

NOTES FOR ASP MEETING WITH DRD ON MONDAY 8 JUNE 2009 – MERRION
BUSINESS CENTRE

POINT 1

Please review the current requirement for older people using their Smartpass to obtain single tickets. This presents problems queuing, pains when standing, etc. I know this has been changed for half price Smartpasses for disabled people, but very many older people are disabled.

POINT 2

Please review the current application for Smartpasses requirement to go to the nearest station to hand in paperwork plus photographs. This is particularly difficult in rural areas where the station is an inconvenient number of miles away. Would it be possible to send in application forms in the same way as Driving Licence Applications?

POINT 3

I would suggest that the best way to train staff in Translink, etc. (plus taxi drivers and their owners) is to use a Trainer who is also disabled, and including an older person(s) to explain their difficulties. The reason being it would be a humbling experience to view someone who is perhaps unable to do anything for themselves in a wheelchair, or visually or hearing impaired, or mentally challenged.

POINT 4

May I suggest that in the consultation processes that Lisburn, Dungannon, Lurgan, Portadown, Armagh, and all the areas in between should be included.

POINT 5

Cars park at Bus Stops making it difficult for disabled older people to get on.

POINT 6

There are bus stops in rural areas where there is no adequate shelter or seat for them while waiting. Can this be investigated?

POINT 7

One of the providers of D2D needs a better administrative system. Often there is no record of a request when in fact one has been booked, or the provider gets the wrong pick up point. I would also like to suggest that several people could be picked up instead of one at a time.

POINT 8

Are there any plans to extend the 'buddy' scheme operated via VSB in Lisburn and Dunmurry?

POINT 9

I understand that some car parks have free parking for disabled people. Where is there a list of these car parks? Also the notice on the meter stating this facility is probably written in very small print.

POINT 10

It should be made mandatory for trains and buses, to announce the next station. I know this does not happen at present.

Ann Gamble

