



Accessible Transport Summit

Easy Read Summary Report

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Prepared by Disability Equality Scotland





This is our report of the Accessible Travel Summit.



It is a short report of our ideas from the Summit.



The Summit was held in Aberdeen in March 2018.

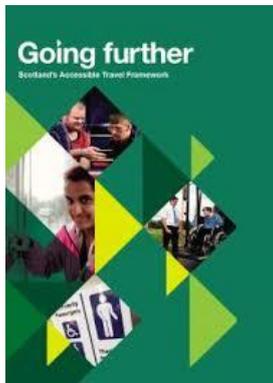


It was about disabled people using public transport.

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The first person to speak was Karl Zaczek from Transport Scotland. He talked about the Accessible Travel Framework.

He said that the Framework needs disabled people to help make it successful.



The next speaker was Hussein Patwa. He is visually impaired. He spoke about his experience of travelling as a disabled person.



Emma Scott from Disability Equality Scotland then talked about some of the surveys they have done.

These have been on the topics of:

- Connectivity
- Rural transport
- Accessible information.



Key findings from the surveys tell us that disabled people do have difficulties when travelling on public transport.



This includes getting on and off transport, finding the right information in an accessible way, and some people had experienced abuse or mistreatment.



The Summit then had a chance for group discussions.

We wanted to hear about your experiences of public transport.

This report will now tell you some of the things that the groups talked about.



Lots of people had the same things happen to them on public transport. For example:

- Difficulty getting on without ramps, or the steps are too high
- People sit in the front seats and don't move for disabled passengers
- Bus drivers move away before you have sat down.



Connecting between different types of transport can be difficult. People told us that sometimes there is not enough time to get off one and get on another before it leaves.



Some disabled people had difficulty with the design of some transport. Buses have poles that mean big wheelchairs can't get on, coaches have steps – but not all disabled people use wheelchairs. 'One size doesn't fit all' when it comes to accessibility.



Delegates said that transport providers should have training in disabilities, especially hidden disabilities like Autism and Asperger's. This would help them to feel more confident to travel.



We found out that Aberdeen airport let's people with autism come to the airport for a 'familiarisation' visit before they fly. This helps them to understand how the airport works.



Disabled people told us it was important to have all the information in an accessible format to help plan a journey. Transport providers should have training in inclusive communication to make their information easy to understand.



We talked about passenger assistance. Disabled people thought that ScotRail did have a good service for disabled people.



Other providers' services could be better. Disabled people want all transport providers to have the same set of standards around assistance.

Our Ideas

The groups talked about what would make the most difference to using public transport. Some of the ideas included:



- Easy Read timetables
- Staff awareness of disabilities
- Involving disabled people in delivering and designing training for staff
- Have transport staff go on journeys with disabled people
- Keep disabled people involved



Thanks to everyone who came along to our event. It was great to see so many disabled people and providers talking together.