

The ScotRail Alliance – a new approach to our customers and our railway

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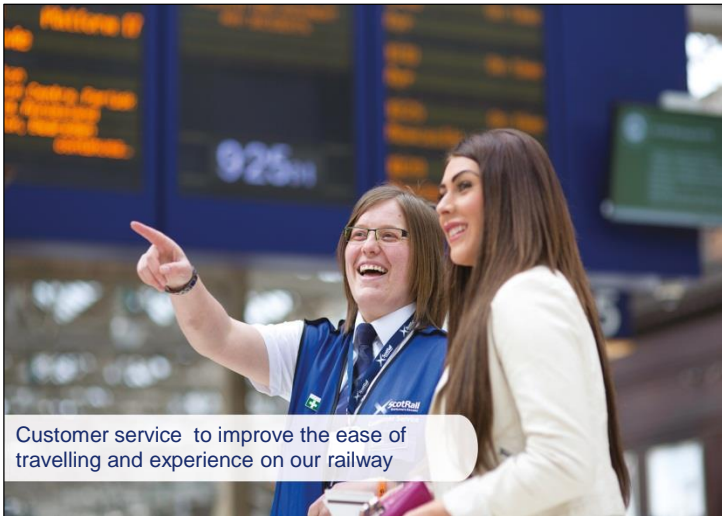
93m journeys/year, connecting Scotland



93m passenger journeys and more than 2,300 services a day



7,200 ScotRail Alliance staff, responsible for 358 stations and 2,800kms of track



Customer service to improve the ease of travelling and experience on our railway



Implementing a SMART card product to transfer 60% of journeys by April 2019

Connecting Scotland

1

Connecting people with jobs

2

Connecting tourists with destinations

3

Connecting business with customers

4

Connecting communities with opportunities



What is REALLY most important for us?



Station and train cleanliness?

PPM?

Train safety?

Cheaper tickets?

Better trains?

Friendliness?

Cost?

Better retail?

Better trains?

Budgets?

Safe employees?

Ease of booking?

Our Customers

Better trains?

Better equipment?

Safe infrastructure?

Revenue and selling tickets?

Safe employees?

5 Key Principles for our change agenda



1 Our customers come first

We listen to our customers and our communities and we get better at delivering what they value

2 We improve what we do

Our people understand our business and our teams work to continuously improve what we do

3 We are safe and punctual

The punctuality of our railway and the safety of our customers and our colleagues is our most important daily priority

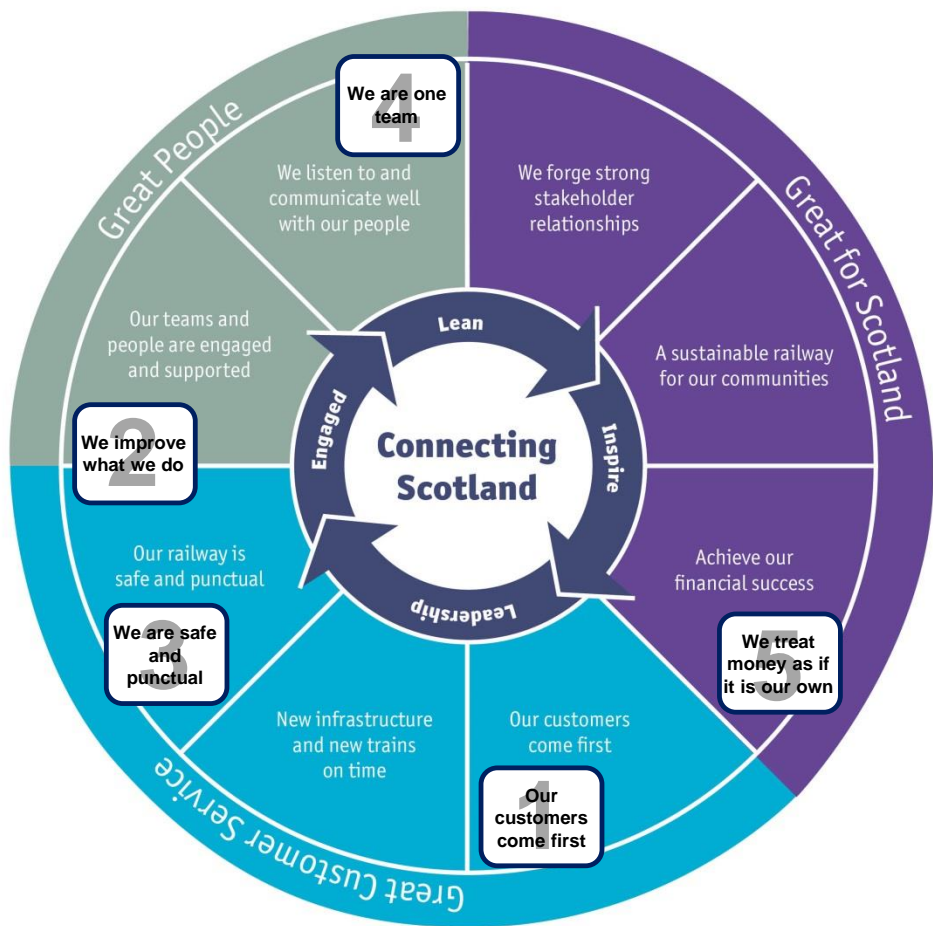
4 We are one team

We make a difference and we are better when we work together as One Team – we keep it simple and we go out of our way to understand one another

5 We treat money as if it is our own

We find ways to be more effective and we don't like waste - every pound is spent as if it is our own money

A clear strategy – and focus on action



24 Strategic areas

An engaged Leadership Group

Lean and Inspire programmes

A whole business approach

“Let’s get on with it”

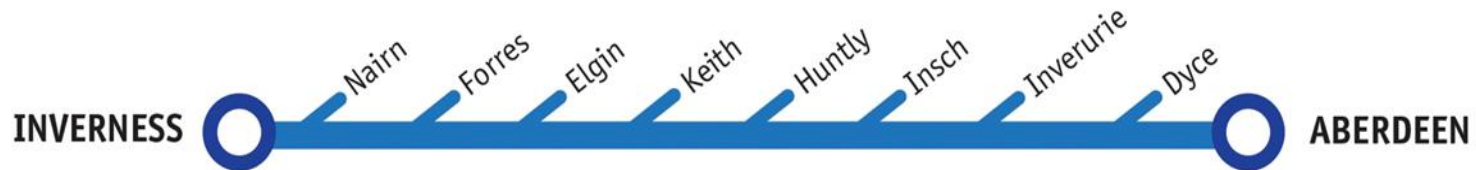
A2I a win for commuters

£170m project to deliver infrastructure & customer journey improvements by March 2019

Project team on site for preparatory works; comprehensive community engagement & communications campaign

Enhanced commuter service & journey experience through signalling & track improvements and new rolling stock

Infrastructure capacity for new station at Dalcross, platform extensions and Forres station re-location



Bringing the central belt closer



By March 2019 hourly service between Perth – Inverness extended to Glasgow or Edinburgh

Journey time improvement of approx 10 mins

Infrastructure will support more efficient freight operations



Collaboration across alliance to synergise rolling stock strategy with timetabling & infrastructure

Review of possible infrastructure enhancements at Aviemore & Pitlochry

Performance Initiatives for Far North



Local cross functional alliance group set up to look at how we manage services locally (infrastructure, signalling, stations & fleet)

Performance control room in Inverness; strengthened train crews in Wick & Thurso to enhance resilience

Additional fleet engineering resource at Wick monitoring morning arrivals & departures; Class 158 fleet improvement reliability plan

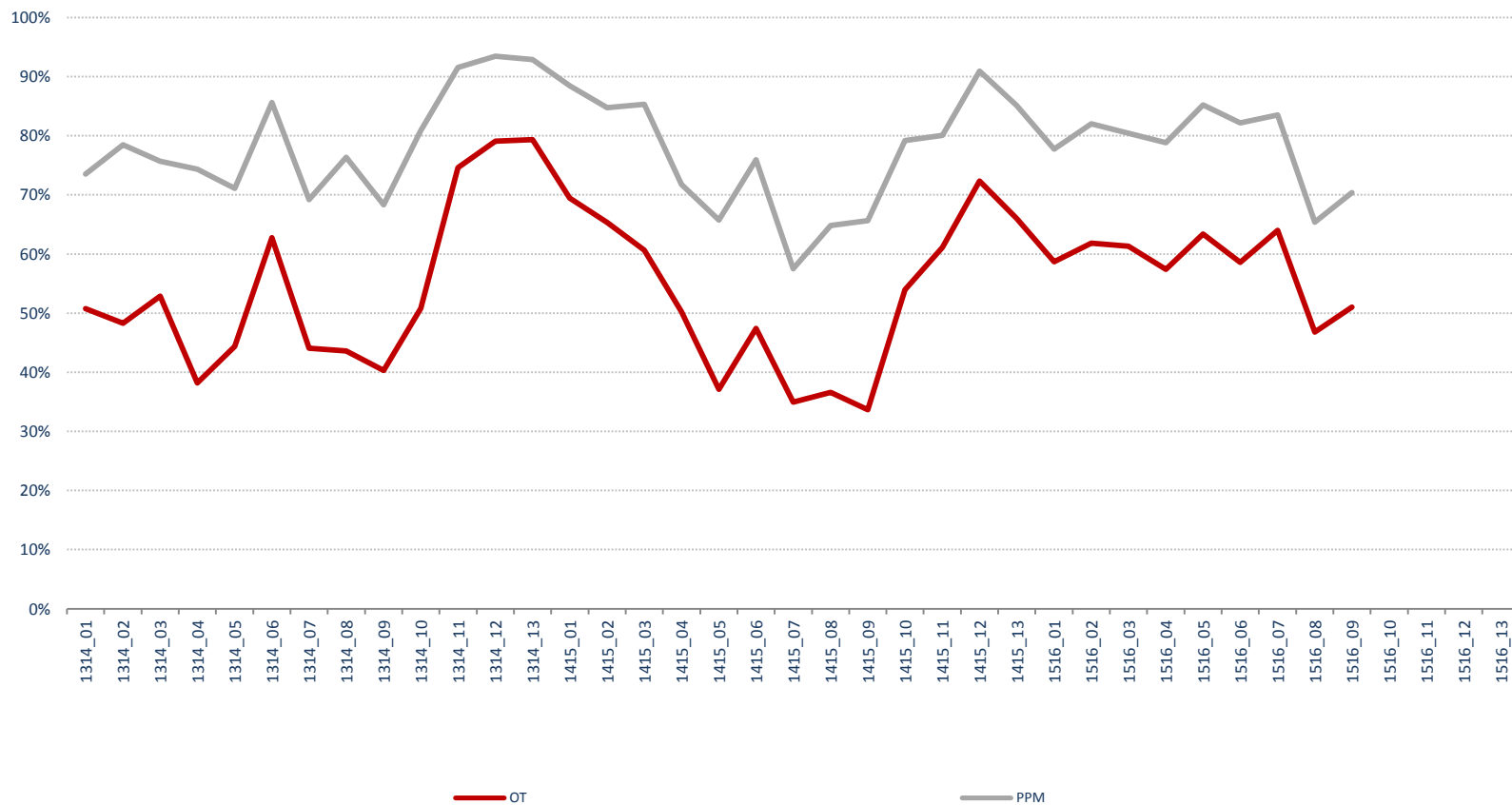
Digital signalling; remote fleet monitoring; enhanced vegetation management

Continued infrastructure investment - £4.8m (6 km of track renewal and 1400m of new drain) & review of line speed improvements & level crossing speed restrictions



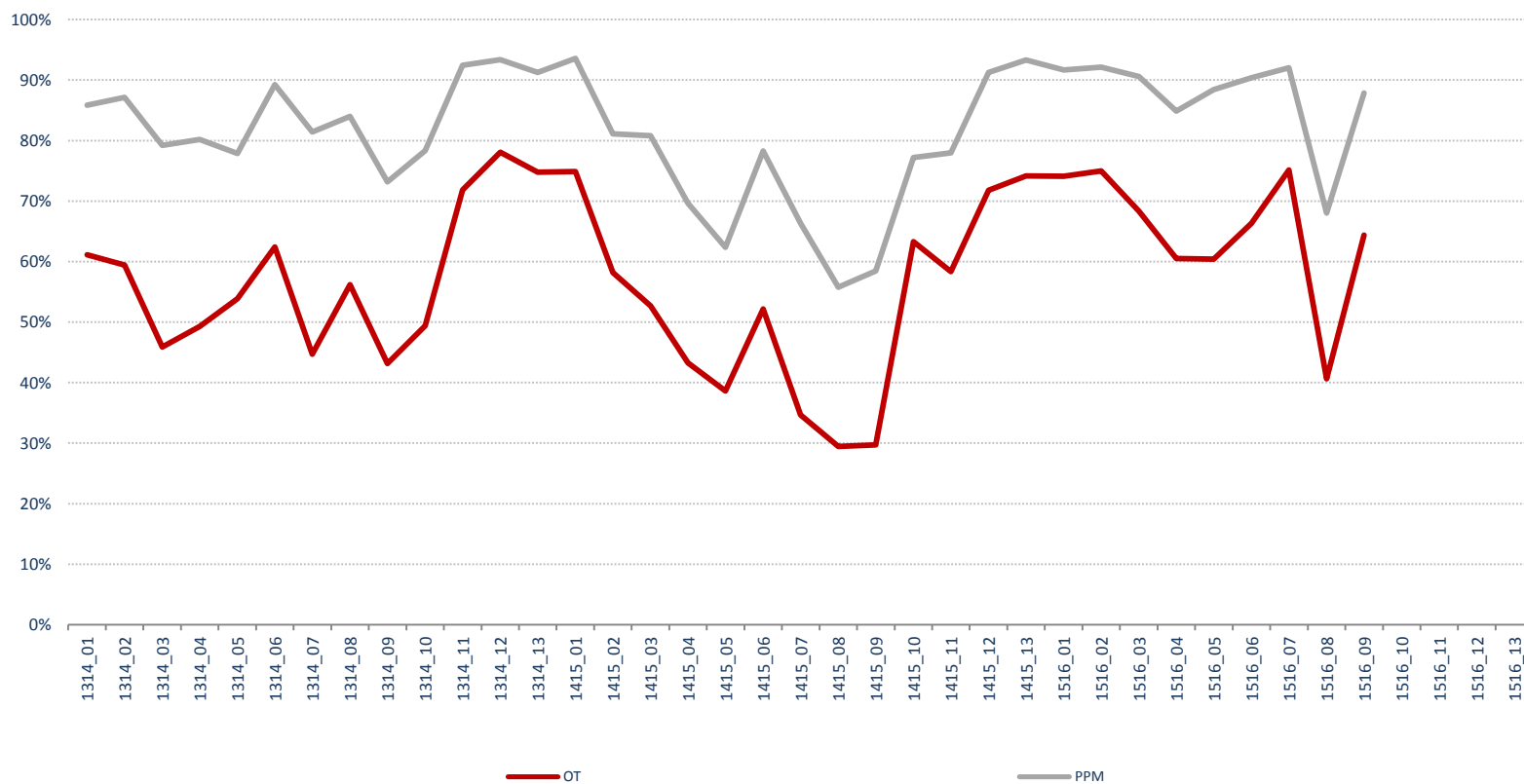
Inverness Wick/Thurso

PPM AND ONTIME ARRIVAL BY PERIOD



Inverness - Kyle

PPM AND ONTIME ARRIVAL BY PERIOD



Enhancing capacity for our customers

Current fleet in Scotland is 794 passenger carrying vehicles – by end of 2018 23% more capacity (974 vehicles)

During 2017 & 2018 – 70 new Class 185s (234 vehicles) providing 24 x 4 car trains & 46 x 3 car trains

During 2018 – 27 HSTs (121 coaches & 54 power cars) providing 13 x 5 car trains & 14 x 4 car trains

HSTs replace 3 car Class 170s on Edin / Glasgow – Inverness; Aberdeen– Inverness providing additional approx seating capacity of 36%

Planned Improvements



Improved facilities at 14 stations – site surveys underway

Passenger info screens at Thurso & Wick;
Transport Interchange multi modal screens at key stations.



Introduction of CCTV at 57 stations – all HiTrans area covered by CCTV

90 new cycle spaces at Inverness station, 24 cycle spaces at Elgin

Inverness Station

Collaborative approach to deliver improvements representing all partners

Inverness Station Development Study – strategic integration of station to town centre and onward destinations; internal configuration; & customer facilities

ScotRail commitment to invest £2m in station improvements

New ticket vending machines & CCTV monitors; staffed information desks

Station travel plans; additional customer info screens including cross modal info screens

Cab & Go and Bike & Go



An exciting future



Aberdeen to Inverness and Highland Main Line, 27 HST sets connecting our 7 cities

Improved customers facilities; projects underway to strengthen service resilience and performance

Strong environmental focus, an active economic development unit and extensive community and stakeholder involvement

Delivering Network Rail's CP5 Delivery Plan as well as Abellio's franchise objectives

Thank you for listening, questions?



abellio

NetworkRail