

KEEPING YOU MOVING

GLASGOW QUEEN STREET TUNNEL CLOSURE

Sunday 20 March

reopening Monday 8 August 2016

**Changes to your services between
Glasgow Queen Street and:**

- Edinburgh
- Aberdeen/Inverness
- Arbroath/Perth/Dundee
- Stirling/Dunblane/Alloa/Larbert
- Falkirk Grahamston/Cumbernauld
- Anniesland via Maryhill
- Fort William/Oban/Mallaig
- Croy/Bishopbriggs/Lenzie

...and some timetable alterations to other services



WHAT'S HAPPENING?

As part of our preparations to deliver faster, longer, greener trains for Scotland,

Glasgow Queen Street High Level tunnel will close for essential upgrading for 20 weeks from **Sunday 20 March, reopening Monday 8 August.**

While the tunnel is closed, trains will not be able to access the High Level station and will be diverted to either Glasgow Queen Street Low Level or Glasgow Central.

Almost all direct services will be maintained on a reduced basis, but journeys will take longer than usual.

We're doing everything we can to keep you moving, including adding extra carriages to your busiest trains.

You can check the train times for your journey now by visiting [scotrail.co.uk/#buytickets](https://www.scotrail.co.uk/#buytickets) or via the ScotRail app. Just select a travel date between 20 March and 7 August.



BENEFITS

We're modernising the railway in Central Scotland. As part of the Scottish Government-funded Edinburgh Glasgow Improvement Programme (EGIP), in December 2016 we'll introduce the first electric trains between Edinburgh and Glasgow via Falkirk High.

Then, from autumn 2017, brand new electric trains will begin operating. These faster, longer, greener trains will deliver:

- **almost 50% increase in seating at peak times**
- **enhanced wifi and at-seat plug sockets**
- **more carriages between Glasgow - Edinburgh and, later on, between both cities and Stirling/Dunblane/Alloa**

TUNNEL CLOSURE - KEY CHANGES

EDINBURGH – GLASGOW

Fastest option: If you travel 'end to end' between Edinburgh and Glasgow we'd advise you to use the route via Bathgate and Airdrie, which will have four services per hour throughout the day, taking around 70 minutes. Almost every train on this route will be the maximum six carriages.

Diverted option: Customers who travel from Linlithgow, Polmont, Falkirk High and Croy will follow a diverted route to/from Glasgow Queen Street Low Level. Two trains per hour for all except Croy, which will have four.

Note: 'End to end' customers may use this route too but if you can, please use the fastest option via Airdrie/Bathgate.

Other options: Two trains per hour go via Shotts to Glasgow Central taking between 1hr 18 & 1hr 31. And one train every two hours links Edinburgh and Glasgow Central via Motherwell with a journey time between 1hr & 1hr 10.



Class 385 saloon

ABERDEEN / INVERNESS

These services will be diverted to Glasgow Central and will take 20-40 minutes longer. However, if your whole journey is north of Stirling (ie. Perth-Inverness), you should be largely unaffected by the closure, apart from minor timetable alterations.

*Tip: The last service from Glasgow Central to Aberdeen will depart 20-30 minutes **earlier** than it normally would from Queen Street.*

ARBROATH / PERTH / DUNDEE

Trains will use Glasgow Queen Street Low Level and Glasgow Central. Some Dunblane services will be extended to Perth, providing more travel options.

STIRLING / DUNBLANE / ALLOA / LARBERT

Services will be diverted to either Glasgow Queen Street Low Level or Glasgow Central, and journeys will take around 25 minutes longer.

CROY

Croy customers will continue to receive four trains per hour and journeys will take up to 25 minutes longer.

FORT WILLIAM / OBAN / MALLAIG

Services will be diverted to Glasgow Queen Street Low Level and will take around 25 minutes longer.

GLASGOW QUEEN STREET STATION

The booking office, left luggage and toilets will remain open, however, most retail outlets will close. The public car park is already closed. Cycle facilities will remain where they are now, but the taxi rank and disabled parking facilities will be relocated to West George Street.

When the High Level station re-opens, it will look different, with most of the station cordoned off in preparation for the upcoming redevelopment work. The tunnel work is entirely separate.

SEASON TICKETS

Most services will operate at the same frequency as the current off-peak times and will take around 25 minutes longer. Regular travellers should set off earlier - please check to see if your route has a reduced frequency or a different timetable.

As a reasonable rail service will continue, we won't be offering discounts on season tickets. However, if you've already purchased a season ticket which will be valid during the tunnel works and you no longer wish to use it, we will refund the unused portion of your ticket and waive the admin fee.

We're combining the Falkirk Grahamston and Anniesland routes. One train per hour will run between these stations via Cumbernauld and Springburn.

FALKIRK GRAHAMSTON / CUMBERNAULD

If you travel to/from Falkirk Grahamston you should change at Cumbernauld or Springburn to connect to Glasgow Queen Street Low Level. Trains between Glasgow and Cumbernauld/Greenfaulds/Stepps/Gartcosh will be reduced to two services per hour – one requiring a change at Springburn.

ANNIESLAND

Reduced to hourly. If you travel from a station between Kelvindale and Ashfield Mon-Sat you can:

- *travel west towards Anniesland and change trains to reach Glasgow Queen Street; OR*
- *catch a train towards Falkirk Grahamston, change at Springburn for Glasgow Queen Street Low Level.*

On Sundays, services between Anniesland/Glasgow Queen Street will start/terminate at Ashfield. Passengers travelling to Glasgow Queen Street from stations west of Ashfield should travel to Anniesland and change trains.

Tip: FirstGlasgow buses operate a frequent service to Glasgow city centre from stops within a short walk from stations. These may offer you a quicker journey.

BISHOPBRIGGS / LENZIE

Trains to/from Stirling, Dunblane and Alloa will continue to call at both stations every half hour. The additional rail journey times of 25 minutes means that buses may be a better alternative for some customers. We've worked with FirstGlasgow to provide more services to and from Glasgow city centre, particularly at peak times. Bus journey times to Glasgow are around 20 minutes.

OTHER ALTERATIONS

Two services which normally run to/from **Dalmuir** via Glasgow Central Low Level each hour will now start and finish at **Anderston**.

One daily, direct **Fife-Glasgow** train in each direction is cancelled during the works.

Fewer peak services will operate on the **Helensburgh/Milngavie – Edinburgh via Airdrie/Bathgate** route. We've changed the stopping 'patterns' too. The average journey time between Edinburgh and Glasgow Queen Street Low Level will be 70 minutes.

The actual number of seats at peak times remains the same as now and almost every service will have the maximum six carriages.

The new track bed will have
a design life of 60 years



WHY IS THIS WORK IMPORTANT?

The closure of the tunnel is necessary to allow the renewal of 1800m of concrete slab track.

Our plans for electrification of the line through the tunnel mean this work is needed before we introduce **faster, longer, greener** trains on the line.

This long-term approach is the most efficient and least disruptive solution.

This is the largest piece of engineering undertaken on the line since it was built and involves:

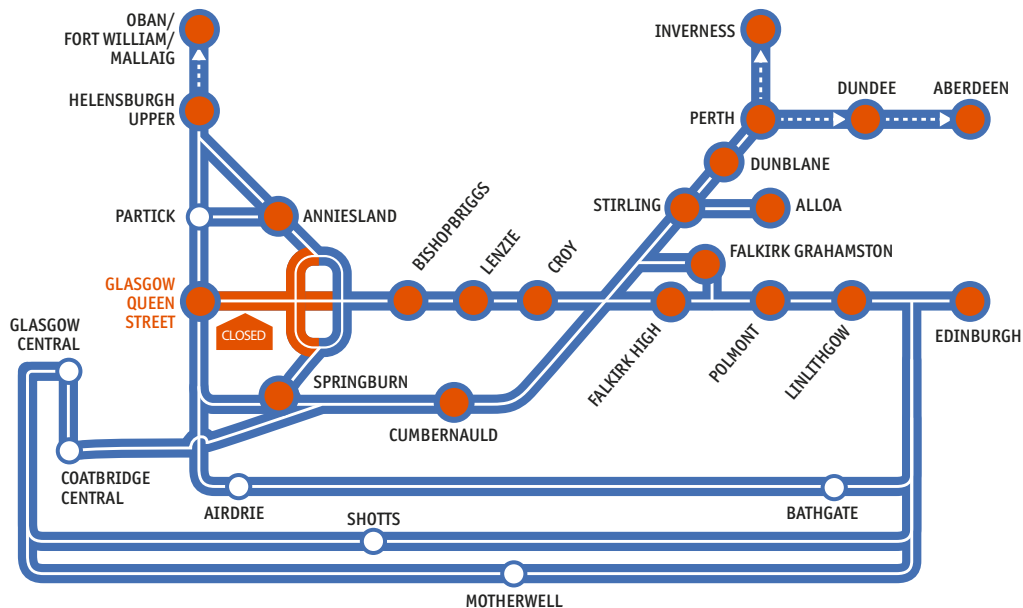
- *140 days of continuous working around the clock*
- *More than 150 staff members every day*
- *Over half a million 'man' hours*
- *Removal of 10,000 tonnes of existing concrete slab*
- *Installation of 4000m of new rails*

Why now?

Timescales have been carefully planned, taking into account the scale and location of the work. The railway is quieter during the summer months and it's more efficient to do this upgrade ahead of the electrification of the line later in 2016.



DIVERTED SERVICES



KEEPING YOU INFORMED

Check out our dedicated webpage – [**www.scotrail.co.uk/QueenStreetTunnel**](http://www.scotrail.co.uk/QueenStreetTunnel)

There are maps and route information to help you see exactly how your journey will be affected.

Take a moment to read the Frequently Asked Questions. We'll add to these as we get your feedback.

By visiting this page, you'll be able to equip yourself with the relevant information for your own journey and work out the best travel options for you.

You can check your journey times now by visiting [**scotrail.co.uk/#buytickets**](http://scotrail.co.uk/#buytickets) or by using the ScotRail app.

From 20 February, digital timetables will be available to download from our website, and from around 6 March you can pick up a printed version at staffed stations.

Our social media team are here to help Monday-Friday from 6am-10pm, and 10am-10pm at weekends. You can get in touch with them on Twitter (@ScotRail) and Facebook (facebook.com/scotrail).

Also, we'll have more staff out and about in our stations to help you and answer any questions you have.

Glasgow Queen Street has a dedicated customer information desk – why not stop by for a chat about your travel options?

**PLEASE MAKE SURE YOU CHECK YOUR
JOURNEY BEFORE TRAVELLING**

Visit scotrail.co.uk for full details

ScotRail website _____

www.scotrail.co.uk/QueenStreetTunnel

Check Your Journey _____

www.scotrail.co.uk/#buytickets

Customer Relations _____

customer.relations@scotrail.co.uk

0344 811 0141

National Rail Enquiries _____

03457 484 950

Assisted travel _____

0800 912 2 901

Or 18001 0800 912 2 901 (Textphone service for the hard of hearing)

Social media _____

twitter.com/ScotRail

facebook.com/ScotRail

Smartphone app _____

Text 'ScotRail' to 86688 to download our app, or search your app store for 'ScotRail'