

FACTS  
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FIGURES



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	1.6BN (2013/14 numbers)
# Train Miles	27M (per annum) (2012/13 numbers)
# Vehicles (lease)	427 EMU, 369 DMU
# of Stations	346 stations (excludes Lockerbie, Dunbar, Prestwick, GC HL and Waverley - 351 overall)
Current Operating Performance	91.4 % MAA (P6 2013-14)
Current Passenger Satisfaction score (NPS)	90% (Spring 2014 scores)

