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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: Very strict terms, bringing outside cleaners into hospitals for example has not usually worked so well

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:incentivise

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 and service

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

Q11 comments:by acknowledging there are more passengers than just those in Edinburgh /Glasgow

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:I have stood for a few hours before – try the Aberdeen-Inverness route, often standing room only. This service is always busy and could be much improved, a few well timed non stop trains, and some other stoppers. Link in with the airports properly, both of them and numbers will rise.

A train link to Inverness airport could be possible from the Aberdeen route and the Aviemore/South route. Would be very useful if time appropriately.

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: No, it's not good for business

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 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:

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: The Edinburgh trams should cost a lot, am really not sure of

the benefit of those.

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: No as most travelling is dictated by the reason for the journey – work, appointments etc

Scottish stations

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

Q24 comments: Stations close together could be merged

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:

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: Absolutely the cross border trains should continue. Changing at Edinburgh will make journey times slower and less attractive. For longer journeys the old intercity trains are much preferable – wifi, tea/coffee and comfortable seats make it a proper option for eight hours travelling. It is impossible to work on standard scotrail services and very uncomfortable. However if, as last year the services was pulled on account of weather there should be heavy penalties and care of the passengers – being abandoned at Perth was not pleasant.

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, no, no, no ,no. If one wishes to break the journey then one has the option to do so currently. Making that an enforcement and reducing the quality of travel would be a backwards step. We should be improving the line so North of Edinburgh speeds up.

Rolling stock

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

Q31 comments: Ignore the EU, other places do.

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

Q32 comments: Long distance should serve decent food and drinks. Toilets that work are a must, wifi and power sockets ideal.

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: on the intercity and long distance services

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: on standard scotrail services there is no point in first class as it is no difference. On the East Coast line there is a far more point to it.

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

Q35 comments: Ban it on all but the sleeper

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?

Q37 comments: There is an absolute requirement for a sleeper service and this should be contractual.

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: Don't mind so long as it keeps running.

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 appeal of the sleeper is the ability to get down to a morning meeting in London having worked the day before and left at a civilised hour, most of the travelling taking place whilst asleep. It is less useful from Edinburgh/Glasgow as there are greater provision of London trains and a high speed one could take less than three hours.

It's essential from the North, the planes land at Gatwick – still taking time to get into central London, so an early meeting start is not possible, very few evening flights either.

If I'm flying out of Heathrow then the sleeper is my preferred option down.

Can't take pets on planes.

Children sleep well on the train – very family friendly, need to market this, people are often really surprised when they've done it once.

More early and late trains may help Glasgow/Edinburgh, but not the North.

Inverness as a destination is essential – am not sure about the others. It provides a huge business, tourist, general traveller option that is realistic. It was a pity that the car transport train went, that would be ideal and very useful, especially around school holidays.

I think the sleeper is good value, I know it's expensive but it has to compete with planes so no, wouldn't pay much more – it just prices itself out of being an option then. I would pay more to be able to take my car.

When the prices elevate dramatically in school holidays it's a shame, I think more people would use it if the prices were kept reasonable.

There is little difference between 1st and standard sleeper berths, if there was a substantial difference it may be worth paying extra for so long as it was appropriate and targeted correctly – en suite for example.

I think showers should be available to all at London, even if standard berths had to pay £5 for the privilege.

Market the sleeper better as an international tourist route – most people in the UK do not know about it, let alone elsewhere. It's a great way to travel and stunning scenery.

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: that the alternative to trains is realistically the car – therefore need to keep the trains going.