

**Marcus Clements**  
Head of Consumer Policy  
Rail Markets and Economics



Email:

12 March 2021

Alex Hynes  
Managing Director  
Abellio Scotrail  
By Email

Dear Alex,

**Approval of Abellio Scotrail's (Scotrail's) Accessible Travel Policy (Condition 5 of the Station Licence and GB Statement of National Regulatory Conditions: Passenger)**

Thank you for submitting Scotrail's revised Accessible Travel Policy (ATP) for approval.

We have reviewed the ATP against the September 2020 "Accessible Travel Policy Guidance for Train and Station Operators" (the guidance). I can confirm that Scotrail's ATP now meets the requirements of Condition 5 of its station licence and GB Statement of National Regulatory Conditions: Passenger (SNRP).

When I last wrote to you on 18 June 2020, confirming the approval of your previous ATP, I noted Scotrail's intention to have designated meeting points in place by the end of June 2020. You have since indicated that COVID-19 restrictions have prevented this from taking place, but that that work will be carried out as soon as it is safe to do so. We will ask for updates at our regular ATP quarterly meetings.

Please provide a final proofed and branded version of all ATP documents by 9 April 2021. A copy of the approved ATP will then be published on our website along with a copy of this letter.

As you are aware, ATPs must be reviewed by operators on an annual basis. Please submit an updated ATP for ORR review by 31 December 2021.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'M. Clements', written in a cursive style.

**Marcus Clements**

# ScotRail Accessible Travel Policy

January 2021





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# A. Commitments to providing assistance

ScotRail commits to providing you help with your journey whether this has been booked in advance or not.

We commit to a continual improvement programme that allows us to monitor and evaluate our promise to providing assistance. This means we will consider our staffing levels at our busiest stations ensuring there is adequate numbers of staff to deliver assistance, updating the information on the National Rail Enquiries website including providing details of times when assistance is available.

When you arrive at your destination station, we'll make sure you get off the train safely. Where appropriate, we'll also make sure a member of our team is there to help you to the next part of your journey and we aim to assist you within five minutes of arriving at a terminus station.

ScotRail commits to participating in the Office of Rail and Road (ORR) Handover Protocol for station to station passenger assistance.

This protocol will involve the allocation and communication of a as dedicated telephone number for assisted travel to each staffed station that allows for the monitoring and logging of contact to be made between stations providing passenger assistance to ensure reliability of the service.

All ScotRail staff will follow the agreed industry handover protocol for station to station assistance, until the new Passenger Assist App is in place to replicate this protocol digitally or any other superior technology as agreed between ScotRail and ORR and the industry.

ScotRail commits that at each staffed station, a member of staff will be responsible for receiving calls from the station where a passenger is due to board the train, in order to ensure that the passenger will be met on arrival by a member of staff when alighting. Usually, this will be the person working at that station.

Our Customer Contact Centre staff will update visual information systems and make

oral announcements when there are changes to services.

At stations where we have staff other than those in ticket offices, we can assist you connecting with buses and taxis if the interchange is within the immediate station environment.

Our staff work hard to provide good customer service and making sure that where assistance has been requested in advance, we are able to fulfil the promise. However, if your assistance has failed or does not meet your expectations, we ask that you speak to a member of staff so that they can try and resolve the issue right away. If you are still not happy or feel that the efforts of our staff do not meet your requirements, you may want to apply for Assisted Travel Redress. To do this, you will need to provide a copy of your train tickets, along with your Passenger Assistance (PA) reference number including the train service you were on which can be found on your confirmation email. Our passenger leaflet has more information on redress as well as this policy document.

In situations where lack of delivery of assistance is likely to be due to planned changes in staffing levels, we will submit to the ORR an assessment of where passengers are most at risk of not being able to receive the required assistance including our plans to mitigate these risks.

We will make portable ramps available at all staffed accessible stations to facilitate the boarding or alighting of the train by wheelchair and scooter users whether assistance has been booked in advance or not. Our trains carry ramps onboard which are used to get those using wheelchairs or scooters on / off the train at unstaffed stations.

In special circumstances and if there is no realistic alternative, we may consider sending a member of staff to help you if it is reasonable and practical to do so. For

example, where a member of onboard train staff is working under medical restrictions meaning they can only undertake light duties. We want to do everything that we reasonably can to help you make confident journeys, so please contact us to discuss your needs and what help we can provide to support you.

Most taxi companies who have contracts with us and operate at our major stations have wheelchair- accessible taxis available. Also, Private Hire owners usually have at least one wheelchair accessible vehicle in their fleet but may require advance booking. Where contracts are re-tendered for taxi companies to operate from our stations, we will make sure that the tenders include the provision of accessible vehicles. We will continue to work with bus operators to ensure that accessible buses and coaches are used at interchange stations.

## **A1 Booking and providing assistance**

We participate in Passenger Assist where we work with the Rail Delivery Group (RDG) and other Train Operating Companies to make sure we have the right technology and processes in place to track the progress of customers who have booked assistance and improve the way we deliver information to frontline staff.

**If you need assistance with your journey, you have two options;**

### **1. Turn-Up and Go**

If you do not have time to book assistance in advance, you can turn up and request assistance from our on-train or station member of staff if the station is staffed. Staff are trained to look out for customers that appear to be needing help on platforms; they check the platform before the train leaves the station. We plan to have meeting points at all stations and aim to start providing appropriate signage at these locations as soon as it is safe to undertake this work. Our staff will do a quick check of the areas ensuring that all those who need assistance are assisted in time before the train departure. If you are using an un-staffed station, you can contact the ScotRail

Customer Contact Centre and speak to a member of staff via a Help Point. All stations have Help Points fitted with induction loops and at stations which are not terminus, there is a Help Point at each platform and usually located at entrances. However, sometimes at stations with step-free access on one side the Help Point on the other side of the station is usually on the platform making it inaccessible by all customers.

We recommend that you use the Help Point at the accessible side if you want to get in touch with us. If your journey starts or ends at a station not accessible to you, we will provide you with alternative accessible transport that will take you to / from the nearest accessible station at no extra cost to you. However, please note that this may take time to arrange and there may be delays to your journey.

### **2. Book in advance**

Our advance notice has now been further reduced and you can request assistance up to one hour before you travel anywhere on the ScotRail network and our staff will be ready to welcome you on arrival. If you need help planning your journey, you can contact our Assisted Travel team who will be happy to help you plan your journey. They can give you practical advice on aspects of rail travel including help with buying a ticket.

You can book online, email, visit a station or call our Assisted Travel team, on 0800 912 2 901 or via Textphone 18001 0800 912 2 901 (for deaf and hearing loss customers). Our Assisted Travel office is open from 7 am to 10 pm every day except on Christmas Day and the phones lines are open at the same times. For periods when the office is not open, the telephones will be diverted to automated voicemail.

You are also able to book assistance for any journey, including those with multiple connections involving different train companies. The only slight difference is that other operators' advance notices are still longer than ours. Therefore, our staff may need to check with individual operators for journeys that require reservations or have restrictions before confirming your journey.

However, all Train Operating Companies have started to reduce their advance notice in stages as follows: From 30 March 2021 they will permit passengers to book assistance through Passenger Assist until 10pm the day before travel. From 1 April 2021 they are expected to reduce advance notice to 6 hours for bookings made through Passenger Assist and by 1 April 2022, they will be required to further reduce this to two hours.

If your journey starts or ends at a station where you require an alternative accessible transport, we will arrange this transport at no extra cost to you. More detail on the extent to which assistance can be provided by on-board staff or, station staff is explained further in this document.

If you arrive by car or taxi at a staffed station, we can help you into the station from the car park drop-off area or a blue badge parking space in the station car park. We cannot help you if you are outside the station area. We can also carry your luggage on to and off the train and we recommend that you have a maximum of two items of up to 23Kg each. This service is free of charge and it is

preferable that you book luggage assistance in advance where possible. For more information about luggage assistance, you may find it useful to obtain or read the National Rail Conditions of Travel.

When the train arrives, we'll make sure you and any luggage, are successfully boarded, and seated in an appropriate seat or wheelchair space. Please note that our staff are trained to assist passengers with both visible and non-visible disabilities.

You can buy discounted tickets for your journey with your railcards or with your local authority concessionary travel. If you're travelling with a companion, they can also buy a ticket at the discounted price. More information about discounts is available in the Passenger document. However, it is important to note that our Assisted Travel Team is currently not able to sell you tickets when booking assistance but are able to transfer you to our sales team. Please note that only some local authorities offer a discount for companions and we ask you to check with your local authority.

## **A2. Passenger information and promotion of assisted travel**

Our website has a lot of information regarding our train times, train types, routes and facilities at stations including a summary of how accessible each station is in Scotland. This information will help you plan your journey. To find out similar information for stations across the UK, you can visit the National Rail Enquiries website.

In order that you plan your journey successfully, we will ensure that the information on the National Rail Enquiries station pages is consistently up to date, easy to understand and accurate. We will make sure that information relating to the accessibility of the station and the time when staff are available to provide help at each of our stations are correctly filled in.

### **A2.1 Accessible Travel Policy documentation provision and promotion**

Our information leaflet - Making rail accessible - Helping Older and Disabled Passengers which forms part of our overall policy will be available on leaflet racks at staffed ticket offices on our network. If you want one and none are available on the racks, please speak to a member of staff at the ticket office who may have copies behind the counter or can print a copy for you. We routinely monitor supply levels and staff are reminded to check the racks.

The leaflet is also available on our website as a PDF and in a screen-reader compatible format. We commit to providing this in alternative formats including audio, Large Print or Braille on request and within 7 working days. You can request copies - in a range of formats - by contacting our Customer Relations, PO Box 27129, Glasgow, G2 9LH. Alternatively, you can call us on 03448110141.

In addition, we distribute our policy to several organisations with interest in accessibility, those representing the Stakeholder Equality Group (SEG) and Local Access Panels. We also distribute our Accessible Travel Policy to Regional Transport Partnerships (RTPs), National Health Service transport planning teams and VisitScotland.

At all our stations, there are information posters providing useful information including how to get a copy of our information leaflet and this policy document. These posters are at accessible heights.

## **A2.2 Stations and rolling stock accessibility information**

There is information on our website about train types, routes, and station facilities. The types of trains and their routes is included in the Rolling Stock Information document and the summary for stations is included in the Station Accessibility Information document. We commit to regularly updating this information and we will also make it available in other formats within seven days of your request. All these documents can be easily found on our Assisted Travel pages in accessible formats.

Seat reservations, including booking dedicated wheelchair spaces, are available on the following routes: Glasgow to Fort William / Mallaig; Edinburgh / Glasgow to Aberdeen / Inverness; Aberdeen to Inverness and Inverness to Kyle of Lochalsh / Thurso / Wick. You can reserve these when buying tickets or when you are requesting help. Reservations

on these routes can be booked up to 12 weeks before you travel by visiting a ScotRail ticket office or by calling the Assisted Travel team. Seat reservations may not be available 12 weeks in advance when there are significant engineering works affecting these routes

The wheelchair spaces are clearly marked with the accessibility symbol on windows and on the outside of the carriage doors nearest the wheelchair space. However, on most of our trains, you cannot reserve seats and wheelchair spaces. You can only book assistance. Our staff will do all they can to help you find a seat and if there are more wheelchair users than can be accommodated on the train, we will discuss with you options to travel which may include travelling on the next available service or provide an appropriate accessible transport to take you to your destination. It is important to note that alternative transport may also be in the form of an accessible bus which we have contracts with. However, our staff will discuss with the affected customers and agree the best arrangement suitable to complete the journey. Priority seating is provided on all services and is shown by pictograms or notices on windows or on top of the backrest. Our trains have staff on board and can help you as best as they can to find you a seat. Station staff at origin stations will help you as best as they can to a seat. However, it is difficult for staff at intermediate locations to assist you to a seat as there is not enough time for them to do so before the train departs. However, we have staff onboard the train and can help you to find a seat.

Wheelchair space on ScotRail trains is restricted to Standard Class carriages and to wheelchairs not exceeding 70cm wide, 120cm long. For safety reasons, the ramps we use for boarding and alighting will not allow weight that is more than 300 kilograms.

If you are travelling with an Assistance Dog, please note that we do not reserve seating for assistance or working dogs, although our priority seating has extra space which allows assistance dogs to rest under the seat.



## Rolling Stock

We have different types of trains – refurbished and new trains. These trains are accessible and we have detailed the facilities available in each type of train in our Rolling Stock Information document which forms part of the Accessible Travel Policy and more information is available on Assisted Travel page of our website. Most of these trains have space for a standard wheelchair, universal accessible toilet, standard toilet, boarding ramp, priority seating, both audio and visual information. The only difference is that one of the older trains, Class 158 has a smaller universal accessible toilet and limited room to manoeuvre a wheelchair. These trains operate on the following routes; Far North and Kyle lines, Aberdeen to Inverness, Edinburgh to Tweedbank, Glasgow Queen to Anniesland, Edinburgh / Glasgow to Inverness /Aberdeen/Dundee, Fife Circle, Motherwell to Edinburgh, Glasgow to Perth.

If you want to check and see the types of trains that operate in your area or for the journey you want to take, you can access this information on our website or we can send it to you in other formats (Braille, Large Print) within 7 days of a request being made.

## Stations

In order that you plan your journey successfully, we will ensure that the information on our station pages is consistently up to date, easy to understand and accurate. We will make sure that information relating to the accessibility of the station and the time when staff are available to provide help at each of our stations are correctly filled in.

All frontline staff are issued with smart mobile phones and will use these to check the accessibility of our stations as well as all the others on the UK network. This means they can give up to date information on request. In general, Scotland's rail network presents accessibility challenges and therefore frontline staff will check your station to make sure that it is accessible to you. If it is not, our staff will discuss the range of options with you and if a taxi is the most appropriate, it will be arranged for you.

The Station Accessibility Information document has been produced to the same headings as outlined in the ORR Assessable Travel Policy guidance as follows;

Staffing - indicating times when help and selling tickets is available

Step-free access (categorising all stations A-C in accordance with the definitions used in Appendix B of the ORR Accessible Travel Policy)

Designated disabled parking (indicating whether designated disabled parking bays are available at the station)

Seating (indicating whether there is seating at the station that is compliant with the Design Standards for Accessible Railway Stations, Joint Code of Practice by the Department for Transport and Transport Scotland. The Code of Practice details seating standards including in waiting areas, their availability times and the level of accessibility where applicable)

Toilets (indicating whether standard and/or accessible toilet facilities are available, their opening times and whether they are Radar Key controlled)

Ticket sales facilities (indicating whether the station has ticket machines, smart ticketing readers, and ticket office counter(s))

Passenger Assist meeting point

Customer information systems (indicating whether this includes visual, audio or both types of information system)

Catering (indicating the range and type of facilities available).

All ScotRail staffed stations have an induction loop at the ticket office and all Help Points are fitted with induction loops too.

## A2.3 Passenger journey information

At stations where we have customer information screens installed and public address fitted, we provide clear and consistent audio and visual information on platforms or station entrances about train

departures and arrivals, including during disruption. If audio announcements are not available, we have customer information Help Points which enable you to speak to a member of our staff to obtain information. On-train, announcements are made in time to give passengers time to prepare to get off at their destination.

If your journey involves a connection with another train company, we will let the next station know that you are making connections. If you have booked assistance in advance and the service you are travelling on is disrupted and no longer suitable for you to travel, our staff will contact you if you have provided a contact telephone number or email address when booking. If necessary, we will arrange alternative accessible replacement transport that meets your needs or if you prefer re-book your journey.

Most of our stations are clearly signposted and have wayfinding signage that will help customers navigate around including finding where facilities are located. We commit to working with local authorities and Regional Transport Partnerships to ensure that redevelopments in any areas close to stations provide wayfinding signage directing customers to where the station is located.

We will make announcements on all trains, giving you information about any delays or changes to stopping patterns. For customers with hearing loss who have told us that they will be on a particular train, our staff can write this information on a piece of paper. We will provide clear information to direct customers to substitute transport where applicable. If you have booked assistance and you have to travel on a different train to that on which you were originally booked due to service disruption, we will contact the terminating or interchange station staff to ensure that they are ready to assist you on arrival. If a train terminates en-route, then our on-board staff will contact the station or operation control and advise them of your requirements. Our staff are trained and briefed on the importance of providing timely and accurate information when helping older and disabled customers during disruption.

Our staff regularly undertake safety checks and cleanliness of facilities ensuring that any facilities which are out of order, for example, accessible toilets are reported, and the matter is quickly addressed. However, if you spot any facilities out of order, please let us know so we can fix them as soon as possible and warn customers who might be relying on them. You can do this in a number of ways:

- Tell a member of staff in person
- Email our Customer Relations
- Contact us through social media
- Telephone us

If key accessibility facilities are out of order for example accessible toilets and lifts, we will put an alert on the station page of National Rail Enquiries website and on Customer Information Screens at stations. We usually put this information on the website if the facility is expected to last longer than 24 hours. If we know how long the repair work will take, we will provide this information too. Our Passenger Assist team can see these alerts and discuss this with you when booking assistance. Our Customer Relations team also have access to this information to respond to enquiries. We will also put up notices at the station as appropriate. At times, we use Social Media and Customer Information Screens to communicate the changes or provide updates and we recommend that you follow us on Twitter.

## **A2.4 Information points, help points and contact centres**

If you are familiar with the station you want to use and you identify it as being accessible to you, you can turn up and request assistance from a member of staff on the train or at the station if staffed. Alternatively, you can contact the ScotRail Customer Contact Centre and speak to a member of staff via a Help Point. All stations have Help Points and at stations which are not terminus, there is a Help Point at each platform mainly located at entrances.

At all our stations, there are information points providing useful information including how to get copies of both our Accessible Travel Policies (Information leaflet and this policy document). The posters at these locations are at accessible heights and usually located at station entrances.

At our accessible stations (stations where you can get to all platforms from at least one entrance point) we normally use the ticket office as meeting point. We therefore recommend that you go to the ticket office to let staff know you have arrived. At stations which do not have staff on duty, please wait on the platform where your train will arrive at and our onboard train staff will assist you with boarding.

Our on-train staff will check at designated meeting points to look out to see if anyone needs assistance before the train departs. We are committed to providing designated meeting points at all stations starting as soon as it is safe to do so. Our auditing programme for best location has been interrupted by the current coronavirus pandemic but we will resume as soon as the travel restrictions are lifted and back to business as usual.

At stations that are accessible (can get to all platforms from one entry point) and have automatic gates, please approach, and speak to revenue protection staff working at ticket gates who will help.

## **A2.5 Website**

ScotRail is committed to ensuring that the website and the mobile site app are accessible to many and will be delivering a programme of work to improve the accessibility of the website and mobile site app. This programme of work aims to improve the user experience for disabled customers whilst also meeting the accessibility legislation which will, as a minimum, require ScotRail to adhere to WCAG 2.1 AA standards.

This programme of work will look at user experience for screen readers, magnifiers, voice over software and in-browser accessibility functions, speeds for downloads

among others. This programme of work is already underway and will become 'business as usual' and we are aiming to complete it the first half of 2021.

ScotRail commits to fully review the information it presents on its website relating to accessibility of its website and mobile app, and to implementing an accessibility statement which follows the format recommended by Gov.uk at <https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website>.

This accessibility statement will include robust information about how the website will work with screen readers, magnifiers, voice over software and in-browser accessibility functions. It will also detail any areas we know to be 'inaccessible' and will include an 'accessibility roadmap' of enhancements which are in our development. We plan to have the accessibility statement on our website by 1 March 2021 at the latest.

We will also ensure that on the home page of our website, we have a dedicated site for Accessible Travel which provides further information and is easy to follow even for first time users.

The dedicated site has further information and is written in plain English. You will be able to find useful contact information including the National Freephone Passenger assist line, the Accessible Travel Policy, Passenger document, Rolling Stock Information among others.

There are also expandable sections providing information advising passengers of restrictions on the use of wheelchairs, powered wheelchairs, scooters, other services available such as InterpreterNow that delivers immediate access to online interpreting for deaf BSL users, enabling deaf and hearing people to communicate with each-other.

## **A3 Ticketing and Fares**

We expect all customers to have a valid ticket or pass to travel before starting their journey. However, in the case that there are barriers preventing you from buying a ticket at the station before your journey, you will be able to purchase a ticket either on the train or upon arrival at your destination. You will be able to buy the same ticket that you would otherwise have purchased had there been no barriers at your origin station and if you are eligible for a discount for example you have a Disabled Person's Railcard or Local Authority concessionary travel card, this will be applied.

Our ticket machines at stations can issue discounted tickets to holders of a Disabled Persons Railcard and a companion. Most of these machines are accessible and located in accessible areas.

We have automatic ticket gates operational at several stations on our network. All these automatic gates have at least one automatic wide aisle gate to make access easier for you. These gates are normally staffed and when a station with automatic ticket gates is unstaffed, we will leave the ticket gates open. If you require help at the ticket gates, please speak to a member of our staff.

When purchasing tickets, we will warn customers if they would not be able to make use of the ticket they want to buy. For example, we will warn wheelchair users not to purchase First Class tickets to travel on our services as we do not have First Class wheelchair space for those who cannot transfer to a seat or may require the use of their wheelchair during the journey. We cannot control the practices or advice given by third party retailers; however, we trust them not to mis-sell our products. We advise that if you are in doubt, please contact us directly.

## **A4 Alternative accessible transport**

Whilst we make every effort to make our stations and trains accessible, you should

be aware that some stations our trains stop at may have physical and navigational constraints that could make them less accessible to you. This means that some platforms may not be accessible to many people.

In these circumstances, we will provide an appropriate alternative accessible transport such as a taxi at no extra cost to you and take you to the nearest most convenient accessible station. However, at times we use local compliant buses if available and quickest, but our staff will first discuss with you the options available and agree with you the best solution for you. We may send a member of staff to assist you where it's practical to do so. All you need is a valid rail ticket for the journey you want to make.

Where our services are disrupted, we will provide accessible transport to take you and your companion (where appropriate) to the nearest accessible station so that you can continue with your journey.

When a train service is subject to planned or unplanned engineering works, a compliant Public Service Vehicle in the form of a bus / coach is normally provided. If it remains that you still cannot access the coach, we will provide an appropriate accessible taxi at no extra charge.

The ScotRail policy is to prioritise procurement of coaches / buses that are compliant with the Public Service Vehicle Accessibility Regulation first. If we fail to get compliant coaches / buses, we will ensure that alternative compliant accessible transport is available so that you don't have to wait longer than necessary.

ScotRail commits to have information on the accessibility of rail replacement services on the National Rail website so that you can plan your journey. We are also working with our supplier so that this information can also be hosted on the journey planner on the ScotRail website. ScotRail commits to reviewing rail replacement contract every year.

## **A5 Mobility scooters and mobility aids**

Light travel scooters, no greater than 104cm (41") long and 56cm (22") wide and with a combined weight of less than 300 kilograms (660 pounds) of user and scooter, is accepted on all our trains. They are the only models that can be safely and efficiently manoeuvred into the designated wheelchair space.

We require that you are aware of the following:

Scooters must be booked in advance

Scooters should be stowed in the designated wheelchair spaces if not required by a wheelchair user. In the event that this space is required, our ontrain staff may ask you to move your scooter to a safe location and may include moving into a different part of the train

You must be capable of transferring to a seat on the train, as you cannot travel sitting on the scooter whilst inside the train.

The scooter must be parked and immobilised with the key taken out or battery switched off

Scooters must not have a canopy, or a rear fitted basket as they may make the scooter too large for the available space

When booking, you will be asked to confirm that your scooter meets our standards. We advise you to refer to your owner's manual for the dimensions

We accept walking frames designed to improve walking for people who find walking unsupported difficult. However, we want you to note that space for these walking frames on trains is limited and we recommend that you use fold down ones which can be stored as luggage.

## **A6 Delays, disruption to services, and emergencies**

Disruption to facilities and services can have a significant impact on both the accessibility of rail services to disabled people and

others who may not be regular travellers. Depending on the severity of each incident, the impact can shatter confidence in rail travel by disabled people in particular. ScotRail commits to do everything possible to ensure that, wherever possible, passengers can continue with their journey and are not left stranded when disruption occurs. Our commitment is to provide appropriate compliant buses/coaches, or taxis where available.

When a train service is affected by engineering work, we will provide compliant buses or coaches if available. Where there is limited supply or no availability, we will provide another method of accessible transport such as an appropriate taxi, at no extra cost. Information regarding accessibility of rail replacement services will be available on the National Rail Enquiries website journey planner.

At times we are forced to alter platforms and if there is a platform change at short notice, our staff will help you get to the new platform as quickly and easily as possible. If you miss your train because

of a change of platform, our staff will discuss with you best options available for you to complete your journey including rebooking the assistance you need for that journey.

When you book a journey through our Assisted Travel service and your journey involves changing onto another operator's services, we will make the entire booking for all legs of your journey and ensure that the other operators have all the

details of your booking. This includes your booking reference, date, and time of travel, where you are travelling to and the assistance you require. We will tell you what assistance we've booked for you for your entire journey.

Our staff are trained in procedures for evacuation, safety and basic first aid. This means they know how to assist people with disabilities during an emergency. Our policy is to not evacuate customers before the emergency services arrive and would only do so if it is a life-threatening situation. This policy applies in stations and on trains.

## **A7 Station facilities**

We plan to improve station areas, ticket offices, waiting areas and platforms to meet the needs of all customers including disabled people and those with reduced mobility. This will include:

- Training staff to better understand and deal with a wide variety of disabilities
- Introducing new equipment and processes, such as improved ways to track and monitor assisted journeys
- Making sure planned station works comply with all legislation, including the standards set out in the Design Standards for Accessible Railway Stations; A joint Code of Practice by the Department for Transport and Transport Scotland
- Providing accessible seating

### **A7.1 Left luggage**

We have left luggage lockers of different heights at Glasgow Queen Street and Inverness stations. These facilities are staffed and if you require assistance with lockers you should ask our staff for help.

There is also left luggage facilities at both Edinburgh Waverley and Glasgow Central stations operated by Excess Baggage Company. They can be contacted by telephone: 0131 516 9834 or by visiting their website <https://www.left-baggage.co.uk/en/locations>

### **A7.2 Disabled parking**

ScotRail-managed car parks provide free car parking for Blue Badge holders who display a valid permit clearly. Parking for Blue Badge holders is provided in accessible locations close to station entrances.

At stations where there is greater demand, we will increase Blue Badge spaces to a maximum of 5% of the total car park spaces available, as outlined in the Code of Practice.

Most of our car parks have closed circuit television (CCTV), linked to one of our Customer Services Centres. These CCTV cameras are monitored 24/7.

### **A7.3 Third party provided facilities**

We aim to remove the barriers that stop disabled people using the rail network as much as we can. We know that working in partnership with others is an important part of ensuring that this is achieved.

Where third parties provide facilities at our stations, for example retailers and coffee kiosks, we will ensure that the contracts we issue to them will include the requirement to comply with their duties under the Equality Act 2010. We will ensure that the location of these facilities does not impact on the accessibility of the station.

When working with other transport service providers, we will make sure accessibility is built into any joint transport initiatives.

### **A7.4 Replacement facilities**

We will provide replacement facilities such as accessible toilets only if they are accessible and in circumstances where accessibility levels are compromised and expected to be long term.

### **A7.5 Station entrances**

We will not permanently close station entrances or gates if this will lead to a reduction in accessibility for disabled people to any platform or facility at any of our station. If for any reason it becomes necessary for us to permanently alter facilities at any of our stations leading to restricted access for anyone, we will consult with the Office of Rail and Road, the Department for Transport (DfT), Transport Scotland, Transport Focus and Mobility and Access Committee for Scotland and include Local Access Panel(s) close to that individual station.

If it is established that there is no alternative but permanent closure of an entrance or gate, we will make an application for a minor modification determination to the DfT under sections 34 and 35 of the Railways Act 2005.

## A8 Redress

In a situation that ScotRail has not been able to fulfil your pre-booked assistance, we'd like you to tell us about it. This enables us to understand the situation and identify opportunities to make it right.

Please speak to a member of our staff either on board a ScotRail train or at a station and tell them that your assistance has not been carried out. They will redress the situation by making new arrangements to get you to your destination.

We understand that, even if our staff have successfully redressed your situation by making new travel arrangements, you may still wish to make a formal complaint and/or seek compensation.

If you wish to do this, you must contact our Customer Relations department and give us details of your specific circumstances. We will fully investigate and contact you with our findings. You will be entitled to compensation under the Consumer Rights Act (CRA) which requires us to fully assess a situation and award appropriate redress in circumstances which fall significantly short of our standards.

The level of compensation awarded to you will depend on individual circumstances and could be:

- A full or partial refund of your ticket via any of these methods:
- Refund onto debit or credit card used for payment of ticket
- Rail Travel vouchers (which may be exchanged for cash).
- Refund into PayPal account
- Bank transfer (bank details will be required)
- Cheque

- Delay Repay compensation if your failed assistance is as a result of disruption of 30 minutes or more
- Compensation if you've had to pay for something, out of your own pocket, as a direct result of us failing to assist you
- Compensation due to impact you have experienced as a direct result of failed assistance
- In some cases, a combination of some or all the above may apply

When our investigation is complete, we will write to you with the outcome. If our investigation finds that the assistance you received fell below an acceptable standard, or that your assistance failed completely, we will discuss compensation with you based on the circumstances of your complaint. The amount of compensation payable, under these circumstances, is at the discretion of ScotRail using the findings of the investigation. We will advise you how much compensation you will be awarded and how we will pay this to you, then your complaint will be closed.

If you have travelled with another train operator or on a multi-leg journey, we are happy to assist you with your claim as much as we can. We will coordinate the response to your complaint if there are multiple train companies involved and provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result. We will coordinate the response between all operators involved, including if this was a multi-leg journey. At times, for you to get a speedier response, you may want to direct your complaint to the Train Operating Company on whose train you were travelling with when the incident occurred. If we receive a complaint which is a multi-leg journey, we will do our best to investigate for you and give you a full response. However, depending on the complexity and the involvement required from the other operator, we may take the decision that it's in your best interest to have the complaint handled and responded to by them. If we do, we will ask for your permission to forward the complaint, to them, on your behalf.

ScotRail is also member of the Rail Ombudsman scheme. You can contact the Rail Ombudsman to ask them to take up a complaint if you are not happy with our final response. You can learn more about the Rail Ombudsman scheme from their website, <https://www.railombudsman.org/>. Please see their contact details below;

Call: 0330 094 0362  
Textphone: 0330 094 0363  
Email: [info@railombudsman.org](mailto:info@railombudsman.org)  
Twitter: @RailOmbudsman  
Post: FREEPOST – RAIL OMBUDSMAN

You can learn more about the Rail Ombudsman scheme from their website: <https://www.railombudsman.org/>

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which the Rail Ombudsman is not empowered to address and if that is the case, they will contact you to let you know.

## B Strategy and management

### Strategy

It's our ambition to provide equal access to travel, so all customers can use the rail network with confidence. We're committed to making reasonable adjustments that will improve access to trains, stations, and the other services we provide. We believe these improvements will also benefit other customers.

We work with several organisations to identify where improvements are needed, and to access external funding for improvements. These organisations include:

- Department for Transport (DfT)
- Disabled Persons Transport Advisory Committee (DPTAC)
- Local Access Panels (LAPs)
- Mobility and Access Committee for Scotland (MACS)
- Office of Rail and Road (ORR)
- Regional Transport Partnerships (RTPs)
- Scottish Accessible Transport Alliance (SATA)
- Transport Focus
- Transport Scotland
- Other groups with interest in accessibility
- We will:
- Invest to deliver a Minor Works

Programme removing small scale barriers and increase the number of disabled people accessing the rail.

Invest in the SEG to undertake mystery shopping research and promote Assisted Travel to raise awareness.

Reduce the advance notice period from the current two hours to one hour by 31 March 2021

Undertake Rail Awareness Open Days, to raise awareness of passenger assist and build confidence in rail travel by disabled people

To give additional, valuable insight to our employees, we continue to ensure the lived experience and expertise of people with a range of disabilities is utilised in disability equality training course development and delivery

All our managers are responsible for making staff aware of our policies and commitments, and their individual responsibilities. Our induction programme – attended by all new employees – includes a training module covering disability awareness and accessibility. Managers give regular assisted travel briefings, as well as guidance for customer-facing staff about the procedures for helping passengers requiring assistance.



Our passenger guide is available to local access panels and groups across Scotland. It can also be found on our website. Alternatively, you can get a hard copy from staffed stations, or by writing to us at ScotRail Customer Relations, PO Box 27129, Glasgow, G2 9LH.

This document and our passenger leaflet which is a simplified version, is available in other formats such as large print and audio. We respond to requests for these within seven working days.

We provide Freephone and Textphone numbers so customers can contact us to arrange travel and make advance requests for assistance. They can also use these numbers to give feedback, buy travel tickets, ask about station, and train accessibility, reserve or arrange onward travel with other train operators, or request copies of our policy and customer ATP documents. When our Assisted Travel Team is unavailable, our automated service provides information on what is happening, and when the office will re-open.

We will make sure all our passenger-facing documents, including the Passenger Charter, Customer Complaints Handling Procedure and our website comply with the Crystal Mark standard.

We work with local authorities to make sure the stations in their areas are clearly signposted and that they provide dropped kerbs at access points into the station or bus stops. This work will be progressed under the Transport Integration where Regional Transport Partnerships are represented

## **B2 Management arrangements**

Our management structure is designed to build inclusion and accessibility into our everyday business planning. It also helps us measure, report and improve our progress against accessibility goals. All ScotRail managers are responsible for implementing the policy and delivering the day-to-day customer service it covers.

Our Safety and Sustainability Director is the co-Chair of the Stakeholder Equality Group

and is responsible for our Accessible Travel Policy. The monitoring of our commitments in this guide to make sure we deliver on our promises also forms part of the remit. The role holder will also make sure the policy is integrated into all projects at the planning stage, and that the needs of disabled people are represented at ScotRail Board level.

Our Human Resources Director has executive responsibility for staff training – including equality and disability training. The Director will make sure we recruit people dedicated to offering superior customer service.

We consider accessibility in all changes we make, as part of our standard procedure. Our projects team uses robust project management processes ensuring all project managers include accessibility as a priority when it comes to planning and implementing schemes. The projects team makes sure all designs meet the Code of Practice, and checks our work fulfils our ATP requirements, the national Technical Specification Notices (NTSN) January 2021 and the Design Standards for Accessible Railway Stations, whilst maintaining our legal obligations.

Our Access and Inclusion Officer is responsible for advising policy changes that affect accessibility, providing support to business teams on consultation. The Access and Inclusion Officer will oversee the delivery of our Accessible Travel Policy in line with our franchise agreement and licence conditions.

## **B3 Monitoring and evaluation**

We monitor our commitments and services in several ways. We use the outcomes to shape our plans, objectives, procedures, and processes. We also work with the Stakeholder Equality Group to gather feedback and develop plans to improve our services and facilities.

We will use the findings of the Office of Rail and Road's Passenger Assist Satisfaction Survey to evaluate and measure our performance. We will assess the outcomes and develop plans to improve any shortcomings highlighted by the research.

We commit to provide ORR with the Core Data as agreed and currently 15 days after period ends. The data will include complaint categories, complaint volumes and response times, alternative transport provision, assisted travel journeys, disability and equality awareness training, redress for booked assistance failures among others. This will allow for ORR to monitor our performance but also advertise these statistics as part of the industry's transparency agreement.

All comments and complaints are categorised and used to evaluate our performance. Incidents involving disabled passengers are thoroughly investigated, and we take the necessary action to prevent incidents from happening again.

Our Stakeholder Equality Group will continue to commission mystery shopping research through Disabled People's Organisations. This helps us monitor the performance of our facilities and services for disabled customers and gives us a better understanding of their journey experience.

We will undertake audits to better understand where we can improve accessibility at the stations on our network and this will inform our continuous improvement programme. We will use the service quality auditors reports of customer facilities and services at stations and on trains to inform where investment can be best utilised. Our inspections cover cleanliness, safety, repairs and more.

Feedback from staff surveys, staff suggestions, regular scheduled briefing sessions and any other means helps us spot further training requirements related to equality awareness. Most importantly, our staff contribution allows us to target areas for improvements but also producing staff briefings on aspects of accessibility or changes to legislation to keep them informed, so they can provide the best possible service.

## **B4 Access improvements**

We follow the standards and guidance applicable to our operations such as:

- Railways Act 1993
- The Design Standards for Accessible Railway Stations, A joint 'Code of Practice' by the Department for Transport and Transport Scotland
- Rail Vehicle Accessibility (Non-interoperable Rail System) Regulation 2010 (RVAR)
- NTSN 2021
- Equality Act 2010

We only seek exemption against the PRM TSI where meeting the standards really isn't possible. We work with Transport Scotland on procuring new trains, to make sure new rolling stock complies with The Railways (Interoperability) Regulations 2011 and the NTSN.

Under our Minor Works programme, we plan to improve facilities in the following areas:

- Accessible toilets
- Automatic doors
- Dropped kerbs
- Additional handrails
- Accessible ticket office counters
- Additional compliant seating with priority designation
- Hearing loops
- Additional portable ramps
- Providing additional Blue Badge parking spaces and signage
- Corduroy tactile paving at the top and bottom of stairs
- Marking drop-off / pick-up locations

The focus of our minor works programme is reviewed each year and considers feedback and recommendations from the stakeholder equality group.

We will develop each annual programme in consultation with disability stakeholder groups:

- Mobility and Access Committee for Scotland
- Scottish Accessible Transport Alliance
- Transport Accessibility Steering Group
- Transport Focus
- Transport Scotland

We will work with Network Rail to deliver major accessibility schemes at the stations identified for improvements during Control Period 6, April 2020 – end of March 2024. This will be funded under the DfT's Access for All programme and managed by Transport Scotland.

Most of the planned improvements will be carried out in partnership with Network Rail as part of the ScotRail Alliance, so that we are unlikely to miss any opportunities to improve access.

## **B5 Working with disabled passengers, local communities and local authorities**

We will work with groups representing disabled people and other stakeholders to broaden accessibility and equality on all ScotRail services, so that everyone can have an enjoyable journey experience.

We will work with industry colleagues to further improve the services, products, and facilities we offer as well as the information we provide. By working with organisations listed below, we will create confidence in rail travel by disabled people and improve on our services and facilities.

- Transport Scotland (TS)
- Network Rail (NR)
- Local Authorities (LA)
- Regional Transport Partnerships (RTPs)
- Rail Delivery Group (RDG)
- Office of Rail and Road (ORR)
- Transport Focus (TF)

We will review our policies each year and

on request by the ORR and incorporate the feedback we get from individual passengers, representative organisations, and other stakeholders.

## **B6 Staff training**

Training helps our staff understand how to deal with a wide variety of disabilities, including learning or mental health issues and a range of sensory losses. ScotRail commits to using the appropriate language in training, the different and up to date legislation and statistics.

We carry out disability equality awareness training, refresher training and appropriate briefings for all employees who deal with customers face-to-face or on the phone. We also regularly train staff who manage improvements to customer facilities and services.

We want to equip our staff with the skills to identify customers who need assistance, so they can offer appropriate help. We provide specific training too, for example, helping wheelchair users, blind and partially sighted passengers and the use of portable ramps.

By 31 July 2021 all new staff, including senior and key managers, will receive disability equality training as part of their induction. In addition, by the same period, all frontline staff that interact directly with passengers as part of their duties, will receive training that delivers mandatory training outcomes – communication, accessibility in stations and providing safe assistance.

Our training programme will ensure that we deliver all the mandatory outcomes in the ORR's ATP Guidance;

- Barriers that impact on disabled people and their daily challenges
- Equality legislation
- Defining disability
- Recognising passengers who need assistance
- Railway regulatory framework

- Passenger Assist
- Communication
- Providing safe assistance

To give additional, valuable insight to our employees, we continue to ensure the lived experience and expertise of people with a range of disabilities is utilised in disability equality training course development and delivery.

By end of July 2021, we plan to have delivered all the mandatory staff training that will also include agency staff and this will be done in several ways;

- Classroom based learning
- Visuals
- On the job training through volunteer accessibility champions in different areas who can provide support / mentoring / coaching
- Targeted learning – Outsourced Courses (Continuous Professional Development)
- Briefings

Our training will include the need to deliver a deliver refresher training within 2 years of receipt of disability equality awareness training, and as a minimum every 2 years thereafter.

At the end of July 2020, we provided ORR with a report setting out progress against delivery of the commitments we are making.

Whilst ScotRail is not responsible for the training of third-party personnel, we commit to ensuring that the operators of

the businesses we sub-contract are aware of their obligation under Equality Act. We will insist in their staff being trained so that they are able to provide passenger assistance to our customers during disruption to rail services or processing bookings. We commit to assessing their content and training material and ensure that this is aligned to the mandatory training outcomes. We will also make sure that their material includes communicating clearly with people who may have difficulty speaking, hearing, or understanding.

All staff including those on the frontline who assist passengers at any time during their day are training in manual handling which involves appropriate training in the use of ramps, wheelchair handling and luggage assistance. This training helps staff to undertake their duties safely whilst considering the needs of those around them including those they are assisting.



**ScotRail website**  
*www.scotrail.co.uk*



**National Rail Enquiries**  
*03457 48 49 50*  
*Please note calls to this number may be recorded*



**Customer Relations**  
*customer.relations@scotrail.co.uk*  
*0344 811 0141*  
ScotRail Customer Relations  
PO Box 27129  
Glasgow, G2 9LH



**Assisted Travel**  
*0800 912 2 901*



**Textphone**  
*18001 0800 912 2 901*  
*(for deaf and hearing loss customers)*



**Social media**



*twitter.com/scotrail*



*facebook.com/scotrail*



# Making Rail Accessible

## Helping Older and Disabled Passengers

January 2021



# Introduction

Assistance: what is available and how to get it

What to expect – our commitment to disabled passengers at every stage of:

- Before you travel
- At the station
- On the train
- If things do not go as planned
- Where to get more information and how to get in touch

## 3.1 Introduction

ScotRail understands that if you are disabled, elderly, travel with young children, or have restricted mobility you may need a little help that makes your journey experience memorable. Additionally, ScotRail commits to continue working with the Rail Delivery Group (RDG) to introduce technology that allows for improvements to the Passenger Assist programme including improvements to booking systems and communication with frontline staff.

In this document, we are setting out what help and other measures we have put in place to ensure you can travel with us safely, comfortably and confidently at all times whether it is your first journey, or you are a regular traveller. Please note that our staff are trained to assist passengers with both visible and non-visible disabilities and will therefore be looking out for those who may look like they need assistance.

This leaflet will also set out how you can arrange this help in advance or if circumstances do not allow you to book, how 'Turn-Up and Go' works.

## 3.2 Assistance: What is available and how to get it

You may want to know that the following assistance can help you with;

- Planning your train journey – based on what you tell us about your needs
- book help in getting on and off the train
- help you entering or leaving the station, from the Blue Badge parking area, taxi rank or drop-off point for journeys at stations where we have staff available
- book seat reservations, including booking dedicated wheelchair spaces, on some of our journeys
- make onward or return travel reservations on services operated by other train companies if reservations are available
- arrange help to and from connecting services, whether they can be reserved or not
- help with luggage
- buy travel tickets
- check the accessibility and facilities of all stations
- provide alternative transport if travelling to / from an inaccessible station on our network

If you need assistance with your journey, you have two options;

### 1. Turn-Up and Go

If you do not have time to book assistance in advance, you can turn up and request assistance from our ontrain or station member of staff if the station is staffed. Staff are trained to look out for customers that appear to be needing help on platforms; they check the platform before the train leaves the station. At some stations where we have meeting points, the staff will do a quick check of the areas ensuring that all those who need assistance are assisted in time before the train departure. If you are using an unstaffed station, you can contact ScotRail Customer Contact Centre and speak to a

member of staff via a Help Point. All stations have Help Points fitted with induction loops and at stations which are not terminus, there is a Help Point at each platform or located at entrances into the station. It must be noted though that at stations with step-free access to one side, a Help Point on the other side is usually on the platform and may not be accessible by all passengers. Therefore, it is important to use the Help Point at the first entrance to contact us.

If your journey starts or ends at a station not accessible to you, we will provide you with an alternative accessible transport that will take you to / from the nearest accessible station at no extra cost to you. However, please note that this may take time to arrange and there may be delays to your journey.

## **2. Book in advance**

Our advance notice has now been further reduced and you can request assistance up to two hours before you travel anywhere on the ScotRail network and our staff will be ready to welcome you on arrival. If you need help planning your journey, you can contact our Assisted Travel team who will be happy to help you plan your journey. They can give you practical advice on aspects of rail travel including help with buying a ticket.

You can book online, email, visit a station, or call our Assisted Travel team, on 0800 912 2 901 or via Textphone 18001 0800 912 2 901 (for deaf and hearing loss customers). Our Assisted Travel office is open from 7 am to 10 pm every day except on Christmas Day and the phones lines are open at the same times. For periods when the office is not open, the telephones will be diverted to automated voicemail.

You are also able to book assistance for any journey, including those with multiple connections involving different train companies. The only slight difference is that other operators' advance notices are still longer than ours. Therefore, our staff may need to check with individual operators for journeys that require reservations or have

restrictions before confirming your journey.

However, all Train Operating Companies have started to reduce their advance notice in stages as follows: By 30 March 2021 they will permit passengers to book assistance through Passenger Assist until 10pm the day before travel. From 1 April 2021 they are expected to reduce advance notice to 6 hours for bookings made through Passenger Assist and by 1 April 2022, they will be required to further reduce this to two hours.

If your journey starts or ends at a station where you require an alternative accessible transport, we will arrange this transport at no extra cost to you. More detail on the extent to which assistance can be provided by on-board staff or station staff is explained further in this document.

If you arrive by car or taxi at a staffed station, we can help you into the station from the car park drop-off area or a blue badge parking space in the station car park. We cannot help you if you are outside the station area. We can also carry your luggage on to and off the train and we recommend that you have a maximum of two items of up to 23Kg each. This service is free of charge and it is preferable that you book luggage assistance in advance where possible. For more information about luggage assistance, you may find it useful to obtain or read the National Rail Conditions of Carriage.

When the train arrives, we'll make sure you and any luggage, are successfully boarded, and seated in an appropriate seat or wheelchair space.

Please note that our staff are trained to assist passengers with both visible and non-visible disabilities.

You can buy discounted tickets for your journey with your railcards or with your local authority concessionary travel. If you're travelling with a companion, they can also buy a ticket at the discounted price. More information about discounts is available in the Passenger document. However, it is important to note that our Assisted Travel



Team is currently not able to sell you tickets when booking assistance but are able to transfer you to our sales team. Please note that only some local authorities offer a discount for companions and we ask you to check with your local authority.

### **3.3 What to Expect -**

#### **Our Commitment to you**

##### **3.3a Before you travel**

ScotRail commits to keeping National Rail Website information up to date to allow you to plan your journey irrespective of your disability. We have outlined briefly how you can obtain help with getting tickets, discounts availability, station accessibility information, train routes, what happens if there are delays, disruption and emergencies including carriage of wheelchairs, powerchairs, scooters and other mobility aids.

We commit to a continual improvement programme that allows us to monitor and evaluate our promise to providing assistance. This means we will consider our staffing levels at some of our busiest stations ensuring there is adequate numbers of staff to deliver assistance, updating the information on the National Rail Enquiries website including providing details of times when assistance is available.

When you arrive at your destination station, we'll make sure you get off the train safely. Where appropriate, we'll also make sure a member of our team is there to help you to the next part of your journey and we aim to assist you within five minutes of arriving at a terminus station.

ScotRail commits to participating in the Office of Rail and Road (ORR) Handover Protocol for station to station passenger assistance. This protocol will involve the allocation and communication of a dedicated telephone number for assisted travel to each staffed station that allows for the monitoring and logging of contact to be made between stations providing passenger assistance to ensure reliability of the service.

All ScotRail staff will follow the agreed industry handover protocol for station to station assistance, until the new Passenger Assist App is in place to replicate this protocol digitally or any other superior technology as agreed between ScotRail and ORR and the industry.

ScotRail commits that at each staffed station, a member of staff will be responsible for receiving calls from the station where a passenger is due to board the train, in order to ensure that the passenger will be met on arrival by a member of staff when alighting. Usually, this will be the person working at that station.

Our Customer Contact Centre staff will update visual information systems and make oral announcements when there are changes to services.

At stations where we have staff other than those in ticket offices, we can assist you connecting with buses and taxis if the interchange is within the immediate station environment.

We will make portable ramps available at all staffed stations with step-free access to facilitate the boarding or alighting of the train by people who use wheelchairs or scooters whether assistance has been booked in advance or not. Our trains carry ramps onboard which are used to get customers who use wheelchairs or scooters on / off the train at unstaffed stations.

You can call us if you are unfamiliar to travelling by train or need help planning your journey. You can contact our Assisted Travel team who will be happy to help you plan your journey. They can give you practical advice on many aspects of rail travel including help with buying a ticket.

You can call them any day from 7am until 10pm, except Christmas Day.

- **Freephone: 0800 912 2 901**
- **Textphone: 18001 0800 912 2 901 (for deaf and hearing loss customers)**

For details on all stations in Scotland, and to find out what facilities are available or if the station is accessible to you, visit the ScotRail website (<https://www.scotrail.co.uk/plan-your-journey/stations-and-facilities>) or the National Rail Enquiries website – where you can find an more information on the accessibility of all stations in the UK or find an accessibility map at (<http://accessmap.nationalrail.co.uk>).

It is important to note that you will need a ticket or a form of travel document that allows you to travel by train. At some stations, you may need to show a valid ticket, pass or document to pass through automatic barriers to get onto platforms, so buying a ticket before you travel is highly recommended. Below are the ways you can buy tickets or exchange travel warrants to tickets.

## To buy a ticket and arrange assistance

If you already have your ticket, or don't need a ticket to travel

### By telephone

You can buy a ScotRail ticket, including Advance tickets, by calling our telesales team on 0344 811 0141. This team will be able to help you with arranging assistance.

If you already have a train ticket, or don't need a ticket to travel, you can call our Assisted Travel helpline directly on 0800 912 2 901 or 18001 0800 912 2901 (text phone) to book assistance.

### Online

You can purchase all ScotRail tickets on our website at <https://www.buytickets.scotrail.co.uk/buytickets/>

Once you have your ticket or travel pass, you can arrange assistance online using our webform up to two hours before travel here: <https://www.scotrail.co.uk/form/assisted-travel>

## At station

Our staffed stations will be happy to sell tickets and arrange assistance for you between any stations, whether they are staffed or unstaffed stations. Information on which stations are staffed, including the times they are open, can be found at <https://www.scotrail.co.uk/plan-your-journey/accessible-travel>

## On train

If you are boarding from a station without ticketing facilities or where it is difficult for you to buy a ticket before travelling, you can buy a ticket from a member of ScotRail traincrew onboard the train. You can still use any railcards you might have to get applicable discounts.

## Discounts and Railcards

There are a lot of schemes that provide discounts on rail travel for different groups, some are nationally recognised, some are run by local authorities whereas some are train operator's own initiatives. The most common discounts available on the ScotRail network are;

## Disabled Persons Railcard

This card gives you and a companion (another adult) up to a third-off most rail fare prices across the UK. This scheme is administered by Rail Delivery Group (RDG). Cards can be for a 12-month or three-year period, and you can apply for one by visiting the Disabled Persons Railcard website:

[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk).

Alternatively, you can pick up a form at any staffed rail station. When you apply, you'll need to provide evidence of your disability. Examples of the type of evidence required are:

- Your award letter for disability-related benefits
- Your NHS hearing-aid battery book
- Your exemption certificate for epilepsy medication and your prescription.

You can find more information on the Disabled Persons Railcard website, or you can call them on 0345 605 0525 (0345 601 0132 for Textphone users).

## Senior Railcard

Anyone over the age of 60 can apply for a Senior Railcard. It offers one third off the price of a wide range of tickets for train travel across the UK, though some restrictions apply to peak time travel. Cards are available for 12 months or three years.

You can find more information about this card and apply for one on the Senior Railcard website ([www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)) or you can call them on 0345 3000 250. Forms are also available at staffed rail stations across ScotRail and the UK rail network.

## Other Concessionary Discounts

There are other discounted fares, with reductions from 34% to 50%, for customers who use wheelchairs and those with a sight loss.

### Customers who use wheelchairs

You may be entitled to a discount without a railcard if you remain seated in your wheelchair for the whole journey. Additionally, if you are travelling with an adult companion, they can also buy a ticket at the discounted price. These discounted tickets are available to buy only at a staffed station (origin or destination) or on the train.

Wheelchair space on ScotRail trains is restricted to Standard Class carriages and to wheelchairs not exceeding 70cm wide, 120cm long. For safety reasons, the ramps we use for boarding and alighting will not allow weight that is more than 300 kilograms.

First Class areas don't have wheelchair space and there's no wheelchair accessible toilets in First Class. Wheelchair users can still travel in First Class if they can transfer to a seat, and do not need to use their wheelchair during the journey.

## Blind and Partially Sighted Customers

If you live in Scotland and have a National Entitlement Card you can travel for free on the ScotRail network, if you travel on other train operators' network, you can buy tickets at discounted rates. All the information is available on <https://www.disabledpersons-railcard.co.uk/using-your-railcard/other-discounts/>

## Local Authority Concessionary Schemes

There are many Local Authority Schemes for disabled people which we support. You can find out if your local authority participates in any of these schemes by contacting them directly.

## ScotRail Exclusive

### Club 50

Club 50 is exclusive to ScotRail travellers who are aged 50 and over. Membership costs £15 per person for a year and entitles you to 20% discount on Off-Peak and Advance tickets bought online or 10% discount on the same tickets when you buy at a staffed station or over the phone. You can also buy onboard the train if you travel from a station without ticketing facilities or you are unable to buy online.

Club 50 members also enjoy additional special offers throughout the year, including free refreshments on some services, flat fare offers and free entry for members and one child at some of Scotland's top attractions. More information regarding Club 50 can be found on <https://www.scotrail.co.uk/tickets/club-50>.

### Smartcard

Smartcard doesn't offer any additional discounts on the cost of train travel. Instead, it's a convenient way to store ScotRail travel tickets that you've bought online, using the ScotRail app, or at a ScotRail station or ticket machine. If you pre buy your tickets online or on the app, you don't need to queue at a ticket machine to collect them and can load these tickets onto your Smartcard using the

ScotRail app on Android and iOS smartphones. For blind and partially sighted customers, your National Entitlement Cards can be Smart-enabled and allow you to use them at automatic ticket gates to avoid queuing. You can find out more about Smartcard on the ScotRail website.

If you have a non-visible disability, we have a Passenger Assistance card that you can download from our website or you can ask for it from a staffed station. The card can be used to communicate that you have hearing loss, you have difficult remembering or you simply worry about forgetting information you have been provided with. It also has space for you to write any assistance requirements you may have that are not listed on the card and should be shown to the member of ScotRail staff.

We are unable to accompany you throughout your journey or provide personal care, such as help with eating, taking medication or using the toilet. If you require personal assistance, we would advise travelling with a companion.

## **At the Station**

Our stations vary in terms of their accessibility and the range of facilities available at each location. We are constantly upgrading our stations to improve their accessibility with facilities such as lifts, ramps, escalators, accessible counters, induction loops at ticket counters and elsewhere, toilets and accessible toilets, waiting rooms and shelters, Help Points, accessible seating, and so on.

Our website contains information about the facilities and accessibility features at every station we manage. Additionally, you can also find the same information and all stations on the Great Britain rail network on the national rail website [https://www.nationalrail.co.uk/stations\\_destinations/default.aspx](https://www.nationalrail.co.uk/stations_destinations/default.aspx).

Our trains call at some stations managed by other Train Operating Companies or other Station Facility Operators and their stations have similar range of facilities available.

Not all our stations are step-free (accessible) to customers who use wheelchairs and those with other mobility issues. If your journey involves using such a station, we will provide appropriate alternative accessible transport, such as a taxi, at no extra cost to you and take you to the nearest accessible station. We may send a member of staff to assist you where it's practical to do so.

At stations with automatic ticket gates, at least one ticket gate will be a wide aisle gate suitable for customers who use wheelchairs. Ticket gates are always staffed when they are in use. When a station with automatic or manual ticket gates is unstaffed, we will leave the gates open.

## **There are automatic ticket gates at these stations:**

- Aberdeen
- Anderson
- Argyle Street
- Ayr
- Bathgate
- Charing Cross
- Dundee
- Edinburgh Gateway
- Edinburgh Park
- Edinburgh Waverley
- Exhibition Centre
- Glasgow Central
- Glasgow Queen Street
- Haymarket
- Inverness
- Perth
- Stirling

There are customer information Help Points at all our stations. Please use them if you are unsure of anything to do with your journey and our staff will help you with your enquiries. We have a dedicated team that works at our Customer Contact Centre who answer Help Points, help you with your

enquiries and can also see you on the CCTV.

Please let us know at least two hours in advance if you're likely to need any help at the station on the ScotRail network. When you arrive, please make yourself known to the staff, or contact our customer contact centre using the station Help Point. If you are at a staffed station, local station staff will try to help you even if you just turn up. However, you may want to know that they have other duties like dispatching a train or looking after safety on the platform. If staff are not able to help you immediately, they will explain clearly why they are not able to do so.

If you arrive by car or taxi at a staffed station, we can help you into the station from the car park drop-off area or a blue badge parking space in the station car park. We cannot help you if you are outside the station area. We can also carry your luggage on to and off the train and we recommend that you have a maximum of two items of up to 23Kg each. This service is free of charge and it is preferable that you book luggage assistance in advance where possible. For more information about luggage assistance, you may find it useful to obtain or read the National Rail Conditions of Carriage. When the train arrives, we'll make sure you and any luggage, are successfully boarded and seated in an appropriate seat or wheelchair space. We have portable ramps at all our accessible staffed stations and onboard all trains. These ramps are suitable for wheelchairs and other mobility devices with combined weight of user and the device that is within 300kgs.

### **Station staff can help you collect your tickets if necessary.**

At unstaffed stations or when the ticket office at a staffed station is closed, train staff will help you to board or disembark the train. Train staff can't provide any further services, such as collecting you from the car park, exiting or entering the station

When you arrive at your destination station, we'll make sure you get off the train safely. Where appropriate, we'll also make sure a member of our team is there to help you

to the next part of your journey. We aim to assist you within five minutes of arriving at a terminus station.

### **3.c On the train**

We are committed to making sure that your journey is as comfortable and stress-free as possible and therefore, if there's any aspect of the journey you're not sure about, please ask the station staff who are helping you to board or train crew who will be happy to help you.

Seat reservations, including booking dedicated wheelchair spaces, to be available on the following routes: Glasgow to Fort William / Mallaig; Edinburgh / Glasgow to Aberdeen / Inverness; Aberdeen to Inverness and Inverness to Kyle of Lochalsh / Thurso / Wick. You can reserve these when buying tickets or when you are requesting help. Reservations on these routes can be booked up to 12 weeks before you travel by visiting a ScotRail ticket office or by calling the Assisted Travel team. Seat reservations may not be available 12 weeks in advance when there are significant engineering works affecting these routes.

The wheelchair spaces are clearly marked with the accessibility symbol on windows and on the outside of the carriage doors nearest the wheelchair space. However, on most of our trains, you cannot reserve seats and wheelchair spaces. You can only book assistance. Our onboard staff and station staff will help you find a seat where possible but will not be able to accompany you throughout your journey or provide personal care such as help with eating, drinking, taking medication or using the toilet. If you require this extra help during your journey, we recommend you travel with a companion.

There are no wheelchair facilities in our first-class areas, so they're not suitable if you're unable to transfer to a seat or you need to use the wheelchair during the journey.

Our staff will do all they can to help you find a seat and if there are more wheelchair users than can be accommodated on the train, we will discuss with you options to travel which

may include travelling on the next available service or provide an appropriate accessible transport to take you to your destination. It is important to note that alternative transport may also be in the form of an accessible bus which we have contracts with. However, our staff will discuss with the affected customers and agree the best arrangement suitable to complete the journey. Priority seating is provided on all services and is shown by pictograms or notices on windows or on top of the backrest. Our trains have staff on board and can help you as best as they can to find you a seat. Station staff at origin stations will help you as best as they can to a seat. However, it is difficult for staff at intermediate locations to assist you to a seat as there is not enough time for them to do so before the train departs. However, we have staff onboard the train and can help you to find a seat.

If you are travelling with an Assistance Dog, please note that we do not reserve seating for assistance or working dogs, although our priority seating has extra space which allows assistance dogs to rest under the seat.

Light travel mobility scooters, no greater than 104cm (41") long and 56cm (22") wide and with a combined weight of less than 300 kilograms (660 pounds) of user and scooter, is accepted on all our trains. They are the only models that can be safely and efficiently manoeuvred into the designated wheelchair space.

**We required that you are aware of the following;**

Mobility scooters must be booked in advance

Scooters should be stowed in the designated wheelchair spaces if not required by a wheelchair user. If this space is required, our ontrain staff may ask you to move your scooter to a safe location and may include moving into a different part of the train

You must be capable of transferring to a seat on the train, as you cannot travel sitting on the scooter whilst inside the train.

The scooter must be parked and immobilised with the key taken out or battery switched off

Scooters must not have a canopy, or a rear fitted basket as they may make the scooter too large for the available space

When booking, you will be asked to confirm that your scooter meets our standards. We advise you to refer to your owner's manual for the dimensions

We accept walking frames designed to improve walking for people with mobility difficulties. However, we want you to note that space for these walking frames on trains is limited and we recommend that you use fold down ones which can be stored as luggage.

There's information about the facilities available on different types of trains on our website and all trains we operate are detailed in the Rolling Stock Accessibility Information leaflet. You can find out more from this link <https://www.scotrail.co.uk/plan-your-journey/accessible-travel>

There are accessible toilets on all ScotRail trains. The only difference is that one of the older trains, Class 158 has a smaller universal accessible toilet and limited room to manoeuvre a wheelchair. These trains operate on the following routes; Far North and Kyle lines, Aberdeen to Inverness, Edinburgh to Tweedbank, Glasgow Queen to Anniesland, Edinburgh / Glasgow to Inverness /Aberdeen/Dundee, Glasgow to Perth.

You can find more information about on- train facilities for each service we manage on the same link as above or from the Rolling Stock Accessibility Information leaflet.

On most of our trains there will be announcements and an on-train information screen. This will let you know the next stop during your journey which is displayed in time for you to prepare to get off if it is your destination.

On trains without automated announcements, the conductor or driver will try to ensure that announcements are made before departure, as well as on the approach to and at stations. Conductors will also make every effort to ensure that any deaf or hearing loss customers have been made aware of announcements. In most instances, where ontrain staff are aware of any deaf and hearing loss customers onboard, they will communicate using the Passenger Assistance Card.

Alternatively, the Conductor or staff at stations may communicate by connecting to BSL Interpreter Now which is a service that delivers immediate access to online interpreting for deaf BSL users, enabling deaf and hearing loss customers to communicate with each-other. The service is available via a simple and straightforward app that is downloaded onto ScotRail staff smartphones and can be downloaded by customers onto their own devices. The app is designed to allow ScotRail to aid deaf customers in any part of their journey, from information on trains during time of disruption to customer queries at stations or ticket offices.

Customers sign to an interpreter via the app through a video call / link, who will then relay the customer query to the member of ScotRail staff. The interpreter will then be able to sign the answer back to the customer.

On the day of travel, if you have any queries about your journey then either contact any of our staff at a station, use the help point at the station, or call our Assisted Travel team before you travel. If your travel plans have suddenly changed, please call the Assisted Travel team so that they can rearrange or cancel your booking.

You can take a powered or manual wheelchair not more than 70cm wide and 120cm long. For safety reasons, the ramps we use for boarding and alighting will not allow weight that is more than 300 kilograms. It is important that you check the measurements and weight of your scooter or wheelchair are within the acceptable limits before you travel.

You can take a light travel scooter, not more than 104cm long and 56cm wide. For safety reasons, the ramps we use for boarding and alighting will not allow weight that is more than 300 kilograms. Scooter space is limited, so please call us to book a space before you travel. It is important to note that for safety reasons you are unable to stay on the scooter while the train is moving and must be able to transfer to a seat.

### **3.d If things do not go as planned**

Sometimes we are forced to cancel, reschedule or alter our services. When this is due to planned improvement works, we'll give you plenty of notice and will tell you this at the time of booking assistance. But sometimes the weather or other incidents can impact on our services. When this happens, we do our best to alert you about potential delays or cancellations.

The ScotRail website and smartphone app contain information on the availability of all services. Alternatively, you can speak to our station staff or use the Help Points. Or you can call the Assisted Travel Team on 0800 912 2901 or Textphone 18001 0800 912 2901 (for deaf and hearing loss customers).

If you have booked assistance in advance and disruption occurs, we will contact you if you have given us a contact mobile or telephone number and have agreed that we can call you about your journey. The timing of the call will depend on the disruption itself and the estimate time it is expected to last.

If a disruption occurs while you're travelling on a service where you have booked assistance, the train staff will help you complete your journey by an alternative route if possible. If you haven't booked assistance, speak to a member of staff who will help you and discuss the options available.

We will endeavour to secure an accessible replacement bus or coach during disruption. If the lack of an available suitable vehicle results in ScotRail using a replacement bus or coach service that is not accessible to you, an

accessible appropriate taxi will be arranged for you to continue your journey and get to your destination.

Our staff are trained in emergency procedures, safety, and basic First Aid. If there's an emergency on a train, staff will advise and help you. In most cases you should stay on the train and wait for instructions. If we have to ask you and all customers to leave the train between stations, the emergency services will provide equipment and help to get you off the train safely.

Our stations have evacuation plans which have considered the needs of passengers with reduced mobility. Our trained staff are trained to deal with emergencies and if the incident is serious, they will help you get to a safe place. If we need to evacuate an unstaffed station, we'll use the station Public Address system to alert you.

### **3.4 Where to get more information and how to get in touch**

We always do our best to provide you with the assistance you have asked for. Occasionally, there may be times when we are not be able to fulfil this promise and if this happens, please get in touch with the Assisted Travel Team.

If you are at a station and things do not go to plan, please use the Help Point to contact our staff at the customer contact centre who will be able to help you or if you are at a staffed station, please speak to a ScotRail member of staff. If you are on the train, please speak to the traincrew who will update you as required.

The ScotRail website is regularly updated and is also a source of information if things do not go as planned. You may also find it useful to follow ScotRail on Social Media as the platform is continually updated with up to date information. We also advise that you check the customer information monitors where available for updates. Alternatively,

you can contact the ScotRail Assisted Travel Team:

**Freephone: 0800 912 2 901**

**Textphone: 18001 0800 912 2 901 (for deaf and hearing loss customers)**

As an alternative and if your journey involves other operators, you may want to contact the UK national passenger assistance booking team on 0800 0223720. Or for textphone/ minicom, 0845 60 50 600 or visit [www.disabledpersons-railcard.co.uk/travel-assistance](http://www.disabledpersons-railcard.co.uk/travel-assistance)

If you wish to provide feedback or make a complaint, you can contact our Customer Relations Team. We will endeavour to make sure you are satisfied with the resolution to your complaint and will advise you at the time how long we think it will take us to respond. In the unlikely event of us not being able to carry out your pre-booked assistance, we'd like you to tell us about it. This enables us to understand the situation and identify opportunities to make it right and most importantly, making sure it doesn't happen again.

Please speak to a member of our staff either on board a ScotRail train or at a station and tell them that your assistance has not been carried out. They will redress the situation by making new arrangements to get you to your destination. We understand that, even if our staff have successfully redressed your situation by making new travel arrangements, you may still wish to make a formal complaint and/or seek compensation.

In a situation that ScotRail has not been able to fulfil your pre-booked assistance, we'd like you to tell us about it. This enables us to understand the situation and identify opportunities to make it right.

Please speak to a member of our staff either on board a ScotRail train or at a station and tell them that your assistance has not been carried out. They will redress the situation by making new arrangements to get you to your destination.



We understand that, even if our staff have successfully redressed your situation by making new travel arrangements, you may still wish to make a formal complaint and/or seek compensation.

If you wish to do this, you must contact our Customer Relations department and give us details of your specific circumstances. We will fully investigate and contact you with our findings. You will be entitled to compensation under the Consumer Rights Act (CRA) which requires us to fully assess a situation and award appropriate redress in circumstances which fall significantly short of our standards.

The level of compensation awarded to you will depend on individual circumstances and could be:

- A full or partial refund of your ticket via any of these methods:
- Refund onto debit or credit card used for payment of ticket
- Rail Travel vouchers (which may be exchanged for cash).
- Refund into PayPal account
- Bank transfer (bank details will be required)
- Cheque
- Delay Repay compensation if your failed assistance is as a result of disruption of 30 minutes or more
- Compensation if you've had to pay for something, out of your own pocket, as a direct result of us failing to assist you
- Compensation due to impact you have experienced as a direct result of failed assistance
- In some cases, a combination of some or all the above may apply

When our investigation is complete, we will write to you with the outcome. If our investigation finds that the assistance you received fell below an acceptable standard, or that your assistance failed completely, we will discuss compensation with you based

on the circumstances of your complaint. The amount of compensation payable, under these circumstances, is at the discretion of ScotRail using the findings of the investigation. We will advise you how much compensation you will be awarded and how we will pay this to you, then your complaint will be closed.

If you have travelled with another train operator or on a multi-leg journey, we are happy to assist you with your claim as much as we can. We will coordinate the response to your complaint if there are multiple train companies involved and provide you with a full explanation, including why it happened and what mitigating actions we intend to take as a result. We will coordinate the response between all operators involved, including if this was a multi-leg journey. At times, for you to get a speedier response, you may want to direct your complaint to the Train Operating Company on whose train you were travelling with when the incident occurred. If we receive a complaint which happened on another operator's service, we will do our best to investigate for you and give you a full response. However, depending on the complexity and the involvement required from the other operator, we may take the decision that it's in your best interest to have the complaint handled and responded to by them. If we do, we will ask for your permission to forward the complaint, to them, on your behalf.

ScotRail is also member of the Rail Ombudsman scheme. You can contact the Rail Ombudsman to ask them to take up a complaint if you are not happy with our final response. You can learn more about the Rail Ombudsman scheme from their website, <https://www.railombudsman.org/>. Please see their contact details below;

**Call: 0330 094 0362**

**Textphone: 0330 094 0363**

**Email: [info@railombudsman.org](mailto:info@railombudsman.org)**

**Twitter: @RailOmbudsman**

**Post: FREEPOST – RAIL OMBUDSMAN**

You can learn more about the Rail Ombudsman scheme from their website:  
<https://www.railombudsman.org/>

There are some complaints that the Rail Ombudsman will not be able to look into, for example if it is about the way one of our services has been designed, industry policy, or if your complaint relates to an event which the Rail Ombudsman is not empowered to address and if that is the case, they will contact you to let you know.

Your customer rights under the Consumer Rights Act are not affected by this.

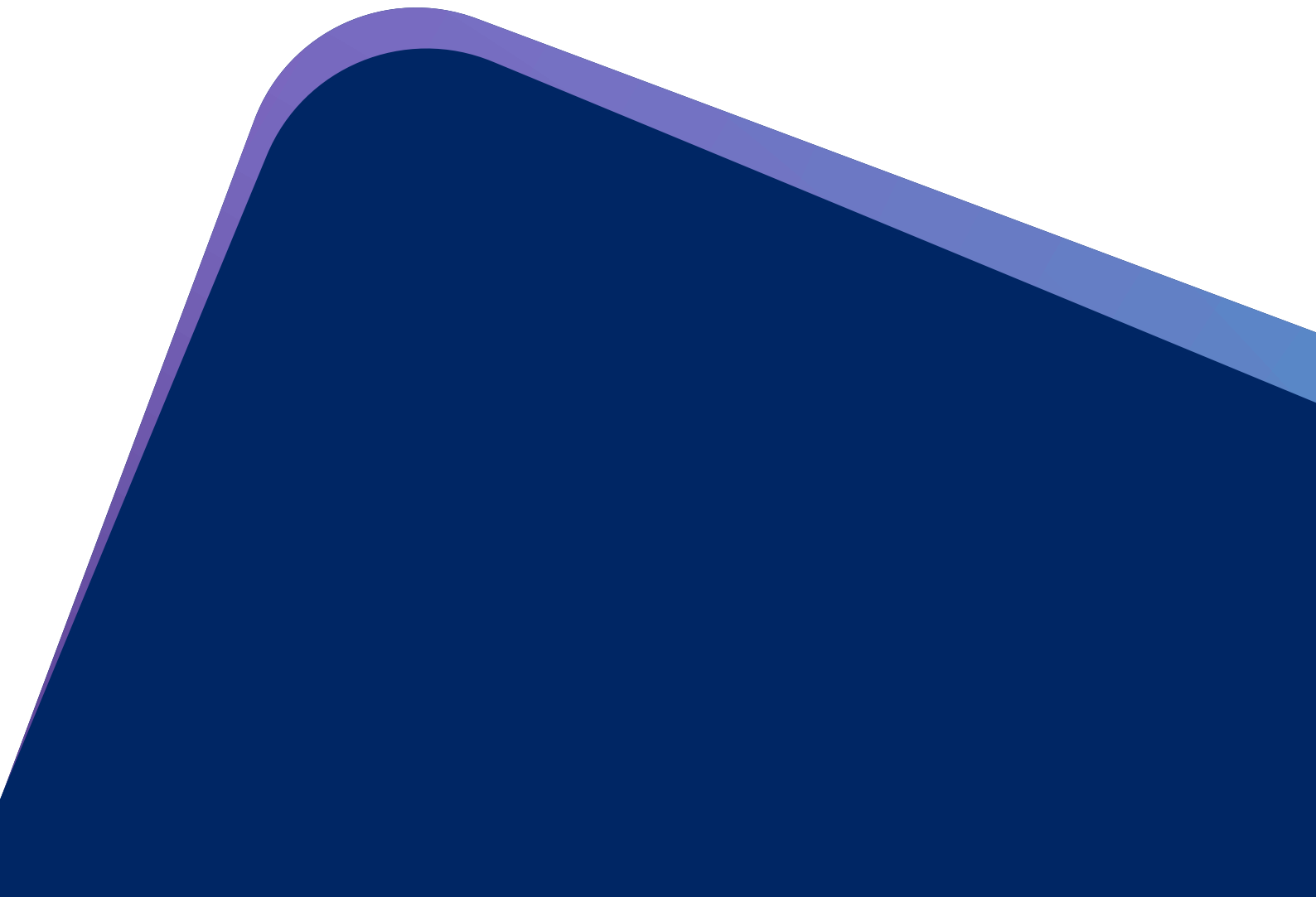
**You can get in touch also by contacting ScotRail Customer Relations, PO Box 27129, Glasgow, G2 9LH. Email: [customer.relations@scotrail.co.uk](mailto:customer.relations@scotrail.co.uk)**

**Telephone: 0344 811 0141  
open 7am-10pm every day**

**We're always interested in hearing your views about our services and about your experience with ScotRail, good or bad. There are several ways to send us feedback:**

- **Talk to a member of our staff at stations**
- **At a station, you can use a Help Point**
- **Fill in our feedback forms at stations or online**
- **On Twitter @ScotRail**
- **On Facebook at [Facebook.com/ScotRail](https://www.facebook.com/ScotRail)**
- **Write to the ScotRail Customer Relations at the address provided above**

**If you need a copy of this document, or our Policy document, in large print, audio or easy read, please get in touch with our Assisted Travel team or Customer Relations. We'll provide the alternative format within seven days of your request.**





**ScotRail website**  
*www.scotrail.co.uk*



**National Rail Enquiries**  
*03457 48 49 50*  
*Please note calls to this number may be recorded*



**Customer Relations**  
*customer.relations@scotrail.co.uk*  
*0344 811 0141*  
ScotRail Customer Relations  
PO Box 27129  
Glasgow, G2 9LH



**Assisted Travel**  
*0800 912 2 901*



**Textphone**  
*18001 0800 912 2 901*  
*(for deaf and hearing loss customers)*



**Social media**



*twitter.com/scotrail*



*facebook.com/scotrail*



# ScotRail Fleet Accessibility Guide

Train class	Routes operated										
		Wheelchair space	Mobility Scooter and Other Mobility Aids	Accessible toilet	Standard toilet	Boarding ramp available	Priority seating	Aural information	Visual information	On-train staff available	Formation
<b>156</b>	West Highlands, Stranraer/Glasgow Central to Dumfries to Carlisle, Newcastle Glasgow Central to Stranraer, East Kilbride, Glasgow Central to Kilmarnock, Glasgow Queen Street Anniesland	Y	Y	Y	Y	Y	Y	Y	Y	Y	2/4/6 cars
<b>158</b>	Far North and Kyle lines, Aberdeen to Inverness, Edinburgh local services, Glasgow Queen Street to Anniesland, Edinburgh / Glasgow to Inverness /Aberdeen/Dundee, Glasgow to Perth. Motherwell to Edinburgh and Fife Circle	Y	Y	Y - small	Y	Y	Y	Y	Y	Y	2/4/6 cars
<b>170</b>	Edinburgh/Glasgow to Aberdeen, Edinburgh/Glasgow to Inverness, Fife Circle, Glasgow to Anniesland via Maryhill	Y	Y	Y	Y	Y	Y	Y	Y	Y	3/6 cars
<b>318</b>	Glasgow North Electrics/Argyle Line, Whifflet, Glasgow Central to Gourock/Wemyss Bay/Neilston/Cathcart Circle and Newton	Y	Y	Y	Y	Y	Y	Y	Y	Y	3/6 cars
<b>320</b>	Glasgow North Electrics/Argyle Line, Whifflet, Glasgow Central to Gourock/Wemyss Bay/Neilston/Cathcart Circle and Newton	Y	Y	Y	X	Y	Y	Y	Y	Y	3/6 cars
<b>334</b>	Helensburgh/Milngavie/Balloch to Edinburgh via Bathgate, Argyle Line	Y	Y	Y	X	Y	Y	Y	Y	Y	3/6 cars
<b>380</b>	Glasgow Central to Ayr/Largs/Adrossan/Gourock/Wemyss Bay/Neilston/Cathcart Circle/North Berwick and Dunbar	Y	Y	Y	Y - 4 car	Y	Y	Y	Y	Y	3/4/6/7/8 cars
<b>385</b>	Glasgow Queen Street to Edinburgh via Falkirk High/Falkirk Grahamston, Dunblane, Stirling, Alloa, Glasgow Central to Edinburgh via Shotts/Carstairs, Cathcart Circle, Lanark, Edinburgh to North Berwick/Gourock/Wemyss Bay	Y	Y	Y	Y	Y	Y	Y	Y	Y	3/4/6/7/8 cars
<b>HST InterCity</b>	Glasgow/Edinburgh to Aberdeen and Inverness, Aberdeen to Inverness	Y	Y	Y	Y	Y	Y	Y	Y	Y	2 loco+4 coach

**Mobility Scooter and Other Mobility Aids** - They share the wheelchair space but should be moved if second wheelchair user comes onboard.

**First Class - Wheelchair space / mobility scooters / Aids** - There is no First Class space for wheelchairs on ScotRail trains.

**Reservable Routes** - Glasgow/Edinburgh to Aberdeen and Inverness, Aberdeen to Inverness. West Highland line. Far North and Kyle lines

# ScotRail Station Accessibility Information January 2021

## Station Categories

Every station must be allocated by operators to one of three categories A-C and described in public facing information provided by the operator (including station maps, timetables and posters, and the station accessibility information provided alongside the Accessible Travel Policy as described in Section 4, A2.2 of this guidance) as follows:

### **Category A: This station has step-free access to all platforms / the platform**

The station has step-free access to and between all platforms, at all times trains are running, via level access, lifts or ramps (in accordance with new-build standards re gradient/length). Additional station entrances or walking routes not meeting the A criteria are permitted, providing the additional walking distance to avoid these is no more than 100m

### **Category B: This station has a degree of step-free access to the platform, which may be in both directions or in one direction only - please check details**

The station does not meet category A, but has step-free access to either all platforms or at least one platform. In some cases, the station may be usable for some disabled and older people, but in others major barriers may exist which are likely to restrict the ability of some disabled or older people to use the station. This may include long or steep ramps, access between platforms that may be via the street, and there may not be step-free access to or between all station areas.

In its station accessibility information provided alongside the Accessible Travel Policy as described in Section 4, A2.2 of this guidance, an operator may – for the benefit of passengers and staff that require further detailed information – choose to further classify stations in category B according to the following definitions, using the text in bold to describe the level of step-free access:

#### **B1. Step-free access to all platforms - may include long or steep ramps. Access between platforms may be via the street.**

This station does not meet the A criteria, but has step-free access (to all platforms) likely to be usable by many people with reduced mobility. Access may be via ramps, up to 1:10 gradient (any length). Short end-of-platform ramps may be up to 1:7. Access between platforms may be via the street, no more than 400m. Access via level crossings is permitted (if full barrier). Access routes may be via car parks, or short access roads without pavements, but otherwise routes via the street must include a pavement. Additional entrances/ walking routes not meeting the A1 or A2 criteria are permitted, providing the additional walking distance to avoid these is no more than 400m.

## **B2. Some step-free access to all platforms - please check details**

This station has step-free access to all platforms, but major barriers exist which are likely to restrict the ability of some people to use the station. Step-free routes do not meet the A or B1 criteria (e.g. long ramps steeper than 1:10, or the step-free route between platforms is greater than 400m). Any station with an ungated or half-barrier level crossing between platforms is in B2 or lower. Any station where step-free access is only available at certain times, or only to certain passengers, is in B2 or lower (e.g. because lifts are unavailable when the station is unstaffed) for example, if the step-free entrance opening times depend on staff presence at the station.

## **B3. Some step-free access, may be in one direction only - please check details**

This station has step-free access to fewer than the total number of platforms

**Category C: This station does not have step-free access to any platform.**

Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Aberdeen	Station Staff Mon- Sat 05:00- 00:30 Sun 08:45- 00:30 Automatic Ticket Gates Mon - Sat 0600 - 2310 Sun 0830 - 2310	A	This station has step-free access to all platforms	10	Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0615 - 2130 Sat - 0615 - 1900 Sun - 0845 - 2130	Yes	Yes - 4	At the automatic gates	Screens & PA	Yes - cafe, WH Smith, Bar	Yes
Aberdour		B	Level to platform 1, steep ramp to platform 2, connecting footbridge with stairs between platforms	2	Yes	Yes	Yes - Radar - National Key Scheme (ticket office opening hours)	Mon - Fri 0645 - 1000 Sat - 0810 - 1130 Sun - Closed (Ticket Office)	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Achanalt		B	Rough path to single level platform		Yes	Yes		Unstaffed					No retail facility	Yes
Achnasheen		B	Level to platform 1, connecting footbridge with stairs to platform 2		Yes	Yes	Yes - Radar - National Key Scheme	Unstaffed					No retail facility	Yes
Adhnashellach		B	Low platform, rough ground, access via cattle gate		Yes	Yes		Unstaffed					No retail facility	Yes
Addiewell		A	This station has step-free access to both platforms		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Airbles		B	Accessible to all platforms - ramps to both platforms and connecting roadbridge between platforms		Yes	Yes		Unstaffed		Yes-1		Screens & PA	No retail facility	Yes
Airdrie	Mon - Sat 0515-0015 Sun 0700-0015	A	This station has step-free access to all platforms	4	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0530 - 2400 Sun - 0730 - 2400 (Ticket Office)	Yes	Yes - 2	Ticket Office	Screens & PA	No retail facility	Yes
Alexandra Parade		C	No step free access - stairs to both platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Alexandria		A	This station has step-free access to single platform	2	Yes	Yes		Mon - Sat 0645 - 1939 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Alloa		A	This station has step-free access to single platform	3	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Alness		A	This station has step-free access to single platform	3	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Altnabreac		B	Rough ground and low platforms		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Anderston		C	No step free access - stairs to below ground Island platform		Yes	Yes		Mon - Sat 0630 - 2330 Sun - 0946 - 1816	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Annan		B	Level to both platforms and connecting footbridge with stairs between platforms	1	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes

Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Anniesland		B	Ramp to platform 1 & 3 - connecting footbridge with stairs to platform 2		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0710 - 2049 Sun - 0910 - 1650	Yes	Yes - 2	Ticket Office	Screens & PA	No retail facility	Yes
Arbroath	Mon - Sun 0615 - 2300	A	This station has step-free access to all platforms	3	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0700 - 1930 Sun - 0910 - 1630	Yes	Yes - 1		Screens & PA	Yes – mobile coffee van	Yes
Ardgay		B	Level to platform 2 and connecting footbridge with stairs to platform 1		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Ardlui		C	No step free access - stairs to Island platform.		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Ardrossan Harbour		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Ardrossan South Beach		A	This station has step-free access to single platform	1	Yes	Yes		Mon - Sat 0635 - 1815 Sun - 0945 - 1910	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Ardrossan Town		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Argyle Street		C	No step free access - escalators & stairs to below ground Island platform		Yes	Yes		Mon - Sat 0630 - 2315 Sun - 1010 - 1740		Yes - 2		Screens & PA	No retail facility	Yes
Arisaig		B	Rough ground and barrow crossing to platform 2		Yes	Yes		Unstaffed			Station entrance		No retail facility	Yes
Armadale		A	This station has step-free access to both platforms	11	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Arrochar & Tarbet		C	No step free access - stairs to island platform		Yes	Yes		Unstaffed					No retail facility	Yes
Ashfield		A	Accessible to both platforms		Yes	Yes		Unstaffed			Help Point on Platform 1	Screens & PA	No retail facility	Yes
Attadale		C	No step free access - stairs to single platform		Yes	Yes		Unstaffed					No retail facility	Yes
Auchinleck		B	Ramps and connecting footbridge with stairs between platforms	1	Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Aviemore		B	Level to platform 1 - connecting footbridge with stairs to platform 2 or step-free route via level crossing using the Strathspey Railway entrance at south end of platform	2	Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0730 - 2125 Sat - 0735 - 1439 Sun - 0940 - 1720		Yes-1		Screens & PA	Yes - café, restaurant	Yes
Ayr	Mon - Sat 0500-0000 Sun 0830-0000	B	Level to platforms 1,2 & 3 - connecting footbridge with stairs or access from street to platform 4. Alternative route is available by going outside the station over the roadbridge	7	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0530 - 2315 Sun - 0840 - 2305	Yes	Yes - 2		Screens & PA	Yes - café, WH Smith	Yes



Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Baillieston		A	This station has step-free access to both platforms		Yes	Yes		Unstaffed		Yes - 1	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Balloch		A	This station has step-free access to single platform		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0555 - 2355 Sun - 0810 - 2245	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Balmossie		B	Steep ramps connecting both platforms		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Banavie		A	This station has step-free access to single platform		Yes	Yes		Unstaffed			Platform entrance	Screen	No retail facility	Yes
Barassie		B	Level to platform 2, steep ramp to platform 1 and connecting footbridge with stairs between platforms	1	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Bargeddie		B	Accessible to both platforms (ramps to both platforms and platform to platform is via the roadbridge)	2	Yes	Yes		Unstaffed		Yes-1		Screens & PA	No retail facility	Yes
Barnhill		B	Accessible to both platforms - ramps to both platforms and connecting roadbridge between platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	
Barrhead		B	Steep ramp to platforms 2 & 3 - lift to platform 1	8	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0650 - 2315 Sun - 0910 - 1650	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Barrhill		B	Level to platform 2 and barrow crossing to platform 1	1	Yes	Yes	Yes - to gain access get keys from signaller.	Unstaffed				Screen	No retail facility	
Barry Links		B	Level to platform 2, connecting footbridge with stairs to platform 1		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Bathgate	Mon-Fr 0700-1900 Sat 1000-1800 Sun 1000-1800	A	This station has step-free access to both platforms	20	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0700 - 1340 Sun 0800 - 1400	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Bearsden		B	Ramp to platform 2, level to platform 1 and connecting footbridge with stairs or use of roadbridge between platforms	2	Yes	Yes		Mon - Sat 0700 - 1404 Sun - Closed		Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Beasdale		B	Rough ground - both access path and the platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Beauly		A	This station has step-free access to single platform	1	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Bellgrove		C	No step free access - stairs to Island platform		Yes	Yes		Unstaffed		Yes -2		Screens & PA	No retail facility	Yes

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Broughty Ferry		A	Accessible to both platforms - level crossing between platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Brunstane		A	This station has step-free access to single platform		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Burnside		C	No step free access - stairs to Island platform		Yes	Yes		Mon - Sat 0640 - 1344 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Burntisland		B	Ramp to platform 1 and connecting footbridge with stairs to platform 2		Yes	Yes		Mon - Fri 0645 - 1000 Sat - 0811 - 1131 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Busby		B	Ramp to platform 1, ramp to platform 2 and connecting footbridge with stairs between platforms	1	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Caldercruix		A	This station has step-free access to both platforms	12	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Cambuslang		B	Ramps to lower ground platforms		Yes	Yes		Mon - Fri 0620 - 2204 Sat - 0610 - 2204 Sun - 0910 - 1645	Yes	Yes - 2		Screens & PA	No retail facility	Yes
Camelon		A	This station has step-free access to both platforms	3	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Cardenden		B	Level to platform 1, steep ramp to platform 2, connecting footbridge with stairs between platforms	2	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Cardonald		B	Small ramp to platform 2 and connecting footbridge with stairs to platform 1			Yes		Mon - Sat 0710 - 1414 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Cardross		B	Ramp to platform 1, ramp to platform 2 and level crossing or connecting footbridge with stairs between platforms	4	Yes	Yes		Mon - Sat 0725 - 1415 Sun - Closed	Yes		Ticket Office	Screens & PA	No retail facility	Yes
Carfin		B	Ramps to both platforms and connecting roadbridge between platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Carluke		B	Level to platform 2, ramp to platform 1 and connecting footbridge with stairs between platforms or long route via public road	7	Yes	Yes		Mon - Fri 0630 - 1344 Sat - 0620 - 1344 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Carmyle		B	Ramps to both platforms and connecting roadbridge between platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Carnoustie		B	Ramps to both platforms, connecting footbridge with stairs between platforms or level crossing	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Carntyne		B	Steep ramps to both platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes

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Carrbridge		B	Level to platform 2, connecting footbridge with stairs to platform 1		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Carstairs		C	No step free access - stairs down to island platform		Yes	Yes	Yes - ticket office opening hours (not wheelchair accessible)	Mon - Sat 0720 - 1424 Sun - Closed				Screens & PA	No retail facility	Yes
Cartsdyke		B	Level to platform 1, ramp to platform 2 and connecting footbridge with stairs between platforms		Yes	Yes		Mon - Fri 0640 - 1344 Sat - 0920 - 1628 Sun - Closed				Screens & PA	No retail facility	Yes
Cathcart		C	No step free access - stairs up to Island platform		Yes	Yes		Mon - Sat 0635 - 1339 Sun - Closed		Yes - 2		Screens & PA	No retail facility	Yes
Charing Cross		A	This station has step-free access to both platforms		Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0600 - 2320 Sun - 0820 - 2330	Yes	Yes - 2	Ticket Office	Screens & PA	Yes - café	Yes
Chatelherault		A	This station has step-free access to both platforms	6	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Clarkston		B	Ramps to both platforms and connecting footbridge with stairs between platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0640 - 1344 Sun - Closed		Yes - 2		Screens & PA	No retail facility	Yes
Cleland		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Clydebank		B	Steep ramps to both platforms, connecting footbridge with stairs between platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0730 - 1434 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Coatbridge Central		B	Ramp to platform 1, connecting stairs & underpass to platform 2		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Coatbridge Sunnyside		B	Level from car park to platform 1, steep ramp to platform 2	8	Yes	Yes		Mon - Sat 0546 - 1934 Sun - Closed	Yes	Yes - 1		Screens & PA	Yes - mobile catering van	Yes
Coatdyke		C	No step free access - steep ramp to platform 1 with one step, connecting footbridge with stairs to platform 2		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Connel Ferry		B	Rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Conon Bridge		A	This station has step-free access to single platform	1	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Corkerhill		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes

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Corpach		B	Rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Corrour		B	Rough path to Island platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Cowdenbeath		B	Steep ramps to both platforms, connecting footbridge with stairs between platforms		Yes	Yes	Yes - Radar - National Key Scheme	Mon - Fri 0630 - 1300 Sat - 0900 - 1300 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Craigendoran		A	This station has step-free access to single platform		Yes	Yes		Unstaffed		Yes - 1	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Crianlarich		C	No step free access - stairs up to Island platform	1	Yes	Yes	Yes - available from 07:30 am - 6 pm	Unstaffed				Screen	Yes - Tearoom	Yes
Croftfoot		C	No step free access - stairs up to Island platform		Yes	Yes		Mon - Sat 0635 - 1339 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Crookston		A	This station has step-free access to single platform		Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Crosshill		C	No step free access - stairs up to Island platform		Yes	Yes		Mon - Sat 0640 - 1344 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Crossmyloof		B	Ramps to both platforms		Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Croy		B	Level to platform 2, ramp to platform 1 and connecting footbridge with stairs	12	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0640 - 2034 Sun - 0910 - 1650	Yes	Yes - 4		Screens & PA	Kiosk	Yes
Culrain		A	Accessible to single platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Cumbernauld		B	Level to ticket office, ramps to both platforms and connecting roadbridge between platforms	5	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0710 - 1402 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Cupar		B	Level to platform 2 and ramp to platform 1, access between platforms involves use of public road for part of the route	7	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Fri 0645 - 2030 Sat - 0810 - 1500 Sun - 1130 - 1700		Yes - 1		Screens & PA	No retail facility	Yes
Curriehill		B	Level to platform 2, small ramp to platform 1 & connecting footbridge with stairs between platforms	2	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Dalgety Bay		A	This station has step-free access to both platforms	3	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes

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Dalmally		B	Level to platform 1 - rough ground leading to barrow crossing on platform 2	2	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Dalmarnock		A	This station has step-free access to both platforms		Yes	Yes		Mon - Sat 0637 - 2315 Sun - 0955 - 1811	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Dalmeny		B	Ramps to both platforms and connecting footbridge with stairs	9	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Fri 0645 - 1000 Sat - 0810 - 1130 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Dalmuir		A	This station has step-free access to all platforms	4	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0545 - 0000 Sun - 0810 - 0000	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Dalreoch		B	Level to platform 2, connecting footbridge with stairs to platform 1	4	Yes	Yes		Mon - Sat 0630 - 2024 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Dalry		B	Ramps to both platforms	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Dalwhinnie		B	Level to platform 1, connecting footbridge with stairs to platform 2		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Dingwall		B	Level to platform 1, ramp to platform 2 and connecting footbridge with stairs	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0730 - 1434 Sun - Closed				Screens	Yes - Shop / Tearoom	Yes
Drem		B	Level to both platforms and connecting footbridge with stairs	3	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Drumchapel		B	Level to platform 1, ramp to platform 2 and connecting footbridge with stairs	2	Yes	Yes		Mon - Sat 0630 - 2014 Sun - 0825 - 1605	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Drumfrochar		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Drumgelloch		A	This station has step-free access to both platforms	20	Yes	Yes		Unstaffed		Yes - 1	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Drumry		B	Level to both platforms and connecting footbridge with stairs		Yes	Yes		Mon - Sat 0645 - 2103 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Duirinish		B	Rough ground		Yes	Yes		Unstaffed					No retail facility	Yes
Duke Street		B	Ramps to both platforms and connecting footbridge with stairs between platforms		Yes	Yes		Unstaffed		Yes - 1	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Dumbarton Central		B	Steep ramps up to platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0600 - 0000 Sun - 0810 - 2310		Yes - 1	Ticket Office	Screens & PA	Yes - Café	Yes

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Dumbarton East		C	No step free access - stairs up to Island platform		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	Kio	Yes
Dumbreck		B	Accessible to both platforms - ramps to both platforms		Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Dumfries	Mon-Fr 0500-0000 Sat 0500-0000 Sun 0945-0000	B	Level to both platforms and connecting footbridge with stairs between platforms	4	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0635 - 1930 Sun - 1030 - 1955	Yes	Yes - 1		Screens & PA	Yes - Café	Yes
Dunbar		A	This station has step-free access to single platform	6	Yes	Yes	Yes	Mon - Fri 0555 - 2130 Sat - 0625 - 2040 Sun - 1115 - 2130	Yes	Yes - 2	Ticket Office	Screens	No retail facility	Yes
Dunblane		A	This station has step-free access to both platforms	2	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Fri 0640 - 1332 Sat - 0740 - 1432 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Duncraig		B	Rough ground		Yes	Yes		Unstaffed					No retail facility	Yes
Dundee	Mon - Sun 0530 - 0030	A	This station has step-free access to all platforms		Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0625 - 1930 Sun - 0830 - 1930	Yes	Yes - 3	Ticket Office	Screens & PA	Yes - WH Smith	Yes
Dunfermline Queen Margaret		A	This station has step-free access to both platforms	5	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Dunfermline Town	Mon-Fr 0630-0900 Sat 1000-1330 Sun N/A	B	Level to platform 2, subway and steep ramp to platform 1	11	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0640 - 1945 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - Newsagent / Café	Yes
Dunkeld & Birnam		B	Level to platform 1 and connecting footbridge with stairs to platform 2 (low platforms ). Wheelchair users and many people with reduced mobility will not be able to board / alight train at this station		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Dunlop		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Dunrobin Castle		B	Low platform and rough ground - used only in the Summer months		Yes	Yes		Unstaffed					No retail facility	
Dyce		A	This station has step-free access to both platforms	3	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
East Kilbride		A	This station has step-free access to single platform	14	Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0600 - 2325 Sat - 0700 - 2325 Sun - 0940 - 1720	Yes	Yes - 2	Ticket Office	Screens & PA	Yes - Newsagent	Yes
Easterhouse		B	This station has step-free access to both platforms	2	Yes	Yes		Mon - Sat 0550 - 1938 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes

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Glasgow Queen Street Low Level	Mon - Sat 0500 - 0000 Sun - 0730 - 0000	A	This station has step-free access to both platforms		Yes	Yes		Facilities provided from High Level		Yes - 2	Ticket Office on High Level	Screens & PA	At High Level	Yes
Gleneagles		A	This station has step-free access to both platforms	2	Yes	Yes	Yes	Unstaffed		Yes -1		Screen & PA	No retail facility	Yes
Glenfinnan		B	Barrow crossing to platform 2		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Glengarnock		B	Level to both platforms and connecting footbridge with stairs between platforms	4	Yes	Yes		Mon - Sat 0715 - 1419 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Glenrothes With Thornton		B	Ramps to both platforms	3	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Golf Street		B	Short steep ramps to both platforms		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Golspie		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Gorebridge		A	This station has step-free access to single platform	5	Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Gourock	Mon-Sat 0515-0000 Sun 0715-2345	A	This station has step-free access to all platforms	5	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0540 - 2340 Sun - 0810 - 2329	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - snack van	Yes
Greenfaulds		A	Ramps to both platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Greenock Central		B	Level to platform 1, ramp to platform 2 and stairs between platforms.	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0720 - 2034 Sun - 0920 - 1730	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Greenock West		C	No step free access - stairs down to below ground platforms		Yes	Yes		Mon - Sat 0600 - 0005 Sun - 0755 - 0005		Yes - 1		Screens & PA	Yes - Café	Yes
Gretna Green		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Hairmyres		A	This station has step-free access to single platform	6	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Hamilton Central		A	This station has step-free access to both platforms	5	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0620 - 2320 Sun - 0910 - 1630	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes

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Hamilton West		B	Ramps to both platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0620 - 2004 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Hartwood		B	Level to platform 1 and connecting footbridge with stairs to platform 2		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Hawkhead		A	This station has step-free access to single platform	2	Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Haymarket	Mon-Sat 0500-0130 Sun 0700-0100	A	This station has step-free access to all platforms	2	Yes	Yes	Yes	Mon - Sat 0630 - 2125 Sun - 0810 - 2125	Yes	Yes - 8	Automatic ticket gates	Screens & PA	Yes - kiosk, cafés, Marks and Spencer	Yes
Helensburgh Central	Mon -Sat 0540-2355 Sun 0745-0100	A	This station has step-free access to all platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0555 - 0000 Sun - 0750 - 2345	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - newsagent	Yes
Helensburgh Upper		B	Steep ramp to single platform		Yes	Yes		Unstaffed			Help Point on Platform	Screen	No retail facility	Yes
Helmsdale		B	Level to platform 1 and connecting footbridge with stairs to platform 2		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
High Street		C	No step free access - stairs down to both platforms		Yes	Yes		Mon - Sat 0550 - 2330 Sun - 0810 - 2315	Yes		Ticket Office	Screens & PA	Yes – Kiosk	Yes
Invergordon		B	Level access to platform 1 and ramp to platform 2	1	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Invergowrie		B	Level side entrance on edge of platform 2 - northbound, footbridge with stairs connecting both platforms		Yes	Yes		Unstaffed			At the shelter on each platform	Screen	No retail facility	Yes
Inverkeithing	Mon-Sat 0600-2345 Sun 0815-2330	A	This station has step-free access to both platforms	6	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0630 - 1930 Sun - 1010 - 1730	Yes	Yes - 2	Ticket Office	Screens & PA	Yes – Kiosk	Yes
Inverkip		A	This station has step-free access to single platform	2	Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Inverness	Mon-Sat 0445-0015 Sun 0900-0015	A	This station has step-free access to all platforms	3	Yes	Yes	Yes - available between 0630 and 1930	Mon - Fri 0630 - 2030 Sat - 0630 - 1830 Sun - 0915 - 2020	Yes	Yes - 3	Automatic ticket gates	Screens & PA	Yes - Costa Coffee, WH Smith, bar	Yes
Invershin		B	Steep and rough ground to single, low platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Inverurie		B	Ramp to platform 2 from road side and level to platform 1. Also connecting footbridge with stairs between platforms	4	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0650 - 1350 Sun - Closed	Yes	Yes – 1		Screens & PA	Yes - café	Yes
Irvine		B	Accessible to both platforms	6	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0610 - 2240 Sun - 0905 - 1825	Yes	Yes – 1		Screens & PA	Yes - Newsagent	Yes



Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Johnstone		B	Level to platform 1, ramp to platform 2 - connecting footbridge with stairs between platforms	11	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0650 - 2030 Sun - 0920 - 1840	Yes	Yes -2		Screens & PA	Yes - Newsagent	Yes
Jordanhill		B	Ramps to both platforms and connecting footbridge with stairs between platforms	1	Yes	Yes		Unstaffed		Yes - 1	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Keith		A	This station has step-free access to single platform	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0638 - 1342 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Kelvindale		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Kennishead		B	Steep ramps to both platforms and connecting footbridge with stairs between platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Kildonan		B	Rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Kilmarnock	Mon-Sat 0530-0000 Sun 0730-2340	A	Level to platforms 1,2,3, underpass & lift to platform 4	6	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0630 - 2335 Sun - 1015 - 2330	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - Kiosk	Yes
Kilmaurs		B	Ramp to single platform	2	Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Kilpatrick		B	Ramp to platform 2, stairs to platform 1 and connecting footbridge with stairs between platforms		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Kilwinning		A	Level to platforms 2 & 3, steep ramps down to platforms 1 & 4	15	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0605 - 2330 Sun - 0850 - 2330	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - Newsagent	Yes
Kinbrace		B	Rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Kinghorn		B	Level to platform 2 and connecting footbridge with stairs to platform 1		Yes	Yes	Yes - Radar - National Key Scheme	Mon - Fri 0645 - 1000 Sat - 0810 - 1130 Sun - Closed				Screens & PA	No retail facility	Yes
Kings Park		C	No step free access - stairs to island platform		Yes	Yes		Mon - Sat 0635 - 1339 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Kingsknowe		B	Ramps to both platforms and level crossing		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes

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Kingussie		B	Level to platform 1 and connecting footbridge with stairs to platform 2 (low platform).	1	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0826 - 1530 Sun - Closed	Yes			Screens & PA	No retail facility	Yes
Kirkcaldy	Mon-Fr 0630-0000 Sat 0630-2200 Sun 0810-2330	A	This station has step-free access to both platforms	15	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0630 - 1900 Sun - 0800 - 1915	Yes	Yes - 2	Ticket Office	Screens & PA	Yes - WH Smith, mobile coffee van	Yes
Kintore	Unstaffed and therefore Under staffing it will be empty	A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Kirkconnel		B	Level to platform 1 and connecting footbridge with stairs to platform 2		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Kirkhill		B	Ramps down to both platforms	1	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Kirknewton		A	Level crossing between platforms	1	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Kirkwood		B	Ramps to both platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Kyle Of Lochalsh		A	This station has step-free access to all platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0946 - 1650 Sun - Closed	Yes			Screen	Yes - restaurant	Yes
Ladybank		B	Ramps to both platforms, long route between platforms	4	Yes	Yes		Mon - Fri 0645 - 1000 Sat - 0810 - 1130 Sun - Closed	Yes			Screens & PA	No retail facility	Yes
Lairg		B	Level to platform 1 and connecting footbridge with stairs to platform 2	1	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Lanark		A	This station has step-free access to all platforms	3	Yes	Yes		Mon - Sat 0620 - 2025 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Langbank		B	Ramps to both platforms and connecting footbridge with stairs		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Langside		C	No step free access - stairs to Island platforms.		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Larbert		B	Accessible to both platforms with short steep ramp to the connecting footbridge	5	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0700 - 2054 Sun - Closed	Yes	Yes - 2	Ticket Office	Screens & PA	No retail facility	Yes
Largs		A	This station has step-free access to both platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0630 - 2330 Sun - 0835 - 2330	Yes	Yes - 1		Screens & PA	Yes - kiosk	Yes
Larkhall		A	This station has step-free access to both platforms	13	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes

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Laurencekirk		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Lenzie		B	Level to both platforms and connecting footbridge with stairs between platforms	6	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0645 - 2200 Sun - Closed	Yes	Yes - 2		Screens & PA	No retail facility	Yes
Leuchars		B	Ramp to Island platform	4	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0620 - 2145 Sun - 1010 - 2215	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Linlithgow		A	This station has step-free access to both platforms	2	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0600 - 2300 Sun - 0815 - 2300	Yes	Yes -4	Ticket Office	Screens & PA	Yes - coffee vending machine	Yes
Livingston North		B	Ramps to both platforms	7	Yes	Yes		Unstaffed		Yes - 2	Respective platforms	Screens & PA	No retail facility	Yes
Livingston South		A	Ramps to both platforms, narrow platforms	5	Yes	Yes		Unstaffed		Yes - 2	Respective platforms	Screens & PA	No retail facility	Yes
Loch Awe		B	Level from car park over rough ground		Yes	Yes		Unstaffed			Help Point on Platform 1	Screen	No retail facility	Yes
Loch Eil O.B.		B	Rough ground		Yes	Yes		Unstaffed			Help Point on Platform 1	Screen	No retail facility	Yes
Lochailort		B	Ramp from car park		Yes	Yes		Unstaffed			Help Point on Platform 1	Screen	No retail facility	Yes
Locheilside		B	Rough ground		Yes	Yes		Unstaffed			Help Point on Platform 1	Screen	No retail facility	Yes
Lochgelly		B	Ramp from car park to platform 1 and stairs to platform 2	2	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Lochluichart		B	Ramp from car park to single platform, rough ground		Yes	Yes		Unstaffed					No retail facility	Yes
Lochwinnoch		B	Level to platform 1 and stairs to platform 2	1	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Lockerbie		A	This station has step-free access to both platforms	3	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0735 - 2045 Sun - 1450 - 2220	Yes		Ticket Office	Screens & PA	No retail facility	Yes
Longniddry		B	Ramps up to both platforms and connecting footbridge with stairs between platforms	3	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes

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Mallaig		A	This station has step-free access to all platforms	1	Yes	Yes	Yes	Mon - Sat 1010 - 1350 (Winter) & 1000 - 1800 (Summer) Sun - Closed	Yes		Ticket Office	Screen & CCTV PA	Yes - Seafood shop	Yes
Markinch		A	This station has step-free access to both platforms	9	Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0645 - 1315 Sat - 0810 - 1440 Sun - Closed	Yes	Yes-1	Ticket Office	Screens & PA	Yes - mobile coffee van	Yes
Maryhill		B	Ramps to both platforms		Yes	Yes		Unstaffed			Help Point on Platform 1	Screens & PA	No retail facility	Yes
Maxwell Park		C	No step free access - stairs to Island platform		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Maybole		A	This station has step-free access to single platform	1	Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Merryton		A	This station has step-free access to both platforms	5	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Milliken Park		B	Ramps to both platforms and connecting roadbridge between platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Milngavie		A	This station has step-free access to all platforms	6	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0640 - 2340 Sun - 0815 - 2300	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - coffee kiosk	Yes
Monifieth		B	Level to platform 2, ramp to platform 1 and connecting footbridge with stairs		Yes	Yes		Unstaffed			At the shelter on each platform	Screens	No retail facility	Yes
Montrose		A	This station has step-free access to both platforms	6	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0620 - 1930 Sun - 0910 - 1630	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Morar		B	Rough ground		Yes			Unstaffed					No retail facility	Yes
Mosspark		A	This station has step-free access to single platform		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Motherwell	Mon-Sat 0545-0015 Sun 0730-2345	A	This station has step-free access to all platforms	3	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0615 - 0000 Sun - 0810 - 2330	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - coffee kiosk and WH Smith	Yes
Mount Florida		A	This station has step-free access to Island platform		Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0650 - 2110 Sat - 0635 - 2140 Sun - 0910 - 1650	Yes	Yes - 2	Ticket Office	Screens & PA	No retail facility	Yes
Mount Vernon		B	Ramps to both platforms and connecting footbridge with stairs		Yes	Yes		Unstaffed		Yes -1		Screens & PA	No retail facility	Yes

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Muir Of Ord		B	Level to platform 1, ramp to platform 2 and connecting footbridge with stairs	2	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Muirend		A	This station has step-free access to both platforms		Yes	Yes		Mon - Sat 0655 - 1359 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Musselburgh		A	Ramps to both platforms	6	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Nairn		C	Level to platform 1, level access to platform 2 via Balbalair road (rough ground) and connecting footbridge with stairs between platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0810 - 1514 Sun - Closed	Yes	Yes - 1		Screens & PA	Yes - Café	Yes
Neilston		B	Ramps to both platforms and connecting footbridge with stairs	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0658 - 2215 Sun - 0910 - 1650		Yes - 1		Screens & PA	No retail facility	Yes
New Cumnock		B	Level to platform 1 and ramp to platform 2	4	Yes	Yes		Unstaffed				Screen & PA	Yes - café	Yes
Newcraighall		A	This station has step-free access to single platform	40	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Newton		A	This station has step-free access to both platforms	8	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0610 - 2310 Sun - 0910 - 1650	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Newton On Ayr		B	Level to platform 2 and connecting footbridge with stairs to platform 1		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Newtongrange		A	This station has step-free access to single platform	3	Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Newtonmore		A	This station has step-free access to single platform	1	Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Nitshill		B	Ramp to platform 1 and connecting footbridge with stairs between platforms		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
North Berwick		A	This station has step-free access to all platforms	3	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	Yes - Newsagent	Yes
North Queensferry		B	Ramps to both platforms and connecting footbridge with stairs	1	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	Yes - Café	Yes
Oban		A	This station has step-free access to all platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0500 - 2036 Sun - 1045 - 1811	Yes		Ticket Office	Screens & PA	Yes - Newsagent	Yes
Paisley Canal		B	This station has step-free access to single platform		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes

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Paisley Gilmour Street	Mon-Sat 0530-0030 Sun 0630-0030	A	This station has step-free access to all platforms	2	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0555 - 2310 Sun - 0725 - 2305	Yes	Yes - 3	Respective platforms	Screens & PA	Yes – snacks/cold drinks WH Smith, vending machines, kiosk	Yes
Paisley St. James		C	No step-free access - stairs		Yes	Yes		Unstaffed		Yes -1		Screens & PA	No retail facility	Yes
Partick	Mon-Sat 0500-0000 Sun 0700-2340	A	This station has step-free access to all platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0550 - 2330 Sun - 0810 - 2330	Yes	Yes -4	Ticket Office	Screens & PA	Mobile coffee cart No retail facility	Yes
Patterton		B	Level to platform 1, footpath to platform 2 and connecting footbridge with stairs between platforms	4	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Perth	Mon-Sat 0500-0000 Sun 0730-2340	A	This station has step-free access to all platforms	7	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Fri 0645 - 1930 Sat - 0745 - 1915 Sun - 0815 - 1915	Yes	Yes - 3	Ticket Office	Screens & PA	Yes - WH Smith, Coffee Shop	Yes
Pitlochry		B	Ramp to platform 2, ramp at the end of northbound platform and connecting footbridge with stairs between platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0805 - 1830 Sun - 1040 - 1820				Screens & PA	No retail facility	Yes
Plockton		B	Rough ground, red chips and low platform		Yes	Yes		Unstaffed					No retail facility	Yes
Pollokshaws East		C	No step free access - stairs to Island platform		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Pollokshaws West		C	No step free access - stairs to both platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Pollokshields East		C	No step free access - stairs to Island platform		Yes	Yes		Mon - Sat 0640 - 1344 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Pollokshields West		C	No step free access - stairs to Island platform		Yes	Yes		Unstaffed		Yes - 1		Screen & PA	No retail facility	Yes
Polmont		B	Steep ramps to both platforms and connecting footbridge with stairs between platforms	2	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0655 - 2049 Sun - Closed	Yes	Yes - 3		Screens & PA	No retail facility	Yes
Port Glasgow		B	Ramp to platform 1, path to platform 2 and connecting footbridge with stairs between platforms	2	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0615 - 0000 Sun - 0745 - 0000	Yes	Yes-1		Screens & PA	No retail facility	Yes
Portlethen		B	Level access to both platforms and ramp to platform 2	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Possilpark & Parkhouse		B	Ramps to both platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes

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Prestonpans		B	Ramps to both platforms and connecting footbridge with stairs or access under rail bridge between platforms	11	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Prestwick Airport		A	This station has step-free access to both platforms			Yes	Yes - Inside the terminal	Unstaffed			Respective platforms	Screens & PA	Facilities are inside the Airport	
Prestwick Town		B	Level from car park to platform 2 and steep ramp to platform 1	2	Yes	Yes	Yes	Mon - Sat 0635 - 1750 Sun - 0910 - 1650	Yes	Yes - 1	Respective platforms	Screens & PA	Yes - Café	Yes
Priesthill & Darnley		B	Level to platform 1 and ramp to platform 2		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Queens Park		C	No step free access - stairs to island platform		Yes	Yes		Mon - Fri 0640 - 2100 Sat - 0620 - 2120 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Rannoch		C	No step free access - stairs to island platform		Yes	Yes	Yes - Radar - National Key Scheme	Unstaffed					Yes - Tearoom / shop	Yes
Renton		A	This station has step-free access to both platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Robroyston		A	This station has step-free access to both platforms					Unstaffed		Yes – 2	Help Point on Platform 1		No retail facility	
Rogart		B	Level to platform 2 - low platform and ramp to platform 1.		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Rosyth		B	Accessible to both platforms	8	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Roy Bridge		C	No step free access - stairs to single platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Rutherglen		A	This station has step-free access to Island platform	5	Yes	Yes		Mon - Sat 0625 - 2315 Sun - 0825 - 2315	Yes	Yes - 2	Ticket Office	Screens & PA	Yes - coffee vending machine	Yes
Saltcoats		B	Level to both platforms and connecting footbridge with stairs between platforms	5	Yes	Yes		Mon - Sat 0623 - 1818 Sun - 0940 - 1920	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Sanquhar		B	Ramps to both platforms	1	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Scotscalder		B	Rough ground and low platform		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Scotstounhill		B	Level to platform 1, ramp to platform 2 and connecting footbridge with stairs between platforms	1	Yes	Yes		Mon - Sat 0620 - 2030 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes

Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Shawfair		A	This station has step-free access to both platforms	3	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Shawlands		C	No step free access - stairs to Island platform		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Shettleston		B	Level to platform 1, ramp to platform 2 and connecting footbridge with stairs between platforms	2	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0600 - 1948 Sun - Closed	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Shieldmuir		A	This station has step-free access to both platforms			Yes		Unstaffed				Screens & PA	No retail facility	Yes
Shotts		B	Ramps to both platforms	10	Yes	Yes		Mon - Sat 0630 - 1320 Sun - Closed	Yes	Yes-1	Respective platforms	Screens & PA	No retail facility	Yes
Singer		B	Ramp to platform 1, level access to platform 2 is through Clydebank business park and there are stairs		Yes	Yes	Yes - open 0700 - 1900 hours	Mon - Sat 0630 - 2014 Sun - Closed		Yes - 1	Respective platforms	Screens & PA	Yes - Newsagent	Yes
Slateford		C	No step free access - stairs to both platforms		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
South Gyle		B	Ramps to both platforms and roadbridge connecting both platforms	1	Yes	Yes		Unstaffed		Yes - 2		Screens & PA	No retail facility	Yes
Spean Bridge		B	Rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Springburn		C	No step free access - stairs to all platforms.		Yes	Yes		Mon - Sat 0630 - 1322 Sun - Closed		Yes - 1		Screens & PA	Yes - Newsagent	Yes
Springfield		C	Stairs and connecting footbridge with stairs to platform 2		Yes	Yes		Unstaffed				Screen & PA	No retail facility	Yes
Stepps		B	Ramps to both platforms	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Stevenston		A	This station has step-free access to both platforms	1	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Stewarton		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Stirling	Mon-Fri 0515-0000 Sat 0530-0000 Sun 0830-2345	A	This station has step-free access to all platform	10	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0620 - 2100 Sun - 0850 - 2200	Yes	Yes - 3	Automatic ticket gates	Screens & PA	Yes - WH Smith, Coffee Vending Machines & cafe	Yes



Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Stonehaven		B	Ramps to both platforms and connecting by subway with stairs between platforms	4	Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0710 - 1855 Sat - 0800 - 1504 Sun - Closed	Yes	Yes - 1		Screens & PA	No retail facility	Yes
Stow		A	This station has step-free access to both platforms	3	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Stranraer Harbour		A	This station has step-free access to both platforms		Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0930 - 1500 Mon - Sat 1600 - 1900 Sun - 0930 - 1900	Yes		Ticket Office	Screen & PA	No retail facility	Yes
Strathcarron		B	Ramp to platform 2, level access to platform 1 and connecting footbridge with stairs between platforms	2	Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Stromeferry		A	This station has step-free access to both platforms		Yes	Yes		Unstaffed					No retail facility	Yes
Summerston		B	Ramps to both platforms, long route between platforms		Yes	Yes		Unstaffed		Yes -1		Screens & PA	No retail facility	Yes
Tain		B	Level platform 2, ramp to platform 1 and connecting footbridge with stairs between platforms	4	Yes	Yes		Unstaffed				Screen	Yes - restaurant	Yes
Taynuilt		B	Ramp to platform 2 (rough ground) barrow crossing between platforms		Yes	Yes		Unstaffed			Help Point on Platform 1	Screen	No retail facility	Yes
Thornliebank		B	Ramps to both platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Thorntonhall		A	This station has step-free access to single platform	1	Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Thurso		A	This station has step-free access to both platforms	1	Yes	Yes	Yes - ticket office opening hours	Mon - Fri 0950 - 1654 Sat - 1010 - 1654 Sun - Closed	Yes		Ticket Office	Screen	No retail facility	Yes
Troon		B	Level to both platforms and connecting footbridge with stairs between platforms	6	Yes	Yes	Yes	Mon - Sat 0635 - 1750 Sun - 1010 - 1750	Yes	Yes - 1	Ticket Office	Screens & PA	Yes - Newsagent	Yes
Tulloch		C	Rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Tweedbank		A	This station has step-free access to all platforms	13	Yes	Yes	Yes - Café opening times	Unstaffed		Yes - 2	Respective platforms	Screens & PA	Yes - Retail	Yes
Tyndrum Lower		A	This station has step-free access to single platform		Yes	Yes		Unstaffed			Help Point on Platform 1	Screen	No retail facility	Yes

Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Uddingston		B	Level to both platforms and connecting footbridge with stairs between platforms	12	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0620 - 2004 Sun - 0910 - 1630	Yes	Yes - 2		Screens & PA	Yes - Café	Yes
Uphall		B	Ramps to both platforms	10	Yes	Yes		Unstaffed		Yes - 2	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Upper Tyndrum		C	No step free access - stairs to Island platform with rough ground		Yes	Yes		Unstaffed				Screen	No retail facility	Yes
Wallyford		B	Ramps to both platforms and connecting footbridge with stairs between platforms	1	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
Wemyss Bay		A	This station has step-free access to all platforms	4	Yes	Yes	Yes - Radar - National Key Scheme	Mon - Sat 0610 - 2320 Sun - 0855 - 2130		Yes - 1	Ticket Office	Screen & PA	Yes – Bar & Cafe	Yes
West Calder		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes
West Kilbride		A	This station has step-free access to single platform	3	Yes	Yes		Unstaffed		Yes - 1	Main Entrance Platform	Screens & PA	No retail facility	Yes
Wester Hailes		B	Ramps to both platforms		Yes	Yes		Unstaffed				Screens & PA	No retail facility	Yes
Westerton		A	Level to platform 1, ramp to platform 2 and connecting footbridge with between platforms	3	Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0630 - 2053 Sun - 0910 - 1650	Yes	Yes - 1	Ticket Office	Screens & PA	No retail facility	Yes
Whifflet		A	This station has step-free access to both platforms	2	Yes	Yes		Unstaffed		Yes - 1	Help Point on Platform 1	Screens & PA	No retail facility	Yes
Whinhill		A	This station has step-free access to both platforms		Yes	Yes		Unstaffed			Main Entrance Platform	Screen & PA	No retail facility	Yes
Whitecraigs		B	Level from ticket office onto platform 1, ramp to platform 2 and connecting footbridge with stairs between platforms	2	Yes	Yes		Mon - Sat 0655 - 1359 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Wick		A	This station has step-free access to both platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 1010 - 1714 Sun - Closed	Yes		Ticket Office	Screen	No retail facility	Yes
Williamwood		C	No step-free - Stairs to both platforms	2	Yes	Yes		Mon - Sat 0655 - 1359 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes
Wishaw		B	Level platform 1, ramp to platform 2 and connecting footbridge with stairs between platforms		Yes	Yes	Yes - ticket office opening hours	Mon - Sat 0620 - 2004 Sun - Closed		Yes - 1		Screens & PA	No retail facility	Yes

Station	Availability of staff other than ticket office personnel (Yes / No) and Time	Category	Access – Station and Platforms	Blue Badge Parking Spaces	Seating	Waiting Room / Shelter	Toilets and when available	Ticket Office Opening Hours	Accessible counter	Ticket vending machine	Passenger assist Meeting Point	Customer Information Screens & Public Address	Catering	Help Points
Woodhall		B	Ramps to both platforms and connecting footbridge with stairs between platforms		Yes	Yes		Mon - Sat 0700 - 1404 Sun - Closed			Ticket Office	Screen & PA	No retail facility	Yes
Yoker		B	Level from car park to platform 2, ramp to platform 1 and connecting footbridge with stairs between platforms		Yes	Yes		Unstaffed		Yes - 1		Screens & PA	No retail facility	Yes