

## Presentation for MaaS Meeting

### MACS Vision:

“MACS believes in a Scotland without barriers that isolate and exclude disabled people from making their choice of successful door to door journeys”

### Digital Technology

- Poor access for those on limited income, older people and those living in rural areas.
- Main problem for young people cost of data with many not having sufficient data for Apps.
- Older people may also have problems with cost but are also likely to be unsure or unable to use technology beyond a simple mobile phone.
- Many disabled people use phones with proprietary software as an overlay to the underlying operating system providing, for example, a menu-driven interface or one using audio prompts and voice recognition feedback that are simpler to use but do not allow access to standard apps due to sandboxing.
- 4G coverage is improving but there are still substantial areas where there is no coverage.
- Increasingly people are relying on mobiles rather than landlines at home to save on costs, but the service must be resilient to avoid digital isolation and service inaccessibility.
- An ideal world would see just one platform with all services seamlessly interconnected. We can dream but in the meantime interfaces between different service providers, e.g. journey planning, ticket purchasing, added value services etc must be accessible. Adherence to W3C and associated standards and robust user testing can help ensure this.
- Remember it's not just phones and tablets; self-service kiosks, passenger information systems etc must be accessible too. Where this is not possible, a useable alternative with equal functionality and without price discrimination must be provided.

### Infrastructure

- All infrastructure has to be step free with reasonable walking distance between modes and clear information to get to and from stops and platforms
- Timetable information should be accessible and clear
- If passengers require to wait to connect with a bus, train or other vehicle there has to be shelter, seating and lighting. The area must also be safe and secure.

### Accessible Vehicles

- Taxis and Private Hire Cars – although figures vary across Scotland the Scottish Transport Statistics 2018 state that there are very low percentages of wheelchair accessible taxis in rural Scotland, for example in Highland only 1.6% wheelchair accessible and less than 1% of private hire cars (PHC). Generally wheelchair accessible PHC are there because of special needs education contracts, many of them do not operate for public use and are likely to have limited hours. In many areas there is no provision of either taxis or PHC
- Buses – all buses registered to operate on local bus services have had to be low floor wheelchair accessible since 1 January 2017. However, vehicles used on many rural bus routes are coaches which may comply with Public Service Vehicle Access Regulations but there is a flaw in this legislation as most coaches require passengers to climb steps if they are not in a wheelchair.

### Vulnerable Passengers

- Lift sharing can be very successful for confident adults but for children and vulnerable elderly people there could be danger. All community transport projects running projects using minibuses or people

using their own cars require drivers to have a Protecting Vulnerable Groups (PVG) check. The DfT have recently set this as a requirement for taxi and PHC licensed drivers.

#### Market Displacement

- Could MaaS and encouragement for people to travel actively result in fewer people using local transport schemes and the services becoming non-viable? If this were to happen then many people who have no choice but to use public transport may be left lonely and isolated. Would MaaS schemes consider this in their planning?
- Although digital provides endless opportunities for service integration, accessibility and cost advantage to the consumer, it must follow a joined-up approach in sync with physical infrastructure. What happens in the event of failure? The lowest common denominator must fit with the most basic needs of the passenger.

#### Conclusion

- We would urge that any funded MaaS project ensures that the vehicles used on all legs of the journey are fully accessible and that the infrastructure surrounding these services is accessible, safe and secure.