

**Welcome to this edition of Rail User Express.**

As always, feel free to forward RUG to a colleague, or to reproduce items in your own newsletter (quoting sources). If you want further details of any of the stories mentioned, look on the relevant website or, failing that, get back to me so I can send you the full text.

For details about group affiliation to Railfuture, see website [here](#) (from the "Membership Type" menu, select "RUG").

We start with the usual roundup of news items from rail user groups around the UK, starting in the Far North and working southwards. As always, I'm very grateful to RUGs that send me their magazines and bulletins.

Friends of the Far North Line – service no longer fit for purpose

Train reliability has become so bad that the timing of the arrival of new operator, Abellio, couldn't have been better, according to FoFNL (the group hopes the new Dutch operator introduces the sensible "Train Taxi" combined booking system which operates in the Netherlands).

The local MSP has been quoted in the press as saying that the current ScotRail service is not fit for purpose with regular delays and cancellations (sometimes, scheduled calls at Conan Bridge and Beaully are skipped to make up time). FoFNL asserts that a good service must be restored quickly to win back passengers. Occasionally it's the train which is faulty but much more often the disruption seems to be because of "staff difficulties" - poor crew management is inexcusable, and the group thinks a whopping fine should be imposed under such circumstances.

FoFNL finds it incredible that, some 6 years ago, the CEO of Network Rail made an explicit pledge to reduce end-to-end journey times on the Far North Line – this simply has not happened. The group has now put forward its own list of improvements needed to make an impact on journey times, saying that the present location of passing loops should not drive the timetable – rather, the plan should be to formulate the ideal timetable and then see what affordable infrastructure enhancements are needed.

Timekeeping problems of the last six months have, at least, led to the formation of a working party looking at which infrastructure improvements are needed to make the line operate more reliably. A major timetable revision was introduced in Dec 2014, and the Friend's newsletter carries a detailed analysis, listing its various strengths and weaknesses. It is extremely worrying that the published draft of the Dec 14 timetable was put together by a team which did not understand the basic operating constraints of the Far North Line - FoFNL understands that timetabling expertise has been withdrawn from Scotland and is all now centralised in Milton Keynes!

The "weather bomb" earlier this winter prompted closure of the whole Far North Line, and FoFNL thinks, with the benefit of hindsight, that ScotRail could have at least kept the busy commuter services going between Tain and Inverness.

Friends of the West Highland Lines – "quality" franchises bode well for passengers

Two new companies will begin operating Scotland's railways from 1 April, and FoWHL says that, so far, the information gathered bodes well for a better future for passengers: "the plans set out by Abellio and Serco put quality at the head of their development plans, and rightly so. The sleepers are looking tired and worn out, and West Highland travellers have had years of draughty, out-of-date daily service trains which First Group failed to replace." Guest speakers from Serco Caledonian Sleepers and Abellio ScotRail will be the main attraction at FoWHL's Annual General Meeting which takes place at Oban on Sat 16 May.

In addition to superior Class 158 units replacing the 156's on the West Highland lines, Abellio plans to run a daily loco-hauled (or HST) tourist train and has even said it will look into running its own

steam-hauled trains. There's confidence that Abellio will build on FoWHL's work clearing selected trees to open up vistas after the company pledged to work with Network Rail on clearing further tree growth. The company also intends to increase the sum allocated to community initiatives, including Community Rail Partnerships, and to make a renewed effort to encourage cycling.

Meanwhile, FoWHL are pleased to report that the additional services in the Glasgow-Mallaig timetable which run on winter Sundays are proving popular. The group argues for further enhancement which would benefit both tourists and students as well as making longer-distance journeys possible – they point out that Sunday is one of the busiest days of the week for travel.

Each year, a grand raffle takes place daily on The Jacobite steam-hauled trains between Fort William and Mallaig, run by the team at Glenfinnan Station Museum. FoWHL distribute the money collected amongst local charities and railway organisations (including an amount to their own tree-clearance project). Last year's raffle receipts amounted to over £16,000!

LevenMouth Rail Campaign – going public with the first Campaign Update and a promotional leaflet

LMRC has just published its first, full-colour *Campaign Update* intended for wide circulation. As well as facts and photographs of the project to restore passenger services on the Leven branch, it carries articles about the importance of support from local politicians, about businesses in the area that stand to benefit and about the growth in population along the line (likely to exceed 50,000). Readers are urged to sign the online petition [here](#) - a graph shows that nearly 3,000 people have done so already against a target of 10,000. Sufficient signatures will enable the petition to be presented to the Scottish Parliament, with an allowance to speak for 5 mins then answer question.

Fife Council has just published a promotional leaflet entitled "Making the Case for Levenmouth Rail Link", although much of the text was written by LMRC. The group has been told that ScotRail needs to build a depot for its Fife Circle trains, and the Leven branch would be ideal for this.

Rail Action Group East of Scotland – unexpected costs may delay station openings

Back in November, RAGES very much welcomed the news that the Scottish Government had agreed that the new ScotRail franchise (starting in April) would include the provision of a two-hourly service between Edinburgh and Berwick-upon-Tweed, which is to call at the new stations of Reston and East Linton. Finance for the two stations is dependent on the relevant councils funding further design work, as required by Network Rail's Governance for Railway Investment Projects (GRIP) process. The cost of this detailed design work is both unexpected and considerable, and RAGES is concerned that this additional burden may jeopardise the target completion date of Dec 2016. There is the intriguing possibility of the service starting whilst the two stations are still to be completed.

A group of RAGES members sat in the public gallery to hear the parliamentary debate at which various MSPs spoke in support of the new rail service via Reston and East Linton (a picture in the Rages Rag shows the group on the steps of the parliament building after the debate). One of the MSPs was reported as saying...

"They [the stalwarts of RAGES] are some of the politest and most courteous people one could ever do business with, but their group's acronym is not for no reason. For years they have *raged* against the argument that it is not possible to reinstate services to their communities, they have *raged* against the argument that there are not enough train movements to enable services to be reinstated and they have *raged* against the argument that significantly underestimated potential passenger numbers on reinstated services. They have won every one of those arguments and my message to the new minister is this: make no mistake, RAGES will stay on the case and will not rest - and nor will we - until the victory is complete and literally on track."

Commenting on the award of the new East Coast franchise to the Stagecoach/Virgin consortium, RAGES says there is no confirmation yet as to whether the extra stops at Dunbar they've been asking for will be provided. The RAGES committee looks forward to working with the new operators of both ScotRail and East Coast.

CKP Railways - Keswick to Penrith Railway Project – a good time to lobby candidates for election

The recent decision to upgrade and electrify the Oxenholme-Windermere line at a cost of £16m leads CKP Railways to despair of local politicians who seem reluctant to give their support to reopening between Penrith and Keswick, even though the latter is estimated to cost around a quarter of the sum pledged for the Windermere branch. CKP urges its supporters to write to local councillors, drawing attention to this disparity of funding. They also point out that it's a good time to lobby candidates standing for national and local seats in the fast-approaching May elections.

One of the most popular "urban myths" about the Keswick to Penrith Railway is that it was closed by Doctor Beeching as un-economic. "In fact the line continued to operate until 1972", says CKP, adding that railway staff at the time asserted that the under-resourced railway more than covered its costs. "Various railway sources suggest that, had it lasted a few years more, it would still be open and thriving – like the Settle to Carlisle route."

Currently, CKP Railways is keeping an eye on proposals for a water pipeline which would encroach on the trackbed of the railway in case there are technical issues that could hamper re-instatement of the railway.

Friends of the Settle-Carlisle Line – the slow way across the Pennines!

The committee has met bidders for the next Northern franchise and is seeking meetings with TransPennine Express bidders. A wry comment in FoSCL's magazine says: "*trans-Pennine* we are ... but *express* we are not!" Issues exercising the minds of members at the moment are: why is the Settle-Carlisle line not used more for diverted services during engineering works elsewhere? ... and does the case for modernisation and possible electrification trump the need to preserve the line as a heritage asset?

2014 has been yet another very successful year for the FoSCL guided walks. 25 years after the saving of the line following a campaign in which walkers featured strongly, it's heartening that the guided walks continue to be well supported. Over 1800 people have joined the walks and the total distance covered was nearly 2,400 miles.

FoSCL sees a need to become more business-focussed, so the committee would be interested to hear from those who run a business broadly within reach of a station in the Leeds-Settle-Carlisle railway corridor. Businesses are invited to advertise in the annual "where to go" leaflet published by the local enterprise network.

The former Stationmaster's house at Ribbleshead beat scores of entrants from across the UK and Ireland to win the National Railway Heritage Awards conservation category. In 2013, the house was sympathetically restored by the Settle and Carlisle Railway Trust at a cost of £300,000 and now provides an income for the Trust as self-catering holiday accommodation for up to six people. The Trust will be carrying out repairs to the approach road at Ribbleshead ... and, with any luck, Network Rail can be persuaded to clear up their piles of unsightly junk!

FoSCL members enjoyed a superb meal with entertainment at FoSCL's Christmas Lunch. Food, more entertainment and a train ride to a snowy Ribbleshead station were on offer at the Open Day event later in December. Elsewhere we read that mail order receipts from the society's Christmas 2014 catalogue totalled nearly £6k. Station shops at Settle and Appleby are open Saturdays and certain weekdays offering a wide range of goods, and the society's online shop is, of course, available all the year round at www.foscl.org.uk.

Ribble Valley Rail – some positive news to begin the year

RVR's Chair, Marjorie Birch, is able to share some positive news in the February newsletter: cancellations on the line are much reduced, work on redoubling a section at Darwen will commence in the summer and new Customer Information Screens are being installed at Whalley station. We're also told that the spring bulbs are just coming through in the flower tubs at Whalley station, and the volunteers will soon be placing their order for summer bedding plants.

Railfuture's Northern Franchise stakeholder event in January gave RVR's committee the chance to put forward their aspirations for consideration. These included the need for updated rolling stock and extra capacity, an increase in line speed and better connections at Blackburn.

During the jazz festival weekend in May, RVR members will be running a stall at Clitheroe Market to promote Ribble Valley Rail and the service from Manchester to Clitheroe. Lastly, there's congratulations to one of RVR's stalwarts, Bill Briggs, who recently passed out as a diesel unit driver on the Wensleydale Railway: "with Bill qualified to drive DMUs and fellow RVR member, Stephen Dodd, a passed-out guard, all we need now is a Craven's DMU two-car set, and we can run our own Santa Specials to Hellifield !!!"

Harrogate Line Supporters – challenging a flawed report into airport connectivity

The Government commissioned consultants to study the alternative ways of improving surface connectivity to Leeds Bradford International Airport, and their report was published in December.

Harrogate Line Supporters believe the consultants' report into rail connectivity options for the airport has numerous flaws and inconsistencies. The group had proposed a Parkway Station for the airport on the existing Harrogate Line, but the consultants rejected this and instead favoured a new heavy-rail link from Guiseley via the airport to Horsforth at enormous expense. Since the Harrogate Line is on the Government short list for electrification, HLS argue that it would be logical to build on this investment and use the line to provide a 15 minute frequency service between Leeds and the airport. Their proposed Parkway Station would serve not only airport passengers from North, West and South Yorkshire, but also commuters from a number of communities who currently have no opportunity to "park and rail" into Leeds.

The Harrogate Line Supporters have now published their own 15-page document entitled "LBIA Parkway Assessment Flawed?" which challenges the consultants' report. In a concluding paragraph, the group wonders if the flawed report stems from West Yorkshire politicians wanting to deny any benefit to North Yorkshire, or perhaps it's a case of the Airport Management resisting any improvement in public transport that might result in a reduction in their car parking revenues.

Support the Oldham-Rochdale-Manchester Line (STORM) – Rochdale commuters being ripped off

Over the past couple of years, STORM has drawn attention to the unfairness of the Rochdale-Manchester daily peak rail commuter fare by comparison with other places at comparable distances from Manchester. Some progress has been made in the Jan 2015 round of fare rises to redress the balance, yet the basic unfairness remains. Rochdale commuters still pay 20% more than Bolton commuters for a journey that is actually slightly shorter.

STORM is pleased that a section of the disused pedestrian underpass leading to Rochdale station is, at last, to be renovated and brought back into use, and the group has sent a letter with further suggestions to the relevant authority.

There's much correspondence in STORM's weekly bulletin about the suitability of refurbished ex-London Underground D-stock for use on Northern Rail services. The feeling is that the maximum speed of only 60mph would rule them out for all but the shortest routes, non-standard couplings would lead to operating difficulties and the units would be lacking in comfort. One member suggests that a consultation committee, formed from representatives of rail user groups, should be invited to sample the proposed stock.

Ormskirk, Preston & Southport Travellers' Association – members carry out passenger surveys

OPSTA members helped out with a travel survey and an all-day passenger count in October: survey responses were received from around 430 individuals and passengers were counted on and off trains at stations on the Ormskirk-Preston line. The data shows that daily passenger numbers on weekdays exceed 900 and some of the morning peak-hour services are overcrowded. The final report is being put together by the Community Rail Partnership for the line.

In November, OPSTA members were out again helping with a travel census of local residents using rail services from Southport to Manchester during the morning peak period. One purpose of the census was to determine whether users had a preference for one of the two alternative routes into Manchester (one to Piccadilly, the other to Victoria). A passenger count was also conducted at the five stations covered in the exercise - just below 800 passengers were counted boarding the seven morning services, with 612 taking part in the three-question survey.

The future of the ticket office at Burscough Bridge is under review and, although a final decision is awaited, it seems that it will close unless the case is made otherwise. OPSTA naturally opposes closure and asks its members to support the campaign by visiting the station and signing the petition.

The committee is doing its utmost to engage with the bidders for the new Northern franchise, and they've attended stakeholder seminars including a recent "meet the rail user group" event hosted by Railfuture North West. All bidders will be receiving the same briefing material which includes OPSTA's newsletter, the 'OPSTA' rail map and the results of recent passenger surveys.

A feature article in OPSTA's current newsletter considers three of the options for replacement rolling stock in the North West: (i) Vivarail's re-manufactured D-stock trains, cascaded from London Underground (ii) a follow-on order for Bombardier Class 378 units, as used on London Overground... these seem admirably suited to Merseytravel services (iii) a new class of battery-powered trains, as currently being trialled using a Class 379 Electrostar. But it's far from certain whether the new Northern franchise will be able to afford any of these solutions!

The OPSTA information stand will be back again at the Preston Model Railway Exhibition on Sat 28 Feb and Sun 1 Mar: "If visiting, please drop by if only to say *hello*".

Shrewsbury to Chester Rail Users' Association – campaigning to save a morning service

SCRUA carried out a survey of people who might be affected by the loss of a morning service to Birmingham International from May 2015. The results were presented to the relevant Welsh Government minister along with a plea that a better solution be found. More than half of those surveyed stated that they would no longer use the train if this change takes place; one commuter commented that she would have to give up her job as she has no alternative means of travel. The campaign had attracted significant interest from the local press, and SCRUA was interviewed on BBC Radio Shropshire.

Late news: "Campaigners were celebrating after a threatened rail service from Wrexham to Birmingham was saved." – North Wales Daily Post, 20 Feb

In December, SCRUA's committee were invited to a meeting of the North East Wales Ministerial Task Force to give their views on the future electrification of the North Wales line – they used the opportunity to stress again the importance of cross-border links to Birmingham, Liverpool, Manchester and the airports.

Station adopters at Gobowen are able to report less vandalism, but they are concerned at the deterioration of passenger areas at the station: poor platform surfaces, damaged fencing and a bicycle shelter in need of repair.

Friends of Chirk Station are proud to announce that the station was awarded an 'Outstanding' in this year's 'Britain in Bloom it's Your Neighbourhood' Awards - the Friends receive excellent support from community groups, schools and local businesses. When a steam-hauled excursion called at Chirk in the Autumn, the Friends wheeled out their sales barrow and raised £40 for next summer's plants. The group is pleased to see that a new, ramped footbridge (for which they had campaigned) is nearing completion. They now want a ticket machine for the station.

Shrewsbury-Aberystwyth Rail Passengers' Association – years of hard campaigning lie ahead

A new Wales and Borders franchise is still some four years away, but SARPA intends to stay ahead of the game and has issued a press release outlining its expectations from the new operator. The Welsh Government is intent on a not-for-profit franchise, but there are rumours that they won't have the ability to organise this in time, so an extension to Arriva's "no growth" franchise may be seen as an easy stop-gap option. SARPA say that stagnation until the 2020's simply isn't good enough: "some years of hard campaigning are ahead of us."

The project to "improve" the A465 "Heads of the Valleys Road" continues to swallow money at an alarming rate. SARPA has heard from sources near to the Welsh Government that it has now been dubbed "The Black Hole", such has been its appetite for additional cash: "Originally priced at around £800m for 25 miles, it compares poorly with rail - 30 miles of the Waverley Route in Scotland are being rebuilt from dereliction for substantially less than half this amount."

Split ticketing is a good way to save on fares, especially if travelling a fairly long distance and returning the same day. However, SARPA is suspicious of websites offering savings by this method as they will charge you for tickets that you could buy for yourself on the day. Instead, they recommend using the [BR Fares](#) website if you want to research all the options.

SARPA congratulates students from Coleg Ceredigion who gained third place in the "Involving Young People" category at the ACoRP national awards ceremony. Their project, entitled "Confident Traveller", was run in partnership with Arriva Trains Wales, and was aimed at increasing the confidence of people with differing learning needs. Those taking part were shown how to plan and undertake rail journeys, with learning taking place in the classroom and railway environments.

Friends of the Barton Line – Railfuture meeting enables the group to share their campaign aims

FoBL's secretary had attended a meeting at Cleethorpes with one of the bidders for the TransPennine Express franchise (organised by Railfuture Lincolnshire), and had pressed for a number of campaign aims, including the need for all TPE trains to call at Habrough.

Volunteers at Thornton Abbey have washed down the station nameboard and intend to repaint it in the summer. An area of land belonging to Network Rail to the south of Barton station is marred by litter, and permission is being sought to get it cleared. New Clee station has been equipped with new LED lighting and FoBL hope that this will lead to all Barton Line trains being permitted to call there.

Nine members enjoyed a New Year lunch at a pub near Grimsby Town station. In late February, several members will be taking a mini break in Rotterdam using the ferry from Hull, and in April an excursion via the Brigg line to Sheffield is planned. *Which brings us neatly to the next item...*

Friends of the Brigg and Lincoln Lines – new footbridge may not allow access for all

Initial euphoria at the news of brand new footbridges for Brigg and Gainsborough Central stations has been tempered by the realisation that Network Rail may simply be proposing to replace like for like, in which case there will be no ramps for disabled passengers or indeed those with pushchairs. FoBLL warns that non-accessible footbridges will put a cap on the ambitions of the two stations if, in the future, they are to enjoy more than just a Saturday-only service.

A report in the local press airs these concerns, and says that prospective parliamentary candidates are backing the campaign for step-free access to the station platforms. One of the PCCs has felt motivated to make a YouTube video about the issue which you can watch [here](#).

East Norfolk Transport Users' Association – group backs proposal for a curve at Reedham

In December, representatives from ENTUA met with Abellio Greater Anglia's Stakeholder Manager to discuss their proposals for the next Greater Anglia franchise. The group put forward some ideas for promoting the Great Yarmouth to Norwich line, which included offering discounts for local events to rail ticket holders. They also argued for the re-introduction of a daily through service to and from London Liverpool Street, and through trains to and from Cambridge and Stansted Airport.

A blueprint for transforming connectivity of the passenger rail network in East Anglia has outlined how a new timetable could be achieved with modest alterations to railway infrastructure, building on experiences from Switzerland. The report, called "Improving Connectivity", was compiled by employees at Network Rail and has been endorsed by senior industry leaders. One innovation, wholeheartedly welcomed by ENTUA, involves extending Ipswich to Lowestoft trains through to Great Yarmouth via a reopened curve at Reedham, which would link the Norwich to Lowestoft line to the line that runs from Great Yarmouth via Berney Arms. The curve was lifted long ago but the trackbed can be seen as you approach Reedham from Great Yarmouth. ENTUA says: "For many a long year we have said that there should be better rationalisation of the rail network in this area. For too long the emphasis has been put onto journeys to and from London."

Abellio Greater Anglia's refurbishment programme for its Intercity MkIII carriages began in December 2014 at the company's Crown Point Depot in Norwich. ENTUA applauds the operator's plan to refurbish these carriages, but their ultimate aim is to see the entire locomotive and carriage fleet on the Norwich to London line replaced with either brand new rolling stock or something a little newer than what currently exists.

Meldreth Shepreth and Foxton Rail User Group – NR promise to reinstate the poppy garden

After inadvertently strimming away the poppies at Shepreth Station last summer, Network Rail has been given detailed instructions for reinstating the poppy garden, and work will begin imminently - station volunteers are standing by to help out when the time comes. Meanwhile, any volunteers wishing to take part in a "gentle tidy-up" of Meldreth Station garden are invited to join the station gardeners from 10am on 11 March.

Pembrokeshire Rail Travellers Association – responding to Welsh Government's transport plan

The Welsh Assembly Government has published its 2015 draft transport plan for consultation, available online [here](#) (click the *Consultations* tab and choose *Transport*). Closing date for comments is 11 March. The PRTA committee is formulating its response and invites its members to tell them what they should pursue. The PRTA was invited to a meeting in Swansea earlier this month with other interested transport groups to share views on the plan.

The latest newsletter from the PRTA encourages members to report any vandalism they spot on the British Transport Police Crimeline: 0800 405040. Members are also asked to refer correspondence relating to complaints about the rail service to the PRTA committee so that they can look into any issues that appear to be recurring.

Realising that the committee is somewhat dominated by people in and around Milford Haven, the newsletter editor invites offers of help from members living in the Tenby and North Pembrokeshire areas. Now is a good time to join the group - membership is free again for another year!

Association of Public Transport Users (Herts) – some improvements to Thameslink services

There has been a very significant reduction in cancellations on Thameslink services since the start of the New Year, and APTU perceives a slight reduction in delays (members are asked to report their own experiences). Improvements to Govia Thameslink Railway's website and smartphone apps are also apparent.

The group has been in discussions with GTR about the Dec 2015 timetable, and there are continued concerns about the service level south of the Thames during reconstruction work at London Bridge.

GTR has put forward its enhanced delay-repay compensation offer (this pays out if 12 or more journeys are delayed by more than 30 mins in a rail accounting period) – however, APTU's Chairman thinks they've missed the point. He argues that, what annoys people at present are the constant short delays and the very unpleasant travelling conditions. APTU has put together a survey to determine the actual experience of travellers in respect of delays suffered and compensation claimed. The survey can be completed here: <https://www.surveymoz.com/s/146297CUCCI>. Anyone can participate in the survey - the deadline is 28 Feb.

Abbey Flyer Users' Group (ABFLY) – ticketless travel still a major cause for concern

Following ABFLY's 'call to arms' over Christmas, at least 140 individuals responded to the DfT's West Midlands Direct Award franchise consultation. Respondents called for, amongst other things: overhauled trains, extension of opening hours, through services and an improvement in revenue collection on the branch.

ABFLY have started trying to quantify the level of ticketless travel on the line. They estimated in 2014 that lost revenue was about £200,000 per year – or 17% of journeys being made without a ticket. This figure is disputed by the train operator, London Midland, but they have yet to publish any figures to counter it. ABFLY has created a simple online feedback form to collect data on the issue. They say that ticketless travel is both unfair to honest travellers and it undermines the case for future investment in the line, which is often based on current ticket sales data.

With stops on the line only a few minutes apart, the guard is unable to get through and check tickets (doors can only be opened from the back cab). Furthermore, the four unstaffed stations on the line are not equipped with ticket machines. Driver Only Operation equipment was fitted in the 1980s, but never commissioned due to union concerns. ABFLY thinks that eventual replacement of the Class 321 units used on the line with Class 350 Desiros or similar would not only satisfy their demand for smarter and cleaner rolling stock but would also go a long way to making the guards more visible again, because these modern units are fitted with door controls at every door position along the train. They also point out that Class 350s, now equipped for 110mph operation, could herald the introduction of selected through services, now that the junction at Watford has been modernised and mechanised.

Chesham & District Transport Users' Group – surveys shows the value of station staff

Members have undertaken surveys at Amersham Station to gather independent statistics about ticket office and ticket machine usage, and the duties carried out by station staff. As a result, the surveyors are now totally convinced that no cuts in staff are justifiable once the ticket office closes in July. Based on those observations, it was felt that the situation at both Chesham and Chalfont & Latimer stations would be exactly the same. Findings will be submitted to London Underground.

Work was started on constructing lift shafts and access ramps at Amersham but the project was suddenly halted, supposedly for lack of funding, and all the work which had been done was removed! [*There's a similar situation down here at Wareham – Ed*]. Rail users understandably despaired at this waste of money, and were further dismayed when it was confirmed that no funding to improve access is now available for Amersham.

Other problems encountered in recent weeks include: difficulty obtaining Oyster refunds for delayed journeys, poor publicity of diverted services during engineering works, and a mistake on a timetable poster which has since been corrected.

East Surrey Transport Committee – surveys show the travel preferences of passengers

The ESTC conducted an off peak study of over 1000 passengers at Coulsdon South to establish their end destination. The data gathered was used to inform the group's response to Govia's timetable consultations.

Their study shows that, for Northbound journeys, the most popular single destination was London Bridge (38.4%) followed by Victoria (37.5%). The most popular route was Clapham Junction and Victoria (53.9%) compared to London Bridge (41.4%). The least popular route was the Thameslink corridor from Blackfriars to St Pancras (3.8%). Many passengers said that they were happy to travel via London Bridge or Victoria as their final destination could be reached by either. Others said they went to London Bridge, but came back from Victoria as that was how the service ran at different times.

For Southbound journeys, the most popular single destination was Reigate (34.5%) followed by Gatwick Airport (28.5%). Both Gatwick and East Croydon were used as a rail interchange for the south coast.

The group made the point that rail interchanges at Gatwick will become increasingly important and will need to be improved. They also want to see the missing link between Tulse Hill, Crystal Palace and East Croydon reinstated.

TransWilts Community Rail Partnership – CRP widens its remit

At the CRP's Annual General Meeting in January, the Chairman was able to report on a very successful year in which patronage of the new Swindon-Melksham-Westbury rail service grew to 160,000 against a 3-year target of 108,000. Challenges for the year ahead include putting the Melksham Link bus service onto a sustainable footing and coping with diversions during electrification works on the Great Western main line.

The main business of the AGM was to dissolve the CRP and replace it with a Community Interest Company which would cover the whole of Wiltshire including Swindon. Possible new stations at Corsham, Wilton and Royal Wootton Bassett would therefore fall into the remit of the new CIC.

The objectives of the CIC include this statement: "The CIC will provide a focus and an informed source for operational and strategic discussions with stakeholders such as rail and bus operators, Network Rail, Wiltshire Council, Swindon Borough Council, Local Enterprise Partnerships, visitor organisations and geographically adjacent Authorities."

...news from Railfuture follows...

RAILFUTURE CONFERENCES IN 2015

- 16 May 2015 RDS Ltd AGM to be held at Savoy Hotel Blackpool FY2 9SJ
- 20 June 2015 Railfuture summer conference at Newark Town Hall NG24 1DU
- 7 Nov 2015 Railfuture autumn conference at Mercure Bristol Holland House Hotel, Bristol, Redcliff Hill, Bristol BS1 6SQ

For further information see: www.railfuture.org.uk/conferences

RAILFUTURE INTERNATIONAL GROUP PUBLISHES GUIDE TO THE EU

It's important for rail campaigners to appreciate how EU decision-making affects the development of railways in the UK, and to know how to lobby the appropriate European bodies to promote specific aspirations. Railfuture's International Group has just published a Training Package for Railfuture branches and rail user groups, outlining transport functions within the various EU institutions.

Deputy Head of the International Group, Trevor Garrod, tells us: "The UK has been part of what is now called the European Union for over 40 years. Policies developed at EU level affect our country, and indeed our international transport links, which are important not only for British people travelling to the rest of Europe, but also for fellow Europeans coming to our country. National Government legislation often originates in Directives at EU level - into which British civil servants and politicians also contribute."

Railfuture was co-founder of the European Passengers' Federation in 2002. The EPF is one of the many lobbying bodies seeking to influence the policy of the EU. It now has 34 member organisations operating in 20 different countries.

If you would like a free copy of the EU Training Package, email: trevorgarrod2000@yahoo.co.uk

...and now the rest of the news...

NETWORK RAIL PUBLISHES DRAFT EAST MIDLANDS ROUTE STUDY

The East Midlands Route Study was published as a draft for consultation at the end of January 2015. The consultation period lasts for 90 days and will close on 28 April 2015. Full details about how to respond can be found within the document. More [here](#).

❖ Railfuture East Midlands branch will be working on its response to this consultation, so please get in touch with them via eastmidlands@railfuture.org.uk if you have any comments.

DEPARTMENT FOR TRANSPORT PUBLISHES EAST ANGLIA FRANCHISE PROSPECTUS

The Dept. for Transport has started the search for the next East Anglia rail franchise operator. The publication of procurement documents by the DfT marks the first step in the search for an operator to run rail services in the region. The East Anglia rail franchise prospectus outlines what potential bidders will need to consider when they start developing their detailed bids later in the year.

Companies interested in running the franchise will be shortlisted following a pre-qualification stage. They will then be invited to submit detailed proposals later in the year. The new operator will take over managing the franchise in October 2016. The current East Anglia franchise is operated by Abellio Greater Anglia who was awarded a 2 year contract from 5 February 2012. In 2014, a further 2 year direct award was negotiated with AGA until 16 October 2016. More [here](#).

Letter to The Times spotted by Andy Long

Sir,

Further to your report "Boris raps Network Rail for failing to boost Stansted line" (Feb 16), there is already significant railway investment planned in the Lea Valley, supporting up to 19,000 new homes. The consultation on Stansted four-tracking will lead to an updated business case, which will be presented in the summer. It remains to be seen how this will stand up in the face of the competing demands for rail investment elsewhere, but our commitment is to get the most out of the funds made available to us, to invest wisely and direct it to where it will give the most benefit.

- Mark Carne, Chief Executive, Network Rail.

OVERHAUL TO RAIL PENALTY FARE APPEALS - Consultation

Penalty fares can be charged by train operators if a passenger is found to be travelling without a valid ticket. A process already exists to enable those who think they have been charged incorrectly or unfairly to make appeals through one of two appeal bodies: the Independent Revenue Collection and Support (IRCAS) or the Independent Penalty Fares Appeals Service (IPFAS). The government is launching a consultation on a number of proposals that will make the system fairer for passengers and more consistent across the industry.

Rail Minister Claire Perry said: "More people are using our railways than ever, and passengers rightly expect that we take strong action against fare dodgers - but passengers penalised through no fault of their own must be treated fairly. That's why we have listened to passenger groups and are working with the rail industry to improve the system so it is clearer, fairer and easier to use."

Measures for public consultation include: removing the reference to criminal sanctions in letters chasing penalty fare payment; appeal bodies to adopt the 'stop the clock' measure (no fine pending a final ruling); appeals bodies to be independent of transport operators and owning groups; fully independent appeals process; regular 'health checks' by government. The public consultation will run from 3 February to 27 April 2015. Details [here](#).

- ❖ Chris Fribbins is coordinating Railfuture's response and would appreciate any comments by 31st March 2015. Mail to chris.fribbins@railfuture.org.uk.

RAIL TICKETS TO HELP TRAVELLERS AVOID FINES

Train tickets will be given a major facelift for the first time in more than 30 years amid concerns that the traditional design is no longer fit for purpose. A new design will be introduced across the rail network this year, featuring more accessible information, clearer print and less jargon. One key change is that travellers buying an advance fare will be issued with only one ticket, rather than two: a main pass and a separate reservation coupon (there have been concerns that too many passengers lose one part of the existing two-ticket reservation, potentially landing themselves with a penalty fare).

The system has already been successfully trialled on part of the Northern Rail network during the past year and will be expanded throughout Britain, beginning with Northern and East Midlands Trains. The move represents the first large-scale change to the ticketing system since the early 1980s when the current orange credit-card sized tickets were produced by British Rail. – *The Times*

- ❖ Examples of the new-style tickets can be seen [here](#).

PROBLEMS CAUSED BY ENGINEERING OVERRUNS

The Office of Rail Regulation recently published its investigation report into engineering overruns at King's Cross and Paddington in December 2014. The investigation was aimed at learning lessons with a view to preventing similar disruption happening again. It was informed by direct feedback from passengers, evidence from Passenger Focus, London TravelWatch, Network Rail, and all of the affected train operators.

Network Rail delivered more than 98% of the complex engineering works planned for the Christmas and New Year period on time. However, detailed analysis showed that there were significant weaknesses in the planning and oversight of the King's Cross and Paddington works, and how communication was managed when overruns occurred. The plans failed to put the impact on passengers at the centre of decision making, and this meant the service passengers received during the course of disruption was not acceptable and led to widespread confusion, frustration, discomfort and anxiety. The full story [here](#). – *ORR press release*

- ❖ Log your experience of disruption and how it was handled via Railfuture's online survey, [here](#).

RAIL PASSENGERS TO BENEFIT FROM ON-BOARD WI-FI.

Rail Minister Claire Perry has just announced that Rail passengers will benefit from free wi-fi on trains across England and Wales from 2017. Train operators are being asked to set how they will meet the commitment to provide this important service for passengers. All train operators bidding for new franchises and direct award agreements will have to include this specification in their bid.

Where there is no new franchise agreement due in the next 2 years, almost £50 million of funding will be released from the Department for Transport to ensure wi-fi is available on selected services from 2017. The operators in this group are: Thameslink, Southern and Great Northern (TSGN); Southeastern; Chiltern; Arriva Trains Wales. – *Ministerial announcement*

[I hope it works better than the meagre offering on South West Trains – Ed]

THE VALUE OF COMMUNITY RAIL – new report from ACoRP

The Association of Community Rail Partnerships, on behalf of the National Community Rail Development Implementation Steering Group, has published a new report on the Value of Community Rail. The key findings are:

- There is 2.8% additional growth per annum on community rail routes.
- CRPs more than pay for themselves, adding economic, social and environmental value.
- 3,200 community rail volunteers give 250,000 hours/year in support, providing an annual financial value of £3.4m.
- Station adoption is an outstanding low-cost/high-benefit measure. This can be particularly so where security or other problems can be addressed without high capital expenditure.

The study identified a number of key factors for success of CRPs and challenges that face them. One finding is that CRP success relies mainly on the provision of a CRP Officer with continuity of funding. CRPs should engage with Local Enterprise Partnerships with a view to influencing regional investment priorities. CRPs need to reach out to the 42% of people identified as not using rail.

The report also looked at the work and motivation of CRP volunteers and found there was scope for volunteers to be better supported. Recommendations include raising the profile of rail volunteering, developing guidance for train operators to follow, defining the role of volunteers, formalising safety procedures and providing training. The report says that it's important to recognise the contribution of volunteers and to boost morale - for example, by means of notices at stations acknowledging the work of volunteers. – *You can read the full report [here](#).*

MANCHESTER PRESSES CASE FOR TAKING OVER STATIONS

Manchester transport chiefs have called on the government not to let new Northern and TransPennine rail franchises without provision for TfGM to take over the running of stations.

Speaking on the day that Transport for the North officials met for the first time, Cllr Andrew Fender, Chair of the Transport for Greater Manchester Committee, said: "The majority of Greater Manchester's 97 rail stations are old - over 80% are more than 100 years old - and many of them have remained fundamentally unchanged in that time with 52 of them currently classed as inaccessible. We believe that by handing control of stations to Greater Manchester we can address the issue of under-investment and place them at the heart of an integrated network, providing transport hubs where buses, trains and, in some places, trams all connect and make journeys easier and more comfortable." – *Transport Briefing*

BLUE ASSIST COMES TO TRANSPENNINE

First TransPennine Express has just launched its 'Blue Assist' scheme for passengers with disabilities. Essentially it's a very simple but effective idea: a blue card which people who need a bit of help can show to railway staff. Many people have problems that are not easy to see such as hearing impairment, mental health issues and Autism. It's a way of drawing staff attention to your particular needs without a lot of fuss.

Blue Assist is a national charity aiming to help people with a disability engage with the wider community - see www.blueassistuk.org.uk. – from an item in Paul Salvesson's "Salvo"

GREEN LIGHT FOR WORK TO BEGIN AT KENILWORTH RAIL STATION

Plans for the new Kenilworth rail station have moved forward with Warwickshire County Council taking possession of the site after it was vacated by the previous occupants, Buildbase. The area is now being secured ahead of demolition works to clear the site in preparation for construction work on the new rail station later this year. When built, the station will be served by a new local train service between Leamington Spa and Coventry.

The new station will include a ticket office, a 90 space car park and cycle parking – the forecast patronage is 446 return passenger journeys per day, of which 58 per cent would be 'new to rail'. Hoardings which are securing the site are due to show visuals of the station as chosen by the public as part of the Public Exhibition last year.

Cllr Peter Butlin, portfolio holder for transport and planning said: "Warwickshire County Council is committed to maximising opportunities for economic growth. Transport infrastructure is integral to that; the new station will provide residents in the area with access to work opportunities in Coventry, Birmingham and Leamington Spa, and links to London and the wider national rail network." Cllr John Whitehouse, local ward councillor for Kenilworth Abbey, said: "Kenilworth is one of the largest towns in the country not currently served by a train station and that has been something that we have worked long and hard to put right. I am excited that things are now progressing and look forward to seeing the work come to fruition."

- from an article in Warwickshire News (thanks to Graham Hyde of campaign group "ASK – A Station for Kenilworth" for drawing our attention to the article).

DOWNLOAD THE NATIONAL FARES MANUAL, FREE – from an item in STORM's weekly bulletin

Originally published in seven, thick regional books at £15 each, the National Fares Manual is now available as a free download.

1 Register (free) at <http://goo.gl/2MbYxT>

2 Go to <http://goo.gl/zpfLxF> and select the last option to obtain NFM20 files and click on Download for a 25Mb zipped file.

3 Open this and click setup.exe or setup.

4 Follow the instructions to end up with all fares between any pairs of Network Rail stations, with details of conditions such as whether peak restrictions apply only in one direction or when a railcard can remove peak restrictions, etc.

TRANSPORT CAMPAIGNERS INVITED TO JOIN CLIMATE MARCH – Sat 7 Mar

The People's Climate March last September was huge, with around 40,000 people marching in London, nearly half a million in New York and thousands more around the world. 2015 is the year of crucial climate talks in Paris and the 'Time to Act' march will see groups working to protect the environment converge on London for an even bigger event.

The Campaign for Better Transport is pulling together a 'Transport bloc' - so that bus, road, rail and airport campaigners can have a bigger impact by marching together: "come along with your local groups, banners, props and placards!" The march sets off from Lincolns Inn Fields, London WC2A 3TL, marching to Parliament - the Transport bloc meeting point will be at the north east corner of the square. Details [here](#). – CBT announcement

PAVING OVER TRACKS – a nightmare from yesteryear

Earlier this month, rail users were alarmed to see so much coverage in the press for a ludicrous proposal to convert railways into roads. Fortunately the Government seems to have as little time as Railfuture for the idea to pave over the railway tracks to run buses instead. The idea dates back decades, when the railway was shrinking not growing fast as it is today.

Railfuture campaigned hard to reopen two mothballed railway lines but lost out to the previous government's experiment to construct a concrete kerb-guided busway instead. Both those schemes (close to Luton and Cambridge) have been built, amid much controversy, delayed openings, cost overruns, and construction defects. Railfuture's Nick Dibben campaigned for over 20 years to reopen the Cambridge to St Ives railway line. He and other Railfuture members living in the Cambridge area are frequent users of both rail services and the busway, and therefore have an understanding of the features and limitations of both transport modes.

The idea of converting rail routes into bus roads is not new - a possible candidate for conversion in the past has been the lines into London Marylebone. But the once run-down local suburban network from Marylebone now has frequent long-distance trains to Birmingham and a direct service to Oxford is planned. Nick's conclusion is that no routes for conversion have been identified, possibly because none exist: "The changing fortunes of rail routes means that short term cost savings must not override long term flexibility." *Read the full story on Railfuture's website [here](#).*

EVENTS

Events for 2015, lifted from newsletters and emails received in recent weeks, are listed below.

Further events for the year are shown in the [Events listing on Railfuture's website](#)

Coloured blobs differentiate between types of events...

- National & regional rail events.
- Railfuture events (rail user group representatives are welcome to attend).
- Local Rail User Group events.

■ 24 February 2015. Tuesday. Shrewsbury to Chester Rail Users Association public meeting from 19:30 at Chirk British Legion, Holyhead Road, **Chirk**, featuring guest speaker Neil Evans of the Llangollen Railway. shrewsbury.chester@gmail.com

■ 28 February 2015. Saturday. Starlink (St Andrews Rail Link) will hold a fund-raising coffee morning at St Andrews Town Hall, Queen's Gardens, **St Andrews** from 10 to 11:30. The best coffee in town! <http://www.starlink-campaign.org.uk/>

■ 2 Mar 2015. Monday. Ribble Valley Rail meet at the New Inn, **Clitheroe** from 19:30. www.ribbonvalleyrail.co.uk

■ 2 March 2015. Monday. Watford Rail Users' Group open meeting in Training Room 1. Watford Town Hall, Rickmansworth Road, **Watford** from 18:45 with representatives from local Train Operators. wrug2@hotmail.co.uk

■ 7 March 2015. Saturday. TravelWatch SouthWest meeting at the Somerset College of Art & Technology in Wellington Road, **Taunton** TA1 5AX from 11:00. Impressive line-up of guest speakers, plus the popular "Just-a-Minute" session. Lunch provided. <http://travelwatchsouthwest.org/>

■ 11 March 2015. Wednesday. LevenMouth Rail Campaign open meeting with speaker from Sustrans, at Unit 5, Fife Renewables Innovation Centre, **Methil Docks** from 18:30. <http://www.lmrc-action.org.uk/>

- 11 March 2015. Wednesday. Meldreth, Shepreth and Foxton Rail User Group's AGM at the **Melbourn** Hub from 19:30. <http://melbourn.org.uk/railusergroup/>
- 14 March 2015. Saturday. Shrewsbury-Aberystwyth Rail Passengers' Association meet at the Cambrian Hotel, **Aberystwyth** from 11:45. <http://sarpa.info>
- 14 March 2015. Saturday. Railfuture North East AGM at Newcastle Arts Centre 67 Westgate Road, **Newcastle upon Tyne** from 14:00. Speaker from ACoRP to give talk entitled "Scotland Embraces Community Rail Partnerships"
- 14 March 2015. Saturday. Ribble Valley Rail AGM in the Trinity Church Hall, Parsons Lane, **Clitheroe** commencing at 14:00 (refreshments from 13:30). <http://www.ribblevalleyrail.co.uk/>
- 16 /17 March 2015. Mon/Tues. ACoRP's Designated Lines Seminar at the Jury's Inn **Nottingham** <http://www.acorp.uk.com/events.html>
- 21 March 2015. Saturday. Railfuture Wessex Branch AGM in the URC Church Hall, Osborn Road South, **Fareham** from 14:00. Guest speaker from Southern. wessex@railfuture.org.uk
- 31 March 2015. Tuesday. Association of Public Transport Users AGM at the Friend's Meeting House, 7 Upper Lattimore Road, **St Albans**, AL1 3UD from 19:30. Railway managers will be in attendance. aptu@aptu.org.uk
- 7 April 2015. Tuesday. Chesham & District Transport Users' Group meet at **Chesham** Town Hall from 19:30. <http://www.cdtug.org/>
- 11 April 2015. Saturday. Shrewsbury-Aberystwyth Rail Passengers' Association meet at the Railway Hotel, **Borth** from 11:45. <http://sarpa.info>
- 13 April 2015. Monday. Bexhill Rail Action Group meet at the offices of Hastings Direct, Conquest House, Collington Avenue, **Bexhill** from 19:00. www.bexhillrailaction.org.uk
- 13 April 2015. Monday. Ribble Valley Rail meet at the New Inn, **Clitheroe** from 19:30. www.ribblevalleyrail.co.uk
- 15 April 2015. Wednesday. LevenMouth Rail Campaign open meeting with speaker from RAGES, at Unit 5, Fife Renewables Innovation Centre, **Methil Docks** from 18:30. <http://www.lmrc-action.org.uk/>
- 18 April 2015. Saturday. Friends of the Settle-Carlisle Line AGM at Victoria Hall, Kirkgate, **Settle**. Registration from 11.00 and formal business from 12.00. www.foscl.org.uk
- 5 May 2015. Tuesday. Shrewsbury-Aberystwyth Rail Passengers' Association meet at The Sportsman, Severn Street, **Newtown** from 18:45. <http://sarpa.info>
- 9 May 2015. Saturday. AGM of the Peterborough-Ely-Norwich Rail Users' Group in **Thetford** from 10:30. www.penrug.org.uk
- 11 May 2015. Monday. Bexhill Rail Action Group meet at the offices of Hastings Direct, Conquest House, Collington Avenue, **Bexhill** from 19:00. www.bexhillrailaction.org.uk
- 11 May 2015. Monday. Ribble Valley Rail meet at the New Inn, **Clitheroe** from 19:30. www.ribblevalleyrail.co.uk
- 13 May 2015. Wednesday. LevenMouth Rail Campaign open meeting at Unit 5, Fife Renewables Innovation Centre, **Methil Docks** from 18:30. <http://www.lmrc-action.org.uk/>
- 16 May 2015. Saturday. Annual General Meeting of the Railway Development Society Ltd (Railfuture) in **Blackpool**. Details [here](#).
- 16 May 2015. Saturday. Annual General Meeting of the Cotswold Line Promotion Group at the WI Hall in **Moreton-in-Marsh** from 1030 – *to be confirmed* www.clpg.org.uk
- 16 May 2015. Saturday. Annual General Meeting of the East Suffolk Travellers' Association in St Mary's Church Hall, **Woodbridge** from 14:00. Speaker from Abellio Greater Anglia. www.eastsuffolktravel.org.uk
- 19 May 2015. Tuesday. Chesham & District Transport Users' Group meet at **Chesham** Town Hall from 19:30. <http://www.cdtug.org/>
- 20 May 2015. Wednesday. ACoRP Community Rail in the City conference. Arrangements still being finalised. <http://www.acorp.uk.com/events.html>
- 1 June 2015. Monday. Ribble Valley Rail meet at the New Inn, **Clitheroe** from 19:30. www.ribblevalleyrail.co.uk
- 2 June 2015. Tuesday. Shrewsbury-Aberystwyth Rail Passengers' Association meet at the Railway Station, **Shrewsbury** from 17:45. <http://sarpa.info>
- 3 June 2015. Wednesday. ACoRP Station Adoption Seminar in **Manchester**; further details in due course. <http://www.acorp.uk.com/events.html>
- 8 June 2015. Monday. Bexhill Rail Action Group meet at the offices of Hastings Direct, Conquest House, Collington Avenue, **Bexhill** from 19:00. www.bexhillrailaction.org.uk

- 10 June 2015. Wednesday. LevenMouth Rail Campaign open meeting at Unit 5, Fife Renewables Innovation Centre, **Methil Docks** from 18:30. <http://www.lmrc-action.org.uk/>
- 19 June 2015. Friday. Friends of the Far North Line AGM in **Inverness** from 11:00 with guest speaker from Abellio. <http://www.fofnl.org.uk/>
- 20 June 2015. Saturday. Railfuture's Summer Conference in the Town Hall, **Newark**, from 10:45 with speakers representing train operators and local authorities in the area. Details [here](#).
- 23 June 2015. Tuesday. Chesham & District Transport Users' Group meet at **Chesham** Town Hall from 19:30. <http://www.cdtug.org/>
- 6 July 2015. Monday. Ribble Valley Rail meet at the New Inn, **Clitheroe** from 19:30. www.ribbonvalleyrail.co.uk
- 11 July 2015. Saturday. Shrewsbury-Aberystwyth Rail Passengers' Association meet at Wharf Station, **Tywyn**, Talylyn Railway from 11:45. <http://sarpa.info>
- 11 July 2015. Saturday. Annual General Meeting of Bus Users UK Ltd will take place in **Cardiff** at the Pierhead Building. <http://bususers.org/>
- 13 July 2015. Monday. Bexhill Rail Action Group meet at the offices of Hastings Direct, Conquest House, Collington Avenue, **Bexhill** from 19:00. www.bexhillrailaction.org.uk
- 15 July 2015. Wednesday. LevenMouth Rail Campaign open meeting at Unit 5, Fife Renewables Innovation Centre, **Methil Docks** from 18:30. <http://www.lmrc-action.org.uk/>
- 3 August 2015. Monday. Ribble Valley Rail meet at the New Inn, **Clitheroe** from 19:30. www.ribbonvalleyrail.co.uk
- 4 August 2015. Tuesday. Chesham & District Transport Users' Group meet at **Chesham** Town Hall from 19:30. <http://www.cdtug.org/>
- 4 August 2015. Tuesday. Shrewsbury-Aberystwyth Rail Passengers' Association meet at The White Lion, **Machynlleth** from 18:55. <http://sarpa.info>
- 1 October 2015. Thursday. ACoRP Community Rail Awards 2015 in **Torquay**. <http://www.acorp.uk.com/events.html>
- 10 October 2015. Saturday. East Suffolk Travellers' Association autumn meeting, in the parish church hall, **Aldeburgh** from 14:00. www.eastsuffolktravel.org.uk
- 7 November 2015. Saturday. Railfuture's Rail User Conference at The Mercure Hotel, **Bristol**, just a short walk from Temple Mills station. Details [here](#).
- 10 November 2015. Tuesday. ACoRP Members' Seminar North in **Manchester**. <http://www.acorp.uk.com/events.html>
- 17 November 2015. Tuesday. ACoRP Members' Seminar South at the Dept. for Transport offices, Great Minster House, 33 Horseferry Road, **London** SW1P 4DR. <http://www.acorp.uk.com/events.html>

Please say if you no longer want to receive Rail User Express, or if someone else in your organisation wishes to be included on the circulation list.

This bulletin has been sent by...

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