

# Disability Equality Scotland



## Report about our travel information poll questions



## Easy Read





Every week, Disability Equality Scotland asks important questions to our members.

These are called **polls**.



This report is about 4 weekly polls that were all about **transport providers** and travel information.



**Transport providers** are the organisations who are in charge of:

- buses
- trains
- taxis
- trams
- ferries
- community transport



In October and November 2022 we asked 4 sets of questions.

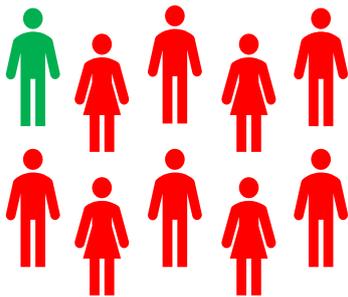
This report tells you what we found out from our members answers.

## Week 1



In week 1 we asked

**Do you feel like transport providers offer enough travel information and choice for you?**



 19 people said **yes**, there was enough travel information and choice for them.

 1 hundred and 36 people said **no**, there was not enough travel information or choice for them.



In this report each picture of ten people shows you about how many people out of every ten people chose to answer.



Nearly everyone who answered said they didn't get enough information about changes to transport.

Things like:

- transport getting cancelled
- different routes
- new timetables



Many members said they liked to get information:

- from written information when audio was hard to hear
- online by desktop computer
- from printed timetables
- from smartphones



Some members said they would like to get information:

- by a live message conversation on their phone
- from information desks

Other things our members told us:



- apps and websites often have different information and this is confusing
- there are too many travel apps
- Google is quite good for planning journeys
- many timetables are hard to read with a screen reader
- lots of drivers do not know about Thistle Assistance cards
- it is hard to know if the 1 wheelchair space on a bus will be free or not

## Week 2

In week 2 we asked

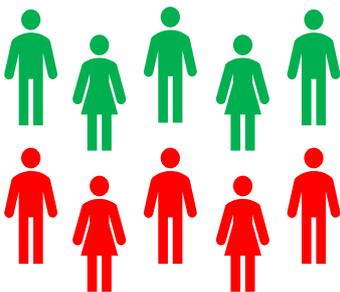
**How easy has it been to tell a transport provider about something – like feedback, an idea or a complaint?**



A **complaint** means telling an organisation about something you are not happy with – so that they can make it right.

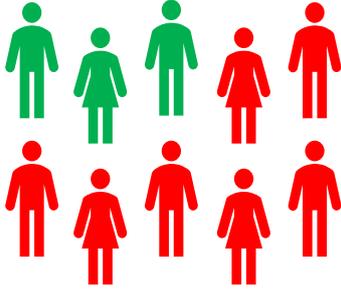


 12 people said it was **easy**.  
 19 people said it was **hard**.



We asked if they had got an answer back from the transport providers.

 16 people said **yes**.  
 16 people said **no**.



We asked if they felt listened to, or if changes had been made.

 9 people said **yes**.  
 20 people said **no**.



We asked our members if they had been told about the different kinds of ways that customers can give feedback or complain.

 7 members said **yes**.  
 21 members said **no**.  
 5 members were not sure.

Other things our members told us:



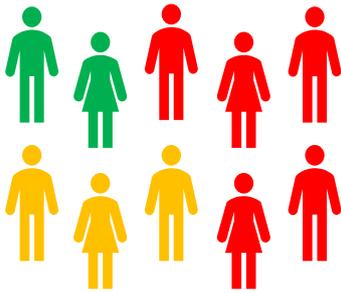
- different transport organisations do things differently and this makes it confusing
- it is often hard to find the right name, number or address for sending feedback or complaints
- sometimes the computer systems send back a general reply which is not about the complaint

## Week 3



In week 3 we asked

**Do you think there are enough chances for disabled people to work together with transport providers to make things better?**



 6 members said **yes**.

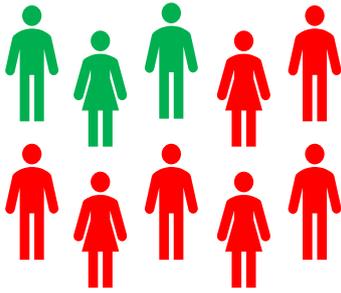
 17 members said **no**.

 12 members said they were not sure.



We asked our members if they had ever taken part in a **consultation** about travelling in Scotland.

**Consultations** are when the Scottish Government asks people for their thoughts about a new plan.



 12 people said **yes**, they had taken part in a consultation.

 23 people said **no**, they had not taken part in a consultation.



We asked the members who took part in consultations what it was like taking part.

Some people said:



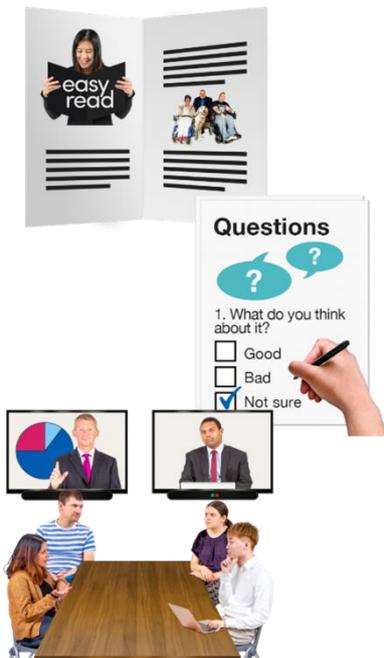
- they talked with transport staff and felt listened to
- they thought that important decisions had been already made before the consultation meetings



Lots of members said that they could not join the consultation meetings because they were not accessible for them.



We asked our members how they would prefer to join a consultation meeting.



Lots of members said:

- they needed Easy Read documents
- they liked surveys because it gave them time to think
- consultation meetings should be online and face to face at the same time



Some members said:

- that small group meetings – also called focus groups – were a good idea
- that there should be meet ups where transport providers can walk or wheel the routes with disabled people to see what they are like





We asked our members what could happen to make it easier for disabled people to work together with transport providers to make travel better.

Members told us that there should be:



- feedback systems to see how things are going
- a sharing of the consultations so that different transport providers get the same feedback
- better sharing of consultations dates so that more disabled people know about them

## Week 4

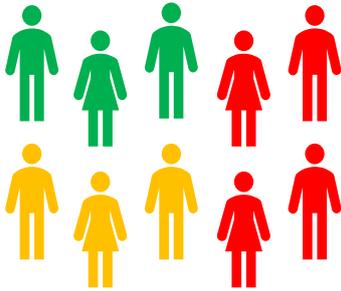
In week 4 we asked

**How do you feel about the different types of inclusive communication that transport providers offer?**



**Inclusive communication** means being offered things like:

- British Sign Language
- documents in a different language
- Large Print
- braille
- Easy Read



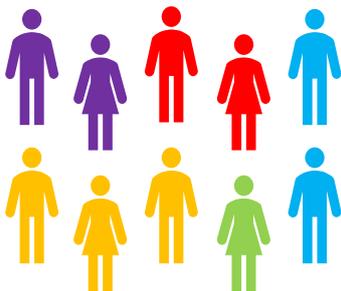
 13 people said they were happy with the types of inclusive communication offered.

 20 people said they were not happy with the types of inclusive communication offered.

 18 people said they didn't have a strong feeling either way.



We asked our members what things they use to plan a journey.



 13 people said they use their phone.

 15 people said they use an information desk.

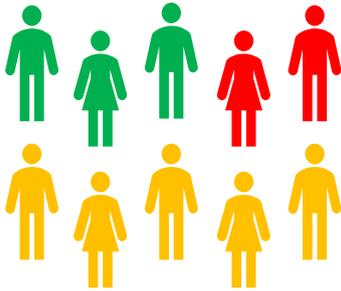
 21 people said they use printed timetables.

 11 people said they use social media from transport providers, like Facebook and Twitter.

 25 people said that they use an app on their smartphone.



We asked our members if they would like to be offered other kinds of inclusive communication.



17 members said **yes**.

9 members said **no**.

25 people said they were not sure.



We asked our members what kinds of inclusive communication they would like offered.

Our members said:

- automatic messages often are not right
- it is hard to hear loudspeaker information in big public spaces
- it is hard when a journey changes while it is happening
- more timetables are needed
- information desks with Easy Read information are often closed
- word and information needs to be easier to read



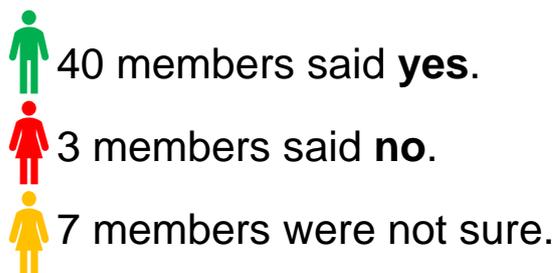


Many members said they would like information in these ways:

- plain English
- Easy Read
- large print
- short accessible videos with British Sign Language, subtitles and voiceovers
- text chat that happens straight away

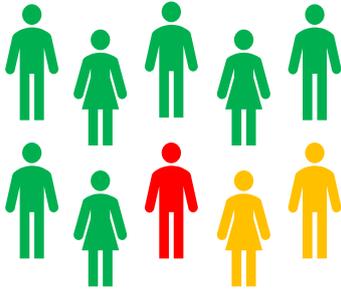


We asked our members if there need to be changes to make travel information more accessible.





We asked our members if it should be made easier for people to get information from transport staff face to face and over the phone.



 36 members said **yes**.  
 3 members said **no**.  
 12 members were not sure.



We asked our members what would make getting travel information from transport staff easier.

Our members told us:



- customer service staff need to know local areas really well
- customer service staff need to speak clearly and slowly
- customer service staff need training about all kinds of disabilities
- there needs to be more face to face customer support
- travel information for all types of transport should be in 1 place – like the Accessible Travel Hub

## 6 important points



When we looked at all our members answers and comments we saw 6 important points.



**1.** Disabled people want to trust transport organisations and travel services



**2.** Disabled people want clear information that they can find and understand.



**3.** Disabled people want to feel confident about their journey and their happiness as a traveller.



**4.** Disabled people want their journeys to be easy.



**5.** Disabled people want to be able to travel without needing lots of help.



**6.** Disabled people want travel information to be correct and the same wherever they find it.