

From: [REDACTED]
Sent: 17 December 2018 14:52:13
To: Scottish Ministers
Subject: Request from Jenny Marra MSP/ [REDACTED] (Case Ref: JM3067)

AO ? [REDACTED] - MR

Good Afternoon,

Aberdeen ? Glasgow/Edinburgh Train Line

Jenny Marra MSP has been contacted by my constituent [REDACTED] regarding issues with the ScotRail services.

[REDACTED] commutes daily from her home in Carnoustie to Dundee and also Glasgow and Edinburgh, and due to recent poor service on this line, she is contemplating driving to work in the future.

A copy of [REDACTED]'s email is below to provide an idea of the difficulties commuters are experiencing on a daily basis travelling to work. We would welcome your comments on the issues [REDACTED] raises and your plans to improve this service.

Kind regards,

[REDACTED]
Office of Jenny Marra MSP
North East Scotland
www.jennymarra.com<<http://www.jennymarra.com>>

Hi Jenny,

You've probably had many constituents bringing the situation to your attention but I am wondering if you can shed any light (or, even better, wield any influence) on the terrible state of rail services north of Perth/Dundee just now. For three weeks now, many Scotrail services per day have been terminating in either Dundee (from Edinburgh) or Perth (from Glasgow). The most common reason given is 'shortage of crew' but 'broken down trains' and signalling issues also crop up.

The problems pre-date the timetable changes but these haven't improved matters.

I commute from Carnoustie to Dundee by train every day and travel to Glasgow or Edinburgh once a week. Recently, I've been stranded in Perth, had journey times doubled via replacement bus services, and had to ask family members to pick me up in Dundee and Arbroath.

Other than during periods of extreme weather, the service was generally good until this month but I'm beginning to question whether I need to return to commuting by car. Not really ideal from health or environmental perspectives but at least reliable.

Any insight you can supply would be very much appreciated.

Best wishes,

[REDACTED]

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From: [REDACTED]
Sent: 04 December 2018 14:03:15
To: Public Engagement Unit
Cc: [REDACTED]
Subject: FW: Scotrail crew shortages and cancellations (please forward to appropriate personnel)

Hi,
I would be grateful if this e-mail from [REDACTED] could be placed onto the MACCS system and allocated to [REDACTED] Transport Scotland, Rail Directorate.

Thanks,

[REDACTED]
Policy Officer, Rail Futures, Rail Directorate
T: [REDACTED]
Transport Scotland, Buchanan House,
58 Port Dundas Road, Glasgow, G4 0HF

From: [REDACTED]
Sent: 04 December 2018 08:22
To: [REDACTED]

Subject: Scotrail crew shortages and cancellations (please forward to appropriate personnel)

Good morning all,

I hope you are well. I am contacting you in the hope that you can forward this email to the appropriate personnel in Transport Scotland, if this matter does not already fall under your jurisdiction. Many passengers have contacted Scotrail about this matter, but Scotrail have shown zero interest in attempting to rectify the situation.

My other half commutes from Inverkeithing to Edinburgh and has become accustomed to Abellio's inability to run Scotrail efficiently. However, in recent weeks, there have been several cancellations of services from as far away as Perth "because of a shortage of train crew." Some of these cancellations have become a daily occurrence, which has severe impacts on passengers travelling from the start of the train's route, and causes severe overcrowding by the time that the next available train reaches Inverkeithing. There is undoubtedly a measurable impact of these cancellations on the Scottish economy, with hundreds, if not thousands of people severely delayed in their attempts to get to work.

This morning, in addition to numerous late-running trains, I found four cancellations due to a lack of train crew.

[Screenshot_20181204-080047.png]

[Screenshot_20181204-080056.png]

[Screenshot_20181204-080106.png]

[Screenshot_20181204-080115.png]

This is completely unacceptable for Scotland's national railway operator. Having a sufficient number of train crew, plus crew in reserve, should be a given. I find it hard to believe that Scotrail is struggling to recruit enough staff to run their network, so

this matter is most likely down to administrative incompetency.

I urge Transport Scotland to investigate this matter immediately and pull Abellio's senior personnel into their headquarters to demand an explanation. Abellio have been given long enough to claw back their slipping performance on the Scotrail franchise, so if their excuses are insufficient, I would urge Transport Scotland to renationalise Scotrail as a matter of priority.

I look forward to hearing from Transport Scotland on this matter.

Best regards,



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[Image removed by sender.]<<https://twitter.com/dukosi>> [Image removed by sender.]

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Virus-free. [www.avast.com](https://www.avast.com/sig-email?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)<https://www.avast.com/sig-email?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail>

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From: Cllr David Barratt
Sent: 11 December 2018 10:53:36
To: Scottish Ministers, 'Annabelle.Ewing.msp@scottish.parliament.uk'
Cc: [REDACTED]
Subject: RE: Scotrail Complaint

AO – [REDACTED]!TRANSPORT!

All,

To add to [REDACTED] comments below, it really is time for serious change. I know [REDACTED] well as an active member of the community and she is not one to complain lightly and is far from a serial complainer.

Last year, I wrote to Mr. Hynes and asked for him to meet with Fife Council to address the ongoing issues. After some time, this meeting eventually took place and a positive discussion was held. Many promises were made including the prospect of funding being available to improve local parking provision. In good faith, Fife Council staff put in a significant amount of effort to quickly deliver 'spade ready' parking schemes to work in partnership with Scotrail to increase parking provision, something we were told was integral to their business model, hence the offer of funding. Despite presenting Scotrail exactly what had been asked for, we then frustratingly heard nothing for some time and were eventually informed none of the schemes were to be taken forward. This is just one example where the organisation seems to be failing to deliver for the people of Fife, and indeed Scotland. I appreciate Scotrail has taken a number steps to improve service, but I don't feel this is yielding benefits in Fife.

I have asked that Mr. Hynes attend a further meeting with Fife Council to better explain the recent issues. As the head of both ScotRail and Network Rail in Scotland, I hope he will have some answers.

I would be interested to know what steps the Scottish Government is taking to address the root of issues arising, whether it be Network Rail, ScotRail, Union disputes or otherwise. I appreciate Network Rail is not a devolved matter and accounts for a significant proportion of issues with the service.

Kind regards,

David Barratt

Cllr David Barratt (SNP)
Fife Council, Ward 6;
Inverkeithing & Dalgety Bay
7 Letham Hill Avenue
Hillend
KY11 9LD
[REDACTED]

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From: [REDACTED]
Sent: 11 December 2018 08:56
To: 'scottish.ministers@gov.scot'
<scottish.ministers@gov.scot<mailto:scottish.ministers@gov.scot>>;
'Annabelle.Ewing.msp@scottish.parliament.uk'
<Annabelle.Ewing.msp@scottish.parliament.uk<mailto:Annabelle.Ewing.msp@scottish.parliament.uk>>; Cllr David Barratt
<Cllr.David.Barratt@fife.gov.uk<mailto:Cllr.David.Barratt@fife.gov.uk>>
Subject: Scotrail Complaint

Hello

I am sending you a copy of a complaint which I submitted online to Scotrail. There has over the last couple of years been a lot of complaints and I'm aware that there have been many discussions with Scotrail management, however the service is not improving. Scotrail are making false promises and apologies from them are worthless. It's time the Scottish Government took real action and provided the people of Scotland with a reliable train service at reasonable cost which operates in such a manner that passenger safety is given full consideration. Overcrowded trains are not safe.

To put my complaint into context : I am a commuter travelling with an annual season ticket costing in excess of £1500. Today I travelled on the 7:09 from Inverkeithing to Edinburgh Waverly. It ran late, had less carriages than normal and was overcrowded when it arrived at Inverkeithing yet still squeezed passengers in at all of the scheduled stops. The next train 7:17 was cancelled.

Complaint submitted to Scotrail – 11/12/18.

New timetable - Why? You couldn't stick to the old one and you have failed to stick to the new one. Later running trains, cancelled trains, overcrowded trains, lack of carriages. I've heard many reports of station skipping but as Inverkeithing is a main hub, I have thankfully not experienced this (one tiny blessing!)

Scotrail say new timetable will bring more carriages and better service - 100% total failure.

Yesterday the 7:09 ran late, today the 7:09 ran late, did not have adequate number of carriages and was therefore dangerously overcrowded. The 7:17 was cancelled leaving commuters no choice but to squeeze like sardines into an already overcrowded train....and Scotrail charge over £1500 a year for this particular journey! Today's journey was no bad that made me feel ill. Just how would Scotrail actually handle a situation where a passenger passes out on train crowded like this? There is no way that train staff would even have a clue and it would be other passengers left to help. Due to the overcrowding and now feeling unwell due to the conditions, I made my way off the train and spoke with a member of Scotrail staff who was very sympathetic and agreed that Scotrail have said there would be a better service but it is only words. Its tangible improvements that are required and urgently. The service provided by Scotrail is totally unacceptable.

No doubt this complaint will be looked at and a reply will say sorry, but seriously, an apology is not enough.

Commuters like myself need to be provided with a service that they deserve. Train fares are not cheap and people are being herded like cattle.

I look forward to seeing some real tangible improvement, but I am not holding my breath.

Kind regards

[Redacted]

[Redacted]

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From: [REDACTED]
Sent: 06 December 2018 19:17:42
To: Scottish Ministers
Subject: ScotRail

AO - [REDACTED] (TRANSPORT)

Evening am writing to you this evening out of frustration my frustration is caused due to the abysmal ScotRail service from Glasgow Queen Street the last two evenings all service from said station were cancelled delayed or just did not move for over 2.5 hours due to trains breaking down at one particular station twice now I do understand these things happen my frustration is more due to the total lack of communication from rail staff and management to be honest it was a total shambles to say the least no one seemed to be able to explain what was happening they had passengers loaded onto trains going no place then disembarking them onto another train that was cancelled?? also I have a serious concern about the over loading of people onto overcrowded trains with a huge concern for health and safety and with the welfare of the elderly people on these trains am asking if the shambles that I had to endure be looked into by yourself or your team as this was totally unexceptionable to treat people like animals with little or no information given

Respectfully

[REDACTED]

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presence of computer viruses.

[REDACTED]

[REDACTED]

[REDACTED], [REDACTED]

[REDACTED]

[REDACTED]

Dear Sir,

On 23rd December my husband and I took the 10.39 am train from Elgin heading for Edinburgh. At Aberdeen we saw on the board that the Edinburgh train would terminate in Dundee and we would then transfer to buses for Edinburgh. We saw this information at 12.15 pm in Aberdeen.

The conductress on the train

to go at Dundee station and to wait at the exit for the buses. A crowd of us stood for over 10 minutes at the exit, then someone told us the buses were some distance along the road.

This caused my disabled husband some distress pulling a heavy case and using a walking stick.

The Scotrail employee at the buses told us that only one bus was going to run and half of us would not get taken. He said the drivers and their boss were arguing over the phone as to what was to happen. The Scotrail spokesman then booked all stations

2/ previous that we had to get a bus - why hadn't they got this sorted,

As a consequence we were quite late in leaving Dundee and it was after 16.30pm before we got off the bus at Waverly. We should have got off at Haymarket at 15.20pm so this caused us extra inconvenience.

It was a total disgrace. There were a few unhappy people on that bus, two who wanted to catch a 16.00pm connection and one who was flying to Bangkok at 18.00 hours.

About ten minutes out of Inverness we were informed that the 10.45am from Inverness was cancelled and we had to get on buses.

These were at least organised and got us to Edinburgh on time. Again no ~~explanation~~ explanations were given.

On my return to Waverley on Monday 3rd January I find that the 10.36am to Inverness is cancelled!!

Not great service,

Yours faithfully



From: [REDACTED]
Sent: 20 December 2018 16:57:53
To: Scottish Ministers
Subject: The joke that is Scotrail.

[REDACTED]
Dear Mr Secretary.

What is being done to remedy the joke that Scotrail is becoming. Every week I'm having to logon and make a claim on the Delay Repay site. The only respite is that I only have to make one weekly return journey from Glasgow to Aberdeen. God knows how frustrating it must be to have to use Scotrail services every day. All I seem to see online is cancellation after cancellation due to shortage of staff. How can Abellio not provide enough train staff to run the scheduled timetable and what's being done to resolve the issue? When will things be back to normal? for a service which increases in price year on year, but is not meeting the needs of the paying public?

Regards,
[REDACTED]

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From: [REDACTED]
Sent: 23 December 2018 10:41:00
To: scottish.ministers@gov.scot
Subject: Transport Minister

For the attention of the Transport Minister?

Can you please explain why Scot Rail are still allowed to operate.?

On Saturday 22nd December the 1315 from Larbert to Edinburgh was cancelled. The 1345 arrived late at 1348 and was formed in only 2 carriages meaning that around 30 passengers were unable to board as the train was already over crowded. The majority were disappointed families like us. The train was an old diesel model despite the line now being electrified.?

We choose to make alternative transport arrangements scared we would have similar difficulties with our return journey.?

What fines are being enforced on Scotrail for this unreliable service.?

Scotrail offered no explanation nor apology. The conductor merely suggested we try waiting for the next train but gave no assurances on number of carriages.?

I await your response.?

A [REDACTED]

Sent from Yahoo Mail on Android

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From: [REDACTED]
Sent: 19 December 2018 16:58:25
To: Public Engagement Unit
Subject: FW: Fife circular Trains

AO ? [REDACTED]

For maccs OR

From: [REDACTED]
Sent: 19 December 2018 14:34
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fife circular Trains

hi

I am sure you are aware of the problems on the fife circular trains and to make matters a lot worse after the recent timetable change they have got even worse.

they have changed the peak time train in the morning from 6 carriages to 3 carriages with a lot of people not even getting on from Dalgety Bay onwards, from Aberdour there is only standing room and with the amount of people on the train it is on a matter of time before there is a serious accident, In the last week several peak time trains mornings and evenings have been late or cancelled or in a few cases can not get on the train as the are full leaving edinburgh this service provided is not acceptable as it is not affected peoples employment as being late everyday is not good

I have sent a formal complaint to Scotrail as many more have but feel as you are the transport minister for Scotland it is now time to take this in hand and finally deal with the problems and give the people who travel on this circular line a proper service before there is a serious accident. it would be good to have it sorted for everyone returning to work after the festive season

i have enclosed my complaint and i am now keeping a note of the problems everyday which I will also be reporting to Scotrail.

I feel after the worse few months ever in travelling it is time for you to arrange a meeting with them urgently or arrange a public meeting so everyone can attend and voice all their concerns as this service is totally unacceptable

thanks

[REDACTED]

To whom it may concern,

I am writing in regards to your recent timetable changes that came into effect on 9th December 2018. Prior to this the service provided on the Fife Circle line was inadequate at best but now it is utterly shambolic.

I largely refer to the 07:46 from Dalgety Bay to Edinburgh Waverley. This is the busiest commuter train through the Fife coast in the morning. This train used to be comprised of 6 carriages with standing room only after Inverkeithing. This train has

now been halved in capacity to a 3 carriage train with standing room only after Aberdour. Not only is this dangerous but it makes for an extremely unpleasant journey. I myself have been pushed and knocked over due to passengers at Dalmeny trying to force their way on the train. These passengers have often been waiting in excess of 45 minutes for a train and are unable to board due to overcrowding which is unfair on them. I have also witnessed a fellow passenger faint due to the heat of the train as a result of the overcrowding.

Services on the evening peak have also been effected with the 16:53 from Edinburgh Gateway being cancelled on numerous occasions with a pitiful refund of ?1.37. Since the timetable change the 17:26 from Edinburgh Gateway has been delayed every day, normally due to the train in front being delayed. I also on a number of occasions had to get a train to Inverkeithing, because the previous train to Dalgety Bay was too busy to board and make my own way back to Dalgety Bay, which is an additional cost, despite paying for a ticket to Dalgety Bay.

Prior to the timetable change numerous services were cancelled or delayed because of shortage of train crew. I have been led to believe this is because train conductors are now refusing to work overtime. This was frustrating enough without the additional changes.

The overall service provided to commuters is abysmal, we pay ridiculous prices to run the risk of not being able to board a train and if you are one of the lucky ones that can get on you never get a seat. In the last 3 months I have paid ?356 to use your services which is a large proportion of income for the majority of passengers. In the last month I have had a stressful commute every working day. This has resulted in me being consistently late for work, despite leaving earlier to get on your trains, and on occasion having to leave work early because you have cancelled trains heading into the evening peak.

I have been advised by PD on Twitter that the 07:46 train from Dalgety Bay is now a 3 carriage train as standard. They also advised that once the central belt electrification projects are all complete, and your new Class 385 and InterCity trains are all in service, you will redeploy your existing Class 170 trains to Fife and Borders routes. CT on Twitter then advised that Fife will likely see the benefit of this from May 2019 when the timetable next changes.

This is 6 months away and commuters from Fife cannot be forced to deal with the current service at increased prices from January. I will be asking your station staff for a refund on the remainder of my season pass and will not renew in January unless the current situation is revised.

I have contacted my local MP, Lesley Laird, regarding this matter and will be sending her a copy of this complaint. I have also contacted the Dunfermline Press.

To resolve this issue I would like the current services on the Fife Circle route to be revised for January 2019. I would also appreciate a partial refund on my season pass for the last month of chaos. If this issue is adequately resolved I will progress the matter further to the Rail Ombudsman.

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From: [REDACTED]
Sent: 17 December 2018 20:10:34
To: Scottish Ministers
Subject: Scotrail Transport Concerns

AO - [REDACTED] (TRANSPORT)

Hi,

I wondered if you were prepared to make a statement or even better detail an action plan to sort out the current issues with Scotrail.

Delays, cancellations and overcrowded trains are affecting individuals, families etc. Service can only be described as a disgrace and immediate action is required.

I use the railway network a lot but have decided that car travel is more efficient. Not great for the environment but there are just no other options.

Regards,

[REDACTED]

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From: [REDACTED]
Sent: 18 December 2018 12:56:09
To: Scottish Ministers
Subject: Scotrail service

AO [REDACTED]!TRANSPORT!

Dear Michael Matheson MSP

I am compelled to email to express my frustration at the completely shambolic train service Scotland currently has to endure. My local train journey is the Cathcart circle from Langside to Glasgow Central. This simple circular route is with increasing frequency delayed and running late and today for no clear reason the 12:15 train from Glasgow central station to langside was boarded but without explanation did not run. Thereby making me 30min late while I waited for the next train. My concern is that if such a simple circular route experiences these problems there are clearly fundamental problems with the national service.

In a time where people are encouraged and indeed eager to make energy efficient journeys the train service should be a great asset. However the current state of the service does nothing to entice passengers to use the train service due to unreliability and increasing cost.

I would be eager to hear any plans to rectify this situation?

I look forward to your response

Kind regards
[REDACTED]

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From: [REDACTED]
Sent: 14 December 2018 10:33:59
To: scottish.ministers@gov.scot
Cc: Alex.Cole-Hamilton.msp@parliament.scot,
customer.relations@scotrail.co.uk
Subject: FAO: Transport Minister - ScotRail

Good morning,

I wish to express my anger at the appalling service ScotRail is providing of late. Having used Scotrail to commute for just over a year I am sick of unreliable service, and this week has been the final straw.

I commute from Dalmeny to Haymarket daily, at a cost of almost ?1000 per year. For this I would expect a reliable service with enough space, but all too often I must wait for the second or third train to come through Dalmeny before there is enough room to board. It is so reliably poor that there have been coaches to take additional passengers by road. Surely you see the irony in this? Since the timetable change this week my train from Haymarket just before 6pm has had only two carriages, meaning most people couldn't get on. Why is this acceptable? In fact, I just managed to squeeze on to one of the two carriages when the conductor yelled "this train is going nowhere until some of you get off". No apology, just an appalling attitude with a tone that implied somehow the passengers were at fault. Added to this is an increase in fares in the new year. How can you possibly accept this with a straight face? It seems like all over the media has been about how the trains are being upgraded and how there will be more capacity with better service. So far I have seen nothing of this.

It is time customers got an answer as to why this is happening and what's being done about it. I would appreciate detailed answers to the following questions:

- Why have only two carriages been laid on from Haymarket to Dalmeny (and beyond) on a peak time service at least twice this week?
- Why is there often a shortage of carriages in the morning from Dalmeny, again at peak time?
- Why are so many trains getting cancelled? On Friday my colleague went for the last train home to Dunfermline to find out it was cancelled. The helpful response from Scotrail was to go to Linlithgow and find a way from there. Useful. Surely of all the trains you keep running are the last few of the night?
- What is being done to resolve these issues?
- Since the timetable change to increase capacity, why is it now harder to get on a train, let alone get a seat?

I look forward to hearing how you can justify charging me ?1000 a year for a ticket when I can rarely get the train I require.

Faithfully,

[REDACTED]

cc: Alex Cole-Hamilton

From: [REDACTED]
Sent: 10 December 2018 08:56:56
To: Public Engagement Unit
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity
Subject: FW: Scotrail

AO ? [REDACTED] (TRANSPORT)

Please place on MACCS for an official response,

thanks

[REDACTED]
Deputy Private Secretary
Cabinet Secretary for Transport, Infrastructure and Connectivity
[REDACTED]

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From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<<mailto:Michael.Matheson.msp@parliament.scot>>>
Sent: 07 December 2018 19:04
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<<mailto:CabSecTIC@gov.scot>>>
Subject: Fwd: Scotrail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 7 December 2018 at 19:01:53 GMT
To: Michael.Matheson.msp@parliament.scot<<mailto:Michael.Matheson.msp@parliament.scot>>
Subject: Scotrail

Dear Mr Matheson

This is the first time I have contacted a member of the Scottish Parliament, but I feel that I have no choice as I am growing increasingly tired and frustrated by the service that myself and other commuters are receiving from Scotrail.

It is increasingly apparent that Scotrail have no interest in serving their customers.

Myself and my husband moved to the Polmont area 3 years ago from East Lothian. 1

of the main plus points for moving here was the frequent and reliable train service to Edinburgh Park and Waverley train stations to commute to work. Boy, that was a stupid mistake! Over the last 3 years we have found the service has significantly deteriorated in terms of reliability, cancellations, reduction in carriages, and increasing number of breakdowns.

I am a season rail ticket holder for the route between Polmont and Edinburgh Park. There is only 1 direct train service that I can take on this route (train from and to Dunblane). However, I am increasingly having to drive to my work rather than use the train, due to frequency of cancellations. This defeats the purpose of having a train season ticket, and increases traffic congestion on the roads as well as pollution.

I am fed up of the empty promises from Scotrail or newer and faster trains. I am also dreading the timetable changes taking place on Sunday 9th December, especially as my train service is now coming via Cumbernauld. With all of the cancellations due to faulty trains and staff shortages over the past few weeks, I don't feel confident that services will run on time or without cancellations, and it's likely that the old rolling stock will be used for this new route.

When the train service works it's fantastic, but this is happening less and less. Can you please advise what action is being undertaken to address this situation and to resolve it?

Your sincerely

[Redacted signature]

Sent from my iPad

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P?rlamaid na h-Alba: A? toirt deagh bhuaidh air beatha sluagh na h-Alba

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From: [REDACTED]
Sent: 11 December 2018 13:01:02
To: communications@abellio.com, Scottish Ministers,
Mairi.Gougeon.msp@parliament.scot, Michael.Matheson.msp@parliament.scot,
customer.relations@abellioscotrail.com, news@mearnsleader.com,
news@thecourier.co.uk, pj.newsdesk@ajl.co.uk
Subject: Scotrail appalling services being offered to the country : Now no
direct services Laurencekirk to Dundee/Edinburgh/Glasgow

AO - [REDACTED]

Good Morning,

I am writing to complain about the abysmal and poorly thought out changes to the rail services now being delivered to Laurencekirk Railway station

I've been commuting weekdays Monday - Friday from Laurencekirk to Dundee now for several years and i know there are a number of other regular users of this service whom you are freezing out with this change . I have fully relied on Scotrail to get me to and from work during this period, yes very occasionally trains were delayed or cancelled, they were pretty much always overcrowded and usually delayed a little, but generally at least i could rely on you getting me to and from my work at an acceptable time. I had some concerns with the new schedule and realized it meant i would either travel almost an hour earlier or be a little later to work which i had made prior provision for with my workplace so I was ready to accept the change in times.

I like many others never noticed and really did not expect the change where there is no longer ANY useful direct services to and from the south to Dundee, Edinburgh and Glasgow. I'm very disappointed and disheartened that despite these "Mystical" all new and improved, faster trains that have been promised that it looks like i personally will no longer be able to use Scotrail even as a reliable means of "PUBLIC TRANSPORT" that will be able to provide me with the services i require. Relying on your service now would be too great a risk to my job and reaching my workplace on time and you have forced me to return to using my car. Even for personal train journeys I will now have to find a way to Montrose so I can travel where I need to when there is a perfectly usable "NEWLY REFURBISHED" station on my doorstep.

I have seen over the last few years how Scotrail treat all these smaller stations between Dundee > Arbroath and will cancel their services at the drop of a hat despite these services being few and far between already. And low and behold day one of the new timetable there is an issue and you cancel my train. Signal issues or not the lack of flexibility and redundancy planning when things go wrong with Scotrail services is utterly shocking, and the fact a train went through the station while we were discussing arrangements and asking if another train could be stopped over the intercom was very hard to swallow. I guess you believe a faster "let's face it reduced service" is the way forward for your loyal customers , one thing is for sure you WILL be making more seats available further down the track reducing overcrowding at least so you meet one target. Even if i were to trust that this was a one off which we know it won't be , as soon as there is an issue on the track Laurencekirk will be the first train cancelled meaning i cannot even get to my connection at Montrose. This is too much of a risk and an inconvenience let alone worrying if I will have a suitable means of transport home if I did take the train.

I'm not sure how you did it but to lose my complete trust in one day is pretty damn impressive. Then we have the scheduled prices rising again soon so the option of

travelling by rail is becoming less and less appealing and bringing the price to pretty much make the car cheaper to run. The fact Scotrail now want me to take a train which may or may not run / or make my own way to Montrose to then wait for another train that may or may not run is utterly ridiculous why the trains can no longer stop at Laurencekirk for the brief couple of minutes it takes for you to load/offload your cattle is beyond a joke.

It's sad that Scotrail have just recently spent so much "PUBLIC" money and time to reopen Laurencekirk Station and I believed they were fully committed to expanding on its success. I do hope i am wrong but I feel your poorly thought-out and uneducated approach has just limited the future for Laurencekirk Station and its passengers, I feel unless reversed it's only a matter of time before passenger numbers will dwindle and it closes again and total waste of public expenditure.

Laurencekirk Railway Stations - Service frequencies are to be "IMPROVED" here from 2018 as part of a timetable recast funded by Transport Scotland<https://en.wikipedia.org/wiki/Transport_Scotland>
https://en.wikipedia.org/wiki/Laurencekirk_railway_station

I do appreciate the assistance provided by the person at the other end of the intercom on Monday morning but when our train was scheduled for 7.55 and you cannot get a taxi to arrive and to take us to Dundee until at best 8:45 the time I start work, That's not great customer service. Its appreciative that Scotrail will try to provide alternative transport such as Taxis but I hate to think how much this costs Scotrail yearly when it would probably be much more cost efficient to just run a decent service for the public in the first place.

As an update as i have days remaining on my season tickets i took the train from Laurencekirk to Montrose this morning - it arrived on time "well done" oh its utterly "EMPTY" The only people on this train were the people who got on at Laurencekirk - Not sure how busy it is on the early stages of its journey but all i can say is what a waste of money this train must be for Scotrail, And as for the passengers who got on at Laurencekirk what a hassle getting on a train for maybe 10 minutes - no point getting comfortable or warm, getting chucked back out onto another cold platform and its rather mild today compared to whats to come , I can honestly say I never felt comfortable until i arrived in Dundee and when the train came its the same old train i've been getting for years now it just wont stop where i NEED IT to stop.

So much for the highspeed / improved trains and service being deployed throughout the country, I guess the North East are not reaping the same benefits as others are "Apparently having" elsewhere. although the tweets and feedback i'm seeing from day one say otherwise. Its just so disappointing that the Scottish Government took the decision to not strip you of your right to run our rail lines. The council wants to continue to allow more and more new houses to be built in our village and part of the stipulation of this was to provide better services and more transport links including the A937 flyover which is talked about over and over and we may see this century. We already have horrendous bus links and now train services are being removed/replaced with a half baked service.

COME ON SCOTRAIL - TAKE A LOOK AND MAKE THE RIGHT DECISION - Laurencekirk and Scotland as a whole needs and deserves a much better service than you are now offering. The joke of it is you are owned by a company that shows they can provide a much better run service in their home country.

regards
[REDACTED]

From: [REDACTED]
Sent: 02 December 2018 18:14:40
To: Scottish Ministers
Subject: Train Service in Scotland

AO - [REDACTED]!TRANSPORT! - OR

FOR THE ATTENTION OF MICHAEL MATHESON

I had occasion to visit Edinburgh from Fife on Saturday 1st December, 2018, on a social visit with friends. We do this frequently but over the last year the train service offered by Scotrail is horrendous.

As you know Edinburgh is very busy at the moment with the Christmas Market, Christmas Parties, Christmas Shoppers etc. Two trains were cancelled in the evening leaving our only option to get home on the 2014 hours Durham to Dundee train (even this was delayed). The train prior and one after were cancelled which meant this service was horrendously busy. As the Christmas Market is on in Edinburgh there were a lot of children on this train. We had to stand, squashed all the way into Fife. This train was pulling another train which had numerous empty carriages on it. We had paid ?17.70 return for this pleasure!

I am appalled at the service Scotrail provide. It is expensive, unreliable and dangerous. I now only take the train as a last resort because of the very poor service. It's the worst I've travelled on in Europe.

I think Edinburgh is a gorgeous city and used to visit it as often as I could however the increasingly unreliable train service is putting me off travelling to Edinburgh. I have spoken to numerous friends, family and other commuters about this service and they are also considering whether its worth going into the City.

My husband works in Edinburgh and is finding alternative ways to get to work. He only takes the train when absolutely necessary. He pays ?25 for a daily train ticket, he frequently cannot get a seat and has to stand and is always concerned that his trains will be cancelled, which means he may be late for work or have to hang about for hours to get home.

Surely this is unacceptable and that there is something that the Scottish Government can do?. It can?t be good if people are put off going in to our capital city to enjoy all it has to offer.

I have sent in a complaint to Scotrail and I wait to hear from them.

Can this issue please be addressed before the situation gets any worse.

Thank you for taking the time to read my e-mail and to consider the concerns that I have raised.

An indication on how the Scottish Government intend to take things forward would be greatly appreciated.

With kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
Sent: 04 December 2018 10:38:10
To: Public Engagement Unit
Subject: FW: Constituent Complaint - [REDACTED]

Hi

For MACCS please- MR - AO: [REDACTED]

Many thanks

Amy

From: FitzPatrick J (Joe), MSP
<Joe.FitzPatrick.msp@parliament.scot<mailto:Joe.FitzPatrick.msp@parliament.scot>
>
Sent: 04 December 2018 10:37
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Constituent Complaint [REDACTED] CRM:0212904

Good Morning,

[REDACTED]

Please see below an email from [REDACTED] regarding a recent train journey. I would be very grateful for any advice you could offer.

Thank you in advance.

Yours Sincerely,
Joe

Joe FitzPatrick MSP (Dundee City West)
a: 37 Dock Street | Dundee | DD1 3DR
Visit: www.joe.fitzpatrick.scot<<http://www.joe.fitzpatrick.scot>>

----- Original Message -----

From: [REDACTED]
Received: 02/12/2018
To:
Joe.FitzPatrick.msp@parliament.scot<mailto:Joe.FitzPatrick.msp@parliament.scot>;
Joe.FitzPatrick.msp@parliament.scot<mailto:Joe.FitzPatrick.msp@parliament.scot>;
Subject: Rail Travel complaint

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Myself and 7 friends travelled by train to Edinburgh yesterday 1st December. Going trains were cancelled however we all got on in Dundee on the 9.40am. This train was very busy lots of people standing. Coming back we had an open ticket. On checking at 7pm there was at least 2 trains to Dundee cancelled, we hurried our meal and headed to station . Right enough on the information board it said cancellations due to staff shortages and crew.

We were at the station for an hour hoping to get on the 8.15pm as the one after was also cancelled. By this time platform 8 had was very busy, lots and I mean lots of people a lot of them drunk. Only seen 1 guard on this platform. We all were separated and with a lot of barging and pushing by everyone we got on the train. Myself and one of my friends were crushed at one of the doors. Yet again we only seen 1 guard.

She did apologise and said she was the manager, not getting paid as on salary but had to cover due to staff sickness. She told us it had all kicked off at the front of the train, a fight, and police were brought on train to deal. Our friends later confirmed this as they were near the incident. Lots of drunk people and people drinking all over the train, no way could they have been stopped from doing this, even with a time rule.

Basically my complaint is this we were all crowded on this train with no control, sheep/cattle are looked after better. we are mature women 50/60yrs after all paying an amount of money for return tickets, we should feel safe. It was a very frightening experience, no health and safety procedures in place.

I am bringing this to your attention as I believe someone is going to get hurt or worse killed.

Regards



*

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From: [REDACTED]
Sent: 19 December 2018 11:55:19
To: Scottish Ministers
Subject: Scotrail

AO ? [REDACTED]

Dear Sirs

How bad has it got to get before Abellio are stripped of the Scotrail franchise?????

They have been fined on numerous occasions for failures since they took over the franchise, and the last few weeks have heaped disaster on top of disaster.

Media comment has been rightly critical, and just for the record I have been monitoring services passing through Stirling over the last week or so. The total numbers of services cancelled for part or all the route are as follows:-

Wednesday 12 December 2018	13 services
Thursday 13 December 2018	6 services
Friday 14 December 2018	16 services
Saturday 15 December 2018	16 services
Sunday 16 December 2018	6 services
Monday 17 December 2018	47 services
Tuesday 18 December 2018	20 services

Frankly this is appalling.

The vast majority are recorded as "issues with train crew", but quite frankly you all (Government, Transport Scotland, Network Rail and Scotrail) ran out of credible excuses long ago, and as for "building the best railway Scotland has ever had", history clearly says otherwise.

Arguably the biggest mistake was awarding the franchise to Abellio in the first place, after First Group did such a good job with the previous award - their "reward" for success was to lose the contract and it was well known in the rail industry that other Abellio franchises had not exactly been studies in excellence.

You may delude yourselves that you are "Stronger for Scotland" but you are definitely NOT "stronger for Scotland's railways".

How can you possibly wish compliments of the season to so many thousands of passengers whose journeys have been compromised?

I have a keen eye for patronising drivel, so you would be well advised to avoid such language in any reply.

Yours sadly

[REDACTED]

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From: [REDACTED]
Sent: 06 December 2018 14:07:09
To: Public Engagement Unit
Subject: FW: Glasgow-Bishopbriggs-Glasgow train

AO ? [REDACTED]

For macs OR

From: [REDACTED]
[REDACTED]
ot>>
Sent: 06 December 2018 10:55
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: FW: Glasgow-Bishopbriggs-Glasgow train

Ministerial

From: [REDACTED]
Sent: 05 December 2018 17:47
To: [REDACTED]
[REDACTED]
ot>>
Subject: Glasgow-Bishopbriggs-Glasgow train

From: [REDACTED]
Address: [REDACTED]
Post Code: [REDACTED]
Subject: Glasgow-Bishopbriggs-Glasgow train
Newsletter: No

Message Body:
This week has been another nightmare for commuters on this line. I don't think a peak hour train has run on time over the past few weeks. Passengers travelling to and from work have been late, due to cancellations, late running and not enough crew to operate. This is not a rail service fit for the 21st century. Someone has to take responsibility for this fiasco and as Minister charged with running the country's transport system, your urgent intervention is required.

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

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From: [REDACTED]
Sent: 05 December 2018 23:02:45
To: Scottish Ministers
Subject: FAO Michael Matheson MSP, Cabinet Secretary for Transport, Infrastructure and Connectivity, re: Abellio Scotrail Franchise

AO – [REDACTED] (TRANSPORT)

Dear Mr Matheson,

I am writing to you in relation to the current performance and reliability of the Abellio Scotrail franchise.

First and foremost, I am sure you have been aware of the recent issues due to press coverage and I was very reticent to write to you initially, given the volume of correspondence from the public you must already receive. Whilst any improvement in the franchise performance is highly unlikely, my experience of the last 4 days of trying to commute to and from my place of work have become so dreadful that I felt I had to contact you.

At the start of October 2018, I started a new job that required me to catch the train from Linlithgow to Edinburgh Park, Monday to Thursday. After becoming increasingly frustrated at the routes punctuality I started to actually track the train times from 25th October 2018 to see if it was as bad as I thought. I'm happy to provide my full analysis if useful, however in summary, on my commute to Edinburgh Park in the morning 53% (12/23) of the trains I have caught have been late to arrive and more exasperatingly, 82% (19/23) of trains caught in the evening have been late. However, this is not the worst part, and what has prompted me to write is my experience over the last 4 days. Since Thursday 29th November 2018, the last 3 trains I have attempted to catch home in the evening have all been cancelled and even last night (4th December 2018) the next train was also cancelled. This means that during this period, my total commute of 36 minutes (3 x 12 minutes) has actually taken 2 hours and 30 minutes, which is almost 5 times longer than it should. Furthermore, this morning my train into Edinburgh Park was also cancelled resulting in me having to take the car. Having got home and checked tonight's performance, every train between 17:44 and 19:15 on this route was also cancelled, which is just incredible. How is this even acceptable?

Based on information available through media outlets, I understand that the recent disruption has been due to staff shortages due to staff refusing to work overtime or on rest days as a part of a dispute over rest day payments for train staff and, whilst Abellio Scotrail will deny this as it is likely to put them in breach of contract, I feel this is unacceptable for two main reasons.

The first is that Abellio Scotrail have clearly based their service levels on an extremely variable factor – their staff's goodwill when fulfilling overtime requirements. As is completely evident at present, this approach is flawed and shows Abellio Scotrail's unwillingness to resource the service adequately. There is also a strong argument to be made about what effect the pressure to work overtime has on their staff and the knock on effect on other services such as NHS Scotland, due to work related stress etc.

The second reason, and my main grievance, is that under the bidding process for the contract, I would have surely expected Transport Scotland to ask each bidder to demonstrate how they would be resourced to meet the demands of the contract. This, in turn, presents a few possibilities – 1. This wasn't asked to be evidenced during the bidding process and that process wasn't fit for purpose. 2. Abellio Scotrail stated that they would meet this requirement through the use of overtime which goes back to my first point about how robust is this approach and why was it accepted? and 3. Abellio Scotrail stated they had the staffing capacity to meet the contract without overtime and are therefore in breach of their contract.

With this in mind, can you please provide me with the following information?

recent

1. Did the ITT for the Scotrail contract ask each bidder to demonstrate how they would be resourced to meet the contract?
2. If so, can you please state how Abellio said they would do this?
3. Can you also please advise if the Scotrail franchise contract contains any penalties for not resourcing the contract sufficiently?
4. If the answer to question to 3 is Yes, can you please confirm what the penalties are and if they are being applied?

I also read recently that ScotRail's performance level is at its lowest since the franchise began and that performance benchmarks have been waived from September 2018 until June 2019. It certainly appears the decision to waive such an important characteristic of the contract has only encouraged Abellio Scotrail to show even more disdain towards delivery of the contract.

In a remarkable similarity, the recent ORR Enquiry into the May 2108 disruption in parts of England's rail network sited "A key issue, found by the Inquiry, is that there is an apparent gap in industry responsibility and accountability for managing systemic risks, and that needs to change." With this in mind, I hope that lessons learned from this enquiry can be applied to the Abellio Scotrail franchise sooner rather than later.

For my own point of view, the recent rail disruption I have had to endure has had a significant impact on my own family life and for the time being I have decided to

commute by car. This in itself seems almost ludicrous that I feel the need to make a 60 minute car journey because my 12 minute train commute is so unreliable. As my commute now takes longer, this is likely to have a knock on financial impact on me through additional child care costs however at least I know this will be taken care off rather than gambling with my child's supervision that my train might actually turn up.

I appreciate you taking the time to read this, although in reality, I do not expect any improvement in the service any time soon.

Kind regards,

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

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From: [REDACTED]
Sent: 18 December 2018 08:46:22
To: Public Engagement Unit
Subject: FW: Scotrail

AO ? [REDACTED] (TRANSPORT)

Hi

For MACCS Please ? OR

Many thanks

[REDACTED]

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 17 December 2018 20:13
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: Scotrail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 17 December 2018 at 19:01:02 GMT
To: Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>
Subject: Scotrail
Michael

I feel I have to write to you to highlight and share my concern and deep frustration as to how poor the current Scotrail service is. It is truly woeful, and rather than be the best railway Scotland has ever had? it is becoming an unreliable embarrassment. Trains are regularly cancelled or delayed. Not to mention the recent timetable change which actually materially negatively impacted my commute from Dunblane to Edinburgh. Rather than a better service, I now suffer a much slower, less convenient and overall worse service. This is after months of disruption on the promise of a better service.

I would like to know what you are doing to hold Scotrail to account and to improve the current unacceptable situation?

Do you think the current situation is acceptable?

Why have you allowed the current situation to prevail?

Specifically, what are you doing to change the current situation?

When can we expect an improvement?

Regards



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From: [REDACTED]
Sent: 19 December 2018 17:07:37
To: Public Engagement Unit
Subject: FW: Abelio

For maccs OR

From: [REDACTED]
Sent: 18 December 2018 09:14
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot>
Subject: FW: Abelio

Ministerial

From: [REDACTED]
Sent: 18 December 2018 07:36
To: [REDACTED]
<[REDACTED]@gov.scot>
Subject: Abelio

From: [REDACTED]
Address: [REDACTED]
Post Code: [REDACTED]
Subject: Abelio
Newsletter: Yes

Message Body:
Hi Michael

I am writing to you to complain about the state of our trains. As you know Abelio are continuing to cancel trains each and every day. This is absolutely unacceptable as you never know if you are going to get to your destination. I pay a fortune to get to Edinburgh and in this time of austerity I could really do with spending it on something else, however I need to work.

As a member of the SNP there isn't much I disagree with, but I think you have had enough time to realise that Abelio must be in breach of their contract and subsequently be removed. I can assure you that you are losing voters and would suggest robust action.

If you wish to discuss further, get in touch.

[REDACTED]

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From: [REDACTED]
Sent: 20 December 2018 13:42:38
To: Public Engagement Unit
Subject: FW: SCOTRAIL

AO - [REDACTED]

Hi

For MACCS please- OR

Many thanks
[REDACTED]

-----Original Message-----

From: [REDACTED] <[REDACTED]>
Sent: 19 December 2018 21:52
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot>
Subject: SCOTRAIL

Good evening

Can you tell me what the Scottish Government is doing with regards the constant cancellations of Scotrail trains ?

My 17 year old daughter has been in Waverley Street station since 9.00 pm trying to get home. The message on Scotrail's website is stating trains are cancelled due to staff shortages !!!

I await your response and the safe arrival of my daughter!

[REDACTED]

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From: [REDACTED]
Sent: 17 December 2018 20:43:33
To: Scottish Ministers
Subject: Scotrail is woeful!

AO ? [REDACTED] (TRANSPORT)

Dear Mr Matheson,

As the appointed Cabinet Secretary for Transport, Infrastructure and Connectivity I am emailing to complain bitterly about ScotRail. I commute daily between Linlithgow & Edinburgh for work purposes. The service that Scotrail provides is totally and utterly woeful! ScotRail is supposed to deliver Scotland's national rail service but the service this company provides is shambolic. It is an utter disgrace! I pay a premium price for this service and fares will be increasing again in the New Year. I am throwing good money after bad. As the Cabinet Secretary for Transport, what are you going to do to ensure that Scotrail provides me and the rest of the commuting fraternity with a reliable functioning rail service? You have the authority to demand that Scotrail provides Scotland with a fully functional rail service where trains arrive and depart as scheduled in their timetables. It is not rocket science. I have spent enough time and energy trying to get to and from work that I am keeping this email short. I am sick of it all along with the other long suffering commuters. It is damaging to people's moral, their livelihoods and the Scottish economy. I look forward to hearing from you. Kind regards, [REDACTED]

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From: [REDACTED]
Sent: 18 December 2018 08:45:24
To: Public Engagement Unit
Subject: FW: ScotRail

Attachments: Doc4.pdf, Doc3.pdf, Doc2.pdf, Doc1.pdf

AO ? [REDACTED] (TRANSPORT)

Hi

For MACCS Please ? OR

Many thanks

[REDACTED]

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 17 December 2018 23:15
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: ScotRail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 17 December 2018 at 23:14:01 GMT
To: Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>
Subject: ScotRail
Dear Mr Matheson,

I have written to my local MSP, Fulton MacGregor, with a copy of this email. However, I thought it important to send to yourself as Transport Minister for the Scottish Government.

I am contacting you regarding the service ScotRail has been providing the Gartcosh line since the changes to the timetable on the 9th of December.

As you may be aware ScotRail launched an Edinburgh/Queen Street high level service providing shorter journey times and new trains which is to be commended. As part of these changes they also removed the low level service that would typically end in Dumbarton.

Since these changes service has been practically non-existent for the regional towns along this line especially Stepps, Gartcosh, Greenfaulds and Cumbernauld. When these trains are cancelled there is no alternatives to get home by public transport. ScotRail has not provided any buses to these stations so far as I'm aware.

Just today for example please see the attached screenshots showing the raft of

cancellations during the AM peak and several PM services also affected. When trains do arrive they are consistently 5-10+ minutes late.

This really cannot go on and really needs further action from Parliament as they are failing on several lines. At last count on their website 71 services were affected today. They have clearly not taken heed of the timetable woes experienced by the TOCs in England. We require a working train service or alternative means of transportation should the trains be cancelled. It's unacceptable that they provide buses for other stations but not ours when things go wrong as I'm sure you're aware there's no direct service to Glasgow from here.

Many thanks for your time.

*

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From: [REDACTED]
Sent: 24 December 2018 10:25:03
To: Public Engagement Unit
Subject: FW: Message from Scottish Parliament website

For maccs OR

From: Matheson M (Michael), MSP <Michael.Matheson.msp@parliament.scot>
Sent: 24 December 2018 10:18
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot>
Subject: Fwd: Message from Scottish Parliament website

Sent from my iPhone

Begin forwarded message:

From: <noreply@parliament.scot<mailto:noreply@parliament.scot>>
Date: 24 December 2018 at 09:23:09 GMT
To:
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Subject: Message from Scottish Parliament website

name:

[REDACTED]

address:

[REDACTED]

postcode:

[REDACTED]

email:

[REDACTED]

telephone:

[REDACTED]

message:

Dear Michael, In your capacity as the Minister for Transport Infrastructure and Connectivity, I am writing to raise the issue of recent the appalling level of service from Abellio Scotrail over the past 4 weeks on services from Stirling. Both my wife and I use the train to travel for work (and also have been using it for leisure this past four weeks in the run up to Christmas). Over the past four weeks we have lost count of the number of cancelled services to and from Stirling from Glasgow, Edinburgh and Dundee. On average combined we spend on average around ?250 per month on rail travel and try our hardest to use the train as it is a more sustainable form of travel. We do not think it is too much to expect affordable, reliable and comfortable train travel. What we have is a totally unreliable and expensive service from Abellio. A radical rethink of how train services are operated in Scotland is required. I believe this can only be achieved by bringing the rail operating company and the network operations back in to Public Ownership. The UK Government's privatisation of the rail network has been a disaster and we have I believe in Scotland the opportunity to

create a service fit for the 21st Century and that has the potential to help deliver on environmental sustainability targets, realise modal shift, address transport poverty, and help mobility of the labour force. I look forward to hearing what actions as Transport Minister you will take to sort Abellio Scotrail out and make sure we have the rail service that we deserve. Yours faithfully, [REDACTED]

*

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From: [REDACTED]
Sent: 18 December 2018 08:46:32
To: Public Engagement Unit
Subject: FW: Abellio Scotrail

AO ? [REDACTED] (TRANSPORT)

Hi

For MACCS Please ? OR

Many thanks

[REDACTED]

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 17 December 2018 20:13
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: Abellio Scotrail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 17 December 2018 at 19:49:23 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: Abellio Scotrail
Dear Mr Matheson

You will be aware of the all too well documented failings, over the last year, of Abellio Scotrail in providing even a basic, reliable train service.

Enough is enough. How much more must the travelling public suffer this appalling "service"?

The Scottish Government, and you as Transport Minister within that government, must withdraw immediately the franchise that this company currently enjoys.

I would be interested to learn of what the current intentions of the Scottish Government are in relation to Abellio Scotrail and look forward to receiving your reply.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 24 December 2018 09:26:10
To: Public Engagement Unit
Subject: FW: Scotrail

Hi

For MACCS please ? OR

Thanks
[REDACTED]

From: Matheson M (Michael), MSP <Michael.Matheson.msp@parliament.scot>
Sent: 22 December 2018 11:08
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot>
Subject: Fwd: Scotrail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 22 December 2018 at 10:59:46 GMT
To: Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>
Subject: Scotrail
Dear Mr Matheson,

The Abellio run Scotrail is seriously disrupting peoples lives because of its dreadful timekeeping performance. It was so doing many weeks prior to the so called "twelve days of Christmas".

Can you please let me know what action you are proposing to deal with this matter. It cannot continue, and it won't go away.

Yours faithfully,
[REDACTED]

*

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From: [REDACTED]
Sent: 18 December 2018 08:48:55
To: Public Engagement Unit
Subject: FW: Scotland's rail network

Hi

For MACCS Please ? OR

Many thanks

From: Matheson M (Michael), MSP <Michael.Matheson.msp@parliament.scot>
Sent: 17 December 2018 12:58
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot>
Subject: Fwd: Scotland's rail network

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
To: "Matheson M (Michael), MSP"
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Subject: Scotland's rail network
Hello

I am attaching photos of complaint form I sent to Abellio Scotrail. Sorry about format but you should be able to piece it together ok.

We are now on the train to Edinburgh but before leaving Stirling the boards showed the following train to Glasgow and one to Edinburgh also cancelled.

The Scottish government needs to take a long hard look at our rail system. It is truly appalling. New trains, new timetables all a sad joke. Standard of cleanliness long been a very sad joke. We are so Third World!

I do hope you will have discussions with Scotrail. Apart from our own bad experiences a friend also told me about trying to travel from Perth to Edinburgh two weeks ago. 4 morning trains cancelled. Why should you be relying on the Inverness to London train taking your passengers to Edinburgh?? It is all very well looking after the Glasgow to Edinburgh service but there is a heck of a lot more in area to Scotland!! They certainly suffer. Must be a nightmare for people stressing about missing flights and trains booked south from Glasgow and Edinburgh. Yes I know there are replacement buses but who knows what weather or accident related hold ups they may encounter.

I look forward to hearing from you.

[REDACTED]
[REDACTED]

[cid:2b2e50d0-c467-45f6-94fa-f94fddc8daba@eurprd01.prod.exchangelabs.com]

[cid:11778d17-13e4-42c6-8f91-1f334b03572b@eurprd01.prod.exchangelabs.com]

[cid:6a11acb5-6b58-4d73-ba6b-8d98f148fcbb@eurprd01.prod.exchangelabs.com]

[cid:ba402284-45a3-4306-a876-5a6c48052b1a@eurprd01.prod.exchangelabs.com]

Sent from my iPhone

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From: [REDACTED]
Sent: 18 December 2018 08:46:50
To: Public Engagement Unit
Subject: FW: ScotRail or Lack of Scotrail

AO ? [REDACTED] (TRANSPORT)

Hi

For MACCS Please ? OR

Many thanks

[REDACTED]

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 17 December 2018 14:34
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: ScotRail or Lack of Scotrail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 17 December 2018 at 14:24:33 GMT
To:
"michael.matheson.msp@scottish.parliament.uk<mailto:michael.matheson.msp@scottish.parliament.uk>"
<michael.matheson.msp@scottish.parliament.uk<mailto:michael.matheson.msp@scottish.parliament.uk>>
Subject: ScotRail or Lack of Scotrail
Hi Michael

I am contacting you to find out what the Scottish Government are doing to bring scotrail to account, their service is nothing short of scandalous with the amount of cancelled trains everyday leaving people like myself unable to get to work and then unable to get home from work due to staff shortages.
I mean, in this day and age and they are telling us they don't have enough staff to operate the trains, what a joke. I travel from Stepps to Glasgow queen street and you can guarantee at least 50% of the trains on that new Edinburgh line will be cancelled, can you tell me what you are doing about it and why the MD of scot rail was on STV last week singing the praises of the new timetable while people like me were left freezing waiting on trains that never turned up?
This is unacceptable and I have never once heard the SNP come out and publicly slam them for their performance lately.

I look forward to hearing from you.

Kind Regards

[cid:image003.png@01D1A796.F88F5110]

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From: [REDACTED]
Sent: 10 December 2018 12:24:01
To: Public Engagement Unit
Subject: FW: Scotrail

AO - [REDACTED]

For maccs OR

From: [REDACTED]
Sent: 09 December 2018 20:51
To: Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>
Cc: angus.macdonald.msp@scottish.parliament.uk<mailto:angus.macdonald.msp@scottish.parliament.uk>
Subject: Scotrail

Hi

I have had the misfortune to use the Scotrail service from Polmont to Glasgow Queen Street for the past week Monday to Friday and it is with a degree of regret that I have to say it's a complete and utter shambles of a service. Trains being cancelled, trains running late or not at all, trains full to bursting and the refurbished trains cold, soulless and dirty.

Also my wife and I and our three grandchildren travelled to Edinburgh from Polmont on Saturday and our day was spoiled by our return journey which was a complete farce with trains being cancelled, boarding the Queen Street train then the whole train being emptied and leaving the station empty to go who knows where then have to wait another 15 minutes for another train to arrive

I have to say if this is our new railway God help us

And as a final comment if you think that any service is improved by the Stirling train not now stopping in Polmont it's time you had a rethink

But more importantly listening to many passengers this week the SNP government are who the people are blaming for these problems not the train operators its your government

As a member of the Braes branch and a lifelong supporter it gives me no pleasure to highlight these problems but it's time someone was doing something about it and soon

And please don't bother replying if it's the usual platitudes save your time and deal with the problem

Yours for Scotland

[REDACTED]

From: [REDACTED]
Sent: 06 December 2018 14:08:29
To: Public Engagement Unit
Subject: FW: ScotRail Transparency

AO ? [REDACTED] (TRANSPORT)

For maccs OR

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 06 December 2018 10:13
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: ScotRail Transparency

Sent from my iPhone

Begin forwarded message:
From: [REDACTED]
Date: 6 December 2018 at 10:07:30 GMT
To:
Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>
Subject: ScotRail Transparency
Hi Michael

I write to you in your capacity as Cabinet Secretary for Transport, Infrastructure and Connectivity.

As a man of politics I have no doubt that you understand the importance and value of transparency, and I put it to you that ScotRail, in the last two weeks have not been.

Dozen of cancellations, shortforming and generally worse than normal performance goes unexplained.

This morning, after a week of standing squashed in like sardines on short formed services all week, the 0810 Wallyford to Edinburgh Waverley service was cancelled. But ScotRail forgot to tell anyone. The following 4 car 0818 service arrived late and at maximum capacity, leaving myself and others at the platform until the next, 0906 service.

With the timetable change looming, and different train sets being assigned to lines they have not operated on previously, I would put it to you that training, if being conducted in this final hour is the cause for cancellations and shortforming that it has been badly planned and executed.

The company's dispute with their main trade union goes largely unreported but presumably staff refusing to work overtime at a point where additional staff are needed can also likely not be helping.

Instead of an openness, instead of giving people the information they need to make

informed decisions on whether or not they should even attempt to carry out their commute by train - instead they pretend nothing is going wrong.

As a commuter dependent on their services, this is utterly unacceptable. The service they are providing is terrible and the veil of secrecy just infuriates passengers further.

I raise this with you to implore you to put pressure where possible on ScotRail to stop coming out with soundbites about "the best railway Scotland's ever had" when the experience as a passenger is consistently the worst I have seen in 20 years of travel.

They are a heavily subsidized industry, that is consistently allowed to get away with service levels that would not be accepted elsewhere.

I don't for a second suggest that running a railway, on crumbling, historically underinvested upon infrastructure is easy - but the casual disregard in which ScotRail appears to have for its customers is an affront to decency, if not surely a breach of their obligations as the franchise holder.

I ask you to speak to ScotRail and make it clear that the current levels of service and lack of information are not acceptable. I implore that they are reminded that being more up front with customers and providing more information will allow people to reorganise their journeys, thus improving the experience for all involved.

With kind regards



*

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From: [REDACTED]
Sent: 07 December 2018 10:00:33
To: Scottish Ministers
Subject: Cancelled trains on the Milngavie line

AO - [REDACTED]

Dear Mr Matheson

I am writing to you concerning my experience of Abellio's train service from and to Milngavie yesterday, 5 December 2018, when I was meeting friends in Glasgow.

The 0939 train from Milngavie to Motherwell was cancelled, and the next 0954 left Milngavie 6 minutes late to allow the driver to have a 5 minute break.

There were announcements at Central Station that the 1339 train to Milngavie was running 5 minutes late. However, a further couple of announcements said that the train to Anderson was 5 minutes late, ie no service from Anderson to Milngavie. I spoke to one of the employees at Central station who said that in that situation, the train would go to the siding at the Exhibition Centre where it would do an about turn and be on time for the next journey. He said this is not uncommon and that Abellio had recommenced its 'adjustments'.

The next Milngavie train from Anderson was running 5 minutes late, so it took about an hour for the return journey. Incidentally, the Milngavie to Motherwell train, 1409 was cancelled - there was an announcement at Partick - presumably because the 1339 train to Milngavie was 'cancelled'.

I was advised to write to you by an employee at the Milngavie station because disruption of the service happens all too frequently.

I look forward to hearing from you.

Yours sincerely
[REDACTED]

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Rail

Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
[REDACTED]



CÒMHDHAIL ALBA

Your ref:

Our ref: [REDACTED]

Date:
November 2018

[REDACTED]

Thank you for your email of 30 October 2018 to the First Minister, regarding services on the Edinburgh - Inverness route. As such matters are delegated to Transport Scotland, the Minister has asked me to reply.

Firstly can I say I was very sorry to learn about your experiences and clearly your passenger experience is below the expectation of Scottish Ministers and Transport Scotland.

I think it would be beneficial to provide a brief overview of responsibilities within the Scottish rail network. Transport Scotland manages the rail franchise contract and specifies the performance levels that ScotRail should meet. Whilst the responsibility for day-to-day operation rests with ScotRail, Transport Scotland have contractual processes in place to regularly monitor ScotRail's performance in delivering the obligations of the new Franchise Agreement and we meet regularly with colleagues from the ScotRail Alliance to ensure that the improvement of performance remains front and centre in their priorities.

In the absence of specific times of your journeys, it is impossible to investigate exactly what occurred, therefore my response can only be a general over view. However, if you advise which services you travelled on, times and dates, I will ask ScotRail to fully investigate.

I have spoken to colleagues at ScotRail and have raised your concerns. They advised that the problems regarding seat reservations may be due to insufficient time for the station staff to put the seat reservation tickets on the seats due to the late arrival of the incoming service, or the train formation being different from that planned when the reservations were opened (different type of train).

With regard to capacity issues ScotRail do not have any spare resources available to lengthen any existing services but will be introducing High-speed trains on this route in 2019 offering a much improved standard of service and additional capacity. The HST's will also have a dedicated buffet area.



Train toilets are fully tanked overnight. The trains are cleaned overnight and after each journey. Any faults will be reported and attended to at the depot when the unit returns there for maintenance.

The problem you reported on 30 October was due to a broken rail in the Dunkeld area. This led to services being disrupted on the Highland Main Line and meant a replacement bus service was in operation between Perth and Pitlochry.

The Scottish Government has placed great emphasis on the quality of service and facilities within the new rail franchise contract, managed by Transport Scotland. As such, the franchise agreement contains specific performance levels that ScotRail are expected to meet in relation to service quality.


To guarantee the quality expected is delivered and maintained, Transport Scotland audit services and facilities on a four weekly basis through an inspection regime in operation called the Service Quality Incentive Regime (SQUIRE), which has been described as the toughest of its kind within the United Kingdom.

The SQUIRE team audit all stations and a minimum of 65% of rolling stock each four weekly period to assess the condition of infrastructure, services and facilities, this includes seat reservations, toilets, cleanliness and trolley services. Where standards fail to meet the prescribed level for service quality penalties are levied against the Franchisee. Where issues are recorded as you have described during an inspection, financial penalties can be applied.

Although of little consolation in relation to your current experience, please rest assured the Franchise Agreement does offer significant improvements for passengers and staff, in particular improved services, trains and facilities. The specification puts passengers, and importantly the travelling experience at the heart of the ScotRail service, with ambitious service standards and an emphasis on quality and effective operation. We will continue to work with Abellio to ensure these benefits are delivered for Scottish passengers, it will, however, take time to fully introduce and realise all the benefits of new services, trains and facilities.

Thank you for taking the time to raise these matters, I hope that you find this response helpful and your experiences do not deter you from continuing to travel on our rail network.

Kind Regards


Squire Team Manager
Transport Scotland
Buchanan House

From: [REDACTED]
Sent: 01 December 2018 12:42:58
To: Public Engagement Unit
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity
Subject: FW: Scotrail

AO [REDACTED]!TRANSPORT! - OR

For MACCS please as an OR.

Thanks
[REDACTED]

[REDACTED] | Private Secretary to Paul Wheelhouse MSP, Minister for Energy, Connectivity and the Islands
The Scottish Government | Web: www.gov.scot<<http://www.gov.scot/>>
Tel: [REDACTED] | Mobile: [REDACTED] | Email: MinisterECI@gov.scot<<mailto:MinisterECI@gov.scot>>

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From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<<mailto:Michael.Matheson.msp@parliament.scot>>>
Sent: 01 December 2018 11:18
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<<mailto:CabSecTIC@gov.scot>>>
Subject: Fwd: Scotrail

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]"
Date: 1 December 2018 at 10:28:30 GMT
To: <Michael.Matheson.msp@parliament.scot<<mailto:Michael.Matheson.msp@parliament.scot>>>
Subject: Scotrail
Dear Michael

Something must be done about Abellio and preferably sooner than later.

Having worked late on Thursday, a difficult day, and very tired, I arrived at Queen Street at 18.40. The 18.45 and 19.00 to Waverley via the High were both cancelled as was 18.48 to Dunblane via Larbert. All were said to be due to train crew shortages. I

was told by a member of staff, and no idea if true that drivers have been offered a lot of money to work on their rest day (this is not reassuring, rest days are vital for safety) and the rest of train crew, not offered such incentives, aren't working overtime. I ended up getting the 19.23 to Grahamston as it is very slow but more reliable. I'll get a miserable ?2.51 compensation for the delay which I've claimed as it will cost a lot more than that to process.

The next day Friday 30th, I arrived at Queen Street at 17.20 expecting to get the 17.33 to Grahamston. Every train was either cancelled or delayed except for the 17.11 to Carnoustie which was on Platform 5 (it goes via Larbert). However, it was dangerously overcrowded and it was by then 10 minutes late leaving so I decided to wait for the merely delayed (not cancelled) 17.23 to Grahamston (the 17.33 was cancelled; you probably know it leaves later but goes via Bishopriggs and Lenzie so is quicker). At 17.50 they announced the 17.23 was cancelled. I asked a worker why all the fiasco and she said there was a broken down train at Lenzie. I said how does this affect Grahamston; it goes nowhere near Lenzie. Her reply was ?you're not listening to me? and walked away. She had obviously missed or ignored the training on providing a service to passengers.

Just before this all the passengers on the Carnoustie train got off and went to Platform 7 for a train allegedly going to Perth.

At 6, I asked another employee if he thought the 18.24 would run to Grahamston, knowing it goes nowhere near Lenzie; he agreed with this but said train crew were stuck on trains behind the broken down train at Lenzie. This was very helpful and made sense so I decided I really didn't want to spend more of my life in Queen Street (voted the worst station in GB recently) and headed for a bus, since I have the wonderful blue plastic free (to me) bus pass as a pensioner and got a very full (and speedy) bus to Forth Valley Hospital and another bus to Asda and got home at 19.45 when the 17.33 would have, if on time, a doubtful experience, got me home at 18.10.

During all this, there was no sign (to me) of any manager, only basic grade staff with no information, but to be fair managers were maybe in Lenzie pushing the broken down train.

I've no idea when a train ran to Grahamston, the High would have been a higher priority.

I am quite tempted to go to Glasgow today just to see if it's 3 in a row and yet again a depressing, dispiriting, exhausting experience but shall resist.

Trains do break down but there was minimal attempt to provide information and no attempt to provide alternative transport.

I do not look forward to the new timetable (not available yet in paper copy) as from all the letters in the Falkirk Herald this will be a yet again worsening of the service.

So hopefully goodbye to Abellio in the very near future.

With thanks

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

From: [REDACTED]
Sent: 03 December 2018 12:52:16
To: Scottish Ministers
Subject: Scotrail - train service

AO ? [REDACTED] TRANSPORT! ? OR

Hi Michael

I am not going to go into a massive spiel about the above companies inadequate service but ill give you a high level view. I travel to Edinburgh from Glasgow 5 days a week and there isn't a day where the trains run on time, they are either cancelled or delayed. It is a horrific service and I know that this isn't just an issue on my line.

Can you advise if this service is on your radar in terms of finding a better solution?

Thanks
[REDACTED]

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[REDACTED]

Disruption has been reported to services between [REDACTED].

The following train services may be delayed due to a train fault

- The 17:39 and 18:10.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

www.scotrail.co.uk/disruption<<http://www.scotrail.co.uk/disruption>>)

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QPezesEeehxdtnYSubIl0UKUXtWAd1M0QIac4vxC and confirm.



Disruption has been reported to services between Dalreoch and Partick.

The 08:15 will be cancelled due to a train fault.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubII0UKUXtWAd1M0QIac4vxC and confirm.

Sent from my Sony Xperia(tm) smartphone

----- Original Message -----

Subject: Case Reference: SR/181114/BCVY

Sent: 23 Nov 2018 12:16

From: Customer Relations

<Customer.Relations@abellioscotrail.com<mailto:Customer.Relations@abellioscotrail.com>>

To: [REDACTED]

Cc:

Dear [REDACTED]

I hope you are well.

Thank you for your email dated 14th November relating to your Delay Repay claim, delays and cancellations on your service from Dalreoch-Glasgow Central-Dalreoch and also your dissatisfaction at our response times.

I can understand your frustration when you did not receive a response within our service level but due to a seasonal increase in our workload, we are now advising customers of the 10 working day response time. With regards to your submission on 1st November, this should have been responded to on 12th November at the latest but was not responded to until the 20th November and I can only apologise for this lengthy delay

Delay Repay Rejection

I personally responded to this and provided you with an explanation as to why your Delay Repay claim was rejected and a letter was sent on that day with rail vouchers to the value of £15.00 (£5.00 for late response as per our Passenger Charter, £5.10 for the cost of your ticket and £4.90 gesture of good will) and I do hope you are in receipt of this.

Delays and Cancellations

Train Failures

Our fleet is checked prior to going in to service, but at times a fault can occur mid journey. We would try to fix this remotely and if this is not possible then the train would have to be put out of service and brought back to the depot for repair which can lead to further delays, cancellations and also subsequent trains being busier.

Slippery Rails

Being a commuter myself, I can understand the impact that even a few minutes delay or complete cancellation to a service has on our passengers. At this time of year, slippery rails is a common reason for a train being delayed as when they fall on to the rails and the train passes over them, it forms a slippery layer that reduces the trains grip therefore drivers have to brake earlier which will delay the service slightly. You can find out more about this on the Network Rail site

<https://www.networkrail.co.uk/running-the-railway/looking-after-the-railway/delays-explained/leaves/>

Staff Shortage

When the reason for a cancellation is given that a staff member has not turned up for duty, this does not always mean that they have called in sick. There are different reasons as to why a service may be affected due to staff not being available. From a driver perspective, not all drivers are trained to drive the different types of units and it could be that we do not have a driver available to drive the type that is scheduled for a specific route. Conductors and Ticket Examiners do not work the same route all day, they can be placed on many different services and if a service they are working on is delayed in any way, this in turn will make them late for their next slot which can lead to a lengthy delay or full cancellation of a service.

Skip Stopping

To cancel a service and running it straight through is not an option ScotRail like to take lightly. It is a decision which must be taken in consideration of the network as a whole as opposed to the single service. To run a delayed service may sometimes cause great disruption across the network which can impact many services and many more individual customers and their journeys. In which to combat this ScotRail take the decision to isolate the single service and run it as an express train.

Overall, I can understand that there have been many issues on your commute but please be assured that these are not intentional as we do try to run to schedule but due to a combination of factors this is not always possible.

I hope I have covered the points you have raised [REDACTED] to your satisfaction and if I can be of further assistance, please do not hesitate to contact me.

Yours sincerely

[REDACTED]

Senior Customer Relations Advisor

ScotRail

www.scotrail.co.uk<<http://www.scotrail.co.uk/>>

Together with the industry regulator (The Office and of Rail and Road) we are currently conducting research into passenger experiences of complaint handling. This involves an online survey of no more than 5 minutes which is being managed by the independent research agency Critical Research. We would be grateful for your feedback which will help us improve the complaints process for all rail passengers. Please click on the link below to take part: <https://www.crweblab.com/WebProd/cgi-bin/askiaext.dll?Action=StartSurvey&SurveyName=8128&TOC=8>

Abellio ScotRail Ltd. Registered in Scotland. Number SC450732

Registered Office: 5th Floor, Culzean Building, 36 Renfield Street, Glasgow, G2 1LU

Dear [REDACTED],

Disruption has been reported to services between Partick and Dalreoch.

The 17:39 is expected to depart at about 17:50, 11 minutes late due to an earlier train fault.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubIl0UKUXtWAd1M0QIac4vxC and confirm.

Dear [REDACTED]

Disruption has been reported to services between Partick and Dalreoch.

The 17:49 will not call at your destination due to a broken down train earlier today.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubII0UKUXtWAd1M0QIac4vxC and confirm.

Dear [REDACTED]

Disruption has been reported to services between Partick and Dalreoch.

The following train services may be cancelled or delayed due to slippery rails earlier today

- The 17:49 and 18:19.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubll0UKUXtWAd1M0QIac4vxC and confirm.

[REDACTED]

Disruption has been reported to services between Partick and Exhibition Centre.

The 08:07 will be cancelled due to forecasted slippery rails.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubII0UKUXtWAd1M0QIac4vxC and confirm.

Dear [REDACTED]

Disruption has been reported to services between Partick and Dalreoch.

The 18:19 will be cancelled due to a broken down train earlier today.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubII0UKUXtWAd1M0QIac4vxC and confirm.

Dear [REDACTED]

Disruption has been reported to services between Partick and Dalreoch.

The 17:49 may be cancelled or delayed due to a broken down train.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubII0UKUXtWAd1M0QIac4vxC and confirm.

Dear **[REDACTED]**

Disruption has been reported to services between Partick and Dalreoch.

The 17:20 will be cancelled due to a broken down train.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEehxdtNYSUBII0UKUXtWAd1M0QIac4vxC and confirm.

Dear 

Disruption has been reported to services between Partick and Dalreoch.

The 17:09 will be cancelled due to a broken down train.

(It should be noted that this service is provided to indicate general disruption along the route as well as delays and alterations specific to services that are planned to operate during the times that you have selected. Problems occurring immediately before despatch of this email may not yet have been reported to the system and whilst the best possible prediction is made relating to future delays and alterations, these may change due to unforeseen circumstances. There may also have been short notice changes to the planned train services which have not been notified to the system and therefore this alerting service must NOT be used as a journey planner to indicate the train service between any two points. For further information on disruption to services log on to

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QPezesEeehxdtnYSubII0UKUXtWAd1M0QIac4vxC and confirm.

From: [REDACTED]
Sent: 30 November 2018 20:03:41
To: Public Engagement Unit
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity
Subject: FW: Trains

AO ? [REDACTED] OR

For MACCS please for officials to respond.

Thanks
[REDACTED]

[REDACTED] | Private Secretary to Paul Wheelhouse MSP, Minister for Energy, Connectivity and the Islands
The Scottish Government | Web: www.gov.scot
Tel: [REDACTED] | Mobile: [REDACTED] | Email: MinisterECI@gov.scot

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From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot>
Sent: 30 November 2018 20:00
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot>
Subject: Fwd: Trains

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 30 November 2018 at 19:52:15 GMT
To: "Michael.Matheson.msp@parliament.scot" <Michael.Matheson.msp@parliament.scot>
<Michael.Matheson.msp@parliament.scot>
Subject: Trains
Dear Mr Mathieson

I am writing to you to make you aware about the poor train service between Larbert and Glasgow Queen Street. (I live in Larbert and work in Glasgow.) The service this

week has been shocking - cancellations, delays and short formations. It has been going downhill since September but this week has been unacceptable.

The service ScotRail provides to its customers needs to be looked at, overcrowding is a serious problem and I dread to think what would happen if there was a problem with the train.

Today was made even more galling when I was standing on a late train to get a news notification to say fares are increasing by an average of 3.1%. I work in the public sector and we have only had 1% salary increases for the past umpteen years.

How can ScotRail get away with increasing fares on a rapidly declining service where customers are regularly crammed into seriously overcrowded trains? How can they also get away with cancelling services especially during morning and evening rush hours?

I welcome your comments on what the Scottish Government are doing to make ScotRail provide a decent service to long suffering commuters in central Scotland.

Yours sincerely



Sent from my iPhone

*

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From: [REDACTED]
Sent: 21 December 2018 13:21:44
To: Public Engagement Unit
Subject: FW: Scotrail []

AO ? [REDACTED]

For maccs OR

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 20 December 2018 16:33
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: Scotrail []

Sent from my iPhone

Begin forwarded message:

From: [REDACTED] <[REDACTED]>
Date: 20 December 2018 at 16:29:28 GMT
To:
"michael.matheson.msp@scottish.parliament.uk<mailto:michael.matheson.msp@scottish.parliament.uk>"
<michael.matheson.msp@scottish.parliament.uk<mailto:michael.matheson.msp@scottish.parliament.uk>>
Subject: Scotrail []

I have already written to you about the shambles of the Scotrail service from Larbert on Saturday 8 December 2018. I am now writing to you because my claim for the refund of my ticket for the return trip to Edinburgh has been turned down because Scotrail claim I was not delayed for more than 30 minutes. I find this extraordinary and cannot think what Scotrail are playing at. I would add that a lot of passengers were getting refunds at the ticket office at Larbert Station that day without any problem but somehow Scotrail seems to have a computer that says NO.

The amount is irrelevant, it is now a matter of principle with me. To reiterate:

1215 train (normally 4 carriages) to Edinburgh	Cancelled
1246 train (normally 4 carriages) to Edinburgh	No passenger at Larbert was allowed to board the train
1316 train (normally 3 carriages) to Edinburgh	3 carriages already full arrived.
Some passengers could get on but not everyone	

At this point I gave up and went home since the arrangements I had made meant that I could no longer be on time.

As I said there were a lot of people getting refunds at the ticket office in Larbert following the 1246 train debacle. I chose not to and now Scotrail say there was no delay.

This is an utter disgrace and I cannot think what they are playing at. I am now turning to you as my local MSP and the Transport Minister to get an explanation of why my

claim and then appeal was turned down. I still have the tickets relating to the journey which were photographed and supplied to Scotrail.

So in summary

Train 1 cancelled

Train 2 no-one allowed on at Larbert. Many people then had their tickets refunded at the ticket office

Train 3 not all passengers from Larbert could get on and a number of us were left

The claim number is SR/DR/20181216/BDMK. This, interestingly, is the same claim number I was given for a claim for the problems at Glasgow Queen Street the previous Wednesday.

My contact details are:

[REDACTED]

I would be very grateful if you could find out from Scotrail why they think I was not delayed. I have paid for a return ticket which I could not use, because Scotrail made it impossible to travel. Others got refunds immediately and I wish I had done so as well. However, I cannot now understand why Scotrail have decided not to refund me when others were.

[REDACTED]

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From: [REDACTED]
Sent: 21 December 2018 12:55:13
To: scottish.ministers@gov.scot
Subject: Fw: FAO Cabinet Secretary for Social Security and Older People, Abellio actively disabling passengers

Dear Minister,

I write to you in your capacity Cabinet Secretary for Social Security and Older People. Please see below a letter sent to my MSPs for your information.

Many thanks

[REDACTED]

From: [REDACTED]
Sent: 21 December 2018 12:24
To:
Cc: communications@abellio.com; scottish.ministers@gov.scot;
[REDACTED]
Subject: Abellio actively disabling passengers

Dear ,

I write in support of the First Minister's call for the Scottish Parliament to have power to nationalise railway services. I would like to address the point that Abellio (and through them the Scottish Government) have actively disabled passengers.

I am disabled, though I don't generally think of myself as such. The carriages making up the new inter-city services have a much higher step to board and alight than did the previous trains. Additionally, rather than pushing the button for the door to open we are now forced to pull down the window and reach outside for the handle. As a result, many people with disabilities, such as myself, were able to board and alight without assistance and indeed many people who are not legally disabled but have some slight infirmity will also be affected.

You will be aware of the social understanding of disability which is that I am not disabled by my illness but rather I am disabled by the imposition of obstacles in the environment. What Abellio has done, with Scottish Government approval, is a prime example of this – they have created the situation where several thousand passengers are now newly disabled.

Traveling from Glasgow to Dundee yesterday evening (amid the chaos of delayed and cancelled trains) I read the "From Classic to Class" self-congratulating leaflet provided by Abellio. In it they says that opening the door is easy but that if you require help then to ask the conductor. I would stress that the conductor did his best to help – as always it is the lowest paid, frontline workers who are left trying to solve the problems created by their overpaid bosses – but what he suggested was quite inappropriate.

The conductor, who was very friendly despite the horrors he has no doubt had to deal with over the last few weeks, told me that he is required to be at the door at the front of the train to control the unlocking of the door and so could not assist me in person. In the past I could have alighted at that door but passengers are unable to, or are barred from, using that door. The conductor then said that there would be "others" getting off at Dundee and they could tackle the door. I asked if he meant "other passengers", ie the public, and he immediately caught my drift that that is hardly an appropriate resolution. He turned to a passenger who was wearing a Scotrail high visibility jacket, so clearly a maintenance person, and asked him if he would make sure the door was open for me as I would be unable to do this. This worker immediately agreed to help for which I am grateful. However, I am not at all happy that my "inability" to open the door was discussed with someone other than the train crew but again the conductor was doing his best to resolve the problem.

Traveling home from a most distressing situation (my father died unexpectedly on Tuesday before I could get to him - I had tried to get to the hospital on Rothesay in time but the chaos at Glasgow Central meant I was delayed though even if the rail services were not in chaos I would have arrived half an hour too late) I felt defeated and humiliated by what the train operator has chosen to do.

I am not angry at the train operator bosses or the Scottish Government – I am thoroughly disgusted that they are deliberately disabling thousands of passengers and I would urge you to support nationalisation.

Yours sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Cc The Cabinet Secretary for Transport, Infrastructure and Connectivity

[REDACTED]

Abellio

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From: [REDACTED]
Sent: 17 December 2018 10:34:34
To: Public Engagement Unit
Subject: FW: URGENT re Scotrail Case Reference: SR/181118/BBRB and a further complaint

Attachments: poem for scotrail.pdf

Hi

For MACCS please- OR ? AO: [REDACTED]

Many thanks

[REDACTED]

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 15 December 2018 11:20
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: URGENT re Scotrail Case Reference: SR/181118/BBRB and a further complaint

Sent from my iPhone

Begin forwarded message:

From: [REDACTED] <[REDACTED]>
Date: 15 December 2018 at 10:14:49 GMT
To: "Matheson M (Michael), MSP"
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Subject: URGENT re Scotrail Case Reference: SR/181118/BBRB and a further complaint

Dear Mr Matheson,

Please can I draw your attention to the correspondence between myself and Scotrail, concerning inadequate carriages and the lack of train crew, both of which have had a negative impact on my daughter's health and well-being. In serious and desperate times, poetry often tells the story best, and I have also attached my poetic thoughts on the frankly, ridiculous and unacceptable situation. I would be keen to hear your views on the issues which I have raised, and the ways in which things could be improved, at the earliest opportunity.

The Borders Railway has been exceptionally successful in terms of passenger numbers and it is unbelievable that these passengers are being treated with such contempt,

[REDACTED]

Begin forwarded message:

From: [REDACTED] <[REDACTED]>
Subject: URGENT re Case Reference: SR/181118/BBRB and a further complaint
Date: 14 December 2018 at 23:47:07 GMT
To: Customer Relations
<Customer.Relations@abellioscotrail.com<mailto:Customer.Relations@abellioscotrail.com>>

Dear [REDACTED],

Thankyou for your detailed reply, which I have to say caused me to write a poem due to my incredulity at the 'exclusion zone' explanation. I have attached this for you to share with appropriate others, as food for thought, about how ridiculous the situation really is. Please could you tell me the timescale for the release of the carriages from Ayr? What is the plan?

I have further cause to complain tonight, after the cancellation of the train which my daughter should have caught for her journey home from work from Newcraighall to Tweedbank tonight, due, again, to lack of crew. This means that instead of arriving at Tweedbank at 9.50, she had to wait at a very cold station, with no protection from the freezing weather, for an hour. She enquired about a taxi but was apparently told that this was not permitted as there was another train within an hour. This is an unacceptable way to treat your customers and shows total disregard for the circumstances. It is very different to be stranded for an hour at a peripheral station with minimal shelter, and as a lone female, compared with being stuck at Waverley, though that is bad enough. She has a rare syndrome and needs to avoid extreme cold and yet again, has painful joints thanks to Scotrail.

Where are the crews? What has gone wrong with your planning as this has happened several times very recently to trains either side of the ones on which our daughter has been travelling and this really knocks her confidence in utilising the Borders Railway.

I feel very strongly that the risk-assessment processes for railways need to be urgently reviewed and would like to know the appropriate contact please, with whom I can correspond to discuss this further and please let me know answers to the questions within this email at your earliest opportunity,

Yours Sincerely,

[REDACTED]

On 28 Nov 2018, at 10:30, Customer Relations
<Customer.Relations@abellioscotrail.com<mailto:Customer.Relations@abellioscotrail.com>> wrote:

Dear [REDACTED]

Thank you for your email dated 18 November 2018 concerning your daughter's journey aboard the 20:56 Edinburgh to Tweedbank train on 17 November 2018.

I was concerned to learn that your daughter's return train was very busy as a result of the Rugby International. We do invest substantially in additional services, staffing and longer trains for major special events such as this. We always ensure we are well aware of any large-scale events which are likely to impact on our services and the

arrangements for train service provision requires to be in place some months before the event, particularly if additional trains are required and often without all the information being available, other than the date and time

ScotRail currently has limited access to rolling stock, partly due to increased demand, and partly as a result of certain disruptions in the network, namely one of our depots at Ayr is inaccessible due to the on-going exclusion zone which has been imposed around Ayr station due to the hotel attached to the station being condemned. As the majority of our stock is out in service on a daily basis, unfortunately we are unable to run more than 3 or 4 carriages on services such as this one, and I apologise for the discomfort and inconvenience this has caused.

We do recognise that particularly busy trains can be uncomfortable and sometimes might make passengers feel unsafe but we doubt that many passengers would accept restrictions on their ability to board a train of their choice. Please be assured that our trains are designed to very high specifications that take fully into account the safety of both seated and standing customers. You may wish to view the information on the Office of Rail Regulation (ORR) website (www.rail-reg.gov.uk) on their health and safety policy position on train crowding. The ORR states that there is no conclusive evidence linking crowded trains with anything other than low level health and safety risks to individual passengers.

ScotRail is working closely with Network Rail in order to improve the quality of rail infrastructure across Scotland in order to reduce incidences of signalling faults and points failures which can cause so much disruption to a passenger's journey. We are also in the process of investing ?475 million across the network on new rolling stock in order to increase the quantity and quality of train services across the country, in order to have fewer trains breaking down and disrupting services. I can understand that these measures do not affect the negative experiences your daughter has already had, and I would like to thank you for taking the time to feed your comments back to us; I have logged your comments for use by our Train Planning team as part of their regular reviews of our services.

Thanks again for contacting ScotRail.

Yours sincerely



Customer Relations
ScotRail

www.scotrail.co.uk

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Registered Office: 5th Floor, Culzean Building, 36 Renfield Street, Glasgow, G2 1LU
Together with the industry regulator (The Office of Rail and Road) we are currently conducting research into passenger experiences of complaint handling. This involves an online survey of no more than 5 minutes which is being managed by the independent research agency Critical Research. We would be grateful for your feedback which will help us improve the complaints process for all rail passengers. Please click on the link below to take part: <https://www.crweblab.com/WebProd/cgi-bin/askiaext.dll?Action=StartSurvey&SurveyName=8128&TOC=18>

*

The Scottish Parliament: Making a positive difference to the lives of the people of Scotland

From: [REDACTED]
Sent: 17 December 2018 10:40:56
To: Public Engagement Unit
Subject: FW: Scotrail

Hi

For MACCS please- OR - AO: [REDACTED]

Many thanks

From: [REDACTED]
ot>>
Sent: 17 December 2018 09:18
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: FW: Scotrail

Ministerial

From: [REDACTED] [mailto:[REDACTED]]
Sent: 15 December 2018 19:10
To: [REDACTED]
<[REDACTED]>
ot>>
Subject: Scotrail

From: [REDACTED]
Subject: Scotrail
Newsletter: No

Message Body:

Can you please advise what action the Scottish Government are taking to address the failure of Scotrail to provide Fife residents with a proper rail service. The number of services cancelled or with reduced carriages seems to be increasing. For example, the train I was due to travel on tonight from Perth to Kirkcaldy has just been cancelled with very little information provided. This has delayed my journey by over an hour and caused great inconvenience. This level of service seems to be the norm from Scotrail in recent weeks.

[REDACTED]

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

*

The Scottish Parliament: Making a positive difference to the lives of the people of Scotland

From: [REDACTED]
Sent: 17 December 2018 10:40:56
To: Public Engagement Unit
Subject: FW: Scotrail

Hi

For MACCS please- OR - AO: [REDACTED]

Many thanks
[REDACTED]

From: M [REDACTED]
<[REDACTED]>
ot>>
Sent: 17 December 2018 09:18
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: FW: Scotrail

Ministerial

From: [REDACTED]
Sent: 15 December 2018 19:10
To: [REDACTED]
<[REDACTED]>
Subject: Scotrail

From: [REDACTED]
Subject: Scotrail
Newsletter: No

Message Body:
Can you please advise what action the Scottish Government are taking to address the failure of Scotrail to provide Fife residents with a proper rail service. The number of services cancelled or with reduced carriages seems to be increasing. For example, the train I was due to travel on tonight from Perth to Kirkcaldy has just been cancelled with very little information provided. This has delayed my journey by over an hour and caused great inconvenience. This level of service seems to be the norm from Scotrail in recent weeks.

[REDACTED]

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

*

From: [REDACTED]
Sent: 11 December 2018 08:49:03
To: Public Engagement Unit
Subject: FW: Fife Circle Line - Scotrail

AO ? [REDACTED] (TRANSPORT)

For maccs OR

From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 11 December 2018 08:18
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: Fife Circle Line - Scotrail

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
<[REDACTED]>
Date: 11 December 2018 at 08:05:36 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 Line - Scotrail

Dear Mr Matheson

I am a resident of South Queensferry and long term member of the SNP. I commute each day on the Fife Circle Line. The service has gone from poor to pathetic over the last 6 months.

This morning, as one example, I am currently standing on the platform, hoping I might be able to get on the next train. The last one left without me and around 50 others. It was the 0734 train. It arrived packed to the gunnels with not enough carriages. Barely anyone got on. The next train is the 0758, and they have just announced it also only has half the carriages.

In addition to the horrible inconvenience for passengers (get up early, wait around on freezing platforms, perhaps cram on a train that is more akin to an old football special) it also costs our economy money. Even assuming I get on this train (looking extremely unlikely) I would have been in work around 30 mins earlier. In all likelihood 60 mins earlier. I wanted to get in early and do more work. Less work being done, costing my firm money. Countless others are the same. It is damaging for our communities and our economy.

Please let me know what is being done to sort this out, together with timescales for implementation.

The Scottish Government really need to do more to sort this out. Whilst we all despair at the UK government's inability to organise Brexit, the chat on our platforms is how can the SNP ever be trusted to deliver or organise independence when they can't even get fundamental infrastructure to work correctly. I know that abellio and network rail share some of the blame, but the buck stops with the Scottish government.

I look forward to your response.

Yours sincerely

[REDACTED]

Get Outlook for Android<<https://aka.ms/ghei36>>

*

The Scottish Parliament: Making a positive difference to the lives of the people of Scotland

P?rlamaid na h-Alba: A? toirt deagh bhuaidh air beatha sluagh na h-Alba

www.parliament.scot<<http://www.parliament.scot>> :

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[twitter.com/scotparl](http://twitter.com/ScotParl)<<http://twitter.com/ScotParl>>

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From: [REDACTED]
Sent: 11 December 2018 09:12:50
To: Public Engagement Unit
Subject: FW: Scotrail Reliability

AO [REDACTED]

For macs OR

From: [REDACTED]
Sent: 10 December 2018 21:02
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: FW: Scotrail Reliability

From: s [REDACTED]
[mailto:s [REDACTED]]
Sent: 10 December 2018 20:59
To: 'Dey G (Graeme), MSP'
<Graeme.Dey.msp@parliament.scot<mailto:Graeme.Dey.msp@parliament.scot>>;
Michael.Matheson.msp@scottish.parliament.uk<mailto:Michael.Matheson.msp@scot
tish.parliament.uk>;
graham.dodds@transport.gov.scot<mailto:graham.dodds@transport.gov.scot>
Cc: [REDACTED]@transport.gov.scot<mailto:[REDACTED]@transport.gov.scot>
Subject: Scotrail Reliability

Dear Graeme and Michael,

Judging from my experience of the new timetable from yesterday and today, instead of building the best railway Scotland's ever had, it looks like former Northern MD Alex Hynes has successfully introduced the similar levels of reliability in Scotland that Northern's passengers have suffered from. I guess this is the reason why there was no high-lever PR event around the new timetable yesterday or today.

Today there were 39 cancellations, which apart from a couple due to 'signalling problems' at Aberdeen were due to 'Staff Shortages'. There were also a number of services that were terminated short of their destination. There were no Scotrail services from Aberdeen to Dundee this evening for two hours between 17:40 and 19:40 (luckily LNER managed to plug this gap with their 18:18 Leeds service, but would not accept Scotrail Only Advance tickets).

This is now the third week of disruption caused by Staff Shortages with no information on when the Shortages are expected to end. If Scotrail cannot run the service they advertise, it would assist passengers planning journeys if they could advertise a list of cancellations that will apply until the Staff Shortage is over, rather than announcing cancellations on the day leaving passengers stranded. I would happily take this up with Alex Hynes myself, but since neither of you are willing to give me his email address, could you please pass this correspondence on to him and obtain a reply?

You might also like to point out that there are no printed timetable books for the Aberdeen to Glasgow/Edinburgh service, only a downloadable copy.

Few businesses would last long with this lack of information about their products and

failure to deliver to their customers what they advertise. Lack of competition on most of their routes means that Alex Hynes and Abellio will not be too upset by this, but if the Scottish Government were to threaten to withdraw their franchise, they might do something about it. Perhaps considering Alex Hynes's future as MD of Scotrail could be Abellio's first step since he has clearly failed to deliver what his job description requires him to do.

Regards

S [REDACTED]
[REDACTED]

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From: [REDACTED]
Sent: 07 December 2018 08:43:09
To: Public Engagement Unit
Subject: FW: Scotrail's ineptitude

AO ? [REDACTED]!TRANSPORT!

For maccs OR

From: [REDACTED] <[REDACTED]>
Sent: 07 December 2018 07:44
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: Scotrail's ineptitude

From: [REDACTED] >
Date: 6 December 2018 at 23:57:46 GMT
To:
Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>
Subject: Scotrail's ineptitude
Hi Michael

I'm sure as transport minister you are receiving many emails daily on the failings of Scotrail and the provision of the rail service, although service is perhaps too strong a word.

I travel Monday to Friday from Lenzie to Glasgow, usual rush hour times and scarcely a day goes by without this being the lottery of will I get to work on time, or home.

The last 2 days journeys home have been particularly memorable in that on both occasions a broken down train has caused chaos. One broken down train. On both evenings after eventually announcing a platform for a service and sitting on a train for some 20 minutes these were both cancelled.

I know things can happen which cause delays, however the sheer contempt Scotrail have for any paying customer who is not travelling between Glasgow and Edinburgh has to be seen to be believed. There is no effort or contingency plans put in place to help other passengers get where they need to be. Extra stops at all stations would surely help this. All we get is tannoy apologies, nothing useful.

If you were to decide to remove these incapable clowns from the contract of running the train service this would get my support.

Hopefully this shoddy service won't go on for much longer, I am hoping as transport minister you are able to sort it out.

Regards

[REDACTED]

Sent from my iPad

From: [REDACTED]
Sent: 09 December 2018 15:06:19
To: Scottish Ministers
Subject: Improve the Fife Circle Line

Attachments: LettertoCabinetSec..pdf

AO - [REDACTED]!TRANSPORT!

Dear Sir / Madam,

Please find a letter attached for the attention of the Cabinet Secretary for Transport, Infrastructure and Connectivity.

Yours Sincerely

[REDACTED]

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Improve the Fife Circle
Line Petition

(Waverle... 17:50

Cancelled

8/12/18

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

8th December 2018

Dear Michael Matheson MSP,

Improve the Fife Circle Line Petition

I write on behalf of commuters, the self-employed, small businesses and other interested parties who have signed the above the petition calling for improvements to the Fife Circle Line.

Our petition was aimed principally at just three stations on the Fife Circle Line: Aberdour, Burntisland and Dalgety Bay. Within 48 hours over 250 people signed the petition. Within a week over 800 signatures had been collected, averaging over 100 per day. As a snap-shot of the frustration experienced by Fife commuters the picture could barely be more critical.

In April a spokesperson for ScotRail referred to the much derided 'Fife Fiver' promotion, stating it was in recognition of the particular difficulties experienced by passengers on the Fife Circle line in the preceding months. Since then the service has deteriorated. Delays, cancellations, overcrowding and last minute platform changes have been a familiar feature of the Fife Circle Line for too long.

It is difficult to convey the inconvenience and disruption that has been caused to commuters and families alike. Delivering the 'best railway Scotland has ever had' is laudable but the implementation has been far from the best we could expect.

Regardless of the longterm improvements (should they come and we hope they do!) the short-term cost has been unacceptable and we have already been inexcusably let down.

Fifers are tired of being told that each setback ScotRail faces is an isolated problem, as though these things are just somehow inevitable.

This petition calls for immediate improvements to the Fife Circle Line.

Yours Sincerely,

A large, solid black rectangular redaction covers the signature area, completely obscuring the name and any handwritten notes.

From: [REDACTED]
Sent: 09 December 2018 19:50:59
To: Public Engagement Unit
Subject: FOA Mr Michael Matheson

AO ? [REDACTED] !TRANSPORT! - OR

Mr Matheson

This will be the first of two emails I will be sending you.

I travel from Livingston North to Glasgow Queen Street daily for work. I also often travel from Livingston North to Edinburgh. Annually, I spend ?3,000 with Scotrail. Aside from my mortgage, it's the largest single financial outgoing I have each month from my take home salary. I think if I received the same level of service from my Mortgage provider as I do Scotrail, I would have taken my business elsewhere a numbers of times already this year. I don't have the luxury of choice though as there is no rail competition to get me to Glasgow.

So my next email to you considers all the relevant facts, can you advise me on two things please:

1. Why you made the recent decision to waive the performance benchmark for Scotrail until June 2019?
2. If I make a recommendation to you on some wider changes that I think would help ensure Scotrail bring its customer service proposition in time for the dawning of a new decade, will you ensure that these recommendations are considered?

I look forward to hearing from you.

[REDACTED]

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Improve the Fife Circle Line

(Waverle... 17:50
Cancelled

 started this petition to Cabinet Secretary for Transport, Infrastructure and Connectivity [Michael Matheson](#)


This petition expresses the frustration of commuters using the Fife Circle Line at Aberdour, Burntisland, Dalgety Bay and other train stations. The Cabinet Secretary for Transport, Infrastructure and Connectivity is invited to respond.

Commuters on the Fife Circle Line are being badly let down by late running trains and cancellations. Last minute platform changes, poor communication and overcrowding further add to the increasing frustration experienced by Fife Circle Line commuters.


The problem has deteriorated to an unacceptable level causing disruption, distress and undermining confidence in the train system as a reliable means of transport.


860 have signed. Let's get to 1,000!





 Michael Matheson: Improve the Fife Circle Line

 Share on Facebook

 Send a Facebook message

 Send an email to friends

 Tweet to your followers

 Copy link

Show this petition to more potential supporters

Promote this petition

From: W [REDACTED]
Sent: 10 December 2018 08:54:13
To: Public Engagement Unit
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity
Subject: FW: Message from Scottish Parliament website

AO ? [REDACTED] !TRANSPORT! - OR

Please place on MACCS as an official response.

thanks

[REDACTED]
Deputy Private Secretary
Cabinet Secretary for Transport, Infrastructure and Connectivity
[REDACTED]

All e-mails and attachments sent by a Ministerial Private Office to any other official on behalf of a Minister relating to a decision, request or comment made by a Minister, or a note of a Ministerial meeting, must be filed appropriately by the recipient. Private Offices do not keep official records of such e-mails or attachments.

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From: Matheson M (Michael), MSP
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Sent: 09 December 2018 09:31
To: Cabinet Secretary for Transport, Infrastructure and Connectivity
<CabSecTIC@gov.scot<mailto:CabSecTIC@gov.scot>>
Subject: Fwd: Message from Scottish Parliament website

Sent from my iPhone

Begin forwarded message:
From: <noreply@parliament.scot<mailto:noreply@parliament.scot>>
Date: 8 December 2018 at 22:23:14 GMT
To:
<Michael.Matheson.msp@parliament.scot<mailto:Michael.Matheson.msp@parliament.scot>>
Subject: Message from Scottish Parliament website
name:
[REDACTED]

address:
[REDACTED]
[REDACTED]

email:

[REDACTED]

telephone:
[REDACTED]

message:

My husband and I have travelled today by train to Edinburgh . We were lucky boarding the train at Dunblane to have a seat for the journey, but as we passed through the various stops passengers were unable to board the train due to the sheer volume of people travelling. On returning home we were delayed in Edinburgh for 3 hours with train cancellations. Surely at this busy time of year Scotrail should be able to provide extra staff and an appropriate number of additional carriages on trains to allow paying customers a more efficient and timely service. This was complete pandemonium today and on speaking to others similar situations have occurred last weekend on various services. At this busy time of year and trying to create a great atmosphere in our capital city the transport arrangements are completely inadequate.

*

The Scottish Parliament: Making a positive difference to the lives of the people of Scotland

P?rlamaid na h-Alba: A? toirt deagh bhuaidh air beatha sluagh na h-Alba

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*

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From: [REDACTED]
Sent: 03 December 2018 14:20:18
To: Scottish Ministers
Subject: For the attention of : Cabinet Secretary for Transport

AO - [REDACTED]!TRANSPORT! - OR

Dear Sir,

Please find below a copy of complaint email sent to Scotrail regarding the hideous, dangerous overcrowding on services between Aberdeen and Glasgow on Sunday 2nd December 2018.

Simply put, Abellio are putting profit before safety on Scotland's railway. I have heard similar complaints regarding overcrowding to mine from people attending rugby matches at Murrayfield also. The company appear incapable of providing an adequate service to cope with high-demand events at any time, quite frankly.

I am certain that Scotrail would be able to furnish you with numerous complaints similar to mine regarding rail services on the above date should you so desire to request such.

Yours sincerely,

[REDACTED]

[REDACTED]

[onemap_email]

- Tel +44 [REDACTED]
- email: [REDACTED]
- mail: [REDACTED]

Please consider the environment before printing out this email

[REDACTED]

To whom it may concern,

Train journey from Aberdeen to Glasgow Queen Street, Booking Reference TCFL63KN Sun 2 Dec 2018 09:24 – 12:14 (WET)
Train journey from Glasgow Queen Street to Aberdeen, Booking Reference TCFL63KN Sun 2 Dec 2018 19:45 – 22:25 (WET)

I am writing to express my complete and utter displeasure and outrage at the treatment of passengers on the above services yesterday. The biggest question is, apart from some perfunctory "queuing" systems at Aberdeen and Glasgow Queen Street, did no-one at Scotrail realise that with a Cup Final on in Glasgow, involving Aberdeen Football Club and Celtic Football Club, extra services or more carriages on the trains for the entire day would have been a good idea?

On the outward journey to Glasgow, my wife, stepson and I were forced to endure (and I use the word advisedly) standing in a vestibule of an overcrowded train for almost 3 hours, myself with an arm in plaster as I recover from a fractured wrist, and my wife forced to stand despite medical issues which make standing for long periods of time incredibly uncomfortable for her. No refreshments were on offer as the train was too crowded, and it is all very well announcing that "the train is delayed due to overcrowding" – but this should have been foreseen. The train also had to halt because a number of the WC's were out of order, and there was a single conductor – no BTP or security were visible on the train - to deal with passengers who were consuming large amounts of alcohol on the journey.

At one point, when the train left Dundee, there were 24 people crammed into the vestibule we were in. No matter what the company state on social media, that is NOT a safe or pleasant way to travel. Children and Adults were forced to sit on the floor elsewhere in the carriage and the aisles between seats were full also.

The return journey from Glasgow Queen Street was even worse. ONE sign on the station directing people to a queue that went out of the station, out of cover, and onto the street, in the pouring rain - men, women and children alike - then everyone was funnelled onto Platform Q at Queen Street in a haphazard, shambolic manner – no indication of where the doors to the train would be, and all the staff were intent on was keeping people behind the yellow line. Even when asked a direct question, these staff were less than courteous or helpful, I am sorry to say.

When the train pulled in (late), passengers started scrumming – no other term will suffice – with the passengers getting off the service to attempt to get seats. My arm that is in plaster was actually grabbed by someone and shoved aside as I tried to make room for an offboarding passenger, causing me considerable pain. My wife, stepson and I found seats, but were no sooner making ourselves comfortable than a group of eight, drunk, aggressive men boarded the train and demanded that people moved "because they had reservations, and it was our :censored: choice whether we moved, or they got the police, or dealt with us themselves" in a frightening, threatening and nasty manner involving threats of physical violence. So my wife, stepson and I were forced to stand for the entire return journey because of these drunken louts, who proceeded to spend the entire journey drinking, using the foulest of language, sectarian terms, sectarian songs and generally behaving obnoxiously.

Yet the (again dangerously overcrowded) carriage was forced to endure their behaviour due to their being no security or BTP presence on the train. To add more insult to injury, one of the group then boasted to someone who boarded at Dundee about how "we were way back in the queue but just got on and wanted seats to get on it again, so we just got heavy on some morons who actually :censored: moved, :censored:"

I am sorry to say this, but this is no way to run a railway. The passengers may as well have been herded into a goods wagon like cattle for the service we received. Bluster about trains being safe to stand on, new trains, etc. cannot hide the fact that the prices go up and up and up and the service level drops and drops. Empty promises and fatuous social media statements do not make up for grass-roots issues.

Sincerely,



From: [REDACTED]
Sent: 08 December 2018 21:12:58
To: Scottish Ministers
Subject: Scotrail cancelled services

AO [REDACTED] OR

Dear Michael,

As you are our transport secretary, I feel I have to contact yourself as in past times I have had no success with Scotrail. Yesterday (7/12/18) travelling with Scotrail was a complete embarrassment to your service. We were packed on the 15:43 Edinburgh to North Berwick as the previous train was cancelled at 15:48 due to staff shortages. We left the train with school children travelling on their own stranded and being told the 17:15 would be the next train. As everyone left the station my husband was still on the platform and contacted me to say it was now leaving. We boarded again for North Berwick to be told it would terminate at Drem with onward travel organised. Before leaving the station this was confirmed again. Arriving at Drem on a freezing cold night, with no onward travel organised we were very disappointed. There was a large crowd of people trying to get lifts after no onward travel in place. I used the help service which was not easy to find in the dark to be spoken to rather rudely by a member of your staff who said there was a bus leaving Edinburgh at 5pm to collect us. Another female who needed her medication at home also sought help on the phone and eventually he checked on numbers to get taxis. Now about 4.50pm we were told we would get a taxi at 5.20 from a North Berwick firm. We contacted the firm who were able to come immediately to save us standing in the cold and provided an excellent service. Whilst your Scotrail member of staff sat in his warm office he showed no care for the people he serves who were stranded in the middle of nowhere in the cold.

Nothing seems to be improving with ticket prices rising and your service deteriorating.

Yours

[REDACTED]

Sent from my iPhone

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The Scottish Parliament
Pàrlamaid na h-Alba

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

Our Ref: SS2190

3 December 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 Abellio ScotRail on the Fife Circle line.

[REDACTED] a regular user of the Fife Circle advises that he believes that overcrowding, delays, and cancellations are now becoming an everyday experience for those travelling to and from Edinburgh. My constituent advises that he feels that this disruption is having a knock-on effect for those who use the service to commute for work, and he believes that far more should be done in order to ensure that those using the Fife Circle receive a more punctual and reliable service.

Furthermore, my constituent tells me that passengers are regularly advised that the disruption to service is caused by persistent staff shortages. [REDACTED] therefore, advises that he believes that the problem lies in ScotRail not employing adequate numbers of staff.

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.

Yours sincerely,

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

From: [REDACTED]
Sent: 17 December 2018 15:29:34
To: Scottish Ministers
Subject: Abellio Scotrail Staff Shortages

AO - [REDACTED] - OR

Dear Mr. Matheson

I am writing to you as Transport Secretary concerning train services being cancelled by Abellio Scotrail due to a 'shortage of train crew'. Unsurprisingly, as you are no doubt aware, this has hit the headlines today as it appears that multiple services have been cancelled across the network due to a shortage of staff since the introduction of a new timetable on 9th December, (although it was also occurring before that).

I experienced this personally last night when I was relying on getting the last service to Lenzie at 2345 after finishing work. When I checked my Scotrail phone app earlier in the evening I noticed this service and an earlier one were cancelled due to a 'shortage of train crew'.

I am sure you'd agree that to cancel services (and in particular the last service of the day) for this reason is wholly unacceptable and demonstrates that Abellio Scotrail for whatever reason don't have the systems in place to reliably deliver the service they advertise. Being able to claim a refund for your ticket is of little relevance when you are stuck for a means of getting home late at night. Making complaints directly to Abellio is also probably fairly futile given the platitudes they've put out in the press today.

However, given recent well documented problems with various English train companies, I would hope that our elected representatives are quick to challenge Abellio on this issue and take whatever action is necessary to ensure this ridiculous situation is not allowed to continue or worsen here in Scotland.

Thank you in advance for your consideration of this matter.

[REDACTED]

Sent from my iPad

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From: [REDACTED]
Sent: 20 December 2018 14:02:48
To: Scottish Ministers
Subject: FAO : Minister of Transport - Michael Matheson

AO - [REDACTED]

Dear Mr Matheson

I would be so grateful if you could do something to sort out the chaotic situation with the trains in Glasgow.

Since Abellio took over a few years back, the service has deteriorated massively. People cannot even get to work in the morning, there has been a completely unacceptable amount of cancellations, broken down trains and late running peak time trains.

I commute (or try to) from Anniesland to Paisley each weekday, and my trains are regularly disrupted. For some reason, the Milngavie and Dalmuir lines seem to be exceptionally badly affected. There has never been a reason given as to why this is occurring, but the feeling is that as long as Abellio keep the franchise the bad service will continue.

Thank you so much for your attention to this email.

[REDACTED]

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