



T : 0300 244 4000
E : scottish.ministers@gov.scot

Bob Doris MSP
Ben.Montague@Parliament.scot

Our Reference: 202400418173
Your Reference: Zone Card Increases

25 June 2024

Dear Bob,

Thank you for your email of 10 June raising your concerns with me at the recent changes to SPT ZoneCard pricing structure and the associated increases in costs to passengers. I am grateful that you have also written to SPT directly.

I sympathise with the situation described by some of your constituents with regards to significantly increased costs. I have written to the Chair of SPT, Councillor Dornan, to advise that whilst I welcome the simplification of the zonal system and the provision of a smart platform to make it easier for people to take an integrated journey, I have received representations on the scale of the cost increases. SPT have confirmed to me that the ZoneCard is a voluntary multi-modal ticket that is overseen by a forum of transport operators who collectively make decisions on the ticket and that SPT's role is as administrator of the forum.

The forum have advised that the price of the ZoneCards had not increased in four years, and that the cost of operating ZoneCards has to be self-supporting. SPT have also advised that they recognise the challenges that some customers are facing in response to the changes, and will seek to support customers in finding alternative options. I encourage your constituents to contact SPT to receive this support in considering ticket options.

The Scottish Government is continuing to work with operators and local authorities to maintain and improve services to make public transport a more attractive choice for passengers and to increase use

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

Tha Ministearanna h-Alba, an luchd-comhairleachaidh sònraichte agus Rùnaire Maireannach fo chumhachan Achd Coiteachaidh (Alba) 2016. Faicibh www.lobbying.scot



by making it more accessible, available and affordable. The Fair Fares Review presents the recommendations and actions we will progress to deliver on our vision. This includes specific recommendations regarding integrated ticketing and fares.

Yours sincerely



FIONA HYSLOP
Cabinet Secretary for Transport

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

Tha Ministearanna h-Alba, an luchd-comhairleachaidh sònraichte agus Rùnaire Maireannach fo chumhachan Achd Coiteachaidh (Alba) 2016. Faicibh www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1
3DG
www.gov.scot



INVESTORS IN PEOPLE™
We invest in people Silver

