

ScotRail
 Atrium Court
 50 Waterloo St
 Glasgow
 G2 6HQ

Edward Mountain MSP
 Convener
 Net Zero, Energy and Transport Committee
 The Scottish Parliament
 Edinburgh
 EH99 1SP

31 October 2024

Dear Convener,

ScotRail to implement frontline customer service improvements

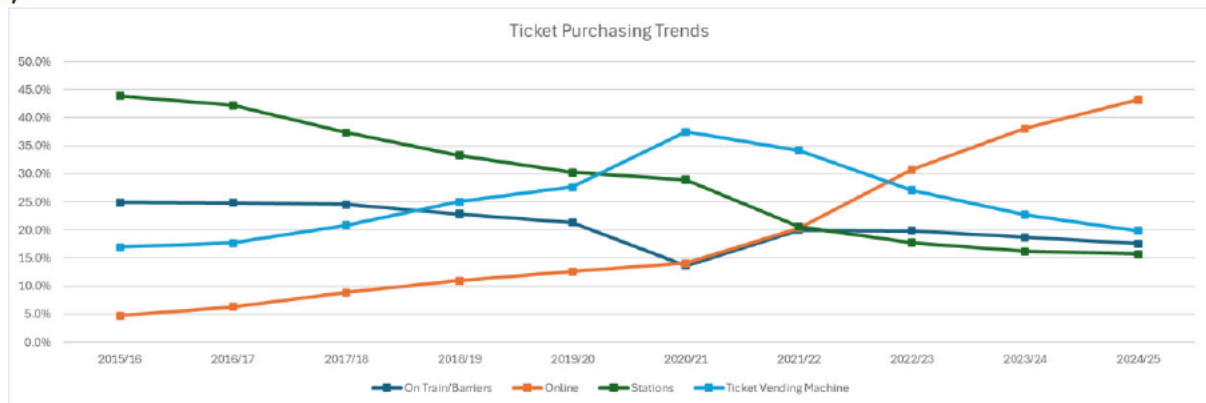
I am writing to advise the committee of ScotRail’s plans to implement changes to some ScotRail ticket office opening hours to deliver more visible customer support at stations, reflecting changing travel and ticket purchasing patterns.

In 2021, we published an assessment – the first of its kind since 1991 - which showed a dramatic increase in the number of tickets bought on the ScotRail website, app, or at ticket machines, with a significant decrease in customers buying at ticket office. In the past 10 years alone, there has been a 50 per cent drop in ticket office sales.

Today:

- 16 per cent of sales are via ticket offices. 90 per cent of those sales are from just 20 stations.
- 20 per cent of sales are via ticket vending machines (TVMs) at stations.
- 43 per cent of tickets are online, through the website or the app.

The following chart shows the dramatic change in how customers buy their tickets over the past 10 years:



Following a consultation by the independent passenger watchdog Transport Focus, ScotRail will introduce the following:

- 12 ticket offices will see opening hours increase.
- 54 ticket offices will see opening hours reduce.
- There will be no change to the opening hours at our remaining 77 staffed stations.

The detail of the changes can be found in the attached document. The benefits of the changes include:

- There will be no job losses or redundancies as a result of these proposals.
- Where ticket offices see reduced hours, staff will carry out other customer supporting duties within their existing job description, such as ticket barrier duties and revenue protection.
- Customers will benefit from increased staff visibility, helping with ticket selling/inspection and tackling anti-social behaviour.
- Customers will receive improved support through platform Help Points, with advice available on buying tickets.

The change to ticket office opening hours does not affect trains stopping at the station as set out in ScotRail's timetable. We will provide significant notice to customers before the changes to ticket office opening hours takes place, expected in 2025.

Please contact Olivia Carson, External Relations Manager [REDACTED] - if the committee require any further information, but be assured that these changes are geared towards improving the travelling experience we can provide for our customers.

Best wishes,

Phil

Phil Campbell
ScotRail Customer Operations Director

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Aberdour	0645-1000	0910-1130	Closed	0645-0915	0715-0945	0900-1130	Closed
Airdrie	0530-2400	0530-2400	0730-2400	0530-1900	0530-1900	0700-1900	0730-1700
Alexandria	0645-1939	0645-1939	Closed	0645-0945	0645-0945	0915-1445	Closed
Anderson	0630-2330	0630-2330	0946-1816	0630-1930	0630-1930	0900-1600	Closed
Annesland	0710-2049	0710-2049	0910-1650	0710-1830	0710-1830	0710-1945	0910-1650
Arbroath	0700-1930	0700-1930	0910-1630	0700-1700	0700-1800	0700-1700	0910-1630
Ardrassan South Beach	0635-1815	0635-1815	0945-1910	0645-1215	0700-1715	0815-1630	1000-1400
Argyle Street	0630-2315	0630-2315	1010-1740	0630-2200	0630-2315	0800-2315	1010-1740
Aviemore	0730-2125	0735-1439	0940-1720	0730-1700	0730-1700	0800-2100	0940-1720
Ayr	0530-2315	0530-2315	0840-2305	0530-2030	0530-2030	0530-2030	0840-2000
Balloch Central	0555-2355	0555-2355	0810-2245	0600-1240	0600-1900	0700-1900	0900-1630
Barrhead	0650-2315	0650-2315	0910-1650	0630-1950	0630-1950	0630-1950	0910-1650
Bathgate	0700-1340	0700-1340	0800-1400	0700-2000	0700-2000	0700-2000	0900-1900
Bearsden	0700-1404	0700-1404	Closed	0700-1340	0700-1340	0700-1340	Closed
Bellshill	0620-2004	0620-2004	0910-1645	0630-1400	0630-1950	0630-1950	0910-1650
Bishopbriggs	0636-2030	0626-2030	Closed	0636-1900	0636-2000	0730-2000	0636-1620
Bishopton	0625-2038	0625-2038	1010-1730	0630-1830	0630-1950	0630-1950	1010-1750
Blairhill	0636-2030	0636-2030	Closed	0630-1015	0630-1500	0900-1615	Closed
Blantyre	0610-2028	0610-2028	Closed	0620-1300	0620-1940	0620-1745	Closed
Bridgeton	0640-2315	0640-2315	0824-2315	0640-1730	0640-1745	0830-1800	1230-1430
Burnside	0640-1344	0640-1344	Closed	0640-1000	0645-1300	0830-1330	Closed
Cambuslang	0620-2204	0610-2204	0910-1645	0650-1345	0650-1800	0650-1800	0910-1650
Cardonald	0710-1414	0710-1414	Closed	0700-1000	0730-1030	1045-1300	Closed
Cardross	0725-1415	0725-1415	Closed	0715-0945	0715-1015	Closed	Closed
Carluke	0630-1344	0620-1344	Closed	0630-1230	0630-1230	0730-1315	Closed
Carstairs	0720-1424	0720-1424	Closed	0715-1100	0700-1245	0945-1300	Closed
Cartsdyke	0640-1344	0920-1628	Closed	0640-1344	0640-1344	0920-1628	Closed
Catcart	0635-1339	0635-1339	Closed	0700-1030	0700-1315	0900-1315	Closed
Clarkston	0640-1344	0640-1344	Closed	0650-1345	0650-1345	0650-1345	Closed
Clydebank	0730-1434	0730-1434	Closed	0730-1434	0730-1434	0950-1650	Closed
Coatbridge Sunnyside	0546-1934	0546-1934	Closed	0645-1300	0645-1615	0815-1630	0830-1600
Cowdenbeath	0630-1300	0930-1300	Closed	0810-1050	0900-1145	0900-1300	Closed
Croftfoot	0635-1339	0635-1339	Closed	0700-1000	0700-1000	1045-1330	Closed
Crosshill	0640-1344	0640-1344	Closed	0645-1315	0645-1315	0800-1340	Closed
Croy	0640-2034	0640-2034	0910-1650	0640-1900	0640-1900	0640-1900	0910-1650
Cumbernauld	0710-1402	0710-1402	Closed	0730-0900	Closed	1030-1330	Closed
Cupar	0645-2030	0910-1500	1130-1700	0645-1615	0700-1745	0800-2100	Closed
Dalmarnock	0637-2315	0637-2315	0955-1811	0715-0930	0715-0930	Closed	Closed
Dalmeny	0645-1000	0810-1130	Closed	0645-1000	0645-1000	0810-1300	Closed
Dalmuir	0545-2400	0545-2400	0810-2400	0545-1900	0545-1900	0545-1900	0810-1700
Dalreoch	0630-2024	0630-2024	Closed	0645-0900	0700-0830	0900-1415	Closed
Dingwall	0730-1434	0730-1434	Closed	1045-1245	1015-1200	1030-1330	Closed
Drumchapel	0630-2014	0630-2014	0825-1605	0645-1230	0645-1915	0830-1730	0900-1500
Drumry	0645-2103	0645-2103	Closed	0700-0945	0715-0945	1030-1515	Closed
Dumbarton Central	0600-2400	0600-2400	0810-2310	0650-2000	0650-2000	0840-2000	0900-1600
Dunbar	0555-2130	0625-2040	1115-2130	0610-1915	0610-1830	0700-1800	1115-1830
Dunblane	0640-1332	0740-1432	Closed	0640-1300	0640-1300	0740-1400	Closed
Dunfermline City	0640-1945	0640-1945	Closed	0640-1900	0640-1900	0640-1800	0930-1700
East Kilbride	0600-2325	0700-2325	0940-1720	0600-1920	0600-2000	0730-2030	0910-1720
Easterhouse	0550-1938	0550-1938	Closed	0630-1130	0630-1200	0845-1600	Closed
Edinburgh Gateway	0610-0015	0610-0015	0840-0020	0625-2000	0625-2200	0900-2200	Closed
Elgin	0625-1930	0625-1930	1025-1805	0700-1700	0700-1845	0645-1615	0945-1630
Falkirk Grahamston	0620-2200	0630-2200	0930-2200	0620-1730	0620-1800	0745-1815	0915-1615
Falkirk High	0630-2022	0630-2022	0810-1550	0600-1900	0600-1900	0745-1915	0700-2200
Fores	0746-1450	0746-1450	Closed	0800-1315	0745-1215	0845-1345	Closed
Garrochhill	0556-1944	0556-1944	Closed	0615-1045	0615-1745	0845-1615	Closed
Garscadden	0620-2025	0620-2025	Closed	0620-1040	0620-1040	0915-1500	Closed
Giffnock	0640-1344	0640-1344	Closed	0700-1340	0700-1340	0700-1340	Closed
Givnah	0635-1339	0635-1339	1110-1850	0720-1230	0720-1230	0720-1230	Closed
Glengarnock	0715-1419	0715-1419	Closed	0710-1200	0710-1330	0845-1350	Closed

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Gourock	0540-2340	0540-2340	0810-2329	0615-1630	0630-1915	0745-1830	0915-1445
Greenock Central	0720-2034	0720-2034	0920-1730	0730-1045	1015-1800	0930-1715	0930-1330
Greenock West	0600-0005	0600-0005	0755-0005	0600-1815	0615-1915	0745-1830	0945-1415
Hamilton Central	0620-2320	0620-2320	0910-1630	0645-1700	0645-1915	0730-1915	0730-2230
Hamilton West	0620-2004	0620-2004	Closed	0620-1400	0620-1930	0815-1845	Closed
Heilsenburgh Central	0555-0000	0555-0000	0750-2345	0555-1900	0555-1900	0700-1900	0730-2230
Hillington East	0710-1414	0710-1414	Closed	0715-1015	0715-1215	1030-1345	Closed
Hillington West	0710-1414	0710-1414	Closed	0715-0945	0715-0945	1200-1315	Closed
Huntly	0705-1409	0705-1409	Closed	0650-1115	1130-1300	0930-1300	Closed
Hyndland	0610-2330	0610-2330	0810-2335	0610-1915	0610-1915	0610-1915	0810-1750
Irvine	0610-2240	0610-2240	0905-1825	0610-1745	0610-1845	0700-1830	0910-1630
Johnstone	0650-2030	0650-2030	0920-1840	0645-1915	0650-2015	0700-2015	0915-1815
Keith	0638-1342	0638-1342	Closed	0900-1045	0745-1200	0900-1345	Closed
Kilmarnock	0630-2335	0630-2335	1015-2330	0630-1800	0630-1945	0715-1815	0910-1650
Kilwinning	0605-2330	0605-2330	0850-2330	0605-2000	0640-2000	0640-2000	0850-1900
Kings Park	0636-1329	0636-1329	Closed	0645-1000	0645-1000	0930-1345	Closed
Kingussie	0826-1530	0826-1530	Closed	1000-1145	0845-1400	0900-1145	Closed
Kyle Of Lochalsh	0946-1650	1014-1718	Closed	0945-1615	0945-1615	0945-1615	Closed
Lanark	0620-2025	0620-2025	Closed	0845-1125	0845-1125	0815-1430	Closed
Larbert	0700-2054	0700-2054	Closed	0630-1845	0630-1900	0745-1900	Closed
Largs	0630-2330	0630-2330	0835-2330	0615-1330	0630-1730	0745-1730	0900-1330
Lenzie	0645-2200	0645-2200	Closed	0645-1915	0645-2000	0730-2000	0830-1630
Leuchars	0620-2145	0620-2145	1010-2215	0620-1800	0620-1830	0620-1800	1000-1430
Linlithgow	0600-2300	0600-2300	0815-2300	0600-1930	0600-1930	0700-1800	0815-1900
Lockerbie	0735-2045	0735-2045	1450-2220	0700-2020	0700-2020	0700-2020	1010-1750
Milngavie	0640-2340	0640-2340	0815-2300	0640-1900	0640-1900	0640-1900	0900-1700
Montrose	0620-1930	0620-1930	0630-1515	0645-1700	0645-1700	0730-1530	0915-1315
Motherwell	0615-0000	0615-0000	0810-2330	0615-2030	0615-2030	0615-2030	0810-2000
Mount Florida	0605-2110	0635-2140	0910-1650	0645-1700	0645-1745	0830-1645	0910-1650
Muirhead	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0700-1340	Closed
Nairn	0810-1514	0810-1514	Closed	0810-1300	0810-1430	0810-1400	Closed
Neilston	0658-2215	0658-2215	0910-1650	0630-1230	0645-1915	0830-1530	0910-1650
Newton Lanark	0610-2310	0610-2310	0910-1650	0615-1215	0615-1800	0745-1730	0910-1650
Paisley Gilmour Street	0555-2310	0555-2310	0725-2305	0555-2145	0555-2145	0555-2145	0700-2200
Partick	0550-2330	0550-2330	0810-2330	0550-2100	0550-2330	0550-2330	0810-2100
Pitlochry	0805-1830	0805-1830	1040-1820	0805-1700	0805-1700	0805-1700	1040-1700
Pollokshields East	0640-1344	0640-1344	Closed	0640-1320	0640-1320	0640-1345	Closed
Polmont	0655-2049	0655-2049	Closed	0655-1830	0655-1915	0655-1815	0730-1530
Port Glasgow	0615-0000	0615-0000	0745-0000	0630-1800	0645-1900	0815-1930	1115-1345
Prestwick Town	0635-1750	0635-1750	0910-1650	0630-1345	0645-1715	0800-1630	0930-1415
Queens Park Glasgow	0640-2100	0620-2120	Closed	0630-1445	0645-1530	0730-1730	0830-1630
Rutherglen	0625-2315	0625-2315	0825-2315	0625-1815	0625-1830	0745-2000	0900-1830
Saltcoats	0623-1818	0623-1818	0940-1920	0645-1200	0730-1415	0815-1600	1015-1300
Scotstounhill	0620-2030	0620-2030	Closed	0640-1715	0640-1745	0800-1715	Closed
Shettleston	0600-1948	0600-1948	Closed	0600-1800	0600-1900	0700-1800	0730-1530
Shotts	0630-1320	0630-1320	Closed	0645-0915	0645-0915	0815-1230	Closed
Singer	0630-2014	0630-2014	Closed	0715-0930	0715-1645	0945-1500	Closed
Springburn	0630-1322	0630-1322	Closed	0730-1015	0645-1115	Closed	Closed
Stirling	0620-2100	0620-2100	0850-2200	0620-2000	0620-2015	0620-2000	0850-1915
Stonehaven	0710-1855	0800-1504	Closed	0700-1800	0700-1800	0800-1500	Closed
Stranraer	0930-1900	0930-1900	1000-1130	1000-1130	1000-1145	0930-1115	Closed
Troon	0635-1750	0635-1750	1010-1750	0630-1315	0630-1530	0745-1530	1015-1400
Uddingston	0620-2004	0620-2004	0910-1630	0630-1645	0630-1845	0730-1845	0910-1650
Wemyss Bay	0610-2320	0610-2320	0855-2130	0610-1245	0610-1330	0700-1430	0855-1330
Westerton	0630-2053	0630-2053	0910-1650	0630-1930	0630-1930	0630-1930	0910-1530
Whitecraig	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0750-1430	Closed
Wick	1010-1714	1010-1714	Closed	0750-1330	0750-1330	Closed	Closed
Williamwood	0655-1359	0655-1359	Closed				