

Patrick Zentler-Munro

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: No views

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

Q2 comments: No views

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

Q3 comments: No views

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

Q4 comments: No views

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

Q5 comments: If they can provide a competitive service based on fair comparison

6. What is the best way to structure and incentivise the achievement of outcome measures whilst ensuring value for money?

Q6 comments: No views

7. What level of performance bond and/or parent company guarantees are appropriate?

Q7 comments: No views

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

Q8 comments: Rather than section, constructive interaction between

government and franchisee should be the first option, unless criminal negligence, fraud etc is alleged.

Achieving reliability, performance and service quality

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

Q9 comments: See above – ask why performance has been poor

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: Definitely the former: lateness between Edin-Inv should be different from that between Edin and Glasgow!

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

Q11 comments: No views

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

Q12 comments: Express lateness as a percentage of journey time

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: No views

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

Q14 comments: Passenger survey

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: 30 minutes, cf London Underground!

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: Certainly not: the focus should be on uninterrupted travel

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: An interaction between the two and passenger representative groups for each service

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

Q18 comments: No views

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

Q19 comments: It should be unnecessary if innovation yields profit.

Scottish rail fares

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

Q20 comments: To promote rail travel as competitive to private road travel, and air travel.

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: The focus should be on using regulation to reduce all road travel

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: Taxpayer subsidy should be greater than other European countries. The taxpayer has an interest in increasing rail travel.

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: There should be a larger difference, in coordination with a government promotion of flexible working, on suburban/commuter routes only

Scottish stations

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

Q24 comments: On population served, NOT population using service – except very rural/remote tourist stations e.g. Achnashellach.

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: I am attracted to this, but I doubt purchasers will be.

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: No views

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

Q27 comments: By very obvious consultation and feedback facilities, involving all residents and not just service users. By much better coordination of train and ongoing bus timetables e.g. at Kyle of Lochalsh.

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

Q28 comments: There should be more unmanned platforms with a shelter only.

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: I regard these as of the highest importance, being a frequent user of day and night INV-LON services. I use the train essentially as an office (table, wifi etc) and would not regard a change at Edinburgh as acceptable – I would then travel by air!! Taxpayers benefit by reduced road usage and CO2 production. This is a matter for the DoT

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: Certainly not – I can see no benefit, only loss in terms of interruption of my work, difficulty with luggage, waiting for or missing connections. This is absolutely unacceptable.

Rolling stock

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

Q31 comments: No views

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

Q32 comments: I regard the provision either of a restaurant car (sleeper) or at seat service (East Coast 1st class) as essential on cross-border routes. I would be willing to pay more for better food, and see no advantage in EC's recent introduction of free food (and alcohol!). Wi-fi and refreshment trolley on all other routes, except perhaps tourist routes.

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: See above

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: I don't know – 1st class is important (except on tourist routes) but often full. Trains should be longer.

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

Q35 comments: Personally I would ban the import of alcohol by passengers onto trains: they should pay for it.

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

Q36 comments: Offer SMS texting when tickets purchased.

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: Vital to specify!!!

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: No views

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: I use the INV-LON return service often, but would appreciate a later LON-INV service, allowing me to attend evening commitments in London. I would find it completely unacceptable to have to change anywhere. I would be willing to pay more for better food, but I find the cost of a standard return (without any offer) prohibitive: I use the EC day train unless there is an offer on.

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: No views