Government. Fares should only increase on an annual basis by inflation

Q 22 no comment

Q 23 Peak and off peak fares should only apply on suburban trains in the Glasgow and Edinburgh suburban areas i.e. central belt and the ^{outward} peak fares apply until 4 a.m. only return by any train

Q 24 Line re-openings in Scotland in the last 20 years have been well used (more than original estimates) and therefore I see no reason for any closures of stations except in exceptional circumstances (i.e. replaced by another station nearer to a source of traffic) lightly used stations are usually fairly low maintenance so should be retained for the convenience of the public, especially if there is little or no other public transport in the area.

Q 25 no comment

Q 26 Scotrail should have responsibility for the maintenance and management of all stations in Scotland except Glasgow Central and Edinburgh Waverley. However local groups could / should be encouraged to adopt their local station to enhance its facilities such as station gardens for which Scotrail could give an allowance for ^{maintenance} and conduct 'Well kept station competitions'

Q 27 Existing station buildings not used for railway purposes should be let out for office or even domestic living and not boarded up (Dumbarton Central and Dalnally come to mind as buildings with potential)

Q 28 All terminal stations should have a covered waiting area and toilets. At Oban there are toilets but the public are not allowed to use them and are told to go to the Cal-Mac terminal. Staffed intermediate stations should have the same and

also where passengers have to change (Grianlarich for instance)
Unstaffed stations should have at the very least a waiting shelter
and a notice saying where the nearest public toilet is. A welcome
addition has been a help-phone on many West Highland stations

Q29 See answer to Q16

Q30 Scotrail should be looking to be an all electric railway
even for the Highlands (Swiss railways can do it and their
terrain is harsher than Scotland's) If all the electricity used was
Hydro-Electric or Nuclear generated there would be a huge
reduction in the carbon footprint. If this came about there
would be no need to terminate all trains in Edinburgh

Q31 See part of Q30

Q32 Class 156 diesel trains should be used for outer suburban
work only. The use of these on West Highland services (5 hrs to
Malbeg, 3 hrs to Oban) is not suitable. Only one toilet in a
two car unit (should be at least one in each car) and insufficient
luggage space makes travelling in the summer a misery. The
Stranraer line is similar. What's the use of a catering trolley if
it can't get up the train?

Q33 No comment.

Q34 No comment

Q35 To prevent already intoxicated passengers topping up from
the catering trolley I think that alcoholic drinks such as
spirits should not ^{be} on sale.

Q36 No comment

Q37 I would like to see all sleeper services in the UK run by Scotrail
under the banner (for Scotland) of Caledonian Sleeper Services with the
terminal in London of Waterloo (ex Eurostar platforms) Both Euston
and the GW main line are going to be reconstructed in the
next ten years so the west of England service could go via Salisbury
and the Scottish services join the west coast mainline at Willesden
so avoiding the engineering work. Perhaps the Glasgow Sleeper
could convey a Holyhead section (for Ireland) ^{attached} at Crewe. The

cont rolling stock should give wider availability. Westminster Government should be required to under-write the English part of the operation with the Welsh Government chipping in for Holyhead

Q 38 The operation should be run by Scotrail but have separate accounts. Bookings dealt with by Scotrail

Q 39 The West Highland Sleeper does not have good connections in either direction from the Oban line. I am sure it would be better used from Oban if the connections were better. Oban is the prime ferry port for the isles and has good tourist potential. I understand that the sleeper cars are to be ~~re-fitted~~ refurbished and I think the seated accommodation could be upgraded (reclining^{ing} seats) and marketed as such. (The changing of vehicles in Edinburgh at 4 am could maybe be avoided).

Q 40 No comment