



PRESS RELEASE

NEW “ACCESSIBILITY GUIDE” PROVIDES HANDS-ON ADVICE ABOUT THE NEEDS OF PERSONS WITH DISABILITIES USING PUBLIC TRANSPORT

BRUSSELS, 5 DECEMBER 2016

To mark the International Day of Persons with Disabilities, the International Association of Public Transport (UITP), IRU and the European Disability Forum (EDF) jointly publish an “Accessibility Guide” to improve customer service for persons with disabilities and persons with reduced mobility.

UITP, IRU and EDF have joined forces to publish a guide to improve service quality and accessibility of public transport services for persons with disabilities. The publication is released to honour the International Day of Persons with Disabilities (3 December) and aims to show that service quality and inclusiveness are of paramount importance for the public transport sector.

The brochure entitled “Accessibility Guide” is one of the initiatives that these three associations are undertaking to raise awareness amongst staff about the barriers still existing to a fully inclusive public transport system and how to best overcome them. It is targeted at public transport staff regularly interacting with customers and can be used in the context of disability awareness trainings.

Gunta Anca, Vice-President of the European Disability Forum: “With this accessibility guide we want to give simple tips and advice on how to improve service for persons with disabilities. There is really nothing to be afraid of – we are passengers like everyone else, just sometimes we need a little bit more of your support and understanding.”

Thomas Avanzata, Director of the European Department at UITP: “An average person does not know much about persons with disabilities. With this guide, we hope to close the knowledge gap for our bus drivers and be able to offer an improved service to persons with disabilities. We are very happy about the cooperation with EDF and IRU and optimistic that such small initiatives can make a difference on the ground, especially at times where financial resources for costly infrastructure works are scarce.”

Rémi Lebeda, who leads IRU’s work on passenger transport in Europe: “This accessibility guide is an excellent tool to improve the quality of service offered to people with disabilities by drivers and operators. We thank EDF and UITP for their excellent cooperation in working on this important issue. In further recognition of the International Day of Persons with Disabilities the guide will also be available in

accessible format."

The guide can be downloaded [here](#)

Note to Editors

The **International Association of Public Transport (UITP)** is a passionate champion of sustainable urban mobility and is the only worldwide network to bring together all public transport stakeholders and all sustainable transport modes. We have 1,400 member companies giving access to 16,000 contacts from 96 countries. Our members are public transport authorities and operators, policy decision-makers, research institutes and the public transport supply and service industry. Visit our website www.uitp.org. Follow us on Twitter: [@UITPpressoffice](https://twitter.com/UITPpressoffice)

Contact: Andrew Canning, Press & Media Manager, +32 2 663 66 39, andrew.canning@uitp.org

IRU is the world's road transport organisation, promoting economic growth, prosperity and safety through the sustainable mobility of people and goods. Founded in 1948, IRU has members and activities in more than 100 countries. Website: www.iru.org Follow us on Twitter: [@the_IRU](https://twitter.com/the_IRU)

Contact: Stuart Colley, Communications and Events Manager, +32 2 7432584, stuart.colley@iru.org

The **European Disability Forum (EDF)** is an independent NGO that represents the interests of 80 million Europeans with disabilities. EDF is a platform which brings together representative organisation of persons with disabilities from across Europe. EDF is run by persons with disabilities and their families. We are a front runner for disability rights. We are a strong, united voice of persons with disabilities in Europe.

Contact: Lila Sylviti, External communications officer, +32 2 282 4604 , lila.sylviti@ed-feph.org