

# Accessibility of Information and Services



This presentation is from David Capozzi.



It is about looking at whole journeys when we try to make public transport easier for everyone to use.



David was part of the team that put together a law in the United States of America, called the ADA.

This law makes sure that people with disabilities are treated fairly and equally.



David worked with many different groups in the United States of America (USA) on public transport.



David was picked by President Biden to be on the board of Amtrak.

Amtrak is the national rail company.



In this presentation, David will look at promises that were made about public transport in the USA.



He will check if these promises have been kept.

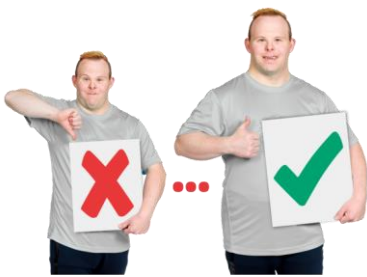


A whole journey approach is about walking to and from a bus, tram, or train stop.

It is also about waiting for, going on, and getting off the bus, tram, or train.



A journey has lots of different parts.  
Every part is important.



We need to learn how each part can be better  
for people with disabilities.



The ADA says that new buses in the USA must  
be accessible.



If a company buys or hires older buses, they  
must try their best to make them accessible.



There is a bus service for people with disabilities. They can use this service for trips if they cannot get to, get on, use, or get off a public bus or train.



The person may have to pay more for this service.



There are different rail services. Some are local and some services take you from city to city.



The rules for trains and trams are the same as for buses.



At least 1 carriage in every train or tram must be accessible.



There are rules on accessibility for different types of buses and trains that run in the USA, and for private transport too.



New bus stops and bus shelters must be accessible.



There is also guidance on the accessibility of rail stations.



In July 2022, the Government in the USA said they would set up rules to make websites and apps accessible.



**What has changed?**



It has been hard to get people to move from special transport to public transport.



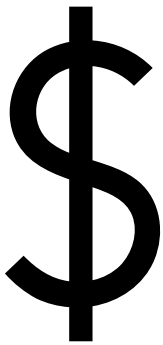
Many more vehicles are accessible.



Work is still needed on rail stations.  
In 2021, President Biden gave money to improve this over the next 10 years.



In 2020, Amtrak promised to make more of its stations accessible.  
They will spend a billion dollars to do this.



Since 2016, Greyhound buses have paid over 3 million dollars to people that have not been treated fairly and equally.



Getting to and from stops and stations is still a challenge in some communities.  
People have taken legal action on this.



More attention is needed on information and communication.



It is important that people with disabilities can plan their journeys so they go well.



There have been good changes but there is more work to do.