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1. Introduction

How this document is organised

This document has 7 sections

- Section 1: Explains how the document is organised, the purpose of this document and details about how to contact us.
- Section 2: Provides background information about initial phase of consultation which involved:
- the publication of an “Issues Paper”; and
 - a series of 13 regional public meetings and other meetings with key groups.
- Section 3: Summarises the problems and barriers that were identified by people who attended the public meetings.
- Section 4: Summarises the ideas and suggestions people made at the public meetings to improve the accessibility of the transportation system.
- Section 5: Summarises the main areas of discussion at each of the public meetings.
- Section 6: Summarises the main areas of discussion at meetings the ATS Team had with particular groups of people with disabilities.
- Section 7: Provides an overview of the comments made about the Issues paper and people’s views on the scope, objectives and consultation arrangements for the strategy, a commentary by the ATS Team on those points and work that the ATS Team will now do.
- Section 8: Lists the people who have helped us with this round of consultation and people who responded to the Issues Paper.

Purpose of this document

- 1.2 The purpose of this document is to:
- provide a record of the things that people have told us during the initial round of consultation on developing the Accessible Transport Strategy; and
 - confirm the objectives for the development of the Accessible Transport Strategy and the work the ATS team will now do.

Contacting us

- 1.3 If this document is not in a format that meets your needs please contact the Accessible Transport Strategy (ATS) Team. We will be pleased to provide additional copies of this document and copies in large print, Braille or audiotape. The paper is also available on the Internet at:

www.drdni.gov.uk/ats

- 1.4 You can contact us by writing to us at the address below or by

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2. Background to the initial consultation phase

Introduction

- 2.1 The Regional Transportation Strategy made a commitment that DRD would determine the objectives for the Accessible Transport Strategy in consultation with relevant groups and individuals. The initial phase of public consultation started on 22 February with the publication of an “Issues Paper” about the proposed scope, objectives and consultation arrangements for developing an Accessible Transport Strategy.
- 2.2 The Issues Paper said that the ATS Team would hold a series of meetings with older people, people with disabilities, their representative organisations and others who had an interest in accessible transport. We promised to publish a report summarising what people told us about the accessibility of the transport system and their suggestions for making it better.

Developing an Accessible Transport Strategy - Issues paper

- 2.3 The Issues Paper was distributed by the Department to:
- the list of consultees named in the Department’s Equality Scheme;
 - Northern Ireland Members of Parliament;
 - Members of the European Parliament;
 - Members of the Northern Ireland Assembly;
 - by the Community Transport Association to its members in Northern Ireland;
 - by Disability Action to people who are on its HQ and regional offices mailing lists;
 - by Age Concern NI to people on its mailing list; and
 - by the Office of the First Minister and Deputy First Minister to Victims organisations.

- 2.4 The Issues Paper was made available on audiotape and in Braille. We received 3 requests for an audiotape and 6 for a Braille version. The document was also available on the Internet in PDF and Microsoft Word formats.
- 2.5 The Department received 125 written submissions in response to the Issues Paper. In Section 7 of this report we have summarised the comments received about the scope, objectives and consultation arrangements.

Regional public meetings

- 2.6 The ATS Team held public meetings in the following places:
- Newry - 5th April;
 - Derry / Londonderry - 7th April;
 - Armagh - 8th April;
 - Bangor - 14th April;
 - Coleraine - 15th April;
 - Carrickfergus - 20th April;
 - Enniskillen - 21st April;
 - Ballymena - 22nd April;
 - Belfast - 26th April;
 - Cookstown - 27th April;
 - Lisburn - 28th April;
 - Downpatrick - 29th April; and
 - Omagh - 10th May.
- 2.7 Disability Action and the Community Transport Association helped us to organise, facilitate and keep records of the discussions at regional meetings. Community transport partnerships and local access groups helped identify people who would be interested in attending and made travel arrangements for people who had difficulty getting to the meetings.

- 2.8 While all of the meetings were advertised in the local press in practice few people attended because of these notices. In view of this we propose to utilise existing networks better and advertise future events through these networks and the stakeholder consultation group.
- 2.9 The public meetings were structured to help focus on a number of key themes:
- the physical barriers that prevent people from getting access to transport services;
 - attitudinal or psychological barriers that prevent or discourage older people and people with disabilities from using transport services. This could involve the behaviour and attitudes of transport staff towards their customers or concerns that people have about using transport, for example because of fear of crime;
 - the kinds of information needed by users and potential users of accessible transport services both in terms of the details provided and the way it is provided;
 - the type of services needed by older people and people with disabilities; and
 - the affordability of accessible transport services available to older people and people with disabilities.
- 2.10 In Sections 3 and 4 we have summarised and grouped the comments according to these discussion themes. In Section 5 we have provided an overview of the main areas of discussion at each meeting.

Other meetings

- 2.11 In addition to the regional public meetings, the ATS Team met with a number of groups of people with disabilities. These meetings explored the same themes with emphasis on the needs of people with particular impairments. A record of the points discussed at these meetings is contained in Section 6.

3. Problems and barriers identified at regional meetings

3.1 This section reflects the issues and problems raised by people who attended the meetings and reflects their perception of the current situation. The views stated should not be taken to be the views of the Accessible Transport Strategy Team.

Physical Barriers that prevent full use of the transport system

Pedestrian Environment

- Poor footpaths or lack of a footpath.
- Kerbs are too high.
- Objects on pavements represent an obstruction.
- Lack of dropped kerbs and textured surfaces.
- Unavailability of safe crossing points, particularly close to bus stops.
- Concern about the distance people have to walk to access public transport, for example the new Toome Bridge / Bypass.

Buses

- Many of the buses in operation are old and have high steps.
- There is a lack of accessible vehicles and low floor buses generally do not operate in rural areas.
- The step onto Goldliner buses is too high.
- Where ramps do exist on buses they are sometimes too steep.
- When low floor buses 'work' they are liberating for people with disabilities but all too often 'accessible' vehicles are inaccessible either because the ramp is broken or buses are too crowded (peak times).
- The general design of minibuses is poor, there is not enough headroom and seats are too close together.
- There is only one wheelchair space on buses. What if there are two people in wheelchairs travelling together?

- Wheelchair spaces on buses are only designed to accommodate 'reference' sized wheelchairs. This means people in larger wheelchairs cannot travel on the 'accessible' buses used for public transport services.
- There is no clamping mechanism on new low floor buses for wheelchair users which does not promote a feeling of safety.
- There is no space on buses for storing walking frames / mobility aids.
- Wheelchair users can ring a bus depot and give advanced notice that they will travel on a particular route, allowing Translink to attempt to ensure that an accessible vehicle is operating. However, there is no guarantee that an accessible vehicle will be available for the return journey.
- Drivers are not always aware that people need assistance.
- There is nobody onboard the vehicle to assist people who need assistance (i.e. a conductor).
- People using walking sticks need two handrails that go all the way to the bottom of steps, one is not sufficient.
- Services do not operate frequently enough.
- High numbers of school children on buses make older people and people with disabilities feel nervous and intimidated. People tend to avoid these services.
- Services are not being operated in areas or along routes where they are most needed.
- Particular problems for rural communities – there are no services in some areas.
- Services are withdrawn out of school term time.
- Lack of shelters.
- Bus stops are not accessible. More attention should be paid to the location of bus stops.
- Physical barriers at stations, such as steps and high counters.
- Toilets at bus stations are not always accessible and are frequently locked.

- There are not always enough staff at some bus depots which means that individuals cannot always get the help they need.
- Is there a need to run Ulsterbus and Citybus in a more co-ordinated way - ½ empty Ulsterbus vehicles do not pick up passengers at Citybus stops.

Community Transport

- The aisle on minibuses is too narrow – they are not constructed with people with mobility difficulties in mind.
- Community Transport is accessible and affordable but is being increasingly used by the health sector to do their work cheaper. This means that community transport is not always available for other users.
- Community Transport hours of operation do not allow for a social life.

Trains

- Physical barriers at stations, such as a large gap between the train and the platform or access only being via steps.
- Even where accessible facilities (such as lifts / escalators / accessible toilets) do exist they are not always working or are locked.
- New accessible trains will be useless if infrastructural problems (such as steps) remain.
- There is a lack of designated wheelchair spaces on trains – wheelchair users have been forced to sit in the baggage car. This is felt to be both degrading and unsafe.
- Cleanliness of trains is a problem.

Private car

- Illegal parking (both in designated blue badge spaces and across dropped kerbs) restricts access for people with disabilities. People with disabilities must be able to park as close as possible to amenities.
- Designated spaces for blue badge holders are widely abused by non-badge holders.

- Where designated parking bays do exist they are sometimes not wide enough.
- Designated parking bays need to be more easily identifiable.
- There is too much bureaucracy involved in getting an accessible parking space outside of an individual's home.
- New public buildings offer little designated blue badge parking – the Millennium Forum being one cited example.
- There is a complete lack of enforcement of all illegal parking.

Taxis

- From the service providers view point, the cost of accessible vehicles is a barrier to their provision.
- Service providers draw attention to the cost of driver training.
- The unavailability of accessible taxis.
- The unavailability of any form of taxi in rural areas.
- Where accessible taxis do exist they are mostly doing contract work for health and education boards at certain times of the day, making them unavailable to other users.
- Concern about taxi drivers transporting children / vulnerable people without an escort being present.
- Deaf people experience difficulties when contacting taxi firms.

People's attitudes – service providers and users

- Comment that Translink has lost their Customer Focus.
- Lack of patience and understanding from bus drivers.
- Drivers and public not always aware or understanding of the needs of older people or people with disabilities.
- Negative attitude amongst private operators.
- Difficulty getting people to use Shopmobility services – people do not want to be seen using 'specialised services'.
- Traffic wardens are not sympathetic to the needs of older people and people with disabilities, illustrated by the fact that they do not stringently enforce blue badge parking laws.

Making information more accessible

- Timetable information at bus stops or stations is too high.
- Too often timetable information is inaccurate.
- Translink operated Text phone is not always answered.
- There is no point in more call centres, as they are not aware of local issues.
- Counter heights at information points are not always accessible.
- There are problems promoting services such as community transport.
- Difficulty, especially for older people, in accessing information via the web.
- Frustration that in certain circumstances when people have contacted Translink in advance to make reasonable requests these requests have not been acted upon (i.e. drivers not being told).

The types of transport needed

- Currently problems are experienced due to the scarcity of accessible taxis. Concern that present ongoing Taxi review is going to focus solely on Belfast.
- Education Board and Health Trust vehicles not being fully utilised outside hours.
- Very often bus and train timetables are not compatible, meaning people can not make the desired connections for their journey.
- Potential problem with volunteer driver schemes because (unlike taxi drivers) volunteer drivers are not subject to yearly police checks and have not undertaken specific training (such as PATS).

The affordability of different types of transport

- Criticism that DRD are offering no support for taxi card schemes or social car schemes.
- Concern that if taxis are regulated and forced to have meters the result will be that they are more expensive.

- Cost of aids and equipment to make vehicles accessible is very high. This acts as a barrier / deterrent to potential service providers.
- Taxis are too expensive and some taxi companies are charging extra to carry people with disabilities.
- Concessionary pass is no good if there are no services or the transport is not accessible.
- Unfair treatment of women aged 60-64 who are not able to get concessionary fares at the age of 60 (as they are in Scotland).
- Recent changes to concessionary fares scheme lacks clear rationale (giving some groups of people with disabilities free travel and others a 50% discount).
- Community transport cannot offer the same concessions as public transport.
- Senior Citizens Consortium – is concessionary fares scheme discriminatory against people in rural areas?
- Concern at rising charges associated with using transport (with no improvements in services). Citybus price rises are above the rate of inflation. With 4 in 10 people currently in receipt of DLA assistance will the strategy be supplementing those already in receipt of appropriate benefits?

Other issues

- Forced reliance on family and friends for transport.
- Concerns raised over the consultation process.
- Information relating to the public meetings not well publicised.
- A lack of confidence in TPPD was expressed along with a belief that it fails to take account of the ATS.
- ATS should recognise that poverty is also an accessibility issue.

4. Ideas and suggestions for improvement

- 4.1 The ideas and suggestions included are those suggested during the consultation process. Their inclusion here does not mean that they will be included in the ATS.

Physical Barriers that prevent full use of the transport system

Pedestrian Environment

- There should be double yellow lines at dropped kerbs to prevent them being obstructed by parked vehicles.
- Pedestrianisation schemes must build in provision for access for people with disabilities.

Buses

- Manual ramps may be more reliable than automatic ones.
- Need for entire routes to be made accessible rather than accessible buses being operated on an ad hoc basis.
- Priority seats at the front of the bus should be clearly identified (i.e. a different colour to other seats).
- More attention should be paid to the location of bus stops so that people can get to them easily.
- Accessibility of public transport should be a condition of public money being provided.
- Guidance should be developed on minimum service levels for public transport services, including issues such as walking distances to bus stops.
- Buses which go beyond minimum accessibility requirements.
- Timetabling needs to accommodate the needs of people with travel difficulties.
- Buses should go right into the grounds of hospitals / health care centres.

Trains

- Reinvestment in rail system should look to bring services back to areas currently not covered by the rail network to provide older people and people with disabilities with further travel opportunities
- Lifts at stations should be large enough for wheelchairs to get into and turn.
- Maps should be available showing the location of designated parking spaces at stations.
- Guidance should be developed on minimum service levels for public transport services.
- Better provision should be made for guide dogs.
- Information display monitors should be at eye level in stations and on platforms.

Private car

- Additional subsidy should be made available for families living in rural areas who need to purchase adapted vehicles.
- Acknowledgement that blue badge holders need to take responsibility for the use of their badge.
- Better information to make sure that people are aware when they are entitled to a blue badge.
- Need for more designated blue badge parking bays in many urban areas.
- Designated blue badge parking bays need to be more easily identifiable (blue colour treated surface, clear road markings and street signs).
- There should be stiffer penalties (such as fining, clamping and penalty points) for abuse of designated parking bays. Need for new, tougher legislation.
- There needs to be a public education campaign in relation to the blue badge parking scheme.
- All car parking in towns should be free for Blue Badge holders.
- Consider adequacy of planning guidance on specifications for entrances to car parks.

- Disabled users should be exempt from measures to reduce car use, such as road user charging.

Taxis

- Taxi is a popular means of travel for older people and people with disabilities as it is a safe and brings you from door to door.
- A system for contacting taxi firms using text messages sent from mobile phones would be particularly useful for the deaf community.
- Potential for greater role of taxi operators as an accessible transport service provider.

People's attitudes – service providers and users

- There is a need for improved training for all staff involved in providing transport services. Training includes Disability Awareness Training, MIDAS and PATS training.
- Suggestion that disability awareness training should be a requirement for anybody getting a licence when dealing with the public i.e. Taxi Licensing.
- Other passengers need to understand the needs of older people and people with disabilities.
- Members of the general public and people of school age should undergo Disability Awareness Training.
- People with disabilities should be employed to provide training on disability.
- More patience, understanding and courtesy from drivers is needed – problems of drivers driving off before people are seated.
- The attitudes of the general public to abuse of accessible parking bays needs to be challenged. There is a need for better education about this scheme.
- More travel training for people with disabilities to help them use public transport – particular reference to people with a learning disability.
- There is a need to build the confidence of people with disabilities and older people in new services.

- There should be passenger assistants on public transport to help people with disabilities and older people.
- Removal of the word 'special' from some buses provided by the Education and Library Boards would remove some of the stigma attached to being transported in such vehicles.
- Need for a change in Government thinking – joined up approach needed (strategies must link together).
- Removal of exemption for transport providers from Part III of the Disability Discrimination Act.

Making information more accessible

- Information for the whole journey needs to be available (i.e. from door to door) from one central source.
- Timetable information should be provided at bus stops in rural areas.
- Timetables need to say whether or not a vehicle is accessible.
- There is a need to use media other than print e.g. TV adverts to promote Translink's call centre.
- The need for information to be available in formats people want / need (large print, Braille, audio, talking newspapers, pictorial formats).
- Standard, universally recognisable symbols should be used.
- Means other than paper should be used for advertising services (such as rolling notice boards, text messaging, community / church groups, shop mobility, beer mats in pubs).
- Staff attitudes also have a vital part to play in successfully communicating information.
- Frontline Translink staff should have basic sign language training.
- Colour coded smart cards (with different colours for different disabilities) could be used to make drivers aware of the type of disability a passenger has.
- One centralised database is needed detailing all services in order to utilise money more efficiently.

- There should be visual and audio information on trains as a matter of course
- Map / list of all designated blue badge parking bays across Northern Ireland could be produced and circulated to all blue badge holders (using DRD Blue Badge database).
- Specific travel information and advice services for people with disabilities.

The types of transport needed

- Porters should be available to assist passengers onto transport at bus / train stations.
- Need for Community Transport to be available in areas currently without a service (both urban and rural).
- Subsidised out of hours taxi service should be available, possibly linked to Community Transport.
- There is the need for unconventional services in rural areas i.e. flexible routing / demand responsive. Perhaps developed in consultation with local groups.
- Demand responsive transport in both urban and rural areas.
- Taxis could be used in more remote rural areas in place of public transport services as they would be a more efficient, cost effective use of resources.
- Potential for more social car schemes.
- More support needed (particularly on the administration side) for social car schemes.
- Translink should use smaller buses in rural areas so they would be more easily manoeuvred in rural areas.
- Need for Door-to-Door services in areas other than Belfast and Londonderry (both urban and rural).
- Vehicles used for Door-to-Door services should have at least two wheelchair spaces.
- Greater use could be made of existing available resources such as vehicles owned by the Education and Library Boards and the Health Trusts which are not currently used outside hours.

- Ensure the inclusion of established local taxi firms in future accessible transport initiatives.
- Need for an increased number of wheelchair accessible taxis.
- Connectivity between different modes of transport needs to be improved.
- Need accessible transport that travels long distances (i.e. accessible coaches).
- Need to extend Shopmobility services to other towns.

The affordability of different types of transport

- The need for subsidised or some form of help with the cost of taxis – suggestions include a taxi card / voucher scheme. Options for subsidising taxi travel should be explored in depth.
- Need for consistency in taxi fares being charged.
- Concessionary Fares pass should be valid for cross border journeys.
- Concessionary fares should operate on a swipe card system.
- Travel should be free for all people with disabilities.
- Off peak travel on public transport should be at a reduced rate.
- Public Transport should be free for everybody.
- Smart pass / Concessionary fares should be valid for use in both taxis and community transport – these trips should be recorded and taken from concessionary fare fund.
- Carers should be entitled to concessionary fares when escorting a person with a disability.
- Community Transport should be free for older people where public transport does not exist or service times do not suit their needs.
- Rather than spending money on more minibuses, money should be spent on people's journeys instead.
- Community Transport should be given more funding to enable them to operate more cheaply and less emphasis should be placed on proving economic sustainability.

- There should be long term funding of projects to enable them to build up a customer base and confidence of users.
- Need for government support for the replacement of shopmobility wheelchairs / scooters.

Other issues

- Disability Discrimination Act must be updated to include transport.
- People with disabilities should be more actively involved in testing transport systems / modes and given the opportunity to provide feedback.
- The Strategy should benefit other socially excluded groups including young people.
- People representing local areas should be on the Project Reference Group.
- The cost of transport (particularly community transport) should not be borne by DRD alone when other departments also benefit (such as Health Boards).
- Models of travel training should be examined to help some people with disabilities develop the confidence to use new forms of transport
- Careful co-ordination and monitoring between ATS and other pertinent policies if they are to prove successful.

5. Local issues and main areas of discussion at public meetings

- 5.1 In Sections 3 and 4 we summarised the problems and barriers identified at public meetings and people's ideas for improving the transportation system.
- 5.2 While many of the issues which people wished to discuss were common to all meetings, there were variations from place to place. For example, a key issue for many people living in rural areas was the lack of transport opportunities – accessible or otherwise. At some meetings public transport issues were high on the agenda, in other places it was parking problems. People referred to local circumstances to explain their points.
- 5.3 This section summarizes some of the local issues raised and the main areas of discussion at each meeting. The views stated should not be taken to be the views of the Accessible Transport Strategy Team.

Newry - 5th April

- Lack of accessible vehicles operating the Newry area, and the absence of public transport services in the more rural areas.
- The potential for older people and people with disabilities to use trains when travelling longer distances was not being utilised, however it was unclear as to why this was the case.
- There are significant problems with the lack of designated parking bays for blue badge holders, and frustration at the abuse of waiting restrictions in Newry.
- People were not aware of the sources of information currently available for public transport (such as the Translink Call Centre) and it was suggested that this needs to be marketed more effectively.
- A clear need for unconventional transport services in the more rural areas where population was more dispersed
- People were frustrated that concessionary fares were of no benefit because the public transport services do not exist in the first instance.

Derry / Londonderry - 7th April

- Many people praised Bridge Accessible Transport and said that it provided an invaluable service to many people in the Derry area, as it presents the opportunity to travel in safety, in accessible vehicles, with well-trained drivers and at a fair price. There was, however, disappointment that Bridge does not currently offer an out of hours service and requires twenty-four hours notice.
- A member of the audience encountered difficulties when trying to park in the City centre, and suggested the provision of wheelchair user only parking spaces.
- Another person attending the meeting explained that although he only lives three doors from the nearest bus stop it is impossible for him to get to it without assistance. He is wholly reliant on transport provided by Age Concern where the driver provides him with the assistance he requires.
- Concern was expressed that whilst the Department of Environment enforces standards such as safety in Belfast this is not the case in Derry / Londonderry.
- It was noted that people with disabilities have a hard enough time without being degraded on public transport, having to pay extra for transport, or being turned down by taxi drivers.
- There is a lack of accessible taxis in Derry.
- The point was raised that when Community Transport Groups travel over the border the driver must have D1 entitlement (on their driving licence). The question was posed as to whether help could be provided with the cost of this training.

Armagh - 8th April

- There was concern about the lack of accessible buses servicing the Armagh area. One attendee recounted his experience of being invited to the opening of a new bus station only to find that there was no accessible bus to get him there.
- It was strongly felt that older people and people with disabilities in rural areas should be able to use taxis and that some of the cost should be met by Government.

- One member of the audience explained that he uses accessible transport to get to University. He pays public transport rates and the University makes up the difference.
- A provider of an accessible taxi service drew attention to the additional costs associated with purchasing accessible vehicles and providing suitable training for drivers.
- In order to get a taxi licence a driver is only required to pass a police check, disability awareness training should be part of the licensing procedure.
- There was concern about the general lack of taxis in the Armagh area, particularly at off peak times;
- A wheelchair user recounted his experience of travelling by public transport in Los Angeles describing this as “seamless and hassle free”. It was cited as good practice that buses had spaces for two wheelchairs (wheelchairs users are clamped into position and have seat belts).

Bangor - 14th April

- There is a lack of Translink operated services in areas outside Bangor (such as Donaghadee and Ballywalter) and where services do operate it is not always at the times when people need them.
- People said they wanted more community transport, Door-to-Door services and services similar to Flexibus to be operated in the rural areas.
- Issues surrounding larger than ‘reference’ size wheelchairs not being able to access buses, taxis and community transport.
- A general lack of accessible taxis was identified as a significant problem.
- It was noted that Peninsula Community Transport (PACT) plays an important role in providing transport for many people who would otherwise be unable to travel.
- The meeting acknowledged the role and importance of the Omnibus service in supporting the development of the Translink operated Easibus service.

- PACT has an accessible information package called AbiLiTY that could be looked at as being good practice.

Coleraine -15th April

- Buses in some areas are frequently running empty. These vehicles could be utilised in other areas.
- Whilst there is sufficient provision of designated parking for blue badge holders in Portstewart, there is frustration at the consistent abuse of these spaces by non-blue badge holders.
- Many attendees felt that the Belfast based call centre operated by Translink is not very good. People feel that a better standard of service is received from the local area, however expressed frustration that this is only available on weekdays.
- A view was expressed that volunteer / social car schemes are difficult to operate due to a fear of being sued in Northern Ireland's 'claims society'.
- It is difficult to get to the airports from Coleraine by public transport.

Carrickfergus - 20th April

- Specific difficulties experienced in the pedestrian environment in the Whitehead area (difficulties in crossing the road at the Whitehead halt, there is only one dropped kerb in Whitehead).
- Parking in Carrickfergus is particularly difficult, and there is a need for additional spaces to be provided outside the Shopmobility premises.
- There is a need for more low floor buses on services operating in the Carrickfergus area and it was noted that there are no accessible taxis in Carrickfergus.
- It was suggested that one example of good practice which could be looked at was a campaign undertaken by London Transport to challenge issues on disability.
- There is a specific need for community transport to be provided in Carrickfergus and the surrounding area as there is none at present.
- There was broad agreement that accessing Antrim Area Hospital is extremely difficult.

Enniskillen - 21st April

- Many people agreed that an Accessible Transport Strategy must acknowledge that Fermanagh has different transport requirements and needs than other areas in Northern Ireland. It was suggested that Fermanagh, as a largely rural area, should get priority treatment.
- Some areas are very poorly serviced by Translink. For example, in Roslea, where there are approximately 800 houses, there is only one Translink service per week.
- The wisdom of providing an hourly bus service between Fermanagh and Belfast was questioned. Many people thought it would be better if these resources were put into local services.
- The one bus stop in Irvinestown is located away from the centre of the town on the Link Road; this is difficult to get to. There are no traffic lights in Irvinestown therefore crossing the road is difficult.
- There is a lack of designated parking spaces for blue badge holders in towns in Fermanagh. For example, there are only two spaces in Irvinestown and these are abused by non blue badge holders with there is no evidence of enforcement.
- There are no parking facilities for minibuses in Enniskillen or Shopmobility services.
- There was general consensus that the type of service currently provided by Community Transport providers is what is needed throughout the county.
- There are no accessible taxis in Fermanagh and any taxi operators who are sympathetic to older people / people with disabilities are being used by Sperrin Lakeland to transport people to and from day centres.
- The availability of concessionary fares is of virtually no benefit to the people of Fermanagh. This needs to be addressed and a fairer system put in place (i.e. concessionary fares available on community transport / taxis).

Ballymena - 22nd April

- There was a good deal of discussion about the role of private operators in providing accessible transport services. Many Private operators who have accessible vehicles are mostly doing health and education contract work.
- There were concerns about the additional costs of accessible vehicles, many contracts were awarded mainly on price rather than service quality/specification of vehicles.
- There were worries about the “encroachment” of community transport providers, which impacted on the viability of private operators businesses.
- There are very few low floor buses operating in Ballymena area and few accessible public transport opportunities.
- People with disabilities from the Ballymena area often go to other towns to use Shopmobility services rather than the Ballymena service.
- Ballymena needs a new bus station in the middle of the town.
- There are two wheelchair accessible taxis in Ballymena, however not everyone was aware of this.
- Antrim Area Hospital is very difficult to get to. Using a taxi to get there is very expensive.

Belfast - 26th April

- The specific problems experienced by people with visual impairments in the pedestrian environment were well highlighted. It was suggested that regular audits of stations should take place (considering issues such as lighting and colour contrasting).
- Accessible transport, such as Door-to-Door, must be inclusive and not segregated. People with disabilities have family and friends and would like to travel with them.
- It is pointless having accessible buses when people can not access them due to illegal parking blocking bus stops.
- One person commented that although the shopping centre is only 10 minutes from their house it takes 1 hour on the Easibus due to the circular route being operated.

- The Easibus service should be expanded.
- A person who was blind explained that on one occasion, while she was waiting at a bus stop, a number of buses passed without stopping. When she phoned to complain the person on the phone was rude.
- A wheelchair user mentioned an occasion when she requested the driver of a low-floor vehicle lower the ramp. The driver said the vehicle did not have a ramp. It was only after another member of the public intervened that the driver did eventually lower the ramp.
- It was noted that some bus stops in Glengormley have visual displays of time table information and that this should be more wide spread.
- There is scope for greater use of taxis in the Belfast area to improve transport opportunities for people with disabilities but issues of cost and discriminatory charges need to be addressed.
- People noted inconsistencies in the eligibility criteria for the Concessionary Fares scheme (i.e. blind people get free travel, partially sighted people pay half fare). People could not understand why this was the case.

Cookstown - 27th April

- People said that Community Transport was important in the Cookstown, Dungannon and Magherafelt and their rural hinterlands because of the lack of public transport services.
- It was noted that Shopmobility combined with North Down & Ards Trust to make use of 'down time' on Trust vehicles to take people to shopping centres. It was felt that there is an opportunity for this type of operation be extended to other parts of Northern Ireland as the Health and Education & Library Boards have many accessible vehicles.
- The health service could do more to inform patients about the availability of transport to and from hospitals / health care facilities, because of this the cost and burden of transport is falling on Community Transport providers.

Lisburn - 28th April

- If the bus driver sits behind a safety screen, this should be coloured or at least have a coloured sticker. This would assist people with visual impairments
- It would be very helpful for people with mobility impairments and people with learning disabilities if there were bells on the back of each seat. This would mean that people would not have to get up from their seat until the vehicle has come to a stop.
- Audio and visual information displays on trains and buses would be particularly helpful in situations where there has been a change to a route or a schedule.
- The Lurgan Mail are currently running a 'name and shame' campaign against drivers parking illegally in designated blue badge spaces. This was cited as a very good way of raising public awareness about the blue badge scheme and the flagrant abuse of it.
- Demand responsive transport would be of no benefit to people with learning disabilities as their independent mobility is wholly reliant on familiarity with a route or service.

Downpatrick - 29th April

- The town service operating in Ballynahinch is not frequent enough.
- People with learning disabilities prefer to use Down Community Transport to get to College to avoid problems on buses that are used by large numbers of school children.
- The Ulsterbus Rural Rover service should have restraints for wheelchairs.
- A notice should be placed in a prominent location at the entrance to a bus informing people to notify the driver if they require help (this avoids the driver risking offending individuals who may not want assistance).
- Blue Badges should be adapted so that a photo of the designated user appears on the front, this would eliminate abuse by family members.

- Social car scheme operating in Newcastle has difficulty in recruiting volunteers. Government help is needed. Also people need to be made to realise that volunteering will not affect insurance or benefits.
- People with disabilities and older people can (in certain circumstances) be reimbursed for travel expenses to hospital appointments, perhaps local community organisations could be reimbursed for costs of transporting older people and people with disabilities to hospital appointments.

Omagh - 10th May

- The designated blue badge parking in Dungannon is too narrow.
- There are no dropped kerbs at the designated blue badge parking spaces in Omagh.
- There is no public transport in rural areas, it is only in the larger towns like Enniskillen. It was suggested that taxis could be used more to provide services instead of buses and that people should be able to use their “smartcard” on such services.
- One passenger asked the bus driver if he was going to Dungannon. The driver informed the passenger that he was, however he did not stop. The passenger had to travel onto Belfast and get another bus back to Dungannon.
- A retired Translink district manager said that he had handled many compliments when he was working. He cited one occasion when a person had missed their bus and Translink sent a car for them.
- The train station in Portadown is inaccessible. You get off one side of the train, travel down the platform, have to go down 40 steps and up again.
- There is no access at Community House. One driver stated that whilst he was dropping off two people with disabilities a traffic warden issued him a ticket.

6. Meetings with other groups

6.1 Four meetings took place with 'key groups'. Many of the issues that were discussed at these meetings were also expressed at the public meetings and have therefore been reported in Sections 3 and 4. There were, however, some comments that were made relating to the specific needs of the 'key group' being consulted. These are summarised below. The views stated should not be taken to be the views of the Accessible Transport Strategy Team.

CIRCLES NETWORK – A Group of adults with disabilities and parents of children with disabilities

- Community Transport can work out very expensive as it cannot offer the same concessions as public transport.
- Pedestrianisation would be preferred in towns in its most complete form, NOT like the examples of Belfast and Lisburn. Partial pedestrianisation, where some vehicles (i.e. delivery vehicles) are allowed, is confusing for people, particularly people with learning difficulties.
- There should be legislative changes in order to deal with parking abuses, particularly relating to the abuse of designated blue badge parking bays.
- Spaces designated for blue badge holders should have a blue surface colour treatment.
- Buses are needed that can cope with 'non standard' size wheelchairs.
- Standard meters should be introduced in taxis. This would stop taxi firms charging 'extra' for carrying a person with a mobility impairment / mobility aid / guide dog.
- People with disabilities should exclusively deliver disability awareness and equality training.
- The Circles network felt that it would be difficult for the ATS project team and the ATS project reference group to fully appreciate the barriers faced by people with disabilities as no members appear to have a disability.

HANDS THAT TALK – People from the deaf community

- The number and destination of a bus should be displayed on the front, side and rear of vehicle. This information (i.e. destination via certain places) should automatically update itself during the course of the journey. This would avoid confusion.
- Need for visual announcements at bus stops, bus stations, train stations and onboard trains. Where these facilities already exist they are often not working or updated.
- All frontline Translink staff should be taught some basic sign language. This would remove some communication difficulties experienced by deaf people as currently the principal form of communication between deaf people and non-signing people is written. This means that deaf people only get the information that the service provider thinks the individual wants, this is not always enough.
- SMS / Text messaging is a very popular method of communication and should be more widely embraced. It is a more reliable form of communication than fax and requires less specialised knowledge (i.e. abbreviations) than text phone, both of which are currently used by the deaf community.
- The Internet is a good and popular source of information for this user group.

RETHINK – Mental Health Group

- The lack of ventilation on buses, both Citybus and Ulsterbus, makes people feel anxious and can deter people from travelling.
- Badly behaved school children / young adults and over crowded buses increase users feelings of anxiety.
- There is a reluctance to use services, such as door-to-door, which they are easily identifiable as ‘specialised services’. Vehicles need to look like regular public transport vehicles.
- There is an assumption that if a disability is not immediately apparent then the individual does not have a disability. This was a particular problem for users of the smartcard / concessionary fares scheme.

- The taboo around mental illness must be tackled with the general public.
- There should be a fixed fare for a taxi journey, people feel uncomfortable and anxious in vehicles with a meter as they do not know in advance how much the journey is going to cost them.

MENCAP & STEPPING STONES – Young people with learning disabilities and their carers

- Taxi drivers are not always very helpful or do not allow people with learning disabilities the additional time they need. Regulation of the taxi industry, making disability awareness training a requirement, may result in a change.
- Service providers and the general public do not understand the problems faced by people with learning disabilities
- There is a need for travel training to be provided for all people with learning disabilities. This should start at a young age as it would enable people with learning disabilities to integrate into society and use the public transport system much more easily.
- Many people with learning difficulties experience difficulties when handling money, understanding charges and knowing what change they should expect.
- Everyday English and familiar signs and symbols should be used to make information accessible for people with learning disabilities.
- Colour coded smart passes, which would alert the driver of an individual's disability when boarding a bus, are felt to be a good idea as long as only the driver is aware.
- Colour coded bus routes would simplify the process of making a journey by bus.
- Timetables should use the 12-hour clock. The 24-hour clock confuses people.
- Why do over 65s get to travel for free on the concessionary fares scheme, whilst people with disabilities only get a ½ fare reduction? People with disabilities should be able to travel for free and a carer should, at the very least, be able to travel at a reduced rate. However, the extension of the concessionary fares scheme is seen as being a very positive and beneficial change.

7. Comments received on the “Issues Paper”

The scope of the strategy

7.1 In the Issues Paper the Department said that it would want the Accessible Transport Strategy to concentrate on Northern Ireland’s land based transportation system, that its focus would be to identify barriers that prevented older people and people with disabilities from making full use of the transport system and to find solutions to these problems. We said that the Accessible Transport Strategy would examine all forms of action that can be taken to improve access to transport for older people and people with disabilities. We also said that the outcome of the review of the Department’s programme of Transport for People with Disabilities, completed last year, would be taken into account

7.2 We proposed not to deal with:

- the accessibility of aeroplanes and ferry services. Brief consideration will be given to the extent to which airports and ferry termini meet accessibility standards, and their linkages with other accessible transport services;
- the detailed operational arrangements relating to accessible transport provided by statutory bodies such as Health Care Trusts and Education and Library Boards; and
- the provision of mobility aids, including wheelchairs and scooters, to individuals.

7.3 We asked people:

- whether they were happy with the scope of the Strategy; and
- if there were other issues that they wanted the Department to consider.

7.4 Most of the comments received in response to the consultation paper were about the proposed scope of the strategy. Many people highlighted problems they experienced in getting access to the transport system and suggested ways to overcome these barriers. These comments, together with the information received at public meetings, have been very helpful in developing ideas about how to improve

access to the current transport system. Other people who responded wanted the Department to expand the scope of the Strategy or to confirm that particular issues would be addressed.

7.5 Table 6a below summarises the key points made about the scope of the Strategy together with a commentary on how the Department proposes to deal with these matters.

Suggestion	Table 6a Comment
The ATS should provide a framework to shape and drive the future direction of Government policies.	The intention is that the ATS will provide such a framework.
The ATS should take into account the need to address gaps in Northern Ireland legislation to ensure that this is kept up-to-date with legislation in other parts of the UK. The ATS should also examine the arrangements for the enforcement of vehicle accessibility regulations.	The ATS will address these issues.
The ATS should include the work areas and responsibilities of other Departments that impact on the accessibility of the transport system for older people and people with disabilities.	The ATS will aim to include the totality of work areas and responsibilities across Departments.
The RTS said, “building in accessibility for people with disabilities will be a condition will be a condition of public money being spent on all new public transport investment”. The ATS should clarify what this commitment means in practical terms.	The ATS will clarify this commitment.

Table 6a

Suggestion	Comment
<p>Examine barriers to access faced by other people such as those living in rural areas and people whose first language is not English. It should consider other factors such as affordability, location of goods and services and the availability of suitable transport.</p>	<p>The Regional Transportation Strategy (RTS) examined the transport needs of people living in rural areas in some detail. The RTS suggested a number of initiatives such as demand responsive (flexible) transport, which the Department intends to pilot.</p>
<p>The ATS should examine the contribution made by the NI Concessionary Fares Scheme to making transport more accessible for older people and people with disabilities.</p>	<p>The NI Concessionary Fare Scheme makes an important contribution to making transport more affordable (and therefore accessible) for many older people and people with disabilities. The scheme has been extended considerably in recent years and the Department has published an Equality Impact Assessment for the Scheme. The EQIA indicated that there are no plans to further extend the scheme due to resource constraints. The Department is obliged, however, to review the impact of recent changes to the scope of the scheme. Such a review would form part of the ATS implementation plan.</p>
<p>The ATS should examine the provision of accessible taxis and explore options for subsidised taxi travel.</p>	<p>The ATS Team is working closely with the officials in DOE who are developing proposals for taxis. Comments received during the consultation process have been shared with DOE and discussions are ongoing about how the particular needs of older people and people with disabilities are reflected in DOE's proposals for taxis. DRD's Ports and Public Transport Division is currently exploring the possibility of piloting a taxicard scheme.</p>

Suggestion	Comment
<p>The ATS should explore what contribution the accessible vehicles in Health Service and Education transport fleets can make to future demand responsive transport and group travel arrangements.</p>	<p>This is a complex area and there are many operational and legal and financial barriers to using these vehicles. The ATS will seek to identify potential opportunities for their use and look at what might be done in the context of the ATS implementation plan.</p>
<p>The ATS should make a commitment to investigate the value and contribution of demand responsive transport and flexible bus services during their pilot period.</p>	<p>As indicated in the “Issues Paper”, the Department will make sure that the particular needs of older people and people with disabilities are taken into account in the design of these pilot schemes. This is in keeping with the RTS commitment to building in accessibility for people with disabilities.</p>
<p>The ATS should include the Strangford and Rathlin ferry services since they fall within the Department’s responsibility.</p>	<p>We agree that there is a case for including these services within the scope of the ATS since the Department is responsible for securing the provision of the Rathlin service (by supporting operating costs) and it operates the Strangford ferry.</p>
<p>The ATS should examine administrative processes to make sure that those programmes that impact on the accessibility of the transport system consider the particular needs of older people and people with disabilities during policy development and review.</p>	<p>The ATS has identified a number of areas where administrative processes and guidance could be improved. The ATS Team does not have the resource or in some cases the technical knowledge to review these and such work would be a component of the ATS implementation plan.</p>
<p>The ATS should look at issues such as the deployment of accessible vehicles to ensure that the transition to an accessible transport system is managed effectively.</p>	<p>The ATS will cover this issue. Effectively managing the transition to an accessible transport system is a key challenge.</p>

Suggestion	Comment
The ATS should cover car-parking arrangements for people with disabilities and the provision and design of designated parking bays.	The ATS will examine this issue
The ATS should develop guidance on the approach to consultation with older people and people with disabilities when developing policies and reviewing programmes that impact on the accessibility of the transport system.	Draft objective (i) indicated that the ATS would wish to “establish arrangements for the implementation, monitoring and review of the Strategy and its associated Action Plan and for the continued involvement of stakeholders in that process”
The ATS should examine the status and membership of the NI Transport Advisory Committee and its role in relation to the implementation of the ATS	As above.

The objectives for developing the Strategy

7.6 The Issues paper proposed the draft objectives for the development of the Strategy.

Draft objectives

The Accessible Transport Strategy will:

General

- (a) Confirm the Department for Regional Development’s commitment to achieving a transportation system that provides “access for all” and its vision for an accessible transport future.
- (b) Gather information about the accessibility of the existing transport system so that future progress can be measured.

- (c) Make sure that best value for money is obtained through an appraisal of accessible transport options that is consistent with government guidelines¹ and the Regional Transportation Strategy.
- (d) Consolidate the Department's strategies, policies and plans that impact on accessible transport.
- (e) Set out a basic timetable for achieving an accessible transport system and identify the actions that need to be taken to reach that point suggesting targets for their achievement.
- (f) Define a framework in the form of an Action Plan which will guide government organisations (at all levels), voluntary organisations and transport operators to make sure they can work together to facilitate the development of an accessible transportation system.
- (g) Influence the emerging priorities for the Transport Plans and Transport Studies² by proposing solutions to particular problems and help to co-ordinate the planning and provision of transport services for people with disabilities and older people.
- (h) Identify linkages between accessible transport policies and services in the Republic of Ireland and confirm areas where collaboration could result in improved accessible transport opportunities for older people and people with disabilities.
- (i) Establish arrangements for the implementation, monitoring and review of the Strategy and its associated Action Plan and for the continued involvement of stakeholders in that process.

Process

- (j) Involve stakeholders at all stages in the development of the strategy including representative organisations, people with disabilities, older people and service providers and be innovative in the approach to consultation.
- (k) Examine a wide range of measures that can be taken to improve access to transport drawing on the experiences of older people and people with disabilities and best practice (locally, nationally and elsewhere).

¹ "NI Practical Guide to the Green Book"

² Where these Plans are at an advanced stage it is expected that consideration will be given to the Accessible Transport Strategy at the time of their first review.

7.7 We asked people:

- whether they were happy with objectives; and
- if they had any suggestions for changes.

7.8 Almost all respondents were happy that the objectives were sufficiently broad to allow all relevant issues to be addressed.

7.9 Table 6b below we have summarised the changes that people have suggested together with a commentary on how the Department proposes to deal with these matters.

Suggestion	Comment
The Final Strategy should undergo a rural proofing process.	This will be done.
The commitment to “access for all” [draft objective (a)] was welcomed by many people. While focusing on the needs of older people and people with disabilities will address most of the issues, the ATS needs to be alert to specific access issues faced by people living in rural areas and those whose first language is not English.	The ATS Team will be alert to those issues. The consultation process has confirmed that access issues for people living in rural areas are significantly different from people who live in towns. We believe that many information initiatives which will be included in the Strategy will also help people whose first language is not English

Suggestion	Comment
<p>The status of the ATS should be clarified. Draft objective (d) states that the ATS will “consolidate the Department’s strategies, policies and plans that impact on accessible transport”. A number of respondents suggested that the ATS should be the key reference point for all transport strategies across government as they affect older people and people with disabilities.</p>	<p>We want to make sure that work areas and responsibilities of all NI Government Departments that impact on access to the transport system are included within the scope of the Strategy.</p>
<p>In relation to draft objective (e) many people wanted firm targets for achieving an accessible transport system and for these targets to be reflected in the Action Plan process.</p>	<p>The ATS is being developed within the context of the Regional Transport Strategy and the levels of expenditure highlighted by the RTS. Achieving an accessible transport system will depend among other things on the availability of public funds to implement particular initiatives and maintain existing commitments.</p> <p>We intend to include targets within the ATS implementation plans, which will take into account the resources available as a result of public spending reviews.</p>

Consultation arrangements

Project Reference Group

7.10 In the Issues Paper we said that the Project Team comprised staff from DRD and a small “project reference group” which will include people who know about accessible transport issues and who work for organisations that represent older people and people with disabilities. It will also include people involved in providing accessible transport services. The role of the Project Reference Group is to advise on the conduct of the project and provide feedback on how the findings should be reported. People wanted to know who was on the Project Reference Group. Its members are:

Bryan Myles	Community Transport Association;
Irvine Lavery	Translink;
Tony O’Reilly	Equality Commission NI;
Michael Lorimer	NI Transport Advisory Committee;
Eddie Lynch	General Consumer Council NI;
Karen Magill	NI Coach Operators Association; and
David Savage	Age Concern.

Stakeholder Consultation Group

7.11 People thought that having a Stakeholder Consultation Group was a good idea. We now have over 300 people signed up.

The consultation timetable

7.12 We asked people to respond to the Issues Paper within 4 weeks. The reason for this short timescale was to help us to establish quickly the Stakeholder consultation group so that we could get information to those people about public meetings. In practice the ATS Team accepted and encouraged responses to the Issues paper after the closing date after the closing date of 22 March. Many people responded after they attended the public meetings, which took place in April and May.

- 7.13 Some people who responded to the Issues Paper suggested that the timetable for publication of the Accessible Transport Strategy is ambitious and the time allocated to consider final consultation responses is not enough. The Department has reviewed the Project Plan and has agreed a revised target to publish the final Accessible Transport Strategy by March 2005 (previously December 2004).
- 7.14 The revised timetable provides for a 12-week consultation period on the draft Strategy, which would be published in early October 2004. We intend to hold a series of workshop / conference events in late October and early November to hear what people think about the draft Accessible Transport Strategy.

Suggestions for better consultation

- 7.15 The ATS Team received a lot of helpful suggestions about how to involve older people and people with disabilities in the consultation process. The Project Reference Team also provided good advice about the organisation and conduct of the public meetings held in April and May.
- 7.16 Table 6c below summarises the main points made about the proposed consultation arrangements.

Table 6c	
Suggestion	Comment
Have more contact with older people and people with disabilities and well as the organisations that represented them and in particular try to reach people who experience social exclusion.	We worked closely with Disability Action and the Community Transport Association to use local networks and contacts to encourage older people and people with disabilities to attend meetings. Most people who attended the regional meetings were members of the public as opposed to people from organisations that represented older people and people with disabilities
Make sure that we held meetings throughout Northern Ireland and that people in rural areas get an opportunity to attend.	We held 13 regional meetings. Some were better attended than others but all made a helpful contribution to the debate on accessible transport.

Suggestion	Comment
<p>Make sure that we talked about the particular needs of people across a wide range of disabilities.</p>	<p>Using local contacts and networks helped us to get a broad range of older people and people with disabilities at the regional meetings.</p>
<p>Provide people with appropriate communication support at meetings.</p>	<p>We provided an induction loop to help people who used hearing aids and provided sign language interpreters. Our handouts were produced in large print and we provided documents on disk and tape on request. We asked people to book their place at seminars with a local contact organisation and to make any particular communication needs known at that time known at that time. MENCAP helped us to produce a version of the “Issues paper” which was accessible to people with disabilities.</p>
<p>Help people get to meetings.</p>	<p>Local contact organisations for the regional meetings made arrangements with community transport organisations (who operate accessible vehicles) to take people to meetings. The Department paid for the transport service.</p>
<p>Broaden the membership of the Project Reference Group to include people with expertise on specific disabilities.</p>	<p>The role of the Project Reference Group is to provide advice about the conduct of the project and feedback on how the findings should be reported. We have not expanded membership of this group because this group and the ATS team have contacts in other organisations with expertise on specific disabilities. During the consultation process we also met with groups of people from the deaf community, people with learning disabilities and people with mental health problems.</p>

Next Steps

- 7.17 We stated in the “Issues paper” published in February that we believed that good quality consultation will encourage innovative improvements to transport services and will help to get a better understanding of the transport needs of older people and people with disabilities. We have been pleased by the interest shown by people in responding to the “Issues Paper” and the conversations we have had at consultation meetings about accessible transport issues. The process has helped us to understand better the barriers experienced by many people that inhibit their access to the transport system. Many good ideas about how to overcome these barriers emerged at consultation meetings.
- 7.18 The ATS Team, through its own research on best practice, has also identified possibilities to improve access to the transport system. We are using this information to help us to produce a draft Accessible Transport Strategy and its associated first 3-year implementation plan. We intend to publish this in early October for public consultation.
- 7.19 The ATS Team and the Project Reference Group are currently looking at options for the series of workshop / conference events to support that consultation process.

8. Acknowledgements

8.1 The Department is grateful to the following people who helped to publicise, organise transport, facilitate and take notes at the regional public meetings:

Name	Organisation
Kellie Armstrong	Peninsula Community Transport
Elizabeth Black	Ballymena Access Group
Pierce Boyle	Ballymoney Community Resource Centre
Marlene Burrows	Disability Action, Dungannon
Seamus Davey	
Cliff Finlay	Peninsula Accessible Community Transport
Anita Flanagan	Rural Lift for SW Fermanagh
Paul Fletcher	North Antrim Community Transport
Helen Hamill	Omagh Access Forum
Shauna Haughey	Community Transport Association
Eamon Lamb	Disability Action, Newry
Marcella Laverty	Down Community Transport
Michael Lorimer	Transport Advisory Committee
Paula Martin	Bridge Accessible Transport, Derry
Julie Moore	Armagh Rural Transport
Bryan Myles	Community Transport Association
Kenny McAdams	Disability Action, Derry
Orla McCann	Disability Action, Belfast
Aidan McCullagh	
Gary McGladdery	Out and About Project, Armagh
Kevin McLaughlin	
Michael O' Brien	Fast Rural Transport, Irvinestown
Mary O'Neill	Dungannon and District Community Transport
Jill Shanks	Disability Action
Lynn Sheridan	Disability Action, Newry

The following people responded to the Department's Issues Paper about the scope, objectives and consultation arrangements for developing an Accessible Transport Strategy:

Name	Organisation
Monica Achenson	
Sue Barry	British Deaf Association
June Best	Circles Network
Elizabeth Black	Ballymena Access Group
Richard Black	North and West Belfast HSS Trust
Elizabeth Black	
Wendy Buchanan	Circles Network
Veronica Buckland	ASBAH
Stella Burnside	Altnagelvin Area Hospital HSS Trust
Stephanie Campbell	Donard Day Centre
Nessa Campbell	Edgumbe Parents and Friends Group
Faye Castles	
Joanne Chapman	Circles Network
Robert Chapman	Circles Network
Ann Collins	Shopmobility Belfast
Hugh Connor	EHSSB
Kay Davidson	Old Manor House Tennant's Association
Richard Dixon	RECONNECT
Sharon Doherty	Circles Network
Austin Donnelly	Circles Network
Brendan Downey	Accessible Community Transport Services
Nicola Drennan	Children and Young People
Sinclair Duncan	
Eunice Dunlop	Circles Network
Mary Ferguson	
Jennifer Gault	Hands That Talk
John Gillvray	Construction Employers Federation
Veronica Gormley	
Gerard Hamill	NW Taxi Proprietors Limited

Ray Hamilton	Millview Day Centre
Bill Hancock	Down Armagh Rural Transport
Oliver Hanley	Circles Network
Eileen Hanna	Circles Network
Liam Hannaway	Banbridge District Council
Gerard Harkin	Strabane District Caring Services
Mary Hasley	Dungiven Community Resource Centre
Claire Higgins	Antrim Borough Strategy Partnership
Geraldine Hillick	Foyle Health & Social Services
Terry Keenan	Newry and Kilkeel
John Kelly	Circles Network
June Kerr	Family Fund
Don Leeson	Equality Commission for Northern Ireland
Patricia Lewsley	
Michael Lorimer	NI Transport Advisory Committee
Francis Lundy	Belfast City Airport
Eddie Lynch	General Consumer Council for NI
Sean Maginn	
Phil Mahon	Foyle Health & Social Services
Anne Mallon	Armagh Gateway Clubs
David Mann	RNIB
John Mann	
Marion Marshall	
Paula Martin	Bridge Accessible Transport
Mary Rose McAlinden	
Anne-Marie McCabe	Circles Network
Geraldine McCarthy	
Joe McCusker	RETHINK
Catherine McFarland	Antrim Borough Council
Gary McGladdery	The Out and About Project
Anne McGowan	Contact a Family
Linda McGurk	Circles Network
Yvonne McHugh	Down Lisburn HSS Trust

Gail McKibben	Families In Contact
Jean McLernon	
George McMahon	
Maureen McNulty	
Stanley Millar	
Wavell Moore	Coleraine Borough Council
Cyril Myerscough	The Pedestrians Association Living Streets
Bryan Myles	Community Transport Association
Teresa Nugent	Rural Health Partnership
Fiona O'Grady	North Western Health Board
Nick O'Sheil	Omagh Local Strategic Partnership
David Patterson	Down District LSP
Eric Porter	Kirk McClure Morton Consulting Engineers
S.Rosemary Rainey	Women's Forum Northern Ireland
Helen Roulston	Institute of Directors
Norma Simon	Belfast Hebrew Congregation
Graham Smith	Retintis Pigmentosa Society
John Smith	
Keith Sutherland	Belfast City Council
J Symington	Ulster Community & Hospitals Trust
Gary Toner	Armagh Rural Transport
Gertie Vennard	Craigavon Borough Council
Nicola Williams	Circles Network
Chris Williamson	N.I. Federation of Housing Associations
Monica Wilson	Disability Action
Ian Wilson	Lisburn City Council
	Fibromyalgia Support North Down