

## **Mobility and Access Committee for Scotland (MACS)**

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ScotRail

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### **Response to Scotrail Consultation on new Smartcard**

This document serves as the MACS response to the consultation distributed by Scotrail on the design of a new Smartcard.

#### **Visual**

MACS recommend that the design of the new card should take into account the needs of passengers with disabilities' ability to easily recognise it. MACS therefore suggest that the card:

- \* Use a non-serif font with a consistent style and colour
- \* Use a solid background colour consistent across the card
- \* Ensure that there is good contrast between the text and background
- \* Avoid colour schemes that are often problematic for those with colour blindness, e.g. blue/green and red/green
- \* Ensure that critical information such as the cardholder's name, card number and card expiry date are clearly legible

In addition to the above it is important to recognise that passengers with dyslexia and disabilities along the autistic spectrum may not always identify with text and that pictographic representations are often more meaningful. MACS therefore recommend that any images on the card are contextually appropriate so that passengers with these disabilities are able to recognise the card and its purpose. Examples include the Scotrail logo, a train or passengers interacting with trains.

#### **Design**

In addition to the visual elements of the card MACS suggest the following that would make the card easier to handle and use:

\* A 'matt' rather than 'glossy' texture would help distinguish the card from others passengers may be carrying such as store or credit cards. A slightly rougher texture may also make the card easier to grip.

\* A raise or engraved symbol on the top side of the card would help passengers find the correct orientation for the card when using it on ticket scanners and other machines. This would particularly benefit visually impaired passengers.

\* MACS are pleased to learn that the new Smartcard will incorporate interoperability with existing concessionary and other travel cards and to that end that the size of the new card will be the same as those at present. This means it will fit into existing card holders and wallets.

MACS would encourage the supply of card holders with each new Smartcard (similar to the First Group card holders presently available). Not only would this protect the card from any damage but the additional weight and bulk of the holder would reduce the chance of card loss. Given that the holder does not impede the NFC (Near Field Communications) signals emitted by ticket machines and other card scanners, it would also make the card easier to hold and manipulate thus reducing the time taken for each passenger to swipe at automatic barriers.

**Hussein Patwa**