

PRO regulation Service Quality Report 2022/23

Travel information and ticket sales

Before travel

Customers can download a copy of the [National Rail Conditions of Travel](#) on ScotRail.co.uk or on the [National Rail Enquiries website](#).

Our train timetables are available online and can be found [here](#).

Information on ticket prices and conditions are available via [ScotRail.co.uk](#), and can also be obtained from our stations, contact centres and social media channels, details of which can be found at the bottom of this document.

Information on accessibility, access conditions and availability of onboard facilities for disabled people and people with reduced mobility is available to download from [here on our website](#) and from our contact centres.

Information on accessibility and access conditions for bicycles is also available [here](#).

Information about incidents which cause significant disruption (i.e., more than one service affected) is available on our website and app, our social media channels, through Help Points on our station platforms, and from our contact centre.

Customers can also opt in to receive updates by email about delays and cancellations on their service by registering at <http://www.journeycheck.com/scotrail> or using the journey alert tool for [Facebook Messenger](#).

Customers are entitled to compensation if delayed by 30 minutes or longer because of delayed or cancelled ScotRail service.

During the journey

Our trains have clear signage above the internal doors, within each carriage, giving information about the location and availability of onboard toilets and other facilities. Customers can also ask any member of the ScotRail team on board the train for this information.

Information regarding the next station will be announced by our Passenger Information System and displayed on our Customer Information Screens. Our team on board the train may also make manual announcements.

In the case of delays, the team on board the train, or our remote team based in our Control Centre, will announce information to the train at appropriate intervals.

Announcements will also be made about connecting services on approach to our main interchange stations.

Safety guideline information can be found onboard, and announcements will be made shortly before departure and shortly after departure. In the event of an emergency, our team on board the train can be contacted by the Call for Aid button on board each train.

Tickets

Buying tickets

Customers can buy tickets for travel in advance or on the day of travel [online](#), by calling our contact centre, or by visiting one of our stations.

Ticket refunds

Refunds of unused tickets are made through the original point of sale, provided the ticket purchased is refundable. Our full refund process is on our website which you can find [here](#).

Punctuality and cancellations

ScotRail aim to provide a service where our trains are reliable and run on time. Our services are monitored every day, including Sundays and Bank Holidays to ensure we make every effort to get our customers to their destinations on time.

Short-notice timetable changes were made across 2021 in response to Government guidance and changing levels of health protection restrictions in Scotland. The last remaining measures applying to public transport were removed by the Scottish Government on 18 April 2022. Recognising the pandemic has materially changed travel behaviours, ScotRail developed new timetables for many routes across the country and publicly consulted these in autumn 2021. Where practicable, changes were made to incorporate consultation feedback and the new timetables were introduced in May 2022. Details of the consultation can be found here [Fit for the Future | ScotRail](#)

The May 2022 timetable is a new starting point. ScotRail will closely monitor actual passenger demand and performance of the timetables and will continue to amend our timetable where practicable to make rail as an attractive public transport mode as possible.

Industrial relations challenges across the rail industry have made delivery of a reliable service throughout 2022 very challenging. These actions impacted the availability of the rail network, staff to operate services as well as the availability of our train fleet. Emergency timetables were introduced wherever possible to provide customers with a level of service they have confidence in and keep the number of short notice cancellations as low as possible as we recognise these are most disruptive to customers.

We publish the results online for the previous day's performance and the previous month [here](#): [Performance & Reliability | Public Performance Monitoring | ScotRail](#)

On occasions usually outside of our control, our trains may be delayed or disrupted. When this is the case, this is how we will help customers:

Delays of 30 minutes or more -

Announcements will be made within the station and on board our trains.

Information and help regarding connections and onward travel will be available from train staff (if you are on board) or from station staff or our station Help Points if you are at a station.

The reason for the delay will be advised, if known, the effect on arrival times, alternative arrangements, and information about our Delay Repay compensation policy.

Where possible, passengers will be assisted with rebooking onward connections.

Where possible, a taxi or hotel will be made available to customers when the delay occurs late at night and public transport is unavailable.

Full information on disruption can be found in our Passenger Charter on our website [Passenger Charter | Train Network | ScotRail](#)

Delay Compensation Policy

For delays to ScotRail services we will make the following compensation available to customers:

Delays of 30 minutes – 59 minutes – we will compensate you with 50% of the cost of your one-way ticket or 25% of the cost of your return ticket.

For delays of 60 minutes to 1 hour 59 minutes we will compensate you 100% of the cost of your one-way ticket or 50% of the cost of your return ticket.

For delays of 120 minutes or more, for either or both the outward or return journey we will compensate you with 100% of the cost of the one-way or return ticket.

You can claim through our website [here](#).

During periods of severe disruption, we will do our best to tell you about the claim process.

When you make a claim, we will need a photograph of your ticket. For Smartcards we need your 16-digit Smartcard number. You must make your claim within 28 days of the delay. If we introduce a temporary timetable, claims for compensation will be based on that temporary timetable.

We will not normally accept a claim if we provide a replacement bus service or trigger our 'Ticket Acceptance' scheme, where you can use your rail ticket to travel on the local bus service, unless the alternative transport provided results in your journey being delayed for 30 minutes or more.

This procedure does not affect the rights you would have under the Consumer Rights Act 2015, unless the law allows this. For information about your rights, including under the Consumer Rights Act 2015, see the website at www.gov.uk/consumer-protection-rights.

Cancellation of trains

When trains are cancelled, the same delay compensation policy applies. You can also receive a refund for a cancelled train if you decided not to travel with your ticket.

If a train is cancelled and as a result there is a delay in your arrival at your destination station, of more than 60 minutes, you will be entitled to either a full refund of your ticket.. You can contact our Customer Relations team to discuss your options.

Cleanliness

We work hard with Transport Scotland to ensure we maintain high standards at our stations and on trains through the Service Quality.

Performance is reviewed periodically, where we monitor Service Quality performance with Business Intelligence, which allows us to make confident decisions using up-to-the minute analytics. Monitoring our performance ensures levels are maintained, improved upon and do not fall below target levels. Our help desk responds to circa 3,000 calls every 90 days, with circa 40,000 faults recorded in our fault management system over the last year.

Cleaning intervals

We work hard to keep our trains and stations as clean and safe as can be. We use one of the worlds most advanced disinfectants which keep surfaces pathogen free for up to 28 days after it has been applied. As well as cleaning our trains and stations daily and weekly, we do regular deep cleans.

Since 2022, the Station Maintenance Teams have carried out thousands of cleaning tasks across the estate, this is supported by cleaning undertaken by our station staff. Cleaning activities include a mixture of heavy and lights cleans which include wiping down handrails, shelters, benches, customer interfacing surfaces such as TVMs and Help Points as well as emptying the bins and litter picking throughout the station and carpark. In the last year we have significantly invested in cleaning materials to carry out these tasks on items such as scouring pads, cleaning fluid and bin bags to help keep the stations clean, working and friendly for our customers.

To keep our trains clean, we work on 3 main types of clean, Base, Standard and Heavy, and carry out carpet and upholstery cleaning. We aim to carry out a Standard clean at least 2 nights out of 3 on every unit, this includes all touch points being attended to, with carpets hoovered and all surfaces cleaned. On every fleet, we will carry out our Heavy clean, which is an intensive clean, where we work from ceiling downwards – throughout the last year, we completed 4500 coaches, which is an increase of almost 1,000 coaches from 2020/21

Stations facilities

You can view our station facilities and staffed hours here [Stations and facilities | ScotRail](#)

Technical measurement for air quality

As well as the regular opening of passenger doors, all our trains have either air conditioning fitted or ventilation through extractor fans and hopper windows that can be opened. The air condition mixes fresh air intake with the air in the saloon, which completely changes the air in the carriage's multiple times per hour. These systems are maintained as per the vehicle maintenance instructions which are approved.

Availability of toilets on train and at stations

There are toilets, including at least one that is accessible on all our trains.

All our key stations have toilets which are available for customers. We keep them open when the station is staffed and full details can be found via the ScotRail website [Stations and facilities | ScotRail](#).

Customer satisfaction

Customer Satisfaction Survey

We continuously monitor how our customers feel about the service that we offer them. We analyse all customer complaints that we receive to understand how we can improve the experience that we offer rail users in Scotland. Our customers can also share their feedback on recent journeys with ScotRail by completing our 'Always Listening' survey on the ScotRail website which includes questions on our stations and trains, as well as interactions that our customers have with us online or by telephone.

We also receive customer experience research from surveys undertaken by Transport Focus. This includes the National Rail Passenger Survey (currently due to resume in 2024) as well as ad hoc survey work into the passenger experience.

All of this customer feedback and insight is used across the business by senior management to direct our long-term strategy, and tactically by customer-facing teams to help improve the service we provide.

Complaints and compensation

We want you to be satisfied with every part of our service. If, however, you are not satisfied, our Customer Relations team are here to help you. Full details on how to contact our CR team can be found [here](#).

We aim to respond to any complaints within ten working days. If your complaint is about another train operator, we will send it to them and tell you this within ten working days. We will always try to deal with comments in a fair and reasonable way, taking account of the National Rail Conditions of Travel and our Passenger Charter. We will consider

appropriate compensation on a case-by-case basis. Please give us the opportunity to try to settle your complaint.

If you are unhappy with our response, you can appeal to the Rail Ombudsman. The Rail Ombudsman is there to help settle disputes between us and our customers. It is free to use their services and they are independent of the rail industry. Further details of the Rail Ombudsman can be found [here](#).

To find out about procedures for reclaiming lost luggage customers can [click here](#).

Assistance

If you need assistance with your journey, you have two options:

Turn Up and Go

If you don't book assisted travel in advance, you can turn up and ask for help from staff at the station or on the train, depending on which station you are travelling from or to. Staff are trained to look out for customers who need help on platforms, and they check the platform before the train leaves the station

Book in advance

You can ask for assisted travel up to one hour before you travel anywhere on our services. For all other journeys, including those run by other operators, you can book at least two hours before your journey. Our staff will be ready to welcome you when you arrive at the station. If you need help planning your journey, you can contact our Assisted travel team, who will be happy to help. They can give you practical advice on travelling by train, including help with buying a ticket.

You can book assistance:

- By visiting any staffed station on our network
- Online: [Assisted Travel booking form](#)
- Passenger Assistance App: available for download from App Stores; [find out more](#).
- By telephone: 0800 046 1634 Textphone: 18001 0800 046 1634 (Free of charge, from 7am–10pm Monday to Sunday except Christmas day)
- British Sign Language (BSL) users: You can contact us via [contact SCOTLAND-BSL](#) the online British Sign Language interpreting service.

Staffed stations

Our trained staff will provide requested assistance to you at stations, including help with boarding and alighting between platforms and train, entering, and leaving the station, travelling to and from car park drop-off/pick-up areas.

Our staff will help with luggage assistance when this has been booked in advance. Staff are trained in manual handling and will lift or pull luggage that would not cause injury to them.

Inaccessible stations, unstaffed stations and when ticket offices are closed

If you wish to travel to or from a station that is inaccessible to you, or one that is unstaffed when you need to use it, we can still provide you with assistance to help you make your journey.

We will discuss what help you need when you call us to book your assistance or when you contact us using the Help Point. Please see more information detailed in our Accessible Travel Policy. [Accessible travel | ScotRail](#)

Details of ticket office opening hours and contact centre availability

Contact Centre opening times

ScotRail Contact Centre - UK

Every day, 07:00 to 20:00 (Opening hours on public holidays may be different)
Tel: 0344 811 0141

Passenger Assist telephone bookings

Every day, 07:00 to 22:00 (except Christmas Day)
Tel: 0800 046 1634
Textphone: 18001 0800 046 1634 for deaf and hearing loss customers

Ticket Office opening times

The opening hours for our ticket offices for each station can be found [here](#).