

# Railway Upgrade Plan – Scotland

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2017/18



# Glossary

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**Passenger satisfaction measure** – How this is measured is determined by route, but is normally from the National Rail Passenger Survey conducted by Transport Focus.

**PPM** – Public Performance Measure. This is the percentage of trains that arrive at their terminating station within five minutes (for commuter services) or ten minutes (for long distance services) of when they were due.

**Reduction in railway work complaints measure** – We believe that the number of complaints that we receive from the public about our work could be reduced if we improve how we inform people about work due to take place, and ensure all our staff behave considerately towards those living and working close to the railway. Each route is therefore aiming to reduce the number of complaints it receives in the coming year.

**Right Time Departures** – This measures the percentage of trains departing their station of origin on time or early.

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# Scotland

## Introduction from the route infrastructure director – David Dickson







Scotland is one of the most geographically diverse routes in the British network. Domestic and cross border services fulfil a variety of travel needs, from leisure and short distance to daily commuter services.

Rail travel in Scotland is more popular than ever before, with more than 96 million journeys made last year. At the same time, Scotland’s railway is undergoing a period of enhancement and expansion unmatched since the Victorian era. Across the country huge investment is being made to deliver improved passenger facilities and introduce more new, faster, longer, and greener trains.

To be able to deliver this, and improve the railway for our customers, Network Rail has entered into an alliance with Abellio ScotRail, Scotland’s national train operator. While remaining separate companies, we are working together to achieve common aims and objectives led by a single managing director and senior management team. Within its first 18 months, the ScotRail Alliance has delivered a number of benefits. Establishing joint ‘control’ operations means quicker decisions are now being made to manage the network and resolve incidents effectively, reducing delays for passengers. A combined property and maintenance team has been able to manage contracts and tendering more efficiently, ensuring public money is well spent. An integrated communications team is also delivering joined-up communications to staff, external stakeholders and the travelling public.



### Route at a glance

-  CP5 (2014-2019) renewals and refurbishment spend – £1.40bn
-  1,718 route miles and 2754 track miles
-  358 stations
-  591 level crossings
-  C. 2500 employees
-  96m annual rail passenger journeys

### Our customer focused targets for the year ahead

[NB these are a selection of our targets, and remain subject to ORR and DfT approval].

#### Abellio ScotRail

PPM – 91.7 %

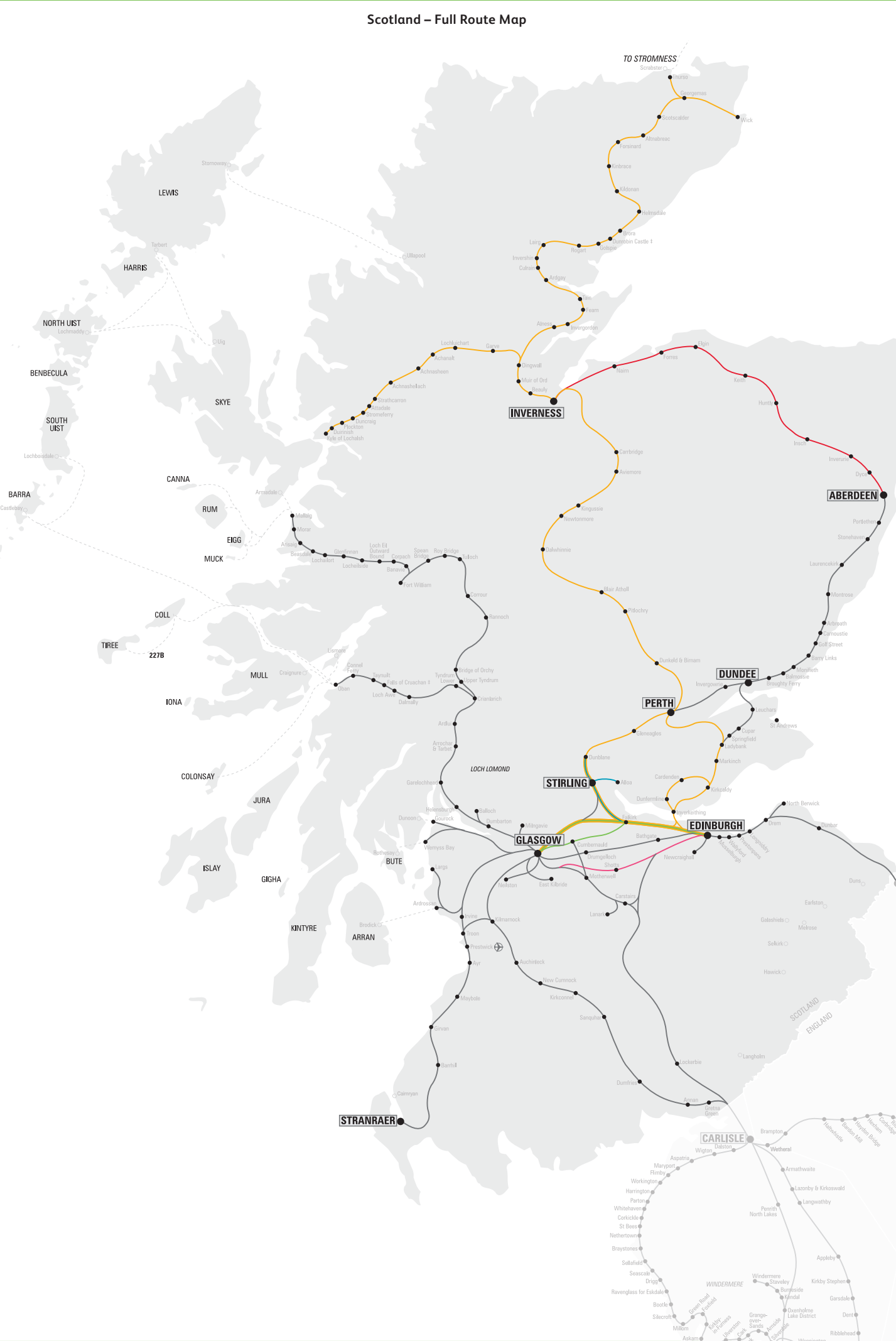
Right Time Departures – 82.5 %

#### Route-wide

Passenger satisfaction – 84 %

Railway work complaints – 758





Scotland	
	The Edinburgh Glasgow Improvement Programme (EGIP)
	Shotts electrification
	Stirling, Dunblane and Alloa electrification
	Aberdeen to Inverness Improvement Project
	Highland Main Line

### The Edinburgh Glasgow Improvement Programme (EGIP)

We are electrifying the main railway between Edinburgh and Glasgow. As part of the Scottish Government's programme we have already delivered the electrification of the Cumbernauld line, the redevelopment of Edinburgh's Haymarket station and the Edinburgh Gateway station and tram-train interchange.

*In the year ahead:* Work to walls and bridges, building a depot at Millerhill for new electric trains.

*By 2019:* Extending platform 12 at Edinburgh Waverley station and redeveloping Glasgow Queen Street station.

*Passenger benefits:* New trains; shorter journey times (20 per cent reduction in journey times between Glasgow and Edinburgh); ability to run more trains; improved station environments; easier journeys, with improved links with Edinburgh's trams and the airport.

### Shotts electrification

We are electrifying the line and improving station environments at some locations.

*In the year ahead:* Delivering platform alterations at Shotts, Carfin and West Calder and reconstructing Livingston South station. Step free access will also be provided at Livingston South and West Calder stations.

*By 2019:* The project will be complete in Spring 2019.  
*Passenger benefits:* New trains, improved station environments.

### Stirling, Dunblane and Alloa electrification

We are electrifying the line from Grangemouth Junction through Falkirk Grahamston and Stirling to Alloa and Dunblane.

*In the year ahead:* Preparing for electrification, including installing masts, removing vegetation and altering bridges.

*By 2019:* The project will be complete by March 2019.  
*Passenger benefits:* Faster journeys and more trains.





### Aberdeen to Inverness Improvement Project

We are improving the lines into Aberdeen and Inverness, as well as supporting the development of two new stations (Kintore and Dalcross).

*In the year ahead:* Platform extension and upgrading level crossing at Elgin, upgrading the signalling between Elgin and Nairn, relocating Forres station.

*By 2019:* Reinstating double track between Aberdeen and Inverurie, extending the platform at Insch station, work to enable new stations at Dalcross and Kintore (which are being promoted and funded by other parties).

*Passenger benefits:* More trains (including four per hour in peak times Aberdeen-Inverurie) and new stations.

### Highland Main Line

We are improving connections between the north of Scotland and the Central Belt.

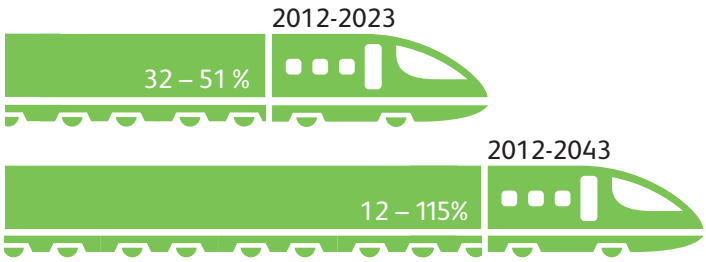
*In the year ahead:* Developing the project.

*By 2019:* Extending platforms, improving signalling and extending a 'loop' to allow trains to overtake each other.

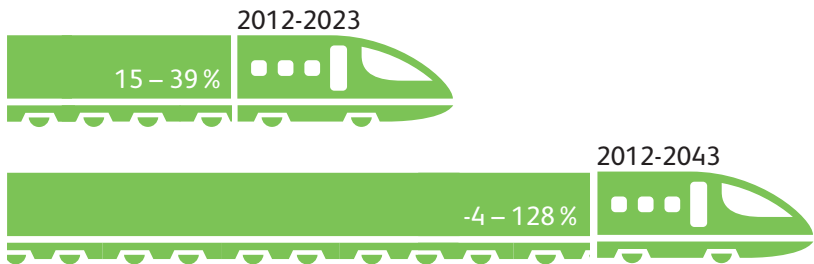
*Passenger benefits:* More trains (an hourly service Inverness-Perth) and faster journeys (the long-term goal is 2 hours 45 minutes between Inverness and the Central Belt). Also more efficient freight options on the route.



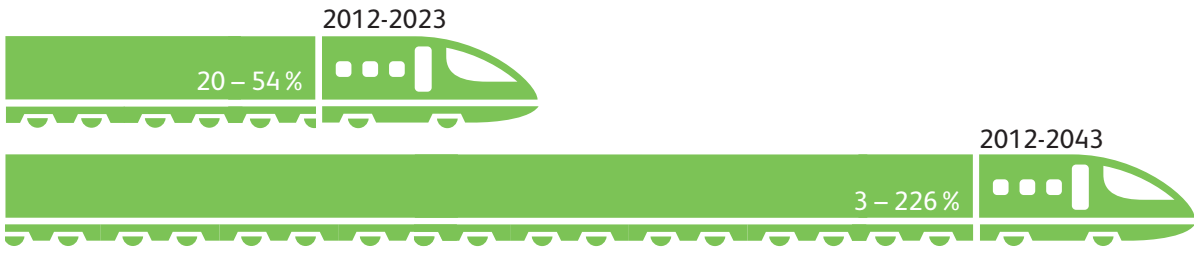
### Forecast growth for journeys



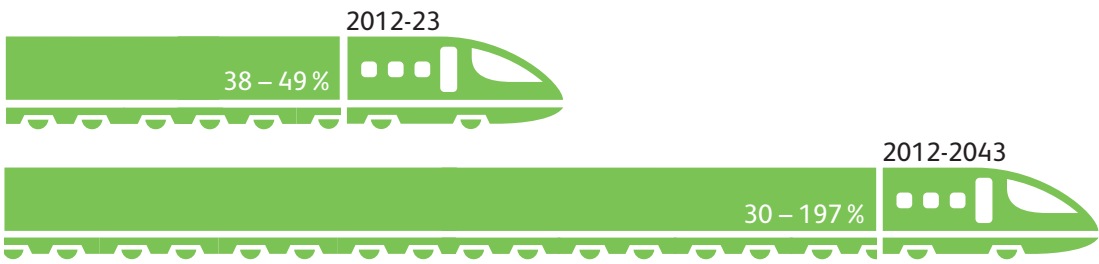
Edinburgh Morning Commuter



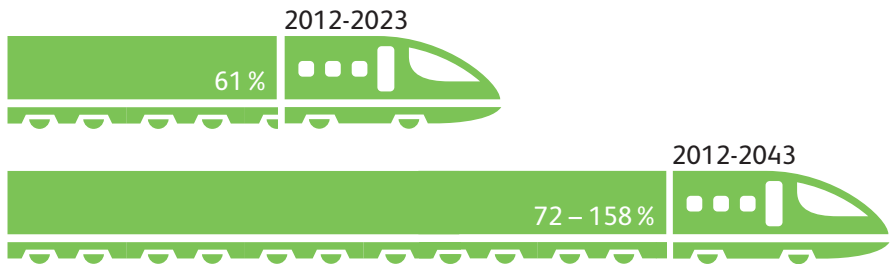
Glasgow Morning Commuter



Aberdeen Morning Commuter



Interurban



Rural

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