



Example 46 **Access Panel and Disability Advisory Group – Consulting Disabled People**

City (country) **Manchester (UK)**

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	financial support measure organisational/operational support awareness building

Project description

When planning an accessible transport system it is often difficult for transport planners to put themselves in the shoes of mobility-reduced people. To guarantee regard of this target group and to ensure their representation, GMPE (Public Transport for Greater Manchester) has started an access panel.

The 200 members of the panel, who represent people with a broad range of impairments, meet up to four times a year. All consultations take place in accessible venues and the given information is available in several languages and formats. The methods of contact differ and depend on the preferences of the attended members, e.g. self-completed questionnaires, telephone surveys and focus groups.

A smaller working group of this panel, the Disability Advisory Group, meets every month to discuss access and issues of mobility-reduced people in detail. Therefore GMPE provides training and background information to get sound advice on transport services and facilities.

The outcome has already been used to improve transport services. The aim of the access panel is to recruit about 200 additional members to expand the well-founded continuation of the project.

Projects like the access panel of GMPE are essential to providing a public transport system that uses the input of mobility-reduced people to guarantee optimal meeting of the needs of PRM.

Source:

pteg: Access panel and disability advisory group – consulting disabled people, www.pteg.net – Publications – Reports – Social Inclusion and Transport (01/11/2007)