

PE1575/B

Transport Policy Directorate

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Ms Sigrid Robinson
Assistant Clerk
Public Petitions Committee
By email: Petitions@Scottish.Parliament.UK

Your ref:
PE1575

Our
ref:A12953522

Date:
15 December
2015

Dear Sigrid

Consideration of Petition PE1575 - Accessible Rail Travel

Following discussions at the Public Committee meeting on 24 November in respect of PE1575 on Accessible Rail Travel, Transport Scotland were asked to provide the Scottish Government's view on the proposal.

There is a degree of variation in the location of door buttons as a result of a wide range of train types being in service across the rail network. Accessibility standards require buttons to be at a specified height, but do not specify the exact location and this will be determined by the design of each different train type. All buttons should be clearly marked with colour contrast against their background. We are aware that the multi-button locking system used on toilets on some trains creates difficulties for visually impaired passengers. We would advise that most trains also have a standard locking door toilet and this may be easier to use for visually impaired passengers as an alternative. Train staff will be happy to assist if any passenger is having difficulty accessing toilet facilities.

Following feedback from a range of disability groups, ScotRail has now issued all ticket gate staff with yellow high visibility jackets that had been the standard uniform previously.

I hope you find the above helpful.

Yours sincerely,

Bertrand Deiss
Transport Policy Officer