



The journey so far

A look back at ScotRail's first year with Abellio





Our first year in numbers

When the ScotRail franchise was awarded to Abellio in April 2015, we promised you some impressive changes.

While change doesn't happen overnight, we've spent the past year taking steps to ensure Scotland's rail network is the best it's ever been.

Here's some highlights of what we've achieved so far.

130
COMMITMENTS
TO MAKE SCOTLAND'S RAILWAY
THE BEST IT'S EVER BEEN

£475m
COMMITTED TO OUR
LARGEST
EVER TRAIN
IMPROVEMENT
PROGRAMME

180
BRAND NEW CARRIAGES
TO BE INTRODUCED FROM 2017

90%
CUSTOMER
SATISFACTION

2/3 

OF EXISTING CARRIAGES TO BE
REFURBISHED BY 2018

LAUNCH OF THE UK'S LONGEST
NEW DOMESTIC RAILWAY FOR

100YRS
BordersRailway
Edinburgh • Midlothian • Scottish Borders



For our customers

You told us the things that would improve your experience of the railways. And we set about making them happen.

Seamless journeys

More car parking, better bike storage and **Bike & Go** cycle hire are all making door-to-door travel easier than ever. We'll continue to roll out improvements over the next year.



Internet en route

Over the past few months we've enhanced the wifi on 141 of our trains. We also plan to roll out on-train Internet access to the rest of our fleet to make sure you stay connected while travelling around Scotland.



Upgraded stations

We've started to improve key stations to help you start and end your journey the right way. So far we've introduced new retail at Bathgate, new shelters at Ashfield and Springburn, and extra parking at Johnstone. This is just the start, with many more improvements soon to take place across the country.



Money savings

More ticket and discount options, including **Club 50**, **2FOR1 Attractions** and **£5 Advance Fares**, now mean everyone can enjoy better value travel.



Better travel information

We've made it easier for you to plan ahead with an improved journey companion app, better information desks at key stations, improved information screens and a more user-friendly website.



Listening to our customers

We know that the real experts in rail travel are the people who use it most - you! We've recruited 5300 ScotRail customers to form our first ever **Online Customer Panel** and help us shape the railway of the future.



For our people

We've made staff more available and better able to assist you.

Boosting recruitment

As one of Scotland's biggest Living Wage employers we're committed to attracting the best people. We're also incentivising excellence by rewarding staff when they do a great job.



Better communication

Staff are now kitted out with smartphones to ensure they can always access up-to-the-minute information and travel advice for you.



Improving performance

Our **Inspire** customer service programme will ensure each of our employees has the tools to provide you with the highest standard of customer care.



Making staff more visible

Our new, eye-catching uniforms ensure you'll always be able to find a member of staff when you need assistance. Schemes like our free health check service are helping to keep our team fit-for-work, minimising staff shortages.



For Scotland

We're working hard to turn Scotland's rail network into an asset that benefits the whole country.



Employment opportunities

We're investing in Scotland's workforce, recruiting more drivers and investing in ongoing apprentice and graduate recruitment programmes.

Promoting tourism

As members of the Tourism Alliance and partners of VisitScotland we're helping to promote local business and attract more visitors to Scotland.



Reduced carbon emissions

Improved services are encouraging more people to leave the car at home – reducing the whole country's carbon footprint. We're doing our bit too, starting with replacing inefficient light bulbs in our stations, depots and trains with new LED lighting.



Community Rail Partnerships

From child-friendly 'travelling classrooms' to our **Adopt-a-Station** scheme, we're working closely with schools, clubs, and local individuals to ensure Scotland's railways continue to support the communities they serve.



Showcasing Scotland

Our tailored procurement programme encourages relationships with small Scottish businesses. We're committed to buying locally wherever possible, from our enhanced catering services showcasing the best of Scottish produce, to the waistcoats for our newly-launched uniforms.

What's further down the line?

You told us you're impressed with what we've done so far, but we're not stopping there. We're also on track with all these exciting improvements...

Enhanced intercity services

We'll be improving facilities on services between Scotland's seven cities to make travelling between them faster, better and more convenient all-round. The new electric Glasgow-Edinburgh line will also mean shorter journey times on our busiest route.



Smarter ticketing

Watch out for our Smartcard service becoming bigger and better via our 2016 **Summer of Smart** project, and available for all ticket types by 2019. This means accessing the best value fares will be easier than ever... and queuing for tickets at the station will be a thing of the past!



BRAND NEW
HIGH SPEED FLEET

+
180
ADDITIONAL CARRIAGES
MEANING MORE SEATS


17,000
AT-SEAT POWER POINTS


FREE SUPER WI-FI
ON ALL TRAINS



Cutting edge trains

ScotRail's largest ever train improvement programme will soon make travelling around Scotland better than ever. We're investing £475million in a fleet of new and refurbished trains. These will be faster, longer and greener, with superior facilities.





Want to know more?

Log on to www.scotrail.com/ourfirstyear to see all the ways we're improving journeys around Scotland.

