

Schedule 9.1 – Variations and Financial Consequences of Change
Schedule 3 – Priced Options

Date of change	Reason for Change	Clauses Changed	End Date of Change
30 June 2016	New Priced Option for staffing of Edinburgh Gateway	Sch 9.1, Clause 4.1	

Franchise Variation – Staffing of Edinburgh Gateway

This letter is a notice under the terms of Schedule 9.1, Variations and Financial Consequences of Change, paragraph 1.1 (a) of the Franchise Agreement between the Scottish Ministers and Abellio ScotRail Ltd (“ScotRail”) dated 7 and 18 October 2014 (“the Franchise Agreement”) to vary the ScotRail Franchise Agreement to include a new Priced Option for the staffing of Edinburgh Gateway.

The detailed specification of the new Priced Option is set out in the Appendix to this letter.

Both Transport Scotland and Abellio ScotRail have agreed to the proposed changes.

For the avoidance of doubt, the prices specified for the Priced Option in Appendix are fixed and shall be the only additional sums to the Franchise subsidy incurred by the Authority in respect of this Change.

In accordance with the Franchise Agreement, Schedule 9.1 Clause 4.1, the Authority notifies the Franchisee that this Change could potentially exceed the Threshold Amount (£636,018) either alone, or when taken together with any future Change, resulting in a Qualifying Change. The parties agree that no Run of the Financial Model will be required in respect of this Change alone in view of the pricing arrangements agreed herein.

The Priced Option created by this letter is hereby called off with immediate effect.

Appendix – New Priced Option

Priced Option 5 – Staffing of Edinburgh Gateway

(a) Description, objective and specification

Edinburgh Gateway has been designed to be a showcase station to provide access to the ScotRail network (via Edinburgh Tram) for airport users as well as employees based in Edinburgh Park and residents of North West Edinburgh.

The Franchisee shall procure that the new Edinburgh Gateway Station shall be staffed between the hours of 05:50 until 23:30. SGB grades (or equivalent) will be present from station open to close and will retail tickets, assist customers and liaise with Edinburgh Trams to ensure a smooth customer interchange. SGCSA grade (or equivalent) staff will cover the Automatic ticket gates during morning and evening peaks, with times altering on Saturdays to cover Leisure peak travellers.

Responsibilities

Station Grade B

- Ticket Retail Duties, including issuing tickets, enquires, reservations and all associated accountancy
- Station Cleaning Duties internal and external areas
- Customer Service assistance and information, assisting customer join and alight services and use of portable wheelchair ramps
- Ticket Barrier Duties (peak and off peak)
- Station Winter working
- Prepare, receive, issue ticket selling equipment (Star Mobile)
- Train side attendance (Train Despatch if required)

SGCSA

- Provide customer information.
- Issue tickets to customers in line with the excess fares procedures using the relevant ticket issuing equipment.
- Check tickets and supporting documents, for example, railcards.
- At automatic gateline, ensure the safe operation of the gateline including the identification of safety hazards to the gateline operation and opening the gates when required, and a safe environment around the gateline including cordoning off hazards and cleaning up minor spills as required (this will not include the cleaning of bio-hazards).
- At automatic gateline, operate the wide aisle gate and ensure the numbers of gates set for passenger flows in each direction are appropriate.
- At automatic gateline, customer direction and queue management to ensure control of any build-up of customers in the gateline vicinity. Queue busting duties as required.
- At automatic gateline, identify the development of queue lengths against pre-set limits and determine when to open all gates to improve flow rates.
- At automatic gateline, empty the ticket hoppers, dispose of the tickets collected and clean the gates and associated plant equipment.
- Monitor & operate CCTV equipment appertaining to the gate line operation.

Safety Issues

The station has 1,500 m² concourse and circulation space and is served with lifts and escalators. Sufficient staff are required to undertake regular security checks throughout the station area and to be aware of vulnerable customers using the facility.

The station is fitted with a Stage 2 (F2) fire alarm system. There will be a requirement by the station staff to carry out a fire test and drill once per week. This task would usually take place outwith peak hours.

(b) Price for exercising the Priced Option

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Target Revenue (£)
Year	FXD (£)	VCRPI (£)	VCAWE (£)	PRPI (£)	TRRPI (£)	
1	0	0	0	0	0	0
2	0	659,772	0	0	0	0
3	0	0	0	0	0	0
4	0	212,224	0	0	0	0
5	0	360,648	0	0	0	0
6	0	360,648	0	0	0	0
7	0	360,648	0	0	0	0
8 ext	0	360,648	0	0	0	0
8	0	360,648	0	0	0	0
9	0	360,648	0	0	0	0
10	0	360,648	0	0	0	0
11	0	360,648	0	0	0	0
12	0	360,648	0	0	0	0

(c) Timescale for implementing Priced Option

To be implemented no later than [December 2016] or the date on which Edinburgh Gateway Station is first opened to the public (whichever is the later).

(d) Other effects on this Agreement

None

(e) Last date for exercising the Priced Option.

Priced Option has already been exercised. The parties agree and acknowledge that they may agree alternative funding methods or structures for this Priced Option by mutual agreement in respect of Franchisee Year 4 and onwards.