



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

RESEARCH SUPPORT FOR THE 2015 TRANSPORT ACCESSIBILITY SUMMIT

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1 INTRODUCTION

About this report

1.1 This report sets out findings from the Transport Accessibility Summit, which took place in Edinburgh on 24 March 2015. The day comprised of small group discussions as well as case study talks from disabled people who use transport and short informative talks from transport providers. Transport Scotland commissioned Research Scotland to undertake a short evidence review, assist with the facilitation of the day and to write a report of the day. The report findings will help inform future discussions and consultation on the issue of Accessible Travel in Scotland.

Research Context

1.2 Accessible transport is a key priority for disabled people in Scotland. In producing its equality outcomes, the Scottish Government undertook an evidence review¹ of issues affecting people who share each of the protected characteristics under the Equality Act 2010. The evidence review on disability highlighted that transport was a key issue. It found that:

- There are lower rates of driving among disabled drivers compared to non-disabled drivers. Cost was a common barrier, and almost a third of disabled adults reported health conditions as a barrier to using motor vehicles.
- Adults with a disability or long term illness were more likely to use a local bus service than non-disabled adults. Approximately a third of disabled adults said that they experienced difficulty using local buses – with problems around availability, cost, difficulty getting in and out of transport, difficulty getting to and from the stop or station, and anxiety or lack of confidence.
- Approximately a quarter of disabled adults reported difficulty using taxis, with cost being by far the most common barrier.
- Many disabled people felt that rail travel was inaccessible, due to issues with physical accessibility and staff attitudes and training.

¹ Scottish Government, Disability Evidence Review, 2013

1.3 Consultation on the Scottish Government's National Transport Strategy found that passengers with physical and learning disabilities experienced a range of issues, including barriers around the need for better staff training; the need for more flexibility around meeting individual needs; and concerns about safety and vulnerability. As part of this consultation, many people with learning difficulties highlighted the potential positive aspects of transport and travel – but some still highlighted that using public transport could be difficult, confusing, scary and chaotic.

1.4 More recently, engagement with disabled people including consultation to inform the Scottish Government's draft disability delivery plan which is being developed in response to the United Nations Convention on the Rights of People with Disabilities (UNCRPD)² also strongly featured accessible transport issues. Four themes were chosen under which to divide these issues raised for further discussion:

- information and assistance – including getting information in accessible formats in advance of and during journeys, particularly when things go wrong;
- training and customer service – including staff attitudes, consistency in service and user involvement in service development;
- connectivity and physical improvements – including links between different modes of transport; and
- deliverability – including affordability, safety, comfort, accessibility and availability.

1.5 In recognition of the need to find out directly from disabled people how these issues affected them and to get that information straight to transport providers and local and central government, Transport Scotland hosted a Scottish Transport Accessibility Summit on 24 March 2015. It involved Disabled People's Organisations (DPOs) and transport providers, with approximately 60 disabled people invited to attend via their representative organisations. The Summit was co-produced with key stakeholders, to ensure maximum involvement and ownership of the event.

² A draft disability delivery plan is currently being prepared in coproduction with DPOs in advance of a public consultation exercise prior to the publication of the Scottish Government's Disability Delivery Plan in response to the UNCRPD.

Aims and Objectives

- 1.6 The overall aim of the day was to ensure that all the participants felt they had a chance to have a say and were involved in the discussions. This was not an end point but a key public milestone in identifying, discussing, actioning and monitoring the things which would give disabled people the same opportunities to travel as anyone else.

2 METHODOLOGY

Working group

- 2.1 A Working Group was established by Transport Scotland to co-produce the Summit. The members included Disabled People's Organisations (DPOs), Transport Providers, and representatives of Transport Scotland. The full list of members is at Appendix 1.
- 2.2 A researcher from Research Scotland met with the Working Group to agree on the format for facilitation of the group discussions and again after the Summit to feedback initial findings. During the discussion two researchers from Research Scotland fed back what people were saying in their groups to the plenary sessions ensuring that people knew what was being said around the room during the day.

Evidence review

- 2.3 Research Scotland conducted a practical, focused review of transport accessibility issues in Scotland. Transport Scotland provided us with relevant information and we conducted searches through various online tools such as IDOX Information Services, which gathers evidence and research from across the UK. We used a wide range of key words, to ensure that we identified both academic research and practical information, including guidance, policy documents, equality impact assessments, strategic plans, reviews and evaluations which provided relevant information. The evidence review is included as Appendix 2.

Research tools

- 2.4 Building on local sessions undertaken across Scotland with access panels by the Scottish Disability Equality Forum (SDEF), a discussion guide was prepared for use by facilitators at the small table discussions during the Summit. This focussed on the same four themes used to divide up nearly 50 issues identified during an engagement process which included the consultation on the Scottish Government's disability delivery plan which is being developed in response to the United Nations Convention on the Rights of People with Disabilities (UNCRPD). The four themes were:

- Information and Assistance;
 - Training and Customers Service;
 - Deliverability; and
 - Connectivity.
- 2.5 Each theme was to be the topic of a small group discussion for approximately 30 minutes to identify two priority issues from each theme. The purpose of this was primarily to start a discussion about the issues which would bring out disabled people's experiences and potentially identify some solutions for transport providers. A secondary purpose was to consider the priority issues for inclusion in the transport response to the Scottish Government's draft disability delivery plan in response to UNCRPD. It was made clear however that none of the issues gathered would be discarded (whether prioritised or not) and all would be considered going forward in partnership discussions.
- 2.6 To assist the groups to do this in the short time, each of the issues were printed onto individual A5 cards. On one side of the card was an Easy Read symbol depicting the issue; and text on the reverse side to explain the issue in Easy Read text. The cards were amended to contain the symbols based on feedback from the facilitator briefing session – (see below). Facilitators were to use these cards to help the group identify their priorities.
- 2.7 A questionnaire (attached as Appendix 3) containing all of the issues had been devised by Scottish Disability Equality Forum and was available in easy read on line or in hard copy. This was also publicised by Disabled People's Organisations represented on the working group to their members. In addition copies of the survey were sent out to all disabled people attending the summit in order that they knew the issues in advance of the summit, although some did not have time to read through these before attending.

Briefing material for facilitators and scribes

- 2.8 Research Scotland prepared a facilitator pack with instructions and advice on how to run the small group discussions. This pack also set out the role of both facilitators and scribes on the day. Scribes received a template for recording information in a consistent format.

2.9 Research Scotland held a session on 19 March to brief the facilitators and scribes on their roles at the Summit. At this event, we held a 'mock' run through of the themes and facilitators had the chance to try out the discussion guides and cards in advance. A subsequent facilitator briefing took place on the morning of the Summit for those unable to attend the first briefing.

Profile of participants

2.10 Delegates were invited to attend through a network of Disabled People's Organisations with whom Transport Scotland had engaged, many of whom were also represented on the summit working group. They included representatives from:

- Deafblind Scotland
- Disability Agenda Scotland
 - Action on Hearing Loss Scotland
 - Enable Scotland
 - Scottish Association for Mental Health (SAMH)
 - Sense Scotland
 - Royal National Institute for the Blind Scotland
- Guidedogs Scotland
- Inclusion Scotland
- Profound and Multiple Impairment Service (PAMIS)
- People First Scotland
- Scottish Accessible Transport Alliance (SATA)
- Scottish Consortium for Learning Disability (SCLD)
- Scottish Disability Equality Forum (SDEF)
- Scottish Older People's Assembly (SOPA)
- Spinal Injuries Scotland (SIS)

2.11 In total, 45 disabled people attended the Summit, (many accompanied by their support workers, including sighted guides and BSL interpreters). They were seated at 13 tables along with people from their representative organisations, many of whom facilitated the discussions or scribed. A further 40 representatives of transport providers joined the groups to participate in the discussions. Transport providers represented the following organisations:

- Abellio Group
- Association of Transportation Coordinating Officers (ATCO)
- Bus Users Scotland
- Calmac
- Caledonian Maritime Assets
- Confederation of Passenger Transport (CPT) Scotland
- Community Transport Association (CTA)
- FirstGroup plc
- Highlands and Islands Transport Partnership (HITRANS)
- Lothian Buses
- McGills Buses
- North East Scotland Transport Partnership (Nestrans)
- Network Rail
- Northlink Ferries
- Nu-Track Ltd
- Scotrail
- Scottish City Link
- Serco-Caledonian Sleeper
- South East Scotland Transport Partnership (SEStran)
- Stagecoach, East Scotland
- Stenaline
- Strathclyde Partnership for Transport (SPT)
- South West Scotland Transport Partnership (SWestrans)
- Tayside and Central Scotland Transport Partnership (Tactran)
- Transport Focus
- Virgin Trains
- Shetland Transport Partnership (ZetTrans)

2.12 In addition, representatives from organisations such as the Mobility and Access Committee for Scotland (MACS), the Convention of Scottish Local Authorities (COSLA) and Transport Scotland officials attended, some acting as scribes at the group discussion tables and as guides during the day.

2.13 The Summit was also attended by Mr Derek Mackay MSP, Minister for Transport and the Islands. Mr Mackay spoke at the end of the Summit, answered questions and listened to a summing up of the day. He welcomed the positive response and enthusiasm from participants. He stated that he was committed to sharing the findings from the Summit and taking forward the actions identified.

“I look forward to feedback to improve travel and address gaps, and to work with all partners to fill these gaps. Today is the beginning of a new journey as partners.”

Derek Mackay, Minister for Transport and the Islands

2.14 During breaks in the Summit, People First were showing a DVD in a break-out room about hate crime. This was well attended and people found the film 'thought-provoking'. Also at the Summit was a stand by PAMIS, providing information on Accessible Changing Places Toilets - <http://www.changing-places.org/>. PAMIS found the Summit very useful in terms of making contacts, such as links with Calmac Ferries and Northlink Ferries.

3 PRIORITIES FROM THE DISCUSSION GROUPS

Introduction

- 3.1 In the morning session of the Transport Accessibility Summit, the 13 groups were asked to discuss the themes of either 'Information and Assistance' or 'Training and Customer Service'. The purpose of the themes was to generate discussion and to agree on two priority issues for Transport Scotland to focus on for potential inclusion in the Scottish Government response to the United Nations Convention on the Rights of Disabled People.
- 3.2 Groups had 30 minutes to discuss the issues and to try and prioritise their top two. It should be noted that this was a challenging task given the number of issues to be discussed. Feedback revealed that some groups found the prioritising element did not allow for much discussion of the issues.
- 3.3 Two sessions ran concurrently in the morning and afternoon, so that all delegates were able to discuss two of the four themes by the end of the Summit.
- 3.4 There was a facilitator at each table, tasked with keeping the discussion on track and a scribe to capture the discussion, including verbatim comments. The findings in this report have been compiled based on the scribe notes and additional comments collected at the Summit from participants who wrote on post-it notes.
- 3.5 Below we outline what the top priorities were for each of the four themes. This has been calculated based on the number of groups who indicated the issue was a priority. Other issues identified as priorities by fewer than three groups can be found at Appendix 4. It is worth noting that all 50 issues discussed at the Summit will be dealt with by Transport Scotland as part of the work to be taken forward following the summit, not just those identified as priorities.

Key findings

Information and Assistance

- 3.6 There were several issues identified as priorities by the groups discussing the theme of Information and Assistance. A key finding was to provide information to disabled passengers in accessible formats when things change – such as breakdowns or changes to the journey. Also mentioned was that schemes such as Passenger Assist can be hugely beneficial – but needed more promotion to be used to their full potential. Others mentioned that they also found the term ‘Passenger Assist’ difficult to understand.
- 3.7 The issue mentioned most by participants was issue number 3, relating to informing disabled passengers of any changes or breakdowns on their journey. This was mentioned by four different groups of participants as a top priority.

Issue 3.
Make sure disabled people know about any breakdowns or changes to travel. Other accessible transport or help will be given to finish the journey.

- 3.8 Issue three was identified as a priority as information about the journey is fundamental to disabled people if they are to travel independently. Suggestions included keeping people informed, particularly of any diversions or changes to services, allowing them to plan onward journeys – but that this has to happen in real time.

“Because if the information is not there; the journey can be disastrous.”

Disabled person

- 3.9 Two other issues were identified as priorities by most groups. These were issues number 1 and 9, relating to having better travel information, and making passengers more aware of Passenger Assist. Three groups of participants noted these two issues as priorities.

Issue 1
Make travel information better. For example, timetables for accessible buses and using audio images.

- 3.10 During the group discussions, disabled people made suggestions as to how transport providers could make 'travel information better'. This included suggestions such as providing easy read and audio information, and to produce smart-phone apps and YouTube videos about using different forms of transport.
- 3.11 Also suggested was the inclusion of disabled people's organisations in the production of these materials and timetables.

"Disability groups need to work better together. People with learning disabilities involved in production of timetables, etc."

Disabled person

- 3.12 Some group discussion highlighted the need to consider different disabilities and impairments and to be inclusive of all of these when providing information on transport. For example, deaf and hearing impaired people cannot hear announcements over tannoy systems, alerting of any changes to journeys. Suggestions to improve this included ensuring all changes are also announced visually, provide personal assistance where possible (which is more identifiable) and for the provision of a card which denotes deaf *and* blind would help, as this is only currently one or the other.

Issue 9.

There is a central booking system to help people travel by rail called Passenger Assist. Make sure more people know about it.

- 3.13 The group discussion identified that Passenger Assist is not a well-known service and that more should be done by transport providers to promote it.

"Two people in the group were unaware of the (Passenger Assist) scheme. Has the potential to be extended to other transport providers."

Facilitator

"Not a lot of people know about it – needs promotion. – the spontaneity of travel is important."

Disabled person

3.14 Solutions to improving Passenger Assist, could include disabled people providing transport providers with more information about their needs through regular passenger surveys. This would allow transport companies more insight into what the needs of their customers are, and what services are required to meet these needs.

“Passenger Assist could be used to help people with support needs to move towards independent travel.”

Disabled person

Examples of personal experience relating to Information and Assistance

“Experience of subway train broken down. Better to know in advance. No announcement in station. Had to wait for next train.”

“On the trams, there are symbols on the ground and the bay is marked so person is at the correct point for boarding.”

“I’ve often been left on buses because of a lack of information.”

“Refused entry with a guide dog because pet dog already on the bus.”

“Very scary as left in Motherwell instead of east end of Glasgow.”
(Visually impaired participant)

“Found it helpful to be provided with printed information when enquiry made at travel point.” (Deaf participant).

Thistle Card,

South East Scotland Transport Partnership (SEStran)

SEStran has developed the Thistle Card to make using public transport easier for older people or those with disabilities or illness.

The card, which is supported by a wide variety of voluntary organisations in South East Scotland and by most bus operators, is credit-card sized and comes with a supply of peel-off stickers, which advise the driver of your disability and the help you need in an easy-to-read format. Other Regional Transport Partnerships and bus companies have introduced similar cards but use tends to be quite localised and there was a call for a national, consistent and widely publicised card for Scotland.

Training and Customer Service

- 3.15 There were several key issues identified by the groups as priorities under the theme of 'Training and Customer Service'. The overarching priority was to include disabled people and their organisations in decisions about transport and to involve them in training and capacity building across the sector. Training, especially equality training and human rights training was thought to be most important. Some groups called for a joined up national approach to training to prevent duplication and ensure the same standards across Scotland.
- 3.16 The issue mentioned most by participants was issue number 3, relating to ensuring all transport staff have disability equality training (not just disability awareness). This was mentioned by all six groups as a top priority.

Issue 3

Make sure all transport staff have disability equality training.

- 3.17 Discussion groups identified that equality training should include practical aspects, such as how to board a wheelchair onto a vehicle and cover a variety of disabilities, both physical and non-visible conditions.
- 3.18 It was also very important for equality training to be user-led and designed by disabled people, so that the content is relevant. Also noted, was the importance to keep the training up to date, and have transport providers 'top-up' their training over time so they are always up to date.

"Keeping training relevant and up to date."

Disabled person

"Taxi drivers have to do training in how to board wheelchairs, etc however this is not reviewed two, three years down the line."

Disabled person

Swap With Me Training

“Swap with me” training is for people with visual impairments. It involves the bus driver ‘swapping places’ with a person with visual impairments. Drivers wear a blindfold and are to access the bus, and interact with the blind passenger who is acting the part of the driver.

This is to raise awareness of the problems that blind and visually impaired people face when travelling on buses. It also allows the blind or visually impaired passengers the chance to understand the challenges the driver is facing, leading to empathy from both parties.

First Bus select bus drivers to take part in this training who have had complaints received against them, but also those with high commendations. The hope is that the drivers will learn from one another.

- 3.19 One other issue was identified as a key priority by five of the six groups. This was issue 1, relating to including disabled people and Disabled People’s Organisations in decisions about transport.

Issue 1

Include disabled people and Disabled People’s Organisations (DPOs) in decisions about transport.

- 3.20 Group discussion revealed that it is important to prioritise the inclusion of Disabled People’s Organisations in decisions about transport. It was suggested that discussion is required between Transport Providers and Disabled People’s Organisations to identify what type of decision making disabled people want to be involved in. Also noted was the need to ensure that funding is available to allow Disabled People’s Organisations to be involved. It was reported that Disabled People’s Organisations had been involved sporadically in the past, but then funding was cut, ceasing their involvement. Participants noted the need to ensure that Disabled People’s Organisations involvement is sustainable.

“Need to be involved in the decision making process because this influences everything else.”

Disabled person

Examples of personal experience relating to Training and Customer Service

“Wheelchair space with buggies in buses – there is a need to revise public awareness to rights of disabled people.”

“Consistent good service is important. We have had very bad experiences with stagecoach in Elgin but have had great service and help on Gold Bus. Good experiences and good journeys should be a universal experience.”

“The Passenger Assistance scheme is good at getting you on and off the train but there are also on the train needs.”

“Security on the train is a major problem – no CCTV.”

“I will not use trains because I had such a bad and upsetting experience. A group of other passengers verbally abused and harassed me and my friend who has a learning disability too. We tried to get help from the train staff but we couldn't and there was no CCTV. Passenger safety needs to be improved and staff need to be aware to make us feel safe. Transport providers need to do more to support work by disability organisations to challenge hate crime and bullying as transport is a hot spot for this.”

Deliverability

3.21 Within the theme of Deliverability, there were a number of issues relating to taxis, and accessible taxis. Some groups elected to group these issues together, and make them priorities. Other issues related to the provision of accessible toilet facilities and challenging hate crime on public transport.

3.22 Three groups agreed to merge the issues of taxis together, and so their top priorities included issues numbers 9,10,11,12,13 and 14.

Issue 9

Make sure 1 in 5 taxis that are running at one time are accessible to wheelchair users. Use taxi licensing to manage this.

Issue 10

An accessible taxi should cater for people with different access needs.

Issue 11

Taxis should have a certificate to say they cannot take passengers in wheelchairs or assistance dogs.

Issue 12

Local authorities should collect information about accessible taxis in their area. This will help them to see where they need to improve things.

Issue 13

Try out an accessible taxi share system in areas where no taxi firms have accessible taxis.

Issue 14

Funders like the Scottish Government could give out grants to taxi firms to get more accessible taxis.

3.23 Taxis were a key priority for disabled people; including their availability, frequency and the rates for this use.

“Accessible taxis usually stop after 10pm - more needs to be done to ensure availability round the clock.”

Disabled person

“Some wheelchair taxis charge more than others. Can’t this be challenged or regulated against?”

Disabled person

3.24 The other issue that was most commonly indicated as a priority for group was issue 6, which relates to tackling hate crime on public transport – mentioned by three groups.

Issue 6

Challenge hate crime on public transport. British Transport Police will help with this.

3.25 Several participants attending the Summit reported experiencing or witnessing hate crime. For some, this had resulted in them no longer feeling safe, or confident to use public transport.

“Everyone has seen it or experienced it.”

Disabled person

“People who have had a bad experience are no longer using that transport.”

Disabled person

Examples of personal experience of Deliverability

“West Lothian looked at possible accessible taxis and users chose what was used.”

“Accessible taxis must be side-door. Back door taxis are not a pleasant experience – you feel isolated.”

“There are some voluntary car services subsidised so free to disabled users, but funding is coming to an end.”

Community Transport Association

Community Transport is provided by the voluntary sector. The service is a bus, which operates like a taxi service. It is flexible and tailored to the needs of the passenger, but it is not an immediate service. Passengers wishing to use community transport must book their journey 2-3 days in advance.

Drivers are trained to help people with disabilities, such as ensuring that wheelchairs are restrained properly and to help blind and visually impaired people get on and off the bus safely. They also receive training in manual handling and working with guide dogs. The training is compulsory.

Connectivity

3.26 There were several issues identified as priorities by the groups discussing the theme of Connectivity.

3.27 The issue mentioned most by participants was issue number 1, relating to establishing a working group to include public transport bodies, Regional Transport Partnerships and Disabled People's Organisations. This was mentioned by five of the six groups of participants as a top priority.

Issue1

Set up a working group which will include public transport bodies, Regional Transport Partnerships, and Disabled People Organisations (DPOs).

3.28 Disabled participants at the Summit were clear that they wanted to be included in decisions about transport, and that a working group, which would include Local Authority representatives, Regional Transport Partnerships, public transport providers and Disabled People's Organisations was a priority to establish.

"New services are designed and developed without due consultation – disabled people are often an afterthought."

Disabled person

"Early intervention and engagement enables the prevention of ineffective and inefficient services."

Disabled person

3.29 Disabled people believed that a working group would allow them to shape and influence local issues and help transport providers and Regional Transport Partnerships “think beyond” the physical barriers to effective communication. This would include being mindful of all impairments and consider all types of needs.

“Without no.1 all the other issues will not happen/be addressed. Should be rights based but pragmatic. Nothing about us without us.”

Disabled person

Issue 3

Make each type of transport more accessible to disabled people. It would be good if the accessibility was above the minimum standard. It should be done as quickly as possible.

Issue 4.

Make the journey to and from stations much better. This includes train stations, bus stations and ferry terminals.

Issue 5

Make sure paths are clear and accessible for all

3.30 Overall, disabled participants indicated a priority should be around making the journey to and from stations much better, as well as improving general accessibility to meet minimum standards. Suggestions included physical access improvements to meet the basic needs of accessible toilets/changing places, more dropped kerbs, and ensuring paths were clear and accessible.

“If we can’t get safely to transport; all the discussion is irrelevant.”

Disabled person

New Scotrail Franchise

As of April 2015, Abellio will take over the Scotrail franchise. They will conform to all legal disability requirements, such as all new trains between Glasgow and Edinburgh will have two wheelchair places per unit. They will also over time introduce a smartcard for use on the bus, tram, ferries and train.

There are still some stations that are not fully accessible, such as Glasgow Central and Edinburgh Waverly but Abellio plan to invest in stations and services such as an 'Access for All' scheme.

Abellio will also consult through an equality group to ensure that all their trains are refurbished and meet standards by 2020. This also means compliance ticket machines and blue badge parking at all stations.

The staff will receive disability equality training and the time of notice for using the Passenger Assist service will be reduced from four hours, to one hour. They will also endeavour to provide alternatives where rail travel is not possible.

Examples of personal experience relating to Connectivity

"There are problems when cars are parked on the pavement and you have to walk on the road."

"At a T junction, I couldn't get passed a van" This visually impaired participant was stuck for 25 minutes until the driver returned."

"In Gourock – the links with the ferries has vanished."

"Deafblind user on ferry to Arran. Ferry is re-routed to Greenock due to bad weather conditions. The announcement is made on public tannoy system. Traveller is unaware and arrives in unknown destination."

"Helpful assistance at Waverly; timetabled to buses too."

"Transport for Edinburgh trams and buses, will direct you to the nearest bus or tram stop."

Accessible Tourism, Visit Scotland

Visit Scotland has launched an online training programme that allows the tourist industry to learn about the issues facing disabled travellers.

Working with Capability Scotland, Visit Scotland undertook a survey, asking disabled people what the main barriers were for them travelling. As well as mentioning accessible transport, respondents said their main barrier to going on holiday was the attitude of people when they get there.

Visit Scotland have identified that Accessible Tourism is a lucrative market, bringing in around £1.5billion a year. This online training helps those in the tourism industry be better equipped to receive disabled travellers.

Priority issues - summarised

3.31 The Summit was successful in getting participants to think about and debate the issues of importance to them. Despite the large number of issues for prioritising, the participants have identified the issues they would like Transport Scotland to focus on first. The list below shows the issues in order of priority, as determined by the group discussions; so the issues appearing first on the list were identified as important issues by the most participants.

- Make sure all transport staff have disability equality training
- Include disabled people and Disabled People's Organisations in decisions about transport.
- Set up a working group which will include public transport bodies, Regional Transport Partnerships, and Disabled People Organisations
- Make sure disabled people know about any breakdowns or changes to travel. Other accessible transport or help will be given to finish the journey.
- Make travel information better. For example, timetables for accessible buses and using audio images.
- There is a central booking system to help people travel by rail called Passenger Assist. Make sure more people know about it.
- Challenge hate crime on public transport. British Transport Police will help with this.
- Make sure 1 in 5 taxis that are running at one time are accessible to wheelchair users. Use taxi licensing to manage this.
- An accessible taxi should cater for people with different access needs.
- Taxis should have a certificate to say they cannot take passengers in wheelchairs or assistance dogs.
- Local authorities should collect information about accessible taxis in their area. This will help them to see where they need to improve things.
- Try out an accessible taxi share system in areas where no taxi firms have accessible taxis
- Funders like the Scottish Government could give out grants to taxi firms to get more accessible taxis

Regional Sessions

3.32 In addition to the Summit taking place in Edinburgh on the 24 March, six regional events also took place in Aberdeen, Borders, Edinburgh, Falkirk, Glasgow and Inverness. These were organised by the Scottish Disability Equality Forum (SDEF). These took a similar format to the Summit, in that small groups discussed their priority issues.

3.33 Encouragingly, the regional events prioritised many of the same issues as came out of the Summit; namely including Disabled People's Organisations in decisions about transport, having better and more accessible travel information and ensuring transport providers receive equality training and disability awareness training. Some new priorities were also identified regionally that were not mentioned as priorities at the Summit, such as enforcing blue badge parking spaces and considering the dangers of shared space between vehicles and people on foot.

Online Survey

3.34 The Scottish Disability Equality Forum (SDEF) ran a survey online which sought views on the 50 issues as identified through the consultation process. This was also available in easy-read format. The survey was publicised through the Scottish Disability Equality Forum (SDEF) website and other Disabled People's Organisations. Analysis of this survey will be reported separately by the Scottish Disability Equality Forum (SDEF). A copy is available as Appendix 3.

Feedback from the Summit

3.35 At the end of the Summit, participants were asked to complete a feedback form, detailing their views on the day. In total, 51 participants gave survey feedback. Overall the feedback was positive although there was some criticism about the challenge of fully discussing so many topics and prioritising issues within the tight time constraints which was difficult especially for those participants with learning difficulties. Several attendees found the issues discussed too wide ranging and discussions fast moving. Some comments also provided valuable learning points for future engagement.

3.36 The morning session was 'very much' enjoyed by 55% of participants, while a further 37% said they 'quite enjoyed' the morning discussions. In the afternoon, 52% said they 'very much enjoyed' the discussions, compared to 44% who said they 'quite' enjoyed them.

3.37 The talks by transport providers were 'very much' enjoyed by 39% of participants, and a further 47% said that they 'quite' enjoyed it. Four percent said that they did not enjoy these talks 'at all'. In

comparison, 57% said that they ‘very much’ enjoyed the talks by disabled people, and a further 39% ‘quite enjoyed them.’”

- 3.38 Two-thirds of participants (66%) indicated that they found the talk by the Minister ‘very interesting’ with a further 29% stating the Minister was ‘quite interesting’.
- 3.39 The venue was thought to be accessible with 59% indicating it was ‘very much’ accessible and a further 37% saying ‘quite accessible’. One participant stated that the venue was ‘not at all accessible’ for their needs.
- 3.40 The Summit was praised for having a welcoming atmosphere, with 70% stating it was ‘very’ and a further 28% stating ‘quite’ welcoming.
- 3.41 Overall, 63% said that they ‘very much’ enjoyed the event and a further 31% said that they ‘quite’ enjoyed it.

“Atmosphere very warm and inviting.”

Disabled person

“Very well organised event. It was worthwhile and provides a sense of optimism about accessible transport for the coming years.”

Disabled person

“The breadth of the topics discussed was impressive and the range of organisations extensive. I hope that this is the beginning of the increased improvement of disability groups in transport provision.”

Disabled person

“As an organisation supporting people with hearing disabilities I found the morning and afternoon sessions very fast moving. The sessions never gave enough time to process information and give full feedback.”

Disabled People’s Organisation

“The process of prioritising 2 issues out of 10 or more was far too challenging for people with learning disabilities. It felt like useful discussion was being sacrificed for the sake of decision-making. Most of the people at my table hadn’t had the time to think about the issues before they came.”

Disabled person

APPENDICES

Appendix 1	Working Group Organisations
Appendix 2	Evidence Review
Appendix 3	SDEF Questionnaire
Appendix 4	Other priority issues

APPENDIX 1

WORKING GROUP ORGANISATIONS

- Caledonian MacBrayne
- Community Transport Association (CTA)
- Confederation of Passenger Transport (CPT)
- Convention of Scottish Local Authorities (COSLA)
- Disability Agenda Scotland (DAS)
- Guide Dogs
- Inclusion Scotland
- Mobility and Access Committee for Scotland (MACS)
- Profound and Multiple Impairment Service (PAMIS)
- People First Scotland
- Scottish Accessible Transport Alliance (SATA)
- Scottish Consortium for Learning Disabilities (SCLD)
- Scottish Disability Equalities Forum (SDEF)
- Serco Northlink Ferries
- South East Scotland Transport Partnership (SESTran)
- Spinal Injuries Scotland (SIS)
- Transport Scotland

APPENDIX 2

What do we know about accessible transport in Scotland? A short review of the evidence

1. About this report

This short evidence review is for people who attended the Transport Accessibility Summit in March 2015. It sets out what we know about transport accessibility in Scotland. It explores the main issues and barriers. It also includes examples of interesting practice that we could learn from.

2. What do we mean by transport accessibility?

Transport accessibility is about finding ways of connecting people's origins and their destinations in a way which meets the needs of everyone. Transport accessibility is important for everyone. But disabled people can face particular barriers to transport accessibility, because of the way transport is designed and delivered.

In Scotland, about a fifth of people have a long term health problem or disability³. This figure is likely to increase as there will be more older people in Scotland in the future and there is a strong relationship between age and disability. Making transport accessible is therefore a big issue for everyone in Scotland.

Transport Scotland's statistical bulletin⁴ provides details of access to, and usage of, transport for disabled people. For example,

- Around one in ten adults who have a disability or long-term illness had used a bus every day for the past month, and another one in ten had used a bus once a week. However, over half had not used a bus at all within the previous month.
- Just three per cent of adults who have a disability or long-term illness had used a train once a week for the past month. Most (85 per cent) had not used a train at all within the previous month.

³ 2001 Census

⁴Transport and Travel in Scotland 2013, Transport Scotland, 2013

- While one in ten adults with a disability or long-term illness (and possess a full driving licence) drive every day, a further one in ten possess a driving licence but never drive.
- Over half of adults who have a disability or long-term illness do not possess a full driving licence.

Data suggests that a non-disabled adult is 50 per cent more likely to make any kind of journey on a day, than a disabled adult⁵.

3. What are the main issues?

Overall, from the evidence available, people's views on accessibility can be sorted into four main themes. The discussions at the Transport Accessibility Summit will focus on these four main themes. Transport Scotland identified these themes in discussion with Disabled People's Organisations in Scotland.

Deliverability – This theme is about things which support your ability to travel, including affordability, safety, comfort and availability.

Connectivity – This theme is about your end to end journey from home to destination (and back). It includes getting to the transport, getting from mode to mode, and getting to the destination.

Information and assistance – This theme is about getting information in accessible formats in advance of and during journeys, particularly when things go wrong. It is also about the right assistance and help on your journey.

Training and customer service – This theme is about attitudes, leadership and encouragement. It covers things like consistency in service and user involvement in service development.

Below, we set out some of the evidence around these themes in more detail. It is important to recognise that this report focuses on issues and things that need to change. These issues have been raised by disabled people through research, through engagement in the Scottish Government response to the United Nations on the Convention on the

⁵ Scottish Household Survey and TNS Survey of disabled adults, reproduced in Improved Public Transport for Disabled People Volume 1, Scottish Executive, 2006

Rights of Persons with Disabilities, and through discussion with Transport Scotland before the Accessible Transport Summit.

However, a lot of work has been done to improve transport accessibility over recent years. There are also currently a number of groups and partnerships which focus on transport accessibility.

4. Deliverability

Many of the barriers and issues disabled people experience around transport are related to cost, availability, comfort and safety.

Research shows that **cost** is a common barrier for disabled people in using all modes of transport, including the car, bus, train and taxi. Cost is the main barrier to rail, car and taxi use. It is the second most common barrier to bus travel.

However, cost is also the main barrier for non-disabled people. Disabled people highlight a wider range of other barriers to travel, beyond cost⁶.

Availability of different transport options is also a barrier for disabled people. For example, disabled people are more likely than others to use a local bus service. But around a third experience difficulty using buses. The most common barrier disabled people experience around bus transport is services not being available⁷.

Research suggests that people with learning difficulties in rural areas experience particular problems with transport availability. They are less likely than others to access public transport by themselves, and are much less likely to be able to drive⁸.

Safety is also a major issue. Research shows that many disabled people report concerns about personal safety and feelings of vulnerability when travelling. In particular, some people with learning difficulties feel that using public transport can be a “scary and confusing”

⁶ Life Opportunities Survey, Office for Disability Issues, Office for National Statistics, 2011 and The Tipping Point, Disability Agenda Scotland, 2012

⁷ Life Opportunities Survey. Office for Disability Issues, Office for National Statistics, 2011

⁸ Review of Equality Evidence in Rural Scotland, Scottish Government, 2015

experience⁹. Research found that a fifth of disabled people who had been victims of hate crime had experienced this on public transport¹⁰.

5. Connectivity

This theme is about the end to end journey from home to destination. There is a lot of evidence about the modes of travel used by disabled people, and their experiences. For example:

- Rates of driving are lower among disabled people compared to non-disabled people¹¹. Almost a third of disabled people said that health was a barrier to driving¹². Recent research suggests that disabled people in rural areas are more likely to drive than those in urban areas¹³.
- Research found that almost one in five disabled people said it was difficult to get to the bus stop. And almost one in five disabled people said that it was difficult to get on or off the bus¹⁴.
- Research has found that many disabled people feel that rail travel was inaccessible, due to issues with physical accessibility (as well as staff attitudes and training)¹⁵.
 - Research in rural areas has found that disabled people feel that a lack of easily accessible public transport is a significant barrier to accessing employment, leisure facilities and general services.¹⁶

The consequences of inaccessible transport include social isolation, lack of independence and loss of spontaneity¹⁷. This can impact on health and wellbeing as well as opportunities and life chances.

⁹ Consultation to inform the Scottish Government's response to the UN on a report on the UN Convention on the Rights of Disabled People

¹⁰ Hate Crime Against Disabled People in Scotland, Capability Scotland and Disability Rights Commission, 2004

¹¹ Transport and Travel in Scotland 2013, Transport Scotland, 2013

¹² Scottish Government, Disability Evidence Review, 2013

¹³ Review of Equality Evidence in Rural Scotland, Scottish Government, 2015

¹⁴ Transport and Travel in Scotland 2013, Transport Scotland, 2013

¹⁵ Scottish Government, Disability Evidence Review, 2013

¹⁶ Reporting on Progress towards Equality of Opportunity between Disabled Persons and Other Persons made by Public Authorities in Scotland, Scottish Government, 2008.

¹⁷ Mind the Gap, Scottish Consortium of Learning Disabilities, 2008

6. Information and assistance

There is strong evidence that disabled people can experience problems with the information and assistance they receive on their journeys.

Research into the Scotland wide free bus travel system for older and disabled people found that disabled people were slightly less satisfied with the scheme than older people. Disabled people were positive about access to free bus travel. But, there were problems with a lack of assistance and poor driver attitudes. For example, some had problems putting the card on the machine, and received little support from drivers.

Other research found that some disabled people had even fallen over on the bus before they sat down, despite asking drivers to wait¹⁸.

And some disabled people experience barriers to train travel because of the requirement to alert the rail company 24 hours in advance, to request assistance¹⁹.

Other research found that people with visual and hearing impairments expressed a need to receive information both verbally and visually. There is evidence that providing audio and visual information on board bus and coach services would enhance accessibility for blind and partially sighted people²⁰.

7. Training and customer service

Research across the UK found that two thirds of disabled people have felt discriminated against when travelling on public transport, either by staff or other passengers²¹. The main issue related to difficulties getting on and off transport.

Disabled people wanted:

- training and awareness raising for staff
- clear rights in terms of use of public transport
- to be involved in the design and delivery of services
- to have more flexibility in their journeys
- more space for wheelchairs, guide dogs and other support.

¹⁸ The Use and Value of the Blue Badge Scheme, Research Resource and ODS Consulting, 2012

¹⁹ A Vision for an Inclusive Scotland, Inclusion Scotland, 2014

²⁰ Guide Dogs for the Blind, online

²¹ Disability Discrimination on Public Transport in the UK, A2B, 2012

Research undertaken in Scotland has also found challenges with public transport providers being unwilling or unable to respond to the needs of disabled people. Some wheelchair users felt that taxi companies were often not willing or able to respond to their needs. And people with learning difficulties expressed a need for improved staff training for public transport employees – for example understanding that people might take longer to ask or respond to questions.

8. What works well in the rest of the UK?

Building Confidence

Transport for London has launched a mentoring service for disabled people with the purpose of building confidence in using bus services²². 'Bus Days' provide disabled people the opportunity to travel on a London bus in a safe, controlled way with a mentor who can help plan and accompany journeys. The service is free for anyone with a sensory or cognitive impairment, and a limit of ten mentored journeys can be accessed, during which most individuals build enough confidence to then travel independently.

Improving Connectivity and Accessibility

This is a disabled person's adult changing area at the New Pier Head Ferry Terminal in Liverpool. The aim was to increase the number of disabled people able to use public transport and specifically encourage people with complex toileting or changing needs to be able to travel. Disabled people were involved throughout the design and build process including site visits and meetings²³.

Providing Information

iBus technology is a location system used on all of London's 8,000 buses which provides passengers with audio and visual information. iBus uses several location instruments including GPS to relay information of stops and stations to an accuracy of within 10 metres. Each bus has a computer on-board which contains the details for all 19,000 stops in London. The technology was initially trialled in 2005 after the London bus service was criticised for failing deaf commuters and won an innovation award in 2008²⁴.

²²Travel mentoring service for disabled Londoners launches in Croydon, Transport for London, 2014.

²³ <http://www.mediate-project.eu/fileadmin/Deliverables/GoodPracticeGuide.pdf>

²⁴ <https://www.tfl.gov.uk/info-for/media/press-releases/2009/april/all-londons-buses-now-fitted-with-ibus>

Easy Access Guarantee

Go North East buses are committed to making bus travel accessible and easy for everyone. The company also has a guarantee that if any problem occurs, a complimentary taxi will be arranged. This applies if anyone is unable to board a bus because of a ramp not working, no space in the wheelchair bay, or if a non accessible bus is allocated to the route (for example as a replacement service)²⁵.

9. What works well in Europe and elsewhere?

Accessible Ticket Systems

Barcelona redesigned its ticket systems to be height adjustable. The machines are also fitted with a navigation system for blind people which guides the purchasing process with Braille and audio. By including disabled people in the consultation and design process, ticket machines have been designed to work in a way which accommodates users' actions and needs²⁶.

Flexible Transport

Göteborg, Sweden has introduced an on demand bus service for older and disabled people called Flexlinjen. A Flexlinjen bus has a fixed starting location and destination, but only stops at points for passengers who are booked to be picked up. Passengers receive an automatic phonecall ten minutes before the bus arrives at their stop. Flexlinjen buses have space for mobility equipment and always have the same driver to create a sense of security. Passenger surveys return a satisfaction rate of 99 per cent with the drivers on this service²⁷.

²⁵ Go North East Accessibility Guide

²⁶ Methodology for Describing the Accessibility of Transport in Europe, 2010

²⁷ As above

Practical Training

The Luxembourg Railway Company has introduced a training scheme for staff to increase disability awareness. The training provides staff with experience of real life situations faced by individuals with mobility and learning difficulties. Training sessions occur several times a year. The sessions are coordinated by five disability associations. Since the training began, there have been fewer complaints, and greater satisfaction from disabled passengers²⁸.

Sharing Experiences

AXS Map (www.axsmap.com) is an app which maps out the obstacles and accessibility of public locations in cities in North America. Using a crowd-sourcing method, individuals can rate and comment on their experience of businesses and services, and share that information through the app to guide others. Users of AXS Map can assign a star-rating to aspects of buildings such as entryway and toilet access. This is highly useful information for people in advance of a journey²⁹.

²⁸ As above

²⁹ Wheelchair (In)accessible: The Story Behind an App That Maps Obstacles for the Disabled, Tramz, M, 2013, October 14

Scottish Disability Equality Forum

Leading Disability Equality in Scotland

- **Transport Scotland Accessibility Survey**

Transport Scotland would like your views on a number of topics.



In the following survey you will find a number of issues under the following sections:

- Section 1: Transport Connectivity and Physical Improvements
- Section 2: Deliverability
- Section 3: Information/Assistance
- Section 4: Training/Customer service

These have already been identified by disabled people as key transport issues. This is a great opportunity to develop a meaningful dialogue between Transport Providers, transport related companies, Transport Scotland and disabled people. We would like to ask you to **CHOOSE TWO** key issues from each section which you would prioritise for action.

If you have a reflective case study experience under any of the sections, do please tell us about it, how it affected you and what you did about it/how was it resolved. There is a comment box beneath each section for your comments.

Thank you sincerely for your time.

Transport Scotland

Scottish Disability Equality Forum

Please complete and return this survey to:

Morven Brooks
Information and Communications Officer
Scottish Disability Equality Forum
Office 1/7, The e-Centre
Cooperage Way
Alloa, FK10 3LP
Tel: 01259 272063

Morven.brooks@sdef.org.uk

Section 1

Transport Connectivity and Physical Improvements

This is about the end to end journey from home to destination (and back!). It includes getting to the transport, changing between modes of transport and getting to the destination.

Below are the keys issues and actions required which have already been identified by disabled people.

Please choose **TWO PRIORITIES ONLY** from key issues below:

- **Keys issues and actions required**

- **Choose only two priorities from the issues below:**

Set up working reference groups involving public transport bodies, Regional Transport Partnerships, Disabled People Organisations (DPOs) and local disability groups to inform on priority connection issues.

Consider how to have better integration between different modes of transport (timetabling)

Make each mode of transport more accessible to disabled people at least to, but preferably beyond minimum standards and as quickly as possible

Make the journey experience better for disabled people getting to and from (and between) bus/train stations (and ferry terminals)

Ensure paths are clear of obstructions – bollards, roadworks, wheelie bins and accessible for all

Make tickets easier to access

If an accessible bus breaks down, ensure that it is replaced by an accessible bus

Consider how we influence design of buses/minibuses for people with different access / needs

Upgrade the class 156 train which serves the Highlands to current vehicle accessible standards (by law compliance must be by 2020)

Improve accessibility at more railway stations

Have you personally had an issue with the subjects you have chosen? What happened, how did it affect you, how was it resolved?

Section 2

Deliverability

This is about the things which support the ability to travel and includes:

- Affordability
- Safety/Comfort
- Availability of transport and alternatives to registered public transport (Community Transport/Demand Responsive Transport, Taxis)

Below are the keys issues and actions required which have already been identified by disabled people.

Please choose **TWO PRIORITIES ONLY** from key issues below:

- **Keys issues and actions required**

- **Choose only two priorities from the issues below:**

Consider the removal of Blue Badge charges for those on low income (currently badges can be issued for up to 3 years and the local authority has discretion to charge up to £20 per badge).

Extend/improve Concessionary travel to

include community transport.

Consider dangers when vehicles and pedestrians share the same space without obvious dividing lines and consult disabled people for solutions

Provide accessible information for disabled people to help them be safer on public transport.

Ensure appropriate toilet facilities near transport hubs– changing places toilets

Tackle hate crime on public transport with help from British Transport Police

Consult locally and decide with disabled people on the number of blue badge spaces

Ensure that blue badge parking is rigorously enforced

Use taxi licensing to ensure (20)% of taxis at any one time are accessible to wheelchair users in each local authority area

Accommodate the different needs for an accessible taxi (e.g. wheelchair user versus person with restricted mobility)

Require taxis to provide evidence (e.g. a certificate) of their exemption from taking passengers in wheelchairs or assistance dogs

Local authorities should collect information on numbers and types of accessible taxis in their area to help them identify where improvements are needed

Pilot an accessible taxi share scheme – like car clubs – for local areas where no taxi firms have wheelchair accessible vehicles

Funders such as Scottish Government could offer grants to help taxi firms improve their fleet to include accessible taxis

Address issues where there is not enough
Ambulance transport – especially when
needed for scheduled hospital appointments

Consider some form of central 'leadership' or
guidance for local demand responsive
transport

**Have you personally had an issue with the subjects you have
chosen? What happened, how did it affect you, how was it
resolved?**

Section 3

Information / Assistance

This is about getting information in accessible formats when it is needed, not just in advance of journeys but during journeys, especially when things go wrong.

This is also about getting the right assistance not just pre- booked but help to buy tickets, help on the journey, getting through ticket machines, etc.

Below are the keys issues and actions required which have already been identified by disabled people.

Please choose **TWO PRIORITIES ONLY** from key issues below:

- **Keys issues and actions required**

- **Choose only two priorities from the issues below:**

Develop better travel information e.g. on times and places of accessible buses, increase in use of audio and visual description

Address low availability of sign language interpreters or people with some knowledge of signing

Ensure disabled people are aware of any breakdowns or changes to travel and alternative accessible transport/assistance is provided to complete the journey

Provide means of contacting operator in accessible format if things go wrong

Agree on a universal symbol signage system across all modes of transport to make travelling more accessible for all (disabled people/non-English speaking, etc)

Produce a good practice strategy for signage placement

Develop integration of timetable information of different modes of transport

Ensure people know exactly where and when an accessible bus will be available (including accessible bus stop)

Ensure more publicity for Passenger Assist,
which is a central booking system for
assistance to travel by rail

Make booking of accessible taxis more
accessible

Taxis to be contactable by SMS not just a
phone number

**Have you personally had an issue with the subjects you have
chosen? What happened, how did it affect you, how was it
resolved?**

Section 4

Training / Customer Service

This is about the legal requirements and leadership and encouragement to go further than these. Perhaps having a charter or recognition or agreed standard.

Below are the keys issues and actions required which have already been identified by disabled people.

Please choose **TWO PRIORITIES ONLY** from key issues below:

- **Keys issues and actions required**

- **Choose only two priorities from the issues below:**

Include disabled people and Disabled People Organisations (DPOs) in decisions on transport

Discuss with disabled people how to influence attitudes of staff – Customer service charter/recognition?

Standardise, evaluate and make mandatory delivery of disability equality training across all transport bodies – enforce in service contracts?

Provide a guide for providers and disabled people to help them understand the equality responsibilities by giving them targeted, focused information on legislation, policies, regulation, contractual obligations, etc

Provide a reference guide for transport operators on what they could do to support disabled people to travel more easily

Ensure that Transport providers take responsibility for completion of a journey

Train all transport providers in human rights and their roles and responsibilities in relation to disabled people

Ensure that customer surveys are in accessible formats and relevant to issues for disabled travellers

Give prioritisation of wheel chair users over buggies on buses– how do we achieve this?

Use the upcoming Ferries tender (2016) to do more in terms of access – ensure disabled people are involved in the process

Seek commitment to improve effectiveness of equality training to taxi drivers to be able to assist disabled people

Have you personally had an issue with the subjects you have chosen? What happened, how did it affect you, how was it resolved?

APPENDIX 4

Other priority issues

Information and Assistance

Other issues identified as priorities included:

Issue 4. If things go wrong, there should be an accessible format for contacting the operator.

- “An individual should not contact the driver – it’s not practical to disturb drivers during the journey.”

Issue 6. Make a good practice policy for using signs.

- “Icons/signs policy exists, but people don’t know about them.”
- “Make them visible, appropriately placed at suitable levels. Symbols are better than words.

Issue 7. Bring together all timetable information for all kinds of transport.

- “It enables people to make informed decisions about their complete journey and book assistance as required.

Issue 8. Make sure people know where and when an accessible bus is available – this includes an accessible stop.

- “What if you are visually impaired? Need audio/visual system.”
- “This would make travel more accessible and connect up more.”

Issue 10. Make booking accessible taxis easier and more accessible.

- “This is an issue in Perth/Dundee/Angus.”
- “There should be more training of taxi drivers – some drivers are not very nice.”

Training and Customer Service

Other issues were mentioned by individual groups as being a priority issue. These include the following:

Issue 2:Talk to disabled people about how to change attitudes to staff

- “Importance of good customer service – basic values. We’re looking for courtesy that everyone is entitled to.”
- “Disabled people know best.”

Issue 5:Have a guide for people who provide transport about how they can support disabled people to travel more easily.

- “It might help towards national, consistent service standards.”
- “By offering transport staff equality training - this would lead to the production of a training guide for both transport operators and passengers.”

Issue 6 Make sure that people who provide transport take responsibility for finishing a journey.

- “Being stranded mid journey is a big problem if you can’t read a timetable of get any other transport home.”

Issue 9 Make sure space for wheelchair users on buses is not taken by buggies.

- “There are other issues with using designated spaces, e.g. guide dogs. It is not just disabled people who have issues with buggies.”

Deliverability

Other issues were mentioned as priorities by individual groups. They included:

Issue 2 – Make concessionary travel better. Extend it to include community transport.

- “This is important to meet demand from the disabled community.”
- “This is a problem as it is restricted to buses and cannot be used on other transport.
- “You should be able to get it with low rate mobility Disability Living Allowance.”
- “Concessionary travel is free for companion to travel on the buses, but not on trains. This causes real issues in terms of cost and ability to travel freely/independently.”

Issue 5 – Provide accessible toilet facilities like Changing Places toilets near transport hubs.

- “There was a clear demand for this as a response to the changing places toilets consultation.”

Issue 15 – Look at situations where there is not enough Ambulance transport

- “The number of patient transport journeys would be decreased because patients will be assessed on clinical need.”

Issue 16 – Think about having guidance for local demand responsive transport. This is a local transport service to suit passenger needs; like a taxi service.

- “Local Demand Responsive Transport is really important for people in more remote areas. Most people in the group didn’t know about this kind of scheme.”

Connectivity

Other issues were also mentioned as being important priorities by individual groups. These include:

Issue 2 – Look at better timetabling

- “More connections between buses and ferries.”
- More buses designated to meet ferries.”

Issue 6 - Make tickets easier to get.

- “Integrate timetables and tickets – like Edinburgh buses and trams.”
- “Resolve issues with different transport companies to make it better.”

Issue 7 - If an accessible bus breaks down, make sure that it is replaced by another accessible bus.

- “Want to have most of their accessible buses out on the route.”
- “Some operators will provide a taxi – should this become policy?”
- “People shouldn’t be left abandoned.”
- “Taxi provision should be policy if accessible bus not available.”

Issue 8 – Think about how we can encourage people who make buses to think about people with different needs.

“Guidelines are already in place – produced in consultation with Disabled Persons Transport Advisory Committee (DIPTAC).”

Issue 9– Make sure the train which operates in the Highlands is upgraded to meet accessible standards.

“These are a problem.”

Further copies of this document are available, on request, in audio and large print formats and in community languages (Urdu; Bengali; Gaelic; Hindi; Punjabi; Cantonese; Arabic; Polish).

اس دستاویز کی مزید کاپیاں آڈیو کیسیٹ پر اور بڑے حروف کی چھپائی میں اور کمیونٹی کی زبانوں میں طلب کیے جانے پر دستیاب ہیں، برائے مہربانی اس پتہ پر رابطہ کریں:

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Gheibhear lethbhreacan a bharrachd ann an cruth ris an èistear, ann an clò mòr agus ann an cànan coimhearsnachd. Cuir fios gu:

इस दस्तावेज़/कागजात की और प्रतियाँ, माँगे जाने पर, ऑडियो टैप पर और बड़े अक्षरों में तथा कम्प्यूनिटी भाषाओं में मिल सकती हैं, कृपया संपर्क करें:

ਇਸ ਦਸਤਾਵੇਜ਼/ਕਾਗਜ਼ਾਤ ਦੀਆਂ ਹੋਰ ਕਾਪੀਆਂ, ਮੰਗੇ ਜਾਣ 'ਤੇ, ਔਡੀਓ ਟੇਪ ਉੱਪਰ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿਚ ਮਿਲ ਸਕਦੀਆਂ ਹਨ, ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

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