

TRAVEL CONFIDENT

CREATING AN INCLUSIVE PUBLIC TRANSPORT ENVIRONMENT





CREATING AN INCLUSIVE PUBLIC TRANSPORT ENVIRONMENT

What is disability?

Types of disability

What can affect disability

Disability and public transport

Statistics on disability and transport

Business case

The commercial case

The financial case

The legal case

Potential barriers

Attitudinal barriers

Environmental barriers

Organisational barriers

Overcoming barriers

Examples of best practice

Inclusive policymaking

Customer service

Information

Vehicle design

Service design

Communicating disability

Practical role play exercises

Working with disabled passengers

Group debrief and discussion

Taking action

Setting up a consultative working group

Developing a company policy/action plan

Evaluation & feedback loops



Poll

I have received Disability Awareness Training before.	Yes/No/Don't know
My company already has an effective Inclusive Mobility policy (or similar).	Yes/No/Don't know
My company regularly consults with passengers with disabilities about their needs.	Yes/No/Don't know
Inclusive public transport strategies only benefit a small proportion of passengers.	Yes/No/Don't know
I understand well the needs and potential barriers of passengers with disabilities.	Yes/No/Don't know
I feel motivated to champion disability awareness and inclusivity in my company.	Yes/No/Don't know