



Glasgow 2014  
XX Commonwealth Games

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# Accessible Transport Strategy

## Introduction

Delivering an accessible Games that provides the best possible spectator experience is not just an ambition, it's a pledge to which we are all fully committed.

Glasgow 2014 will be an inclusive Games, with individuals and groups enjoying the experience together, getting involved in sport and culture and being a part of something truly memorable.

Ensuring seamless, accessible transport to and from Games venues forms a huge part of the spectator experience. We will deliver services that are convenient, reliable and – above all – accessible to all. We are aware that whilst there have been great advances in improving the accessibility of Glasgow's existing transport infrastructure in recent years, some elements are not accessible. We will provide services that supplement or replace those sections of a spectator's route. We will also ensure that we support the transport to and from our satellite venues to provide a consistent level of service across the Games.

We can't do this alone. We need expert local advice and experience to help us achieve our goal. We are working with transport authorities and operators to identify appropriate temporary arrangements across the network, from increased capacity at busy times through to extra assistance staff and signage strategies. With their help I am convinced that every Games experience will be accessible and we will deliver a Games that leaves a lasting legacy for Scotland.

**David Grevemberg**  
**Chief Executive**

## Executive Summary

The Glasgow 2014 Organising Committee (Glasgow 2014) has an inclusive approach to transport planning for the Games, and will make every effort to provide accessible transport across as many modes as possible for all client groups.

This strategy focuses upon the needs of those with disabilities, but recognises that these improvements will benefit a far wider group.

Accessibility and inclusion are key themes that will be integrated across the transport network during the Glasgow 2014 Commonwealth Games (the Games) to ensure each transport mode can be delivered successfully.

During the transport planning process, responsibilities for the delivery of specific accessible services and facilities will be agreed by Glasgow 2014 and its transport delivery partners:

- The Scottish Government
- Glasgow City Council
- Transport Scotland
- Strathclyde Partnership for Transport (SPT)
- Local and neighbouring Authorities hosting Games venues
- Network Rail
- Train Operating Companies
- Airport operating companies
- Local and national bus and coach operators
- Taxi operators
- Other Local Authorities

Transport delivery partners have been working together for a number of years and this strategy shows the planning involved; indicating the investment in facilities and reflecting the importance placed on providing an appropriate service that is safe, accessible and dignified.

## Overview

### The Games

Everyone who wants to be part of the XX Commonwealth Games will receive an unforgettable welcome. We are making our venues, communications and services as accessible as possible, to ensure everyone has a great Games experience.

We want to use the power of the Games to change attitudes by celebrating diversity in everything we do and by delivering a truly inclusive sports programme – which already boasts the biggest-ever number of Para-Sports medal events in Commonwealth Games history.

Glasgow 2014 will be a sporting and cultural celebration for both the Host City and Scotland. We are expecting 6,500 athletes and officials from 70 nations and territories, who will participate in 17 sports over 11 days of competition.

The Games will ensure that para-sports are fully integrated into the sporting programme, with approximately 350 para-athletes competing.

Approximately one million spectator tickets have been made available for sale to the general public, and up to 15,000 volunteers will also travel to and within the Greater Glasgow area. This number is approximately equal to the population of the Greater Glasgow area mobilised over the 11 days of competition, demonstrating the scale of the transport challenge. A total of 14 competition venues, from Glasgow to Angus.

There will be three venue clusters within Glasgow. The east cluster comprises Celtic Park, Tollcross International Swimming Centre, Glasgow Green (start and finish point for the Glasgow City Road Courses), Glasgow National Hockey Centre and the Emirates Arena which includes the Sir Chris Hoy Velodrome. The west cluster comprises the Scottish Exhibition & Conference Centre (SECC) Precinct, Scotstoun Sports Campus and Kelvingrove Lawn Bowls Centre. The south cluster comprises Hampden Park, Ibrox Stadium and Cathkin Braes Mountain Bike Trails. Additional satellite venues will host the Shooting, Aquatics (Diving), and Triathlon events at Barry Buddon Shooting Centre (Angus), the Royal Commonwealth Pool (Edinburgh) and Strathclyde Country Park, respectively. Road race events will be held in Glasgow including the Marathon and Cycling (Road Race and Time Trial) events. An overview map of venues can be found in Appendix 3.

Further Live Zones will offer festival activities, including big screen sport and music events throughout Glasgow. Locations include Glasgow Green and the BBC at Pacific Quay. Live Zones may attract in excess of 40,000 un-ticketed spectators per day.

The provision of safe, secure, reliable and accessible transport is addressed within the Transport Strategic Plan to ensure that the Games Family and spectators, including anyone with a disability, have suitable transport facilities available to them. Our objective, as outlined in our Transport Strategic Plan published in 2010, is to deliver excellent public transport that is accessible to all.

## Key Dates

The Opening Ceremony will take place at Celtic Park on the evening of 23 July 2014 and the Games will culminate on 3 August 2014 at the Closing Ceremony at Hampden Park, following 11 full days of competition. Prior to the Opening Ceremony, Games Family transport movements will be in place, including access to and from the Commonwealth Games Village (CGV), training areas and satellite venues.

Barry Buddon Shooting Centre in Angus will operate from 25–29 July 2014; the Triathlon events will take place at Strathclyde Country Park on 24 and 26 July 2014; and Aquatics (Diving) will be held at the Royal Commonwealth Pool in Edinburgh from 30 July–2 August 2014.

## The Challenge

Following the success of the London 2012 Olympic and Paralympic Games, there will be high demand for tickets to all events from spectators with disabilities, as well as people with disabilities in the Games Family and workforce. Up to 10% of spectators may have reduced mobility and therefore may experience some challenges with their transport journey to and from the sporting events. We also recognise the importance of providing the appropriate level of support for other users on the transport network requiring assistance.

This strategy has been issued to demonstrate that Glasgow 2014 is committed to helping everyone travel to the Games. It outlines the processes that will enable facilities and services to benefit people with disabilities, elderly people and passengers with buggies or small children.

The Transport Strategic Plan (September 2010) promoted the spectator transport strategy of a car-free Games. The plan focused on a number of key objectives of:

- delivering 100% of spectator travel to Games venues by all modes of public or sustainable transport;
- delivering excellent public transport that is accessible to all;
- providing the best possible service levels from existing and planned infrastructure; and
- optimising spectators' routes and time of travel by origin of trip.

We acknowledge that a range of accessible transport services will be required through a network of public transport, auxiliary transport and private vehicles.

We will make maximum use of existing public transport services, which will be enhanced where necessary to meet spectator demand as follows:

- existing public transport, including rail, subway and bus;
- auxiliary transport, such as accessible shuttle services and private coaches; and
- private use methods, including taxis and private hire vehicles, Blue Badge parking, cycling and walking.

In support of this strategy, free local public transport will be provided within the city and venues outwith Greater Glasgow, for every ticket-holding spectator on the day of their event. Additionally, parking and access controls will be strictly enforced in the streets surrounding venues in order to meet the Games' transport objectives.

## Our Clients

Glasgow 2014 will provide transport to three main client groups:

- Ticketed spectators
- Workforce (including volunteers, paid staff and contractors)
- Games Family (including athletes, officials, media and marketing partners)

We anticipate a need to provide assistance for transport users in all three groups, including those who:

- require assistance when walking;
- use a wheelchair or mobility scooter;
- are blind or partially sighted, including guide dog users and those who are reliant on assistance dogs;
- are deaf or have partial hearing;
- have learning difficulties ;
- have a mental health condition; or
- experience reduced mobility due to a long term ill-health condition.

## Key Principles

For accessible transport to meet the challenges of the Games:

- Vehicles will be modern, efficient, well maintained, comfortable and matched to passenger access needs.
- Services will either operate on-demand or scheduled to ensure a service frequency that meets passenger demand.
- Staff will be trained to provide a high quality of service and support.
- Routes will be planned to ensure that journey times are reliable, operating on a well-managed road network, with suitable breakdown and emergency support.

### **1. Spectators and workforce with impairments who require assistance to access transport are at the core of the Accessible Transport Strategy**

On the peak day, more than 190,000 spectator tickets are available for 10 unique locations. The Games workforce – expected to include up to 15,000 volunteers (clyde-siders) – will be encouraged to travel to their workplace using public or other forms of sustainable transport. It is reasonable to expect that a number of spectators, and of our workforce, will have reduced mobility of some kind and will need some support or assistance during their journey.

When travelling to and from a Games event or venue the expectation of people with disabilities is to be treated fairly and equitably. This does not mean that the facilities and services that will be provided can necessarily be delivered in an identical way; but the experience should feel comparable. In particular:

- the same pricing options should be available for people who are disabled and those who are not disabled;
- there should be sufficient availability of accessible seats/spaces on the transport network;
- accessible journeys to venues or events should be delivered in the same timely manner as those provided for other spectators;
- accessible journeys should be integrated and afford disabled users the same Games experience as non-disabled users;
- assistance should be available throughout a journey, regardless of which mode is selected;
- journeys should be as seamless as possible; and
- travel with family and friends should be permitted regardless of mode.

We expect, and will facilitate, all transport operators in working together to ensure all those travelling to Games events and venues will be able to experience a safe, dignified and timely journey.

We will work in conjunction with all relevant authorities and transport operators to maximise use of the existing accessible travel network, to identify the gaps in the network and to provide any supplementary accessible transport services that may be required.

We expect transport operators to work together to review existing services, addressing areas that require improvements, identifying solutions and implementing changes where appropriate and practicable.

## **2. Inclusive practices will be followed at all times**

All transport operators have considerable experience and expertise in providing support and assistance to people with disabilities, and recognise the importance and value of trying to make services as integrated and inclusive as possible.

Our partners are fully committed to providing an accessible transport service and have already delivered many key improvements to the transport network. A number of projects were kick-started to support the Glasgow 2014 bid and will provide improvements for all, leaving an accessible legacy for Scotland.

## **3. The Accessible Transport Strategy will be achievable for all stakeholders**

This strategy identifies the existing facilities and services that are currently available for people with disabilities.

We have consulted with transport operators who have already taken the initiative to maximise the accessibility of their existing services. This strategy also identifies further infrastructure and service improvements which will be delivered; and details how complementary transport services will work alongside the existing services to meet the increase in demand.

It is important to recognise the on-going efforts of our partners, many of whom have been working together for some time to ensure that the travel experience is as integrated and seamless as possible for people with disabilities.

## **4. Accessible transport solutions will be available for all venues**

It is imperative that Games events are available to all, and that people with disabilities will have the opportunity to experience the same events and venues as their family and friends. From the outset we have been committed to ensuring there are accessible transport options at each venue.

Each venue will have different transport challenges and opportunities. The transport and venue teams are working closely to ensure that the most appropriate and accessible options are identified. A bespoke service will be developed for each venue, enabling an efficient and effective solution to be put in place for each of our clients.

An integrated solution will be delivered, which includes the spectator journey from home, via any interchange stations, to the venue and for movements within the venue perimeter itself.

There will be clear and consistent information made available throughout 2014 which will explain the accessible transport options for each venue to enable spectators to make an informed choice. We believe this is key to providing the best possible experience for all, from the early planning stages through to wayfinding information on site at Games Time.

## Venues

Wherever possible, all Games venues will provide a high standard of accessibility. Glasgow 2014 Transport teams work closely with Venue teams to ensure that the necessary facilities (e.g. pick-up and drop-off points for taxis, Blue Badge parking and accessible shuttle buses) are provided and located as close as possible to venue entrances. Internal venue planning will ensure availability of seating, accessible toilets and viewing platforms where required, and accommodate easy access and egress of the venue.

It is acknowledged that, due to the location of some venues and the nature of the sport they are hosting, it will be an extremely difficult challenge to deliver a seamless accessible service. Where accessibility poses specific issues, we will provide detailed information in order for potential spectators to make an informed decision about how to reach the venue and the viewing platform or seat.

## Partnership

The success of the Games relies on collaboration between Glasgow 2014 and key partners. This also extends to the transport network, where existing services will play a pivotal role in getting spectators to and from venues. We recognise the value and expertise from local transport delivery partners and the importance of working alongside them to provide a seamless service wherever possible for all spectators. Together we will ensure that people with disabilities are treated with dignity and respect.

We also work closely with our venues colleagues to ensure a consistent and comfortable experience is being provided for all spectators as they arrive at, and depart from, their event and during their onward journeys.

## Games delivery partners

The Games is being organised and delivered by Glasgow 2014, working in partnership with the following organisations:

- Glasgow City Council
- The Scottish Government
- Commonwealth Games Scotland

## Transport delivery partners

Glasgow 2014 is developing all transport systems in conjunction with key partners. We have produced this strategy for which we will seek support and guidance from our stakeholders, and ensure they remain engaged and involved as Games transport proposals are developed and delivered.

Our definition of stakeholders includes:

- Consultees
- Delivery partners
- Transport partners
- Non-transport stakeholders

To ensure integrated planning and delivery our partners include:

- The Scottish Government
- Glasgow City Council
- Transport Scotland
- Strathclyde Partnership for Transport (SPT)
- Local and neighbouring Authorities hosting Games venues
- Network Rail
- Train Operating Companies
- Airport Operating Companies
- Local and national bus and coach operators
- Taxi operators
- Other local authorities

## Consultation

In addition to partners with a transport remit, the delivery partners will work with other external stakeholders. During the development of the Accessible Transport Strategy, input and comment has been sought from a variety of bodies via the consultation process, including disability groups. The Accessible Transport Advisory Group includes representatives from our client groups and major transport operators, working together to ensure that the strategy and on-going planning are consistent and fit for purpose.

Glasgow 2014 has been working with Mobility and Access Committee Scotland (MACS). MACS provides advice to the Scottish Government on the planning and regulating of transport facilities, and has a keen interest in the planning for Glasgow 2014.

MACS believes in a Scotland where anyone with reduced mobility has the information and opportunity to go where everyone else can, when they choose to.

Accessible transport will also be represented at the Glasgow 2014 Accessibility Reference Group. This strategy, operational plans and other transport issues will be shared and advice and input sought from the organisations which form the group. A list of the organisations represented at the Accessibility Reference Group can be found in Appendix 4.

## Legacy opportunities

Glasgow is already benefiting from the legacy of improved accessible infrastructure. Our partners regularly review customer feedback to identify key issues and have also incorporated many of the lessons learned from managing accessible transport to key events throughout the city, developing robust contingency plans to account for peak traffic flows and capacity constraints.

There is an enthusiasm amongst our partners to use the Games to trigger a step-change, developing consistent standards and working practices to provide a more seamless accessible transport offering across the network. The volume of spectators with accessibility requirements generated by Glasgow 2014 will also provide a legacy opportunity for increased disability awareness and training of existing transport staff across the network.

As a result, more people with disabilities will become aware that public transport is a realistic, accessible travel option for journeys to, from and within the city.

## Background Information

### Legislative Requirements

Since the inception of the Disability Discrimination Act in 1995 there has been an ever-increasing awareness and understanding on the importance of providing facilities and services for people with disabilities that are both dignified and safe. The Equality Act 2010 provided further justifications for which each sector of the transport industry was expected to apply.

The Equality Act covers access to public transport including trains, trams, ferries and taxis. Amendments to the Disability Discrimination Act also ensured that if the services of transport providers were not fully accessible for people with disabilities they would be expected to make 'reasonable adjustments'.

There is a far greater awareness of accessibility issues throughout our society, in part through the law, but also through a greater willingness from us all to be inclusive. However, transport can still present a major challenge for many people, including parents with young children and the ageing population. Difficulty travelling is still one of the most significant concerns for people with disabilities today, not just on public transport but regarding the availability of taxis, the use of community vehicles, misuse of Blue Badge parking spaces and the nature and quality of pedestrian surfaces.

### Statistics – key facts around disability, accessibility and transport

The Office for Disability Issues 2012 identified that more than 11 million people in Great Britain are living with a limiting long-term illness, impairment or disability. The most commonly reported impairments are those which impact on mobility, lifting and carrying.

In Scotland there are an estimated one million disabled adults (which equates to one in five of the population) who are likely to be covered by the Equality Act. Just over one in three Scottish households include a disabled person, or a person with a long-term illness; with more than 180,000 people having serious sight impairments and an estimated 729,000 people with some form of hearing loss or deafness.

Figures reported by Transport Scotland in the Scottish Transport Statistics No 30: 2011 Edition show that there were more than 257,000 Blue Badges on issue throughout Scotland in 2011. This figure increased to 263,045 during 2011/2012 as reported in No 31: 2012.

The total number of Concessionary Cards issued in Scotland (Transport Scotland; September 2013) is 1,277,397, of which 4,173 are issued to those with visual impairments; 43,957 to people with disabilities; and 103,642 to visually impaired and disabled people and their companions. A further 1,125,625 cards are issued to those aged 60 or over.

More statistics can be found in Appendix 2.

## Objectives

This strategy seeks to achieve six objectives.

- To create an effective network of accessible transport that will enable people with disabilities and others to travel independently, safely and with confidence.
- To raise awareness of accessibility and inclusion amongst our staff and transport delivery partners.
- To ensure that a wide variety of appropriate transport modes are available to spectators, the Games Family and our workforce.
- To identify infrastructure improvements that increase accessible transport options during Games Time and provide a legacy value.
- To deliver, in conjunction with our delivery partners, improvements to existing transport provision where practicable.
- To use the Games as a catalyst for transport delivery partners to work together and provide a consistently high quality of customer service.

## Achieving our objectives

We believe there are a number of key areas that will help meet our objectives, as detailed below.

- **Ensure new transport infrastructure projects are integrated and deliver accessibility improvements.**

There are a number of high profile projects being undertaken that will help improve the accessibility of the transport network. These projects have recognised that having accessibility at the core of the project design has a benefit for the Games and delivers a long term legacy. In addition, there are numerous projects that will provide specific accessibility improvements being delivered in time for the Games which will also offer a long term benefits (see section on Existing Accessible Transport Modes).

- **Using a number of modes to deliver an accessible transport service.**

We will work with transport partners to help people with disabilities find the most appropriate mode of travel for their journey, not just a one size fits all solution. We aim to provide a dignified and safe service which is as seamless as possible. As a key legacy objective, in conjunction with our partners, we will develop an accessible public transport map for the Glasgow area, providing detailed accessibility information across all modes and establishing a baseline map to which future improvements can be added. We will promote the use of web-based services where available, including those suitable for use on smartphones.

- Learn from and with our transport delivery partners.

We are already working closely to share best practice and operational processes to understand more about how we can integrate modes to provide a consistently high level of service.

## Blue Badge parking

We acknowledge that not all spectators who are disabled will wish, or be able, to use public transport for a variety of reasons. We will provide a limited amount of parking solely for Blue Badge holders as close to the venues as possible. We will develop an advance booking system for Blue Badge parking and manage the sites at Games Time to ensure that the sites are kept free of other traffic.

- Ensure existing accessible transport facilities are reliable.

Working with our transport delivery partners we will ensure that essential accessibility facilities and services are retained and given the right level of support to maintain reliability and usage throughout the Games. This will include the maintenance of lifts, automatic doors, toilets and ramps, including any additional staff training required in order to maintain or increase the overall provision of assistance available across the bus and rail networks.

- Integrate complementary transport services.

To ensure seamless journeys and to increase the overall accessible capacity of public transport, the use of complementary vehicles to provide shuttle bus services will also be considered where appropriate.

- Consistent and accessible information.

We understand the importance of being informed accurately about accessible transport in order to make an informed choice about the preferred route and

mode of travel. Working with our partners, we will make transport and venue information as clear and concise as possible and widely available in a range of accessible formats. We will update this regularly throughout 2014.

– **Temporary solutions.**

A number of temporary solutions have also been identified that will provide additional capacity and scope to the accessible transport network to help meet the increased demand and provide a wider range of travel options. These are likely to include temporary boarding and alighting platforms to raise pavement height, allowing easier access for all, increasing the number of portable ramps across the network and developing clear temporary signage strategies to ensure spectators and Games Family can easily navigate to and from venues.

– **Strategic management and support.**

An Accessible Transport Advisory Group has been established to guide and advise the development of the Glasgow 2014 Transport Strategy and delivery plans. The Advisory Group, comprising our Games and Transport Delivery Partners and representatives from our client groups, will oversee the input from stakeholders and coordinate activities, identifying risks and mitigation strategies and reviewing progress against key milestones. The outputs of the Advisory Group will not only guide the provision of dedicated Games services, but ensure that legacy improvements are delivered to the local transport network.

## What success looks like

Objective	Measures of success
Accessible requirements and considerations are integrated into venue transport operational plans.	<ul style="list-style-type: none"> <li>- Integrated services.</li> <li>- Services as efficient as those provided for non-disabled people.</li> <li>- Services are cost effective.</li> <li>- Services meet demand.</li> </ul>
The accessible facilities and services are reliable and resilient during Games Time.	<ul style="list-style-type: none"> <li>- Reliable facilities and services.</li> <li>- Facilities and services provide a high level of performance of the accessible transport network.</li> <li>- Safe provision of facilities.</li> </ul>
The provision of accessible facilities and services enhance the experience of all spectators.	<ul style="list-style-type: none"> <li>- Groups of people, disabled and non-disabled to travel together safely.</li> <li>- All spectators are able to share in the same experiences.</li> </ul>

## Opportunities

We believe that there are a number of key opportunities available which will help us deliver a successful transport service. Together with our partners, we have examined key transport areas and have supported the development of facilities and services to achieve the following:

- maximising the capacity that is available within existing public transport modes;
- assessment of the viability and potential for further increasing the capacity across the transport network at Games Time, and as a legacy for Glasgow;
- implementation of a programme of infrastructure improvements that will be delivered before the Games – providing both permanent and temporary accessible solutions; and
- identification of the availability of, and opportunity for, using complementary accessible transport services to meet the increased demands.

## Implementing this Strategy

### Demand

Following the hugely successful ticket registration and sales process, over 90% of all event tickets have been allocated. There are very high levels of demand for accessible tickets for all events, particularly those in the easy access category. Ticketing data has been analysed and provides an excellent base on which transport and support services will be developed. We are able to identify the allocation for all wheelchair and easy access tickets, and will develop services to meet this demand. We will continue to share this information with our delivery partners to assist them in identifying suitable levels of resources.

An accessibility questionnaire will be issued to holders of easy access and wheelchair tickets to clarify requirements and explore travel intentions. This will help us to further understand our clients' requirements and enable us to refine service planning. In addition, we will establish communication with ticket holders to provide them with detailed accessibility information and journey planning advice where required.

### Operations Plans

We are working with venue planning and operations teams to ensure that services for disabled spectators are fully integrated. We understand that the spectator journey must be consistent in terms of the facilities provided regardless of the modes of transport used to deliver it. We will provide input to Venue Operations Plans and Venue Transport Plans to ensure that infrastructure and support is available for all relevant transport modes.

We will also produce venue specific Accessible Transport Operations Plans (ATOPs) which will capture the detail of all accessible services. This will include:

- levels of service such as frequency and capacity;
- vehicle types and facilities;
- availability and condition of accessible pedestrian infrastructure such as dropped kerbs, ramps and resting points;
- staff training;
- communication plans for workforce and spectators;
- 'hand-off' plans to ensure that spectators access our services seamlessly from the existing transport network;
- details of staffing levels at key interchange points; and
- key performance indicators for the accessible transport service.

## Rail infrastructure and services

### Background

It is acknowledged that there will be a wide range of people with disabilities and accessibility needs travelling on the local and national rail network. The key regional stations in Scotland (Aberdeen, Dundee, Edinburgh (Waverley and Haymarket), Glasgow (Queen Street and Central), Perth and Stirling) are all fully accessible and the majority of Games venues are served by accessible stations. Train Operating Companies and Station Operators will deliver a service for wheelchair users and passengers with restricted mobility (PRMs).

Only a very small percentage of passengers using the rail network are wheelchair users. However, there are considerably more passengers who are ambulant disabled and the numbers are increasing as station accessibility is improved.

### Accessible Hubs

Dalmarnock Station lies on the Argyle Line to the east of the city centre, and is served frequently by regular trains from across the city. It will be used as an accessible station for the Emirates Arena, which includes the Sir Chris Hoy Velodrome, and Celtic Park, and is within easy reach of Tollcross International Swimming Centre via existing public transport. It will be a key transport hub for spectators, workforce and Games Family wishing to access these venues. A funding package of £9m has provided a new station entrance and ticket hall, lifts, new stairways and platforms. As well as being a valuable asset during Games Time, it will provide a lasting benefit to residents and visitors to the area, encouraging further regeneration.

Partick Interchange lies on the Argyle Line to the west of the city centre and provides access to Partick rail and subway stations under one roof, as well as access to a bus interchange immediately outside. Partick will be used as an accessible station for spectators travelling to Kelvingrove Lawn Bowls Centre, Scotstoun Sports Campus, the SECC Precinct and Ibrox Stadium. Works to modernise the interchange were completed in 2009, including the construction of a new and modern station building which incorporates a brand new ticket office. The station concourse has been completely renovated and new signs have been posted similar to those seen in Glasgow Central and Queen Street stations. Both railway platforms have been refurbished and now have their own indoor waiting rooms. Lifts linking the concourse to the rail station platforms were also installed.

It is assumed that spectators will also use Motherwell Station for the Triathlon events at Strathclyde Country Park and Carnoustie Station for the Shooting events at Barry Buddon

Shooting Centre. Both stations will provide a suitable interchange point for people with disabilities, however, they may require additional staffing to assist with ramps.

## Network Rail

Network Rail is responsible for the management of Edinburgh Waverley Station and Glasgow Central High Level Station. Network Rail has recognised its obligations under the Equality Act 2010 and is working to improve access for disabled passengers at stations via the following measures:

- installing lifts and ramps to enable access to platforms and trains for wheelchair users;
- providing improved accessible car parking spaces;
- increasing toilet accessibility;
- introducing mobility assistance buggies where operationally possible;
- installing induction loops at information offices and text phones at station receptions for people with hearing impairments;
- introducing high contrast signage and wayfinding around stations, along with tactile paving, for people with impaired vision; and
- following the guidelines of the Equality Act 2010 whenever a station is rebuilt or refurbished to ensure that all platforms are accessible for wheelchair users and others with reduced mobility.

## Existing Rail Infrastructure and Services

There are a number of limiting factors that restrict the number of wheelchair users that could use the rail network at Games Time with the same expected wait times as non-disabled people, including:

- the overall space on board trains, and the limited designated spaces for wheelchair and scooter users or cyclists;
- boarding positions on train platforms and assistance required;
- the number of movements on the lifts and the lift car size;
- the need for other spectators to also use the lifts;
- business as usual passengers also requiring use of the service; and
- station capacity and the ability for wheelchair users to travel safely within a busy environment without incurring a significantly longer waiting time.

Demand forecasting from London 2012 anticipated that up to one-third of all wheelchair

users with tickets for events would like to travel to a venue or event by rail. In reality that figure was considerably lower. The pre-booking information received by Network Rail Assistance showed that wheelchair space bookings more than doubled during this period, demonstrating the demand for advance journey planning by those with accessibility requirements.

## Potential Solutions

### Boarding ramps

Discussions are on-going with delivery partners on the use of assisted boarding ramps at key stations that already have street-to-platform access but do not have level access from the platform onto the train. It will enable wheelchairs to be boarded quickly and efficiently without risk to either the wheelchair user or staff member. These boarding ramps are already used successfully over parts of the rail network and would increase the accessibility of the network considerably during the Games.

### Defined boarding areas

To maximise the wheelchair capacity on trains, boarding areas can be identified and managed with the appropriate assistance. Defined boarding areas will also be able to assist PRMs. It is recognised that defined boarding areas may not be appropriate on routes where a number of different types of rolling stock are in operation.

### Street-to-platform access improvements

A programme of infrastructure improvements is helping to increase the network of accessible stations that can be used during the Games. All those improvements identified for completion before the Games have been included.

### Lift improvements

Lift movements are crucial to ensuring that enough wheelchair users and PRMs are able to access the platforms in an efficient and timely manner. New and upgraded lifts have been increased across the rail network in Scotland and at key interchange stations where possible.

### Staffing

Additional staff at key locations across the network will maximise the capacity of wheelchair spaces on the trains as well as provide boarding assistance if applicable and help through the station environment if necessary.

### Maximising Capacity

The number of non-disabled passengers using a rail service at busy times can create a challenging environment for wheelchair users and people with restricted mobility, particularly for boarding and alighting trains.

During times of low to average demand, wait times are likely to be similar for wheelchair users and non-disabled passengers because everyone can get on the first train to arrive. At peak times when trains are frequently full, it may be that wheelchair users have to wait longer to board a train than non-disabled passengers. Glasgow 2014 will work closely with rail operators to manage this demand and to ensure that service levels are equitable.

The provision of other accessible modes of transport will be considered to support the rail network at stations where demand is projected to outstrip availability.

In general, priority boarding is recommended on the busiest lines at peak times so that the use of wheelchair spaces on board trains is maximised. To achieve this we will require infrastructure improvements and effective operational processes agreed with rail industry partners.

## ScotRail

ScotRail operates around 95% of passenger train services in Scotland, together with the Caledonian Sleeper Service between London Euston and Scotland. Routes also include express services between the major Scottish cities, suburban commuter routes and links to rural Scotland. ScotRail will be a major provider of accessible public transport services for the Games.

Glasgow has an extensive rail network with varying levels of accessibility for passengers. The two main termini are Glasgow Queen Street and Glasgow Central stations. Glasgow Central station is served by regular high speed services from London and major English cities. Glasgow Queen Street is served by express services from Edinburgh and Scottish cities to the north and frequent local services to Anniesland, Cumbernauld, Falkirk, Stirling and Alloa.

Both stations offer high levels of accessibility and interchange with suburban services on low level station platforms, however onward travel is less straightforward due to the constraints imposed by the busy local road network and limited road space.

## Policy

ScotRail has a Disabled People's Protection Policy (DPPP) which explains its commitment to providing an equitable service and the arrangements that can be made to assist in making the travel experience for a disabled person as comfortable as possible. It also details further accessibility improvements that will benefit all passengers. ScotRail produces guides for disabled rail users and ensures all staff are fully aware of, and compliant with, its Passenger Assist guidance.

## Existing Service

Both Glasgow and Edinburgh mainline stations provide excellent accessible services and

facilities and have staff assistance available for disabled passengers through either the station staff or train operator.

Trains running in and out of these two stations will provide a high number of wheelchair spaces and provisions for most spectators with disabilities wishing to attend events and travel by rail, due to the frequency of the services.

All trains operating to key Games stations have space for at least one wheelchair user. All of the new and refurbished rolling stock being used during the Games will be able to accommodate at least two wheelchairs per three-car set (and one per three-car set where older rolling stock is deployed). All trains have both audio and visual information, priority seating and boarding ramps. The new and refurbished trains will have accessible toilets.

## Improving Facilities

ScotRail has worked with Network Rail and Transport Scotland to identify key station improvements since 2008. The Access for All Programme provided a £41m funding package for Scotland, managed by Transport Scotland and designed to deliver improvements to access to stations, and between platforms, for passengers with restricted mobility.

Improvements from this fund have been delivered at Mount Florida, Rutherglen, Motherwell, Easterhouse, Newton, Hyndland, Barrhead and Dalmuir stations. A further benefit of £6.4million was generated by the Access for All Small Schemes fund which has delivered smaller improvements such as automatic doors, adjustable height ticket counters and station ramps. ScotRail has provided a further £2.3m of enhancements through its Minor Works budget, delivering items such as customer information screens and dropped kerbs.

Most of the key stations associated with the Games have step-free platform-to-platform access, and only a few of the stations will have level access with a longer trail route between platforms. Main interchange stations (Mount Florida, Motherwell, Dalmarnock and Partick) have lifts from platform to ground level. Smaller locations generally have ramp access, whilst some are located on level ground.

All stations will have handrails on stairs, improved lighting and customer information screens. There will also be a public address system operating at each of the stations and wayfinding signage will be installed to help customers navigate the station and the Last Mile directional signage to the venues.

## Maximising Capacity

Measures being considered to improve and maximise the capacity and service of the accessible rail network during Games Time will include:

- increased capacity and access at stations through increased service frequency and train length;
- more staffing and stewarding at stations;
- training to raise staff awareness; and
- test events to identify, understand and overcome the challenges facing disabled passengers.

Prior to and during the Games, ScotRail plans to increase the number of customer service staff working at key locations and will have local crowd control plans for every location. This will ensure that necessary arrangements are in place for those customers who need assistance the most.

Currently there are portable ramps at all staffed locations and all trains are equipped with portable ramps. It is also intended to have ramps available and staffed at all other key locations during the Games.

Advance bookings are encouraged from all those who require assistance to ensure the delivery of the best possible service, and to allow for planning on services on some routes where wheelchair space is limited.

ScotRail has an inclusive policy where buggies can be stored at locations for wheelchairs if the space is not required. However, if the space is required en-route, priority is given to the wheelchair user. If this is the case, the buggy should be folded and stored as luggage and the wheelchair user takes up the space.

## Virgin Trains

Virgin Trains operates on the West Coast Mainline, a key route for spectators travelling to Glasgow from the borders and throughout England. A bespoke service is available for those with mobility impairments or other disabilities called JourneyCare. Customers should notify any specific needs to JourneyCare at least 24 hours before their intended travel time.

Through JourneyCare, Virgin Trains can arrange assistance such as the provision of boarding/alighting assistance, reserving accessible seating and wheelchair spaces and providing wider rail information.

All new trains comply with the 1998 Rail Vehicle Accessibility Regulations, including accessible toilets with grab handles and alarms, wider doorways and highly visible exterior doors. Wheelchair spaces are provided in both First Class and Standard Class and are equipped with a low-level table and emergency alarm.

## Strathclyde Partnership for Transport (SPT)

### Background

SPT is the Regional Transport Partnership for the west of Scotland, comprising twelve councils, and delivers transport solutions across the Strathclyde area. It has a number of planning and operational responsibilities that deliver significant benefits to residents and business in the west of Scotland, including:

- supporting bus services and providing bus infrastructure;
- delivering regional transport projects and planning the regional transport network; operating the Subway network;
- delivering school transport;
- providing Demand Responsive Transport; and
- acting as the Secretariat for the Strathclyde Concessionary Travel Scheme.

### Policy

The Regional Transport Strategy (RTS) objectives demonstrate the focus on mainstreaming equality. A number of the key work streams emanating from the RTS focus on promoting equality, improving travel information and improving socially necessary public transport.

### Subway service

Glasgow has an underground rail service which operates on a bi-directional circular loop. The Subway links the city centre with the inner suburbs on both sides of the River Clyde and provides a frequent service in both directions around the loop throughout the day.

The Subway is not suitable for those passengers who need to remain in their wheelchair or for those who have difficulty using escalators. At some stations, stairs are also used to reach platforms and platforms can be narrow. Wheelchair users must be able to transfer from their wheelchair and fold their wheelchair down. This, of course, means that scooters are not a viable option on the Subway.

SPT Subway staff will help passengers if it is safe to do so and will call ahead to destination or interchange stations to arrange for a colleague to provide further assistance. All trains have clearly marked priority seating and voice announcements. Tactile surfaces are installed on platforms along with signage and wayfinding information throughout the system as part of the overall station refurbishment programme.

## Improving facilities

SPT is carrying out a £288m full-scale modernisation of the Subway system. As part of this modernisation all stations on the network will be refurbished. Work is complete at Hillhead and Partick stations, with work at Ibrox and Kelvinhall due to be completed in time for the Games. The refurbishment works include new flooring, tiling, lighting, signage, wayfinding and ticket offices as well as local information panels and tactile maps. The works will enhance the customer experience and improve access.

Escalator replacements have also been undertaken at Hillhead, Buchanan Street and St Enoch and are also under way at Govan and Kelvinbridge. This forms a vital part of the efficient movement of customers within the Subway system and assists in ensuring consistency in the level of access availability for customers.

## Bus stations and travel centres

All areas of SPT bus stations and travel centres within those stations are wheelchair accessible. Wayfinding slabs help to guide passengers with visual impairments around the bus station and to individual stances, while the REACT audio wayfinding system gives alerts directing passengers to various key locations within the bus station. All information and instructions are displayed in large print on screen and given in an audio format.

A range of methods ensures that information about journey planning is accessible and caters to the needs of all service users. Best practice is followed to ensure the website is accessible and additional accessible documentation is also available. A programme called Describe Online is available, which provides detailed instructions for blind and partially sighted people to navigate each station prior to travel; and tactile maps showing the layout of the station and the surrounding area are provided within stations. Ticket offices are fitted with the appropriate induction loops for passengers with hearing impairments.

All SPT staff have regular training in how to assist passengers who have additional needs. This includes passengers with prams, those with reduced mobility and those who do not speak English as a first language.

## MyBus

MyBus is a demand responsive, bookable bus service run by SPT that enables passengers to travel from their home to their destination. It carries more than 500,000 passengers a year, including those with accessibility requirements. In recent years, SPT has invested in the improvement of the quality of MyBus vehicles, including the purchase of 100 adaptable buses with full low-floor accessibility and flexible seating arrangements that adapt dependent on the number of wheelchair spaces required.

This service will operate a business as usual timetable during Games Time and will provide a convenient option for pre-registered customers travelling to the Games who may not have access to other forms of transport.

## The Greater Glasgow local bus network

Buses are the most frequently utilised public transport option for local journeys in the Greater Glasgow area. The additional demand for buses generated by the Games will be met through the utilisation of spare capacity on the network and by the provision of additional services on key routes.

Glasgow has a deregulated bus service, with provision made by multiple operators.

Overall, a good level of service is provided for passengers, with most major corridors served by high-frequency routes, operated by low floor buses and with shelters and information at most stops. However, the quality of the bus boarding and alighting infrastructure, surrounding footways and standards of vehicle and driver training are variable, making bus travel a less attractive option for many of those with accessibility requirements.

Journey planning and information for all services is available via telephone and the internet through Traveline Scotland. Hard copies of information can be found at Buchanan Bus Station. However, this is provided on an individual company basis and does not provide an integrated solution.

## FirstGroup

FirstGroup operate a fleet of more than 900 vehicles, most of which have low-floor access for wheelchair users and a dedicated space for a wheelchair user. All low-floor buses are equipped with ramps and 'kneeling' entrances to assist boarding and alighting. Visual next stop announcements are currently available on 500 vehicles within the fleet, and a programme is in place to expand this across a further 90 vehicles for Games Time. Audio and visual next stop announcements are available on the service operating between Glasgow Airport and the city centre. Real-time information is available at a number of bus stops on the network and is supported by mobile phone applications providing live bus service updates.

A Disabled Passenger Access and Carriage Policy recognises the importance and value for providing dignified, safe and equitable facilities and services for people with disabilities on its buses. This includes:

- driver training with a focus on assisting those with accessibility issues;
- a clear policy on the protection of wheelchair spaces to enable travel even when the bus is full or the space is being used by pushchairs and buggies; and
- compliance with the Confederation of Passenger Transport UK Code that has simplified and standardised procedures for operators and mobility scooter users to ensure they are able to safely use bus services.

## Stagecoach

Stagecoach has invested nearly £300m in new state-of-the-art vehicles across the UK over the past four years. All new buses have been designed to be fully accessible to elderly passengers, people with disabilities and families with young children.

Stagecoach has adopted the Confederation of Passenger Transport (CPT) Code of Practice for the use and acceptance of mobility scooters on low-floor buses.

Wheelchairs, accessibility buggies, approved mobility scooters, small prams and unfolded buggies may only be carried on suitable low floor vehicles. Wherever possible, the use of low-floor vehicles will be shown on all timetable publicity and Stagecoach endeavor to operate a low-floor vehicle on all advertised journeys.

## Taxis and Private Hire

In the city of Glasgow there are currently more than 1,400 accessible licensed taxis. A further 21 wheelchair accessible private hire vehicles operate in the city. The convenience, flexibility, availability and accessibility will make this an attractive travel option for people with disabilities in the city. Glasgow 2014 venue and transport teams will ensure that taxi ranks are available in close proximity to venues. However, it will not be possible to accommodate taxis on-venue due to the security restrictions in place at Games Time.

## Policy

Taxi and private hire drivers have duties under the Equality Act 2010 to assist passengers who use wheelchairs. The duties apply to drivers of wheelchair accessible private hire vehicles and all licensed taxis, and include:

- carrying the passenger whilst in a wheelchair inside the vehicle;
- not making any additional charges for carrying passengers who are wheelchair users;
- carrying the wheelchair separately in the vehicle if the passenger chooses to sit in a passenger seat;
- taking steps to ensure that the passenger is carried safely and in reasonable comfort; and
- giving the passenger mobility assistance as is reasonably required.

There is also the responsibility to provide mobility assistance which essentially means helping passengers who use wheelchairs by providing physical assistance:

- If the passenger wishes to remain in the wheelchair, the driver must help the passenger to get into and out of the vehicle.
- If the passenger wants to transfer to a seat, the driver must help the passenger get out of the wheelchair and into a seat and back into the wheelchair.
- The driver must also load the wheelchair into the vehicle.
- The driver must also offer to load the passenger's luggage into and out of the vehicle.

Drivers also have duties regarding passengers with assistance dogs. Under the Equality Act 2010, taxi and private hire drivers are still obliged to carry guide dogs and assistance dogs at no extra cost to the passenger.

The notable exception is for drivers who have a medical condition that means they are unable to assist passengers or carry dogs in their vehicle. In these cases, drivers can apply for an exemption from these duties. Glasgow's taxi and private hire fleet will play an important role for people with disabilities during the Games, providing a valuable service for Games spectators, workforce and visitors to the city.

## Blue Badge Parking

A limited amount of spectator parking will be provided for each venue for valid Blue Badge holders. The amount of space provided for Blue Badge parking will vary according to the capacity of each venue and the scheduling of events.

The proposed locations for some of the Blue Badge parking means that additional transport assistance services may be required to transport passengers from Blue Badge parking areas to the Pedestrian Screening Area.

Delivering an appropriate and effective Blue Badge parking strategy, and the associated assisted transport services, will require the securing and preparation of appropriate land and overlay; wayfinding and signage; advanced booking facilities as well as a management of the operation and resource for providing the service.

## Accessible shuttle bus fleet

The use of auxiliary transport will be essential in providing an accessible transport service. It is acknowledged that there will be parts of the public transport infrastructure that will not be accessible without the provision of auxiliary services. We will assess the existing public transport networks to and from venues for accessibility and use the shuttle service to fill any gaps, thus providing a fully accessible transport network.

A fleet of accessible shuttle buses will be used to provide free journeys from the final destination interchange (parking, rail station, bus station) to the venue. The size and scale of this service will be assessed on a venue-by-venue basis. Appropriate pick-up and drop-off points will be identified at each end of the shuttle route, with infrastructure in place to ensure a smooth and safe boarding, alighting and staging process.

The vehicles and service will be specifically for people with disabilities and their travelling companions, and intended to provide an equitable travel experience to and from venues for users unable to travel the distance independently.

A typical vehicle will provide a combination of seating and wheelchair spaces, some of which will be equipped with a rear loading lift.

It is intended that:

- a bespoke service will be provided to and from some stations, Blue Badge parking and venues;
- the service will be integrated enabling disabled passengers to travel with family and friends;
- an on-demand service will run where necessary from early morning to late at night according to the daily event schedule;

- the service between rail stations and venues will provide onward travel to any spectator with accessibility requirements;
- the service will be procured through existing, local vehicle fleets and service providers where possible; and
- any bespoke Games services will not detract or negatively impact upon existing community services or business as usual accessible transport provision.

A successful service will:

- help to relieve demand pressures on the Glasgow public transport system;
- help to mitigate against users encountering issues caused by excessive distances between Blue Badge parking and Pedestrian Screening Areas at venues;
- offer an alternative method of transport to private car use and encourage fewer car journeys;
- develop and promote a philosophy of inclusion amongst Glasgow 2014 and our transport delivery partners throughout the planning and operation of Games transport; and
- capitalise on the standard of the Games services and use Glasgow 2014 as a catalyst for transport delivery partners, to work together to provide a consistently high quality of customer service in the future.

## Air travel

There is a clear definition of responsibility for provision of special assistance at the airport and whilst on aircraft. Within the airport terminal, special assistance arrangements are the responsibility of the airport operator, whilst on the aircraft it is the responsibility of the airline.

For customers with a disability, or who experience reduced mobility and need assistance at the airport, the airline must be informed of the particular need at least 48 hours before a flight. Even for the fairly mobile, there can be long distances within airports and assistance may still be required.

## Glasgow Airport

In preparation for the Games, Glasgow Airport is utilising the knowledge and expertise of Omniserve, which delivered the handling of all customers with reduced mobility who travelled through Heathrow Airport for the London 2012 Paralympic Games.

Glasgow Airport has already started discussions with Omniserve to ensure it is operationally ready to handle specialist, and also potentially increased volumes of, customers before, during and after the Games.

Omniserve has also engaged the Renfrewshire Access Panel to ensure that Glasgow Airport makes use of best practice, knowledge and expertise from local customers and taps into national guidance.

## Edinburgh Airport

Assistance arrangements have recently changed at Edinburgh Airport with the terminal operator having responsibility for disabled passengers at the airport and the airlines when the customer is on board the aircraft.

Customers with a disability or who experience reduced mobility and need assistance at the airport must inform their airline of any particular needs at least 48 hours before a flight. It is advisable that customers give as much notice as possible for both the outbound and return journeys to ensure they receive the required assistance. However, even without notification, all reasonable efforts will be made to assist customers.

To receive assistance, customers must arrive at a designated point no later than two hours before the published flight departure time, or present at check-in no later than one hour before the published departure time.

Assistance dogs can only travel if they are registered with the Pet Travel Scheme (PETS), and if allowed by the specific airline.

## Prestwick Airport

Prestwick Airport provides a range of facilities for people with disabilities, including:

- free wheelchairs and assistance;
- lifts in the railway station for easy access to both floors of the airport;
- a lift in the concourse itself;
- a stair lift to the Aviator Suite;
- accessible toilets in departure lounges and on the ground floor of the terminal; and
- early boarding of flights for passengers with disabilities.

# Appendices

## Appendix 1 — Governance

## Games responsibilities

There are several key organisations committed to delivering a successful Commonwealth Games and securing a lasting legacy from the Games:

- The Scottish Government is responsible for most of the issues of day-to-day concern to the people of Scotland. It provides 80% of the public funding for the Games. It is also responsible for ensuring that all the necessary legislative measures are taken, ensuring delivery of major infrastructure projects already planned and overall responsibility for security at the Games.
- Glasgow City Council (GCC) is a unitary local authority and contributes 20% of the public funding for the Games.
- The Commonwealth Games Federation (CGF) is a non-profit organisation that is responsible for the direction and control of the Commonwealth Games movement.
- Commonwealth Games Scotland is the national sporting body responsible for selecting a Scottish team to enter each Commonwealth Games. It is also responsible for initiating and forming any bid made by Scotland to host the Commonwealth Games.
- The Glasgow 2014 Organising Committee is a company limited by guarantee, established in accordance with the Glasgow Commonwealth Games Act 2008. It is responsible for delivering the Games and ensuring the implementation of all other responsibilities that are not covered by the other delivery partners. The production of a Transport Strategic Plan is a requirement placed upon the Organising Committee. Ensuring that appropriate accessible transport options are available is part of that requirement.

# Appendix 2 — Statistics

## Statistics

The Office for Disability Issues (2012) reported that:

- in Great Britain, the most commonly-reported impairments are those that affect mobility, lifting or carrying;
- the prevalence of disability rises with age. Around 6% of children are disabled, compared to 16% of working age adults\* and 45% of adults over State Pension\* age in Great Britain;
- around a fifth of people with disabilities report having difficulties related to their impairment or disability in accessing transport; and
- between 2004/05 and 2011/12, the percentage of buses with low-floor wheelchair access increased from 52% to 88%.

## Disability in Scotland – facts and figures

- Scotland is estimated to have one million disabled adults likely to be covered by the Equality Act (equal to one in five of the population).
- In Scotland, there is a disabled person or a person with a long-term illness living in just over one in three households.
- Approximately four in ten (42%) of all households with a disabled person have an income of £10,000 or less.
- Of the working age population, 45% of disabled people are in employment compared to 82% of non-disabled people.
- Households with a disabled person, or a person with a long-term illness, are more likely to rent from a local authority or a housing association than to rent privately or to own their home.
- 5% of students in higher education in Scotland report they have a disability.
- The annual spending power of disabled adults in Britain exceeds £80 billion per year.
- 58% of people with disabilities (with or without a long-term illness) have no qualifications compared to 24% of non-disabled people.
- People with disabilities hold 3% of public appointments.
- One in five disabled Scots has experienced harassment because of their disability.

There is not one definitive estimate of the number of people with disabilities in Scotland. A number of sources have been used to give the fullest picture of the number of people with disabilities in Scotland.

- The Family Resources Survey reports there are about 10 million disabled adults and 700,000 disabled children covered by the DDA in Great Britain (Bajekal et al, 2004). Scotland is estimated to have almost one million (0.9 million) disabled adults likely to be covered by the DDA.
- The 2001 Census found that 20% of the Scottish population reported having a long-term illness, health condition or disability (General Register Office Scotland, 2003).

- Scotland has an ageing population and the probability of having a disability increases with age. The average age of a person with a long-term illness, health condition or disability is 58 years (General Register Office Scotland, 2003).
- It is estimated that there are 180,000 people in Scotland with serious sight impairments (RNIB Scotland).
- In May 2003 an estimated 18,066 adults with learning disabilities were known to local authorities throughout Scotland (Scottish Executive, 2004).
- It is estimated that 729,000 people have some form of hearing loss, deafness or may be a deaf person. Eighty per cent of hearing impaired people are aged over 60 years (Scottish Executive, 2003b).
- One in four people will experience a mental health condition at some point in their lives (Scottish Association for Mental Health).

## The 2001 Census

- 22.5% (500,000) of people in the west of Scotland have a limiting long-term illness or disability which impacts on their daily activities.
- Adults with a disability or long-term illness are more likely to use a local bus service than those with no disability or long-term illness.
- 56% of adults with a disability or long-term illness had used a bus service in the previous month compared to 42% of adults without a disability or long-term illness.
- 8.1% of the adult population have a long-standing illness, health condition or disability that means they find walking for at least 10 minutes difficult to manage on their own.
- 1.9% of the adult population have a long-standing illness, health condition or disability that means they find using a car difficult to manage on their own.
- 4.6% of the adult population have a long-standing illness, health condition or disability that means they find using a bus difficult to manage on their own.
- 3.6% of the adult population have a long-standing illness, health condition or disability that means they find using a train difficult to manage on their own.

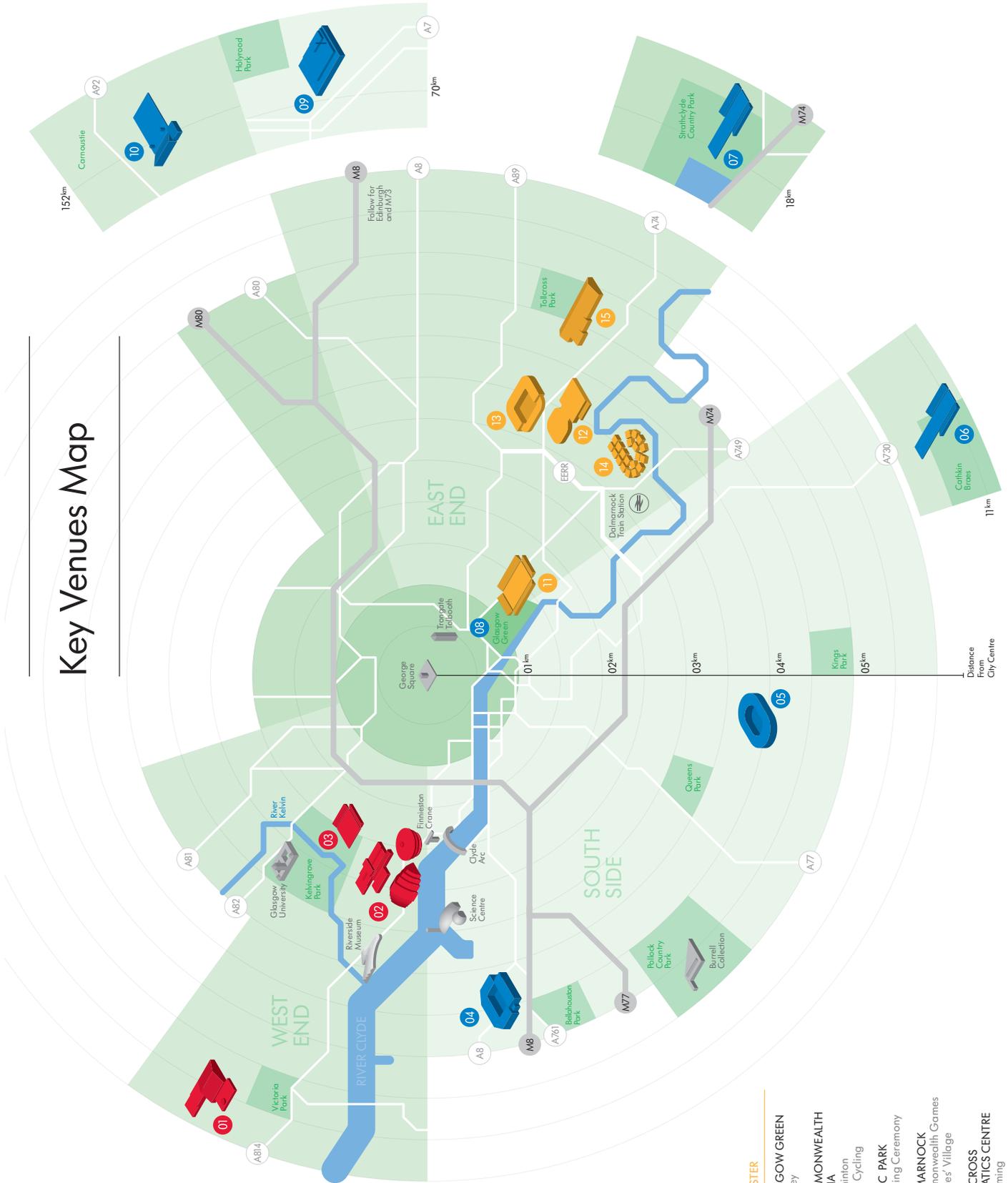
## Accessible Transport Issues in Scotland

The Scottish Executive's publication Transport Provision for Disabled People in Scotland (Reid Howie Associates Ltd, 2004) found that:

- the main barrier facing many people with disabilities is the simple lack of accessible transport vehicles;
- when disabled people transfer between modes of transport this often requires a substantial wait;
- attitudes of public transport staff – and disabled people's experiences of this can be a significant contributory factor in whether they are likely to attempt to travel at all; and
- many people with disabilities live on low incomes, and transport costs can represent a relatively high percentage of that income.

# Appendix 3 — Venue Map

# Key Venues Map



## WEST CLUSTER

- 01 SCOTSTOWN SPORTS CAMPUS**  
Squash  
Table Tennis
- 02 SECC PRECINCT**  
Netball  
Gymnastics  
Wrestling  
Judo  
International Broadcast Centre (IBC)  
Main Press Centre (MPC)
- 03 KELVINGROVE LAWN BOWLS CENTRE**  
Lawn Bowls

## SOUTH/SATELLITE CLUSTER

- 04 IBROX STADIUM**  
Rugby Sevens
- 05 HAMPDEN PARK**  
Athletics  
Closing Ceremony
- 06 CATHKIN BRAES COUNTRY PARK**  
Mountain Bike
- 07 STRATHCLYDE COUNTRY PARK**  
Triathlon
- 08 GLASGOW ROAD COURSE**  
Marathon  
Road Cycling
- 09 ROYAL COMMONWEALTH POOL**  
Diving
- 10 BARRY BUDDON SHOOTING CENTRE**  
Shooting

## EAST CLUSTER

- 11 GLASGOW GREEN**  
Hockey
- 12 COMMONWEALTH ARENA**  
Badminton  
Track Cycling
- 13 CELTIC PARK**  
Opening Ceremony
- 14 DALMARNOCK COMMONWEALTH GAMES ATHLETES' VILLAGE**
- 15 TOLLICROSS AQUATICS CENTRE**  
Swimming

# Appendix 4 — Accessibility Reference Group Members

## Accessibility Reference Group Members

- Glasgow Disability Alliance
- Inclusion Scotland
- Glasgow Centre for Inclusive Living
- Renfrewshire Access Panel
- North Lanarkshire Access Panel
- Scottish Accessible Information Forum
- Glasgow Access Panel
- Edinburgh Access Panel
- Scottish Disability Equality Forum
- Angus Access Panel
- Mobility Access Committee Scotland
- Glasgow Life
- RNIB
- Capability Scotland
- British Deaf Association

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