

Item:
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Report to Partnership Meeting 2 June 2015

RESEARCH AND DEVELOPMENT

ScotRail Franchise Agreement Review

Purpose of Report

This report provides Members with a review of the ScotRail franchise agreement between Abellio and Scottish Ministers.

Franchise Agreement

Abellio took over the ScotRail franchise on 1 April 2015. The franchise last for 10 years but each party has an option to give 2 years notice of termination at the 5 year break point. Abellio is the international arm of Nederlandse Spoorwegen, the Dutch national rail operator. The Franchise Agreement (redacted) is available on the Transport Scotland website:

<http://www.transportscotland.gov.uk/system/files/documents/tsc-basic-pages/Redacted%20Franchise%20Agreement%20-%20CU%20version.pdf>

The highlights from a HITRANS view are noted below. There are some significant impacts for our area, including:

Trains

- IC125 High Speed Trains currently on the Great Western will be introduced in 2018 in 4 and 5 car formation on Highland Main Line and Inverness-Aberdeen
- Reliability will improve, with targets of a 49% improvement for 158s, and a 36% improvement in HST performance between their introduction and 2025
- Scenic Trains will run on our rural routes- refurbished 158s with Tourism Ambassadors, improved catering etc

Customer Experience

- Inverness will get an improved Station Square, new façade and concourse
- Ticket gateline targets have been agreed, with <1 minute to access trains, <2 minutes to egress
- Free cycle reservations by phone will be possible
- Free refreshments for delayed journeys
- Free overnight accommodation when stranded
- Improved retail at Inverness
- £5 Advance fares, more flexifares
- Steam services
- Club 50, available all year round but lacking the flexibility of Club 55
- Wifi will be on all trains by 2018

Engagement

- Stakeholder Advisory Panel, Strategic Rail Delivery Group, Customer Experience Delivery Group, Community Liaison Executives, the Deal Campaign.

The table below shows the specific schemes which affect the HITRANS area, and refers to the relevant section of the Franchise Agreement.

As discussed at the Elgin Board Meeting in April 2016, it is disappointing that apart from the HLOS Highland Main Line and Inverness-Aberdeen enhancements there are no other commitments for additional services. We will continue to make the case for service improvements with Transport Scotland.

Recommendation

1. Members are asked to note the report.

Risk	Impact	Comment
RTS delivery	√	This project fits well with a number of RTS Horizontal themes.
Policy	√	This project has integration and environmental benefits.
Financial	√	This project is fully funded
Equality	-	No impact on equalities issues.

Report by:
Designation:
Date:

Frank Roach
Partnership Manager
15th May 2015

ScotRail Franchise Agreement		HITRANS Highlights		
CO Committed Obligation		SSP Service Specification	PFO Passenger Facing Obligation	
Ref	Page	Item	Detail	Impact on HTRANS area
SSP 4.4	54	Protection and care plan	gatelines -sufficient revenue protection staff to to deal with peak	and when barriers are unable to cope with the flow!!
SSP 4.5	54	Protection and care plan	<1 min to access <2min to exit <5min to buy ticket at barrier	major change to Inverness station practices required
SSP 8.1	56	Caledonian Sleeper	right to locate information totem all HML and WHL stations where sleeper calls	Squire implications? Weather?
PFO 9.9	72	Bikes on trains	free reservations by phone	how soon before departure?
PFO 9.11	72	Monitoring of cycles	on train and parked	assists HITRANS AT Strategy
CO 4.2	87	Stakeholder Advisory Panel	to meet 2x yearly, RUGs, pax watchdogs, CRPs etc	RTPs?
CO 5.3	87	School visits	NR BTP plus Abellio	cf Safe Highlanders
CO 6.2	89	Strategic Rail Delivery Group	cross industry group to consider CP6 inc HML Phase3, INVAB Phase 2, Far North freight	
CO 7.1	89	158 refurbishment	Scenic trains..158s 2016-2018	based on Highland refurb!
CO 8.1	90	Rolling stock reliability	improved reliability all types	158 49% up by 2025, HSTs 36% up 2020-2025
CO 8.5	91	Inter-city rolling stock introduction	24 sets June 18-Dec 18	HSTs 4 and 5 car on HML INVAB
CO 9.1	92	Wifi	whole fleet by 2018	
CO 10.3	93	Catering provision for delayed journeys	when delay >1hr free refreshments inc at stations/ eating places within 1 mile for small stations	
CO 10.4	93	Passenger welfare during severe weather	free accom when stranded o/night if alternative tpt unavailable	good for island travel
CO 15.1	101	Improved waiting facilities at stations	new shelters	Elgin by end Y2
CO 15.2	102	Investment in retail developments	improved retail facilities and customer access points	Inverness and Aberdeen
CO 15.3	102	ToGo kiosk	hot/cold drinks, snacks, news etc	Inverness
CO 15.10	104	Inverness Station Improvements	business case in Y1	Station Square improvements, a new entrance facade and concourse renovation works p224 Sta
CO 16.1	105	Customer Experience Delivery Group	key selected internal and external stakeholders	at least one RTP rep
CO 17.1	107	New catering equipment	improved catering equipment, extra water etc plus galleys on HSTs	Inv-Glq +3, Inv-Edb+3, Kyl+1, Wck+1 by 2015
CO 26.1	119	Community Liaison Executives	2 CLIVES resp for CR projects- Abellio employees	
CO 26.4	120	The Deal Campaign	recruiting CR volunteers Sat adopters, CRPs, Nat Parks	RTPs to be invited to attend
CO 27.1	120	Tourism ambassadors	by 12/17 TA on each Scenic Train - plus multilingual students in peak	any service on WHL, KYL, FNL (assume not Invernet, Dalmally)
CO 27.2	120	Scenic Train package	by 12/18 ST package: reserved seats, TA, maps etc,themed events,catering, meal hampers (not FNL)	
CO 27.3	121	Vegetation clearance on scenic routes	work with CRPs NR Nat Parks FOWHL FOXL	
CO 28.2	122	New headline Advance Purchase Ticket	£5 SC £10 FC between any two stations	
CO 28.5	122	Great Scenic Railways of Scotland	marketing campaign	
CO 28.6	123	City Days Out marketing	7 cities	inc Inverness
CO 28.10	123	Club 50 smartcard	'exceed discounts (of) Club 55 ..by offering deeper discounts on longer distance routes in the low season'	10%offOP SOP Adv-20% online
CO 28.11	124	ScotRail air-addon fares	1 year pilot Loganair £20 rail add-on	benefit to islands
CO 28.12	124	Existing railcard users	inc Highland Rcard to smart by end Y1	
CO 29.14	129	Flex carnet	before Sept 2016, from weekly season x10% to SDR x 50%	Flexifares non expansion previously an issue locally
CO 30.3	131	Station travel plans	30 stations	our patch?
CO 30.4	132	Wayfinding signage	10 stas inc Inverness	
CO 30.5	132	Staffed information desks	inc Inverness	
CO 30.9	133	Cab&Go	40 stations	inc Inverness?
CO 30.13	134	Cycle spaces	improved facilities	Elg +5 Y3
CO 30.15	135	Bike&Go	10/25 locations inc Inv by end Y2	
CO 34.2	138	Improved catering facilities	by end 2018 on HSTs	
CO 34.3	139	Steam Tourist services	4 steam trains/yr for 2 years.	inc HML Dunrobin
CO 34.3	139	Scenic Railways of Scotland voucher bk		
CO 34.6	139	A9 dualling	marketing strategy	
CO 35.1	140	Journey time improvements	mins/mile average 1.648 down to 1.59 by 2024- 3.5% improvement	