

Status Overview	Period	7	Status Overview	2018/19	
Directorate	Red Status	Amber Status	Green Status	Complete Status	Total
Business Development	0	0	2	3	5
Client & Communication	0	0	2	3	5
Commercial	8	5	30	34	77
Customer Experience	0	0	8	8	16
Engineering	0	0	5	9	14
Finance, IT & Procurement	0	0	11	4	15
Human Resources	0	4	16	25	45
Infrastructure	1	0	11	9	21
Operations	2	0	1	2	5
Safety & Sustainability	1	4	29	14	48
Programme & Transformation Stations	0	1	0	10	11
Programme & Transformation ST/NT	2	1	0	7	10
<b>Total</b>	14	15	115	128	272

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.5	6.2	Establish Strategic Rail Delivery Group	SP	31/03/2019	Repeat	Ongoing	G	G
3	PC2	Stranraer service improvements	SP	13/12/2015	One Off	Complete	B	B
1.5	15.11	Enhanced Dumfries passenger service	SP	01/12/2017	Multi Part	Complete	B	B

## ASR Franchise Obligations - Business Development

Financial Year 2018/19

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	11.2	Crowding project team (Interim)	SP	31/12/2018	Repeat	Ongoing	G	G
1.1	5.1	Service Development Statement on future SLC demands (15 months from PCD)	SP	31/05/2018	Repeat	Complete Current Year	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	3.4	TS non-executive membership of the Allanding Board	RS	31/03/2017	One Off	Complete	B	B
1.6	4.1	International Rail Summit	SE	31/12/2018	Repeat	Complete Current Year	B	B
1.6	4.3	Annual Stakeholder perception survey	SE	31/03/2019	Annual	Ongoing	G	G
1.6	4.2	Stakeholder Advisory Panel meets twice a year	SE	31/10/2019	Repeat	Ongoing	G	G
1.6	32.3	Major Projects Communication Plan	SE	31/03/2019	Repeat	Complete Current Year	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.5	28.7	e-CRM and E-mail Marketing	CC	31/03/2015		Complete	B	B
1.6	18	ScotRail Price Promise Scheme	CC	01/04/2015		Complete	B	B
1.6	24.19	Reduced fares for unemployed job seekers	CC	01/04/2015		Complete	B	B
1.6	28.13	18+ students use National Entitlement Card	CC	01/04/2015		Complete	B	B
1.6	20.2	New online website	CC	01/05/2015		Complete	B	B
1.6	14.1	Integrated property management team with NR	CC	31/03/2015		Complete	B	B
1.6	16.4	On-line passenger panel (minimum 5,000 users)	CC	31/03/2017	One Off	Complete	B	B

## ASR Franchise Obligations - Commercial

Financial Year 2018/19

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	28.1	Introduction of Revenue Management Systems (RMS)	CC	31/03/2016		Complete	B	B
1.6	28.1	ScotRail Club 50 smartcard	CC	31/03/2016		Complete	B	B
1.6	28.2	New headline Advance Ticket Purchase fares	CC	31/03/2016		Complete	B	B
1.8	28.3	New Super Off-peak day return product	CC	31/03/2016		Complete	B	B
1.6	32.6	Nexus Alpha live disruption tool on website and mobile app	CC	31/03/2016		Complete	B	B
1.6	17.7	Colour coded timetables	LK	01/12/2018	Repeat	Ongoing	G	G
1.6	7.1 (h)	Re configuration of Class 158 Train Fleet (C3 media proposal sign off & development)	CC	30/11/2018	Multi Part	Complete	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
7.2	10.1	NPS- Overall Success Passenger Satisfaction	LK	01/06/2017	Annual	Ongoing	G	G
7.2	2-5	Off Peak Patronage KPI	LK	31/03/2018	Annual	BAU	G	G
1.6	22.6	Annual ticketless travel survey	LK	30/05/2018	Annual	Ongoing	G	G
1.6	26.11	ScotRail air-add on fares pilot for Logan Air passengers	CC	01/02/2017	One Off	Complete	B	B
1.3	6	Visit Scotland meetings and minutes (bi-annual)	LK	31/03/2019	Repeat	Ongoing	G	G
11	6.5	Rail patronage records	LK	31/03/2019	Repeat	Ongoing	G	G
2.5	6.6	ITSO SMARTMEDIA: MONITORING	LK	31/03/2019	Repeat	BAU	G	G
7.3	10.9	Investment Fund Spending Plan	LK	31/03/2019	Annual	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.5	13.4	Publication of Right Time performance data	LK	31/12/2019	Multi Part	BAU	G	G
1.5	16.2	NRPS surveys increased from 2 to 4 waves per year	LK	31/12/2018	Annual	Ongoing	G	G
1.6	16.3	SQMS - 130 mystery shopping surveys per period	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	16.5	Transparent reporting of performance	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	16.5	Passenger satisfaction surveys x 2 per year	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	20.3	Brand tracking study every 3 periods	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	20.4	Benefits for Season ticket holders	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	22.4	Mobile ticketing app / crowding info	LK	31/12/2018	Multi Part	Ongoing	G	G
1.6	28.6	City Days Out marketing campaign £20k per year	LK	31/03/2019	Annual	Ongoing	G	G
1.6	28.9	Senior marketing team to be members of CIM or IDM	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	33.1	EGIP marketing spend every 3 years: £766k / £1,105k / £765k	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	34.3	Steam tourist services 2 year pilot	CC	31/03/2017		Complete	B	B
1.4	2.22 (e )	Communications and Marketing Strategy - Annual Review	LK	31/03/2019	Annual	Ongoing	G	G
7.3	4.3 (g)	Revenue collection and Protection records	LK	31/03/2019	Repeat	BAU	G	G



Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	28.5	Great scenic railways of Scotland marketing £50k per year	LK	01/04/2019	Annual	Ongoing	G	G
1.6	27.1	Tourism Ambassadors	LK	01/12/2017	One Off	Ongoing	R	R
1.6	20.1	Marketing spend - £6m every 3 years	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	34.1	InterCity marketing spend every 3 years £2,253k / £3,400k / £2,550k	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	27.2	Scenic train package	LK	01/12/2018	Multi Part	Ongoing	A	A
1.6	34.4	Scenic Railways voucher book	CC	29/02/2015		Complete	B	B
1.6	34.5	A9 dualing marketing strategy £200k	LK	Tied to A9 Dualing Programme	One Off	Ongoing	G	G
1.6	34.7	New Homes Marketing Initiative (£50k for free one month season ticket)	LK	01/04/2015	One Off	Ongoing	A	A
1.6	29.12	Uptake of smart media ticketing by 80% / 85% of journeys	LK	01/04/2019	Multi Part	Ongoing	A	A

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	29.16	National fulfilment service feasibility study	JM	01/12/2016		Complete	B	B
1.6	29.1	ITSO at Work (CO 29.10)	LK	31/05/2018	One Off	Ongoing	R	G
1.6	29.18	Extension of Glasgow Subway STR products onto ScotRail services/peak	LK	31/03/2018	Multi Part	Ongoing	R	R
1.6	29.17	Account based ticketing pilot	LK	01/04/2017	One Off	Ongoing	R	R
1.6	29.19	Rail and Sail Pilot	LK	31/01/2017	One Off	Ongoing	R	R
1.6	29.8	ITSO at home service pilot	JM	31/03/2017	One Off	Ongoing	B	B
1.6	29.3	Web-TIS development and ITSO fares fulfilment	HM	01/04/2019	Multi Part	Complete	B	B
1.6	29.15	PLUSBUS scheme on ITSO certified smart media	LK	31/03/2017	Multi Part	Ongoing	A	A
1.6	29.7	Additional smart validators x 50 at stations	JM	31/03/2017	One Off	Ongoing	B	B
1.6	28.4	Off-peak Flex carnet product	HM	30/09/2016	One Off	Ongoing	B	B
1.6	29.14	Flexipass	LK	31/05/2017	Multi Part	Ongoing	R	R
1.6	29.9	Near Field Communication (NFC) phone pilot schemes	JM	31/03/2017	One Off	Ongoing	B	B
1.6	22.1	Contactless Payment	CH	01/04/2016		Complete	B	B
1.6	28.12	Retain existing Railcard users (Highlandcard on smart)	JM	01/04/2016		Complete	B	B
1.6	29.11	New capability to load NEC / SPT products on ScotRail Smartcard	HM	31/03/2016	Multi Part	Ongoing	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	29.4	New ITSO capable handheld ticket validation machines for on-train.	JM	18/03/2017	Multi Part	Complete	B	B
1.6	29.13	Contract season tickets with opt out periods from April 18	LK	31/01/2018	One Off	Ongoing	R	R
1.6	pt4	Sch1.6 pt4 - Station investment fund	LK	ONGOING	Multi Part	Ongoing	R	R
1.6	15.2	Investment in retail development	LK	31/03/2018	One Off	Ongoing	G	G
1.6	15.7	Perth station improvements business case	LK	31/03/2019	One Off	Ongoing	G	G
1.6	15.8	Stirling station improvements business case	POC	31/03/2017	One Off	Ongoing	B	B
1.6	15.9	Motherwell station improvements business case	POC	31/03/2017	One Off	Ongoing	B	B
1.6	15.3	ToGo Kiosks	POC	31/12/2016		Complete	B	B
1.6	15.4	Ticket Plus	POC	1: 31st December 2016 for pilot. 2: 31st December 2017 for reporting its findings to the Authority. 3: 1 December 2018 for roll out (if pilot a success).		Complete	G	G
1.6	15.5	Feasibility study into the redevelopment of Aberdeen station	POC	31/03/2016	One Off	Complete	B	B

## ASR Franchise Obligations - Commercial

Financial Year 2018/19

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	15.6	Aberdeen station improvements business case	POC	31/03/2016	One Off	Complete	B	B
1.6	15.1	Inverness station improvements business case (CO 15.10)	POC	31/03/2016	One Off	Complete	B	B
1.6	25.3	Incubator space at 5 stations	POC	31/03/2016	One Off	Complete	B	B
1.6	22.5	New GateLines	POC	31/03/2016	One Off	Complete	B	B
1.6	30.10	Increased provision of car-park spaces	LK	31/03/2020	One Off	Ongoing	G	G
1.6	17.8	Marking Station platforms	LK	31/12/2018	One Off	Ongoing	A	A
1.5	30.12	Electric Car Charging Bays	LK	30/11/2017	One Off	Ongoing	R	R

## ASR Franchise Obligations - Customer Experience

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	5.1	Introduce Eye Witness incident reports	JT	30/04/2015	One Off	Complete	B	B
1.6	17.1 (Part A)	New catering services on 4 routes	JT	31/07/2015	One Off	Complete	B	B
1.6	10.3 (Part B)	Catering provision for severely delayed journeys , where no existing catering	LK	30/09/2018	Repeat	Ongoing	G	G
1.6	5.2	Mobile help point app	JT	31/12/2015	One Off	Complete	B	B
1.6	13.2	Contingency planning app	JT	31/12/2015	One Off	Complete	B	B
1.6	17.2	New on-train menu introduced	JT	31/12/2015	One Off	Complete	B	B
1.6	32.2	Additional Peak Manager at GOS	JT	31/03/2016		Complete	B	B
1.6	32.1	Dedicated customer service employees x 25 for key projects	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	17.1 (Part B)	(ii) Improved catering equipment	JT	31/05/2016	One Off	Complete	B	B
1.6	16.1	Customer Experience Delivery Group meet every 3 periods	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	10.2	Annual (5 per year) severe weather roadshows and publicity	LK	31/03/2019	Annual	Ongoing	G	G
1.6	10.3 (Part A)	Catering provision for severely delayed journeys – where existing catering	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	10.4	Passenger welfare in severe weather	LK	31/03/2019	Repeat	Ongoing	G	G
1.6	34.2	Improved catering facilities on InterCity routes and for First Class passengers	LK	31/12/2018	Repeat	Ongoing	G	G
1.6	15.11	Enhanced Dumfries passenger service	JT	01/04/2017	Multi Part	Complete	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
13.1	4	Crystal Mark	LK	31/07/2018	One Off	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
6.4		DAS - DMU Fleet and EMU fleet	DMack	Tied to the environment targets	One Off	Complete	B	B
6.4		Energy Metering - EMU Fleet	DMack	Tied to the environment targets	One Off	Complete	B	B
1.6	8.2	Increased reliability of new 385 EMUs	DMack	31/03/2020	Multi Part	Ongoing	G	G
1.6	7.2	Fit auto-door close on all Class 156 vehicles in service	DMack	31/12/2018	One Off	Complete	B	B
1.6	9.1	Wi-Fi availability on all trains	DMack	31/12/2018	One Off	Ongoing	G	G
1.6	23.6	Reduction in fuel consumption per passenger kilometre	DMack	30/04/2018	Multi Part	Complete Current Year	B	B
1.6	9.2	Alstom Train Tracer system fitted to Class 334 units	DMack	31/03/2018	One Off	Complete	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	9.3	ZF e-mat transmission one year trial on a Class 158	DMacK	31/12/2017	One Off	Complete	B	B
1.5	1.6a (II)	Passenger count - 30% of the fleet	DMacK	31/03/2017	Multi Part	Complete	B	B
1.6	6.1	Increased reliability for existing Rolling Stock	DMacK	31/03/2020	Multi Part	Ongoing	G	G
1.6	5.8	Remote downloading and Fps for CCTV on-board the trains	DMacK	31/12/2018	Multi Part	Ongoing	G	G
1.5	7.1	Reconfiguration of 40 x Class 158 units for use on scenic trains routes	DMacK	30/11/2018	Multi Part	Ongoing	G	G
6.3	4.4	Scenic Rolling Stock refurbishment- contract award	DMacK	31/03/2016	One Off	Complete	B	B
1.6	8.3	7 x Class 321 units introduction	DMacK	31/12/2015	One Off	Complete	B	B



Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.5	17.3	Not Spot Solutions	JD	31/07/2017	One Off	Ongoing	G	G
1.6	23.1	Environmental management systems	KMcP	31/07/2016		Complete	B	B
1.6	17.6	Smart devices for at least 3,500 franchise employees	KMcP	31/03/2016		Complete	B	B
13.7	6	Related Party Contract Level	JD	31/03/2018	Repeat	BAU	G	G
13.3	7.2	Record of Interactions with SMEs	JD	31/03/2019	Annual	Complete Current Year	B	B
13.4	6.1	Uniform	JD	31/03/2019	Repeat	BAU	G	G
1.6	25.1	Contracts advertised on the Public Contracts Scotland (PCS)	JD	31/03/2019	Repeat	BAU	G	G
1.6	25.2	Community benefit clauses in Contracts (SME)	JD	31/03/2019	Repeat	BAU	G	G
13.4	11.1	Living wage	JD	31/03/2019	Repeat	BAU	G	G
15.3	2	Handover Package - Director's Certificate	JD	31/03/2019	Annual	BAU	G	G
12	2.1-2.3	Financial Ratios	JD	02/02/2019	Repeat	Ongoing	G	G
1.6	25.2	Community Benefit Clauses (Targeted Recruitment & Training)	JD	31/03/2019	Repeat	BAU	G	G
1.5	1.1-1.4	Passenger numbers information - Quarterly provision	AR	30/06/2018	Repeat	Complete Current Year	B	B
13.2	3.6 - 3.9	Annual Financial Information	JD	31/03/2019	Annual	BAU	G	G
1.6	25.4	SME engagement	DL	31/03/2019	Repeat	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	5.4	Train 50% of ticket examiners in dealing with anti-social behaviour/vandalism	JG	30/09/2015 31/12/2016 30/09/2017	One Off	Complete	B	B
1.6	26.2	Smartcard programme team (Manager + 3 support) for at least 2 years	JG	01/04/2015		Complete	B	B
1.6	22.7	New Ticketless Travel analyst role	JG	01/04/2015		Complete	B	B
1.6	30.1	Appoint Project Director for integration	JG	01/04/2015		Complete	B	B
1.6	28.8	Appoint a Tourism Manager	JG	01/04/2015		Complete	B	B
1.6	25.5	Create and fill new post of Head of Economic Development	JG	01/04/2015		Complete	B	B
1.6	3.6	E-reward scheme	JG	31/07/2015		Complete	B	B
1.6	24.4	Equality as a core competency in appraisal process	JG	31/10/2015		Complete	B	B
1.6	24.8	Scottish Qualifications Authority accredited centre	JG	31/12/2015		Complete	B	B
1.6	3.1	Employee gain sharing	JG	31/01/2016		Complete	B	B
1.6	24.3	E-learning facilities at 11 locations	JG	31/03/2016		Complete	B	B
1.6	24.5	Soft skills for all managers/supervisors	JG	31/03/2016		Complete	B	B
1.6	24.6	Learning & Development prospectus to all employees	JG	31/03/2016		Complete	B	B
13.4	11.1	Living Wage	JG	31/03/2016		Complete	B	B
13.4	3.1	Self learning centre	JG	31/03/2016		Complete	B	B
1.6	3.7	Fit bands	JG	30/04/2016	Repeat	Ongoing	G	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	24.17	CV write/interview training for Veterans	JG	01/06/2017	One Off	Complete	B	B
1.6	24.9	British Cleaning Standard certificate offered to all cleaners.	JG	30/06/2016		Complete	B	B
1.6	3.9	Service Centre	JG	01/04/2016		Complete	B	B
1.6	24.16	Training for Scottish prisoners (2 per year)/5 work placements	JG	01/06/2018	Annual	Complete Current Year	B	B
1.6	24.15	Certificate of work readiness placement for 5 school leavers per year	JG	31/03/2019	Annual	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P5	P7
1.6	24.10	Graduate placements (2 x placements annually to NR graduates)	JG	01/09/2018	Annual	Ongoing	G	G
1.6	24.20	Intern programme for at least 2 x 6 month placements to graduates (CO 24.20)	JG	01/09/2018	Annual	Complete Current Year	B	B
1.6	3.2	Employee engagement survey annually	JG	31/12/2018	Annual	Ongoing	G	G
1.6	3.6 (Part A)	Investor in diversity –achieve stages 1	JG	31/12/2018	Multi Part	Complete	B	B
13.4	1.4.3	Apprenticeships Employment Targets	JG	31/01/2019	Annual	Complete Current Year	B	B
1.6	24.1	Investor In People (IIP) - achieve Gold	JG	31/03/2019	Annual	Ongoing	A	A
1.6	24.7	'Inspire' training = 4200 Franchise Employees, + bi-annual refreshers for managers	JG	30/09/2017	Multi Part	Complete	B	B
1.6	24.13	Scottish Business in the community (BITC) scheme - Apprenticeships	JG	31/03/2019	Annual	Ongoing	G	G

## ASR Franchise Obligations - Human Resources

Financial Year 2018/19

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	1.1	PRINCE2 training x 25 employees	JG	31/03/2019	Repeat	Ongoing	G	G
1.6	24.11	Annual training spend of £1 m	JG	31/03/2019	Annual	Ongoing	G	G
11	2.2	Organisation Chart	JG	31/03/2019	Repeat	Ongoing	G	G
13.4	1.3	Management Staff Appraisals	JG	31/03/2019	Annual	Ongoing	G	G
13.4	2	Programme of SVQs	JG	31/03/2019	Repeat	Ongoing	G	G
13.4	12.1 (c)	Abello Annual Leadership Conference	JG	31/03/2019	Annual	Ongoing	G	G
1.6	24.14	Schools programme to promote employment opps schools p/m)	JG	31/03/2019	Repeat	Ongoing	G	G
1.6	24.16	Training facilities available to charities for free.	JG	31/03/2019	Repeat	Ongoing	G	G
1.5	24.2	Apprenticeships (10 per year)	JG	31/03/2019	Multi Part	Complete Current Year	B	B
1.6	24.21	Alternative language training	JG	31/03/2019	Repeat	Ongoing	G	G
1.5	3.3	Trade union/TS attendance at every Franchise Board meeting	JG	31/03/2019	Repeat	Ongoing	A	A

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	24.12	Scottish Vocational Qualifications offered to staff	JG	31/03/2019	Repeat	Ongoing	G	G
1.6	3.6 (Part B)	Investor in diversity –achieve stages 2	JG	31/12/2017	Multi Part	Ongoing	A	A
1.6	23.9	Environmental awareness induction/training, regularly refreshed	JG	31/12/2017	Repeat	Ongoing	G	G
1.6	3.6 (Part C)	Investor in diversity –achieve stages 3	JG	31/12/2018	Multi Part	Ongoing	A	A
1.6	3.5 (Part A)	Achieve "Top Employers" accreditation	JG	30/05/2019	One Off	Ongoing	G	G

## ASR Franchise Obligations - Infrastructure

Financial Year 2018/19

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	13.4 (Part A)	Publication of right time performance data at route level	DD	31/12/2017	Multi Part	Ongoing	B	B
1.6	14.1	Integrated property management team with NR (inc Joint Asset Management Policy )	DD	31/03/2016		Complete	B	B
7.3	4.1 (g/h)	REPORTING INSPECTIONS AND RE-INSPECTIONS	DD	02/02/2018	Repeat	BAU	G	G
1.6	14.2	Implementation of ISO55000 accredited/PAS compliant asset system	DD	31/03/2017	One Off	Ongoing	G	G
1.6	14.3	Asset Information Management System	DD	31/03/2017	One Off	Ongoing	G	G
1.2	9.4 (f)	Monitoring of Local Output commitments of Network Rail	DD	31/03/2019	Repeat	Ongoing	G	G

## ASR Franchise Obligations - Infrastructure

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.2	9.4 (f)	Monitoring of Temporary Speed Restrictions	DD	31/03/2019	Repeat	Ongoing	G	G
1.2	9.4 (b)	Monitoring of Delays to Passenger Services	DD	31/03/2019	Repeat	Ongoing	G	G
1.2	9.5	Monitoring Handover of Possessions	DD	31/03/2019	Repeat	Ongoing	G	G
4.1	2.4	Franchise Facilities Book - Quarterly Review	DD	31/07/2018	Repeat	Complete Current Year	B	B
7.1	App. 1	Cancellation Benchmarks MAA	DD	31/03/2019	Repeat	Ongoing	G	G
1.6	13.3	Train crew real time despatch tool - upon deployment of TMS by NR	JL	To be delivered within 5 months of TMS being live	One Off	Ongoing	G	G
1.6	27.3	Vegetation study/clearance of scenic routes £70k per year	DD	31/03/2019	Annual	Ongoing	G	G
1.6	30.6	Station cross-modal Customer Information Screens	GF	31/03/2017	One Off	Complete	B	B
1.6	17.4	110 New Customer Information Screens	GF	31/12/2016	One Off	Complete	B	B
1.6	5.5	201 new cameras / CCTV Upgrades	GF	31/03/2016	One Off	Complete	B	B
1.6	5.6	78 new stations for CCTV Upgrades	GF	31/03/2016	One Off	Complete	B	B
1.6	5.7	CCTV monitors at station entrances	GF	31/03/2016	One Off	Complete	B	B
1.6	17.5	Additional Customer Information Screens at Key Stations	GF	31/03/2016	One Off	Complete	B	B
1.6	22.2	Install new TVMs x 126 (100 replacements and 26 new)	GF	31/03/2016	One Off	Ongoing	R	R
1.5	22.8	Intelligent Queue Monitoring Equipment at 7 stations - (Including Data Share)	GF	31/12/2017	One Off	Ongoing	G	G



## ASR Franchise Obligations - Operations

Financial Year 2018/19

Period 7

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	13.1	Annual train service contingency plans	PR	31/12/2018	Annual	Ongoing	G	G
1.6	11.1	National Events calendar updated every 3 periods	PR	30/06/2018	Repeat	Complete Current Year	B	B
1.2	11	Resilience plan and team	PR	30/06/2018	Multi Part	Complete Current Year	B	B
1.6	35.1	Journey Time improvement targets	PR	01/12/2017	Repeat	Ongoing	R	R
7.2	17.1 - 18.	Journey Time review against Metric	SP	31/03/2018	Repeat	Ongoing	R	R

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.5	28.1	ITSO certified smartcard back office	JM	31/10/2015		Complete	B	B
1.5	28.1	ScotRail Club 50 smartcard product (CO 28.10)	CC	31/03/2016		Complete	B	B
1.5	29.5	Smartcard replacement facilities	JM	31/10/2015		Complete	B	B
1.5	29.6	Smart testing and training centre	JM	31/10/2015		Complete	B	B
1.5	28.14	Launch under 25s advance purchase discount product	JM	01/04/2016		Complete	B	B
1.5	29.11	New ScotRail franchise ITSO smartcard	JM	01/05/2015		Complete	B	B
1.6	22.3	New ScotRail web ticketing solution on the website	JM	01/05/2015		Complete	B	B
1.6	8.2	Increased reliability of the new 385 electric multiple units	IMcC	01/04/2020	One Off	Ongoing	G	A
1.6	8.4	Class 385 Introduction (Hitachi AT200)	IMcC	30/09/2017 10/12/2017 13/05/2018 09/12/2018	One Off	Ongoing	A	R
1.6	8.5	Inter-city Rolling Stock Introduction	IMcC	01/06/2018	One Off	Ongoing	R	R

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	15.12	New Station at Robroyston	IMC	19/12/2019	One Off	Ongoing	A	A
1.6	32.4	Additional wayfinding signage	JM	31/10/2015		Complete	B	B
1.6	30.6	Re-launch of the Glasgow Central / Queen St Shuttle		01/04/2015	One Off	Complete	B	B
1.6	30.9	Cab & Go	JM	31/03/2017	One Off	Complete	B	B
1.6	30.11	Upgraded pay and display machines	POC	31/03/2017	One Off	Ongoing	B	B
1.6	15.1	Improved Waiting Facilities at Stations	PC	31/03/2017	One Off	Ongoing	B	B
1.6	30.5	10 Staffed Information Desks	SG+JM	30/09/2015		Complete	B	B
1.6	32.7	Additional interchange facilities	POC	31/07/2015		Complete	B	B
1.6	12.1	Project partnership with BAM Nuttal		30/09/2015		Complete	B	B
1.6	12.1 (a)	Project Handover		30/09/2015		Complete	B	B
1.6	12.2	Launch Event		30/09/2015		Complete	B	B

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	26.1	Community liaison executive posts x 2 FTE	DL	30/06/2016	One Off	Complete	B	B
13.5	4.2	Staff emergency training	DL	30/09/2018	Repeat	BAU	G	G
13.5	1.1	Safety & Security Plan	DL	31/03/2016	One Off	Complete	B	B
1.6	1.2	EFGM training for Exec team	DL	31/03/2016	One Off	Complete	B	B
1.6	23.4	Energy audit	DL	31/03/2016	One Off	Complete	B	B
1.6	26.4	The Deal campaign (Community Rail Volunteers)	DL	31/03/2016	One Off	Complete	B	B
1.6	26.5	Travelling classrooms pilot in Markinch and Stranraer	DL	31/03/2016	One Off	Complete	B	B
1.6	23.1	Environmental management systems accredited to ISO14001 and recertified every two years	DL	31/12/2018	Repeat	Ongoing	G	G
1.6	23.5	Carbon and Energy strategy	DL	20/09/2016	One Off	Complete	B	B
1.6	1.3	Annual EFGM assessment	DL	30/09/2018	Annual	Complete Current Year	B	B
1.6	5.3	Schools Programme (40 per year school year)	DL	31/10/2018	Annual	Ongoing	G	G
13.3	5.1	Community Rail Partnerships and Stations Community Regeneration Fund budget spend	DL	31/03/2019	Multi Part	Ongoing	G	G
13.1	5.6	Annual Environmental Performance reporting - Annual progress statements	DL	31/03/2019	Annual	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	10.1	Climate change adaptation strategy	DL	31/03/2019	Annual	Ongoing	G	G
1.6	23.2	Sustainability Innovation Fund £100k per annum	DL	31/03/2019	Annual	Ongoing	A	A
1.6	23.3	Annual Corporate Social Responsibility report published annually	DL	31/03/2019	Annual	Ongoing	G	G
1.6	24.13	Business in the Community (BITC) scheme / Volunteering standard/paired reading	DL	31/12/2019	Multi Part	Ongoing	G	G
1.6	24.16	Every three Periods publish, promote and hold a train simulator open day from which all proceeds will be paid to a local charity	DL	31/03/2019	Repeat	Ongoing	G	G
1.6	25.2	Stations biodiversity fund £40k per year	DL	31/03/2019	Annual	Ongoing	A	A
1.6	25.3	Community ambassadors scheme £8k per year	DL	31/03/2019	Annual	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
13.1	5.1-5.2	Accredited Environmental Management System	DL	01/04/2017	One Off	Complete	B	B
1.6	5.9	SMS compliant with Railway Management Maturity Model	DL	31/12/2018	One Off	Complete	B	B
1.6	25.6	Borders Rail Sustainable Development Enterprise	DL	31/12/2019	Multi Part	Ongoing	G	G
1.5	23.6	Reduce Traction energy use	DL	30/04/2021	Multi Part	Complete Current Year	B	B
1.6	23.7	Reduce non-traction energy use	DL	30/04/2021	Multi Part	Complete Current Year	B	B
1.6	23.8	Reduce waste sent to landfill by 25%	DL	31/03/2022	One Off	Ongoing	G	G
13.1	2.1 - 2.5	Quality Plan And Quality Reports	DL	31/03/2019	Annual	Ongoing	G	G
1.6	31.1	Stakeholder equality group	DL	31/03/2019	Repeat	Ongoing	G	G
13.1	3.2	ISO 9000:2005 and related standards	DL	30/09/2018	Repeat	Ongoing	G	G
1.5	3.1	Centre of Excellence established early year and 4 x knowledge sharing events	EB	31/03/2019	Repeat	Ongoing	G	G
1.6	6.1	Partnership Centre of Excellence established and BS11000	EB	31/03/2019	One Off	Ongoing	G	G
13.6	1.2	Plus Bus extension - Non - Abellio Affiliates	DL	31/03/2018	One Off	Ongoing	G	G
13.6	1.3	Plus Bus extension - Abellio Affiliates	DL	31/03/2018	One Off	Ongoing	G	G
1.5	30.14	Cyclepoints	DL	31/03/2018	One Off	Ongoing	A	A
1.4	9.13	Cycle Innovation Plan	DL	31/03/2019	Annual	Ongoing	G	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
1.6	30.2	Transport Integration Fund	DL	31/03/2019	Annual	Ongoing	G	G
1.5	30.3	Station Travel Plans	DL	31/03/2019	Annual	Ongoing	G	G
1.5	30.13	Cycle spaces	DL	31/03/2018	One Off	Ongoing	G	G
1.5	30.15	Bike & Go Facilities	DL	31/03/2017		Complete	B	B
1.5	30.4	Better Wayfinding Signage	DL	31/10/2016		Complete	B	B
1.5	30.7	Generic transport mapping	DL	31/12/2018	Annual	Ongoing	G	G
1.4	9.1-9.4	Installation of Bicycle storage	DL	31/03/2018	Multi Part	Ongoing	G	G
1.6	31.2	Passenger assist notice period to 3 hours	DL	31/03/2019	Repeat	Ongoing	G	G
1.6	31.3	Assist-Me mobile app pilot	DL	31/12/2017	One Off	Ongoing	G	G
4.2	2.7 (b )	Minor Works Programme - Delivery and budget spend	DL	31/03/2019	Annual	Ongoing	A	G

Schedule	Clause	Description	Owner	Committed Date	Recurrence	Status	P6	P7
4.2	2.7(c)	Development of Minor Works Programme	DL	31/03/2019	Annual	Ongoing	A	G
1.5	34.5	First line traveller assistance programme. x25 employees and £25k per year	DL	31/03/2019	Repeat	Ongoing	A	A
1.5	23.10	Sustainable procurement policy	PC	31/01/2018	Multi Part	Ongoing	R	R