Dear Jackson,

Thank you for your email and letter of 11 July concerning the temporary timetables for the Glasgow to East Kilbride and Glasgow to Neilston routes. These have been passed to me for attention.

As you note, ScotRail introduced a temporary timetable on Wednesday, 10 July, as a means of providing customers with a more reliable service during a period when ScotRail is experiencing staff shortages as a result of fewer train drivers than normal being available for overtime or rest day working as is their contractual right. This follows confirmation from the drivers’ union ASLEF that it will recommend to its Executive Committee a ballot for industrial action as a result of a pay dispute.

A review is already underway to establish how the temporary timetable is performing, and additional services will be added wherever we can be confident in resourcing them. We are advising customers to check their journey on our website or mobile app before they travel.

The temporary timetable seeks to protect services which the majority of customers use, and we are still using every available train carriage so customers can continue to travel. We are currently providing 60 per cent of services on the East Kilbride route, including a full service at peak times with 80 per cent of normal capacity. On the Glasgow South Electric routes, which includes the Neilston services, we are operating 75 per cent of services with 90 per cent of seating capacity.

While ScotRail is currently recruiting 160 new drivers – the highest level ever – each year to improve resilience, some rest day working, and overtime is still needed to deliver a normal timetable. This has historically been the case in the railway and is replicated in other train operators across Britain.

At the moment, there is no timeframe as to how long these staff shortages will be experienced and the temporary timetable needs to operate. ScotRail want to resolve this matter with trade unions and will remain fully committed to further discussions.

Thank you for taking the time to write. I hope you find this response helpful, but should you require any further information, please do not hesitate to contact me.

Kind regards

Scott Prentice

Classified as OFFICIAL

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| Scott Prentice​​​​ |
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| Strategy & Planning Director |
| ScotRail |

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