

# Borders Railway 'One Year On'

**Midlothian Council  
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# Connecting Scotland



**Deliver 129m passenger journeys by  
2025**



**93m passenger journeys and more  
than 2,300 services a day**



**7,200 staff, responsible for 358  
stations and 2,800kms of track**

# Our Vision



## Connecting Scotland

1

Connecting people with jobs

2

Connecting business with customers

3

Connecting tourists with destinations

4

Connecting communities with opportunities for growth and prosperity



# Our first year in numbers...



**130**

**COMMITMENTS**

TO MAKE SCOTLAND'S RAILWAY  
THE BEST IT'S EVER BEEN

**£475m**

COMMITTED TO OUR  
**LARGEST EVER**  
TRAIN IMPROVEMENT  
PROGRAMME

**90%**

**CUSTOMER  
SATISFACTION**

# Our first year in numbers...



LAUNCH OF THE UK'S LONGEST  
NEW DOMESTIC RAILWAY FOR

**100**<sub>YRS</sub>

**BordersRailway**  
Edinburgh • Midlothian • Scottish Borders

**180**

BRAND NEW CARRIAGES  
TO BE INTRODUCED FROM 2017

**2/3**

OF EXISTING CARRIAGES TO BE  
REFURBISHED BY 2018

abellio

NetworkRail



# Transforming Scotland's Railway



## Border Railway

- Opened by Her Majesty
- Just over **35 miles** long
- Constructed
- Journey to

## Economy

- Maximise  
and le

## Border Blue

- Launched
- To maximise the econo
- Three Themes:

*Working & Inve*

*Living and Lea*

*Destination to Visit*

one million +  
passengers

Brunstane

Newcraighall

air

Longrange

Gorebridge

Stow

Galashiels



**TWEEDBANK**

# ScotRail Commitment



**Executive Priority**

**Key members of Borders Blueprint Programme**

**Dedicated resource for the Borders Railway**

**Early focus for ScotRail Tourism Manager**



# Borders Railway First Year

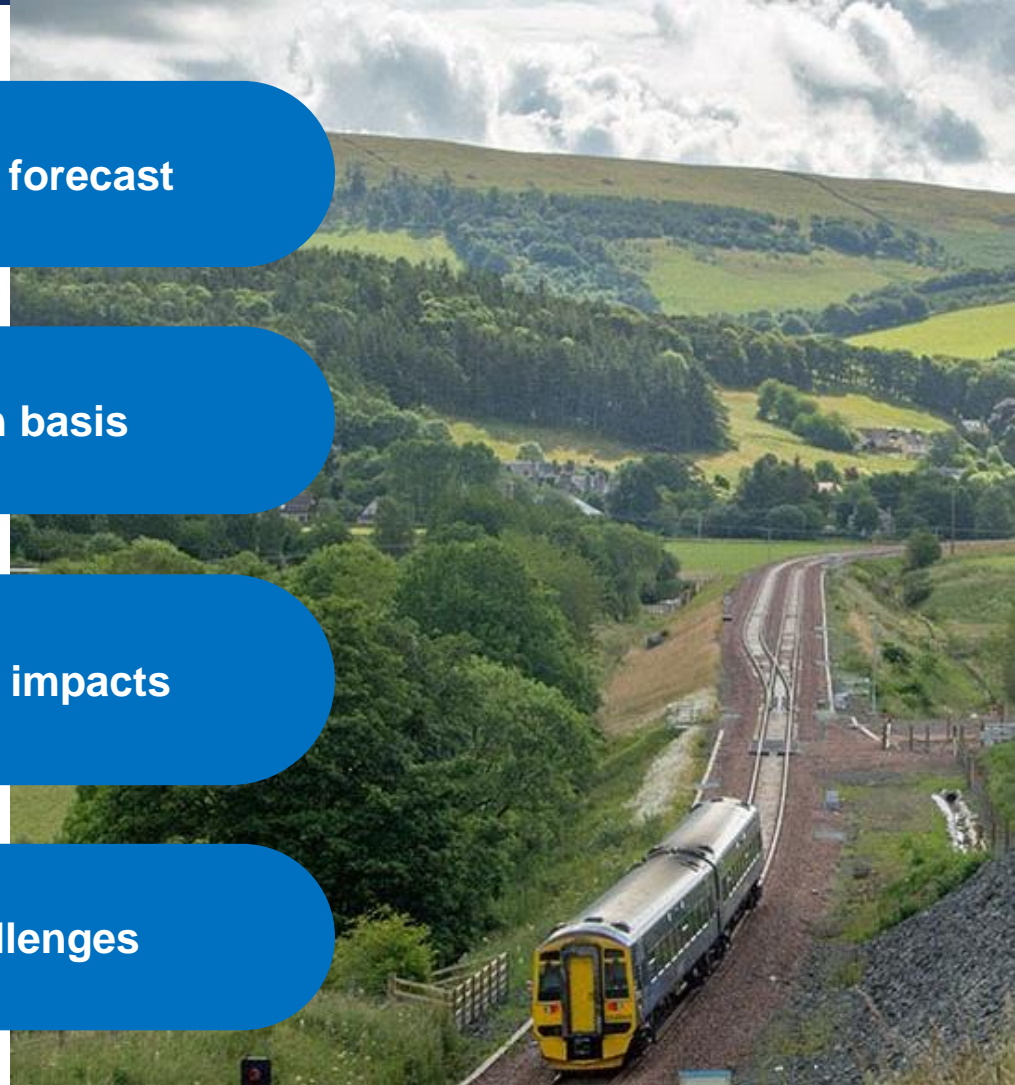


Passenger volumes higher than forecast

Variation on station by station basis

Early economic and community impacts

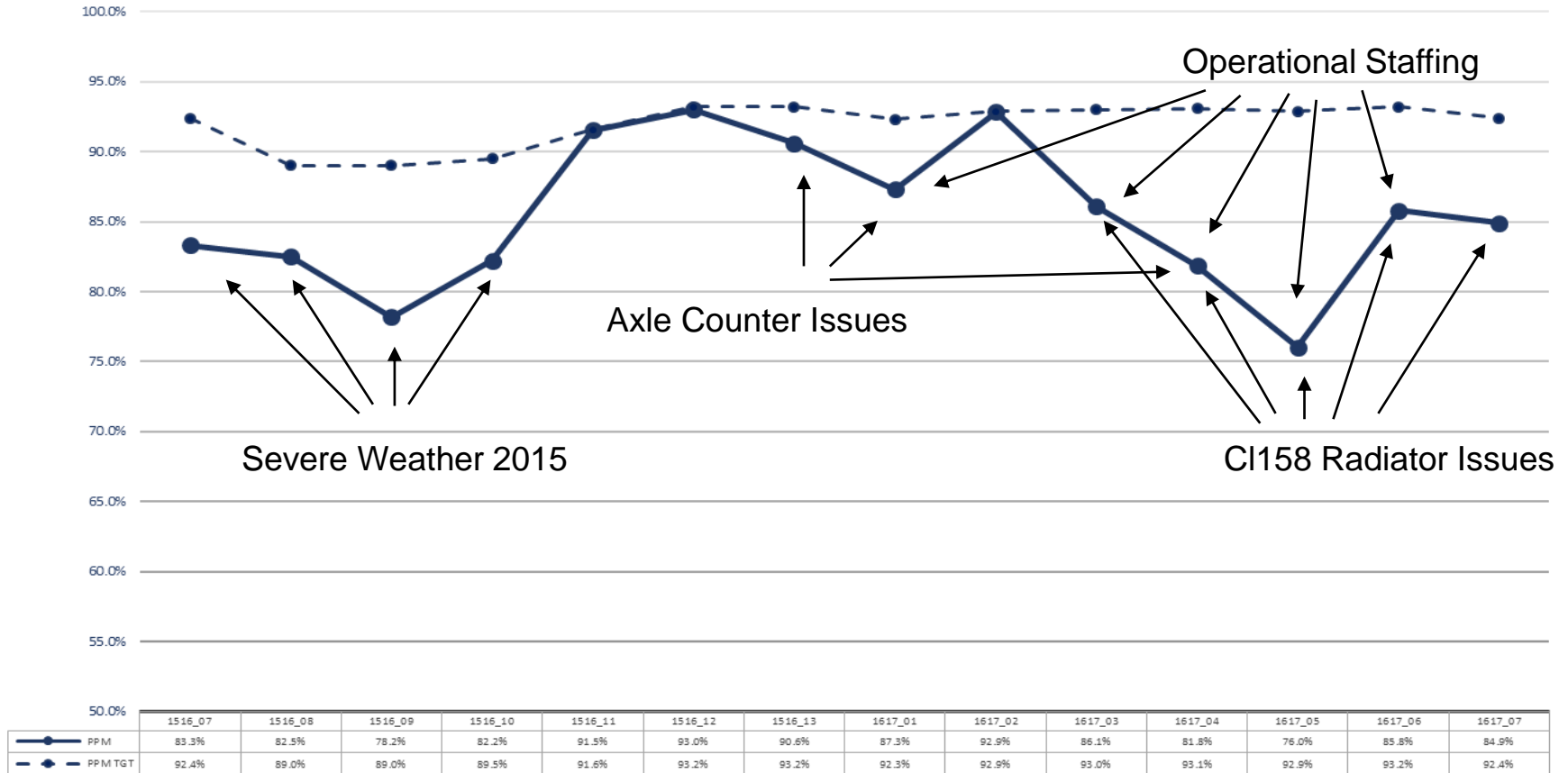
Recognised Performance Challenges





# Borders Route Performance (PPM)

BORDERS ROUTE PERIOD HEADLINES



# Key Borders Performance Improvement Plans



- **Axle Counter and Signalling Failures**
  - Calibration interval frequency shortened.
  - Trial of new UPS to mitigate power outages of only seconds in length.
- **Class 158 Fleet Investment**
  - Improved Radiator Design being trialled on two units. Will be rolled out to all CI158s prior to summer 2017.
  - All trains are now met by engineering staff at Edinburgh Waverley.
- **Operations Issues**
  - Performance Control Room: weekly review with front line staff across the Alliance.
  - Minor Timetable changes introduced for December 2016.
  - Performance Monitoring exercises ongoing at both Tweedbank and Waverley stations.
  - On Time Campaign rolled out across the Alliance, including promoting disciplined dispatch at originating stations.
- **Revenue**
  - Proactive marketing campaigns e.g. Smart Card, 'Buy before You Board'
  - Promotion of station ticket machines on the route including Dedicated Switch Teams
  - Additional automatic gate machines being introduced

# Future Investments



Further Passenger research

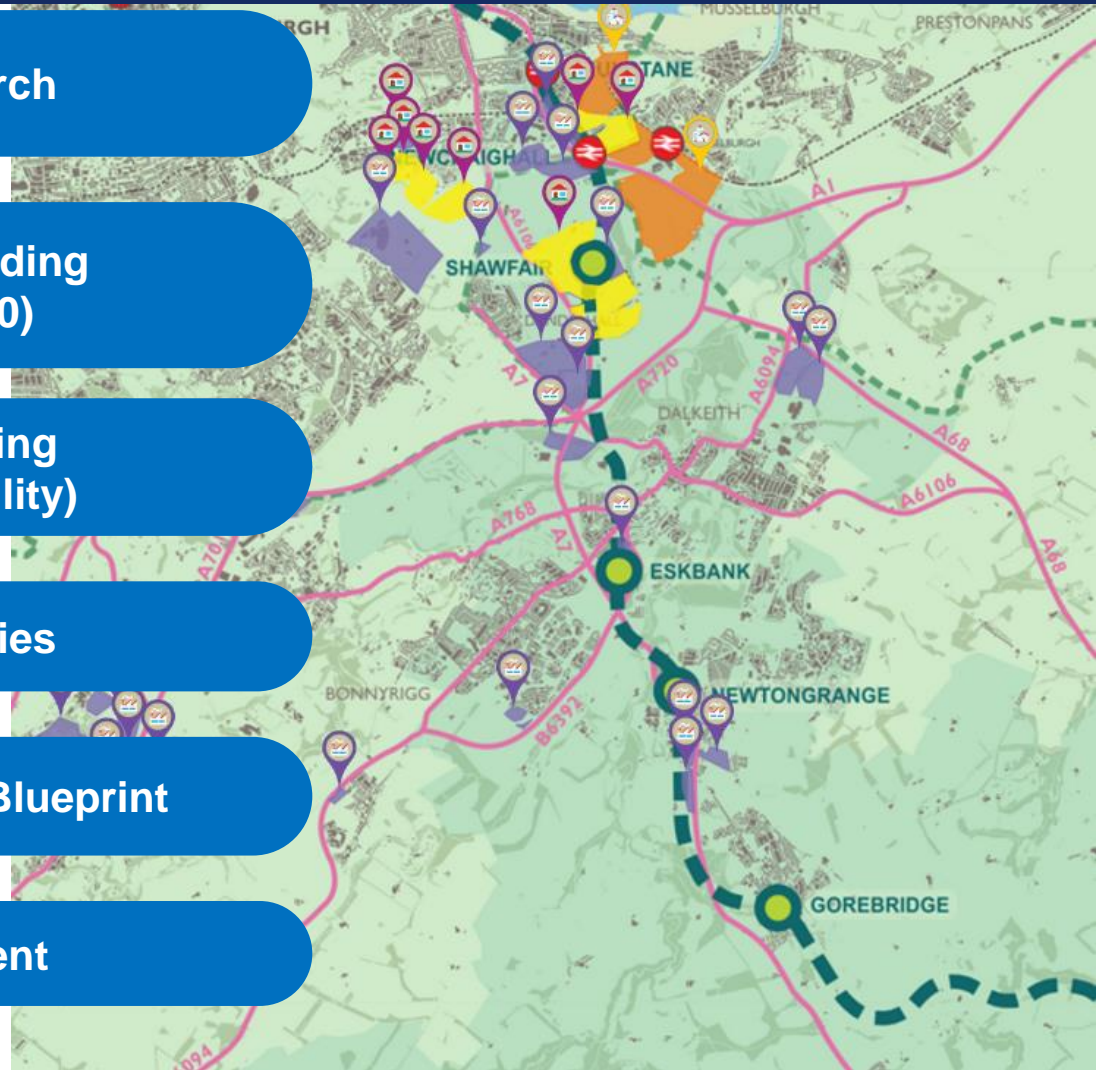
Newtongrange Station building  
(investment of c£750,000)

Gorebridge Station building  
(Potential community facility)

Wider Community Activities

Ongoing support for Borders Blueprint

Support Inward Investment







**THANK YOU**

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