

01. Any services which make it easier and more attractive for passengers to use the services. As many of the Priced Options are marked as 'called off' (which I take means 'completed' not 'cancelled') or about to be so, it's perhaps a bit late to be asking which 'best support the delivery of Scotland's Railways'. Reopening of Laurencekirk Station is an example of exactly what should be done, ie, it's a winner. "Use of additional rolling stock for serviced strengthening" is absolutely important, as lack of rolling stock is preventing easing of overcrowding, lower fares, re-openings and new services. We need extra stock, a larger order of standard, flexible coaches which could easily be converted to electric when the time comes. It is a pity that the new service between Aberdeen and Edinburgh, while providing improvements, has increased the time of many journeys and has created a gap in service for North east Fife during the peak morning period. The "Virtual branch line to St Andrews" is a calculated insult (see Q.03).

02. The schedule shouldn't stop there; more projects should be in the pipeline to take the place of those such as the long-running Airdrie-Bathgate campaign.

03. Stranraer-Cairnryan to connect with Northern Ireland ferries and keep 'Rail & Sail' option. Glasgow Crossrail because of the awkwardness of getting from Queen Street to Central, even using the free bus (see below) with anything more than a brolly and briefcase. Dornoch Rail Bridge, to significantly reduce the length of journeys to Caithness (branch services should still be provided around the Lairg Loop). Edinburgh south suburban line, to provide a quick way of crossing from west to east of the capital. A local First Scotrail service between Edinburgh & Dunbar and Sunday services to Newcraighall, with a Portobello station served by Newcraighall and North Berwick/Dunbar services, would do likewise for the east side of Edinburgh. Local services on the West Coast line (e.g. Carstairs) are necessary. Double-tracking many of the single-track lines to increase capacity, e.g. to Kilmarnock. Leven-Thornton to reduce road traffic in Fife and on Forth Road Bridge. St Andrews-East Coast Main Line to connect much-visited tourist destination, Open championship venue and only Scottish university town without railway. The so-called virtual branch line to St Andrews is a joke; it seems to consist of providing information about what is already happening (by putting the bus times into the railway timetable and the live rail times for Leuchars at St Andrews bus station) and offering the option of buying a combined bus & rail ticket at the same cost of separate bus and rail tickets from St Andrews. As there are to be no extra buses, nor any changes to the bus timetable there cannot possibly be any improvement in journey times because, as anyone who uses the bus and train via Leuchars will tell you, the only place where time could be saved is the wait at Leuchars between one mode and the other. In fact as the St Andrews virtual branch line is not part of the railway service, why is it even included in this consultation?

04. Wherever the train is slower than a road alternative the train journey should be speeded up otherwise modal shift will not be achieved. Improved journey times must not be an excuse for excluding communities either by cutting out stops or refusing to re-open new stations because it would lengthen journey times. Rail Future policy is for 2 tier services, stoppers and limited stoppers, like most other railway systems. Journey times should be improved by other measures such as easing speed restrictions, shorter routes, electrification, passing loops, and faster trains. The existing Edinburgh-Glasgow Central via Shotts is not at all attractive for anyone wanting to get from Edinburgh to Central for a connection; more trains are needed to serve both the intermediate stops and provide a fast service to Central. There is a similar problem with the Inverness-Wick line, hence the need for the Dornoch crossing (see Q.03 above). Optimum use should be made of junctions, by timing trains so that the maximum number of passengers can change trains at them. For the more scenic lines, such as the West Highland line, consideration should be given to keeping the trees cut back so that passengers can enjoy the view.

05. Having enough staff to sell the tickets quickly! Machines are all very well but they seem to only take pristine banknotes (and I suspect they don't take £1 notes) and reject anything even slightly crumpled, as well as giving all the change in £1 coins which is not at all convenient. Telling

passengers they must allow at least 10 minutes to buy a ticket, otherwise they will be financially penalised does not encourage car-drivers to switch to trains. Nor does being held up at the barriers if one does not have a ticket, and barriers also cause missed connections. While clamping down on fare-dodging is highly desirable the SQUIRE rules need to be made more passenger-friendly. The other methods are all desirable, and most already exist I believe, but I do not see why 'customer service' staff are required; you just need rail staff who can sell tickets and advise when required. Other outlets for buying rail tickets, especially in places without stations, would be very useful; perhaps one of the big chains such as W.H. Smith or Tesco or the Post Office could provide these. As there wouldn't be the time pressure there is at the station, machines in these shops would be sufficient.

06. Remember, smaller stations do not necessarily have fewer passengers; Inch station is as well used as Huntly and Keith. No station should be deprived of a facility simply because of its size if that facility is being used. First and foremost railway stations are facilities for railway passengers. Provide the services necessary for passengers (e.g. ticket office, sheltered waiting area, toilets) first of all, then diversify. Newsagents, refreshments, a payphone (not every one has a mobile) and a post box are a good start. Do not even consider replacing the ticket office with a machine so that the former can be used for commercial purposes. If there is redundant space, such as at Ladybank, these could be used to provide e.g. meeting facilities for hire or a restaurant with first-class transport links, though putting these on the wrong side of a barrier drastically limits the patronage. as has happened at Stirling. See also Q.21 below.

07. Lighting and seats, yes. Visible staff presence much more preferable to CCTV or Help Points.

08. Both are desirable. Within station directions should include which major destinations are served by which platform. For example, Dunfermline Town says 'north' and 'Edinburgh and south' but omits to mention the junction of Inverkeithing which is served by the latter platform, but would also be used by those travelling north. An orientation point outside the station is also necessary, as you may have a map but unless you know in which direction you are facing at the station exit in a strange town you can easily go off in the wrong direction. Maps at stations should also make it clear which settlement the map shows. E.g. at Leuchars (advertised and signed as 'Leuchars for St Andrews') there are signs saying 'Town Centre 10 mins walk'. It is not at all unusual for visitors to think this means St Andrews is 10 minutes walk from the station, especially as Leuchars is not a town. It might also be worth looking at the frequency of security notices on the monitors; at Markinch for example the screens change too fast to register the train information.

09. Availability of dedicated staff is the best way; it gives those requiring assisted travel the confidence to use it because there will be help if required. Station access must be possible not just for those in wheelchairs but also those who have restricted mobility; there must be alternatives to steps, and not eternally-long ramps which are too difficult for the latter. Cupar station (southbound access) is prime example where this is required.

10. When did you last use the RailLink bus between Central and Queen Street? It is not at all ideal, having no priority over other vehicular traffic and liable to be held up. The luggage spaces are minute and often not easy to get any large items into, and one person's holiday baggage can easily take up all one bus's luggage space. Sometimes there is a central pole at the entrance of the bus, which is not easy for passengers with a bag in each hand to negotiate. And of course it is quite a distance to walk from the trains to the bus-stops. It may well be fine for a businessman with a briefcase but not for anyone more laden. What I am trying to say is that the Glasgow RailLink is not at all ideal, so any similar proposed service would have to deal with those shortcomings. The answer for Glasgow is CrossRail.

11. There should be a Scottish national rail card for purchase by any member of the public, possibly restricted to off-peak to start with. Extending the free travel for the elderly to include rail would encourage modal shift; buses are not really suitable for longer journeys due to their basic nature and

lack of facilities. It is granted that enabling older people to travel free is a good thing, so why do they not have the choice of modes? The scheme would work by deducting from the rail fare the amount that would have been paid by the Scottish Government to the bus company had the journey been made instead by bus and perhaps Highland would be a suitable area to pilot this. Reduced fares for families would also go a long way to encourage modal shift. The student rail card should be retained, because if they are enticed on to trains while young, they are likely to be favourably inclined to rail in later and more prosperous years. It would also be useful to offer a multi-journey ticket, such as is available on buses, and a ticket which can be used within a particular area. There is even a case for selling such a ticket for use on trains and buses, like the London zones, so that the passenger can opt for whatever mode of transport suits them best for a particular journey.

12. Keeping passengers informed is a sine qua non, in particular why a train is late or cancelled. Passengers will forgive much when kept informed. Catering is desirable on most services and essential for any journeys longer than an hour. Another rail company has stopped all catering between Edinburgh and Aberdeen which is unacceptable. The same company has cut the cycle provision to provide more seats. It must not be a question of either/or, otherwise although you may attract some new passengers you will lose others. It is clear that luggage space is inadequate; a bit more imaginative use of the space is called for. The triangular spaces between seat-backs are very useful for small items, even folding bikes will fit in, which is an argument for retaining some tables. Providing more space under the seats, as I believe some rail companies in other countries do, should be investigated. Helpful staff are also essential, but I have to say that I find rail staff already most helpful.

13. The sleeper services should certainly not be reduced. It is unfortunate that late-running is not uncommon. Overnight seats (welcome back, Nightrider!) are probably a good idea particularly for the less well-off and lone travellers who would not be keen on sharing with a stranger. Catering is essential on these journeys due to their length.

14. I'm not sure I agree with the premise that 'the easier it is to interconnect with other forms of travel the more likely passengers will travel by train'. If a journey involves a change of mode, a loss of 50% or more of passengers is not uncommon. Whether or not the starting point and end point of a journey are served by rail is much more relevant, as is whether or not the train is noticeably faster than the alternatives. However, through-ticketing, would help, particularly with a discount. Access for disabled and less mobile passengers is also important (see Q.09 above). Walking routes, in fact, should be as short as possible. A bad example is Ardrossan Harbour, where there is a considerable walk from the station to the ferry. Trains connecting with ferries should go right down to them, as apparently used to happen at Ardrossan but the line was shortened so as not to inconvenience road traffic. Buses should actually connect with trains, minimising waiting time in cold unheated bus-shelters, and waiting should the trains run late; this probably means dedicated buses, and the fare should be included in the cost of the rail fare. Cycle facilities should be more secure than a few racks, which leave the occupants prone to petty but incapacitating vandalism, e.g. stamping on the wheel spokes.

15. I am not certain what 'communications connectivity' means; it sounds like gobbledygook. If WiFi can be provided, well and good, but it is surely a peripheral part of the service; the railways are primarily about transporting people from A to B, not enabling internet access. A coach which is screened against mobile phones, rather than just marked 'Quiet Coach' would be a boon and probably over-subscribed. But the most important communications you should be providing is relevant journey information to passengers (see Q. 12, above).

16. It is certainly useful for all these journey types, with the length of the journey being the defining factor rather than the purpose of it, as internet access is primarily a way of occupying the time during the journey.

17. Certainly not.

18. I know nothing about this project. However, if it is to get more people travelling between Edinburgh & Glasgow doing so by rail rather than road, compare traffic levels on the M8 before, during and after the pilot, to see if modal shift has been achieved.

19. It is not clear what this question means. As a start, why not review SQUIRE, with a view to making it more passenger-friendly?

20. Electrification - the Aberdeen-Edinburgh-Glasgow triangle. This will also enable the retention of cross-border through-trains when the diesels are retired and as we know, avoiding changes increases usage. Waste recycling - certainly. It is appalling to see recyclable resources all put into one rubbish bag, doubtless destined for landfill. Rather than e.g. 3 general bins per carriage, have 3 clearly-marked bins for particular waste types (e.g. plastic bottles, glass bottles, newspapers). Time switch lighting - more environmentally-friendly would be photo-sensitive lighting, which only came on when the ambient light was below a certain level. LED lighting would probably be more energy-efficient.

21. A room at a railway station would be an ideal meeting-place venue for general hire. Encouragement should also be given to shops, cafes and bars being set up. These would not only provide refreshment and other facilities for travellers but an alternative ticket-selling outlet in the absence of rail staff. Plus the fact that the more people there are at a station, the more crime is deterred.

22. Firstly, bringing stations up to an agreed standard. Toilets are essential, particularly if there are long waits between changes or delays, and these should be free, at least for bona fide passengers (I believe the magnetic strip on the back of the ticket could be used to facilitate this). It must also be possible for passengers, once through a ticket barrier, to go back to use toilet or other facilities, if the train is delayed, and then get back to the train. Secondly, making good use of redundant space, with cafes etc (see Q.21 above).

23. Where is the rest of the second sentence of the preceding paragraph? The introduction to this question makes no sense.

In 1986 there was a halt built at Meadowbank for the Commonwealth Games in Edinburgh. A similar facility should be provided at the main venue(s) for Glasgow. However in 1986 the halt was removed after the games and so was not available for any future athletics events; we would hope that such myopia would not apply in Glasgow and that any new halts built to serve particular facilities should remain.

24. By managing the projects efficiently! Why should the brief be broken up into aspects which are apparently expected to vie with each other? However, as rail projects all seem to take ages to get passed in the first place and then brought to fruition, the project manager might make reducing this time a priority.

25. Age & disability - yes if accessibility is improved. Others - no - it is not clear why gender/sex, sexual orientation, race, religion or belief should have any effect upon travelling choices, though doubtless all rail improvements benefit all these categories of passengers.