Aim
To ensure disabled people can travel by rail and where needed get assistance and support to allow them to complete their journey safely.

To advocate for equal access to planning and booking journeys, enabling disabled people to successfully complete door to door journeys, and

To seek improved accessibility of rail stations and the surrounding infrastructures in line with the objectives of Scotland's Accessible Travel Framework.

Driver Map
What it is and how much by when

Primary Drivers
Strategic Improvements needed to achieve desired outcome

Trains and Stations: Our trains and stations are accessible to all and enable disabled people to travel spontaneously.

Safety and Assistance: Passenger Assistance is spontaneous, fit for purpose and supports disabled people to travel free from disability hate crime.

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

Change Ideas
Tests

How

Trains and Stations:
- More fit for purpose criteria for accessibility
- Greater number of train stations are accessible and better designed rolling stock
- Contracts & franchises have EqIAs and accessibility as a qualifying criteria

Safety and Assistance:
- Disabled people are more confident to travel by rail reflected in satisfaction surveys and increased patronage
- Raised awareness of the DPPP and more disabled people have confidence to travel in safety

Booking and Ticketing:
- Disabled people are able to buy VFM tickets with ease (including cross modal)
- There is support to transfer between modes of transport

Change Ideas:
- Engagement with Transport Focus, ORR and RfE to advocate for necessary improvements
- SRAF and Accessibility Criteria
- Accessibility central and core to franchise/contract agreements

How

Greater number of train stations are accessible and better designed rolling stock

More fit for purpose criteria for accessibility

Greater number of train stations are accessible and better designed rolling stock

Contracts & franchises have EqIAs and accessibility as a qualifying criteria

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Why