3 November 2026

Willie Rennie MSP
Convener
Scottish Parliament Transport Committee

Dear Convener,

Update on the ScotRail app

In my letter of Wednesday, 21 October, I confirmed that I would write to the committee again following a system update to the new ScotRail app.

On Friday, 23 October, a further update to the ScotRail app was made available on Apple and Google Play app stores. This included a fix for the display/activation issue with our Flexipass product, and I'm pleased to inform the committee that this has now been resolved.

In my previous letter, I also referred to the matter of intermittent iPhone logout, which has affected a minority of users. This continues to be under investigation by SilverRail. As it is only affecting a small number of users, and not all iPhone customers, it is more difficult for SilverRail to diagnose and resolve but work is continuing to ensure that customers have the best possible app available to them.

I want to assure you, and members, that close monitoring of the ScotRail app continues and, while we are not complacent, we are pleased that performance has stabilised. As a result, we have seen a reduction in customer complaints through both our customer relations centre and social media since I appeared at the committee's meeting in September.

We are now in the process of exploring what enhanced functionality can be rolled out to customers and we can continue to keep the committee updated on that work in the coming weeks and months

I hope this information is helpful. Please do not hesitate to get in touch should you have any further questions.

Yours sincerely,

Joanne Maguire
Managing Director