



Example 24                      **Booklet about Accessible Customer Service in Public Transport**

Country                              **Finland**

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment ... cognitive/learning impairment	city bus regional bus tram underground local train long-distance train	organisational/operational support awareness building

**Project description**

This booklet offers excellent guidance for practitioners like bus drivers or service personnel at stations about how to deal with disabled passengers. In an interesting and clearly laid out manner, and without any sense of criticism, various obstacles during travel are presented. The booklet lays out important principles for making travelling not only possible but also reliable, safe and pleasant for everyone.

The following four types of obstacles to mobility are stated:

- physical obstacles, such as changes in level when accessing a vehicle
- lack of information, such as insufficient or complex information on public transport services
- lack of trust, such as uncertainty as to whether the transport chain is functional or whether help is available when needed
- costs, such as the price of a journey or vehicle

The first chapters introduce the topic and the purpose of the booklet. Then, in each of the following chapters, the problems facing different groups of people are discussed and recommendations are made on how to ease travelling for these groups. The groups include passengers with impaired vision, deaf passengers, passengers who are hard of hearing and passengers with comprehension and speech difficulties. An entire chapter is dedicated any sudden bouts of illness that may appear.

There are boxes in every chapter with headlines like “To consider” or “Practise.” The former box includes questions like: “Have you or has somebody close to you been disabled in one way or another? Was it possible to use public transport then? If it wasn’t, what was the main reason?” The “Practise” box includes the following contents: “When you have a chance, try using a wheelchair yourself. Practise with others how to handle the wheelchair: push it over a step, fasten it within a vehicle, dismantle and assemble it”.

A comprehensive list of contacts completes the booklet. The following quote represents the spirit of the booklet: “Doing to others what you would like others to do to you is good guidance in professional life as well. Individual actions may be small, and they often require more attention than skill. In the end, these small actions help us make the world a little better.”

Source:

ELSA: Accessible customer service in public transport, [www.elsa.fi/English/training/accessible\\_customer\\_service\\_web.pdf](http://www.elsa.fi/English/training/accessible_customer_service_web.pdf) (03/11/2007)

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