

SELF APPRAISAL

Passenger information & services

What are the priority improvements that can be made for passengers?

WHICH OF THE FOLLOWING PROCESSES ARE IN PLACE TO INFORM TRANSPORT PLANNING AND TO DELIVER INFORMATION AND CONVENIENT SERVICES PASSENGERS? (SELECT ALL THAT APPLY)



- IPT route network mapping, involving onboard surveys and vehicle tracking
- Preparation and publication of IPT network maps in 'static' form (as paper versions and/or online)
- Development of web-based, dynamic journey planners (by public authority or in collaboration with private sector) enabling passengers to plan end-to-end travel with formal PT and IPT
- Provision of digital payment systems for IPT services
- Provision of on-demand ride-pooling services, in particular for routes or times where passenger numbers are lower
- Integration of fares and payment systems for formal Public Transport and IPT
- Development of customer care and complaints services, with staff contact points at popular terminals an stops, or online through a website or app (such as crowd-sourced safety apps).

WHICH OF THE FOLLOWING ACTIVITIES ARE UNDERTAKEN IN ORDER TO ENSURE INCLUSIVE AND SAFE SERVICES, WHERE PEOPLE ARE TREATED WITH RESPECT AND DIGNITY? (SELECT ALL THAT APPLY)



- Provision is made for those that need to travel with goods, such as traders
- Training is provided to drivers and crew on the problem and impacts of sexual harassment, and actions that can be taken to minimise problems
- Training is provided to drivers and crew on the needs of mobility impaired and how these can be accommodated in daily operations
- Vehicles are adapted or procured in order to improve accessibility for mobility impaired people