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Q1 to Q4 No Response

Q5 Third parties whose efforts would boost the numbers of rail passengers in rural areas should be encouraged.

Q9 I believe there should be no incentive necessary to obtain good performance, but poor performance should be penalised.

Q10 Performance regime should be aligned with service groups.

Q12 Journey times should be as fast as safely possible, without times built in to allow for delays. Trains between Inverness and Perth frequently spend time sitting in laybys along the route yet still arrive at their destination on time. This should not be happening, but may be due to rail operators continuing to accept the "single track with passing places" system on inter city routes, a system long regarded as unacceptable on all but the most lightly used sections of the road network.

Q14 Train standards could be compared with other rail franchise holders. Station quality could be measured by public reaction.

Q15 An acceptable limit on standing time should be 15 minutes.

Better use of train capacity could be achieved by increasing the number of cycle spaces. It is not unusual to see bike spaces filled to capacity whilst many seats are still unused. The small cycle capacity is a disincentive to take return day trips at short notice on the train in case there is no bike space to allow a return home later in the day.

Q17 Government may be required to intervene on some rural routes where customer demand may be limited.

Q19 Government could provide some form of safety net for the franchisee to encourage innovation.

Q20 Fares should be set at levels to make the train an attractive option to car travel. There should be no fare penalty for buying a rail ticket on day of travel.

Q22 Taxpayer subsidy to rail users should be equivalent to taxpayer subsidy to road users. The suggestion that rail passengers should pay higher fares following service enhancement is completely off the wall. The road network has been dramatically improved over the last 50 years as the real cost to the user of motoring has fallen, it would be totally unreasonable to have rail fares rising following rail service improvements.

Q24 By working closely with local authorities, development organisations and enterprise agencies. The re-opened Beaulieu station is well patronised, and no doubt the residents of Conon Bridge would increase passenger numbers if/when that station reopens.

Q29/30 Under the present circumstances, termination of cross border services at Edinburgh must not be considered. The delay caused, and having passengers transfer from a relatively comfortable long distance train to the present Scotrail rolling stock for the not inconsiderable journey onwards to Inverness and beyond would be quite intolerable.

The existing financial anomalies regarding "English" trains on "Scottish" lines must be resolved by negotiation between the franchise holders and governments(UK and Scottish), and not by simply degrading the service to the travelling public which is what would happen if cross border services terminate at Edinburgh.

Q32 Facilities should be suited to passengers on the route the rolling stock is being used on. For example the limited luggage space and difficulty of getting luggage in and out of that space on trains north of Perth suggests the one size fits all policy is not providing the service required by passengers in the north.

Q33 Provision should be in line with passenger expectation. Consideration should be taken of poor radio reception in some rural areas and efforts made to provide entertainment available from seats, as in aircraft.

Q35 Alcohol consumption should be banned only on services which have proved to be problematic in the past, or which are considered to be potentially troublesome on a one off basis. It would be quite wrong to deny the majority the pleasure of alcohol consumption on a journey because of the actions of a minority.

Q36 Simply by following current trends in the communication industry whilst keeping in mind the needs of those who are unable to keep abreast of technological advances in that field.

Q37 We should continue to specify sleeper services.

Q38 Contracted within the Scotrail franchise but with specific management focussed on greater promotion and enhancement of the product.

Q39 The appeal of the existing facility is the ability to arrive refreshed in central London before 08.00 and ready for a full day of business or pleasure. The timing of the south bound train suits me, but the present 21.00(approx) departure from Euston limits options for evening entertainment, a later departure would obviously increase the options.

I would consider Inverness to be the correct destination for a sleeper service from London to the Highlands.

The sleeper cabins are undoubtedly dated, in this day and age travellers expect ensuite toilet facilities, otherwise facilities are adequate.