

# Two-year high for ScotRail train and station facilities

January 11, 2019



New figures published today (Friday 11 January) reveal that ScotRail train and station facilities have improved to their best level for two years.

The Service Quality Incentive Regime (SQUIRE) released by Transport Scotland has shown that ScotRail's train and station facilities for Period 9 (11 November – December 8) had the best results for any period since the same time in 2016.

Additionally, results improved by 52 per cent from Period 8 (14 October – 10 November) to Period 9 (£346,303 to £164,055), and is 60 per cent better than the equivalent period in 2017 (£407,125).

SQUIRE is used by Transport Scotland to assess facilities on ScotRail trains and at stations.

If something is found during routine SQUIRE inspections that does not meet the expected high standard, ScotRail contributes to the SQUIRE investment fund.

All money raised through the SQUIRE investment fund is reinvested into projects across Scotland's railway.

The most significant impact came from the recent £5.6 million recruitment drive, with 140 additional front-line staff now in place, increasing staffing both at stations and on trains to further improve the service customers receive.

Station and car park improvements are also continuing, with significant enhancements being made to stations along the Glasgow-Edinburgh via Falkirk High route, and a programme of works to resurface car parks across the network being carried out.

Funding has been allocated to improve broadband at multiple stations throughout the country, which is

helping to improve the service provided by ticket vending machines and customer information screens.

Angus Thom, Chief Operating Officer of ScotRail, said:

“These figures are very encouraging and show the hard work of everyone at ScotRail to give our customers the best possible experience when travelling with us. We know there is still work to do, but the investment we have made in our frontline staff and on our new trains is delivering significant improvements for our customers.”