

From: [REDACTED]  
Sent: 27 November 2018 17:06:54  
To: Public Engagement Unit  
Subject: FW: Scotrail

AO ? [REDACTED]

Hi

For MACCS please ? OR

Many thanks  
[REDACTED]

From: [REDACTED]  
Sent: 27 November 2018 15:28  
To: Cabinet Secretary for Transport, Infrastructure and Connectivity  
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>  
Subject: Fwd: Scotrail

Sent from my iPad

Begin forwarded message:

From: [REDACTED]  
<[REDACTED]>  
Date: 27 November 2018 at 15:25:27 GMT  
To: Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>  
Subject: Scotrail  
Hi Mr Matheson

I hope you don't mind my mail but as you are the Minister for Transport in the Scottish Parliament, I thought I would email around my concerns with Scotrail. I'm sure you must be aware of them and how atrocious their service has become especially since September.

Myself and my wife travel daily on the Fife line and the amount of cancellations or services which turn up with fewer carriages during peak time has just got ridiculous. Take yesterday, Monday 26th November, as an example, the 726 train we get at Inverkeithing used to be 5 carriages but recently especially on a Monday it turned up with 3 Carriages and is standing room only by the time it reaches my station. To make matters worse on the way home, my wife went for 1755 train at Haymarket which was cancelled (this train is cancelled at least once a week) and the next train turned up with 2 carriages. The 17 It is normally 4, because of cancellations these trains are full when they leave Waverley station with their full quota of carriages never mind when they are half the size they should be. This is not a rarity for this to occur, this happens every week day and I'm sure it doesn't just occur on the Fife line.

As the Scottish Government awarded the company which runs Scotrail the contract, I wondered what steps you were going to take given that Scotrail are paying lip servers to passengers concerns about safety on seriously overcrowded trains at times?

The service that Scotrail are giving their customers is totally unacceptable and the Scottish Government needs to take action.

Kind regards



Sent from my iPad

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From: [REDACTED]  
Sent: 27 November 2018 10:00:28  
To: Scottish Ministers  
Subject: Public transport cost

Dear sir, I know to you this will be a small issue. I am writing as I think it is a massive issues for working people.

I commute to work by car as I need it for work. The government policy it to get us out of cars and onto bikes or public transport. Making having a car harder and harder prohibitively expensive and short term parking hard making residents life hard by parking outside restricted areas and killing local businesses and forcing people to go to tesco where they can get free parking. On top of road tax and petrol prices.

Anyway to my main reason for writing I can not drive this week due to medication I am on. I got the train this morning and it was ? 4.20 for 4 stops and 11 minute journey. How is this justifiable and how does it encourage people to use public transport. My colleague had to work in Edinburgh for a week and as well as paying over ?100 had to stand and at times the journey was 2 hr should take 1hr.

I guess you must get hundreds of emails about this but it impacts every area of peoples life. Finance wellbeing and work life.

This is for a service that is below par always late.

I like my car but understand the damage it causes please give people an alternative and do not use the environment argument to make mire money penalizing drivers and make public transport an alternative which at present it is not.

Regards

[REDACTED]

Sent from my Huawei Mobile

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[REDACTED]  
Helensburgh Central Ward



Kilmory  
Lochgilphead  
PA31 8RT

T: [REDACTED]  
Email: [REDACTED]

Michael Matheson MSP  
Cabinet Secretary for Transport, Islands and  
Connectivity  
T3.05  
The Scottish Parliament  
Edinburgh  
EH99 1SP  
By email to [CabSecTIC@gov.scot](mailto:CabSecTIC@gov.scot)

Our Ref: AM/AMcN/SRail2

7<sup>th</sup> November 2018

Dear Michael

### Helensburgh Central Rail Services

Along with [REDACTED] and [REDACTED] I wrote to you in August regarding the service to Helensburgh Central (including Cardross and Craigendoran stations). We did raise at that time concern about falling passenger numbers but recent figures have confirmed and highlighted the scale of that drop in passenger journeys.

We have raised concerns with Scotrail about the potential wider environmental and infrastructure implications if residents start to switch away from using public transport to private vehicles, however there is no confidence locally that targeted action is being taken. Recent disruption to the local service has been due to a number of factors including points failure, train failure, signal failure, lack of driver/crew, over-run of engineering works and overhead line faults.

In your response on 21<sup>st</sup> September you also stated that skip stopping has reduced significantly but the feedback I have had from local constituents (and have experienced directly) is that rather than skipping stops the services just stop altogether short of their destination.



For trains to and from Helensburgh that most often means that the service is terminated at Dalmuir, although in the last couple of months it has also been at Hyndland and Dumbarton.

As I raised at the COSLA Environment and Economy Board, very often these issues are then discussed in the context of the situation across Scotland which doesn't necessarily allow for a focus on specific challenges. According to the figures from the Office of Rail and Road passenger numbers at Helensburgh Central fell by more than a third between 2011/12 and 2016/17 (a decrease of 455,000). Considering this is in sharp contrast to the national position we would ask that Transport Scotland look specifically at the Helensburgh Central services to identify specific challenges and actions that could be taken to address this trend.

We look forward to hearing from you in relation to this.

Yours sincerely

A black rectangular redaction box covering the signature of the sender.A black rectangular redaction box covering the name of the sender.

Leader, Argyll and Bute Council  
Councillor for Ward 10, Helensburgh Central

From: [REDACTED]  
Sent: 27 November 2018 06:59:49  
To: Scottish Ministers  
Subject: FAO: Michael Mathieson, Nicola Sturgeon - RE: Consistent Poor Rail Performance

AO ? [REDACTED] ? OR

Good Morning,

I am writing to you due to the poor service on the Helenburgh to Edinburgh train line as well as other Scotrail lines. As of late there have been more and more issues cropping up with cancellations, delays and poor handling of said situations. Over the last few weeks I have been late for work twice - both times I have caught trains that should have gotten me in 45 minutes early for work and yet Scotrail keeps cancelling services due to broken down trains, congestion on the lines, leaves on tracks ect...and it is getting beyond a joke. Good preventative maintenance, and acting in advance of poor weather would be more than adequate and yet Network Rail don't care.

All I am asking is you force Abellio to monitor statistics at all stations instead of the few they do (allowing them to skip stops) and to investigate the recent slew of issues publically - force network rail of Scotrail tracks, stations and trains and have one company look after all - the Scotrail alliance is an utter joke.

There were protests this year at stations and I have no doubt that this will end up becoming a situation you'll have to address with urgency at some point so please start now. Thank you for your time.

Kind Regards,  
[REDACTED]

Sent from my Samsung Galaxy smartphone.

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From: Cabinet Secretary for Transport, Infrastructure and Connectivity  
Sent: 18 November 2018 12:01:10  
To: Public Engagement Unit  
Subject: FW: Train cancellations

AO - [REDACTED] - OR

For MACCS

Private Office to Michael Matheson MSP, Cabinet Secretary for Transport,  
Infrastructure and Connectivity

The Scottish Government | St Andrew's House, Edinburgh, EH1 3DG

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From: "Matheson M (Michael), MSP"  
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>  
Sent: 18 Nov 2018 11:39  
To: "Cabinet Secretary for Transport, Infrastructure and Connectivity"  
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>  
Subject: Fwd: Train cancellations

Sent from my iPhone

Begin forwarded message:

From: [REDACTED] <[REDACTED]>  
Date: 18 November 2018 at 11:17:00 GMT  
To:  
Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>  
Subject: Train cancellations  
Mr Mathewson,

I and my wife were one of 67000 fans at Murrayfield Stadium watching a great game of rugby. We waited in the ground soaking up the atmosphere after the game, thinking getting the 2150 Fife Circle Scot rail service from Haymarket, my mistake! It was cancelled!! Unacceptable!! The cue was out to the street! All the hopeful passengers having to wait till the dreaded last train at 2320.....one and a half hours, totally unacceptable!! To say sorry repeatedly is also not acceptable! Something must be done where is the accountability?? In Fife there is very limited public transport to be told at nine forty you have to wait for another Hour and a half or make other arrangements is really not an acceptable service!! So having already bought a return ticket at the price of £9.70.....! We had no easy option but to pay £63 for a taxi. I also feel sorry got the thousands of people with children at the winter market who would have to wait on the drunken LAST and only! Train crossing the Forth. Can you please advise what and when something WILL be done about this atrocious non service being provided by the franchise I hate to have to call Scot Rail!!? Your response is welcomed and I think deserved! Sorry is not cutting it I'm afraid!! Something and in my opinion the only option is to remove said franchise!

[REDACTED]

\*\*\*\*\*



The Scottish Parliament  
Pàrlamaid na h-Alba



Alexander Stewart MBE MSP  
Member of the Scottish Parliament for Mid Scotland and Fife

Michael Matheson MSP  
Cabinet Secretary for Transport, Infrastructure and Connectivity  
The Scottish Government  
St Andrew's House  
Regent Road  
Edinburgh  
EH1 3DG

19<sup>th</sup> November 2018

Dear Cabinet Secretary

I have had representation from a number of constituents, about the poor service they receive from Scotrail when travelling between Fife and Edinburgh (Fife Circle). I am aware of general service improvements planned by Scotrail, however my constituents would like to know how the current service on the Fife will be improved.

The issues they currently experience include:

- Failure to provide an adequate number of coaches resulting in severe overcrowding of trains and passengers having to stand for the whole journey.
- Cancelled or delayed trains on average 2-3 times per week. A number of reasons are given for this— signalling problems/failure, late running trains either in front of or behind the Fife train, difficulties staffing trains - drivers/conductors/ticket collectors.
- Failure to stop at all timetabled stations - stop skipping. When trains are cancelled or delayed Scotrail take the decision not stop at some stations. This means that passengers have to wait for a later train or make other arrangements, which may incur additional cost and inconvenience.



- Many passengers complain that generally trains in the Fife Circle are not frequent enough.

I understand there have been meetings about the Fife Circle; however, Fife passengers say nothing changes.

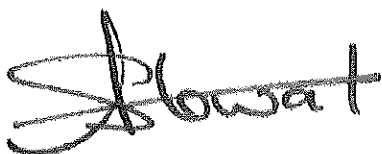
I understand Scotrail plan to refurbish trains (including trains used on the Fife Circle) to provide better heating and lighting, new toilets, improved seating and at seat power sockets which are all welcome, but constituents want to see the current service improved. My constituents want changes that address the issues they are facing now.

Commuters travelling at peak times will see an increase in fares in January and my constituents say they strongly object to having to pay more for a continued poor service.

Constituents want to know that the Scottish Government effectively monitor the performance of Scotrail and take action when it is clear that Scotrail are failing to deliver the quality of service they are contracted to provide.

I look forward to hearing from you.

Yours Sincerely,

A handwritten signature in black ink that reads "A Stewart". The signature is written in a cursive style with a large, stylized initial 'A'.

Alexander Stewart MBE MSP  
Member for Mid Scotland & Fife  
Spokesperson and Shadow Minister for Local Government

From: [REDACTED]  
Sent: 21 November 2018 09:51:40  
To: Alex.Hynes@scotrail.co.uk, [REDACTED]  
[REDACTED]@theguardian.com, travel@theguardian.com, Scottish Ministers  
Subject: Fife Man Trying to Get to Work in [REDACTED] Edinburgh -  
Train Cancelled Again

Attachments: IMG\_5571.jpg

AO ? [REDACTED] ? OR

Another Train Cancelled this morning. - 21st November 2018 - See attached Screen Shot from Scotrail App.

Have a meeting I have to get to so am having to drive to Edinburgh... not ideal for global warming.

Too many cancellations due to "Staff Shortages". Scotrail need to look into the Fife lines and who is mis-managing the services. Frequent trains pass through my local station in Burntisland, but only selected ones stop... even if a previous train cancelled. Unacceptable service.

Yours Sincerely,

[REDACTED]

cc'd: David Torrence MSP  
cc'd: Severin Carrell The Gaurdian  
cc'd: Ministor for Transport MSP

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[REDACTED] PhD, CSci, FIPEM  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
City  
Edinburgh  
Post Code  
[REDACTED]

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From: [REDACTED]  
Sent: 19 November 2018 14:42:46  
To: Public Engagement Unit  
Subject: FW: Train Cancellation Fife Circle

AO ? [REDACTED]

For MACCS - MR

[REDACTED] | Private Secretary to Michael Matheson MSP, Cabinet Secretary for Transport, Infrastructure and Connectivity  
The Scottish Government | St Andrew's House, Edinburgh, EH1 3DG | Web:  
[www.gov.scot](http://www.gov.scot)<<http://www.gov.scot/>>  
Tel: [REDACTED] Email:  
[CabSecTIC@gov.scot](mailto:CabSecTIC@gov.scot)<<mailto:CabSecTIC@gov.scot>>

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From: I. [REDACTED], MSP  
<[Alex.Rowley.msp@parliament.scot](mailto:Alex.Rowley.msp@parliament.scot)<<mailto:Alex.Rowley.msp@parliament.scot>>>  
Sent: 19 November 2018 14:35  
To: Cabinet Secretary for Transport, Infrastructure and Connectivity  
<[CabSecTIC@gov.scot](mailto:CabSecTIC@gov.scot)<<mailto:CabSecTIC@gov.scot>>>  
Subject: FW: Train Cancellation Fife Circle

Dear Cabinet Secretary

Please see the e mail below. Despite the promises to improve the Fife lines I am afraid the evidence is that it is getting worse. Can you have a look at this please?

Alex

Alex Rowley MSP  
Mid Scotland and Fife  
Ore Valley Business Centre  
93 Main Street  
Lochgelly  
KY5 9AF

[REDACTED]  
From: [REDACTED] <[REDACTED]>  
Sent: 19 November 2018 07:41  
To: Smith E (Liz), MSP  
<[Elizabeth.Smith.msp@parliament.scot](mailto:Elizabeth.Smith.msp@parliament.scot)<<mailto:Elizabeth.Smith.msp@parliament.sco>

From: [REDACTED]  
Sent: 12 November 2018 07:40:49  
To: scotrail-uk, Scottish Ministers  
Subject: Cancelled and delayed trains

Dear Michael Matheson and Scotrail

I waited this morning for the 0641 train from Hillfoot to Hyndland. It was cancelled without explanation. I then waited on the 0658 which was delayed without explanation.

This is a typical morning commute.

Last Monday I tried to get to Edinburgh for a meeting. 0758 train was two carriages, not even three ( normally six). By Bearsden 27 people were standing with me in the vestibule and by Westerton I couldn't see to count. It continued like that until I alighted at Queen Street; no explanation, no safety. The train was also 20 mins late.

I then boarded the 0845 to Edinburgh which was diverted via Falkirk Grahamston. So late again.

Every single day the trains are late, cancelled, dangerously overcrowded or all three.

The Milngavie line is extraordinarily poor  
<https://www.google.co.uk/amp/s/www.milngavieherald.co.uk/news/anger-over-delayed-trains-at-milngavie-1-4495575/amp> . The "delay repay" scheme doesn't account for consequential loss so the accrued 20 mins or 60 plus mins each week that the trains are late doesn't count and yet it impacts on everyone who tries to use the trains making them late for work, appointments and social activities.

I would like an explanation for the continued poor service and details of how you are going to improve, with timescales.

Yours

[REDACTED]

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From: [REDACTED]  
Sent: 08 November 2018 09:01:34  
To: Scottish Ministers  
Cc: christina.mckelvie.msp@parliament.scot,  
angela.crawley.mp@parliament.uk  
Subject: Cancellations of train services to and from Larkhall

AO – [REDACTED] OR

Dear Mr Matheson

I am writing to you today regarding the cancellations of train services to and from Larkhall, South Lanarkshire.

Abellio are operating the only direct public transport link from Larkhall to Glasgow, but the service is below an acceptable level.

From Monday 5th November 2018 there have been three cancellations which have caused me problems and probably more that I have not been affected by.

I have four dependents and Abellio do not take into consideration the financial repercussions that I face when they cancel trains.

- Salary adjustments for not starting work on time
- The extra cost of childcare
- My family having to order take away food if i dont get home in time to make dinner

Other things that do not get taken into account also include time wasted waiting for the next train. Due to my husband's disability, my time is at a premium and cant afford for it to be wasted because of cancelled trains. It is extremely difficult to keep a full time job, take care of my family, keep on top of my house work as well as running errands for everyone. I suffer from stress and anxiety which is made worse by these cancellations because i have to explain why I am not at work on time, why I am not home to make dinner, why I no longer have time to go food shopping.

This situation is becoming unbearable and I would appreciate your intervention in this matter as i feel that I am being penalized for not being able to afford £20+ per day parking in the city centre.

Kind regards

[REDACTED]  
Get Outlook for Andro<<https://aka.ms/ghei36>>

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From: Cabinet Secretary for Transport, Infrastructure and Connectivity  
Sent: 02 November 2018 19:52:30  
To: Public Engagement Unit  
Subject: FW: Abellio service

AO [REDACTED] OR

For MACCS

Private Office to Michael Matheson MSP, Cabinet Secretary for Transport,  
Infrastructure and Connectivity

The Scottish Government | St Andrew's House, Edinburgh, EH1 3DG

From: [REDACTED]  
Sent: 2 Nov 2018 19:46  
To: "Cabinet Secretary for Transport, Infrastructure and Connectivity"  
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>  
Subject: Fwd: Abellio service

----- Forwarded message -----

From: [REDACTED]  
Date: Fri, 2 Nov 2018, 19:44  
Subject: Abellio service  
To:  
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>

Evening Mr Matheson

Firstly I'd like to say that I am a great supporter of the SNP. I believe in independence but equally believe that as a government you and your colleagues have proven more than capable of running our nation, independent or not.

I'm writing to you as I have become frankly exacerbated with scotrail. I moved to Helensburgh just over a year ago but commute to Glasgow daily for work. Necessity results in me taking 3 trains each way every day. It leaves 6 chances for delays or disruption to leave me either late for work or late for my beauty sleep (if you could see me you would agree that I need my beauty sleep!)

I appreciate that occasional issues are unavoidable but this past month there has been only 2 days for me without disruption. This can't seriously be acceptable. A flavour of the excuses I've seen include slippery rails which they knew would magically clear up at 6pm, a broken down train near Edinburgh announced at Glasgow central only to have miraculously moved to carntyne during my short trip to Partick and signal faults galore.

The past month has been worse than usual but even the usual is far below par.

As I said I understand occasional issues are to be expected but surely the least I can expect is to get safely to work and home on the majority of my working days. Since moving to Helensburgh I'd say there is some form of disruption at least 20% of the time. If the infrastructure is so bad that their every excuse is true then can network rail

not be held to account for the failings? On the other hand if the infrastructure is reasonable then should abellio be allowed to get away with so much disruption?

At present if I am delayed I can claim through the delay repay scheme. They call this compensation but the reality is somewhat different. A delay of over two hours or even a full day of cancellations leads to a refund of the ticket cost. This isn't compensation it is just a refund for services not rendered. If I can't get to work I lose out financially, should they not be responsible for at least part of that? I would suggest the value of the ticket paid again on top at the very least.

Just to emphasise the point. This week I've been late to work twice. Once for a cancellation to the west highlands service and once for standard delays. I've been late home on 2 days and on another 2 days the train home at rush hour was cut from 6 carriages to 3 without explanation.

I time my train connections well. Each stop allows for more than 10 minutes of delay which I feel should be sufficient. I'm out of the house for over 12 hours per day as it is, delays extend that.

Its getting to the stage where I'm having to consider my future. I like my job but I'm at risk of being asked to leave due to timekeeping which is completely out of my control.

Just one last point I'd like to raise. There is a bus service from Helensburgh to Glasgow (not ideal for work as its a rather slow journey). The operator is now refusing to accept valid train tickets when the trains are cancelled. They decided this about a month ago. OK it doesn't affect me as I have a zone card so can travel on buses too but for the residents of this town it's just another kick in the teeth.

Thank you for your time and I know that public transport is a difficult remit so wish you luck.

Kind regards



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From: [REDACTED]  
Sent: 05 November 2018 08:04:07  
To: Public Engagement Unit  
Subject: FW: Scotrail

AO [REDACTED]

Hi

For MACCS please- OR

Thanks

Amy

From: [REDACTED]  
Sent: 04 November 2018 21:35  
To: Cabinet Secretary for Transport, Infrastructure and Connectivity  
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>  
Subject: Fwd: Scotrail

----- Forwarded message -----  
From: [REDACTED]  
Date: Sun, Nov 4, 2018 at 9:32 PM  
Subject: Scotrail  
To:  
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>

Dear sir,

I am a long standing Scotrail commuter and feel that i have no recourse but to write and complain to you about the dismal and worsening service that the public is experiencing now and for the last several months. We seem to be subject to an ever increasing number of Late, short formed and cancelled trains. My Partner and I often have to fight to get a standing space on our daily commute from Larbert to Queen street, and the service still has 4 more to make. I am at a complete loss to understand where all these new trains are , and like the majority of the travelling public are getting fed up of all the vague promises they continue to offer. I have seen little evidence of the HST stock they purchased from (GWR?) apart from the two complete trains they have parked up north of Queen Street Station.

I am also concerned about the number of tickets that are rejected at their automatic barriers, quite often you will see 6 or more staff manually opening the gates to let customers through. So I am wondering if you could answer the following questions for me as Scotrail dont seem to be able to reply to emails!

\* Could you ask Scotrail to publish a detailed breakdown of when the new rolling stock is to be introduced, including the HST's. I am keen to know how many additional trains will be brought in to service

\* Could you ask Scotrail to publish how many tickets are rejected by the automatic barriers each day

I think the appalling service offer by Scotrail to the travelling public is a national disgrace, and that the nickname "Scotfail" that seems to be in common and widespread use is well deserved.



Regards

[REDACTED]

--  
[REDACTED]

[REDACTED]

We do not inherit the earth from our ancestors, we borrow it from our children.  
Native American Proverb

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 November 2018 18:38  
**To:** [REDACTED]  
**Subject:** ScotRail Service Delivery

**From:** [REDACTED]  
**Address:** [REDACTED]  
**Post Code:** [REDACTED]  
**Subject:** ScotRail Service Delivery  
**Newsletter:** No

**Message Body:**  
Mr Mathewson,

Can I ask that you take 5 minutes out to look at the recent visitor posts on Scotrail's Facebook site? I think they will give you a very real feel for the angst that the travelling public are having to face on a daily basis on Scotrail services. Who is holding Scotrail to account?  
Regards

[REDACTED]

--  
This mail is sent via contact form on <http://michaelmatheson.org>

From: [REDACTED]  
Sent: 02 November 2018 10:05:29  
To: Public Engagement Unit  
Subject: FW: Fife Circle Trains

Hi

For MACCS please ?Or

From: Matheson M (Michael), MSP <Michael.Matheson.msp@parliament.scot>  
Sent: 02 November 2018 07:29  
To: Cabinet Secretary for Transport, Infrastructure and Connectivity  
<CabSecTIC@gov.scot>  
Subject: Fwd: Fife Circle Trains

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]  
<[REDACTED]>  
Date: 1 November 2018 at 23:47:09 GMT  
To:  
"Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>"  
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>  
Subject: Fife Circle Trains

Dear Mr Matheson

As a regular commuter on the Fife Circle line, I would like to appeal to you in your capacity as Cabinet Secretary for Transport, Infrastructure and Connectivity to press Scotrail bosses on their assertions that new rolling stock would be moved to this line once the new electric trains were up and running on the Glasgow to Edinburgh line. It is my understanding that these trains have now been in service for some time, but I am yet to see any improvement in the provision on the Fife Circle line, where antiquated, high-carbon producing engines continue to be in regular use, and overcrowding, delays and cancellations remain a part of the everyday experience for commuters.

My experience this morning was of one such train on the 7:57 service from Dunfermline Town to Edinburgh. The rearmost carriage was out of service due to what appeared to be an electrical fault. This led to a significant number of passengers, myself included, being housed standing in a cage within a carriage for the duration of the 40 minute journey. This is a common occurrence, which up until now I have accepted on the basis that I simply need to get to work on time, along with the promise from Scotrail bosses that new trains would be made available ?soon?. However, as time continues to move on and with anticipated fare increases in January, I am fast running out of patience.

With no sign of this happening on this line at the times I commute, I am hoping you can help hold Scotrail?s feet to the fire to deliver on their promises and start providing value for money to Fife commuters.



The Scottish Parliament  
Pàrlamaid na h-Alba

Constituency Office  
6 Church Street  
Dumbarton  
G82 1QL  
Tel: 01389 734214

Email: [jackie.baillie.msp@parliament.scot](mailto:jackie.baillie.msp@parliament.scot)

Mr Michael Matheson MSP  
Cabinet Secretary for Transport,  
Infrastructure and Connectivity  
The Scottish Government  
St. Andrews House  
Regent Road  
Edinburgh  
EH1 3DG

Our Ref: JB17456

01 November 2018

Dear Michael

### **Train Service**

I have been contacted by numerous constituents regarding the constant delays and cancellations of the trains within my constituency which has been ongoing for several weeks.

Understandably, my constituents are getting more and more frustrated due to the appalling service.

As a result of the cancellations and delays my constituents are missing hospital appointments; arriving late for work, which is causing problems with employers; and missing university and college. Often there is no alternative transport arranged when trains are cancelled and sometimes, if there are replacement buses, it takes hours to organise leaving passengers stranded at stations for an unacceptable length of time.

On many occasions station staff are unable to explain to passengers what is happening, through no fault of their own. Passengers are being left out of pocket having to arrange their own transport home as First Bus will not accept ScotRail tickets after Dalmuir; and those choosing to drive, because it's the only reliable way in to town are incurring parking charges and fuel costs.

Very understandably my constituents have been left with no confidence that their train will turn up on time, if at all.

I believe that the Scottish Government recently relaxed performance targets for ScotRail between now and June 2019 which indicates an acceptance of sub-optimal performance. Please be clear I do not share the Scottish Government's view that this is in anyway appropriate.

I would be grateful if you would advise why targets have been relaxed; what action is being taken to ensure that the train delays and cancellations with my constituency are resolved; and whether full compensation will be given to passengers.

None of these issues will come as a surprise to Alex Hynes as I have raised them all with him. I am now escalating them to you such is my frustration, and that of my constituents, with the lack of service.

I would invite you to join me and my constituents in waiting for a train at Dumbarton, Helensburgh or Balloch, but I fear you would never arrive if you were travelling by train.

Many thanks for your assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J Baillie', with a stylized flourish underneath.

Jackie Baillie MSP  
Dumbarton Constituency



The Scottish Parliament  
Pàrlamaid na h-Alba

Mr Michael Matheson MSP  
Cabinet Secretary for Transport, Infrastructure and Connectivity  
Transport, Infrastructure and Connectivity  
St. Andrews House  
Regent Road  
Edinburgh  
EH1 3DG

Our Ref: SS2152

20 November 2018

Dear Michael,

As MSP for Dunfermline I have been contacted by my constituent [REDACTED] who has a number of concerns about the recent service provided by ScotRail on the Fife Circle line.

[REDACTED] a regular user of the Fife Circle, and specifically Dunfermline Town station, advises that she believes that overcrowding, delays, and cancellations are now becoming an everyday experience for those travelling to and from Edinburgh. My constituent advises that this disruption is having a knock-on effect for those who use the service to commute for work, as they are being reprimanded for lateness, despite this being outwith their control. [REDACTED] therefore, believes that far more should be done in order to ensure that those using the Fife Circle receive a better, more reliable, service.

Furthermore, my constituent tells me that passengers are regularly advised that the disruption to service is caused by staff shortages. [REDACTED] therefore, advises that she believes that ScotRail does not employ adequate numbers of staff.

Finally, my constituent would be interested to learn why the 18:25 Saturday service from Dunfermline to Edinburgh runs with only two carriages. [REDACTED] tells me that this service is always extremely busy, and will be increasingly so as we move into the festive season, and she feels that additional carriages should be arranged in order to meet this increased demand.

So that I can provide my constituent with reassurances, I would be very grateful if you could review the above raised matters.

I look forward to your response which I will share with my constituent.

**Shirley-Anne Somerville MSP for Dunfermline**  
34 Chalmers Street, Dunfermline, KY12 8DF  
Tel: 01383 249 200, Email: shirley-anne.somerville.msp@parliament.scot

Yours sincerely,

A handwritten signature in black ink, appearing to read "S Somerville". The letters are cursive and fluidly connected.

Shirley-Anne Somerville MSP



The Scottish Parliament  
Pàrlamaid na h-Alba

Constituency Office  
6 Church Street  
Dumbarton  
G82 1QL  
Tel: 01389 734214

Email: [jackie.baillie.msp@parliament.scot](mailto:jackie.baillie.msp@parliament.scot)

Mr Michael Matheson MSP  
Cabinet Secretary for Transport, Infrastructure and Connectivity  
The Scottish Government  
St. Andrew's House  
Regent Road  
Edinburgh  
EH1 3DG

Our Ref: JB17480

9 November 2018

Dear Michael

[REDACTED]

I write again in regard to Abellio's failure to maintain a consistent rail service for my constituents.

I have been contacted by the above noted constituent regarding the ongoing problem with cancelled trains.

[REDACTED] advises me that on Monday 29th October she attempted to get on the 8:57 from Craigendoran to Glasgow Queen Street but it was cancelled. She spoke to a staff member via the Help Point who advised a replacement bus was to leave Helensburgh Central at 9:29, so she therefore walked to the bus stop. By 9:45 no bus had arrived so she walked back to Craigendoran station for the 9:59 train, which did arrive.

However, the train then stopped for over an hour beside the tunnel at Dalreoch station. The driver counted the passengers and she heard her say that there were 78 passengers.

The train then reversed back to Cardross and everyone had to leave the train. When they all got off the train there was no one there on the platform to help or advise the 78 passengers as to what to do next.

Among the passengers were people trying to get to work, people on holiday, elderly people and a baby and toddler with their heavily pregnant mother. All 78 passengers were stranded with no assistance. It was also an extremely cold day with heavy frost on the ground which made the wait for assistance all the more uncomfortable.

In the end, taxis were arranged for passengers bound for Glasgow however as it was after 12:30pm she had to abandon her journey to Glasgow as it was by then too late to continue.



She therefore had to attempt to get back to Craigendoran but was told there would be no taxi arranged for her. There were no trains going in that direction at that time so she had to wait for a bus instead.

She had no cash with her as she has a season ticket for the train because she works part-time in Glasgow Monday - Friday. It is a financial inconvenience to passengers in this area that they are no longer allowed to use their train tickets on the local buses when there is a problem with the trains. She feels that this is discrimination, as ticket acceptance is in place in many other areas for example, Glasgow and Airdrie. As a result of all that upheaval she missed a day at work and therefore a day's pay.

My constituents are being severely inconvenienced on a daily basis and I would be grateful if you would advise what is being done to improve performance for commuters in the area

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jackie Baillie', written in a cursive style.

Jackie Baillie MSP  
Dumbarton Constituency

From: [REDACTED]  
Sent: 18 November 2018 10:58:54  
To: Alex.Hynes@scotrail.co.uk, scottish.ministers@gov.scot  
Subject: Disregard for passenger safety Saturday 17 November, Edinburgh to Dundee.

I refer to the calamitous and unacceptable conditions on the 8pm train from Edinburgh to Dundee as titled.

My grandson, aged seven years in company with his, Dad, partner and her two children girls, aged 8 and 9 years, one of whom is being assessed for anxiety driven behaviour, had to sit on the floor of the train as did others throughout the journey. They had journeyed through from Glasgow visiting us. They were subjected to severe crushing and being trampled on repeatedly apart from the pandemonium one experiences after a highly profiled international rugby game in Edinburgh. This situation was not acceptable and, any duty of care you may feel you owe to your passengers, was not evident, in that, additional carriages, would have relieved this anticipated consequence of the international rugby match in Edinburgh.? Simply, four carriages were quite insufficient and created a health and safety danger for your passengers, especially young ones and those with physical or emotional vulnerability.

I am conscious that you do reveal, on occasion,? responses to anticipated events eg Christmas and the New Year, bad weather warnings etc and are quick to deliver. You have experienced such difficult before in respect of overloading and simply, certainly on this occasion, preferred to ignore one you must have anticipated or should have. I am writing to the relevant minister in Scotland to include a condition in any franchise that there should be a limited number of people standing in such situations, and that carriages should be held in reserve to supplement such occasions as should have been anticipated.

I appreciate that events can overtake supply of a 'product' but contingency plans must be put in situ where passenger safety especially for children is compromised. Buses restrict, numbers, car overloading can bring prosecution. Criteria for trains for maximum numbers?

I welcome your response to this and will endeavour to explain this, and reply from the Government, to these three young persons who were somewhat traumatised by a consequence of the inability, or an unpreparedness, to address mechanisms to minimise? such experiences. For me, in not delivering good customer service and experience, that created a significant health and safety issue which, government and train companies, urgently need to get on their agenda. If the political and commercial will is there I believe it feasible to secure resolution to such unacceptable events.

Thank you, [REDACTED]  
[REDACTED]

Sent from Yahoo Mail on Android  
Sent from Yahoo Mail on Android

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From: Cabinet Secretary for Transport, Infrastructure and Connectivity  
Sent: 24 November 2018 12:52:13  
To: Public Engagement Unit  
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity  
Subject: FW: Scotrail lack of carriages

AO - [REDACTED]

For MACCS please as an OR.

Thanks  
David

Private Office to Michael Matheson MSP, Cabinet Secretary for Transport,  
Infrastructure and Connectivity

The Scottish Government | St Andrew's House, Edinburgh, EH1 3DG

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From: [REDACTED]  
<[REDACTED]>  
Sent: 24 Nov 2018 12:46  
To: "Cabinet Secretary for Transport, Infrastructure and Connectivity"  
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>  
Subject: Scotrail lack of carriages

Hello,

I would like to complain about the train service operated by Abellio/Scotrail on Saturday 24th November through Livingston South to Edinburgh.

I was unable to get on the 11.49 train to Edinburgh as it was full. I was unable to get on the 12.16 train as it was full. The noticeboard advised the 12.49 service was also full prior to Livingston South. All these services only had two carriages.

Can you advise how this is an increased service operated on a busy day and why Scotrail did not put on more carriages or buses?

Kind regards,  
[REDACTED]

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From: [REDACTED]  
Sent: 28 November 2018 20:48:42  
To: Scottish Ministers  
Cc: [REDACTED]  
Subject: ScotRail Cancellations

AO - [REDACTED] - OR

For The Attention Of The Scottish Transport Minister

I am writing to you as a commuter who travels from Dalmuir to Edinburgh Park by rail on a daily basis.

I pay ?4,586.90 per annum for my season ticket & the service has been deteriorating month on month for the past two years, it has reached an all time low which has lead me to write direct to you.

On Monday 26/11 the 1701hrs train from Edinburgh Park to Dalmuir was cancelled. On Tuesday the 27/11 0721hr train from Dalmuir to Edinburgh Park was cancelled. Today the 0721hrs train from Dalmuir to Edinburgh Park arrived on time however sat for 45mins on the track outside Coatbridge due to a broken down train in front, when the train did move I was told it was terminating at Bathgate!

I arrived at work 2hrs after my start time today, I was 1 hour late the day before and I arrived home one hour late on Monday evening.

It is only Wednesday and we have had an incident everyday.

This is hugely concerning, I am commuting daily, trying to hold down a full time job and the service is so bad it is impacting my work and home life. I know I am not alone when I say this but something has to be done to rectify the issue.

For months last year the train was whizzing past stops to ensure it arrived in Waverley on time and hit its SLA this was a huge inconvenience, this has eased now but there are now more cancellations than ever before.

Last month the train got to Hyndland and the driver announced he had finished his shift and there was no one to drive the train? I mean how absurd is that, this is basic resource planning and it looks like ScotRail can?t even get that right, 1815hrs a train full of people and no one to drive the train it?s bonkers!

What happens if I lose my job because I am continually late for work?

I am not one to write direct to the government this is a first for me however I am so frustrated I had to do something.

I would like to know what the Scottish government are doing to improve the service?

I actually despair as winter approaches as I am sure it will continue to deteriorate.

I look forward to your response

[REDACTED]  
Sent from my iPhone

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From: [REDACTED]  
Sent: 20 November 2018 11:41:10  
To: Scottish Ministers  
Subject: FAO: Minister of Transport - Scotrail

AO - [REDACTED] - OR

More cancellations on the Edinburgh - Tweedbank line this morning due to a shortage of drivers! This service cannot be relied upon, is unfit for purpose and perhaps its time for Abellio to stand down. This smacks of management incompetence. If you want people to commute and leave their cars outside the city we need to have a reliable rail service and Scotrail is far from this.

[REDACTED]

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From: [REDACTED]  
Sent: 14 November 2018 07:51:44  
To: Scottish Ministers  
Subject: Fao transport minister

OR

AO - [REDACTED]

Dear Mr Matheson

Once again Scotrail are cancelling trains for a few stops to make up time.  
I thought this practice had stopped. What steps will you be taking to address this?

Regards  
[REDACTED]

Sent from my iPad

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t>> [REDACTED] MSP

Rowley A (Alex), MSP  
<Alex.Rowley.msp@parliament.scot<mailto:Alex.Rowley.msp@parliament.scot>>  
Subject: Train Cancellation Fife Circle

Dear MSPs

You have all responded empathetically to my previous emails regarding the poor Fife circle rail service. Again today the once a day Fife service to Glasgow (7.22 am) has been cancelled due to shortage of crew. The 7.36am train to Edinburgh is now also delayed further impacting on my journey to Glasgow. My ticket cost me ?29.30 return to attend the [REDACTED] in Glasgow. I may now not make this meeting as a lay member/volunteer of Alzheimer Scotland.

I fear despite your collective best efforts our Scottish rail service is failing and Fife is further being left out in the train infrastructure.

I am not expecting a reply as I know you are all busy people. Please continue to try and save and improve train links to Fife.

Our current Government has sadly lost all grip of Scotland's rail services.

[REDACTED]

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