

## Petitioner submission of 15 March 2024

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

I submitted a Freedom of Information request to ScotRail last month asking them to advise on why the [split-save Trainline feature](#) (widely advertised on bus stops across Glasgow) can't be made available, via ScotRail platforms, to the Scottish and wider passenger audience as I understand they buy the same carrier software from Trainline as detailed in [Trainline's 2023 annual report](#).

Currently, in a Scottish context, there is no flagging to passengers of split-save savings. Even with the current extension of the off-peak trial, there are savings to be made, for example when crossing the SPT boundary, and no information available for wider UK travel booked through ScotRail platforms presumably in terms of such savings. Given it is public money that is paying for the ScotRail/Trainline software, surely we should seek the best value for passengers by using all the features of the software?

ScotRail's response to my FOI request was to advise they are working with their delivery partner, Trainline, to introduce split ticketing to the ScotRail website and app. Once ScotRail are comfortable that the offering gives the customer what they need, and can be delivered at a cost that represents best value to taxpayers, they will introduce it on the ScotRail digital retail platforms. If there are [100 million passenger](#) journeys each year and only 1 or 2% of those generated the average [£13 per trip saving](#) using the split-save, returning to passengers £13-26m which they have been overcharged for the same journey would seem not only fair but best value?

I think any action that introduces split-save features goes a long way to fulfilling the inclusion asks of my petition regarding awareness of savings to digital consumers/passengers. This would also fulfil their obligations around the Scottish legislative consumer duty, which requires that a relevant public authority must, when making decisions of a strategic nature about how to exercise its functions, have regard to the impact of

those decisions on consumers in Scotland, and the desirability of reducing harm to them.

I've also heard a suggestion that ScotRail are behind schedule with the release of e-tickets to other apps in this digital purchase space, forcing people to queue at a ticket machine to collect tickets rather than receiving tickets via the app. Again, this highlights the continued need for advice via ticket offices and ability to deliver best value and most accessible purchases through all retail channels. I would hope, if correct, any delay in e-ticket release, is not to channel shift passengers to use ScotRail's own app instead, which offers e-tickets/m-tickets but not split tickets at present. As a public body subject to wider duties, you would hope all would be accessible, consumer focussed, and enabling competition to give the passenger best value.