

Hi Mark

Hope you are well. Please find answers from our operations team below.

Paul

Paul Walker | Head of Partnerships & Strategy | Go South Coast

- Accessibility of your Southampton fleet – What % of your fleet is fully accessible, wheelchair accessible and with audio / visual information? **100% wheelchair accessible, plus 100% audio visual next-stop info**
- Any future plans to improve the accessibility of your fleet? **No need to as already at 100%**
- Training – Do your drivers receive training in disability and access awareness? **Each new driver is subject to an extensive training package, which includes a large section on customer service and how they can help all customer, especially those with disabilities, both visual and hidden. Existing driver underwent this additional training as part of their CPC training over the past 5-years.**
- Signage – Considerations given to ensuring that the signage you provide is fully accessible to all Disabled passengers? **Our vehicle interiors are designed with this in mind.**
- Engagement with Disabled People – Any engagement undertaken with Disabled People to inform your operations? **We work closely with Age UK and Dementia Matters, as well as several local disability groups/forums.**

Hi Mark,

I've answered the below in red.

Kind regards,

Jonathan

Jonathan Lewis

Commercial Manager

First Hampshire, Dorset and Berkshire

- Accessibility of your Southampton fleet – What % of your fleet is fully accessible, wheelchair accessible and with audio / visual information? **100%**
- Any future plans to improve the accessibility of your fleet? **They all are already**

- Training – Do your drivers receive training in disability and access awareness? **CPC course and also during inductions**
- Signage – Considerations given to ensuring that the signage you provide is fully accessible to all Disabled passengers? **Yes**
- Engagement with Disabled People – Any engagement undertaken with Disabled People to inform your operations? **Not recently due to the pandemic**