MACS: Bus and Community – Change Theory Driver Map

**Aim**
To ensure public and community transport is available, affordable and fully accessible to all, to:

- Enable disabled people to travel with equal choice, opportunity and freedom
- Allow equal access to planning and booking journeys, enabling disabled people to successfully complete door to door journeys, and
- Improve accessibility and increase bus patronage in line with the objectives of Scotland’s Accessible Travel Framework.

**Primary Drivers**
Strategic Improvements needed to achieve desired outcome

- **Bus, Coaches and Taxis:** Our buses, coaches and taxis are fully accessible to all, available to meet demand and affordable.

- **Community Transport:** Our Community Transport is recognised as “lifeline” services, and is fully accessible and sustainable.

- **Booking and Ticketing:** Journey planning and booking of tickets is fully accessible and is in various formats, offering disabled people the most competitive deals.

**Secondary Drivers**
Specific planned changes or interventions

- Review of PSVAR
- Accessibility core to BSOG
- Accessibility central and core to franchise/contract agreements.
- Concessionary Travel Card (NEC) provision continues
- Each LA has adequate accessible Taxis and PHCs to meet demand
- Clarification on Section 19 and 22 Permits from DfT
- Funding for CT needs stabilised to ensure sustainability
- TS and RTPs strategies for integrated ticketing
- Roll out of inclusive booking methods and clear timetabling

**Change Ideas**
Tests

- The review of PSVAR is earlier than 2027 (via DfT and DPTAC)
- BSOG are only given to service providers with buses and coaches that are accessible to all
- Contracts & franchises have EqIAAs and accessibility as a qualifying criteria
- Sustainability of Concessionary Travel Card card continues
- Accessible Taxis and PHCs are available in line with ATF recommendations
- Permits for CT are fit for purpose and enable continuation of services
- Disabled people are able to buy VFM tickets with ease (including cross modal)
- There is support to transfer between modes of transport