



Consultation Results

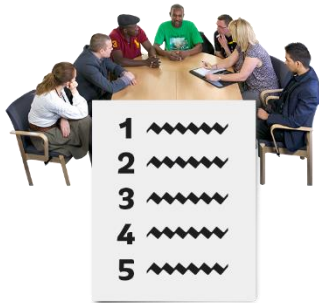


Consultation results

We asked people questions about transport during January and February

We spoke to **109** people at **9** different services, schools or colleges.

For the first time **17** more took part in our online surveys.



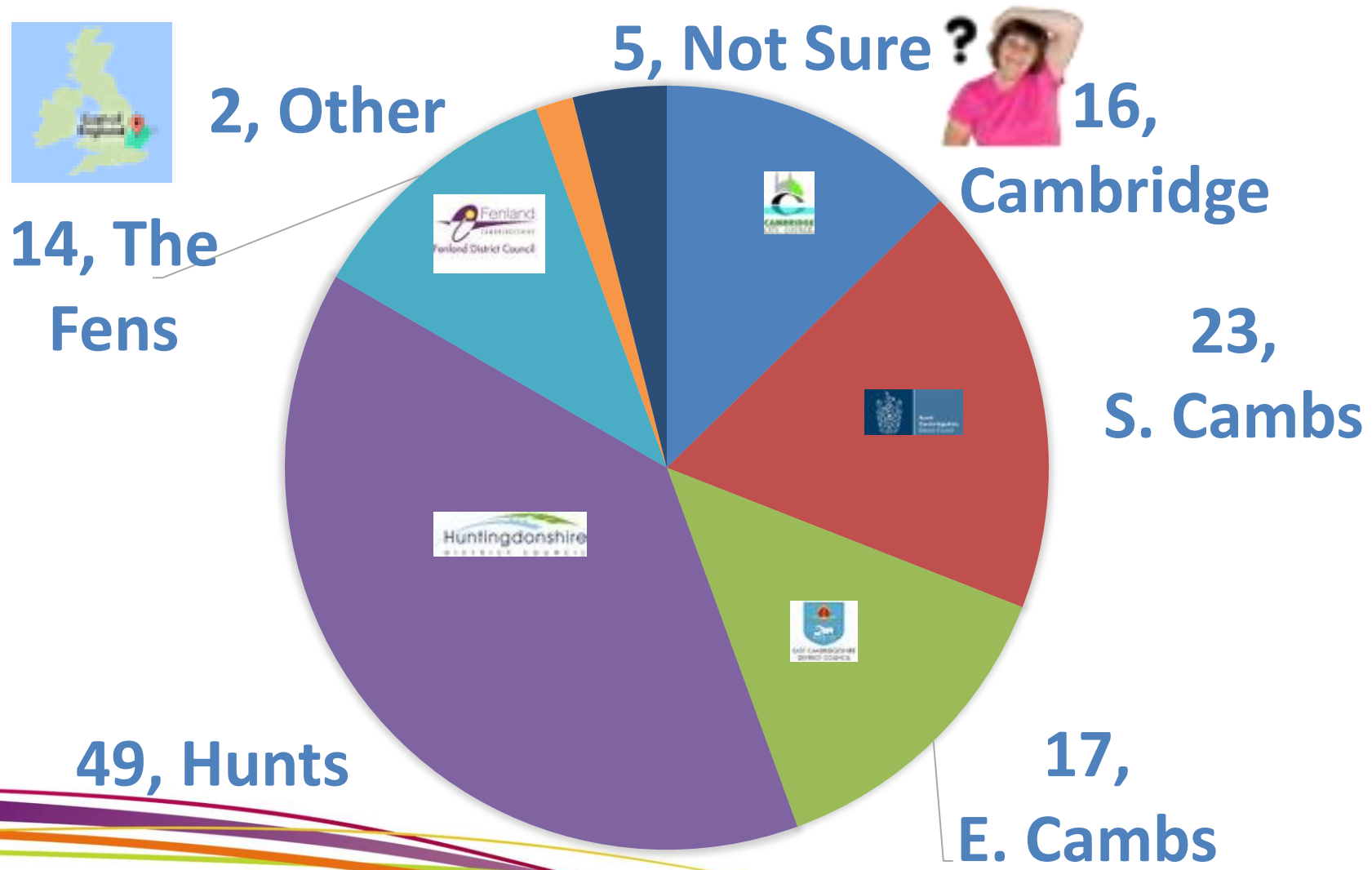
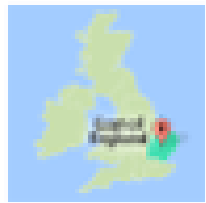
Consultation results

We spoke to people:

- from every district
- both under and over 25 years
- with learning disabilities and/or autism, and
- those with high support needs and their family/carers.



We asked people “where do you live?”



5, Not Sure ?

2, Other

14, The Fens

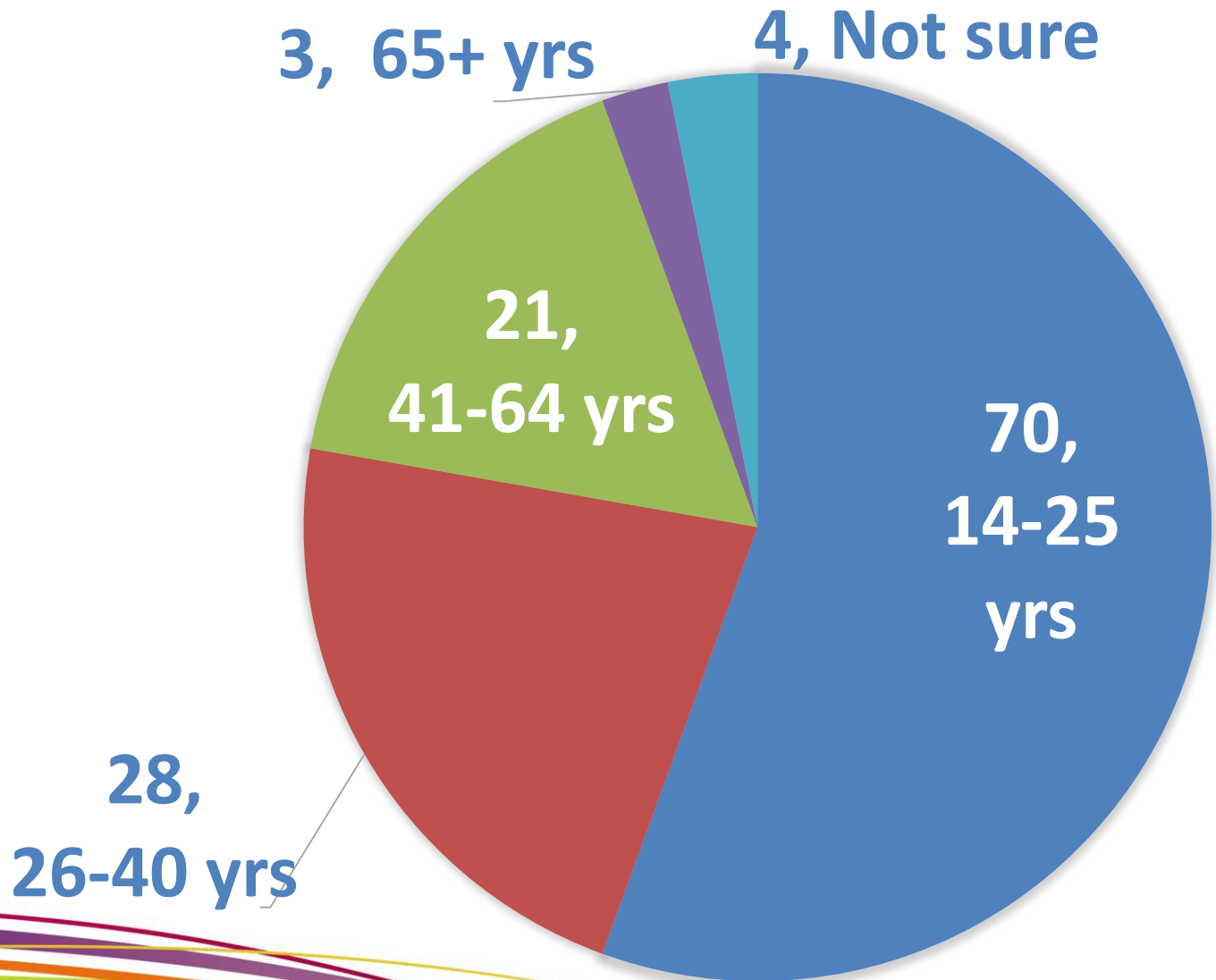
16, Cambridge

23, S. Cambs

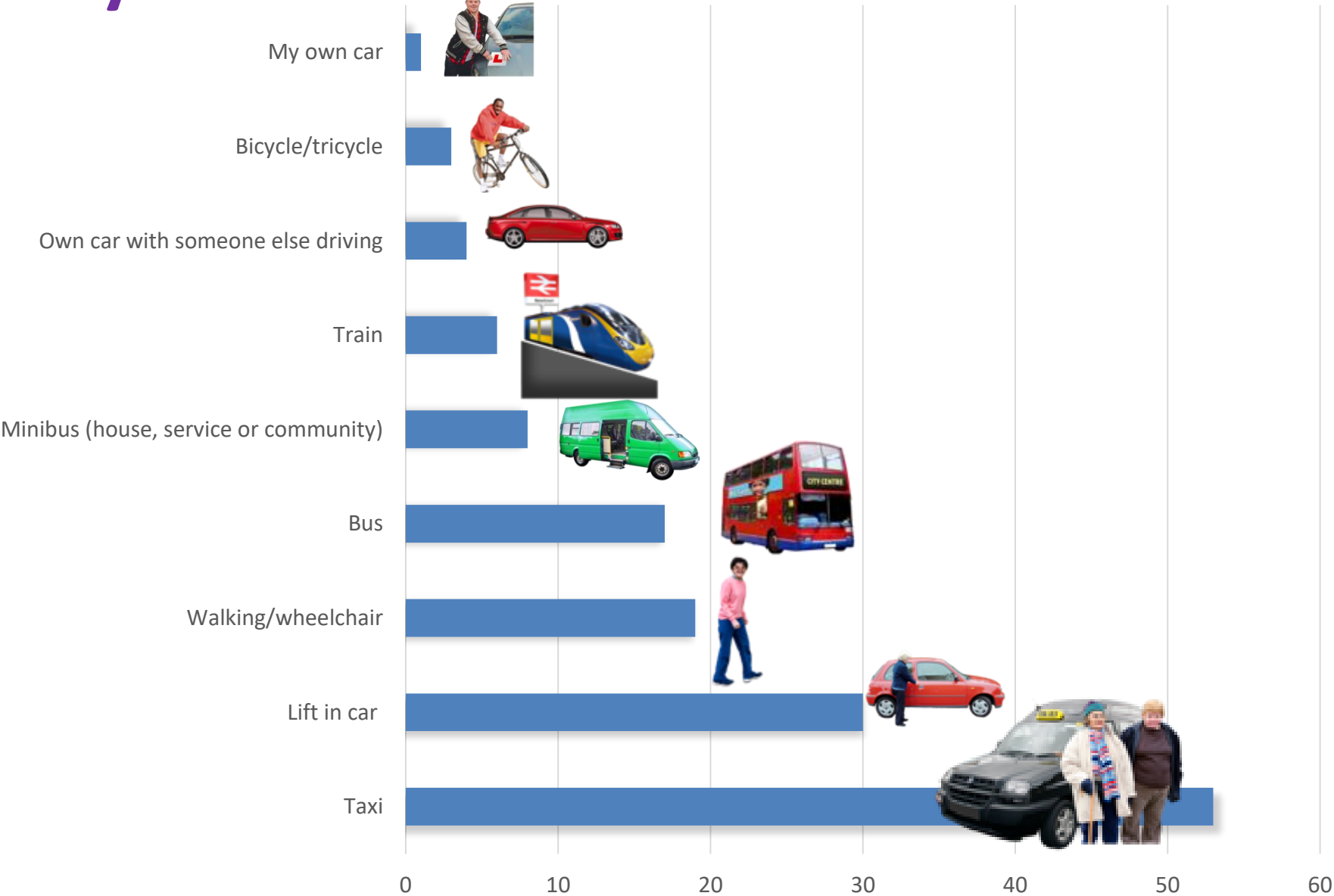
49, Hunts

17, E. Cambs

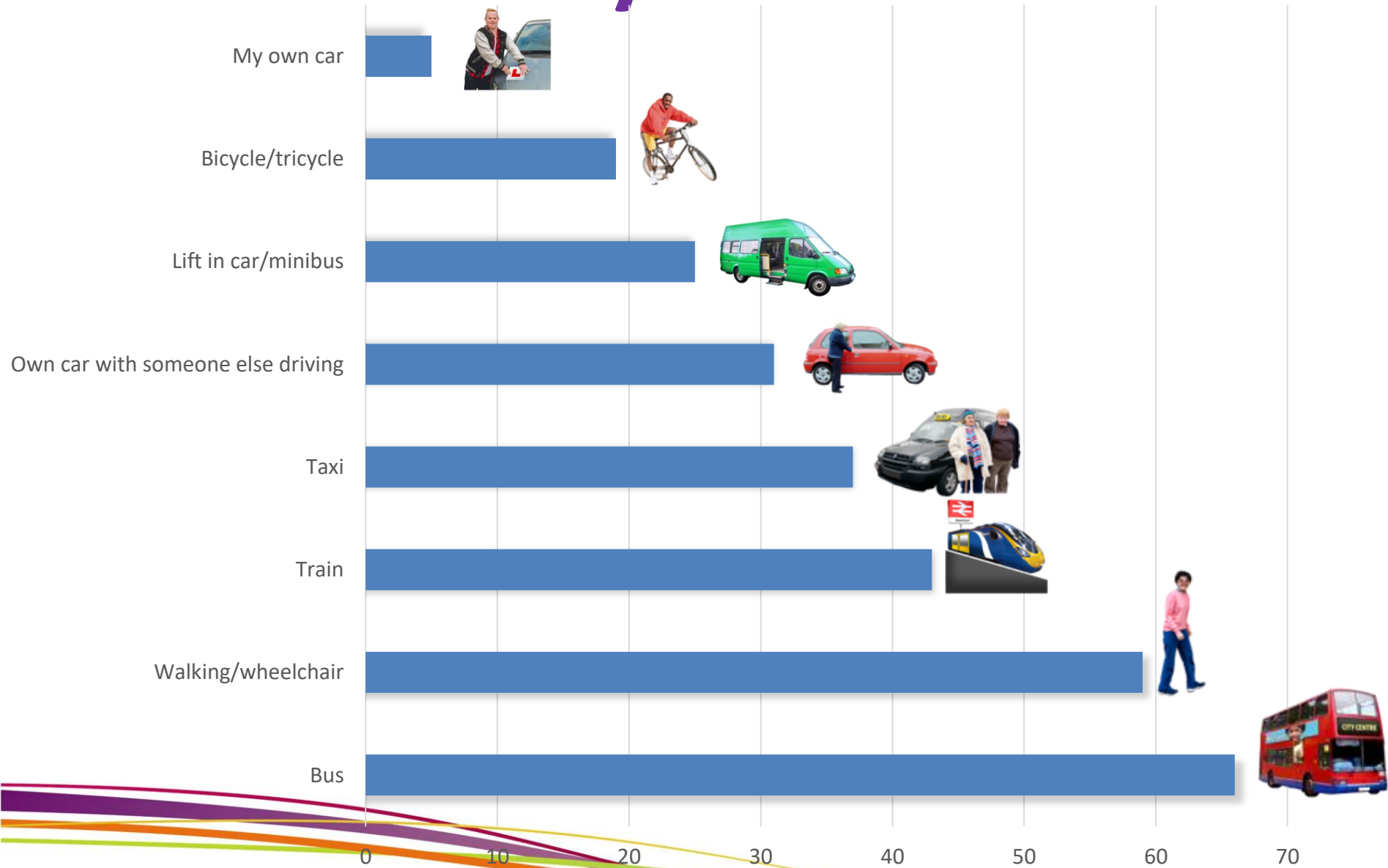
How old are you?



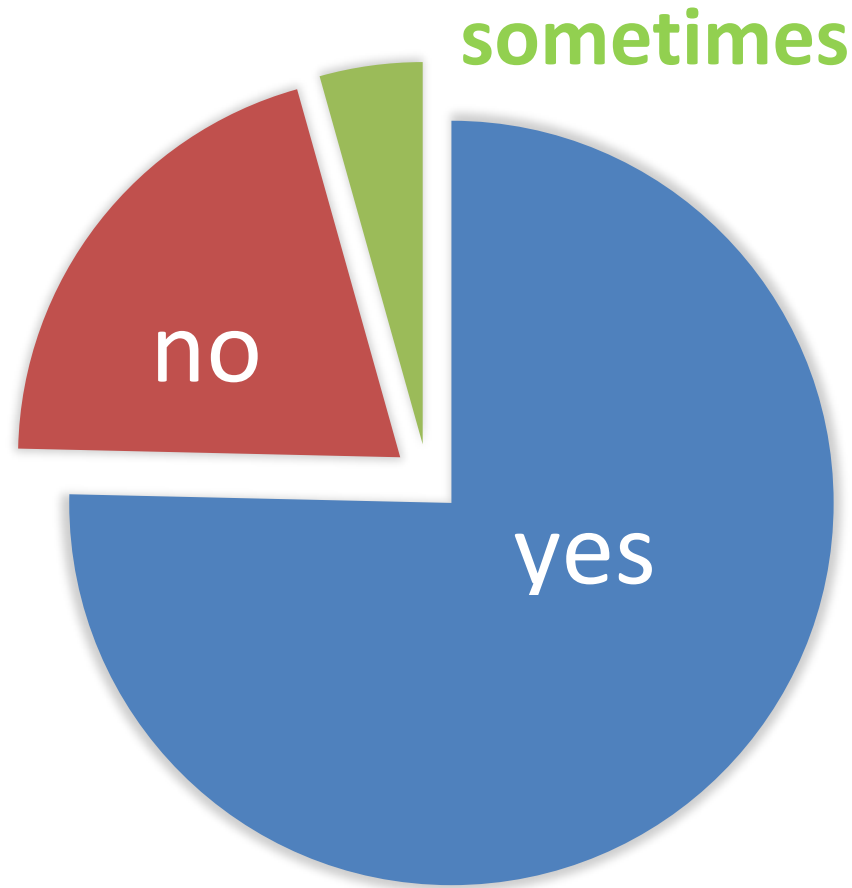
We asked people, "How did you get here today?"



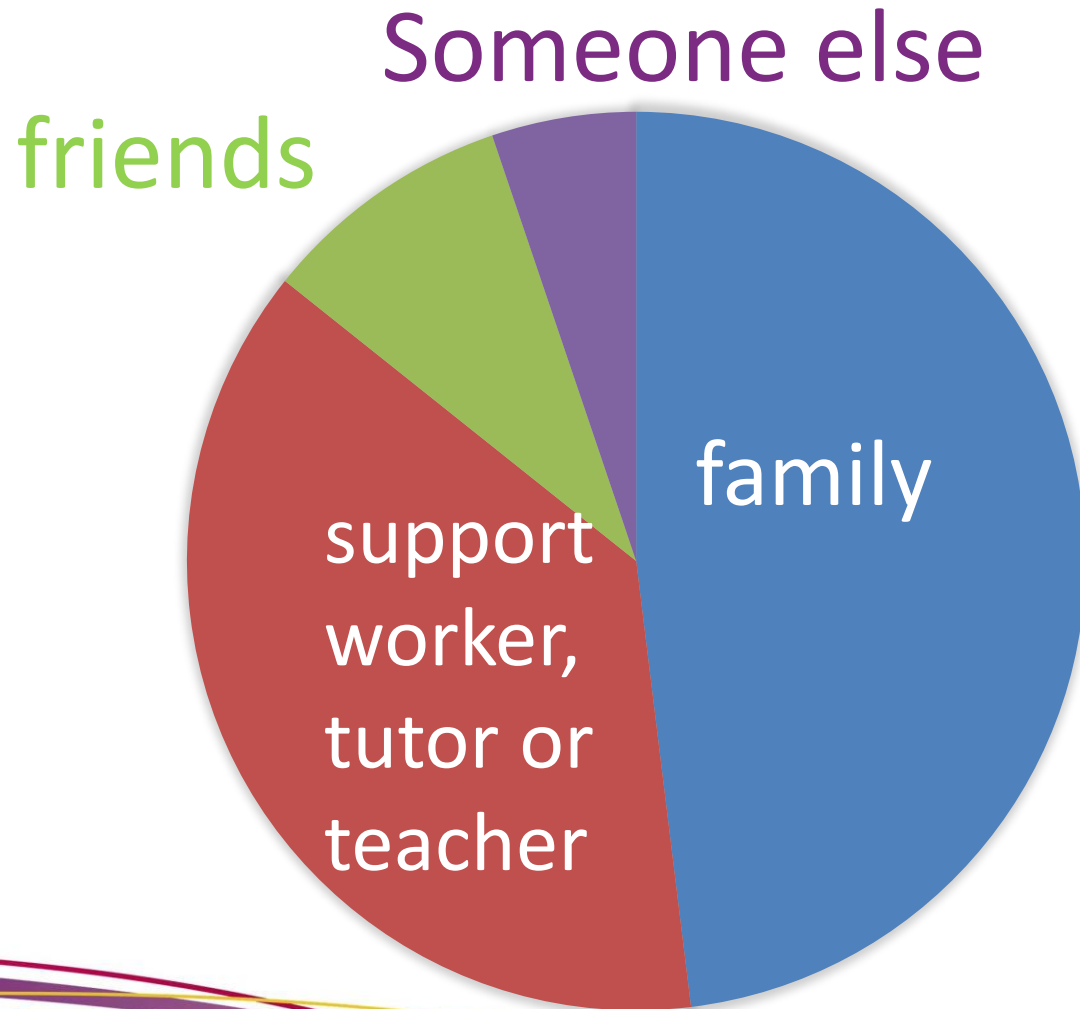
How else do you travel?



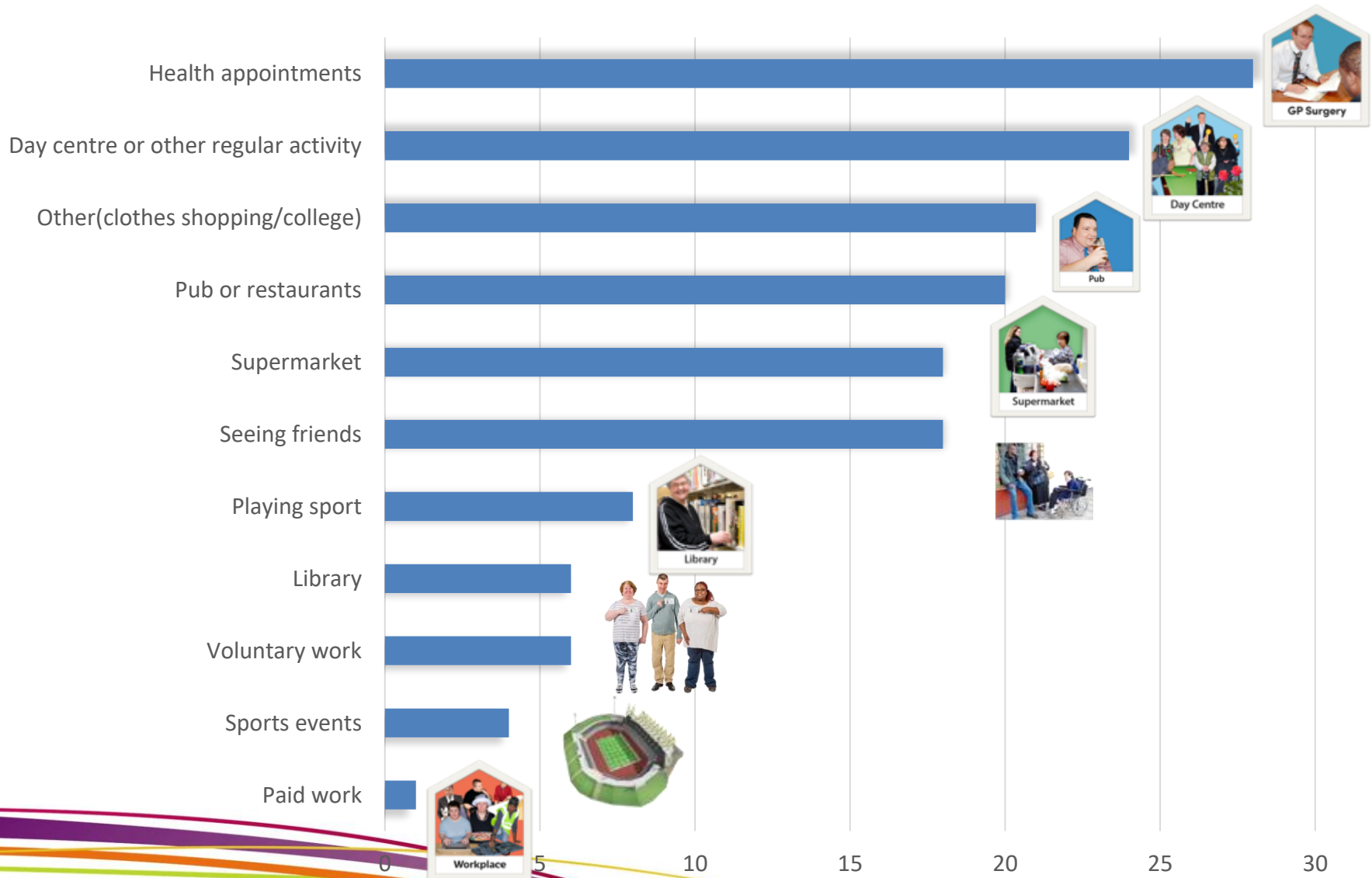
Do you ever go out on your own?



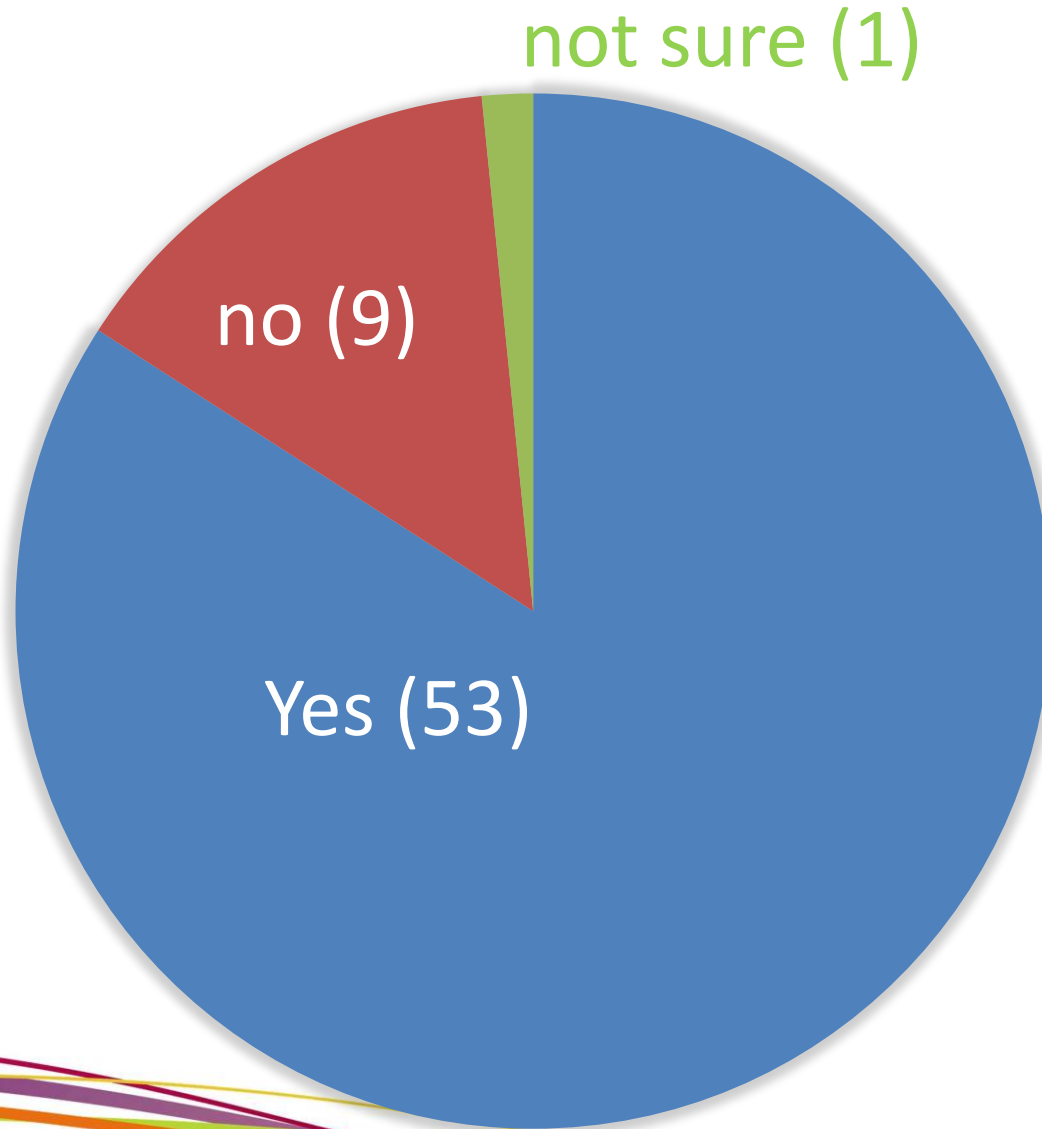
Who supports you?



Where are you travelling to?



Have you had travel training?

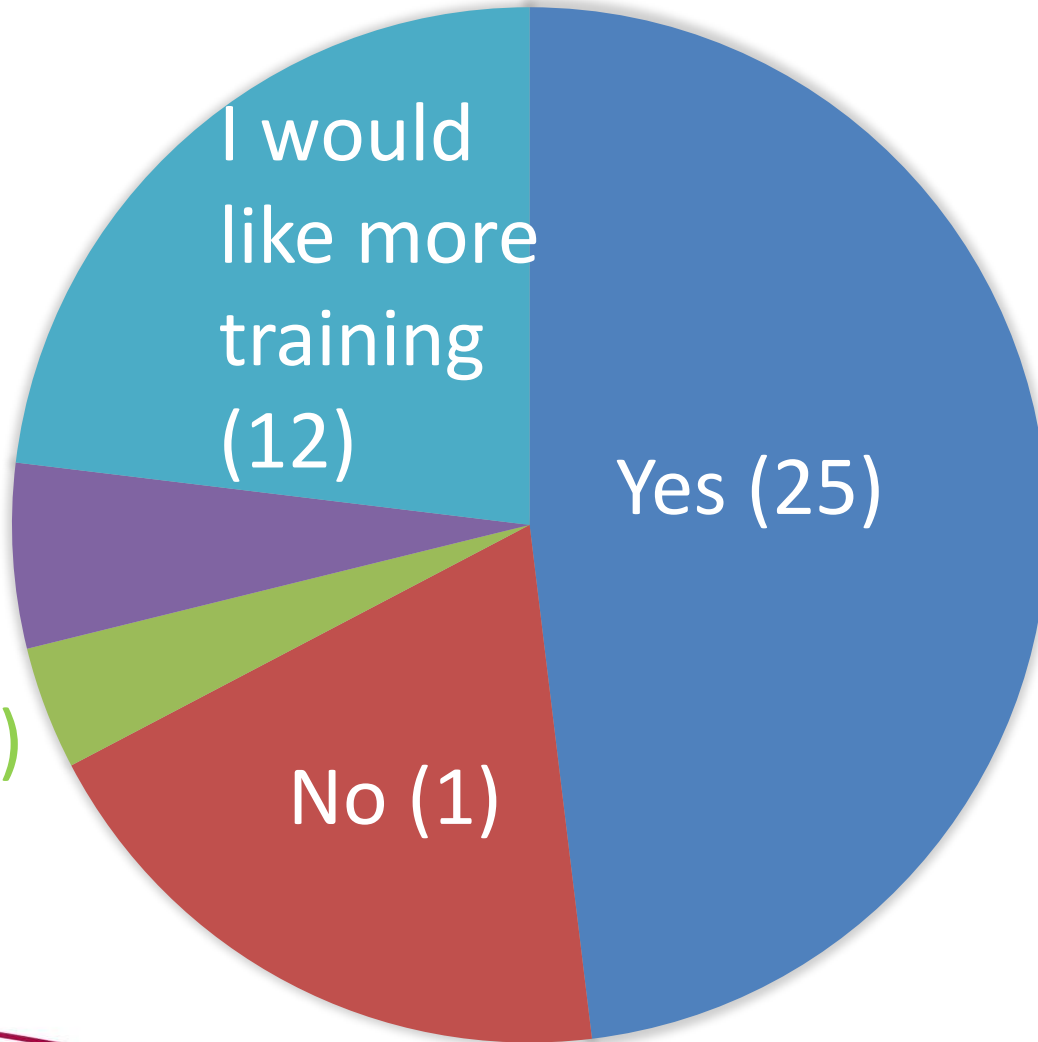


Would you like travel training?

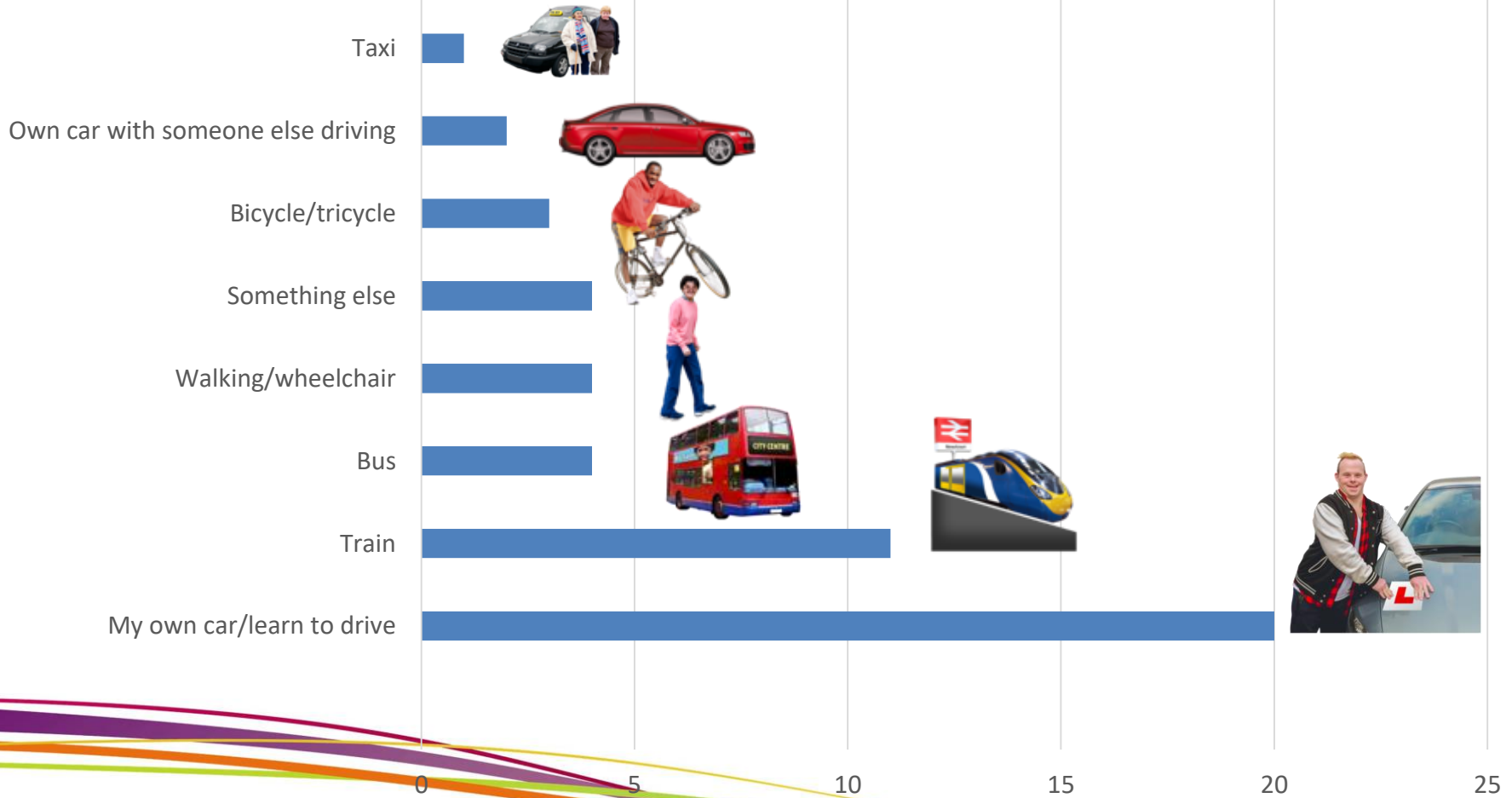


Don't feel I need it (3)

Not sure (2)

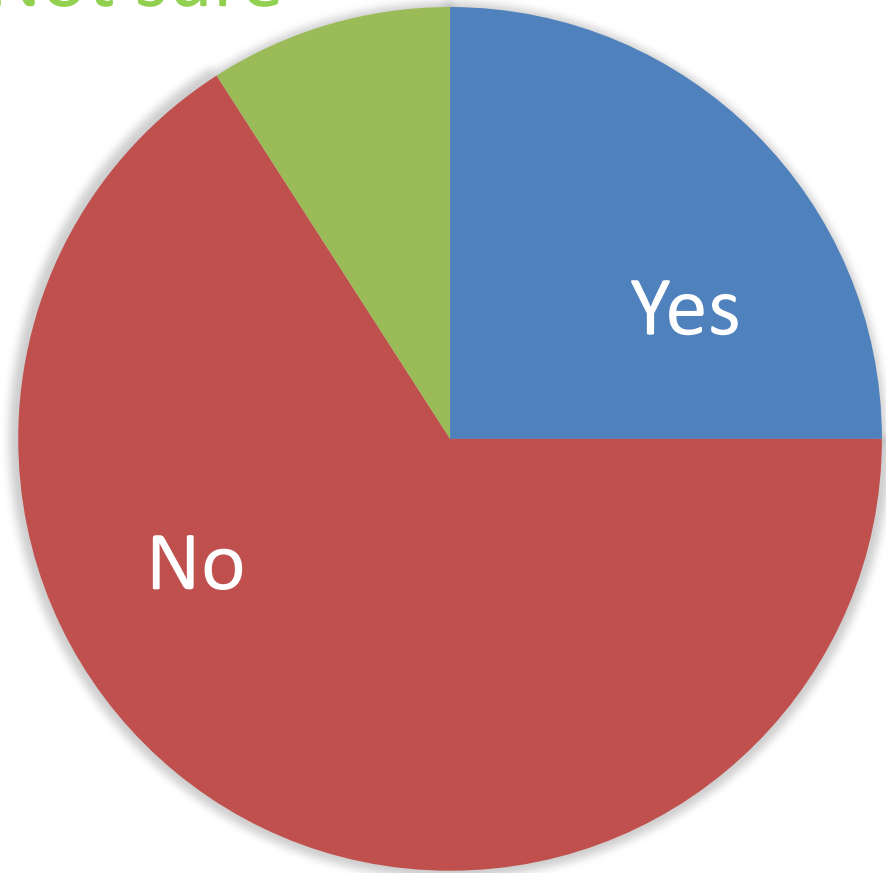


Are there any types of transport that you do not use now, but would if you could?

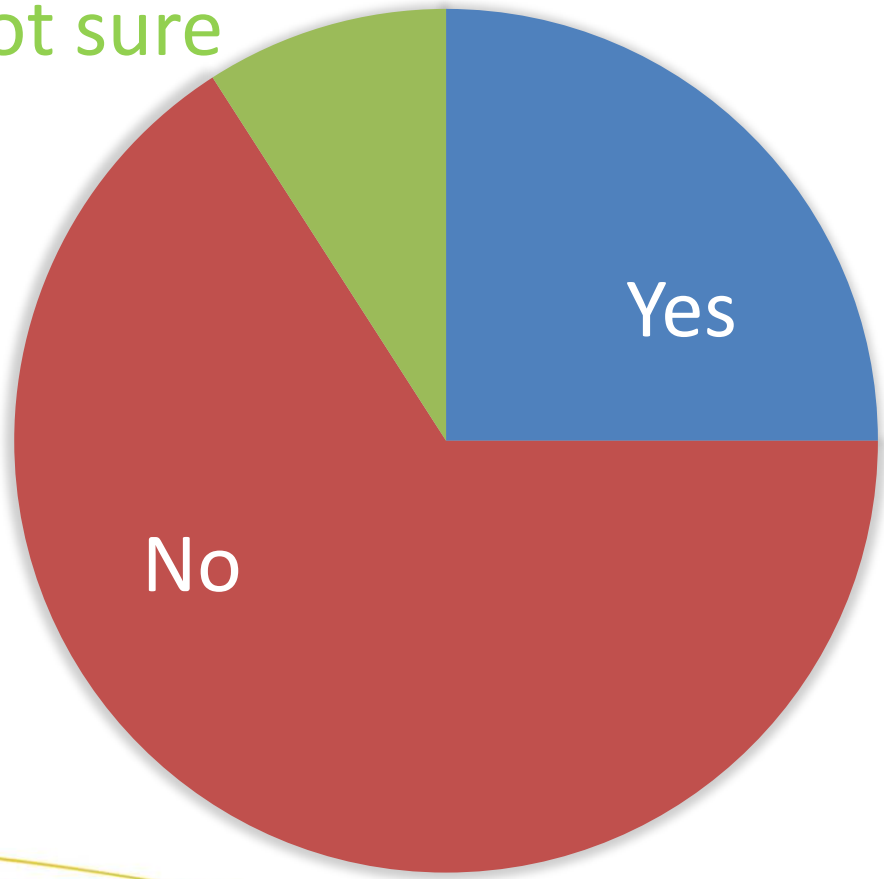


If someone treats you unfairly on transport do you know how to complain?

Not sure



If there is a problem with transport, if it is late, doesn't arrive, or you cannot get a seat you can make a complaint. Do you know how to do this?



Buses What is good?



- Quick and easy
- Wifi
- Warm
- Can use bus pass
- New buses
- Cheaper



Buses What is good?



- Describes where it goes
- Wheelchair accessible
- Know other people on school bus



Buses

What is not so good?



- Wheelchair can't be secured
- Crowded and no seat
- **Can't use pass before 9.30am**
- Not enough buses
- Too hot/bad ventilation



Buses

What is not so good?



- Rude drivers
- Not stopping at all the stops
- Don't know where you are
- No bus on Sunday



Buses

What is not so good?



- Busy and not getting ramp out
- Limited pushchair/wheelchair spaces
- Awkward if pushchair in the space



Taxis What is good?



- Friendly drivers
- Feel safe as know the drivers
- Normally on time
- Can listen to my music
- Share with friends
- You can get one when you need it



Taxis

What is not so good?



- **Can't prebook accessible taxis**
- Wheelchairs are sometimes too big
- **School taxis drop off too early/pick up late**
- Expensive
- **Day service minibus/taxi – drivers not good with people with a learning disability**

Trains What is good?



- Fast, high speed
- You can see the countryside/
different places
- More independent
- Sometimes there are kind people
on trains – staff who can help you



Trains

What is not so good?



- Cancelled trains or replacement buses
- Expensive
- **Trains/stations not always accessible**
- Very crowded so you have to stand up
- Missed my station

Your own car



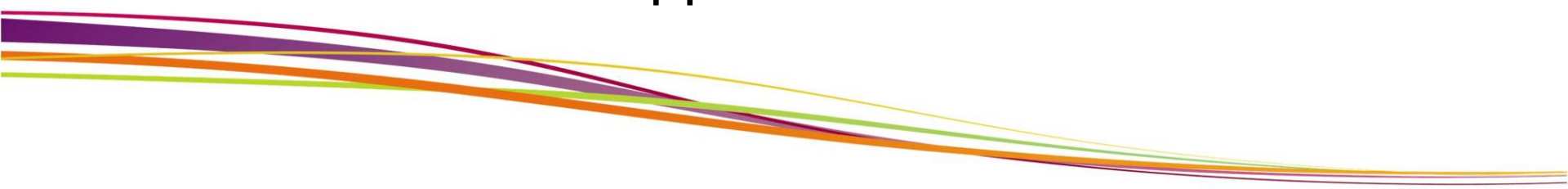
What is good?



- Can travel with family and friends
- You can talk
- Listen to own music, eat and drink
- I like my own car
- I like getting a new car every 3 yrs
- It is wheelchair accessible



We think this means people would like:

- Trains/stations to be accessible
 - More travel training
 - To be able to use bus passes before 9.30am
 - Pre bookable accessible taxis
 - School taxi drop offs/pick ups not to be too early or late
 - Day service minibus/taxi drivers to have disability awareness training
 - Day services to be allowed Blue Badges so they don't miss out on opportunities
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What we can help you with today:

- Ideas for dealing with difficult situations on public transport
- Sharing assistance cards for use on buses etc
- Information about how to complain if you
 - are treated unfairly, or
 - if you have a problem with public transport
- A new website - everyonesjourney.campaign.gov.uk

