

# Cabinet Secretary for Transport submission of 22 March 2024

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

I note the Committee`s interest in the progress of the Fair Fares Review (FFR) given the Committee`s consideration of [PE1930: Ensure customers are always given information on cheapest possible fare in new Scotrail contract](#).

I am pleased to inform you that the Fair Fares Review has now been published on the Transport Scotland website ([Fair Fares Review | Transport Scotland](#)).

The Review has identified a number of themes emerging in the course of identifying problems and issues and considering opportunities for change and constraints. It highlights the challenges facing public transport and presents short, medium, and long-term actions to be progressed in order to make our public transport system more accessible, available, and affordable. Overall, the Review establishes a framework which will be built upon as we progress with wider work to deliver on our vision for the Future of Public Transport.

There are a number of recommendations identified within the Review that relate specifically to fares and ticketing and to improving efficiency and integration which will be of interest to the Committee, specifically in regards to PE1930. We will continue to progress these recommendations and actions detailed within the Review following publication.

Yours sincerely,

**FIONA HYSLOP**  
**Cabinet Secretary for Transport**