

ScotRail Update

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Business Development

ScotRail
Scotland's Railway

Introduction

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Scotland's Railway

ScotRail vision, strategic priorities and delivery principles

Vision → Strategic priorities → Delivery principles

We will deliver a safe, sustainable, inclusive, and accessible railway.

1. Provide accessibility for all
2. Deliver an environmentally and socially sustainable railway
3. Reduce the reliance on government subsidy by developing the business
4. Provide a safe environment for passengers and staff which furthers health and wellbeing

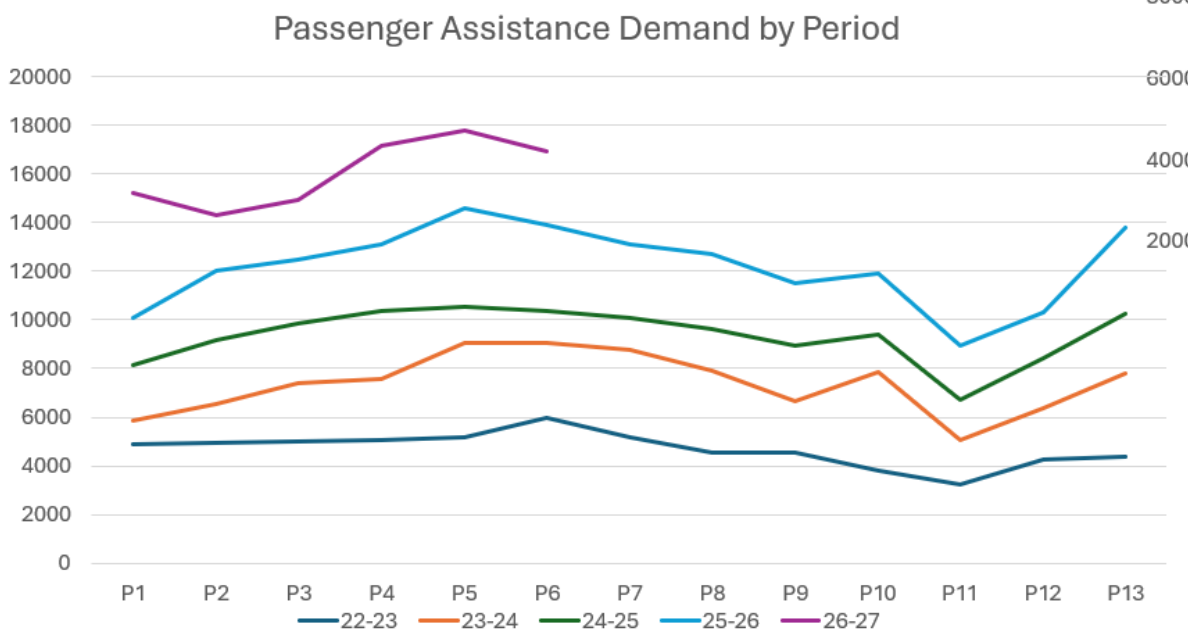


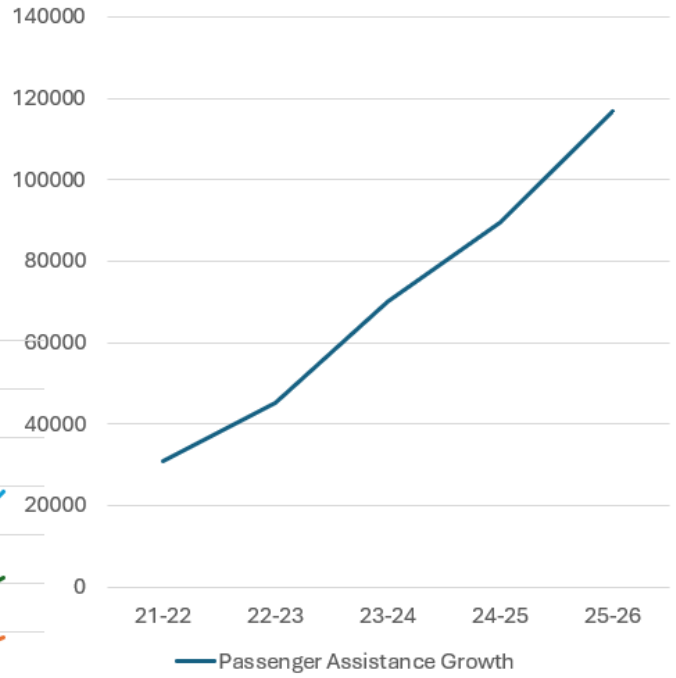
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Accessibility

Passenger Assistance

- 21–22 → 22–23 = 46% Increase
- 22–23 → 23–24 = 56% Increase
- 23–24 → 24–25 = 27% Increase
- 24–25 → 25–26 = 30% Increase
- 25-26 → 26-27 (so far) = **28% Increase***





- 107k passenger assistance requests were delivered in 2025/26.
- A 30% increase on 2024/25.
- The 12 busiest assisted-travel stations account for 58% of total assist requests.
- The top 12 stations include all ScotRail InterCity stations.
- 2026/27 year to date growth is +28% from last year.

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Fleet – replacing ScotRail's trains

POLICY…

Rail Recharged sets out the overarching strategy the industry is taking to **replace ScotRail's ageing trains**.



PROGRESS…





Our **new InterCity Class 222 fleet** will replace the ageing HST InterCity fleet.

We have started a procurement for **new Suburban trains** to replace ageing electric trains and diesel trains on Glasgow Inner Suburban, Fife and the Borders.

WHAT NEXT…



The next phase will be to make decisions on how we replace our **remaining diesel fleets** which reach end-of-life in the 2030s and 2040s.

With a full interior and exterior refurbishment to come, some of the improvements InterCity customers can expect to see are:

- A new passenger information system, including multimedia displays.
- New Wi-Fi with Low Earth Orbit Satellite connectivity and voice-over-internet phone capability.
- Wheelchair facilities in both First Class and two spaces in Standard Class.
- New electronic seat reservation system.
- Intelligent Engine Start Stop (automatically stops an engine to reduce emissions).
- Reconfigured carriage layout to maximise window alignment and luggage storage.

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Performance

ScotRail' performance information is available through the link below.

Performance & Reliability | Public Performance Monitoring

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Developing the business

ScotRail sizzles as July journeys soar by almost 900,000

About ScotRail › Latest news › ScotRail sizzles as July journeys soar by almost 900,000

Last updated: Wednesday, 19 August 2026

Almost 8.5million passenger journeys were made with ScotRail in July, nearly 900,000 more compared with the same month in 2025.

ScotRail invests in future workforce with the largest ever apprentice intake

By **Danny Longhorn** September 11, 2026



New Barrhead railway station welcomes first passengers



The new Balgray station has opened in Barrhead

ScotRail and Network Rail open new control centre for key route

By RAIL magazine | 21 July 2026 News

Signalling



New £2 bus fare cap comes into force in parts of Scotland

The cap applies across Glasgow, Inverclyde, Renfrewshire, Ayrshire, Lanarkshire and Dunbartonshire

Rail Customer Experience Survey (RCXS)

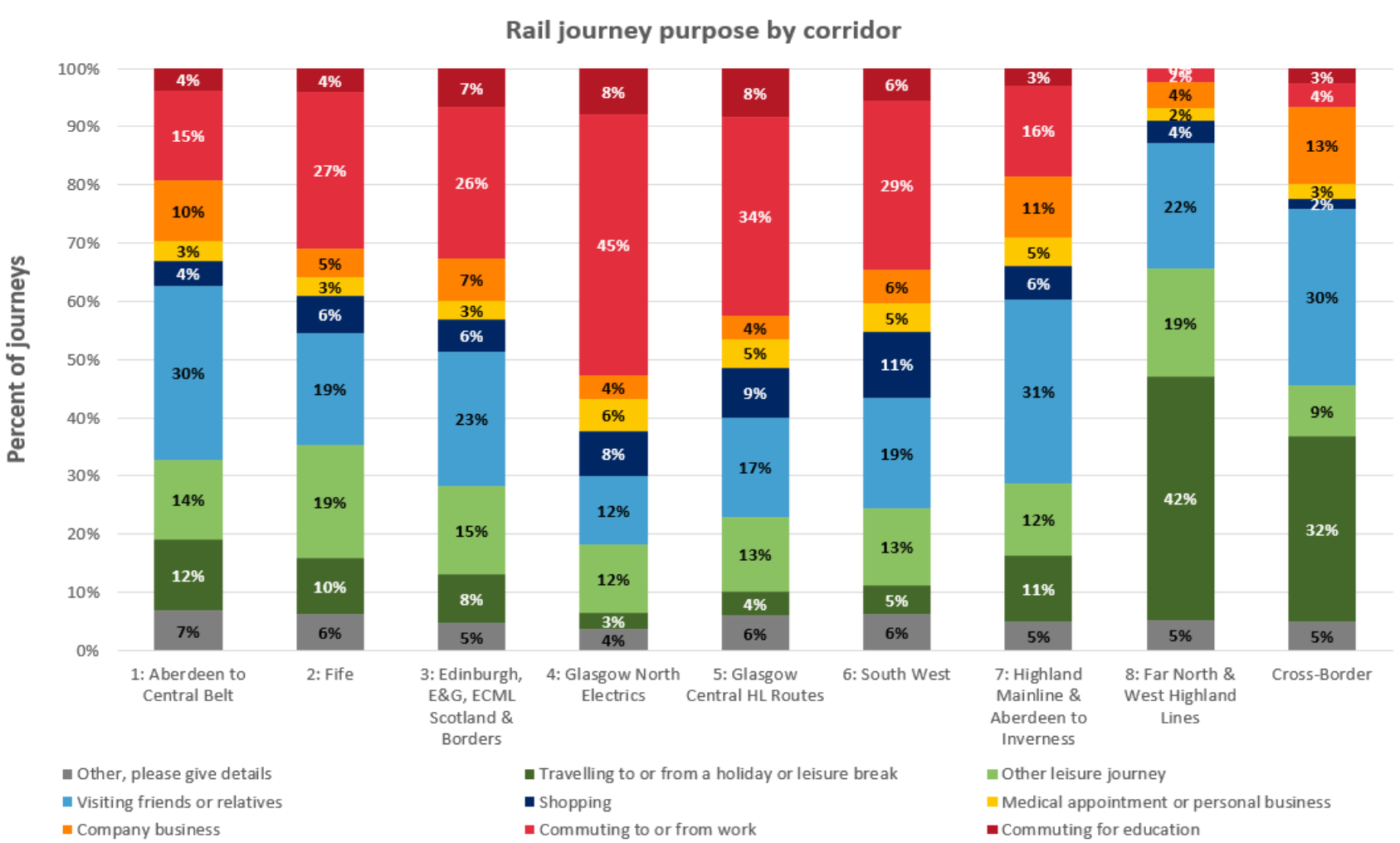
What is RCXS?

- Launched in July 2025.
- Replaced National Rail Passenger Survey, Rail User Survey and Wavelength.
- Continuous, year-round customer feedback.
- Single source of ‘truth' for customer experience.
- Largest customer satisfaction survey ever undertaken on GB railways.
- Onboard, incentivised sign up.



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Where, why, and how often do our customers use us?



Data: Rail Customer Experience Survey 2025/26 P5 - 2026/27 P4. Sample size: 19,444 responses total (between 134 and 7,449 responses per corridor)

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Marketing for Growth

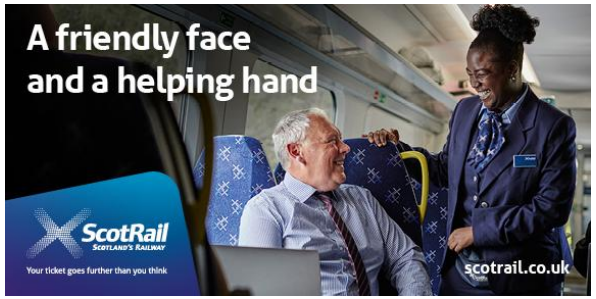




















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Thank you

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