

ScotRail Trains running on time reaches ten-month high

July 25, 2019



Customers travelling on Scotland's Railway have benefited from the best four-week period of performance since September 2018, with more than 90 per cent of trains running on time.

Across Scotland, 90.7 per cent of ScotRail trains met the rail industry standard public performance measure (PPM), arriving at their destination within 4 minutes and 59 seconds of their timetabled arrival time, having called at all scheduled stations.

There were improvements for customers on routes all over the country during the period (23 June - 20 July), and the moving annual average (MAA) - the average performance for the year - also increased for the second consecutive period to 87.7 per cent.

The successful introduction of the new timetable in May continues to ensure significantly fewer cancellations and improved capacity every day, particularly in the East of the country, including Fife and the Borders, with 99.8 per cent of the planned number of seats delivered in the period.

Customers using Glasgow Central High Level have also benefited from a significant improvement, thanks to the new class 385s and improved performance on Shotts, Lanark and South Glasgow services - with 95.8 per cent of trains meeting PPM - the best since September 2017.

And in the North of Scotland, customers using the InterCity services are seeing benefits in trains arriving on time and the number of available seats with more high speed trains (HSTs) in service - reducing cancellations in the past eight weeks by more than 50 per cent.

The £475 million Abellio investment in new and upgraded trains, and the unprecedented Network Rail Scotland investment in infrastructure, is helping to deliver more than 2,400 trains every weekday, as Scotland's Railway continues to grow.

Alex Hynes, Managing Director of Scotland's Railway, said:

"This latest period of performance is another sign of the fantastic progress we are making in delivering for our customers, and all across the country there are improvements thanks to the hard work of everyone on Scotland's Railway.

"The unprecedented investment in upgrading the infrastructure, and introducing new and upgraded trains, is delivering a consistent level of performance that's providing our customers with the service they expect and deserve."