



Presentation to

Passenger Focus Edinburgh Conference

September 11, 2013

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ScotRail Facts



Since 2004...



- **Passenger numbers - up from 61m to 83.3m**
- **Run 10% more services**
- **New routes: Airdrie-Bathgate, Larkhall, Stirling-Alloa**
- **11 more stations: Airdrie-Bathgate, Edinburgh Park, Laurencekirk, Conon Bridge**
- **New electric trains – 7,500 more seats across Scotland**



NPS results Spring 2013 - ScotRail:

Record overall satisfaction ratings

Rated more highly in 33 of 36 categories than UK average – including how well delays dealt with, up 5 points

Highest ever scores for providing room for passengers - and availability of staff at stations





What ScotRail does for Scotland



What ScotRail does for Scotland

Connects people and communities

Links people to jobs and widens the labour market

Helps grow the economy

Helps reduce the carbon footprint

**Opens up new markets for companies and improves
access for tourists for benefit of local economies**

Offers business travel that is faster than the alternatives

Productive use of travel time; low stress



What ScotRail does for Scotland



Fraser of Allander Institute finds ScotRail enables total employment of almost 60,000 people – equating to an economic impact for Scotland of £1.5 billion

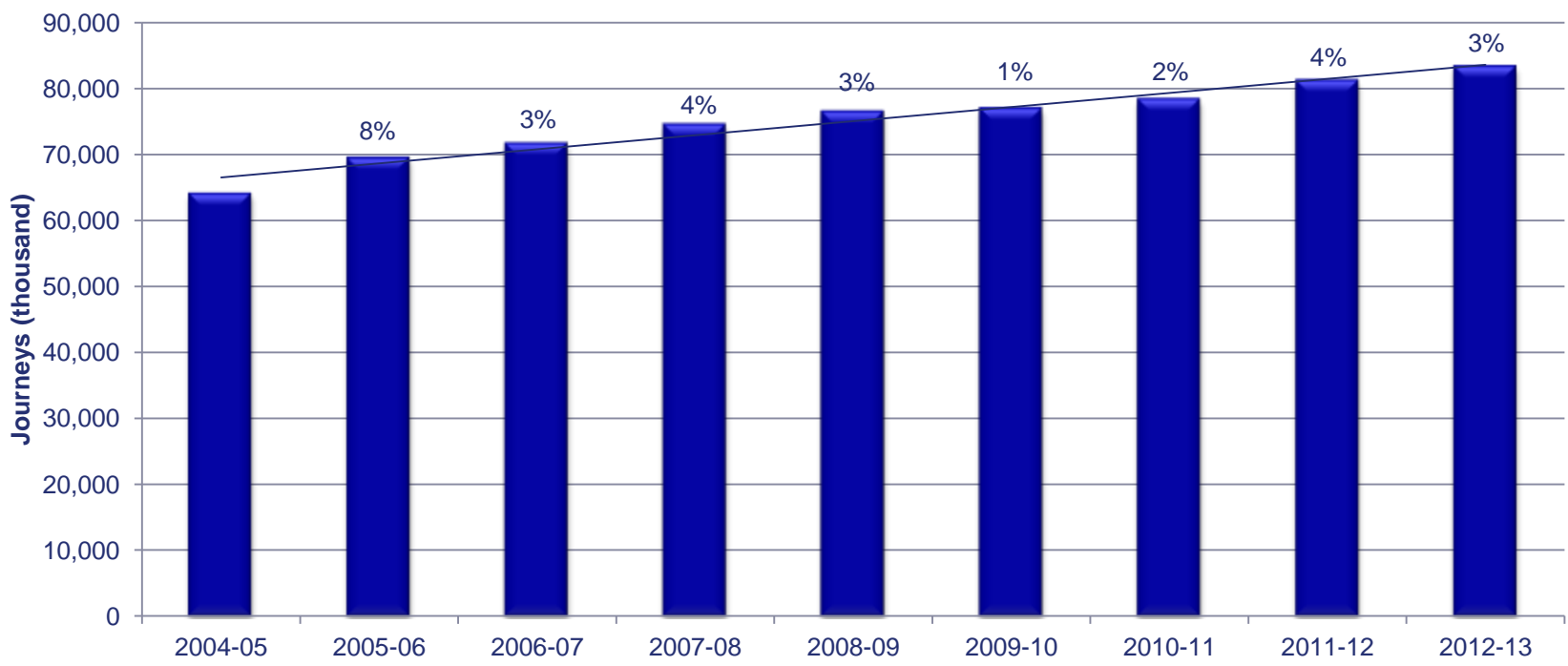
For every £1 paid to ScotRail employees, additional £0.99p is generated in Scotland





Steady, year-on-year growth since 04/05 – up 33%

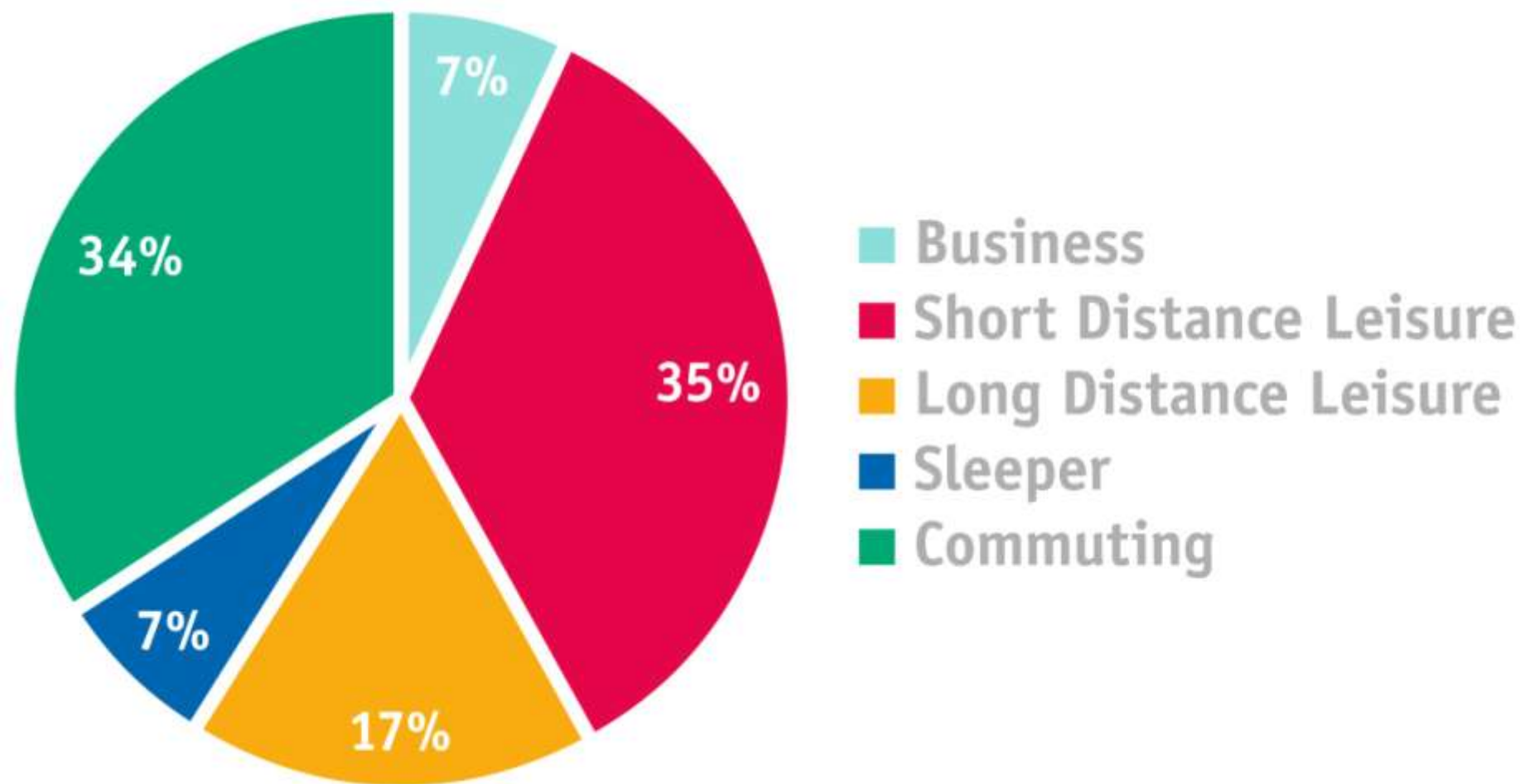
Over 83 million journeys in 12/13; Continues to rise





Who are our customers?







Our challenge



**An engineering company
that runs trains**



**A customer-focussed
organisation that provides travel
solutions that benefit
communities across Scotland**



Innovation and improving the customer experience



SmartCards

- Successful trials
- Convenient and fast
- ScotRail leading the way among UK train operators



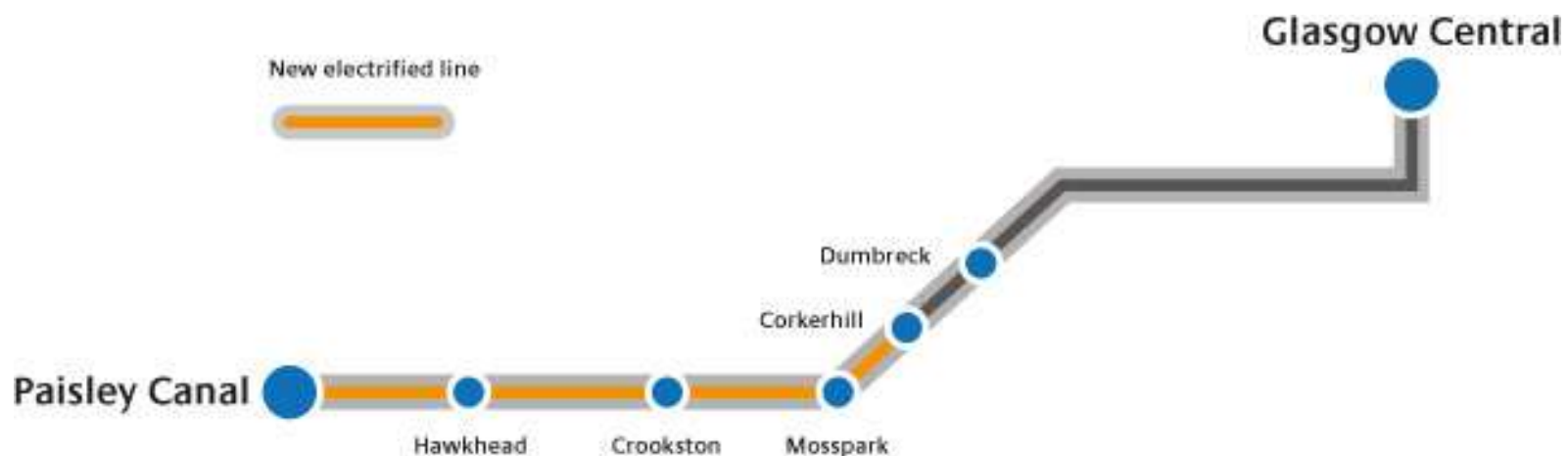


Wi-fi

- Roll out on express routes during 2013



Paisley Canal Electrification



The Passenger and Alliancing

- ScotRail recognised the need for alliancing to be more than just about cost cutting
- Any scheme had to deliver a wider customer benefit
- Benefits had to come from more than just an initial cash saving
- The strategic impact of the poor performance of Paisley Canal on wider services made it a perfect project to pursue
- The customer would benefit from a scheme that may never have been delivered without the alliance challenge



Joined up Performance Solution Needed

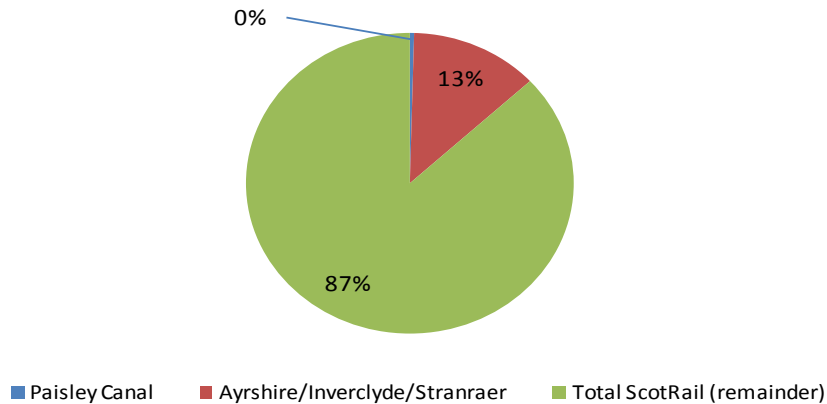
- Performance levels OK but Right Time performance very low at 17%-20%
- Timetable did not work with Diesel trains unable to deliver – 17,000mins delay per annum, often with significant knock on effects on mainline into Glasgow.
- Increased Service was planned for Paisley / Ayr to Glasgow in Dec 12 and this introduced more trains which would be further disrupted by the Canal Services
- Recognised early delivery was a “Quick Win” for Alliance:
 - Electric depot already on the line at Corkerhill.
 - Diesel trains could be re-allocated elsewhere in Scotland and new Paisley Canal service could be operated with better diagramming of existing electric trains. Door configuration better suited to commuters.
 - Driver Only Operation dwell time benefits from conductor removal.



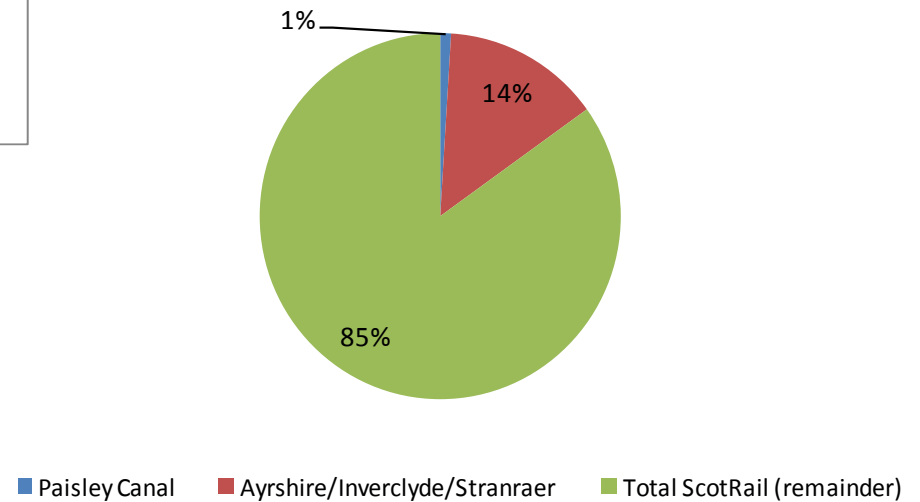
Business Impact and passenger benefit

Low income...

Total ScotRail Earnings 2012-13

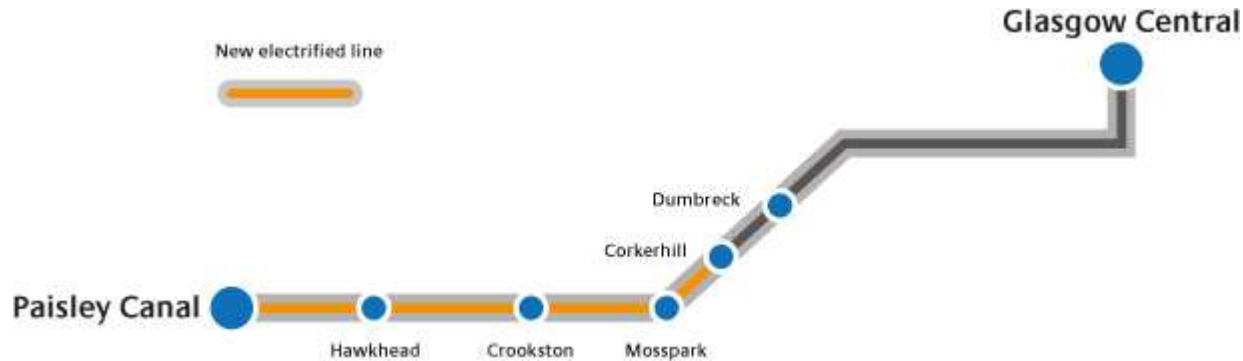


Total ScotRail Journeys 2012-13



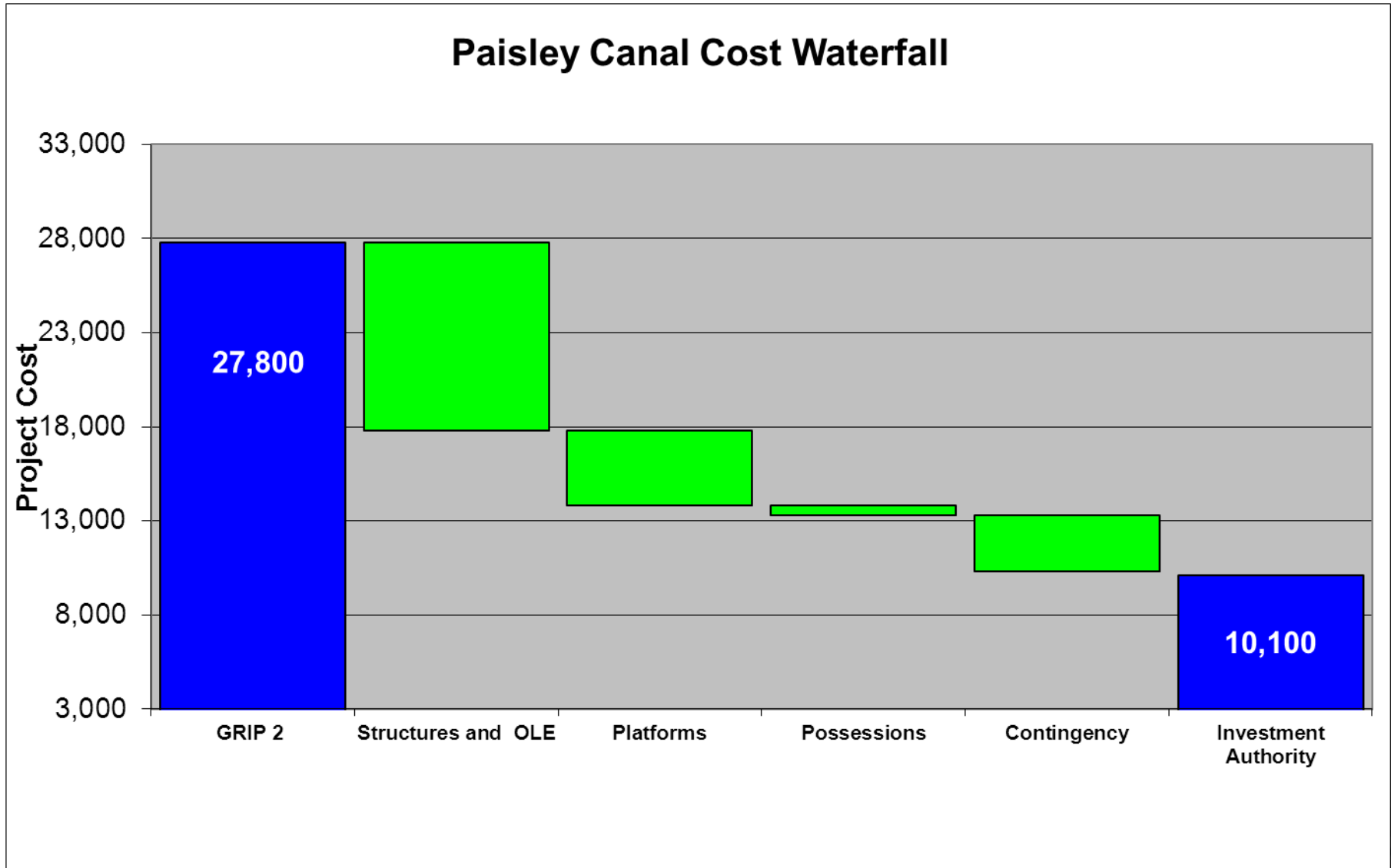
...High impact

Why Electrify?

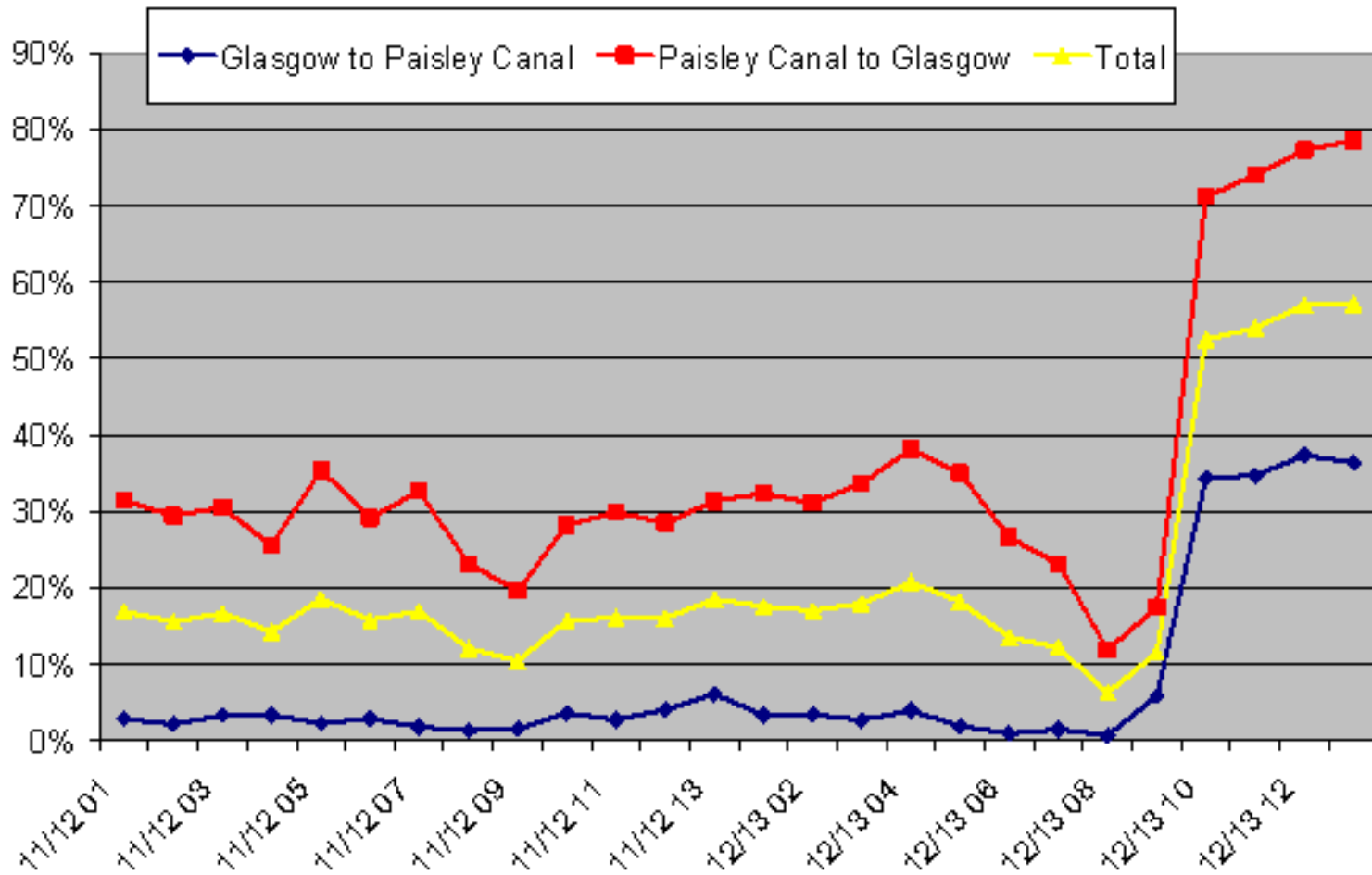


- Electric depot already on the line at Corkerhill.
- DMU stock could be re-allocated elsewhere in Scotland
- Paisley Canal service could be operated with better diagramming of existing 314 & 380 electric trains, so no new rolling stock. Door configuration better suited to commuters.
- DOO dwell time benefits from conductor removal.
- Route already 33% electrified, only 5 miles of additional overhead line required
- No additional costly upgrade to power supply required

Cost reduction and business case success



Right Time Performance results



Success to build on

- Alliancing recognised the need to improve the performance of a route to the wider benefit of rail passengers
- The Paisley Canal model has begun the review of other schemes to be delivered with the customer in mind – Whifflet electrification in progress
- Early delivery on this basis is the way forward to allow our railway to grow and performance to improve in parallel
- Cost neutral to travelling public, ScotRail – and no increase to subsidy
- Alliancing can deliver early results and we expect will play a major role going forward



Improving communications





Working in Partnership with Business, Councils, Stakeholders



To 2015...
and beyond



- **Improve customer service levels further**
- **The Borders Railway**
- **More service/timetable enhancements –
Aberdeen-Inverness Rail Improvements,
West Highland Line, Highland-Central Belt,
Ayrshire, Glasgow-Edinburgh electrification**



- **Off peak fares frozen in 2014; any increase in peak fares in January 2014 and 2015 capped at RPI; off-peak fares pegged at RPI minus 1% from 2016**
- **More alliance working with Network Rail in Scotland**
- **Deliver world class travel to support the Commonwealth Games 2014 and Ryder Cup 2014 at Gleneagles**

