

Kevin Timpson
request-850836-d235433b@whatdotheyknow.com

SRT 031

29/04/2022

Dear Mr Timpson

I am writing in response to your Freedom of Information request which was received by ScotRail Trains Limited (SRT) on 02/04/2022. As SRT is a Scottish Public Authority, your request is subject to the terms of the Freedom of Information (Scotland) Act 2002 (FOISA).

Your request

Under the Freedom Of Information Act please advise of the following questions regarding the railway stations that you manage:

1. The staffing hours of each of your stations (this is the hours that staff are present and working at the station and is not always the same thing as the ticket office hours or ticket barrier hours).
2. The hours of operation of the ticket offices at each of your stations (the hours that the ticket office is open and serving customers).
3. The hours of operation of the ticket barriers at each of your stations (the hours that the ticket barriers are closed unless you put a ticket in them and in full use).
4. Which of your stations have train dispatchers on the platforms and what are their hours of operation (if not for all trains) and what platforms are they on (if not all) and which trains exactly (if not all) do they dispatch at each station?

Response to your request

I can confirm the following in relation to your request for information:

The following locations listed have a station staff presence beyond the booking office opening hours:

Dalmuir 0545-0050.
Gourock 0445-0115.
Wemyss Bay 0545-2350.
Dumfries 0605-2330.
Bathgate 0430-0100.
Stranraer 0630-2200.
Inverkeithing 0615-0000.
Kirkcaldy 0615-0000.
Leuchars 0610-2330.

Falkirk Grahamston 0525-2245.
Ayr 24 hour staffed.
Kilwinning 0530-2345.
Motherwell 0430-0200.
Helensburgh 0540-2345.
Milngavie 0630-0020.
Hyndland 0600-0020.
Partick 0523-0032.
Charing Cross 0529-0041.
Queen Street 24 hour staffed.
Exhibition Centre 0559-0000.
Anderston 0602-0000.
High Street 0534-0040.
Glasgow Central 24 hour staffed.
Perth 0545-0130.
Stirling 0445-0045.
Fort William 0615-2315.
Oban 0430-2225.
Edinburgh Waverley 24 hour staffed
Haymarket 0505-0028
Dundee 0515-0100
Aberdeen 0445-0045
Inverness 24 hour staffed

2. The hours of operation of the ticket offices at each of your stations (the hours that the ticket office is open and serving customers).

Please note this information can be obtained from the national Rail website, the address is as below.

https://www.nationalrail.co.uk/stations_destinations/default.aspx

3. The hours of operation of the ticket barriers at each of your stations (the hours that the ticket barriers are closed unless you put a ticket in them and in full use).

SRT have considered your request and are applying the following exemption:

Section 33(1)(b) - Substantial prejudice to commercial interests

An exemption under section 33(1)(b) of FOISA (Substantial prejudice to commercial interests) applies to some of the information requested.

This exemption applies because there is a risk that disclosure of the information could substantially prejudice SRT commercial interests. The commercial interests are the ability of SRT to generate revenue in return for providing rail journeys in a competitive market. The prejudice that would be likely is the compromise of SRT ability to maximise and protect the revenue which it should receive for the provision of commercial services in a competitive environment. There is a significant risk that by placing this information in the public domain via disclosure SRT's ability to tackle fares evasion could be compromised.

4. Which of your stations have train dispatchers on the platforms and what are their hours of operation (if not for all trains) and what platforms are they on (if not all) and which trains exactly (if not all) do they dispatch at each station?

Location	Dispatch	Hours	Platforms	Trains
Aberdeen	Y	Aberdeen	all	04:45 - 00:45
Airdrie	Y	05:32-19:45	1	All ScotRail
Arbroath	Y	06:00 - 23:15	all	All LNER/Cross Country/06:31 Sleeper
Aviemore	Y	07:30 - 21:35	all	All LNER/Sleeper
Ayr	Y	24 hrs	all	All
Cupar	Y	0600-1400	1&2	X-Country/ not in last 2 years
Dunbar	Y	0555-2130	1&2	All X-Country and LNER
Dundee	Y	05:15 - 01:00	all	All
Edinburgh Waverley	Y	First to Last	all	All Scotrail and TPE services
Falkirk Grahamston	Y	0525-2245	all	LNER only
Fort William	Y	07:44-22:11	all	All ScotRail/London Sleeper
Gourock	Y	0445-0115	all	All
Glasgow Central	Y	First to Last	1-15	All Scotrail and TPE services from the High Level platforms
Haymarket	Y	0505-0028	all	All TOCs with the exception of DOO - ScotRail (depending on staff numbers)
Helensburgh Ctl	Y	05:45-23:32	all	All ScotRail
Inverkeithing	Y	0615-0000	1&2	All LNER
Inverness	Y	24 hrs	All	All
Kingussie	Y	08:26 - 15:30	All	Only 08:45 LNER
Kirkcaldy	Y	0615-0000	1&2	all LNER
Ladybank	Y	0645-1000	1	X-Country/ not last 2 years
Leuchars	Y	0610-2330	1&2	all LNER
Lockerbie	Y	0635-2130	1&2	0726, 1831 & 2104 plt 1, 2044 plt 2 Avanti
Markinch	Y	0645-1315	1	X-Country/ not in last 2 years
Montrose	Y	06:00 - 22:35	all	All LNER/Cross Country/Sleeper
Motherwell	Y	0400 - 0200	1 & 2	All Avanti, LNER, X country, TPE, Sleeper services
Perth	Y	0600-0130	4&7	LNER only
Pitlochry	Y	07:45 - 18:45	all	All LNER
Queen St Station	Y	First to Last	1-7	All Scotrail

Stirling	Y	0445-0045	2,3 & 6	LNER only
Stonehaven	Y	07:00 - 19:00	all	All LNER/Cross Country
Wemyss Bay	Y	0545-2350	all	All

Your right to request a review

Should you be dissatisfied with the way in which the SRT has dealt with your request, you have the right to require us to review our actions and decisions. If you wish to request a review, please contact FOI, ScotRail Trains, Atrium Court, 50 Waterloo Street, Glasgow, G2 6HQ or e-mail: foi@scotrail.co.uk within 40 working days. Your request must be in a recordable format (letter, email, etc). You will receive a full response to your request for review within 20 working days of its receipt.

If you are dissatisfied with the way in which we have handled your request for review you may ask the Scottish Information Commissioner to review our decision. You must submit your complaint to the Commissioner within 6 months of receiving the response to review letter. The Commissioner's Office may be contacted as follows:

Online Appeal Service: Website: www.itspublicknowledge.info/Appeal

By post:

The Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info

An appeal, on a point of law, to the Court of Session may be made against a decision by the Commissioner.

Yours sincerely,

FOI Team