

ScotRail survey results shows work still to be done

- [Home](#)
- [All News](#)
- ScotRail survey results shows work still to be done

25 Jul 2017



The Scottish Conservatives have said that there is still work to be done to improve Scottish rail services following the publication of the National Rail Passenger Satisfaction (NRPS) figures.

While the survey found that 90% of passengers were satisfied overall with ScotRail services, only 61% of passengers believed they were getting value for money.

There were significant drops in those satisfied in the facilities at the stations they were using as well, with car parking provision and ticket purchasing facilities seen to be getting worse.

Worryingly there was also a nine per cent drop in those who were satisfied with their personal security on trains.

Scottish Conservative transport spokesman Jamie Green MSP said:

“It’s welcome to see that overall satisfaction is increasing, and it’s important to acknowledge the efforts of ScotRail staff in achieving this.

“However these results still show that there are still several areas of concern, with passengers still not feeling like they are getting value for money from their train service.

“It’s deeply concerning to see that there are many more passengers who do not feel safe on board trains, and with many also criticising the car parking and ticket buying facilities at stations, it shows that there is still a lot of work to be done.

“We need to see continued efforts from ScotRail and the SNP Government if we are to see Scottish passengers given the train service they deserve.”