

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	Take Care of Your Customers			
Title in English	Take Care of Your Customers			
Year	1996			
Initiator	Disabled Persons Transport Advisory Committee (DPTAC), Department for Transport (DfT), Central Government of the United Kingdom			
Author / Editor of Guideline	Disabled Persons Transport Advisory Committee (DPTAC)			
Supporting Parties				
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 checked="" type="checkbox"/> Website	<input type="checkbox"/> Article	<input type="checkbox"/> Magazine
	<input type="checkbox"/> Leaflet	<input type="checkbox"/> Flyer	<input type="checkbox"/> *.doc	<input 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/care/index.htm			
Further information	http://dptac.independent.gov.uk/pubs/care/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 type="checkbox"/> Policy paper	<input type="checkbox"/> QM process	<input type="checkbox"/> Technical standard
	<input checked="" type="checkbox"/> Other: Information paper			
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 type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If yes - Please Describe (e.g. footpath width, gradients etc.)		
Topics of the guideline	Basic guidance to ensure customer care standards from bus and coach operators	
Description of the guideline	Basic guidance to ensure customer care standards from bus and coach operators, covering: Blind and Partially Sighted Deaf and Hearing Impaired Physically Disabled Learning Disabilities	
Execution (one pick only)	<input checked="" type="checkbox"/> Advisory	<input type="checkbox"/> Partly mandatory
		<input type="checkbox"/> Mandatory (Legally binding)
Any More Comment?		