

FACTS
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FIGURES



Read the Abellio passenger story for ScotRail here: www.abellio.com/scotrail

Start of the franchise	01 April 2015
Length of the franchise	Minimum 7 years with an option to extend to 10 years decided during Year 5
# Passenger Journeys	86.3M (per annum) (2013/14 numbers)
# Passenger Miles	1.7BN (2013/14 numbers)
# Train Miles	33.6M (per annum) (2013/14 numbers)
# Vehicles (lease)	423 EMU, 369 DMU, 2 Loco hauled
# of Stations	347 stations (excludes Lockerbie, Dunbar, Prestwick, GC HL and Waverley - 352 overall)
Current Operating Performance	90.5 % MAA (P12 2013-14)
Current Passenger Satisfaction score (NRPS)	88% (Autumn 2014 scores)

