

Fact Sheet ISEMOA Task 2.3

State of the art regarding guidance-materials on accessibility

ISEMOA Partner Contributing the Information	The TAS Partnership Limited			
Title in Original Language	Making private hire services more accessible to disabled people: A good practice guide for Private Hire Vehicle operators and drivers			
Title in English	Making private hire services more accessible to disabled people: A good practice guide for Private Hire Vehicle operators and drivers			
Year	2003			
Initiator	Disabled Persons Transport Advisory Committee (DPTAC), British Department for Transport (DfT), Central Government of the United Kingdom			
Author / Editor of Guideline	Disabled Persons Transport Advisory Committee (DPTAC)			
Supporting Parties	Disabled Persons Transport Advisory Committee (DPTAC), British Department for Transport (DfT), Central Government of the United Kingdom			
Guidance developed by (one pick only)	<input type="checkbox"/> Administration / Political actor	<input type="checkbox"/> PRM lobby group	<input checked="" type="checkbox"/> Organization	<input type="checkbox"/> Operator
Type of Document (one pick only)	<input type="checkbox"/> Book	<input type="checkbox"/> Website	<input type="checkbox"/> Article	<input type="checkbox"/> Magazine
	<input type="checkbox"/> Leaflet	<input type="checkbox"/> Flyer	<input type="checkbox"/> *.doc	<input checked="" type="checkbox"/> *.pdf
Link, ISBN, ISSN, Bibliographical Data (one pick only)	<input checked="" type="checkbox"/> Link	<input type="checkbox"/> ISBN	<input type="checkbox"/> ISSN	<input type="checkbox"/> Bibliographical data

	http://dptac.independent.gov.uk/pubs/phv/pdf/phv.pdf			
Further information	http://dptac.independent.gov.uk/pubs/phv/index.htm			
Developed in	United Kingdom			
To Be Applied in	United Kingdom			
Language	English			
Kind of Paper (one pick only)	<input type="checkbox"/> Strategy paper	<input checked="" type="checkbox"/> Policy paper	<input type="checkbox"/> QM process	<input type="checkbox"/> Technical standard
	<input type="checkbox"/> Other:			
Target Area (you can pick both)	<input checked="" type="checkbox"/> Urban		<input checked="" type="checkbox"/> Rural	
Dedicated to (you can pick more than one)	<input type="checkbox"/> Local / Regional administration	<input type="checkbox"/> Designers / technicians	<input checked="" type="checkbox"/> Operators	<input type="checkbox"/> PRM
Type of PRM Affected (you can pick more than one)	<input checked="" type="checkbox"/> Visual impaired	<input checked="" type="checkbox"/> Motor impaired	<input checked="" type="checkbox"/> Hearing impaired	<input checked="" type="checkbox"/> Cognitive / Learning impaired
Application Field (you can pick both)	<input checked="" type="checkbox"/> Public Transport		<input type="checkbox"/> Public Space	
Approach (you can pick more than one)	<input type="checkbox"/> Engineering, design, technology, planning	<input type="checkbox"/> Financial support, funding	<input checked="" type="checkbox"/> Organisational / operational support	<input checked="" type="checkbox"/> Awareness building, education

Are Standards Provided?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If yes - Please Describe (e.g. footpath width, gradients etc.)	There are examples of good practice for each aspect of the guidance	
Topics of the guideline	Guidance on making private hire / taxi services easier to use for disabled people.	
Description of the guideline	<p>Guidance on making private hire / taxi services easier to use for disabled people. The focus is on customer care and customer service, rather than the type of vehicles used and their physical characteristics. Among the issues covered are training of drivers and booking staff, the personal security of passengers and the setting up of voucher schemes to make PHVs more affordable. Guidance presented here is based on best practice. There are also examples of some novel products and devices which should make services available and convenient for more people.</p> <p>Content:</p> <ul style="list-style-type: none"> - Booking a PHV (Responsibilities of Booking Staff, Other means of booking a PHV) - Identifying the Vehicle and Driver (Identifying the vehicle, Identifying the driver) - Driver Training Issues (Items that should be covered, The safe carriage of wheelchair users in vehicles) - Setting Up a Training Scheme (When setting up a training scheme, At the end of training, Examples of training schemes) - The Personal Security of Passengers (Checking the integrity of drivers, Making the passenger feel safe) - Taxi and PHV Quality Partnership Affordability Issues (Setting up voucher schemes) 	
Execution (one pick only)	<input checked="" type="checkbox"/> Advisory	<input type="checkbox"/> Partly mandatory
Any More Comment?	<input type="checkbox"/> Mandatory (Legally binding)	