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Blind Companion Free Rail Travel Pilot

Evaluation Report

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Key Findings

The evaluation for the Blind Companion Free Rail Travel Pilot primarily consisted of two surveys; a baseline survey prior to the launch of the pilot (conducted in February 2025) and a follow-up survey once the pilot was live (conducted in September 2025). Focus groups with members of the sight impaired community were also undertaken for the baseline and follow-up studies. The research was conducted with those who are holders of a Sighted Impaired National Entitlement Card (NEC) with a companion (+1) entitlement to understand use and impact of the pilot scheme. The two surveys achieved markedly different sample sizes due to the varying sampling approaches taken (more information is provided in the methodology section). The baseline survey received a total of 214 responses from eligible cardholders, whereas 1,482 cardholders responded to the follow-up survey. The surveys are based on non-representative samples. The findings provide an insight into the views of respondents but cannot be generalised to the wider population.

The key findings are presented below. Please note that percentages are based on the number of respondents to each question and no statistical testing has been carried out.

- For both surveys, most respondents indicated that they travelled by rail once a month or more often. This was the case for 72% (n=154) of respondents for the baseline survey and 79% (n=861) of respondents who had travelled by rail since 1 April 2025 for the follow-up. A higher proportion of male survey respondents (78%, n=598) had travelled by rail since 1 April 2025 than female survey respondents (70%, n=480).
- In the baseline survey, almost three quarters of respondents indicated that they typically travelled on rail services with a companion (74%, n=140).
- Most respondents to the follow-up survey were aware of the free companion rail travel scheme (71%, n=1,053). This was consistent across people of different ages, sex and local authorities, with the exception of Shetland Islands and Dundee City areas.
- The vast majority of respondents who had travelled by rail since the launch of the pilot on 1 April 2025 had used the scheme (84%, n=791). This is largely in line with the baseline findings where the majority of respondents (74%,

n=140), indicated they were likely to use the scheme. With regard to respondent sex, a slightly higher proportion of men (86%, n=447) than women (82%, n=331) had used the scheme.

- Almost all respondents (99%, n=778) who had used the scheme had done so on ScotRail services. This was followed by LNER; 16% (n=128) and Avanti West Coast; 8% (n=65).
- The vast majority of respondents (94%, n=740) who had used the scheme felt it was easy to access ('very' or 'fairly easy').
- When looking at the impacts of the scheme, nearly all respondents to the follow-up survey (95% and above) felt the scheme had had positive impacts across the areas asked about: independence, mobility, confidence while travelling, travel costs and safety and accessibility.
- Almost nine in ten respondents (89%, n=705) who had used the scheme said that their use of rail services had changed as a result. When looking at how use of rail services had changed, 84% (n=591) said they now made more trips by rail and 69% (n=485) said they travelled to new/different destinations. There was some evidence of modal shift, with 54% of respondents (n=380) making trips by rail they would have previously taken by bus, and 43% (n=298) making trips they would have previously taken by car.
- Being unaware of the scheme was the most commonly cited reason by respondents who had travelled by rail since 1 April but who had not used the scheme (48%, n=44). This was followed by 'I do not travel with a companion', selected by 21% (n=19) of respondents.
- The majority of follow-up survey respondents who had travelled by rail since 1 April said they are either 'very likely' or 'somewhat likely' to continue travelling by rail once the pilot scheme ends (65%, n=511).
- Most respondents to the baseline survey who travelled by rail 'always' or 'sometimes' booked Passenger Assistance (64%, n=124). For the follow-up survey, a third of respondents (33%, n=356) had who travelled by rail since 1 April, had 'always' or 'sometimes' booked Passenger Assistance. Whilst almost half (49%, n=531) had not booked Passenger Service during this time.
- Almost a fifth (18%, n=193) of follow-up respondents who had travelled by rail since 1 April 2025 did not know they could book Passenger Assistance.
- For the follow-up survey, the majority (60% n=136) of respondents who had said they had 'sometimes' used Passenger Assistance since 1 April,

indicated they were less likely to book Passenger Assistance now they could travel with a companion for free.

- For both surveys, the majority of respondents rated the accessibility of rail services as being 'good' or 'excellent'. For the follow-up survey this was the opinion of 66% (n= 969) of respondents.

Introduction

Background

In March 2024, the Scottish Government published the [Fair Fare's Review](#) which set out recommendations for initiatives to improve the accessibility, availability and affordability of public transport in Scotland. The Blind Companion Free Rail Travel Pilot came about as a result of one of the commitments within the Fair Fare's Review which stated:

“Within our existing concessionary travel schemes, we will develop the feasibility of a pilot project to extend free travel on rail services for companions accompanying eligible Blind Persons Concessionary Travel cardholders.”

Transport Scotland 2024

There are existing concessionary travel schemes that entitle qualifying blind people to free travel on public transport. The [National Concessionary Free Bus Travel for Older and Disabled People](#), provides free bus and ferry travel to those who are 60 and over, or who meet certain disability criteria. Some disabled cardholders also qualify for a '+1' entitlement meaning they can be accompanied by a companion who also travels for free.

The commitment within the Fair Fare's Review resulted in a pilot scheme that extended free companion travel across all ScotRail services for blind impaired cardholders who have the +1 entitlement.

Since 1999, A National Concessionary Travel for Blind People (NCTBP) scheme has been in operation on a voluntary basis by some local authorities through the Convention of Scottish Local Authorities (CoSLA). The scheme provides free travel for blind people on rail, bus and ferry services across Scotland as well as Edinburgh Trams and the Glasgow subway. Companions travelling with blind people do not receive free travel on rail across Scotland but do receive some discounts depending on what Local Authority area the blind person is departing from or travelling to.

As concessionary travel cards are not currently fully compatible with ScotRail systems, in most instances blind cardholders are “waved through” the barriers at rail stations or by on-board or station staff. This arrangement was extended to include companions under the pilot, with a limit of one companion per eligible cardholder.

The pilot went live on 01 April 2025 and will run until 31 March 2026. It is open to all people who hold a valid Sight Impaired National Entitlement Card (NEC) with a companion (+1) entitlement. The card includes an eye +1 logo and herein is referred to as NEC eye +1, as this was the term used in the research to ensure the survey questions were understood and accessible for participants. As of 31st January 2025, there were 8,010 NEC eye +1 cardholders in Scotland. Cross-border rail operators opted into the pilot on a voluntary basis. No rail services operate in the following local authority areas; Orkney Islands, Na h-Eileanan Siar and the Shetland Islands.

The objectives of the pilot are:

- To make rail travel more affordable and therefore accessible for blind and partially sighted passengers.
- To implement a consistent, nation-wide policy for free companion rail travel, synonymous with concessionary bus and ferry travel across Scotland.

Evaluation of the Blind Companion Rail Travel Pilot

In line with Transport Scotland's guidance of the [evaluation of rail projects](#), a baseline study (which was carried out ahead of the launch of the pilot) and a follow-up study (which was carried out while the pilot was underway) were undertaken.

In order to assess the extent to which the objectives of the pilot have been achieved, the evaluation sought to measure the following:

- Has companion travel become more affordable?
- Has rail travel become more accessible for NEC eye +1 cardholders?
- Do NEC eye +1 cardholders feel more confident to use rail services?
- Are NEC eye +1 cardholders more likely to use rail services?

Limited ScotRail data is generated by cardholders who tap their NEC to open ticket barriers at gated stations. However, due to limitations with this data and a lack of ticketing data (explained more in a subsequent section), the evaluation relied on primary research with NEC eye +1 holders.

Methodology

Two studies were carried out as part of the evaluation. Both aimed to explore the four evaluation questions (see above), and in doing so considered the following themes:

- access and barriers to the pilot scheme
- travel behaviour:
 - frequency of rail travel
 - frequency of rail travel with a companion
 - barriers to rail travel
- impacts of the scheme
 - changes to use of passenger assistance during the pilot
 - changes in travel behaviours due during the pilot

- perceived impacts of the pilot on areas such as travel costs, confidence while travelling and accessibility
- any differences according to age, sex and local authority area.

Both the baseline and follow-up studies consisted of a survey and focus groups with cardholders. They were delivered by Transport Scotland working in partnership with Sight Scotland and Sight Scotland Veterans (herein included in references to Sight Scotland), in addition to ScotRail.

Self-selecting sampling methods were utilised for both surveys (further detail provided below). As such, the results are not generalisable or representative of the wider NEC eye + 1 cardholder population and instead only pertain to those who participated in the research. Therefore, throughout this report, the findings are ascribed to the survey respondents and focus groups participants rather than NEC eye +1 cardholders in general.

Surveys

Two surveys were conducted as part of this evaluation, one prior to the launch of the pilot to provide a baseline, and another while the pilot was underway. Both surveys were for current NEC eye + 1 cardholders with no quotas for particular population groups of respondents.

The surveys were intended for cardholders aged 16 and over. If a cardholder aged under 16 wished to participate, a parent or guardian was asked to complete the survey(s) on their behalf. Informed consent was obtained from participants as part of the survey questionnaires. The baseline and follow-survey questionnaires, and additional data tables can be provided on request by contacting Transport Scotland at blindcompanionsurvey@transport.gov.scot.

Baseline

The baseline survey was conducted between 1 and 28 February 2025, and was available as an online and postal survey. A self-selecting sampling approach was utilised, with the online survey disseminated through Transport Scotland, Sight Scotland and ScotRail. The postal component was distributed by Sight Scotland to people who subscribed to their quarterly magazine “The Bugle”. Over 1,000 people received postal surveys as part of this distribution.

The survey received 297 responses with 214 respondents being eligible cardholders after the initial screening questions. Of those, 153 (72%) completed the survey online and 61 (28%) completed the postal survey.

The baseline survey asked respondents about their eligibility for the scheme, rail travel behaviours and attitudes, and anticipated impacts of the scheme. Survey respondents were asked to provide their age group and the local authority area they lived in.

Follow-up survey

The follow-up survey was conducted between 1 and 30 September 2025 and was available as an online survey with postal surveys provided on request. The survey took a purposive sampling approach. Information about the pilot scheme and the evaluation survey was sent to all eligible cardholders (approx. 8,000) in the form of a letter. This letter was drafted by Transport Scotland and distributed by the National Entitlement Card Programme Office (NECPO), who administer the NEC scheme. It included a link and QR code to complete the survey online as well as information for how to request a postal survey. NECPO securely shared the email addresses of approx. 2,000 cardholders who had provided an email address upon application or renewal of their NEC with Transport Scotland to enable emails to be sent about the pilot and survey. This was compliant with GDPR and NECPO’s privacy policy. The different sampling approach from the baseline reflects that access to the NEC database was not available when the baseline was conducted. This approach was utilised for the follow-up survey to inform people of the pilot scheme and to maximise participation in the survey.

Due to the different sampling approaches, the follow-up survey received a much higher response; 1,528 responses in total, of which, 1,482 were holders of the required NEC and therefore eligible for the free companion scheme. The vast majority of these respondents completed the survey online with only a small number completing the postal survey. A small number of telephone surveys were also conducted where requested to ensure the survey was accessible to those who wished to take part.

The follow-up survey asked respondents about their eligibility for the scheme, rail travel behaviours and attitudes, use of the scheme and perceived impacts of the scheme. The survey also collected demographic data on respondents' sex and age, as well which local authority area they lived in.

Focus groups

Focus groups were carried out as part of the baseline and follow-up studies. The focus groups looked to gain a more in depth understanding of participants' experiences and opinions regarding rail travel and use/or anticipated use of the scheme. Focus groups participants were organised and ran by Sight Scotland.

Three focus groups were conducted for the baseline study. These were held on the 7th, 11th and 12th of February 2025 with 20 participants in total. Two of these were in-person at Sight Scotland centres and one was online via a video call platform with five participants.

For the follow-up study, two focus groups were carried out on the 29th and 30th September 2025 at Sight Scotland centres with 13 participants.

Analysis, reporting and limitations

Due to the sampling methods used for both surveys, the results of this research are not fully representative of the wider NEC eye + 1 cardholder population and instead only pertain to those who completed the survey. Throughout this report, survey findings are presented where applicable but methodological differences mean that the findings are not directly comparable. No statistical testing has been conducted and differences between groups of respondents may reflect sample variability.

The surveys implemented question routing to ensure respondents were only asked relevant questions. As such, the base number for each question is not always the same as the total number of respondents. This is included in the tables and charts throughout the report. Multiple choice questions do not sum to the total number of respondents. In addition, some percentages do not total 100% due to rounding.

Some of the survey findings involve small response numbers, particularly for the baseline survey which had a smaller achieved sample size. Consequently, some reporting for the baseline survey focuses on the frequency of responses with percentages provided where appropriate to aid interpretation and provide context. Small numbers have not been suppressed as the base number for each question was deemed sufficient to report on the findings and applying suppression would result in several questions having to be omitted from the reporting. However, caution should be taken when inferring findings from questions or response options with small base numbers.

In the baseline survey, a question was included on the anticipated impact of the scheme in relation to a number of aspects. The topic of safety and accessibility was erroneously only included in the postal survey, therefore the base number for this response option is lower than the other topics asked about.

The surveys included a small number of open questions which were analysed and coded thematically to capture emerging topics and issues.

Findings from the focus groups are incorporated in the report where relevant and are intended to supplement the survey findings. As is typical with small scale qualitative research, the findings from the focus groups relate only to those who participated and are not generalisable.

As noted earlier, there is some data collected by ScotRail which is generated by cardholders who tap their NEC to open ticket barriers at gated stations. However, this is limited as the majority of stations are not gated and there are instances where cardholders are waved through ticket gates without the need to tap their card. Hence, this data was not included in the evaluation due to issues around the robustness and quality of this data. Similarly, no ticket or journey information was available from ScotRail to support the evaluation as this data is not routinely collected beyond the limited gate line data mentioned.

The lack of journey data and the survey methodology meant the evaluation does not have findings pertaining to cardholder journeys beyond the questions asked in the survey. For example, the evaluation did not explore where people travel to/from, costs of journeys and number of journeys made under the pilot scheme.

Finally, the evaluation did explore incorporating data from the Office for Rail and Road (ORR) on the use of Passenger Assistance, as the ORR publishes statistics on the number of pre-booked and turn and go assists. Whilst this data is available for ScotRail managed stations, it only covers Passenger Assistance overall and it is not possible to look at the type of assistance booked. Therefore the data was not included in the evaluation.

Respondent profile

NEC status

For both surveys, initial screening questions were asked to ensure survey respondents held a NEC with the eye +1 entitlement. For the baseline survey, 214 respondents indicated they held the required NEC and 1,482 for the follow-up. These respondents proceeded with the rest of the respective surveys.

Questions were asked of respondents who indicated they weren't cardholders to understand their NEC eye +1 eligibility and reasons for not applying (where applicable), before being routed to the end of survey. The findings for these questions are provided in Appendix A to this report.

Baseline survey

For the baseline survey, the 214 respondents who indicated they were NEC eye + 1 cardholders were asked their age and the local authority area they lived in.

Survey responses were received from 30 of Scotland's 32 local authorities, with no responses from Na h-Eileanan Siar and the Shetland Islands. The largest number of responses were from Glasgow City (10%, n=22), followed by City of Edinburgh (8%, n=16). The full local authority profile of respondents is provided in Appendix B to this report.

Excluding under 16s, the survey received responses from all age groups, although only a single respondent was aged under 20.

Table 1 Baseline survey – age group of respondents (cardholders only)

Age group	Number	Percentage
16-19	1	<1%
20-29	10	5%
30-39	14	7%
40-49	17	8%

Age group	Number	Percentage
50-59	43	21%
60-69	46	22%
70-79	34	16%
80 or older	42	20%
Total	207	100%

Follow-up survey

For the follow-up survey all respondents irrespective of NEC status were asked three demographic questions; their age, sex and the local authority area they lived in.

Responses were received from every local authority area in Scotland. The largest number of responses came from Glasgow City (11%, n=170), followed by Fife (8%, n=127), City of Edinburgh (7%, n=101), North Lanarkshire (6%, n=98), and South Lanarkshire (6%, n=91). The three island authorities each received less than 10 responses. The full local authority profile of respondents is provided in Appendix B to this report.

The follow-up survey received responses from all age groups. The majority (59%, n=882) of respondents were aged 60 or older. As Table 2 shows, the largest single age group to complete this survey was those aged 60-69, who accounted for 26% of respondents (n=386). The breakdown for this question includes those who answered 'prefer not to say' however, from herein any breakdowns by age excludes these responses.

Table 2 Follow-up survey - age group of respondents (all)

Age group	Number	Percentage
Under 16 (completed by parent or guardian on their behalf)	14	1%
16-19	21	1%
20-29	87	6%

Age group	Number	Percentage
30-39	121	8%
40-49	114	8%
50-59	271	18%
60-69	386	26%
70-79	297	20%
80 or older	199	13%
Prefer not to say	2	<1%
Total	1,512	100 %

As shown in Table 3, 52% of respondents were male (n=782), 47% (n=717) were female and 1% answered 'prefer not to say'. From herein any breakdowns by sex excludes 'prefer not to say' responses.

Table 3 Follow-up survey- sex of respondents (all)

Sex	Number	Percentage
Female	717	47%
Male	782	52%
Prefer not to say	13	1%
Total	1,512	100%

Evaluation findings

Rail travel

In both surveys, respondents were asked questions about their rail travel. The baseline survey asked respondents about the frequency by which they travelled by ScotRail services. As shown in Table 4, the most common response was 'at least once a month' (20%, n=63), whilst 16 respondents (7%) said they 'never' travelled by rail.

Looking across categories, 154 respondents (72%) travelled by rail at least once a month or more often, including 91 respondents (43%) travelling once a week or more often.

Table 4 Baseline survey - frequency of rail travel

Frequency of rail travel	Number	Percentage
Every day	6	3%
4-6 days a week	15	7%
2-3 days a week	35	16%
Once a week	35	16%
At least once a month	63	29%
Less than once a month	44	21%
Never	16	7%
Total	214	100%

Note: Percentages do not sum to 100% due to rounding

For the follow-up survey, respondents were asked if they had travelled by rail since 1 April 2025 (when the pilot was implemented). Almost three-quarters (74%, n=1,096) of respondents said they had travelled by rail since 1 April 2025, with 26% (n=386) answering that they had not.

When looking at responses by demographic factors, a higher proportion of male survey respondents (78%, n=598) indicated they had travelled by rail since the 1 April 2025, than female respondents (70%, n=480). The majority of respondents

across all age brackets had also travelled by rail, though this was lowest for those aged 80, as shown in Table 5.

Table 5 Follow-up survey - Travelled by rail since 1 April 2025 by age group

Age group	Rail travel since 1 April- Yes (N)	Rail travel since 1 April- No (N)	Rail travel since 1 April- Yes (%)	Total (N)
Under 16 (completed by parent or guardian on their behalf)	10	4	71%	14
16-19	15	6	71%	21
20-29	69	16	81%	85
30-39	93	25	79%	118
40-49	87	23	79%	110
50-59	206	61	77%	267
60-69	276	98	74%	374
70-79	218	73	75%	291
80 or older	109	75	59%	184

Note: Some percentages are based on small numbers

When looking at rail travel by local authority area, with the exception of the Orkney Islands, the majority of respondents from all local authorities indicated that they had travelled by rail since the pilot was implemented. Although this is based on a small number of responses for some local authorities, including less than 10 responses for two local authorities.

Respondents who had travelled by rail were then asked about their frequency of rail travel since 1 April 2025. Over three-quarters (79%, n=861) indicated that they had travelled by rail at least once a month or more often, whilst 43% (n= 465) travelled by rail once a week or more often. Respondents who travelled less than once a month accounted for 21% of responses (n= 233). The most common response was 'at least once a month' with around a third (36%, n=396) respondents selecting this option. The full findings are provided in Table 6.

Table 6 Follow up survey - frequency of rail travel since 1 April 2025 (rail travellers only)

Frequency	Number	Percentage
Everyday	10	1%
2-3 days a week	175	16%
4-6 days a week	60	5%
Once a week	220	20%
At least once a month	396	36%
Less than once a month	233	21%
Total	1,094	100%

When disaggregated by sex, 80% of male respondents (n=478) and 77% of female respondents (n=367) indicated they had travelled by rail at least once a month or more often since 1 April. A higher proportion of male respondents had travelled once a week or more often; 45% (n=267), compared to 39% (n=185) of female respondents.

Across age categories, the majority of respondents had travelled by rail at least once a month or more often since 1 April, but for some age groups this is based on small numbers. Those aged 80 and over (68%, n=74) were less likely to have travelled this frequently compared to other groups. The most common single response across age categories was 'at least once a month' apart from in the '80 and older' category where the same number of respondents had travelled 'at least once a month' and 'less than once a month' respectively (32%, n=35).

Over half of respondents aged 30-39 (55%, n=51) and 40-49 (52%, n=45) indicated that they had travelled by rail once a week or more often since 1 April. This was also true for 16-19 year olds but this is based on small numbers. These were the only groups where the majority of respondents travelled this frequently.

Reasons for not travelling by rail

Both the baseline and follow-up surveys asked respondents who said they had never travelled by rail (baseline) and who had not travelled since 1 April 2025 (follow-up) about the factors that influenced their decision. Respondents could select multiple options.

For the baseline survey, 16 respondents said they never travelled by rail. Amongst them, the most common factor cited was the 'cost of rail services' (n=7), followed by the 'accessibility of rail stations and/or rail services'(n=5), and 'requirement for pre-booking Passenger Assistance' (n=5). No respondents cited the frequency or reliability of rail services as reasons for not using rail services. Some focus group participants also cited costs of rail services as a reason for not travelling by train or for not travelling by train more often, in addition to issues around accessibility.

For the follow-up survey, 26% of respondents (n=386) had not travelled by rail since 1 April 2025. As with the baseline survey, 'cost of rail services' was the most common factor for not travelling (29%, n=111), whilst 'no rail station nearby' was cited by 14% (n=52) of respondents. Around a quarter of respondents (27%, n=102) said there was 'no-specified reason', with a similar proportion (24%, n=90) selecting 'other'. The full findings are provided in Table 7.

Table 7 Follow-up survey - reasons for not travelling by rail since 1 April 2025 (non-rail travellers only)

Factors	Number	Percentage
Cost of rail services	111	29%
Non-specific reason	102	27%
Other (please specify in the next question)	90	24%
No rail station nearby	52	14%
Prefer travelling by private vehicle e.g. car	50	13%
Accessibility of rail station and/or rail service	49	13%
Prefer travelling by other forms of public transport	29	8%
Requirement for pre-booking passenger assistance	28	7%
Reliability of rail services	22	6%
No rail routes that take me where I need to go	21	6%

Factors	Number	Percentage
Availability of connections to onward public transport (including rail services)	20	5%
Directness of rail services	16	4%
Frequency of rail services	13	3%

Note: Question base 379. The question total exceed the number of respondents due to this being a multiple choice question.

Respondents who selected 'other' were asked to specify their response (n=85). The reasons mentioned were widely spread. Grouping responses by themes, the most common reasons cited concerned health and mobility circumstances. This included people who were suffering from ill health, recovering from operations and who had not been fit to travel. This was followed by a lack of awareness of the pilot scheme and no current need to travel by rail.

"I didn't know about the free travel, for companion. I just received the, letter about it... If I had known sooner, I would have been using the train more often."

Follow-up survey respondent

A small number of respondents raised issues linked to confidence and personal safety, which was often linked to travelling alone. Less commonly mentioned reasons included practical points such as proximity from rail stations and problems with booking tickets and car parking.

Companion rail travel before the pilot

The evaluation sought to understand the extent of companion rail travel amongst respondents for the baseline survey and, use and awareness of the scheme in the follow-up survey.

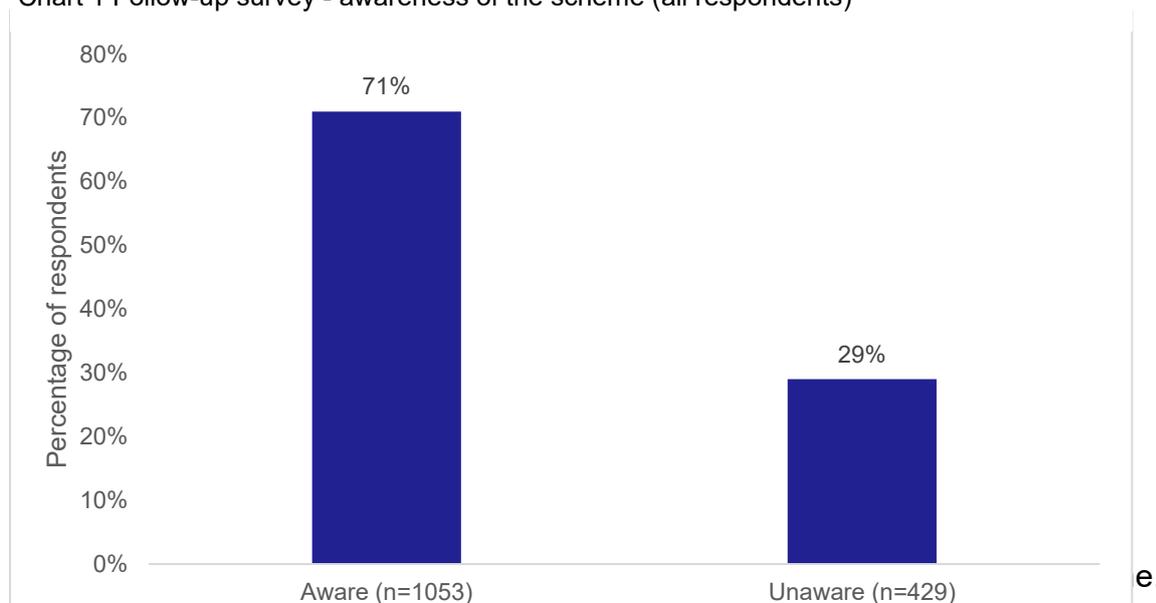
The baseline survey asked respondents who said they travelled by rail whether they typically travelled alone or with a companion. Almost three quarters indicated that they typically travelled with a companion (74%, n=140). Across all age groups the majority of respondents travelled with a companion, although the extent varied, with no clear pattern by respondent age.

In two of the baseline focus groups, all participants said that they travelled with a companion. One participant said that their companion “becomes [their] eyes”. Several comments were made that it is too dangerous to travel without a companion. In the other focus group the extent of companion travel was mixed. Participants travelling alone used the Passenger Assistance Service and/or a guide dog.

Awareness and use of free companion rail travel

The follow-up survey asked all respondents if they were aware of the free companion rail travel scheme, irrespective of if they had travelled by rail since 1 April 2025 (n=1,482). Of these, 71% (n=1,053) said they were aware of the scheme and 29% (n=429) were unaware.

Chart 1 Follow-up survey - awareness of the scheme (all respondents)



Those aged 70-79 were the most likely to be aware (76%, n=220), whilst respondents aged 30-39 (64%, n=75) and 50-59 were least likely (64%, n=172). A higher proportion of male respondents (75%, n=571) were aware of the scheme than female respondents (67%, n=465).

With the exception of two local authority areas, the majority of respondents across local authorities were aware of the scheme. Apart from Aberdeenshire (55%, n=32), over 60% of respondents from their respective local authority areas were aware of the scheme but this does include some small response numbers. Equal numbers of respondents from Shetland Islands and Dundee City areas indicated they were

aware or unaware of the scheme. Note: For the Shetland Islands this was based on only 6 responses.

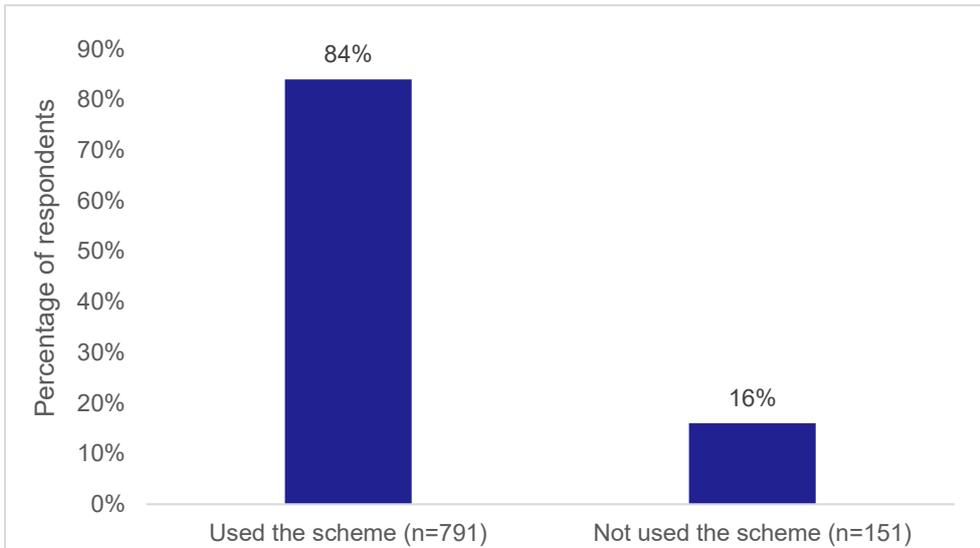
The baseline survey asked respondents about how likely they would be to use the free companion scheme. Of those who answered this question, 83% (n=177) indicated that they were 'very likely' to use the scheme with a further 13% (n=28) indicating they were 'somewhat likely'.

Table 8 Baseline survey - anticipated likelihood of using the scheme

Likelihood	Number	Percentage
Very likely	177	83%
Somewhat likely	28	13%
Neither likely nor unlikely	5	2%
Somewhat unlikely	0	0%
Very unlikely	2	1%
Total	212	100%

For the follow-up survey, respondents who were aware of the scheme and had travelled by rail since 1 April 2025 (n=942), were asked about their use of free companion rail travel. The vast majority (84%, n=791) had used the scheme whilst 16% (n=151) had not. This is presented in Chart 2 on the next page. The proportion of respondents who had used the scheme is largely in line with the baseline findings on intended usage cited above.

Chart 2 Follow-up survey - Use of the scheme (respondents who had travelled by rail since 1 April 2025 and were aware of the scheme)



The majority of people across all age groups indicated that they had used the scheme since 1 April 2025. Respondents aged 80 or over were less likely than other age groups to have used the scheme (55%, n=72). Conversely, 80% of those aged 40-49 (n=64) and 50-59 (n=138) had used the scheme. This was also true for respondents aged under 19 but this is based on a small number of respondents. With regard to sex, a slightly higher proportion of men (86%, n=447) than women (82%, n=331) had used the scheme.

Respondents who had used the scheme were then asked how frequently they had done so. Most respondents (62%, n=488) said they had used the scheme ‘every time’ when travelling, whilst 17% (n=133) had used it ‘more than 50% of the time’. Combined this equates to 79% (n=621) of respondents who used the scheme at least half of the time they had travelled by rail. The full results are presented in Table 9.

Table 9 Follow-up survey - frequency of using the scheme (scheme users only)

Frequency of use of the scheme	Number	Percentage
Every time	488	62%
More than 50% of the time	133	17%
About 50% of the time	86	11%

Frequency of use of the scheme	Number	Percentage
Less than 50% of the time	84	11%
Total	791	100%

With regards to sex, a slightly higher proportion of women (64%, n=212) indicated they had used the scheme 'every time' they had travelled than men (60%, n=270), but both are in line with the overall figure.

When looking at responses by age, the proportion of respondents using the scheme 'every time' they travelled increased with age for groups aged 40 and over, with respondents aged 80 and over the most likely to have used free companion rail travel 'every time' (76%, n=55).

Rail services used

For the follow-up survey, respondents were asked which rail services they had used the scheme on. Nearly all respondents (99%, n=778) had used the scheme on ScotRail services. As shown in Table 10, while some respondents had used the scheme on other rail services, this was much less common.

Table 10 Follow-up survey - rail services used scheme on (scheme users only)

Rail service used	Number	Percentage
ScotRail	778	99%
LNER	128	16%
Avanti West Coast	65	8%
CrossCountry	44	6%
TransPennine Express	44	6%
Don't know	7	1%
Caledonian Sleeper	4	1%

Note: Question base 789. The question total exceed the number of respondents due to this being a multiple choice question.

Scheme accessibility

Respondents to the follow-up survey who had used the scheme were asked to rate how easy or difficult they found it to access and use. Of those who answered this question (n=791), almost all (94%, n =740) indicated they had found the scheme either 'very' or 'fairly easy' to use and access. Table 11 below provides the full breakdown of responses.

Table 11 Follow-up survey - scheme accessibility (scheme users only)

Scheme accessibility	Number	Percentage
Very easy	580	73%
Fairly easy	160	20%
Neither easy nor difficult	32	4%
Fairly difficult	11	1%
Very difficult	8	1%
Total	791	100%

Note: Percentages do not sum to 100% and combined category percentages differ to summing individual values due to rounding

Respondents were then asked to explain their answer to this question. A total of 719 participants shared in what way they found the scheme to be easy or difficult. For those that found it 'very easy' (n=532), the most common reason cited was positive interactions with staff, with several respondents highlighting staff as being supportive and assisting when needed. This was followed by how easy it was to use the scheme. These respondents highlighted that they did not experience any challenges or added stress when using the scheme and many reported the process to be "straightforward" by presenting "the card to the gate reader and that's you entering or exiting the station".

"All staff were aware of the scheme and that made it very easy to use. Particularly useful not having to purchase a ticket."

Follow-up survey respondent- classified scheme as very easy to access

Those that found the scheme 'fairly easy' (n=143) and those that found it to be 'fairly difficult' or 'very difficult' (n=18) to access both cited challenges around their own or rail staff awareness of the scheme.

"Initially some staff didn't know the scheme was active."

Follow-up survey respondent- classified scheme as fairly easy to access

"I was not made aware of it [the pilot] despite making several trips with a companion! There were no signs or communication about it until now."

Follow-up survey respondent- classified scheme as very difficult to access

Respondents who had travelled by rail since 1 April 2025 but who had not used the scheme were asked why this was, with respondents allowed to select multiple reasons. Of the respondents who answered this question (n=91), almost half (48%, n=44) selected 'I wasn't aware of the scheme'. This was followed by 'I do not travel with a companion' (21%, n=19). The full results are shown in Table 12.

Table 12 Follow-up survey - reasons for not using the scheme (non-user rail travellers only)

Reasons for not using the scheme	Number	Percentage
I wasn't aware of the scheme	44	48%
I don't travel with a companion	19	21%
I haven't needed to use the scheme	16	18%
Other	16	18%

Note: Question base=91. The question total exceed the number of respondents due to this being a multiple choice question.

Respondents who answered 'I haven't needed to use the scheme' or 'other' were invited to provide more information in an open follow-up question (n=38). The most commonly raised point concerned people travelling alone and independently. This included some people who noted that they are able to, and choose to travel alone.

“I was able to make the journey myself and did not require any assistance from a companion for the journey and destination I was visiting.”

Follow-up survey respondent

A few respondents indicated that they would like or intend to use the scheme in the future, in some instances this was tied to recent eligibility.

“I have only just got my card and I fully intend to use it. Will be great to get around with the help of a friend.”

Follow-up survey respondent

Some respondents had experienced barriers to the scheme which included incidences of staff not being aware of the scheme or people not being offered it. A few respondents mentioned eligibility in the context of only recently receiving the required NEC.

“I have only recently received the card and have not had the chance to do a rail journey yet.”

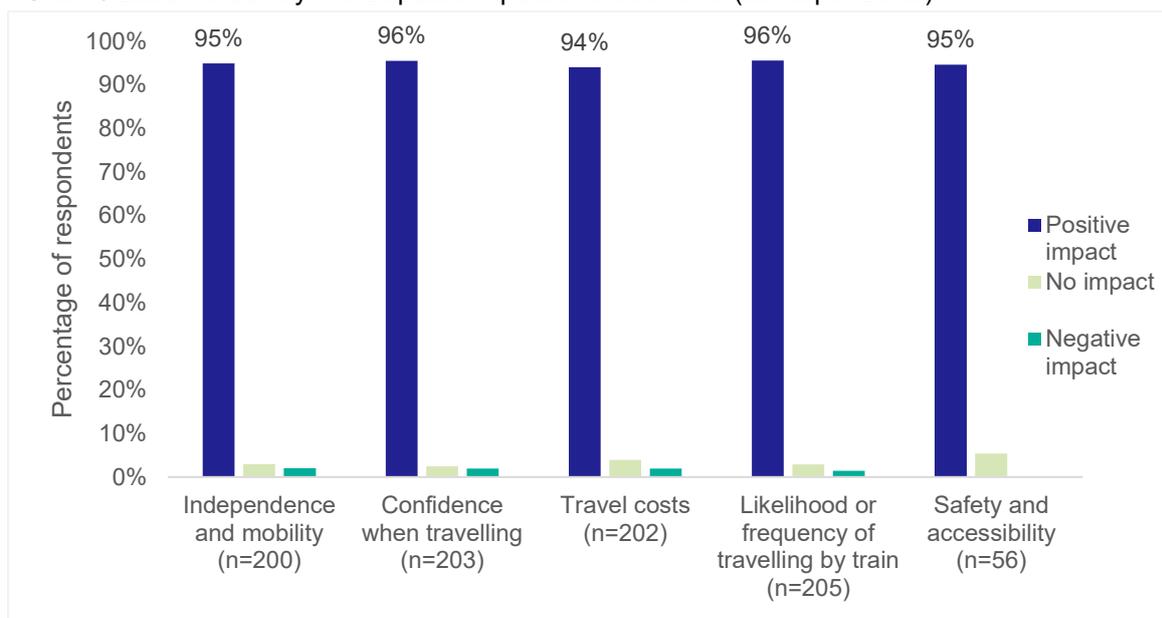
Follow-up survey respondent

Impact of the pilot scheme

The evaluation aimed to explore the potential impacts of the scheme and relevant questions were asked as part of both the baseline and follow-up studies.

For the baseline survey, respondents were asked if they thought the scheme would have a positive impact, negative impact or no impact on independence and mobility; confidence while travelling; travel costs; likelihood or frequency of travelling by rail; and safety and accessibility. Almost all respondents felt there would be positive impacts on these areas, as shown in Chart 3.

Chart 3 Baseline survey - Anticipated impact of the scheme (all respondents)



Note: Due to an error in the online survey, the safety and accessibility impact was only included in the postal survey and therefore has a smaller base number.

These findings were echoed by the baseline focus group participants who anticipated that the scheme would have a positive impact.

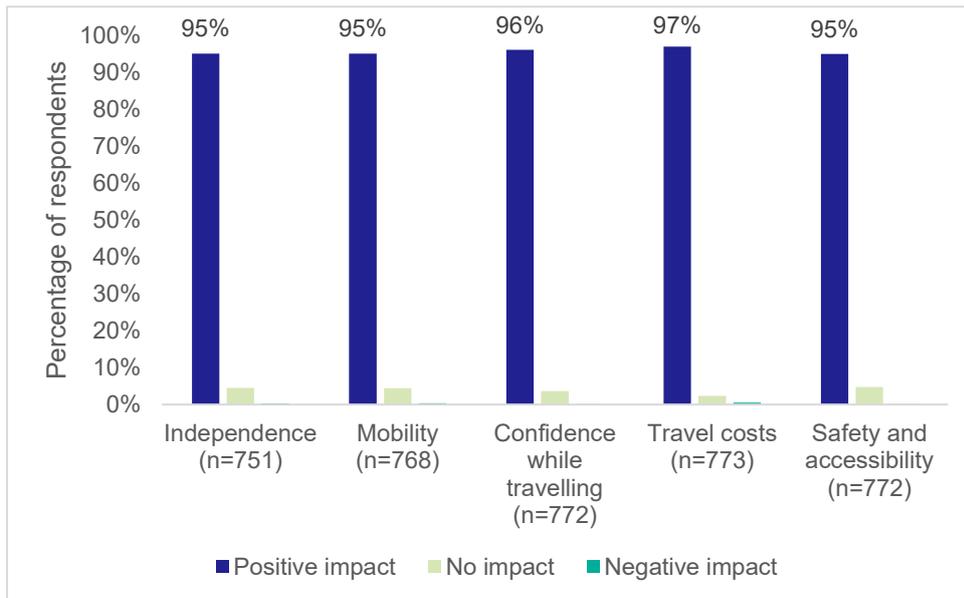
“I know a young person in particular where this policy is going to absolutely change her life. At the moment she doesn't travel by train because of the financial impact.”

Baseline focus group participant

Survey respondents were asked a follow-up question to include any additional impacts they felt the scheme might have (n=42). Further areas were mentioned including health and wellbeing, social contact and access to services. In addition, a few respondents mentioned the impact on the environment. All respondents felt the scheme would have a positive impact on these aspects. Some respondents mentioned issues relating to ScotRail assistance and staff, and this included positive and negative impacts concerning Passenger Assistance.

For the follow-up survey, respondents who had used the scheme were asked about the impacts of free companion rail travel. Almost all respondents (95% and above) felt the scheme had positive impacts across the areas asked about. Chart 4 provides the full breakdown of responses. The findings are in line with the baseline results on anticipated impacts.

Chart 4 Follow-up survey - scheme impacts (scheme users only)



Respondents were asked a follow-up question on if they felt the scheme had any other impacts. A total of 308 responses were received to this question. Responses covered a variety of themes such as wellbeing, economic, social and environmental impacts. Several respondents shared how this scheme allowed them to visit new places and contributed to increased confidence. In addition, some participants also mentioned that the scheme had an overall impact in reducing costs and improved their mental health and wellbeing.

“It’s made me more eager to do things and go new places, having someone there and not feeling you’re attaching additional cost to their day gives a sense of freedom and spurs me on to go new places and get out more.”

Follow-up survey respondent

Respondents who used the pilot scheme were asked whether their use of rail services had changed as a result. Almost nine in ten respondents (89%, n=705) said that it had. There was no difference when looking at the results by respondent sex. In terms of age groups, whilst the vast majority of respondents said their use of rail had changed, this ranged from 82% (n=113) of 50-59 year olds to 94% of 40-49 year olds (n=60) and those aged 80 or older (n=68).

These respondents were then asked how their use of rail services had changed. The most common response was ‘making more trips’ (84%, n=591), followed by ‘travelling to new/different destinations’ (69%, n=485) and ‘travelling for different purposes’ (61% n=427). In addition, the findings point to some modal shift from bus and car with people taking trips by rail that they would have previously taken by these modes. These results are included in Table 13.

Table 13 Follow-up survey - how use of rail services has changed as a result of the scheme (scheme users whose rail use had changed only)

Change in use of rail services	Number	Percentage
Making more trips	591	84%
Travelling to new/different destinations	485	69%
Travelling for different purposes e.g. shopping, visiting friends, commuting	427	61%
Making trips by rail that I would have previously taken by bus	380	54%
Making longer journeys	339	48%
Making trips by rail that I would have previously taken by car	298	43%
Used to access job and educational opportunities	74	11%

Note: Question base=701. The question total exceeded the number of respondents due to this being a multiple choice question.

These findings were also reflected in the follow-up focus groups, where respondents spoke positively about the impact of the scheme, especially in relation to personal safety; accessibility; ease of travelling; and costs. Some participants noted that they had been travelling more often and to different destinations as a result.

“This scheme has been fantastic, I feel like it has given me wings...Me and my wife are able to travel more now than I ever thought we would.”

Follow-up focus group participant

Respondents to the follow-up survey who had used rail services since 1 April 2025 were asked how likely they will be to continue using rail services once the pilot ends on 31 March 2026. Almost two-thirds of respondents (65%, n=511) indicated that they would be 'very likely' or 'somewhat likely', including 47% (n=372) who were 'very likely'. Table 13 provides a full breakdown of the results.

Table 14 Follow up survey - likelihood of continuing to use rail after the pilot (rail users since 1 April only)

Likelihood of using rail services once pilot ends	Number	Percentage
Very likely	372	47%
Somewhat likely	139	18%
Neither likely nor unlikely	46	6%
Somewhat unlikely	115	15%
Very unlikely	65	8%
Don't know	51	6%
Total	788	100%

Passenger Assistance Service

For the baseline and follow-up surveys, respondents were asked questions about the Passenger Assistance Service. Passenger Assistance is available across all rail services in Great Britain and passengers can book support up to one hour before travelling. The passenger should be met by rail staff on arrival at the agreed time who will assist the passenger onto the train. The passenger will then be met by staff at their destination who will help them alight from the train and station.

For the baseline survey, respondents were asked how often they used the Passenger Assistance Service. As shown in Table 15 most respondents booked Passenger Assistance either 'always' (23%, n=45) or 'sometimes' (41%, n=79). This did not appear to be affected by age. Forty-one respondents (21%) said that they 'never' booked Passenger Assistance, whilst 29 respondents (15%) said that they didn't know they could book Passenger Assistance.

Table 15 Baseline survey - frequency of booking Passenger Assistance (rail travellers only)

Frequency of booking Passenger Assistance	Number	Percentage
Always	45	23%
Sometimes	79	41%
Never	41	21%
I did not know you could book Passenger Assistance	29	15%
Total	194	100%

For the follow-up survey, respondents who had travelled by rail since 1 April 2025 were asked about their use of Passenger Assistance. Almost half of respondents (49%, n=531) had ‘never’ booked Passenger Assistance whilst the pilot had been live, a higher proportion than the baseline. In contrast, only 12% (n=126) had ‘always’ booked and 21% (n=230) had ‘sometimes’ booked, which were both lower than the baseline. Almost one in five respondents (18%, n=193) did not know they could book Passenger Assistance.

Table 16 Follow-up survey - frequency of booking Passenger Assistance for rail travel since 1 April 2025 (rail travellers only)

Frequency of booking Passenger Assistance	Number	Percentage
Always	126	12%
Sometimes	230	21%
Never	531	49%
I did not know you could book Passenger Assistance	193	18%
Total	1,080	100%

There was no clear pattern when looking at who had used Passenger Assistance since 1 April 2025 by respondent age group. Respondents aged 80 and over were the most likely to have ‘always’ booked Passenger Assistance (18%, n=19), followed by 30-39 year olds (14%, n=13). Those aged 40-49 were the most likely to have

‘sometimes’ booked (27%, n=23), followed by those 80 and older (25%, n=27). Over half of respondents aged 60-69 (53%, n=145) and 70-79 (52%, n=113) had not booked Passenger Assistance since 1 April 2025. Respondents aged under 19 were not included in this analysis due the small number of respondents.

With regards to respondent sex, 13% of female respondents (n=61) had ‘always’ used Passenger Assistance compared to 10% of male respondents (n=62). A similar difference was evident among those who had ‘sometimes’ used Passenger Assistance; 23% (n=110) compared to 19% (n=114). More than half of male respondents (53%, n=314) had not used Passenger Assistance, compared to 44% (n=209) of female respondents.

Respondents who had not booked Passenger Assistance since 1 April 2025 or who didn’t know they could book it were asked if they would use Passenger Assistance in the future. Almost half of respondents (48%, n=345) answered ‘yes’, with 21% (n=153) saying ‘no.’ The remaining 31% (n=221) responded ‘don’t know’.

In the baseline survey, respondents who used Passenger Assistance or intended to do so for future journeys were asked about the likelihood of them using the service if they were able to access free companion rail travel. As shown in Table 17, 75% of respondents (n=132) said they would be less likely to book Passenger Assistance if travelling with a companion for free. The remaining respondents were split equally across ‘no’ and ‘don’t know’ response options.

Table 17 Baseline survey – Likelihood of booking Passenger Assistance if companion travel was free (current or future users of Passenger Assistance only)

If you were able to bring a companion with you for free, would you be less likely to book Passenger Assistance?	Number	Percentage
Yes	132	75%
No	22	13%
Don’t know	22	13%
Total	176	100%

Note: Percentages do not sum to 100% due to rounding

In the follow-up survey, respondents who answered they had booked Passenger Assistance ‘sometimes’ since 1 April 2025 were asked if they are less likely to use Passenger Assistance since the introduction of the pilot. As shown in Table 18, the majority of respondents (60%, n=136) said they were less likely to use Passenger Assistance as a result of the scheme.

Table 18 Follow-up survey - likelihood of using Passenger Assistance as a result of the scheme (only respondents who booked Passenger Assistance ‘sometimes’)

Are you less likely to use Passenger Assistance since the introduction of the free companion scheme?	Number	Percentage
Yes	136	60%
No	59	26%
Don't know	32	14%
Total	227	100%

Baseline and follow-up focus group participants who used Passenger Assistance were happy with the service.

“If you go to any of the staff, they’ve always been very, very helpful.”

Baseline focus group participant

However, it was noted by one baseline focus group that whilst good, the service does not go beyond the train station itself, and this is the additional support a companion can provide.

Opinions on rail accessibility

Both the baseline and follow-up surveys asked all respondents about their views on the accessibility of rail services in general, regardless of whether they travelled by rail.

For the baseline survey, 59% (n=123) rated the accessibility of rail services as ‘excellent’ or ‘good’, with a further 31% (n=64) rating these as ‘fair’. The full results are shown in Table 19.

Table 19 Baseline survey - accessibility of rail services (all respondents)

Rail service accessibility	Number	Percentage
Excellent	38	18%
Good	85	41%
Fair	64	31%
Poor	19	9%
Very poor	2	<1%
Total	208	100%

Respondents were asked to explain their response in a follow-up question. For those who rated services as ‘excellent’ or ‘good’ (n=34), the most commonly raised point related to positive experiences with ScotRail staff both in stations and on trains. Many respondents mentioned the helpfulness and attentiveness of staff. This was followed by Passenger Assistance, where respondents had praise for the service provided and staff.

“Staff are very well trained to know the needs of blind passengers and assistance works as expected.”

Baseline survey respondent- excellent rating of services

For Respondents who rated services as ‘fair’, (n=15), the most prevalent issue concerned less positive and inconsistent experiences with staff. This was followed by unstaffed stations, which was occasionally linked to not being able to access Passenger Assistance.

Issues relating to the accessibility of stations were commonly raised by respondents who rated services as ‘fair’, ‘poor’ or ‘very poor’ (n=76). This included the layout of stations, lack of audio announcements, signage, issues with or lack of station lifts, and gaps at platforms. Some respondents also noted challenges in locating priority and accessible seating on trains.

“For blind people on their own, there is no easy access to information or direction within the rail stations.”

Baseline survey respondent- very poor rating of services

In the baseline survey all respondents were asked if there were any additional services or support that would improve their rail travel experience. Responses (n=113) covered a wide range issues and topics. Grouping responses thematically, the most common theme was train and station accessibility which included areas such as improved, clearer and more frequent audio announcements, in addition to providing accessible toilets and reducing the gap between trains and platforms.

“Working station and train announcements that work and are clear and easy to understand.”

Baseline survey respondent

Staffing was the next most common theme raised. This covered a variety of topics including having staffed ticket offices and whilst some respondents referred to positive interactions with staff, the need for staff training on how to support blind and sight impaired passengers was raised. Several respondents to the baseline survey noted how free companion rail travel would improve their rail experience.

In the follow-up survey, 67% (n=969) of respondents rated the accessibility of rail services as ‘excellent’ or ‘good’, with only 9% (n=125) rating services as ‘poor’ or ‘very poor.’ The full breakdown is provided in Table 20.

Table 20 Follow-up survey – accessibility of rail services (all respondents)

Rail service accessibility	Number	Percentage
Excellent	316	22%
Good	653	45%
Fair	364	25%
Poor	95	7%
Very poor	30	2%
Total	1,458	100%

Note: Percentages do not sum to 100% due to rounding

Men were more likely to rate the accessibility of services as ‘excellent’ or ‘good’ (70%, n=532) than women (62%, n=420). There was no clear pattern when looking

at the age group of respondents nor was there much difference between age groups. Those aged 40-49, 70-79 and 80-89 were the most likely to rate the accessibility services as 'excellent' or 'good' (68%, n=74, n=194, n=123), with those aged 60-64 the least likely (64%, n=236). Respondents aged 30-39 were the most likely to rate services as 'poor' or 'very poor' (13%, n=15). Respondents aged under 19 were not included in this analysis due to small numbers.

Respondents were asked to explain their answer in an follow-up question. There was a total of 1,150 responses to this question. The most common reason for those that reported service accessibility as being 'excellent' or 'good' (n=732) was rail staff support. Overall, participants shared instances of positive interactions with staff where they assisted and supported them in their journeys.

“As soon as I’m on the platform and the ticket conductor helps me board the train, he will come and let me know when my stop is and help me off the train. This campaign has brought such awareness to the visually impaired like myself & even better I can take my family & support workers as companions for free, so its win-win!”

Follow-up survey respondent

Those who reported service accessibility as 'poor' or 'very poor' (n=116), highlighted boarding and exiting the train as a challenge. Some respondents referenced accessibility experiences at the station such as wide gaps and distance between platforms creating difficulties for those sight impaired.

“I am unable to read notice boards or hear some announcements and I find as the gap varies from station to station getting on and off the train can be a leap into the dark.”

Follow-up survey respondent

Further comments on rail services

In the follow-up survey, respondents were also asked for any further comments on support services and rail services more generally. A total of 538 comments were received. Many respondents provided general comments about the scheme and

reiterated the benefits that it has brought to their life and highlighted their wishes for this to be extended beyond the pilot stage.

“I would like to keep this in place which helps a lot of people like myself [feel] safer with someone you know and understand to guide you.”

“Please keep this scheme going after March 2026. It has been amazing and helped my confidence immensely with train travel.”

Follow-up survey respondents

In terms of non-scheme specific comments, several respondents shared their views about support services and described interactions with rail staff, and instances of using Passenger Assistance, although this was mentioned less frequently. Most of these comments were positive and praised staff for their helpfulness and ability to support as required. In some instances, respondents also highlighted that the addition of the free companion allows a level of flexibility, comfort and independence that, at times when using Passenger Assistance, might not be possible.

“Passenger assistance is a great option at larger stations (and I use it regularly). However, at smaller (unstaffed) stations its less available, and that's when I really need a travelling companion with me, and where their fare being free makes a huge difference.”

“I have had good experiences when travelling with all rail staff, guards meters and passenger assistance cannot be faulted. But I feel safer with my companion with me.”

Follow-up survey respondents

Some respondents also shared comments about rail services more generally and raised their preference to travel by rail over other modes of public transport. Despite this preference, a number of respondents highlighted challenges around accessibility. These related to physical challenges and not being able to comfortably move around at the station and on trains; and frustrations about accessible seating often not being available or hard to identify.

“Space to manoeuvre wheelchairs is very limited and it can be very difficult if there are other wheelchair users and/or prams/push chairs so more space would be a great improvement.”

“There are practical challenges, such as trains sometimes being far from platforms, or locating and assessing the cleanliness of toilets, which can be tricky and stressful. Having a companion to help with these aspects has been invaluable.”

“Often the accessible seats are taken up with passengers who use the extra space for their luggage. It may be an idea to highlight the area better.”

Follow-up survey respondents

Finally, echoing issues raised in other parts of the survey, several respondents shared suggestions for improvements around increasing awareness and access to information both relating to the scheme but also at the station and on the train. A few suggestions also focused on service provision and experience of booking tickets.

“Make announcements clearer at stations. Have all trains with audio announcements for ‘next station’ if they don’t already have that facility.”

“Signage is generally too small or not obvious for directions to platforms for example.”

“The only drawback I have found is that when I book online I can get a seat reservation for my companion but because I get free travel I cannot reserve a seat for myself. I have to visit the booking office and request a seat beside my companion before I get on the train.”

Follow up survey respondents

Conclusion

The evaluation found that the majority of baseline and follow-up survey respondents travelled by rail. Prior to the launch of the pilot, the majority of survey respondents

travelled with a companion when using rail services and most respondents intended to use the free companion travel scheme when introduced. Almost all respondents anticipated that the scheme would have a positive impact in relation to independence, mobility, confidence while travelling, travel costs and safety and accessibility.

Overall, the evaluation suggests that the pilot has been successful and is highly valued by eligible cardholders who participated in the research. Findings show that there has been high up-take of the scheme amongst survey respondents and most found the scheme easy to use and access. Almost all respondents who had used the scheme noted that it had had a positive impact across a number of areas and topics, including independence, mobility, confidence while travelling, travel costs and safety and accessibility. Most survey respondents indicated that their use of rail services had changed as a result. When looking at how use of rail services had changed, this included making more trips by rail, travel to new/different destinations and some evidence of modal shift from car and bus. Many survey respondents expressed a desire for the pilot to be extended and for free companion rail travel to be permanent.

The evaluation found that survey respondents are less likely to require dedicated staff assistance when travelling with a companion for free. Survey and focus group participants generally spoke positively about their experience of the Passenger Assistance Service and ScotRail staff more generally, in addition to the accessibility of rail services, although some areas of improvement were suggested.

Whilst the majority of survey respondents were aware of the pilot, the evaluation does point to some cardholders being unaware. A lack of awareness was the most common reason why respondents who had travelled by rail since the pilot's introduction had not used the scheme.

The evaluation explored differences by respondent age, sex and local authority areas, with these noted throughout the report where applicable.

Appendix A- Non-cardholder eligibility

Questions were asked of respondents who indicated they weren't cardholders to understand their NEC eye +1 eligibility and reasons for not applying (where applicable).

For the baseline survey 30% (n=23) of non-cardholder respondents indicated that they were eligible for the required NEC but had not applied. Whilst 59% (n=27) of non-cardholder respondents in the follow-up survey, noted they were eligible for the required NEC but had not applied. In both surveys these respondents were asked why they had not applied. The most commonly cited reasons were the same across the two surveys, and concerned a lack of awareness and understanding of the NEC, how to apply and eligibility.

"I didn't know anything about a NEC eye +1 card until now."

Follow-up survey respondent [non cardholder]

Appendix B- Respondent Profile: Local authority tables

Table 21 Baseline survey - local authority area of respondents (cardholders only)

Local authority area	Number	Percentage
Aberdeen City	5	2%
Aberdeenshire	7	3%
Angus	4	2%
Argyll and Bute	2	1%
City of Edinburgh	16	8%
Clackmannanshire	1	<1%
Dumfries and Galloway	7	3%
Dundee City	6	3%
East Ayrshire	6	3%
East Dunbartonshire	6	3%
East Lothian	4	2%
East Renfrewshire	5	2%
Falkirk	10	5%
Fife	11	5%
Glasgow City	22	10%
Highland	9	4%
Inverclyde	4	2%
Midlothian	7	3%
Moray	8	4%
Na h-Eileanan Siar	0	0%
North Ayrshire	8	4%
North Lanarkshire	15	7%

Local authority area	Number	Percentage
Orkney Islands	1	0%
Perth and Kinross	5	2%
Renfrewshire	5	2%
Scottish Borders	3	1%
Shetland islands	0	0%
South Ayrshire	5	2%
South Lanarkshire	6	3%
Stirling	6	3%
West Dunbartonshire	3	1%
West Lothian	12	6%
Prefer not to say	2	1%
Total	211	100%

Table 22 Follow-up survey - local authority area of respondents (all respondents)

Local authority area	Number	Percentage
Aberdeen City	33	2%
Aberdeenshire	63	4%
Angus	29	2%
Argyll and Bute	25	2%
City of Edinburgh	101	7%
Clackmannanshire	22	1%
Dumfries and Galloway	39	3%
Dundee City	47	3%
East Ayrshire	37	2%
East Dunbartonshire	31	2%

Local authority area	Number	Percentage
East Lothian	26	2%
East Renfrewshire	26	2%
Falkirk	53	3%
Fife	127	8%
Glasgow City	170	11%
Highland	56	4%
Inverclyde	29	2%
Midlothian	39	3%
Moray	33	2%
Na h-Eileanan Siar	3	<1%
North Ayrshire	57	4%
North Lanarkshire	98	6%
Orkney Islands	8	1%
Perth and Kinross	37	2%
Prefer not to say	3	<1%
Renfrewshire	45	3%
Scottish Borders	24	2%
Shetland Islands	6	<1%
South Ayrshire	45	3%
South Lanarkshire	91	6%
Stirling	29	2%
West Dunbartonshire	25	2%
West Lothian	71	5%
Total	1,528	100%



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Published by Transport Scotland, March 2026

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