

Email from a spokes member, forwarding a reply from ScotRail

This is the response I had back from Scotrail after I raised concerns about bike provision on the proposed new Edinburgh-Glasgow trains. Doesn't look encouraging with 2 official spaces per each 4 coach train

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

From: **Customer Relations** <Customer.Relations@abellioscotrail.com>

Date: Fri, Feb 26, 2016 at 1:56 PM

Subject: Case Reference: SR/160224/BDBR

To:

Dear

Thank you very much for your feedback regarding the amount of cycle space that will be available on our new Hitachi trains.

As of yet, I have not been fortunate enough to visit the new train in Edinburgh but I hope to soon and see the capacity and layout for myself but as far as I know, each 3-coach or 4-coach train will have one dedicated bike space (officially holding 2 bikes, though maybe 3 or 4 in practice) compared to the current trains which have 2 bike spaces, each holding (officially) 2 bikes.

I do hope there will always be enough space for bikes as we should be encouraging and supporting the cycle to work initiative.

Please let me know if I can be of further assistance.

Yours sincerely

Caroline Baillie
Customer Relations
ScotRail
www.scotrail.co.uk