

Suggested AO- [REDACTED]

[REDACTED]

RECEIVED  
07 DEC 2018

TO: Nicola Sturgeon, First Minister  
RE: Abellio Gangsters and Parasites

First Minister, I will state first of all that I voted for Scottish Independence in 2014 and have also voted SNP at both Holyrood and Westminster. I would also be prepared to vote for a second Scottish referendum in favour of independence.

This latter point concerns the crux of my reason for writing to you. I am an old age pensioner who is also asthmatic and I often visit my daughter, my son-in-law and grandchildren in Bishopbriggs. Yesterday -5<sup>th</sup> December – was by far the worst experience I have ever had on Scotrail. I left for Bishopbriggs railway station to catch the 17.55 train to get off at Croy station and then catch a train back to Edinburgh. The train I headed for was available on the website but when I got there the train station notice said the train was expected late several times, was then delayed and simply went off the system. Two other commuters told me they had been waiting for a train since 16.00. and that this was the pattern they had encountered since that time.

I eventually got a Stirling train around 19.30 and managed to get off at Croy. When I got to Croy the same thing happened again. It was wet and damp and cold and I was getting concerned for my health at this point. After later expected times there were then delays and more cancellations. People at that station had similar stories to the people at Bishopbriggs station.

I was seriously considering getting a taxi home and was quoted £75 for the pleasure. Just before I accepted this quote – around 20.40 – an eight carriage train to Edinburgh rolled through the mist as if by a miracle. I took the train which was barely occupied because of commuters already having gone by bus. I eventually got home by 21.30.

Divine Intervention is no way to run a rail service. The Scottish government, as I understand it, has relatively recently given Abellio handsome handouts to manage Scotrail. I would suggest that this 'operator' is no different to GNS down south who take public money and run squalid jails in the process. Abellio has become an embarrassment to Scotland and I fully expect their new time-tabling to be as bad as Northern Rail. You cannot be happy to have our rail system lumped together with them. Rail in both Scotland and England is appalling, scandalous and risible. I have travelled on European trains and found them to be way in excess of what we have here and far cheaper too. In January of next year rail fares will increase again for the same awful system. My experience recently was certainly my worst one but I have had to endure countless delays and cancellations in the past. My anger is shared by all Scottish commuters.

Abellio should surely have had their day by now. They feed off public money and show contempt to passengers. No-one was available on either platform to explain anything and all the vending machines were not working either. If this had happened in Sicily I feel sure the passengers there would have blamed it on the Mafia. Abellio fills a similar role here. They are no different. I

respectfully suggest you find some way to nationalise this rail network as soon as is convenient. It is what passengers want and what would also be a certain vote winner for your party.

I have decided to send this letter to you instead of to Abellio. My reason for that is a simple one because I do not want to be fobbed off many months down the road with their customary platitudinous piffle. I am also led to believe they are an awful group to have to work for.

After having worked for decades in Scotland's public services myself and like all the commuters who rely on trains to get to work or visit family, we all deserve better. That will simply not happen under Abellio's stewardship.

I hope you will consider my comments carefully. They are written as a supporter of your party who feels that it will be the SNP and not Abellio who will end up taking the flak for our dreadful rail network.

Yours sincerely,

From: [REDACTED]  
Sent: 03 December 2018 10:34:39  
To: Public Engagement Unit  
Subject: FW: First Ministers Questions - Scotrail

MACCS case please for OR

[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
[REDACTED]

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From: Sturgeon N (Nicola), MSP  
<[Nicola.Sturgeon.msp@parliament.scot](mailto:Nicola.Sturgeon.msp@parliament.scot)<<mailto:Nicola.Sturgeon.msp@parliament.scot>>>  
Sent: 03 December 2018 07:53  
To: First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)<<mailto:firstminister@gov.scot>>>  
Subject: Fwd: First Ministers Questions - Scotrail

Nicola Sturgeon MSP  
Glasgow Southside  
Constituency Office (constituent enquiries only)  
Unit 3  
Govanhill Workspace  
69 Dixon Road  
G42 8AT  
Tel: 0141 424 1174  
[nicola.sturgeon.msp@parliament.scot](mailto:nicola.sturgeon.msp@parliament.scot)<<mailto:nicola.sturgeon.msp@parliament.scot>>

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From: [REDACTED]  
<[REDACTED]>  
Sent: Monday, December 3, 2018 12:07:51 AM  
To: Sturgeon N (Nicola), MSP  
Cc: Baillie J (Jackie), MSP; Martin Docherty-Hughes MP  
Subject: First Ministers Questions - Scotrail

Good Day Nicola.

I have just caught up with the latest FM Questions and on the subject matter as an SNP supporter must say how disappointed I was with your response to questions on Scotrail's performance.

It seems that you were ,ore interested in trying to highlight the failures of Network Rail and the UK Government at the expense of the dissatisfaction of passengers using the service provided by Abellio.

Here are some of my encounters as a seasoned commuter between Dalreoch to Exhibition centre.

Daily delays and cancellations not just as a result of Network rail issues but train failures, slippery leaves, staff not turning up for work etc. Attached is Scotrail's answer which to me is totally unacceptable.

Earlier this year Scotrail abandoned my wife and hundreds more commuters at Dalmuir by failing to provide alternative means of transport home after cancellations. The temperature on the day was -15 C, luckily I was available to pick up my disabled wife who has secondary progressive MS, as well as offering transport to other vulnerable passengers that day. As yet no apology was issued by Scotrail.

Recently on 25th October Scotrail disputed a delay claim I made. All trains were cancelled as per Scotrail's e-mail and app service. I made alternative transport arrangements but was reject when making a claim as they said they had no records of delays that day. Absolutely disgraceful.

Scotrail have also had the agreement for First Buses to provide alternative transport when services are affected for this with valid tickets terminated. Scotrail offered no explanation however the comments from first Buses was it was due to their failure to compensate them for provision of such service. This effectively means Scotrail abandon passengers at their own cost and inconvenience of claiming refunds.

Perhaps you should take heed from Jackie Bailie and sign up to Scotrail's messaging service to discover the real issues commuters face trying to get to work and getting home on a daily basis to support their families on whatever needs they have.

I have attached some recent notices for you and would hope you will take the word of your own supporters more to heart rather than dismissing the issues on a political stance.

It's time the Transport Minister acted on the words made last year when performance was falling and has continually fell, whilst posting proposed increases to fares above inflation for another year of delays and poor performance.

Brgds,

[REDACTED]

[REDACTED] CMIOSH - MIIRSM, CQP MCQI, Dip ENV MAN  
[IOSH\_CHARTERED\_LOGO\_15mm]

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From: [REDACTED]  
Sent: 04 December 2018 09:32:59  
To: Public Engagement Unit  
Subject: FW: ScotRail 08.39 Service Haymarket to Inverness 4th December 2018

Attachments: [REDACTED]

AO ? [REDACTED]!TRANSPORT! - OR

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[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
[REDACTED]

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From: [REDACTED] <[REDACTED]>  
Sent: 04 December 2018 09:31  
To: First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)<<mailto:firstminister@gov.scot>>>  
Subject: ScotRail 08.39 Service Haymarket to Inverness 4th December 2018

Dear Ms Sturgeon,

I'm a regular correspondent to you on the failings of ScotRail. I attach the most recent letter I received from you which doesn't address the points I raised in my last letter.

Today's complaint relates to the cancelled 8.39 service from Haymarket to Inverness. As I write, I should be a passenger on this train but I'm currently waiting for a bus to get me to Inverness an hour later than the train was scheduled to arrive.

The first thing I did today was check on the ScotRail App if my travel plans were disrupted by the industrial action and was reassured to see that the North line had a good service.

I arrive at Haymarket at 08.00 this morning to find my train cancelled.

Believe it or not, there was one ScotRail employee on the concourse manning the ticket barriers, overwhelmed by passengers exiting the station. The information desk was unmanned and there was a queue at the ticket office about 10 deep.

I waited to speak to him almost 10 minutes to speak to him. He told me there was some industrial action causing issues and checked his hand held device. He told me

the time of the next train which was via Stirling about an hour later. I decided to book a Citylink bus rather than wait. On exiting the barriers about 5 minutes later, he advised me that there is a replacement bus service being out on to Inverness which he was not aware of.

He tried his best in the circumstances. It's not his fault. Where are all the other ScotRail people at 8.00am on a Tuesday morning on a day where there is evidently some disruption on the network? Normally there are half a dozen ScotRail people hanging around but not today.

My question to you is when are the SNP administration going to take responsibility for the mess at ScotRail? It is a shambles. I'm a very regular traveller on this route at least 4 trips every month. Virtually every journey I make is impacted by lateness, trains that are overcrowded with passengers standing large parts of the journey, dirty toilets and no trolley service. Today's cancellation is just another in the long list of failures.

It is long overdue that your administration get a grip on this. The travelling public are being repeatedly dishd up a sub standard service for for which we are paying handsomely.



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From: [REDACTED]  
Sent: 18 December 2018 18:12:37  
To: Public Engagement Unit  
Subject: FW: Private

AO - [REDACTED]

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[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
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-----Original Message-----

From: [REDACTED]  
Sent: 18 December 2018 16:59  
To: First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>  
Subject: Private

Hi Nicola,

I travelled on the 9.13 train from Kilwinning to Glasgow, it was supposed to arrive in Glasgow at 9.45 as it was a direct train, it arrived at 11.00.

Scotrail seem to think that it is acceptable just to claim a refund but on the train I heard so many people trying to contact their employers to advise them of the delay but it changed minute by minute meaning they had to go make numerous calls, now depending on the manager you have to deal with this could result in different outcomes and Scotrail have to be responsible for these individual outcomes

I am a Glaswegian who can I say 'emigrated' to Ayrshire in 1982, but always worked in Glasgow, I am now a pensioner but do not have the new normal equipment, i.e. mobile phones, online etc that my family uses frequently, I had to go to go meet my sister in law at 10.30 before she went down south to pass on Christmas gifts but because of the delay I missed her, so I have returned with the presents and she will have the presents to be passed on, so it is not all about money but do you know I was told by Scotrail that I could only contact them online, not even by e-mail, is this not shocking.

When are Scotrail going to realise that people just want a reliable service and not the minimal refund that they can make to their customers,

Nicola, you are subsidising a company that should not be supported, I never voted for

independence and the more I see you supporting a lame duck company makes me more determined never to vote independence, I was always a staunch trade unionist but even unionto today do not support their workers, [REDACTED] is a typical example, by the way I stay in [REDACTED] quite near you

Totally disillusioned  
[REDACTED]

Sent from my iPad

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From: [REDACTED]  
Sent: 17 December 2018 08:58:17  
To: Public Engagement Unit  
Subject: FW: Message from Scottish Parliament website

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[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
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From: Sturgeon N (Nicola), MSP  
<[Nicola.Sturgeon.msp@parliament.scot](mailto:Nicola.Sturgeon.msp@parliament.scot)<<mailto:Nicola.Sturgeon.msp@parliament.scot>>>  
Sent: 16 December 2018 11:48  
To: First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)<<mailto:firstminister@gov.scot>>>  
Subject: Fwd: Message from Scottish Parliament website

Nicola Sturgeon MSP  
Glasgow Southside  
Constituency Office (constituent enquiries only)  
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[nicola.sturgeon.msp@parliament.scot](mailto:nicola.sturgeon.msp@parliament.scot)<<mailto:nicola.sturgeon.msp@parliament.scot>>

From: [noreply@parliament.scot](mailto:noreply@parliament.scot)<<mailto:noreply@parliament.scot>>  
<[noreply@parliament.scot](mailto:noreply@parliament.scot)<<mailto:noreply@parliament.scot>>>  
Sent: Saturday, December 15, 2018 7:32:58 PM  
To: Sturgeon N (Nicola), MSP  
Subject: Message from Scottish Parliament website

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

[REDACTED]

telephone:

[REDACTED]

message:

Nicola, get ScotRail sorted - I'm in Edinburgh 2 weeks before Christmas and is absolute joke with trains cancelled due to " no drivers". I am absolutely livid - train cancelled, then have to get on the same train for another time - i can't believe a progressive forward thinking parliament would let this happen. May as well go with Tories or labour as this is sheer incompetence on behalf of the SNP to allow this to happen. It's a joke, your party is a joke and i can't believe I only thought about voting for independence yesterday. Stupid me - your stewardship of Scotland doesn't give me any confidence on the way forward.

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Pàrlamaid na h-Alba: A' toirt deagh bhuaidh air beatha sluagh na h-Alba

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