

Accessible Transport Strategy Draft Action Plan 2009-2012

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Consultation Response Questionnaire



Department for

**Regional
Development**

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AN ROINN

Forbartha Réigiúnaí

MÄNNYSTRIE FÜR

Kintra Pairts Fordèrin

Consultation Response Questionnaire

Please use this form when responding to the questions on the Accessible Transport Strategy draft Action Plan 2009-2012.

We are seeking your comments and thoughts regarding your views on the ATS draft Action Plan 2009-2012. When making comments, you may continue on a separate sheet if necessary.

The consultation closes on 7th July 2009.

Please return the completed questionnaire to the below address:

Janet Watson
Mobility Inclusion Unit
Regional Planning & Transportation Division
Department for Regional Development
Room 3-01 Clarence Court
10-18 Adelaide Street
Belfast
BT2 8GB

Email us: atsinfo@drdni.gov.uk
Telephone: 028 9054 0580
Fax: 028 9054 0604
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We would welcome any comments you may have on the content of the draft action plan. According to the requirements of the Freedom of Information Act (2000) all information contained in your response may be subject to publication or disclosure. More information on this is contained within Annex A of this document.

Personal Information

To assist us in the collation and analysis of responses, please provide us with the following information, using block capitals:

Name: LEE KANE

Organisation ENABLE NI

Position in organisation ... LOBBY GROUP REPRESENTATIVE ...

Address 19 a CHURCH SQUARE,

..... BANBRIDGE

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Question 1

Since the launch of the Accessible Transport Strategy in 2005 do you think the accessibility of the transport system for disabled people and older people has improved?



Yes



No

Question 2

Can you say why?

Providers have tried to implement more safety measures, especially for wheelchair users. Door-to-door services have been initiated and expanded to more areas.

Question 3

Has the improvement in the accessibility of public transport (i.e. accessible buses, trains, Door-2-Door services etc) increased the travel opportunities for disabled people and older people?

Yes

No

Question 4

Can you say why?

..For things like Shopping.....
..However access to train platforms at certain stations
is poor for wheelchair users eg to get across a line to a
platform at the other side.....
..Also at certain bus stops - there are steps which make
access onto the bus impossible.....
..This highlights the need not only for accessible transport
but also for improved access to platforms, stations, stops etc.

Question 5

What are the remaining barriers to making public transport accessible for disabled people and older people?

- Information & knowledge on accessible transport provision to users.
- Limited training of transport personnel - correct use of restraints.
- Lack of confidence from users on knowledge & expertise of drivers & exorts for securing passengers, sensitive driving.
- Reliability eg malfunction of passenger lifts etc.
- Higher costs for door-to-door & taxi services.
- Early booking required brings limitations.
- Some provision is only partially accessible - still excludes certain people with disabilities.

Question 6

How can these barriers be overcome?

- More widespread information provided on the options available including times, costs, booking requirements etc.
- Fully trained competent persons to use wheelchair restraints and position users appropriately, - regularly reviewed and assessed to increase confidence and reduce fear & nervousness of users.
- Regular checks & servicing of technical features on vehicles.
- Fair pricing, increase in range of services, greater flexibility.

Question 7

The new ATS draft Action Plan includes new actions to improve the accessibility of transport, do you agree with them?

Yes... If all the planned actions are implemented it will...
definitely be an improvement...

Question 8

Are there any actions which have not been included within the draft Action Plan that you would like to see included?

- It was offered as a suggestion for Door-to-door services to...
add a new dimension to its services by implementing a...
semi-scheduled route on a regular basis (ie. weekly...
monthly) eg. to a shopping centre on a certain day, at a...
certain time, or cinema etc... Persons wishing to go - phone...
to make booking...

- More equality between rural and urban areas in...
relation to conditions and costs...

Annex A

Freedom of Information Act 2000 - Confidentiality of Consultations

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Department in this case. This right of access to information includes information provided in response to a consultation. The Department cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity, should be made public or be treated as confidential. If you do not wish information about your identity to be made public please include an explanation in your response.

This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances. The Lord Chancellor's Code of Practice on the Freedom of Information Act provides that:

- the Department should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Department's functions and it would not otherwise be provided
- the Department should not agree to hold information received from third parties "in confidence" which is not confidential in nature
- acceptance by the Department of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner

For further information about confidentiality of responses please contact the Information Commissioner's Office (or see web site at: www.informationcommissioner.gov.uk).