## **MACS: Rail – Change Theory Driver Map**

## **Driver Map**

What it is and how much by when

## 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.

## **Primary Drivers** Change Ideas **Secondary Drivers** Strategic Improvements **Tests** Specific planned changes needed to achieve desired or interventions outcome More fit for purpose criteria for accessibility Engagement with Transport Focus, ORR and RfE to advocate for Greater number of train stations Trains and Stations: Our necessary improvements are accessible and better designed trains and stations are rolling stock SRAF and Accessibility Criteria accessible to all and enable disabled people to travel Contracts & franchises have EqlAs Accessibility central and core to spontaneously. and accessibility as a qualifying franchise/contract agreements. criteria Disabled people are more Safety and Assistance: Audio - Visual Technology is confident to travel by rail reflected developed to assist during the Passenger Assistance is in satisfaction surveys and journey spontaneous, fit for purpose increased patronage. and supports disabled people to travel free from disability Raised awareness of the DPPP and hate crime. Review of the DPPP more disabled people have confidence to travel in safety Disabled people are able to buy Booking and Ticketing: TS. RTPs and Rail Providers VFM tickets with ease (including Journey planning and booking strategies for integrated ticketing cross modal) of tickets is fully accessible and is in various formats. Roll out of inclusive booking offering disabled people the There is support to transfer methods and clear timetabling between modes of transport most competitive deals.

Whv