

Mobility and Access Committee for Scotland (MACS)



Annual Report



Rail



This document gives you information about the work that the Mobility and Access Committee for Scotland (MACS) will do in the next year to improve Rail accessibility.



Major Station Developments



MACS will give Ministers and Rail Transport Operators advice on accessibility at stations.



Marsali Craig will lead on this project.



It will be ongoing from 2017.



Station Accessibility



MACS will write an “Accessibility Toolkit” to make sure train stations are accessible.



MACS will share their toolkit to help promote best practice.



Hussein Patwa and Marsali Craig will lead on this project.



Ongoing from 2017.



Queen Street Area Passenger Forum



MACS will attend meetings about the development of Queen Street Station.



MACS will give advice and share knowledge.



MACS will promote best practice to make the station fully accessible.



John Whitfield will lead on this project.



Ongoing from 2017

Passenger Assist



MACS will attend meetings about Passenger Assist with ScotRail and East Coast Trains.



MACS will give advice and help with best practice.



Marsali Craig, John Whitfield and Hussein Patwa will lead this project.



This project is ongoing in 2017.



Fares, Tickets and Online Booking



MACS want a system that makes it easy for disabled people to book travel tickets.



MACS will promote the use of Smart Cards and integrated tickets.



6 members of MACS will work on this. They are:

- John Whitfield
- Hussein Patwa
- Sheila Fletcher
- Fraser Sutherland
- Dr Anne Finlay
- Marsali Craig



Ongoing from 2017.



Scottish Rail Accessibility Forum and ScotRail Stakeholder Equality Group



MACS will attend meetings
and offer support.



Hussein Patwa will lead on
this project.



MACS will be involved as and
when they are asked.



Overview of Use of Social Media by Rail Operators



MACS will give advice to rail operators about how to communicate with disabled people through the rail operator's websites.



Hussein Patwa and Fraser Sutherland will lead on this project.



This work is ongoing in 2017.



Engagement and Consultation



MACS will respond to consultations.



MACS will also attend conferences.

MACS will give advice on how to make travel accessible.



MACS has a document called Engagement and Consultation which it will share.



6 members of MACS are involved in this.

They are:

- Hussein Patwa
- Marsali Craig
- John Whitfield
- Dr Anne Findlay
- Fraser Sutherland
- Sheila Fletcher



It is ongoing.