

Annex A

From: (REDACTED)

Sent: Friday, November 17, 2023 1:15 PM

To: Alison Irvine <Alison.Irvine@transport.gov.scot>; Chief Executive Transport Scotland <ceo@transport.gov.scot>

Cc: (REDACTED (REDACTED)(REDACTED) (REDACTED) (REDACTED)

(REDACTED) (REDACTED) Transport Scotland Legal Advisers

<Transport_Scotland_Legal_Advisers@gov.scot>; (REDACTED

(REDACTED(REDACTED (REDACTED))@Fiona Brown

<Fiona.Brown@transport.gov.scot>; Roddy Macdonald

<Roddy.Macdonald@transport.gov.scot>; (REDACTED) Kerry Twyman

<Kerry.Twyman@transport.gov.scot>; (REDACTED)@ Bill Reeve

<Bill.Reeve@transport.gov.scot>; (REDACTED(REDACTED)

Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Hi Alison,

[REDACTED s29(1)(A)]

Many thanks

[REDACTED] | Rail Directorate | Transport Scotland

Available via email, Teams or **[REDACTED]** | Working Pattern: Mon/Fri 09:00–15:00 & Tue/Wed/Thurs 09:00-16:30

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Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023' - <https://erdm.scotland.gov.uk/documents/A45705496/details>

[withheld under section 29(1)(a)]

From: (REDACTED)

Sent: Wednesday, November 8, 2023 6:13 PM

To: Alison Irvine <Alison.Irvine@transport.gov.scot>; Chief Executive Transport Scotland <ceo@transport.gov.scot>

Cc: (REDACTED) (REDACTED)(REDACTED) (REDACTED) (REDACTED)

(REDACTED) (REDACTED) Transport Scotland Legal Advisers

<Transport_Scotland_Legal_Advisers@gov.scot>; (REDACTED

(REDACTED(REDACTED (REDACTED))@Fiona Brown

<Fiona.Brown@transport.gov.scot>; Roddy Macdonald

<Roddy.Macdonald@transport.gov.scot>; (REDACTED) Kerry Twyman

<Kerry.Twyman@transport.gov.scot>; (REDACTED)@ Bill Reeve

<Bill.Reeve@transport.gov.scot>; (REDACTED(REDACTED

Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Hi Alison,

Many thanks for your comments on the rail fares submission.

Actions taken:

[REDACTED S29(1)(a)]

Grateful if you would consider the updated draft – link here and copy attached:

<https://erdm.scotland.gov.uk:8443/documents/A45705496/details>

[withheld under section 29(1)(a)]

Kind regards,
(REDACTED)

From: (REDACTED)@transport.gov.scot>

Sent: Monday, October 30, 2023 2:59 PM

To: Alison Irvine <Alison.Irvine@transport.gov.scot>; Chief Executive Transport Scotland <ceo@transport.gov.scot>

Cc: (REDACTED) (REDACTED)(REDACTED) (REDACTED) (REDACTED)

(REDACTED) (REDACTED) Transport Scotland Legal Advisers

<Transport_Scotland_Legal_Advisers@gov.scot>; (REDACTED

(REDACTED(REDACTED (REDACTED))Fiona Brown

<Fiona.Brown@transport.gov.scot>; Roddy Macdonald

<Roddy.Macdonald@transport.gov.scot>; (REDACTED) Kerry Twyman
<Kerry.Twyman@transport.gov.scot>; (REDACTED)@ Bill Reeve
<Bill.Reeve@transport.gov.scot>; (REDACTED)(REDACTED)
Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Alison,

[REDACTED S29(1)(a)]

Click on the link to open 'Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023' -
<https://erdm.scotland.gov.uk/documents/A45705496/details> **[withheld under section 29(1)(a)]**

Appreciate if you could review and let me know if you require any further amendments made please.

Thanks

REDACTED)

| Rail Directorate | Transport Scotland

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From: (REDACTED)

Sent: Monday, October 30, 2023 9:35 AM

To: Kerry Twyman <Kerry.Twyman@transport.gov.scot>; Bill Reeve <Bill.Reeve@transport.gov.scot>; Chief Executive Transport Scotland <ceo@transport.gov.scot>(REDACTED) (REDACTED) (REDACTED); (REDACTED) (REDACTED) (REDACTED) (REDACTED) (REDACTED) (REDACTED) (REDACTED) (REDACTED) Transport Scotland Legal Advisers <Transport.Scotland.Legal.Advisers@gov.scot>; (REDACTED) (REDACTED)(REDACTED) (REDACTED) (REDACTED) Fiona Brown <Fiona.Brown@transport.gov.scot>; Roddy Macdonald <Roddy.Macdonald@transport.gov.scot>; (REDACTED) **Subject:** RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Kerry

[REDACTED S29(1)(a)]

(REDACTED)
(REDACTED)
Rail Directorate
T: (REDACTED)
BlackBerry: (REDACTED)
transport.gov.scot



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

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From: Kerry Twyman <Kerry.Twyman@transport.gov.scot>
Sent: Monday, October 30, 2023 9:24 AM
To: **From:** Kerry Twyman <Kerry.Twyman@transport.gov.scot>
Sent: Monday, October 30, 2023 9:44 AM
To: (REDACTED) Chief Executive Transport Scotland <ceo@transport.gov.scot>
Cc: (REDACTED) (REDACTED); (REDACTED) (REDACTED) (REDACTED); (REDACTED) (REDACTED) Transport Scotland Legal Advisers <Transport.Scotland.Legal.Advisers@gov.scot>; (REDACTED) (REDACTED) (REDACTED) (REDACTED) Fiona Brown <Fiona.Brown@transport.gov.scot>; Roddy Macdonald <Roddy.Macdonald@transport.gov.scot>; (REDACTED) Kerry Twyman <Kerry.Twyman@transport.gov.scot>; (REDACTED) Bill Reeve <Bill.Reeve@transport.gov.scot>; (REDACTED) (REDACTED)
Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Thanks REDACTED

[REDACTED S29(1)(a)]

Kerry

Kerry Twyman
Director Finance & Corporate Services
Transport Scotland

From: (REDACTED)
Sent: Monday, October 30, 2023 8:53 AM
To: Kerry Twyman <Kerry.Twyman@transport.gov.scot>; Bill Reeve <Bill.Reeve@transport.gov.scot>; Chief Executive Transport Scotland <ceo@transport.gov.scot>; (REDACTED) (REDACTED); (REDACTED) (REDACTED) (REDACTED) >; (REDACTED) (REDACTED) (REDACTED) (REDACTED) (REDACTED) Transport Scotland Legal Advisers <Transport_Scotland_Legal_Advisers@gov.scot>; (REDACTED) <(REDACTED) (REDACTED) >; (REDACTED) (REDACTED) Fiona Brown <Fiona.Brown@transport.gov.scot>; Roddy Macdonald <Roddy.Macdonald@transport.gov.scot>; (REDACTED) (REDACTED)
Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Kerry

[REDACTED S29(1)(a)]

(REDACTED)
(REDACTED) (REDACTED) Rail Directorate
T: (REDACTED)

BlackBerry: (REDACTED)

transport.gov.scot



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Còmhhdail Alba, buidheann nàiseanta na còmhhdail

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From: Kerry Twyman <Kerry.Twyman@transport.gov.scot>
Sent: Monday, October 30, 2023 8:51 AM
To: (REDACTED) Chief Executive Transport Scotland <ceo@transport.gov.scot>
Cc: (REDACTED) (REDACTED); (REDACTED) (REDACTED) (REDACTED); (REDACTED) (REDACTED) Transport Scotland Legal Advisers <Transport_Scotland_Legal_Advisers@gov.scot>; (REDACTED) (REDACTED) (REDACTED) (REDACTED) Fiona Brown <Fiona.Brown@transport.gov.scot>; Roddy Macdonald <Roddy.Macdonald@transport.gov.scot>; (REDACTED) Kerry Twyman

<Kerry.Twyman@transport.gov.scot>; (REDACTED) Bill Reeve
<Bill.Reeve@transport.gov.scot>; (REDACTED) (REDACTED)
Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission -
Annual Increases and Future Strategy - October 2023

Thanks Bill,

[REDACTED S29(1)(a)]

Also adding in (REDACTED) as (REDACTED)

Thanks

Kerry

Kerry Twyman
Director Finance & Corporate Services
Transport Scotland

From: Bill Reeve <Bill.Reeve@transport.gov.scot>
Sent: Friday, October 27, 2023 6:59 PM
To: (REDACTED) Chief Executive Transport Scotland <ceo@transport.gov.scot>
Cc: (REDACTED) (REDACTED); (REDACTED) (REDACTED) (REDACTED);
(REDACTED) (REDACTED) Transport Scotland Legal Advisers
<Transport_Scotland_Legal_Advisers@gov.scot>; (REDACTED) (REDACTED)
(REDACTED) (REDACTED) Fiona Brown <Fiona.Brown@transport.gov.scot>; Roddy
Macdonald <Roddy.Macdonald@transport.gov.scot>; (REDACTED) Kerry Twyman
<Kerry.Twyman@transport.gov.scot>; (REDACTED) Bill Reeve
<Bill.Reeve@transport.gov.scot>; (REDACTED) (REDACTED)
Subject: RE: FOR DIRECTOR REVIEW - Rail Policy - Fares - Ministerial submission -
Annual Increases and Future Strategy - October 2023

Dear Alison and Kerry,

Please find attached a proposed submission to the Minister concerning ScotRail
fare increases**[REDACTED S29(1)(a)]**

Given the import of this, we would much value your reflections prior to any further final
tweaking of the draft for submission.

Regards,

Bill R.

[attachment withheld under section 29(1)(a)]

From: (REDACTED) On Behalf Of Minister for Transport
Sent: Tuesday, November 21, 2023 9:57 AM
To: (REDACTED)@transport.gov.scot>; Minister for Transport <MinisterFT@gov.scot>
Cc: Cabinet Secretary for Transport, Net Zero & Just Transition
<CabSecTNZJT@gov.scot>; Deputy First Minister and Cabinet Secretary for Finance

<DFMCSF@gov.scot>; Transport Scotland Ministerial Submissions List
<DLEEPSMSL@gov.scot>; DL for Rail Management Team
<DLECONPTSMT@gov.scot>; (REDACTED)@gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>; TS Rail
Directorate Communications
<TS_Rail_Directorate_Communications@transport.gov.scot>
Subject: RE: Rail Policy - Fares - Ministerial submission - Annual Increases and Future
Strategy - October 2023

Hi (REDACTED)
Thanks for the submission. [REDACTED S29(1)(a)]

Thanks,

(REDACTED)
(REDACTED) the Minister for Transport
The Scottish Government | St Andrew's House, Edinburgh, EH1 3DG
MinisterFT@gov.scot | (REDACTED)

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From: (REDACTED)@transport.gov.scot>
Sent: Thursday, November 23, 2023 3:56 PM
To: Minister for Transport <MinisterFT@gov.scot>
Cc:(REDACTED)@@transport.gov.scot>; Cabinet Secretary for Transport, Net Zero & Just Transition <CabSecTNZJT@gov.scot>; Deputy First Minister and Cabinet Secretary for Finance <DFMCSF@gov.scot>; Transport Scotland Ministerial Submissions List <DLEEPSMSL@gov.scot>; DL for Rail Management Team <DLECONPTSMT@gov.scot>; (REDACTED)@@gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>; TS Rail

Directorate Communications

<TS_Rail_Directorate_Communications@transport.gov.scot>;

(REDACTED)@transport.gov.scot>

Subject: RE: Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

Hi (REDACTED)

To facilitate Ms Hyslop's consideration of the submission, and with thanks to colleagues, please find below further advice.

[REDACTED S29(1)(a)]

Kind regards,

(REDACTED)

(REDACTED) Rail Policy Officer | Transport Scotland

Contact preference: Email & Teams | Working Pattern: Mon to Fri between 10:00 – 18:00 | M: (REDACTED)

My working hours may not be your working hours. Please do not feel obligated to reply outside of your normal work schedule

From: (REDACTED)@gov.scot> **On Behalf Of** First Minister

Sent: 19 December 2023 17:01

To: Minister for Transport <MinisterFT@gov.scot>; First Minister <FirstMinister@gov.scot>

Cc: Cabinet Secretary for Transport, Net Zero & Just Transition

<CabSecTNZJT@gov.scot>; (REDACTED)@transport.gov.scot(REDACTED)

@transport.gov.scot>; ParlyClerk Scotland <ParlyClerkScotland@gov.scot>; Minister for Parliamentary Business <MinisterforPB@gov.scot>; Leanne Dobson

<Leanne.Dobson@gov.scot>; Transport Scotland Ministerial Submissions List

<DLEEPTSMML@gov.scot>; DL for Rail Management Team

<DLECONPTSMT@gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>;

(REDACTED)@gov.scot(REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot(REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot(REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>; TS Rail

Directorate Communications

<TS_Rail_Directorate_Communications@transport.gov.scot>;

(REDACTED)@gov.scot>; Deputy First Minister and Cabinet Secretary for Finance

<DFMCSF@gov.scot>; Kevin Pringle <Kevin.Pringle@gov.scot>

Subject: RE: Rail Policy - Fares - Annual Increases and Future Strategy - Note to First Minister

Hi (REDACTED),

[REDACTED S29(1)(a)]

This email is for the official record and confirms a Ministerial Decision. This email must be placed in the official record (eRDM) by your team in line with SG records management policy.

Hi (REDACTED).

Thank you for the additional information. FM has considered and based on the below is content to approve a 8.7% rise.

Many thanks,
(REDACTED)

(REDACTED)

**Deputy Private Secretary to the First Minister
Office of the First Minister**

5th Floor | St Andrews House | Regent Road | Edinburgh | EH1 3DG

M: (REDACTED)

The First Minister's box closes at 2pm, Monday to Friday. Further details, including preferences, can be found [here](#).



Office of the First Minister of Scotland

FirstMinister.gov.scot

Prìomh Mhinistear na h-Alba

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From: (REDACTED)@gov.scot> **On Behalf Of** Minister for Transport

Sent: Tuesday, December 19, 2023 8:54 PM

To: First Minister <FirstMinister@gov.scot>; Minister for Transport <MinisterFT@gov.scot>

Cc: Cabinet Secretary for Transport, Net Zero & Just Transition <CabSecTNZJT@gov.scot>; (REDACTED)@transport.gov.scot>; ParlyClerk Scotland <ParlyClerkScotland@gov.scot>; Minister for Parliamentary Business <MinisterforPB@gov.scot>; Leanne Dobson <Leanne.Dobson@gov.scot>; Transport Scotland Ministerial Submissions List <DLEEPTSMSL@gov.scot>; DL for Rail Management Team <DLECONPTSRMT@gov.scot>;

(REDACTED)@transport.gov.scot (REDACTED)@transport.gov.scot>;

(REDACTED)@gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; TS Rail Directorate Communications <TS_Rail_Directorate_Communications@transport.gov.scot (REDACTED)@gov.scot>;

Deputy First Minister and Cabinet Secretary for Finance <DFMCSF@gov.scot>; Kevin Pringle <Kevin.Pringle@gov.scot>; Colin McAllister <Colin.McAllister@gov.scot>; Spads Admin <Spads_Admin@gov.scot>

Subject: URGENT - Rail Policy - Fares - Annual Increases and Future Strategy - Note to First Minister

Importance: High

PS/First Minister,

Grateful for urgent consideration – please see below response to the First Minister’s earlier query. Subject to the FM’s approval the intention is to announce the fare increase via a GIQ on Thursday (21 Dec), which would require to be lodged tomorrow (Wednesday 20 Dec).

[REDACTED S29(1)(a)]

Many thanks

(REDACTED)

(REDACTED)| Minister for Zero Carbon Buildings, Active Travel and Tenants’ Rights – Patrick Harvie MSP | Scottish Government | St Andrew's House (2N.08) | Regent Road | Edinburgh | EH1 3DG | M: (REDACTED)| E: MinisterforZCBATTR@gov.scot

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.

From: (REDACTED)@gov.scot> **On Behalf Of** Deputy First Minister and Cabinet Secretary for Finance

Sent: Wednesday, December 20, 2023 12:43 PM

To: First Minister <FirstMinister@gov.scot>; Minister for Transport <MinisterFT@gov.scot>

Cc: Cabinet Secretary for Transport, Net Zero & Just Transition <CabSecTNZJT@gov.scot>; (REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>; ParlyClerk Scotland

<ParlyClerkScotland@gov.scot>; Minister for Parliamentary Business <MinisterforPB@gov.scot>; Leanne Dobson <Leanne.Dobson@gov.scot>; Transport Scotland Ministerial Submissions List <DLEEPTSMML@gov.scot>; DL for Rail Management Team <DLECONPTSRMT@gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>(REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;

(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>; TS Rail

Directorate Communications

<TS_Rail_Directorate_Communications@transport.gov.scot>;

(REDACTED)@gov.scot>; Deputy First Minister and Cabinet Secretary for Finance

<DFMCSF@gov.scot>; Kevin Pringle <Kevin.Pringle@gov.scot>; Colin McAllister <Colin.McAllister@gov.scot>; Spads Admin <Spads_Admin@gov.scot>
Subject: RE: URGENT - Rail Policy - Fares - Annual Increases and Future Strategy - Note to First Minister

This email is for the official record and confirms a Ministerial Decision. This email must be placed in the official record (eRDM) by your team in line with SG records management policy.

(REDACTED)

Apologies jumping on this.

[REDACTED S29(1)(a)]

Many thanks,
(REDACTED)

(REDACTED)
(REDACTED) to the Deputy First Minister and Cabinet Secretary for Finance –
Shona Robison MSP
The Scottish Government
St Andrew's House | Regent Road | Edinburgh | EH1 3DG
M: (REDACTED) | Email: DFMCSF@gov.scot

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From: (REDACTED)@gov.scot> **On Behalf Of** Minister for Transport
Sent: Wednesday, December 6, 2023 8:11 AM
To: (REDACTED)@transport.gov.scot>; Minister for Transport <MinisterFT@gov.scot>
Cc: (REDACTED) @transport.gov.scot>; Cabinet Secretary for Transport, Net Zero & Just Transition <CabSecTNZJT@gov.scot>; Deputy First Minister and Cabinet Secretary for Finance <DFMCSF@gov.scot>; Transport Scotland Ministerial Submissions List <DLEEPTSMSL@gov.scot>; DL for Rail Management Team <DLECONPTSRMT@gov.scot>; (REDACTED) @gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>; (REDACTED) @transport.gov.scot>

(REDACTED)@transport.gov.scot>; TS Rail Directorate Communications
<TS Rail Directorate Communications@transport.gov.scot>;
(REDACTED)@transport.gov.scot>
Subject: RE: Rail Policy - Fares - Ministerial submission - Annual Increases and Future Strategy - October 2023

This email is for the official record and confirms a Ministerial Decision. This email must be placed in the official record (eRDM) by your team in line with SG records management policy.

(REDACTED)

Thanks for the below note. As discussed at yesterday's meeting, the Minister for Transport is content **[REDACTED S29(1)(a)]**

Many thanks

(REDACTED)

(REDACTED)to the Minister for Transport
The Scottish Government | St Andrew's House, Edinburgh, EH1 3DG
MinisterFT@gov.scot | (REDACTED)

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.

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From: John MacQuarrie <john.macquarrie@railholdings.scot>
Sent: 17 November 2023 17:27
To: (REDACTED)@transport.gov.scot>; (REDACTED)@railholdings.scot>
Cc: (REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>;
(REDACTED)@transport.gov.scot>; (REDACTED)@transport.gov.scot>
Subject: Re: ScotRail 2024 Fares - Commission

(REDACTED)

Having been in meetings all day, I have only just picked this up.

We are going to meet with SRT on a weekly basis

[REDACTED S29(1)(a)]

Regards,

John

John MacQuarrie
Rail Business Director
Scottish Rail Holdings

john.macquarrie@scotrailholdings.co.uk

[REDACTED]

I work flexibility. Whilst it may suit me to email outside normal office hours, you do not need to respond outside your own normal hours.

Classified as NOT CLASSIFIED

From: [REDACTED]@transport.gov.scot>
Sent: Friday, November 17, 2023 1:20:20 PM
To: John MacQuarrie <john.macquarrie@railholdings.scot>; [REDACTED]@railholdings.scot>
Cc: [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>
Subject: RE: ScotRail 2024 Fares - Commission

Hi John,

Following up on this as Alison is asking for an update on when SRT will be able to provide this information, [REDACTED S29(1)(a)]
A quick response before 2.30pm today would be really appreciated please [REDACTED S29(1)(a)]

[REDACTED]

[REDACTED] | Rail Directorate | Transport Scotland

Available via email, Teams or [REDACTED] | Working Pattern: Mon/Fri 09:00–15:00 & Tue/Wed/Thurs 09:00-16:30

If you receive this email outside your standard working hours please do not feel obliged to respond immediately.

Classified as NOT CLASSIFIED

From: John MacQuarrie <john.macquarrie@railholdings.scot>
Sent: Sunday, November 12, 2023 8:55 PM
To: [REDACTED]@transport.gov.scot>; [REDACTED]@railholdings.scot>
Cc: [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>

[REDACTED]@transport.gov.scot[REDACTED]@transport.gov.scot>

Subject: Re: ScotRail 2024 Fares - Commission

[REDACTED]

Thanks, this all makes sense to me. I see we have time in on Friday, I have a few comments but it can wait until then - nothing fundamental I will just aim to clarify the ask and timescales on Friday.

Regards,

John

John MacQuarrie
Rail Business Director
Scottish Rail Holdings

john.macquarrie@scotrailholdings.co.uk

[REDACTED]

I work flexibility. Whilst it may suit me to email outside normal office hours, you do not need to respond outside your own normal hours.

Classified as NOT CLASSIFIED

From: [REDACTED]@transport.gov.scot>

Sent: Friday, November 10, 2023 11:04:10 AM

To: John MacQuarrie <john.macquarrie@railholdings.scot>;

[REDACTED]@railholdings.scot>

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

[REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>;

[REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>;

[REDACTED]@transport.gov.scot>; [REDACTED]@transport.gov.scot>

Subject: ScotRail 2024 Fares - Commission

Dear John & [REDACTED]

Our teams have been working together developing options for the Caledonian Sleeper 2023 fares increase.

Scottish Ministers have asked Transport Scotland officials to provide advice on possible ScotRail 2024 fares increases based on the following parameters:

[REDACTED S29(1)(a)]

Kind regards

[REDACTED]

[REDACTED]

[REDACTED] Rail Directorate | Transport Scotland

Available via email, Teams or [REDACTED] | Working Pattern: Mon/Fri 09:00–15:00 & Tue/Wed/Thurs 09:00-16:30

If you receive this email outside your standard working hours please do not feel obliged to respond immediately.

Attachment withheld under s29(1)(a)

CORRESPONDENCE

202300390748

Original correspondence:

[REDACTED]

Sent: Wednesday, December 20, 2023 7:33 PM

To: Transport Scotland Info <info@transport.gov.scot>

Subject: Train fare increase

The rise of almost 9% is an absolute insult to those regular passengers who on a daily basis are unable to get a seat on over-crowded trains. Trains that rarely run on time, are unreliable and have no staff available to assist when a problem arises. It is little wonder, when ever possible, travellers shun rail transport for mainly cars and buses, but? on longer journeys for air travel which can often be much cheaper. I have travelled extensively across Europe, Australia, Singapore and USA and have found rail travel in Scotland by far the worst and most expensive of the countries I have used rail travel in.

Why is that? Why over-crowding and why the unreliable service?

I am interested in your explanation for the above issues and why a rise in fares will improve matters.

[REDACTED]

Response:

Our Reference: 202300390748

Your Reference: Train fare increase

12 January 2024

Dear [REDACTED]

Thank you for your email of 20 December 2023 to the Minister for Transport, Fiona Hyslop, regarding the increase in rail fares in Scotland from April 2024. Your correspondence has been shared with Transport Scotland, and I have been asked to respond.

I am sorry to learn you are disappointed in ScotRail services. The Scottish Government brought ScotRail into public ownership to ensure that ScotRail focuses its delivery on the needs of Scottish passengers. ScotRail must play its part in delivering the Scottish Government's ambition for its success, including attracting passengers back to rail.

While the issues with the service reliability are operational by nature and best addressed by ScotRail, Transport Scotland expects service levels and train carriage allocation to be kept under regular review and improved, where appropriate.

Transport Scotland monitors ScotRail's performance levels and is aware that it has inherited, from Abellio ScotRail, a shortage of critical operational staff in some locations. Therefore, Transport Scotland has instructed ScotRail through Scottish Rail Holdings, which manages and oversees ScotRail's operations on behalf of the Scottish Ministers, to recruit additional staff to address these operational issues. Recruitment and training of some railway staff can, however, take around 15 months.

Whilst any increase in fares is unwelcome, it is important to note that the Scottish Government broadly continues to keep fares comparatively lower on average than across the rest of the GB network, as it has done for over a decade.

As an alternative to implementing the 8.7% increase, we would need to consider other measures, such as reducing services and cutting back on investment in the railway and its people. You will appreciate that whilst the fare increase has been a difficult decision, it is a preferred option to the abovementioned alternatives.

The Scottish Government continues to be committed to ensuring affordable rail fares in Scotland and, for a decade, has kept fare increases down by ensuring they are in line with no more than RPI, or less in the case of off-peak fares. In July 2023, the retail prices index (RPI) inflation rate was announced as 9%.

From 3 July 2023, after being frozen for 18 months, Rail fares in Scotland increased by 4.8%; this was below both inflation and the 6% increase applied elsewhere in the UK.

We know that there is much to be done to encourage people to go back to rail if we are to achieve our net-zero targets. That is why we have extended the peak fares trial for a further three months, to run until 28 June 2024.

The pilot is a bold initiative, the first of its kind in the UK, intended to establish if removing peak fares will be a cost-effective means of encouraging people to travel by train instead of car. It will inform further decisions on setting future fares as part of the wider Fair Fares Review being conducted by Transport Scotland

Yours sincerely

[REDACTED]

TS : TS RD Rail Policy

202300391037

Original Correspondence:

From: **[REDACTED]**

Sent: Friday, December 22, 2023 1:34 PM

To: Minister for Transport <MinisterFT@gov.scot>

Subject: Rail fare increase

Dear Ms Hyslop

I was surprised to see that rail fares are increasing in Scotland by 8.7% in April. This was announced shortly after the start of a new Scotrail timetable that has decreased local services in Aberdeenshire. In other words, we now have to pay significantly more for a poorer service.

I see England have announced a 4.9% increase in rail fares today - significantly lower than your increase.

In the midst of a cost of living crisis, as train travel continues to increase in cost, more people will surely choose to use their cars rather than pay more to travel by rail? This will increase environmental emissions at a time when we should all be doing everything we can to lower our carbon footprint.

I appreciate budgetary decisions are very complicated and it is impossible to please all of the people all of the time, but this seems to be a very steep increase with the potential for significant environmental consequences.

I look forward to your response.

[REDACTED]

Sent from my iPhone

Response:

Our Reference: 202300391037

15 January 2024

Dear **[REDACTED]**

Thank you for your email of 22nd December 2023 to the Minister for Transport, Fiona Hyslop, regarding the rail fares increase in Scotland from April 2024. Your correspondence has been shared with Transport Scotland and I have been asked to respond.

Whilst any increase in fares is unwelcome, it is important to note that the Scottish Government broadly continues to keep fares comparatively lower on average than across the rest of GB network, as it has done for over a decade.

As an alternative to implementing the 8.7% increase, we would need to consider other measures such as reducing services and cutting back on investment in the railway and its people. You will appreciate that whilst fares increase has been a difficult decision, it is a preferred option to the above-mentioned alternatives.

The Scottish Government continues to be committed to ensuring affordable rail fares in Scotland, and for a decade has kept fares increases down by ensuring they are in line with no more than RPI, or less in the case of off-peak fares. In July 2023, the retail prices index (RPI) rate of inflation was announced as 9%.

From 3rd July 2023, after being frozen for 18 months, Rail fares in Scotland increased by 4.8%, this was below both inflation and the 6% increase applied elsewhere in the UK.

We know that there is much to be done in encouraging people back to rail if we are to achieve our net zero targets. That is why we have extended the peak fares trial for a further three months, to run until 28th June 2024, to gather robust data on its effectiveness.

The pilot is a bold initiative, the first of its kind in the UK, intended to establish if removing peak fares will be a cost-effective means of encouraging people to travel by train instead of car. It will inform further decisions on setting future fares as part of the wider Fair Fares Review being conducted by Transport Scotland.

The Fair Fares Review is considering both, the cost and availability of services and the range of discounts and concessionary schemes which are available on all modes including bus, rail, and ferry to ensure that public transport costs are more fairly shared across government, business, and society.

This report will recommend a package of measures which can be considered for implementation from 2024-25 and onwards. These will provide opportunities to address the wider issues for the cost and availability of public transport services across all modes of transport. I trust this response has been helpful.

Yours sincerely

[REDACTED]

TS : TS RD Rail Franchise Management Uni

202400391521

Original Correspondence

From: [REDACTED]

Sent: Sunday, December 24, 2023 5:19 PM

To: Minister for Transport <MinisterFT@gov.scot>

Subject: Train fares

Dear Ms Hyslop

Round of applause, raising train fares not far off 10%. Well done! Where is this an incentive to get people using public transport? Currently my daily commute is slightly cheaper by train, by July with a return of peak time fares and the fare increase it will be cheaper to travel by car.

Also of note, the trains are filthy, as a resident of Scotland appalled, it makes me embarrassed... what must tourists, holidaymakers, and business travellers think? Increase in fares is not going to provide a better service, you're just lining the pockets of the operators. ie yourselves.

[REDACTED]

Response:

Our Reference: 202400391521

Your Reference: Train fares

12 January 2024

Dear **[REDACTED]**

Thank you for your email of 24 December 2023 to the Minister for Transport, Fiona Hyslop, regarding the increase in rail fares in Scotland from April 2024. Your correspondence has been shared with Transport Scotland, and I have been asked to respond.

Whilst any increase in fares is unwelcome, it is important to note that the Scottish Government broadly continues to keep fares comparatively lower on average than across the rest of the GB network, as it has done for over a decade.

As an alternative to implementing the 8.7% increase, we would need to consider other measures, such as reducing services and cutting back on investment in the railway and its people.

You will appreciate that whilst the fare increase has been a difficult decision, it is a preferred option to the abovementioned alternatives.

The Scottish Government continues to be committed to ensuring affordable rail fares in Scotland and, for a decade, has kept fare increases down by ensuring they are in line with no more than RPI, or less in the case of off-peak fares. In July 2023, the retail prices index (RPI) inflation rate was announced as 9%.

From 3 July 2023, after being frozen for 18 months, Rail fares in Scotland increased by 4.8%; this was below both inflation and the 6% increase applied elsewhere in the UK. We know that there is much to be done to encourage people to go back to rail if we are to achieve our net-zero targets.

We recognise that any additional cost to travel is unwelcome especially during the current cost of living crisis. The ScotRail Peak Fares Pilot has been extended for a further three months, this should help to ease the transition to the increased fares.

I am sorry to learn you have found an issue with the cleanliness of ScotRail trains. Can I please assure you that Transport Scotland monitors ScotRail through its Service Quality Regime. This regime, described as the toughest in the UK, monitors all aspects of stations, including ticket offices, shelters, cleanliness, toilets and help points. The regime also monitors all aspects of trains, including seating, lighting, toilets, announcements and on-train staff. Any issues found during inspections are reported to ScotRail for rectification.

I trust this response has been helpful.

Yours sincerely

[REDACTED]

TS : TS RD Rail Policy

202400393789

Original Correspondence:

From: **[REDACTED]**

Sent: Monday, January 15, 2024 4:37 PM

To: Central Correspondence Unit <CentralCorrespondenceUnit@gov.scot>

Subject: FOI Request

Hello,

My name is **[REDACTED]** and I write today to request all information regarding consultation of passengers/customers of Scotrail Services prior to the announced price increases?

I also request a breakdown of where the 8.7 percent increase will be utilised in Scotrails budget?

Many thanks

[REDACTED]

Response:

Our Reference: 202400393789

Your Reference: FOI Request

7 February 2024

Dear **[REDACTED]**

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 (FOISA)

Thank you for your request dated 15 January 2024 under the Freedom of Information (Scotland) Act 2002 (FOISA).

Your request

You asked for all information regarding consultation of passengers/customers of Scotrail Services prior to the announced price increases.

I also request a breakdown of where the 8.7 percent increase will be utilised in Scotrails budget.

Response to your request

The fares increase was a necessary measure to cover increased costs arising from inflation and increases in railway staff salaries. This increase helps to ensure that no services are reduced nor jobs lost. An annual fare increase, having regard to inflation, is normal in the course of business and therefore no specific consultation was undertaken prior to the fares increase announcement.

The Scottish Government does not have a breakdown of how 8.7 percent increase will be allocated within ScotRail's budget. Together with grant provided by the Scottish Government which is reflected in the current Draft Budget Bill, it will contribute to covering the cost of delivering ScotRail services.

This is a formal notice under section 17(1) of FOISA that the Scottish Government does not have the information you have requested.

However, you may wish to contact ScotRail at [ScotRail Trains Limited Publication Scheme | ScotRail](#).

Your right to request a review

If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response, by writing to ceo@transport.gov.scot.

Your review request should explain why you are dissatisfied with this response, and should be made within 40 working days from the date when you received this letter.

We will complete the review in accordance with FOISA as soon as possible, and not later than 20 working days from the day following the date we receive your review request.

If you are not satisfied with the result of the review, you then have the right to appeal to the Scottish Information Commissioner.

More detailed information on your appeal rights is available on the Commissioner's website at: [What can I do if I'm unhappy? | Scottish Information Commissioner \(itspublicknowledge.info\)](https://www.scot.nhs.uk/itspublicknowledge/info)

Yours sincerely

[REDACTED]

TS : TS RD Rail Policy