

Petitioner submission of 2 November 2022

PE1930/F: Ensure customers are always given information on the cheapest possible fare in new Scotrail contract

Following Freedom of Information Requests and a number of complaints, I have received news that ScotRail are now ensuring that 10% of advance fares are available from £5.

While the additional 5000 available £5 fares is great news, it only brings ScotRail up to the bare minimum requirements that should be available under the advertising standards.

Unless you have special knowledge and aren't simply travelling from one of the 6 or 7 cities which make the £5 ticket available, it is easy to miss out on the £5 fares. For example, someone booking a ticket to travel from Aberdeen to Garrowhill on Saturday 12 November would see, on the ScotRail app, the cheapest single fare offered at £31.30. What they wouldn't see is the availability of a £5 fare to travel from Aberdeen to Glasgow Queen Street, and the £3.60 fare from Glasgow Queen Street to Garrowhill. This despite the fact the passenger would be travelling on the same trains to make this journey.

Without being able to see or ask for these fares via the ScotRail app, or through advice at a ticket office, it's easy for passengers to miss out on the cheapest fare and make savings, particularly during a cost of living crisis.

It is quite sad when a member of the public has to do so much to get a public body to do the bare minimum for its consumers, perhaps the next stop will be including Scottish Rail Holdings in the Consumer Duty?