

National Assembly for Wales
Equality of Opportunity Committee

How easy is transport in Wales
for disabled people to use?

Easy read version
February 2011



The National Assembly for Wales is the democratically elected body that represents the interests of Wales and its people, makes laws for Wales and holds the Welsh Government to account.

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How easy is transport in Wales for disabled people to use?



What we found out when we talked to disabled people about transport in Wales.

About us



We are a group of people called the **Equality of Opportunity Committee**.

We are part of the **National Assembly for Wales**.



We check what the Welsh Government is doing.



We make sure the things they do are fair for **everyone** in Wales.

We are



Ann Jones (Chair)



Mohammad Asghar



Veronica German



Janet Ryder



Joyce Watson

What we did



We looked at **transport** in Wales.



First we looked at how easy train stations are for disabled people to use.



But disabled people told us they find other transport hard to use as well.

So we asked disabled people what they thought about other things like



- buses



- taxis



- the cost of travel.



This booklet tells you

- what disabled people told us
- what we think should happen next.

What we found out

1. Listening to disabled people

What people told us

People talked about a plan the Welsh Government made about transport.



Some people said

- the plan was hard to read
- the plan did not do enough for disabled people
- the Welsh Government did not ask enough disabled people what they thought.





2. Working with groups of disabled people

What people told us



Groups in charge of transport should work with disabled people to help make transport better.

This happens more in some parts of Wales than others.

In Newport and North Wales, some bus companies work with disabled people to make their bus service better. This is good.



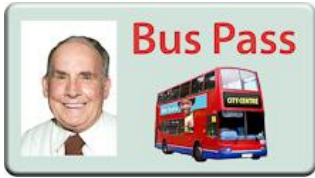
3. Buses

What people told us

People said it is important for them to travel on buses for free.



This helps them go out to work or college or to meet friends.



Some people have problems using their companion pass because drivers do not understand how they work.



There are different forms to fill in to get a free bus pass. Some forms are hard to understand.



Some bus drivers are not very helpful. Training would help them understand what disabled people need.



4. Taxis

What people told us



Taxis can cost a lot of money.

Many disabled people have to use them. They have no choice.



In some places, there are not many good taxis for disabled people.

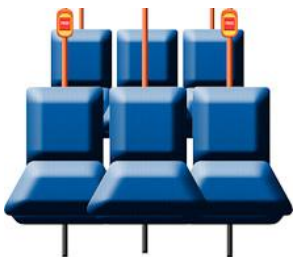
Some taxi drivers are not very helpful. And they do not know how to put a wheelchair in the taxi safely.



5. Community transport

Community transport is buses for people who find it hard to use other transport. The buses can pick people up from their homes.

What people told us



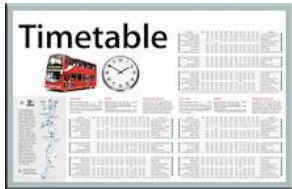
Sometimes there are not enough drivers for the buses.

Sometimes the buses are locked away at night and at the weekend instead of being used.



6. Information about transport

What people told us



Bus timetables are often too small and hard to understand.



Signs on bus stops are sometimes too high up for disabled people to see.



It is often hard to find out what buses are good for wheelchairs.



It would be good to have something to look at or listen to on the bus to tell you what the next stop is.



7. Feeling safe using transport and walking around

What people told us



Some people have been bullied while using transport.



Training can help disabled people use transport. For example, people can learn how to buy tickets.



Some pavements can be used by people walking or riding a bike.



These pavements can be dangerous to walk on. You cannot always hear the bikes coming.

What we want to happen next



**The Welsh Government should do these things.
Or help make them happen.**



The Welsh Government should listen more to disabled people and work with them in a better way.



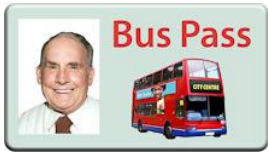
Groups in charge of transport and local councils should work more with disabled people to make transport better.



Disabled people should still get free bus passes.



There should only be 1 form to fill in to get a free bus pass. This form should be easy to understand.



Bus drivers need to understand the rules about companion bus passes.



The Welsh Government should think of ways to make it easier for disabled people to use taxis.



There should be enough drivers and buses for community transport. Community transport is buses for people who cannot use other transport.



Students with learning difficulties should have training to help them use buses and trains.



People in charge of building pavements should talk to disabled people first before they build pavements that bikes can use.