



Example 19 **Driver Disability Awareness Training**
 City (country) **Dundee (UK)**
 Similar service in London (UK), Sevilla (Spain), Wuppertal (Germany)

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment ... cognitive/learning impairment	city bus	awareness building

Project description

Travel Dundee is a member of the UK Bus Division of National Express Group and operates a comprehensive network of high frequency local bus services within the city of Dundee. The disability awareness training for the drivers of Travel Dundee started in 2004 and 263 of 270 drivers are now trained. The training is part of a ten-unit programme, in which module five, Helping Passengers with Special Needs, is the one that relates to disability awareness training. Around 98% of the drivers have completed the module on disability awareness, as it is compulsory for Travel Dundee drivers. The training takes around one hour and consists of a video using real disabled people (not actors) about the needs of mobility-reduced people and how the driver can help them.

A wide range of disabilities is featured within the training: hearing, learning, sight, deafness and mobility are made familiar to the participants. The video concludes with a summary of eleven "helpful hints." Additionally, the driver gets a booklet that explains the benefits of awareness towards mobility-reduced persons for all passengers and the company. Basic sign language and definitions of different types of disability are included in the booklet.

In the final part of the project, which takes part in Travel Dundee’s low-floor buses, drivers are shown, and practice, the usage of different types of ramps and how to kneel the bus correctly. They also practice assisting each other as they play the roles of people with different disabilities. Equipment for clean ramp operating is also given to the driver.

In addition to the driver disability awareness training it is worth mentioning that 100% of the bus fleet of Travel Dundee is low-floored.

Sources:
 The Scottish Government: Driver Disability Awareness Training: Travel Dundee,
<http://www.scottishexecutive.gov.uk/Publications/2006/05/16145515/11> (20/10/2007)
 Travel Dundee: www.traveldundee.co.uk (20/10/2007)