

TRAVEL CONFIDENT: CREATING AN INCLUSIVE PUBLIC TRANSPORT ENVIRONMENT

MODULE 6

TAKING ACTION



Setting up a consultative working group

Reaching out to:

- Disabled passengers
- Elderly passengers
- Carers
- Disability groups and NGOs

Ensure the groups has a good representation of people with different kinds of impairment.



Developing a company policy/action plan

- Listen & consult
- Review, assess & evaluate
- Set proactive goals & key performance indicators (KPIs)
- Anticipate needs & eliminate barriers
- Identify leaders & champions
- Communication & training

Evaluation & feedback loops

It's a permanent process.

- Provide channels of communication for customer & employee feedback
- Keep records, including detailed accounts of any incidents
- Monitor performance according to goals and/or KPIs
- Review progress regularly
- Make changes based on feedback and findings



Champion disability awareness

