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Scotland's Accessible Travel Framework

Our Delivery Plan for 2019-2020



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Foreword

This is the first Annual Delivery Plan for Scotland's Accessible Travel Framework since the ten year Framework was published in 2016.

Accessibility is central within my ministerial portfolio, it is also a priority shared by a number of my cabinet colleagues in: Health, Social Security, Education, Economic Development, Culture and Equalities. We are collectively aware that an accessible transport system can and should act as an enabler to: lifting people out of poverty, gaining meaningful employment, improving public health and wellbeing, tackling loneliness and isolation and growing the economy and above all enabling disabled people to lead fulfilling lives and participate fully in society.



"Going Further": Scotland's Accessible Travel Framework was co-produced (two years of partnership working) with disabled people in the spirit of "nothing about us, without us" and its ambition and commitment was to go beyond what the law says we must do, to help ensure we do all we can to make travel more accessible for disabled people across Scotland.

This is a welcome opportunity for me to highlight progress so far towards the vision as articulated in the Framework, that every disabled person in Scotland can travel with the same freedom, choice, dignity and opportunity as other citizens. Examples of achievements so far are outlined in the priorities to follow, however let me offer a few examples:

- the advance notice required for ScotRail passenger assistance has reduced by 50% from four hours in 2016 to two hours today and we anticipate a further 50% reduction by around 2021 – the lowest in the UK – this compares with most of the other UK operators requiring 24 hours. ScotRail is reporting passenger assistance requests are up by 16.7% in 2017-2018.
- a Ferries Accessibility Fund totaling £1 million financed by both Transport Scotland and transport operators, has seen substantial improvements since 2014 on Scotland's ferries and terminals, such as: accessible doors and changing places toilets being installed in some terminals and ferries, training including guide dog and dementia is being rolled out for staff annually.
- three years ago the UK Civil Aviation Authority (CAA) set up the world's first General Aviation Policy Framework, outlining how they will judge new approaches to regulating and rating the UK Aviation sector. In 2016 Scotland had three very good and three good airport ratings and in 2017-2018 Scotland received five very good and one good rating; we hope Scotland's largest airports¹ will all receive the top rating of very good in 2019-2020. Scotland's largest airports are showing great leadership on airport accessibility. The CAA's recent

¹ Those which welcome more than 150,000 passengers a year

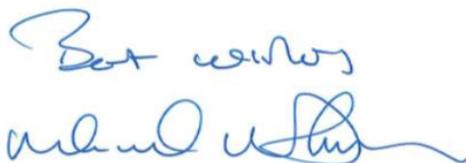
two year UK satisfaction research, shows that 80% of assistance users are satisfied overall and 60% are very satisfied.

However, even though improvements have been made, there is still a long way to go if we are to deliver the ambitions within the ten year Framework. That's why we have moved to an Annual Delivery Plan, co-produced (over the last year) in the same way as the Framework, so we can be clear about our priority aims each year going forward and the progress we are collectively committing to achieve.

This year's Annual Delivery Plan aligns to the provisions within the Transport (Scotland) Bill, which contains vital measures to aid accessibility such as prohibitions on pavement and double parking, helping to remove obstructions from people's journeys. It also aligns to the review of Scotland's National Transport Strategy; setting out a 20 year plan to meet the vision that "Scotland will have a sustainable, inclusive and accessible transport system helping to deliver a healthier, fairer and more prosperous nation for communities, businesses and visitors".

I would like to offer my personal thanks to all our accessible transport partners, the 15 Public Appointees who make up the Mobility and Access Committee for Scotland, disabled people's organisations, Access Panels and transport operators, who have come together to deliver on the aims set out in this first Delivery Plan.

Finally, I was delighted to hear that Scotland was invited to share its best practice with our European partners at the annual European Disability Forum on 1 June; I would encourage on-going best practice exchange across Europe and beyond. I very much look forward to continuing to work with you all as we move forward on our Accessible Travel 2019-2020 Delivery Plan.



Michael Matheson MSP
Cabinet Secretary for Transport, Infrastructure and Connectivity

Vision and priorities for 2019-2020

This Vision and priorities paper has been prepared by Transport Scotland's Accessible Travel Policy Branch within the Scottish Government. The paper has been genuinely co-produced alongside the Scottish Transport Accessibility Steering Group and its 20 strong representative bodies, the Mobility and Access Committee for Scotland with its 15 Public Appointees and policy officials across the office, particularly: equalities, justice, housing, economic development, skills and learning, children and families, digital, education and social security.

Each of the eight thematic priority areas within this year's Delivery Plan are taken from the ten year [Accessible Travel Framework](#) and are underpinned by quality improvement methodology in partnership with the Scottish Government's Improvement Team.

Delivery of these 2019-2020 priorities keeps us on track to deliver a substantial part of the ten year Framework in five years.

Let's now consider each of the eight priority areas for 2019-2020, reflecting on recent achievements and agreed actions throughout 2019-2020.

Priority: Passenger Assistance

More people with reduced mobility, using public transport who require passenger assistance use trains and ferries.

(Aviation and Bus follow separately)

Achievements – ScotRail

- the time for requesting passenger assistance in Scotland has been reduced to two hours, one hour is anticipated by 2020-2021 compared with most of the other operators across the UK requiring 24 hours
- ScotRail's passenger assistance requests in Scotland were up by 16.7% in 2017-2018
- ScotRail is successfully raising awareness of passenger assistance services by efficiently advertising alongside other customer tools such as Blue Badge and Disabled Persons Railcard renewals. [Accessible travel information](#) is available on ScotRail's website.
- Scotland has 361 stations and ScotRail has identified the top 12 stations, where 76% of all assisted journeys start or finish. Learning and best practice is being collated by ScotRail in order to cascade to all other stations.
- on 30 May 2019, ScotRail teamed-up with Interpreter Now introducing a new British Sign Language (BSL) application to Scotland's railway, a first in the UK rail industry. This allows immediate access to online interpreting for BSL users.

Achievements - CalMac/North Link

- since 2014 the £1 million [Ferries Accessibility Fund](#) has made improvements to the accessibility of our ferries and ports and has enhanced the ferry travelling experience of disabled people and others facing mobility or access challenges. Improvements have also been made in terms of ferry terminal access and surrounding infrastructure such as: accessible doors, changing places toilets and training, including guide dog and dementia training is being rolled out for staff annually. This includes passengers that have hidden disabilities. The last round of the fund is due to be completed in 2019-2020.
- NorthLink Ferries have a full list of [accessibility options](#) across their fleet
- CalMac Ferries also have a full list of [accessibility options](#) across their fleet

Key actions for 2019-2020

Communication/raising awareness

- explore with ScotRail, CalMac Ferries and NorthLink Ferries the possibility of further promotion of passenger assistance through different media channels
- Transport Scotland Accessible Travel policy officials will work with a wide range of partners to further promote passenger assistance services through both internal and external social media platforms including the Disability Equality Scotland (DES) [accessible travel hub](#)

Staff training and development

- Transport Scotland Accessible Travel policy officials will work with service providers to explore the possibility of creating a universal passenger assistance training and development programme with ScotRail and Ferry Operators; this offers the opportunity to have quality training agreed by transport providers and can be used on any mode of transport

Priority: Aviation

All Scotland's airports improve service to disabled passengers and the seven largest airports receive good or very good rating from the Civil Aviation Authority's (CAA) 2019-2020 Accessibility Performance Analysis.

Achievements

- three years ago the UK Civil Aviation Authority (CAA) set up the world's first General Aviation Policy Framework, outlining how they will judge new approaches to regulating and rating the UK Aviation sector. In 2016 Scotland had three very good and three good airport ratings and in 2017-2018 Scotland received five very good and one good rating; we hope Scotland's larger airports² will receive the top rating of very good in 2019-2020. Scotland's largest airports are showing great leadership on airport accessibility.
- the CAA's recent two year UK satisfaction research, shows that 80% of assistance users are satisfied overall and 60% very satisfied. Over three million requests were made for assistance at UK airports and requests for assistance grew by 10% - more than double that of general passenger growth.
- Scottish airports are viewed by the CAA as best practice exemplars around passenger assistance; including services for people with hidden disabilities, stress and anxiety reduction. Growth in passenger assistance requests at both Edinburgh and Glasgow airports from 2014 to 2018 is just over 50%.

Key actions for 2019-2020

Evidence

- Transport Scotland Accessible Travel policy officials, Scottish airport representatives and the Mobility and Access Committee for Scotland's lead on Aviation will continue to work with both the CAA and Department for Transport (DfT) colleagues to drive excellent accessibility service ratings annually for Scotland's seven larger airports, which are: Aberdeen, Edinburgh, Glasgow, Sumburgh, Inverness, Prestwick and Kirkwall. We will commence partnership working during summer 2019 with the CAA to undertake, for the first time, accessibility audits of some of Scotland's smaller airports: Dundee, Barra, Benbecula, Campbeltown, Islay, Stornoway, Tiree and Wick, to establish where accessibility improvements are needed and agree annually what can be done to support smaller airports.
- Transport Scotland Accessible Travel policy officials to lead on (pulling on both domestic and international evidence) the examination of key issues still to be resolved, such as what would need to be in place before we see Changing Place facilities, and customers able to use their own wheelchairs on flights?

² Those which welcome more than 150,000 passengers a year

Communication

- Scottish airports are seen as leading the way on airport accessibility. Transport Scotland Accessible Travel policy officials will continue to work with those Scottish airports that are keen to create a Scottish airport best practice comparator and Accessibility Charters and share good practice across all Scotland's airports, large and small.
- Accessibility Steering Group Aviation leads will engage with Visit Scotland, as part of the partnership working on accessible tourism, to agree collective Scottish Aviation marketing pieces, which each of the airports involved will agree to use, as this should strengthen individual airport marketing, offering maximum opportunity to see disabled people passenger growth
- Transport Scotland Accessible Travel policy officials will strengthen the CAA's intelligence around what is pertinent to Scottish customers, by offering changes to analysis questions during the CAA's six monthly Mori poll

Enforcement powers

- Accessibility Steering Group Aviation leads (Airport Accessibility leads, Transport Scotland Accessible Travel policy officials and Mobility and Access Committee for Scotland lead) to work in partnership with DfT/CAA on expected new guidance on quality standards under Regulation EC 1107/2006 i.e. storage of wheelchairs on planes and equipment handling arrangements, to drive up standards and support industry
- Accessibility Steering Group Aviation representative leads to be involved in the UK's enforcement partnership group, tackling breaches of regulation 1107/2006-right of disabled travelling by plane
- Accessibility Steering Group Aviation leads and those Scottish airports that wish to be involved will play a key part in finalising the CAA's new Aviation guidance, due out in Autumn 2019, on matters such as storage of wheelchairs on planes and equipment damage compensation

Priority: Bus

Bus – Enable more disabled people in Scotland to use buses by working towards fully accessible information, infrastructure and design.

Achievements

- the Scottish Government is committed to maintaining free travel on buses for Scotland's eligible older and disabled people. Last year the national concessionary bus scheme provided 142 million free bus journeys for nearly 1.4 million older and disabled cardholders, benefitting each cardholder by an average of £260 per year.
- there are examples of bus operators in Scotland going beyond what they are legally required to do on accessibility. For example, new low-floor, wheelchair accessible coaches have been deployed in Fife in advance of the statutory deadline for them to be in service. The coaches were designed in consultation with Bus Users Scotland (BUS) who are funded by Transport Scotland to represent the interests and needs of all passengers.
- bus operators in Scotland continue to introduce buses equipped with real time trackers on local services. These feed into both on-street real time information screens and mobile applications, which allow users' access to the most up to date information available.
- a number of operators are already starting to deploy audio visual display units to provide journey information beginning with new buses coming into service
- Transport Scotland Bus officials and the UK Government worked together on the provisions of the Bus Services Act 2017, which will provide for mandatory audio-visual information to be available on registered bus services, subject to the passage of secondary legislation in the UK Parliament
- Scottish bus companies will have access to the £2 million fund to be launched by the DfT in 2019-2020 to support smaller bus companies to become compliant with the Act's requirements
- the Transport (Scotland) Bill, which is currently before Parliament, contains measures to support local authorities to better meet local public transport needs, including by providing services themselves and by statutory partnerships and local franchising. The aim is to help improve bus services and attract more passengers, benefiting all bus users, including disabled people.

Key actions for 2019-2020

Information

- Transport Scotland Bus policy officials, operations officials and the Accessibility Steering Group Bus lead will continue to work with Traveline Scotland, transport providers and other authorities to further improve access to information through the [Traveline Scotland application and webpage](#)
- Transport Scotland Bus policy officials together with the Accessibility Steering Group Bus lead will liaise with local authorities to develop a consistent approach to passenger assistance information at local bus stations and travel hubs, including working with Regional Transport Partnership (RTP) lead officers to explore developing good practice guidance

Freedom of choice

- the Accessibility Steering Group Bus lead will work in partnership with transport providers to run a series of events to identify interventions to increase bus patronage across Scotland and more successful door-to-door journeys by disabled people. Transport Scotland will fund these initiatives through Disability Equality Scotland who will host and facilitate the events.

Travel with confidence

- Transport Scotland Accessible Travel policy officials and analysts will explore opportunities to gain detailed analysis on why people choose not to travel by public transport. We will consider the following opportunities:
 - Scottish Transport Survey
 - Scottish Household Survey
 - Transport Focus Bus Passenger Survey
 - feedback from Transport Providers and Bus Users Scotland

Accessible bus fleets

- Transport Scotland's Accessible Travel policy and Bus policy officials will continue to work with operators and others to explore how regulatory and funding arrangements could be used to support Scottish bus operators to go beyond the current standards set by the Public Sector Vehicle Accessibility Regulations (PSVAR) to optimise the quality of experience for disabled Scottish bus users

Priority: Signs, Wayfinding and Information

Improve wayfinding signage and information.

Achievements

- significant improvements are being seen due to transport providers taking the initiative in developing better signage and other wayfinding techniques to help people get around their buildings, vehicles and vessels e.g. ScotRail has switched to using Grace's Sign. ScotRail has installed the sign at accessible toilets within its stations (this is in support of thirteen year-old Grace Warnock's idea for a more inclusive toilet sign that includes both a person in a wheelchair and a standing person with a heart, symbolising people with invisible conditions).
- through Transport Scotland's Accessibility and Active Travel Grant Fund, signage and wayfinding is seeing improvements due to examples such as; [Go Upstream](#) working in partnership with ScotRail and CalMac Ferries to see improvements in signage in areas such as the Ardrossan Harbour area

Key actions for 2019-2020

Best practice guidance

- Transport Scotland Accessible Travel policy leads will work with partners to co-produce standardised best practice guidance on signs, wayfinding and information in and around the public transport system

Signage design specifications

- Transport Scotland Accessible Travel policy leads will work with a wide range of stakeholders including Access Panels, partners and other relevant stakeholder groups to help develop recommendations for transport operators and local transport authorities in terms of signage design
- Transport Scotland Accessible Travel policy leads will work with Accessibility Steering Group leads for signs, wayfinding and information and transport operators to engage with local authorities and institutions in relation to the approach to signs, wayfinding and information on all modes

Priority: Thistle Assistance

Every disabled person will have access to an effective, national assistance card across all transport modes.

Achievements

- since 2002, the Thistle Assistance Card has been in a discreet paper format and year on year we have seen an increase in use and customer feedback is positive

Key actions for 2019-2020

Consistency

- with a £30k grant from Transport Scotland's Accessibility and Active Travel Grant Fund and Scottish Enterprise's CAN DO Fund, in 2019-2020 the South East of Scotland Regional Transport Partnership (SEStran) will further enhance the Thistle Card value by creating a digital application, which will offer integrated journey planning, assistance and wayfinding. This innovative approach will make it easier for people with a range of needs to use our public transport network across Scotland.
- the Accessibility Steering Group Thistle Card leads will be exploring single tool opportunities that offer the Thistle Card and much more and will cascade and promote this learning and best practice

Awareness

- evidence obtained by the Scottish Youth Parliament's [All Aboard Campaign](#) suggests many people (especially young people) are not aware of the assistance tools available enabling them to communicate their needs when traveling. Transport Scotland Accessible Travel policy officials along with SEStran and the Scottish Youth Parliament will work to strengthen the Thistle Assistance brand across all modes of transport.
- currently information about Thistle Assistance is distributed to all Blue Badge holders and the possibility of incorporating it into the Smart Ticketing system is also being explored by a range of Transport Scotland officials

Priority: Ensure Clear Pathways

Ensure paths and pavements are clear and accessible for all.

Achievements

- Transport Scotland Accessible Travel policy officials have listened to concerns from disabled people and set up a stakeholder group to develop better guidance for Scottish decision-makers on inclusive street design for all
- work is already underway to improve existing guidance and standards about the accessibility of streets at a UK level by the Department for Transport (DfT) on street design, with support from Transport Scotland Accessible Travel policy, Roads officials and the Mobility and Access Committee for Scotland. Transport Scotland are also updating their Roads for All Good Practice Guide.
- seven percent of the 56,364 km Scottish road network is trunk roads, an asset owned and managed by Transport Scotland who have ring-fenced £2 million annually to deal with removing accessibility barriers. In 2018-2019, this included pedestrian crossing improvements, provision of contrast banding on lampposts and improvements to disabled provision within lay-bys.
- street design and clear pathways are a key responsibility of local authorities, who design and maintain all of the non-trunk road network and (equating to 93% of all Scottish roads), walking and cycling ways and footpaths i.e. more local authorities are using existing powers in new ways to support disabled people, Edinburgh Council banned mobile advertising boards on pavements in 2018. This helps people with visual and mobility impairments navigate the street environment more easily.

Key actions for 2019-2020

Educating decision makers

- Transport Scotland Accessible Travel policy and Road policy officials will work with local authority designers, planners and disabled people to ensure disabled people are involved in the concept stage of any streetscape redesign and Equality Impact Assessments (EqIA) when required are undertaken and acted upon
- Transport Scotland Accessible Travel policy officials and Road policy officials will promote accessible and inclusive street design in our work to communicate to professional communities, such as chartered institutions and other relevant street design bodies

Legislative framework

- the [Transport \(Scotland\) Bill](#) going through the Scottish Parliament in 2019-2020 delivery period is anticipated to ban parking on the pavement in Scotland, subject to exceptions

Communications and engagement

- Transport Scotland Accessible Travel policy, Road and Planning and Architecture officials will complete research work (jointly funded by Transport Scotland, Scottish Government and Department of Transport (DfT)) by the end of 2019 into inclusive street design. This will be led by the three main partners who sit on the inclusive streets stakeholder group, in collaboration with the working group members. This will then inform development of improved guidance on inclusive local street design.
- Disability Equality Scotland (DES) through funding from Transport Scotland's Accessible Travel Policy Branch will continue to engage with Access Panels throughout Scotland and other disabled people's organisations and respond to their concerns around inclusive streets
- Transport Scotland Accessible Travel policy officials will start work on developing a robust and accessible reporting system allowing individuals to report problems with paths and pavements, for example by ensuring clear information is on www.mygov.scot

Priority: Taxi and Private Hire

Taxi and Private Hire Cars (PHCs) are available across Scotland and meet the needs of disabled people.

Achievements

- local authorities across Scotland have been responsible for implementing [the new provisions of the Equality Act 2010](#) that seek to protect disabled people from discriminatory treatment, and which sought lists of wheelchair accessible vehicles to be produced
- in 2018 the Scottish Accessible Transport Alliance (SATA) undertook a national survey of disabled people about their experiences of using taxis and Private Hire Cars (PHCs). This evidence and subsequent additional work by partners led to a co-produced set of proposed interventions, see key actions below for details of these interventions being worked on during 2019-2020.

Key actions for 2019-2020

Information

- Transport Scotland and the Accessibility Steering Group Taxi and PHC leads will work to make it easier to find out information about taxis and PHC availability. For example, we will try to work with local authorities to improve existing local communication channels to make access to information easier.

Guidance for good customer service

- taxis and PHCs are locally regulated. There were over 10,000 taxis and nearly 14,000 PHCs in Scotland in 2018.
- through developing new guidance for taxi and PHC accessibility, Transport Scotland Accessible Travel policy officials will work to address guidance gaps for how standards of service can be improved
- this new guidance will incorporate the whole system, not just vehicle and driver standards. For example, looking at information provision, ensuring taxi and PHC staff learn about disability and making sure disabled people understand their rights and can provide feedback easily.
- it will also seek to address gaps in both local taxi and PHC policies, to ensure they are designed involving disabled people and look at broad issues, such as incentivising a correct vehicles mix, recognising availability problems in different areas and at different times

Design specifications

- Transport Scotland Accessible Travel policy officials will work in partnership with the UK Government on common issues, such as improved design specifications for wheelchair accessible taxis and PHCs

Mobility as a Service

- the 2018 Programme for Government committed a £2 million investment fund (over three years) designed to support the testing of the Mobility as a Service in Scotland (MaaS) concept, providing people with easy, digital access to travel information so they can be better informed on the different ways to undertake their journey. Transport Scotland Accessible Travel policy officials will work with the Mobility and Access Committee for Scotland, to ensure disabled people are not left behind on this initiative and are pleased to highlight that tackling inequality, accessibility and mobility issues is a key theme in the first year for this fund.

Good practice

- we know there are continuing challenges such as mismatches between supply and demand of accessible taxis and PHCs particularly in rural areas. Throughout 2019, Transport Scotland Accessible Travel policy officials will work with local authorities to spread good practice ensuring improved services for disabled people; exploring innovative ways of meeting the heightened demand for accessible taxis and PHCs.
- Transport Scotland Accessible Travel policy officials will also offer advice and guidance to local authorities when revising their policies on taxis and PHCs and learning from areas where incentives work well will be cascaded to all local authorities

Traveller's rights

- Transport Scotland Accessible Travel policy officials will work with Scotland's Accessibility Steering Group and UK colleagues to improve guidance around the rights of travellers in taxis and PHCs

Priority: Hate Crime

Through a joint approach we implement a national Hate Crime Charter to ensure all citizens can travel free from bullying and harassment on all modes of transport.

Achievements

- [The Independent Advisory Group on Hate Crime, Prejudice and Community Cohesion](#) in 2016 recommended that a Hate Crime Charter be agreed with public transport operators. Since then the Transport Scotland Accessible Travel Policy Branch and partners: Disability Equality Scotland (DES), Police Scotland, SEStran, British Transport Police and People First Scotland (who make up the Hate Crime Working Group) have been working to gain a greater understanding of the extent of disability hate crime on our transport system across Scotland. This has been through:
 - holding three successful events in Fife, Clackmannanshire and West Lothian in 2018, which attracted 114 representatives from equalities groups, covered by the Hate Crime legislation: race, religion, transgender identity, sexual orientation and disability
 - Aberdeen International Airport participating in "I Am Me's ['Keep Safe' service](#)
 - a draft Hate Crime Charter, costing £15,000 (Transport Scotland funding to Disability Equality Scotland), with common standards across all transport modes is being rolled out throughout this and next year

Key actions for 2019-2020

Awareness raising

- the Hate Crime Working Group (managed by Disability Equality Scotland) will hold a series of face-to-face meetings from June to December 2019 to introduce the draft Charter, its overall aims and objectives and discuss the practicalities of implementation and rollout across Scotland
- agreement has been reached that the Hate Crime Working Group will pilot our draft Charter in the South East of Scotland Regional Transport Partnership throughout 2019 and early in 2020
- in partnership with Police Scotland, members of the Hate Crime Working Group will consider the provision of training, monitoring and reporting for transport operators

Communication

- Disability Equality Scotland will share best practice and learning through the [Accessible Travel Hub](#) and the [Disability Safety Hub](#), hosted by Disability Equality Scotland
- Hate Crime Working Group will engage with partners from different equality strands to develop a promotional campaign (call to action) to accompany the Charter to raise awareness of its aims and purpose

Commitment/monitoring/evaluation

- Transport providers will be encouraged by Transport Scotland's Accessible Travel policy team to pledge that they will display the Charter, report and record incidents using different ways of reporting hate crime, including the British Transport Police text number (61016)
- the [Keep Safe application](#) which links to the Police Scotland reporting form. The Hate Crime Working Group will monitor hate crime incident recording closely over the next 12 months and they anticipate increased recording as knowledge is cascaded before we see any reductions.
- it is widely acknowledged by Police Scotland that around 97% of hate crime on our transport system goes unreported and monitoring needs to be improved. The Hate Crime Working Group will work throughout 2019 to raise awareness of, and test the draft Hate Crime Charter with those operators keen to be involved.

Original 2016 Framework's four over-arching outcomes

Our vision for accessible transport in Scotland is that all disabled people have the same freedom, choice, dignity and control to travel as other citizens.

The original [ten year Accessible Travel Framework's](#) Overarching Outcomes, launched September 2016, still hold true today.

More disabled people make successful door-to-door journeys, more often.

Disabled people are involved in the design, development and improvement of transport policies, services and infrastructure.

Everyone involved in delivering transport information, services and infrastructure can support disabled people to travel.

Disabled people feel comfortable and safe when using public transport, including by being free from hate crime, bullying and harassment.

Our eight thematic priorities for 2019-2020

Passenger Assistance - More people with reduced mobility, using public transport who require passenger assistance use trains and ferries.

Aviation – All Scotland's airports improve service to disabled passengers and the seven largest airports receive good or very good rating from the Civil Aviation Authority's (CAA) 2019-2020 Accessibility Performance Analysis.

Bus – Enable more disabled people in Scotland to use buses by working towards fully accessible information, infrastructure and design.

Signs, Wayfinding and Information – Improve wayfinding signage and information.

Thistle Assistance - Every disabled person will have access to an effective, national assistance card across all transport modes.

Ensure Clear Pathways – Ensure paths and pavements are clear and accessible for all.

Taxi and Private Hire – Taxi and Private Hire Cars (PHCs) are available across Scotland and meet the needs of disabled people.

Hate Crime – Through a joint approach we implement a national Hate Crime Charter to ensure all citizens can travel free from bullying and harassment on all modes of transport.

Annex A: Table showing list of original 48 issues within the ten year Framework and what has been thematically selected to make the eight priority themes within this first Annual Delivery Plan

Issue no.	Issue description	Priority area
43	Ensure more publicity for passenger assistance, which is a central booking system for assistance to travel by rail	Passenger Assistance
Additional	Work with CAA to refresh guidance that will tighten up Service Level Agreements (SLA)'s and designate Civil Aviation Authority (CAA) as an enforcement body	Aviation
37	Develop better travel information, e.g. on time and places of available buses, increase in use of audio and visual description	Bus
39	Ensure disabled people are aware of any breakdowns or changes to travel and alternative accessible transport/assistance is provided to complete the journey	Bus
48	Produce a good practice strategy for signage replacement	All modes
34	Address low availability of sign language interpreters or people with some knowledge of signing	Signs, Wayfinding and Information
35	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.)	Signs, Wayfinding and Information
36	Produce a good practice strategy for signage replacement	Signs, Wayfinding and Information
Additional	Launch the Thistle Card nationally in Scotland	Thistle Assistance
2	Ensure paths are clear of obstructions like bollards, road works and wheelie bins and are accessible for all	Ensure Clear Pathways
19	Accommodate the different needs for an accessible taxi	Taxi and Private Hire
20	Funders such as Scottish Government could offer grants to help taxi firms improve their fleet to include accessible taxis	Taxi and Private Hire
21	Local Authorities should collect information on numbers and types of accessible taxis in their area to help them identify where improvements are needed	Taxi and Private Hire

22	Require taxis to provide evidence (for example a certificate) of their exemption from taking passengers in wheelchairs or assistance dogs	Taxi and Private Hire
23	Use taxi licensing to ensure (20)% of taxis at any one time are accessible to wheelchair users in each local authority area	Taxi and Private Hire
44	Make booking of accessible taxis more accessible	Taxi and Private Hire
45	Taxis to be contactable by SMS, not just a phone number	Taxi and Private Hire
47	Pilot an accessible taxi share scheme – like car clubs – for local areas where no taxi firms have wheelchair accessible vehicles	Taxi and Private Hire
32	Provide accessible information for disabled people to help them be safer on public transport	Hate Crime
33	Tackle hate crime on public transport with help from British Transport Police	Hate Crime

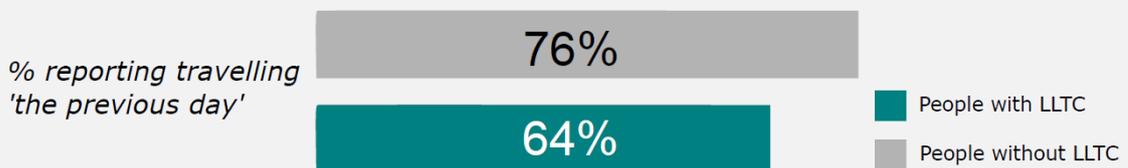
Disabled people's travel patterns

Due to low numbers of those classifying themselves as disabled during the House Hold survey analysis, we can solely offer intelligence, at this time, on those that deem themselves with a limiting long term condition (LLTC).

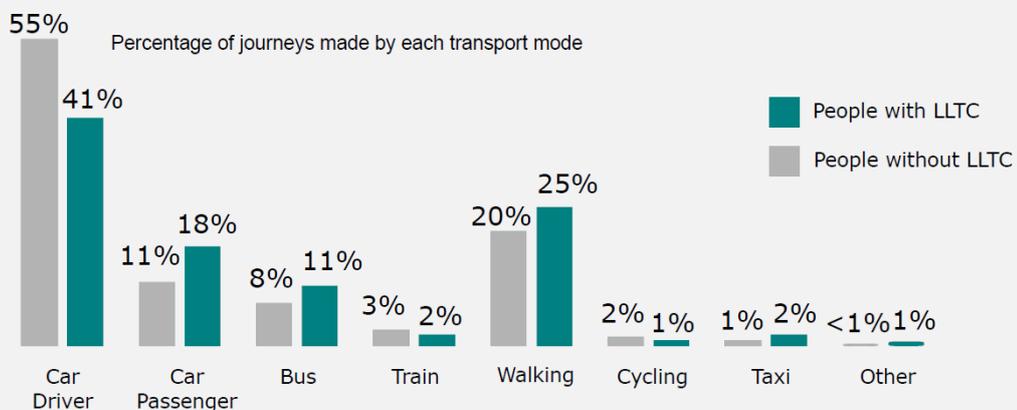
We are exploring designing new questions for the House Hold survey which will offer intelligence from those that classify themselves as disabled in order that we can consider the full circumstances around their public transport travel.

These summaries use the presence of a LLTC as a proxy for disability.

Adults with LLTC are less likely to travel than those without LLTC.



When individuals do travel, the way they travel is broadly similar for adults with and without LLTC.



There are some differences worth highlighting however:

Whilst driving is the most common mode for both groups, adults with LLTC are less likely to make driving journeys.



Adults with LLTC are more likely to use taxis
 (although this forms a small proportion of journeys)

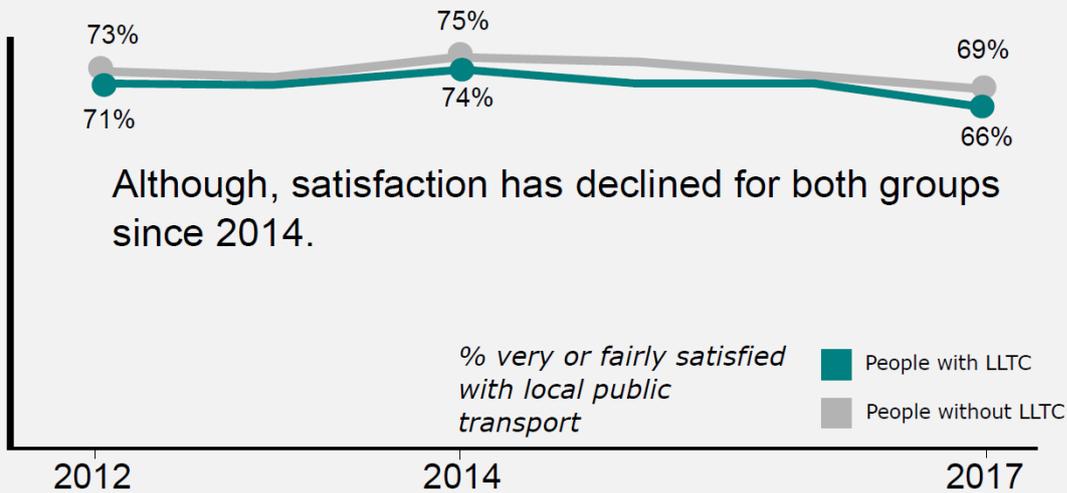


This finding is echoed amongst school children. Whereas walking is the main mode of transport for children travelling to mainstream schools, over half of students at special educational needs schools travel by taxi.

Adults with LLTC are more likely to make walking journeys



With regards **views on public transport**, satisfaction levels are fairly similar between adults with and without LLTC.



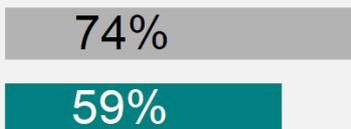
Adults with LLTC report feeling less safe and secure on public transport at night.



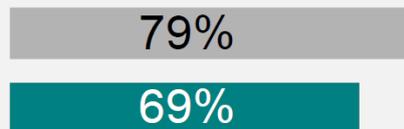
■ People with LLTC
 ■ People without LLTC



% that agree they feel safe/secure on the bus at night



% that agree they feel safe/secure on the train at night





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