

Key Themes, Comments and Recommendations

- It is evident that the Western Australian public transport providers' Disability Access and Inclusion Plans (DAIP) / Action Plans to improve accessibility are working. Access to metropolitan buses, trains and ferries has improved significantly. It is essential that all public transport providers have a detailed, comprehensive and budgeted plan to ensure compliance. These plans should be closely monitored to facilitate compliance with the Disability Standards for Accessible Public Transport (DSAPT).
- There are significant issues that affect the reliability and efficiency of the multi-purpose taxis (MPT) service. A more coordinated regulatory approach may be required to ensure compliance with the DSAPT. A taxi based on universal design features is likely to resolve many of these issues and should be thoroughly investigated.
- People with disabilities advise that they are not aware of the extent of accessibility of public transport services and facilities nor what assistance is available where accessible services do not currently exist. Detailed, readily-available information for the various public transport modes and infrastructure is required to identify accessible services and facilities, consumers with disabilities rights and the way service providers can assist where accessible services do not currently exist.
- All staff involved in the provision of public transport should have disability awareness training specific to their role, mode of transport and the needs of customers with disabilities.
- Public transport within regional communities should be addressed as a matter of urgency. Specific incentives and strategies are required to facilitate the establishment of an accessible transport service that the whole community can use. The Building Code of Australia provides an example of how this can be achieved – the first toilet in any public building must be a unisex accessible toilet, one that the whole community can use. Perhaps the first taxi to be operated in regional communities should be a MPT service that the whole community can use.
- The application of the DSAPT across all transport modes appears confusing. A standard (based on the relevant parts of the DSAPT) for each mode of transport may be easier for consumers to understand and for individual providers and industries to comply with; for example, a separate Disability Standard for buses, trains, MPTs, air travel and so on.
- Permanent exemptions under the transport standards should be removed and a planned approach developed to improve access to the services and facilities of limousines, hire cars and charter boats; dedicated school bus services; small aircraft and airports that do not accept regular public transport services, currently exempted under the DSAPT. The unjustifiable hardship clause within the DDA exists to provide a process where transport providers can seek an exemption for a period of time while access to vehicles and infrastructure is upgraded in a planned manner.

- People with disabilities who use mobility devices, which are not restrained when travelling on public transport, have advised that they have fallen from their mobility device and are concerned for their safety. The safety of people using mobility devices in vehicles needs to be improved. Manufacturers and consumers need to work together to determine suitability of devices and methods of restraint.
- With regard to the provision of accessible bus stops, a shared strategy is required between relevant stakeholders (State Government agencies, local governments and bus users with disabilities) to prioritise the location and establishment of accessible bus stops. Considerations should include the location of accessible bus routes and the demand from consumers.
- Interstate and international airline users with disabilities have advised of numerous barriers in booking flights, boarding planes, having their mobility device travel with them and receiving appropriate customer service. A nationally developed strategy is required to ensure airline passengers with disabilities have similar access and amenities as other travellers to book and travel with confidence, dignity, equity, independence and reliability.
- People with disabilities living in regional areas serviced by small aircraft are being isolated because they are unable to board the plane without assistance. Research is urgently required to investigate relevant issues and to develop guidelines/protocols to satisfy Occupational Health and Safety (OHS) concerns and provide dignified access for people with disabilities to smaller aircraft.

Summary of Comments

Buses

Summary of issues raised relating to accessible bus availability

Users report a lot of support for the wheelchair accessible buses and expressed a need for more accessible buses. Many users commented on the good accessibility of the Central Area Transit (CAT) buses and kneeling buses in the metropolitan area. While Western Australia has a relatively high proportion of wheelchair accessible buses, users have reported that there are not enough. Users have advised that they use buses for travelling to regular day-to-day activities.

Bus users with disabilities have reported:

- that travel is not undertaken because of the fear of being stranded, there is no guarantee that an accessible bus will be on route to get them to and from destinations;
- when travelling with mobility devices on accessible routes, users have been left behind while ambulant travellers were able to get on because inaccessible buses were in use at that time;
- that existing bus routes do not always take people where they need/want to go;
- that they are not near an accessible bus route and attempts to arrange for an accessible bus on a specific route have been unsuccessful;
- buses are used as an emergency alternative when trains are not running. Many complaints have been received that the buses replacing the trains are not accessible and therefore people with disabilities become unexpectedly stranded. Attempts to supplement train travel in these instances with the use of multi-purpose taxis have proved frustrating and were rarely available when required;
- that there is no apparent clear logic to determine which routes are made accessible as new buses become available;
- more accessible buses that act as a feeder service to train stations would encourage greater use;
- that other public bus services available to the public do not use wheelchair accessible buses, such as the Nightrider service, which takes people who may have been socialising away from CBD areas at the end of the night; and
- that because people with prams were using the space set aside for mobility devices people with disabilities were refused a ride.

Summary of issues raised relating to bus drivers

While some travellers with disabilities report always receiving good service many others have raised the following concerns:

- drivers' lack of awareness of how to speak with/respond to a person with a disability and referring to them as a "wheelchair", the mobility device that they were using;

- drivers refusing or neglecting to initiate ramp for users;
- inconsistency with what/how a driver would or would not assist passengers with disabilities;
- they are unaware of what assistance could be provided by the driver/company;
- drivers neglecting to wait for users to be seated before the bus starts moving consequently travellers are feeling unstable and such events are eroding their confidence in their ability to use buses;
- a report was received that a traveller received serious medical injuries to their face and upper body because the driver stopped quickly. This instance lead to a legal action for damages;
- users have reported of the inconsistent treatment between drivers, some are assistive and supportive while others are rude and disrespectful;
- that restraints for mobility devices are required. Reports have been received that some wheelchair users have fallen out of their wheelchairs because corners were taken too quickly. Some users have expressed the concern that if they fell out of their device, they might acquire serious injuries. This is seen as a deterrent to regular use of buses; and
- priority seating has been taken by other passengers who do not need it.

Summary of issues raised relating to the design of a bus

Bus users with disabilities report:

- that the new gas buses in Perth do not kneel low enough prohibiting ease of access for mobility aid users;
- that a broken bus ramp was not fixed for a long time and the bus continued in service;
- that they were unable to get on a bus because two prams were occupying the space for mobility devices;
- ticket machines on the right hand side have made it difficult for a user;
- the step to get on and off the bus is too high from the ground;
- handrails should be on both sides of the bus to assist travellers get on and off.

Summary of issues raised relating to bus stops

Bus users with disabilities have reported difficulty in getting to many bus stops. Issues raised include:

- the bus stop is not accessible from the footpath as it is surrounded by sand;
- the need for kerb ramps to be installed on the opposite side of the road to the bus stop to assist users cross the road to gain access to the bus stop;
- difficulties getting off the platform at the bus station when lifts are out of order, citing the possible tragedy if an emergency situation developed;
- the location of bus stops is too far from some users and the poor state of some footpaths and kerb ramps also creates difficulty in getting to bus stops; and
- temporary bus stops do not always include appropriate access to the bus stop or provide seating and shelter.

Summary of issues raised relating to information

Bus users with disabilities have reported:

- that it would be helpful if all bus stops were assigned a unique number. This would assist many travellers including people who are blind or vision impaired to know exactly where they are and where they need to get on or off a bus, for example a person could get on at bus stop 36 and off at bus stop 48;
- that an audio system on all buses would assist them to know where they are. A report was received that an audio system was removed from the CAT bus service;
- that timetables located at bus stops were unable to be read;
- they would like to have bus route and timetable information provided audibly and visually at all bus stops;
- routes with accessible buses should be clearly identified in timetables;
- the telephone information service is staffed by inexperienced people and it would be useful to talk with someone specifically on disability and access matters;
- printed timetables and other information is difficult for people with vision impairments and should be provided in larger formats at stations;
- the use of colour contrast coding on timetables could be used to indicate the direction of travel, for example, from Perth to City Beach is one colour, City Beach to Perth is a contrasting colour; and
- that they were aware that assistance to access trains is provided but were unaware that assistance could be provided to access other forms of public transport if required and where to request assistance.

Summary of issues raised relating to the SmartRider card system

Bus users with disabilities have reported difficulties with the positioning of SmartRider ticketing machines on buses including:

- some wheelchair users are unable to see the screen to verify that they have tagged on or off; and
- that the machine is a safety hazard given it intrudes into the aisle. Users have reported hitting their head and shoulder on the machine.

Summary in relation to broader awareness of disability in community

- A traveller with a disability has reported that because their disability was hidden (a bad back) that some members of the community abused them for sitting in the accessible seating area on the bus.

Summary of issues raised relating to school transport issues

Parents of children with disabilities have complained that:

- because their child is unable to use the school bus transport provided they must adjust their working hours and availability to pick up and drop off children; and
- substitute taxi transport is an option but the cost of taxi travel is prohibitive.

Summary of other issues raised relating to use of public transport

A person with chemical sensitivity can't use public transport because of the perfumes etc worn by the public – this leads to isolation.

Trains

Summary of issues raised relating to train stations

Train users with disabilities have reported that:

- the gap between the train and the platform is too wide which creates a dangerous situation and requires the need for assistance;
- train station layouts are very different which is confusing for people who are blind. Consistency in layouts would be helpful;
- often there is not enough time for people to get on the train and find a seat before the train starts moving;
- improvements could be made to tactile paving applications:
 - paving is sometimes continuous so users have no idea where the door is;
 - not all platforms have paving along the edge;
 - the same type of tactile paving used along the edge of the platform is also used to provide directions to the exit. This creates a dangerous situation because users are unable to tell where they are;
- trains travelling on a specific line do not always stop, at the end of the journey, at the same platform which creates confusion for people who are blind;
- other commuters often stand in the doorway of trains and do not make way for mobility device users to get on and off trains;
- they feel unsafe on platforms when groups of youths are gathering;
- approach ramps, in some situations, are too long and steep and lifts should be considered;
- lift failure has required them to wait lengthy periods to get on and off platforms. Trains and connecting rides have been missed because of these failures. This also places people in vulnerable positions in emergency situations;
- they would not need assistance if the platform was level. Having to ring for assistance before travelling is inequitable and prevents travel at short notice.

- Lack of communication — one traveller booked a wheelchair accessible train carriage for a return trip to Kalgoorlie. Boarding for the return journey was told by train guard that there had been no instruction to indicate that an accessible carriage was booked and that there was no access on that train. The passenger was accused of not making necessary arrangement when in fact the passenger had ensured at the time of booking that an accessible carriage was booked both ways.

Summary of issues raised relating to information

Train users with disabilities have reported that:

- audible announcements are not always working on trains, especially at weekends;
- an audible announcement stating which platform the train has arrived at would be useful;
- people with intellectual disabilities and their families and carers have reported difficulties in using the SmartRider. Some people remember to tag on and off while others forget to tag off and are consequently charged as if travelling the full length of the route. Transperth has advised that there is a process available that people can use but this process is not widely promoted; and
- signage could be improved at the Perth Train Station to find the toilet.

Summary of issues raised relating to staff awareness

Train users with disabilities have reported that:

- drivers and booking services are generally good.

Summary of issues raised relating to pedestrian rail crossings

Train users with disabilities have reported that:

- negotiating pedestrian crossings in poor light or bad weather is difficult;
- the gap between the pathway and the rail is too wide and wheelchair users have reported getting their wheels stuck in this gap;
- there should be a longer period of warning when trains are approaching.

Summary of issues raised relating to trains

Train users with disabilities have reported that:

- priority seating for people with disabilities is being used by others; and
- the positioning of buttons on the inside of trains doors should be standardised.

Taxis / Multi-Purpose Taxis

There have been many complaints describing situations that have created extreme distress for MPT users, their families, friends and carers. Significant incentives have recently been introduced by the State Government for MPT owners and operators to improve the financial viability of their service. However, it is highly likely that the WA MPTs are currently being underutilised by people who use mobility devices because of concerns regarding the efficiency and reliability of the service.

Summary of issues raised relating to the cost of using taxis and the Taxi User Subsidy Scheme

Many people can only use taxis or MPTs because of their type of disability.

Taxi users with disabilities have reported that:

- the cost of using taxis is prohibitive even with the use of subsidies. Users have advised that they would use other forms of public transport, that do not cost as much, if it was readily available and accessible;
- they have experienced large differences in the cost of the same trip and believe that drivers are going slow because the person is eligible for the subsidy; and
- many drivers are not absolutely clear about how the subsidy scheme works and they believe that they are being overcharged because of this lack of awareness.

Summary of issues raised relating to the booking and availability of taxis

Taxi users with disabilities using MPTs have reported that:

- MPTs are easy to book but that they generally experience long delays before the taxi arrives. Users have recently and regularly reported that they have had to wait up to 4 hours for a taxi to arrive. Other users have reported that trips have had to be cancelled because MPTs failed to arrive. This has an enormous impact on the ability of many people whose only option of public transport is a MPT, to get to and from work, school, medical, recreational and social appointments;
- they are unable to plan activities/appointments because of the unreliability of this service;
- they have been left waiting in unsafe situations and locations where they felt vulnerable which is particularly of concern for women with disabilities waiting alone;
- MPT bookings made well in advance is no guarantee that a MPT will be on time or arrive at all;
- they have been chosen to make private bookings with some MPT drivers because it is the only way they are assured of getting an MPT within a reasonable period of time;
- MPT drivers have acquired their MPT to carry many people without disabilities at one time and have little or no intention of picking up wheelchair users;
- they have been passed by empty MPTs which they believe were on their way to pick passengers that were not mobility device users;

- MPTs are unable to be pre-booked for pick-ups at the airport;
- drivers are reluctant to do short trips because they are not financially viable;
- MPTs are often used to transport children with disabilities to and from school when they are unable to use dedicated or mainstream transport. This removes a number MPTs from service at busy times of the day;
- that booking staff are not informing MPT users of the likely waiting time when taxis are being booked and are unaware of the implications for people with disabilities of MPTs arriving late or failing to arrive; and
- taxis based on universal design and accessible to all would dramatically improve the booking and availability of taxis. It would also be a dignified, equitable and independent service available to all taxi users;
- they would use MPTs more if the service was reliable.

Summary of issues raised relating to driver attitudes

Taxi users with disabilities have reported that:

- taxi drivers will pass them by if they have a guide dog with them;
- some drivers have refused to accept a fare when they are aware a subsidy is involved;
- a driver has inappropriately advised that an instant pick-up involves a \$10 surcharge;
- some drivers prefer non-wheelchair work because they do not have to tie/restrain the wheelchair;
- some drivers are impatient and appear aggravated because it may take longer for a person with a disability to get into a taxi;
- some drivers are reluctant to pick up passengers using manual wheelchairs because the wheelchair must be folded and lifted in the boot;
- some drivers have not followed routes when given by passengers;
- some drivers have inappropriately questioned why passengers have a subsidy;
- some MPT drivers have neglected to restrain wheelchairs to the floor of the taxi because they believed the person was adequately restrained in their wheelchair. Inadequate restraining creates a dangerous situation for the person with the disability as well as other passengers and the driver;
- drivers becoming annoyed when asked to use the passenger's restraints; and
- drivers not fully understanding that it is the passengers right to have their personal set of restraints used. Passengers have personal restraints to suit unique wheelchair design or to provide safer journeys for heavier wheelchairs and passengers.

Summary of issues raised related to the design of taxis

Taxi users with disabilities have reported that:

- they are unable to see out of the windows of MPTs because they sit high when travelling in their wheelchairs, they are unable to see where they are going and find it boring;

- tactile signage on the outside of the taxi is required to assist people who are blind know that they are getting into a taxi; and
- tactile signage is required on the inside of the taxi to identify the driver's and taxi registration number.
- taxis based on universal design and accessible to all would dramatically improve the booking and availability of taxis. It would also be a dignified, equitable and independent service available to all taxi users;
- as an ambulant taxi user they experience pain when sitting in the back of standard taxis because of lack of leg room to bend legs and find MPTs more difficult because they are higher off the ground; and
- height adjustable seating should be available in MPTs to accommodate passengers with poor mobility who use scooters and must transfer to seating in the taxi.

Planes

Air travel has always presented challenges to people with disabilities nationally particularly those living in rural and remote regions. It also presents difficulties for international tourists with disabilities and their travel companions.

Issues related to air travel for people with disabilities have significantly increased because of policies and procedures recently introduced by airlines.

Summary of issues raised of plane travel

Plane users with disabilities have reported that:

- airlines have frequently refused to carry wheelchairs of certain sizes in particular planes, rendering many people isolated, particularly in rural and remote areas;
- there is no guarantee that their wheelchairs will be carried on the same flight that they are travelling on;
- limits to the number of people with wheelchairs permitted to travel per flight.
- charging excess baggage costs to carry a wheelchair on a plane;
- refusing to provide a passenger with a wheelchair to get from their car to the terminal;
- refusal of assistance to lift passengers into their seats from a wheelchair;
- putting the health of a passenger with quadriplegia at risk by requiring them to squeeze into an economy seat with their 40cm x 30cm ventilator, unless they purchased a separate adjacent seat for the ventilator;
- because of recently introduced policies and procedures relating to the level of assistance airline staff can provide, such as assisting with transfers, many people with disabilities who previously travelled independently are now required to travel with a carer. This can significantly increase the cost of travel to people with disabilities;
- wheelchair users have reported inconsistent treatment by staff and that they are often requested to vacate the wheelchair before getting to the door of the plane. They have also reported that the wheelchair is regularly not at the cabin door when getting off the plane.

- that they are unable to travel by plane because they are unable to get to the toilet;
- toilets on planes are too small to negotiate a wheelchair into;
- onboard wheelchairs do not enable independence;
- they are concerned for the safety and dignity of people who are deaf at airports, where there are security devices that give audible warnings but no visible warnings. If a person who is deaf triggers the metal detector at the entry to the secure area, that person may be unaware of this and be subject to attention from a security guard. There needs to be a requirement in transport standards that all information on which members of the public may rely, including warning signals such as beeping sounds, is available in both audible and visible forms;
- the staff awareness of disability has improved, however more training is required, especially for new staff, in how to assist people with disabilities and appropriate terminology;
- booking flights over the phone is difficult because staff are unfamiliar with the needs of people with disabilities;
- even though they are ambulant they:
 - have difficulty climbing steps to get on and off planes; and handrails on both sides of stairways and pathways would be useful; and
 - seating is difficult to manoeuvre in and out of.
- an overseas airline company operating in and out of Australia knowingly took a booking for a family who has a member with a disability. The family checked-in and successfully negotiated all leaving Australia requirements. They were then told by an airline official that they could not board with the person with a disability. This behaviour is totally unacceptable for any airline operating in and out of Australia and commitments should be obtained from airlines to honour the DDA prior to being allowed to fly to Australia; and
- they have a disability that prohibits them from boarding without assistance and they live in a regional area in North West WA that is serviced by small aircraft. They are unable to fly because an airline has a temporary exemption. This has increased the isolation of this individual and requires them to travel long distances by road.

Ferries

Summary of issues raised relating to ferries

Ferry users with disabilities have reported that:

- the ferry service from Perth to South Perth has improved however there is sometimes a gap between the ferry and the jetty and assistance is needed to get on and off.

Public transport in regional and remote areas

It is extremely difficult for people with disabilities and their families, friends and carers when it comes to transport in regional areas. Generally there is little or no public transport in regional areas and much less accessible public transport. While there is a general lack of accessible public transport in all areas, it is additionally difficult for people living in regional and remote areas. The effect of this lack of transport affects the lifestyle and opportunities of people to be active and contributing members of their community. People with disabilities and older people are isolated when unable to drive. Some report having to move from their preferred place of residence because of the availability for accessible services and facilities including the need to be able to travel independently in their community.

Transport for people with disabilities in regional areas requires additional consideration. Unlike metropolitan areas where there are services that can provide some assistance if necessary, there are far fewer opportunities in country areas. People with disabilities including older people become isolated and segregated from their communities.

Apart from the general lack of public transport people with disabilities have reported that new services or newly contracted services fail to provide accessible facilities.

For example, a woman who is unable to walk (and travels by air regularly) has reported having to get into the only bus service available by transferring onto the step of the bus and then negotiating each step and along the aisle on her bottom until she can get to a seat. This is obviously not dignified or equitable. Informal discussions with the local council and the service provider have not resolved the situation and the recently contracted service provider purchased a new bus that does not provide access. The provider believes that, in their circumstances, they are not required to have an accessible vehicle until 2020.

What compounds this situation is that there is no other accessible form of transport in operation.

This is one story in one town in Western Australia. It is highly likely that this situation is occurring in numerous towns across the nation. Many people facing these difficulties have advised that they are tired of continually raising these issues and cease to complain. Many have also given up on, or have severely restricted, their travel or are finding other informal ways of managing - often by placing difficult burdens upon others like close family and friends who are less equipped to assist but more receptive and supportive.

People with disabilities have reported that they would use public transport if available and accessible.

For people with disabilities, their families friends and the broader community that cares, it is intolerable that newly established services or upgraded vehicles do not provide access. There needs to be some information and incentives to ensure that when public transport is upgraded or services established that access is provided. To some it may appear that the lack of public transport only affects the individual with a

disability but in reality it affects their families, friends and the broader community that cares for others.

While establishing bus services in many locations will not be feasible, a taxi service is often the first and only form of public transport in many regional areas. Incentives should be provided to taxi owners/operators to provide an MPT. This would ensure that all members of the community could access it. Financial and training incentives currently provided to metropolitan MPT owners/operators to cover the additional costs of starting an MPT service should also be provided to regional operators.

MPT owners and operators have reported that the cost of running MPT services in regional areas is greater than the cost of running the same service in the metropolitan area and that no financial assistance is available to support them in providing this necessary and important service.

MPT users in regional areas have also reported that MPTs are regularly used to transport children to and from school because no accessible form of dedicated or mainstream transport is available. In these instances it often gets children to the school earlier than desired if several children need to be transported. It also removes these MPTs from undertaking work for other people with disabilities who need them to get to and from work, medical, recreation and social commitments.

The lack of accessible dedicated and mainstream transport services continues to isolate and segregate children from their peers and the rest of the community.

Plane travel for people with disabilities in regional and remote areas of WA is also an important issue. Most smaller communities that are near airports are only serviced by small aircraft. As you aware there is a temporary exemption for small aircraft to provide an accessible service. While it is acknowledged that there are significant concerns regarding some occupational health and safety issues, this exemption needs to be considered and addressed. People with disabilities have reported that they have become stranded and unable to fly out of their community. Because of the distances involved some people have had to travel for days, rather than a few hours by plane, to attend important appointments. As mentioned earlier people with disabilities are tired of raising these issues and cease to inform relevant authorities of these instances.

Strategies need to be developed to ensure that people with disabilities, who cannot get on or off planes independently, are able to fly on smaller aircraft and have their mobility device transported at the same time. These strategies also need to appropriately address the relevant OHS issues.

In WA there are a few accessible country coaches and people with disabilities have reported:

- difficulty in accessing on-board toilets;
- that not all country coaches are accessible so bookings have to be made well in advance; and

- that the accessible coaches do not provide coverage over the whole state. The implication is that people can only travel so far on an accessible coach and then must make alternative arrangements for the rest of the journey.

Permanent Exemptions

The people with disabilities consulted and the partners of this submission are strongly of the view that there should be no permanent exemptions. All transport service providers should be developing and implementing strategies to improve access to their services. All customers including people with disabilities, their families, friends and carers benefit from good access. Some people require better access than others. It is illogical and to the detriment of the Australian public that many transport services are not required to improve access. As our population increases we also need to review the number of people affected who would benefit from increased access.

The unjustifiable hardship clause within the DDA exists to provide a process where transport providers can seek an exemption for a period of time while access to vehicles and infrastructure is upgraded in a planned manner.

The following comments are provided with regard to current permanent exemptions under the transport standards:

Limousines, hire cars and charter boats

Many hire car companies do provide some aspects of access that enable people with disabilities to hire their vehicles, including the use of hand controls. It is important that incentives and encouragements are provided to ensure that all people have similar opportunities.

In WA there is a very active association called Fishers with Disabilities WA. This association works to provide opportunities for people with disabilities to go fishing at various locations on land and also on the water. This current exemption does nothing to increase the opportunities of these people and their fishing companions to fish on an accessible charter boat.

Houseboats for hire are another mode of water transport that enable people to travel from one point to another. There needs to be opportunities for people with disabilities to also travel with their families and friends in similar comfort.

It is also important to note that many people with disabilities currently do hire limousines, hire cars and go on charter boats and have to manage with the level of access provided. They are currently paying for a service which is generally inequitable and inadequate in meeting specific needs. It can also mean that people with disabilities will lose their independence by having to rely on others.

Dedicated school bus services

It is essential for the future of children with disabilities and the broader community that dedicated school bus services start the process of developing strategies to improve their accessibility to all children, similar to other bus transport service providers. While children with disabilities are unable to travel with brothers, sisters or their friends as peers, dignity, equity and independence and inclusion can not be achieved.

Small aircraft

Refer to comments above.

Airports that do not accept regular public transport services

As mentioned it is important that strategies start to be developed to improve access and that contingency plans are made to cater for the times that access will be required. Facilities such as such airports may employ people with disabilities or people who acquire a disability while in this employment, using their skills in customer services roles and members of the general public may be seen off or greeted by people with disabilities.

Other

There is considerable concern in the disability sector about delays in hearing DDA complaints.

24 August 2007