

Subject: Scotrail cancellations and delays in the Bearsden/Milngavie area
Dear Ms Fee

My name is [REDACTED]. I am a resident of [REDACTED]

I write to ask for your help regarding my ongoing struggles with Scotrail. I am a recent graduate who is seeking a job, and volunteers with my former student societies to help them out when I can. I can't drive nor afford a car, and I live with my parents in [REDACTED] (being unable to afford my own rent). Consequently, I am reliant on public transport to get about.

Today, marked the culmination of a longstanding trend in Scotrail's behaviour. I arrived in time for the c.1323 train from Hillfoot. It was delayed by ten, then fifteen mins, before being canceled. The next train was delayed indefinitely. The train after that was canceled.

There were about thirty people at Hillfoot, many getting rained on (as the shelter was full) and one person trying to talk through the intercom to a member of staff. The member of staff informed us that there was a train at Milngavie which would be with us as soon as another train joined it to be 'tied up?'. She also informed us that this second train was between Hillfoot and Milngavie, so would be there shortly. Having stood at Hillfoot for half an hour, I knew this to be a lie. Whether her computer lied to her, or the member of staff lied to us, I do not know, nor particularly mind.

My concern is that Scotrail is suffered to continually cancel trains without any given reason, consistently be woefully late, and yet continue to charge increasingly high fares. There does not seem to be any adequate disincentive affecting Scotrail to prevent them from running such a poor service.

I would be grateful if you could raise the issue of their ongoing incompetence with the transport minister. To my understanding, the Scottish Exec has the ability to take over the running of the service if it is bad enough. I cannot imagine how bad it would have to get if it has not be done yet, but even if the SNP government are not able to run the service more effectively, they could at least run it more cheaply by not syphoning off 10% of turnover as profit. This would help a dire service at least sting a little less.

Thank you for your attention.
I hope you are able to help

Very best wishes

[REDACTED]

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From: [REDACTED]
Sent: 25 October 2018 11:30:47
To: scottish.ministers@gov.scot
Cc: [REDACTED] Fee M (Mary), MSP, [REDACTED]
Subject: FW: Scotrail cancellations and delays in the Bearsden/Milngavie area

Good morning Minister,

Mary has received an email from constituent [REDACTED] I have included Mr Porter's email below.

I would appreciate if you can supply an informed response for us to take back to Mr Porter.

With kind regards

[REDACTED]
[REDACTED]
Office Manager / Caseworker

The office of Mary Fee MSP (West Scotland)
Shadow Minister for Education, Skills, Health, Sport and Equalities
NEW ADDRESS:
Mirren Chambers
Third Floor
41 Gauze Street
Paisley
PA1 1EX

0141 889 4828 | Fax: 0141 840 2510
[REDACTED]

www.maryfeemsp.com<<http://www.maryfeemsp.com>>

Please note my working days are: Tuesday, Wednesday, Thursday & Friday

P Before you print this email think about the environment

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If you would like to view Mary's privacy statement, then please request a copy by emailing Mary.Fee.msp@parliament.scot<<mailto:Mary.Fee.msp@parliament.scot>>

From: [REDACTED]
[REDACTED]
Date: 20 October 2018 at 14:51:04 BST
To: Mary.Fee.msp@parliament.scot<<mailto:Mary.Fee.msp@parliament.scot>>

Cabinet Secretary for Transport, Infrastructure and
Connectivity
Michael Matheson MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Mary Fee MSP
The Scottish Parliament
EDINBURGH
EH99 1SP
By email: mary.fee.msp@parliament.scot

Our ref: 2018/0037210
7th November 2018

Dear Mary

Thank you for your email dated 25 October, passing on the concerns of your constituent [REDACTED] regarding [REDACTED] experience whilst using ScotRail services. I am sorry to hear of your constituent's difficulties.

I understand that on the date mentioned in your constituent's e-mail there was a particular problem that day from a signalling failure at Dalmuir, which caused widespread disruption across the network, including on the Milngavie route.

I fully appreciate that in times of disruption passengers expect timely and accurate information and I am sorry that on this occasion, your constituent does not believe that was the case. I will ensure that my officials at Transport Scotland raise this with ScotRail.

More generally, I am acutely aware of the recent performance on the rail network has been unacceptable and below the standards required by the Scottish Government and demanded by passengers.

Recent performance issues have been due to a combination of infrastructure and seasonal weather impacts of the rail network. The ScotRail Alliance is making significant investment through delivery of the actions recommended from the Donovan Independent Review which supports infrastructure, fleet, and operational reliability across the rail network to ensure the delivery of a resilient network. A specific action relates to 'Right time departures at Milngavie', which is currently being progressed with completion due in early 2019.

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Additionally, significant investment is being made to improve resilience of the rail network in Scotland. These include:

- investment to enhance maintenance and operations through bridge repairs, lineside vegetation clearance, security fencing to reduce trespass and animal incursions, upgrade power supply equipment etc.
- Network Rail Scotland to spend an extra £5 million on the reliability of the track and signalling system around Glasgow over the next 8 months to improve services for customers.

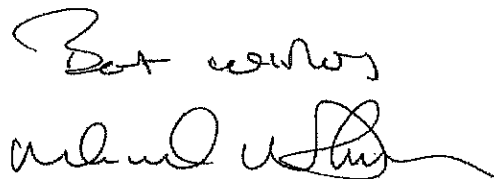
I have personally followed up the rail disruption directly with Alex Hynes, Managing Director of the ScotRail Alliance, and the new Chief Executive of Network Rail, Andrew Haines. I have made it clear that I expect performance to improve to serve passengers with a reliable railway and will be monitoring ScotRail's performance closely, along with the many initiatives being delivered to support performance improvement.

Finally, your constituent mentioned the possibility of the Scottish Ministers stepping in and running services due to Abellio ScotRail's unsatisfactory performance.

It should be recognised that problems with Network Rail infrastructure are a significant contributor to delays on ScotRail trains. Without the full devolution of Network Rail, who are ultimately accountable to the UK Government, the ability of any rail franchisee in Scotland – public or private – to perform well would continue to be compromised. Even if an "Operator of Last Resort" were to replace ScotRail the requirement to tender the franchise under UK legislation would still apply, and such a measure would be temporary only.

I have already announced that uniquely in the UK, public sector bodies will be able to bid for future rail franchises in Scotland on a level playing field with private sector bidders. To achieve the optimal solution, however, it will be for the UK Government, through its recently announced UK rail review, to finally deliver on proper devolved structures enabling the Scottish Government to structure our railways to meet Scotland's needs.

I hope this response reassures your constituent that the Scottish Government is committed to driving up standards on Scotland's railways, and that we are working with ScotRail and Network Rail to deliver improvements required.



MICHAEL MATHESON

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