



Strathclyde Partnership  
for Transport

# **Subway and Bus Station Accessibility: Ensuring Inclusive Travel**



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# Our Strategy

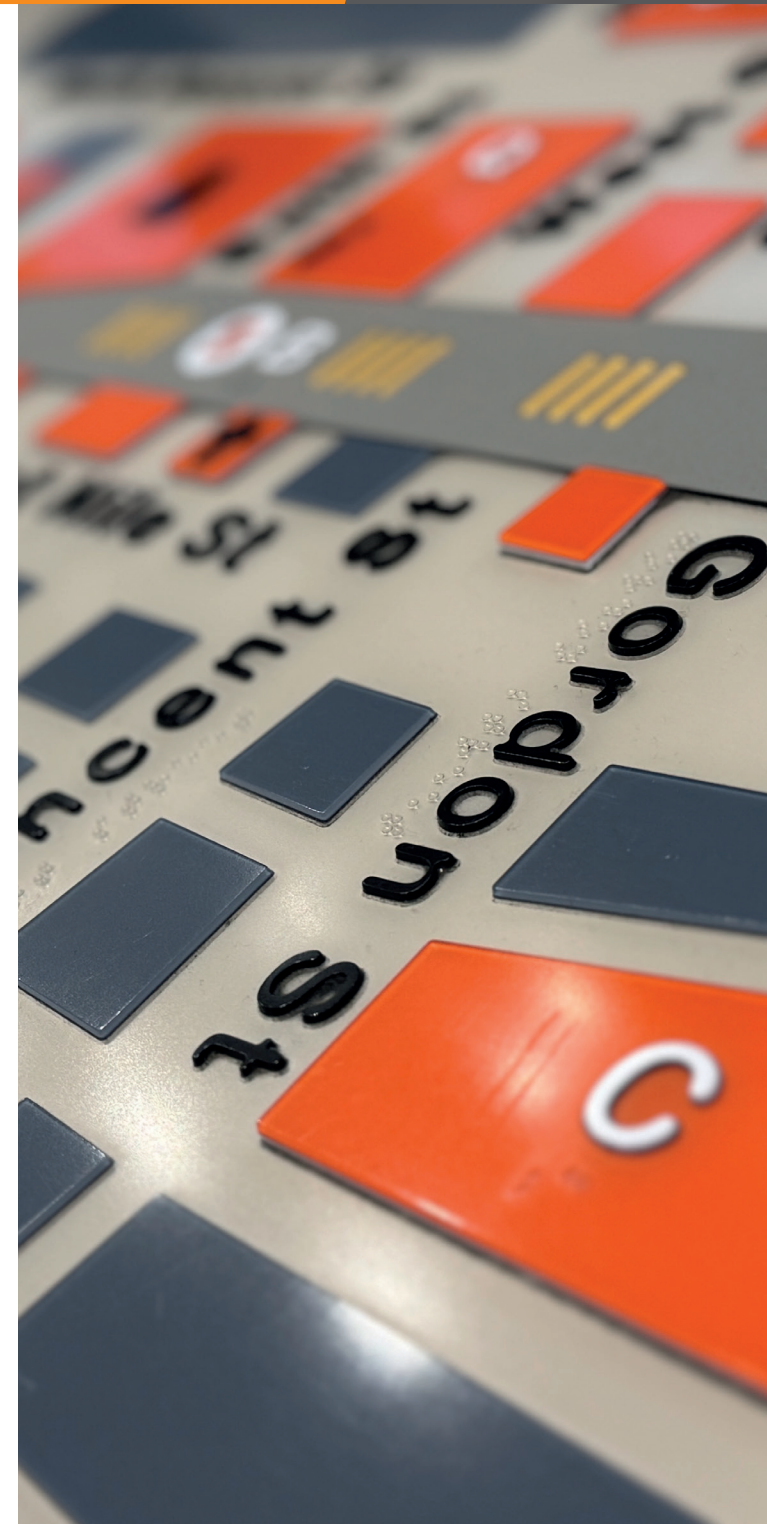
Strathclyde Partnership for Transport (SPT) is committed to maintaining and continually improving accessibility standards across our services, in line with the requirements of the Equality Act 2010. We recognise that every customer has unique needs, and our goal is to make travel as inclusive as possible for all.

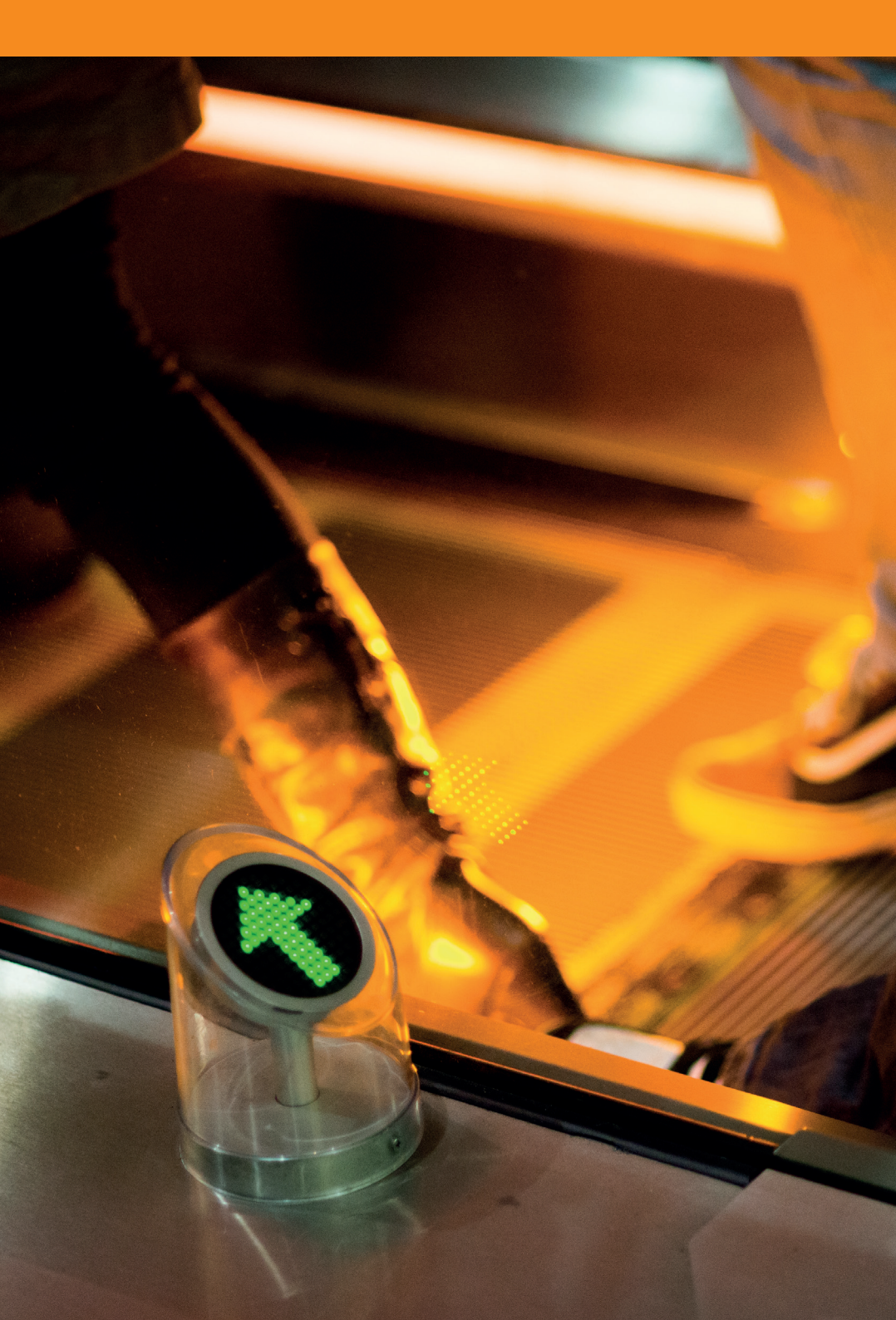
Our approach to accessibility includes regular assessments of our facilities, vehicles, and services to ensure compliance with legislative standards and to identify areas for further enhancement. We are dedicated to removing barriers to travel and providing all customers with equal opportunities to access our network safely and comfortably.

Our high standards of customer care are central to our accessibility strategy. We operate a “Turn Up and Go” service, allowing spontaneous travel without prior booking. This ensures that all passengers, including disabled passengers or passengers with reduced mobility, can travel with confidence, knowing that support is available whenever needed. Our teams are trained to provide empathetic, responsive support to assist customers from the beginning to the end of their journey.

In situations where access restrictions may prevent customers from using certain parts of our network, SPT has established partnerships with accessible taxi services to provide alternative travel solutions. In these cases, we will coordinate with our partner providers to ensure seamless and safe travel, accommodating customers' needs to the highest standard. This commitment to providing flexible, accessible travel options reflects our dedication to inclusivity and our proactive approach to addressing accessibility challenges within public transport.

This is a live document and is always under development and improvement. It will be reviewed annually to ensure it remains accurate and fully aligned with both customer needs and any updated legislative requirements. Regular updates will allow us to reflect ongoing improvements and maintain the highest standards in accessibility across our services.





## Management Arrangements

The Director of Transport Operations oversees and guides SPT's accessibility strategy, ensuring it aligns with our commitment to inclusive travel for all passengers. This leadership is essential in setting a clear direction and prioritising accessibility at every level of the organisation.

The Director's role is to champion accessibility as a core aspect of our operations, reinforcing that equitable access and excellent service are fundamental values in our public transport network. Under this leadership, the strategy is continually adapted to meet changing needs and to comply with relevant legislation, maintaining high standards across the board.

The Head of Service Operations & Security - Subway, is responsible for conducting an annual review of the accessibility strategy, ensuring that any updates are effectively communicated to frontline teams through structured online and in-person training sessions. For significant changes, face-to-face briefings are held to ensure all team members fully understand the updates and their impact on day-to-day operations. By reinforcing accessibility standards through clear communication and hands-on training, we ensure that our commitment to accessible travel is embedded throughout our services.



# Monitoring & Evaluation

To monitor and evaluate the effectiveness of our accessibility strategy, SPT will establish and track key performance indicators (KPIs) that reflect our commitment to accessible travel for all passengers.

These KPIs will include metrics such as customer satisfaction scores specifically related to accessibility, the frequency and quality of assistance provided to disabled passengers, and the number of completed training sessions for staff on accessibility processes. Regular data collection and analysis of these KPIs will allow us to assess whether we are meeting our accessibility goals and identify any areas that need further attention. This ongoing evaluation helps to ensure that we not only meet current standards but also make proactive improvements where possible.

Feedback from customers and frontline staff will also play an essential role in our evaluation process. We will encourage customers to provide direct feedback on their experiences with our accessibility services and will review this feedback regularly as part of our KPI reporting. Additionally, frontline staff are encouraged to report any accessibility challenges they encounter or suggest improvements they believe could enhance the customer experience. By combining these qualitative insights with quantitative KPI data, we can gain a comprehensive view of how well our strategy is performing and make data-driven decisions for continuous improvement, ensuring that SPT's accessibility standards remain robust and responsive to passengers' needs.





## Access Improvements

We are dedicated to continually enhancing accessibility across our transport network to ensure all passengers can travel comfortably and confidently. During the recent Subway Modernisation programme, we introduced a new fleet of trains designed with accessibility in mind, including dedicated spaces for wheelchair users. These spaces are thoughtfully integrated to maximise ease of movement, ensuring passengers who use wheelchairs have safe, designated areas on every train.

Additionally, we have installed help points on the new trains, providing an accessible way for passengers to request assistance or report issues directly to our support teams, enhancing safety and peace of mind during journeys.

We remain committed to further accessibility improvements and have several key upgrades planned for the near future. Our upcoming projects include the installation of help points on Subway platforms by 2026, enabling passengers to reach out for assistance before they even board the train. We also plan to introduce easy-to-identify markings on platforms and train doors, highlighting accessible entry points on our Subway fleet. These upgrades aim to support a seamless travel experience, making it easier for passengers with accessibility needs to identify and use appropriate facilities.

Potential Future Improvements	Expected Completion
Additional Accessible Car Park Spaces at Subway Stations	2026
Help points on Subway Platforms	2026
Easy-to-identify markings on Subway platforms	2026
Markings for accessible doors on Subway fleet	2026

These ongoing improvements reflect our commitment to an inclusive transport system, ensuring accessibility is always at the forefront of our service planning and delivery. Our accessibility guide, [Assisting our passengers](#), is available online to provide further information on the support available across our network.



## Working with Others

We are committed to working closely with disability organisations to better understand the needs of our customers and ensure we are continuously improving our services.

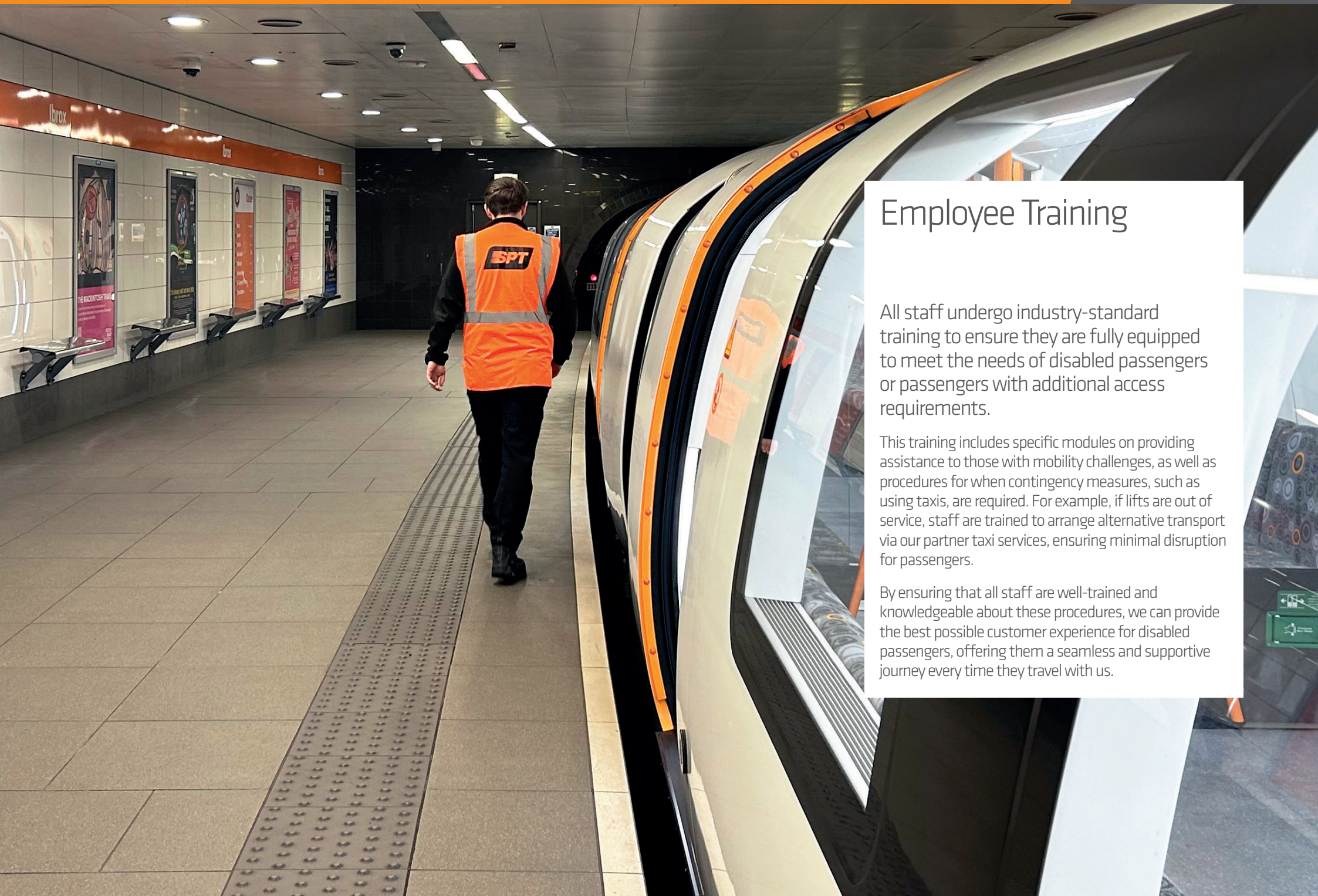
By engaging directly with these groups, we gain valuable insights into the challenges faced by passengers with disabilities and can make informed decisions about future enhancements.

We are also expanding our database of organisations to ensure we are reaching a wider range of communities, and making meaningful improvements that benefit all users of our transport network.

These groups will be involved in our annual reviews to ensure that their expertise and feedback are integral to shaping our accessibility strategy and identifying areas for further development.







## Employee Training

All staff undergo industry-standard training to ensure they are fully equipped to meet the needs of disabled passengers or passengers with additional access requirements.

This training includes specific modules on providing assistance to those with mobility challenges, as well as procedures for when contingency measures, such as using taxis, are required. For example, if lifts are out of service, staff are trained to arrange alternative transport via our partner taxi services, ensuring minimal disruption for passengers.

By ensuring that all staff are well-trained and knowledgeable about these procedures, we can provide the best possible customer experience for disabled passengers, offering them a seamless and supportive journey every time they travel with us.



## Emergency Procedures

We have comprehensive emergency procedures that are fully documented and regularly reviewed to ensure the safety and well-being of all passengers, including disabled passengers or passengers with additional accessibility needs. All staff are thoroughly trained on these procedures, which are designed to respond to a wide range of emergency situations.

This training includes specific guidance on how to assist disabled passengers or passengers with reduced mobility during emergencies, ensuring that their needs are met quickly and effectively. By providing staff with the knowledge and skills to handle these situations, we can ensure that passengers with accessibility needs receive the same level of care and attention as all other passengers.

In addition, we work in close collaboration with the emergency services to ensure that our response to emergencies is well-coordinated and inclusive of all passengers. This includes sharing important information about the specific needs of disabled passengers, ensuring that emergency responders are fully prepared to provide the necessary assistance. Our ongoing partnership with the emergency services helps to create an efficient response in any emergency, offering passengers, disabled passengers or passengers with reduced mobility the highest level of support and care when it is most needed.

## Communications

Detailed information about our accessible services can be found on the SPT website at [spt.co.uk/accessguides](https://spt.co.uk/accessguides), where we provide detailed guidance on the support available to disabled passengers or passengers with additional accessibility needs. Our website includes our Accessibility Guidance, Making Travel Accessible - Assisting Our Passengers, as well as access guides for all Subway stations, trains and SPT bus stations.

These resources offer important details on the facilities available at each location, including information on accessible routes, entrances, and other helpful services to make your travel experience as seamless as possible.

If you require further information or guidance, you can reach out to us directly by [emailing us](#). Additionally, every Subway train is equipped with help points that allow you to speak directly with the driver for immediate assistance.



## Car Parking

We understand the importance of making travel as convenient and accessible as possible, which is why we have dedicated Subway car parks at several of our stations.

These car parks are designed to make it easier for passengers to access the Subway, with several designated accessible bays available for those who need them. These accessible spaces are conveniently located close to station entrances, ensuring a smooth transition from car to Subway.

For more information about our car parks, including locations and further details on the accessible parking options, please see station accessibility guides.



## 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](mailto: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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