

"GETTING THERE"

some recent developments in door-to-door transport

for people
with
disabilities



50pence



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ADAPT
Action on Disabled Persons' Transport

This Pamphlet was written by:

Graham Lightfoot, A Founder Member of Milton Keynes Community Transport Association Limited.
A Subscriber Member of Community Transport.
A Member of ADAPT - Action on Disabled Persons' Transport.

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Orders and Correspondence:

ADAPT
c/o The Spastics Society NW Region
62 Bridge Street
Manchester M3 3BW
Tel: 061-832 6373

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Phil Rooksby, The Bakehouse Resource Centre, 6 Church Street, Wolverton, Milton Keynes, Bucks.

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INTRODUCTION

In July 1979, the Spastics Society (North West Region) published the Final Report to the Working Party on Transport for the Disabled in Greater Manchester entitled 'Can I Get There? - Public Transport Options in the 1980's for people with disabilities'. This report considered both conventional public transport and also the transport services of local authority agencies and voluntary organisations.

Three of the recommendations made in the report drew particular attention to the requirements of people with severe disabilities for a door to door service. The report recommended the creation of a special complementary transport system to enable people with severe disabilities to live independently in the community; urgent consideration to be given to the design and production of a purpose-built vehicle; better co-ordination of "special transport" both within and between local authorities, and between local authorities and voluntary agencies.

Following publication of the report, the Working Party decided to extend the scope of its deliberations and formed ADAPT - Action on Disabled Persons' Transport as a forum in which to discuss the mobility needs and problems of people with disabilities. There are three working groups which consider different, though related, aspects of the situation: Working Group One considers the operation and design aspects of conventional public transport; Working Group Two considers the operational and design aspects of "special transport", defined as transport services provided by local authorities, the ambulance service and voluntary organisations; Working Group Three considers the design aspects of small vehicles for personal use and for taxi-type services.

This pamphlet reiterates the point made in 'Can I Get There?' that people need transport for personal mobility to enable them to live a full life and that people with disabilities, most of whom are unable to use most of the existing transport available, should not be discriminated against as a result. A number of recent initiatives by voluntary organisations and local authorities are considered, as well as examples, mentioned in 'Can I Get There?', from European countries. Comments are also made on the design of vehicles in operation at present, on development in vehicle design, and on possible organisational and operational developments.

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LIMITATIONS OF "SPECIAL TRANSPORT"

Most "Special Transport" services have developed largely in response to the need to transport people between their homes and the facilities where activities are organised for them and are primarily supplied by the organisers themselves.

However these transport services do not respond to the individual needs of people with disabilities for transport to non-institutional activities, such as shopping, visiting friends, going to the cinema or to other places of entertainment. Some of these services are provided in connection with employment, though usually this is only in a sheltered environment.

There has been an increased awareness that there are such limitations in "Special Transport" services and during the past five years there have been a number of initiatives by voluntary organisations to respond to individual mobility requirements. Local authorities have also been involved in trying to extend their transport services in a similar way. In fact during 1980 and 1981 a number of new services have started, operated both by voluntary and community organisations with transport provision as their prime function and by the Social Services departments of local authorities.

These fall into three basic categories, with all the vehicles operated being capable of carrying people in their wheelchair:

1. Dial-a-Ride Services using vehicles carrying more than one person at a time, with each person's origin and destination being different;
2. Dial-a-Ride Services using vehicles carrying one person at a time, operating like a taxi service;
3. Services using vehicles carrying more than one person at a time, with each person's origin being either the same or different, but with their destination being the same, e.g. a shopping centre.

Unlike the United States and some European countries, no coherent strategy for the planning, operation and assessment of such services has been developed in Britain. Services have been initiated in response to a perceived need, occasionally preceded by some research, in parts of the country where finance has been successfully attained. This has often resulted in the demand for the services far exceeding the supply and in any development being an attempt to catch up, rather than a carefully planned expansion of the scheme.

This pamphlet attempts to bring together recent developments, so that people can see what the possibilities are, what some of the problems are and hopefully to thereby encourage them, and us, to proceed in a more coherent manner towards solutions to the mobility problems of people with disabilities.

Chapter Two

REVIEW OF DOOR TO DOOR SERVICES IN BRITAIN

This section identifies some of the initiatives corresponding to the three categories outlined earlier and considers their operational characteristics. Some examples are considered in more detail and in different ways than others, but for more information, use the contact list at the back of the pamphlet to get in touch with the schemes direct.

1. READIBUS

This scheme is sponsored by the Reading Voluntary Services Council and followed a study carried out by the VSC during 1979 and 1980. Financial support is through the Urban Aid Programme, of which 75% comes from the Department of the Environment and 25% from the Borough of Reading through its transport budget, and from the Manpower Services Commission through the Youth Opportunities and Community Enterprise Programmes. The scheme was inaugurated on 19 October 1981, and the initial Urban Aid financing is for five years.

"The objects of the scheme are:

- a. to provide an experimental scheme for the transport of disabled people within the Borough of Reading for the individual purposes of those disabled.
- b. to assess over the period of the scheme the impact of such a scheme on the lives of disabled people and its potential as a model scheme for other areas".

The scheme has attracted strong local interest, including support from the IYDP Committee, the County's Public Transport Co-ordinator and the University.

Service Characteristics

The operational area is the Borough of Reading and its immediate surroundings. The Service is available to residents who find it difficult or even impossible to use ordinary buses, whether their disability is permanent or temporary, physical or otherwise. There is no limitation on the purposes, for which the service can be used, and priority is given to individual bookings.

Readibus operates seven days per week from 8 am to 11 pm and bookings are taken up to 8 pm on the day before travelling.

The operation is a traditional dial-a-ride 'many to many' service with flexible routing to increase occupancy of the vehicle. Two of the four vehicles are on the road at one time. It is hoped to obtain a computer to assist with route planning and data collection. This places the service firmly in the sphere of public transport as opposed to welfare transport and this is further underlined by the local authority's 25% of Urban Aid coming from a Transport Budget not from a Social Services Budget and by having the vehicles painted in the livery of the Municipal Bus Fleet.

Passengers pay fares at the following rates:-

For up to 1 mile	:	Single 20 pence; Return 40 pence
Over 1 mile	:	Single 35 pence; Return 60 pence

A friend or a member of the family can accompany a passenger, but assistants are provided and guide dogs can also travel.

Vehicles Operated

The initial grant provided funds for four Mercedes 308 minibuses, converted to comply with the 1977 Minibus Act (now included in the 1981 Public Passenger Vehicles Act) by Mellor Coachcraft of Rochdale, Lancashire.

Each vehicle is fitted with a 250 kg capacity Ratcliff Tail-lift for passengers in wheelchairs, locking system for wheelchairs, removable and adjustable seats, folding steps, and radio communication.

Seating capacity is flexible, depending on the number of people in wheelchairs travelling at any one time, up to a maximum of twelve seated passengers or three passengers in wheelchairs. Maintenance is provided by the Borough's Transport Department.

Finance and Staff

Urban Aid has provided £58,000 Revenue funding in the first year, which goes towards the salaries of the Co-ordinator, Assistant Co-ordinator, Administration Assistant and four drivers plus £2,500 per vehicle for maintenance and fuel.

Urban Aid also provided the initial capital of £42,000 for the four Mercedes minibuses. The Manpower Services Commission has provided finance through its Youth Opportunities Programme for four drivers' assistants and through its Community Enterprise Programme for four more drivers.

Operational Figures

At present (February 1982) each vehicle is covering 350 miles per week and carrying 75 passengers per week, which gives weekly totals for the scheme as a whole of 1400 miles and 300 passengers.



2. a). EDINBURGH VOLUNTARY TRANSPORT (EVT)

EVT is part of the Edinburgh Council of Social Service and has been operating a taxi service for people with disabilities, with varying levels of availability since May 1975.

The service was initiated when a converted Minivan was donated to EVT, which then organised volunteer drivers. The vehicle was registered as a Private Hire Cab and drivers were required to obtain the Cab Drivers' Licence.

In March 1976, the Manpower Services Commission through its Job Creation Programme provided finance for two drivers, though one later dropped out and no replacement was found. The remaining driver was absorbed onto the EVT payroll at the end of the JCP financing in March 1977.

EVT also provides other transport services to voluntary and community groups and the Cab Service is an integrated part of its operations. These are financed through the Edinburgh Council of Social Service, whose funds come from a variety of sources including Lothian Region and charitable trusts.

Service Characteristics

The level of service has changed over the years, depending on driver and vehicle availability. The area covered by the service is primarily the City of Edinburgh and its immediate surrounding area, providing door to door transport.

The service was operated with one vehicle five days per week from March 1976 to March 1978. A second vehicle was introduced in April 1978 and the first vehicle was overhauled and subsequently acted as a reserve. However from April 1979 to March 1981, both vehicles were operated jointly, with other members of EVT's staff having obtained Cab Drivers' Licences.

At present, February 1982, the service is operated with one vehicle, using volunteer drivers, between 9 am and 5 pm, Monday to Friday, with availability at other times or on a self-drive basis. The original vehicle has come to the end of its life and a replacement is being sought. As a result of recent changes in legislation, the service is operated as a Social Car Service under the 1980 Transport Act and need no longer operate as a Private Hire Cab.

Passengers pay fares at the following rates:-

50 pence call out, plus 27 pence per mile.

Vehicles Operated

The original vehicle is a British Leyland Minivan with a high top converted to carry one person in a wheelchair in the back and one ambulant passenger in the front. Access for the person in a wheelchair is via a ramp at the rear.

The second vehicle is also a Minivan, with a high top, converted by Victor Poynting of Salisbury, Wiltshire. This vehicle is capable of carrying one person in a wheelchair in the back and one ambulant passenger in the front or up to three ambulant passengers. The front passenger seat is raised so as to accommodate people who have difficulty in bending down into a conventional car seat. Two inward facing tip-up seats are fitted diagonally opposite each other in the back. Access for the person in a wheelchair is via a ramp at the rear.

Operational Figures

March 1976	-	March 1977	(one vehicle)	:	3,000 trips; 36,000 miles
April 1977	-	March 1978	(" ")	:	2,500 trips; 30,000 miles
April 1978	-	March 1979	(" ")	:	1,400 trips; 24,000 miles
April 1979	-	March 1980	(two vehicles)	:	1,100 trips; 21,000 miles
April 1980	-	March 1981	(" ")	:	2,200 trips; 18,500 miles



b) WYTHENSHAWE MOBILE (WM)

Wythenshawe Mobile is a community-based transport scheme in South Manchester and has been providing a door to door service as an integrated part of its operation since October 1980.

Financial support for the whole WM operation comes from the City of Manchester Social Services Department through Joint Funding with the Area Health Authority and through the Department of the Environment's Urban Aid Programme.

Although transport is provided for local voluntary and community groups, the main priority of WM's operation is the provision of transport to people with disabilities and others, who are unable to make use of the more conventional forms of public transport. The door to door taxi-type service is therefore seen as an important part of the whole operation as it provides transport to individuals independently, rather than to individuals as part of a group.

Prior to the start date of October 1980, there had been a study, conducted by Manchester Council for Voluntary Services's Joint Committee on Volunteers and a pilot project, funded through the Manpower Services Commission's Special Temporary Employment Programme. The study was carried out by volunteers with Community Transport's Manchester Project in 1976 and recommendations were made to the Joint Committee, which contained members from the City of Manchester's Social Services Department and the Manchester Area Health Authority (Teaching).

A Prospectus and Funding Application was subsequently prepared and presented during 1978 and the pilot project commenced, using a second-hand minibus and four STEP workers in 1979. At the same time the Joint Funding and Urban Aid financing was approved.

WM has recently become registered with the Registry of Friendly Societies as an Industrial and Provident Society 'for the benefit of the community'.

Service Characteristics

The service is restricted to residents of Wythenshawe, a satellite town of approximately 45 sq miles with a population of about 100,000. The operational area is primarily Wythenshawe. The service is operated as a Social Car Service under the 1980 Transport Act, allowing WM to cover vehicle costs only.

The service is operated between 9 am and 5.30 pm, Monday - Friday, by WM's paid staff and is available at other times depending on the availability of volunteer drivers.

Passengers pay fares at the following rates:-

Local trips : 50 pence call out, plus 10 pence per mile.

Long trips : £2.50 (up to 4 hours), plus cost of petrol.
£5.00 (over 4 hours), plus cost of petrol.

Vehicle Operated

A British Leyland Minivan, with a high top, converted by Victor Poynting of Salisbury, Wiltshire, to the same specifications as the newer of EVT's two vehicles (see above).

Finance and Staff

WM's whole operation consists of four staff, funded through Joint Funding and Urban Aid of £34,500 per annum, with capital funding for three vehicles of £27,000 of which the Minivan cost £5,000.

Operational Figures

October 1980 - September 1981.

Total number of trips	:	537
Total number of seated passengers	:	436
Total number of passengers in wheelchairs	:	242

In order to give some idea as to the purposes, for which the service is used, the following figures give details of the destination of all trips made.

Adult Training Centre	72
Day Care	94
Hospital appointment	68
Hospital discharge	4
Other medical appointments	34
Library/Education	7
Club/Social Group	96
Visit friends	74
Day trip	2
Shops	28
Work	12
Holiday	9
Meetings	17
Other	20



c) MILTON KEYNES COMMUNITY TRANSPORT ASSOCIATION LIMITED (MKCTA)

MKCTA is a community-based transport scheme in the Borough of Milton Keynes, which includes the new city of that name, in North Buckinghamshire.

It operated a door to door taxi-type service, known as the "Fast Chair", as an integrated part of its operation from October 1980 to October 1981, when the operation was suspended due to the major breakdown of the 14 years old vehicle used.

MKCTA was inaugurated in June 1980 and since January 1981 has been registered with the Registry of Friendly Societies as an Industrial and Provident Society 'for the benefit of the community'. It has not received any financial support for staff or administration costs, but is supported by the Milton Keynes Council of Voluntary Organisation's Community Transport Co-ordinator, who is funded jointly by the Borough of Milton Keynes and the new city's Development Corporation.

At the time the "Fast Chair" service was suspended, MKCTA had applied to the Borough Lottery for finance towards the purchase of a new vehicle and to the Manpower Services Commission for finance to fund workers through the Community Enterprise Programme. Both applications were successful and an expanded "Fast Chair" service is planned to restart in April 1982, operated by the new vehicle, with the old vehicle held in reserve. The latter has undergone major repairs, though only through the kindness and generosity of a local garage proprietor.

MKCTA also provides minibus transport to local voluntary and community groups, but primarily to elderly people and people with disabilities, who cannot use conventional bus services. It operates its own minibus, equipped with a tail-lift, but also co-ordinates the use of other minibuses, some equipped with tail-lifts, belonging to member organisations of MKCTA.

Service Characteristics

The service was restricted to residents of the Borough of Milton Keynes for travel within 20 miles of Central Milton Keynes.

Availability was restricted by the availability of voluntary drivers, though cover was achieved on week-days between 8.30 am and 5.30 pm.

The new service, due to start in April will provide a service in the evenings and at weekends in addition to during the day, Monday to Friday.

This will be possible as a result of the successful application to the Manpower Services Commission and will use paid drivers, though volunteer drivers will still be required to give a full cover.

The original service was operated as a Social Car Service under the 1980 Transport Act, but the new service will be free to the user. This has been made possible by a grant from the Borough of Milton Keynes.

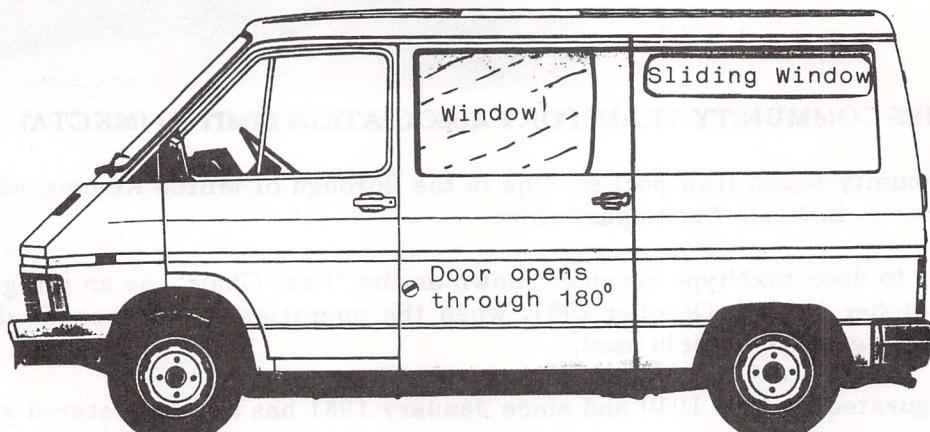
The service was not widely publicised as it was felt that there would be too great a demand for the voluntary drivers to cope with. Thus there was a small number of regular users which increased steadily over the year to the extent that September 1981 was the busiest month.

Passenger fares were 20 pence per mile October 1980 - March 1981
25 pence per mile April - October 1981

Vehicles Operated

The vehicle for the original "Fast Chair" service was a Mini Traveller, with high top, converted by Gowring's of Reading to the same specification as the older of the two Edinburgh Voluntary Transport Minivans.

The new vehicle is based on the Renault Trafic T800 light van, and the conversion is detailed in the diagrams below. The main attraction of this vehicle is the low floor height, which gives an internal ceiling height of about 5 feet, this avoiding the need for a high top to be fitted. Access for passengers in wheelchairs is via a ramp at the rear.



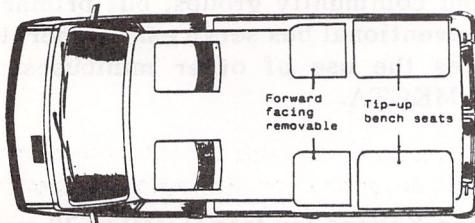
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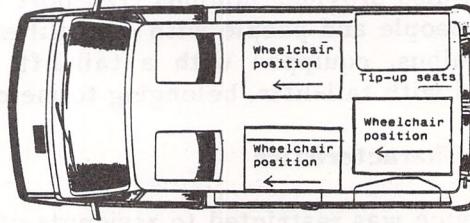
Possible seating variations are as follows:-

Maximum seating capacity (excluding driver)	7 + 0 in wheelchairs
Varied seating capacity (excluding driver)	6 + 1 " "
" "	5 + 2 " "
" "	3 + 3 " "

SEATING - NO WHEELCHAIRS



SEATING - THREE WHEELCHAIRS



Another attraction with the Trafic is that it fills the gap between the Minivan conversion, capable of carrying only one person in a wheelchair and the Minibus conversions, capable of carrying up to fifteen seated passengers or variations to include a number of people in wheelchairs.

Finance and Staff

The Manpower Services Commission has provided £27,500 for one year's funding of a Fieldworker, Administrator and three Drivers and the Borough of Milton Keynes has granted £3,000 towards vehicle running costs from its 1982/83 Concessionary Fares Budget. The Borough Lottery provided £7,000 for the purchase of the Renault Trafic and one year's insurance and Vehicle Excise Duty.

The Mini Traveller cost £500 and this sum was provided by a member organisation of MKCTA through a grant of £250 and a loan of £250.

Operational Figures

October 1980 - September 1981

Operational mileage (with passengers)	2129
Empty mileage	5769
Number of passengers	384
Number of passengers	381
Total number of passengers	765
Revenue from fares	£ 503.75
Total costs (excl. purchase price of vehicle)	£ 1461.70
Costs per passenger	£ 1.91
Costs per operational mile	.69
Costs per mile (total mileage)	.19
Revenue per operational mile	.24



d) EASY-GO TRAVEL

Easy-go Travel is managed by the Social Services Department of the Borough of Stockport, Stockport Council of Voluntary Service and a number of people with disabilities.

Financial support comes mainly from the Borough of Stockport and the service commenced operation in July 1981, with the official launch on 4 December 1981. The door to door taxi-type service is just one part of the Easy-go Travel Service, which also operates a service for groups.

The service is operated independently of the Social Services Department and its base is in a Day Centre for people with physical disabilities, which is managed by the members and users themselves. The base is moving shortly (March 1982) to the offices of the Council of Voluntary Service.

The door to door service is available only to people who are resident in Stockport; have a physical disability; unable to use public transport safely. Users have to be registered, which costs 50 pence, and have to fill out a questionnaire, giving details of their disability and whether they are in receipt of a benefit or pension. In February 1982 there were about 400 registered users.

Service Characteristics

The area of operation is to any destination within a ten-mile radius of Central Stockport. Bookings for the service can be undertaken between 9.30 am and 12.30 pm, Monday - Friday and the service is available to registered users as often as they like, subject to availability.

Users are encouraged to book as far in advance as possible, as the service is not intended to respond to immediate requests for journeys, and this ensures better route planning.

The service is operated between 9 am and 5 pm, Monday - Friday, with a paid driver, and in the evenings and at weekends subject to the availability of volunteer drivers. It is a Social Car Service under the 1980 Transport Act.

The fare at present (February 1982) is 50 pence per one way trip, though if the journey is less than two miles and the total journey time including waiting time is less than 15 minutes then the whole journey is regarded as a one way trip.

Vehicles Operated

The main vehicle providing the door to door service is a new Mini Traveller converted by Gowring's of Reading to the same specification as the older of the two Edinburgh Voluntary Transport Minivans.

The Scheme has recently taken delivery of a Ford Transit Minibus, converted by Mellor Coachcraft of Rochdale, fitted with a tail-lift and capable of carrying up to three people in wheelchairs plus a small number of seated passengers.

Finance and Staff

The Social Services Department provides the funding for the one paid driver, also purchased the Mini Traveller and the Ford Transit Minibus, and provides vehicle running costs and administration expenses.

Volunteers are used for the organising of the service and a list of volunteer drivers is steadily being built up.

Operational Figures

During the first 7 months operation from the end of July, the Mini Traveller has covered 16,000 miles and a total of 800 trips have been made.

e) CITY OF COVENTRY DIAL-A-RIDE SCHEME

This service was established by the City's Social Services Department with financial support from the Manpower Services Commission for one year. Subsequently the Social Services Department has taken on the whole funding for the Service.

The service started in January 1980 and its eligibility criteria are defined by the Scheme's intention 'to benefit disabled people of all ages who have major mobility problems, low income, no alternative transport, or ability to use public transport or taxis, and are socially isolated'.

Service Characteristics

The operational area is within the City boundary only and the service times are those periods when the vehicles used are not required for the Social Services Department's own activities, e.g. taking people to day centres. The service times are therefore as follows:-

Wednesday-	Friday	:	11.30 am - 1.30 pm; 7 pm - 10 pm
	Saturday	:	9.30 am - 9.30 pm; Sunday: 9.30 am - 6.30 pm

The service is operated by any two of the Department's own vehicles which are available during the service times.

From January 1980 until July 1981 the service was free to the user, but since then a flat fare of 50 pence per trip has been charged and the scheme offered as a Social Car Service under the 1980 Transport Act.

Vehicles Operated

These are Commer Carriers, equipped with a tail-lift and capable of carrying up to five people in their wheelchairs. They are part of the Social Services Department's fleet.

Finance and Staff

The Manpower Services Commission provided finance for a Co-ordinator and two drivers through its Special Temporary Employment Programme for one year. Posts have subsequently been absorbed into the Social Services Department's own budget, which also finances the running costs of the vehicles.

Operational Figures

January - December 1980

Number of trips	:	2,854	
Purpose of trips	:	79%	Social (visits to friends and relations; community centres; recreational and educational establishments)
		18%	Shopping trips
		3%	Medical visits

f) Other Similar Services

i. BRENT COMMUNITY TRANSPORT, BCT, DIAL-A-RIDE

BCT has been operating a taxi service for housebound people since mid 1980 using a converted London Hackney Cab, which can take one person in a wheelchair. Access is via an Unwin Foldup Quiklift and through the modified side door. This vehicle is now operated by the "Dial-a-Ride" section of BCT.

Since October 5 1981 the "Dial-a-Ride" section has administered all the volunteer own-car work, previously organised by the Community Transport part of BCT.

A new London Hackney Cab was delivered on 22 October 1981 and is at present (February 1982) undergoing modifications to enable it to carry one person in a wheelchair, with access via a ramp at the nearside door.

Financial support for the "Dial-a-Ride" service comes from the Department of the Environment through the Urban Aid Programme and since 1 July 1981 this has funded a part-time organiser and a full-time driver.

ii. 'LOTHIAN DIAL-A-RIDE'

At a conference in September 1980 an appeal was initiated for funds towards the purchase of six vehicles capable of carrying people in wheelchairs. By the beginning of 1982, £60,000 had been raised during the International Year of Disabled People.

It is hoped that with financial support from the Manpower Services Commission through its Community Enterprise Programme, workers will be employed to run the scheme, starting in summer 1982 operating six vehicles throughout the Lothian Region, which includes Edinburgh.

iii. ISLINGTON DISABLED DIAL-A-RIDE

This service was inaugurated in October 1980 and is operated by the London Borough of Islington's Cleansing and Transport Department. It is financed in conjunction with the Greater London Council and the Inner City Partnership Programme.

The service is operated by two Dodge High-Top vans, converted by Pilcher-Greene Ltd of Burgess Hill in West Sussex, capable of carrying one person in a wheelchair and three seated passengers. Access is via a ramp at the rear.

iv. CAMDEN DIAL-A-RIDE

This service is due to be inaugurated in May 1982 with financial support from the London Borough of Camden and the Manpower Services Commission through its Community Enterprise Programme, which will provide funds for a supervisor and six drivers, based at Camden Co-operative Transport's offices.

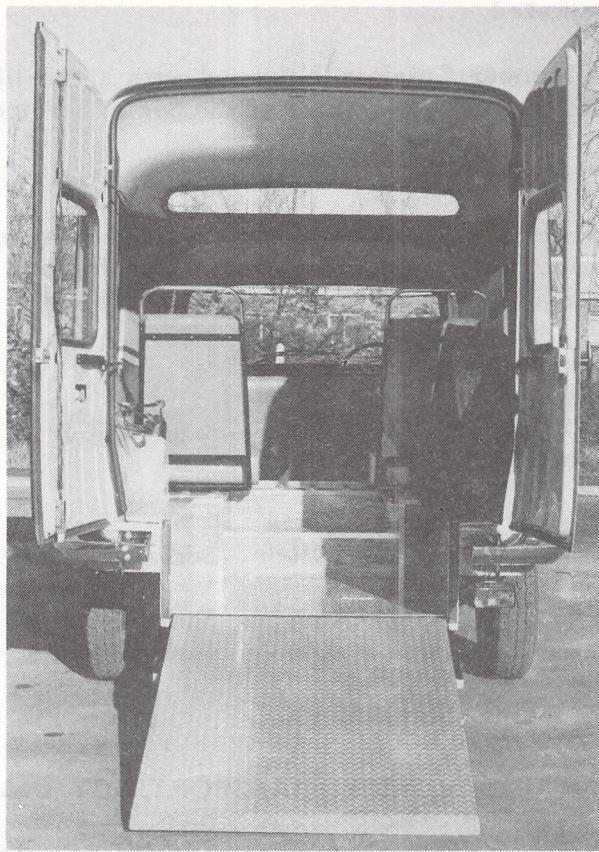
The vehicles, leased from the London Borough of Camden, are a Talbot 1100 van, converted to carry one person in a wheelchair and a Renault Trafic, with a high-top. The Talbot has a Smulders Conversion which enables the rear suspension to drop and give access via a ramp at the rear, and a special swivelling front passenger seat.

The Renault Trafic will have access at the rear and the side by way of ramps, and will carry up to three people in wheelchairs. Both vehicles will be radio controlled and bookings will be made through a local minicab firm.

v. BLUEBIRD TAXIS, BRIGHTON

Brighton and Hove Society for the Disabled raised the money for one vehicle, a Dodge High-Top van, converted by Pilcher Greene to the same specifications as the Islington vehicles (see above).

The vehicle was given to Bluebird Taxis and has been operated as part of its fleet since 1977. The vehicle is booked in the same way as any other taxi, but with relevant details about the passenger, e.g. type of disability, included.



3. a). WOLVERHAMPTON MOBILITY BUS

This service is operated by the Wolverhampton Project of Community Transport, a national charity with projects in seven English cities.

The service started in May 1980 and was preceded by research into the needs of potential users and into the likely operational costs of the service. Visits were made to individuals with disabilities in their own homes or at day centres and a reference file recording relevant details was developed.

Service Characteristics

The service is operated from each of five different areas of the town on a different day each week to the town centre. People are picked up from their home between 12.30 and 2.00 pm and returned between 4.00 and 5.30 pm, Monday to Friday.

Most of the users are referred by local welfare agencies and each passenger's particular requirements are kept on file. This ensures, for example, that escorts are provided to help those, who require them, around the town centre. Escorts are also provided as assistants to the driver to help people on and off the bus.

Passengers pay a flat fare of £1 return, and the service is operated under the 1977 Minibus Act, as incorporated in 1981 Public Passenger Vehicles Act.

Vehicle Operated

The original vehicle which operated the service from May 1980 - April 1981 was a Welfare Conversion of a Ford Transit 160 Parcel Van, which was donated in December 1979 by Wolverhampton Social Services Department. The vehicle was nine years old and had been part of the Social Services fleet. It required a certain amount of repairs and an overhaul before it started in service. It carried up to twelve seated passengers or up to three passengers in wheelchairs with up to eight passengers seated. Access for people in wheelchairs was via a lift at the rear.

From May 1981 the service has been operated by a new and larger version of the original vehicle. The design of which has been influenced by the experience with the original vehicle. The vehicle was converted by Mellor Coachcraft of Rochdale and is fitted with a Ross and Bonnyman Tail-lift. It can carry up to sixteen seated passengers or up to eight passengers in wheelchairs.

Finance and Staff

The new vehicle was purchased with a grant through the Department of the Environment's Inner City Partnership Programme and from Community Transport. The cost was £11,500.

The staff for the service is made up of two full-time volunteers as drivers and escorts are also volunteers with the support of three trainees through the Manpower Services Commission's Youth Opportunities Programme.

Operational Figures

Between May 1980 and April 1981, 194 trips were carried out and there was an average of six passengers (50% load factor) per trip.

b) Other Similar Services

Both Wythenshawe Mobile and Milton Keynes Community Transport Association Limited operate similar services to that in Wolverhampton. The vehicles operated are variants of the Ford Transit 160 Parcel Van, converted by Herbert Lomas of Handforth and Mellor Coachcraft of Rochdale.

These services are operated as an integral part of the services provided by both these community-based transport organisations.

For example, Wythenshawe Mobile operate a service to Stockport one day each week and MKCTA Ltd operates a weekly service on Friday from three different sheltered housing schemes to Central Milton Keynes and Bletchley. In both escorts are provided to assist the passengers who require them. Such services are in fact often part of the services provided by community-based transport organisations and voluntary agencies throughout Britain.

A number of demand-responsive services have been initiated in various European countries and were referred to in 'Can I Get There?'. Particular mention was made of the services initiated by the Groupement pour l'Insertion des Handicapes Physiques, GIHP (Association for the Integration of Physically Handicapped Persons) in France, the Transport Authorities of Stockholm and Goteborg in Sweden and of a new project in West Berlin, Telebus.

This section looks in detail at the current position of the Special Transport Service for the Handicapped in Stockholm County and the Telebus Research Project in West Berlin.

1. STOCKHOLM

In June 1976, Stockholm County Council decided to take over responsibility for all public transport services for people with disabilities in the County with effect from 1 January 1977. This decision emphasised the view that these services should be seen as a transport provision rather than as a social service. In connection with this decision the County was able to set out general guidelines giving directions on eligibility criteria, standards and organisation.

The organisation of the service is the responsibility of Stockholm Transport (SL), the County Council's public transport company, and the County Council's Board for Entitlement to Special Transports. The latter is responsible for determining eligibility and the former's Special Transport Department is responsible for the operation and administration of the actual services, either with its own special vehicles or with taxis and contractors' vehicles. The administrative part also includes the issuing of identity cards and taxi tickets and also for the budget of the whole special transport operation.

Entitlement to the service is defined as for any resident of Stockholm County who has a permanent ambulatory disability such that they have considerable difficulty in moving or using public transport. The entitlement is for journeys by special transport vehicles or by taxis. The latter are restricted to 72 single journeys per year for leisure purposes though any number of journeys can be made for journeys to and from work, school or medical treatment or on journeys using the special transport vehicles. Each ticket is for single journeys up to 30 kilometres, costs 5 Kroner (about 50 pence) and is collected in the taxi or billed later if the journey is made by special transport vehicle.

For regular users of the ordinary public transport services, there is a monthly season ticket of 80 Kroner (£7.60) - half for children and senior citizens, and people with disabilities using the special transport service need not pay more per month than the equivalent monthly season ticket.

In order to encourage people with disabilities to use the ordinary public transport service whenever possible, they and a companion can travel on it for free.

In 1980, the number of people entitled to use taxis was 67,800 and to use the special transport service was 6,700, a total of 74,500 or 5% of the population of Stockholm County.

About 80% of the people entitled to use the services are senior citizens; 70% have ambulatory disabilities (6% use wheelchairs); 5% have mental disabilities and 25% have other types of disability.

Financial support for the Stockholm services comes from State Grants and County Taxes, and special transport services are available throughout Sweden.

Service Characteristics

The special transport service operates between 6.30 am and 1.00 am, Monday - Saturday and between 8.30 am and Midnight on Sunday.

Nearly all bookings have to be made the day before travel, though there is radio communication with each vehicle.

The taxis are booked in the normal way from taxi ranks. Taxis are fitted with a recording device and an imprinter for the tickets. The special transport service has been computerised since the end of 1981 and this enables both the route planning and the trip information to the vehicles to be carried out automatically via a printer in the vehicle. Data for statistical records and for invoicing are stored on an administrative computer connected to the main system.

Vehicles Operated

There are about 2,500 ordinary taxis in the Stockholm area and SL - Stockholm Transport operates 180 special vehicles of its own with about 70 contractors' vehicles in the special transport service. The latter are mostly Volkswagen Minibuses and Microbuses; the following table gives details of the SL fleet.

Capacity

Number	Type	Number of passengers	Max. number of wheelchairs	Equipment
22	Mercedes 309	16	5-6	Lift
3	" 309	18	-	-
1	" 608	15	5-6	Lift
1	" 508	15	5-6	"
60	" 307	11	4	"
10	" 307	8	3	"
15	" 207	6	3	"
67	Peugeot J 7	9-11	4	Ramp
1	Ford Transit	8	2	Lift

180

Finance and Staff

In 1980 the total costs of the service in Stockholm came to 365 million Kroner (£34,675,000) of which 110 million (£10,450,000) was covered by State Grants, 20 million (£1,900,000) by fares and 235 million (£22,325,000) by county revenue district tax.

The average cost of a taxi journey was 59 Kroner (£5.60) and a journey by special vehicle was 126 Kroner (£12).

The Special Transport Service employed 475 people in 1980. Each special vehicle operates with one driver and one assistant.

The 1980 estimated costs for the whole of Sweden were 585,400,000 Kroner (£55,613,000).

Operational Figures

In 1980, the number of journeys by the Special Transport Service was as follows:-

Taxis		4,605,000
Special Vehicles	(SL)	292,000
Special Vehicles	(Contract)	356,000
Total		5,253,000

The purposes were as follows:-

Work 12%; school and training 8%; medical 12%; leisure 68%

The number of journeys on public transport by those entitled to use the Special Transport Service was 4,200,000.

In 1981, the approximate number of journeys by the Special Transport Service were as follows:-

Taxis		4,745,000
Special vehicles	(SL)	380,000
Special vehicles	(contract)	300,000
Total		5,425,000

2. RESEARCH PROJECT TELEBUS, WEST BERLIN

This action research project was initiated in 1978 by the West Berlin Senate and is financed mainly by the Federal German Ministry for Research and Technology.

The research project commenced in January 1979 and is being implemented by the Berlin office of SNV - Studiengesellschaft Nahverkehr mbH (a transport consultancy). The service is operated by BZA - The Berlin Central Committee for Social Affairs.

The main objective of the programme is to develop a special transport service for people with disabilities who are unable to use the normal public transport system. The idea behind this objective was that such a service would enable people with disabilities to participate in the life of the community.

This objective would be carried out through the following:-

1. The development and testing of a transport system providing a door to door service. The system should be demand responsive allowing for the most economic routeing and for immediate as well as pre-booked requests.
2. Conducting studies on the demand for transport by people with disabilities and their use of transport.
3. The development and testing of new vehicles, specifically designed for the special needs of people with disabilities, including accessibility, safety and comfort.
4. Conducting feasibility studies to ensure that the operation of the Telebus System will continue after completion of the research project (at the end of 1982) as well as providing consultation to establish such a system in other cities.

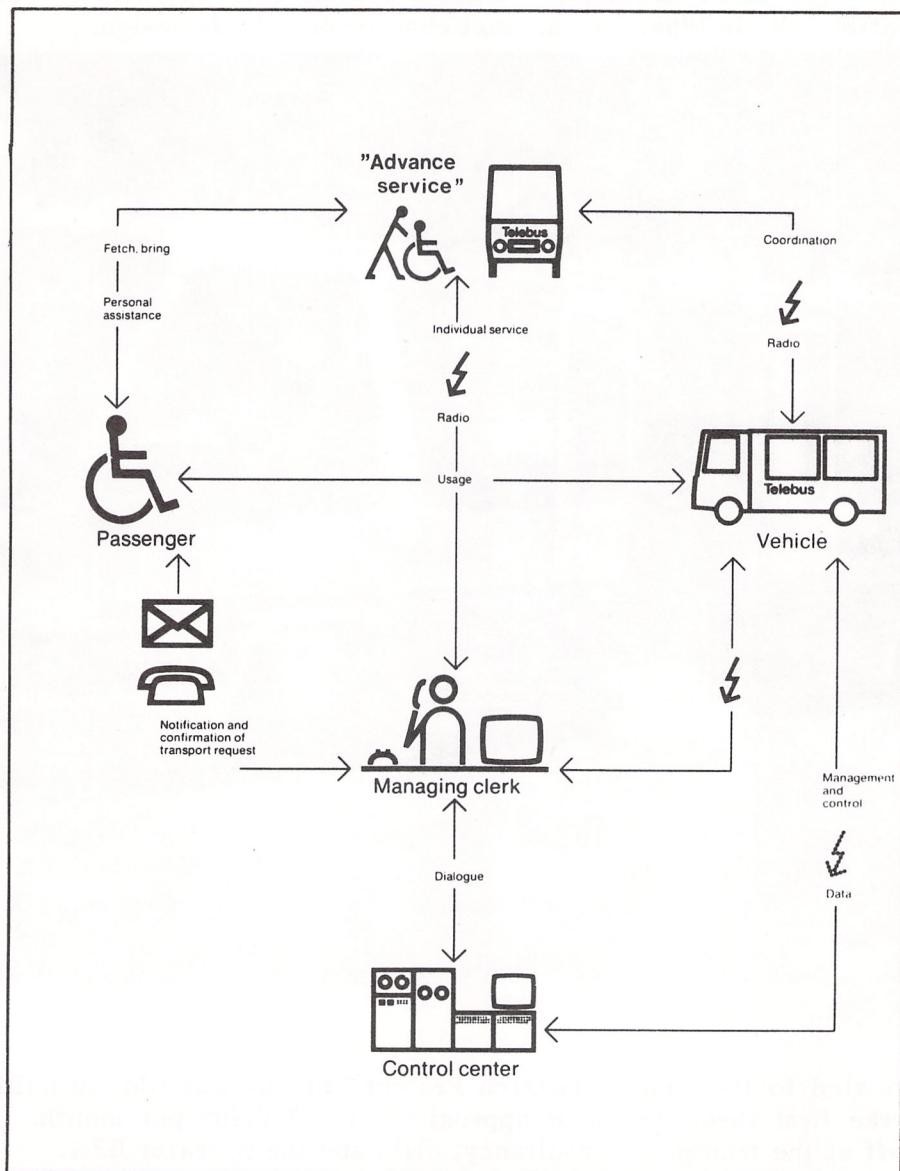
Service Characteristics

The service started in January 1979 using two vehicles with 19 people in wheelchairs being eligible and has been increased in stages to the position at the beginning of 1982 when there are seventy-two vehicles with 4,000 people in wheelchairs being eligible. The initial service was operated through the co-ordination of a number of private operators' vehicles which have remained in the system, but they have been added to by the new vehicles, which have been developed as part of the research project.

The service area is the whole of West Berlin, an area of 480 square kilometres and the hours of operation are 5 am to 1 am, 7 days per week.



The system is fully computerised with users contacting a dispatch centre up to 28 days before they wish to travel, (see diagram below).



Immediate requests have to be communicated to the driver by radio, though direct communication from the computer is being developed and the information will be shown on a display screen in the vehicle.

One problem which became very apparent during the early stages of the project was related to boarding times, which averaged nearly 15 minutes. This became more critical as the service expanded as in some cases boarding times were up to 30 minutes, which affected route planning and the possible number of trips per hour.

In order to try to overcome this problem a so-called "advance service" mobile unit has been established to assist passengers from their homes to the road level prior to the arrival of the Telebus, thereby reducing boarding times to less than 5 minutes. This "advance service" is particularly necessary as many users of the Telebus, live in unadapted buildings or apartment blocks, some of which do not have lifts.

The fare is nil to the user, though a charge is made to the insurance companies, with which people with disabilities have policies.

Vehicles Operated

The service commenced operations with vehicles converted from commercial vans, of which there are now forty-two in operation. In addition to these vehicles some of the various prototypes have also been in service and the prize-winning vehicle type (see photos) is now being introduced, so that at the beginning of 1982 there are thirty vehicles coming into operation. For a more detailed discussion of the latter vehicle type, see the next chapter on vehicle design.



Finance and Staff

The total sum allocated to the whole Research Project Telebus was DM. 50 million (approximately £12 million) over the first three years, or approximately £300,000 per month. This sum included finance for the staff of the transport consultancy, SNV, and the operator BZA.

Operating staff includes one or two personnel per vehicle, the mobile personnel of the "Advance Service" and the dispatchers at the control centre.

Operational Figures

At the end of 1981, more than 10,000 trips were being made each month, 350 per day, with an average number of four trips per month per passenger.

Average vehicle productivity is 1.3 passenger trips per hour; average trip length about 8 kilometres; about 40% of vehicle mileage is without passengers. Cost per trip is £15 inclusive of research and development costs and cost per passenger kilometre is about £1.00.

The following table gives details of the purposes for which the service is used:-

Work	2%
School, training, rehabilitation facilities	4%
Shopping, post office, bank etc.	13%
Medical	10%
Sporting and cultural activities	54%
Visits to friends and relatives	10%
Other	7%

Chapter Four

VEHICLE DESIGN

The vehicles currently in operation are all, with the exception of the new Telebus, adapted or converted cars and vans. Examples are shown in the photographs in previous chapters, and there is a list of the coachbuilders in the reference section.

One of the most interesting aspects of the Telebus Research Project has been the importance placed on trying to find a comprehensive solution to mobility problems, rather than just providing a technical solution. However the design of a completely new vehicle and safety equipment has been a major part of the project.

Operational experience with adapted or converted vans has confirmed the unsatisfactory nature of such vehicles, for example:

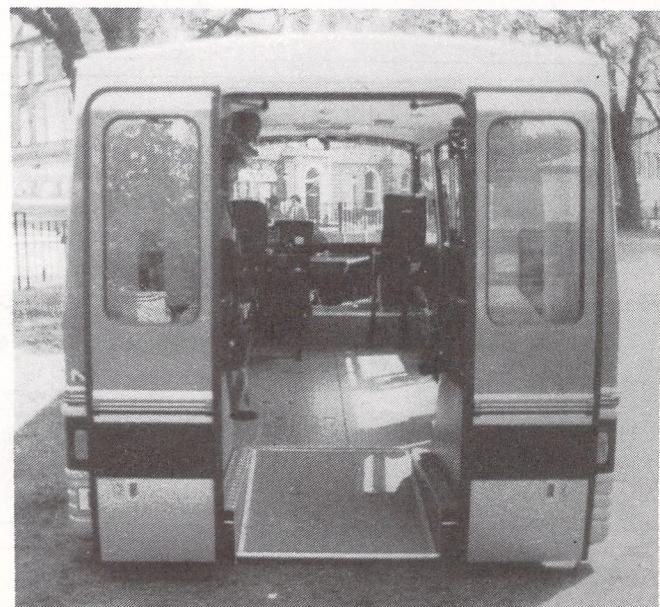
- a) the lifts and ramps cannot be used by the passengers themselves and their operation by the vehicle personnel is awkward and time-wasting;
- b) the small interior and its layout require constant relocation of the people in wheelchairs each time one of them gets in or out as each travelling position cannot be reached separately. This increases the total journey time;
- c) the interior fittings, inadequate heating and the small windows have been criticised by many passengers.

It was precisely because such inadequacies were known that new vehicle development was part of the research project. A competition was launched, for which there were a number of criteria, of which the following were particularly important:

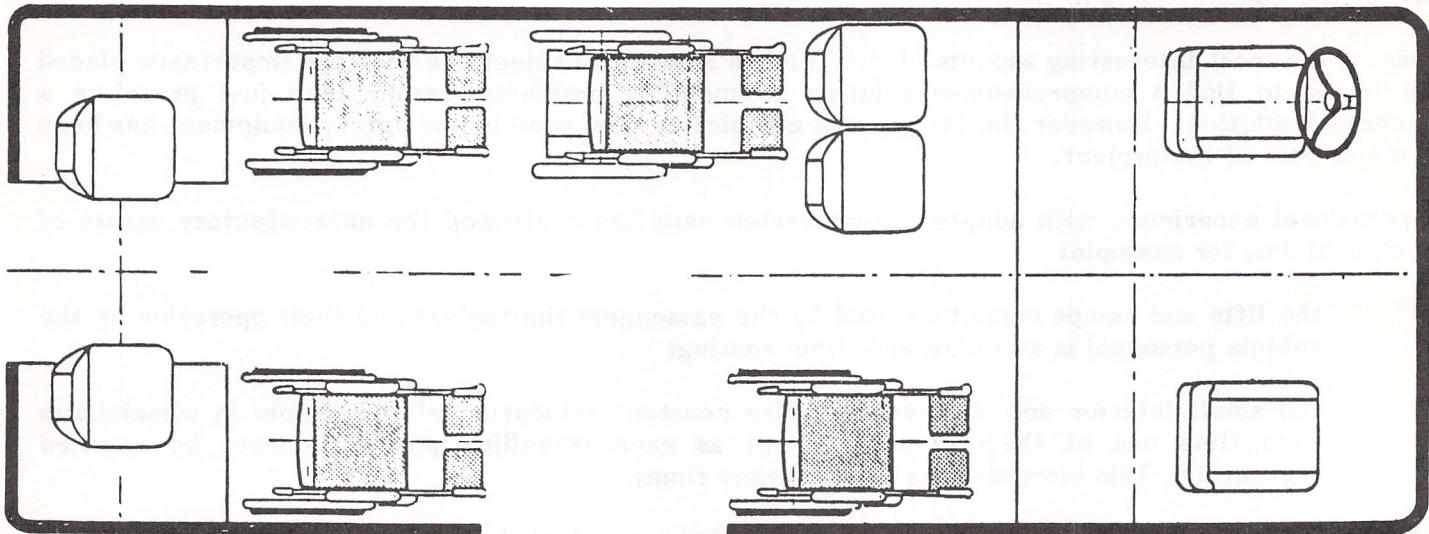
- a) Passengers - whether with or without a wheelchair - should be able to get on or off without any assistance;
- b) Passengers should be able to reach seats and wheelchair positions without impediment, regardless of how full the vehicle is;
- c) Safety measures should guarantee sufficient security and safety devices should be designed to allow for operation by passengers without any assistance.

In addition to technical tests on the competition vehicles from an engineering and design standpoint, the judgement and opinions of passengers were also considered to be of great importance.

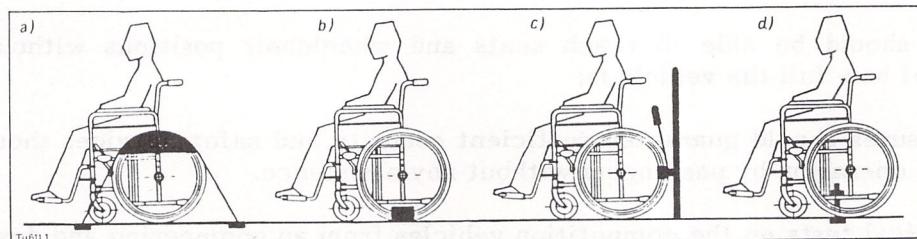
The vehicle which "won" the competition is a variant of the Neoplan Unibus. The air suspension can be lowered so that the whole vehicle descends to 150mm above the ground. The remaining gap is bridged by a hydraulic ramp in the mouth of the rear door; there is also a small ramp at the side door for access from the pavement.



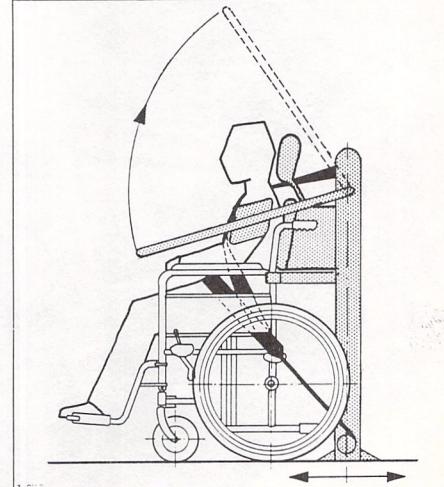
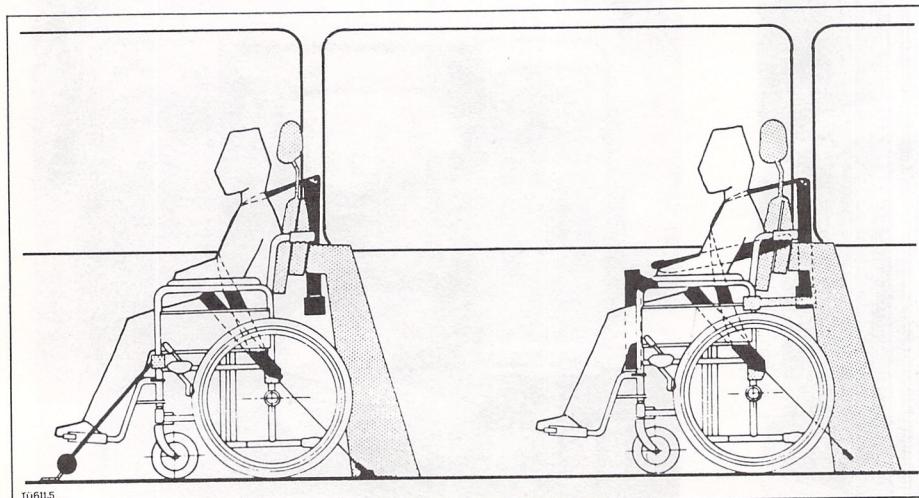
The main internal feature is the amount of space available for passengers in wheelchairs, as shown in the diagram. This has been achieved by locating the rear axle as far to the rear of the vehicle as possible, which also improves the ride characteristics and the stability of the vehicle.



The development of the safety equipment has involved the testing of various devices in order to find a system which is simple to use, and is comfortable for the passengers and does not restrict their movements too much. Some examples are shown in the diagrams.



However developing a single uniform system is not easy: wheelchairs vary in size and shape (over 200 different types are in use in Berlin); tests carried out in simulated crash conditions, both in Berlin and Sweden, have demonstrated that the wheelchairs lack suitable points, to which safety equipment can be attached and that they are also not robust and stable enough to take the strain imposed upon them by the safety equipment.

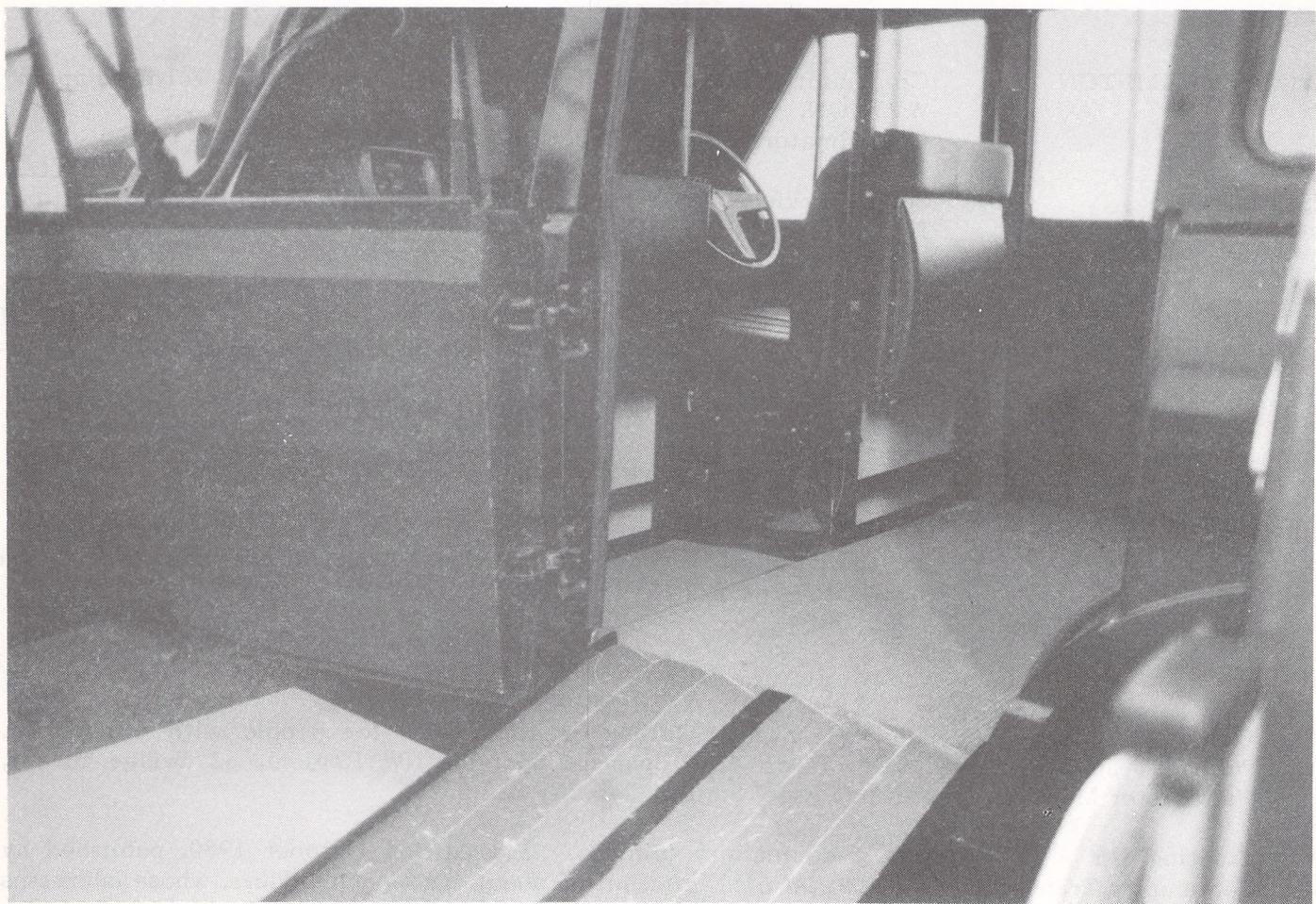


British coachbuilders, safety equipment manufacturers and operators should be able to learn a great deal from all the aspects of the Telebus Research Project. They are already researching and developing new types of lift and safety equipment, but not as yet a completely new purpose-built vehicle, a British Telebus as it were!

Developments, however, have been taking place in England in connection with taxis, which are the most used type of transport by people with disabilities. Apart from the "one-off" conversion, no taxis are accessible to people who travel in a wheelchair.

Carbodies Limited of Coventry, the builders of the London Hackney Cab, are developing a new replacement for the existing cab. As a standard feature the new cab will have a position for one person travelling in a wheelchair, with access via a ramp at the nearside door. The picture below is a full size model of the new cab and shows the special features referred to above. The passenger in a wheelchair sits on the nearside facing towards the rear. Apparently the inclusion of these special features was a result of lobbying by campaigning groups concerned with the mobility of people with disabilities. Reference was also made in "Can I Get There?" to the possibility of such features being included in a new cab.

Two prototypes of the new cab are to be tested by a variety of operators in different parts of Britain over the next two years and production is due to start at the end of 1983.



class and the disabled. Many of the disabled are not able to use the existing transport services available to the able-bodied. This is a major problem for many disabled people, particularly those who are wheelchair users. The lack of accessible transport services can limit the mobility of disabled people, making it difficult for them to participate in society and to lead a full and fulfilling life.

Information on accessible transport services for disabled people is available from the Department of Transport, the National Council for the Disabled, and the Royal National Institute of the Blind. These organizations can provide information on accessible transport services and can help disabled people to access these services.

ADDRESSES AND CONTACTS

SCHEMES

READING	:	Readibus, Voluntary Service Council, Freepost RG1 1BR. Co-ordinator: Trevor Meadows. Tel: 0734 56622
EDINBURGH	:	Edinburgh Voluntary Transport, 68 West Port, Edinburgh EH1 2JE. Co-ordinator: Neil Thomson. Tel: 031-228 6343
		Lothian Committee for IYDP, 28/32 Howden Street, Edinburgh EH8 9HW. Co-ordinator: George Masterton. Tel: 031-667 6916
WYTHENSHAWE	:	Wythenshawe Mobile, Wythenshawe Hospital, Southmoor Road, Manchester M23. Co-ordinator: Kevin O'Neill. Tel: 061-945 2545
MILTON KEYNES	:	Milton Keynes Community Transport Association Limited, Stantonbury Campus, Stantonbury, MK14 6BN. Co-ordinator: Peter Silvester. Tel: 0908 313519
STOCKPORT	:	Easy-Go-Travel, Russell Morley House, 8/16 Lower Hillgate, Stockport. Contact: Diane Grainger. Tel: 061-477 0246
COVENTRY	:	Social Services Department, New Council Offices Coventry CV1 5RS. Contact: Mrs Lucas. Tel: 0203 25555 ext 2857
WOLVERHAMPTON	:	Community Transport, 42 St Marks Road, Chapel Ash, Wolverhampton WV3 0QN. Co-ordinator: Paul Beecham. Tel: 0902 28659
ISLINGTON	:	Social Services Department, London Borough of Islington, 17 Islington Park Street, London N1 1QT. Contact: Brian Seears. Tel: 01-359 3535
CAMDEN	:	Camden Dial-A-Ride, Room 223, Camden Town Hall, London NW1 2RU. Contact: Bryan Heiser. Tel: 01-278 4444 ext 2052
BRENT	:	Brent Dial-A-Ride, Brent Community Transport, 105a Melville Road, London NW10 8BU. Co-ordinator: Anne Penning. Tel: 01-965 6439
BRIGHTON AND HOVE	:	Bluebird Taxis. Information from: the Hon. Secretary, Hove Society for the Disabled, R N Ablett, 6 Welbeck Court, Kingsway, Hove, Sussex BN3 4JR. Tel: 0273 772625

REFERENCES

- * 'Can I Get There?' - Public Transport Options in the 1980's for people with disabilities. Published July 1979, by ADAPT, c/o The Spastics Society (NW Region), 62 Bridge Street, Manchester M3 3BW. Secretary: Nigel Smith. Tel: 061-832 6373.
- * 'Starting Up' - How to run a community minibus. 2nd edition October 1980, published by Community Transport. Contains detailed information about the Coachbuilders, whose addresses appear below. Written by John Taylor and Richard Armitage. Orders and correspondence: 6 Cambrian Street, Manchester M11 3FY. Tel: 061-273 5188.
- * Research Project Telebus. Published September 1981, by SNV - Studiengesellschaft Nahverkehr mbH, Joachimstaler Str. 17, D-1000 Berlin 15. Written by Ewald Pajonk and Renate Walkenhorst. Contact ADAPT for information or SNV direct.
- * Stockholm's Special Transport Service. Paper by Ingemar Berg at the 2nd International Conference on Mobility for the Elderly and Handicapped, July 1981, Cambridge, England.
- * 'Roadrunner' - Journal of Community Transport Organisations. 21 Iona Street, Edinburgh.

The following list is taken from 'Starting Up'.

WELFARE CONVERSIONS

Anglo Coachbuilders Ltd, Station Road, Batley, West Yorkshire WF17 5TA. Tel: Batley (0924) 476421.

Bailey's Bodybuilders Ltd, Brown Lees Road, Biddulph, Stoke-on-Trent, Staffordshire. Tel: Stoke-on-Trent (0782) 513671.

James Cocker & Sons (Southport) Ltd, Kew Works, Southport PR8 5JU. Tel: Southport (0704) 38282.

Danbury Conversions Ltd, Main Road, Danbury, Essex CM3 4BR. Tel: Danbury (024541) 2224.

Deansgate Sales Division, Williams Motor Company Ltd, 336 Wilmslow Road, Manchester M14 6XQ. Tel: Manchester (061) 224 3244.

Devon Conversions Ltd, Alexandria Works, Sidmouth, Devon, EX10 9HA. Tel: Sidmouth (09355) 2345.

Dormobile Ltd, Tile Kiln Lane, Folkestone, Kent CT19 4PD. Tel: Folkestone (0303) 76321.

Duple Coachbuilders Ltd, Vicarage Lane, Blackpool, Lancs FY4 4EN. Tel: Blackpool (0253) 62251.

Giltsave Ltd, Fleethall Road, Rochford, Essex SS4 1NB. Tel: Southend-on-Sea (0702) 546631.

N Hanlon (Ireland) Ltd, Unit 8, Wareing Road, Aintree Industrial Estate, Liverpool L9 7AU. Tel: Liverpool (051) 523 3161.

Harwin Coachbuilders Ltd, Unit 1D, 69 Strand Road, Bootle, Merseyside L20. Tel: Liverpool (051) 933 4562.

Hawson-Garner Ltd, Brooklands Close, Windmill Road, Sunbury-on-Thames, Middlesex TW16 7DY. Tel: Sunbury (09327) 89601.

Herbert Lomas Ltd, Handforth, Wilmslow, Cheshire SK9 3EP. Tel: Wilmslow 525258.

McClay's Garage Ltd, 43/49 High Street, Kirkintilloch, Dunbartonshire G66 1PX. Tel: Glasgow (041) 776 2371.

Mellor Coachcraft, Station Approach, Rochdale OL11 1HQ. Tel: Rochdale 355355.

The Moseley Group of Companies, Knightthorpe Road, Loughborough LE11 0JY. Tel: Loughborough (0509) 213232.

Newton Abbot Motors Special Vehicles Ltd, Bradley Lane, Newton Abbot, Devon TQ12 1JT. Tel: Newton Abbot (0626) 5081.

North Eastern Vehicle Builders, Princess Way, Low Prudhoe, Northumberland. Tel: Prudhoe (0661) 32809.

ParFlo VB, 25/26 Arkwright Road, Astmoor Industrial Estate, Runcorn, Cheshire WA7 1NU. Tel: Runcorn (09285) 76741.

Pilcher-Greene Ltd, Consort Way, Victoria Gardens, Burgess Hill, West Sussex RH15 9NA. Tel: Burgess Hill (04446) 5707.

Plaxtons (Scarborough) Ltd, PO Box No. 2, Castle Works, Seamer Road, Scarborough, Yorkshire YO12 4DQ. Tel: Scarborough (0723) 63311.

Reeve-Burgess Ltd, Bridge Street, Pilsley, Chesterfield S45 8HF. Tel: Ripley (0773) 872292.

Rootes Maidstone Ltd, Mill Street, Maidstone, Kent ME15 6YD. Tel: Maidstone (0622) 53333.

The S.M.T. Sales and Service Co. Ltd, 7/9 Roseburn Street, Edinburgh EH12 5PP. Tel: Edinburgh (031) 229 2488.

John Stewart and Co. (Wishaw) Ltd, 180 Kirk Road, Wishaw, Lanarkshire. Tel: Wishaw (06983) 73483.

Taurus Bodies Ltd, Vauxhall Works (North Side), Greg Street, Reddish, Stockport, Cheshire. Tel: Manchester (061) 477 2511.

Tricentrol PSV Sales, The Packhorse Garage, Kensworth, Near Dunstable, Bedfordshire LU6 3QU. Tel: Luton (0582) 605321.

Wadham-Stringer Coachbuilders Ltd, Hambledon Road, Waterlooville, Hampshire PO7 7UA. Tel: Waterlooville (07014) 2661.

B Walker & Son Ltd, Gammons Lane, Watford, Hertfordshire WD2 5BZ. Tel: Watford (0923) 25816.

Warner Woodwork Ltd, Outer Circle Road, Lincoln LN2 4LD. Tel: Lincoln (0522) 33232.

Whiteacres, Clough Street, Hanley, Stoke-on-Trent ST1 4BA. Tel: Stoke-on-Trent (0782) 21365.

Wilsdon & Co. Ltd, Trading Estate, Lode Lane, Solihull, West Midlands B91 2JR. Tel: Birmingham (021) 705 1177.

Robert Wright & Son Ltd, Cushendall Road, Ballymena, County Antrim, Northern Ireland. Tel: Ballymena (0266) 41212.

WHEELCHAIR RESTRAINT FITTINGS

C N Unwin Ltd, Adams Peake Works, Lufton, Yeovil, Somerset BA22 8SZ. Tel: Yeovil (0935) 5359.

Rootes Maidstone Ltd, address as above.

Metallic Components (Bexley) Ltd, West Street, Erith, Kent DA8 1BE. Tel: Erith (03224) 42321.

Ancra International Ltd, Browells Lane, Feltham, Middlesex. Tel: (01) 890 6937.

Ty-rite Ltd, 24 Old Reading Road, Basingstoke RG21 1JD. Tel: Basingstoke (0256) 24739.

B Dixon-Bate Ltd, Bridge Works, Tarvin Road, Chester, Cheshire. Tel: Chester (0244) 24034.

Mellor Coachcraft, address as above.

HARNESSES

Rootes Maidstone Ltd, address as above.

Mellor Coachcraft, address as above.

Britax (Wingard) Ltd, Chertsey Road, Byfleet, Surrey KT14 7AW. Tel: Byfleet (09323) 41121.

Crelling Harnesses for the Disabled, 11 The Crescent, Cleveleys, Lancashire FY5 3LJ. Tel: (03914) 2298 or (0253) 61799.

CHAIR-LIFT MANUFACTURERS

Herbert Lomas Ltd, address as above.

Anthony Carrimore (Sales) Ltd, North Road, Stanley, County Durham DH9 8HJ. Tel: Stanley (0207) 32461.

John Ratcliff (Tail-Lifts) Ltd, Bessemer Road, Welwyn Garden City, Hertfordshire AL7 1ET. Tel: Welwyn Garden (07073) 25571.

Ross and Bonnyman Engineering Ltd, Unit 4, Bishop Meadow Road, Loughborough, Leicestershire. Tel: Loughborough (0509) 213838.

C N Unwin Ltd, address as above.

Wadham-Stringer Coachbuilders Ltd, address as above.

WHEELCHAIR TAXIS

V W Poynting (Coachbuilder), Faraday Road, Churchfields Industrial Estate, Salisbury, Wiltshire SP2 7NR. Tel: Salisbury (0722) 6048.

Rootes Maidstone Ltd, address as above.

Gowring's Engineering MVC Ltd, Darwin Close, off Commercial Road, Reading RG2 0RW. Tel: Reading (0734) 81654.

D.B.S. Garage, High Street, Cranleigh, Surrey GU6 8AS. Tel: Cranleigh (04866) 3636.

Pilcher-Greene Ltd, address as above.

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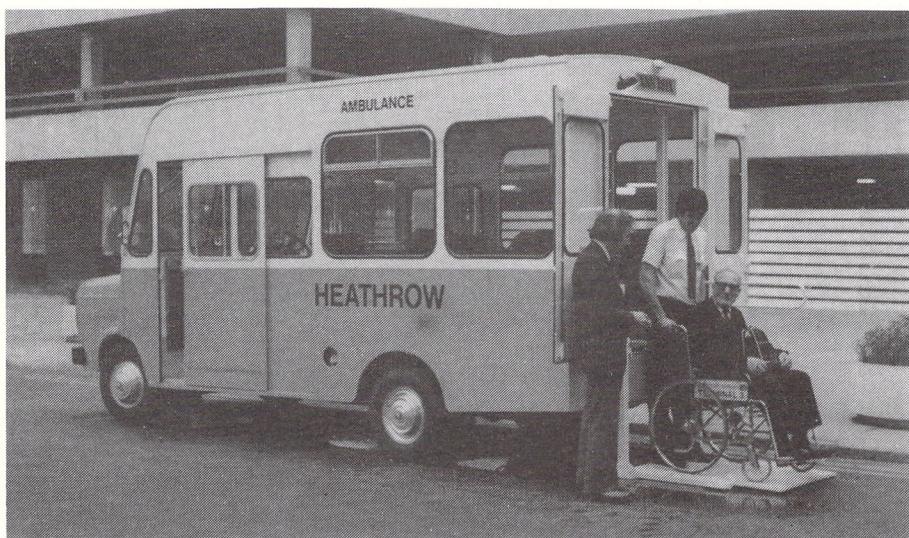
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ADAPT

Action on Disabled Persons' Transport

Statement of Aims

1. ADAPT affirms its belief that personal mobility is the right of everyone.
2. ADAPT seeks to make this belief a reality for the estimated 100,000 people with disabilities living in Greater Manchester. It intends that advances in provision which occur in Greater Manchester should be emulated, as relevant, elsewhere in the United Kingdom.
3. To the above ends, ADAPT aims to seek the implementation of the recommendations of "Can I Get There?", the report of the Working Party on Transport for Disabled People in Greater Manchester which was published in July 1979. ADAPT sees these recommendations as having national significance. To this end, ADAPT will lobby at both local and national level.
4. ADAPT aims to keep abreast of relevant events, changes and action taken in Greater Manchester and elsewhere, including countries abroad.
5. ADAPT will liaise with operators, designers and organisations with an interest in the mobility of people with disabilities (including elderly people).
6. ADAPT intends to monitor and evaluate changes to the Mobility Allowance and to concessionary travel arrangements.
7. ADAPT intends to monitor the services provided by public transport operators, local authorities and the Ambulance Service, as they affect disabled people.
8. ADAPT intends to monitor and evaluate transport provided by voluntary and community organisations.
9. ADAPT hopes to publish a series of pamphlets of relevant topics, based on the work incorporated in points 4 - 8 above. ADAPT will update the report "Can I Get There?" when this is necessary.