



Draft Action Plan October 2014

This document is still under development. If you have any action items or additional information you would like us to consider including please contact Annette Filby

This document contains actions for the whole area and is to be read in conjunction with the Station Audit Report which contains actions for each station and their local area.

The action plan will be reviewed in 6 months time

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1. Introduction

The local and national organisations which form the East Lothian Community Rail Partnership first came together in 2013 to work to promote local rail travel. The Partnership was officially recognised by the Scottish Transport Minister in July 2014.

Our aim is to encourage greater patronage of trains from Edinburgh to North Berwick and Dunbar. It is hoped that more passengers will make more frequent trains and later evening services more viable. The Partnership will work with the rail industry, local and national government, businesses and community groups to achieve this aim.

Over the summer of 2014 we have conducted an extensive survey of local residents and train users to help us refine our priorities for the coming years. This Action Plan is a summary of what we hope to achieve at the strategic level¹. It will always be a work in progress, and as we start to implement it, we will learn more about what works and what doesn't and will make contact with new partners who can contribute to our aim.

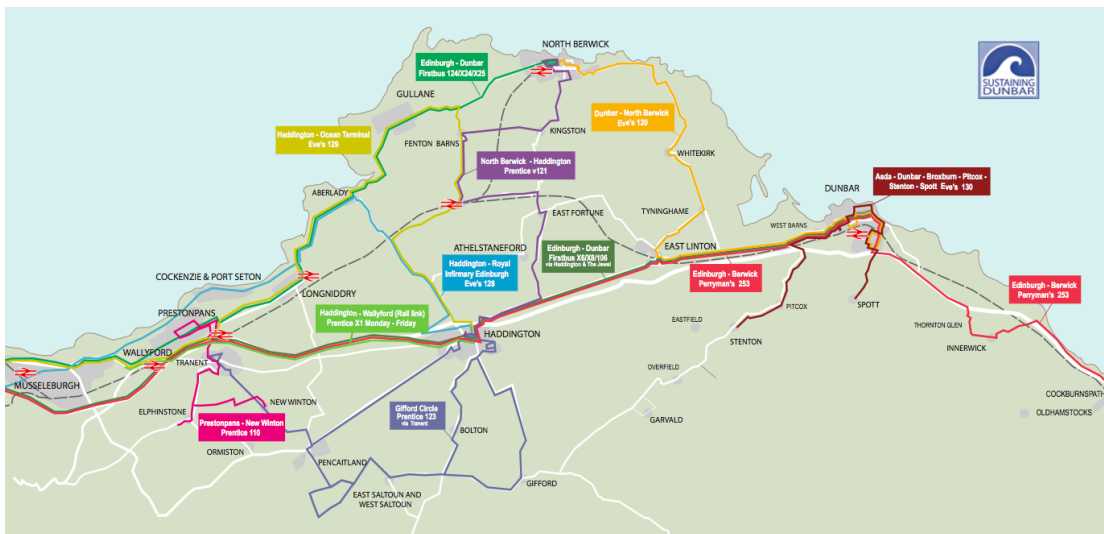


Figure 1: Map of East Lothian showing railways and local bus routes 2014. Buses are frequent on the main corridors (Dunbar/North Berwick – Edinburgh), but services are sparse elsewhere and rarely connect with trains.

2. Community Rail Partnerships

Community Rail Partnerships (CRP) have operated in England since the 1990s, as a formal mechanism to reinvigorate local and rural

¹ A separate station audit document is being developed, which details specific actions for each of the stations in East Lothian.

railways that were seen to be neglected, threatened, under-utilised or potentially unsuitable. CRP status provides a framework for greater community involvement in strategic planning, development and operation of a specific railway line.

CRPs are grass-roots organisations, which aim to link local railways with the communities they serve. They involve local people in the development and promotion of local and rural routes, services and stations. They can also encourage the community to get directly involved improving the railway environment through use of disused buildings, provision of additional facilities (such as cafes) and improved signage and pathways to / from stations.

The East Lothian Community Rail Partnership involves a wide range of organisations and community groups, the initial list is included in Appendix 1. The nature of the work of CRPs in that organisations can be involved in aspects of the CRPs work related to them. The Partnership in the coming months will be working to create a Steering Group to oversee the activities of the CRP with project groups that will be established to focus on particular areas of work. These might include

- station adopters;
- access to and from stations for walkers, cyclists and disabled; and
- promotion and marketing

3. Context²

East Lothian is widely recognised as a fantastic place to live with a beautiful coast and countryside; attractive and distinctive towns; good quality housing, schools and services; a solid small business base across key sectors and proximity to Edinburgh's jobs, businesses and attractions. All these factors contribute to a view of East Lothian being an area of high employment and general affluence.

Transport provision and connectivity are fundamental to enable access to employment, services and leisure activities for people and communities across East Lothian.

Public transport services are generally good to and from Edinburgh along the A1 corridor and along the coastline, particularly for those people with access to the rail stations. However, north-south travel across East Lothian, routes to Midlothian and Scottish Borders, and access to health services are poorly serviced and difficult for many people without access to private cars. Young people and financially

² Extract from the East Lothian Plan (Single Outcome Agreement) 2013-23.

disadvantaged people are particularly affected by the high cost of rural public transport.

The predominantly rural nature of East Lothian compounds the challenges which many people face in moving around the county or accessing services. Twenty-three percent of East Lothian residents live in small rural communities. The inadequate provision of transport services has a profound impact on the lives of older people and people with a disability.

3.1 Progress to date

In May 2014, Scottish Borders and East Lothian Councils, along with SEStran, submitted a joint bid to the Scottish Government's Rail Station Fund as part of plans to provide two new stations at East Linton in East Lothian and Reston in Berwickshire. This follows an announcement by Transport Scotland November 2013 that the five companies bidding for the new Scotrail franchise would need to consider new stations at these locations as part of its submission.

The case for a local rail service between Edinburgh and Berwick upon Tweed was also supported by a paper presented to Scottish Government's Transport Minister Keith Brown MSP in December 2013.

In April 2014, East Lothian Council in partnership with five local bus operators and RELBUS (Rural East Lothian Bus Users) have jointly launched a Bus Passenger Charter³. The aim of the charter is to provide a clear commitment to passengers of the standards of service required and provided by bus services across the county. The charter includes a number of commitments which support the aims of the East Lothian CRP:

- Co-operate towards providing integrated bus timetables at appropriate bus stops
- Agree a main bus stop or public transport information hub in each major town
- Ensure that all services stop at these hubs to facilitate service interchange
- Improve communication with the public
- Promote public transport benefits to increase patronage
- Promote partnership working and encourage innovation

Also in April of this year, First Minister Alex Salmond officially opened the new 134-mile coast-to-coast pathway, the extended John Muir Way⁴, in Dunbar. The new JMW travels across central Scotland between Dunbar, the birthplace of John Muir to

³ [http://www.sestran.gov.uk/uploads/east_lothian_passenger_charter_\(2\).pdf](http://www.sestran.gov.uk/uploads/east_lothian_passenger_charter_(2).pdf)

⁴ <http://johnmuirway.org/>

Helensburgh near the port where Muir and his family travelled to a new life in America. It's designed to be very accessible, passing through many towns and villages, is well served by train and bus and is suitable for walking and cycling. Some parts of the route are also suitable for horse riding.

In addition, East Lothian has an extensive Core Paths network around the county, which provides a network of key routes around where people live and linking communities around East Lothian, which enable local residents and visitors of all ages and abilities to walk, cycle and horse ride. Three national cycle routes also serve the area, these are NCN1, 76 and 196, and the North Sea Cycle Route now runs through the whole of the county following NCN76.

3.2 Existing strategies and plans

The Partnership will link into and further promote these existing bus, walking and cycling networks. In addition, the Partnership supports a number of objectives included within the following strategies and plans:

- [SEStran Regional Transport Strategy 2008-23](#)
- [The East Lothian Plan \(Single Outcome Agreement\) 2013-23](#)
- [East Lothian Economic Development Strategy 2012-22](#)
- East Lothian Local Development Plan (under development)
- [East Lothian Environment Strategy 2010-15](#)
- East Lothian Local Transport Strategy (under development)
- East Lothian Open Space Strategy (under development)
- East Lothian Outdoor Access Strategy (under development)

4. Vision and key priorities

4.1 Vision

Our vision is for a joined-up public transport network in East Lothian, which recognises the railway lines as key corridors, with a network of paths for walking and cycling to stations which connect to the surrounding area and feeder bus / community transport services connecting outlying areas to train services.

Our overarching aim is to fix the link between train stations and the town centres and surrounding areas to realise an integrated transport network accessible to all. To achieve this we will work with the train operators, Scottish Government, East Lothian Council, Regional Transport Partnership local businesses and community groups to achieve the following priorities:

Priority 1: Improve sustainable access options to train stations

We will look at ways to improve cycling and walking access to stations and seek ways to improve general accessibility to stations. Working with train and bus operators and East Lothian Council, we will seek to improve bus / train integration. This will include coordinating bus and train timetables and locating bus stops next to train stations (or signposting where not practicable).

Priority 2: Improve equal access options to train stations

We will look at ways to make stations fully accessible to people with any kind of disability. We will work with community transport services and providers to seek opportunities to improve access from remote areas for those, particularly elderly and disabled individuals - without access to a car.

Priority 3: Improve awareness and promote East Lothian by rail

We will seek ways to promote travel to / from and through East Lothian by rail, by those that live here and visitors to the area. With bus / rail operators and SESTrans we will look at the opportunities for integrated tickets for public transport across East Lothian and the region. Working with local businesses, we will develop offers / discounts to visitor attractions, restaurants, etc. across the county. We will ensure that all stations have train timetables and that information for travel to local onward destinations is provided. To compliment station information, we will develop an informative East Lothian Community Rail Partnership website.

Priority 4: Improve station environments, facilities and rail operations

We will seek opportunities to improve and expand the facilities on offer at train stations and support a network of station adopters to keep our stations looking beautiful and seek to improve the link from stations to town centres. We will support the case for increased services to all stations in East Lothian.

5. Monitoring and Reporting

A monitoring framework will be developed with the ELCRP and ScotRail as the action plan is refined. Regular e-newsletters will report progress to wider partnership and the general public.

5.1 Train usage statistics

The table below provides baseline data on current train usage statistics by station. This information will be used by the Partnership to develop a monitoring framework as a basis for monitoring train patronage throughout the County.

Table 1: Train Usage Statistics for East Lothian (2008/9-2012/3)

	North Berwick	Dunbar	Drem	Longniddry	Prestonpans	Wallyford	Musselburgh	Total
2008/09	▲ 0.441 million	▲ 0.339 million	▲ 0.113 million	▲ 0.166 million	▲ 0.196 million	▲ 0.209 million	▲ 0.401 million	▲ 1.865 million
2009/10	▲ 0.444 million	▼ 0.319 million	▼ 0.108 million	▼ 0.158 million	▲ 0.202 million	▲ 0.228 million	▼ 0.389 million	▼ 1.865 million
2010/11	▲ 0.453 million	▲ 0.334 million	▼ 0.100 million	▼ 0.154 million	▲ 0.207 million	▼ 0.222 million	▼ 0.365 million	▼ 1.835 million
2011/12	▲ 0.470 million	▲ 0.363 million	▲ 0.106 million	▲ 0.163 million	▲ 0.211 million	▲ 0.241 million	▲ 0.387 million	▲ 1.941 million
2012/13	▲ 0.490 million	▲ 0.374 million	▲ 0.114 million	▲ 0.178 million	▲ 0.237 million	▲ 0.256 million	▲ 0.421 million	▲ 2.07 million

* Annual estimated passenger usage based on sales of tickets in stated financial year(s) which end or originate at each station from Office of Rail Regulation statistics Source: Wikipedia www.wikipedia.org station specific pages, October 2014

5.2 Community Rail Partnership governance

A Board will be established, which will oversee the strategic direction of the Partnership. Four delivery subgroups will be established under the priorities to deliver specific projects and actions identified within the Action Plan:

- Sustainability group – priority 1
- Equalities group – priority 2
- Promotions group – priority 3
- Improvements group – priority 4

In addition, a station audit document is being developed, which will include specific actions for each of the East Lothian stations.

6. Action Plan

6.1 Short-term priorities (within 2 years)

These are projects that we consider can be delivered relatively easily implemented by local agents working with businesses and train operators without too much expense. Funding for these might come from train operators, East Lothian Council, community councils, or via small grants.

Priorit y area	Action	How?	Timescale s	Estima ted cost	Possi ble fundi ng	Lead organisatio n & partners	Lead officer
3	Develop posters for stations and a booklet highlighting the work of the Partnership and what can be accessed on the line	Partnership	Short term (within 6 months)	£1,000	ACoRP small grant	Partnership (promotions group) with involvement of partner organisations	
3	Develop a logo and standard signage across the line	Graphic designer with support from ScotRail		£500		Partnership (promotions group). Work with Abellio going forward to ensure brand, etc. fits.	

Priorit y area	Action	How?	Timescale s	Estima ted cost	Possi ble fundi ng	Lead organisatio n & partners	Lead officer
1, 3	Signpost already accessible cycling and walking paths from stations. First project to be improving the signage between Longniddry to Haddington via the Railway Path	Partnership to review signage from Stations and ensure key attractions are clearly signposted				Partnership (sustainable access group) with support from ELC Outdoor access officer and possible sustrans support	
3,4	Noticeboards at all stations for ELCRP and local groups to add posters for local events and updates on work of ELCRP	Partnership			ACORP small grant fund or station adopters fund		
4	Undertake a station audit a develop an action plan for each station in East Lothian	Partnership to input	Ongoing				
3	Develop the East Lothian Community	Liaison with ELC Economic	Short term (within 6	£500	ACoRP small	Partnership (Amber Moss	

Priorit y area	Action	How?	Timescale s	Estima ted cost	Possi ble fundi ng	Lead organisatio n & partners	Lead officer
	Rail Partnership website as a useful resource for locals and tourists	Development (develop pages on the Visit East Lothian website)	months)		grant	/ Claire Dutton?)	
1	Increase information available at stations on walking and cycling routes to and from stations and links to core paths and the wider path network (including maps and sign posts)	Liaison with ELC Sport, Countryside and Leisure department and Transportation department					Partnership (Jennifer Lothian)
3	Explore which targeted websites are best to promote for travel information to/from stations, including cycling routes to stations (e.g. Traveline Scotland, Google maps - now includes cycling routes)						

Priorit y area	Action	How?	Timescale s	Estima ted cost	Possi ble fundi ng	Lead organisatio n & partners	Lead officer
3	Develop a communication strategy to ensure regular communication of Partnership activities	Produce regular newsletter and press releases	Ongoing - produce newsletter every quarter?	£1,000	ACoRP	Partnership	
2	Increase information available on accessible routes to and from stations for people with accessibility needs	Liaison with ELC Sport, Countryside and Leisure department	Short term			Partnership (Equalities group)	
1, 2, 3	Work with ELC's Education Department and local schools to identify school trips that can be undertaken using the train	Liaison with ELC Education department	Short term				
4	Identify station adopters for all East Lothian's train stations and encourage	Identify through Rail Survey responses				Partnership (Improvements group)	Sheila Sinclair

Priority area	Action	How?	Timescales	Estimated cost	Possible funding	Lead organisation & partners	Lead officer
	communication between the adopters.						
3	Ask local tourist attractions, hotels etc. to incorporate accurate public transport information on their publications and website	Liaison with local businesses/attractions via VisitScotland, ELC Economic Development				Partnership (Promotions group)	Claire Dutton?
1, 2, 3	Ask bus companies to include train stations as timing points on their timetables (and an indication that this is an interchange point)	Liaison with bus operators	Short term (action immediately)	Free	N/a	Partnership & ELC (Andrew Maclellan)	Harry Barker?
1, 4	Look at the potential to re-site bus stops to be as close as possible to each station. Where this isn't practical, ensure bus stop is signposted from	Liaison with ELC Roads department and bus operating companies	Short term (within 2 years)			Partnership & ELC (Andrew Maclellan)	Harry Barker?

Priorit y area	Action	How?	Timescale s	Estima ted cost	Possi ble fundi ng	Lead organisatio n & partners	Lead officer
	station.						
3	Ensure bus stop timetables are up-to-date.	Liaison with ELC Roads and bus operating companies	Short term (action immediately)	Free	N/a	Bus operators – Partnership to highlight where there is out of date information (information from station audits?).	
3	Promote bustracker SEStran (real time bus information).	Link on ELCRP website, information on promotional material. Highlight to local attractions, businesses, etc.	ongoing	Free		ELCRP (promotions group).	
2	Work with Community Transport services and providers to improve linkages with train services for those in remote areas, particularly the					Area Partnerships	

Priorit y area	Action	How?	Timescale s	Estima ted cost	Possi ble fundi ng	Lead organisatio n & partners	Lead officer
	elderly and disabled						
1, 2, 3	Promote car clubs in the East Lothian	Include links to Eco-wheels on website and promotional material. Investigate potential for train and car hire ticket.				Partnership work with local car club (Eco-wheels)	Morag Haddow
1	Investigate opportunities for electric car charging points at stations in East Lothian	Assess potential for electric charging points at stations.				Partnership with Abellio and ELC Roads dept.	
1	Review bicycle storage facilities at all stations and identify where there is need for improved facilities	Assess potential for additional cycle storage facilities at all stations and opportunities to upgrade existing facilities.			Abellio ?		
3	School poster competition	Work with ELC education department.			Small grants fund - offer prize?		

Priority area	Action	How?	Timescales	Estimated cost	Possible funding	Lead organisation & partners	Lead officer
4	Work with ScotRail on rail replacement bus services to ensure it is effectively provided when required					Partnership (Improvements group)	
4	Raise timetabling matters in the appropriate forums	Consultation with ELC Roads, user groups and commuters				Partnership (Improvements group)	
3	Investigate options to work with local artists and photographers to help promote the region at stations	Liaison with community councils and local photography / art groups	Ongoing				Partnership and ELC Adult Wellbeing department and Creative Exchange

6.2 Medium-term Priorities (within 7 years)

These projects should be possible to implement by working with the current franchise holder, East Lothian Council and local businesses

Prior ity area	Action	How	Timescales	Estimat ed cost	Possib le fundin g	Lead organisati on & partners	Lead officer
1, 2, 4	Develop proposals for all stations to be transport hubs for their surrounding areas, with effective linking to bus services, taxi services, community transport and sustainable transport.	Liaise with East Lothian Council – roads, bus service providers, RTP.				Partnership (Improvements group)	
1	Upgrade walking and cycling routes to the stations to high-quality and direct links, with appropriate signage and road-crossings.	Identify through the Green Network, Local Transport Strategy action plan and Core Paths Plan. Liaison with ELC Transportation/ ELC Sport, Countryside and Leisure/ Sustrans. Refer to path upgrade feasibility study undertaken by			Cycle improvement grant (ELC), SEStran, Abellio	Partnership (Sustainability group)	Jennifer Lothian

Prior ity area	Action	How	Timescales	Estimat ed cost	Possib le fundin g	Lead organisati on & partners	Lead officer
		ELC Roads (Iain Reid)					
4	Provision of adequate numbers of covered cycle parking spaces at all stations.	Liaison with Scotrail				Partnership (Improvements group) with ELC Transportation and Scotrail.	
1	Explore the need for cycle hire at stations (including option for hire of electric bicycles and collapsible bicycles)	Liaison with Scotrail and ELC Transportation					
1	Explore the possibility of nearby cafes / shops having real-time information displays for public transport	Liaison with local businesses and SEStran.				Partnership (Improvements group) and SEStran	
1, 4	Research on car use as a means of travelling to/accessing stations, with the ultimate aim of reducing levels of car						

Prior ity area	Action	How	Timescales	Estimat ed cost	Possib le fundin g	Lead organisati on & partners	Lead officer
	use to/at stations.						
3	Combined day bus-rail ticket for East Lothian. Currently, the One-ticket is only available as a weekly pass, and PlusBus only works for journeys into Edinburgh and other cities	Liaison with SESTran and Scotrail				Partnership (Promotions group)	
2	Promote East Lothian by rail in Edinburgh and further afield	Liaison with local businesses/attractions via VisitScotland, ELC Economic Development				Partnership (Promotions group)	
3	Consultants to investigate specific opportunities for spending days out in East Lothian by train from Edinburgh (e.g. train from Edinburgh – walk part of John Muir Way – return by bus to station – train back to						

Prior ity area	Action	How	Timescales	Estimat ed cost	Possib le fundin g	Lead organisati on & partners	Lead officer
	Edinburgh) and the promotion of these.						

6.3 Long-term Priorities (within 15 years)

These projects require to be incorporated into the next Scotrail franchise agreement – funding is likely to be from the franchise holder, or Scottish Government

Prior ity area	Action	Responsibility?	Timescales	Estimat ed cost	Possib le fundin g	Lead organisati on & partners	Lead officer
4	Make the case for increased/late night/early morning services to all stations in East Lothian.	Liaison with SEStran, Scottish Government, Scotrail, RAGES	Will be raised whenever possible in the short term			Partnership (Improvements group), SEStran, Scotrail, etc.	
2	Removal of all barriers to all-abilities access (including steps) to/at all stations					Partnership (Equalities group).	

7. Related Projects

This section is still to be completed. It will include contact information on activities and developments within the East Lothian area which the ELCRP need to be aware of and work closely with. If you have anything to add please let us know

Tourism

Cycling and walking development away from the railway line

Housing developments planned

Cycling Improvement Plan (in development)

Appendix 1: Organisations involved

Key to the success of the Community Rail Partnership will be working with as many individuals and organisations as possible to ensure we are supporting the right facilities which will most effectively be at helping people to use the trains. Further organisations can become involved at any point in time and would be most welcome

Currently our working group contains representatives from

- ACoRP - the Association of Community Rail Partnerships
- Scotrail
- Sustaining Dunbar
- North Berwick Community Council
- RELBUS – the Rural East Lothian Bus Users Group
- ELAP – the East Lothian Access Panel
- East Lothian Council officers from across departments

The broader Partnership network includes:

East Lothian Council (both officers and Councillors)

SEStran

RELBUS (Rural East Lothian Buses)

3 Harbours Festival

Prentice Coaches

First Group Buses

East Lothian Local Access Forum

East Lothian Access Panel

Community Councils

Scottish Seabird Centre

Museum of Flight

Scottish Flag Trust

Rotary clubs

Sustaining Dunbar

RAGES

North Berwick In Bloom

North Berwick Community Council

Gullane Area Community Council

Longniddry Station Adopters

Prestonpans station adopters

Prestoungrange Arts Festival

Battle Trust 1745

Musselburgh Station Adopters

Musselburgh Community Council

Queen Margaret University

Chambers of Commerce

National organisations are also important to the Partnership and currently include:

ScotRail

Network Rail

Sustrans

Scottish Natural Heritage

The list is not conclusive and it is anticipated that the range of organisations involved in the Partnership will increase over time. If we have missed your organisation off the list please let us know

Appendix 2: Survey Results

Between 1 July 2014 and 31 August 2014, the East Lothian Community Rail Partnership undertook a survey of local residents to gain insight into why people use the train, why they didn't and what could be improved. The survey was available through the East Lothian Council website with hard copies also available through library, community centres and sent out on request. The response was great with 300 people taking the time to complete the survey.

Of the respondents, 28% used the train several times a week with a further 30% using the train several times a month. The stations with the most respondents to the survey were Dunbar (113) and North Berwick (58).

Respondents took their time to provide the Community Rail Partnership with detailed information as to why they chose to use the train or why they used the car or bus instead along with suggestions for the rail industry on where improvements could be made. The information has been included in the East Lothian station audit 2014 report. The ELCRP clearly stated in the survey introduction that not all ideas could be implemented but that we would work with partners to see what could be achieved in the short and longer term.

Through the responses there were a number of areas where it has become clear that more promotion and marketing of train and bus services in the area is required due to perceived issues around limited services where in fact services operate. Some of these perceived issues have been included within the survey summary with the information in italics providing additional context.

Why choose to use the train or drive

The following is a summary of the reasons given for using the train and why others use alternative transport options

Why choose the train

- Quickest way to central Edinburgh
- More relaxed
- Environmentally friendly
- Car parking too expensive in Edinburgh
- Good value with the ELC concession card
- Wifi on the train
- Ability to read/work
- Train travel enables flexible walking or cycling holidays (start at one station and return from another)

- Kids go free makes train travel an economical option.
- The bus service in East Lothian is poor and unreliable.
- Ability to park and ride
- Don't have a car
- Road conditions, including the amount of cyclists on the roads in East Lothian, make car travel much more stressful and actually dangerous.
- Direct connection to Haymarket (on North Berwick line)

There were a number of responses where people drive to the Newcraighall Park and Ride then take the train from there into Edinburgh due to frequency of trains; being the end of the line the train sits in station for 10 mins or so before departure; and it has a huge car park.

Common complaints and reasons for not using the train

- Train is the cheapest, most convenient and fastest way into central Edinburgh but destinations further away from central Edinburgh or longer journeys are quicker by other means due to timing issues.
- Use the car due to infrequent train services
- Car is cheaper and more convenient
- Have to use the car often due to bike spaces already being booked out or trains being delayed or cancelled
- Regularly not being able to get the bike on the train if a space hasn't been booked
- Can't get an undercover bike space
- Train is overcrowded and struggle to get a seat
- High cost of train ticket
- times don't fit in with working hours or with socialising.
- Don't run late enough (*This will relate to the Dunbar Saturday evening service from Edinburgh where the last train after 2300hrs does not run*)
- Car sharing quickly becomes cheaper
- Use the bus as have a seniors bus pass
- Sometimes use the car-club when needing to access places away from station
- Concern about increase in usage with more housing developments planned in East Lothian
- Transport links from Haddington to stations are too infrequent and not dove-tailed thus using car or bus from Haddington is more convenient than using the train (*There are regular bus services from Haddington to Wallyford P&R*)

North Berwick line issues and concerns

- No direct train (or good connections times) from East Lothian to Edinburgh Park and return to allow people to use the train to get to work (*But the Edinburgh – Bathgate – Glasgow and beyond*)

trains run every 15 minutes and do serve Edinburgh Park albeit with a change at Waverley.) Going home after 4pm there is now only a 5 minute at best, connection between the train coming in from Edinburgh Park at 4.28pm and the Musselburgh train that leaves at 4.33pm. Until recently the trains were on the same platform and so provided the incoming train was not too late, the connection could be made. There is a train at 4.43 to Musselburgh, however this is extremely busy and crowded.

- On a Sunday you can't get a train into Edinburgh until nearly lunchtime, which means we tend to use buses or the car instead. *(This is because there is a contract in place with SRPS who run rail tours twice a year from North Berwick to the Highlands, and these attract literally a hundred or more passengers from the North of England who leave at some unearthly hour of the day, returning after the last NB train has left for Edinburgh and is stabled overnight on the branch. It leaves on a Sunday morning at 1036hrs for Bo'ness. This may be a point for the CRP to look at, but knowing the reason is important)*
- Lack of connection between train and the buses, especially late at night

Dunbar line issues and concerns

- There are significant gaps in the timetable including between 0806 and 0921 for trains arriving into Edinburgh from Dunbar, others suggested a train before 7 am and between 7 and 7.50 am. There is also concerns about the gap in the evening between 6.30 pm with the next train not departing until 8.02pm
- Lack of late night services to get home after an evening out, throughout the year but particularly during festival *(refers to Saturdays when the late night train unbelievably does not run - CRP point to follow up).*
- Buses don't link with trains for people living outwith Dunbar. This was a regular concern for respondents that buses don't stop at Dunbar station or link with trains.
- Car Parking at Dunbar station is expensive
- Don't use train at weekend because too expensive for family and inconvenient train times eg no early train on Sunday (*no off peak from Dunbar) *(there are plenty of off peak trains in what is an almost hourly service.-distance between North Berwick and Dunbar (NB trains take 33 minutes for 24.5 miles, and Dunbar 20 minutes for 30 miles) is almost identical and NB have off peak trains!.*

Where people found train timetable information

Paper timetables are still well used with 39% of respondents using them

Websites including the national rail enquiries website, travel Scotland and other website are regularly accessed with 57% using the National Rail Enquiries website.

Mobile phone apps were also popular with 33% of respondents using these to source information

Where else could information be located

- Nearby cafes, supermarkets and libraries
- Bus stops (and make sure they also have bus info too!)
- For Dunbar to appear in the list of stations on the ScotRail app, so you could chose it from the drop down list
- Notice boards on various shops, information board on high street
- A small card with trains to/from Dunbar would be useful - i.e. an update on the one Sustaining Dunbar did a while back. I still use the old one, but it now has a lot of amendments.
- Tourist information centres and at tourist attractions
- If train and bus times could be on the same website that would be great
- Local newspaper, especially just before any time table changes

Connection improvements

From the survey, 40% of respondents felt that there could be improvements to the interchanges between bus and train. The Community Rail Partnership will feed this information into the relevant authorities to review and recently submitted suggested improvements into the East Lothian Bus tender process. There are extensive comments which have been included into the relevant stations within the station audit document

Bus Stops located near Train Stations

When ask about whether bus stops near stations need to be more accessible or visible 36% responded yes. The only stations which was not mentioned as having major issues were Prestonpans and Longniddry, though there were concerns with the timing of the buses. For all other stations there were concerns with the bus stops being too far from the station and not well signposted.

Tourist attractions not served by bus/train

Respondents were asked to identify tourist attractions in the area that were not served by bus or train. Whilst not the intended purpose of the question, it was actually useful to find out where people perceived there to be a lack of services as these identify for the ELCRP where there is a need to promote how to access attractions. The list of attractions and which ones can be accessed via public transport are included in the East Lothian station audit report.

Expectations at stations

A number of questions were asked in the survey about people's expectations at stations, both staffed and unstaffed.

- Over 60% of respondents expect there to be train time tables at all stations
- Tendered Garden beds/pots are appreciated by 46% of respondents
- 'You are here' maps showing local amenities and connections to walking/cycling paths were important to over 73% of respondents for staffed stations and even more important for unstaffed stations at 78%.
- Local information on events and attractions were important for over 63% of respondents
- Bus timetables at stations were important for 70% at staffed stations and higher again at unstaffed stations with 77% saying this way important
- Taxi numbers were seen as important for 66% for staffed stations rising to 76% for unstaffed stations
- Having toilets at stations was important for over 62% of respondents
- Secure bike parking is seen as necessary to have for over 65% of respondents

Access to Stations by foot or bike

Respondents were asked if they were able to easily and safely access their local station by walking or cycling to which 66% said they could. A further 25% said it was too far and 10% said no but they would like to be able to.

The issues raised were quite specific to each station and the concerns are included in the station audit report. Key concerns included accessing Dunbar station from the south, the need for more pavements for safe walking and paths for cyclists, improvements to lighting, stairs and bridges which are not easy for cyclist (or prams and wheelchair users)

Any other improvements that would make it easier or more convenient to take the train

There was a great deal of reinforcement of previous issues raised. The concerns at individual stations have been included in the station audit report. Improvements include:

- Facility to buy a monthly season ticket without having to travel to Edinburgh
- Correct destinations. NB trains travelling beyond Waverley to Ayr or Haymarket only ever have Waverley on the screen causing confusion
- Bus, events, facilities & connection info ON THE PLATFORM.
- Being able to take whole family's bikes on (4 of us) without booking - a big ask, but would be transformative.
- More waiting shelters

- Bike booking improved/uniformed on different networks
- covered cycle parking near main bus stops would also be really useful.
- Concerns about the need for step free access to stations via bridges
- location of ticket machines with difficulty reading screens on a sunny day.
- Concerns of lack of parking and space on the train with all the new housing developments in East Lothian
- Toilets at North Berwick is a key concern for many due to the number of tourist visiting the town
- The need for improved lighting along paths and vegetation to be cut back for safety near stations
- Cycling access and storage was mentioned for both Waverley and Haymarket, both outwith the CRP region but key issues for commuters who use bikes.

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What else could we do to promote local train travel

- Make links with local businesses – ‘how to get here by train’ on their websites
- Advertise the cycle carriage facilities available on the Edinburgh-North Berwick rail service;
- Add John Muir Way cycle and walking route signs to/from stations and on station name boards and signs to national cycle routes (similar to stations on Perth-Inverness and Edinburgh-Aberdeen train lines)
- Bike hire at stations
- Train stations as transport hubs
- Use social media
- Promote the additional benefits of a Kids go Free tickets (e.g. free child entry to tourist attractions) along with other rail passes and ways to reduce cost such as travelling off peak.
- Produce a map of local attractions with distances/suggested walking routes from stations.
- Promote railway walks e.g. Longniddry to Haddington
- Improve information on what trains and buses go to tourist and local attractions
- Encourage more people to access the train by bike
- Clearly signposted safe bike/walking routes in addition to car/taxi/bus
- Advertise suggested days out by train
- Day/tourist pass covering bus and train
- incentives for frequent travellers, special weekend rates to get more people using the train instead of the roads
- Use of mobile technology ,SMS text messages, twitter & emails to highlight line disruptions, timetable alterations and updates and just to promote the use of the train as an alternative to car travel

- Café facilities at stations
- Better covered and more spacious waiting rooms
- Concerns with new housing developments and the additional commuters that would need to fit on the already full peak hour trains
- Provide education materials demonstrating the benefits of travel by bicycle and train, for the environment, for physical health (exercise), for mental health (reducing stress), and for reducing cost and raise awareness of train staff of above benefits, and improve their attitude to cyclists using the train.
- One ticket options for bus and train travel
- Remove all van and overnight parking at station car parks by inconsiderate persons. The current situation results in a much reduced parking availability for normal users. The police and local community council are ineffective in addressing this issue.
- Promote a nice price walking loop ticket so people get off at North Berwick, walk the John Muir Way to Dunbar and return via Dunbar station
- Organise cycle to the station events
- Improve services – more carriages at peak times, greater frequency, later evening services

More detailed comments from the survey and station specific suggested improvements are available in the East Lothian Station Audit Report 2014