



SCOTRAIL STAKEHOLDER ADVISORY PANEL
AGENDA - Tuesday 22 September, 2015

1. Welcome and introductions
2. Presentation by Phil Verster, Managing Director, ScotRail Alliance
3. Discussion of terms of reference, panel membership and how the ScotRail Stakeholder Advisory Panel works (agreeing chairman and potential other members)
4. How ScotRail is using the railway to promote economic growth and meet Scottish Government aspirations and engage with key stakeholders - [REDACTED], Head of Economic Development, ScotRail
5. Members' priorities and themes for next meeting - Discussion
6. Club 50 - [REDACTED], Head of Marketing and Sales, ScotRail
7. Our new AT200 electric trains - [REDACTED], AT200 Project Manager, ScotRail
8. Our new Wifi offer - [REDACTED], Programmes and Transformation Director, ScotRail Alliance
9. Waverley Station and cycling - [REDACTED], Route Commercial Manager, Network Rail
10. Meet our Modern Apprentices and Engineering Apprentices - [REDACTED], Competence and Development Manager, ScotRail
11. AOB and date of next meeting



ScotRail Stakeholder Advisory Panel

Minutes of meeting on Tuesday 22 September 2015

The meeting opened at 1100 hrs

1. Welcome and Introduction

- a. All present welcomed to the first ScotRail Stakeholder Advisory Panel (SAP) meeting.

2. Presentation on ScotRail Alliance

- a. Presentation highlighted what the Alliance covers, its vision, the five key principles of the Alliance and discussed some route specific points.
- b. Questions were asked on work with other rail and freight operators; implementation of the Shaw review for the ScotRail Alliance; the importance of increasing passenger numbers and housing developments around stations; electrified rolling stock between the north east and central belt; and punctuality goals beyond 92 per cent.

3. Terms of reference (TOR), SAP membership and how SAP works

- a. Main purpose of the SAP highlighted.
- b. The role of the chairperson of the SAP was clarified.
- c. Concerns raised about the gender and stakeholder equality aspects of the SAP with each member bringing many qualities to the table. Suggestion of the Equality and Human Rights Commission to be consulted on gender equality and organisational diversity.
- d. Minutes should be published online if nothing commercially sensitive is discussed.
- e. All agreed that Chatham House Rule to apply.

ACTIONS:

- Members to convey additional thoughts on SAP Terms of Reference to ScotRail Alliance.
- Chair of SAP to be voted on at next meeting
- Increasing frequency of SAP meetings to three per year
- Gender equality of SAP to be addressed
- A review of SAP membership to be taken at each meeting to promote wider representation
- Presentations from the meeting to be circulated to members
- Members of SAP to be approached on respective organisations view on free travel passes

4. Presentation on economic development of railway

- a. Presentation covered the economic development aspects of the railway; station proximity to beneficial partners such as new Kilmarnock College campus; Scottish Government performance framework; and highlighted aims like full living wage accreditation.
- b. Questions on how ScotRail Alliance would engage with and influence planning decisions; development of Scottish Transport Appraisal Guidance to include rural area line and station development; the importance of the Scottish rail freight network; how the ScotRail Alliance identifies pinch points on lines and what services have identified issues.

The meeting was adjourned at 1235hrs for a five minute comfort and refreshment break. At this point in the interest of time some of the presentations were excluded.

5. Members' priorities and themes for next meeting

Suggestions included:

- i. Future meetings have 'deep dive' topics and that SAP should avoid getting deep into specific issues; how passengers access train stations from other transport modes
 - ii. The ScotRail Alliance use the SAP as a sounding board for big items they want to deliver
 - iii. How the rail network could work with the STA's Tourism Scotland 2020 strategy
 - iv. How to engage with tourist organisations that are out with the mainstream network
 - v. A time limited section on issues that member organisations had
 - vi. Mapping of SAP members in relation to usage of the rail network to identify what areas are and are not covered
 - vii. How rail could delivery further reductions in emissions; how to address the long term modal shift away from car travel.
- b. A number of members suggested that SAP meetings should avoid issues that individuals have had on specific journeys. Such concerns should be sent directly to the ScotRail Alliance.
- c. It was suggested that a third of the time at future meetings be used to discuss stakeholder issues that each member would bring along and two thirds be used to discuss 'deep dive' topics, with members being consulted on future agendas.

ACTIONS:

- Production of a visualisation of the ScotRail Alliance's stakeholder engagement.
- Setup of an online/technology based reporting system for issues that aren't covered in meetings.
- Members of the SAP to be consulted on the agenda items of future SAP meetings
- ScotRail Alliance to use the SAP as a sounding board

6. Club 50 Presentation

- a. Presentation on the Club 50 scheme's benefits, highlighting that it's an evolution of the previous Club 55 scheme.
- b. Questions on what benefit the scheme would bring to those travelling on shorter journeys and what percentage of rail users in the 50+ age group were Club50 members.

7. Waverley Station and Cycling Presentation

- a. Presentation on the cycling initiatives at Edinburgh Waverley station including the tool station; onward route help; and maintenance facility provided by a local business.
- b. Showed the plans for cyclist access to Edinburgh Waverley via the north bridge with members welcoming the initiative.
- c. Concerns were raised over some of the design aspects of the new cyclist access system but these would be discussed at other meetings with the ScotRail Alliance.
- d. Further concerns raised over pedestrian movement and access on vehicle ramps had not been addressed.
- e. Members suggested that it would be helpful to bring stakeholders together to get solutions to cycling issues and that cycling stakeholders, Spokes, SUStrans and Edinburgh City Council meet for a review of the new cycling access system once it has been implemented.



ACTIONS:

- Cycling stakeholders, Spokes, SUStrans and Edinburgh City Council to meet ScotRail for a review of the new cycling access system at Edinburgh Waverley once it has been implemented.

8. AOB

- a. Members thanked ScotRail Alliance for hosting the first meeting.

The meeting closed at 1320hrs



SCOTRAIL STAKEHOLDER ADVISORY PANEL MEETING

Great Western room - Grand Central Hotel, 99 Gordon Street, Glasgow

Friday 11 March, 2016

10.30 – 12.30

AGENDA

1. Welcome and introductions (5mins)
2. Election of Chair of SAP (5mins)
3. Minutes of last SAP meeting 22/10/2015 and matters arising (10mins)
4. Key facts and milestones update – Kenny McPhail, Finance Director, ScotRail Alliance (10mins presentation + 10mins discussion)
5. Off The Road and Onto Trains - [REDACTED], Head of Marketing & Sales, ScotRail (10mins presentation + 15mins discussion)
6. A Smart, Connected Transport System - [REDACTED], Project Director Transport Integration, ScotRail Alliance (10mins presentation + 15mins discussion)
7. Panel's priorities and themes for next meeting - Discussion (15mins)
8. ScotRail Alliance Roadmap – [REDACTED] (10mins presentation + 10mins discussion)
9. AOB. Dates of next two meetings - 10 June, 2016 and 16 November, 2016. Review of membership to promote wider representation. Regional transport forums – update.

The meeting will last no more than two hours. You are invited to stay for a buffet lunch at the conclusion of the meeting.

Following lunch, ScotRail Stakeholder Advisory Panel members' visits to Glasgow Central and Shields Depot

**Minutes of Stakeholder Advisory Panel
Held on 11 March 2016
at Grand Central Hotel, Glasgow**

Present:

[REDACTED]

In Attendance:

Kenny McPhail (KM)

[REDACTED]

Apologies:

Phil Verster (PV)

Action Reference		Action Owner
16/01	<p>WELCOME</p> <p>KM welcomed members of the Panel to the meeting and explained that Phil Verster was unable to attend.</p>	
16/02	<p>APPOINTMENT OF CHAIR</p> <p>It was proposed that the [REDACTED] be the Chair of the Stakeholder Advisory Panel for a period of one year. KM formally handed over to [REDACTED] as the Chair.</p> <p>[REDACTED] happy to take on role as Chair and thought it appropriate that this be for a period of one year. He gave a brief description of his background – [REDACTED]. Looking forward to Chairing the meeting.</p>	
16/03	<p>MINUTES OF THE LAST MEETING</p> <p><u>Matters Arising</u></p> <p>3 Terms of Reference</p> <p>Discussion took place on the subject of the Minutes of the SAP being published and the Chatham House Rule not being in the Terms of Reference. [REDACTED] gave the definition of the Chatham House Rule as stated in Wikipedia as being</p> <p><i>“When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the</i></p>	

	<p>speaker(s), nor that of any other participant, may be revealed.”</p> <p>■ felt this would be a good principle to have so members of the Panel could speak freely. It was AGREED that Minutes would still note who was at the meeting and that they would be shared with Transport Scotland, Scottish Executive and other relevant bodies. ■ to speak to KM to confirm what the “other relevant bodies” will be. KM to come back with this.</p> <p><u>Travel Passes</u></p> <p>■ advised that he has a travel pass and it was AGREED to issue travel passes to any member of the Panel who would wish one. IW to organise.</p> <p>5. <u>Production of a Visualisation of ScotRail's Stakeholder Engagement</u></p> <p>IW advised that this was a work in progress. The Panel will receive this at the next meeting or hopefully before then. ■ would like to see this as he believes this group is one which would benefit greatly from a lot of communication.</p> <p>■ also reiterated that it would be good if SAP members were consulted on future agenda items and if the ScotRail Alliance were to use this Panel as a ‘sounding board’.</p> <p>■ also suggested that any Panel member who wishes to bring up particular day to day issues should contact IW and once he retires, there will be a new contact. IW will email with new temporary contact details until reorganisation of the Comms Team.</p> <p>7. <u>Waverley Station and Cycling Presentation</u></p> <p>■ advised that this had taken place and had been very successful.</p>	<p>KM</p> <p>IW</p> <p>IW</p> <p>IW</p>
16/04	<p>KEY FACTS AND MILESTONES UPDATE</p> <p>KM gave a presentation on this and advised that there were two areas of focus</p> <ul style="list-style-type: none"> (i) Key facts and milestones coming up to the first anniversary (ii) Sample of what we are rolling out to staff <p>A look back and a look forward. KM advised that we are only three weeks away from the first anniversary of the franchise and there has been some really good work this year, the real transformation is the program of work over the next 3-4 years ie SMART ticketing, roll out of new trains etc. The ‘free tickets’ initiative at the start of the franchise was a great success – one million tickets were snapped up in seven hours. Now we have to retain these people and build on this going forward.</p> <p>The first major task is the Alliance. We are looking at organisational change and bringing two teams together to work as one team.</p>	

	<p>Forth Road Bridge – Highlights us as an Alliance – both coming together to deal with a national priority. The main message was keeping Scotland moving.</p> <p>Lamington – Due to storm Frank, the Bridge was almost washed away – again the Alliance worked well – 24/7 – and the Bridge opened a week before schedule.</p> <p>Train Improvement Programme - £475m investment over the next 2-3 years – 70 new electric trains being built in Japan at the moment.</p> <p>The presentation also included information on NRPS – over 90% customer satisfaction, the roll out of new uniforms to over 4000 staff.</p> <p>KM also spoke about the Keeping you Moving campaign which was based on the Queen Street blockade. [redacted] thought the communication surrounding this had been fantastic. [redacted] advised that the information received from IW had been put on the front page of their website.</p> <p>[redacted] advised that he was a regular rail user and had seen a significant change in customer service etc. The message not getting through however was that Queen Street was still open and that the fundamental communication should be that your journey might take 20 minutes longer but please take the train.</p> <p>[redacted] advised that with Lamington, the message getting through was that it was closed. KM agreed that the media was always a problem with headlines.</p> <p>KM then went on to advise that in the last couple of weeks we have held four Leadership Conferences, with over 800 attendees. We have set up some Leadership Groups which will feedback every quarter to the Executive Teams.</p> <p>KM went on to explain about the Roadmap wheel, how the sections all worked and the purpose of this.</p> <p>Lengthy discussion took place on several aspects of the presentation and it was AGREED that a copy of the presentation would be emailed to Panel members.</p> <p>[redacted] thanked KM for his presentation</p>	
16/05	<p>OFF THE ROAD AND ONTO TRAINS</p> <p>NG gave a presentation on Off the Road and onto Trains which explained initiatives such as Club 50, Loyalty Rewards, Spirit of Scotland, Rabbits Tours etc.</p> <p>Several Panel members expressed concerns over the confusion between Club 50 and the Senior Rail Card. KM agreed to get clarity on this issue circulated.</p> <p>[redacted] thanked NG for her presentation.</p>	KM

16/06	<p>A SMART, CONNECTED TRANSPORT SYSTEM</p> <p>● presented a short movie on how SMART works.</p> <p>Discussion took place on what types of tickets could be bought on a SMART card, was it a ticket that went on the card or money loaded onto the card, what modes of transport could it be used on etc. ● advised he had every confidence that SMART would work and ● likened it to the Oyster Card.</p> <p>KM explained that as part of the Franchise, 60% of journeys have to be made on SMART by 2019 and it was AGREED that progress on SMART be a standing item on the agenda.</p>	●
16/07	<p>PRIORITIES AND THEMES FOR NEXT MEETING</p> <p>The Panel discussed priorities and themes for the next meeting, and suggested the following:</p> <ul style="list-style-type: none"> • Station enhancements and facilities • Real time passenger information for onward bus travel <p>It was also suggested that an Interim Report could be provided between meetings to include KPIs, SMART update, or a Stakeholder Newsletter every quarter.</p> <p>It was AGREED that all presentations given at Panel meeting today to be circulated to all Panel members.</p> <p>● asked if members felt that the Panel was fully represented and asked for suggestions as to who else could be invited. ● suggested a full list of Panel members be circulated (IW) and emails should be sent to IW with potential new members to the Panel.</p> <p>● advised that he was retiring at the end of April, but indicated ● from ● was keen to take his place. ● advised he was still happy to be involved in the Panel of the Panel wished. ● and the Panel to discuss.</p> <p>● suggested the Panel needs to be representative of the travelling public. ● to come back with a breakdown of passengers to see if this equates to Panel representation.</p> <p>● on behalf of the Panel wished ● well in his retirement.</p>	<p>IW</p> <p>IW</p> <p>●</p> <p>KM</p>
16/08	<p>DATE OF NEXT MEETING</p> <p>The next meeting of the Stakeholder Advisory Panel will be held on 10 June 2016, venue to be confirmed.</p>	

**Stakeholder Advisory Panel
Wednesday 16 November 2016
12:00 – 14:30
Room 6.6, 151 St Vincent Street, Glasgow**

12:00	16/21	Chairperson's Opening Remarks	[Redacted]
12:05	16/22	1. Minutes 1.1 Actions	[Redacted]
12:20	16/23	2. MD Update - Industrial Action - Performance Improvement Plan - Projects – Ernst & Young	[Redacted]
12:50	16/24	3. Community Rail Development – [Redacted]	[Redacted]
13:20	16/25	4. Making the most of New Train Fleets/Revolution in Rail	[Redacted] All
13:35	16/26	5. Developing and Enhancing our Stations	[Redacted] / All
13:50	16/27	6. Switching to SMART	[Redacted] / All
14:05	16/28	7. Panel Priorities and Themes for Next Meeting	All
14:15	16/29	8. Date of Next Meeting	[Redacted]
14:25	16/33	9. Any Other business	All

Apologies: [Redacted]

Stakeholder Advisory Panel
Tuesday 7 March 2017
12:00 – 14:30
Rooms 1/1A, Ground Floor, Atrium Court
50 Waterloo Street, Glasgow

12:00	17/001	Chairperson's Opening Remarks	●
12.05	17/002	Business Update	KM
12:35	17/003	Minutes & Actions	●
12.50	17/004	Group Sharepoint Environment	●
13.20	17/005	Transport Integration	●
13:50	17/006	Progress on Electrification	●
14.10	17/007	Customer Satisfaction	●
14.40	17/008	Date of Next Meeting	●
14.50	17/009	Any Other Business	All

APOLOGIES:

Stakeholder Advisory Panel
Wednesday 6 June 2018
12.00 – 14.30
West of Scotland signalling centre,
90 Cowlares Road, Glasgow, G21 1DA

Travel on 11.22 from Glasgow Queen Street
 Details as per Friday's email from [REDACTED]
 Sandwich lunch at 11.45

12.00	18/001	Chairperson's opening remarks	[REDACTED]
12:10	18/002	ScotRail Alliance – Donovan review and general update	Alex Hynes
12:30	18/003	Control tour and our systems	[REDACTED]
13:00	18/004	Future customer insight strategy and benefits	[REDACTED]
13:50	18/005	Stations investment and development	[REDACTED]
14.10	18/006	Views from the Panel and discussion	[REDACTED] / All
14.25	18/007	Any other business	All
14.30	18/008	Depart for walk to Springburn Depart Springburn 14.52 Arrive Glasgow Queen Street 15.04	All

Apologies: [REDACTED]



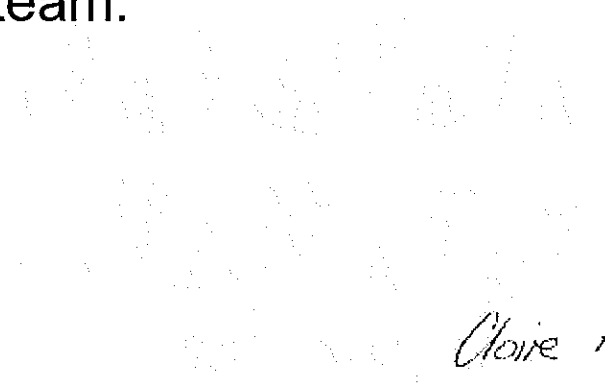
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Led self-assessment focus groups in
Glasgow, Perth, Edinburgh plus the
Executive team.



Claire Ford

Claire Ford, Chief Executive

September 2015

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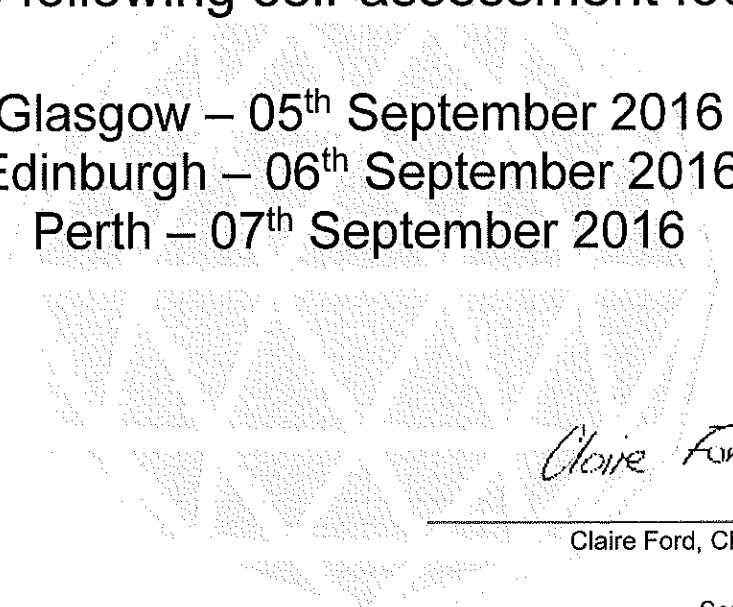
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Led the following self-assessment focus
groups;

Glasgow – 05th September 2016
Edinburgh – 06th September 2016
Perth – 07th September 2016



Claire Ford

Claire Ford, Chief Executive

September 2016

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Committed to Excellence

Awarded to:

ScotRail

May 2017

This certificate remains valid for 2 years.

A handwritten signature in black ink, appearing to read "Léon Tossaint".

Léon Tossaint
CEO, EFQM