



Department
for Transport



Transport that everyone can use

What do you think of our plan?

Answer Booklet



Please send us your answers before
Wednesday 15th November 2017.

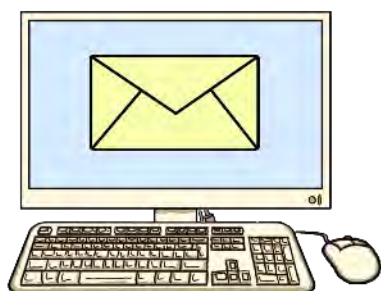


EasyRead version of:
Department for Transport Accessibility
Action Plan Consultation
August 2017.

How to tell us what you think

NOVEMBER 2017						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

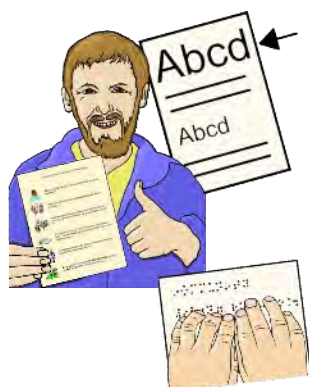
Please send us your answers before
Wednesday 15 November 2017.



You can email them to:
AAPConsultation@dft.gsi.gov.uk



Or post them to:
**Accessibility Action Plan Consultation
Department for Transport
Zone 2/14
Great Minster House
33 Horseferry Road
London
SW1P 4DR.**



You can also contact us if you have any questions, need more copies of this booklet or would like it in Braille or a different format.



When you reply, please tell us if you are speaking for yourself or for an organisation.

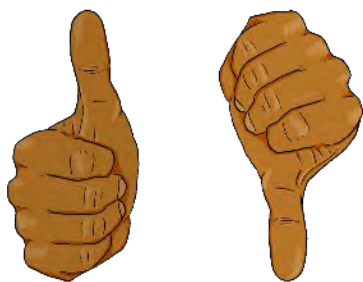


Tell us the name of the organisation and how you found out what people think.



Please tell us about any other groups that might like to be involved.

The things we plan to do



Please say if you agree or disagree with the things in each part of the booklet.



Please also tell us about anything else you think we should do and why.



1. Knowing what to expect



Agree

Disagree





2. Checking if laws make things better



Agree

Disagree



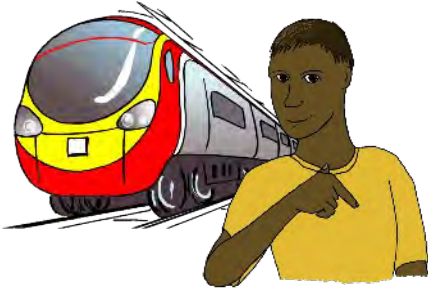
3. Training and education



Agree

Disagree





4. Travelling when you want to



Agree

Disagree



5. Helping people feel safe to travel



Agree

Disagree





6. Better information to help us plan



Agree

Disagree



7. Making sure our plans include everyone



Agree

Disagree



8. Checking how we are doing



Agree

Disagree



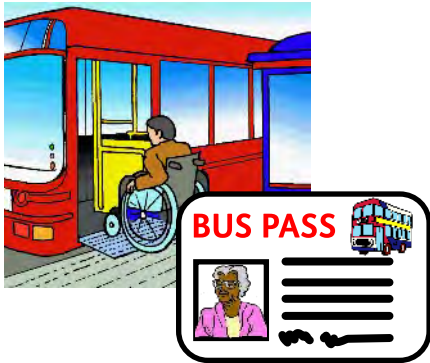
The questions

Question 1.

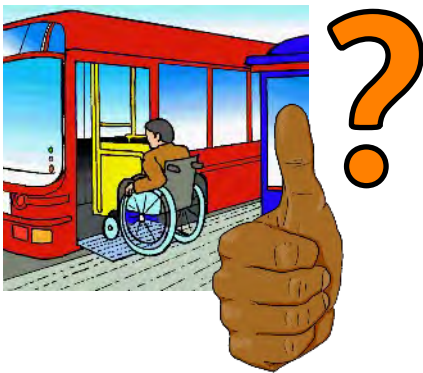
Do you think bus passes help people with disabilities travel in England?

Yes

No



What could be better?





Question 2.

Do airline services understand disabled people's rights?

Yes

No

What could they do to make things easier for disabled people?



Question 3.

What is it like for disabled people when they travel by sea?

What would make things better?

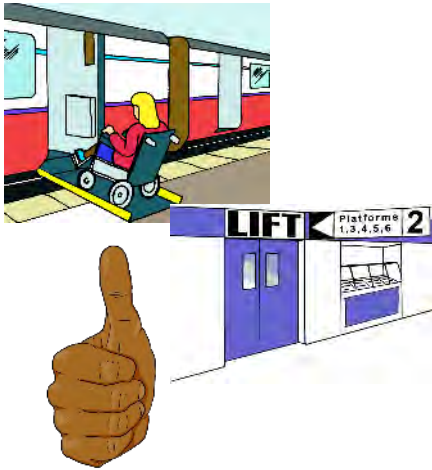


Question 4.

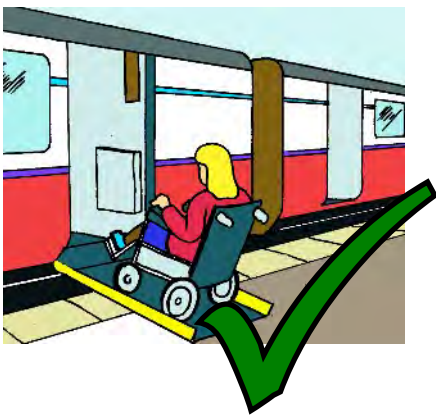
Does information on board trains and more lifts and ramps at train stations make it easier for disabled people to travel?

Yes

No



Do these things always work when you need them and what would make them better?





Question 5.

If you are disabled, what is it like to use transport?



Do staff understand the support you need?

Yes

No

Question 6.

How can the government or transport services make sure their staff know how to support people who have disabilities you cannot see?





Question 7.

If you are disabled, what is it like to use transport without planning ahead?

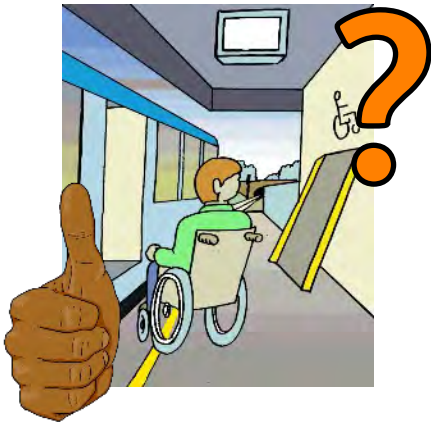


What would make this better?



Question 8.

If you are disabled, what is it like when you try to take a train without booking (Passenger Assist)?



What would make it better?



Question 9.

Is it easy to buy your train ticket from a machine?

Yes

No



What would make it better?



Question 10.

Is it easy to sort out arguments with travel services?

Yes

No



What would make it better?



Question 11.

If you have a disability that people cannot see would it help you to have an assistance card?

Yes

No



Do you find it difficult to tell staff what you need?

Yes

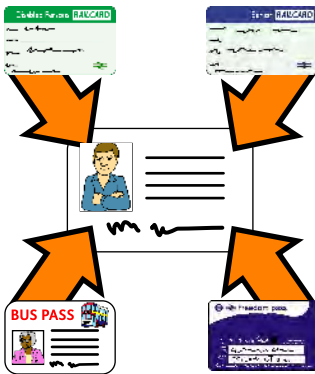
No



Have you ever used something like a card to help you?

Yes

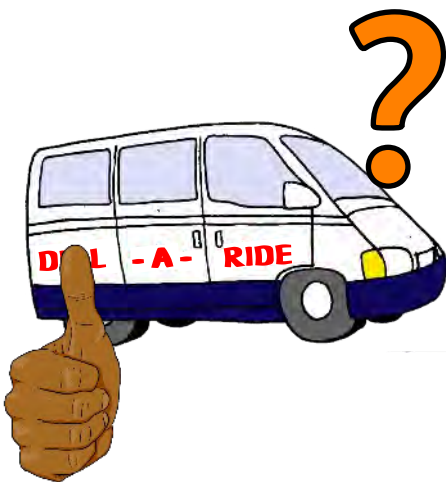
No



Would it help if everyone had the same type of card?

Yes

No



Question 12.

What else can we do to support community transport services?

