

Case Study

Dundee Rail Travel Shop

Client: Abellio ScotRail
Location: Dundee
Value: £267,000
Timescale: 51 days



Challenge

This project was a key component of the reinvigoration of Dundee Rail Station. It opened in July 2018 and formed part of the wider £40 million waterfront regeneration programme that has transformed the city and which has at its heart the much-vaunted V&A Museum.

Approach

The new ticket office had to sit sympathetically beside a 120-bedroom hotel and retail units – just inside the main entrance of the building.

The work involved: plumbing, new toilets, suspended ceilings, partitions, new doors, floor finishes, ceramic tiling, ventilation, kitchen, shelving, alarms and security systems, furniture, ticket vending machines, lighting, shutters and joinery work.

Results

The Dundee Rail Travel Shop is open serving customers wishing to use intercity and regional passenger train services across the Scottish network. The shop has been well received by locals and visitors to the area alike, particularly because of its proximity to hotel accommodation, retail outlets and the V&A Museum.

This was the second Rail Travel shop delivered for ScotRail by Pacific, who also converted the former Vale pub in Glasgow into a temporary ticket office at Queen Street Station.