RESOLUTION No. 91/8 ON INFORMATION AND COMMUNICATION

[CEMT/CM(91)32]

The Council of the ECMT, meeting in Paris on 21st November 1991,

AWARE:

-- That significant progress is being made to improve physical access to transport;

-- That, in addition to improving physical access, improvements in information provision are also essential to enable all people with mobility difficulties to travel with confidence and dignity;

-- That the desire to travel by people with mobility difficulties is likely to increase significantly in the future, thereby offering commercial opportunities for transport and tour operators;

-- That improving information provision for people with mobility difficulties frequently benefits all travellers;

-- That information provision is generally a commercial and marketing matter for transport companies, travel agents and tour operators;

-- That, nevertheless, a stimulus may be needed from Central or Local Government to ensure that coordinated information is provided for people with mobility difficulties.

HAVING NOTED the conclusions of the ECMT Seminar on Information and Communication [CEMT/CM(91)16], presented at the 73rd Session of the Council, in Antalya, in May 1991.

ACCEPTS that improvements in information provision are needed for all travellers but, particularly for people with mobility difficulties.

RECOMMENDS:

-- That governments should use their influence to improve systems of information provision for people with mobility difficulties;

-- That transport companies, tour operators and travel agents include information for people with mobility difficulties as an integral part of their normal information services;

-- That staff training at all levels in transport companies, tour operators and travel agents should include information and practical experience on the needs and difficulties of people with mobility difficulties;
-- That efforts should be made to harmonize and improve the clarity of signing and signalling systems, particularly where safety is an issue;

-- That research be carried out on the most cost-effective ways of coordinating information from different sources, so that people with mobility problems can easily obtain all the information they need on all the links in the transport chain;

-- That people with mobility difficulties should be consulted about and involved in all aspects of improving transport information provision and dissemination.

INSTRUCTS the Committee of Deputies:

-- To organise hearings with the appropriate international organisations, and in particular the UITP, UIC and IRU on the measures being taken to improve services and information for people with mobility difficulties;

-- To report on the results of these hearings as soon as possible.