

Cross-border services

29. Should cross-border services continue to go north of Edinburgh? In operating alongside ScotRail services, how do cross-border services benefit passengers and taxpayers? And who should specify these services, the Department of Transport or the Scottish Ministers?

Q29 comments: Yes: service should continue beyond Edinburgh. These services shorten the travelling time for passengers and avoid necessity to make connections often with heavy luggage. The taxpayer is providing a good service that is inclusive of all parts of Scotland. Scotland does not stop at Edinburgh. The

Dept of Transport and Scottish Govt should liaise to ensure the continued provision of this passenger led service.

30. Or should the cross-border services terminate at Edinburgh Waverley, allowing opportunities for Scottish connections? And if so, what additional benefits would accrue from having an Edinburgh Hub?

Q30 comments: Definitely not terminate at Edinburgh. Terminating at Edinburgh would appear to be beneficial only to the providers of the service and not the passenger. From a passengers point of view there is no additional benefit from having Edinburgh as a hub if cross border trains stop there.

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

Q36 comments: Better PA system. Speak clearly and more slowly.

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