
From: Caroline Graham []
Sent: 19 February 2012 21:20
To: Rail 2014
Subject: C000395

As residents in the Highlands , with homes outside Beauly, near Inverness and near Thurso, we are regular train travellers and we also make extensive use of the direct service from Inverness to London, and return. We are writing to express our concern and indeed outrage at the proposal to restrict the service and impose a mandatory change of train at Edinburgh for services north or south.

The direct service has many advantages, not least of all convenience when travelling with luggage and speed; it is a service used and appreciated by business people, tourists and family travellers. We are in no doubt that we will rethink our preference for train travel if the service were to be altered and there was the inconvenience and potential for delay of having to change trains, and this could not only be at Edinburgh but also we suspect at Perth on occasions too.

When due to breakdown or weather conditions, we have been required to change at Edinburgh, this has proved inconvenient, time consuming and unsatisfactory. Our views therefore are based on these experiences and not simply on an anticipation without the foundation of experience.

Our son who is based in London is also a regular user of the direct service , as are his friends (many with families based in the Highlands), colleagues and also other members of our extended family.

Having both been in business in the Highlands for over 35 years, we are also aware of the direct benefit to businesses based here from the existing direct service. Such benefit is experienced both by Inverness and surrounding area and also the smaller communities served by the present direct route arrangements such as those in Highland Perthshire and Strathspey.

We operate a small furnished holiday lettings business and from this are aware of the requirements of tourists and visitors to the Highlands.

We believe there is a large "silent majority" who use the service at present but will not in the future in the event of changes being made such as those proposed and this will have a harmful and negative impact on the Highland ,and indeed Scottish , struggling economies.

Caroline and Douglas Graham
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Caroline

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