



The Scottish Parliament
Pàrlamaid na h-Alba

September 2012

SPCB

FMQT Ticketing: improving services for Members

Current practice: the main issues

- Achieving a fair distribution of tickets for all Members
 - Reducing the number of empty Chamber seats



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Achieving a fair distribution of tickets for all Members:

Proposal 1

- Keep the maximum limit of 15 tickets per Member per FMQT for named visitors (group or individual).
- Abandon cyclical booking windows and open bookings for parliamentary year (dates TBC).
- Introduce 'amnesty' for booked tickets no longer required: add unwanted tickets back to Members' general allocation if returned no later than 24 hours before FMQT takes place. These returns then made available for other Members



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Achieving a fair distribution of tickets for all Members: Proposal 2

- Reduce the limit for Public Group bookings from two groups of 15 per FMQT to one group of 15 and open bookings for parliament year
- Reduce the limit for Public individual bookings available the week before FMQT from 9 tickets per caller to 5 for named visitors (group or individual)



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Reducing the number of empty Chamber seats: Proposal 3

- Change the latest ticket collection time from 12.00 to 11.20
 - Introduce a limit for Overspill Room passes of one per person, *in person*
 - Change the Overspill Room pass collection time from 09.00 to 10.00



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Proposed next steps:

- Communications from Visitor Services to Members and staff
 - Visitor Services revisions to website
 - Visitor Services revisions to e-ticketing resources



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Timing of introduction:

- Introduce revised system: **Thursday 4 October**, covering remainder of parliamentary year.
- Next booking window, May / June 2013, covering 2013-14 parliamentary year. Date TBC.