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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: All services should have an economic and social focus. Trains are more than operation, it's about connecting people/ communities and rail is the fastest effective and environmentally service we have service we have.

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

Q2 comments: Yearly reviews on commitment to run the service and cancellations to counted towards performance. Also reviewed on what they achieved with regard to investment and what they have done to improve Scotrail.

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

Q3 comments: Scotrail rail needs to be put back with the track like it was built. To make the track and train one operation.

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

Q4 comments: Public shares, a opportunity for the public to invest

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

Q5 comments: Catering services/ food

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: To count cancellation and in complete train crew into day

service performance.

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

Q8 comments: Stop the platform time charges and introduce per train cancellation and per train incomplete train crew charges.

Achieving reliability, performance and service quality

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

Q9 comments: Performance, investment and improvement to the service to be a to be reviewed every year. A good report that developed and improved Scotrail to be the pass mark for the next year, having done nothing to have notice of no sign of improvement within a month that the contract will be offered to a other operator.

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: Each line needs to reviewed in detail and visited in person.

11. How can we make the performance regime more aligned with passenger issues?

Q11 comments: Have an online feedback form were passengers can feedback on journey problems.

12. What should the balance be between journey times and performance?

Q12 comments: They both should be related.

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: Yearly station awards for stations who have developed/ improved. Creative uses that make stations more that catching a train, showing exhibitions (Art/ photography).

14. What other mechanisms could be used for assessing train and station quality?

Q14 comments: Mystery traveller online program.

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: Standing is not acceptable, train sizes need increasing and platforms need to be put back to full sizes.

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: Taking away direct service decreases performs and adds to travel time. This is not a opportunity and move to loose the increasing rail users.

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: The operator should be able to choose service times but it should be benched marked by the government to make sure all stations are getting daily half to hour regular services.

18. What level of contract specification should we use the for the next ScotRail franchise?

Q18 comments: A rolling per year contact, not to be limited to time frame of a number of years. The next year of operation to be demanded by yearly performance review site visits.

19. How should the contract incentivise the franchisee to be innovative in the provision of services?

Q19 comments: Innovation is the future of rail in Scotland, they need to see it more that just about travel and develop world winning example of regeneration of full potential the system had pre Beeching act and use today's innovations to reinstate the missing links to make the system full function.

Scottish rail fares

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

Q20 comments: Value for money and reward points for regular uses/ season ticket holders. Advance booking discounts. Introduce trainline all day tickets and all day tickets that combine with bus/ coach operators.

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: Fares should be value for money and at a price that encourages daily use nationally.

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: The operator needs to be able to generate other sources of funding, for example renting out office/ retail/ hotel space and advertising. Also to be able to sell monthly public shares starting at £10.00.

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: Train and platform sizes need increasing. The out of date peak and off peak needs finishing to encourage more people to travel. Introduce a flat value for money rate. With rewards points for regular travel.

Scottish stations

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

Q24 comments: The Beeching act should have taught every one a lesson, we need to be putting back stations and line. The reason for so many issues is lack of contacting branch lines feeding mainlines with extra revenue.

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: Business and local authorities to be able to develop and reinstate much needed branch lines and put back stations. This will bring much needed boosts and line to local communities limited by indirect travel. Also for stations to be opened for other uses to make the stations pay, for example renting out unused buildings/ rooms/ developing retail space.

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: All day manned stations should be under the operator management, running and leasing. Morning manned and unmanned should be leased out from the operators to business and authorities with rent incentives to encourage the use stations to make them pay.

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

Q27 comments: Communities that have unmanned and morning manned stations should be given the opportunity to rent the stations at discounted rent. To encourage them to use the buildings and encourage people to come to the stations and this will also sell the use to trains as the station become more than just departures and arrivals.

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

Q28 comments: Morning manned and unmanned.

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: Cross boarder services should be encouraged beyond Edinburgh as limiting this will stop tourism in the north. They needs to more high speed Scotland to England services, as well the English express operators what about the formation of new Scottish cross boarder operator to run along side – Caledonia express, running services like Aberdeen to London.

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:

Rolling stock

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

Q31 comments: Reintroduce mixed set running; add a carriage for a courier service and dot com shopping delivery drop offs (for local vans to collect from stations).

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

Q32 comments: Café catering on all service, make the train do more than just travelling. At seat restaurant service for long distance services.

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: Fit free WiFi and power plugs, this will add a travel incentive.

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: The balance of front and back First class is time proven to be right, a perk would be to offer on the spot discounted upgrades to First class.

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

Q35 comments: Total ban needs introducing like is current on coach and bus. I use the Fife circle and it is often like a drinking den on wheels and the mess is of tables full of bottles/ cans in not funny!

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

Q36 comments: Add removal coloured square on the front of the unit and on the all doors to show what line the train is running. The Fife circle is very confusing, the loops needs labelled with one colour for trains going Dunfermline and the other going via Kinghorn/ Kirkcaldy. Also a colour for services that are express to Perth and a colour for services that are express to Dundee. Alternatively trains that are painted in a express design. Also for the platform to have a second information screen for messages, so the main screen can display train only as the time spent on messages often makes the

screen hard to read. Also for main concourse screens to display calling points.

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: A comment to run the sleeper should be maintained.

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: Caledonian should be formatted in the new independent operator and investment to increase and improve night trains.

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: Investment is needed in new sleepers trains with single pod discount beds. Onboard showers and 24 hour café/ shop. They needs to be discounted sleeper pod trains running cross boarder to destinations all over Scotland and England and be able to connect with services late at night and early in the morning. The appeal is improving night travel over a coach, the space to move around, get some sleep in a bed and get showered. Also its saves a night accommodation.

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: To get more people on to railways, investments like putting back stations and branch lines. Will get more and more people off the road.

