



Strathclyde Partnership
for Transport

Making Travel Accessible: Assisting Our Passengers



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Introduction

We understand that if you are disabled, elderly, travel with young children or have restricted mobility, you may need help during your journey. We are actively working to improve accessibility across all areas of our services.

In this document, we outline the support and additional measures available to ensure you can travel with us without risk, with assurance and at your convenience, whether you are a first time or regular traveller.

Our staff are trained to help passengers with both visible and non-visible disabilities, so will be looking out for those who may need help. This document sets out how we can assist our passengers.

Our intention with this document is to provide guidance when using any of our Subway or Bus Station services. Though these services can be quite different in nature, the level of service we seek to provide is as aligned as it reasonably can be. It is worth noting that while we own and operate the entire Subway system, our operational responsibility in Bus Stations is limited to the site itself and not the services which operate in it.

Assistance

Strathclyde Partnership for Transport (SPT) manages, owns and operates the Subway and six regional bus stations. When you are using our facilities, we can assist you with the following:

- Planning your journey based on your specific needs.
- Arranging help for boarding and leaving the chosen transport function.
- Reaching and connecting with other services.
- Handling your luggage.
- Purchasing travel tickets.
- Arranging alternative transport if your journey is disrupted due to lift access to or from the Subway concourse or platforms being out of service.

Turn Up & Go

You can simply turn up and request help from staff at the station. Our staff are trained to assist customers who may need support. You can also use the Thistle Assistance Card or app to discreetly inform staff of your specific needs, making it easier to get the help you require. If you are unable to access the Subway platform due to a lift being out of service, we will arrange alternative travel to ensure you reach your destination.

Please note, the Subway has two accessible stations with lifts for access between the concourse and platform at Govan and St. Enoch.

What to expect – Before you travel

The SPT [website](#) will feature current information on the accessibility of our stations, enabling you to plan your journey, no matter your needs. Below, we outline how you can receive help with ticket purchases. You'll also find details about discounts, station accessibility, Subway fleet accessibility, and information for handling delays, disruptions, or emergencies, including information specifically for wheelchair users.

We are committed to an ongoing improvement programme that allows us to regularly review and enhance our support services. At our busiest stations, we will ensure adequate staffing is available to assist you.

If you have requested assistance from us, when you arrive at your destination station, we will ensure you are assisted to safely disembark. If needed, a member of our team will be present to assist you with your onward journey.

Our Operational team will keep visual information systems, such as information screens, up to date, and they will make loudspeaker announcements whenever there are changes to services.

At stations where staff are present, we can help you connect with buses and taxis if you need to transfer at the station. Our personnel are trained to assist passengers with both visible and non-visible disabilities.

If you are new to travel or require help planning your journey, don't hesitate to contact us. We are ready to offer support and practical advice regarding travelling with us, including assistance with purchasing tickets.

You can contact via email at enquiries@spt.co.uk.

You must have a valid ticket or travel pass that permits free travel before boarding the train or bus. While Subway stations feature automatic ticket gates, there will always be wider gates accessible for those who need them.





Online

There are a wide range of ticketing options available to suit all of your public transport needs. You'll find information here about Subway tickets, ZoneCard, day tickets and concessionary travel at spt.co.uk/tickets.

Car Parks

There are three Subway car parks which offer the 'park and ride' facility. The table below defines location and accessible spaces in each.

Location	Spaces	Accessible spaces
Shields Road	893	12
Bridge Street	183	4
Kelvinbridge	158	3

At the station

Staff at our Subway stations will be happy to sell tickets and arrange help for you between stations. At our staffed bus stations staff will help you find the right bus stance. You can find information on which stations are staffed and when they are open at spt.co.uk/accessguides.

Subway fleet

Our new Subway trains are designed with accessibility in mind, featuring two dedicated wheelchair spaces on board to ensure a comfortable and inclusive travel experience. These spaces are conveniently located to allow for easy boarding and offer ample room to accommodate wheelchair users, providing stability and security during the journey. With these improvements, we aim to make travel more accessible and convenient for all passengers, supporting mobility and independence for wheelchair users. Access guides for trains can be found at spt.co.uk/accessguides.

Discounts and Travelcards

Elderly and disabled residents in the Strathclyde region can save money on public transport with the National Entitlement Card (NEC). The card gives holders free bus travel in Scotland and, through the Strathclyde Concessionary Travel Scheme, reduced fares on trains and Subway in the Strathclyde area.

National Entitlement Card holders can travel on all local bus and scheduled long distance coach services throughout Scotland for free at any time of day and for any number of journeys.

Customers holding a valid National Entitlement Card with VI (Visual Impairment) entitlement (issued anywhere in Scotland) are eligible for free travel at all times. These customers can simply tap use their NEC for travel.

NEC VI customers will also have companion entitlement allowing a companion to travel at the concession rate. The companion ticket should be purchased at the Subway ticket office.

Customers holding a valid National Entitlement Card with disabled entitlement, issued by a Council in the SPT area, are eligible for concession rate fares at all times. These customers can simply load PAYG credit onto their NEC, and a concession fare will be deducted at the Subway entry gate.

NEC disabled customers will also have companion entitlement allowing a companion to travel at the concession rate. The companion ticket should be purchased at the Subway ticket office.

Concession fares are set by the Strathclyde Concessionary Travel Scheme.

Using a Smartcard allows you to travel across Subway, rail and bus with just one card. A Smartcard gives you access to the widest range of Subway tickets and the best value travel.

At Stations

Our stations differ in accessibility and available facilities. We are committed to improving them to enhance accessibility. We have introduced tactile maps at key stations to assist those with visual impairment and all ticket offices have induction loops for customers with hearing difficulties.

Intuitive way finding has been introduced supplemented with specific signage at picture rail height with both written and icon graphics to assist non-English speakers and those with learning difficulties. All station stairways have now got 30-point colour contrast stair nosings to assist passengers with visual impairment, and additionally, there are corduroy tactile strips at top and bottom of each staircase to assist visually impaired passengers locate stairs. We also have double height handrails, which are non-reflective and not “cold to touch” to assist passengers with mobility impairment and also for children. Within our Subway stations blister tactile tiles and white edge marking are provided along the full length of both Inner and Outer platforms.

For customers who use wheelchairs or have mobility challenges, not all our Subway stations are step-free. To ensure smooth travel, you must start or finish your journey at Govan or St. Enoch, where lifts are available. If the lifts are out of service, we will make arrangements to help you complete your journey.

All Subway stations have automatic ticket gates, and at least one gate will have a wide aisle suitable for customers using wheelchairs, prams, pushchairs, or carrying luggage.

If you have any questions about your journey, please approach a member of staff at our staffed stations. However, please keep in mind that they also have other responsibilities, such as bus and train dispatching, as well as ensuring safety and security within the station. If they are unable to assist you right away, they will provide a clear explanation of the situation.

In our Subway stations we can assist you to reach the platform and when the train arrives, we can assist you in boarding and ensure that you are seated appropriately or placed in a designated wheelchair space. If needed, station staff can also help you collect your tickets. In our bus stations our staff can direct you to the correct bus stance for your journey and assist you to get there. If you need assistance to board the bus this will be communicated to the bus driver. You can find access guides for bus & Subway stations at spt.co.uk/accessguides.





Travelling in a motorised/ manual wheelchair

We warmly welcome passengers using wheelchairs or motorised wheelchairs to travel with us and make use of our accessible stations.

To ensure a smooth experience when accessing the platform, wheelchairs and motorised wheelchairs must meet specific size requirements: 800mm x 1400mm. Please check that your wheelchair falls within these dimensions before you travel to avoid any inconvenience.



Disruption to Service

We understand the impact of disruption to service on passengers and when disruption occurs, we will do everything we can to restore full service as safely and efficiently as possible.

From time to time, we may have to cancel, reschedule, or adjust our services. When these changes are due to scheduled maintenance, we aim to provide advance notice. However, adverse weather or unforeseen events can disrupt services with minimal warning. In such cases, we will make every effort to keep you informed about any potential delays or cancellations. Our social media travel account provides real-time updates on Subway service availability, [@GLASubwayTravel](#) on X. SPT managed bus station updates can be found on our [@SPTCorporate](#) account on X. Additionally, station staff are available to offer further assistance.

Each station has an evacuation plan that considers the needs of passengers with limited mobility. In the event of a serious incident, our staff will assist you to a safe area.

In the event of an emergency, our staff are trained and on hand to provide guidance and support. When using our Subway service, our driver will provide you with instructions. If it becomes necessary for passengers to disembark a train between stations, procedures are in place to ensure this can be done safely. The necessary equipment is available, and our staff are trained to assist, coordinating closely with emergency services to provide additional support if needed.

Contact Us

We are committed to keeping all accessibility information up to date on our website, where you'll find the latest details on accessible routes, services, and facilities to help you plan your journey with confidence.

Any planned service changes, accessibility updates, or important notices are regularly reviewed and posted online to ensure that you have access to accurate information at all times.

If you need further assistance or specific details that may not be available on our website, please don't hesitate to reach out to us directly. You can contact our Customer Services team via email at enquiries@spt.co.uk where our team will be happy to provide additional support or answer any questions you may have.



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