



Department
for Transport

This document is out of date and has been withdrawn. A consultation was launched on a [new draft accessibility action plan](#) in August 2017.

Departure Times



Transport for Everyone

Our plan to make transport easy for everyone



December 2012

Easy Read Version

Who we are and what we do



We are the **Department for Transport (DfT)**. The **Department for Transport** is part of the Government. We are in charge of everything to do with travel and **transport**. **Transport** is the way we get around.



We want to make travel and transport easy for everyone.

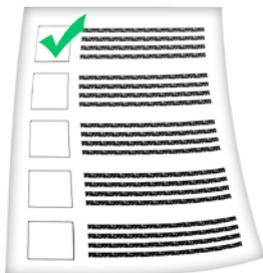
We have written a plan. The plan says what we are going to do to make travel and transport easy for everyone.

Why we have written a plan about travel



We want to make travel and transport as easy as we can. We want to do this so that more people can

- get to work easily
- get around and use different services



We want to make travel and transport easy for disabled people to use. This can make a big difference to disabled people – in their lives and what they can take part in.

We want to make it safe for disabled people to travel and use transport. Our plan says what we are doing to make this happen.

Disabled people and transport



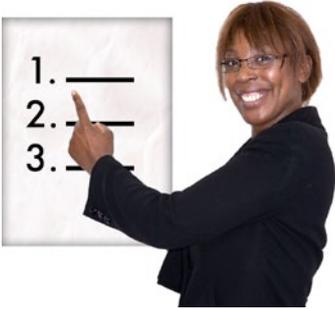
We found out that disabled people like to use public transport to get around. Public transport means things like buses and trains. Disabled people use public transport to

- get to work
- use other services – for example like going to see a film or going to the library
- see family and friends



We want travel and transport to be safe and easy to use for everyone. We have done some work to make this easier but we want to make things better. Our plan will help us do this.

Things in our plan



There are 3 main things in our plan

- 1. Making travel and transport easy to use**
- 2. Having better travel information for disabled people**
- 3. Making sure disabled passengers are treated in a good and fair way**

We will tell you about these 3 things on the next few pages.

1. Making travel and transport easy to use



Buses



We want all buses to be easy to use. We are working towards this happening by **2017**.

We are working on coaches being easy to use too. Our plan says this will happen by **2020**.

Trains



We have made nearly half of all new trains easy to use for everyone. We have made older trains easier to use for most people. We want all trains to be easy to use for everyone by **2020**.



We are putting money into a plan called **Access for All**. The plan says what we are doing to make all train stations easy to use.

We are working with different train companies and the underground train service in London to make all trains easy to use.

Taxis

Taxis can be very useful for disabled people. They can use them to get around and most taxis have to



- take guide dogs – guide dogs help people who cannot see very well
- be easy to use for people who use wheelchairs

Taxis should follow the law to do with treating everyone in a good and fair way. This law is called the **Equality Act 2010**.



The **Law Commission** is looking into taxis and transport. The **Law Commission** decide things to do with the law. They are writing a report about this. You can read it later this year.

We want to make sure taxis are easy to use for disabled people.



Aeroplanes

Disabled passengers are protected by the law when they travel. In 2008 we wrote a leaflet called a **Code of Practice** about disabled people and the law to do with safe travel on aeroplanes.



Ships

We are working with the people in charge of ships on treating everyone in a good and fair way. We are doing this to make sure that ships are easy to use for disabled people.



Cars

Having a car can be a big part of a disabled person's life. It can help them get around on their own and make travelling easy.

Having a **Blue Badge** can help disabled people get a parking space so they can be closer to places and services. We are working with local government to make this happen.

For example, the Government has been looking at how to make sure everyone follows the law to do with **Blue Badges**.

We are going to make advice and information on travel and transport easier for disabled people to use. You can read more about this in the next part of the leaflet.



We have written guides to do with scooters and wheelchairs. We hope this will help disabled people that use these things.

Getting money off travel and transport tickets



Some disabled people can get cheaper or free tickets and passes to use transport and get around. This is called **concessionary travel**. For example, in England, disabled and older people can travel for free on local buses at certain times called off-peak. In Scotland and Wales disabled and older people can travel free at any time.



Train travel costs less money if you are a disabled or older person.

2. Having better travel information for disabled people



We are making travel information

- easier to see and to use
- available in different formats – this means like on a disk for people to listen to

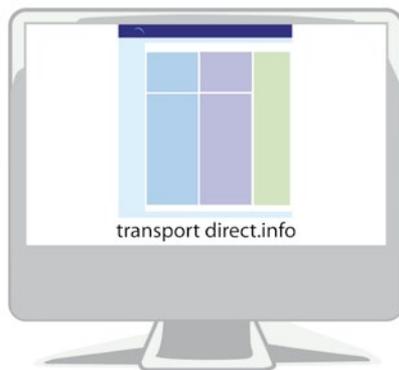


We have started to have **audio-visual information** on trains. This is when you can see and hear the information while you travel.

We have done this on the trains and we are doing it on the buses. For example, we have paid for easy to use information at bus stops which tells people what time the buses are coming. This is called **real time information**.



We have a website called **Transport Direct**. This website makes information easy to use for disabled people. It helps a lot of people find out what they need to know in an easy way.



We are working to make **Transport Direct** even easier for disabled people to use. We know our website was very helpful to people last year when the Olympics and Paralympics were happening. We want to build on this success.

3. Making sure disabled passengers are treated in a good and fair way



Disabled people can have problems when they travel. We want to make their journey as easy as we can. We are helping staff to understand what disabled people need when they travel. We are encouraging the people who run the transport companies to know how to help disabled people when they use transport.

It is against the law to treat people in an unfair way. It is against the law to do this when disabled people travel or use transport.



Transport for London is in charge of all the travel and transport in London. They are working to make sure that all disabled people are treated in a good and fair way when they use travel services.



Bus drivers are trained to treat disabled people in a good and fair way too.

The people in charge of transport companies are setting up new ways to help disabled people travel on their own and get the right support to do this.

We have asked all train companies to write a plan. The plan says what they are doing to treat disabled people in a good and fair way.



Keeping everyone safe

We are working with bus and train stations to keep everyone safe – this means travellers and travel staff.

We have set up a group to help people stay safe. We want people to tell us if things happen to them when they are travelling. This can be called a **hate crime**.



A **hate crime** is when someone hurts you or says a bad thing to you because of who you are.

Working with other groups



We want to work with other groups to make sure our plan works well. We will work together with

- other transport groups – for example groups that run trains and buses
- the rest of **Government** – the **Government** is in charge of running the country
- passengers and travellers
- **Disability Action Alliance** – this is a group that works with and for disabled people



We want to check that our plan is working. We will find out as much as we can from people travelling and other groups to see that our plan works.

We will follow the law in all our work to do with travel and transport.

We will do this in the **UK** and follow the law in Europe too.



Department
for Transport

Mencap helped check this Easy Read.

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