

Customers benefit from strong performance on Scotland's Railway

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Customers using Scotland's Railway are continuing to benefit from a recent strong performance in the number of trains running on time across the network.

New figures released show that 93.2 per cent of trains met the rail industry standard public performance measure (PPM) in period ten (13 December to 9 January).

The PPM statistics for the last two periods are the highest since records began in 2000.

As a result, the train operator's Moving Annual Average (MAA), which measures punctuality across a whole year, increased to 91.9 per cent, which is the highest it has been since July 2014/15 and the best since Abellio took over the franchise in 2015.

Changes to the ScotRail timetable, introduced in December 2020, which saw the number of scheduled services drop to around 81 per cent, are working well.

The revised timetable is part of an ongoing strategy to provide a critical service during the COVID-19

pandemic.

The train operator will continue to monitor passenger numbers which are currently around 90 per cent below normal and make scheduling decisions based on demand.

Trains are running when they are needed most and delivering better value for the taxpayer.

At a time when businesses throughout the country are working under financial constraints, ScotRail is no different, and reducing services in a safe and controlled manner is part of that process.

However, investment in the rail infrastructure is continuing with multi-million pound improvements to Motherwell and Aberdeen stations and an upgrade to facilities at Montrose and Garrowhill stations.

David Simpson, ScotRail Operations Director, said: "In these extremely testing times, we are recording outstanding, and sustained, high levels of punctuality. We know that a dependable service is a top priority for customers who rely on our services through the pandemic.

"It's a tribute to the hard work and dedication of ScotRail staff and Network Rail colleagues and we are determined to continue to deliver in order to make the railway the best public transport option available when the coronavirus pandemic is behind us and more normal times return."

Photo credit: ScotRail