

## Appendix A

### Email 1 (11 May 2022)

**From:** [REDACTED]

**Sent:** 11 May 2022 08:01

**To:** Minister for Transport [REDACTED]

**Cc:** [REDACTED]

**Subject:** SCOTRAIL TRAINS - RAIL UNIONS - ASLEF - PAY 2022 - SRT timetable

**Importance:** High

Minister

Please see below (and attached note) detailing a planned reduction of services in the likely event that ASLEF NEC informs ScotRail that they are in dispute over pay.

The Minister will be aware that there is a meeting in diary for Tuesday 17 May 2022 to allow the Minister to discuss the IR landscape and further options for resolution of ScotRail Pay 2022 with Cabinet Secretary for Finance and DFM.

The reduced service is being implemented following engagement with Transport Focus and is deemed necessary to provide passengers with a maximum dependable timetable in the circumstances

An urgent decision is required to allow ScotRail Trains to make the necessary arrangements.

[REDACTED] has seen this version and I spoke with her earlier this morning

### **Background:**

Colleagues at Scottish Rail Holdings have advised that ASLEF have informed SRT that unless they receive an improved pay offer by 11 May 2022, their Executive Committee is likely to tell SRT that they are in dispute with them.

The form of dispute will be an immediate withdrawal of rest day working and additional Sunday shifts, and a ballot for strike action will begin. Indeed we are already seeing a "loss of appetite " for rest day working resulting in service cancellations.

Assuming the ballot result is in favour of strike action SRT expects strikes from early June, which may coincide with Network Rail strikes by RMT members. Other Train Operating Companies are getting a similar message.

As indicated, the immediate concern is the withdrawal of rest day working and a willingness to work additional Sunday shifts. As you will be aware Covid restrictions in 2020/21 has seriously delayed the training of drivers and SRT is reliant on voluntary rest day working to run the full service. It is considered that there is no option but to reduce services in a planned manner as soon as possible to reflect the expected driver availability.

SRT have engaged with Transport Focus to understand their priorities on behalf of passengers. Unsurprisingly their message is to consistently "run what you say you are going to run", and this objective underpins SRT's approach.

**The outline of the plan is as follows:**

**12<sup>th</sup> – 22<sup>nd</sup> May:** Cancellation of services in information systems for which there are no available driver the evening before the day of operation. The services cancelled will vary from day to day, and there will be some last minute on the day cancellations as SRT do the best they can to manage the available drivers. Updates will be provided to the Minister.

**23<sup>rd</sup> May – 12<sup>th</sup> June:** An amended service will operate, which is being finalised at present for uploading to information systems in coming days. I attach a summary of this service.

**3<sup>rd</sup> June:** review of passenger and stakeholder feedback and resources, and the latest information on other grades and Network Rail industrial action. The first day of Network Rail strikes is expected to be after 7<sup>th</sup> June.

**13<sup>th</sup> June – Until Further Notice:** A further amended service will operate, taking into account the above feedback, experience of driver availability and performance.

The plan is to use all available rolling stock to run the longest trains that the infrastructure, crew knowledge and operating rules permit, with the exception of the "Pay as you go" Class 320s, (previous advice from 24 March refers) which will only be used from 13<sup>th</sup> June onwards if overcrowding requires this and it is possible to use them.

As you will appreciate there are many constraints to designing this timetable in such a short space of time. The main one is the fact the drivers' rosters are agreed, and drivers will continue to book on and off at their rostered times, in between which they will be diagrammed as effectively as possible to operate the amended service. As such, the availability of drivers will vary from day to day, and between the shifts.



Glasgow to Alloa	06:50	07:51	08:50	09:49	10:48	11:49	12:51	13:48	14:48	15:48	16:49	17:49	18:49	19:49			
Glasgow to Anniesland	07:03	08:04	09:04	10:03	11:04	12:03	13:05	14:03	15:02	16:03	17:04	18:03					
Glasgow to Arbroath	16:10																
Glasgow to Dundee	08:10	09:08	17:10	19:10													
Glasgow to Edinburgh (FKH)	06:00	06:45	07:15	07:45	08:15	08:45	09:15	09:45	10:15	10:45	11:15	11:45	12:15	12:45	13:15	13:45	14:16
	14:45	15:15	15:45	16:15	16:45	17:15	17:46	18:15	18:45	19:15	19:46	20:15	22:15				
Glasgow to Falkirk Grahamston	06:26	07:24	08:26	09:26	10:24	11:24	12:25	13:24	14:24	15:27	16:24	17:22	18:27	19:25	20:23	21:26	
Glasgow to Inverness	07:07	10:07	12:07	14:39	15:07	18:06											
Glasgow to Perth	19:37																
Glenrothes to Edinburgh	07:58	07:11	07:29	08:58	10:04	11:03	11:59	13:00	14:00	15:02	16:03	17:00	18:01	19:00	20:43		
Huntly to Aberdeen	07:47																
Inverurie to Aberdeen	07:18	10:31	17:46	18:20	18:45	20:51											
Inverurie to Montrose	07:58	09:56	12:00	12:58	13:56	14:51	15:46	17:02	19:29								
Invergordon to Inverness	15:51																
Inverness to Aberdeen	05:56	07:03	08:55	10:57	12:39	14:30	17:13	18:05									
Inverness to Ardgay	17:12																
Inverness to Edinburgh	06:45	10:51	12:48	18:53													
Inverness to Elgin	18:59																
Inverness to Glasgow	08:45	09:42	14:49	15:45	17:26												
Inverness to Invergordon	14:50																
Inverness to Kyle of Lochalsh	10:56	17:54															
Inverness to Tain	21:29																
Inverness to Wick	07:00	14:00															
Kingussie to Inverness	06:47																
Kyle of Lochalsh to Inverness	06:11	12:08	13:46	17:13													
Lairg to Inverness	06:26																
Montrose to Aberdeen	12:44	15:59	19:36	20:50													
Montrose to Dyce	07:42																
Montrose to Inverurie	08:59	09:54	10:53	12:04	13:48	14:50	16:51	18:12	18:39								
North Berwick to Edinburgh	06:39	07:53	08:46	09:20	10:26	11:27	12:25	13:29	14:22	15:26	16:23	17:24	17:56	18:25	19:03	19:26	20:17
North Berwick to Haymarket	07:18																
Perth to Aberdeen	06:58																
Perth to Arbroath	06:36	07:55															

Classified as INTERNAL

Perth to Edinburgh	06:19	07:00	07:16	08:04	09:17	10:14	11:15	12:11	13:24	14:27	15:26	16:22	17:21	18:04	19:13	20:04	21:11
Perth to Glasgow	06:53																
Stirling to Glasgow	05:50																
Tain to Inverness	22:44																
Tweedbank to Edinburgh	06:50	07:19	08:19	09:21	10:19	11:20	12:18	13:19	14:19	15:20	16:21	17:22	18:20	19:23	20:19		
Wick to Inverness	06:18	12:34															
Airdrie to Balloch	06:15	07:14	07:44	08:14	08:44	09:15	09:44	10:14	10:44	11:14	11:44	12:14	12:44	13:14	13:44	14:14	14:44
	15:14	15:44	16:14	16:40	17:14	17:44	18:14	18:44	19:15	19:45							
Airdrie to Garscadden	20:37																
Anderston to Carstairs	17:37																
Ardrossan Harbour to Glasgow	08:19	09:36	10:36	11:36	12:36	13:36	14:36	15:36	16:36	18:07	18:36	19:31					
Ayr to Girvan	08:29	10:30	12:26	14:24	16:25												
Ayr to Glasgow	05:40	08:05	07:03	07:34	08:29	09:06	09:36	10:07	10:36	11:08	11:34	12:06	12:36	13:06	13:36	14:06	14:37
	15:06	15:37	16:00	16:40	16:54	17:11	17:47	18:07	18:50	19:12	19:41	21:45					
Ayr to Kilmarnock	10:54	11:29	12:30	16:28													
Ayr to Stranraer	11:29	17:32															
Balloch to Airdrie	06:08	07:38	08:08	08:38	09:09	09:38	10:08	10:38	11:08	11:38	12:08	12:38	13:08	13:38	14:08	14:38	15:08
	15:38	16:08	16:38	17:08	17:38	18:07	18:38	19:08									
Balloch to Dalmuir	19:43																
Barrhead to Glasgow	07:25	08:30	09:27	10:27	11:28	12:26	13:31	14:27	15:28	16:30	17:27	18:27					
Bathgate to Edinburgh	06:48	07:34	08:02														
Bathgate to Helensburgh	06:15																
Carlisle to Dumfries	08:09	07:00	11:12	13:06	16:08	17:27	19:20	21:11									
Carlisle to Glasgow	06:07	09:58	14:08	17:58													
Cumbernauld to Dalmuir	06:17	07:15	08:15	09:17	10:17	11:17	12:17	13:17	14:17	15:17	16:17	17:17	18:15	19:17	20:17		
Crosshill to Glasgow	16:03																
Carstairs to Glasgow	07:18																
Carstairs to Garscadden	07:38																
Dalmuir to Airdrie	07:31																
Dalmuir to Cumbernauld	07:30	08:27	09:31	10:30	11:30	12:31	13:30	14:30	15:30	16:30	17:30	18:30	19:30				
Dalmuir to Helensburgh	06:49																
Dalmuir to Larkhall	06:17	06:47	07:17	07:47	08:17	08:47	09:17	09:47	10:15	10:47	11:17	11:48	12:17	12:47	13:17	13:47	14:17
	14:47	15:17	15:47	16:17	16:47	17:17	17:47	18:17	18:47	19:17	19:47	20:17					

Dalmuir to Motherwell	06:30	07:00	07:09	07:58	08:10	09:00	09:10	10:00	10:09	11:00	11:09	12:00	12:10	13:00	13:10	14:00	14:09
	15:00	15:10	16:00	16:09	17:00	17:09	18:00	18:09	19:00	19:09	19:57	21:03					
Dalmuir to Whifflet	06:40	07:39	08:40	09:38	10:39	11:38	12:39	13:39	14:36	15:39	16:39	17:40	18:40				
Dumfries to Carlisle	06:04	07:15	07:58	10:02	11:59	13:58	17:07	19:05									
Edinburgh to Bathgate	17:08	17:52	19:07	19:38													
Edinburgh to Glasgow (Carstairs)	07:42	17:48															
Edinburgh to Glasgow (Shotts)	06:58	07:58	08:27	09:26	10:26	11:27	12:28	13:27	14:28	15:27	15:50	16:26	16:58	17:27	17:58	18:58	
Edinburgh to Helensburgh	06:07	06:37	07:07	07:49	08:07	08:41	09:09	09:39	10:08	10:40	11:07	11:38	12:08	12:39	13:07	13:40	14:07
	14:40	15:08	15:41	16:18	16:49	17:20	17:41	18:05	18:39	19:24	19:53	20:27	20:52	21:21			
Edinburgh to Motherwell	23:13																
East Kilbride to Glasgow	06:50	07:24	08:00	08:12	08:29	09:29	10:28	11:28	12:28	13:28	14:28	15:28	16:28	17:25	17:58	18:29	19:28
	20:28	21:28	22:57														
Girvan to Ayr	09:00	11:01	13:00	15:01	16:56												
Girvan to Kilmarnock	19:12																
Glasgow to Ardrossan Harbour	06:45	08:34	09:18	10:18	11:18	12:18	13:18	14:18	15:18	16:50	17:36	18:18					
Glasgow to Ayr	07:00	07:47	08:09	08:38	09:04	09:34	10:04	10:34	11:04	11:34	12:04	12:34	13:04	13:34	14:03	14:34	15:04
	15:34	16:03	16:40	17:05	17:34	18:04	18:34	19:00	19:30	20:00	20:30	22:00					
Glasgow to Barrhead	06:52	07:53	08:59	09:57	11:00	11:57	12:57	13:58	14:57	15:57	16:58	17:58					
Glasgow to Carlisle	07:07	09:13	13:13	19:13													
Glasgow to Dumfries	17:28																
Glasgow to Edinburgh (Carstairs)	07:05	19:47															
Glasgow to Edinburgh (Shotts)	06:14	07:14	08:17	09:18	10:15	11:17	12:18	13:17	14:18	15:18	16:17	17:03	17:16	18:14	19:17		
Glasgow to East Kilbride	06:12	06:47	07:42	08:48	09:47	10:47	11:47	12:47	13:47	14:47	15:47	16:47	17:20	17:33	17:48	18:48	19:47
	20:47	22:17															
Glasgow to Girvan	17:12																
Cathcart Circle	07:35	08:13	08:19	16:15	17:05	17:24											
Glasgow to Gourrock	05:54	06:25	06:54	07:07	07:40	08:04	08:40	09:10	09:36	10:06	10:36	11:06	11:40	12:06	12:36	13:06	13:36
	14:07	14:36	15:06	15:36	16:06	16:17	16:52	17:07	17:27	17:38	18:07	18:56	19:08	19:50	20:07	22:06	
Glasgow to Kilmarnock	07:25	08:23	09:28	10:13	10:27	11:13	11:27	12:13	12:27	13:27	14:12	14:28	15:13	15:27	16:11	16:27	18:13
	18:27	19:33															
Glasgow to Lanark	06:50	07:51	08:50	09:50	10:50	11:49	12:55	13:50	14:48	15:50	16:50	17:20	17:50	18:50	19:50	20:51	21:49
Glasgow to Largs	06:15	07:15	08:48	09:48	10:48	11:48	12:48	13:53	14:48	15:48	16:31	17:49	18:54	19:45			
Glasgow to Neilston	06:34	06:56	07:08	07:27	07:50	08:26	08:42	09:06	09:35	10:07	10:36	11:05	11:36	12:05	12:35	13:05	13:35
	14:05	14:37	15:06	15:35	16:07	16:35	17:03	17:26	17:37	18:06	18:35	19:05	19:35				
Glasgow to Newton	06:36	07:05	07:22	07:45	07:56	08:46	09:20	09:45	10:20	10:45	11:20	11:45	12:20	12:45	13:20	13:45	14:20
	14:45	15:20	15:45	16:20	16:45	17:18	17:46	18:22	18:45	19:24	19:45						
Glasgow to Paisley Canal	07:12	07:42	08:12	08:42	09:12	09:42	10:12	10:42	11:12	11:42	12:12	12:42	13:12	13:42	14:12	14:42	15:12
	15:42	16:12	16:42	17:12	17:42	18:12	18:40	19:12									
Glasgow - Wemyss Bay	07:50	08:55	09:57	10:57	11:57	12:57	13:57	14:57	15:50	16:35	17:19	17:56	18:42	19:37			
Gourock to Glasgow	05:20	06:05	06:28	06:47	07:28	07:50	08:11	08:38	09:08	09:39	10:08	10:38	11:08	11:38	12:08	12:38	13:08
	13:38	14:08	14:38	15:08	15:38	16:08	16:38	17:08	17:24	17:45	18:08	18:24	18:39	19:24	20:24	21:00	

Classified as INTERNAL

Garscadden to Springburn	07:14																			
Helensburgh to Edinburgh	05:54	06:54	07:25	07:55	08:25	08:59	09:25	09:55	10:25	10:55	11:25	11:52	12:25	12:55	13:24	13:55	14:22			
	14:55	15:24	15:54	16:23	16:53	17:25	17:56	18:23	18:54	19:32	20:02	21:02								
Hyndland to Airdrie	07:17																			
Hyndland to Edinburgh	06:58																			
Hyndland to Motherwell	06:14																			
Hyndland to Springburn	06:21																			
Kilmarnock to Ayr	11:24	13:02	15:16	19:03																
Kilmarnock to Glasgow	07:20	08:23	09:27	09:55	10:28	11:00	11:27	12:27	13:03	13:28	13:58	14:28	14:59	15:27	16:28	16:58	17:27			
	17:59	18:29	19:27	20:27																
Kilwinning to Glasgow	08:14																			
Lanark to Glasgow	06:53	07:22	07:52	08:52	09:50	10:58	11:52	12:52	13:50	14:49	15:48	16:49	17:53	18:53	19:50	20:51	21:53			
Largs to Glasgow	06:42	07:42	08:33	09:53	10:53	11:53	12:53	13:53	14:53	15:53	16:48	17:33	18:52	19:54						
Larkhall to Dalmeir	07:03	07:33	08:03	08:33	09:03	09:33	10:02	10:33	11:03	11:33	12:03	12:33	13:03	13:33	14:03	14:33	15:03			
	15:33	16:03	16:33	17:03	17:33	18:03	18:33	19:03												
Larkhall to Garscadden	19:33																			
Larkhall to Milngavie	20:01																			
Milngavie to Motherwell	20:08																			
Milngavie to Springburn	07:36	08:06	08:37	09:06	09:36	10:06	10:36	11:06	11:36	12:06	12:36	13:06	13:36	14:06	14:36	15:06	15:36			
	16:06	16:36	17:07	17:37	18:06	18:36	19:07	19:36												
Motherwell to Carstairs	06:59																			
Motherwell to Dalmeir	05:56	06:17	06:24	07:17	07:28	08:17	08:26	09:17	09:26	10:17	10:26	11:16	11:25	12:17	12:26	13:17	13:26			
	14:17	14:26	15:17	15:25	16:16	16:26	17:17	17:26	18:17	18:26	19:17	19:26	20:14	20:26	21:17					
Motherwell to Glasgow	06:16																			
Motherwell to Lanark	06:22	06:49																		
Neilston to Glasgow	07:26	07:41	07:55	08:08	08:24	09:05	09:28	09:58	10:28	10:58	11:28	11:58	12:28	12:58	13:28	13:58	14:28			
	14:58	15:28	15:58	16:28	16:55	17:14	17:41	18:06	18:28	18:58	19:28	19:58	20:28							
Newton to Glasgow	07:15	07:41	07:50	08:20	08:47	09:19	09:49	10:19	10:49	11:19	11:49	12:19	12:49	13:19	13:49	14:19	14:49			
	15:19	15:49	16:19	16:49	17:19	17:49	18:19	18:50	19:19	19:53	20:19									
Paisley Canal to Glasgow	07:35	08:05	08:35	09:05	09:35	10:05	10:35	11:05	11:35	12:05	12:35	13:05	13:35	14:05	14:35	15:05	15:35			
	16:05	16:35	17:05	17:35	18:05	18:35	19:05	19:35												
Springburn to Milngavie	07:21	07:51	08:21	08:53	09:25	09:51	10:21	10:51	11:21	11:51	12:21	12:51	13:21	13:51	14:21	14:51	15:21			
	15:51	16:21	16:51	17:21	17:52	18:21	18:54	19:25	19:51											
Springburn to Partick	20:24																			
Stranraer to Ayr	13:02																			
Stranraer to Glasgow	07:00																			
Wemyss Bay to Glasgow	07:54	08:57	09:57	10:57	11:55	12:57	13:57	14:57	15:57	16:45	17:49	18:25	18:55	19:48						
Whifflet to Dalmeir	06:59	08:02	09:04	10:04	11:04	12:04	13:04	14:04	15:04	16:04	17:04	18:04	19:03	19:59						

**Email 2 (11 May 2022)**

**From:** [REDACTED] **On Behalf Of** Minister for Transport

**Sent:** 11 May 2022 09:40

**To:** [REDACTED] Minister for Transport [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: SCOTRAIL TRAINS - RAIL UNIONS - ASLEF - PAY 2022 - SRT timetable

Hi [REDACTED]

The Minister is looking to discuss – are you free now or at 10?

Minister is looking for clarification on what earlier attachment was; are these cancelled services or services that will run?

DG Net Zero – Minister has asked that [REDACTED] is made aware of this; [REDACTED] is on leave and not sure if [REDACTED] is online today.

Many thanks  
[REDACTED]

[REDACTED]

Ministerial Preferences - Jenny Gilruth - Minister for Transport

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Email 3 (11 May 2022)

**From:** [REDACTED]

**Sent:** 11 May 2022 09:43

**To:** Minister for Transport [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: SCOTRAIL TRAINS - RAIL UNIONS - ASLEF - PAY 2022 - SRT timetable

Hi – I am free now [REDACTED]

[REDACTED]

Rail Directorate – Transport Scotland

[REDACTED]

**I am working remotely - e-mails are still being monitored and I can be contacted on the mobile number above.**

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

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Transport Scotland, the national transport agency  
*Còmhdhail Alba, buidheann nàiseanta na còmhdhail*



**Email 4 (11 May 2022)**

**From:** [REDACTED]  
**Sent:** 11 May 2022 10:33  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Driver dispute

[REDACTED]

- Services per day is circa 1456 from 2152 - 67% against May 22 base timetable – 60% pre Covid
- Assessment is that SRT know majority of customers travel in the window provided, it reflects travel earlier/later than lockdown but nothing more analytic than that
- Saturday will look very similar to the final Monday to Friday timetable
- Sunday has not started but expect it to at least halve to meet the challenge there. SRT still hope to tackle Sundays by 5<sup>th</sup> June but need to ensure Monday to Saturday changes are all made
- Special events will be tackled on a case by case basis. [REDACTED]  
**Section 30(b)(i)**

[REDACTED]

Please also send calendar invitations to [clqcalendar@outlook.com](mailto:clqcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From:** [REDACTED]  
**Sent:** 11 May 2022 10:27  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Driver dispute

[REDACTED]

I will answer asap, though know this is all still work in progress at present.

[REDACTED]

Please also send calendar invitations to [clqcalendar@outlook.com](mailto:clqcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From:** [REDACTED]  
**Sent:** 11 May 2022 10:00

**To: [REDACTED]**  
**Cc: [REDACTED]**  
**Subject: RE: Driver dispute**

**[REDACTED]**

The Minister is looking to speak to me about this urgently – however in the meantime:

Could you ascertain the following please:

- How many services per day is this?
- What assessment has been made on capacity / demand?
- What is the Saturday/Sunday timetable?
- What does this mean for special events over the summer i.e. The Open at St Andrews?

Happy to discuss

Regards  
**[REDACTED]**

**Rail Directorate – Transport Scotland**

**[REDACTED]**

**I am working remotely - e-mails are still being monitored and I can be contacted on the mobile number above.**

**Email 5 (11 May 2022)**

**From:** [REDACTED]  
**Sent:** 11 May 2022 10:44  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Driver dispute

Hi [REDACTED] – in discussing with some colleagues – it's been suggested the Minister may wish to know:

- What is the current ScotRail driver compliment? How many drivers are available each day of the week, how many drivers are needed to operate the May 22 TT each day, how many driver are needed to work OT each day to operate the May 22 TT
- What are the projected short notice cancellations each day if we do nothing?
- What is the direct cost of this?
- Is there a savings in operating cost?
- What is the Projected revenue loss?
- What are the risks (besides reputational damage to all)?
- What are the special events we will not be able to accommodate?
- What is the direct and secondary cost to resolve the dispute?

I acknowledge all of this information may not readily be to hand.

I can advise that the Minister has spoken to [REDACTED] and I await any further instruction from that discussion.

Best regards,

[REDACTED]

**Rail Directorate – Transport Scotland**

[REDACTED]

**I am working remotely - e-mails are still being monitored and I can be contacted on the mobile number above.**

**Email 6 (11 May 2022)**

**From:** [REDACTED]

**Sent:** 11 May 2022 10:52

**To:** Minister for Transport [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: SCOTRAIL TRAINS - RAIL UNIONS - ASLEF - PAY 2022 - SRT timetable

Hi [REDACTED]

The document attached to the original e-mail contained the planned services.

Additionally:

- This change will reduce services per day is circa 1,456 from 2,152 - 67% against May 22 base timetable – 60% pre Covid levels.
- Saturday will look very similar to the final Monday to Friday timetable
- Sunday has not started but expect it to at least halve to meet the challenge there. SRT still hope to tackle Sundays by 5<sup>th</sup> June but need to ensure Monday to Saturday changes are all made
- Special events will be tackled on a case by case basis. [REDACTED]  
**Section 30(b)(i)**

I hope this helps

Regards

[REDACTED]

**Rail Directorate – Transport Scotland**

[REDACTED]

**Email 7 (11 May 2022)**

**From:** [REDACTED] On Behalf Of Minister for Transport

**Sent:** 11 May 2022 11:57

**To:** [REDACTED] Minister for Transport [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: SCOTRAIL TRAINS - RAIL UNIONS - ASLEF - PAY 2022 - SRT timetable

Hi [REDACTED]

Looking for clarification for the Minister. [REDACTED] had requested that officials instructed ScotRail to table an offer today – has that happened?

**[REDACTED]Section 30 (b)(i)**

Grateful for an update on the above. The Minister advised it might make sense to have a call later today after her debate so grateful if officials could be available for this. I spoke to [REDACTED] on phone who advised of potential time when he could be available to speak freely and will liaise further re timings.

Many thanks  
[REDACTED]

**[REDACTED]**

Ministerial Preferences - [Jenny Gilruth - Minister for Transport](#)

All e-mails and attachments sent by a Ministerial Private Office to any other official on behalf of a Minister relating to a decision, request or comment made by a Minister, or a note of a Ministerial meeting, must be filed appropriately by the recipient. Private Offices do not keep official records of such e-mails or attachments.

**Email 8 (11 May 2022)**

**From:** [REDACTED]

**Sent:** 11 May 2022 12:14

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Driver dispute x

[REDACTED]

- What is the current ScotRail driver compliment? [REDACTED] **Section 33(1)(b)** How many drivers are available each day of the week : this varies every day, and no drivers are trained on all routes and all traction, how many drivers are needed to operate the May 22 TT each day : [REDACTED] **Section 33(1)(b)** how many driver are needed to work OT each day to operate the May 22 TT: this varies every day, "OT" comes in different types – overtime as rostered according to agreements, voluntary overtime to cover services, rest day working and rostered and additional Sunday working. The overtime levels needed vary by depot – it is no use having a spare Inverness driver when there are North Clyde services to cover, or a driver available at 0700 at Stranraer when the turn to cover starts at 1700.
- What are the projected short notice cancellations each day if we do nothing? [REDACTED] **Section 33(1)(b)** [REDACTED] **Section 33(1)(b)** The number of fully trained drivers available at the right depot at the right time to cover these diagrams will fluctuate every day. [REDACTED] **Section 33(1)(b)**, depending on drivers' attitudes, managers' ability to roster, the extent to which the service collapses and what other incidents occur on the network. It should be noted these would be different services and scenarios every day and communications to passengers would be very challenging and unlikely to meet expectations.  
What is the direct cost of this? [REDACTED] **Section 33(1)(b)**

Regards

[REDACTED]

Please also send [calendar invitations](mailto:clgcalendar@outlook.com) to [clgcalendar@outlook.com](mailto:clgcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**Email 9 (10 May 2022)**

**From:** [REDACTED]  
**Sent:** 10 May 2022 17:48  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Driver dispute

Dear [REDACTED]

I think it is sensible that SRT should commence planning on that basis,  
[REDACTED] **Section 30 (b)(i)**

Meanwhile, we will need to offer that advice to the Minister, seeking [REDACTED]  
comment first – [REDACTED] grateful if you would lead.

[REDACTED] **Section 30 (b)(ii)**

Regards,

[REDACTED]

**From:** [REDACTED]  
**Sent:** 10 May 2022 17:39  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Driver dispute

Thanks for that [REDACTED]– we will of course require to brief the  
Minister and can use much of what you have provided.

[REDACTED]– Do you have thoughts?

Copying [REDACTED] for [REDACTED] TU interests

Regards  
[REDACTED]

**Rail Directorate – Transport Scotland**

[REDACTED]

**I am working remotely - e-mails are still being monitored and I can be  
contacted on the mobile number above.**

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

---

Transport Scotland, the national transport agency  
Còmhhdhail Alba, buidheann nàiseanta na còmhhdhail

**From:** [REDACTED]  
**Sent:** 10 May 2022 17:12  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Driver dispute

[REDACTED]

ASLEF have told SRT that unless they receive an improved pay offer by tomorrow, their Executive Committee is likely to tell SRT that they are in dispute with them. The form of dispute will be an immediate withdrawal of rest day working and additional Sunday shifts, and a ballot for strike action will begin. Assuming the ballot result is in favour of strike action SRT expects strikes from early June, which may coincide with Network Rail strikes by RMT members. Other TOCs are getting a similar message.

The immediate concern is the withdrawal of rest day working and a willingness to work additional Sunday shifts. As you know covid restrictions in 2020/21 has seriously delayed the training of drivers and SRT is reliant on voluntary rest day working to run the full service. There is therefore no option but to reduce services in a planned manner as soon as possible to reflect the expected driver availability.

The outline of the plan is as follows:

12<sup>th</sup> – 22<sup>nd</sup> May: Cancellation of services in information systems for which there are no available driver the evening before the day of operation. The services cancelled will vary from day to day, and there will be some last minute on the day cancellations as SRT do the best they can to manage the available drivers.

23<sup>rd</sup> May – 12<sup>th</sup> June: An amended service will operate, which is being finalised at present for uploading to information systems in coming days. I attach a summary of this service.

3<sup>rd</sup> June: review of passenger and stakeholder feedback and resources, and the latest information on other grades and Network Rail industrial action. The first day of Network Rail strikes is expected to be after 7<sup>th</sup> June.

13<sup>th</sup> June – UFN: A further amended service will operate, taking into account the above feedback, experience of driver availability and performance.

The plan is to use all available rolling stock to run the longest trains that the infrastructure, crew knowledge and operating rules permit, with the exception of the



“PAYG” Class 320s, which will only be used from 13<sup>th</sup> June onwards if overcrowding requires this and it is possible to use them.

You will appreciate that there are many constraints to designing this timetable in such a short space of time. The main one is the fact the drivers’ rosters are agreed, and drivers will continue to book on and off at their rostered times, in between which they will be diagrammed as effectively as possible to operate the amended service. The availability of drivers will vary from day to day, and between the shifts.

SRT have engaged with Transport Focus to understand their priorities on behalf of passengers. Unsurprisingly their message is to consistently “run what you say you are going to run”, and this objective underpins SRT’s approach.

In the circumstances SRH proposes to approve SRT’s plans. Please let me know immediately if you disagree with this approach.

Regards

**[REDACTED]**

Please also send [calendar invitations](#) to [clgcalendar@outlook.com](mailto:clgcalendar@outlook.com)

**Email 10 (13 May 2022)**

**From:** [REDACTED]**Sent:** 13 May 2022 07:05  
**To:** [REDACTED]  
**Subject:** RE: Forecast traincrew cancellations

Thanks [REDACTED]

[REDACTED]– Would you be able to provide some information which clearly sets out the scale of the impact of drivers “withdrawing” from RDW or OT.

[REDACTED] **Section 30(b)(ii)**

Thanks

[REDACTED]

**Rail Directorate – Transport Scotland**

[REDACTED]

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

---

Transport Scotland, the national transport agency  
*Còmhdhail Alba, buidheann nàiseanta na còmhdhail*

**From:** [REDACTED]  
**Sent:** 13 May 2022 07:02  
**To:** [REDACTED]  
**Subject:** RE: Forecast traincrew cancellations

I expect the Minister will also want to know about P-coded cancellations too.

[REDACTED]

Please also send [calendar invitations](#) to [clgcalendar@outlook.com](mailto:clgcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From:** [REDACTED]  
**Sent:** 13 May 2022 06:47

**To: [REDACTED]**

**Subject:** RE: Forecast traincrew cancellations

Thanks **[REDACTED]**

Just to be clear – when we say services altered – we are talking about full cancellations ? Or is this a mix of full and part ? I suspect the Minister will wish to know and I also suspect she will want to know about planned Customer Communications and if it's been possible to arrange any alternative transport.

Just trying to anticipate follow up questions

Copying **[REDACTED]** in.

Regards  
**[REDACTED]**

**Rail Directorate – Transport Scotland**

**[REDACTED]**

**I am working remotely - e-mails are still being monitored and I can be contacted on the mobile number above.**

**From: [REDACTED]**

**Sent:** 12 May 2022 17:56

**To: [REDACTED]**

**Subject:** RE: Forecast traincrew cancellations

**[REDACTED] Section 30(b)(ii)**

The actual number of passenger services per diagram varies significantly – my estimate was that the average across the whole operation is 4.12, but typical North Clyde diagrams are up to 10 services per diagram.

**[REDACTED] Section 30(b)(ii)**

**[REDACTED] Section 30(b)(ii)**

**[REDACTED] Section 30(b)(ii)**

**[REDACTED]**

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I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From:** [REDACTED]  
**Sent:** 12 May 2022 17:40  
**To:** [REDACTED]  
**Subject:** Forecast traincrew cancellations

Hi All,

[REDACTED] has compiled an estimate of the expected level of traincrew cancellations for the weekend.

Given the fluidity, [REDACTED] said [REDACTED] thought the best way to give a forecast will be to count the number of uncovered turns on the summary he gets each morning, then apply an average number of trains per diagram to get an overall total for a forecast.

Using this methodology to calculate shortages and again recognising this will be subject to fluctuation based on any new absence, SRT's best forecast is for:

Friday over 175 passenger services altered  
Saturday over 200 passenger services altered  
Sunday over 200 passenger services altered

These will be spread all around the country with services through the day affected.

Kind Regards

[REDACTED]

Sent with BlackBerry Work ([www.blackberry.com](http://www.blackberry.com))

**Rail Directorate – Transport Scotland**

## Email 11 (13 May)

**From:** [REDACTED]

**Sent:** 13 May 2022 08:08

**To:** [REDACTED]

**Subject:** RE: Forecast traincrew cancellations

Hi All,

Just catching up with all of these questions, I have asked SRT for some further clarification on the forecast as requested below and will respond as soon as I hear back.

Kind Regards

[REDACTED]

**From:** [REDACTED]

**Sent:** 13 May 2022 07:40

**To:** [REDACTED]

**Subject:** RE: Forecast traincrew cancellations

[REDACTED]

It is important to understand how the cancellations will pan out in practice.

If 200 trains are cancelled on Monday because of drivers declining to work rest days, the roster will rotate to Tuesday so a completely different group of drivers will be rest day, the challenge completely changes and it is likely that a different 200 trains will be cancelled on Tuesday. Many drivers are involved in depot movements and empty stock, and if these don't run there will be implications for the train service too, such as cancellations and short formations.

### [REDACTED] Section 30(b)(ii)

The amended timetable will reduce the service such that it can be more reliably delivered without rest day working, but many of the above factors will still apply so it will not run smoothly. The more services SRT attempt to run, the higher the risk of cancellations. It is normal for unions to agree rosters with more rest days on Fridays and Saturdays than other days, so the risk is greater on these days. Most drivers will work strictly to their pre-agreed rostered book on / book off times, and be allocated work between these times that may be the normal service or may be amended services. This is a very intensive process for the rostering team, repeated on a daily basis.

[REDACTED]

Please also send [calendar invitations](mailto:clgcalendar@outlook.com) to [clgcalendar@outlook.com](mailto:clgcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From:** [REDACTED]  
**Sent:** 13 May 2022 07:05  
**To:** [REDACTED]  
**Subject:** RE: Forecast traincrew cancellations

Thanks [REDACTED]

[REDACTED] – Would you be able to provide some information which clearly sets out the scale of the impact of drivers “withdrawing” from RDW or OT.

[REDACTED]Section 30(b)(ii)

Thanks

[REDACTED]

Rail Directorate – Transport Scotland

[REDACTED]

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

---

**From:** [REDACTED]  
**Sent:** 13 May 2022 07:02  
**To:** [REDACTED]  
**Subject:** RE: Forecast traincrew cancellations

I expect the Minister will also want to know about P-coded cancellations too.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 13 May 2022 06:47

**To: [REDACTED]**

**Subject:** RE: Forecast traincrew cancellations

Thanks **[REDACTED]**

Just to be clear – when we say services altered – we are talking about full cancellations ? Or is this a mix of full and part ? I suspect the Minister will wish to know and I also suspect she will want to know about planned Customer Communications and if it's been possible to arrange any alternative transport.

Just trying to anticipate follow up questions.

Copying **[REDACTED]** in.

Regards  
**[REDACTED]**

**Rail Directorate – Transport Scotland**

**[REDACTED]**

**I am working remotely - e-mails are still being monitored and I can be contacted on the mobile number above.**

**From: [REDACTED]**

**Sent:** 12 May 2022 17:56

**To: [REDACTED]**

**Subject:** RE: Forecast traincrew cancellations

**[REDACTED]**

**[REDACTED] Section 30(b)(ii)**

**[REDACTED] Section 30(b)(ii)**

**[REDACTED] Section 30(b)(ii)**

**[REDACTED]**

Please also send [calendar invitations](mailto:clgcalendar@outlook.com) to [clgcalendar@outlook.com](mailto:clgcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From: [REDACTED]**

**Sent:** 12 May 2022 17:40

**To: [REDACTED]**

**Subject:** Forecast traincrew cancellations

Hi All,

[REDACTED] has compiled an estimate of the expected level of traincrew cancellations for the weekend.

Given the fluidity, [REDACTED] said [REDACTED] thought the best way to give a forecast will be to count the number of uncovered turns on the summary he gets each morning, then apply an average number of trains per diagram to get an overall total for a forecast.

Using this methodology to calculate shortages and again recognising this will be subject to fluctuation based on any new absence, SRT's best forecast is for:

Friday over 175 passenger services altered  
Saturday over 200 passenger services altered  
Sunday over 200 passenger services altered

These will be spread all around the country with services through the day affected.

Kind Regards

[REDACTED]

Sent with BlackBerry Work ([www.blackberry.com](http://www.blackberry.com))

**From:** [REDACTED]

**Sent:** 13 May 2022 11:53

**To:** [REDACTED]

**Subject:** RE: Forecast traincrew cancellations

Hi [REDACTED]

I have had some clarification from SRT on the forecast and planned customer comms. etc. which is as detailed below:

### **Alterations**

This will be either full or part cancellations. The control list will give the exact breakdown each day with the rest of today's shown through the link below. SRT expect approximately 80% will be full cancellations and 20% part cancellations:

<http://m.journeycheck.com/scotrail/?null>

The part cancellations are more prevalent on the North Clyde where there can be more Driver changeovers through the course of a journey.

**P coding**



The forecast that was given is for services that will be p-coded although there may be additional on the day changes if there are any last minute call offs that SRT are unable to cover also.

### **Communications and alternative transport**

In terms of customer communications on the cancellations, these are through the usual channels including website, stations and social media. An email has been issued to ScotRail customers about checking journey times with the upcoming changes too. **[REDACTED]** and team have been trying to procure buses that can be used as a contingency at key locations where customers can't be directed to alternative services. There have however been some issues with bus availability and **[REDACTED]** team are continuing to try and source buses for the weekend that can be moved around as required to minimise customer impact.

Hope this helps,

Kind Regards

**[REDACTED]**

## Email 12 (14 May 2022)

**From:** [REDACTED]

**Sent:** 14 May 2022 09:06

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Saturday 14 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 90%.

### Today's Cancellations

Today there are 100 passenger services affected by driver and traincrew shortages. There are 75 full cancellations to services across the network and 25 part cancellations. Additionally, there are 29 non-passenger cancellations, running empty carriages to/from depot.

### Mitigations

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the upcoming changes.

Going forward, ScotRail has been exploring the option of procuring buses that can be used as a contingency at key locations where customers cannot be directed to alternative services.

### Live Issues

There is currently some disruption between Inverness and Edinburgh/Glasgow Queen Street. Due to a signalling fault between Inverness and Carrbridge, all lines are closed with disruption expected until 12:00. As a result, services will be delayed or revised at short notice. Alternative routes are available via Aberdeen but will add significant time onto passengers journeys. Despite this, most PPM failures being experienced this morning have been due to traincrew shortages.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 292
- On-time (<5/10 min late) 263
- Late (>5/10 min & <30 min) 6
- V. late (>30 min) or cancelled 23

### Yesterday's performance

Driver shortages and traincrew absences were at the forefront of disruption to the network yesterday. ScotRail has advised that customers were in regular contact questioning

cancelations and also querying services that will be running on Sunday. Despite this, customers were generally pacified by the fact that subsequent services were running. Stations did appear to be fairly busy yesterday. This could be explained by trains being cancelled causing gaps in service.

Data providing a breakdown of daily PPM yesterday, period PPM-to-date and MAA is not available at weekends and therefore I have included a breakdown from Thursday 12<sup>th</sup> May below. You may however wish to note that PPM by the close of service yesterday was 88%:

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
12 May	91.2%	90.7%	89.91%

### Events & Engineering Works

- It is expected that the rail network will be used over the coming days (mainly from the start of next week) by fans travelling to airports, in Scotland & cross-border, to get to the Europa League final in Seville. TS have been engaging with TOCs and reservation numbers from Avanti West Coast show an uplift in Southbound traffic on Mon 16<sup>th</sup> and Tue 17<sup>th</sup>. Northbound numbers are then larger than normal for the Thursday.
- **WCML** – This weekend, engineering work taking place between Edinburgh and Motherwell will be taking place, closing some lines. This will impact the following cross-border services with alterations/replacement bus services in place:
  - **Avanti West Coast** between London Euston/Birmingham New Street and Glasgow.
  - **CrossCountry** between Glasgow Central and Edinburgh/York/Leeds/Sheffield/Derby/Birmingham New Street.
  - **LNER** between London Kings Cross and Glasgow Central.
  - **TransPennine Express** between Glasgow Central and Manchester Airport.
- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Regards,  
[REDACTED]



[REDACTED]

Transport Scotland, Buchanan House, 58 Port Dundas Road, Glasgow, G4 0H

## Email 13 (15 May 2022)

**From:** [REDACTED]

**Sent:** 15 May 2022 09:01

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Sunday 15 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Due to the time of day, too few services have run this morning to be able to provide a meaningful PPM figure.

### Today's Cancellations

Today is the first day of ScotRail's new timetable. As can be expected there has been some engagement on social media with customers highlighting the services that they used to get that have now been removed, and the implications this has on their commute.

There is a very significant disruption across the network as a result of driver and traincrew shortages. Around 300 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 218 full cancellations to passenger services, which is c20% of all services.

Since the beginning of service, ScotRail has reported of further disruption due to a shortage of drivers at Crainlarich. As a result, services between Glasgow Queen Street and Oban will be subject to cancellation while services between Glasgow Queen Street and Mallaig will be subject to alterations. Customers have been advised that this disruption is expected until the end of the day and that alternative transport is not guaranteed due to the very limited replacement transport being secured. Customers with a valid ticket will be allowed to travel via any reasonable route with an alternative route available via Helensburgh Central-Glasgow Queen Street Low Level for Helensburgh Upper.

Additionally, a shortage of train drivers at Perth will result in alterations/cancellations to services between both Glasgow Queen Street-Aberdeen/Inverness and Edinburgh-Inverness. Ticket acceptance is being requested but is not yet confirmed. As per the above, disruption is expected until the end of the day and customers have been informed that alternative transport is not guaranteed due to the very limited replacement transport being secured.

ScotRail's website is currently highlighting major disruption across several routes shown below:

- Glasgow Central – Ardrossan Harbour & Largs
- Glasgow Central – Paisley Canal
- Edinburgh – North Berwick & Dunbar

- Edinburgh Waverley – Inverness

### Mitigations

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail will provide alternative transport as a contingency at key locations where customers cannot be directed to alternative services.

### Live Issues

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

As mentioned above, too few services have run this morning to provide a meaningful breakdown of performance. As at 09:00 is provided below:

- Trains operated: 35
- On-time (<5/10 min late) 14
- Late (>5/10 min & <30 min) 1
- V. late (>30 min) or cancelled 20

### Yesterday's performance

Service was heavily affected by driver shortages and traincrew absences. Additional disruption occurred to services between Glasgow Queen Street and Edinburgh via Falkirk Grahamston due to a vulnerable female being the wrong side of the bridge between Springburn and Robroyston stations. This incident also caused delays to services between Cumbernauld and Dalmuir via Motherwell. Fortunately, Police negotiators successfully recovered the individual.

Help point calls were high in number, primarily due to the number of passengers using the network. ScotRail has reported that most customers were understanding of the situation, however, more are beginning to vent their frustrations at not being able to travel when they wish. Staff at both Paisley and Dunfermline Customer Service Centres are constantly monitoring the situation in terms of passenger movements and are utilising replacement transport, either advising of replacement coaches or booking taxis where required.

Data providing a breakdown of daily PPM yesterday, period PPM-to-date and MAA is not available at weekends. A breakdown from Thursday 12<sup>th</sup> May remains included below. You may however wish to note that PPM by the close of service yesterday was 84%:

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
12 May	91.2%	90.7%	89.91%

### Events & Engineering Works

- It is expected that the rail network will be used over the coming days (mainly from the start of next week) by fans travelling to airports, in Scotland & cross-border, to get to the Europa League final in Seville. TS have been engaging with TOCs and reservation numbers from Avanti West Coast show an uplift in Southbound traffic on Mon 16<sup>th</sup> and Tue 17<sup>th</sup>. Northbound numbers are then larger than normal for the Thursday.
- **WCML** – This weekend, engineering work taking place between Edinburgh and Motherwell will be taking place, closing some lines. This will impact the following cross-border services with alterations/replacement bus services in place:
  - **Avanti West Coast** between London Euston/Birmingham New Street and Glasgow.
  - **CrossCountry** between Glasgow Central and Edinburgh/York/Leeds/Sheffield/Derby/Birmingham New Street.
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  - **TransPennine Express** between Glasgow Central and Manchester Airport.
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- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Regards,  
**[REDACTED]**



**[REDACTED]**

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

## **Email 14 (16 May 2022)**

**From:** [REDACTED]

**Sent:** 16 May 2022 08:59

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Monday 16 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 86%.

### **Today's Cancellations**

Yesterday marked the beginning of ScotRail's new timetable. As can be expected there has been some engagement on social media with customers highlighting the services that they used to get that have now been removed, and the implications this has on their commute.

There is very significant disruption across the network as a result of driver and traincrew shortages. Around 150 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 72 full cancellations to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

ScotRail's website is currently highlighting major disruption across three routes shown below:

- Edinburgh - Perth
- Dumfries – Carlisle

### **Mitigations**

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### **Live Issues**

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

You may wish to note that there is an adverse weather alert on the rail today with heavy rain expected at Perth and Edinburgh.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 325
- On-time (<5/10 min late) 281
- Late (>5/10 min & <30 min) 13
- V. late (>30 min) or cancelled 31

### Yesterday's performance

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number. As noted, the new timetable was introduced yesterday however with the number of cancellations it remains difficult to assess what effect this is having on the network.

The West Highland Line / Oban / Mallaig alterations were particularly challenging due to the low availability of replacement buses and the high number of tourist passengers travelling on these routes.

A breakdown of daily PPM yesterday, period PPM-to-date and MAA is provided below.

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
15 May	83.9%	90.3%	89.86%
14 May	86.4%	90.5%	89.87%
13 May	92.7%	90.8%	89.90%

### Events & Engineering Works

- It is expected that the rail network will be used over the coming days by fans travelling to airports, in Scotland & cross-border, to get to the Europa League final in Seville. TS have been engaging with TOCs and reservation numbers from Avanti West Coast show an uplift in Southbound traffic on Mon 16<sup>th</sup> and Tue 17<sup>th</sup>. Northbound numbers are then larger than normal for the Thursday.
- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Regards,  
[REDACTED]





**[REDACTED]**

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

## Email 15 (17 May 2022)

**From:** [REDACTED]

**Sent:** 17 May 2022 08:58

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Tuesday 17 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 84%.

### Today's Cancellations

Sunday saw the implementation of ScotRail's new timetable. As can be expected there has been some engagement on social media and at station help points with customers highlighting the services that they used to get that have now been removed, and the implications this has on their commute. Passengers are being advised to proactively check the app and website for live running times.

There is very significant disruption across the network as a result of driver and train crew shortages. Around 150 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 74 full cancellations planned to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

ScotRail's website is currently highlighting major disruption across two routes shown below:

- Edinburgh - Aberdeen
- Dumfries – Carlisle

### Mitigations

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### Live Issues

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

You may wish to note that there is an adverse weather alert on the rail today with heavy rain expected across the network with Glasgow seeing the worst. There is wind and lightning expected also.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 332
- On-time (<5/10 min late) 279
- Late (>5/10 min & <30 min) 17
- V. late (>30 min) or cancelled 36

### Yesterday's performance

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number although advice from Paisley is that passengers are using help points to also apportion blame to ScotRail for other factors outwith their control such as road works.

A breakdown of daily PPM yesterday, period PPM-to-date and MAA is provided below.

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
16 May	87.6%	90.1%	89.85%
15 May	83.9%	90.3%	89.86%
14 May	86.4%	90.5%	89.87%

### Events & Engineering Works

- It is expected that the rail network will be used over the coming days by fans travelling to airports, in Scotland & cross-border, to get to the Europa League final in Seville. TS have been engaging with TOCs and reservation numbers from Avanti West Coast show an uplift in Southbound traffic on Tue 17<sup>th</sup>. Northbound numbers are then larger than normal for Thursday 19<sup>th</sup>.
- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Thanks

[REDACTED]

## **Email 16 (18 May 2022)**

**From:** [REDACTED]

**Sent:** 18 May 2022 08:58

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Wednesday 18 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 88%.

### **Today's Cancellations**

Sunday saw the implementation of ScotRail's new timetable. ScotRail are still promoting this via their social media outlets and asking passengers to proactively check the app or website for live running times.

There is very significant disruption across the network as a result of driver and train crew shortages. Around 225 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 138 full cancellations planned to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

ScotRail's website is currently highlighting major disruption across one route shown below:

- Larkhall - Dalmuir

### **Mitigations**

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### **Live Issues**

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network. Last night's heavy wind and rain doesn't appear to have had any impact on the network thus far.

With the final of the Europa league tonight it is anticipated large numbers may travel to city centre bars to watch the game. ScotRail will monitor this due to the possibility of the late finish to the match as the disruption may affect those wishing to return.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 335
- On-time (<5/10 min late) 298
- Late (>5/10 min & <30 min) 7
- V. late (>30 min) or cancelled 30

### Yesterday's performance

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number although advice from Paisley is that passengers numbers are slightly lower however passenger dissatisfaction on help points remains high.

A breakdown of daily PPM yesterday, period PPM-to-date and MAA is provided below.

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
17 May	89.6%	90.0%	89.84%
16 May	87.6%	90.1%	89.85%
15 May	83.9%	90.3%	89.86%

### Events & Engineering Works

- It is expected that the rail network will be used over the coming days by fans returning from Seville. Northbound numbers are reported as being larger than normal for Thursday 19<sup>th</sup>.
- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Thanks

**[REDACTED]**

**Email 17 (18 May 2022)**

**From:** [REDACTED]

**Sent:** 18 May 2022 15:08

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Service Information Document - April 2022 - v2

Hi [REDACTED]

In response to your first questions:

There is a strengthening plan as for all events at Hampden, but deliverability of this is a risk given our current driver shortages. SRT are carrying out a detailed review of likely availability on Saturday for those services, and will update when that is complete either later today or first thing tomorrow.

SRT will be issuing details of the revised timetable this afternoon, and it is expected to be in retail systems by tomorrow at the latest.

They are going to check regarding the arrangements for customers with pre booked tickets and will revert.

Protecting first and last trains (particular the latter) has not been possible on all routes because of the need to make sufficient traincrew diagram savings. The service plan proposed to the Minister reflects the timetable which will be implemented, and SRT's customer communications will highlight any earlier finishes. Procuring replacement transport is very challenging at present due to supply issues (drivers!) in the bus and coach industries also.

The further question has gone to SRT too.

Many thanks

[REDACTED]

Sent with BlackBerry Work ([www.blackberry.com](http://www.blackberry.com))

**From:** [REDACTED]

**Sent:** 18 May 2022 14:40

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Service Information Document - April 2022 - v2

Sorry [REDACTED], additional events question just in, in the interest of time appreciating you are just heading out the door, I'll just copy and paste the teams message;

[14:34] [REDACTED]

Hi [REDACTED]- [REDACTED] is pulling together a briefing about the UCI Mountain Bike WC taking place in Fort William this weekend. The deadline is today so trying to get as much info as possible. Do you have any idea of either passenger bookings on trains to/from Fort William or planned cancellations that could prove problematic?

Thanks

[REDACTED]

**From:** [REDACTED]

**Sent:** 18 May 2022 14:25

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** FW: Service Information Document - April 2022 - v2

Hi [REDACTED] hope you are well,

Looking ahead to this weekend, is there a strengthening plan for Saturdays match at Hampden? And if so (a) how is the deliverability looking in light of the ongoing traincrew challenges? And (b) When will this be communicated to customers?

With customer comms in mind, this morning apparently saw confirmation at Transport Focus board meeting of the reduced timetable to implemented on Monday. See [ScotRail to cut 600 daily services from next week to combat drivers' dispute disruption | The Scotsman](#)

- When will the detail of this be available to the customer?
- What plans are in place for those with pre-booked tickets?
- [REDACTED] is quoted as saying *first and last trains of the day would be protected as an "absolute priority"*. Is this the case? It wasn't my understanding from the service plan proposed to the Minister last week.

Copying [REDACTED] in [REDACTED] absence, and Brian who will use this info to ensure the Minister is appraised of pertinent live issues this week.

Many thanks

[REDACTED]

[transport.gov.scot](https://transport.gov.scot)

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



As is the case with the rest of the Scottish Government, Transport Scotland resources have been pivoted to respond to Covid-19 and the challenges that it presents. That has resulted in a significant reprioritisation of work within the organisation that will have an impact on a range of policy areas. In light of this, for now, the focus of Transport Scotland and our transport operators is firmly on the challenges that are presented by Covid-19.

Our transport operators are taking guidance from Transport Scotland's resilience team and Health Protection Scotland and are focussed on ensuring the resilience of essential lifeline services over the coming months. We are prioritising efforts on current operations and live projects and are therefore putting operational initiatives and longer term strategy work on hold for the moment. These issues will be picked up again in due course, as we return to business as usual and the accompanying urgent resilience effort is scaled back.

## Email 18 (18 May)

**From:** [REDACTED]

**Sent:** 18 May 2022 20:27

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Out of Hours FMQ Request - Rail

Hi [REDACTED]

Please see attached.

Kind regards,

[REDACTED]

Attachment

## Rail

### Staffing

More detail on staffing – [REDACTED] **Section 30(b)(i)** If there were additional lines we could include around the shortage of staff [REDACTED] **Section 30(b)(i)** If there is there data we could provide on staffing numbers pre-COVID, during COVID, and now that would be very useful.

Did COVID slow down / stop recruitment? What is being done to speed it up again?

### Answer

Period of growth from the start of the Abellio ScotRail franchise until the pandemic – reductions after that caused by:

- Inability to recruit and train due to Covid restrictions – all resourcing activity for front line roles pretty much ceased during the first lockdown, back log of trainee drivers due to Covid related restrictions – forecast attrition materialised, unable to recruit and train backfill to forecast plan so net decrease in heads overall
- Could not recruit in 2020 for roles like apprentices which require close proximity working (Engineering as an example or where colleges could not deliver practical learning), delayed until late summer 2021
- Delivering considerably less services in response to demand - which subsequently required less resources, no need to backfill during that time in certain posts, customer numbers significantly down, reduced resourcing levels required to service front line.

Prior to Covid, significant investments in traincrew to ensure less reliance on overtime – this will continue to be the focus moving forwards with over 200 new

Drivers joining over the next 18 – 24 months and investment in Conductors. Additional recruitment planned in Engineering as well.



Plans in place for most front line roles to ensure resources are where they need to be – still some decisions to be made in relation to service levels, hospitality being a good example of that. This will dictate level of recruitment moving forwards but plans in place to respond. Significant increase in apprenticeship recruitment, up to 16 in 2021 – traditionally just Customer Service and Engineering, now also includes Procurement, and during 2022 Service Planning and Business Admin.

[REDACTED] Section 33(1)(b)

## Services

More information on what are the most affected services, and how they are affected, i.e. X service will see reductions of Y%, compared to other services. If there is a table that could be displayed in that would be useful, but also are there other mitigations being put in place in the most affected areas? Why were the decisions taken on which services to reduce, etc.

## Answer

The reduced service is being implemented by ScotRail following engagement with Transport Focus and is deemed necessary to provide passengers with a maximum dependable timetable in the circumstances.

Services across the entire rail network are impacted as a result of the move to the temporary timetable. Services will start slightly later in the morning and shut down much earlier than normal in the evening circa 2100 / 2200 hours on many routes.

Only services impacted Monday – Friday have been announced. ScotRail is continuing to develop the timetable for Saturday and Sunday. We anticipate Saturday timetable to be broadly similar to weekdays. However Sundays are expected to be more significantly impacted and could be around 50% of normal. **(NOT YET CONFIRMED).**

200 cancellations on Wednesday 18 May. It is expected there will be similar levels in the coming days, peaking on Sunday with up to 500 cancellations projected of 1,000 usual services.

### **The outline of the ScotRail plan is as follows:**

**12<sup>th</sup> – 22<sup>nd</sup> May:** Cancellation of services in information systems for which there are no available driver the evening before the day of operation. The services cancelled will vary from day to day, and there will be some last minute on the day cancellations as SRT do the best they can to manage the available drivers.

**23<sup>rd</sup> May – 12<sup>th</sup> June:** An amended service will operate, which is being finalised at present for uploading to information systems in coming days.

**3<sup>rd</sup> June:** review of passenger and stakeholder feedback and resources, and the latest information on other grades and Network Rail industrial action. The first day of Network Rail strikes is expected to be after 7<sup>th</sup> June.

**13<sup>th</sup> June – Until Further Notice:** A further amended service will operate, taking into account the above feedback, experience of driver availability and performance.

## **Additional Q&A**

**[REDACTED] Section 33(1)(b)**

**How many drivers are available each day of the week?**

This varies every day, and no drivers are trained on all routes and all traction.

**[REDACTED] Section 33(1)(b)**

**How many driver are needed to work OT each day to operate the May 22 timetable?**

This varies every day, "OT" comes in different types – overtime as rostered according to agreements, voluntary overtime to cover services, rest day working and rostered and additional Sunday working. The overtimes levels needed vary by depot – it is no use having a spare Inverness driver when there are North Clyde services to cover, or a driver available at 0700 at Stranraer when the turn to cover starts at 1700.

**[REDACTED] Section 33(1)(b)**

**What are the special events we will not be able to accommodate?**

This is work in progress, but it will impact on all special events.

**End**

**From: [REDACTED]**

**Sent:** 18 May 2022 19:46

**To: [REDACTED]**

**Cc: [REDACTED]**

**Subject:** RE: Out of Hours FMQ Request - Rail

Thanks, **[REDACTED]**. Just adding a couple more people to the copy list who were in the prep meeting.

**[REDACTED]**

**From: [REDACTED]**

**Sent:** 18 May 2022 18:44

**To: [REDACTED]**

**Cc: [REDACTED]**

**Subject:** RE: Out of Hours FMQ Request - Rail

Hi **[REDACTED]**

Confirmation that this has been picked up and deadline noted.

Kind regards,

**[REDACTED]**

**From:** [REDACTED]  
**Sent:** 18 May 2022 18:31  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Out of Hours FMQ Request - Rail  
**Importance:** High

Hi colleagues

The First Minister had a couple of requests for additional information at this evening's prep meeting.

Firstly, she asked for some more detail on staffing – [REDACTED] **Section 30(b)(i)**  
If there were additional lines we could include around the shortage of staff /  
[REDACTED] **Section 30(b)(i)** If there is there data we could provide on staffing  
numbers pre-COVID, during COVID, and now that would be very useful.  
Did COVID slow down / stop recruitment? What is being done to speed it up again?

Secondly, the FM asked for more information on what are the most affected  
services, and how they are affected, i.e. X service will see reductions of Y%,  
compared to other services. If there is a table that could be displayed in that would  
be useful, but also are there other mitigations being put in place in the most affected  
areas? Why were the decisions taken on which services to reduce, etc.

[REDACTED]  
Many thanks

[REDACTED]

### **Email 19 (18 May 2022)**

**From:** [REDACTED]  
**Sent:** 18 May 2022 23:20  
**To:** [REDACTED]  
**cc:** [REDACTED]  
**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services

[REDACTED]

A little more detail to help from what I've discussed with the SRT team this week:

- Is the impact of cancellations evenly spread across Scotland or are some areas particularly badly hit with services finishing particularly early, if so where? I'm assuming that it is fairly even but for some with limited services it will mean disproportionate impact. Yes, this is the case – one or two services missing on the WHL leave long gaps and the % of services running is fairly

meaningless in these cases. The impact is not evenly spread because the numbers of drivers in training is not evenly spread. For example Dumfries and Stranraer depots are a problem with a high number of trainees and there are higher than average cancellations in those areas – e.g. just two trains to / from Stranraer per day.

- With around 50% of services cancelled are some left with no service at all? This is not the case. Do you have an idea of the worst affected area/route? It depends of definition of worst, but proportionately and long gaps feature at Stranraer. Every route and station does still have a service. Dunbar is only served by other TOCs.
- Is this driven by issues of connectivity or customer demand etc? I imagine that both are factors i.e. maintaining connectivity for areas/routes with lower level of services and reflecting demand i.e. on a case by case basis taking into account driver routes. This is driven by qualified driver availability, with the qualified drivers used to maximum benefit to move as many passengers as possible, constrained by their inflexible book on/off times in the agreed base roster. Where there are choices, the aim has been to provide a pattern of services that meets as best possible the needs of the maximum number passengers possible, by providing a reliable but less frequent service.
- Are we going to see rural areas with lower demand harder hit? To some extent, but this is led by the fact that there are more drivers in training at some of the rural depots and their non-availability to drive trains has a disproportionate impact on an already limited service.

Please note that there will be a thorough review by SRT on 3<sup>rd</sup> June to examine passenger, stakeholder and staff feedback, and experience of driver availability and level of resistance to working overtime (some may decline to work even minor amounts of overtime to address late running). I am keen to channel all feedback into that review, rather than hit the SRT team with lots of random and regular feedback between now and then and expect each item to be addressed individually. This will allow the 3<sup>rd</sup> June review to effectively prioritise changes needed. We may also know then what RMT intend to do in respect of NR and SRT strikes, overtime bans etc..

Regards

**[REDACTED]**

Please also send [calendar invitations](mailto:clgcalendar@outlook.com) to [clgcalendar@outlook.com](mailto:clgcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From: [REDACTED]**

**Sent:** 18 May 2022 22:41

**To: [REDACTED]**

**Cc: [REDACTED]**

**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services

**[REDACTED]Section 30(b)(ii)**

**From:** [REDACTED]  
**Sent:** 18 May 2022 22:21  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services

Hi [REDACTED]

[REDACTED]Section 30(b)(ii)

Thanks.

[REDACTED]

Classified as INTERNAL



Leaders  
in Diversity  
Award

Ac  
Va  
Ma

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**From:**[REDACTED]  
**Sent:** 18 May 2022 21:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services

[REDACTED]

[REDACTED] Section 30(b)(ii)

Regards

[REDACTED]

**From:** [REDACTED]  
**Sent:** 18 May 2022 21:03  
**To:** [REDACTED]  
**Cc:** [REDACTED]

**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services  
**Importance:** High

**[REDACTED]**

I'm picking up from **[REDACTED]**. We've had a few further information requests from **[REDACTED]**:

- Is the impact of cancellations evenly spread across Scotland or are some areas particularly badly hit with services finishing particularly early, if so where? I'm assuming that it is fairly even but for some with limited services it will mean disproportionate impact.
- With around 50% of services cancelled are some left with no service at all? This is not the case. Do you have an idea of the worst affected area/route?
- Is this driven by issues of connectivity or customer demand etc? I imagine that both are factors i.e. maintaining connectivity for areas/routes with lower level of services and reflecting demand i.e. on a case by case basis taking into account driver routes.
- Are we going to see rural areas with lower demand harder hit?

Thanks for answering earlier queries this evening.

Regards

**[REDACTED]**

**From:** **[REDACTED]**

**Sent:** 18 May 2022 20:40

**To:** **[REDACTED]**

**Cc:** **[REDACTED]**

**Subject:** Re: Urgent - Ministerial Info Request - Staffing Levels and Services

Hi **[REDACTED]**

Two further points on further reflection which rebut some of the points being made:

- We would have trained 130 more drivers had we not paused for pandemic.
- We paused - as agreed with trade unions through the industry wide COVID forum - to protect the safety of our workforce and ensure we were not carrying out activities that were at odds with public health guidance on social distancing.

Hope that's helpful.

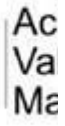
**[REDACTED]**








Leaders  
in Diversity  
Award



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**From:** [REDACTED]

**Sent:** Wednesday, May 18, 2022 8:25:19 PM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services

Thank you [REDACTED]

**From:** [REDACTED]

**Sent:** 18 May 2022 20:25

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Urgent - Ministerial Info Request - Staffing Levels and Services

I'm OK too; I recognise my earlier contributions to the background on how driver rostering works.

Note also that a drivers' roster (booking on and off times) has been agreed around the timetable that started today. In accordance with agreements SRT can't amend the booking on and off times now to match drivers to the amended service, so the deployment of the available drivers must be done around those times, so will inevitably be less efficient and result in poor average driver utilisation across the network.

[REDACTED]

Please also send [calendar invitations](#) to [clqcalendar@outlook.com](mailto:clqcalendar@outlook.com)

I work flexibly – so whilst sometimes it suits me to email outside normal working hours, I do not expect a response outside your own.

**From:** [REDACTED]

**Sent:** 18 May 2022 19:52

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Urgent - Ministerial Info Request - Staffing Levels and Services

**[REDACTED]**  
**Section 30(b)(ii)**

\*\*\*\*\*

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**Rail**

**Staffing**

More detail on staffing – **[REDACTED] Section 30(b)(i)** If there were additional lines we could include around the shortage of staff / **[REDACTED] Section 30(b)(i)** If there is there data we could provide on staffing numbers pre-COVID, during COVID, and now that would be very useful.

Did COVID slow down / stop recruitment? What is being done to speed it up again?

**Answer**

Period of growth from the start of the Abellio ScotRail franchise until the pandemic – reductions after that caused by:

- Inability to recruit and train due to Covid restrictions – all resourcing activity for front line roles pretty much ceased during the first lockdown, back log of trainee drivers due to Covid related restrictions – forecast attrition materialised, unable to recruit and train backfill to forecast plan so net decrease in heads overall
- Could not recruit in 2020 for roles like apprentices which require close proximity working (Engineering as an example or where colleges could not deliver practical learning), delayed until late summer 2021
- Delivering considerably less services in response to demand - which subsequently required less resources, no need to backfill during that time in certain posts, customer numbers significantly down, reduced resourcing levels required to service front line.

Prior to Covid, significant investments in traincrew to ensure less reliance on overtime – this will continue to be the focus moving forwards with over 200 new

Drivers joining over the next 18 – 24 months and investment in Conductors. Additional recruitment planned in Engineering as well.

Plans in place for most front line roles to ensure resources are where they need to be – still some decisions to be made in relation to service levels, hospitality being a good example of that. This will dictate level of recruitment moving forwards but plans in place to respond. Significant increase in apprenticeship recruitment, up to 16 in 2021 – traditionally just Customer Service and Engineering, now also includes Procurement, and during 2022 Service Planning and Business Admin.

**[REDACTED]**

**Section 33(1)(b)**

## Services

More information on what are the most affected services, and how they are affected, i.e. X service will see reductions of Y%, compared to other services. If there is a table that could be displayed in that would be useful, but also are there other mitigations being put in place in the most affected areas? Why were the decisions taken on which services to reduce, etc.

## Answer

The reduced service is being implemented by ScotRail following engagement with Transport Focus and is deemed necessary to provide passengers with a maximum dependable timetable in the circumstances.

Services across the entire rail network are impacted as a result of the move to the temporary timetable. Services will start slightly later in the morning and shut down much earlier than normal in the evening circa 2100 / 2200 hours on many routes.

Only services impacted Monday – Friday have been announced. ScotRail is continuing to develop the timetable for Saturday and Sunday. We anticipate Saturday timetable to be broadly similar to weekdays. However Sundays are expected to be more significantly impacted and could be around 50% of normal. **(NOT YET CONFIRMED).**

200 cancellations on Wednesday 18 May. It is expected there will be similar levels in the coming days, peaking on Sunday with up to 500 cancellations projected of 1,000 usual services.

### **The outline of the ScotRail plan is as follows:**

**12<sup>th</sup> – 22<sup>nd</sup> May:** Cancellation of services in information systems for which there are no available driver the evening before the day of operation. The services cancelled will vary from day to day, and there will be some last minute on the day cancellations as SRT do the best they can to manage the available drivers.

**23<sup>rd</sup> May – 12<sup>th</sup> June:** An amended service will operate, which is being finalised at present for uploading to information systems in coming days.

**3<sup>rd</sup> June:** review of passenger and stakeholder feedback and resources, and the latest information on other grades and Network Rail industrial action. The first day of Network Rail strikes is expected to be after 7<sup>th</sup> June.

**13<sup>th</sup> June – Until Further Notice:** A further amended service will operate, taking into account the above feedback, experience of driver availability and performance.

## **Additional Q&A**

**[REDACTED] Section 33(1)(b)**

**How many drivers are available each day of the week?**

This varies every day, and no drivers are trained on all routes and all traction.

**[REDACTED] Section 33(1)(b)**

**How many driver are needed to work OT each day to operate the May 22 timetable?**

This varies every day, "OT" comes in different types – overtime as rostered according to agreements, voluntary overtime to cover services, rest day working and rostered and additional Sunday working. The overtimes levels needed vary by depot – it is no use having a spare Inverness driver when there are North Clyde services to cover, or a driver available at 0700 at Stranraer when the turn to cover starts at 1700.

**[REDACTED] Section 33(1)(b)**

**What are the special events we will not be able to accommodate?**

This is work in progress, but it will impact on all special events.

**End**

## **Email 20 (19 May 2022)**

**From:** [REDACTED]

**Sent:** 19 May 2022 08:58

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Thursday 19 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 88%.

### **Today's Cancellations**

Sunday saw the implementation of ScotRail's new timetable. ScotRail are still promoting this via their social media outlets and asking passengers to proactively check the app or website for live running times.

From Monday 23rd May a new timetable will be implemented which is roughly 70% of services. This is a timetable ScotRail believe they can deliver within the current landscape.

There is very significant disruption across the network as a result of driver and train crew shortages. Around 270 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 169 full cancellations planned to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

ScotRail's website is currently highlighting disruption across routes shown below:

- Edinburgh – Perth
- Glasgow – Ayr/Girvan
- Glasgow – Barrhead/Kilmarnock/Carlisle

### **Mitigations**

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### Live Issues

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 325
- On-time (<5/10 min late) 286
- Late (>5/10 min & <30 min) 9
- V. late (>30 min) or cancelled 30

### Yesterday's performance

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number although advice from Paisley is that passengers numbers are slightly lower however passenger dissatisfaction on help points remains high.

A breakdown of daily PPM yesterday, period PPM-to-date and MAA is provided below.

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
18 May	87.5%	89.9%	89.84%
17 May	89.6%	90.0%	89.84%
16 May	87.6%	90.1%	89.85%

### Events & Engineering Works

- It is expected that the rail network will be used today by fans returning from Seville. Northbound numbers are reported as being larger than normal for Thursday 19<sup>th</sup>.
- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Thanks

[REDACTED]



**Email 21 (19 May 2022)**

**From:** [REDACTED]  
**Sent:** 19 May 2022 16:59  
**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Cancellations

Hi [REDACTED]

I've sent a note to SRT to check on all these, will get back to you when they come back to me.

Kind Regards

[REDACTED]

Sent with BlackBerry Work ([www.blackberry.com](http://www.blackberry.com))

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**From:** [REDACTED]

**Sent:** 19 May 2022 16:38  
**To:** [REDACTED]

**Subject:** RE: Cancellations

Thanks [REDACTED], any update on assessment of Saturdays Hampden event?

Similarly, Active Scotland colleagues have forwarded us correspondence from SFA following press query on potential impacts for Scotland v Ukraine match on 1st June. "Will you be having any discussions with ScotRail and the Scottish government on this and do you have any comment?". Appreciate there are more pressing concerns.

Events Resilience colleagues met with Glasgow City Council and other stakeholders today planning for concerts over the summer ie Harry Styles at Ibrox mid-June, then Primal Scream & Red Hot Chilli Peppers late June early July at Bellhouston Park. [REDACTED] **Section 30(b)(i)** I expect Events Resilience colleagues to arrange a Major Events Meeting soon with key stakeholders to ensure understanding and discuss wider impacts.

Cheers

[REDACTED]

**From:** [REDACTED]

**Sent:** 19 May 2022 10:51

**To:** [REDACTED]

**Subject:** Cancellations

Hi Both,

Just a quick heads up on driver cancellations, SRT expect tomorrow will be similar to today's in terms of over 200 services affected. Similar levels again on Saturday and Sunday is expected to be the worst yet. They will get some forecast numbers on Sunday later today.

Kind Regards

[REDACTED]

Buchanan House  
58 Port Dundas Road

## **Email 22 (20 May 2022)**

**From:** [REDACTED]

**Sent:** 20 May 2022 08:59

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Friday 20 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 80%.

### **Today's Cancellations**

Sunday saw the implementation of ScotRail's new timetable. ScotRail are still promoting this via their social media outlets and asking passengers to proactively check the app or website for live running times.

From Monday 23rd May a new timetable will be implemented which is roughly 70% of services. This is a timetable ScotRail believe they can deliver within the current landscape.

There is very significant disruption across the network as a result of driver and train crew shortages. Around 205 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 127 full cancellations planned to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

ScotRail's website is currently highlighting disruption across routes shown below:

- Edinburgh – Dunblane/Alloa
- Glasgow – Ayr/Girvan
- Glasgow – Barrhead/Kilmarnock/Dumfries/Carlisle

### **Mitigations**

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely

monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### Live Issues

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 357
- On-time (<5/10 min late) 287
- Late (>5/10 min & <30 min) 6
- V. late (>30 min) or cancelled 64

### Yesterday's performance

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number although advice from Paisley is that passengers numbers are slightly lower however passenger dissatisfaction on help points remains high.

A breakdown of daily PPM yesterday, period PPM-to-date and MAA is provided below.

Date	PPM - (<5/10 min late)	Period-to-date (Internal target 92.5%)	MAA (Target 90.6%)
19 May	85.5%	89.6%	89.79%
18 May	87.5%	89.9%	89.84%
17 May	89.6%	90.0%	89.84%

### Events & Engineering Works

- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.
- **Motherwell** – From Saturday 21st May – Monday 23rd May services will be affected due to engineering works on the Motherwell area. This affects all operators and they all are putting alternatives in place including diverting trains, starting trains from different points and replacement bus services.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Thanks

[REDACTED]

## **Email 23 (21 May 2022)**

**From:** [REDACTED]

**Sent:** 21 May 2022 08:58

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Saturday 21 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 80%.

### **Today's Cancellations**

From Monday 23rd May a new timetable will be implemented which is roughly 70% of services. This is a timetable ScotRail believe they can deliver within the current landscape. This is being communicated across all social media outlets and emails have been sent out to those on the mailing list to advise of changes.

There is very significant disruption across the network as a result of driver and train crew shortages. Around 205 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 143 full cancellations planned to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

With the Scottish Cup Final today between Rangers and Hearts, ScotRail will deliver additional and strengthened services, providing extra capacity for spectators travelling to this event. This currently stands at 22 extra services and just over 100 services which have been strengthened to 6 or 7 carriages. There is a major events plan in place and key staff will be in place at Mount Florida, Glasgow Central, Queen Street, Haymarket and Waverley and queuing systems will be in place. Fans will be reminded there is currently an alcohol ban in place on services across Scotland also.

ScotRail's website is currently highlighting disruption across routes shown below:

- Glasgow – Fort William/Oban
- Glasgow – Barrhead/Kilmarnock/Dumfries/Carlisle

### **Mitigations**

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been

issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### **Live Issues**

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

A breakdown of performance as at 09:00 is provided below:

- |                                  |     |
|----------------------------------|-----|
| • Trains operated:               | 320 |
| • On-time (<5/10 min late)       | 256 |
| • Late (>5/10 min & <30 min)     | 9   |
| • V. late (>30 min) or cancelled | 55  |

### **Yesterday's performance**

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number although advice from Paisley is that passengers numbers are slightly lower however passenger dissatisfaction on help points remains high.

### **Events & Engineering Works**

- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.
- **Motherwell** – From Saturday 21st May – Monday 23rd May services will be affected due to engineering works on the Motherwell area. This affects all operators and they all are putting alternatives in place including diverting trains, starting trains from different points and replacement bus services.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Thanks

**[REDACTED]**

## **Email 24 (22 May 2022)**

**From:** [REDACTED]

**Sent:** 22 May 2022 09:00

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** TS Rail Incident: Cancellations & Performance Update: Sunday 22 May 2022 @ 09:00

Minister,

Please find below today's briefing on cancellations across the ScotRail network due to the low availability of drivers for "rest-day working".

Rail Performance this morning has been improving with PPM currently at 12%.

### **Today's Cancellations**

From tomorrow a new timetable will be implemented which is roughly 70% of services. This is a timetable ScotRail believe they can deliver within the current landscape. This is being communicated across all social media outlets and emails have been sent out to those on the mailing list to advise of changes.

There is very significant disruption across the network as a result of driver and train crew shortages. Around 440 services are affected (including Empty Coaching Stock) by either service alterations or late starts. There are 349 full cancellations planned to passenger services scheduled for the remainder of the day.

As a result of the train crew shortages, a significant number of units are out of position. Control will proactively strengthen services back to booked formation where possible throughout today.

ScotRail's website is currently highlighting disruption across routes shown below:

- Glasgow – Ardrossan/Largs
- Glasgow – Cathcart/Newton/Neilston
- Glasgow – Oban/Fort William/Mallaig
- Glasgow – Anniesland via Maryhill
- Edinburgh - Aberdeen

### **Mitigations**

Customer communications on the cancellations have been put through the usual channels including the ScotRail website, at stations and on social media. An email has also been issued to ScotRail customers highlighting the importance of checking journey times with the new changes.

Where possible, ScotRail is providing alternative transport as a contingency at key locations where customers cannot be directed to alternative services. ScotRail is also closely monitoring stations on CCTV and any passengers seen in stations without a train service or delayed services are being alerted via PA systems and/or Help Points.

### **Live Issues**

With the exception of the significant number of cancellations, there are no other live issues currently affecting performance on the network.

A breakdown of performance as at 09:00 is provided below:

- Trains operated: 62
- On-time (<5/10 min late) 8
- Late (>5/10 min & <30 min) 1
- V. late (>30 min) or cancelled 53

### **Yesterday's performance**

Service was heavily affected by driver shortages and traincrew absences, with help point calls high in number although advice from Paisley is that passengers numbers are slightly lower however passenger dissatisfaction on help points remains high. Main enquiries from customers were if their train was running and what the position will be later that evening. Yesterday's traffic for the Scottish Cup Final passed without any major incident.

### **Events & Engineering Works**

- **Drumry** - Until Saturday 11 June, Platform 2 at Drumry (between Dalmuir and Glasgow) is closed for engineering works. Trains that run from Glasgow will not call at Drumry, whilst trains running towards Glasgow will operate as normal.
- **Anderston** – Until Sunday 5 June, trains will pass through Anderston station without stopping. This is due to necessary improvement works taking place at the station.
- **Motherwell** – From Saturday 21st May – Monday 23rd May services will be affected due to engineering works on the Motherwell area. This affects all operators and they all are putting alternatives in place including diverting trains, starting trains from different points and replacement bus services.

The next update will be sent at 09:00 tomorrow. Reporting on any other significant issues that occur throughout the day will continue as normal.

Thanks

**[REDACTED]**