

[REDACTED]

From: [REDACTED]
Sent: 05 March 2018 16:06
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Force majeure Snow

[REDACTED]

Mindful that you had not been copied into [REDACTED] e-mail

Regards,

[REDACTED]

Rail Directorate

[REDACTED]

Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

For agency and travel information visit our [website](#)

Transport Scotland, the national transport agency
Còmhdaill Alba, buidheann nàiseanta na còmhdaill

From: [REDACTED]
Sent: 05 March 2018 11:34
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Force majeure Snow

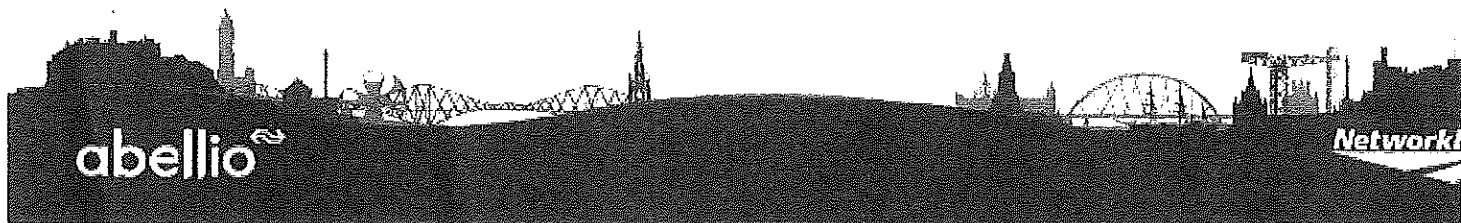
Thanks [REDACTED]

[REDACTED] is pulling together details of the daily service alterations/implications and proposed treatment for me this week. I'd propose that we review that once available and agree overall treatment before any adjustments are implemented by the performance teams.

Regards

Classified as INTERNAL

Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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From: [REDACTED]
Sent: 02 March 2018 19:27

To: [REDACTED]
Cc: [REDACTED]

Subject: Re: Force majeure Snow

Thanks [REDACTED]

[REDACTED] primarily but keep [REDACTED] copied in please.

Kind regards

[REDACTED]
Sent from my BlackBerry 10 smartphone on the EE network.

From: [REDACTED]
Sent: Friday, 2 March 2018 4:08 PM

To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Force majeure Snow

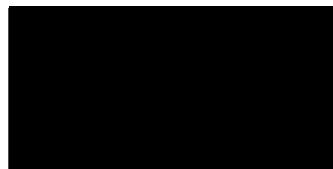
Dear all,

We would be keen to work through the contractual Schedule 7.1 PPM implications of this as soon as things calm down sufficiently to free up the necessary resource. Who is the best point of contact within TS?

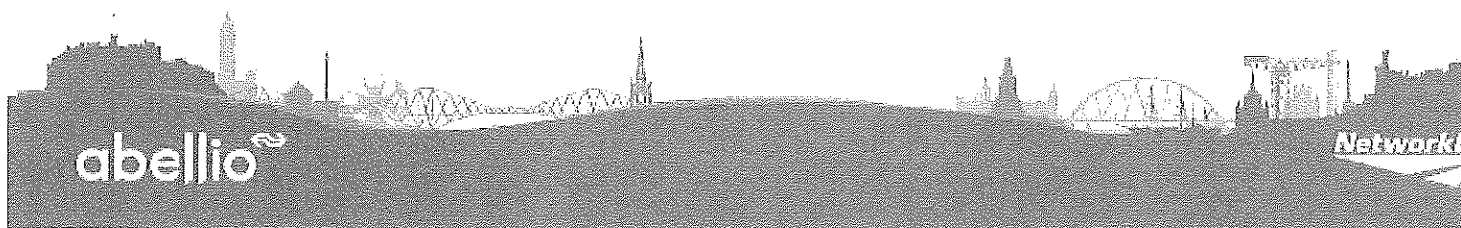
Have safe journeys home to those travelling; and good weekends.

[REDACTED]

Classified as INTERNAL



Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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From: [REDACTED]
Sent: 01 March 2018 11:45
To: [REDACTED]

Subject: Force majeure Snow

All Notice is Hereby given of the Following Force Majeure Incident

28/02/18 and ongoing Severe Weather Incident

Incident log 1720282.

- 28/02/2018 13:30 Due to red warning issued by the met office :-
- The Met Office have issued a red warning of snow valid from 15:00 on Wednesday 28th February until 10:00 on Thursday 1st March
 - The Met Office have issued an amber weather warning for snow valid from 10:15 on Wednesday 28th February until 18:00 on Thursday 1st March
 - The Met Office have issued a yellow weather warning for snow valid from 09:55 until 23:55 on Wednesday 28th February
 - The Met Office have issued a yellow weather warning for snow valid from 00:05 until 23:55 on Thursday 1st March
 - The Met Office have issued a yellow weather warning for snow valid from 00:05 on Friday 2nd March until 23:55 on Saturday 3rd March

Key Route Strategy Implemented as follows until 1800hrs:-

Glasgow/ Ayr

Glasgow / Carlisle WCML

Glasgow Queen St/ Edinburgh via E&G

Edinburgh/ Dundee via Kirkcaldy

Edinburgh - ECML

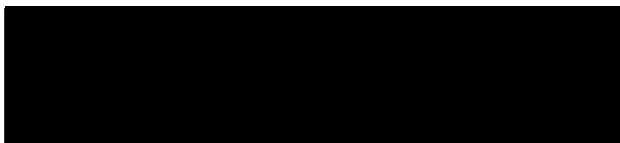
Full shut down of service throughout the RED affected area 1800hrs to 1000hrs.

Trust Incidents to date.

Inc Dt	Inc Val	Bgl Mgr	Inc Cse	Memo
28/02/18	841437	XQLE	X9	SEVERE WEATHER EDB
28/02/18	841442	XQLG	X9	SEVERE WEATHER GLC
28/02/18	841434	XQLH	X9	SEVERE WEATHER PTH
28/02/18	841439	XQLM	X9	SEVERE WEATHER MTH
28/02/18	842842	VED1	VW	2N13 HORN FLR NCL
28/02/18	841611	XQLM	X9	5L03 7 OVERTIME MTH
01/03/18	845692	XQLG	X9	SEVERE WEATHER GLC 28/02
28/02/18	841616	XQLH	X9	1T02 4 LOST PTH BLFD
28/02/18	841651	XQLN	X9	2G98 3 LOST WEMYSBJ PYG
28/02/18	841461	XQLA	X9	IT10 CHANGE OF ORIGIN

Note that this an ongoing incident

Regards



151 St.Vincent Street, Glasgow, G2 5NJ.



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36 Renfield Street Glasgow G2 1LU



By Email

[REDACTED]
Acting ScotRail Franchise Contract Manager
Transport Scotland

[REDACTED]
Rail Performance Manager
Transport Scotland

Date: 19 March 2018

Dear [REDACTED]

Force Majeure Event – extreme weather (snow) between Wednesday 28th February and Friday 02nd March 2018

I refer to: (i) ASR's force majeure notice issued by email on 28th February; (ii) my subsequent email of 5th March; and (iii) [REDACTED] email of 14th March. Further to that correspondence I am writing to provide details of the daily service alterations/implications and associated ASR activities and mitigations; and our proposed contractual treatment.

By way of background information, please find attached a briefing note which has been pulled together by [REDACTED] which I hope you will find to be of assistance. Also attached is a spreadsheet which details all PPM failures in respect of each of the above dates (which reflects the position after adjustment of performance systems for all trains which have been deemed "non-applicable" in accordance with industry rules under the established emergency timetables).

I would draw your attention to the following points:

Daily service alterations/implications

- On Wednesday 28th February, ASR incurred a total of 1,839 PPM failures. Most of these failures (circa 70%) relate to cancellations of services pursuant to the controlled closure of the network agreed with SG/TS in response to the red weather warning issued by the Met Office and "do not travel" advice issued by Scottish Government. The balance are attributable to periods of the day during which ASR continued to operate services to allow people to travel safely under severely challenging and deteriorating weather conditions which were significantly worse than had been forecast at the time the emergency timetable for 28th February was agreed on Tuesday 27th February.
- ASR incurred 61 recorded PPM failures on Thursday 1st March and 153 recorded PPM failures on Friday 2nd March. On these dates ScotRail continued to operate certain services under Emergency timetables on an agreed basis with SG/TS that prioritised the safe movement of customers, including agreement to add additional stops to a number of services, which resulted in extended journey times and the PPM failures incurred on these days.

ASR response/mitigations

As noted above, ASR operated throughout the above period in accordance with an agreed strategy established through close communication with Scottish Government and Transport Scotland, which resulted in closure of the network in a controlled and planned fashion when the weather advice indicated that this was necessary and which sought to prioritise moving people safely where it was possible to do so.

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The ScotRail Alliance's response to the extreme weather and, in particular, the efforts made by our staff under challenging conditions to restore the railway to safe passenger operations were praised by the Transport Minister in his letter to [REDACTED] of 11th March.

Proposed contractual treatment of above

ASR has notified a Force Majeure Event in respect of the above and would clarify that we believe paragraphs (a), (e) and (f) of the definition of Force Majeure Event are all applicable to aspects/periods of the extreme weather event.

ASR claims relief/derogation for all non-compliances with the Franchise Agreement arising from the above Force Majeure Event, including without limitation:-

- in respect of all resultant failures to comply with the SLC and the adoption of Emergency Timetables on the applicable dates;
- in respect of any SQUIRE failures arising and
- agreement that all PPM failures incurred on the above dates are excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (Train Operating Performance).

Next steps/further information

I trust the above is of assistance in clarifying the position and the scope of our Force Majeure Event notification. Myself and [REDACTED] would be pleased to arrange a meeting to discuss this matter with you further, if required.

Yours sincerely

[REDACTED]

Head of Legal
Abellio ScotRail Limited

Abellio ScotRail Limited
Registered in Scotland Number SC450732
5th Floor, Culzean Building 36 Renfield Street Glasgow G2 1LU

abellio

Subject: RE: Notification of force majeure events
Attachments: Email letter re Beast from the East.pdf; Force Majeure background.docx

From: [REDACTED]
Sent: 19 March 2018 10:03
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: Notification of force majeure events

Dear [REDACTED]

Please see attached letter and supporting information.

As always happy to discuss.

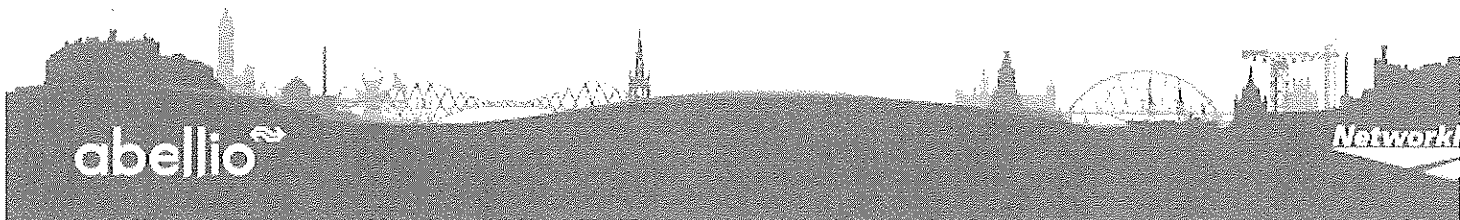
Regards

[REDACTED]

Classified as INTERNAL

[REDACTED]

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From: [REDACTED]

Sent: 14 March 2018 10:28

To: [REDACTED]

Cc: [REDACTED]

Subject: Notification of force majeure events

Dear [REDACTED]

Further to your email of 28th February, with respect to the snow events of that week.

On 5th March, [REDACTED] (ScotRail) advised [REDACTED] that they were pulling together the details of the daily service alterations/implications, and the proposed treatments, as follows:

[REDACTED] is pulling together details of the daily service alterations/implications and proposed treatment for me this week. I'd propose that we review that once available and agree overall treatment before any adjustments are implemented by the performance teams.

Now, we have not as yet received these details; and, given the franchise requirement that we (Transport Scotland) are sighted within a couple of days as to how *force majeure* events are to be mitigated, could you please confirm ASAP when ScotRail will be in a position to share this level of detail with Transport Scotland.

Thanking you ...

[REDACTED]



By Email

[REDACTED]
Acting ScotRail Franchise Contract Manager
Transport Scotland

[REDACTED]
Rail Performance Manager
Transport Scotland

Date: 19 March 2018

Dear [REDACTED]

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I would draw your attention to the following points:

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- On Wednesday 28th February, ASR incurred a total of 1,839 PPM failures. Most of these failures (circa 70%) relate to cancellations of services pursuant to the controlled closure of the network agreed with SG/TS in response to the red weather warning issued by the Met Office and "do not travel" advice issued by Scottish Government. The balance are attributable to periods of the day during which ASR continued to operate services to allow people to travel safely under severely challenging and deteriorating weather conditions which were significantly worse than had been forecast at the time the emergency timetable for 28th February was agreed on Tuesday 27th February.
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The ScotRail Alliance's response to the extreme weather and, in particular, the efforts made by our staff under challenging conditions to restore the railway to safe passenger operations were praised by the Transport Minister in his letter to [REDACTED] of 11th March.

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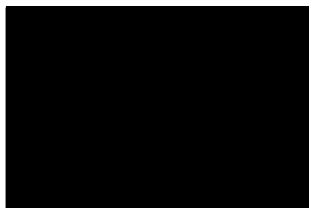
ASR claims relief/derogation for all non-compliances with the Franchise Agreement arising from the above Force Majeure Event, including without limitation:-

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- in respect of any SQUIRE failures arising and
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Next steps/further information

I trust the above is of assistance in clarifying the position and the scope of our Force Majeure Event notification. Myself and Mark Ilderton would be pleased to arrange a meeting to discuss this matter with you further, if required.

Yours sincerely



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5th Floor, Culzean Building 36 Renfield Street Glasgow G2 1LU

abellio[®]

[REDACTED]

From:

Sent:

20 March 2018 14:30

To:

Cc:

Subject:

RE: Notification of force majeure events

Thanks [REDACTED]

I acknowledge receipt of this as it refers to events of 28 February 2018 – 2 March 2018.

I will provide a formal response as soon as practicable

Regards

[REDACTED]

Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

For agency and travel information visit our [website](#)

Transport Scotland, the national transport agency
Còmhdaill Alba, buidheann nàiseanta na còmhdaill

From:

Sent: 19 March 2018 10:03

To: [REDACTED]
Cc: [REDACTED]

Subject: RE: Notification of force majeure events

Dear [REDACTED]

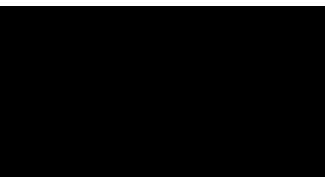
Please see attached letter and supporting information.

As always happy to discuss.

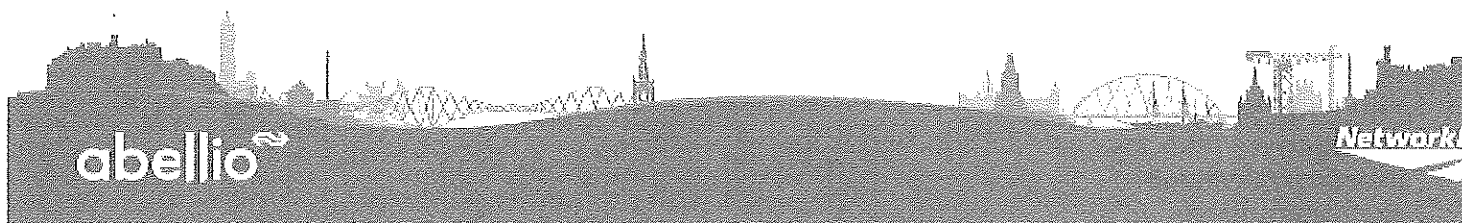
Regards

[REDACTED]

Classified as INTERNAL



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From: [REDACTED]

Sent: 14 March 2018 10:28

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Notification of force majeure events

Dear [REDACTED]

Further to your email of 28th February, with respect to the snow events of that week.

On 5th March, [REDACTED] (ScotRail) advised [REDACTED] that they were pulling together the details of the daily service alterations/implications, and the proposed treatments, as follows:

[REDACTED] is pulling together details of the daily service alterations/implications and proposed treatment for me this week. I'd propose that we review that once available and agree overall treatment before any adjustments are implemented by the performance teams.

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Thanking you ...

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Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

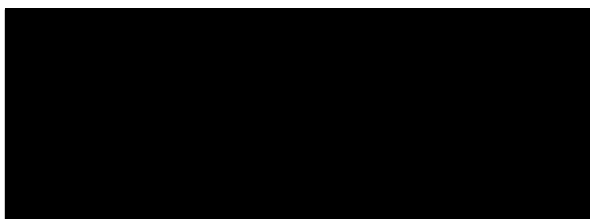
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Registered Office: 5th Floor, Culzean Building, 36 Renfield Street, Glasgow, G2 1LU

VAT number: 198 2787 41

We have received notification from ScotRail that they consider the events of 28 February – 2 March 2018 a Force Majeure Event (Schedule 10.4 of ASR Franchise) and the attached notification details the different Schedules that they are seeking relief from.

I am sharing this with you – primarily for information – however if you have any comments/observations they would of course be gratefully received

Kind regards,



Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

For agency and travel information visit our [website](#)

Transport Scotland, the national transport agency
Còmhdaill Alba, buidheann nàiseanta na còmhdaill

From: [Redacted]
Sent: 19 March 2018 10:03
To: [Redacted]
Cc: [Redacted]
Subject: RE: Notification of force majeure events

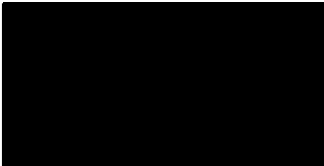
Dear [Redacted]

Please see attached letter and supporting information.

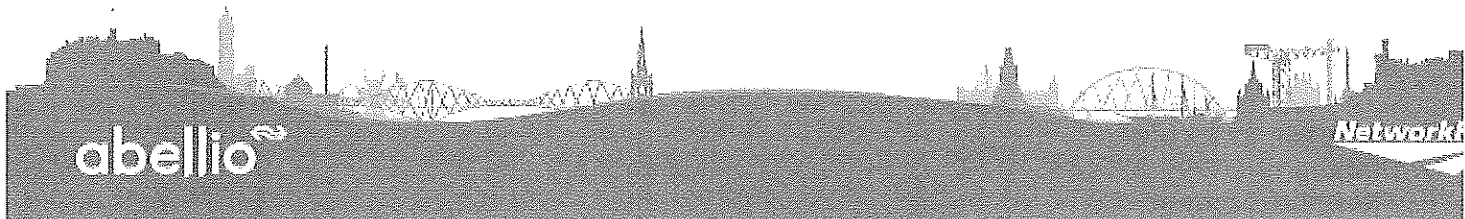
As always happy to discuss.

Regards





Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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From: [Redacted]

Sent: 14 March 2018 10:28

To: [Redacted]

Cc: [Redacted]

Subject: Notification of force majeure events

Dear [Redacted]

Further to your email of 28th February, with respect to the snow events of that week.

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Registered Office: 5th Floor, Culzean Building, 36 Renfield Street, Glasgow, G2 1LU

VAT number: 198 2787 41

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For more information please visit <http://www.symanteccloud.com>

[REDACTED]

From:

Sent:

16 April 2018 16:11

To:

Cc:

Subject:

RE: Force majeure meeting: actions arising

Attachments:

Force Majeure Background note updated 16 April.docx

Dear [REDACTED]

Good afternoon.

Please find attached an updated version of our background note, with an appendix detailing the daily service alterations as a result of the emergency timetables.

I hope this provides the necessary information to allow you to consider our request for force majeure. Should you require further information please let myself and Mark know and we will be happy to provide.

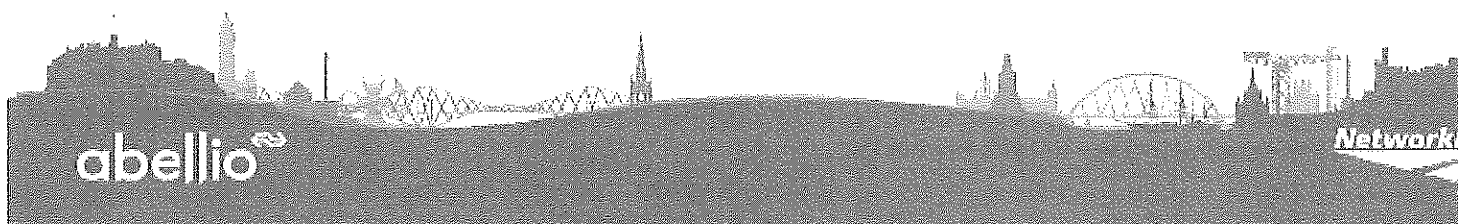
Regards

[REDACTED]

Classified as INTERNAL

[REDACTED]

Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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From: [REDACTED]

Sent: 12 April 2018 13:02

To: [REDACTED]

Cc: [REDACTED]

Subject: Force majeure meeting: actions arising

To: [REDACTED]

At our meeting on 28th March, it was agreed that within two weeks from that date, ScotRail would supply details of what trains did run during the weather events, with respect to the emergency timetable. This was in order to allow Transport Scotland to decide how to handle the request for a *force majeure*, w.r.t the weather at the end of February.

We would like to know when we can expect this information from you.

Best,

[REDACTED]

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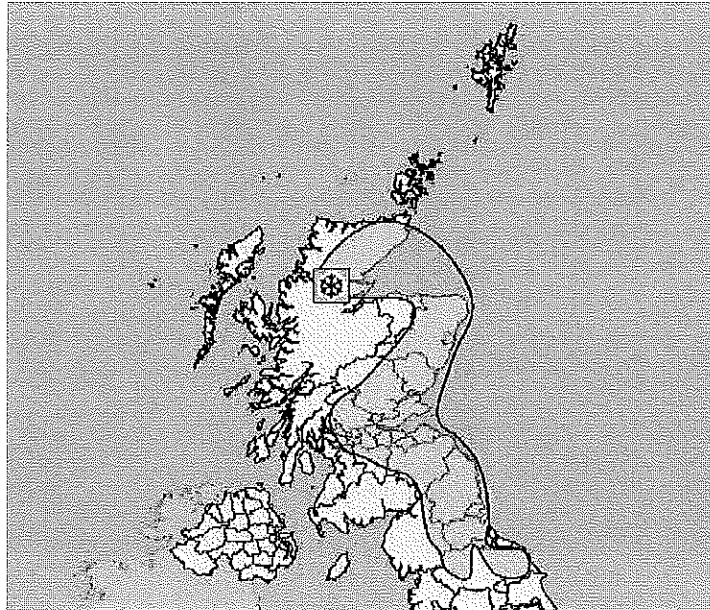
Abellio Scotrail Ltd, Registered in Scotland, number: SC450732.
Registered Office: 5th Floor, Culzean Building, 36 Renfield Street, Glasgow, G2 1LU

VAT number: 198 2787 41

Background Note - Force Majeure Event - Wednesday 28th February 2018 – Friday 02nd March 2018

Wednesday 28th February 2018

On Tuesday 27th February 2018, an emergency timetable was agreed to apply from start of service Wednesday 28th February 2018 (*Please refer to the Appendix for further details of daily service alterations*), in reaction to an amber Met Office 'be prepared' weather warning which was to apply from 0600hrs on Wednesday 28th February 2018.



The Met Office have issued an **Amber Warning of Snow**

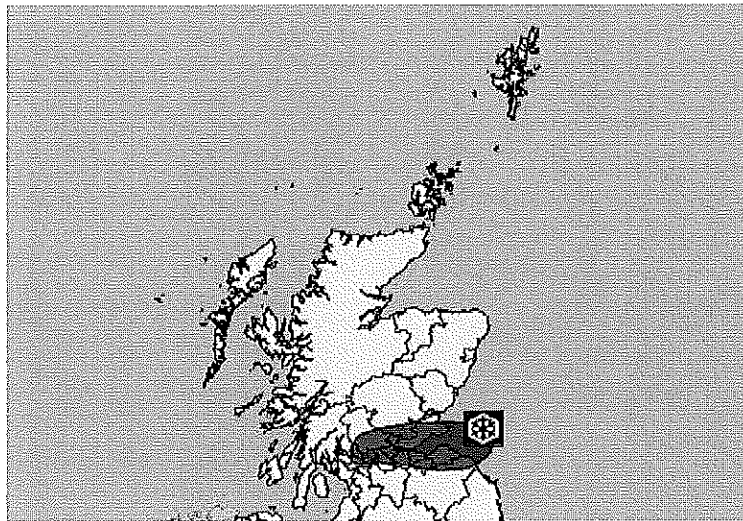
Valid from **06:00 on Wed, 28th Feb 2018** until **18:00 on Thu, 01st Mar 2018**

Frequent and heavy snow showers are expected on Wednesday and Thursday leading to some significant accumulations developing.

During the evening of Tuesday 27th February 2018, heavy snow showers affected large parts of Scotland, leading to significant overnight accumulations of snow which began to drift **prior to the Met Office amber warning taking effect at 06.00hrs on the morning of Wednesday 28th February 2018.**

When the emergency timetable was agreed on Tuesday 27th February 2018 that would apply on Wednesday 28th February 2018, it was agreed taking into account the amber warning for snowfall only commenced at **06.00hrs on Wednesday 28th February 2018.** It was evident that significant accumulations of snow had fallen prior to the start time of the amber warning on Wednesday 28th February 2018, which had a significant impact on railway operations.

At 11.12hrs on Wednesday 28th February 2018, the Met Office issued a red 'take action' warning for snow, which was applicable until 10.00hrs on Thursday 01st March 2018. After this warning was issued, Scottish Government advice for all transport modes was not to travel and a controlled closure of the network was arranged after discussions with Transport Scotland. The worsening of the forecast from that issued on Tuesday 27th February 2018, as well as the updated travel advice, upgraded Met Office snow warning and associated closure of the network were not anticipated when the emergency timetable was agreed and as such the performance impact was significant with a total of 1,839 PPM failures recorded for Wednesday 28th February 2018.



The Met Office have issued a **Red Warning of Snow**

Valid from **15:00 on Wed, 28th Feb 2018** until **10:00 on Thu, 01st Mar 2018**

Heavy snow showers and drifting of lying snow in the strong easterly winds will become more widespread across the area later on Wednesday afternoon, through the evening and overnight into Thursday.

Roads will become blocked by deep snow, with many stranded vehicles and passengers. Long delays and cancellations on bus, rail and air travel are expected. Some communities could become cut off for several days. Long interruptions to power supplies and other services.

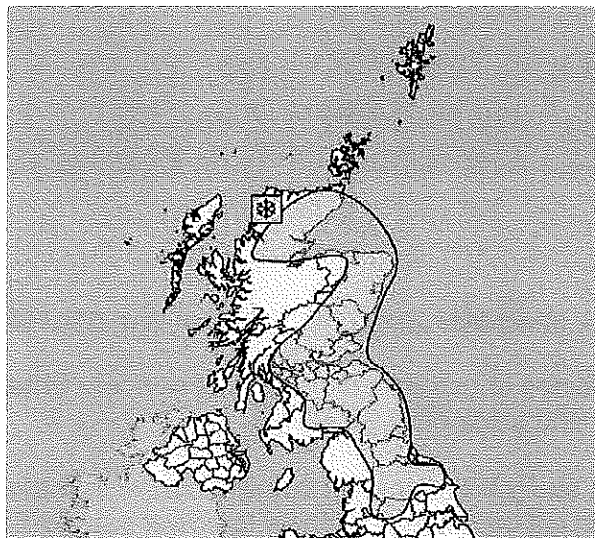
Due to the arrival of heavy falls of snow combined with drifting drifting prior to the Met Office amber weather warning commencing at 0600hrs on Wednesday 28th February 2018, as well as the issuance of the Met Office red 'take action' warning and associated Scottish government advice not to travel issued on Wednesday 28th February 2018, PPM relief under *force majeure* is requested to apply from start of service and throughout Wednesday 28th February 2018. This was a time when the focus was solely to safely move customers irrespective of the impact this had on ScotRail's public performance measure, an approach that was agreed through discussions between ASR Gold Command and the Scottish Government's Resilience Room, who were in close communication throughout the event.

Thursday 01st March 2018

On Wednesday 28th February 2018, an emergency timetable was agreed that was to apply on Thursday 01st March 2018. To assist in the movement of customers on Thursday 01st March 2018 and following discussions with Transport Scotland, it was agreed that services that were running would call at additional stops to uplift additional customers, which resulted in extended journey times and 61 PPM failures for the day.

As agreed with Transport Scotland, the safe movement of customers was the priority throughout Thursday 01st March 2018, with a Met Office red warning in place until 10.00hrs and an amber warning in place throughout the day and beyond until 10.00hrs on Friday 02nd March 2018.

PPM relief under *force majeure* is requested to apply from start of service and throughout Thursday 01st March 2018, given the sole priority to safely move customers irrespective of the impact this had on ScotRail's public performance measure, after discussions with Transport Scotland.



The Met Office have issued an **Amber Warning of Snow**

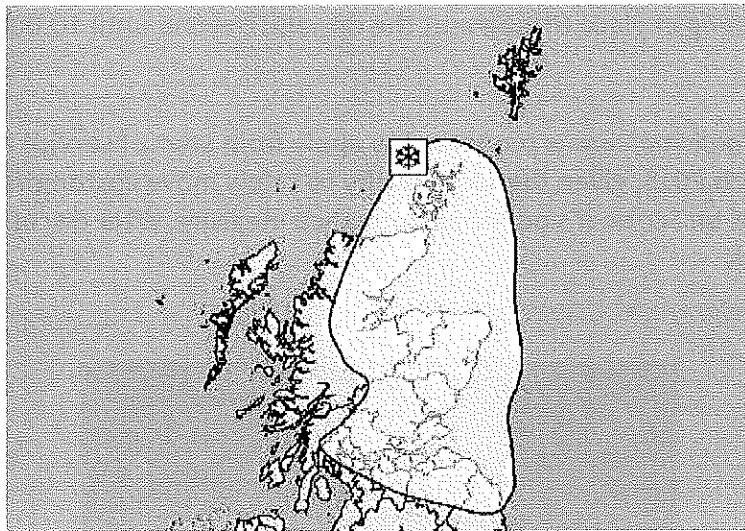
Valid from **10:30 on Thu, 01st Mar 2018** until **10:00 on Fri, 02nd Mar 2018**

Frequent and often heavy snow showers are expected to continue through Thursday and overnight into Friday morning with further significant accumulations likely.

Long delays and cancellations on bus, rail and air travel could occur. Roads may become blocked by deep snow, with many stranded vehicles and passengers. Some rural communities might be cut off for several days. Long interruptions to power supplies and other services such as telephone and mobile phone networks, could occur.

Friday 02nd March 2018x1

On Thursday 01st March 2018, an emergency timetable was agreed that was to apply on Friday 02nd March 2018. It was agreed with Transport Scotland that the priority for the day would again be to safely move customers, especially given many had been cut off due to road closures and had been unable to travel for a lengthy period. Again additional stops were added to services that were running, resulting in extended journey times that resulted in 153 recorded PPM failures for the day.



Valid from 11:30 on Fri, 02nd Mar 2018 until 23:55 on Sat, 03rd Mar 2018

Snow showers are expected to continue over parts of northern Britain, bringing further accumulations of snow and a risk of icy stretches.

Further delays to travel and public transport could occur, whilst some rural communities could become or remain cut off. Further impacts to power supplies/mobile phone coverage are also possible.

PPM relief under *force majeure* is requested to apply from start of service and throughout Friday 02nd March 2018, given the ongoing priority to safely move customers irrespective of the impact this had on ScotRail's public performance measure, after discussions with Transport Scotland.

Appendix – Daily service alterations under emergency timetable arrangements

Emergency timetable agreed Tuesday 27th February 2018 for Wednesday 28th February 2018

Services at Edinburgh:

XX08 EDB/GLT & return XX20 GLT/EDB Suspended
XX19 EDB/COW & return XX23 COW/EDB Suspended

XX03 EDB/DBL & return XX28 DBL/EDB Suspended

2T98 1520 Glenrothes to Tweedbank starts Edinburgh at 1624

2T52 1619 Glenrothes to Tweedbank starts Edinburgh at 1722

Services from/to GLQ

XX27/57 Queen St to / from Anniesland services suspended.

After 2030 services XX18/48 Queen St to Croy & return XX17/47 Croy to Queen St suspended
(Local bus ticket acceptance for Lenzie & Bishopbriggs).

5N82 0636 GLQ/LNZ – 2N82 0734 LNZ/GLQ Cancelled

1N80 0713 Kirkcaldy to Queen St cancelled

1L85 1611 GLQ / Arbroath terminates DEE

2N73 1633 Queen St to LNZ runs as booked

1L21 1711 GLQ to Carnoustie terminates DEE

1N79 1733 GLQ to Markinch Cancelled

Services at Aberdeen:

1A56 1529 Inverness to Stonehaven terminates at Aberdeen

2A62 1552 Aberdeen to Inverurie cancelled

2T00 1636 Aberdeen to Stonehaven cancelled.

2A55 1647 Inverurie to Stonehaven cancelled.

Services To/From Perth:

1H17 1741 Edinburgh to Inverness terminates at Perth and attaches to 1H53 1811 Queen St to Inverness

Services at Dundee:

2L09 0603 Carnoustie to Dundee cancelled

1L85 1611 GLQ / Arbroath terminates DEE & return 1L52 1820 Arbroath to Edinburgh starts Dundee

1L21 1711 GLQ to Carnoustie terminates DEE

North Electric / Argyle Line:

No alterations.

Glasgow Central:

Glasgow Central to Barrhead services suspended (Local bus ticket acceptance for Nitshill / Priesthill / Pollokshaws West)

Emergency timetable agreed Wednesday 28th Feb 2018 for Thursday 1st March 2018

It was agreed that the following routes would operate*

- Aberdeen/Inverness route
- Inverness/Wick route
- Inverness/Kyle route
- Perth/Inverness route
- Crianlarich/Oban/Fort William/Mallaig route
- Dundee/Aberdeen route
- Ayr/Girvan/Stranraer

- Glasgow Central/Ayr (to run after red warning expired)
- Glasgow Central/Kilmarnock (to run after red warning expired)
- Edinburgh/Dundee (to run after red warning expired)
- Edinburgh/Glasgow Queen Street HL via Falkirk High (to run after red warning expired)

**albeit with some alterations due to crew and set displacement as a result of extreme weather in the amber and red Met Office weather warning areas.*

There was a reduction in frequency to services operating under emergency timetable arrangements, however this was agreed the night before on each occasion.

Emergency timetable agreed Thursday 1st March 2018 for Friday 2nd March 2018

It was agreed that the following routes would operate*:-

- Aberdeen/Inverness route
- Inverness/Wick route
- Inverness/Kyle route
- Perth/Inverness route
- Crianlarich/Oban/Fort William/Mallaig route
- Dundee/Aberdeen route
- Ayr/Girvan/Stranraer

- Glasgow Central/Ayr (to run after red warning expired)
- Glasgow Central/Kilmarnock (to run after red warning expired)
- Edinburgh/Dundee (to run after red warning expired)
- Edinburgh/Glasgow Queen Street HL via Falkirk High (to run after red warning expired)

All other routes were required to be route proved, however this was completed during the course of Friday and the following routes were reopened later in the day after the expiration of the Met Office amber warning for snow that had been in place since Wednesday 28th February 2018, and after additional safety checks, however these services were not showing as operating under the emergency timetable arrangements agreed Thursday 01st March 2018 for Friday 02nd March 2018:

- Glasgow Central/East Kilbride
- Glasgow Central/Newton
- Glasgow Central/Neilston

From: [REDACTED]
Sent: 01 May 2018 14:29
To: [REDACTED]
Subject: FW: Force majeure Snow

From: [REDACTED]
Sent: 01 March 2018 11:45
To: [REDACTED]
Cc: [REDACTED]
Subject: Force majeure Snow

All Notice is Hereby given of the Following Force Majeure Incident

28/02/18 and ongoing Severe Weather Incident

Incident log 1720282.

28/02/2018 13:30 Due to red warning issued by the met office :-

- The Met Office have issued a red warning of snow valid from 15:00 on Wednesday 28th February until 10:00 on Thursday
- The Met Office have issued an amber weather warning for snow valid from 10:15 on Wednesday 28th February until 18:00
- The Met Office have issued a yellow weather warning for snow valid from 09:55 until 23:55 on Wednesday 28th February
- The Met Office have issued a yellow weather warning for snow valid from 00:05 until 23:55 on Thursday 1st March
- The Met Office have issued a yellow weather warning for snow valid from 00:05 on Friday 2nd March until 23:55 on Saturday

Key Route Strategy Implemented as follows until 1800hrs:-

Glasgow/ Ayr
Glasgow / Carlisle WCML
Glasgow Queen St/ Edinburgh via E&G
Edinburgh/ Dundee via Kirkcaldy
Edinburgh - ECML

Full shut down of service throughout the RED affected area 1800hrs to 1000hrs.

Trust Incidents to date.

Inc Dt	Inc Val	Bgl Mgr	Inc Cse	Memo
28/02/18	841437	XQLE	X9	SEVERE WEATHER EDB
28/02/18	841442	XQLG	X9	SEVERE WEATHER GLC
28/02/18	841434	XQLH	X9	SEVERE WEATHER PTH
28/02/18	841439	XQLM	X9	SEVERE WEATHER MTH
28/02/18	842842	VED1	VW	2N13 HORN FLR NCL
28/02/18	841611	XQLM	X9	5L03 7 OVERTIME MTH
01/03/18	845692	XQLG	X9	SEVERE WEATHER GLC 28/02
28/02/18	841616	XQLH	X9	1T02 4 LOST PTH BLFD
28/02/18	841651	XQLN	X9	2G98 3 LOST WEMYSBJ PYG
28/02/18	841461	XQLA	X9	IT10 CHANGE OF ORIGIN

Note that this an ongoing incident

Regards
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 08 May 2018 15:26
To: [REDACTED]
Subject: FW: ; Subject: Notification of Force Majeure Incidents
Attachments: FM05_06_05_18.pdf

FYI. Haven't looked at it yet

From: [REDACTED]
Sent: 08 May 2018 15:13
To: [REDACTED]
Subject: ; Subject: Notification of Force Majeure Incidents

Notice is hereby given of a force Majeure incident on Saturday 05/05/18 to Sunday 07/05/18

Log reference 175,1778 21:15 06/05.18 (Log attached)

Trust Incident ref 009174

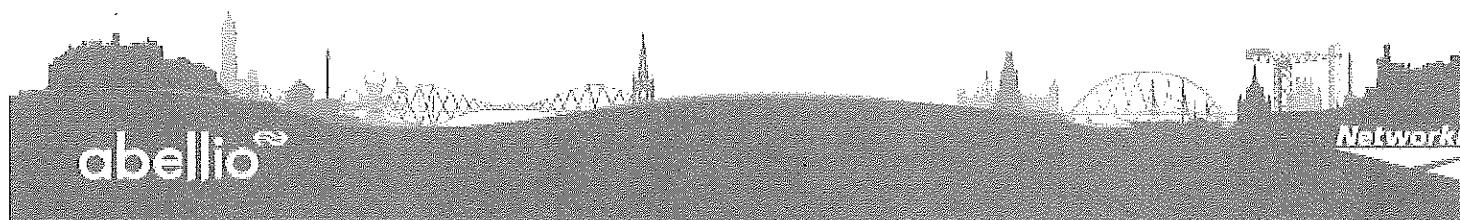
Best Regards

[REDACTED]

Abellio Scotrail Performance

[REDACTED]

151 St.Vincent Street, Glasgow, G2 5NJ.



Abellio ScotRail Limited. Registered in Scotland Number SC450732. Registered office: 5th Floor, Culzean Building
36 Renfield Street Glasgow G2 1LU

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Print View: Incident 1754778 (last updated: 08 May 2018 12:23). Not being actively controlled**Incident Title:** OHL DAMAGE EG4, 5 & 6 "files att" O/S**Incident Start:** 05/05/2018 21:21**Advised At:** 05/05/2018 21:21**Paged:****Initial Response Advised:** 05/05/2018 21:22**Arrived At:****Train Movement Suspended:****On the Move:****Normal Working Resumed:****Booked In Order:****Incident Type:** OHL Down irement**Autumn Related:** No**Area:** SC - Scotland**No Log:****Start Location:** Glasgow Central Bridge Street Junction**End Location:****Line:** ALL**Fault Number:** 313228**Equipment Number:** EG 4,5 & 6**BTP Reference:****Other 3rd Party Reference:****Reported By:** CATHCART/WSSC**Actioned By:** SAS JH GC**NOC Reportable:** Yes**No Trains:** No**Incident Closed:** Yes**TDA:**

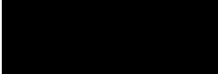
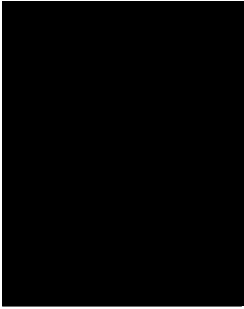
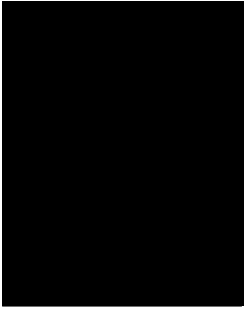
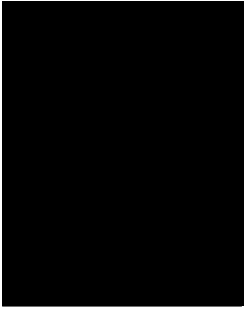
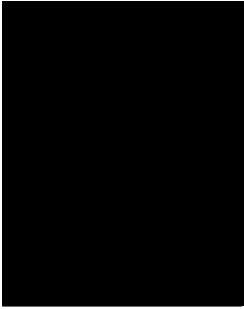
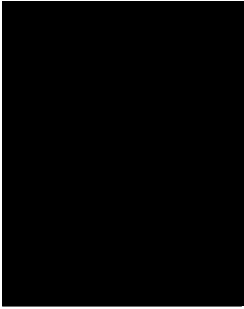




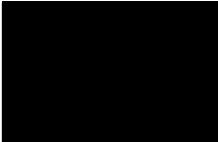
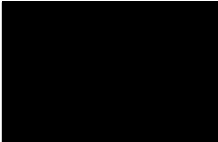
TDA No.	TRMC	Full Can	Part Can	# Trains	Delay Mins	FTS/Div
009174	CQL9	236	92	123	2002	0

Events

Ref	Start Time	Description	Created By	Updated By	Company
6	05/05/2018 21:15:00	Cathcart ECR advise that they have had a CB trip on electrical section EG 3,4,5 and 6. 2G86 between line 6 and 7, 2F83 between line 6&7 2I23 in platform 9.			Network Rail Infrastructure
8	05/05/2018 21:19:00	Cathcart ECR advise that they have reset EG3 at 2117, EG4&5 at 2118, and EG6 at 2119.			Network Rail Infrastructure
3	05/05/2018 21:22:00	OHL staff Cow lairs advised and on route to site			Network Rail Infrastructure
5	05/05/2018 21:28:00	MOM M.Scobie reports he has received a report from a MOP that whilst at the roadside at Salkeld Street, he observed 2 flashes and heard a loud bang. Also the MOP has reported droppers are hanging below the contact wire.			Network Rail Infrastructure
11	05/05/2018 21:29:00	Initial advice to Transport Scotland on call.			Network Rail Infrastructure
14	05/05/2018	Cathcart ECR advise that they believe the fault to include electrical sections 4 and			Network Rail

	21:37:00	5. Blocked to Electrics being arranged.		Infrastructure
15	05/05/2018	CSL2 declared by Control Duty Ops Manager		Network Rail Infrastructure
	21:39:00	Lead Operations Controller: S. Sharman Lead Information Controller: B. Sweeney. Asset Recovery Manager: H.ewart Disruptive event: OHL damage. Performance impact: Significant		
		Prioritised Plan / Key Milestones 1. OHL staff to site Target 2200Hrs Achieved 2151 2. Make OHL Equipment safe. 3 Recover trapped passengers / trains 4 Establish extent of damage / access repairs		
4	05/05/2018	2nd on call OHL advised.		Network Rail Infrastructure
	21:40:00			
17	05/05/2018	Cathcart ECR advise block to electric traction imposed on EG 4,5 and 6 at 2143.		Network Rail Infrastructure
	21:43:00			
2	05/05/2018	Ayr/Largs Ardrossan/Gourock/Wemyss Bay - Glasgow Central services to terminate/start at Paisley Gilmour St. as per Contingency Plan, PY5 (NR Scotland Issue 001 Date March 2018)		Network Rail Infrastructure
	21:44:00			
		Service recovery 2026 cancelled		
1	05/05/2018	Scala Message as follow:		Network Rail Infrastructure
	21:44:00	Disruption at Glasgow Central High Level due to overhead line problem. Services to from Ayr to start/terminate at Paisley Gilmour St. Major disruption expected to all services. Updates to follow		
		Virgin Trains WC advised.		
7	05/05/2018	Services trapped in area of OHL damaged section.		Network Rail Infrastructure
	21:48:00	2G86 2024 Gourock Glasgow approach to GG5261 signal [Up Ayr to Down Line 4]. 2F83 2115 Glasgow Central - Ardrossan Harbour approach to GG5470 signal [Down Ayr]. 2F82 2031 Ardrossan Harbour - Glasgow Central approach to GG5832 signal [Up Ayr]. 2D60 2105 Paisley Canal - Glasgow Central approach to GG5842 signal [Up Ayr]. 1G88 2048 Gourock - Glasgow Central approach to GG5846 signal [Up Ayr].		
		Services Trapped outwith OHL damaged area. 2A13 2131 Kilmarnock Glasgow GG5189 signal [Muirhouse]. 1A15 Kilmarnock Glasgow GB5187 signal [Muirhouse]. 2J29 2228 East Kilbride Glasgow [Crossmyloof station]. 1L60 2112 Carlisle Glasgow [Kennishead station]. 2M83 2119 Newton Glasgow [Pollokshields West station]. 2L23 2115 Glasgow Glasgow [Pollokshields East station]. 2N25 2158 Neilston Glasgow [Queen Park station]. 2N27 2228 Neilston Glasgow [Cathcart station]. 2M87 2219 Newton Glasgow [King's Park station].		
9	05/05/2018	2151Hrs OHL staff on site and confirm OHLE-wire are down and are fouling Up		Network Rail Infrastructure
	21:51:00	and Down Ayr and line 4 no traffic in or out on these lines		
10	05/05/2018	BTP Control advised [ref 690] and a request for the Duty Inspector to call ICC		Network Rail Infrastructure
	21:52:00	Glasgow with concern for public order in Glasgow Central Station.		
12	05/05/2018	2T30 cancelled Paisley Gilmour St		Network Rail Infrastructure
	21:54:00			
20	05/05/2018	Station Duty Manager contacted and reports Glasgow Central at the moment is busy but not at levels of concern.		Network Rail Infrastructure
	21:55:00	SDM will work with BTP to monitor the amount of people in the station and should levels become unsafe the station will be closed.		
13	05/05/2018	Transport Scotland on call updated.		Network Rail Infrastructure
	21:55:00			
16	05/05/2018	BTP Duty Inspector updated with the incident so far and reports he has pulled		Network Rail Infrastructure
	21:58:00	officers in from other locations to attend at Glasgow Central to assist with public order.		
		The priority at the moment is the recovery of trapped trains and the safety of passengers.		

The Duty Inspector mentioned coincidentally during the course of the call that officers on duty at Bridge Street Subway Station observed a flash and heard a bang from the OHL in the Eglinton Street area.

24	05/05/2018	Scala Update 22:06:00	Due to failure of the electricity supply at Glasgow Central disruption is expected until the end of the day. Impact: Train services between Glasgow Central and Ayr will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street. All stations between Glasgow Central and Paisley Gilmour Street will not be served. Train services between Glasgow Central and Gourock will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street. All stations between Glasgow Central and Paisley Gilmour Street will not be served. . Train services between Glasgow Central and Wemyss Bay will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street Additional Information: We are currently unable to run train services between Glasgow Central and Paisley Gilmour St.		Network Rail Infrastructure
19	05/05/2018	MOM now on site and will liaise with the OHL department. 22:07:00			Network Rail Infrastructure
18	05/05/2018	NOC updated. 22:07:00			Network Rail Infrastructure
21	05/05/2018	OHL staff on site and confirm OHLE-wire are down and are fouling Up and Down Ayr and line 4 no traffic in or out on these lines 22:10:00			Network Rail Infrastructure
23	05/05/2018	MOM advises that the OHL staff are walking through site to assess damage. 22:15:00			Network Rail Infrastructure
22	05/05/2018	There are currently 5 trapped trains with passengers on board that require evacuation. 22:20:00	a) 2G86 at GG5261 on line 4 at Bridge St Jn. (18 passengers). b) 2F83 [2115 Glasgow Central-Ardrossan Harbour] at GG5470 on line 7 (110 passengers) c) 2F82 [2031 Ardrossan Harbour-Glasgow Central] at GG5832 on the Up Ayr line at Bridge St Jn (92 passengers). d) 2D60 [2105 Paisley Canal-Glasgow Central] at GG5842 on the up Ayr line at Smithy Lye (7 passengers). e) 1G88 [2048 Gourock-Glasgow Central] at GG5846 on the Up Ayr line in rear of 2D60 (11 passengers).		Network Rail Infrastructure
			At the moment there is no power to these trains. OHL staff on site are carrying out an assessment to see if switching can be carried out to provide power enabling them to set back towards Paisley. Concurrent to this arrangements are in hand to use diesel traction to rescue passengers from the trapped trains in the event that power cannot be supplied.		
25	05/05/2018	MOM advises that they plan to evacuate 2G86 at Bridge Street and take passengers clear via Salkeld Street and the access at Glasgow Central old box. 22:25:00			Network Rail Infrastructure
26	05/05/2018	Media on call advised. 22:31:00			Network Rail Infrastructure
27	05/05/2018	2234Hrs Prioritised Plan / Key Milestones Update 22:39:00	1. OHL staff to site Target 2200Hrs Achieved 2151 2. Make OHL Equipment safe. 3 Recover trapped passengers / trains Target (a/b). 2G86 & 2F83 will be detrained by foot to Salkeld St - (c,d,e) 2F82 1G88 & 2D60 will be transfer via diesel recovery unit being arranged from Corkerhill 4 Establish extent of damage / access repairs 2026 cancelled All Ayr services to terminate/start at Paisley Gilmour St.		Network Rail Infrastructure
28	05/05/2018	SDM at Glasgow Central in conjunction with the BTP advise that on grounds of public safety the high level station will be closed. 22:44:00	On this basis no further services will be departed from Glasgow Central tonight, the diesel services currently standing on the Muirhouse Lines will be brought into the station in due course with no further workings. The exit from the low level will be maintained to allow access / egress from the Argyle Line.		Network Rail Infrastructure
29	05/05/2018	RIO advises that 2G86 is now being evacuated [7 passengers] 22:46:00			Network Rail Infrastructure
30	05/05/2018	RIO advises that 2F83 is now being evacuated. [20 passengers]. 22:49:00			Network Rail Infrastructure

32	05/05/2018	Route Infrastructure Director [DD] updated with circumstances. 22:52:00		Network Rail Infrastructure
31	05/05/2018	4th on call advised. 22:52:00		Network Rail Infrastructure
36	05/05/2018	OHL Cartsairs / Portobello arranging material and resources as follows: 23:00:00 4 x unimog made available, catenary & contact wire along with slow speed SIs and on route to Glasgow Central		Network Rail Infrastructure
34	05/05/2018	22:39 2234Hrs Prioritised Plan / Key Milestones Update 23:06:00 1. OHL staff to site Target 2200Hrs Achieved 2151 2. Make OHL Equipment safe. 3 Recover trapped passengers / trains Target (a/b). 2G86 & 2F83 will be detained by foot to Salkeld St - Achieved 2305Hrs (c,d,e) 2F82 1G88 & 2D60 will be transfer via diesel recovery unit being arranged from Corkerhill. Once passengers transfer completed return to Cardonald / Taxis. 4 Establish extent of damage / access repairs 2026 cancelled All Ayr services to terminate/start at Paisley Gilmour St.		Network Rail Infrastructure
35	06/05/2018	1Z99 accompanied by DTM (JC) has now departed Corkerhill. 00:04:00		Network Rail Infrastructure
39	06/05/2018	Service recovery of services on Cathcart Circle 00:19:00 2I23 2115 Glasgow Central - Glasgow Central cancelled Pollockshields East 2N25 2158 Neilston - Glasgow Central cancelled at Queens Park 2N27 2228 Neilston - Glasgow Central cancelled at Cathcart 2M83 2119 New ton (Lanark) - Glasgow Central cancelled at Pollockshields West 2M87 2219 New ton (Lanark) - Glasgow Central cancelled at Kings Park Several routes requested for recovery of units to Shields/Corkerhill were unsuccessful due to lack of driver route knowledge		Network Rail Infrastructure
37	06/05/2018	1Z99 now along side 2F82, 2 x disabled passengers being transferred. 00:19:00		Network Rail Infrastructure
38	06/05/2018	1Z99 now along side 2D60 (7 x people transferred) 00:32:00		Network Rail Infrastructure
40	06/05/2018	2M27 to run ECS to New ton Turnback sidings 00:41:00		Network Rail Infrastructure
41	06/05/2018	1Z99 now along side 1G88 (11 x transferred) 00:46:00		Network Rail Infrastructure
42	06/05/2018	0050Hrs 1Z99 now on the move to Cardonald 00:51:00		Network Rail Infrastructure
48	06/05/2018	Arrangements now being made to impose full isolation to allow fitters to secure pans on 2G86 [pan damaged sets]. Diesel set being arranged by Corkerhill to assist damaged set in Glasgow Central. Then repairs will be carried out to OHL damage. 01:00:00		Network Rail Infrastructure
43	06/05/2018	1Z99 at Cardonald 01:06:00		Network Rail Infrastructure
44	06/05/2018	2M83 to run ECS to Glasgow Central via New ton 01:14:00		Network Rail Infrastructure
46	06/05/2018	Advised by Ayr WS that Driver of 5K73 at Ayr won't take ECS into Tow nhead EMU sidings. Possible delay to Item 89. TSDM advised. 01:17:00		Network Rail Infrastructure
45	06/05/2018	Customer Services Manager reports all passengers now taxied away from Cardonald. 01:18:00 There are now no stranded passengers at any location.		Network Rail Infrastructure
47	06/05/2018	2I23 to run ECS to New ton Turnback sidings. 01:27:00		Network Rail Infrastructure
49	06/05/2018	MOM now stood down. 01:30:00		Network Rail Infrastructure
50	06/05/2018	Due to route availability and driver hours following services to be stabled at given stations: 01:33:00 2M83 at Pollockshields West (3 car 318269) 2I23 at Pollockshields East (3 car 318261) vice previously arranged New ton Turnback siding 2N25 at Queens Park (3 car 314204) 2N27 at Cathcart (3 car 314203)		Network Rail Infrastructure
52	06/05/2018	SSM WSSC reports Item 11 taken. 02:05:00 OHL staff will work within the limits of this possession to undertake repairs as		Network Rail Infrastructure

06/05/2018 02:05:00 The station is now clear of the impact of the possession to undertake repairs as agreed with PICOP.

51	06/05/2018	SDM Glasgow Central reports all passengers now clear of the station.	02:05:00		Network Rail Infrastructure
59	06/05/2018	1Z99 (Units 156514 and 156485) departed Corkerhill with DTM and Driver for Bridge Street to assist 5G86.	02:30:00		ScotRail
53	06/05/2018	WSSC still waiting on confirmation of all pans have been dropped in Glasgow Central station before isolation can be granted to OHLE	02:41:00		Network Rail Infrastructure
54	06/05/2018	ECR Cathcart report form 'B' issued to OHL staff to install isolation	03:09:00		Network Rail Infrastructure
56	06/05/2018	BTP Duty Inspector debriefs as follows: All public were clear of station by 0205hrs. Immediately before the decision was taken to close the station, approx 3000 persons were reported on the concourse becoming increasingly unhappy with the lack of train service. Despite the above, no arrests took place.	03:20:00		Network Rail Infrastructure
55	06/05/2018	Isolation in place, fitters on site securing pantographs on failed unit and assist train now coupling up.	03:30:00		Network Rail Infrastructure
62	06/05/2018	Yoker Team Leader (AC) reports pantographs secured on units 314205 & 314214.	04:00:00		ScotRail
57	06/05/2018	OHL staff report fitters still working on coupling up to failed unit no timescale for it to be on the move at present, therefore OHL staff are working round about the failure and plan and due to change over times at 0700Hrs they are working towards repairing equipment to allow isolation / possession to be cut back and traffic being able to run on lines 1-4 the Cathcart side and the Ayr lines will remain blocked with a proposal of buses between Glasgow Central and Paisley	04:20:00		Network Rail Infrastructure
58	06/05/2018	Contingency to remain in place for start of work as follows, as per Contingency Plan, PY5: Ayr/Largs-Ardrossan/Gourock/Wemyss Bay to Glasgow Central services to terminate/start at Paisley Gilmour St. (Alterations to contingency may occur due to crew and set availability) Paisley Canal to Glasgow Central services withdrawn	04:37:00		Network Rail Infrastructure
63	06/05/2018	DTM JC reports adaptor coupling attached. Units will run at 5 mph to Corkerhill.	05:05:00		ScotRail
60	06/05/2018	Scala Message Published as follows with expiry time of 1200hrs: Due to failure of the electricity supply at Glasgow Central disruption is expected. Impact: Train services between Glasgow Central and Ayr will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street. Train services between Glasgow Central and Gourock will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street. Train services between Glasgow Central and Wemyss Bay will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street. Train services between Glasgow Central and Largs/Ardrossan will be cancelled, delayed or terminated at and started back from Paisley Gilmour Street. All stations between Glasgow Central and Paisley Gilmour Street will not be served. Paisley Canal-Glasgow Central Services withdrawn Additional Information: We are currently unable to run train services between Glasgow Central and Paisley Gilmour St.	05:06:00		Network Rail Infrastructure
61	06/05/2018	WSSC advise 1Z99 departed Bridge Street for Corkerhill depot.	05:25:00		ScotRail
64	06/05/2018	OHL supervisor reports that to effect full repairs of Muirhouse lines and Ayr lines would take most of today until at least approx 1700hrs. An alternative plan which has now been agreed to by ICC Glasgow is that with the failed set now clear of the dewaterment area, the focus initially will be to restore the Muirhouse lines for normal traffic ASAP. Thereafter the wires on the single line and down Ayr between line 4 and line 7 will be strapped up and left in situ until a repair can be effected tonight; this will mean that the Ayr lines can be handed back mid morning with bi-directional running over the Up Ayr line between Bridge Street Jn and Smithy Lye. Given the reduced traffic levels on Sundays this will have the lesser operational impact. ICC has requested a robust estimate for full repairs in this alternative scenario such that the required track access can be granted tonight.	05:30:00		Network Rail Infrastructure
65	06/05/2018	OHL staff report three machines now working on OHLE estimate for agreed plan	06:19:00		Network Rail Infrastructure
66	06/05/2018	West Coast Railway advised regarding potential impact to 5Z50 0718 Polmadie to Glasgow Central and 4Z50 0707 Glasgow Central to Fort William	06:24:00		Network Rail Infrastructure

06:21:00	Glasgow Central and 1250 0737 Glasgow Central to Fort William.		Infrastructure
68 06/05/2018 06:22:00	WSSC advise that the assist set and the six car failure are struggling up the incline at Drumbreck. Still making progress but very slow. Further progress reports will be advised.		Network Rail Infrastructure
67 06/05/2018 06:24:00	FSDM advised.		Network Rail Infrastructure
79 06/05/2018 06:30:00	Shift changeover within Scotland ROC, staff resource now detailed as follows: Lead Operations Controller: [REDACTED] Lead Information Controller: [REDACTED] Asset Recovery Manager: [REDACTED] Disruptive event: OHL damage Bridge Street Jn Performance impact: Significant Revised Prioritised Plan / Key Milestones =====		Network Rail Infrastructure
	(a) Establish handback time for electric traction on Lines 1 Up, 1 Down, Line 3, Line 4 and Up Ayr, with Down Ayr fit for diesel traction only : Planned 0830hrs, yet to be achieved. (b) Resource drivers for the 7 sets still in situ from the original incident: Planned 0930hrs, yet to be achieved. (c) Establish strategy for subsequent OLE access this evening to effect permanent repairs: Planned 1100hrs, yet to be achieved. (d) Confirms early shut down arrangements with TOC's to facilitate the concluding OLE repairs this evening: Planned 1200hrs, yet to be achieved.		
69 06/05/2018 06:50:00	1Z99 Arrives Corkerhill Depot.		ScotRail
70 06/05/2018 06:54:00	As a result of the on-going asset failure of 493 points at Helen Street, dating back to 27/09/2017 [FMS no:299742], whereby 493A points clamp lock machine ad switch blade was damaged by a tamper, the asset has been locked normal since that date. S&T advised and requested to attend with a view to establishing if a reverse detection can be obtained on the asset, however should the points require to be maintained normal, all class 2 Inverclyde services booked to call at Cardonald, Hillington East and West would be unable to call in the down direction only for the duration of the restricted access/egress to Glasgow Central via the Up Ayr only post the 0815hrs recovery milestone. Control Duty Ops Manager updated regarding the high possibility of a replacement bus service being required to cover these 3 stations.		Network Rail Infrastructure
84 06/05/2018 07:00:00	Local bus ticket acceptance requested for all available routes affected.		ScotRail
71 06/05/2018 07:00:00	Ansaphone message left for the ARM, [H.Ewart] to contact Scotland IC West.		Network Rail Infrastructure
72 06/05/2018 07:09:00	Ansaphone message left for TSM Central [J.Maguire] to contact Scotland ROC.		Network Rail Infrastructure
73 06/05/2018 07:20:00	Following dialogue between LOC and ARM, the following criteria established: (a) Root cause of the dewirement has yet to be established. (b) No specific detailed list of asset damage readily available. (c) Envisaged that all remaining damaged OLE will be tied up for 0815hrs/0830hrs with EG 1-6 complete again being live, with purely a BTET being imposed on the Down Ayr between Bridge Street Jn and Smithy Lye - OK for diesel traction. (d) Confirmed that 383 points will be OK to run electric traction through reverse. (e) An early shut down of approx 2200hrs will be required this evening to enable full repairs to be effected, however actual extent of the associated isolation & possession required has yet to be established.		Network Rail Infrastructure
75 06/05/2018 07:30:00	Recovery of stranded sets will be as follows: (a) 2F83 standing GG5470 to be returned back into Glasgow Central HL. (b) 4 drivers being conveyed by taxi to recover 2M83 at GB5070 [Maxwell Park stn], 2123 at GB5103 [Pollokshields East stn], 2N25 at GC5099 [Queens Park stn] & 2N27 at GC5097 [Cathcart stn]. (c) Following recovery of the above 4 sets in the Cathcart area, 3 of the drivers will then be conveyed by a DMU ex Glasgow Central via the Down Ayr to provide driver resource for 2F82 at GG5832, 2D60 at GG5842 & 1G88 at GG5836 all on the Up Ayr between Shields Jn and Bridge Street Jn.		Network Rail Infrastructure
74 06/05/2018 07:30:00	Control Duty Operations Manager consulted and the following recovery of trains will take place once initial repairs are complete:		Network Rail Infrastructure

		Phase 1 recovery [1] - Drivers will be in position at the following stations to recover trains; Pollokshields West, Pollokshields East, Queen Park and Cathcart at from 08:00. Phase 2 recovery [2] - 2F83 on the line 7 will be recovered then a class 156 unit will be utilised to convey drivers on the Down Ayr line to the following trains on the Up Ayr line; 2F82, 2D60 and 1G88.		
76	06/05/2018 07:43:00	TSM Central confirms 493A requires a new switch and will not be able to be reversed, therefore class 2 Inverclyde services booked to call at Cardonald, Hillington East and West would be unable to call in the down direction only for the duration of the restricted access/egress to Glasgow Central via the Up Ayr only post the 0830hrs recovery milestone.		Network Rail Infrastructure
82	06/05/2018 08:00:00	Four stand-by buses moved from engineering works to run between Glasgow and Paisley Gilmour Street.		ScotRail
77	06/05/2018 08:18:00	updates revised expectation is for the isolation handback to be 0900hrs, following subsequent issues that require to be addressed prior to handback.		Network Rail Infrastructure
78	06/05/2018 08:49:00	OHL staff (IF) advise estimate for hand back now 0930hrs as work required on a cross over wire and registration arm at 386 points.		Network Rail Infrastructure
80	06/05/2018 09:03:00	Following train plan being implemented at present: Ayrshire services xx15/45 from Ayr forming xx10/40 from Paisley starting from 0845 from Ayr & 0940 from Paisley xx23 from Gourock forming xx35 from Paisley (2 hourly service only due to unit resources) starting from 1023 ex Gourock and 1135 ex Paisley Gilmour Street. xx54 from Largs forming xx16 from Kilwinning		ScotRail
81	06/05/2018 09:17:00	ARM updates handback milestone for 0930hrs remains achievable.		Network Rail Infrastructure
83	06/05/2018 09:18:00	Additional 15 buses requested to assist.		ScotRail
85	06/05/2018 09:37:00	PICOP for Central Strategy possession item 11 contacted, as 0930hrs milestone is now overdue; PICOP advises OHL staff currently conversing with Cathcart ECR beside him with a view to re-energising, however expected following this, only a few minutes will be required for support staff to uplift possession protection.		Network Rail Infrastructure
87	06/05/2018 09:44:00	PICOP confirms possession item 11 cancelled.		Network Rail Infrastructure
86	06/05/2018 10:10:00	SSM WSSC updates superseding isolation has been issued BTET for electrical section EG5J and EG4C.		Network Rail Infrastructure
88	06/05/2018 10:18:00	TSDM South updates the 2 car cl.156 DMU at the top of platform 7 with relief drivers to recover 2F82 at GG5832, 2D60 at GG5842 & 1G88 at GG5836 all on the Up Ayr between Shields Jn and Bridge Street Jn. SSM WSSC updated.		Network Rail Infrastructure
90	06/05/2018 10:30:00	ScotRail Alliance 10:30 Conference - Agenda [1] Recovery of stranded trains, 2F83 standing GG5470 to be returned back into Glasgow Central HL, 4 drivers being conveyed by taxi to recover 2M83 at GB5070 [Maxwell Park stn], 2I23 at GB5103 [Pollokshields East stn], 2N25 at GC5099 [Queens Park stn] & 2N27 at GC5097 [Cathcart stn], 3 of the drivers will then be conveyed by a DMU ex Glasgow Central via the Down Ayr to provide driver resource for 2F82 at GG5832, 2D60 at GG5842 & 1G88 at GG5836 all on the Up Ayr between Shields Jn and Bridge Street Jn. [2] Contingency Plan [3] Proposed early shut down to facilitate full repairs.		Network Rail Infrastructure
89	06/05/2018 11:02:00	All sets now recovered with the exception of 5T30 stabled in Paisley DGL.		Network Rail Infrastructure
93	06/05/2018 11:30:00	Request had been made for coaches for 1M90 0422 Glasgow Central - Manchester Airport [Mon 07.05] to be brought into Glasgow Central from Corkerhill Depot before 19:00 tonight, however TPE unable to resource a driver. 1M90 0422 Glasgow Central - Manchester Airport will be started enroute tomorrow with ECS 5M90 departed Corkerhill and running direct via the Clydesdale route.		Network Rail Infrastructure
91	06/05/2018 13:00:00	ScotRail Alliance 13:00 Conference - Agenda [1] Timescales to recover asset with full repairs. Marie Anne Hendry, Infrastructure Maintenance Engineer details: Summary of damage below. All staff from Portobello. Carstairs and Cowlands will		Network Rail Infrastructure

Summary of damage seen from start of possession, closures and contents will attend site. We have 3 in-house unimogs and 3 contractor machines booked to assist and for standby duty.

I will be on site from 1900 hrs and will arrange 30 min updates from site.

I will pull together a timeline later this afternoon for reference through the evening.

The plan will be to handback 0500 hrs Monday morning.

L/00/05

New Jumper double drape

New brown boveri section insulator

New feed jumper

L/00/06 - 10 ft of contact spliced in

L/00/07 - new double drape and 2x10ft of contact wire (crossover and dn ayr)

L/00/08 - 2x 10ft of contact wire

L/00/09 - knuckle missing new one required

L/00/10 - V dropper and turn buckles for SI

New registration arm and droppers/ jumpers over 10 structures

[2] Summary of trains affected and rundown of services to allow repairs to be started.

LAST SERVICES DEPARTING GLASGOW CENTRAL:

To AYR: 1830 1K77 Glasgow Central - Ayr

To LARKHALL: 16:36 2M88 Glasgow Central - Larkhall

To LARGS: 1740 2T45 Glasgow Central - Largs

To EAST KILBRIDE: 1718 2J32 Glasgow Central - East Kilbride

To WEMYSS BAY: 1750 1W51 Glasgow Central - Wemyss Bay

To NEILSTON: 1653 2N30 Glasgow Central - Neilston

To PAISLEY CANAL: 1712 2D45 Glasgow Central - Paisley Canal

To GOUROCK: 1820 2G43 Glasgow Central - Gourock

To KILMARNOCK: 1803 1A02 Glasgow Central - Kilmarnock

To ARDROSSAN HARBOUR: 1655 1F87 Glasgow Central - Ardrossan Harbour

LAST SERVICES ARRIVING GLASGOW CENTRAL:

DEPARTING AYR: 1K70 1715 Ayr - Glasgow Central arriving at Glasgow Central at 18:04

DEPARTING LARKHALL: 2M87 1654 Larkhall - Glasgow Central arriving at Glasgow Central 17:42

DEPARTING LARGS: 2T42 1654 Largs - Glasgow Central arriving at Glasgow Central at 17:58

DEPARTING EAST KILBRIDE: 2J11 1755 East Kilbride to Glasgow Central arriving at 18:26

DEPARTING WEMYSS BAY: 1W48 1650 Wemyss Bay - Glasgow Central arriving Glasgow Central at 17:39

DEPARTING NEILSTON: 2N33 1748 Neilston - Glasgow Central arriving Glasgow Central at 18:17

DEPARTING PAISLEY CANAL: 2D46 1735 Paisley Canal - Glasgow Central arriving at Glasgow Central at 17:54

DEPARTING GOUROCK: 2G40 1723 Gourock - Glasgow Central arriving at Glasgow Central at 18:13

DEPARTING KILMARNOCK: 1A17 1655 Kilmarnock - Glasgow Central arriving at Glasgow Central at 17:40

[3] Replacement bus service to facilitate the train plan

No concerns.

92 06/05/2018 Revised Prioritised Plan / Key Milestones
14:49:00 =====

- (a) Establish strategy and timescales for disruptive access to facilitate repairs: Planned 1330hrs, achieved 1300hrs following conclusion of 1300hrs conference.
- (b) Confirm 1900hrs shut down arrangements with TOC's to facilitate the concluding OLE repairs this evening: Planned 1300hrs, achieved 1250hrs.
- (c) Advise key stakeholders regarding planned staggered possession/isolation

- arrangements of 1900hrs/2200hrs: Planned 1430hrs, achieved 1358hrs.
 (d) Grant initial 1900hrs possession & isolation of electrical sections EG3, 4, 5 & 6: Planned 1900hrs, yet to be achieved.
 (e) Supersede reduced possession and isolation with the full Glasgow Central Strategy limits and isolation of EG1 - 6 complete: Planned 2200hrs, yet to be achieved.
 (f) Conclude repairs and cancel isolation: Planned 0500hrs, yet to be achieved.

94	06/05/2018	PICOP will be [REDACTED] and ES [REDACTED]	17:06:00	[REDACTED]	Netw ork Rail Infrastructure
95	06/05/2018	Possession granted.	19:16:00	[REDACTED]	Netw ork Rail Infrastructure
96	06/05/2018	[REDACTED] advises B permit was issued at 2040.	21:14:00	[REDACTED]	Netw ork Rail Infrastructure
97	06/05/2018	Full possession limits granted.	22:04:00	[REDACTED]	Netw ork Rail Infrastructure
98	06/05/2018	[REDACTED] advises one of the unimogs has failed and currently being off tracked and will be replaced by one of the contingent unimogs that is on site. This failure is not envisaged to have any detrimental affect that would jeopardise the 0500 handback.	23:12:00	[REDACTED]	Netw ork Rail Infrastructure
99	07/05/2018	OHL repairs going to plan.	00:30:00	[REDACTED]	Netw ork Rail Infrastructure
100	07/05/2018	[REDACTED] advise most of the core works completed and confidence remains high for an 0500 handback.	03:05:00	[REDACTED]	Netw ork Rail Infrastructure
101	07/05/2018	[REDACTED] reports that all machines off tracked and isolation being removed, Staff will carry out final walk through the site and take height and stagger measurements.	04:02:00	[REDACTED]	Netw ork Rail Infrastructure
102	07/05/2018	[REDACTED] reports OLE works completed and PICOP in process of cancelling possession.	04:29:00	[REDACTED]	Netw ork Rail Infrastructure
103	07/05/2018	Possession given up.	04:40:00	[REDACTED]	Netw ork Rail Infrastructure
104	07/05/2018	OHL staff [REDACTED] informs he has observed two trains through the affected section and all in order. FMS signed off.	05:11:00	[REDACTED]	Netw ork Rail Infrastructure
105	07/05/2018	E&PME [REDACTED] updates all parts involved have been quarantined and an investigation will be undertaken this week to establish root cause.	10:43:00	[REDACTED]	Netw ork Rail Infrastructure

Trains

Ref	Train ID	Start Date/Time	Starting Location	Terminating Location	Vehicle Number	Unit Number	User
1	2G86	05/05/2018 20:24:00	Gourock	Glasgow Central High Level		314214 + 314205	[REDACTED]

Services

No Services for this incident

SRCT (last updated: 05 May 2018 09:25)

Service Recovery Commencement Time:
hhmm

Time of 1st Conference:
hhmm

Agreed SRCT Review Time:
hhmm

Progressing to Normal Working Time:
hhmm

Time Service Recovery Closed:
hhmm

Agreed Plan and Conference Record:

No SRCT Participants

Routes

Route Code	Route Description
SC	Scotland

Control Centres

Control Centre
SC - Scotland Operations / Infrastructure Control

Sections

Section Name
Scotland - OM/ IMDM Glasgow Ctl
Scotland - OM/ IMDM Motherwell

Companies Affected

Company Code	Company Name	Notified
HA	ScotRail	05/05/2018 21:25:26
EH	CrossCountry	05/05/2018 21:25:25
NR	Network Rail Infrastructure	05/05/2018 21:25:26
WA	DB Cargo	05/05/2018 21:25:25
HF	Virgin Trains West Coast	05/05/2018 21:25:25
EA	First TransPennine Express	05/05/2018 21:25:25
ES	Caledonian Sleepers	05/05/2018 21:25:25

Files

Date	File	File Desc	User
06/05/2018 00:00:00	WP20180506104618Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085341Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085334Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085304Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085237Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085220Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085210Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506085008Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506084914Pro.jpg	Pics attached	
06/05/2018 00:00:00	WP20180506084832Pro.jpg	Pics attached	
06/05/2018 00:00:00	IMG1005.JPG	Pics attached	
06/05/2018 00:00:00	IMG1004.JPG	Pics attached	
06/05/2018 00:00:00	IMG1003.JPG	Pics attached	
06/05/2018 00:00:00	IMG1002.JPG	Pics attached	
06/05/2018 00:00:00	20180505ohldamage3.jpg	Pics attached	
06/05/2018 00:00:00	20180505ohldamage2.jpg	Pics attached	
06/05/2018 00:00:00	20180505ohldamage1.jpg	Pics attached	

Rail

Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF
Direct Line: 0141 272 7108, Fax: 0141 272 7537



Your ref: letter of
19th March 2018

Our ref:
ScotRail Force
Majeure request

Date:
10 May 2018

Dear [REDACTED]

Weather events 28th February-2nd March 2018: ScotRail request for force majeure

Thank you for your letter of 19th March, requesting that Transport Scotland grant relief from performance failures under the Franchise Agreement due to the occurrence of Force Majeure Events that arose from the weather events of 28th February - 2nd March 2018.

Formally, in your letter you advised:

"ASR claims relief/derogation for all non-compliances with the Franchise Agreement arising from the above Force Majeure Event, including without limitation:-

- in respect of all resultant failures to comply with the SLC and the adoption of Emergency Timetables on the applicable dates;*
- in respect of any SQUIRE failures arising and*
- agreement that all PPM failures incurred on the above dates are excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (Train Operating Performance)."*

After consideration of your claim, we are advising the following:

1. We are not in a position to grant relief/derogation from non-compliances in respect of Schedule 7.3 (*SQUIRE*). Paragraph 3.2 of Schedule 10.4 of the Franchise Agreement makes it clear that Force Majeure Event relief does not apply to the Franchisee's obligations in Schedule 7.3 (*SQUIRE*).
2. Similarly we are not in a position to grant relief/derogation from non-compliances in respect of Schedule 7.2 (*KPIs and Journey Time Metric*). Paragraph 3.2 of Schedule 10.4 of the Franchise Agreement makes it clear that Force Majeure Event relief does not apply to the Franchisee's obligations in Schedule 7.2 (*KPIs and Journey Time Metric*).

3. Transport Scotland will grant your claim to the extent that all PPM failures incurred on 28 February 2018 and on 1 March 2018 will be excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (*Train Operating Performance*). This will be actioned by deleting all trains from the record for those two days, both those planned to run and those which met PPM.

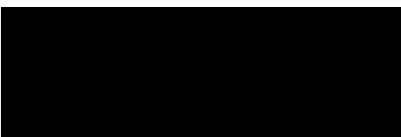
This decision is given subject to the following conditions:

- That it sets no precedent for the award of relief in respect of a Force Majeure Events. Each and every occurrence and subsequent claim will be considered on the basis of the evidence submitted in support of any claim.
- That the adjustment to PPM for those days sets no precedent for this being done in future; and
- That ScotRail undertake and provide to us, revised calculations which show clearly both how PPM for those days and the period as a whole would stand, both with and without the correction for those two days.

The correction to PPM can be implemented as an adjustment to the period 12 data the next time a formal Franchise Performance Report is prepared and supplied to Transport Scotland. The same approach can also be followed with the separate cancellations and capacity provided benchmarks.

4. Transport Scotland will not grant your claim that PPM failures incurred on Friday 2nd March be excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (*Train Operating Performance*). This is because a limited agreed timetable was in place by 2200 hrs the evening before, and there was an amber weather warning in place at that stage (so passengers had 'fair warning' of what would run on the Friday and under what conditions).
5. Transport Scotland is not prepared to grant your request for a blanket "relief/derogation for all non-compliances with the Franchise Agreement arising from the above Force Majeure Event, including without limitation, in respect of all resultant failures to comply with the SLC and the adoption of Emergency Timetables on the applicable dates". Paragraph 3.1 of Schedule 10.4 of the Franchise Agreement makes it clear that "the Franchisee shall not be responsible for any failure to perform any of its obligations under this Agreement, nor shall there be any contravention of this Agreement **if and to the extent that such failure is caused by any Force Majeure Event**". In our view, the onus is on you to ask for any relief on a specific item-by-item basis, providing sufficient supporting information to justify each claim.

Yours sincerely



Acting Franchise Contract Manager
Transport Scotland
(0141) 272 7108/Blackberry: 

[REDACTED]

From: [REDACTED]
Sent: 10 May 2018 13:14
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notification of force majeure events

[REDACTED]

Thank you for your letter and consideration of our request.

ScotRail performance team – can you please provide me with the revised PPM calculations requested at para 3 of Allan’s letter as soon as possible ?

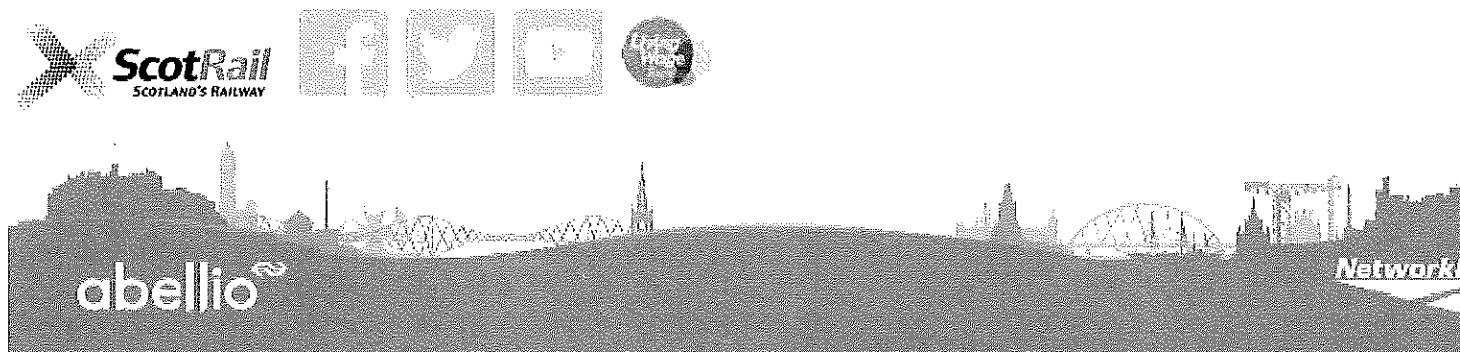
Regards

[REDACTED]

Classified as INTERNAL

[REDACTED]

Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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36 Renfield Street Glasgow G2 1LU

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From: [REDACTED]
Sent: 10 May 2018 12:36

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Notification of force majeure events

[REDACTED]

Please find attached response to your notification of Force Majeure event dated 19 March 2018 and the additional information provided and the further information provided 16 April 2018.

Kind regards,

[REDACTED]

Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

For agency and travel information visit our [website](#)

Transport Scotland, the national transport agency
Còmhdaill Alba, buidheann nàiseanta na còmhdaill

From: [REDACTED]

Sent: 19 March 2018 10:03

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Notification of force majeure events

Dear [REDACTED]

Please see attached letter and supporting information.

As always happy to discuss.

Regards

[REDACTED]

From: [REDACTED] on behalf of Minister for Transport and the Islands
Sent: 10 May 2018 12:03
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Abellio ScotRail - Ministerial correspondence - Force Majeure claim - "Beast from the East"

Thanks [REDACTED]

Mr Yousaf has noted.

[REDACTED]
Private Secretary to the Minister for Transport and the Islands

[REDACTED]
transportminister@gov.scot

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From: [REDACTED]
Sent: 10 May 2018 10:25
To: Minister for Transport and the Islands
Cc: [REDACTED]

Subject: Abellio ScotRail - Ministerial correspondence - Force Majeure claim - "Beast from the East"

Minister

Background:

Our franchise agreement with Abellio ScotRail allows Transport Scotland to consider relief from some performance obligations contained in the agreement if a Force Majeure event occurs. ScotRail submitted a claim for such relief following the weather front which became known as the "Beast from the East" which affected most of Scotland between 28 February 2018 and 2 March 2018, resulting in amber weather warnings and an unprecedented red weather warning

As per the franchise agreement ScotRail notified Transport Scotland of its intention to submit a Force Majeure claim (within 2 days of the event itself) which was received on 19 March 2018. Stating that ScotRail is claiming relief for "all non-compliances with the FA arising from the Force Majeure Event, including without limitation:-

- In respect of all failures to comply with the SLC and the adoption of the Emergency Timetables on the applicable dates;
- In respect of any SQUIRE failures arising; and

- Agreement that all PPM failures incurred on the above dates are excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (Train Operating Performance)."

Transport Scotland met with ScotRail to discuss the claim on 28 March 2018 and additional information was submitted in support of the claim on 16 April 2018

Considerations:

Transport Scotland sought some preliminary advice from SGLD and have subsequently met to discuss merits of the claim and agree a way forward.

After careful consideration of the evidence available, Transport Scotland has decided the following:

A. Transport Scotland will grant the claim that, "all PPM failures incurred on the 28 February and 1 March 2018 and they will be excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (Train Operating Performance)". This will be actioned by deleting all trains from the record for those two days, both those planned to run and those which met PPM.

We have also imposed the following conditions to this decision:

- That it sets no precedent for the award of a force majeure in future. Each and every occurrence and subsequent claim will be considered on the basis of the evidence submitted in support of any claim.
- That the adjustment to PPM for those days sets no precedent for this being done in future; and,
- That ScotRail undertake and provide to us, revised calculations which show clearly both how PPM for those days and the period as a whole would stand, both with and without the correction for those two days.

B. Transport Scotland will not grant the claim for the PPM failures incurred on Friday 2nd March "to be excluded for the purposes of calculating results against the performance Benchmarks under Schedule 7.1 of the Franchise Agreement (Train Operating Performance)".

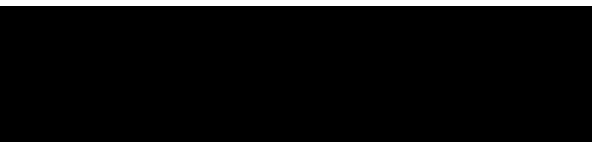
This is because a limited agreed timetable was in place by 2200 the evening before, and there was an amber weather warning in place at that stage (so passengers had 'fair warning' of what would run on the Friday and under what conditions).

C. Furthermore, Transport Scotland are not prepared to grant the request for a blanket "relief/derogation for all non-compliances with the Franchise Agreement arising from the above Force Majeure Event, including without limitation, in respect of all resultant failures to comply with the SLC and the adoption of Emergency Timetables on the applicable dates". In our judgement, it is incumbent on you to ask for any derogation on a specific item-by-item basis, providing sufficient supporting information to justify each claim.

D. Likewise, Transport Scotland cannot grant the claim for any SQUIRE failures arising from this event, because the purpose of the SQUIRE regime is to promote high standards of station service to passengers; in particular, it is under conditions like those faced during the weather event that station standards need to be as high as possible.

Recommendation:

The Minister is invited to note the contents of this e-mail





Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

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[REDACTED]

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Background:

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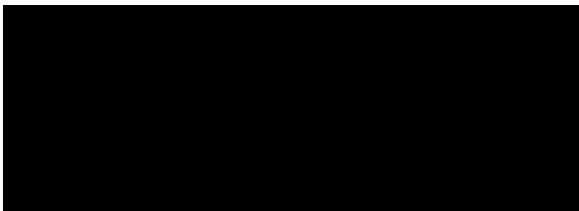
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Recommendation:

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G4 0HF

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[REDACTED]

From: [REDACTED]
Sent: 19 March 2018 10:03
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notification of force majeure events
Attachments: Email letter re Beast from the East.pdf; Force Majeure background.docx; Force Majeure.xlsx

Dear [REDACTED]

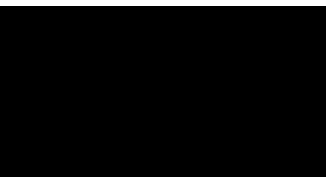
Please see attached letter and supporting information.

As always happy to discuss.

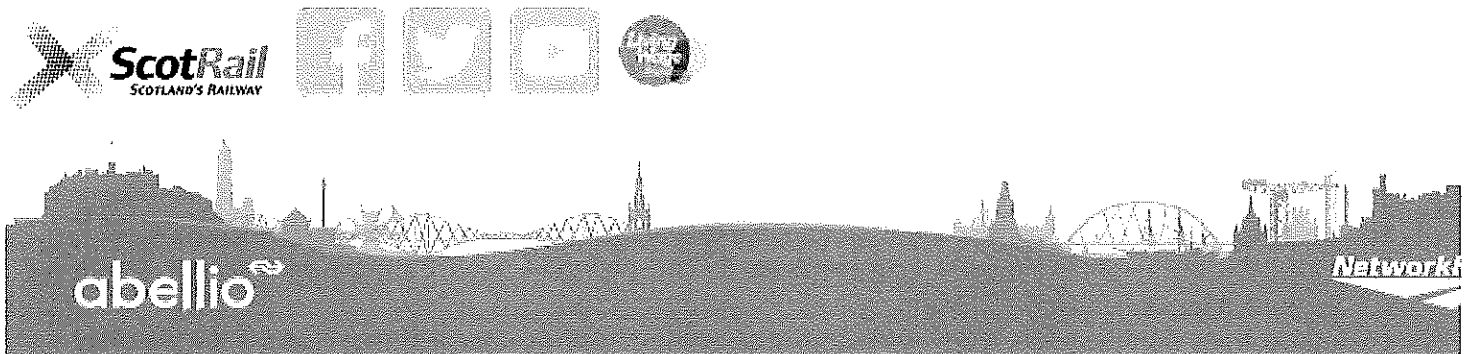
Regards

[REDACTED]

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Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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36 Renfield Street Glasgow G2 1LU

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From: [REDACTED]

Sent: 14 March 2018 10:28

To: [REDACTED]

Cc: [REDACTED]

Subject: Notification of force majeure events

Dear [REDACTED]

Further to your email of 28th February, with respect to the snow events of that week.

On 5th March, [REDACTED] (ScotRail) advised [REDACTED] that they were pulling together the details of the daily service alterations/implications, and the proposed treatments, as follows:

[REDACTED] is pulling together details of the daily service alterations/implications and proposed treatment for me this week. I'd propose that we review that once available and agree overall treatment before any adjustments are implemented by the performance teams.

Now, we have not as yet received these details; and, given the franchise requirement that we (Transport Scotland) are sighted within a couple of days as to how *force majeure* events are to be mitigated, could you please confirm ASAP when ScotRail will be in a position to share this level of detail with Transport Scotland.

Thanking you ...

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Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

[REDACTED]

From: [REDACTED]
Sent: 13 June 2018 19:23
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notification of force majeure events
Attachments: P12 Schedule 7 Ammendments.xlsx

Hi [REDACTED]

Apologies for the delay in getting back to you.

[REDACTED] has provided the attached suggested update to P12 FPR Schedule 7 tables. If acceptable this will provide the baseline for updating your records and subsequent periodic figures.

Hope this gives you what you need and please let me know if you have any queries or comments.

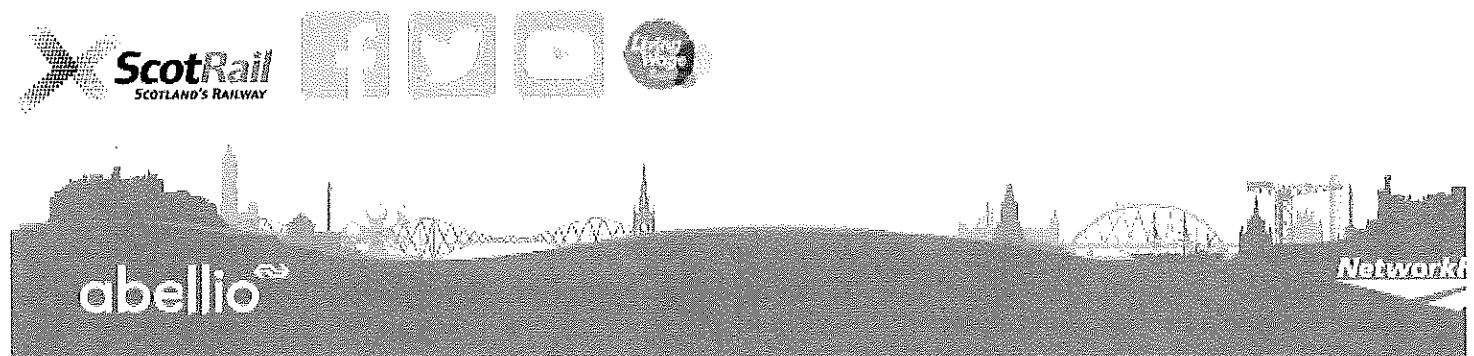
Thanks

[REDACTED]

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[REDACTED]

Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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From: [REDACTED]
Sent: 13 June 2018 11:21
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Notification of force majeure events

[REDACTED] – My email of 31 May refers; this item is still outstanding. I would be grateful if we could get some action on it, as it would provide a more robust assessment of where ScotRail's performance has actually got to, and to ensure accurate record-keeping on my part, I **do** need to see the underlying detail I initially requested in my email to you of 22 May. [REDACTED]

From: [REDACTED]
Sent: 31 May 2018 10:54
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Notification of force majeure events

[REDACTED] – further to earlier; I have sighted the period 1 franchise report, but the numeric performance data included there had not been updated to allow for your force majeure claim. I would be grateful if you could confirm the revised data, by period as well as sector group. Thanks – [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 22 May 2018 14:33
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notification of force majeure events

Hi [REDACTED]

Thank you for this. I am now doing a cross-check on the numbers.

You advise an MAA – to which period does this relate – P12, P13, or P01 of the current year?

I would also like to see a breakdown of the period 12 data by sector group, so I can keep my records properly updated. Also, if I could have updated tables (to P01) of the tables which were on page 13 and page 14 of the Period 13 report. Thanks [REDACTED]

From: [REDACTED]
Sent: 22 May 2018 14:05
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Notification of force majeure events

Dear [REDACTED]

Thank you for your letter considering our Force Majeure relief request and agreeing to grant relief for PPM failures in respect of 28 February and 1st March 2018 (subject to the methodology & conditions stated, which we note and agree).

As requested, please find the requested calculations showing the impact on Periodic and MAA PPM of applying this treatment.

Period 12

	Planned Trains	PPM Passes	PPM
Current	53,740	46,545	86.6%
PPM with 28/2 & 1/3 removed	51,481	46,186	89.7%
Difference	-2,259	-359	3.1%

MAA

	Planned Trains	PPM Passes	PPM
Current	756,870	675,997	89.3%
PPM with 28/2 & 1/3 removed	754,611	675,638	89.5%
Difference	-2,259	-359	0.2%

Can you please confirm if this is sufficient to allow the adjustment to be applied and submitted with the next available Franchise Performance Report?

Please accept my apologies for the delay in responding to you on this.

Happy to discuss further – and am sure that [REDACTED] would be too if there any queries from the Performance perspective.

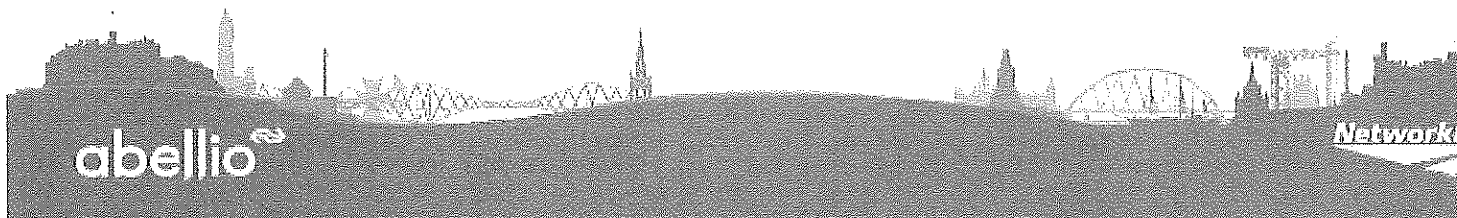
Regards

[REDACTED]

Classified as INTERNAL

[REDACTED]

Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.



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From: [REDACTED]

Sent: 10 May 2018 12:36

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Notification of force majeure events

[REDACTED]

Please find attached response to your notification of Force Majeure event dated 19 March 2018 and the additional information provided and the further information provided 16 April 2018.

Kind regards,

[REDACTED]

Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

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Còmhadhail Alba, buidheann nàiseanta na còmhadhail

From: [REDACTED]

Sent: 19 March 2018 10:03

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Notification of force majeure events

Dear [REDACTED]

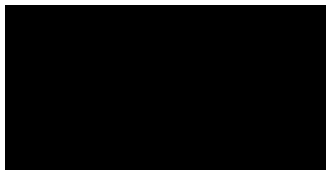
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As always happy to discuss.

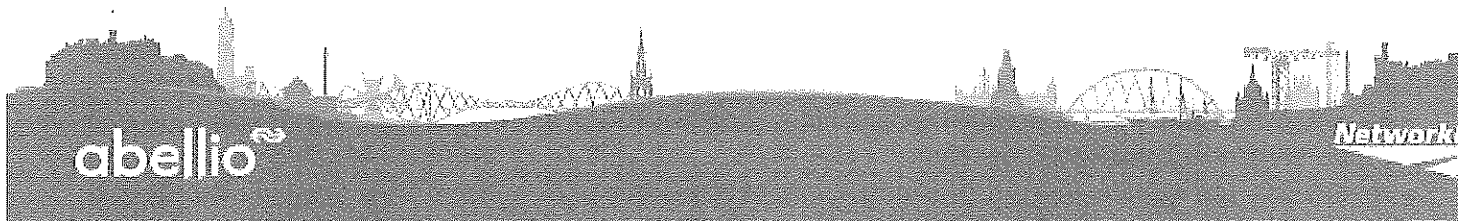
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From: [Redacted]

Sent: 14 March 2018 10:28

To: [Redacted]

Cc: [Redacted]

Subject: Notification of force majeure events

Dear [Redacted]

Further to your email of 28th February, with respect to the snow events of that week.

On 5th March, [Redacted] (ScotRail) advised [Redacted] that they were pulling together the details of the daily service alterations/implications, and the proposed treatments, as follows:

[REDACTED] is pulling together details of the daily service alterations/implications and proposed treatment for me this week. I'd propose that we review that once available and agree overall treatment before any adjustments are implemented by the performance teams.

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Thanking you ...

[REDACTED]

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Registered Office: 5th Floor, Culzean Building, 36 Renfield Street, Glasgow, G2 1LU

VAT number: 198 2787 41

P12 Original

	Express Sector Other	Express Sector E&G	Rural Sector	Suburban East Sector	Suburban West Peak
Trains Booked	3384	3008	3350	6550	7381
Cancellations	178	195	146	291	649
Canc %	5.3%	6.5%	4.4%	4.4%	8.8%
PPM Passes	2759	2419	2944	5844	5789
PPM %	81.5%	80.4%	87.9%	89.2%	78.4%
Seats Planned	604889	665627	384319	1069798	7165815
Seats Actual	597220	645806	383822	1058694	7113961

P12 Updated

	Express Sector Other	Express Sector E&G	Rural Sector	Suburban East Sector	Suburban West Peak
Trains Booked	3203	2859	3134	6334	6989
Cancellations	100	122	84	159	346
Canc %	3.1%	4.3%	2.7%	2.5%	5.0%
PPM Passes	2696	2375	2824	5791	5777
PPM %	84.2%	83.1%	90.1%	91.4%	82.7%
Seats Planned	583207	636434	369874	1022734	6857318
Seats Actual	578161	623954	369483	1016196	6841709

P12 Updated

	Express Sector Other	Express Sector E&G	Rural Sector	Suburban East Sector	Suburban West Peak
Trains Booked	181	149	216	216	392
Cancellations	78	73	62	132	303
Canc %	2.1%	2.2%	1.7%	1.9%	3.8%
PPM Passes	63	44	120	53	12
PPM %	-2.6%	-2.7%	-2.2%	-2.2%	-4.2%
Seats Planned	21,682	29,193	14,445	47,064	308,497
Seats Actual	19,059	21,852	14,339	42,498	272,252

Suburban West

Off Peak	Total
30066	53739
1704	3163
5.7%	5.9%
26790	46545
89.1%	86.6%
	9890448
	9799503

Suburban West

Off Peak	Total
28961	51480
777	1588
2.7%	3.1%
26723	46186
92.3%	89.7%
	9469567
	9429503

Suburban West

Off Peak	Total
1,105	2,259
927	1,575
3.0%	2.8%
67	359
-3.2%	-3.1%
	420,881
	370,000

[REDACTED]

From:

Sent:

15 June 2018 17:31

To:

Cc:

Subject:

Notification of force majeure events: 28th February & 1st March 2018

Dear [REDACTED]

Thank you for supplying the revised data with respect to PPM, cancellations, and capacity provided, in the context of the 28th February event.

We concur with your revised PPM calculations, as follows:

* The effect of the change in the period 12 data, lifts PPM for period 12 from 86.61 percent to 89.72 percent (+3.10 percent)

* The MAA for PPM increases as follows:

	Was	Is now:	
Period 12	89.65%	89.87%	+0.22%
Period 13	89.47%	89.69%	+0.22%
Period 01	89.34%	89.65%	+0.22%

Please ensure that the revised data on PPM, and seat capacity provided, is now supplied for the **next** Franchise Performance report, in the tables which are used to provide the Schedule 7 data.

We would also be grateful if we could have a prompt confirmation of the period 2 PPM and MAA-PPM, prior to provision of the full period 2 franchise report.

This email also confirms that we have accepted your claim for force majeure, in line with [REDACTED] letter to you of 10th May.

Sincerely,

Journey	Date	Raw	Hcode	PPM	Start Time	End Time	Origin	Dest
02/03/2018	011B14M4	0	04:53	08:19	INVERNESS	DUNDEE		
02/03/2018	061Y20M5	0	05:21	06:31	OBAN	CRNLARICH		
02/03/2018	031H25M5	0	05:39	09:36	DUNDEE	INVERNESS		
02/03/2018	021B07M5	0	05:46	06:57	ABERDEEN	DUNDEE		
02/03/2018	012H80M6	0	06:11	09:10	KYLEOFLOC	INVERNESS		
02/03/2018	012H54M6	0	06:14	07:43	ARDGAY	INVERNESS		
02/03/2018	012H58M6	0	06:26	08:12	LAIRG	INVERNESS		
02/03/2018	011B08M6	0	06:50	08:49	INVERNESS	PERTH		
02/03/2018	031A41M5	0	06:52	08:13	DUNDEE	ABERDEEN		
02/03/2018	011A46MA	0	07:09	09:33	INVERNESS	ABERDEEN		
02/03/2018	092N12MB	0	07:43	08:20	DUMFRIES	CARLISLE		
02/03/2018	022A51MB	0	07:46	08:41	HUNTLY	ABERDEEN		
02/03/2018	031A45MB	0	08:43	10:20	DUNDEE	INVERURIE		
02/03/2018	081A59MD	0	08:58	10:44	STRANRAER	KILMARNCK		
02/03/2018	011A48ME	0	09:00	11:25	INVERNESS	ABERDEEN		
02/03/2018	021B18ME	0	09:07	11:35	ABERDEEN	EDINBURGH		
02/03/2018	011B52MF	0	09:41	11:56	INVERNESS	PERTH		
02/03/2018	031H07MD	0	09:50	11:58	PERTH	INVERNESS		
02/03/2018	041L59MG	0	10:00	11:21	EDINBURGH	DUNDEE		
02/03/2018	061R38MG	0	10:00	10:51	GLWQUEENS	EDINBURGH		
02/03/2018	072K67MG	0	10:04	11:05	GLASGOW C	AYR		
02/03/2018	082K72MG	0	10:07	11:06	AYR	GLASGOW C		
02/03/2018	061Y44MG	0	10:10	13:27	MALLAIG	CRNLARICH		
02/03/2018	041R39MG	0	10:15	11:07	EDINBURGH	GLWQUEENS		
02/03/2018	061Y41MG	0	10:21	13:34	CRNLARICH	MALLAIG		
02/03/2018	061R42MH	0	10:30	11:21	GLWQUEENS	EDINBURGH		
02/03/2018	031A55MF	0	10:34	11:46	DUNDEE	ABERDEEN		
02/03/2018	021B24MH	0	10:38	13:28	INVERURIE	EDINBURGH		
02/03/2018	041R43MH	0	10:45	11:37	EDINBURGH	GLWQUEENS		
02/03/2018	061R46MI	0	11:00	11:51	GLWQUEENS	EDINBURGH		
02/03/2018	072K71MI	0	11:04	12:05	GLASGOW C	AYR		
02/03/2018	082K76MI	0	11:08	12:07	AYR	GLASGOW C		
02/03/2018	041R47MI	0	11:15	12:06	EDINBURGH	GLWQUEENS		
02/03/2018	031L62MI	0	11:29	12:53	DUNDEE	EDINBURGH		
02/03/2018	061R50MJ	0	11:30	12:19	GLWQUEENS	EDINBURGH		
02/03/2018	041A71MJ	0	11:31	13:51	EDINBURGH	ABERDEEN		
02/03/2018	021B28MJ	0	11:34	14:33	INVERURIE	EDINBURGH		
02/03/2018	072K73MJ	0	11:34	12:35	GLASGOW C	AYR		
02/03/2018	082K78MJ	0	11:36	12:35	AYR	GLASGOW C		
02/03/2018	041R51MJ	0	11:45	12:36	EDINBURGH	GLWQUEENS		
02/03/2018	031H11MH	0	11:55	14:15	PERTH	INVERNESS		
02/03/2018	021H31MK	0	12:00	14:11	ABERDEEN	INVERNESS		
02/03/2018	061R54MK	0	12:00	12:50	GLWQUEENS	EDINBURGH		
02/03/2018	041L51MK	0	12:03	13:24	EDINBURGH	DUNDEE		
02/03/2018	082K80MK	0	12:06	13:05	AYR	GLASGOW C		
02/03/2018	071E76MK	0	12:13	12:50	GLASGOW C	KILMARNCK		
02/03/2018	041R55MK	0	12:15	13:07	EDINBURGH	GLWQUEENS		
02/03/2018	061R58ML	0	12:30	13:21	GLWQUEENS	EDINBURGH		
02/03/2018	072K77ML	0	12:34	13:34	GLASGOW C	AYR		
02/03/2018	031L52ML	0	12:36	14:04	DUNDEE	EDINBURGH		
02/03/2018	081C58ML	0	12:37	13:39	AYR	GLASGOW C		
02/03/2018	041R59ML	0	12:45	13:37	EDINBURGH	GLWQUEENS		
02/03/2018	011A52ML	0	12:46	14:55	INVERNESS	ABERDEEN		
02/03/2018	011B31ML	0	12:53	15:03	INVERNESS	PERTH		
02/03/2018	081L54MI	0	12:59	13:35	KILMARNCK	GLASGOW C		
02/03/2018	061R62MM	0	13:00	13:53	GLWQUEENS	EDINBURGH		
02/03/2018	081A68MM	0	13:03	14:54	KILMARNCK	STRANRAER		
02/03/2018	072K79MM	0	13:04	14:05	GLASGOW C	AYR		

02/03/2018	082K84MM	0	13:06	14:05	AYR	GLASGOW C
02/03/2018	021B32MM	0	13:08	15:30	ABERDEEN	EDINBURGH
02/03/2018	071L55MM	0	13:13	13:50	GLASGOW C	KILMARNCK
02/03/2018	041R63MM	0	13:15	14:07	EDINBURGH	GLWQUEENS
02/03/2018	041A65MN	0	13:30	15:49	EDINBURGH	ABERDEEN
02/03/2018	061R66MN	0	13:30	14:22	GLWQUEENS	EDINBURGH
02/03/2018	071K81MJ	0	13:34	14:34	GLASGOW C	AYR
02/03/2018	082K86MN	0	13:36	14:35	AYR	GLASGOW C
02/03/2018	041R67MN	0	13:45	14:36	EDINBURGH	GLWQUEENS
02/03/2018	041L55MO	0	14:00	15:21	EDINBURGH	DUNDEE
02/03/2018	061R70MO	0	14:00	14:49	GLWQUEENS	EDINBURGH
02/03/2018	021B35MO	0	14:04	16:28	ABERDEEN	EDINBURGH
02/03/2018	072K83MO	0	14:04	15:05	GLASGOW C	AYR
02/03/2018	082K88MO	0	14:06	15:07	AYR	GLASGOW C
02/03/2018	071A10MO	0	14:13	14:50	GLASGOW C	KILMARNCK
02/03/2018	041R71MO	0	14:15	15:09	EDINBURGH	GLWQUEENS
02/03/2018	061R74MP	0	14:30	15:20	GLWQUEENS	EDINBURGH
02/03/2018	031L56MP	0	14:34	15:58	DUNDEE	EDINBURGH
02/03/2018	072K85MP	0	14:34	15:35	GLASGOW C	AYR
02/03/2018	041R75MP	0	14:45	15:37	EDINBURGH	GLWQUEENS
02/03/2018	011T99MP	0	14:47	16:53	INVERNESS	PERTH
02/03/2018	061R78MQ	0	15:00	15:51	GLWQUEENS	EDINBURGH
02/03/2018	041L57MQ	0	15:01	16:22	EDINBURGH	DUNDEE
02/03/2018	072K87MQ	0	15:04	16:05	GLASGOW C	AYR
02/03/2018	082K92MQ	0	15:06	16:08	AYR	GLASGOW C
02/03/2018	041R79MQ	0	15:15	16:07	EDINBURGH	GLWQUEENS
02/03/2018	021B40MQ	0	15:24	18:34	INVERURIE	EDINBURGH
02/03/2018	021H35MQ	0	15:27	17:49	ABERDEEN	INVERNESS
02/03/2018	061R82MR	0	15:30	16:18	GLWQUEENS	EDINBURGH
02/03/2018	041A78MR	0	15:31	18:17	EDINBURGH	INVERURIE
02/03/2018	031L58MR	0	15:33	17:00	DUNDEE	EDINBURGH
02/03/2018	082K94MR	0	15:37	16:37	AYR	GLASGOW C
02/03/2018	041R83MR	0	15:45	16:38	EDINBURGH	GLWQUEENS
02/03/2018	011B54MR	0	15:51	18:04	INVERNESS	PERTH
02/03/2018	022A62MR	0	15:52	16:14	ABERDEEN	INVERURIE
02/03/2018	041L59MS	0	16:00	17:21	EDINBURGH	DUNDEE
02/03/2018	061R86MS	0	16:00	16:48	GLWQUEENS	EDINBURGH
02/03/2018	082K96MS	0	16:00	17:05	AYR	GLASGOW C
02/03/2018	072K91MS	0	16:04	16:44	GLASGOW C	IRVINE
02/03/2018	041R87MS	0	16:15	17:07	EDINBURGH	GLWQUEENS
02/03/2018	031H15MQ	0	16:16	18:21	PERTH	INVERNESS
02/03/2018	022A64MS	0	16:19	16:29	ABERDEEN	DYCE
02/03/2018	041A79MT	0	16:30	19:41	EDINBURGH	INVERURIE
02/03/2018	061R90MT	0	16:30	17:22	GLWQUEENS	EDINBURGH
02/03/2018	021B43MT	0	16:39	19:34	DYCE	EDINBURGH
02/03/2018	041R91MT	0	16:45	17:38	EDINBURGH	GLWQUEENS
02/03/2018	032L60MT	0	16:51	18:28	DUNDEE	EDINBURGH
02/03/2018	022A54MT	0	16:52	17:14	ABERDEEN	INVERURIE
02/03/2018	061R94MU	0	17:00	17:52	GLWQUEENS	EDINBURGH
02/03/2018	041L11MU	0	17:02	18:27	EDINBURGH	DUNDEE
02/03/2018	072K95MU	0	17:05	18:04	GLASGOW C	AYR
02/03/2018	082K02MU	0	17:06	18:06	AYR	GLASGOW C
02/03/2018	011A58MU	0	17:14	19:40	INVERNESS	ABERDEEN
02/03/2018	041R95MU	0	17:15	18:07	EDINBURGH	GLWQUEENS
02/03/2018	081A762U	0	17:23	18:49	AYR	STRANRAER
02/03/2018	071K47MU	0	17:28	18:24	GLASGOW C	AYR
02/03/2018	061R02MV	0	17:30	18:25	GLWQUEENS	EDINBURGH
02/03/2018	031L62MV	0	17:34	19:03	DUNDEE	EDINBURGH
02/03/2018	041A81MV	0	17:36	20:07	EDINBURGH	ABERDEEN

02/03/2018	041R03MV	0	17:45	18:37	EDINBURGH	GLWQUEENS
02/03/2018	041L51MW	0	18:00	19:27	EDINBURGH	DUNDEE
02/03/2018	061R06MW	0	18:00	18:53	GLWQUEENS	EDINBURGH
02/03/2018	072K99MW	0	18:04	19:05	GLASGOW C	AYR
02/03/2018	082K04MW	0	18:05	19:05	AYR	GLASGOW C
02/03/2018	011A60MW	0	18:13	20:35	INVERNESS	ABERDEEN
02/03/2018	041R07MW	0	18:15	19:09	EDINBURGH	GLWQUEENS
02/03/2018	061R10MX	0	18:30	19:18	GLWQUEENS	EDINBURGH
02/03/2018	021B47MX	0	18:45	21:34	INVERURIE	EDINBURGH
02/03/2018	041R11MX	0	18:45	19:36	EDINBURGH	GLWQUEENS
02/03/2018	041L53MY	0	19:00	20:22	EDINBURGH	DUNDEE
02/03/2018	061R14MY	0	19:00	19:47	GLWQUEENS	EDINBURGH
02/03/2018	041R15MY	0	19:15	20:08	EDINBURGH	GLWQUEENS
02/03/2018	031A83MV	0	19:18	20:35	DUNDEE	ABERDEEN
02/03/2018	012H74MY	0	19:28	20:57	ARDGAY	INVERNESS
02/03/2018	041A88MY	0	19:34	00:13	EDINBURGH	INVERNESS
02/03/2018	021B51MY	0	19:46	22:53	INVERURIE	EDINBURGH
02/03/2018	072W12MY	0	19:47	20:43	WEMYSSBAY	GLASGOW C
02/03/2018	041R21MZ	0	20:00	20:49	EDINBURGH	GLWQUEENS
02/03/2018	042L79MZ	0	20:00	21:32	EDINBURGH	DUNDEE
02/03/2018	061R22MZ	0	20:00	20:52	GLWQUEENS	EDINBURGH
02/03/2018	041R25MZ	0	20:30	21:25	EDINBURGH	GLWQUEENS
02/03/2018	061R26MZ	0	20:30	21:23	GLWQUEENS	EDINBURGH
02/03/2018	032L82MZ	0	20:42	22:15	DUNDEE	EDINBURGH
02/03/2018	022A56MZ	0	20:57	21:19	ABERDEEN	INVERURIE
02/03/2018	041R29M7	0	21:00	21:52	EDINBURGH	GLWQUEENS
02/03/2018	061R30M7	0	21:00	21:47	GLWQUEENS	EDINBURGH
02/03/2018	031H19MY	0	21:01	23:16	PERTH	INVERNESS
02/03/2018	022A59M7	0	21:24	21:48	INVERURIE	ABERDEEN
02/03/2018	041R33M7	0	21:30	22:21	EDINBURGH	GLWQUEENS
02/03/2018	061R34M7	0	21:30	22:24	GLWQUEENS	EDINBURGH
02/03/2018	041R37M8	0	22:00	22:44	EDINBURGH	GLWQUEENS
02/03/2018	061R38M8	0	22:00	22:50	GLWQUEENS	EDINBURGH
02/03/2018	071K67M8	0	22:00	22:53	GLASGOW C	AYR
02/03/2018	081K70M8	0	22:15	23:06	AYR	GLASGOW C
02/03/2018	081A87M8	0	22:30	23:09	GIRVAN	AYR