

TRAINING OF THE STAFF DEDICATED TO THE INFORMATION/ASSISTANCE SERVICE FOR DISABLED PEOPLE

Is the staff trained on how to relate with disabled travellers?

- Yes, by attending generic courses on how to relate with customers
- Yes, by attending specific courses on how to relate with disabled customers
- Yes, by attending courses organized by specialized organizations
- No, there are no training courses

TRAINING OF THE STAFF EMPLOYED ON DRIVING VEHICLES

Does the staff receive a technical formation concerning the use of devices/ procedures for getting on/off disabled passengers?

- Yes
- No

Does the staff employed on driving vehicles or employed on checks receive information on how to relate with disabled passengers?

- Yes, by attending generic courses on how to relate with customers
- Yes, by attending specific courses on how to relate with disabled customers
- Yes, by attending courses organized by specialized organizations
- No, there are no training courses