

Travel Assistance Scheme

Bus Éireann Cork



This presentation is from Eleanor and Amy.



Eleanor and Amy are travel assistants at Bus Éireann Cork.



The Travel Assistance Scheme was set up by Dublin Bus in 2008.



It supports people with disabilities to be independent when using public transport.



The National Transport Authority pay for this service.



In 2022, the Travel Assistance Scheme started on Bus Eireann Cork City bus services.

Bus Eireann hired staff and organised training.



The Travel Assistance Scheme also started on Irish Rail commuter services.



Later, it is hoped that it will be on Local Link Cork services too.



We support any person over 18.



The service is free.
You do not have to pay.



We support people with disabilities, older people,
and others that need support to use public
transport.



We support individuals from their own home to
where they want to go.



Step 1:

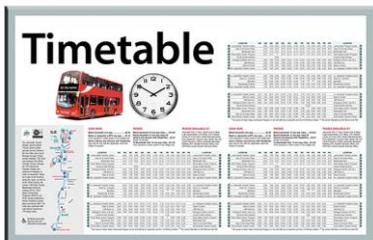
The passenger can contact the service by phone or email.



Step 2:

The travel assistants, Amy or Eleanor, will contact the passenger to get more information.

They will talk to the passenger about the journey.



Step 3:

The travel assistant will plan the best route for the passenger on public transport.



Step 4:

An agreement is signed and the training can begin.

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Step 5:

The travel assistant can go with the passenger on their first 5 journeys.

They can help the passenger with more journeys if they need to.



Step 6:

The passenger does the journey on their own or with other supporters.



The travel assistants have had lots of training to support them to do their job well.



They learned about buses and routes in Cork.



They found out how to teach people with different skills and needs.



They looked at the different challenges people face when they try to use public transport.



The travel assistants understand the different worries and fears that people have about using public transport.



Safety is very important.
If it is not safe, we do not do it.