

Online Survey Research Summary

Easy Read Report

What is this report about?



Scottish Disability Equality Forum (SDEF) was asked to create an online survey for Transport Scotland.

The survey asked four questions to get people's views on 50 transport accessibility issues.



The survey was available in easy-read format and promoted on SDEF website and other Disabled People's Organisations.

157 people responded to the survey.



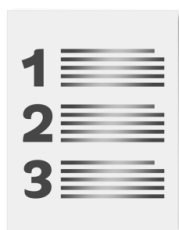
Transport Scotland also organised a Transport Accessibility Summit, which took place in Edinburgh on 24 March 2015.

The day involved small group discussions including real life experience from disabled people.



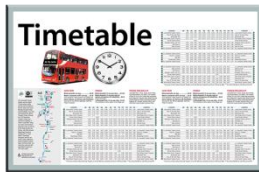
The 50 issues were also talked about at the Transport Accessibility Summit.

A report from Summit is also available. The report shows the priorities made from disabled people who attended on the day.



This summary report lists the top five issues from each question in the survey.

Question one: Connectivity



Survey Priorities

The first question asked people to prioritise the 10 issues in the area of transport connectivity and physical improvements.

This is about your journey from home to destination (and back). It includes getting to the transport, using different types of transport and getting to the destination.



The top five issues were:

1. Make each mode of transport more accessible to disabled people. 74 people made this a priority.
2. Set up a working group which will include public transport bodies, Regional Transport Partnerships and Disabled People's Organisations. 63 respondents made this a priority.
3. Consider how to join the services of different types of transport. 40 people made this a priority.
4. Make the journey to and from stations much better. This includes train stations, bus stations and ferry terminals. 37 people made this a priority.
5. Make sure paths are clear and accessible for all. 29 people made this a priority.



Summit Priorities

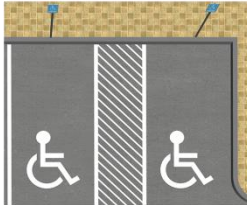
The Summit report shows that the issues prioritised above are also the issues prioritised by people who attended the Summit.

Question two: Deliverability



Survey Priorities

The second question asked people to prioritise the 16 issues about what support disabled people get to travel, including affordability, safety, comfort and availability.



The top five issues were:

1. Make sure Blue Badge parking is enforced. 51 people made this a priority.
2. Ensure there are accessible toilets near transport hubs. 47 people made this a priority.
3. Think about the dangers when vehicles and pedestrians share the same space without obvious dividing lines and talk to disabled people for solutions. 32 people made this a priority.
4. Improve concessionary travel to include community transport. 30 people made this a priority.
5. Look at issues where there is not enough demand responsive transport – especially when needed for hospital appointments. 19 people made this a priority.



Summit Priorities

People who attended the summit had different priorities to those who answered the survey.

Below is a list of the priorities from disabled people who attended the Summit:

1. Make sure 1 in 5 taxis in operation are accessible to wheelchair users





2. An accessible taxi should be for people with different access needs
3. Taxis should have a certificate to say they cannot take passengers in wheelchairs or assistance dogs
4. Local authorities should collect information about accessible taxis in their area.
5. Try out an accessible taxi share system in areas where no taxi firms have accessible taxis

Question three: Information and Assistance



Survey Priorities

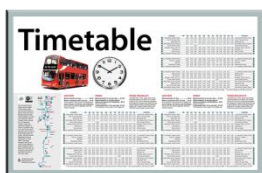
The third question asked people to prioritise the 11 issues about getting information in accessible formats, and getting the right assistance from planning a journey to practical assistance during a journey.

The top five issues were:



1. Make travel information better, for example on times and places of accessible buses, increase in use of audio and visual description. 59 people made this a priority.
2. Make sure disabled people know about breakdowns, changes, and alternative accessible transport/assistance so they can finish their journey. 46 people made this a priority.
3. Make sure people know where and when an accessible bus will be available (including an accessible bus stop). 34 people made this a priority.





4. Make timetable information better so it links with different types of transport. 33 people made this a priority.
5. Let people know about Passenger Assist, a booking system to book assistance to travel by rail. 30 people made this a priority.



Summit Priorities

The Summit report shows that issues 1, 2 and 5 above were also prioritised by people who answered the survey.

Question four: Training and Customer Service



Survey Priorities

The fourth question asked people to prioritise the 11 issues about training and customer service of transport staff.

The top five issues were:



1. Include disabled people and Disabled People's Organisations in decisions on transport. 86 people made this a priority.
2. Make sure transport staff get disability equality training. 63 made this a priority.
3. Make wheelchair users a priority over buggies on buses. 34 people made this a priority.
4. Talk to disabled people on how to change staff attitudes. 23 people made this a priority.



5. Provide a guide for providers and disabled



people to help them understand about equality laws. 21 people made this a priority.



Summit Priorities

The Summit report shows that issues 1 and 2 above were also prioritised by people who answered the survey.

Conclusion



The survey shows that a lot of the priorities are important to disabled people.

The survey was well responded to and 157 people answered the questions.

A lot of the priorities from the survey also matched the priorities from disabled people who attended the summit.