

Schedule 10.1 – Remedial Plan Notice			
Date	Reason	Clauses	End Date
07 February 2019	Failure to meet overall passenger satisfaction target	Schedule 10.1 - Paragraph 1.1 and 2	N/A
SCOTRAIL FRANCHISE - REMEDIAL PLAN NOTICE (SCHEDULE 10.1) FAILURE TO MEET OVERALL PASSENGER SATISFACTION TARGET <p>This is a Remedial Plan Notice pursuant to the terms of paragraphs 1.1 and 2 of Schedule 10.1 (Remedial Plans and Remedial Agreements) of the franchise agreement between the Scottish Ministers and Abellio ScotRail Ltd dated 7 and 18 October 2014 (“the Franchise Agreement”).</p> <p>In view of the score that Abellio ScotRail Ltd attained for Overall Satisfaction (79%) in the latest National Passenger Survey (Autumn 2018) published by Transport Focus on 29 January 2019, and also having regard to the parallel survey score (80%) in respect of the same undertaken by Transport Focus for Abellio ScotRail utilising the old NRPS methodology, Transport Scotland is of the view that it is likely that Abellio ScotRail Ltd will not attain the Overall Passenger Satisfaction Target of 88.5%, with the next survey (Spring 2019) due to be published in June 2019. We are therefore satisfied that the Franchisee’s score in terms of the National Passenger Survey in Franchisee Year 2018/2019 for Overall Satisfaction is likely to fall below the Overall Passenger Satisfaction Target and that therefore Abellio ScotRail Ltd is likely to contravene the following terms of the Franchise Agreement:</p> <ul style="list-style-type: none"> • Paragraph 12.1 of Part 2 of Schedule 7.2 of the Franchise Agreement • Paragraph 13.1(a) of Part 2 of Schedule 7.2 of the Franchise Agreement <p>We therefore require Abellio ScotRail Ltd within a period of twelve (12) weeks from the date of this Remedial Plan Notice (by 3 May 2019) to provide an appropriate plan for the purposes of facilitating or securing compliance with the relevant terms of the Franchise Agreement described above (a “Remedial Plan”).</p>			