

# Minutes for Rail Recovery Taskforce Meeting 06/10/20

Held on 06/10/20 at (MS Teams) commencing at 09:30

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| Planned Attendees: | <b>Abellio ScotRail (ASR):</b> <names redacted><br><b>Network Rail (NR):</b> <names redacted><br><b>Transport Scotland (TS):</b> <names redacted><br><b>Transport Focus (TF):</b> <names redacted><br><b>British Transport Police (BTP):</b> <names redacted>  |              |
| Apologies:         | <names redacted>   |              |
| <b>Agenda ID</b>   | <b>Agenda Items</b>  | <b>Owner</b> |
| 1.                 | <u>Welcome</u><br><b>Chair:</b> Welcome.   | <b>Chair</b> |
| 2.                 | <u>Agenda</u><br>1. Government Update<br>2. Current Passenger Opinions (Transport Focus)<br>3. Overview of Current Timetable<br>4. Service Planning Implications<br>5. Comms and Messaging<br>6. Recommendations for Bill<br>7. AOB  | <b>Chair</b> |
| 3.                 | <u>Project Status</u><br><b>Chair:</b> We have some important discussions this morning on what we will do if a further restriction of movement, second lockdown or equivalent comes to pass. In a moment I'll ask some colleagues to update on that. Firstly, I'll ask TS for the latest Government update. I'll then ask <Redaction> to give us some background on the Transport Focus viewpoint in terms of passenger opinions regarding the current situation. I'll then ask Scott to update us on the workaround service levels and <Redaction> on the train planning issues. <Redaction> on messaging and then we will come up with a recommendation that we can take to the <Redaction> meeting later this afternoon around our proposed course of action.<br><br><b>1. Update on Government</b><br><b>Chair:</b> First issue is an update on the Government from our TS colleagues, what is the latest? Is there anything you can share about what may be coming? There is a lot of speculation on it in the media.<br><br><Redaction> will dial into meeting in a few minutes so I'll take this. No, in short, we don't have any other intelligence other than expecting something to be out today or tomorrow. Most likely today which will tell us about some new measures. The scale and scope of them we are not clear on. It's not been communicated at all |              |

wider than the few people that need to know about it (<Redaction>). Unfortunately, there is not much I can say on this subject at the moment. The only other things that is useful is perhaps understanding that other transport modes are still not looking at any reduction in services should a circuit break or something of that type be decided upon in the next day or two.

**Chair:** Thanks <Redaction>. There is nothing specific to report, I guess. The remit we have been given is to consider a reduction to match the ongoing levels of demand and to reduce travel whether that is Scotland-wide or restricted to specific areas in Scotland. I think the discussion needs to be framed around those principles. Obviously, we will keep our eyes on the news this morning.

## 2. Current Passenger Opinions (Transport Focus)

**Chair:** <Redaction> circulated some really useful background on current opinions. Are you able to talk us through that please?

<Redaction>: I sent some papers to the group yesterday about messaging. It all depends on what the extent of restrictions are going to be. We are unsure of the restrictions just now and whether it is going to be a worst-case scenario, going back to essential travel only. One of the issues which I missed out on my email yesterday is the messaging about that has to be key regarding essential travel only and also that we are doing it to comply with Government restrictions while still reinforcing that travelling is still safe but we are limiting it. The message that came out in March, the way it was interpreted was that if you don't want COVID don't travel by train. That's the way it was interpreted and to a large extent our survey still shows that. The perceptions are worse than the reality. Over 75% feel that the rail service is safe. It's as safe as going into hospitality venues, shopping etc. It's the people who used to use the rail network and who haven't since March/ April that have those perceptions. Those perceptions are worse than the actual reality. It's about setting the tone right and getting the messaging across that we have to reduce timetables. We need to be clear on who can travel but at the same time try to get it across that we are trying to comply with Government guidelines to reduce the R rate or transmission levels but it is still safe to travel. We have to be very realistic in that regard. The main things that are bothering passengers are the use of face coverings and social

Chair/ <Redaction>

distancing. People see the tv adverts/ social media about cleanliness on trains and what ScotRail are doing. However, there is a disconnect about what they see on the TV and what they see when they are travelling. They compare it to what they see in hospitality venues. Messaging is key. <Redaction> 1 Just getting the messaging across is key if it goes to essential travel and the reasons behind it. If there are timetable changes same as last time about the support for key workers and first and last trains.

**Chair:** thanks <Redaction>. Any questions for <Redaction>?

<Redaction>: I had a question regarding your email around essential travel. In your email you said we need to be more explicit to spell out to people what is essential. It's quite tricky as what I consider essential is different from what others think is essential. Is there any guidance in any of the research as to how we could explain that? The definition of it could be so broad.

<Redaction>: the definition is so broad. What people are now doing is using common sense. What is an essential journey for one person will not be for another. Individuals are making their own risk assessment. That will be difficult going forward as people are making their own risk assessments rather than following the guidelines strictly. There should be something coming out this week. We are still working on that piece of research. It is a really difficult one and that is why we have flagged it up. I don't know how you would message it. The key thing is it is still safe to travel. The safety aspect was lost in March. The hangover from that and the hangover that might come from a second lockdown may make people travel less on rail going forward. A large amount of passengers that used to travel still think it is unsafe although the reality is different from that. 6 months on and the perception still is not shifting for a large degree of rail users.

<Redaction>: On the individual risk assessment that is part of the message that we have given people. To take personal responsibility and if you travel then that's your choice. I think that is something we need to give a little more thought to.

<Redaction>: In saying that the messaging that ScotRail has put on their website and on social media has been well received. It is easy to understand which has probably helped passengers make that personal risk assessment.

<Redaction>: I think the problem the rail industry suffers from is that a lot of the work goes on behind the scenes. It will be different from other industries where it's really visible. You talked about hospitality where you see someone come in and clean the table in front of them. It's the same with the engineering works and autumn issues that we have - a lot of these go on behind the scenes. We have put out some communications and some of these have been on tv about what goes on behind the scenes. Is there something we could do that demonstrates the cleaning regime in the trains and stations, things that people don't normally see?

<Redaction>: I don't know if there is something you can highlight on trains or at stations e.g. this train has been cleaned overnight to Government guidelines. It's the perception vs reality argument. There are a lot of people making journeys and they don't see a member of staff. They don't see anyone going through the train. They don't see any cleaning whereas they see it in hospitality. The reality is you are working hard behind the scenes. It's reinforcing the message that it is being done in the background.

<Redaction>: there are videos on social media about the cleaning that is going on. We are also working on a slightly longer video to show what has happened behind the scenes since the start of the pandemic. We will use that in the next couple of weeks. There will be a shift away from 'the 5 rules that you need to follow to keep yourself safe' to the 'railway is safe'. Beyond that there will be more a more explicit 'please come back and use the railway' with some offers. We are in a middle phase at the moment.

<Redaction>: It's drawing back the curtain to a certain extent so people can see what you are doing. The videos are a good way forward.

**Chair: ACTION:** we will take an action internally in ScotRail to see what we can do to raise awareness on the additional cleaning regimes just to help with the reassurance message. That's extremely helpful

<Redaction>: My other thought from that conversation, as well as the concerns passengers have about cleanliness (<Redaction>) **I** is the concern around space and the ability to social distance. I think we need to get across the message that it is a difficult balance of 'we have lots of space and lots of capacity, you can safely distance yourself'. I think at this stage where we have such low numbers it could be part of the communications.

<Redaction> 1

<Redaction>: I did highlight yesterday that face coverings and social distancing are the two most importance triggers for passengers. The scenes of packed trains don't help matters but those are trigger points for passengers.

Chair: <Redaction> 1

### 3. Overview of Current Timetable

Chair: <Redaction>, can I ask you to give us an overview of how the current timetable is coping with demand and what options we have to deal with that demand? What service would we move to in order to deal with more restrictions and to react to anything the Government requires of us?

<Redaction>: Having looked at demand across the network and across the routes. What we find is since the weather-related incidents in period 5 passenger journeys have plateaued, not just nationally but across all routes. I think it's about 590,000 journeys a week. The proportion of journeys is also consistent. Basically, we have had 6-7 weeks of constant passenger numbers. The same volumes of passengers travelling on the peak and the off peak. When you drill down the number of regular travellers who are on season tickets or flexi passes hasn't changed at all since lockdown by any significant degree. Since lockdown eased at end of May we have had a big increase in the number of return peak tickets sold. That is only increased 3-fold. In affect the volumes of passengers travelling in the peaks has not increased significantly but since the 3rd August we have reverted with a full peak timetable. In the off peak the passenger numbers have been the same since start of August. What I'm doing at the moment is comparing loads on each route between the last week of the stage 2 and 3 timetable with the average over the last 7 weeks. That is what I summarised in the note yesterday. What that is saying is we are not carrying any more passengers now that we were in the last week of what was a much-reduced timetable (in terms of 60% of services). The things that jump out that are different are that the stage 2 and stage 3 timetable doesn't have trains in it that are used by students. A key bit of intelligence we need in terms of looking forward if we are going to step back the timetable is whether we are protecting school travel or not as that will mean a change. It's only a handful of services but the whole travel to education will collapse without them. The other assumption is that

<Redaction>

the message to work from home is reinforced. That means we will have fewer people travelling very early in the morning and that would be back to the key worker timetable. The bulk of the demand after 7pm at night will be people travelling into the city for leisure purposes. Providing there is a suppression of the leisure market then the stage 2 winddown which happened between 9pm and 10pm at night will be sufficient to accommodate everybody's needs. From a demand management perspective, the timetable we had before the August 3rd timetable change came in looks like it will have enough capacity and will operate at the right times and right places to meet almost all of the current demand.

Chair

**Chair:** thanks <Redaction> that is helpful.

<Redaction>: That's really helpful. Your email yesterday was very useful to us. To know that it will meet demand as we have it at the moment which unfortunately is looking as if it will be more medium term than short term. I'm keen to understand how and when we can move to that? <Redaction> ¶ What would be the overall cost saving, which is maybe not for discussion in this forum, but I think it will be useful to have that set down?

**Chair:** I agree <Redaction> and I'll ask <Redaction> on the logistics and the wider impact of that that in a second. Are there any other comments on the wider principles that <Redaction> has described here around the pre-August 3rd timetable?

<Redaction>: First of all thanks <Redaction>. It's been really helpful to try and understand what can be done. There hasn't been a lot of clear information flowing in terms of what we are asking rail to do here. There was a suggestion at the Rail Management Team meeting that a taskforce subgroup be set up to look at this. However, both <Redaction> and myself said that given the importance of this it should remain at taskforce level rather than a subgroup. It might be worth mentioning on the 4.30 call that this is the way we are looking to take this and you may get a steer then. We are not being difficult and we are not being obstructive. We are trying to work with what limited information we have just now. <Redaction> ¶ There are potential hints as to how it might go but I think it is a matter of waiting and seeing what is said and considering what the impact on travel/ public transport/ rail is. I don't know if it is something you want to raise with <Redaction>? It might give the Rail Recovery Taskforce a better steer

**Chair:** That is my intention. One thing we can be sure of is there is not going to be anything that increases the demand for rail in the coming weeks.

**<Redaction>:** If you listen to what **<Redaction>** is saying in terms of public perception and interpretation, **<Redaction>** has been very complimentary about ScotRail comms, so it is a matter of how the public interpret the messages they are getting. I suppose it depends on what the First Minister will be saying and are there any travel restrictions. I know that there are TS colleagues thinking can they have an internal break with the school holidays coming up or will there be travel restrictions. We will wait and see what happens

**Chair:** You raise a good point there. One of the potential outcomes is local restrictions as opposed to nationwide. If you look at charts and graphs on infection rates it's quite varied between the central belt and elsewhere. It's fair to say that the pre August 3rd Timetable is appropriate for that. It may take service levels down a little bit in the congested parts, descoping the peaks. Even if we had the scenario of local restrictions as opposed to national restrictions I don't think we would change our thoughts on the pre-August Timetable being the one we would go to.

**<Redaction>:** There is no real difference between Scotland and the rest of GB, if you want to have people back you need fare incentives. We can't see a great rush back to rail this side of Christmas under the current conditions.

#### **4. Service Planning Implications**

**Chair:** Thanks **<Redaction>**. We will move on to **<Redaction>** to consider the service planning implications with regards to timescales and potential impacts to resource levels etc.

**<Redaction>:** We would need to make sure that this reduced service would map against anything that happens in the hospitality industry given that most of the trains finish by 10pm at night. There would be a risk of people turning up at stations and not being able to get home. In terms of the logistics of the change, we need about 2 weeks' notice to implement because we have roster changes for drivers and conductors. It's really important because the plan that we have doesn't match the current book on/off's and rest day patterns.

**<Redaction>.** **1** This is for a significant lockdown, this is not to cover localised or short-term changes or circuit

breakdowns because by the time we implement it the circuit breaker will be gone.

<Redaction>: we were asked a couple of weeks ago to fill in a scoping paper that was being done by some TS colleagues and they asked the question about minimum lead in times. I fed those minimum lead in times to that paper. I also said given the amount of work that was going to be involved and comparing that with the potential length of the circuit breaker and taking account fixed costs any potential savings would be negated. If it was going to be longer then that's different but there was no suggestion it would go on longer. We have said a minimum of 10 days. If they announce a circuit breaker to start in the school holidays it's not going to happen.

<Redaction>: One thing just to add we do need to think just a little bit further ahead. We have a timetable change coming up, we then go into a fairly intense engineering period. We have got major engineering north and south of the Clyde, especially Cadder works. Bear that one in mind as well. We were extraordinarily lucky during the early parts of lockdown that we didn't have complex engineering extended into weekdays. We may well have that as we go through winter.

<Redaction>: Not to say it will be too difficult to manage but just to give you an idea of what we need to do if we do go with lifting the plan prior to August:

<Redaction> 1

**Chair:** I think that's a really good point. <Redaction> 1

<Redaction> 1

**Chair:** To summarise it's 10 days to two weeks' notice for any changes. We could continue with the reduced timetable until the December timetable change date at which point it becomes more difficult because the pre-August 3rd timetable doesn't match December timetable change day to day. We would need to think what we would do post December if we were instructed to leave a lower service level in place. There would also be complexities from engineering planning on top of the base timetable.

<Redaction>: I think things might move a bit quickly. Clearly with all these other considerations going on in the background the First Minister statement will hopefully add some clarity. People will then start to understand the impact on their relevant areas so things should move quite quickly. I note the timescales and complexities that <Redaction> mentioned.

<Redaction>: If we do go back to pre-August timetable there is an assumption that the other operators will need to go back to something similar as well. We stepped up in early August and the other operators stepped up in mid-September. If we go back to the timetable, there may be conflicts with what the other operators have got. We have had to assume that they would do something in step with us.

**Chair:** That's an incredibly important point

<Redaction>: That's not necessarily going to happen if the instruction from DfT is different because Scotland is in a more strict position than England

<Redaction>: That will make the solution more complex. The plan is the plan, but we may have to fine tune with operators.

<Redaction>: That comes with time and risk

<Redaction>: It might need something to drop out or something done differently.

- **Comms and Messaging**

<Redaction>: I don't envy your task. In this scenario how much will passengers be kept in the loop about possible changes to the timetable? When will they get notice of the timetable changes so that folks who need to make journeys can? Probably not for this meeting but there are people who have bought tickets in advance. It's about letting them know about changes.

**Chair:** <Redaction> question leads very neatly in the next item which is regarding comms and messaging and how we would position this. The wider issue is how we deal with customers and the refund policy changing.

<Redaction> can you talk through your thoughts about how we would position our messaging about reducing the service?

<Redaction>: When we completed these previously it was quite short notice. It was between 5 and 7 days' notice we gave to people. If we were changing the timetable on the Monday, we would normally announce it on the previous Wednesday or something like that. I don't envisage that changing too much. The timescales will probably be the same in terms of notice. In terms of actual message and justification for reducing the services, I'm not quite sure at the moment. I'll need to give it a bit of thought. Previously it was understood that it was a full lock down and the country basically shut down, so it was easier to understand. If we

introduce a reduced service when there isn't a full lockdown it's a more difficult argument for us to make. We have to come up with a coherent message on that which is acceptable.

**Chair:** I suppose it's more difficult if the rest of the UK doesn't adopt a similar policy?

**<Redaction>**: It is and if travel restrictions aren't as strict as last time (e.g. if it's not a 5-mile restriction on travel) it's more difficult. If it is that we are running trains that are empty, then it's a more difficult message to make.

**Chair: ACTION:** We will ask the comms subgroup to look into this further depending on what steer we get from the phone call this afternoon.

**<Redaction>**: The only thing I would add, when we have situations like this in the past, we have done our best to give messages verbally about what is happening but there is a lag into the system. We will do our best to manage that if any changes come and we will put placeholders on the website but there is a lag there and it is something we can't avoid in terms of how we publish the data

**<Redaction>**: There is understanding of that because they know that everything is up in the air. Messages have been 'this is what it is going to be but please check back before you travel' until the data is in the system. We have not had too much push back from people but people's tolerance are lower so we might face more push back this time

**<Redaction>**: what I might do this time around is try and give NR a full sight of cancellations before we give them the detail then the cancellations can be published earlier. We should be able to do that if we know what the plan is in the first instance. Previous iterations we have been trying to work out what is and what isn't going to run. If we are using the pre-August 3rd timetable it should put us in a better position to give passengers a bit more certainty.

**<Redaction>**: I have a question for NR colleagues, if we were to revert to this 60% timetable does it change NRs approach to any work they are doing in the short and medium term?

**<Redaction>**: It gives some opportunity, but it depends how long the change is implemented. It gives an opportunity to be more productive with some of the work we are doing and maybe accelerate some work

<Redaction>: I guess that would only be the case if we end up with a service closing on a weekday earlier

<Redaction>: If we start to open up some gaps in the evening but we are not starting up service until a little bit later in the morning. It's where it widens the engineering access window. That's where we would get the most benefit.

<Redaction>: the other thing I would note is that while reducing the frequency of services and therefore the potential resource base, ScotRail colleagues would need to deliver a train plan, the resource base does not change for NR. We still have the same risk for delivering that base plan if we have a localised outbreak of absence.

<Redaction>: we are looking at the various contingency plans for resources, outbreaks and self-isolation. There are various tiers of plans that kick in at various levels.

<Redaction>. **I** We are constantly monitoring that. It depends how long it would run for. It gives some opportunity for some of the smaller works.

**Chair:** I think the trade-off for more access for NR is an important part of the decision. I know there is a meeting today looking at the wider engineering access and how to optimise that but this may be a subset for that

<Redaction>: Who knows where we will be a year from now. <Redaction> **I** Rosters are agreed annually so it needs to be a longer-term change so it's not something that we can quickly move to. The rosters are agreed in January and that payment runs for the entire year regardless of what roster the guys are working.

#### 6. Recommendations for <Redaction>

**Chair:** That discussion has been really useful. I think the recommendation we are taking for the <Redaction> meeting later is that if we are required to reduce service levels for whatever reason we would recommend reducing to the pre August 3rd timetable with potentially some minor tweaks to deal with demand for schools and colleges. That would require 10 days to 2 weeks' notice to make any change. That would be sufficient until December. Prolonging it beyond December would be logistically challenging because of the timetable change then. Risks around it are what other operators would do or not do and any clashes that created. There is a big piece of work around messaging and how we would present this. We need to be cognisant of all the feedback <Redaction> has given regarding customer opinions. **ACTION:** I will pull

together a note for the <Redaction> call based on what <Redaction> produced yesterday. Is there an option to defer the December timetable change to a later date? <Redaction> has asked previously why we are changing the timetable in December given what has happened. Is there an option to keep the pre-August 3rd through Christmas and into the new year and implement the changes for December a bit later?

<Redaction>: Only if we know about it now. If you tell us now, in the next 5 working days we can make the plan from December timetable change to January look like the pre-August plan, but it won't be the same plan.

<Redaction> **I**

**Chair:** I fully appreciate the frustration over the question <Redaction>, but I think it is something we will be asked so we will need to think about what the position is.

<Redaction>: Even with the notice period that <Redaction> has alluded to, if there is a different policy in Scotland than in England then we are second guessing the whole time and that is a potential issue. We are trying to put a timetable in which works in Scotland, but it won't work because it is in conflict with what the DfT are saying down south with operators coming here. It's something to bear in mind.

<Redaction>: I don't want to make things more difficult. It's hard to know what's happening next week let alone December. It's to do with messaging, whatever timetable is in place come December and over Christmas as much notice needs to be given and possible. I think as much certainty is required over the Christmas period.

4.

7. **AOB**

<Redaction>: sleepers have had their industrial action Sunday night and Monday night and have the same industrial action next Sunday/ Monday. The intention next Sunday/ Monday is to operate a Lowlander service Edinburgh-London and vice versa but not the Highlander.

<Redaction>: I just want to give a big note of thanks to everyone on the group. It's an incredibly frustrating topic that we have spent time on, so it's greatly appreciated.

<Redaction>: I just want to ensure we are tying in with hospitality and not giving customers false hope on when

<Redaction>

<Redaction>

customers leave, and they think they can get on the one train home. **ACTION:** That's about messaging but we can pick it up internally

<Redaction>: I echo <Redaction> comments about the frustration in the lack of clarity and that we are having to make several assumptions.

<Redaction>: I've been pasting graphs to reassure people visually. **ACTION:** I'll create an appendix for your paper which shows on each route how demand has changed and the difference between the stage 3 and stage 4 timetables.

**Chair:** Thanks were given

Next Session to be Held on **13/10/20** (MS Teams conference) commencing at 09:30

# Minutes for Rail Recovery Taskforce Meeting 20/10/20

Held on 20/10/20 at (MS Teams) commencing at 09:30

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|------------------|--|--------------|
| Attendees:       | <p><b>Abellio ScotRail (ASR):</b> &lt;names redacted&gt;<br/> <b>Network Rail (NR):</b> none<br/> <b>Transport Scotland (TS):</b> &lt;names redacted&gt;<br/> <b>Transport Focus (TF):</b> &lt;names redacted&gt;<br/> <b>British Transport Police (BTP):</b> none</p>   |              |
| Apologies:       | none   |              |
| <b>Agenda ID</b> | <b>Agenda Items</b>  | <b>Owner</b> |
| 1.               | <p><u>Welcome</u><br/> <b>Chair:</b> Welcome.</p>  | Chair        |
| 2.               | <p><u>Agenda</u></p> <ul style="list-style-type: none"> <li>• Performance update</li> <li>• Revenue update</li> <li>• Future service changes</li> <li>• AOB</li> </ul>   | Chair        |
| 3.               | <p><u>Performance update</u></p> <p><b>Chair:</b> Period ended on 92.4% and sadly finished with 4 consecutive days with fatalities/incidents that all contributed to final position. Weather continues to be the main overriding factor on negative performance attainment with half top 10 incidents. Will continue to be a factor with blanket speeds introduced by NR an ongoing aspect of service delivery. It was however the 3<sup>rd</sup> best Period 7 since records began 21 years ago. Scotland's Railway continues to provide a high focus on continued performance levels.</p> <p><u>Revenue update</u></p> <p><b>Chair:</b> Revenue last week was &lt;Redaction&gt; 2 which was last seen at end of July prior to service changes aligned to government stage advice on Covid restrictions. Clearly patronage remains suppressed with current advice from Scot Gov.</p> <p>&lt;Redaction&gt;: Noted schools closed last week which would have been a further contributing factor on top.</p> <p><u>Future service changes</u></p> <p><b>Chair:</b> Following last week's meeting and discussions at seniors meeting, where the principle of service reductions was discussed, we have been working to that specification but also reacting to comments from &lt;Redaction&gt; 1</p> <p>ASR had internal meeting yesterday with chair, &lt;Redaction&gt; and service planning colleagues to further explore areas where demand could lead to changes on top of prior spec</p> |              |

with evidence showing E&G, Shotts and Argyle/North Electric routes should be added to specification. The changes themselves ASR believe to be within the tolerance of prior advice in <Redaction> briefing.

<Redaction>: Acknowledged efforts from all involved in preparing briefing note which is awaiting sign off from <Redaction> before progressing. Issues with end to end A2I reduction and making changes sooner needing clarified before it can be progressed. A rewritten spec based on changes advised by ASR earlier would be welcome including tables/summaries as appropriate. Given process and schedule for presentation it is unlikely it will be sent/commented/approved by Friday 23<sup>rd</sup> October.

<Redaction>: Noted end to end A2I was not changing.

<Redaction>: A new spec would help resolve this

<Redaction>

<Redaction>: **Action** Will be issued today, reiterated it was other IC routes that were reduced but maintaining all aspects of local connectivity

<Redaction>: Team working to spec as agreed last week and adding changes as discussed earlier. Initial day spec (schedules/units) dataset to be broadly in place 30<sup>th</sup> October with final (challenging) position of all crew/roster amendments by 9<sup>th</sup> November to allow for bid to NR and subsequent offer response and roster agreements to be ready for 3<sup>rd</sup> December.

<Redaction> **!**

<Redaction>: Understands issues and will provide focus as best as possible to support decision at earliest possible point. We all can support this especially those colleagues who interact at seniors meeting and other appropriate junctures.

<Redaction>: Reiterated that logistics for changes would be resolve/agree Dec 20 and then seek to roll any changes into current TT period (<8 weeks to operate) but that ASR may use control arrangements if decision and messaging to customers can be met

**Chair:** Sought comment on above from <Redaction>

<Redaction>: Continue as before/now – be honest and transparent with staff, customers and stakeholders

<Redaction>: Agreed, allows customers to make informed choices but accepts that individuals may be impacted, however comms must be balanced and show relationship of demand/supply

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|----|---|--------------|
|    | <p><b>Chair:</b> Agreed, managing info and comms is key part of process</p> <p><b>&lt;Redaction&gt;:</b> Noted key policy statements will continue to have a factor in people's behaviours</p> <p><b>Chair:</b> Importance with all of the proposals is maintaining key worker as a priority and also ensuring early/late services not changed.</p> <p><b>&lt;Redaction&gt;:</b> Noted importance of messaging for all with RSSB report providing assurance for current travellers but not expressly helping new travellers to come back to rail.</p> <p><b>Chair: Action</b> Agreed and will append report to minutes.</p>   | <b>Chair</b> |
| 4. | <p><b><u>AOB</u></b></p> <p><b>&lt;Redaction&gt;:</b> ASR to note &lt;Redaction&gt; meeting unions at quarterly this week</p> <p><b>&lt;Redaction&gt;:</b> Having read &lt;Redaction&gt; comments it is not about A2I reduction but generic against GLQ/EW/ABD/INV groups. Options are retaining those but remove local services spreading calls and increasing JT or as spec which retains local connectivity</p> <p><b>&lt;Redaction&gt;:</b> Former option would not be realistically achieved in timescales set out earlier</p> <p><b>&lt;Redaction&gt;:</b> Prior spec was put forward as best option subject to including changes as discussed</p> <p><b>Chair:</b> Understands need for data to support choices which is at centre of spec</p> <p><b>&lt;Redaction&gt;:</b> Reflected on Scot Gov advice on local journeys consistent with spec</p> <p><b>Chair:</b> Next key steps:</p> <p>Update brief for &lt;Redaction&gt; and supporting decision</p> <p>Summarising points for seniors meeting</p> <p>Expediting decision to allow high performing delivery of service whilst managing change</p> <p>Finally, good to note Scot Gov satisfaction with rail reaction to Covid 19.</p> |              |

Next Session to be Held on **27/10/20** (MS Teams conference) commencing  
at 09:30

# Minutes for Rail Recovery Taskforce Meeting 20/10/20

Held on 20/10/20 at (MS Teams) commencing at 09:30

|                  |  |              |
|------------------|--|--------------|
| Attendees:       | <p><b>Abellio ScotRail (ASR):</b> &lt;names redacted&gt;<br/> <b>Network Rail (NR):</b> &lt;names redacted&gt;<br/> <b>Transport Scotland (TS):</b> &lt;names redacted&gt;<br/> <b>Transport Focus (TF):</b> &lt;names redacted&gt;<br/> <b>British Transport Police (BTP):</b> none</p>   |              |
| Apologies:       | none   |              |
| <b>Agenda ID</b> | <b>Agenda Items</b>  | <b>Owner</b> |
| 1.               | <p><u>Welcome</u><br/> <b>Chair:</b> Welcome.</p>  | Chair        |
| 2.               | <p><u>Agenda</u></p> <ul style="list-style-type: none"> <li>• COVID update</li> <li>• Performance update</li> <li>• Autumn update</li> <li>• Revenue update</li> <li>• Timetable update</li> <li>• Comms</li> <li>• AOB</li> </ul>   | Chair        |
| 3.               | <p><u>COVID</u></p> <p><b>Chair:</b> Tier system announcement expected end of week Impact on transport. Any chat from TS?</p> <p>&lt;Redaction&gt;: Debate in parliament about it but no further info from what is in press with Central Scotland likely to be higher tier than rest of country</p> <p><b>Chair:</b> Will look at messaging on transport in different tiers to prepare for response.</p> <p><u>Performance update</u></p> <p><b>Chair:</b> Now peak Autumn 91.3 for period, ahead of target and slightly ahead of last year, which was best Autumn in 7 yrs. 39.1% of leaves down, slightly behind last year. Safety performance has been good.</p> <p><u>Revenue update</u></p> <p><b>Chair:</b> Down on previous week 445k passengers. Lowest since July. Yesterday slightly up on last Monday 75k v 71k. Demand still low. Intro of further restrictions will likely have an impact.</p> <p><u>Timetable changes</u></p> <p><b>Chair:</b> &lt;Redaction&gt; 1</p> <p>&lt;Redaction&gt;: Pleased to get a quick response. Assurances in terms of being able to react to demand changes. GIQ will be raised in Parliament to discuss the ability to react.</p> <p><b>Chair:</b> Timescales?</p> <p>&lt;Redaction&gt;: We will look after in full comms plan</p> <p><b>Chair:</b> Any questions?</p> |              |

|    |   |  |
|----|---|--|
|    | <p>&lt;Redaction&gt;: What does this mean for availability/deployment of HSTs?</p> <p>&lt;Redaction&gt;: 15 HSTs. Still using Cadder.</p> <p>Timetable update</p> <p>&lt;Redaction&gt;: All on plan for 6<sup>th</sup> Nov but hopefully earlier</p> <p>Chair: EG Shotts, North Clyde?</p> <p>&lt;Redaction&gt;: All good and being worked on.</p> <p>&lt;Redaction&gt;: Comms for TT info being wrong?</p> <p>&lt;Redaction&gt;: General caveat to advise subject to change</p> <p>&lt;Redaction&gt;: Agreed</p> <p>&lt;Redaction&gt; and &lt;Redaction&gt; discussion: Spec to be reissued with fuller detail on trains capped as well as runners. <b>Issued Friday 30<sup>th</sup> October</b></p> <p>Chair: Other operators?</p> <p>&lt;Redaction&gt;: As planned. No change known as yet.</p> <p>&lt;Redaction&gt;: &lt;Redaction&gt; saying other TOCs are planning on reducing services. Awaiting advice from DfT. Positive from this forum is this has put us in a better place than most of the TOCs down south.</p> <p>&lt;Redaction&gt;: Christmas getting bid so will have a problem with data again.</p> <p>Chair: Did this successfully in August so hopefully will be managed well again.</p> <p>&lt;Redaction&gt;: Reviewing capacity again. Some 385s can prob be reduced. EK maybe too.</p> <p>&lt;Redaction&gt;: Comms plan. Five steps. Tiering complex message to promote consistently as business extends beyond health board regions</p> <p>&lt;Redaction&gt;: Commented positively.</p> |  |
| 4. | <p>AOB</p> <p>&lt;Redaction&gt;: Continue tracking people off work due to COVID. Still at least 90% people in work so no big issues. Need to catch up on potential wave 2 plans for Alliance Board.</p> <p>Chair: This will focus on TT changes and keeping people safe</p> <p>&lt;Redaction&gt;: TT risk showing as red in Dec 20 readiness group until tasks done.</p> <p>Chair: &lt;Redaction&gt; agreed with raising to red</p> <p>&lt;Redaction&gt;: Working group TE/ScotRail. Agreement for capacities.</p> <p>&lt;Redaction&gt; will take to exec. Card payments for first four weeks to hopefully progress to cash after this period.</p> <p>Chair: Key yardstick in recovery. Alcohol ban linked to reintroduction of revenue collection</p>  |  |

<Redaction>: Will people be challenged if they have cash only or will they be able to continue journey?

<Redaction>: Will let people travel

<Redaction>: ASB in relation to no revenue collection. Tenuous link but can we see guidance issued by ScotRail?

<Redaction>: Yes. Will sent on

<Redaction>: Any word of pay claim in relation to revenue collection?

<Redaction>: Was mentioned in discussions but clearly defined that these are two separate issues but still a risk.

Next Session to be Held on 3/11/20 (MS Teams conference) commencing at 09:30

# Minutes for Rail Recovery Taskforce Meeting 20/10/20

Held on 20/10/20 at (MS Teams) commencing at 09:30

| Attendees: | <b>Abellio ScotRail (ASR):</b> <names redacted><br><b>Network Rail (NR):</b> <names redacted><br><b>Transport Scotland (TS):</b> <names redacted><br><b>Transport Focus (TF):</b> <names redacted><br><b>British Transport Police (BTP):</b> <names redacted>   |       |
|------------|---|-------|
| Apologies: | <names redacted>  |       |
|            |   |       |
| Agenda ID  | Agenda Items  | Owner |
| 1.         | <u>Welcome</u><br><b>Chair:</b> Welcome.  | Chair |
| 2.         | <u>Agenda</u> <ul style="list-style-type: none"> <li>• Revenue update</li> <li>• Performance update</li> <li>• Timetable update</li> <li>• Comms</li> <li>• AOB</li> </ul>  | Chair |
| 3.         | <u>Revenue update</u><br><b>Chair:</b> New national tiers not adversely impacting revenue. Changes to cross border services from 5 <sup>th</sup> (English mini lockdown) may add to that. Where appropriate ASR have issued guidance to local teams on how that impacts them. e.g. G&SW route<br><b>&lt;Redaction&gt;</b> : Anglo operators have indicated they will be amending service levels throughout Dec 20<br><b>&lt;Redaction&gt;</b> : Possible to understand what that looks like?<br><b>&lt;Redaction&gt;</b> : To best of knowledge available: <ul style="list-style-type: none"> <li>• TPE – no change</li> <li>• LNER – reducing as early as 9<sup>th</sup> Nov, TBC</li> <li>• Sleeper – reducing as early as next week</li> <li>• Avanti – going to 6 TPH Euston TT, no significant change for Scotland</li> <li>• XC – no change</li> </ul> <b>&lt;Redaction&gt;</b> : Any update on Northern available?<br><b>&lt;Redaction&gt;</b> : No details as yet<br><b>&lt;Redaction&gt;</b> : TS colleagues should be aware of any changes to Dunbar peaks, if they arise, as served by XC<br><b>Chair:</b> Confirmed ASR had been introducing some current TT reduction in capacity, will be extended over next weeks, no negative impact to customer<br><br><u>Performance update</u> |       |

Chair: 88.4% period to date, 0.1% better than target. Heavy leaf fall over the weekend associated from storm Aiden ensures this week is likely “peak” autumn. Forecast moderates from Wednesday and we continue to demonstrate good service recovery when impacted.

**Timetable changes**

**Chair:** Circa 270 trains in total removed – higher than original but reflects original spec and matched to demand/resource. Summary to be shared to attendees (<Redaction> sent during meeting)

<Redaction>: Strong week in terms of managing workload to support changes, confident on achieving all key tasks to revised timescales

<Redaction>: Managing all tasks ahead of TT change including ensuring Xmas period bid as set by NR and continues to work to reduce impact of downstream data changes as work progresses

<Redaction>: Comms plan agreed in principle with TS subgroup and will be presented to senior meeting this week. As per previous, consistent theme on sustainability in core message

<Redaction>: When will Xmas comms plan be visible?

<Redaction>: Will be post Dec 20 change comms – NR will likely lead

<Redaction>: Can peak changes coming in Dec be messaged sooner to encourage early shift for affected customers?

<Redaction>: Agree, targeted activity can take place

Chair: Asked <Redaction> to update on return to revenue protection duties

<Redaction>: Joint working group with RMT has set principles, still not got sign off from RMT National Exec but lots of parallel activity taking place ahead of that outcome

4.

AOB

<Redaction>: Stonehaven reopened – exec media support being offered

<Redaction>: New liaison for BTP and meeting invite to be updated – actioned

<Redaction>: Noted presentation from <Redaction>, to <Redaction> forum and noted it landed very well to wider team in the revenue challenge ahead.

Chair: Key tasks are updating on key TT changes (done) and continuing to appraise impact of Anglo changes.

Next Session to be Held on 10/11/20 (MS Teams conference) commencing at  
09:30