

Get on Board in Making Services Accessible to All

10 Tips for Better Access



1

Make and keep your facilities and services accessible – it's good for business

2

Be ready to provide extra help to make sure that passengers with reduced mobility* can access your facilities and services

3

Train staff on how to help passengers with reduced mobility

4

Plan ahead for the needs of passengers with reduced mobility

5

Let customers know how accessible your facilities or services are (or are not) before they travel

6

Make all your information (e.g. leaflets, web, timetables, signs) easy to read, easy to use and easy to understand

7

Ask a person with reduced mobility if they need help

8

Think access all the time - clear away obstacles

9

Make sure all announcements, including safety information, are understood by all passengers

10

Provide for the needs of passengers with reduced mobility in an emergency

* Passengers with reduced mobility include people with disabilities (cognitive, learning, physical, sensory); older people; people travelling with children or carrying luggage.



Department of Transport
An Roinn Iompair



NDA