

Rail 2014 – Anonymous

C000009

Some feedback in particular regarding the West Highland line - as you can see I live in Fort William but have a lot of family and friends in London and the South of England.

1) I was a bit unimpressed by the consultation this Thursday 24th Nov in Fort William train station concourse. It was very dull - you could have very easily walked past and not known it was on. There were no banners etc outside the station so a colleague did walk past it and not realise it was on. I went at lunchtime and there was only one person who was deep in conversation with a local councillor - I waited for a few minutes but did not want to interrupt, and also did not have time to wait for ages. Because I am a persistent type of person I am emailing you but - but a lot of people would not bother with emailing and you would have lost their feedback.

2) I would like to ask about investment in infrastructure and track and to ask for more of it. I love the train and would use it far more if the service down to Glasgow was quicker. At just under four hours, it cannot compete with private car or coach so if I do not want to drive I get the coach. As I see it, the train is the scenic tourist option. The daytime services do not serve the business or local community because of lack of investment in infrastructure.

3) Lack of investment in rolling stock. In particular, during the summer the short (possibly 2 carriages) trains get very very full, there is also a cap on the no. of bikes, which is not good for business as the West Highlands are a major tourism destination with both road and mountain biking very popular.

4) Can we have an earlier FW to Glasgow service on a Sunday at least in summer - this would be great for tourism, remotes walks from the train etc.

5) The Sleeper service and its dreadful ticketing system. With family in London and the SE, I would use the sleeper a lot more frequently if the ticketing system was trustworthy. I am not an expert in computer ticketing systems but the sleeper seems to operate a very un-dynamic, not at all demand led system of ticketing. I can appreciate that during the summer the service is sold out but twice recently completely off-season I have been unable to book the sleeper mid week for a price that is anything like competitive with flying. Flying via Glasgow from Fort William is not an easy option; there are multiple changes and 'hidden costs'. The headline price from Glasgow to a London airport can be cheap but you have to factor in travel costs to Glasgow, airport parking for you car if you drive, the cost of getting into London from the airports etc etc. So even with these costs, which add on at least £50 or £60, the sleeper - which is way more convenient should be able to compete. It does not and it cannot. I would bet my mothers life that mid week in Nov the sleeper is half empty - and I am flying because somehow the sleeper operates a booking system which has sells 2 tickets at a competitive price ie £100 single to London and then all the other tickets at £150 -£300 single. Quite understandably, people think they will put up with the hassle of driving to Glasgow, parking the car etc etc, and book a £20 flight, pay the extras and still save £40 each way. The sleeper then runs

empty with its 2 competitive berths sold and all the rest empty. The train company can then plead with the regulator and say 'We need to axe the sleeper. Look at the dreadful occupancy rates, it's uneconomic, etc etc.' Meanwhile the West Highlands fumes and would use the sleeper if only the ticketing system was a bit more like the airlines and dynamic and demand led.

I appreciate this is a specialist service, with large investments needed for the rolling stock but right now it doesn't compete with flying or travelling by car and it should.

I also never book the sleeper on line - I just do not trust it. It is hard to ensure you get a berth - you have to click through to open up all options. When I have competitive fares recently it has always been by telephoning the call centre. Whose staff are very nice and do not mind trying lots of options for you.

A friend wrote an article for a mountaineering magazine, about winter climbing in and around Fort William - the article was complimentary about everything except the sleeper. They ended up getting a sleeper to Glasgow because the Fort William sleeper was supposedly full, and hiring a car only to be told by the station staff when they boarded the Glasgow sleeper that there had been spaces on the FW one. She ended the article saying that a degree in double illogic was needed to fathom the sleeper system! Great press for Fort William.

C000011

I live in Glenrinn, Moray, very close to Dufftown. There is already a functioning Railway Station in Dufftown, with a fully functioning line to Keith, so I would hope that it will be incorporated into the new system!

I suppose it would be too much to hope for that Dufftown could once more be connected by rail to the Spey Valley and Elgin? There is a good bus service between Dufftown and Elgin, but I can never read on a moving bus; it makes me feel sick; and I have always been able to read on a train and trains avoid any traffic jams or road works, so that would be a much smoother mode of transport for us up here.

I also wanted to mention that for the main Inverness to Aberdeen line and indeed on other lines connecting major Scottish cities you might like to implement **Double-decker carriages!** That would increase seating capacity in a big way and you would have one up on England, where none are in operation, let alone the enormous attraction they would be for people! Especially children and young people will want to travel in those, dragging the older people accompanying them in with them!

I have seen them used for example between the German cities of Hamburg and Bremen in recent years, especially during the "rush hours", as so many commuters over there live in many of the villages along or near that line. Check out the "Metronome" and you will see what I mean! I have seen these **Double-decker train carriages** for most of my life in Germany, actually, as I am originally German, from the beautiful city of Hamburg, and have returned there from time to time and the last time was in 2007, when I, too, travelled on the "Metronome" for a part of the way, for

at the time I was staying in Schneverdingen, a beautiful village in the Lueneburger Heath area and Tostedt was the nearest main line station from there for train travel to either Hamburg or Bremen.

I truly hope that you find my comments helpful, and who knows, perhaps my ideas will indeed become a reality?

C000017

I quote ***"There is no statutory limit to the number of franchises that could operate in Scotland. ScotRail could be subdivided along lines that would create geographically or operationally distinct franchises, for example, the sleeper services, regional routes, all or some inter-urban services (such as Edinburgh - Glasgow). We are currently considering whether the Caledonian Sleeper Services, for instance, should be offered as a separate franchise....."***

Source: RMT.

Listen up, LEAVE Scottish Railways as they are!

Why break up something which is well managed as it is? The Tories screwed up the industry the last time they sold off the railways, hindering hundreds of people with unfair high fares, pricing millions of people OFF the railways and into the hands of buses, cars and planes!

Scotland should be by now better able to manage our railways far better than the inept Westminster government. Why do you think Scots said **NO** to the Tories? Because we say **NO** to capitalism, **NO** to privatisation, **NO** to higher fares!

Do you think the public have the right to stable railways, ONE company, ONE governance, CHEAPER fares, fairer fares for all!

First are great at managing the running of the WHOLE of Scotland's railways, even though they are a private company. We do NOT need meddling government bodies seeking to further damage an industry which now because of you lot lies far down the league tables of the best railway in the world!

DROP THE SPLITTING UP IDEA AND STOP IT NOW!!!!

C000021

I live in Inverness and was horrified to learn that the sleeper service from Inverness to London may be under threat. This is a very important link to Highlanders, allowing those who have to travel to London for a full day's business/pleasure to maximise the time in the capital. Travelling through the night also means that the days either side of the dates of travel are not eaten into. This is not possible by any other means of

transport. Withdrawal of the service would be a serious blow to Highland communities and businesses. Grateful if you could feed my comment into the consultation process.

C000030

In the current economic climate, do we really need to spend valuable resources on such consultations? Alternatively do we simply need the people in power to have enough “guts and go” to make a decision based upon honest common sense and implement it.

Why do we need to pay private companies to run our rail networks? Isn't this simply adding extra elements of cost in the form of profits and shareholder dividends? Like most of the population of the country I cannot accept that financially beneficial to add extra elements of cost to any public service. Ditch the franchise idea.

2014 presents a golden opportunity for the right people to develop and put in place a plan for an integrated public transport service which would see an improvement in services and a reduction in the duplication of subsidies on routes. An affordable service with no profit elements or individual beneficiaries with banker style bonuses, or shareholder dividends, a truly public service.

We have the ideal people in Scotland to run an integrated rail network, I am sure you know them.

MSPs are elected to office to manage such services; the people who voted for you believe that you are intelligent enough to do the job, that have their best interests at heart, that you are intelligent and honest. If the Scottish people wanted private companies to run their service the Conservative party would be in power, Each of you put yourself forward for office, nobody forced you, now do job you were elected for, the job you wanted. But remember stay honest the Scottish people will forgive a mistake they will never forgive a lie.

C000056

I live about 5 Minutes walk from the above station and this is my preferred means of transport for going into Glasgow that is to Queen Street station with its easy access to Buchanan Galleries, the Sauchiehall Street shops and appointments whether medical, dental or legal.

I also use that station as my link to Edinburgh trains from Queen Street with the possibility of alighting at Haymarket for the bus link to Edinburgh Airport (How else does one get to Edinburgh Airport from Glasgow using public transport???)

Furthermore, I frequently travel south on the East Coast route to Newcastle and Durham and the Kelvindale-Queen Street – Edinburgh Waverley route has proved very satisfactory on these occasions.

Another frequent trip is to North Berwick via Queen Street -Edinburgh Waverley and on to North Berwick.

The only bus service into the city centre provides two buses per hour, erratic timing and no shelter from the weather.

The roads in the area are already very congested. Indeed between 8-00am and 9-30am the train is the only way to be sure of getting out of the area into the city centre to catch connecting trains or get to appointments on time.

I am a senior citizen approaching my 70th year and I suffer from a rheumatic condition. The nearest train station after Kelvindale, ie Anniesland, is a long 30 minute walk away. Long waits at bus stops and long walks to other stations where the trains do not go my chosen route are just not on. If the station goes the car comes out----and the road congestion gets worse.

Please think again!!

C000059

Please do not axe this service!! I use it to travel from Inverness (having come from Dingwall) to visit various friends and relatives in England and it enables me to have a relaxed journey until I need to change say at York or get off at Newcastle or stay on till London. I have a back problem and am hard of hearing and the thought of changing trains at Edinburgh fills me with horror – the risks of not getting the connection (which happened at times when I sometimes had to change having caught a train only to Edinburgh in my younger days), having to drag my luggage around looking for the platform maybe having to find the lift as I cant carry my bag. Recently I travelled to Edinburgh and found Waverly station to be so hectic and not easy to find the platforms and having to use the lift all of which takes time if one is having to get a connection. I got really stressed.

I also have an adult daughter with autism and we have used this train many times over the years. She can use this train (with help of course) because the seats give more space than the local trains (it is altogether a pleasanter journey) and again because we do not have to change –she could not cope with this. We would have to use a car.

And finally what a message to send to tourists that we don't have a long distance train from the UK capital to the farthest north city. Pretty pathetic. I do think it could do with modernising compared with some long distance trains in England but I would rather have it as it is than not at all.

C000064

I am writing to add my concern over the possibility of the Anniesland to Glasgow Queen Street service being closed down due to this consultation. I have used this service continuously over the last 4 years & find it extremely useful - as do the other commuters who use it. Not just for business, but for pleasure & as a link to further afield. However, by closing this line, this will only increase more people onto the inadequate bus service being provided at present. I used to travel by bus, but since I moved to Maryhill, this service has been essential in my life. I do not drive, and this is the best thing for commuting from the northwest of Glasgow to the city centre.

In addition, I know a lot of people who use this service as a link to commuting to work in Edinburgh. As it currently stands, it only takes on average around 15-20 mins. to get to Queen Street station. If this service was to be axed, then commuters would be forced onto the roads - and these are hardly fit for their purpose at the moment. This in turn, would mean an extra 30 minutes to get into the city centre alone, in essence at least another hour onto their journey. On bus. I can only hope that you seriously consider your decision regarding this service, and the effect of its closure on thousands of fellow commuters.

One final thought. I quote from your website -

"The distances are estimated based on the actual distance passengers would be displaced if walking to the nearest alternative station. "

If the whole Anniesland to Queen Street service is axed - And ALL of these stations are on this list of 11 stations within Glasgow - then there would be no stations within 1 mile of each other, hence this statement would be false!

C000077

I am emailing you to voice my complaints and concerns about the proposed closure of Kelvindale, Maryhill and Gilshochill.

I travel from Kelvindale into Queen Street for work, as do many other passengers. Often the 4.54 p.m. train out of town is so busy that it can be difficult to get a seat. Five years ago we moved to Kelvindale because there was a railway station, if the station closes we may consider moving somewhere else that has a train station.

Failing which I will need to drive to Partick, try to find a parking space in an already overcrowded area and take the underground into town. This service is already too busy.

I think you will find if you ask the people, who regularly travel by train along the line from Kelvindale to Queen Street, if they are happy to take the train from Anniesland into town you will find the answer to be NO. It is much more than "just a walk" from Kelvindale to Anniesland and there are NO parking facilities at Anniesland station.

If these proposals go through and the above stations close, the entire line between Anniesland and Queen Street will eventually close due to people finding alternative forms of transport - i.e. driving in my case. I thought the idea was to try to reduce road traffic.

Another reason why I would not and will not vote SNP in my lifetime and as for so-called independence for Scotland!

C000086

Subject: Paisley St James Railway Station

I refer to the article printed in the Paisley Express on Saturday (7th January) regarding the consultation process currently being carried out which reported on the possibility of Paisley St James Station being closed at some point due to other Paisley stations being in "close" proximity.

St Mirren Football Club moved to the new stadium in January 2009, which is directly across the road from Paisley St James Station and therefore is advertised to both home and visiting supporters as the easiest way to travel to the new stadium. This has resulted in many football supporters using the direct link between Glasgow/Gourock and numerous other stations to our football stadium. As club safety officer responsible for the safety of all spectators attending the stadium I firmly believe the existence of a nearby railway station has removed many flashpoints from Paisley town centre with visiting supporters able to leave/enter the stadium and walk just across the road to get a train either to or from Glasgow.

The closure of St James would cause large numbers of opposing supporters to walk to and from Paisley Gilmour Street both pre and post match through Paisley town centre a 15-minute walk. There is no doubt this would cause problems for the local police as well as local residents therefore in my opinion it would be a sensible option to re-consider any closure plans.

C000098

I writing with concern about two recent media reports and the Rail 2014 consultation document that indicate intentions to degrade the Anniesland to Glasgow Queen St rail service.

In the first report, Patricia Ferguson MSP, reported concerns in the Glasgow Evening Times that the service may be stopped at Ashfield, to allow for increased capacity for Edinburgh trains as part of the EGIP. I have been in contact with Patricia Ferguson, who has confirmed that she has had meetings with Network Rail, who have confirmed that they would like to halt the line at Ashfield.

In the second, it has been pointed out that the Rail 2014 consultation document has made reference to stations on this line that are in close proximity to one another and that £200k pa could be saved if Gilsochill, Maryhill and Kelvindale were closed.

Both moves, alone and certainly in combination would degrade the service to such a degree that passenger numbers would fall to the point where the line would probably closed in a few years time.

I am a resident who uses the Kelvindale rail stations, which was created at considerable expense. I use the line to both commute to Edinburgh via Queen Street and also use the station most Saturdays to shop in Glasgow with my young family. I would no longer use the service if Kelvindale station was closed or if the line was halted at Ashfield. A considerable number of my neighbours also use the line to commute into the city centre.

I have been struck by the considerable increase in passenger numbers since the line to Anniesland was opened. The trains are very busy at rush hours and on Saturday afternoons. The trains are also used by hundreds of children to attend Clevedon Secondary School, who get on at Maryhill and Gilsochill mostly.

Surely, the whole point of a suburban commuter line is for a high density of stops, much like an underground service. The necessary efforts to improve services between our cities must not come at a cost to suburban services. Either of the proposed changes to the Anniesland-Queen St service will undoubtedly lead to many more car journeys, particularly on the choked Maryhill Rd and also cause hundreds more children to walk to school and cross Maryhill Rd.

The line is a success story that is supporting the regeneration of North Glasgow. I urge the Scottish Government and Scotrail to retain this very important service that has served our communities very well these last few years.

C000098 – further correspondence

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C000099

Thank you for your letter dated 12th January 2012 regards the possible closure of Duke Street station.

Regards the proposal, I think this decision if it were to go ahead would be a grave mistake. There are several points why Duke Street station should remain open & hopefully the below points will give solid reason for you to reject the proposal.

- Firstly Duke Street is NOT a station, more two platforms with shelters on either side, unmanned so I fail to see what cost saving this would make as everything is already built & in place. Not to use it would not save any funds it would just mean you are wasting existing facilities that are in place so if anything it would be a waste of money already spent not to utilise.
- Duke Street and Abercrombie Street stations (platforms really, get real) are on different lines into Glasgow so it is not as if you are doubling up services to the same destination. One goes to Queen Street the other to Central. Both only usually offer half hour pick-ups so again by

closing one or the other all you are effectively doing is stopping a train opening its doors at the respective platforms. Again, is this really going to cut any costs?

- Duke Street station is likely to be utilised more in 2012 I would believe. The new 24-hour Tesco store next to B&Q at the Forge is excellent to be honest. Having lived around here for 9 years it is pleasing to see that it has given a real resurgence of activity to the area. The forge is now buzzing with activity from shoppers which to be honest when the Big W closed it left a big void here.
- Duke Street is also used by Celtic football fans for the game. Again, if you know this area you will also know that driving around our streets before or after games is pretty gridlocked to be honest. By closing the platforms of either station is likely to increase traffic two fold. Also, it is not like Celtic are ever likely to move so we will always have this issue.
- Commonwealth games. I have heard that they have now stopped plans to extend the tube services out to the East of Glasgow so surely the stations will be required more in the days ahead. Not going to be great games if the transport links are not in place to support it. Berlin & Barcelona are great examples of excellent public transport systems & both have held games successfully previously.

Hopefully the above points will clearly indicate why these proposals should be rejected. I run my own business & let's face it most tough decisions that have to be made come down to cost. I truly believe the above gives some excellent reasons to keep everything as it is currently. I really cannot see any gain from going ahead with the proposal to close. What is really going to save? Effectively you are telling us that it is too costly for a train to stop & open its doors at existing stations that have all the right facilities in place. I am not normally so vocal over such issues but when such poor ideas & decision making are placed in front of me I do see why most people see the council & large organisations as a waste of money. Do not forget we do pay for these services & I can only suspect that these proposals have been made by someone that lives nowhere near the area but thinks they are being clever balancing a profit & loss ledger.

Please come back to me if you wish to question any of the points. Please think about it though, we have a very beautiful city & we are not in as bad shape as a lot of other places in the UK. I would like to point out I am English also but am very proud of my adopted city, Glasgow in which I have lived for the last 16 years. Put it this way I have no desire to move south of the border again because I love this city so much, hence why I am trying with this email to make you all see a bit of common sense.

C000118

I have been informed by local councillor Alex Dingwall about the threat to close Kelvindale, Maryhill and Gilshochill train stations under this document. Having lived

in Kelvindale for some years now, I and others in the community and have benefited greatly when Kelvindale station and Maryhill line was re-established. Closing these stations on which no other train services run is surely only a precursor to close the Maryhill line altogether???? Yes, there is close proximity but all these stations are unmanned and the train will continue to HAVE to pass through these stations anyway in order to get to the end of the line. It is proposed that I would now have to travel to Anniesland train station in order to get the train, never mind the additional travel time, have you seen the congestion at this station at rush hour? Kelvindale itself only has one main bus route, which is limited outwith peak hours. Also of pertinence to me is the impact that closing the station may have on selling my property - with houses already being on the market for over a year, this will seek to diminish the benefit of having a local train station.

I trust you will take these issues into account and see that what on rhetoric may seem beneficial is actually of detriment to residents and communities throughout the Maryhill line in reality.

C000121

I have recently become aware of plans to close Kelvindale Station, along with Maryhill and Gilshocill Stations and am writing to plead with you to reconsider. There are flourishing communities in these areas, not to mention schools and businesses, which rely on the rail transport. If these lines close, communities will be left in isolation. How can this be fair?

Please reconsider - do you realise the awful impact any such action will have?

C000123

I am writing to you to oppose the proposed closure of the above rail line.

I am a regular user of the service and have found it vital in my working life, allowing me to get in and out of Glasgow city centre safely.

I hope that you might reconsider this potential decision that would adversely affect my life and our community here in Maryhill Park.

C000124

I am writing to you to oppose the proposed closure of the above rail line.

I am a regular user of the service and have found it vital in my working life, allowing me to get in and out of Glasgow city centre safely.

I hope that you might reconsider this potential decision that would adversely affect my life and our community here in Maryhill Park.

C000125

re threat to close Maryhill line to Anniesland, we are retired and use this train often, for Morrison's it would mean two buses and this would be very hard for us to carry shopping. Please leave this line alone.

C000126

To whom it may concern,

It has been brought to my attention that there are discussions ongoing regarding the future of Kelvindale, Maryhill and Gilshochill train stations.

Please consider this email as my opposition to the proposed closure of all or any of the above train stations.

The Kelvindale train station is that which we are most associated with due to our location in Innellan Gardens. The opening of this train station was hugely beneficial to my wife and I and it has in my opinion had a similar success with many other residents. Commuting times in particular always show a steady stream of passengers for the station.

Having used the train as a means of transport for both commuting and social purposes, I feel it would be a great detriment to the area to have this service withdrawn. Alternative public transport links are limited in my opinion. The number 11 bus service is close, but is often fraught with timing / service issues and is often subject to route changes. Not only this but the walk to Maryhill road can take a healthy person over 10 minutes easily. Thus fifteen minutes to Maryhill station. Bus routes are not often suitable for city centre passengers and the link to Anniesland and then on to central station is also very useful. Asking people to walk from Kelvindale to Anniesland is not a realistic proposition. Many would find alternative solutions and thus the line itself would be in danger.

The local population varies greatly with schoolchildren using the train service along with students, professionals and pensioners. Closing it would isolate a number of these groups. The safety offered by the well-lit station also benefits many who would not feel comfortable waiting for an infrequent bus on a dark street. Finally, the timing of the bus is limited in the evenings.

At a time when the UK are encouraging the public to use public transport/reduce the requirement for personal car travel, closure of these stations seems to go against the grain. As a frequent traveller, it is easy to see that other developed nations have no

issue in offering public transport stations in such close proximity. Generally, these nations have far better public transport than we are offered in the UK.

The proposal has in fact shocked me a little given the recent investment in Kelvindale stations redevelopment. From an economical point of view, and as a property owner, closure of the station would have a negative impact on the value of my property - thus putting further pressures on the initiative to encourage property sales and re-ignition of the economy in greater Glasgow.

I trust that these comments will be taken on board, and I hope that the outcome will be in favour of the continued operation of these stations.

C000130

This is a response to your consultation. It focuses on the possibility of train station closures, which is implied - but not explicit - in your consultation. The response is not confidential and may be published.

You will be aware that a number of local newspapers have suggested that your consultation could lead to up to 9 local train stations being closed in Glasgow with another in Motherwell and one in Paisley.

I do not know if that is true - the Minister has been quoted as saying there are 'no plans at present to close any train stations'.

My response is however based on the *implication* in your consultation that this is worthy of consideration over the next few years, than whether this is being put on the table to the Minister as a concrete option *at present*.

Point 1 - closing 11 train stations to save £208,000 would never pass any cost benefit analysis

I use Mossspark railway station - which according to local press - is the busiest of the stations you have listed with almost 111,000 trips a year and an 11% increase in passenger numbers in the last two years. How on earth could a saving of say £20k per year from closing such a station be justified with this volume of usage, which is increasing and which is no doubt providing alternatives to car usage with knock on environmental benefits/externalities (indeed, I choose not to have a car/drive at all because of the existence of this local train station).

Suggestion - in line with any good practice in public sector policy and decision-making, please undertake a cost benefit analysis to show how any train station reduction/closure proposals - if any are to be made - could be justified. I am certain that you would not be able to make such a case based on realistic assumptions and credible economist input.

Point 2 - the approach of listing specific train stations as part of your consultation on the premise that they are *less than a mile* from another is very poor policy practice

You have created local unease by listing specific stations. Whatever your intention behind this, I would stress that the 'less than a mile' criteria is a poor standalone criteria to use. In terms of understanding, the long term need/case, what about these criteria:

- population density (clearly higher in Glasgow than many other parts of Scotland) and local demographics (e.g. percentage of elderly who would have more difficulty with access)
- promixity to local amenities - colleges, supermarkets, high streets etc. Having a train station close to such places is practical and encourages people not to drive their cars/have cars and allows neighbourhoods to flourish economically.
- the availability of other forms of public transport like buses and the relative speed of these other options. Using my own example again, my commute to Glasgow central takes 11 minutes on this train. Taking a bus would take around 30 minutes. This is according to *Traveline* and not just my estimate. This is not a credible daily alternative for me or other local residents

There are numerous other criteria that could be added and appropriately weighted.

I would be interested to know why the 'less than 1 mile' rule was developed for this strategy and may send a subsequent FOI request to establish the chain of this suggestion as it seems very poorly thought out.

I certainly hope the next stage of your rail strategy has a better *sanity check* before it reaches publication.

C000144

I am appalled that you are even thinking of these rail closures in particular the closure of Mossbank Station, which is my closest station. If your intentions are to save money on maintenance the line from Glasgow central to Paisley Canal will be still going anyway so what is the point in just not stopping at Mossbank. The maintenance to the station itself you do not even put grit down in the severest weather so we have to put up with that. You have already put up train fares; the service is only once every half an hour. I could understand if this service ran every 10 minutes.

I am fed up of politicians who moan about the congestion in Glasgow town centre and the state of the traffic on the motorways at peak times (whilst I bet they don't get public transport to work) they want us to car share or use public transport but then proceed on closing train stations. I am positive that if you start to close these stations people will start to use their cars again, which means the money you intend on

saving for the so-called maintenance on the railways you will end up spending on fixing the roads. I suffer from epilepsy and speak for those people who suffer from disabilities and the elderly who need the trains to keep running from Mossbank. We have already sacrificed our link from Glasgow Central Station to Glasgow Airport to pay for the Edinburgh Tram system. There are billions being wasted on the new high-speed rail link, which eventually will be coming up to Scotland that is a disgusting waste of money. £100 million pounds is to spent on a park in Aberdeen has the world gone mad?? We are in the middle of a recession and now you want to try and stop people from getting to work, hospital, doctors, job centres etc. You should get out of your cars and spend a whole winter getting trains and buses to work and then see if you will be making cuts. You should be helping us not yourselves, we vote you in, you work for us.

I am not on Labours side, SNP side, Conservatives side or Lib Dems side. I am on my side and the side of the people.

KEEP OUR STATIONS OPEN, DO NOT BE SELFISH.

C000155

It is important to find a way of keeping the much used sleeper services from London to Aberdeen and Inverness. These cities very much need to keep in over night touch with the UK Capital.

C000160

I am writing to express my views regarding Gilshochill Railway Station.

I use this station Monday to Friday to commute to my work and frequently on a Saturday. I would be very angry if this station closed. As it is trains only run twice hourly from these stations and therefore I cannot see that this is such a drain on your resources.

Nor does it make any sense to me for you to still operate on this line yet bypass Gilshochill, Kelvindale and Maryhill station???? Trains only stop for a minute to allow people to get on and off – so I cannot see any sense in you not stopping. Also, you would surely loose revenue by doing not having passengers at this station?

I travel on the 08.00 train and home mostly on the 17.26 and the train is always busy.

Train tickets are not cheap, however I choose to use the train as I feel much safer on the train than using the First Bus No 54 service (which is not very reliable, especially in the bad weather as the buses cannot always get up the hill) as this is the only bus service available to me. If I were to walk to Summerston Station the walk for a female in the dark mornings would not be very pleasant, and I would be afraid to do

this. I do not drive or have a car therefore; I have no other option but to walk if I wanted to continue to use the train.

Please take on board my views and KEEP GILSHOCHILL TRAIN STATION OPEN.

C000162

I recently learned that my local Gilshochill train station faces closure. As a person who does not have a car, the local train plays a pivotal role in my life. I rely on it to get into town for business meetings and for further travel throughout Scotland. At the moment, it provides an affordable means of transport on a daily basis.

Should this service be cut, my nearest train station would be Summerston - rendering travelling by train a cumbersome and timely process. Although bus services do operate in the area, they take up to 45 minutes to reach the city centre and are on average double the price of a return train ticket. On numerous occasions, buses are so full they drive past bus stops leaving passengers to wait for another bus.

As a government who wants a passenger-centric rail service, I urge you to keep stations like Gilshochill open. They provide a great service and play an important role in community life. Without the station, everyday would get just that bit harder and in tough times, every closure and cut makes an impact.

I look forward to hearing your response to this email & hope it has highlighted just how much the closure of these local station would effect Glasgow's inner city areas.

C000165

I was devastated and angry to receive a flyer from Councillor Alex Dingwall stating you are going to close Maryhill Gilshohil Kelvindale train stations. I use this line frequently and when it was first introduced felt it was such an asset to our community.

The Government is always bleating on about why we should be taking public transport and not our cars, how we will make an improvement to the environment if we do. So how does closing local railway stations benefit this ??

I personally park and take the train from Maryhill station if I can no longer do this I will be taking my car into the city centre causing more congestion on a what is already gridlocked Maryhill Road.

I WILL NOT BE GOING TO ANNIESLAND THERE IS NOWHERE TO PARK!!!!

Take the bus, no thank you a long long journey on a congested Road into Glasgow.

I suspect this is a cost cutting venture, this makes me angry. I have travelled many times on this line with people getting on and off the train without paying because no one is there to take the train fare, so please do not say the line does not pay if you collected train fares you might actually make money.

I also thought Beeching and his crazy closures was a thing of the past obviously I was wrong.

I am totally against these closures and feel the loss of these stations and this line would be a massive loss to the community and the area. And I wish to express my feelings to you.

C000169

SAFETY CONCERNS AND THE BLIGHTING OF AN ALREADY SAD COMMUNITY

I am emailing you to express my dismay and outrage at the proposals to close station on the Queen Street to Anniesland line.

I commute daily (except Sundays when there is already NO train service), from Gilsochhill to Charing Cross (via Queen Street) and the closure of Gilsochhill train station would have a detrimental impact on me and my family's life.

The walk to Summerston Station (if indeed this remains open and will continue to Queen Street Station) is on a dimly lit pathway through woodland and is certainly not a safe route for a lone female or any young person/schoolchild at any time of the day, let alone at night.

Neither is this path gritted during the winter, and would be a safety hazard for all.

This aside, the area itself is already "non-affluent" and I would expect a Scottish Government to task itself with championing the resurgence, rather than the decline of such communities.

The "savings" mooted certainly do not in any way justify the severe impact this will have on the affected communities. The absurdity is compounded when I see the number of passengers travelling on the line. The trains are always busy which confirms the necessity of the line.

To say I am disgusted that this is even being proposed is an understatement, and if this is part of a future "Independent Scotland", I want no part of it and will vote and express my opinion accordingly.

C000178

What do you want from rail passenger services in 2014 and beyond?

Answers:

- 1) I would like Nitshill station to remain in use: I travel to and from work five days a week using this station, and sometimes use the station for extra journeys during the middle of the day.
 - 2) It would be good if more trains stopped at Nitshill station between 8 and 10am (especially) and 4 and 6pm.
 - 3) I value the sleeper trains between Scotland and London. A service on Saturday night would be useful.
 - 4) It would also be good if trains that connect with ferries wait for the ferry if it is only slightly delayed in docking - if the ferry is late by a few minutes, this can result in waiting a long time for the next train.
-

C000179

I would like to see an efficient, significantly cheaper, subsidised railway. Edinburgh's bus system is an excellent example of how this can be done to a high standard.

C000180

Inverness is trying to let the rest of Britain know that it exists and is a city with a growing population, which needs links to it, but it seems to be a difficult task!

Viable life in Scotland does not stop at the Central Belt so PLEASE DO NOT STOP THE HIGHLAND CHIEFTAIN MAKING THE DIRECT LINK BETWEEN INVERNESS AND LONDON.

What is needed in the line to the Central Belt from Inverness is dual rail track – more but preferably all the way.

Please listen to the pleas from folk in the Highlands.

C000181

We need a new train station right by Edinburgh airport. Electrification should be a priority on the main lines, along with speed improvements to encourage more train users. At the moment, the trains are so slow!

C000208

I have been alerted by Councillor Alex Dingwall to the threat of closure of the rail stations at Kelvindale, Gilshochill and Maryhill. I would like to register my complete opposition to such a move. As a resident in the area, these stations provide excellent opportunity for travel within the area and to close them would cause inconvenience to many people who have come to rely on them for their everyday business and leisure. It would also add to the cost of travel in both money and time to those currently relying on these services. More importantly, if these stations were to close, and the whole line were to find itself under threat I would like some explanation as to why planners authorised this line and its services in the first place if it is now deemed unnecessary. Surely, it can only have been approved because it was seen as a necessary benefit so to take it away would be entirely counter-productive. I recognise the need to save money but there will be better ways.

C000209

I have been alerted by Councillor Alex Dingwall to the threat of closure of the rail stations at Kelvindale, Gilshochill and Maryhill. I would like to register my complete opposition to such a move. As a resident in the area, these stations provide excellent opportunity for travel within the area and to close them would cause inconvenience to many people who have come to rely on them for their everyday business and leisure. It would also add to the cost of travel in both money and time to those currently relying on these services. More importantly, if these stations were to close, and the whole line were to find itself under threat I would like some explanation as to why planners authorised this line and its services in the first place if it is now deemed unnecessary. Surely, it can only have been approved because it was seen as a necessary benefit so to take it away would be entirely counter-productive. I recognise the need to save money but there will be better ways.

C000217

I am emailing to express my opposition to proposals to close Maryhill, Summerston and Kelvindale. These stations offer a vital service to this area to many local people not served by frequent bus routes. I, for one, use the train as it faster and more convenient for travel than the bus but have to revert to using the car to commute if these proposals go ahead. To take the bus is a longer journey time as well as a longer walk at the end. Not exactly an enticing thought.

C000223

I am dismayed to read that there may be some doubt over the future of my local station Kelvindale and other stations on that line.

My understanding is that numbers have nearly tripled on the line since 2005 and it is an excellent amenity for Kelvindale which only has limited bus services.

This is relatively new line and certainly, the growing numbers of passengers would suggest that this line has not yet reached maturity - it also will not yet have been fully paid for so closing it would also be a scandalous waste of public money. I also think that rail travel will grow in popularity as young people who have grown up learning about the health and environmental benefits of public transport come to maturity and the long-term love affair with the gas guzzling motor car comes to an end.

I also wish to endorse the SNP Save Our Stations campaign and would call upon Transport Scotland to

- protect all stations on the Maryhill line
 - protect the current timetable
 - extend the service to Sundays
 - investigate extending the service to Springburn, linking the communities of north Glasgow with the city.
-

C000226

I have recently become aware that my local train station (Gilshochill) is under threat of closure. I moved into the area nearly 6 years ago and one of the deciding factors was the close proximity of the train station. We have a young family and the train station means that we do not have to have two cars for our daily routine of work and school. Therefore, if the station does close we may have to consider moving house or changing or children's school. Also, I would be very wary of walking down Lochburn Road to Maryhill Rd for the bus, (in the dark) as this road is not well lit and often deserted. Finally, many elderly people and young families in the area use the train as they do not have access to a car, but yet again, it is the most vulnerable people who are targeted.

This is not an example of the 'regeneration' we were promised when we decided to buy a house in this community but am I surprised.....no!

C000228

I would like to raise my strong objection to the proposed closure of these stations. As a regular user of Maryhill station, I would find this closure in particular of the most inconvenient. I am also aware of many others within my community who use this service, including those with mobility difficulties, meaning that accessing another station would prove impossible. The convenience of the station also means that I am less likely to use my car for journeys resulting in less carbon emissions, which I believe is something the Scottish Government are concerned about.

The area around Maryhill (canal) station is currently being regenerated with new housing etc in a hope to improve the area. The railway station provides access to

this area from the city centre in under 15 minutes, which will attract more people from outside the area to live here. Closure of the station would contribute to a less attraction to potential new residents, hindering the regeneration process for an area, which is great need of it.

Furthermore, Kelvindale station is a fairly recent addition to this line, which was part of a wider transport project to link up the railway systems in Greater Glasgow, this would render this project meaningless. Also with less passenger numbers, this is likely to result in service and possibly job cuts: not what we need in this financial climate. The SNP government were able to find the money for the various road projects that have been completed in Scotland in recent years, why does it wish to oversee the demise of the railway system?

Please do not close these stations.

C000248

As a resident of Maryhill Park, I would be very disappointed if the Maryhill station were to be closed.

I realise that there are other stations such as Kelvindale in close proximity but to walk there would be dangerous and I ask you to consider the very recent murder between the two stations. We live in a nice area closely surrounded by very different areas and to close our local station would not just be an inconvenience but a real danger.

I speak for myself and many neighbours who have been intimidated, assaulted and scared to walk within a short distance of their homes.

I hope you will take our concerns seriously.

C000254

Please would you consider creating a railway halt at the back of the Allander Leisure Centre on the Milngavie line?

This proposed stop has been part of East Dunbartonshire Council's Transport policy for a while, but has never been implemented.

Cala is planning to build 550 houses in the Kilmardinny area surrounding the Allander Leisure Centre, which is going to increase the road traffic considerably.

It would seem like a brilliant move to create a railway halt here with a park and ride area for 500 cars.

I hope that you will consider this suggestion and agree that it makes sense.

C000255

An improvement I would like to see would be the construction of a railway station on the Edinburgh-Aberdeen line at the end of the airport runway. It is SO frustrating to travel to the airport by train from the north, and go right past the airport then all the way into Haymarket and back out again on the bus. It would be faster, cheaper and simpler for travellers, and is a greener option than us all doing that extra travel.

C000260

I am appalled to learn that Maryhill railway station may close and the direct line to Queen Street may also be replaced. This line is so important to many people in the area who have no other form of transport. Indeed during the severe weather conditions of last winter it enabled so many people to get to work, (cars and buses were abandoned due to the state of the roads.)

I am also so incredibly surprised that a SNP government, so keen to target a labour controlled Council could be so stupid to alienate local people- not exactly the best way to pick up votes during council elections!

The implications of what you are planning to do are far reaching - certainly, the other parties are cashing in by sending out leaflets to all local houses.

I would urge you to think quite carefully before making a final decision- you will lose many votes.

C000277

I understand that plans are afoot to stop the London trains at Edinburgh Waverley instead of having them travel straight through to Aberdeen.

I feel that this would be a huge mistake and would have most unfortunate consequences for older travellers north of Edinburgh.

Many older people have family living and working in the south and must make the journey to see them. At present, it is relatively easy to take the train direct to London, though I understand that the stop at Peterborough, which served east England, has already been cancelled. But if the east coast line journey ends at Edinburgh, it will be necessary to change trains there. Inevitably, this will mean hassle for the elderly. At best, they may ask for special assistance, which will require staff availability. At worst, they may simply not travel at all.

Add to this those travelling with young children and golfers with unwieldy golf bags, plus oilrig workers who may prefer to fly.

Please do consider your customers before you scrap this service.

C000279

I am writing in objection to the proposed cuts in trains from Lenzie to Edinburgh stations.

I am a disabled person and use the train either to go to Glasgow or over to Edinburgh for my college course. I go to Edinburgh three times a week.

The train often goes to Croy and then change for Edinburgh, which is fine but please do not discontinue the service.

C000282

As regular, pensioner travellers by rail from Leuchars to Derby we are outraged at proposals to stop trains south at Edinburgh and likewise for journeys north of Edinburgh. It is supposed to be a train SERVICE.

I suffer from train phobia which means I have to reserve all my journeys for the service which goes direct from Leuchars to Derby and vice versa. If once I have got settled with luggage I then have to get off the train at Edinburgh an hour later and go through the nightmare of once more finding my seat at some distant platform I will no longer travel by train. It is bad enough trying to read the coach letters before the train sets off again. Is it beyond the wit of operators to put the coach letters in huge print so that travellers can read them as the train pulls in? There is nothing worse than struggling through several coaches with luggage trying to find the one you are booked on.

Much easier to move up or down the platform. I hope this stupid idea never sees the light of day,

C000288

As a great supporter of train travel, I have read your Rail 2014 consultation document with interest most of it I am not in a position to answer as it is not part of my personal experience. However, I would like to respond to the part about Cross Border services and I have therefore completed and printed of questions 29 and 30 on the subject.

Cross-Border services

1. 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 Yes, I definitely think cross border services should continue to go North of Edinburgh. As a resident of St Andrews, and thus usually travelling to and from Leuchars which is our nearest station, I have experience of both changing at Edinburgh to go South and also going straight through. Although, as yet, perfectly able physically to change trains, I am in no doubt about which I prefer. I enjoy train travel and part of what makes it a pleasant experience is having an uninterrupted journey. When connections work well (which in my experience they usually do!) the time difference is not too great but when they do not it is not very pleasant to pass sometimes hours on a station platform. Cross-border services benefit the elderly who might not otherwise travel if the journey involved changing trains. Likewise I feel for parents of young children for whom there might be increased risk of accidents in trying to get babies/toddlers off and on trains along with buggies, bags etc. If we want an efficient train service we have to be prepared to pay for it whether that be personally or through taxes. As regards cross-border trains I guess they should still be specified by Department of Transport but I can see no reason why this could not be in the consultation and cooperation with Scottish Ministers.

2. 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 I do not think cross-border services should terminate at Edinburgh Waverley.

C000289

I am writing to implore you to keep direct trains running between stations north of Edinburgh to the south. At the moment, there are only a few direct trains, but this is enough, so that those who need this service can plan their journeys accordingly.

I have experience of this service being vital to members of my family both young and old, being put on a train and having the security of not having to worry about being left at Edinburgh to find a connection and carry luggage from one train to another is vital. This connection not only covers journeys to England but link Dunbar and East Lothian to the rest of Scotland.

There are many people who would not like to ask for special assistance, for whom such a change would mean they will not travel. I myself who am fit and able found waiting in the cold for an hour for a Sunday connection an unpleasant experience, but for a child or elderly person it could be a serious problem.

I ask again not to cancel direct trains through Edinburgh as it will leave many people isolated and unable to travel. Those people with friends or relatives within 1.1/2 hours of Edinburgh will no doubt wish to put them on a train in Edinburgh, within the associated increase in traffic. Those living further afield will just not/avoid travel.

C000294

I am responding in a private capacity, and my response is primarily as a user, but it is informed additionally by professional roles in the United Kingdom rail network.

I have been using Anglo-Scottish day and night services since 1966. Until 2000 this was mainly between Bristol/London and Edinburgh, but since then between Aberdeen and London, following my permanent move to Aberdeenshire from the Southwest of England.

On the professional's side, I am a Chartered Engineer, and a Fellow of the Institution of Civil Engineers. I worked in British Rail/Railtrack from 1965 until 2000, initially in an engineering capacity, embracing design, construction, maintenance and renewal of stations, track and bridges. This included introduction of the first High Speed Trains to run at 125 mph, and development of the route for the Channel Tunnel Rail Link adopted by the UK Government. From 1993 I was responsible for all aspects of franchise negotiation, response to regulatory oversight, timetable planning, train operations and asset maintenance/renewal in an area the size and value of the Scottish rail network.

I wish to comment on the questions relating to Sections 8, 9, 10 and 11.

CROSS-BORDER SERVICES

Q29 Should cross-border services continue to go north of Edinburgh?

Emphatically yes. For passengers, the benefit lies in convenience, level of onboard services, and confidence that an ongoing connection is not an issue. Leaving a train at Edinburgh and competing with home going workers and match attenders means a struggle to find any seat, let alone seats together for a family and absolutely no change of adequate luggage space. Suitcases which cannot be seen by the traveller are a security risk, and leave the traveller anxious for their belongings.

For taxpayers, the greater provision of first class seats means greater revenue per vehicle, and should lead to either a greater franchise payment from the Train Company, or a reduced subsidy from taxation. By definition, the vast majority of the cross border-train journey is through England, therefore the Department of Transport should specify the services, taking account of the reasonable views expressed by Scottish Ministers.

Q30 Should cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections?

It follows from the response to Q29 that the answer here is no. The question seems to ignore the fact that a train which stops at Edinburgh Waverley will have neither more nor fewer opportunities for Scottish connections simply because it is a through train. However, any timetable planner worth their salt will explain that a train which terminates, then subsequently departs the station as a new entity, will occupy the platform for more time than one which stops for two or three minutes and then moves on. Much money has been expended at Edinburgh Waverley to increase capacity, and these taxpayer-funded benefits would be diminished if platform dwell times were to be increased as a result of terminating all cross-border trains at the station.

Additional comment: paragraph 8.4 refers to 'considerable under utilisation' of service capacity beyond Glasgow and Edinburgh. Apart from intensive commuter networks, such as Tokyo or London, and trains on purpose-built high-speed lines such as HS1 and TGV, I do not know of any service which does not have increasingly under-utilised capacity as distance increases from key centres. This comment applies equally to domestic Scotrail services.

ROLLING STOCK

Q31 How to reduce rolling stock cost.

Given the short duration of franchise agreements compared with the life of the rolling stock, passenger vehicles are sensibly owned by ongoing organisations, such as ROSCOs. However, whereas standardised vehicle structures, such as the Mark III coach in the 1970s and the Mark IV a decade later, kept construction costs down despite many variations in internal fittings and layout, we appear now to have a wide

range of structural designs, each seemingly bespoke to a particular use. Whilst it is accepted that there must be primary choices, such as traction mode, journey length/speed, and external door layout, all of which must be bespoke, it must still be possible to come up with a range of vehicle 'packages' which will do this more cost-effectively. It may be time for those allocating franchises to be more influential in vehicle design and procurement.

Q32 On train facilities.

My experience in Scotland and elsewhere has demonstrated that, while cycles will always be challenging in peak times, luggage storage can be a problem on all but commuter trains at any time. 'Airline' seating has robbed us of useful between-seats and floor-level storage, and bins at the centre and ends of coaches are rarely adequate in capacity, and above floor level are difficult for people who are older or have restricted ability.

Facilities provided should reflect basic franchise requirements such as seat numbers and sizes, toilet provision, luggage storage and customer information. Beyond this franchise holders should provide facilities which meet customer expectations at fares which customers can afford.

Finally, all trains now have accommodation on trains, and station facilities, to meet the needs of the disabled. However, I have not seen addressed the question of platform heights; When I introduced Heathrow Express at London Paddington, it was a requirement that platforms and coach floors should be level. An army of opponents argued that this was not possible, and should not be permitted, but it was done and with full support of Regulatory bodies. Although this would be hugely expensive as an investment project, it would not be so if executed whenever track renewal or station renovation were being undertaken. It requires a methodology for trains encountering differing platform heights during the transition, but all this requires is will and vision on the part of funders.

PASSENGER COMFORT, SECURITY AND INFORMATION

Q34 Balancing overall capacity and provision of first class services.

At one point in the consultation document the first class average yield per passenger is compared with that from standard. The ratio is significantly greater than the 30-50% additional space occupied by first class seats. This suggests to me that, where first class demand exists, it should be provided. If the remaining space on the train is inadequate for standard class customers, this appears to indicate that the train size is inadequate overall.

Unfortunately, peak demands due to commuting, holidays, sports events etc will never be able to be addressed without either overprovision of rolling stock, or disadvantaging customers on other routes by thinning out services to provide such stock. Whether we have first class or not, this issue will remain.

CALEDONIAN SLEEPERS

Q37 Should sleeper services be a franchise requirement?

As a frequent user of the Aberdeen sleeper, I must declare an interest! Trying to put self-interest to one side, I believe sleepers – especially beyond Glasgow and Edinburgh – should be a franchise requirement if Scotland wishes to remain connected to the lands beyond its borders. If left to the train company, the risk is that their narrow view would neither take account of, nor capture, the benefits of being connected whilst living at the fringes of the European Union. Only Government can balance any ‘non-commercial’ elements of the sleepers against the needs and benefits of its citizens.

Q38 Should Caledonian Sleepers be within or outwith the Scotrail franchise?

I consider that these services should be within the Scotrail franchise. If the Sleeper service were stand-alone, the small scale of the operation, in terms of train planning, crewing, employee development opportunities, flexibility during disruption etc would threaten service viability. In addition, putting aside the stops at Preston, Crew and Watford, Caledonian Sleepers delivers entirely within Scotland, and it would seem perverse to separate it from all other such services which fall within the Scotrail franchise.

Q39.1 What is the appeal of the Caledonian Sleeper Service?

Put simply, one joins a train and takes one’s berth at the start of the journey, arrives refreshed at the other, saves a night in a hotel and avoids the alternatives of flying, driving or a long coach journey.

It is difficult to imagine the appeal of an earlier departure, although a later departure has attractions if, for example, one is visiting the theatre before joining the train. The later northbound departure of the Lowland Sleeper addresses the latter point, albeit by introducing the need to change trains at Edinburgh or Glasgow. It is ironic that we can travel home to Aberdeen by train from a London theatre, but not from one in Edinburgh!

Q39.2 What is the value of Sleeper services north of Edinburgh and Glasgow?

For people living north of the Central Belt, these services provide the reliability of a single service, not dependent on connections which may not always run (especially if run by a separate Franchise holder, see Q38 above). An Aberdeen customer would have to depart over two hours earlier, then wait well over an hour – almost in the small hours – before setting out for the south. In the northbound direction, that same customer would return to Aberdeen two hours later than presently, rising to three if the Sleeper were a quarter-hour late.

There is also a value to the franchise holder, who does not have to make available marginal rolling stock to provide Sleeper connections, but instead gets more mileage out of the Sleeping car fleet, which has no alternative use.

Q39.3 What facilities should sleeper services provide?

I consider it unrealistic to provide en suite facilities, and I think we should reflect that overnight air and coach services do not provide them either. However, individual cabin keys would increase customer confidence if leaving their berth unattended during the night, as it is not always convenient to find a steward to unlock one's cabin door.

We should pay attention to the newly inaugurated coach sleeper services, and consider providing a similar level of service within Caledonian Sleepers. This should not require additional train vehicles, as the present seated accommodation vehicles could be adapted to incorporate such accommodation, with guard's facilities rearranged accordingly. If this were to prove successful, one of the full sleeping car vehicles might also be considered for such internal re-arrangement.

C000295

I am writing to complain about the proposed closure of Maryhill Train Station.

I use the service to Queen Street and back regularly. It is fast and well used and the number of people using the service is increasing. It also feels safer at night than the bus because there is a conductor on board.

The only alternative for me is the bus which takes far longer to get into town because of the many stops and traffic congestion. The bus also does not suit people with prams or in wheelchairs as they have difficulty getting on the older style of bus and also because there is only a limited amount of space available for them on each bus and if it is already occupied, they have to wait for the next bus.

It is also very difficult to get to Anniesland by bus from here. Glasgow is committed to decreasing CO2 emissions and they will only increase if there is more traffic on the roads as a result of these closures. Maryhill Road does not seem able to cope with the current amount of traffic as it is constantly having to be resurfaced. It is dark when I leave and come home and I do not want to walk a mile to another station in the dark on my own.

Please reconsider the closures.

C000304

I wish to let you know that I oppose the action to close the Gilshochill, Maryhill and Kelvindale railway stations.

My local station is Gilsochill, which is convenient for me to travel into the city centre to get to work each day and also to travel into the town centre at the weekend. To close this station would mean a walk to my next nearest station, which would be Summerston, adding time onto my journey and makes no sense at all, therefore, it

would be more convenient to use the bus, which would mean a longer journey and more expense!

I am also appalled at the idea of closing Kelvindale station, as many of the youngsters in the area travel by train to Cleveden School and this would be the station they use - as there is no direct bus which these young people can use to travel to and from school.

Many commuters prefer the train as it is a more pleasant journey, takes less time to travel into town, is cheaper than the bus, and young mums with prams are able to get on, regardless if there other buggies on the train and therefore not having to wait for the next train, as it happens with the bus.

I think to close these stations is appalling and this idea does not serve the communities it affects.

C000306

Four days a week I travel return from Hyndland to Inverkeithing to work at the shipyard in Rosyth. Here are some of my experiences:

Some months ago I had to pay for a ticket from inside the barrier at Queen Street low level to a station staff from inside the barrier before going to the upper level platform, and a ticket machine was not available. I mentioned to the staff that I would prefer to use a standing ticket machine outside the barrier, because the handheld machine did not accept my Natwest business card. The response from the staff was that I should contact my bank, and it was nothing to do with him. I would suggest he should have noted my comment and made it available as information for service improvement.

This morning before getting on the 6:30 am train from Glasgow Queen Street to Haymarket, I took a Scotsman newspaper after passing through the barrier. There was nothing to suggest that the newspapers should not be taken, they were laid out for passenger collection. When I got on the train, the inspector told me not to take a Scotsman paper, would I go into someone's house and steal their news paper?, and pointing a finger, just try taking one again tomorrow. When I asked why they should not be taken, I was informed that they were for first class ticket holders. Now that I know that the papers are for first class ticket holders, I will not take them. Bu the train inspector was rude and aggressive and did not offer an explanation without being asked. In my experience the train and station staff are rude and unhelpful, I will keep my mobile phone camera recorder ready in future.

Train tickets are expensive, discounted tickets are not available on my route. The recent sharp increases in ticket prices make the journey uneconomical. Trains are frequently delayed leaving Queen Street and frequently break down, particularly on the Fife end. Also sometimes they leave platforms early. Sometimes the train your waiting on passes by the platform without stopping. When trains break down the

train staff have no information as to what is happening or when the service might resume. When the service is delayed it costs me £36.25/hr in missed work.

Many of the stations are in need of refurbishment, such as Haymarket, where the old fashioned train time monitors slowly alternate between the misplaced safety notices and train time information. The frequent signalling and other technical problems in the service in general show that there is a need for upgrading of the rail infrastructure.

Please note the information in this e-mail as a formal complaint. My suggestion to the rail authority to improve the service is to introduce effective competition throughout. Aim to provide the economy, levels of service, and comfort on trains in Holland.

C000309

As a resident of Maryhill and a regular user of the train service between Maryhill and Glasgow Queen Street, I urge you to reconsider the plans to close this station, and the closure of other stations on this line.

Commuters and others travelling into town require the most convenient service rather than the most obvious alternative which is to take the car. There is no way residents here will walk to Summerston.

The growth in popularity of this train service since the station was reopened is clear, especially since it was extended to Anniesland. That was real progress in these days of public travel. To do otherwise now, would be hypocritical and retrogressive.

C000310

I am writing to lend my support for the train services that are due to run between Glasgow Central and Edinburgh via Motherwell next year to make stops in Clydesdale, namely Carluke and Carstairs stations. I have been resident in Carluke for the last 7 years and find it simply appalling that there is no direct service to our capital city.

At the moment when travelling to Edinburgh from Carluke to have to make a very long and drawn out journey via Glasgow, a journey that takes around two hours. Until last year I was able to pick up an East Coast service at Motherwell but these have now been stopped.

It simply feels that the people from Clydesdale are getting a raw deal with train services. I also frequently travel to London Euston on business and while I do not expect these services to stop in Carluke they should make a stop in Motherwell. As far as I am aware all but two services between Glasgow Central and London Euston currently speed through Motherwell meaning passengers like myself must travel

firstly to Glasgow Central to pick up these services. A waste of my time and ultimately money.

C000313

Couple of points I would like to raise with you as follows

1. Need for better connectivity between Aberdeen and Edinburgh/Glasgow with quicker journey times.
 2. Need to ensure adequate first class accommodation, which facilitates better working environment.
-

C000315

I wish to object in the strongest terms to your proposal to include Kelvindale in your closure plans This exercise will has no direct savings as the station is not manned. I have been using this line since this station was opened up and I have seen the number of passengers increase considerably

C000327a

I think serious consideration could be given to replacing the two stations mentioned above by connecting the two subject stations in the manner of Berlin Hauptbahnh of with shops etc similar to that available on three floors at Leipzig. Berlin and Leipzig stations have to be seen to be believed. Well worth a visit.

Benefits, longer trains could be used. Pedalinos could double up. Ideally a version of the German high speed train mk 3?

The costs could be partially recouped by shops income etc. Five stories high? Bus station below? Heli port on top?

Given the electrification of the Perth and Dundee line, Trains ex London etc could run through to Perth/Dundee.

Non-stop trains to Prestwick airport.

a

C000333

I understand that there are two potential threats to services and stations on the Glasgow/Anniesland via Maryhill line as a result of priority being given to services on the Glasgow/Edinburgh line. The potential closure of Maryhill station or being forced to travel to Glasgow via Anniesland are both negative options that will lead to greater car usage.

I use the service between Maryhill and Glasgow Queen St on a regular basis and enjoy the benefits of a regular direct service. There has been a multi million pound investment in services and stations on the line in recent years which is one of the main reasons why my family moved to the Maryhill area. Being within close walking distance from Maryhill train station with its regular direct train services is very important to our family.

The success of the line should be built on by adding Sunday services and not undermined by either station closures or operating an indirect service to and from Glasgow.

C000337

We recently attended a residents meeting for the Queensborough Gardens development in Hyndland. At the meeting there was discussion around the proposed Hyndland Turnback development by Network Rail. This was the first time we had heard anything related to this development. It would seem that flyers were distributed to people living in the mews cottages nearby but not to people living in the three tower blocks. This flyer invited residents who would be affected by the development to attend a community consultation in Hyndland Community Hall on 12th January. I would like answers to the following questions:

1. Why did residents in the tower blocks who will be most affected by this development not receive flyers?
2. Why was no notice posted near or at the station?
3. Why is there no information re the changes at Hyndland available on the EGIP or Network Rail websites?
4. Why are no plans regarding this development available on the EGIP or Network Rail websites?

We would challenge the fact that true consultation with residents has taken place and we would question why more information related to this development is not

available to residents. We are particularly interested in plans for this development that will bring train services closer to our homes and reduce our quality of life as residents of Hyndland.

We would also be interested in the market research data or any resulting consultation data available as we were never consulted or invited to participate in either.

We feel there are issues that have not been addressed and as residents we would request your response to the following points:

1. HEALTH ISSUES:

- a. Raised levels of High voltage EMF radiation due to the potential increased proximity of the railway power line to our homes.

2. PROXIMITY ISSUES:

- a. Increased noise and vibration from very noisy, rolling stock.
- b. Noise from development work which will probably take place at night in an area less than 50 metres from our homes.
- c. Potential 'works access' problems.
- d. Threat to building foundations and fabric from increased vibration and fatigue frequency damage.
- e. Loss of privacy due to platforms being sighted nearer to our homes.
- f. Loss or reduction of financial investment in our properties due to living conditions becoming less desirable due to closer proximity to railway platform.
- g. Loss of broadband/tv/mobile phone service due to EMF. We already experience very poor quality services due to EMF interference.

3. SOCIAL ISSUES:

- a. Increased volume of traffic and parking problems in an area where parking for residents is congested due to level of parking by railway passengers. There is no Network Rail Parking facility for Hyndland Station at present.
- b. Possibility of increased vandalism and littering due to proximity of platform

We would point out that Hyndland Station exists to serve the Hyndland community. We would consider that our existing train services are adequate for the local community and that any advantages from increased rail services would not outweigh the disadvantages listed above.

C000342

I very much support the need for additional investment into improving and extending the rail network in Scotland, a move that would be to the advantage of most Scottish people.

I would like to highlight a particular project – a rail halt at the Allander Leisure Centre in Milngavie, East Dunbartonshire - which would have significant benefits to a large number of people.

Rail patronage demand at stations within East Dunbartonshire has increased by 27 per cent across the council area during the five year period between 2006 and 2010.

The local population has expressed a strong desire for additional rail halts to be developed in order to meet both existing and future demand, particularly at key areas of development within East Dunbartonshire.

Table – Passenger Journeys To and From Railway Stations in East Dunbartonshire¹

Station	2006 Patronage	2010 Patronage	Increase Patronage	Increase %
Bearsden	487,000	546,000	59,000	12
Bishopbriggs	503,000	744,000	241,000	48
Hillfoot	166,000	279,000	113,000	68
Lenzie	775,000	804,000	29,000	4
Milngavie	603,000	824,000	221,000	37
Westerton	533,000	688,000	155,000	29
Total	3,067,000 =====	3,885,000 =====	818,000 =====	27 =====

The Milngavie to Glasgow line is in major need of additional park and ride spaces to take advantage of the service at present. East Dunbartonshire Council has indicated that it is supportive of this project, particularly since plans are proceeding to build 550 new homes adjacent to the Allander site which will create even more congestion on the roads of the town which is already under a high level of strain.

Parking places at the existing stations are severely over subscribed and are usually full by 7:30am or 8:00am each weekday morning.

Due to the availability of land without any buildings being on site, the event of a rail halt at the Allander being established would result in the relative cost being to the project's advantage.

The prospect of a rail halt at the Allander is firmly within the Council's policy and local plan.

Evidence would suggest that there is widespread support for the project.

The overall benefits to the environment, both at local and national level, would be of significance as the projected increase of new car park spaces would be fully utilised from day one such is the demand at present.

For these reasons and many more I submit that expenditure to enable this project to proceed is in the public interest as a whole, but in particular to those living in Bearsden and Milngavie.

C000345

I am a non-driving Kelvindale resident who walks with a stick. The Anniesland Queen Street train service is invaluable to me, allowing me to get in to town relatively easily.

While I understand that "my" station is not threatened with closure and I am relieved about that, I would like to add my name to the campaign for a Sunday service on the line.

C000349

KELVINDALE STATION, GLASGOW

I understand that you are seeking views from the public about their local rail network.

Since the rail station was opened at Kelvindale I think it has made a huge difference to the area. It is by far the quickest way to get into the city centre and now I never take my car into town but always use the train service. The trains are well maintained and the staff are courteous & friendly. I am a fan!

One improvement that could be made to the Maryhill line would be the extension of the service to include Sundays, however.

I hope these few comments are helpful.

C000353

This letter comes in response to the consultation document issued by Transport Scotland in November 2011, but brought to my notice only this month.

(a) It is with dismay that I learn of the suggestion that the Cross Border train services be terminated at Edinburgh necessitating a change of train at Waverley if travelling further north.

Q29 The present facility contributes to research and cross fertilisation in intellectual, political, economic, scientific and artistic spheres taking into account the large number of educational and scientific institutions north of Edinburgh eg Aberdeen, Dundee, St Andrews, Kirkcaldy, Stirling and Inverness – and the importance of international conferences.

Q30 To have to change trains at Edinburgh which is already an extremely busy station, will be unbearably difficult for strangers who are strange to the area, business travellers who have a tight schedule and the disabled and parents with children all requiring baggage, computers, wheelchairs, walking aids or carry cots. All this makes changing trains a nightmare and a cause of stress.

(a) Caledonian Sleeper

Q37 Most certainly sleeper services should continue to be specified. This is emphatically not a purely commercial matter.

Q38 Caledonian Sleepers should not be an option, but essential to any franchisal contract.

Q39 The principal appeal of the Caledonian Sleeper Service derives from the fact that it can save both time and expense, and is also comfortable. While from personal experience, a train leaving London for Dundee later than the current last train to Aberdeen would be helpful and suspect there would be insufficient demand for this.

While I do not feel competent to comment upon other destinations, the sleeper service to Aberdeen stopping at Kirkcaldy, Leuchars, Dundee, Montrose, and Stonehaven is essential.

C000355

As a regular visitor to a friend who lives in Kelvindale, close to the station, I would like to express concern over the plans for the railway links for that part of Glasgow. As you know, it is a densely populated area with tower blocks and a variety of housing. The railway is a vital link with the outside world and I am told that the bus services are rather inadequate if people wish to travel to any destination to the East or to Glasgow Airport, they use the train as their public transport. In some area served by this line, few people have cars.

I have travelled to Kelvindale Station several times and I am impressed by the facilities there, especially the approach which has been designed for wheelchairs and children's buggies. It is a new station and one of the best. The service of the train is much appreciated by the local residents. If it were closed, the nearest is Anniesland which would be more than a miles walk for most of the residents of Kelvinside because there is no direct, straight road.

The whole railway is a lifeline with many people dependent upon it. If there were to be any closures of stations or reduction in the number of trains, one fears that the

effect would be cumulative and the population would become isolated and depressed. The railway is a part of the community service to the people of Glasgow and I think should be maintained.

C000361

I wish to protest very strongly about the proposal to terminate the through trains to Inverness and Aberdeen at Edinburgh. Having to change trains is a great burden for senior citizens, parents with children and the disabled. Similarly when students are travelling to and from St Andrews with all their luggage, having to change in Edinburgh is a trial.

When the through trains up and down the west coast were terminated at Edinburgh with little or no opportunity for the travelling public to protest, my regular journeys on that route were made harder and less pleasant. Do please now consider your customers whose quality of travel is enhanced by direct trains.

C000389

I refer to the above and would wish to comment as follows.

Please retain the through east coast services between Aberdeen/Inverness and London Kings Cross - the trains are well used and changing trains at Edinburgh Waverley will not be popular and will cause major inconvenience.

The Scotrail Class 158 and 170 trains must be replaced with more adequate trains for Aberdeen/Inverness to Glasgow and Edinburgh as they are too cramped, lack accommodation for luggage and lack space all round. There are not enough carriages.

Signalling and line speeds must be improved between Aberdeen and Edinburgh rather than cutting stops to get improved journey times. The track needs to be re-aligned or the cant of the track improved where possible. North of Dundee where 100 mph is currently allowed should be 125mph.

Signalling should be progressed to see Aberdeen signalling Centre at least go to Dundee.

More services required for local stations between Arbroath and Dundee.

Need for more commuter stations near Aberdeen eg Cove Bay and Newtonhill.

Need for an overnight east coast main line seated train to Kings Cross from Aberdeen like the nightrider service which was very popular in the 1980's along with the retention of the sleeper.

C000389 (further comments)

I refer to the consultation on the above franchise and would wish to comment as follows:-

1 It is essential that the current through East Coast trains services from London Kings Cross to Aberdeen and Inverness are maintained. These trains are very popular and are busy at most times. Both Business and Leisure travellers use these services. These services also allow Business travellers to work on them as there is adequate space to work and to prepare for meetings. Many of these Business and Leisure travellers are travelling south and north of Edinburgh and are getting busier all the time.

2. The current through cross country services to Dundee and Aberdeen must be maintained as these too are well used by both Business and leisure travellers travelling to destinations south of Edinburgh and north of Edinburgh for northbound services.

3. It is simply not acceptable to expect travellers travelling from stations between Aberdeen and south of Edinburgh and Inverness and south of Edinburgh to change trains at Edinburgh Waverley, nor is acceptable to expect those travelling north of Edinburgh to change at Waverley station, as this would be a backward step. Many travellers, if they currently have to change at Edinburgh Waverley, find it a great inconvenience to change trains and often the connecting Scotrail service is not held to connect with the services from the south nor are the southbound east coast or cross country services held for late running Scotrail services.

4. I can say through experience when I have had to change trains at Edinburgh Waverley I have found it a very unpleasant travel experience as the current Scotrail class 158, and 170 Units cannot cope with long distance travellers there is no space to put luggage and the space at tables is very restricted.

5. I would wish to add that as part of a new Scotrail Franchise new trains are essential most travellers in Scotland will use an HST or Cross Country train in preference to a Scotrail 158 or 170 train as they are too cramped and cannot cope with current or future traffic requirements. There are not enough coaches and they are too cramped. Any one over 5ft 6 struggles to get their feet under the table on these units, There is also a lack of space for luggage, cycles etc on these units. Class 158 and 170 units might be okay for local journeys but are not adequate for long distance services between Aberdeen/Inverness and Glasgow and Edinburgh.

6. The east main line north from Edinburgh Waverley to Aberdeen is in need of investment in new or improved signalling. There is also a need to improve line speeds mainly in Fife as the time between Aberdeen and Edinburgh needs to be cut by increasing line speeds and re-aligning track where possible or improving the cant of the track where there are speed restrictions rather than reducing the stops as has happened. The line speeds north of Dundee should be increased from 100 mph where this is currently permitted to 125 mph and this could be done.

7. The Signalling between Aberdeen and Edinburgh should be at the very least the signalling centre at Aberdeen taking in the line as far south as at least Montrose or Dundee.

8. Efforts should be made to double the main line between Usan and Montrose to allow more services to be run.

9. There is a need for more local services on the Main line between Edinburgh and Aberdeen and make greater use of the local stations between Arbroath and Dundee as well as looking at further potential for re-openings of former stations eg Cove Bay and also Newtonhill near Aberdeen.

10. Efforts should be made to re-introduce an overnight service like the former Nightrider service on the east coast main line. This service which ran with seated overnight accommodation was very successful in the 1980's. This type of service were it reintroduced would be very popular between Aberdeen and east coast main line stations south of Edinburgh to London Kings Cross.

C000391

I understand that there are plans to terminate the long-distance London-Aberdeen service at Edinburgh and run local trains through Fife to the north.

Could I please ask that this be re-considered. At present the service is an essential one for passengers from Fife and stations north, especially elderly people: anyone who is disabled: and families with young children. For those and many others, terminating the service at Edinburgh will be very inconvenient. It will mean disembarking from the London train, then probably changing platforms, or waiting for a train north, often delayed. For many who are carrying heavy luggage this will be difficult.

I hope you will re-consider the new plans, which are bound to cause considerable inconvenience to the many travellers from NE Scotland and Fife.

C000392**CROSS BORDER SERVICES**

My husband and I travel several times each year to Kent and would find it very inconvenient with luggage to have to change at Edinburgh. It would increase journey time and might drive some people to air travel.

Also Inverness and Aberdeen are important cities in renewable energy, staff need swift and reliable transport to these centres if they are to be encouraged to move to these areas.

The Caledonian sleepers are also important in this respect and should be retained and improved.

C000397

Having read the Rail 2014 - Public Consultation Document my comments are,

Scotland

Inevitable staff redundancies if stations are to be closed.

Any staff reductions at stations can lead to safety and security issues especially at night.

Impact on rural stations.

Wide discrepancies in fares at present.

Granting of 3 franchises could be problematic.

Better trains required with improved facilities especially for longer distances such as catering, toilets etc.

Cross-border services

I travel frequently from Inverness to Edinburgh on East Coast first class for business reasons, the difference between them and Scotrail being considerable, eg,

Breakfast is served on the 7.55 am East Coast train.

Food and drinks are also available on the return evening train.

Much more room and privacy to read papers - sometimes the first class accommodation on Scotrail is simply contained within the standard class and not properly partitioned off.

More and better toilet facilities - sometimes the toilet on Scotrail can be out of commission.

If travelling further south the possibility of having to change at Edinburgh will have serious consequences, eg,

Inconvenience of changing trains especially for those passengers with amounts of luggage and in particular the elderly or disabled.

A certain percentage will revert to air or road - something which should be discouraged at all costs given the current state of the A9.

The effect on tourism in the Highlands with the resultant loss of revenue and jobs.

I would also point out that the current Cross-border franchise rests with the UK government and the question has therefore to be asked as to why Transport Scotland should be involved in cross-border trains which are independent of services within Scotland.

Also, there are currently 3 East Coast trains from Aberdeen each day together with 2 other cross-country trains compared with only one East Coast train from Inverness. It would seem grossly unfair, therefore, if the Inverness train was to be axed especially if trains from Aberdeen were to be retained.

General

I appreciate that many factors have to be taken into account in arriving at decisions regarding rail travel in Scotland and that subsidies have to be looked at carefully but decisions concerning services in central Scotland will almost certainly be different to travel further afield.

As can be seen from the above comments my main concern lies with the continuation of the - currently - East Coast service from Inverness.

I have highlighted comfort - on a long journey - including availability of food, privacy and toilet facilities.

Of significant importance is however the inconvenience of passengers having to change at Edinburgh - for the reasons given - and the inevitable impact on the economy with a decline in tourism and loss of jobs in the Highlands.

I would respectfully suggest that all of those factors should be taken into account in the decision making process.

C000397

I very much hope the Scottish Government will reconsider its plans for Kelvindale and the other stations on the Maryhill line threatened by closure. I use Kelvindale station regularly for commuting, shopping and daytrips with my young son. I am unlikely to continue use the Maryhill line if Kelvindale station closes as I live some distance from Anniesland station. We already feel cut off on Sundays because of limited alternative forms of public transport in Kelvindale and I do not have the means, nor the inclination, to become a car owner.

I share the government's view that Scotland should be greener and healthier - so please do not close our stations!

C000401

I would like to register my deepest concern at the mooted plan to terminate northbound trains at Edinburgh Waverley in the near/medium future. It seems to me that this would cause great inconvenience for anyone travelling from the South to destinations north of Edinburgh, quite especially to those with luggage, those with young families, and to elderly passengers. It would shame the British transport system, especially when compared to the immense international distances that continental rail services cover, and would undermine the principle of a national rail system as a public service. Are British rail services to be run for the convenience of the travelling public, or for that of the operating companies? Are British rail services to be less convenient for travellers than they were in the early 20th century? It seems to me that this would be to put passengers' interest not first, but last.

C000407

1. Rail in Scotland.
2. Scottish Transport Policy.
3. Procuring Rail Passenger Services.

1.2. We need Crossrail, Kilmarnock-Riccarton, extended Borders line and a feasibility into reopening the Aberdeen-Peterhead line.

1.5. Demand is confidently expected to grow substantially from a high base, including up to 115% in Edinburgh, presumably without Crossrail. May we openly see the growth predictions for potential growth WITH this long mooted scheme. We have a motorway from Edinburgh to Greenock and Fenwick direct through central Glasgow and aspirations to reduce carbon emissions by increasing modal shift, yet no commitment to even a study into Crossrail despite the success of cross city links in England.

1.15. There is indeed a need to provide passengers and taxpayers with value for money and Crossrail would provide this as it would be on existing railway land and would give better use of rolling stock. The extension of the Glasgow-Kilmarnock services to Riccarton would be on existing rail land and longer journeys could be accommodated within very similar timings by end to end electrification.

2.1. Apart from the ridiculous Forth replacement crossing, Government Economic Strategy-transport Priorities are a virtual endorsement for Crossrail as are the quoted aims of Scotland's Railways at 2.4.

2.16. N.R decentralisation to give a Scottish region sounds like a workable idea.

3.12. Whilst the current legal framework is in place, the franchise should be relet as at present, but with all revenues above a set amount capped and CLEARLY IDENTIFIED AND SPENT ON VALUE FOR MONEY INVESTMENT.

Q.1. The benefits of a dual mode system are that services can accurately reflect demand and genuine need." Economic" services are likely to be between major centres of population and revenue lead, subject to a few rules whilst those "social" services would be rural/remote ones and should be subject to the more local needs of the communities they serve. We currently see Stranraer-Ayr services serving the student market less well than before and losing the Kilmarnock section of their journey, also some bunching which is at the expense of a well spread out service. "Social" services should be sensitive to the needs of the area e.g. on the Nith valley line, fares should reflect the impoverished nature of the line now the mines have closed and have lower fares.

Q.2. Ten years to allow substantial progress to be shown. A review should be made at five years.

Q.3.

Q.4. Maximum profit to the franchisee should be set then extra should be capped for reinvestment in the rail system in clearly identifiable schemes.

Q.5. To provide detailed help e.g. feedback and on board guides on rural/scenic/historic lines. Passenger Focus has been somewhat disappointing having failed to answer correspondence and pursue issues within their remit.

Q.6. Where there are new schemes to implement, some extra revenue may accrue to the operator in years 1 or 2 after full implementation.

Q.7/8. A substantial penalty must apply in respect of failure to fulfil a contract and possibly banning from future bids for any franchise.

4. Services.

4.1-

4.4. I generally agree. Keep procedures simple and easy to follow.

4.5. Retain as at present.

4.6. 90% should arrive within 10 minutes of time at all stations.

4.7/

4.8. "Relative journey times do matter. Shorter journey times will increase patronage." More through journeys are needed to avoid changes of train which costs an estimated 25% of patronage and also a change of station which costs yet more. IMPLEMENT CROSSRAIL to increase stock utilisation and increase modal shift. How successful are cross city rail links in London, Birmingham and Manchester.

4.9. In the B.R. days the northbound Thames Clyde sat at Kilmarnock from 2212 to 2228 to make up time despite running close to time roughly five days from six. This cost business in terms of showing an unnecessarily late arrival time at Glasgow Central thus missing last trains and buses. There must be enough recovery times in daily train schedules to allow for normal daily working, but without adding unnecessarily to timing.

4.11. Performance figures should be published for individual lines.

4.14. Reward good performance and penalise poor performance. Cap profits and spend the amount recovered on tangible improvements. A train should be considered late if it is over five minutes late at its destination or at intermediate stops.

Q.9. Reward good performance and penalise poor effort. An overall surplus to the operator must always be achievable.

Q.10. Performance figures for each route should be available.

Q.11. Ask passengers who complete survey for further/wider information and include in the survey.

Q.12. Journey times should be the shortest regularly achievable on each specific route. Ongoing track improvements should occur to reduce end-to-end timings. Kilmarnock-Glasgow and Glasgow-Aberdeen should be doubled completely. More double track should be laid from Perth-Inverness-Aberdeen and Ayr-Girvan-Stranraer and track speeds raised especially south of Girvan to permit higher

speeds. The delay at Kilkeran on the morning commuter train from Girvan-Ayr is unnecessary and the service must be recast to eliminate this.

Q.13/

14. SQUIRE is required and should cover both stations and service levels.

5. Services.

5.3. Inter City services need I.C. rolling stock. 10 minutes standing is the maximum acceptable.

5.4. Reduce off peak fares on trains arriving before 07:45.

5.7. Plan to increase passenger numbers/market share and free up seats on high peak trains in line with off peak fares pre 07:45.

5.8/9. Fill seats on rural lines in winter e.g. by joint rail/hotel deals on W.H.L. in winter. This would stimulate local economy and keep local seasonal jobs active longer. Do Scotrail ever consider wider issues which would make them profit?

5.10/

11. Electrify the rest of the central belt's rail lines, also Edinburgh/Glasgow-Aberdeen-Inverurie with redoubled line throughout.

5.12. Meet passengers' needs at all times. Current Stranraer services are bunched and do little to help students travelling to/from Kilmarnock where connectivity to/from stations to/from Carlisle and beyond is poor. Windermere to Kilmarnock, Ayr, Girvan and Stranraer is a dreadful journey made worse if a feeder bus is involved. Better connectivity is needed.

5.13. If a dual focus railway is planned, all rolling stock must be high quality.

5.17. This is too vague. We need more robustness (5.12) and a clear national strategy, particularly CROSSRAIL from Ayrshire/Inverclyde-Edinburgh/Stirling/Alloa and reopened Kilmacolm-N.Glasgow. Crossrail is the most important rail scheme yet to be progressed in Britain.

5.18. Interchange is vital and must be vigorously pursued e.g. at Girvan, which needs its scheduled town bus back in place of the expensive and wholly inadequate dial a bus. Dumfries needs more bus feeders at its rail station and Stranraer needs a purpose built interchange. Sanquhar needs a local bus feeder to take hikers, tourists and commuters between the rail station and Leadhills and Wanlockhead.

5.20. Crossrail is the scheme to follow on naturally from E.G.I.P. to substantially enhance modal shift. Will contractors offer a better price to secure continuous work in (or out of) a recession?

5.21. I tend to agree with this and must ask that the peripheral lines do not suffer to "pay" for the development of the core routes. The Stranraer- Glasgow line needs to be developed as an integral part of a Dublin-Belfast-Stranraer-Glasgow-Falkirk-

Edinburgh through route. Passengers from Northern Ireland/Eire must have the option of a quicker route to Edinburgh than that offered via Glasgow Central and I a reversal via Shotts.

Q.15. Off peak fares before 0745 would free up capacity at high peaks and help modal shift from cars whose drivers want a seating exchange for peak fares.

Q.16. Direct services must be retained and developed as with long distance services north of Edinburgh. Crossrail would give much better long distance e.g. Ayrshire/Inverclyde-Edinburgh/Stirling/Alloa/Dunblane. It should be able to include metro style services across Glasgow and some occasional services connecting (Dublin-Belfast)-Stranraer-Glasgow-Edinburgh/Perth. Kilmacolm station should reopen, linked into Crossrail. We need far better bus/rail interchange at Girvan, including a SCHEDULED bus feeder service around town also to and from nearby villages. Stranraer needs a major interchange/shopping and leisure development. Dumfries and Sanquhar need better bus/rail interchange.

Q.17. The Government should use a more targeted specification giving the franchisee a fair degree of scope to give the public the service they need.

Q.18. Minimum specification.

Q.19. Provide funds to implement Crossrail.

Fares.

6.4. Simplify the system.

6.8. Revue at the next reletting of the franchise. Fares in poorer areas e.g. south Ayrshire should be lowered at peak hours.

6.11. Rail fares should be affordable to the great majority of people all day.

6.12. Rural fares should be priced to fill seats, discounted in quieter periods, perhaps all winter.

6.13. Travel between Edinburgh and Glasgow via Shotts should be cheaper than via Falkirk, also cheaper via Dumfries than Lockerbie.*

6.14. Off peak fares should apply before 07:45 would free seats at the high peaks to attract car drivers out of their vehicles. They will not pay high fares to stand!

6.17. Fare baskets can be used to mask rip off increases. Northern Rail increased the Keighley-Windermere return fare from c.£23.00 to c.£34.00 in two years and then denied it, so I suggest the fare box is prone to abuse. Keep fares simple. That said they do extremely good promotional fares on the iconic Settle-Carlisle line which has an astonishing passenger base of hikers who use guide walks organised by Friends of Dales Rail and Friends of the Settle-Carlisle Line.

6.20. Introduce off peak fares pre 0745 before any decision is taken on premium fares.

6.21. Petrol fares may fall. If so, will rail fares? The rail industry need to counter the spurious notion that car costs only apply to the immediate price of petrol. Add in the purchase of the vehicle,tax,insurance,MOT,servicing and repairs and the car is not the good value it is made out to be.

6.23. Careful promotion would reduce rail fares and increase net yield.

6.25. As 6.20.

6.26. Lower off peak fares to apply before 0745.

6.27. As 6.26.

6.28. No more layers of fares. 6.30. Consult T.f.L. before committing.

FARES.

Q 20. To achieve a favourable balance between good value fares and consistently high levels of revenue and seat occupancy. This will require selective fare reductions on low earning lines e.g. Nith Valley, Ayr-Stranraer,West Highland Lines and those beyond Inverness, perhaps with lower fares in winter. Fare structure should include offers such as those on the once threatened Settle-Carlisle where lower fares have meant higher use and revenue. Kids go free and Club 55 are excellent offers and the latter should be niche marketed in connection with hotels/guest houses to contribute to tourist areas outside the popular holiday times to stimulate rural economies.

Q21. All fares must have a maximum set by Government and franchisees should be free to offer promotional fares below this. Cheap returns should be offered for up to a month. Scotrail's suggestion that cheap returns lasting longer than a day confuse people is appalling. Passengers understand that two "cheap" singles are dearer than a real cheap return and vote with their feet. On the Ayr-Stranraer line Stagecoach are undercutting rail fares and offering local pick up points in Girvan and Maybole They are also offering FOUR buses from Auchinleck to Glasgow between 0700 and 0800. Despite much prompting Scotrail have not responded to this competition and will not tell taxpayers why. B.R. Scottish Region saw off the same firm when they tried to run an express (joke) bus service between Dumfries and Carlisle several years ago. Fares then went back up! Single fares should be a mazimum of 60% of returns.

Q22. Reduce costs by ensuring investment costs are fully scrutinised before contracts are let to ensure value for money and then delivered according to the contract. Quality must be maintained and surely in the current economic climate continuity of work can be offered against keen pricing and prompt payment. Fare increases should be capped at 3% p.a. or r.p.i. whichever is lower. In the case of substantial investment e,g, electrification a premium of 1% maximum may be had for up to two years and not repeated.

Q23. 25% reductions on off peak fares on high earning lines e.g. Edinburgh-Glasgow and 35% plus on lower earning lines. OFF PEAK FARES SHOULD APPLY TO ALL RAIL SERVICES ARRIVING BEFORE 0745. This would cause a shift in demand and free up space to attract car users who will rightly not pay rip off fares to stand up. S.P.T. fares must be available on station ticket machines nationally, notably Day Trippers which should be available at sub post offices and small shops up to and slightly beyond Strathclyde's boundary e.g. Arrochar, Oban, Stranraer to give easier purchase.

7. Stations.

7.3. Stimulating sustainable economic growth by providing new rail business from their natural catchment area.

7.9. Costs should be balanced against likely revenue which benefits from local marketing.

7.22. Sub lease to small businesses/charities etc.

7.28. Tourist station.

Q24. Refer to turnover/usage in respect of location, services and unfulfilled business potential. New stations are badly needed in various locations. Refer to locations put forward by lobby groups, individuals and councils etc. Deploy S.P.T., Transport Scotland, Scotrail and Network Rail staff, our transport professionals to seek sites and then do in house appraisals of potential usage. RETAIN AND FULLY UTILISE all the talent available! Conduct on line surveys and leave questionnaires at stations. Utilise e-mail lists at Scotrail, T.S.N.R. and S.P.T. to seek feedback and use Scotrail's own newsletter to ask for then collate feedback. *COSTS could surely match, pro rata the cost effective price of (then) £10k. for a very basic, safety compliant station at Swinden Quarry on the Grassington, North Yorks branch. *Queen's Drive/Riccarton, Kilmarnock. This is an excellent site for a park/kiss and ride station. It is in rail ownership and therefore less likely to incur horrendous, rip off prices associated with other reopenings. The site is level and easily accessed at one side, which houses a thriving shopping/leisure park. The other side would need fairly easy (to an ordinary person) access work on an equally level area. Assuming an hourly service to/from Glasgow, a single track may well suffice, served by a single platform to accommodate a train of 6x23m. coaches. The line is only used by occasional oil trains. Catchment area is substantial. Crookedholm and Hurlford have a combined population of c. 5,000 within 7-8 minutes drive of the site and at least as many from Shortlees, Bellfield and Riccarton. Some patronage may well accrue from Mauchline, Craigie, Crosshands, Crossroads etc. People would travel outwards to Glasgow for work, leisure, shopping etc. and inwards to work and/or shop at Asda etc. Stewarton and Kilmaurs are seen as lacking shopping facilities and here is an opportunity to augment local retail space in these towns, along with Morrison's Kilmarnock. Staff may travel to these stations to access work. Asda has a shop near the thriving Stirling-Alloa line's current terminus and there are proposals to build a new supermarket at Blackford. Queen's Drive would be best served by electric stock as proposed by Transport Scotland. This could easily be done within present

arrival/departure times at Glasgow Central as the extended journey length would be accommodated by the faster speed. Greenock is served by stations at Bogston, Carlsdyke, Greenock Central, Greenock West, Fort Matilda (bordering with Gourrock), Branchton, Whinhill, Drumfrochar and IBM and all contribute to the coffers, the last three substantially from pedestrians, cutting down on car trips. *These three stations are close together. QUEEN'S DRIVE/RICCARTON STATION IS APPROVED FOR REOPENING BY EAST AYRSHIRE COUNCIL AND IS ON THEIR STRATEGIC TRANSPORT PROJECTS REVIEW, GOING FORWARD TO THE AYRSHIRE JOINT STRUCTURE PLAN. Queen's Drive/Riccارتون should be reopened without the associated perceived need for a closure to 'pay' for it. It would help reduce the car traffic in Kilmarnock. South Ayr/Belmont would be easily accommodated as an extension to current Glasgow-Ayr electric workings and would be used by foot passengers from surrounding schemes. Alloway could support a low cost halt perhaps on a peak hours, diesel only basis. Cumnock is a large enough settlement to support a reopened station. Eastriggs can also support a station and access would not be difficult. Dunragit is a train stop without passengers. Trains call there to change the token and a low cost halt of 4x23m. length may well be enough. Castle Kennedy could be served by a rail service also. Kintore is mooted for a reopened station although the proposed price is astronomical. It should be built but if Network Rail will not give sensible prices for their monopoly status then it is time this ended. Kitty Brewster should have a rail presence restored i.e. a two platform station to attract pedestrian users from local housing, a very green situation. When the Glasgow-Aberdeen line is electrified the track forward to Inverurie must be doubled throughout and electrified. Stonehaven-Inverurie must be served by at least hourly trains. Abbeyhill is proposed by C.R.A.G. to whom I refer you as protagonists who will expand fully their argument. Abernethy, Bridge of Earn and notably Newburgh are big enough settlements to support an occasional rail service, given sufficient track capacity. St. Andrews deserves a re-instated heavy rail service.

Q25. Third parties can surely propose and promote stations, but may clearly not have the means to fund what is essentially a public utility. Cost of new stations should be met almost entirely from the public purse and this may be recouped from fares", rates" etc. Services from Burnley to Bradford were originally supported by a Building society with a peak hour d.m.u. to Bradford after closure of the Burnley office. The Calder Valley Line has a thriving service between Preston and Bradford and beyond and the Todmorden curve is now to be reinstated.

Q 26. Network Rail should own and maintain rail stations and sublet space on a fair rental to commercial and community groups.

Q27. Sub let rooms for coffee shops/retail/business development. Note the small business at Dingwall and charity/community operations at Girvan and Pitlochry. Par, Cornwall has a newsagent operating from a redundant signal box. Dewsbury and Huddersfield et al have busy pubs. on station premises.

Q28. Categories of station should remain as at present. Good quality small catering facilities are already in place at Girvan. Dingwall has a GREAT restaurant. Pitlochry has a very successful charity shop and Par, Cornwall has a newsagent in a redundant signal box. Dewsbury and Huddersfield both have busy real ale pubs operating, all on railway property.

8. Cross Border Services.

6m. passenger journeys per annum is a disappointment and would be helped by adding additional cross border services.

8.2. At least one cross country train should operate from Glasgow-Carlisle-Birmingham-Bristol-Plymouth via major w.c.m.l. stops.

8.6. All current cross border services running beyond Edinburgh must continue to do so. It is essential for tourism, business and leisure travel.

8.8. I can hear Bruce Forsyth saying "Who wrote this?" Resilience. The case is not proven. Remarks about Scotrail's performance are rather inaccurate! Snow enters the couplings on Class 158 dmus and causes electrical problems. I remember being delayed over an hour at Elgin by just one such fault and the failed unit had to be coupled to the following Class 170, itself not ideal, causing delay and necessitating a refund and less revenue/loss of face to Scotrail. How many passengers would transfer to Scotrail services if there was a compulsory change at Waverley given a suggested 25% loss when a change is required? Refer to recent lobbying!

Q 29. These MUST continue to operate extend north of Edinburgh. They benefit the taxpayer by bringing in tourists from abroad. It also helps British passengers taking them between the highlands and major English destinations. There is scope to develop this route outwith the main holiday season to keep more jobs in labour intensive hotel, catering and leisure jobs. Aberdeen and Dundee etc need their direct trains to London, Birmingham and the west country for tourism, business etc. Glasgow needs a direct Inter City train to the West Country via Carlisle preferably a super voyager strengthened to six coaches. All Voyagers should have an electric powered coach added soon from Bombardier. It was a great loss when Stranraer-Newcastle direct trains ceased. They brought in large numbers of summer tourists to Ayr and the less frequent visits of the British Open Golf Tournament to Troon and Turnberry were a fillip to these and other train services to/from the Ayrshire coast. Glasgow should have direct services back to Leeds and Sheffield. Sadly, the Thames-Clyde "Express" has passed into history when a revised service could still have operated. The Settle-Carlisle line should carry through trains between Glasgow and Leeds/Sheffield using better rolling stock than 156/8s. I applaud the efforts of Northern Rail and its cut price offers and Friends of Dales Rail and Friends of Settle-Carlisle Line for their very successful programme of guided walks. I have been one of 60 (sixty!) walkers returning south from Dent station on an autumn Sunday afternoon. Class 350s planned for the Manchester Airport-Edinburgh/Glasgow are not the best vehicle for these routes. They must have high quality interiors including 2+2 seats. We need some Liverpool-Glasgow/Edinburgh trains. Overcrowding on current 185s has been absolutely appalling on services leaving Manchester Piccadilly between c.1500 and c.1800 with loads of around 150% quite common. The DfT are far from perfect in their handling of these services. As long as they continue to specify these cross border services they must call for frequent consultation from Transport Scotland. Passenger Focus and lobby groups. Scotrail are not particularly good at running

trains in snowy conditions. Class 158 DMUs are prone to breakdown when powdery snow enters couplings, yet many are based at Inverness depot. That says it all!

Q 30. No significant benefit would accrue from developing a hub at Edinburgh in respect of these services. A change of trains is reckoned to result in a 25% loss of passengers.

9. Rolling Stock.

9.1. Old livery was fine.

9.2. 314s are awful and must be replaced by better quality stock.

9.4. Seat numbers and standing room is only part of the story. New and refurbished trains must have more room for luggage, bikes and wheelchairs and there should be doors at vestibule ends except for cycle storage areas. 3+2 seat arrangements is rarely acceptable. Class 350s on Birmingham-Euston trains have a seat jutting out at vestibule ends restricting access to the point of being dangerous. 350s are not the best option for Manchester (Liverpool)-Glasgow-Edinburgh semi fast trains which deserve Inter City stock. The stock ordered for E.G.I.P. must be high quality and reflect the standard required of the oft. mentioned world-class railway. When Crossrail eventually arrives there must be a definitive e.m.u., a vehicle to define the era built for this, the iconic scheme which can transform the nation's rail system and release the pent up demand for Scottish rail travel.

9.15/

16. As above. Class 172s on cross Birmingham services have exceptional legroom and can be fitted out to a high standard. Class 156s are not suitable for long distance journeys due to poor access and passenger/luggage space. Trolleys are needed on longer journeys e.g. Glasgow-Dumfries/Carlisle/Stranraer (busy services) and West Highland/Far North lines over and above the current services having trolleys. We need higher acceleration and top speeds for Glasgow-Kilmarnock-Carlisle to handle this hilly route and avoid delaying express trains south of Gretna, giving better passenger service. Glasgow-Stranraer services need faster trains e.g. class 172 for basically the same reasons. Off peak fares pre 0745 would redress loadings and balance out supply and demand better.

9.17-

20. We have the feedback from lobbyists both directly and via the press, also the timescale to implement the improvements. Go for good quality, well designed trains with ambience and ample luggage space. 2+2 must be the standard seating configuration.

Q31. Should all the T.O.Cs. not approach the O.R.R. and request fairer terms, wishful thinking indeed?

Q32. All trains should have at least two toilets per two coach set. DMUs and EMUs intended for short journeys should have at least two in three/four coach sets. Sets used for longer distance "Inter City"/Cross Country services should have one toilet

per coach. More space is needed for bikes with at least space for three on all trains. There should be trolleys on all busy long distance trains including Stranraer/Glasgow-Carlisle.

10. Passenger Comfort, Security and Information.

10.2. Class 158s are hopeless in snow. 2+2 seating configuration should be standard with more space for luggage, bikes etc. There should be at least two toilets per train and one per coach on long distance trains. Published timetable at stations often have free space, yet still give incomplete information. Those at Glasgow Central do not show Leeds as a destination and show all departures to Maybole, whilst omitting all mention of some Girvan arrival times. Do put this right. All PLUSBUS services should be shown immediately against those towns where they operate and staff trained in their issue. Virgin ticket sales staff at Carlisle Citadel are very good with Plusbus issue.

10.3. Guards should give a reason for all delays of 3 minutes or over. Why must drivers still leave the cab to 'phone the signalman? Can we have cab radios on all trains. It is time to act and re-establish rail's lead over buses.

10.10/

11. Good.

10.15-

18. Can B.T.P. officers travel on trains more often, in particular on those where boisterous behaviour/ticket fraud is expected/already known? A good rostering of officers can result in their being in direct contact with the public for a high proportion of their shift. May the "Home office police" be asked to be more attentive to rail premises and have a more high profile, pro-active role in respect of protecting rail passengers and property than at present? There is a feeling amongst many police officers that the railways are the sole responsibility of B.T.P. which is a misguided notion. How many non B.T.P. officers have nicked anyone for fare evasion? I believe we have a well placed employee within Transport Scotland to advice on the respective roles of both forces. It may well be a good idea to merge both forces within Scotland.**On train staff must have easy contact with police in case of incidents requiring back up.

10.19. A good idea which should be backed up by more effective police back up.

10.20-

22. Fine.

10.23/

24. Very good indeed.

10.25. Computer information is generally very good.

10.26. Good progress here. I used the assistance point at Auchinleck during bad weather in December 2012 when the staff were obviously busy. The response was prompt, clear and very polite. Well done.

10.28-

30. Reassuring.

Q33. Wi-fi should only be available on long distance services on trains able to cope with computers. It will help develop rail business, hopefully at the expense of car traffic more than other modes. Class 156/8s are not the best trains to cope with computers due to rather small seats. Quiet coaches must always be available.

Q34. First class seats should only be available on long distance services and in small numbers of, say 12 seats, maximum, per train. In the latter days of Stranraer-London daytime trains there were often only allocated five second class coaches from a set of nine, resulting in severe overcrowding. There was often a real reluctance to deregulate first class coaches which caused resentment and discomfort to passengers on such a long route. When Crossrail services are inaugurated there should be first class seats on all trains.

Q35. Consider the likelihood of decent passengers being annoyed, upset or deterred from travelling should be considered. Being drunk on board a train and attempting to board a train whilst drunk should be illegal and sensibly enforced. See 10.15-18 and 10.19.

Q36. Good progress is being made.

11. Caledonian Sleepers.

11.3. The expense of running two portions of the Lowland Sleeper may outway the benefit.

11.4. Three start/destination points are justified for the Highland Sleeper although Oban may be a better start/finish point than Fort William. The sleepers give good access to some sparsely populated areas.

11.8. The age of these vehicles confirms that it would be better to go for a new build if they can be had at reasonable cost.

11.10. The improved services must be marketed as part of a broader package e.g. tourist facilities tailored to attract passengers to the highlands e.g. theme festivals coupled with bargain hotel breaks.

11.13 More specialised multi agency marketing is needed.

Q 37. Come up with a five-year plan for sleepers with up market sleepers and let private business take over if there is no significant uplift in performance.

Q 38. The best option seems to be moving up market, building new vehicles at reasonable cost and perhaps selling off the existing fleet privately. Scotrail must market them as part of an overall package to include accommodation/leisure whilst at the destination.

Q 39. Given the distances involved I still see an ongoing demand for sleepers if the product, price and marketing are correct.

A) Sleepers particularly to/from Inverness and connections to/from points beyond are good for providing an early arrival time in London.

B) As above, but Oban may well be a better start/finish point than Fort William due to ferry connections.

C) En suite berths, better heating and a wider scope to steward services would benefit passengers. Yes, I would pay more.

12. ENVIRONMENT.

12.2. 80% Carbon reduction target is ambitious.

12.3. CMS must surely apply to roads as well. Modal shift is essential Monitoring systems are already in place for measuring road traffic, so some information may be gleaned about road traffic after major rail improvements. Let these be discussed in public after schemes like Stirling-Alloa reopenings. Will Transport Scotland produce figures for market share on major routes such as Edinburgh-Glasgow for car, bus and rail?

12.4. Recycling and waste reduction should have been included in previous franchise agreements. Scotrail do not respond to correspondence concerning waste recycling, be it paper, cans etc. on trains/offices or the very large amounts of oil from the sumps of diesel vehicles. Northern Rail famously and commendably appointed a candidate with a Ph.D to oversee their environmental policy and PRACTICE.

12.5. Tough one to comply with.

12.6. See 12.3. PROMOTING MODAL SHIFT FROM ROAD TO RAIL WILL RESULT IN "CLOSER HARMONISATION OF CAPACITY WITH DEMAND". Sadly, we are still stuck with the predict and provide system of road building. Maybole by pass has been authorised just before a scheme to electrify the Ayr-Girvan rail line. Completing the Glasgow Crossrail scheme would cause a considerable transfer from road to rail given effective choice of routes e.g. Ayrshire/Inverclyde-Edinburgh/Stirling/Alloa and fulfil much of the carbon reduction, given the population in the central belt. The needs of the extremities of Scotland's rail system e.g. Stranraer, Aberdeen, Inverness/far north and the west highland lines must be catered for. London's Thameslink, Manchester's Windsor Link (Ordsall Curve pending) and Birmingham's Snow Hill route are all examples of thriving cross city rail links, which Transport Scotland will not even aspire to, to the continuing detriment of the travelling public.

Q.40. Scotrail must develop a policy and appoint someone capable to effectively oversee it by ensuring high levels of recycling of all materials and report annually on its success. They should purchase recycled paper goods etc. to complete the loop. Northern Rail appointed a candidate with a Ph.D to implement and develop further its environmental procedures.

C000408

I am very disappointed to hear that there is consideration being given to reducing the Caledonian Sleeper service to Inverness. I understand that it may be reduced to stopping at Edinburgh.

I would like to voice my objection to this suggestion. The removal of this service (from my perspective that is what it would be) seems to go against various Government aims. The environmental issues are obvious, with the Sleeper being considerably more environmentally friendly than flying.

Encouraging business into the Highlands, is I believe also an aim. Arriving dishevelled and tired after an early flight, and then being expected to conduct important meetings, can be replaced by a civilised train journey north (or south) and arriving fresh and able.

From a personal perspective I have made the decision that flying within the UK is unnecessary and damaging. Getting the Sleeper to London is really the only manageable alternative for me it opens up opportunities and cultural and historical experiences and also wider travel (abroad). If this service was withdrawn, I would be considerably disadvantaged and my experiences limited. Further friends in and near London would also be less likely to visit.

I would request that the London to Inverness sleeper service is retained.

C000411

As a regular traveller by rail to Scotland for both work and leisure I would like to make the following comments in response to the current consultation. I do not propose to answer each question but rather make some general comments on the provision of rail services in Scotland and more specific ones on the cross border and sleeper services:

Rail services in Scotland should be part of an integrated transport package that takes into account the nature of the population distribution and reduces the dependence on the car particularly in remote areas. Service levels and capacity should be sufficient to provide a realistic and affordable alternative even in those Lowland and Highland areas where population is sparse but tourism is now a major contributor to the local economy. This could be achieved through integrated packages with other modes of transport in conjunction with local communities in a similar way to that which has been successful through the Community rail movement in England and Wales even on trunk routes such as the Settle Carlisle line. Capacity on some of these routes is already stretched so the solution may involve investment in more trains and more rolling stock. I am aware of some of the line improvement proposals under discussion and suggest these should be given high priority. Also

where there has been changes to the traffic potential on a route the timetable should be modified to suit the local communities revised needs and make the line play a significant role in the area – I'm thinking particularly of the Stranraer Line here but others will fall into this category. It may be that to make this happen the operation of Scottish trains should be under a not for profit organisation to maximise reinvestment and minimise subsidy.

Cross Border services:

Living in the East Midlands of England and travelling regularly to Highland destinations I would find the idea of no through services beyond Edinburgh unacceptable. It would require increasing the number of changes required for any such journey which currently can be up to three as the through trains to Aberdeen are not at the most convenient time if travelling from Derby and there are none to Inverness. My experience when changing at Edinburgh is often that the capacity particularly on the Highland line is inadequate. This is true in both directions and Southbound not only are there often no seats from Aviemore but also the refreshment trolley has run out of hot water. In my view through services should be increased to give a wider range of travel options rather than just those on the East Coast route to London and one to the South West. There should be a greater drive towards simplifying the total journey and making it as seamless as possible rather than putting up more barriers. The way train travel is promoted today, many intending passengers are put off by having to change, a fact not lost on other transport providers. Perhaps rather than have the Highland services as part of English franchises they should be operated by Scotland's operator as are the Caledonian sleepers.

Caledonian Sleepers:

I am encouraged that a new funding package to improve these is now on offer and trust it will be progressed as I find these services extremely useful. If the upgraded stock requires a revision of the formations of these trains then I would ask that increasing the number of destinations be looked at including additional stops in England for the Glasgow/Edinburgh service. The reintroduction of sleepers to the South West of England should also be considered. Perhaps the Aberdeen and Inverness trains could carry portions for the South West and the trains be remmarshalled at Edinburgh. This would enable the West Highland sleeper to be strengthened (often impossible to get a berth as fully booked) and include an Oban portion. Sleepers provide a sensible alternative to air travel for these areas enabling a full day to be had at the chosen destination or the opportunity to maximise a leisure weekend in the Highlands.

C000413

As a weekly user of the rail service between Durham and Leuchars, I am appalled at the suggestion that intercity services from England to the north of Scotland might in future terminate at Edinburgh, with passengers having to change there on to a local Scottish service. My reasons for objecting are as follows:

1. This would lengthen the journey, even if it was so arranged that there was a connection awaiting the arrival of the service from the south/north.
2. I would suggest Waverley has already reached capacity, both in terms of trains (frequently services have to wait outside the station for a vacant platform) and passengers. Warm waiting facilities are totally inadequate already.
3. For elderly and disabled passengers and those with heavy luggage and/or small children, Waverley is an extremely difficult station to use, with access to many platforms being by stairs/escalator/lift.
4. At present Scotrail rolling stock is quite inadequate in terms of comfort and facilities, particularly secure storage for luggage.

Wherever possible, I travel on a direct service from Durham to Leuchars or return. If I have to change trains, I choose to do this in Newcastle so that I can have the maximum amount of time, without disruption, to work or read. I am not alone in this. If this proposed change is brought in, custom will be lost by the train companies to air and road travel.

Provision of travel by train is a service for the benefit of passengers, not for the profit of train companies.

C000417

Provision for luggage on trains in Scotland is A DISGRACE.

Get the impression you are using commuter trains.

PEOPLE TRAVELLING HAVE LUGGAGE

THEY DON'T WANT TO HAVE IT STOLEN OR CRUSHED

If you travel by bus, they put the luggage into different compartments, which do not get opened until the different destinations are reached.

The result: your luggage is safe.

Also, it is like being in an aeroplane. People can only take small pieces of hand luggage into the bus itself, so making it safer if there is an accident.

Make the ticket prices fairer.

Now - cheap fare -

Inverness to Glasgow	£10.90
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Kingussie to Glasgow.	£20.10
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Same seat, 1 hour less on the train

Please can you maintain the air conditioning systems on trains.

I travelled in a carriage that was only one quarter full recently, from Inverness to Aberdeen.

There were people with laptops and papers, obviously like me, wanting to work on the journey.

Within half an hour, none of us could keep, our eyes open any more.

You cannot open windows in these trains.

Think of the germs that could be spread, especially if the train was busy.

Come on, Scotrail. Get on with regular maintenance.

I entered Haymarket Station in Edinburgh, to see Inverness train Platform 2.

The train came out of the tunnel with Inverness lit up above its front window.

The indicator above the platform said Inverness.

I was waiting for the train to Inverness, as I was going home to Kingussie.

I got on the train. Wouldn't you?

The guard came to inspect my ticket at North Queensferry.

"You're on the wrong train," he told me.

The train was going to Inverness, VIA ABERDEEN.

Why did the train indicator at the ticket office in Haymarket only show one train to Inverness when there were two coming at only 4 minutes apart?

RESULT: I did not get home that night.

We arrived late in Inverness, and at 1 am, I was standing in pouring rain, surrounded by drunks - it was a Saturday night - trying to get a very expensive taxi to take me to a farm where a very good friend was prepared to get out of bed to let me in to stay the night.

I got home the next day at noon.

The conductor on the train from Edinburgh told me that people got on that train by mistake every evening.

I asked him if he had reported this 'problem'. His reply was that he wanted to keep his job!

When I later complained, I was told that it was always the end station that was put up.

What sort of idiot is in charge of that situation? Is it someone's idea of a joke, or is there a control freak somewhere in the organisation of Scotrail who takes pleasure in seeing people stranded in the middle of the night?

Time Scotrail learned that the travelling public pay their wages.

Now I just take the car whenever possible.

On the Inverness to London trains, have a luggage van.

I took one in Sept 2010 as far as Edinburgh. I had no luggage, as I was only going for the day.

After Gleneagles, we were told that the train was not stopping in Edinburgh, and its next station after Falkirk was to be Newcastle.

I did not believe it, but the guard insisted, and I was ordered to get off to wait for a local train.

OUTCOME: I was three quarters of an hour late for a meeting in Edinburgh, after waiting 20 minutes for a train that was so crowded I had to stand all the way, and it stopped at every single station, taking on even more people.

I was ANGRY

I suspect we were thrown off the express train because the passageway was completely lined with suitcases. Waiting for the local train, we could see how few cases we had between us, so it must have been because of the danger of so many people to get off the express in an emergency.

Make all fares cheaper!

I travel regularly on German and Norwegian railways.

I just buy the ticket when I arrive at the station.

Very reasonably priced.

Beautiful trains.

Plenty space.

C000418

I wish to contribute to the Consultation.

I use trains within Scotland for a mixture of business (mainly on charity business) and leisure use, in the latter case often as a part of a cycle trip. I have taken a bike on Scottish trains at least 10 times in the last 2 years, and would not have made those trips (and paid fares) if I could not have taken a bike.

As I have no particular expertise in the overall transport economics I have not completed the questionnaire, the bulk of which is highly technical.

I do however wish to respond on 3 of the questions from a cycling perspective (which I trust will be given due weight given the Scottish Governments commitments on Climate Change and Health) as follows:-

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

All stations should be designed to make it easier to get bikes on to platforms. Stairs should be designed wherever practicable to be less steep to make it easier to get bikes up and down them.

By way of example, Haymarket Station in Edinburgh suffers from very steep and congested stairs, and having to change platforms with a bike due to a last minute platform changes for an arriving train is positively dangerous – in such circumstances there wouldn't be time to use a lift, and in any event I understand the newly installed lifts there are slightly too short for bikes.

All stations should have good quality cycle parking facilities.

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

I am aware of a general concern that Scottish passenger rolling stock is designed pretty well solely to allow the maximum number of commuter seats.

This means that during most of each weekday, and pretty well all weekend, although trains are relatively empty there are inadequate facilities for user groups such as cyclists, wheel chair users, and families with push-chairs, who might often deliberately try to avoid rush-hour trains.

Provision for cycles and similar wheeled access aids on Scottish trains is generally poor and getting worse with most new rolling stock (eg on the North Berwick line).

I have seen a young teenage boy being turned away from a near empty Saturday morning train solely because the four cycle spaces were already taken.

Given most Scottish train commutes are relatively short (and almost all well under an hour in duration) I consider that improved layouts could and should be adopted to

ensure that all passenger carriages have an area set aside for bikes or other items. The advantage to other user groups would outweigh any disadvantage to a small number of commuters who might have to stand, and mitigation measures would be possible, eg tip down seats which could be used by commuters in the absence of bikes etc.

Free cycle carriage should continue to be a franchise obligation, as should a requirement to carry additional bikes when trains are quiet, subject to the franchisee being allowed to make reasonable requirements, eg cyclists having to remain with bikes parked in non-designated parts of a coach.

This would all help meet the 2006 National Transport Strategy aims.

The tourism industry is ill-served by the limited number of bike spaces on longer-distance routes (eg to Oban/Fort William and Inverness and beyond) and the need to pre-book bikes on such routes, especially when bike spaces cannot be booked over the internet.

40 hat environmental key performance indicators should we consider for inclusion in the franchise agreement or the High Level Output Specification?

Key performance indicators should be devised to measure the achievement of the following Scottish Government Active Travel policies:

- Commitment to increasing levels of walking & cycling as transport modes and as leisure activities.
- Transport Policy commitment to “ increase the proportion of short journeys made on foot and on bikes to reduce carbon emissions, improve air quality, reduce congestion and contribute to a healthier Scotland thus contributing to the sustainability golden rule to enhance the environment and reduce emissions”.
- Cycling Action Plan for Scotland target that 10% of all journeys should be by bike by 2020.
- National Transport Strategy statement that “We aim to further increase funding for cycling and walking overall and will place more emphasis on the promotion of them as sustainable forms of transport ...focusing on ...and the carriage of bicycles on public transport.”

and also to increase the number of bikes carried on trains, and reduce the number of complaints due to cyclists being turned away from trains.

C000421

Re the Caledonian Sleeper services, I would like to make the following points:

1. The sleeper is a great way to get into central London to connect into EuroStar services to the continent – it is only a short walk from Euston to St. Pancras, and likewise when returning north. A direct link between Scotland and Europe.

2. The amenities provided for sleeper travellers nowadays are woeful: no more little books to read, no footmats, no shoeshine cloths; a microfibre towel instead of a real one; no more complimentary toiletries; and the breakfast is an insult: a polystyrene mug of hot water to which one adds the tea or coffee, sugar and milk out of little packets, and a finger of shortbread. How many people normally eat shortbread for breakfast? If providing breakfast on board is a problem, why not issue sleeper passengers with a voucher to buy breakfast at one of the catering outlets in Euston on arrival?

3. The sleeper service is wonderful and a vital link for Scotland – especially the north. And it is well used. How about including a Saturday night service? For people returning from holiday or indeed from a business trip, the lack of a Saturday overnight service can be a problem, causing them to book on daytime services operated by other providers.

C000424

My wife and I are adamant that the direct train link to London from Inverness must be available to people living in the Highlands. It is needed both by private people, businesses, and tourism. Regarding the latter people will give up visiting the Highlands if the journey is made too difficult for them.

We are both octogenarians and travelling is very difficult for us. We have family and friends in the south and need to travel there somehow. There is no link to Stansted by plane any more and we find the journey by car very hazardous at our age. To get on a train at Inverness and get off at Peterborough or King's Cross is by far the easiest, stressless option for us. Changing trains, with luggage is a nightmare. Please, please, keep the direct link to London.

C000428

I am writing to ask that you do not consider closing Kelvindale train station. It is a vital local service as we have only one very poor bus service which runs only half hourly during the day and hourly in the evenings and can be affected by winter weather as there is a very steep hill for very old buses to go up.

Kelvindale is a residential area with a lot of elderly people and young families. The bus service provides mainly buses which will not take wheel chairs or push chairs, and for commuters the trains are much more efficient especially at peak times.

Apart from the above facts, why close a station which was opened only a few years ago at considerable expense and which, I gather has good user figures?

There is some mention of it being to do with the convenience/timetabling of Edinburgh trains. They already have a regular train service and a fifteen-minute bus service. Why should Kelvindale travellers be forced into their cars - or have to walk for the sake of a few minutes improvement to the Edinburgh, London or any other line?

C000429

To whom it may concern. I have been trying to find the form to fill in online - no luck at all. So here are some suggestions from a very concerned rail user. Please reduce fares, please put more storage on trains for luggage, lifts at all stations and room on trains for bicycles. Please think of passengers who are elderly, mobility impaired or travelling with children. Please BAN alcohol on trains and please maintain the train services north of Edinburgh. Thank you for listening to my points!

C000439

I wish to object to the current proposal to curtail the Inverness-London sleeper service. This is an important service which provides a realistic and more pleasant alternative to air travel between the Highlands and London.

C000446

I am a frequent traveller in both England and Scotland. Every time I use Scotrail I applaud how clean the carriages are kept and your stations. Since the break up of National Rail in England the providers are a mess. On some lines where there are 2 providers you cannot use the tickets you have bought on the other provider. I am often left standing on a platform for a delayed train while the other providers train stops at the platform and I cannot get on it. You do not provide a better train service and Scotland should be proud of their rail system.

C000450

I have only just become aware of the above which was not very well publicised and the closing date for replied is 20 February 2012.

If all trains from the South are to terminate at Edinburgh Waverley ie Edinburgh become a "Hub Station". I have 2 concerns:

- (1) Cross Border Services
- (2) Caledonian Sleeper Service.

At present, from Pitlochry I can get on a train (The Highland Chieftain, East Coast) all the way to London Kings Cross and the same on return without having to change,. I have been doing this since 1997 to visit family members. If the train is delayed due to signal faults, track repairs, slow train in front etc, I know I will always reach my destination because there is no chance of a missed connection.

If Waverley becomes a “Hub” there will be considerable confusion with large numbers of long distance passengers with luggage transferring to other trains and the worry of missed connections. This will particularly affect people living north of Perth and will add to the total journey time.

Regarding the Caledonian Sleeper Service from Inverness to London Euston and return: My partner makes good use of this service to visit her mother in London departing Pitlochry at 22:45hrs arriving Euston at 07:45hrs. The return departing Euston at 21:15hrs arriving Pitlochry 06:16hrs.

The existing Edinburgh service departs 23:40 hrs, so it would be possible to spend the evening travelling to get there in time. On return the sleeper arrives Edinburgh 07:16 hrs but it is not possible to leave Edinburgh on ScotRail until 08:34 arriving Pitlochry 10:19 hrs. So the journey times are much longer as well as the problems of baggage and possible missed connections.

C000451

I am writing to express my concern which is regarding the termination of trains at Edinburgh from the north and south. I travel frequently from London to Pitlochry on the Highland Chieftan which is the perfect way to travel. If I had to change at Edinburgh with my luggage I doubt if I would travel nearly as often.

To expect people to change trains unnecessarily when at the moment there is a perfectly good line is absurd. What happens if one train is delayed? As there are no “quiet carriages” on the trains run by Scotrail to Pitlochry the journey would also mean the terrible sound of mobile phone ring tones and conversations.

I frequently travel on the Caledonian Sleeper. If this was discontinued on involved night time changes at Edinburgh it would inconvenience lots of people. The service at the moment cannot be bettered; there are welcoming staff and comfortable berths with washing facilities. I trust the sleeper service will continue to run how it is now.

I trust you will reconsider the notion of making Edinburgh a “hub” station. It is busy enough without hundreds of people having to change trains to go south, or indeed north.

C000456

I object to the closing of Kelvindale railway station for the following reasons since it opened in 2005, passenger numbers have increased annually, despite the fact that the only facility is a passenger shelter. The service provided has proved to be speedier and more reliable than the bus service between Kelvindale and the city centre. The evening rail service is more frequent than the bus service. This is the simplest and most direct route for anyone wishing to travel to Edinburgh or further afield on the east coast. At a time when we are all being urged to make use of public transport for all the accepted reasons, closing the station, particularly so soon after re-opening the line, seems contra-indicated. As the crow flies there may be "only" a mile between the stations on this line, but actually physically getting to and from another station is geographically challenging. There are very few facilities in Kelvindale and as such the station is an accessible portal to outside areas, particularly for those who rely on public transport.

Please reconsider and leave us an alternative to the ever changing, apparently shrinking, bus service!!

C000466

I would like to present my views on the rail services in our area, and how I feel they should be developed. I am a user primarily of the Mallaig to Glasgow line, living at Banavie. I also use the Sleeper from Fort William to London. The Mallaig to Glasgow service is very valuable. However, the rolling stock is quite dirty, especially the toilets which are often unusable. The journey time is very long. Another service in the afternoon from Glasgow would be helpful, especially in the summer, when the service is very popular. It is a very long wait between a train at midday and one at six in the evening, which gets in very late. Possibilities of speeding up the journey time should be investigated. Also, why does the train have to wait so long at Fort William (18 mins in the morning, 8 minutes in the evening)? It is not really any different to any other station. I understand that walkers and bikers may be getting on, but such a long wait surely is not necessary. This is especially frustrating for those of us who use Banavie station, as we are either only just on the train, or just about to get off, and have to sit around in Fort William for 15 minutes. I have a West Highland railcard, which is an excellent discount which I very much value.

The Fort William Sleeper is also a very valuable service. However, it is prohibitively expensive. The advertised cheap berths never seem to exist. The sleeper is my preferred means to get from Scotland to London, as it is convenient, uncomplicated and practical, but it just is not affordable. On the occasions when I do take it, it is practically empty, even though I have paid full price for a ticket. How does it make any sense, either commercially or environmentally, for the train to be trundling up and down the country empty, largely because nobody can afford to use it?

The seated service should be a cheaper option. However, this is also often quite expensive. It is also an unpleasant user experience, as the traveller has to change trains in the middle of the night in Edinburgh, which does not truly make it a sleeper service.

Booking on the sleeper service is much more convoluted than with regular train services, especially if you try to use a booking company such as the Train Line. It is often not possible to book online, so one has to phone. Then the person on the phone cannot book it straight away and has to ring back this is just silly.

Therefore, the sleeper should be much better marketed and advertised, much easier to book, with more affordable ticket prices, with the aim of the train running full. This would also increase the revenue made from sales of meals and drinks. It would also be far easier to make a case for the service being retained. Unless the motivation for making the sleeper as unattractive an option as it currently is, is to demonstrate that there is no demand for it?

C000470

I am writing to you in response to the Rail 2014 consultation document.

I am a regular user of the Nitshill railway station for work purposes. This is for occupation purposes as I work at the Glasgow Museums and as such offers visitors the chance to see behind the scenes of the Museum Service. I welcome education parties, daily tours, specialist groups and members of the public who want to see parts of the world famous collection of objects.

The railway station is the easiest way to access GMRC and its closure would severely hamper both my and the public's access to the facility. It would be a great shame for the collections of the City to be opened up to the public, but then access be hampered by the closure of the closest public transport station.

Thank you for your time. I look forward to any more information available in the possible closure of Nitshill Station.

C000475

Q. What do you want from rail passenger services in 2014 and beyond.

Answer: The current trains on the Glasgow/Oban route are old, dank, often cold, windows are draughty, seats are worn and dirty. The doors between carriages normally are stuck open making the carriages quite draughty. I want modern trains on the route.

On the Glasgow/Edinburgh route I would like the older stock replaced with new trains rather than second hand.

In general, I want the railways staff to take a positive step to stop people putting the feet on the seats – consider putting people off the train if caught or fines with police support.

I want Glasgow Central Station concourse replaced with a surface which is not dangerous when wet.

On the Cathcart Circle line there are problems purchasing a ticket either on the train or at Central station when the train arrives. At morning peak times if you are in the front carriage and alight the train when it arrives at Central, you often have to walk against the flock of passengers to get into the queue to buy a ticket. This is dangerous and poor crowd control.

On the Glasgow/Oban line I purchase hot water (I do not drink tea or coffee) and it costs £1.60. Often the attendant will offer a clear plastic cup so that they need not charge (all the paper cups are counted). I had been advised either to retain a cup and reuse it but the next attendant refused to allow me to use it. Next time I carried my own mug but was not allowed to use it.

On the Oban/Glasgow route the train and bus leave within 5 minutes of each other. I want the times staggered so that passengers have a better option of transport. Currently in winter if you miss the train/bus at lunchtime you have to wait until after 6pm. By staggering the times it would give many people a better option.