

TRAVEL CONFIDENT: CREATING AN INCLUSIVE PUBLIC TRANSPORT ENVIRONMENT

MODULE 4

EXAMPLES OF BEST PRACTICE



What does an inclusive transport environment look like?

Inclusive policymaking



Access Advisory Panel

Customer service

Ask permission

Don't make assumptions

Provide practical support, *if needed*

Be informative

Be patient and respectful



Information & signage

Plain language

Large print

Visual

Black and white

Audio



Vehicle design

Low floor buses

Powered ramps & step free access

One way entry & exit

Alert buttons

Handrails

Designated seating & wheelchair spaces

Audio-visual signs & communications



Service design

Bus stop location

Bus stop design

Route planning

Waiting areas

Bus capacity

Reliability/timetabling

Ticketing & concessions



Communicating 'hidden' disabilities



Sunflower Lanyard

'Please offer me a seat' badge

'Helping Hands' card

Journey Assistance cards