

Source	Type	Date	Extract of information relevant to correspondent's request
Email from TS to Scotrail	Provide information for drafting response	9 January 2019	<u>Documents 1</u>
Email From Scotrail	Information provided to develop response	10 January 2019	<u>Documents 2</u>
Email from Communications & Correspondence Officer to Head of Operations & Technical Services	Draft response to approve	16 January 2019	<u>Documents 3</u>
Meeting with Head of Operations & Technical Services and Communications Manager	Discuss draft response	16 January 2019	Informal discussion between Transport Scotland officials. No requirement for notes to be taken as discussion points reflected in draft reply to correspondent.
Email from Communications & Correspondence Officer to Head of Rail Projects and Technicals Services	Draft response to clear	24 January 2019	<u>Documents 4</u>
Email from Head of Rail Projects and Technicals Services to Communications & Correspondence Officer	Draft response cleared and ready to issue.	25 January 2019	<u>Documents 5</u>
Email from Communications & Correspondence Officer to correspondnet	Final response	28 January 2019	<u>Documents 6</u>

Source	Type	Date	Extract of information relevant to correspondent's request
Email from correspondent to Communications & Correspondence	Further Points in response to email of 28 January	28 January 2019	<u>Documents 7</u>
Communications & Correspondence Officer sends correspondent's email to Communications Manager	Communications Manager to provide a respond	28 January 2019	<u>Documents 8</u>
Meeting with Communications Manager, Head of Rail Operations and & Technical Services and Rail Performance Manager	Discussion on Timetable and Performance points in correspondence	6 February 2019	Informal discussion between Transport Scotland officials. No requirement for notes to be taken as discussion points reflected in draft reply to correspondent.
Communications with: Communications Manager Correspondence Officer Head of Rail Operations	Drafting of Letter for Cabinet Secretary	<ul style="list-style-type: none"> • 6 February 2019 • 8 February 2019 • 12 February 2019 • 13 February 2019 	<u>Documents 9</u>
Email from correspondent to Cabinet Secretary for Transport, Infrastructure and Connectivity		<ul style="list-style-type: none"> • 13 February 2019 	<u>Documents 10</u>

Source	Type	Date	Extract of information relevant to correspondent's request
Meeting with Head of Rail Operations and & Technical Services	To discuss the handling of the correspondents email to the Cabinet Secretary for Transport, Infrastructure and Connectivity and next steps . Agreed to provide a note to the Cabinet Secretary in regards to the correspondents issues and offer a draft response.	14 February 2019	
Email from Communications & Correspondence Officer to Head of Rail Projects and Technical Services	Draft Response to review	21 February 2019	<u>Documents 11</u>
Email from Head Head of Rail Projects and Technical Services to Communications & Correspondence Officer	Draft response cleared and ready to send to Cabinet Secretary	22 February 2019	<u>Documents 12</u>
Email from Correspondence Communications & Officer to Cabinet Secretary for Transport, Infrastructure and Connectivity Private Office	Note and attached draft response for the Cabinet Secretary to consider	25 February 2019	<u>Documents 13</u>
Email from Private Office	Cabinet Secretary considered advice and asked his officials to provide a response	26 February 2019	<u>Documents 14</u>
Email from Correspondence Communications & Officer to Head of Rail Projects and Technical Services	Copy of email sent on from Cabinet Secretary asking as Senior officials is he can response . Amended draft version to reflect letter coming from Transport Scotland	27 February 2019	<u>Documents 15</u>
Email from Head of Rail Projects and Technical Services	Draft cleared and ready to sign	27 February 2019	<u>Documents 16</u>

Source	Type	Date	Extract of information relevant to correspondent's request
Email from Head of Rail Projects and Technical Services	Draft cleared and ready to sign	27 February 2019	<u>Documents 17</u>
Email from Correspondence Communications & Officer to Correspondent	Final Signed Response	28 February 2019	<u>Documents 18</u>
Email from Correspondence Communications & Officer to ScotRail	A copy of response as the letter states copied to Alex Hynes	28 February 2019	<u>Documents 19</u>

Doc 1 - Email from Transport Scotland to Scotrail

From: @transport.gov
Sent: 09 January 2019 11:40
To: @scotrail.co.uk
Cc: @transport.gov @scotscotrail.co.uk
Subject: Ministerial Correspondence

Hi [REDACTED]

I have attached a word document with 5 emails from the same correspondent mostly about the timetable but with some issues about services and safety. There will probably be some overlap of the questions asked. I will be providing one response to all of the correspondent.

Thanks

[REDACTED] **Text redacted against Regulation 11(2)**

[REDACTED] **Text redacted against Regulation 11(2)**

Communications & Correspondence Officer
Rail Projects and Technical Services
Transport Scotland

Ext [REDACTED]

Tel [REDACTED]

Mobile [REDACTED]

www.transport.gov.scot/

Doc 2 - Email from ScotRail to Transport Scotland

From: @scotrail.co.uk

Sent: 10 January 2019 17:42

To: @transport.gov

Cc: @transport.gov @scotscotrail.co.uk

Subject: RE: Ministerial Correspondence

██████████ **Text redacted against Regulation 11(2)**

Does this provide enough detail? If you need anything else (passenger numbers perhaps?), let me know.

Between now and the end of the year, we are making a series of changes to improve journeys for customers travelling in central Scotland. We are making changes to the timetable, the stations that the trains call at, and the trains that we operate on these services. ScotRail has worked closely with Transport Scotland, Sustrans, Tactran, West Lothian, Falkirk and Stirling Councils in developing these plans.

These changes will make the best of the significant investment in electrification and our new Hitachi class 385 electric trains. The introduction of the new trains will offer improved comfort and offer small journey time savings. However, feedback from our customers tells us that to make rail more attractive for commuting and leisure trips, journey times to Edinburgh must be much faster. To make significant improvements to journey times, we must make structural changes to the timetable.

The new timetable sees services between Stirling and Edinburgh no longer calling at Polmont and Linlithgow, with a new half-hourly service between Glasgow and Edinburgh via Cumbernauld and Falkirk Grahamston providing two trains an hour for passengers travelling between Polmont, Linlithgow and Edinburgh. In the previous timetable, a significant proportion of passengers on the Stirling to Edinburgh corridor travelled between Polmont, Linlithgow and Edinburgh. The new timetable separates these passenger flows, offering a new service for Polmont and Linlithgow passengers, which will be quieter than the previous Stirling services, as it won't have Dunblane, Stirling and Larbert passengers on it; Dunblane and Stirling passengers will similarly benefit as they will no longer have Polmont and Linlithgow passengers on their trains.

The first phase of the timetable change offers capacity improvements, but due to Hitachi's delays delivering our new Class 385s, we are unable to offer journey time savings on this route. The service between Stirling and Edinburgh is currently operated by Class 365s, which do not have full size tables nor plug sockets. In May 2019, services between Stirling and Edinburgh will use the new Class 385s, meaning that the timetable can be accelerated. The May 2019 timetable has not been finalised yet, but we expect to see an average journey time of 44 minutes between Stirling and Edinburgh compared to 54 minutes in the May 2018 timetable.

We recognise that this change has a negative impact on journey times between Polmont, Linlithgow and Stirling with the need to change trains at Falkirk Grahamston. In the May 2018 timetable, journeys between Linlithgow and Stirling were typically around 30 minutes. From May 2019, journey times with a change at Falkirk Grahamston will be around 37 minutes. We will continue to review the timetable in an effort to reduce the connection time.

When changing trains at Falkirk Grahamston, the station is manned. In the evenings, we continue to offer a direct service between Linlithgow and Stirling so there is no need to change trains.

<https://www.scotrail.co.uk/plan-your-journey/stations-and-facilities/fkg>

Doc 3 - Email to Head of Rail Operations & Technical Services

From: @transport.gov

Sent: 16 January 2019 10:59

To: @transport.gov

Cc: @transport.gov

Subject: FW: MACCS - Copy of case 2018/0043129 documents.



**Text redacted against Regulation
11(2)**

We have prepared the attached draft letter as 1 response to 5 MACCS cases from Mr [REDACTED] and would appreciate 15 minutes in a pod today to discuss a few points that we are unsure how to respond.

Thanks

Doc 3 - Continued - Draft Response

Thank you for your recent emails to the Cabinet Secretary for Transport, Infrastructure and Connectivity about the recent timetable changes and rail services. As this is an operational matter for Transport Scotland I have been asked to respond. Please treat this letter as a response to all your enquiries.

Timetable

As a result of significant investment in Scotland's railway infrastructure and the introduction of new electric trains the timetable for the Central Belt changed in December 2018. These changes have been carefully designed to deliver the best value for public funds by ensuring the timetable benefits the vast majority of travellers across the Central Belt, stimulates growth and supports modal shift.

ScotRail worked closely with the Regional Transport Authorities Sustrans and Tactran, and West Lothian, Falkirk and Stirling Councils in developing the timetable to deliver the best benefits for customers using the brand new Class 385 electric trains.

As you are aware the new timetable sees services between Stirling and Edinburgh no longer calling at Polmont and Linlithgow, with a new half-hourly service between Glasgow and Edinburgh via Cumbernauld and Falkirk Grahamston providing two trains an hour for passengers travelling between Polmont, Linlithgow and Edinburgh. In the previous timetable, a significant proportion of passengers on the Stirling to Edinburgh corridor travelled between Polmont, Linlithgow and Edinburgh. Almost 1.2 million customers used Linlithgow station in the last year with more than 70% travelling to or from Edinburgh, 20% to Glasgow and only 3% each representing Falkirk and Stirling. There are few than 90 single journeys between Linlithgow and Stirling each day – these journeys are spread throughout the day.

The new timetable separates passenger flows, offering a new service for Polmont and Linlithgow passengers, which is proving to be quieter than the previous Stirling services, as it doesn't have Dunblane, Stirling and Larbert passengers on it; Dunblane and Stirling passengers are similarly benefitting as they no longer have Polmont and Linlithgow passengers on their trains.

This first phase of the timetable change offers capacity improvements, but due to Hitachi's delays delivering our new Class 385s, we are unable to offer journey time savings on this route. The service between Stirling and Edinburgh is currently operated by Class 365s, which do not have full size tables nor plug sockets. In May 2019, services between Stirling and Edinburgh will use the new Class 385s, meaning that the timetable can be accelerated.

The May 2019 timetable has not been finalised yet, but we expect to see an average journey time of 44 minutes between Stirling and Edinburgh compared to 54 minutes in the May 2018 timetable.

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When changing trains at Falkirk Grahamston, the station is manned. In the evenings, ScotRail continue to offer a direct service between Linlithgow and Stirling so there is no need to change trains.

<https://www.scotrail.co.uk/plan-your-journey/stations-and-facilities/fkg>

As you are aware ScotRail has recently published their draft timetable plans and this is available on their website.

Can I suggest that you direct any comments about the proposed timetable improvements, to ScotRail by email at proposed-timetable-improvements@scotrail.co.uk or via @ScotRail on twitter.

Doc 3 - Continued - Draft Response

Performance

The Cabinet Secretary and Transport Scotland are aware that the current levels of performance fall far below the expectations of the public. We have made it clear to ScotRail that the recent level of train disruptions have been far too high, inconveniencing passengers across the country. In response Transport Scotland has opted to use contractual levers within the ScotRail Franchise Agreement to issue a formal notice requesting ScotRail submit a Remedial Plan, outlining how it aims to address its performance issues to help deliver the improvements Scottish rail users both desire and deserve. This plan is due to be submitted on 18th February 2019.

Further information is contained on the following link:

<https://www.transport.gov.scot/news/remedial-plan-notice-issued-to-scotrail>.

I would like to assure you that Transport Scotland places performance as a main priority for the ScotRail Franchise and is committed to working closely with the ScotRail Alliance (ScotRail and Network Rail) with the goal of providing the service that customers demand.

Train Cancellations

You requested information relating to train cancellations. I can confirm that Transport Scotland does not hold information on every service that has been cancelled each day. ScotRail provide statistical information, as required through the Franchise Agreement, covering each four-week railway period at a sector level for train performance.

Dyce Connection

Transport Scotland has worked closely with, ScotRail, Nestran, Tactran, Hitrans, Aberdeen City and Aberdeenshire Councils in developing plans to deliver the greatest benefits to customers in the North East of Scotland from the major enhancements which are currently being delivered on the railway between Inverurie and Aberdeen and the additional trains we are bringing into service.

The first phase of the timetable in December with customers benefitting from the new hourly Montrose – Aberdeen local service and the limited stop Aberdeen – Edinburgh and Glasgow intercity service.

In order to ensure that the new timetable operates reliably, one of the decisions Scotrail had to take is to operate separate Inverurie – Aberdeen and Aberdeen – Edinburgh services. ScotRail recognise that the need to change trains at Aberdeen will be less convenient for customers making this journey, particularly in this interim period when there is not the increased number of services between Inverurie – Aberdeen.

ScotRail has had representation from a number of communities along the Aberdeen – Inverness corridor about the importance of through services to the central belt. To this end, ScotRail is exploring if they can increase the number of Inverness – Aberdeen – Edinburgh or Glasgow services that are operated from the December 2019 timetable change – in effect “join up” and Inverness – Aberdeen and Aberdeen – Edinburgh or Glasgow service so that customers don’t need to change trains. Combined with the through service to Montrose, this would provide more direct journey opportunities from Inverurie to stations south of Aberdeen than exist at present.

Doc 3 - Continued - Cleared Draft Response - Head of Rail Operations & Technical Services

From: @transport.gov

Sent: 16 January 2019 13:49

To: @transport.gov

Subject: RE: MACCS - Copy of case 2018/0043129 documents.

Text redacted against Regulation 11(2)

Head of Technical & Operations
Rail Directorate

Thank you for your recent emails to the Cabinet Secretary for Transport, Infrastructure and Connectivity about the recent timetable changes and rail services. As this is an operational matter for Transport Scotland I have been asked to respond. Please treat this letter as a response to all your enquiries.

Timetable

As a result of significant investment in Scotland's railway infrastructure and the introduction of new electric trains the timetable for the Central Belt changed in December 2018. These changes have been carefully designed to deliver the best value for public funds by ensuring the timetable benefits the vast majority of travellers across the Central Belt, stimulates growth and supports modal shift.

In order to accommodate these faster journey times and the new half-hourly service between Glasgow and Edinburgh via Cumbernauld and Falkirk Grahamston it was necessary to alter calling patterns. ScotRail undertook extensive modelling and consultation resulted in the December 2018 timetable proposals. Following further consultation with local authorities and the Regional Transport Partnerships it was agreed for this proposal to be implemented.

I can assure you that the new timetable offers the best of various scenarios by reducing the impact to the least number of customers and it this stage we are not intending to alter the timetable calling patterns.

As you are aware ScotRail has recently published their draft timetable plans and this is available on their website. Can I suggest that you direct any comments about the proposed timetable improvements, to ScotRail by email at proposed-timetable-improvements@scotrail.co.uk or via @ScotRail on twitter.

Performance

The Cabinet Secretary and Transport Scotland are aware that the current levels of performance fall below those re expectations of the public. We have made it clear to ScotRail that the recent level of train disruptions have been far too high, inconveniencing passengers across the country. In response Transport Scotland has opted to use contractual levers within the ScotRail Franchise Agreement to issue a formal notice requesting ScotRail submit a Remedial Plan, outlining how it aims to address its performance issues to help deliver the improvements Scottish rail users both desire and deserve. This plan is due to be submitted on 18th February 2019.

Further information is contained on the following link:

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I would like to assure you that Transport Scotland places performance as a main priority for the

Doc 3 - Continued - Cleared Draft Response - Head of Rail Operations & Technical Services

ScotRail Franchise and is committed to working closely with the ScotRail Alliance (ScotRail and Network Rail) with the goal of providing the service that customers demand.

Train Cancellations

You requested information relating to train cancellations. I can confirm that Transport Scotland does not hold information on every service that has been cancelled each day. ScotRail provide statistical information, as required through the Franchise Agreement, covering each four-week railway period at a sector level for train performance. Perhaps you may wish to contact direct for this information.

Dyce Connection

The Aberdeen to Inverness project is designed to deliver improvements to rail services along the route including Aberdeen cross-rail. The first phase of the timetable in December saw customers benefitting from the new hourly Montrose – Aberdeen local service and the limited stop Aberdeen to Edinburgh and Glasgow intercity services.

In order to ensure that the new timetable operates reliably, one of the decisions ScotRail had to take is to operate separate Inverurie – Aberdeen and Aberdeen – Edinburgh services as part of an enabler to implement the new services. Transport Scotland and ScotRail recognise changing trains at Aberdeen will be less convenient for customers making this journey. Unfortunately as stated above this is required to allow the improved Aberdeen cross rail service to be implemented.

ScotRail has had representation from a number of customers along the Aberdeen – Inverness corridor about the importance of through services to the central belt. To this end, ScotRail is reviewing opportunities to reinstate some through services to Dyce and Inverurie in advance of the December 2019 timetable change.

Unmanned Stations

From [REDACTED] [Text redacted against Regulation 11\(2\)](#)

Fares

From [REDACTED] [Text redacted against Regulation 11\(2\)](#)

Passenger Safety

I have passed your passenger safety observations on to ScotRail and BTP.

Doc 4 - Email from Communications and Correspondence Officer to Head of Rail Projects and Technical Services

From: @transport.gov

Sent: 24 January 2019 12:53

To: @transport.gov

Cc: @transport.gov

Subject: TO CLEAR MACCS - Copy of case 2018/0043129 documents. DEADLINE ASAP

Importance: High



Text redacted against Regulation 11(2)

Grateful if you could clear this please. The correspondent has sent about 6 emails and will print these and put on your desk.

Thanks



Text redacted against Regulation 11(2)

Doc 4 Continued

Thank you for your recent emails of 4, 20, 24 ,27 and 31 December 2018 and 3 January to the Cabinet Secretary for Transport, Infrastructure and Connectivity about the recent Timetable changes and rail services. Please treat this letter as a response to all your enquiries.

Thank you for your recent emails to the Cabinet Secretary for Transport, Infrastructure and Connectivity about the recent timetable changes and rail services. As this is an operational matter for Transport Scotland I have been asked to respond. Please treat this letter as a response to all of your enquiries.

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I can assure you that the new timetable offers the best of various scenarios by reducing the impact to the least number of customers and it this stage we are not intending to alter the timetable calling patterns.

As you are aware ScotRail has recently published their draft timetable plans and this is available on their website. Can I suggest that you direct any comments about the proposed timetable improvements, to ScotRail by email at proposed-timetable-improvements@scotrail.co.uk or via @ScotRail on twitter.

Performance

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I would like to assure you that Transport Scotland places performance as a main priority for the ScotRail Franchise and is committed to working closely with the ScotRail Alliance (ScotRail and Network Rail) with the goal of providing the service that customers demand.

Train Cancellations

You requested information relating to train cancellations. I can confirm that Transport Scotland does not hold information on every service that has been cancelled each day. ScotRail provide statistical information, as required through the Franchise Agreement, covering each four-week railway period at a sector level for train performance. Perhaps you may wish to contact direct for this information.

Doc 4 Continued

Dyce Connection

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ScotRail has had representation from a number of customers along the Aberdeen – Inverness corridor about the importance of through services to the central belt. To this end, ScotRail is reviewing opportunities to reinstate some through services to Dyce and Inverurie in advance of the December 2019 timetable change.

Unmanned Stations

I have passed your observations in regards to the gate line on to ScotRail.

Fares

Regarding your comments around fares, I should firstly point out that the average fares increase in Scotland is 2.8% compared with 3.1% elsewhere in the UK.

The Cabinet Secretary recognises that any increase to rail fares is unwelcome and that passengers make a contribution towards the cost of running the railway through rail fares. However, we have taken action to minimise the impact on passengers by capping increases for regulated ScotRail peak fares at the level of the Retail Price Index (RPI). Regulated off-peak fare increases are capped at one percent lower than inflation. This means, in Scotland, average fares increases are lower than England and Wales, with Scottish fares being 20% lower than the GB average.

Passenger Safety

I have passed your passenger safety observations on to ScotRail and BTP.

DOC 5 – Email from Head of Rail Projects and Technical Services

From: @transport.gov

Sent: 25 January 2019 09:56

To: @transport.gov

Cc: @transport.gov

Subject: RE: TO CLEAR MACCS - Copy of case 2018/0043129 documents. DEADLINE ASAP

██████████

Text redacted against Regulation 11(2)

Tracked version attached. ██████████ grateful if you can give this a sense check please to ensure we have covered all the issues in a reasonable manner....! **Text redacted against Regulation 11(2)**

Thanks

██████████

Text redacted against Regulation 11(2)

DOC 5 – Continued

Thank you for your recent emails to the Cabinet Secretary for Transport, Infrastructure and Connectivity about the recent timetable changes and rail services. As this is an operational matter for Transport Scotland I have been asked to respond. Please treat this letter as a response to all your enquiries.

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DOC 5 – Continued

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DOC 5 – Continued

From: : @transport.gov
Sent: 25 January 2019 10:06
To: : @transport.gov : @transport.gov
Subject: RE: TO CLEAR MACCS - Copy of case 2018/0043129 documents. DEADLINE ASAP

Hi [REDACTED] [Text redacted against Regulation 11\(2\)](#)
The version that [REDACTED] sent on to you to review does not appear to be the latest draft that we were working from at the beginning of the week. Let us sort that out now. [Text redacted against Regulation 11\(2\)](#)
[REDACTED] [Text redacted against Regulation 11\(2\)](#)

From: @transport.gov
Sent: 25 January 2019 11:16
To: @transport.gov
Subject: RE: TO CLEAR MACCS - Copy of case 2018/0043129 documents. DEADLINE ASAP

Thanks [REDACTED] I am happy that this now covers the main points raised by [REDACTED] If Lawrence is also happy with this version in terms of content then it is good to go. Just remove that comma after the word enquiries in the second para and change to a full stop. [Text redacted against Regulation 11\(2\)](#)

Thanks
[REDACTED] [Text redacted against Regulation 11\(2\)](#)

From: @transport.gov
Sent: 25 January 2019 12:14
To: @transport.gov @transport.gov
Subject: RE: TO CLEAR MACCS - Copy of case 2018/0043129 documents. DEADLINE ASAP

Thanks both,

Am happy with the attached which includes a couple of very minor extra amends.

[REDACTED]

[REDACTED] [Text redacted against Regulation 11\(2\)](#)

DOC 5 – Continued

Thank you for your recent emails of 4, 20, 21, and 27 December 2018 and 3 January to the Cabinet Secretary for Transport, Infrastructure and Connectivity about the recent Timetable changes and rail services. As this is an operational matter for Transport Scotland I have been asked to respond.

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Timetable

As a result of significant investment in Scotland's railway infrastructure and the introduction of new electric trains, the timetable for the Central Belt had to change in December 2018 to accommodate the objectives of faster journey times, increased capacity and greener energy. These changes have been carefully designed to deliver the best value for public funds by ensuring the timetable benefits the vast majority of travellers across the Central Belt, stimulates growth and supports modal shift.

In order to accommodate these faster journey times and the new half-hourly service between Glasgow and Edinburgh via Cumbernauld and Falkirk Grahamston it was necessary to alter calling patterns. ScotRail undertook extensive modelling and consultation resulted in the December 2018 timetable proposals. Following further consultation with local authorities and the Regional Transport Partnerships it was agreed for this proposal to be implemented.

Although you have described some impacts resulting from the changes, I can assure you that the new timetable offers the best of the various scenarios considered by providing benefits to the vast majority of rail users and, whilst recognising that there are some negative impacts these affect the least number of customers. At this stage we are not intending to alter the timetable calling patterns.

As you are aware ScotRail has recently published their draft timetable plans and this is available on their website. Can I suggest that you direct any comments about the proposed timetable improvements to ScotRail by email at proposed-timetable-improvements@scotrail.co.uk or via @ScotRail on twitter.

Performance

The Cabinet Secretary for Transport, Infrastructure and Connectivity and Transport Scotland are aware that the current levels of performance fall below the expectations of the public. We have made it clear to ScotRail that the recent level of train disruptions has been far too high, inconveniencing passengers across the country. In response Transport Scotland has opted to use contractual levers within the ScotRail Franchise Agreement to issue a formal notice requesting ScotRail submit a Remedial Plan, outlining how it aims to address its performance to help deliver the improvements Scottish rail users both desire and deserve. This plan is due to be submitted on 18th February 2019.

Further information is contained via the following link:

<https://www.transport.gov.scot/news/remedial-plan-notice-issued-to-scotrail>.

I would like to assure you that Transport Scotland places performance as a main priority for the ScotRail Franchise and is committed to working closely with the ScotRail Alliance (ScotRail and Network Rail) with the goal of providing the service that customers demand.

DOC 5 – Continued

Train Cancellations

You requested information relating to train cancellations. I can confirm that Transport Scotland does not hold information on every service that has been cancelled each day. ScotRail provide statistical information, as required through the Franchise Agreement, covering each four-week railway period at a sector level for train performance. Perhaps you may wish to contact ScotRail directly for this information.

Dyce Connection

The Aberdeen to Inverness project is designed to deliver improvements to rail services along the route including Aberdeen cross-rail. The first phase of the timetable in December 2018 saw customers benefitting from the new hourly Montrose – Aberdeen local service and the limited stop Aberdeen to Edinburgh and Glasgow intercity services.

In order to ensure that the new timetable operates reliably, one of the decisions ScotRail had to take is to operate separate Inverurie – Aberdeen and Aberdeen – Edinburgh services as part of an enabler to implement the new services. Transport Scotland and ScotRail recognise changing trains at Aberdeen will be less convenient for customers making this journey. Unfortunately as stated above this is required to allow the improved Aberdeen cross rail service to be implemented.

ScotRail has had representation from a number of customers along the Aberdeen – Inverness corridor about the importance of through services to the central belt. To this end, ScotRail is reviewing opportunities to reinstate some through services to Dyce and Inverurie in advance of the December 2019 timetable change.

Station Barriers

As your observation at Stirling Station with the barriers is an operational matter I have passed your comments on to ScotRail.

Fares

Regarding your comments around fares, I should firstly point out that the average fares increase in Scotland is 2.8% compared with 3.1% elsewhere in the UK.

The Cabinet Secretary recognises that any increase to rail fares is unwelcome and that passengers make a contribution towards the cost of running the railway through rail fares. However, we have taken action to minimise the impact on passengers by capping increases for regulated ScotRail peak fares at the level of the Retail Price Index (RPI). Regulated off-peak fare increases are capped at one percent lower than inflation. This means, in Scotland, average fares increases are lower than England and Wales, with Scottish fares being 20% lower than the GB average.

Passenger Safety

I have passed your passenger safety observations on to ScotRail and the British Transport Police (BTP) as the relevant organisations for them to consider further.

DOC 6- Email from Communications & Correspondence – Final response to correspondent

On 28 Jan 2019, at 09:41, <TS_Rail_Projects_Technical_Services@transport.gov.scot>
<TS_Rail_Projects_Technical_Services@transport.gov.scot> wrote:

Dear Mr [REDACTED]

Thank you for your correspondence. Please accept my apologies for the delay in issuing a response.

[REDACTED] **Text redacted against Regulation 11(2)**

[REDACTED] **Text redacted against Regulation 11(2)**

[REDACTED] **Text redacted against Regulation 11(2)**

Communications & Correspondence Officer
Rail Projects and Technical Services
Transport Scotland

[REDACTED] **Text redacted against Regulation 11(2)**

www.transport.gov.scot/

bc

DOC 6- Continued

Performance

The Cabinet Secretary for Transport, Infrastructure and Connectivity and Transport Scotland are aware that the current levels of performance fall below the expectations of the public. We have made it clear to ScotRail that the recent level of train disruptions has been far too high, inconveniencing passengers across the country. In response Transport Scotland has opted to use contractual levers within the ScotRail Franchise Agreement to issue a formal notice requesting ScotRail submit a Remedial Plan, outlining how it aims to address its performance to help deliver the improvements Scottish rail users both desire and deserve. This plan is due to be submitted on 18th February 2019.

Further information is contained via the following link:

<https://www.transport.gov.scot/news/remedial-plan-notice-issued-to-scotrail>.

I would like to assure you that Transport Scotland places performance as a main priority for the ScotRail Franchise and is committed to working closely with the ScotRail Alliance (ScotRail and Network Rail) with the goal of providing the service that customers demand.

Train Cancellations

You requested information relating to train cancellations. I can confirm that Transport Scotland does not hold information on every service that has been cancelled each day. ScotRail provide statistical information, as required through the Franchise Agreement, covering each four-week railway period at a sector level for train performance. Perhaps you may wish to contact ScotRail directly for this information.

Dyce Connection

The Aberdeen to Inverness project is designed to deliver improvements to rail services along the route including Aberdeen cross-rail. The first phase of the timetable in December 2018 saw customers benefitting from the new hourly Montrose – Aberdeen local service and the limited stop Aberdeen to Edinburgh and Glasgow intercity services.

In order to ensure that the new timetable operates reliably, one of the decisions ScotRail had to take is to operate separate Inverurie – Aberdeen and Aberdeen – Edinburgh services as part of an enabler to implement the new services. Transport Scotland and ScotRail recognise changing trains at Aberdeen will be less convenient for customers making this journey. Unfortunately as stated above this is required to allow the improved Aberdeen cross rail service to be implemented.

ScotRail has had representation from a number of customers along the Aberdeen – Inverness corridor about the importance of through services to the central belt. To this end, ScotRail is reviewing opportunities to reinstate some through services to Dyce and Inverurie in advance of the December 2019 timetable change.

Station Barriers

As your observation at Stirling Station with the barriers is an operational matter I have passed your comments on to ScotRail.

Fares

Regarding your comments around fares, I should firstly point out that the average fares increase in Scotland is 2.8% compared with 3.1% elsewhere in the UK.

DOC 6- Continued

The Cabinet Secretary recognises that any increase to rail fares is unwelcome and that passengers make a contribution towards the cost of running the railway through rail fares. However, we have taken action to minimise the impact on passengers by capping increases for regulated ScotRail peak fares at the level of the Retail Price Index (RPI). Regulated off-peak fare increases are capped at one percent lower than inflation. This means, in Scotland, average fares increases are lower than England and Wales, with Scottish fares being 20% lower than the GB average.

Passenger Safety

I have passed your passenger safety observations on to ScotRail and the British Transport Police (BTP) as the relevant organisations for them to consider further.

Yours Sincerely

████████████████████

████████████████████

Communications & Correspondence Officer

DOC 7 – Email from correspondent

From: [REDACTED]
Sent: 28 January 2019 10:54
To: TS Rail Projects Technical Services <TS_Rail_Projects_Technical_Services@transport.gov.scot>
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity <CabSecTIC@gov.scot>
Subject: Re: Reply from the Scottish Government. 2018/0043129

Hi [REDACTED]

Thank you for your note; a mixture of regurgitation, equivocation and simple abdication
I have reverted to Michael as this response is completely inappropriate, failing to properly address or explain any of my concerns
It has also fallen outside the guidelines set for Scottish Government correspondence with no explanation given
I know you are a PR manager so would appreciate you reverting to whoever asked you to send me this note and explain it is wholly insufficient and ask that if they are unwilling or incapable of taking ownership that they at least provide you with the granular detail requested to address each point I have raised in the detail I expect
My expectation is that Michael replies as it was he that I wrote to, but if I am to receive any correspondence from TS then at the very least I expect that to be from Bill Reeve, given his ownership of rail
As one example, I do not accept that Scotrail cannot furnish you with detail of cancellations or station skips as these must be recorded daily in an operational log to summarise the data for higher level discussions. You should be able to get access to this data. You have not explained why you have not or cannot furnish me with this (given it is used by TS to monitor performance) nor why Bill Reeve cannot request Scotrail to make this information more easily accessible to their passengers
As another, you should be aware that timetable proposals have already been published and i have asked exactly why stops cannot be restored on specific routes. You have not made this clear
Incidentally are Transport Scotland now the Scottish Government (or qualified to issue statements on their behalf) as your subject line suggests?

Regards

[REDACTED]

Sent from my iPhone

DOC 8 – Email from Communications & Correspondence Officer to Communications Manager

From: On Behalf Of TS Rail Projects Technical Services
Sent: 28 January 2019 11:41
To: @transport.gov.scot
Subject: FW: Reply from the Scottish Government. 2018/0043129

From: [REDACTED]
Sent: 28 January 2019 10:54
To: TS Rail Projects Technical Services <TS_Rail_Projects_Technical_Services@transport.gov.scot>
Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity <CabSecTIC@gov.scot>
Subject: Re: Reply from the Scottish Government. 2018/0043129

Hi [REDACTED]

Thank you for your note; a mixture of regurgitation, equivocation and simple abdication I have reverted to Michael as this response is completely inappropriate, failing to properly address or explain any of my concerns

It has also fallen outside the guidelines set for Scottish Government correspondence with no explanation given

I know you are a PR manager so would appreciate you reverting to whoever asked you to send me this note and explain it is wholly insufficient and ask that if they are unwilling or incapable of taking ownership that they at least provide you with the granular detail requested to address each point I have raised in the detail I expect

My expectation is that Michael replies as it was he that I wrote to, but if I am to receive any correspondence from TS then at the very least I expect that to be from Bill Reeve, given his ownership of rail

As one example, I do not accept that Scotrail cannot furnish you with detail of cancellations or station skips as these must be recorded daily in an operational log to summarise the data for higher level discussions. You should be able to get access to this data. You have not explained why you have not or cannot furnish me with this (given it is used by TS to monitor performance) nor why Bill Reeve cannot request Scotrail to make this information more easily accessible to their passengers

As another, you should be aware that timetable proposals have already been published and I have asked exactly why stops cannot be restored on specific routes. You have not made this clear

Incidentally are Transport Scotland now the Scottish Government (or qualified to issue statements on their behalf) as your subject line suggests?

Regards

[REDACTED] Sent

from my iPhone

DOC 8 – Email from Communications Manager to Head of Rail Operations and Technical Services

From: @transport.gov.scot>
Sent: 28 January 2019 11:47
To: @transport.gov.scot>
Cc: @transport.gov.scot>
Subject: FW: Reply from the Scottish Government. 2018/0043129

█ **Text redacted against Regulation 11(2)**

To see the response from █ below. This is the correspondent that had sent in several emails in the lead up to Xmas and then a few following. █

█ **Text redacted against Regulation 10(4)(e)**

Thanks,

DOC 8 – Email from Head of Rail Operations and Technical Services to Communications Manager

From: transport.gov.scot>
Sent: 28 January 2019 12:02
To: transport.gov.scot>
Cc: transport.gov.scot>
Subject: RE: Reply from the Scottish Government. 2018/0043129

█ **Text redacted against Regulation 11(2)**

█ I would suggest we review our response and make a recommendation. █

Text redacted against Regulation 10(4)(e)

Can we arrange to discuss and include █ as he can provide some of the details we need.

Text redacted against Regulation 11(2)

█ **Text redacted against Regulation 11(2)**

DOC 9 – Email from Communications Manager to Communications & Correspondence Officer

From: @transport.gov.scot>
Sent: 06 February 2019 13:48
To: @transport.gov.scot>
Subject: Draft [REDACTED]



[REDACTED] **Text redacted against Regulation 11(2)**
Communications Manager
Rail Projects

T: [REDACTED]

Thank you for your most recent correspondence dated 28 January and 30 January to my colleagues [REDACTED] and [REDACTED]

I can confirm that Cabinet Secretaries and Ministers receive a vast number of letters and emails covering many different subject areas. Correspondence is reviewed by staff in the Cabinet Secretary's or Minister's Private Office prior to being allocated for reply in accordance with general guidelines agreed by Cabinet Secretaries and Ministers for handling Scottish Government correspondence. Cabinet Secretaries and Ministers reply directly to their own constituents and in the main correspondence from other members of the public is replied to directly by policy officials on behalf of Cabinet Secretaries and Ministers.

Cabinet Secretaries and Ministers regard all correspondence to the Scottish Government to be extremely important and are committed to ensuring that all replies are courteous and deal accurately with the issues of concern raised by the correspondent. As such, this and your previous correspondence has been forwarded to Transport Scotland, the Government Agency with specific responsibility for governmental operations of Scotland's railway not the day to day operations. Mr Matheson has asked me to reply on his behalf and advise you that he is aware of your concerns and the content of my reply.

However considering your further requests I am providing the undernoted information in the hope that this concludes your enquiries on this matter.

Since the start of December 2018 [REDACTED] to provide lines on the number of Polmont services that have been cancelled. **Text redacted against Regulation 11(2)**

In addition you may find it useful to refer to the link below which will give you further information on cancellations:-

<https://dataportal.orr.gov.uk/browsereports/3>

DOC 9 – Continued

The new fleet of seventy Class 385s will be gradually introduced over the coming months, to replace existing diesel and electric trains, on the following routes:

- Edinburgh & Glasgow to Stirling/Dunblane/Alloa
- Edinburgh – Glasgow via Cumbernauld & Falkirk Garhamston

They will then also appear on services in/out of Glasgow Central High Level from April/ May 2019:

- Glasgow Central to Lanark & South Electrics
- Glasgow Central to Edinburgh via Shotts

Hitachi is planning to transfer the remaining Class 385s to Scotland between now and May 2019 in a phased basis which will see between (2-3) trains move each week. Once each train has completed a final acceptance process in Scotland, ScotRail will then commence leasing them from their owners to increase the 36 which are already accepted for passenger service.

Initially some of them will then be used for training to allow sufficient staff to be trained ahead of the May 2019 timetable change date but as more of the Class 385 trains are accepted they will also be gradually introduced into service during March, April and May 2019. The exact roll out plans are still being finalised by ScotRail and this will be based on a number of factors including Hitachi dispatching reliant trains from its factory, completion of training, train stabling availability, removal of older fleets from service and electrification being completed on the Edinburgh to Glasgow via Shotts route.

You reference that you have viewed ScotRail's current draft timetable proposal's therefore you will note that it is proposed that from May 2019, the connection time at Falkirk Grahamston for passengers travelling between Linlithgow and Stirling will reduce. The average journey time will be less than 37 minutes, where an interchange takes place, compared to over 29 minutes in the previous timetable with direct trains.

Doc 9 - Email from Communications Manager to Communications & Correspondence Officer

From: @transport.gov.scot>

Sent: 08 February 2019 09:33

To: @transport.gov.scot>

Subject: RE: TO REVIEW FW: Draft [REDACTED]

I have made some amends to the attached. Can you just go through these changes for me and make sure that you understand why I have made them and if you are content I think this can go to [REDACTED] today and that would allow him to review. **Text redacted against Regulation 11(2)**

Thanks

■ **Text redacted against Regulation 11(2)**

Thank you for your most recent correspondence dated 28 January and 30 January to my colleagues [REDACTED] and [REDACTED]

I can confirm that Cabinet Secretaries and Ministers receive a vast number of letters and emails covering many different subject areas. Correspondence is reviewed by staff in the Cabinet Secretary's or Minister's Private Office prior to being allocated for reply in accordance with general guidelines agreed by Cabinet Secretaries and Ministers for handling Scottish Government correspondence. Cabinet Secretaries and Ministers reply directly to their own constituents and in the main correspondence from other members of the public is replied to directly by policy officials on behalf of Cabinet Secretaries and Ministers.

Cabinet Secretaries and Ministers regard all correspondence to the Scottish Government to be extremely important and are committed to ensuring that all replies are courteous and deal accurately with the issues of concern raised by the correspondent. As such, this and your previous correspondence has been forwarded to Transport Scotland, the Government Agency with specific responsibility for the Governmental operations of Scotland's railway, not the day to day operations. Mr Matheson has asked me to reply on his behalf and advise you that he is aware of your concerns and the content of my reply.

Considering your most recent requests I am providing the undernoted information in the hope that this concludes your enquiries on this matter.

In the period 6 January 2019 to 2 February 2019 (period 11; most recent data available), 5 trains were recorded as not having stopped at Polmont when they were timetabled to stop.

In the period 9 December 2018 to 5 January 2019 (period 10; most recent data available), 717 trains were cancelled, either in full or in part, in the Suburban East service group, of which Polmont is a part. This value was 10.07 percent of the 7,120 trains planned to run in this period in this service group.

The franchise does not obligate ScotRail to provide more detail to Transport Scotland than what is provided above via the normal four-week reporting process.

In addition you may find it useful to refer to the link below which will give you further information on cancellations:-

<https://dataportal.orr.gov.uk/browse/reports/3>

You reference that you have viewed ScotRail's current draft timetable proposal's therefore you will note that it is proposed that from May 2019, the connection time at Falkirk Grahamston for passengers travelling between Linlithgow and Stirling will reduce. The average journey time will be less than 37 minutes, where an interchange takes place, compared to over 29 minutes in the previous timetable with direct trains.

In terms of rolling stock, the new fleet of seventy Class 385s will be gradually introduced over the

coming months, to replace existing diesel and electric trains, on the following routes:

- Edinburgh & Glasgow to Stirling/Dunblane/Alloa
- Edinburgh – Glasgow via Cumbernauld & Falkirk Garhamston

They will then also appear on services in/out of Glasgow Central High Level from April/ May 2019:

- Glasgow Central to Lanark & South Electrics
- Glasgow Central to Edinburgh via Shotts

Hitachi is planning to transfer the remaining Class 385s to Scotland between now and May 2019 in a phased basis which will see between (2-3) trains move each week. Once each train has completed a final acceptance process in Scotland, ScotRail will then commence leasing them from their owners to increase the 36 which are already accepted for passenger service.

Initially some of them will then be used for training to allow sufficient staff to be trained ahead of the May 2019 timetable change date but as more of the Class 385 trains are accepted they will also be gradually introduced into service during March, April and May 2019. The exact roll out plans are still being finalised by ScotRail and this will be based on a number of factors including Hitachi dispatching reliant trains from its factory, completion of training, train stabling availability, removal of older fleets from service and electrification being completed on the Edinburgh to Glasgow via Shotts route.

I hope that this is helpful.

Doc 9 – Email from Communications & Correspondence Office to Head of Rail Operations – Clear letter

From: [REDACTED]
Sent: 08 February 2019 12:17
To: @transport.gov.scot> **Cc:** @transport.gov.scot>
Subject: [REDACTED] TO CLEAR

[REDACTED] **Text redacted against Regulation 11(2)**
Communications & Correspondence Officer
Rail Projects and Technical Services
Transport Scotland

Ext [REDACTED]
Tel [REDACTED]
Mobile [REDACTED]

DOC 9 - Email from Head of Rail Operations

From: @transport.gov.scot>

Sent: 12 February 2019 14:51

To: @transport.gov.scot> **Cc:** Davis L (Lorna) @transport.gov.scot>

Subject: RE: [REDACTED] TO CLEAR

[REDACTED] **Text redacted against Regulation 11(2)**

Head of Technical & Operations
Rail Directorate

Thank you for your most recent correspondence dated 28 January and 30 January to my colleagues [REDACTED] and [REDACTED].

Please be aware that Cabinet Secretaries and Ministers receive a vast number of letters and emails covering many different subject areas. Correspondence is reviewed by staff in the Cabinet Secretary's or Minister's Private Office prior to being allocated for reply in accordance with their agreed general guidelines for handling Scottish Government correspondence. Cabinet Secretaries and Ministers reply directly to their own constituents and in the main correspondence from other members of the public is replied to directly by policy officials on behalf of Cabinet Secretaries and Ministers.

Cabinet Secretaries and Ministers regard all correspondence to the Scottish Government to be extremely important and are committed to ensuring that all replies are courteous and deal accurately with the issues raised. As such, this and your previous correspondence has been forwarded to Transport Scotland, the Government Agency with specific responsibility for the Governmental operations of Scotland's railway and should not be confused with the day to day operations of our railways. Mr Matheson has asked me to reply on his behalf and advise you that he is aware of your concerns and the content of my reply.

Considering your most recent requests I am providing the undernoted information in anticipation that this concludes your enquiries on this matter with us.

In the period 6 January 2019 to 2 February 2019 (most recent data available), 5 trains were recorded as not having stopped at Polmont when they were timetabled to stop.

In the previous period 9 December 2018 to 5 January 2019, 717 trains were cancelled, either in full or in part, in the Suburban East service group, of which Polmont is a part. This value was 10.07 percent of the 7,120 trains planned to run in this period.

The franchise does not obligate ScotRail to provide more detail to Transport Scotland than what is provided above via the normal four-week reporting process.

In addition you may find it useful to refer to the link below which will give you further information on cancellations:-

<https://dataportal.orr.gov.uk/browse/reports/3>

You reference to ScotRail's draft timetable proposal's you will note that it is proposed from May 2019, the connection time at Falkirk Grahamston for passengers travelling between Linlithgow and Stirling will be reduced. The average journey time will be less than 37 minutes, where an interchange takes place, compared to over 29 minutes in the previous timetable with direct trains.

In terms of rolling stock, the new fleet of seventy Class 385s will be gradually introduced over the coming months, to replace existing diesel and electric trains, on the following routes:

- Edinburgh & Glasgow to Stirling/Dunblane/Alloa
- Edinburgh – Glasgow via Cumbernauld & Falkirk Garhamston

They will then also appear on services in/out of Glasgow Central High Level from April/ May 2019:

- Glasgow Central to Lanark & South Electrics
- Glasgow Central to Edinburgh via Shotts

DOC 9 - Contained

Hitachi is planning to transfer the remaining Class 385s to Scotland between now and May 2019 in a phased basis which will see between (2-3) trains move each week. Once each train has completed a final acceptance process in Scotland, ScotRail will then commence leasing them from their owners to increase the 36 which are already accepted for passenger service.

Initially some of them will then be used for training to allow sufficient staff to be trained ahead of the May 2019 timetable change date but as more of the Class 385 trains are accepted they will also be gradually introduced into service during March, April and May 2019. The exact roll out plans are still being finalised by ScotRail and this will be based on a number of factors including Hitachi dispatching reliant trains **from its** factory, completion of training, train stabling availability, removal of older fleets from service and electrification being completed on the Edinburgh to Glasgow via Shotts route.

I hope that this is helpful.

Doc 9 – Email from Communication Manager to Communications& Correspondence Officer and Head of RAIL Operations and Technical Services

From: @transport.gov.scot>

Sent: 13 February 2019 08:42

To: @transport.gov.scot> @transport.gov.scot

Subject: RE: [REDACTED] TO CLEAR

For what it is worth I think that this version is now spot on! I will get this sent out today.

Doc 9 Email from Communications Manager to Correspondent

On 13 Feb 2019, at 16:00, <@transport.gov.scot>

wrote:

Dear [REDACTED]

Please find attached a letter for your attention. If you require this in an alternative format please do not hesitate to contact me.

Yours sincerely

[REDACTED] **Text redacted against Regulation 11(2)**

[REDACTED] **Text redacted against Regulation 11(2)**

Communications Manager
Rail Projects

T: [REDACTED]

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

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

[REDACTED]

By Email: [REDACTED]

Our ref:
2019/0004361

Date:
February 2018

Dear [REDACTED]

Thank you for your most recent correspondence dated 28 January and 30 January to my colleagues [REDACTED] and [REDACTED]

Please be aware that Cabinet Secretaries and Ministers receive a vast number of letters and emails covering many different subject areas. Correspondence is reviewed by staff in the Cabinet Secretary's or Minister's Private Office prior to being allocated for reply in accordance with their agreed general guide lines for handling Scottish Government correspondence. Cabinet Secretaries and Ministers reply directly to their own constituents and in the main correspondence from other members of the public is replied to directly by policy officials on behalf of Cabinet Secretaries and Ministers.

Cabinet Secretaries and Ministers regard all correspondence to the Scottish Government to be extremely important and are committed to ensuring that all replies are courteous and deal accurately with the issues

raised. As such, this and your previous correspondence has been forwarded to Transport Scotland, the Government Agency with specific responsibility for the Governmental operations of Scotland's railway and should not be confused with the day to day operations of our railways. Mr Matheson has asked me to reply on his behalf and advise you that he is aware of your concerns and the content of my reply.

Considering your most recent requests I am providing the undernoted information in anticipation that this concludes your enquiries on this matter with us.

In the period 6 January 2019 to 2 February 2019 (most recent data available), 5 trains were recorded as not having stopped at Polmont when they were timetabled to stop.

In the previous period 9 December 2018 to 5 January 2019, 717 trains were cancelled, either in full or in part, in the Suburban East service group, of which Polmont is a part. This value was 10.07 percent of the 7,120 trains planned to run in this period.

The franchise does not obligate ScotRail to provide more detail to Transport Scotland than what is provided above via the normal four-week reporting process.

In addition you may find it useful to refer to the link below which will give you further information on cancellations:-

<https://dataportal.orr.gov.uk/browsereports/3>

You reference ScotRail's draft timetable proposals and you will note that it is proposed from May 2019, the connection time at Falkirk Grahamston for passengers travelling between Linlithgow and Stirling will be reduced. The average journey time will be less than 37 minutes, where an interchange takes place, compared to over 29 minutes in the previous timetable with direct trains.

As you are aware half of the new fleet of seventy Class 385s are already operating daily on the following routes:

- Edinburgh & Glasgow to Stirling/ Dunblane/ Alloa
- Edinburgh to Glasgow via Cumbernauld & Falkirk Grahamston
- Edinburgh to Glasgow via Falkirk High
- Edinburgh to Dunbar / North Berwick

Hitachi is planning to transfer the remaining Class 385s to Scotland between now and May 2019 in a phased basis between (2-3) trains moving each week. Once each train has completed a final acceptance process in Scotland, ScotRail will then commence leasing them from their owners to increase the 35 which are already accepted for passenger service.

Initially some of them will then be used for training to allow sufficient staff to be trained ahead of the May 2019 timetable change date but as more of the Class 385 trains are accepted they will also be gradually introduced into service during March, April and May. The exact roll out plans are still being finalised by ScotRail and this will be based on a number of factors including Hitachi dispatching reliant trains from its factory, completion of staff training, train stabling availability, removal of older fleets from service and electrification being completed on the Edinburgh to Glasgow via Shotts route. As more are accepted they will appear on the routes noted above to replace existing Class 365 and Class 380 electrics then also be rolled out on services in/out of Glasgow Central High Level from April/ May:

- Glasgow Central to South Electrics (Cathcart circle & Newton)
- Glasgow Central to Lanark
- Glasgow Central to Edinburgh via Shotts

ScotRail has a communications plan which will highlight this over the coming months and will announce this phased introduction plan when the roll out programme is fully developed.

Doc 11 Email from Communications and Correspondence Officer to Head of Rail Operations & Technical Services

From: transport.gov.scot>
Sent: 20 February 2019 17:26
To: transport.gov.scot>
Cc: transport.gov.scot>
Subject: To Review - Cab Sec Note and Letter C Duncan

■ **Text redacted against Regulation 11(2)**

Grateful if you could clear my note below and the attachments please.

Thanks

■ **Text redacted against Regulation 11(2)**

From: transport.gov.scot>
Sent: 20 February 2019 11:57
To: transport.gov.scot>
Subject: RE: To Review

Thanks for this. I have amended. Please circulate the draft email below, draft letter and timeline of recent correspondence to ■ for his consideration. Thanks **Text redacted against Regulation 11(2)**

Cabinet Secretary for Transport, Infrastructure and Connectivity

I have attached a draft letter for your consideration and a timeline of correspondence regarding ■ who has been in correspondence about the December 2018 timetable change.

■ has not been appeased by our responses and in his view that you should reinstate direct services to Stirling from Polmont and Linlithgow. In line with Scottish Government procedures for dealing with ■, we are of the view that we have provided a full and final responses to ■ **Text redacted against Regulation 10(4)(e)**

■ **Text redacted against Regulation 10(4)(e)**

I have discussed this matter with your Private Office and they advised that you may wish to consider providing a final response to ■ – attached draft letter.

Doc 11 continued

Cabinet Secretary for Transport, Infrastructure and Connectivity
Michael Matheson MSP

????

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

Craig Duncan

By Email: craigjduncan@bluevonder.co.uk

February 2019

I am sorry that recent responses provided by my officials did not meet with your expectations. I have decided to respond directly to you setting out the position.

I have reviewed the responses sent to you by my officials and found these to be informative in explaining the rationale and reasoning behind the ScotRail December 2019 timetable changes whilst also providing answers to your other requests. I am sorry this has impacted on your journey, however I regret to advise that ScotRail don't intend to revert to the previous timetable as the changes represent the best value for tax payers money.

On a more positive note I can assure you I have asked my officials to work closely with the industry to minimise the journey impacts that you have highlighted. I am pleased to say that the interchange times at Falkirk will be reduced in the proposed timetable for May 2019.

In terms of cancellations, I have personally sought assurances from the industry leaders that they are doing all they can to reduce and eliminate cancelled train services, and you may be aware given the poor performance at the end of 2018 Transport Scotland took formal action against ScotRail requiring them to submit an Improvement Plan which is due with my officials around 22nd February 2019.

You may wish to note that the systems used to record cancelled train services is not at our disposal. However, I am satisfied that the Franchise Agreement allows for my officials to be provided with information that they deem necessary in pursuance of the Franchise. As an alternative you may find it useful to refer to the advice provided by my officials previously to assist you in obtaining further information on this matter.

For clarity you need to be aware that I have not entered into any correspondence with Bill Reeve, Director, Rail, Transport Scotland or Alex Hynes, Managing Director, ScotRail Alliance regarding as described in your statement; "the specific changes to services at Polmont challenging the decision to substantially downgrade the status of Polmont and Linlithgow and how they are going about facilitating a restoration".

I do hope that my explanation is helpful.

I have sent a copy of this reply to Alex Hynes.

Michael Matheson

MACCS Ref	Correspondence To	Date	Issue	Date Responded
2018/0043129	Cabinet Secretary	6 December 2018	Journey benefit queries – Timetable Polmont Stirling	9 January 2019
2018/0045066	Cabinet Secretary	20 December 2018	Dyce Rail Connection	28 January 2019
2018/0045071	Cabinet Secretary	21 December 2018	Delays and Cancellations	24 January 2019
2018/0045245	Cabinet Secretary	24 December 2018	May 19 Timetable	28 January 2019
2018/0045333	Cabinet Secretary	31 December 2018	Scotrail cancellations / Timetable	28 January 2019
2018/0045330	Cabinet Secretary	31 December 2018	Fares	Case was answered under 2018/0043129
2019/0000047	Cabinet Secretary	3 January 2018	Reduction in service	28 January 2018
2019/0000281	Cabinet Secretary	8 January 2019	Improvements for Polmont travellers	30 January 2019
2019/0004361	Transport Scotland Official	8 February 2019	Timetable	14 February 2019
Not on MACCS	Cabinet Secretary	14 February 2019	Timetable	

Doc 12 – Email from Communications & Correspondence Officer to Head of Rail Projects and Technical Services

From: transport.gov.scot>
Sent: 21 February 2019 09:19
To: transport.gov.scot>
Cc: transport.gov.scot>) transport.gov.scot>
Subject: TO CLEAR Note To Cab Sec - [REDACTED] - DEADLINE ASAP
Importance: High

[REDACTED] **Text redacted against Regulation 11(2)**

Grateful if you could clear that attached note and letter to the Cab Sec, concerning Mr [REDACTED] correspondence in regards to Polmont / Linlithgow rail services.

Thanks
[REDACTED]

[REDACTED] **Text redacted against Regulation 11(2)**
Communications & Correspondence Officer
Rail Projects and Technical Services
Transport Scotland

Ext [REDACTED]
Tel [REDACTED]
Mobile [REDACTED]

www.transport.gov.scot/
P Please do not print this e-mail unless you really need to.

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Doc 13 Email from Head of Rail Projects and Technical Services to Communications & Correspondence Officer

From: transport.gov.scot>
Sent: 22 February 2019 10:18
To: transport.gov.scot> transport.gov.scot>
Subject: RE: TO CLEAR Note To Cab Sec - [REDACTED] - DEADLINE ASAP

[REDACTED] **Text redacted against Regulation 11(2)**

Some tracks and comments in the attached. Perhaps get together to crack this one.....

[REDACTED] **Text redacted against Regulation 11(2)**

I am sorry that recent responses provided by my officials have not met with your expectations. Therefore, I have decided to respond directly to you.

I have reviewed the responses sent to you by my officials and found these to be informative in explaining the rationale and reasoning behind the ScotRail December 2019 timetable changes, whilst also providing answers to your other requests and queries. I am sorry the changes have impacted on your journey, however, I have to advise you that ScotRail do not intend to revert to the previous timetable as the implemented changes represent the best value for taxpayers money.

On a more positive note, I have asked my officials to work closely with the industry to minimise the journey impacts that you have highlighted. I am pleased to be able to inform you that it is proposed to reduce the time between connecting trains at Falkirk in the proposed timetable for May 2019. This is likely to be confirmed in March following completion of the industry planning process.

In terms of cancellations, I have personally sought assurances from industry leaders that they are doing all they can to eliminate the cancelling of train services. You may be aware, given the poor performance at the end of 2018, that Transport Scotland took formal action against ScotRail requiring them to submit a Remedial Plan, which is due to be submitted to my officials shortly. This is designed to ensure that ScotRail implement plans to improve services.

We don't have direct access to the system used to record cancelled train services as it is owned and managed by Network Rail. As previously advised this is available to you via the Network Rail website.

To clarify, I have not entered into any correspondence with Bill Reeve, Director of Rail, Transport Scotland or Alex Hynes, Managing Director, ScotRail Alliance regarding the changes to the timetable at Polmont and Linlithgow in relation to your assertion that these stations have been substantially downgraded in status.

I do hope that my letter is helpful.

I have sent a copy of this reply to Alex Hynes.

Michael Matheson

Doc 14 – Email from correspondence & Communications Officer to Cabinet Secretary for Transport, Infrastructure and Connectivity

From: [REDACTED] [Text redacted against Regulation 11\(2\)](#)
Sent: 25 February 2019 07:51
To: Cabinet Secretary for Transport, Infrastructure and Connectivity <CabSecTIC@gov.scot>
Cc:; Transport Scotland Secretariat
Subject: RE: Routine - UPDATED Draft Letter - [REDACTED] - Polmont / Linlithgow Rail Services

Cabinet Secretary for Transport, Infrastructure and Connectivity

I have attached a draft letter for your consideration and a timeline of correspondence regarding [REDACTED] who has corresponded on a number of occasions in regard to the December 2018 timetable change.

[REDACTED] has not been appeased by our responses. His view is that you should reinstate direct services to Stirling from Polmont and Linlithgow. However, In line with Scottish Government procedures [REDACTED] correspondents, we are of the view that we have provided full and final responses to [REDACTED] [Text redacted against Regulation 10\(4\)\(e\)](#)

[REDACTED] [Text redacted against Regulation 10\(4\)\(e\)](#)

I have discussed this matter with your Private Office and they advised that you may wish to consider providing a final response to [REDACTED] hence the attached draft letter.

[REDACTED] [Text redacted against Regulation 11\(2\)](#)

[REDACTED] [Text redacted against Regulation 11\(2\)](#)

[REDACTED] [Text redacted against Regulation 11\(2\)](#)

Communications & Correspondence Officer
Rail Projects and Technical Services
Transport Scotland

Ex [REDACTED]
Tel [REDACTED]
Mobile [REDACTED]

Doc 14 –continued

Our ref:

February 2019

I am sorry that recent responses provided by my officials have not met with your expectations. Therefore, I have decided to respond directly to you.

I have reviewed the responses sent to you by my officials and found these to be informative in explaining the rationale and reasoning behind the ScotRail December 2018 timetable changes, whilst also providing answers to your other requests and queries. I am sorry the changes have impacted on your journey, however, I have to advise you that ScotRail do not intend to revert to the previous timetable as the implemented changes represent the best value for taxpayers money.

On a more positive note, I have asked my officials to work closely with the industry to minimise the journey impacts that you have highlighted. I am pleased to be able to inform you that it is proposed to reduce the time between connecting trains at Falkirk in the proposed timetable for May 2019. This is likely to be confirmed in March following completion of the industry planning process.

In terms of cancellations, I have personally sought assurances from industry leaders that they are doing all they can to eliminate the cancelling of train services. You may be aware, given the poor performance at the end of 2018, that Transport Scotland took formal action against ScotRail requiring them to submit a Remedial Plan, which is due to be submitted to my officials shortly. This is designed to ensure that ScotRail implement plans to improve services.

We don't have direct access to the system used to record cancelled train services as it is owned and managed by Network Rail. As previously advised this is available to you via the Network Rail website.

To clarify, I have not entered into any correspondence with Bill Reeve, Director of Rail, Transport Scotland or Alex Hynes, Managing Director, ScotRail Alliance regarding the changes to the timetable at Polmont and Linlithgow in relation to your assertion that these stations have been substantially downgraded in status.

I do hope that my letter is helpful.

I have sent a copy of this reply to Alex Hynes.

Michael Matheson

MACCS Ref	Correspondence To	Date	Issue	Date Responded
2018/0043129	Cabinet Secretary	6 December 2018	Journey benefit queries – Timetable Polmont Stirling	9 January 2019
2018/0045066	Cabinet Secretary	20 December 2018	Dyce Rail Connection	28 January 2019
2018/0045071	Cabinet Secretary	21 December 2018	Delays and Cancellations	24 January 2019
2018/0045245	Cabinet Secretary	24 December 2018	May 19 Timetable	28 January 2019
2018/0045333	Cabinet Secretary	31 December 2018	Scotrail cancellations / Timetable	28 January 2019
2018/0045330	Cabinet Secretary	31 December 2018	Fares	Case was answered under 2018/0043129
2019/0000047	Cabinet Secretary	3 January 2018	Reduction in service	28 January 2018
2019/0000281	Cabinet Secretary	8 January 2019	Improvements for Polmont travellers	30 January 2019
2019/0004361	Transport Scotland Official	8 February 2019	Timetable	14 February 2019
Not on MACCS	Cabinet Secretary	14 February 2019	Timetable	

Doc 15 – Email from Private Office

From: [REDACTED] **On Behalf Of** Cabinet Secretary for Transport, Infrastructure and Connectivity **Text redacted against Regulation 11(2)**

Sent: 26 February 2019 11:28

To: transport.gov.scot>

Cc: Cabinet Secretary for Transport, Infrastructure and

Subject: RE: Routine - UPDATED Draft Letter - [REDACTED] - Polmont / Linlithgow Rail Services

Hi [REDACTED] **Text redacted against Regulation 11(2)**

Mr Matheson has considered this and said that officials should respond.

Thanks,

[REDACTED] **Text redacted against Regulation 11(2)**

[REDACTED] | Private Secretary to Paul Wheelhouse MSP, Minister for Energy, Connectivity and the Islands

The Scottish Government | Web: www.gov.scot

Tel: 0131 244 7720 | Email: MinisterECI@gov.scot

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Doc 16 – Email from Correspondence & Communications Officer to Head of Rail Projects and Technical Services

From: transport.gov.scot>

Sent: 27 February 2019 13:11

To: transport.gov.scot>

Cc: transport.gov.scot [REDACTED] transport.gov.scot>

Subject: TO CLEAR FW: Routine - UPDATED Draft Letter - [REDACTED] - Polmont / Linlithgow Rail Services
DEADLINE ASAP

Importance: High

[REDACTED] **Text redacted against Regulation 11(2)**

As you will read from the email below, Cab Sec has asked officials to respond and are you content to sign this?. I have amended the letter to reflect this is from TS.

Thanks

[REDACTED] **Text redacted against Regulation 11(2)**

DOC 17 - Email from Head of Rail Projects to Correspondence & Communications Officer

From: @transport.gov.scot>

Sent: 27 February 2019 15:31

To: @transport.gov.scot>

Cc: @transport.gov.scot>; @transport.gov.scot>

Subject: RE: TO CLEAR FW: Routine - UPDATED Draft Letter - [REDACTED] - Polmont / Linlithgow Rail Services DEADLINE ASAP

[REDACTED] **Text redacted against Regulation 11(2)**

Am happy to sign. Attached has 3 minor tracks then ok to issue

Thanks

[REDACTED] **Text redacted against Regulation 11(2)**

Date:

[REDACTED]

By Email [REDACTED]

I am sorry that recent responses provided by officials have not met with your expectations. The Cabinet Secretary for Transport, Infrastructure and Connectivity has been made aware of your most recent email and has asked that I respond.

I have reviewed the responses sent to you by officials and found these to be informative in explaining the rationale and reasoning behind the ScotRail December 2018 timetable changes, whilst also providing answers to your other requests and queries. I am sorry the changes have impacted on your journey, however, I have to advise you that ScotRail do not intend to revert to the previous timetable as the implemented changes represent the best value for taxpayers money.

On a more positive note, I have asked my colleagues to work closely with the industry to minimise the journey impacts that you have highlighted. I am pleased to be able to inform you that it is proposed to reduce the time between connecting trains at Falkirk in the proposed timetable for May 2019. This is likely to be confirmed in March following completion of the industry planning process.

In terms of cancellations, The Cabinet Secretary has personally sought assurances from industry leaders that they are doing all they can to eliminate the cancelling of train services. You may be aware, given the poor performance at the end of 2018, that Transport Scotland took formal action against ScotRail requiring them to submit an Remedial Plan. ScotRail have had eight weeks to submit their plan outlining how it plans to address performance issues. This plan was submitted to

Transport Scotland on 18 February 2019 and is now being reviewed before a remedial agreement is published.

We don't have direct access to the system used to record cancelled train services as it is owned and managed by Network Rail. As previously advised this is available to you via the Network Rail website.

I can confirm The Cabinet Secretary has not entered into any correspondence with Bill Reeve, Director of Rail, Transport Scotland or Alex Hynes, Managing Director, ScotRail Alliance regarding the changes to the timetable at Polmont and Linlithgow in relation to your assertion that these stations have been substantially downgraded in status.

I do hope that my letter is helpful.

I have sent a copy of this reply to Alex Hynes.

 Text redacted against Regulation 11(2)
Head of Rail Projects and Technical Services

Doc 18 – Email from Correspondence & Officer to Correspondent

From: TS Rail Projects Technical Services

Sent: 28 February 2019 10:36

To: [REDACTED]

Cc: Cabinet Secretary for Transport, Infrastructure and Connectivity <CabSecTIC@gov.scot>

Subject: Correspondence - Timetable

Dear [REDACTED]

Please find the attached that attached response from [REDACTED], Head of Rail Projects and Technical Services - Transport Scotland. [Text redacted against Regulation 11\(2\)](#)

Kind Regards

[REDACTED] [Text redacted against Regulation 11\(2\)](#)

Communications & Correspondence Officer

Rail Projects and Technical Services

Transport Scotland

Ext [REDACTED]

Tel [REDACTED]

Mobile [REDACTED]

Doc 19 Email from Correspondence & Communications Officer to ScotRail

From: [REDACTED] **Text redacted against Regulation 11(2)**

Sent: 28 February 2019 10:41

To: [REDACTED]@scotrail.co.uk>; [REDACTED]@scotrail.co.uk>

Text redacted against Regulation 11(2)

Subject: FW: Correspondence - Timetable

[REDACTED] **Text redacted against Regulation 11(2)**

Please find the attached copy of letter that is copied to Alex Hynes for his awareness.

Thanks

[REDACTED] **Text redacted against Regulation 11(2)**

[REDACTED] **Text redacted against Regulation 11(2)**

Communications & Correspondence Officer
Rail Projects and Technical Services
Transport Scotland

Ext [REDACTED]

Tel [REDACTED]

Mobile [REDACTED]