

Fact Sheet ISEMOA Task 2.3

State of the art regarding guidance-materials on accessibility

ISEMOA Partner Contributing the Information	South and East Cork Area Development Ltd			
Title in Original Language	Recommended Accessibility Guidelines for Public Transport Operators in Ireland			
Title in English	Recommended Accessibility Guidelines for Public Transport Operators in Ireland			
Year	2005			
Initiator	National Disability Authority of Ireland			
Author / Editor of Guideline	National Disability Authority of Ireland			
Supporting Parties	Department of Transport, Ireland			
Guidance developed by (one pick only)	<input checked="" type="checkbox"/> Administration / Political actor	<input type="checkbox"/> PRM lobby group	<input 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://www.nda.ie/cntmgmtnew.nsf/0/CODBA1BA241FB9398025710F004D8EAA/\$File/Transport.pdf			
Further information	http://www.nda.ie/cntmgmtnew.nsf/0/CODBA1BA241FB9398025710F004D8EAA/\$File/Transport.pdf			
Developed in	Ireland			
To Be Applied in	Ireland			
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 checked="" type="checkbox"/> Local / Regional administration	<input checked="" type="checkbox"/> Designers / technicians	<input checked="" type="checkbox"/> Operators	<input checked="" 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 checked="" 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

<p>Are Standards Provided?</p>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<p>If yes - Please Describe (e.g. footpath width, gradients etc.)</p>	<p>Information: Public transport operators need to ensure that information is provided in a variety of accessible formats during the main stages of transportation i.e. before setting out, at the station or stop, on the vehicle and after leaving the vehicle.</p> <p>Infrastructure & Buildings: public transport operators should ensure when renovating or developing buildings, stops or stations that they are accessible to all people with disabilities.</p> <p>Operators need to continue to purchase vehicles that are in compliance with international vehicular accessibility norms including hand rails & hand holds, non-slip surfaces, clear lighting, audible as well as visual announcements, tactile and audible guidance and warning systems, clear signage.</p> <p>Operators need to ensure acceptable customer service levels & develop customer relations; keep them informed of their accessibility investment plans; operate a complaints protocol of value. Operators should provide staff with relevant training to ensure that staff understands the needs of passengers with disabilities.</p>	

<p>Topics of the guideline</p>	<p>Why improve access to Public Transport? Barriers to Travel</p> <ul style="list-style-type: none"> - How does the physical environment create barriers? - How do policies, procedures and systems create barriers? - How do staff create barriers? - What barriers arise in the provision of transport information? - How do people's attitudes create barriers? - How can a service be audited (Disability Proofing)? <p>Recommended Guidelines</p> <p>Information Provision</p> <ul style="list-style-type: none"> - Why does information matter? - What information should be provided and when? - Who should provide the information? - Where should information be provided? - How should information be provided? - In what formats should information be provided? - How can information be audited? <p>Infrastructure and Buildings</p> <ul style="list-style-type: none"> - How to improve access to Bus and Light Rail Stops or Stations? - How to audit Infrastructure and Buildings for accessibility? <p>Vehicles</p> <ul style="list-style-type: none"> - What is an accessible vehicle? - What is best practice Guidance for accessible vehicles? - How to deliver an accessible fleet of vehicles? -How to make sure operating practices are not a barrier? <p>Customer Relations</p> <ul style="list-style-type: none"> - What approach should be taken? - What is important when communicating with people with disabilities? - What about training? - How to make sure Standards are maintained? - How to audit Public Transport service provision? <p>Disability Awareness Training</p> <ul style="list-style-type: none"> - Who should be trained? - What training should be provided? - How should the training be provided? - When do people need training? 		
<p>Description of the guideline</p>	<p>The Guidelines are intended to help public transport operators provide a good, comprehensive and readily usable service to people with disabilities. They cover information provision, infrastructure and buildings, vehicle design, customers relations, disability awareness training and procedures for disruption and emergencies.</p>		
<p>Execution (one pick only)</p>	<input type="checkbox"/> Advisory	<input checked="" type="checkbox"/> Partly mandatory	<input type="checkbox"/> Mandatory (Legally binding)

Any More
Comment?

A further document of relevance is the Department of Transport (Ireland) Sectoral Plan for Accessible Transport under the Disability Act 2005 entitled "Transport Access for All".