

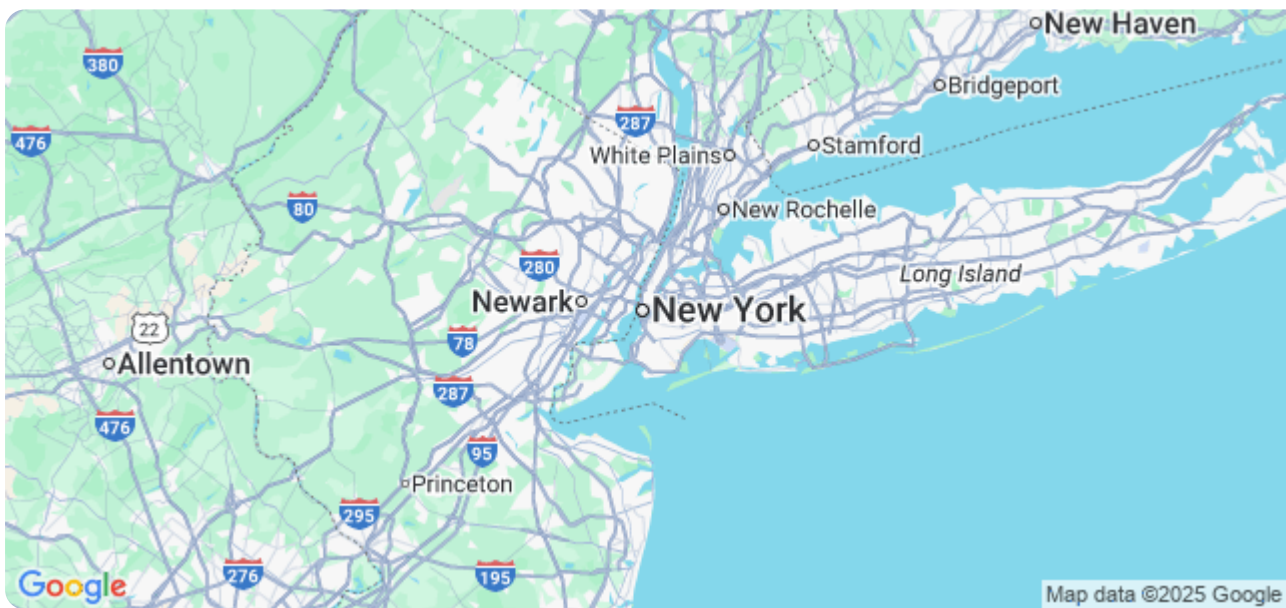
Public Transport Accessibility for Passengers with Disabilities Audit Checklist Template

Station Access & Navigation

Evaluates the accessibility of stations and the ease of navigation for passengers with disabilities.

Primary Station Entrance Location

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Ramp Gradient (%) - Conformity to Standards?

Enter a number...

Presence of Tactile Paving?

- Yes
- No
- Partially Present

Description of Tactile Paving Details (Type, Coverage)

Write something...

Audible Announcements Present?

- Yes
- No
- Occasionally

Number of Accessible Restrooms?

Enter a number...

Date of Last Accessibility Audit of Entrance

Enter date...

Notes on any observed barriers or areas for improvement related to station access

Write something...

Vehicle Accessibility (Buses, Trains, Trams)

Assesses the accessibility features of the vehicles themselves, including ramps, lifts, designated seating, and audible/visual announcements.

Ramp Operating Condition Score (1-5)

Enter a number...

Lift/Elevator Functionality (if applicable)

- Operational
- Out of Service
- Malfunctioning

Accessible Seating Features

- Designated Priority Seating
- Securement Points for Wheelchairs
- Audible Seatbelt Reminder
- Clearly Marked with Signage

Audio/Visual Announcement Clarity

- Excellent
- Good
- Fair
- Poor

Minimum Designated Wheelchair Spaces

Enter a number...

Any observed obstacles or issues impeding accessibility?

Write something...

Is wheelchair securement system available?

- Yes
- No
- N/A

Information & Communication

Checks the availability and clarity of information, including signage, announcements, website accessibility, and mobile app functionality.

Are station announcements clear and audible?

- Yes
- No
- Partially

Which information is available in accessible formats (e.g., braille, large print, audio)?

- Timetables
- Route maps
- Service alerts
- Station information
- None

Is the public transport website accessible (WCAG compliant)?

- Yes
- No
- Not Assessed


Describe any observed barriers to accessing information.

Write something...

Are real-time information displays available and easily understandable?

- Yes
- No
- Partially

Upload a screenshot of the accessible version of the journey planner.

 Upload File

Staff Training & Assistance

Evaluates the training and awareness of staff in assisting passengers with disabilities and providing appropriate support.

Number of staff trained on disability awareness annually

Enter a number...

Training frequency for assisting passengers with disabilities

- Annually
- Bi-annually
- Quarterly
- As needed

Training topics covered (select all that apply)

- Communication strategies
- Safe boarding/alighting techniques
- Assisting with mobility devices
- Disability etiquette
- Emergency procedures

Date of last disability awareness training for all staff

Enter date...

Describe the procedure for staff to request refresher training.

Write something...

Is there a documented procedure for staff to assist passengers with visual impairments?

- Yes
- No

Is feedback solicited from passengers with disabilities regarding staff assistance?

Yes

No

Ticketing & Fare Payment

Reviews the accessibility of ticketing machines, online purchase options, and fare payment systems.

Are accessible ticket vending machines available?

Yes

No

Partially

Is online ticket purchasing accessible?

Yes

No

Partial Accessibility

Number of accessible ticket vending machines in operation

Enter a number...

Is staff assistance available at ticket counters for purchasing tickets?

Yes

No

Sometimes

Are alternative payment methods available (e.g., contactless, mobile pay)?

Yes

No

Describe any difficulties passengers with disabilities may encounter when purchasing tickets.

Write something...

Route Planning & Journey Information

Assesses the ease of planning accessible journeys using online tools, apps, and journey planners.

Is a dedicated accessible journey planner available?

Yes

No

Partially Available

Does the journey planner clearly indicate accessible routes?

Yes

No

Not Applicable

Are real-time disruptions/alerts clearly indicated for accessible routes?

Yes

No

Not Applicable

Estimated time to plan an accessible journey (minutes):

Enter a number...

Describe any limitations or challenges encountered when using the journey planner.

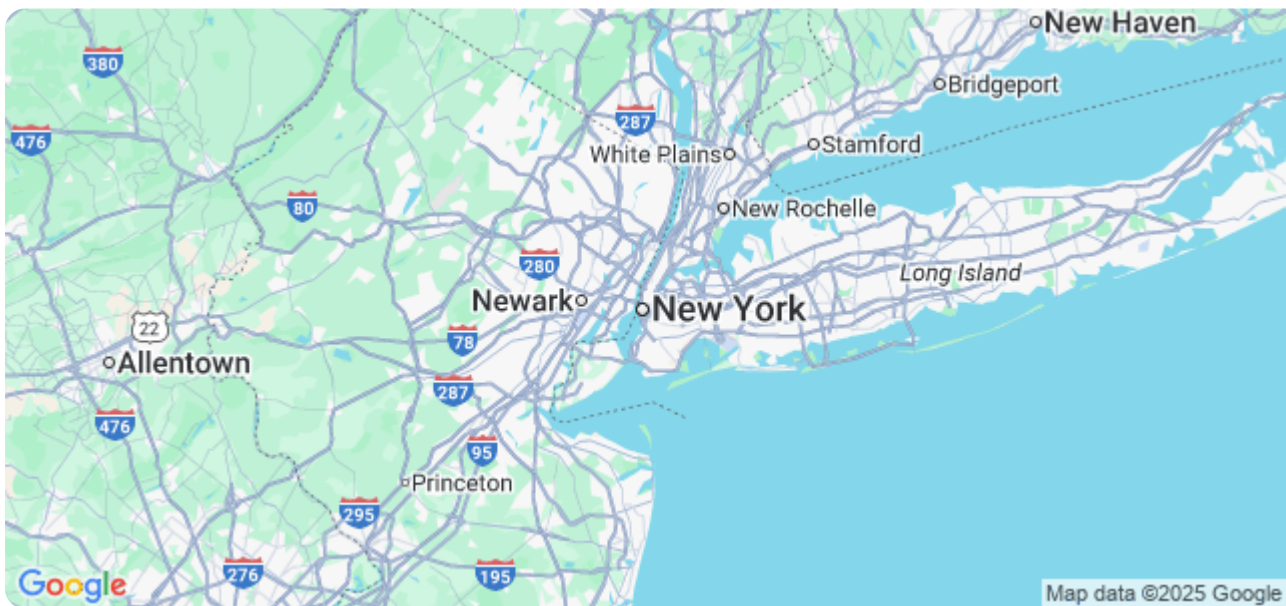
Write something...

Are alternative accessible routes suggested in case of disruptions?

- Yes
- No
- Sometimes

Location of a typical journey planning kiosk (if applicable):

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Emergency Procedures & Evacuation

Examines the procedures in place to assist passengers with disabilities in emergency situations and evacuations.

Detailed description of emergency evacuation procedures for passengers with visual impairments.

Write something...

Detailed description of emergency evacuation procedures for passengers with hearing impairments.

Write something...

Description of procedures for assisting passengers with mobility impairments during evacuation.

Write something...

Number of trained personnel specifically assigned to assist during evacuations.

Enter a number...

Are audible evacuation announcements provided?

Yes

No

Partially

Are visual evacuation alerts (e.g., flashing lights) provided?

Yes

No

Partially

Date of last emergency evacuation drill focused on accessibility.

Enter date...

Estimated time required to evacuate passengers with disabilities during an emergency.

Upload of emergency evacuation plan accessibility addendum.

 Upload File

Waiting Areas & Amenities

Checks the accessibility of waiting areas, restrooms, and other amenities at stations and terminals.

Accessible Toilet Stall Count

Enter a number...

Toilet Grab Bar Type (Horizontal/Vertical)

Horizontal

Vertical

Not Applicable

Ramp Presence at Waiting Area

- Yes
- No
- Not Applicable

Tactile Paving Present?

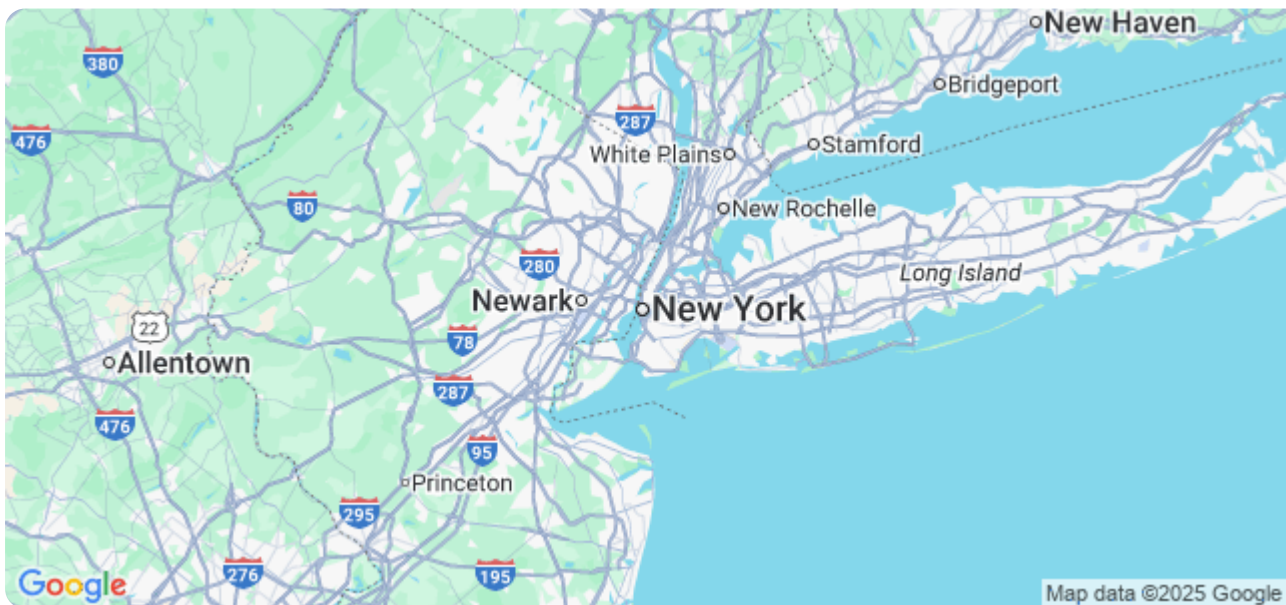
- Yes
- No
- Not Applicable

Description of any observed accessibility barriers in waiting areas.

Write something...

Location of Accessible Amenities (if multiple)

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Service Animal Accommodation

Verifies compliance with policies regarding service animals and their access to public transport.

Is there a written policy regarding service animal accommodation?

- Yes
- No
- Policy Exists, but not readily available

Are staff trained to recognize and interact appropriately with service animals?

- Yes, regular training
- Yes, initial training
- No training provided

How many complaints related to service animal access have been received in the last year?

Enter a number...

Describe any barriers encountered by service animals or their handlers.

Write something...

Are passengers allowed to sit near service animals?

- Yes, always
- Yes, if space allows
- No

Upload a copy of the service animal accommodation policy (if applicable)

 Upload File

Feedback & Complaint Resolution

Evaluates the process for passengers to provide feedback and lodge complaints regarding accessibility issues.

Complaint Reference Number (if applicable)

Enter a number...

Date of Incident/Issue

Write something...

Describe the Accessibility Issue Encountered

Write something...

How did you attempt to resolve the issue?

- Spoke with staff at the station
- Contacted customer service by phone
- Submitted a written complaint
- Used online feedback form
- Other (please specify)

If 'Other' selected above, please specify:

Write something...

What resolution are you seeking?

- Apology
- Training for staff
- Infrastructure improvements
- Policy change
- Other (please specify)

If 'Other' selected above, please specify:

Write something...

Date of Feedback Submission

Enter date...

Location of Incident (if applicable)

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