

Scotland's Accessible Travel Framework:

2019-2020 Delivery Plan Progress Report



What is this document about?



This paper shows the work that has been done on the Accessible Travel Framework in 2019 and 2020.



The Framework is a 10 year plan to make public transport better for disabled people.



This paper will give an update on the 8 main projects that Transport Scotland are working on to make the Framework happen.

A word from the Minister



Michael Matheson is the Minister in charge of transport.

Mr Matheson is happy with the progress of the projects including:

- The Thistle Assistance Card
- The Hate Crime Charter pilot
- Passenger Assistance on rail and ferries



Mr Matheson thanks MACS, Disability Equality Scotland, the Accessible Travel Steering Group and SEStran for their hard work.

How transport can help with coronavirus.



Transport Scotland have written a Transport Transition Plan.

It gives information on how to keep transport safe during coronavirus.



The Transport Transition Plan Equalities Network are a group of organisations who help with the plan.

Many groups gave information to help with the plan.

Disabled people's views were included in the plan.



A national Advisory Group was set up. The Mobility and Access Committee (MACS) have people on this group to speak about the views of disabled people.

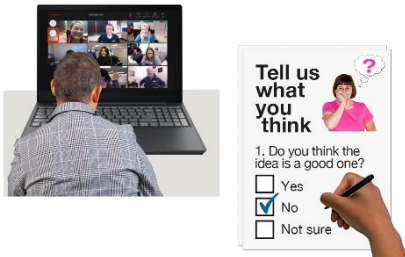


The Accessible Travel Policy Steering Group is made up of different disabled groups.

They made sure that information from people with different types of disability was included in the plan.



Disability Equality Scotland is a national disabled person's organisation.



It held webinars and surveys to get the views of disabled people and added these to the plan.



MACS give advice to Scottish Government Ministers.

MACS wrote guidance for transport operators to help disabled passengers.



Other organisations like Guide Dogs UK, RNIB and Future Journeys Observatory also gave their views to help with the plan.

Projects for 2019-20



Coronavirus meant that some projects had to stop but lots of work kept going.

8 projects were worked on.

This paper will now talk about each project and the work they have done.

Project 1 - Passenger Assistance



ScotRail continued to offer passenger assistance at a safe distance.

In 2021 someone will be able to book passenger assistance an hour before they need to travel.



ScotRail use an app that means staff can communicate with deaf passengers who use British Sign Language to communicate.



Northlink Ferries introduced Ramble Tags so they could still give assistance to passengers without any direct physical contact.



The Thistle Assistance Card now has a message about face covering exemptions.

Project 2 - Travel by aeroplane



Not many people used air travel during the coronavirus pandemic.



Inverness airport won awards at the Scottish Transport Awards and from Nairn Access Panel for good accessibility.

The airport got a high rating for customer service.



Inverness also has accessibility guides on their website and new ramps to make it easy for wheelchairs to get on the aeroplane.

Project 3 - Travel by Bus



There is a plan to get more people to use the bus and leave cars at home.

This will be better for the environment.



The UK Government want to put audio and visual information on buses and coaches to help disabled people.

In Scotland, some new buses have this information.

All buses should have the information.



The Scottish Government is looking to give free bus travel to all people aged under 19.

Project 4 - Signs, finding your way and information



In Aberdeen, there are new signs to help you get from the train station to the Northlink ferry.



Northlink ferries designed new floor signs about keeping your distance when queuing.

Project 5 - Thistle Assistance



Thistle Assistance is a card and mobile phone app.

People can show their card to transport staff to let them know they need some support.



There was a new website and social media to tell people about the Thistle Assistance card and app.

20 thousand free cards have been given out in Scotland.

Project 6 - Clear pathways



The Scottish Government is working with local authorities to ban people from parking on pavements.

This project also looked at inclusive design of town centres and streets. Disabled people are involved in giving their views on the design of streets.

Project 7 - Taxi and private hire cars



Most taxis are not wheelchair accessible.

Research says that this is getting better.



The Scottish Government will be publishing new guidance about accessibility for taxis.

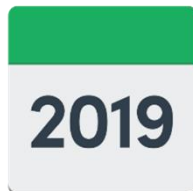
Project 8 - Hate Crime



This project is about a Hate Crime Charter.

A Charter is like a poster.

It tells people that the transport operator will not put up with hate crime and will report it if it happens on their service.



The Hate Crime Charter was started in December 2019.

It was tried first with Stagecoach, FirstBus and ScotRail.



1.2 million people saw the Charter and it has helped raise awareness of hate crime.



Disability Equality Scotland worked on this Charter.

They also did work with CalMac Ferries to put similar guidance in place on the ferry.

What happens next?



The Scottish Government will take action in 5 areas.

- A list of priority projects that will be agreed with disabled people.
- A description of the barriers to making journeys.
- Evidence that shows what its really like to make journeys.
- An online document that people can comment on.
- An online community where people can talk about these projects.



Coronavirus has made things more difficult in 2020.

The Scottish Government still work to make sure disabled people can travel in the same ways as everyone else.