



Michael Matheson MSP
The Scottish Government
St Andrew's House
Edinburgh,
EH1 3DG

20th July 2018

Dear Michael,

I am delighted to confirm that the brand-new Hitachi class 385 electric trains will be introduced for customers next week.

This is a significant moment as we work to build the best railway Scotland has ever had.

The first train will run on the Glasgow Queen Street-Edinburgh via Falkirk High route on Tuesday, 24 July. We will phase in further class 385 trains on that route over the coming weeks and months, and then roll out the new trains to other routes across the Central Belt.

It has been a long and, at times, difficult road to get here, but we should be proud of what we are about to deliver. Thanks to a lot of hard work by people in ScotRail, Network Rail Scotland, Hitachi, Transport Scotland, Abellio and elsewhere, our customers will benefit from a brand-new, modern electric train.

Best wishes,

Alex Hynes
Managing Director, ScotRail Alliance

Abellio ScotRail Ltd
Atrium Court, 50 Waterloo Street
Glasgow, G2 6HQ

abellio

NetworkRail

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

Cabinet Secretary for Transport, Infrastructure and
Connectivity
Michael Matheson MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

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

Mr Alex Hynes
Managing Director ScotRail Alliance

By Email: alex.hynes@scotrail.co.uk

Our ref: 2018/0026014
22 August 2018

Dear Alex,

Thank you for updating me on the introduction of the first two of seventy Class 385 electric trains on the Edinburgh to Glasgow route. I am pleased that passengers are now getting the opportunity to experience the modern on-train facilities as well as the additional seats provided between our two main cities. Initial feedback from those who have travelled on them has been very positive and we all look forward to more trains being in service on routes all across central Scotland.

This project has been significantly challenging. However, I would like to take this opportunity to recognise the enormous efforts that ScotRail staff and others across the rail industry who are involved in the project. I know that they will continue to demonstrate this effort ensuring that the remainder of the new fleet is introduced as soon as possible.

I look forward to the introduction of the new fleet and the completion of the significant electrification projects in Scotland enabling ScotRail to deliver an enhanced railway service that the people of Scotland deserve. This in turn will in turn unlock a massive cascade of existing refurbished trains all across the breadth of the country to enable more seats and services which Abellio ScotRail is contracted to deliver.

I know that ScotRail will continue to challenge Hitachi to continue to deliver given that some of the remaining older trains are due to leave Scotland at the end of this year therefore it is vital that the new fleet is delivered in sufficient numbers. As we have learned previously the need to plan for insufficient units being available has to run in parallel and my officials at Transport Scotland will continue to keep me updated as to how these plans are progressing towards the significant milestones of December 2018 and May 2019 timetable change dates. The need to work closely with Network Rail to provide a robust and deliverable plan is also

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. see www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



Important in order that passengers can have confidence in what will be provided for future timetable change dates.

I know that Abellio ScotRail will ensure that sufficient resources will be in place to enable the acceptance process for the rest of the fleet to progress at a rate that will allow the many improvements to Scotland's Railway to be realised. I look forward to working closely with you to highlight these achievements and highlight the on-going significant Scottish Government investment in the rail network across the country.

Bert ...
Michael Matheson

MICHAEL MATHESON

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



Cabinet Secretary for Transport, Infrastructure and
Connectivity
Michael Matheson MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

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

Mr Alex Hynes
Managing Director ScotRail Alliance

By Email: alex.hynes@scotrail.co.uk

Our ref: 2018/0026014
27 August 2018

Dear Alex,

Thank you for updating me on the introduction of the first two of seventy Class 385 electric trains on the Edinburgh to Glasgow route. I am pleased that passengers are now getting the opportunity to experience the modern on-train facilities as well as the additional seats provided between our two main cities. Initial feedback from those who have travelled on them has been very positive and we all look forward to more trains being in service on routes all across central Scotland.

This project has been significantly challenging. However, I would like to take this opportunity to recognise the enormous efforts that ScotRail staff and others across the rail industry who are involved in the project. I know that they will continue to demonstrate this effort ensuring that the remainder of the new fleet is introduced as soon as possible.

I look forward to the introduction of the new fleet and the completion of the significant electrification projects in Scotland enabling ScotRail to deliver an enhanced railway service that the people of Scotland deserve. This in turn will in turn unlock a massive cascade of existing refurbished trains all across the breadth of the country to enable more seats and services which Abellio ScotRail is contracted to deliver.

I know that ScotRail will continue to challenge Hitachi to continue to deliver given that some of the remaining older trains are due to leave Scotland at the end of this year therefore it is vital that the new fleet is delivered in sufficient numbers. As we have learned previously the need to plan for insufficient units being available has to run in parallel and my officials at Transport Scotland will continue to keep me updated as to how these plans are progressing towards the significant milestones of December 2018 and May 2019 timetable change dates. The need to work closely with Network Rail to provide a robust and deliverable plan is also

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



important in order that passengers can have confidence in what will be provided for future timetable change dates.

I know that Abellio ScotRail will ensure that sufficient resources will be in place to enable the acceptance process for the rest of the fleet to progress at a rate that will allow the many improvements to Scotland's Railway to be realised. I look forward to working closely with you to highlight these achievements and highlight the on-going significant Scottish Government investment in the rail network across the country.

Bert ...

Michael Matheson

MICHAEL MATHESON

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot





151 St Vincent Street
Glasgow
G2 5NW

Michael Matheson
Cabinet Secretary for Transport, Infrastructure and Connectivity
Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

25 October 2018

Dear Cabinet Secretary,

Plan for resumption of Stranraer services

I understand you have requested sight of our plan for reinstating services between Ayr and Stranraer. I set out our current position below.

You will be aware that the former Ayr Station Hotel building, making up the large part of the front of Ayr Station is unoccupied, in poor condition, and owned by a Malaysian businessman. Network Rail's ownership is limited to the ground floor of the north wing of the station. Over the last five years, Network Rail has actively taken steps to safeguard station users from the risk posed by the old hotel building.

Since the start of 2018, Network Rail has been supporting South Ayrshire Council's Buildings Control department while they undertake condition surveys of the building. The findings of these surveys led South Ayrshire Council to impose exclusion zones

on platforms one and two, resulting in platform shortening from 28 July 2018, and most recently the imposition of an exclusion zone affecting platforms three and four and the through lines from 28 August 2018.

The effect of the exclusion zones imposed by South Ayrshire Council has been to close the main station concourse and associated facilities, to block the rail route to Stranraer and to remove access to Ayr Townhead depot. Unfortunately, due to a lack of maintenance facility for diesel rolling stock south of Ayr, ScotRail has been unable to operate a service between Ayr and Stranraer and it has been necessary to substitute it with bus transport between Ayr, Stranraer and intermediate stations. Temporary passenger and staff facilities have been provided at Ayr, and additional alterations to the timetable have been made for services between Ayr and Glasgow to accommodate for reduced stabling facilities and the shorter platforms available at Ayr.

Following the closure, both Network Rail and ScotRail have been working with Transport Scotland, South Ayrshire Council and Historic Environment Scotland as part of a Transport Scotland-chaired Ayr Station Task Force. The focus is to work collaboratively towards short and longer term solutions to reinstate train services, and seek an improved environment for station users and local residents and businesses in Ayr. Please be assured, both Network Rail and ScotRail's priority has been to address the safety risks as quickly as possible, to allow the reopening of the railway at the earliest opportunity.

In driving for an early reopening the members of the Task Force were initially constrained by a lack of information on the true condition of the building, since it was deemed too dangerous to enter. Network Rail agreed to fund the construction of a scaffolding and encapsulation system to protect the station from further deterioration of the building, and allow South Ayrshire Council's consultants to conduct adequate tactile surveys. This initial survey work has now been completed and reports shared with Task Force members during week commencing 22 October 2018. Our understanding of the condition of the building has now allowed us to formulate the following two-stage plan for restoring services:

Stage 1:

On the basis of Network Rail's current understanding of the risk, we believe that following the works undertaken to date, it is likely to be safe to allow diesel trains to operate through platform 4. This would allow the resumption of a Glasgow to Stranraer service, stopping at Ayr.

To confirm this to the Task Force's satisfaction, we have employed an independent consultant to undertake a risk assessment on the basis of the Council's latest

condition survey information. This risk assessment is being peer reviewed by the Network Rail and ScotRail teams on 30 October 2018.

Additionally, there are a number of other steps that need to be undertaken by Network Rail and ScotRail teams prior to reopening. These include the production of rolling stock and crew diagrams and the new timetable, including the additional services, the alteration of the existing overhead line changes, the removal of the emergency buffer stops in platform 4, and line proving through to Stranraer. These activities are being undertaken in parallel with the production of the risk assessment, so we do not delay reinstatement of services in the event of a satisfactory risk assessment being agreed.

Following the completion of a satisfactory risk assessment, and the necessary additional steps, we will reinstate Glasgow to Stranraer services at the earliest opportunity. This is expected to be a matter of days, with the exact date to be confirmed on 31 October 2018.

Once this date is confirmed we will update our customers via our communications channels.

Stage 2:

South Ayrshire Council's consultants have confirmed that in order to manage the risk to all operations through platforms 3 and 4 further scaffolding and encapsulation works need to take place to protect the railway and public highway from ongoing deterioration of the building and the risk of the roof uplifting during high winds.

Once this is complete, South Ayrshire Council has informed us that the current platform restrictions can be withdrawn and the normal train service can be reinstated for both Stranraer services passing through Ayr, and electric services starting and terminating at Ayr, and access to Ayr Townhead depot.

South Ayrshire Council's consultants are currently concluding the design of this scaffold (expected week ending 26 October 2018). Following this they will need to instruct the construction programme, which is expected to take in the region of four to eight weeks, with timescales confirmed when the design is finalised.

As with Stage 1, Network Rail and ScotRail will both need to plan works to recover the infrastructure and train service in line with the council programme, and we will aim to undertake this work in parallel.

Both Network Rail and ScotRail are targeting to restore full services in line with, or before, the introduction of the timetable change on 9 December 2018.

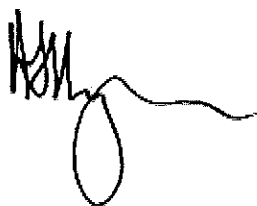
Contingency Plan:

You will appreciate that it is important to have a contingency plan in the event that the position deteriorates or the risk assessment suggests services cannot recommence through platform 4. To address this risk, Network Rail has been developing a contingency to install an additional station facility (platform and lighting) south of Ayr. This is not ideal, as passengers travelling to Stranraer, and intermediate stations south of Ayr, would need to alight at Ayr and walk to a new entrance. Furthermore, this would initially remain dependent on an agreement to pass empty diesel trains through Ayr on a weekly basis for maintenance.

A location to site the platform has been identified and the temporary platform design is underway and is planned to be complete by 9 November 2018. We are targeting a temporary platform to be in passenger use by 7 December 2018. This takes into account a one week mobilisation, two week's construction and a week for commissioning/familiarisation activities. This contingency plan is continuing in parallel with the works described above, and a decision on implementation will be made in the light of progress with the other works.

I hope this provides you with some reassurance of the efforts Network Rail, ScotRail and South Ayrshire Council are making to resolve this situation and resume train services at the earliest opportunity. I will provide further updates when the reopening plans are confirmed.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'AHynes', with a long, sweeping horizontal line extending to the right.

Alex Hynes
Managing Director, ScotRail Alliance

Michael Matheson
Cabinet Secretary for Transport, Infrastructure and Connectivity
Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

9 November 2018

Dear Cabinet Secretary,

Improving performance for customers

Following our meeting with you on Tuesday, I committed to update you by today, on our actions to avoid delaying customers travelling on our railway following overnight project work and maintenance possessions.

We took action before we met on Tuesday, reinforcing to our senior team and key work site deliverers the importance of handing back possessions in good time, and withdrawing from any non-essential work that might impact morning peak services.

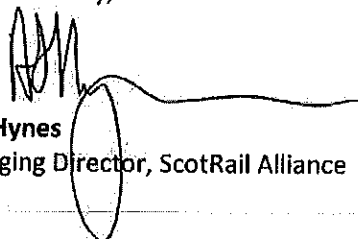
Currently, we undertake a final review of our projects work plan for the network one week ahead. From early next week, we will begin a detailed review of work plans and their impact on running trains three weeks ahead. We will continue to review plans every week leading up to work taking place. This involves all Network Rail Delivery teams who work on Scotland's railway, including Infrastructure Projects, Works Delivery and Maintenance.

We are reviewing work activity, access and isolation plans, and resources. This includes plant, materials, logistics, integration with other works, impact of the works on customers and contingency plans. The meeting will be chaired by the Head of Operations Delivery, Network Rail Scotland and will report to the Alliance Executive each week.

We are also reviewing our action plans to return the train service performance trajectory to acceptable levels. We will update you on progress.

I hope this meets with your expectations. I would be pleased to provide further clarification and reassurance of our absolute focus on delivering for our customers.

Yours sincerely,



Alex Hynes
Managing Director, ScotRail Alliance

Abellio ScotRail Ltd
Atrium Court, 50 Waterloo Street
Glasgow, G2 6HQ

Cabinet Secretary for Transport, Infrastructure and
Connectivity
Michael Matheson MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

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

Mr Alex Hynes
Managing Director
ScotRail Alliance
Atrium Court
50 Waterloo Street
GLASGOW
G2 6HQ

Our ref: 2018/0038922
28th November 2018

Dear Alex

I was pleased to meet with you and senior members of your team on 6 November 2018 to discuss rail performance and to stress the need for improvement. I noted with interest the actions that your team are implementing to address the recent performance issues.

I have since received your letter dated 9 November where you highlight the actions being taken by the ScotRail Alliance to avoid disruption from overruns of engineering works which impact on passengers the following day.

The recently reported incidents of possession overruns have been unacceptable and clearly these have had a detrimental impact on ScotRail's passengers, as reflected in ScotRail's performance statistics. Passengers should not suffer as a result of poor planning/execution by the rail industry. This strength of feeling of passengers is notable and is reflected in the volume of correspondence I have been receiving. I would also note that communications needs to improve in the event of any engineering overruns as this has clearly added to the frustration of customers.

I welcome re-assurance of your focus on delivering for your customers and I look forward to the effective implementation of these plans. You must deliver a quick positive impact: therefore my officials at Transport Scotland will be monitoring closely implementation of your plans and requiring updates through their regular Performance Management processes.

Michael Matheson

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot

