

QUESTIONNAIRE

Information for passenger with reduced mobility in public transport

Question 1

Do you provide information for passengers with disabilities and with reduced mobility?

Yes 0 No 0

Question 2

Do you provide information for passengers with disabilities and with reduced mobility on

a) vehicle design? Yes 0 No 0 (If yes, what are the contents? Please explain.)

b) stops and stations? Yes 0 No 0 (If yes, what are the contents? Please explain.)

c) operating schedule? Yes 0 No 0 (If yes, what are the contents? Please explain.)

d) services? Yes 0 No 0 (If yes, what are the contents? Please explain.)

e) other things? Yes 0 No 0 (If yes, what are the contents? Please explain.)

Question 3

How do you make your information available for passengers with reduced mobility, e.g. by internet, on CD-ROM, by telephone, in brochures etc.? Please explain. _____

(If any information is available in printed or electronic form, please send it to us.)

Question 4

Who is the intended audience for your information?

- | | | |
|--|-------|------|
| 1. People who are unable to walk/wheelchair users: | Yes 0 | No 0 |
| 2. Walking impaired people: | Yes 0 | No 0 |
| 3. People with an impairment of the trunk: | Yes 0 | No 0 |
| 4. People of restricted growth: | Yes 0 | No 0 |
| 5. Blind or visual impaired people: | Yes 0 | No 0 |
| 6. Deaf or hearing impaired people: | Yes 0 | No 0 |
| 7. Speech impaired people: | Yes 0 | No 0 |
| 8. Cognitive or mentally impaired people: | Yes 0 | No 0 |
| 9. People with organic malfunctions: | Yes 0 | No 0 |
| 10. People suffering from allergies: | Yes 0 | No 0 |

Question 5

Is your information usable to all people with the mobility impairments mentioned above? That means:

- | | | |
|------------------------------|-------|------|
| Is it accessible to all? | Yes 0 | No 0 |
| Is it legible to all? | Yes 0 | No 0 |
| Is it audible to all? | Yes 0 | No 0 |
| Is it comprehensible to all? | Yes 0 | No 0 |

Question 5a

If no, which group of people mentioned in question 4 is excluded and why? _____

Question 6

How is the information for people with reduced mobility updated? _____

Question 7

How often is it updated? _____

Question 8

Who decides in your company / authority about the contents of the information for passengers with reduced mobility? _____

Question 9

Who decides in your company / authority, how the information for passengers with reduced mobility is provided? _____

Question 10

Do you provide your passengers with real time information?

Yes 0 **go on with question 11**

No 0 **go on with question 12**

Question 11

Does that real time information take into account the needs of passengers with reduced mobility? Yes 0 No 0

Question 11a

If yes, how? _____

Question 11b

If no, why not? _____

Go on with question 13

Question 12

Will you provide real time information in the medium- or long-term future?

Yes 0 No 0

Question 12a

If yes, will your real time information also take into account the needs of customers with reduced mobility? Yes 0 No 0

Question 12b

If no, why not? _____

Question 13

What general improvements in the provision of passenger information are planned for customers with reduced mobility in future? Please explain. _____

Question 14

Do you include or intend to include representatives / speakers of customers with reduced mobility in the development of your passenger information? Yes 0 No 0

Question 14a

If yes, please explain:

a) how you already include representatives / speakers of customers with reduced mobility in the development of your passenger information. _____

or

b) how you intend to include representatives / speakers of customers with reduced mobility in the development of your passenger information in future. _____

If no, why not? _____

Any further comments? _____

For further information, are we allowed to contact you again? Yes 0 No 0

My e-mail address reads as follows: _____

My telephone number reads as follows: _____

Thank you very much for answering the questionnaire!