

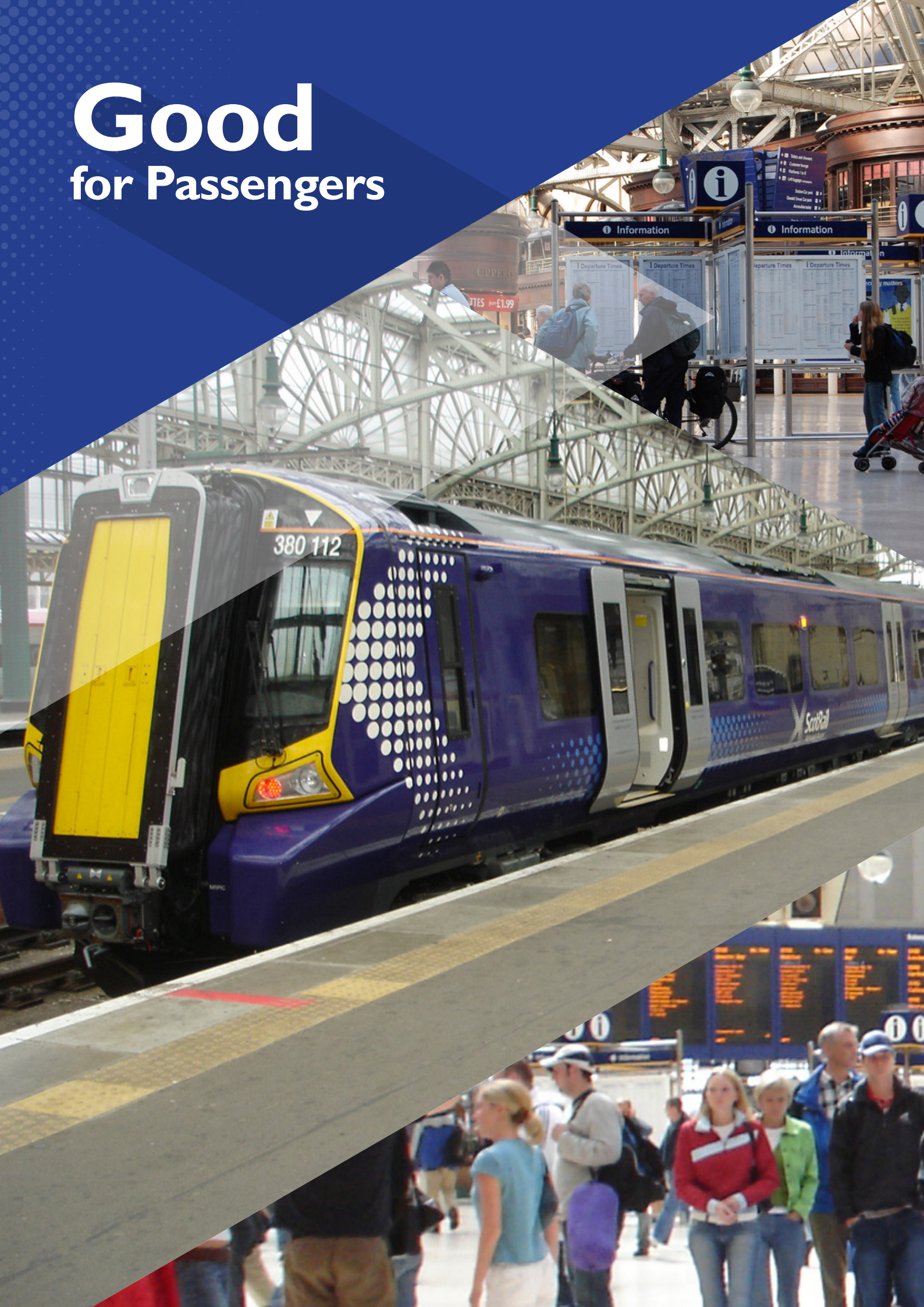
ScotRail Franchise

Scotland's Railway

Connecting communities, enabling opportunities, spreading sustainable economic prosperity.



Good for Passengers



*Good for Passengers
Good for Staff
Good for Communities and Tourism
Good for Scotland*



PREPARING TO TRAVEL

Smart ticketing for smarter travel

Peak fares capped at RPI, off-peak capped at RPI less 1%

- A Journey Companion App providing door to door travel planning across all modes
- A Smart -enabled website and an App to purchase tickets
- Real time live service information
- ScotRail Price Promise on best value tickets
- Club 50 smart card
- Reduced travel costs for Jobseekers and newly employed.

AT THE STATION

Integrating active travel

Colour-coding timetables to indicate busy and lightly used services

More, better and relevant information on the move

- Flexi-tickets for multiple non-regular journeys
- 1000 extra car parking places across the network
- Electric car charging points at 50 station car parks
- At least 3500 additional cycle spaces at stations
- Cyclepoints at three key stations for cycle retailing, maintenance and advice
- Better waiting facilities at over 40 stations
- 4G connectivity at stations
- Major retail developments at key stations
- Better passenger welfare if train delayed over 1 hour
- More and better Smart Ticket Vending Machines
- Information desks on concourse at city and key interchange stations and 'ToGo' food kiosks.

TRAIN JOURNEY

Providing better journey experience for the modern traveller

- Enhanced catering on more services
- Free Wi-Fi on all trains
- New, modern, longer electric trains between Edinburgh and Glasgow, Stirling and Dunblane
- Hugely popular high speed trains replacing class 170 trains between cities, with improved comfort, reliability journey times and catering
- Great Scottish Scenic Railway operating refurbished trains with enhanced services on rural routes.

ARRIVAL AT DESTINATION

- Dutch-style Bike & Go hire schemes in at least 10 stations
- Enhanced passenger charter with Delay Repay scheme.

ONWARD JOURNEY / AFTER SALES CARE

- Customer Information Screens at key stations displaying bus, ferry or air connections
- On line customer panel of at least 5000 customers and additional passenger satisfaction surveys
- Publication of punctuality information recorded at journey destinations and key intermediate stations.



“Smart and integrated ticketing with new smartcards and ticket products”



“Free Wi-Fi on all services”

“Making rail the Smart way to travel”

Good for Scotland

*"Improvements
across the network,
throughout Scotland"*

Highlands, Moray and Argyll (HITRANS)

- Hugely popular high speed trains with improved facilities, galley catering, more comfort and greater security for passengers between Inverness and Aberdeen and Inverness and the central belt
- Timetables which can accommodate future stations at Kintore and Dalcross
- Partnership working to deliver a new entrance façade and concourse at Inverness
- Staffed information desk at Inverness
- Hourly high speed service between Inverness and Perth (extended to either Glasgow or Edinburgh) by 2019 with at-seat and galley catering
- Scenic railway service on West Highland, Far North and Kyle lines
- Clearing vegetation to enhance views on the West Highland line.

South West Scotland (SWestran)

- Scenic railway service with refurbished trains on Stranraer and Dumfries/Carlisle lines
- Enhanced timetable on the Glasgow- Dumfries -Carlisle line
- At-seat catering on the Glasgow- Dumfries -Carlisle line
- Two-hourly service between Stranraer and Ayr
- Support for community rail partnerships
- Increased commuting opportunities between Dumfries and Carlisle.

South East Scotland (SEStran)

- New electric trains between Edinburgh and Glasgow and Edinburgh to Stirling and Dunblane
- More platform shelters and refreshment kiosks at stations
- Cross-modal information screens will display arrivals and departures of other modes such as bus, ferry or air
- Staffed information desks at Edinburgh Waverley and Haymarket stations
- Borders Railway will form part of the Great Scenic Railways of Scotland
- Transfer of Dunbar station to Scottish network and improved services
- Revised timetables which can accommodate future calls at Edinburgh Gateway, East Linton, Reston and Winchburgh stations
- Hugely popular high speed trains for inter-city travel between Edinburgh and Inverness and Edinburgh and Aberdeen with faster journey times, improved facilities, galley catering, more comfort and greater security for passengers.



*"110 new customer
information screens at
stations where there
are none"*



*"Improving personal
security and safety –
greater CCTV coverage
at rail stations"*





Central Scotland (Tactran)

- Introduction of hugely popular high speed trains for inter-city travel between Stirling, Perth and Dundee and the other four Scottish cities with faster journey times, improved facilities, galley catering, more comfort and greater security for passengers
- Hourly service between Inverness and Perth by 2019
- Refurbishment to Perth station, including turning unused buildings into premises for new local businesses
- Staffed information desks at Stirling, Dundee and Perth stations
- Major enhancements at Stirling station to deliver an improved concourse and better retail facilities.

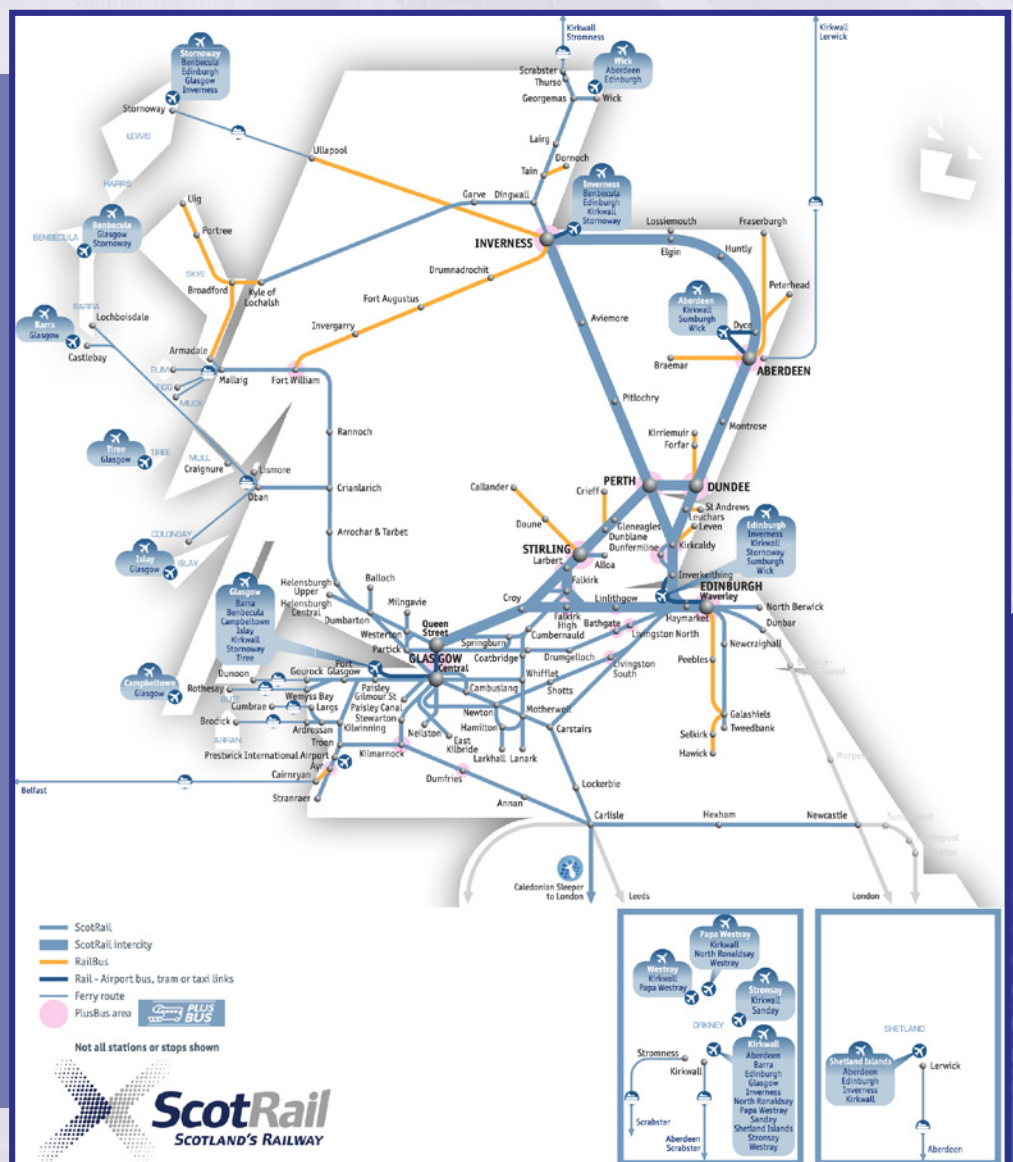
Aberdeen City and Shire (Nestrans)

- Hugely popular high speed trains between Aberdeen and the other six Scottish cities with faster journey times, improved facilities, galley catering, more comfort and greater security for passengers
- Improved services between Aberdeen and Inverness
- Improved facilities at Aberdeen station, including staffed information desk and a ToGo food and drink kiosk
- Timetables which can accommodate future stations at Kintore and Dalcross
- Improved passenger facilities at stations including Dyce.

"Getting Scotland on the move - High speed trains between Scotland's cities"

Greater Glasgow (SPT)

- New electric trains, with through corridors throughout, on the Edinburgh to Glasgow route
- An enhanced timetable on the Glasgow- Dumfries -Carlisle line
- Staffed information desks at Glasgow Central, Queen Street and Paisley Gilmour Street stations
- Keeping passengers updated with enhanced information through a range of media on the Edinburgh Glasgow Improvements Programme and Glasgow Queen Street redevelopment programmes
- Refurbished trains and additional capacity on Glasgow suburban electric routes from December 2016
- Improvements to stations and facilities, including at Partick and Paisley Gilmour Street
- Revised timetables which can accommodate future calls at Robroyston station.



The image is a composite of three distinct Scottish scenes. The top portion shows the historic skyline of Edinburgh, with its numerous stone buildings and spires, some of which are illuminated at dusk. The middle section is dominated by the massive Forth Bridge, a cantilever bridge with tall stone piers, spanning a wide body of water under a clear sky. The bottom right corner features the ornate, glass-and-steel roof of Glasgow Central Station, with the words 'CENTRAL STATION' prominently displayed in large, gold-colored letters. The entire composition is overlaid with large, semi-transparent geometric shapes in shades of blue and purple, creating a modern, layered aesthetic.

“Scotland’s scenery and
heritage from the comfort
of your own seat”

CENTRAL STATION

"Recognising good staff make a great passenger experience"

Good for Staff

Investing in good training benefits the employee, the organisation but most importantly those the business serves

Recognising and rewarding contributions to success

Building a partnership with Network Rail to deliver better industry solutions for the benefit of the passenger and the taxpayer

- Rail staff pay, pensions and travel facilities will be protected
- Staff representation at each franchise Board meeting
- At least 10 apprenticeships each year with durations not less than 18 months for customer service positions and 48 months for engineering disciplines
- Commitment to achieve accredited Scottish Vocational Qualifications for staff over a range of subjects
- Obtain SQA accreditation for the ScotRail training centre
- Staff can share in franchise profits based on company and individual performance
- Staff will also be able to earn points redeemable for rewards at high street retailers
- All staff will enjoy, at least, the Living Wage
- Establishing a Partnership Centre of Excellence with Network Rail.



"Good for the environment and good for passengers - 80 new electric trains"



"Getting you there on time - with more punctual services"

Good for Communities *and Tourism*

"Showcasing the best of Scotland"

Providing a window on Scotland

Marketing Great Scenic Railway of Scotland

Delivering special scenic train events with local businesses

Helping communities make the most of their rail links

- Scenic trains to support Scotland's tourism market
- Refurbished trains with improved seating layouts giving unobstructed panoramic views
- Steam special services to promote local attractions, grow tourism and sell Scotland
- Working with local communities and key organisations to enhance signage and onward connections to surrounding towns and cities
- Delivering and marketing the Borders Railway
- Turning unused station buildings into premises for start-up businesses
- Providing supply chain opportunities for small and medium enterprises
- Procuring some of Scotland's best and local food and drink brands for improved catering
- Making ScotRail training facilities available to charities free of charge
- Providing at least £500,000 per annum to support local rail-related community initiatives.





For more information visit:
<http://www.transportscotland.gov.uk/rail>

Commercial Unit
Buchanan House
58 Port Dundas Road
Glasgow, G4 0HF