

Introduction

The strategy for developing the transportation facilities for persons with disabilities and older persons is integrated as part of the 20-year strategic plan in transportation infrastructure development under the 20-year (from 2017-2036) national strategic framework. This strategy is focusing and emphasizing on the reification of the strategic plan. The Ministry of Transport through the Office of Transport and Traffic Policy and Planning (OTP) has proposed the strategic framework for the development of facilities and enhance the efficiency of service in transportation for persons with disabilities and older persons to encourage the associated parties in improving the public transport as the universal service encompassing the four aspects of facilities provision including; 1) policy and legal provisions; 2) the improvement of physical structure for the transport terminals; 3) the enhancement of designing and service providing personnel and; 4) regarding the essential innovation or technology for persons with disabilities and older persons using the transportation service. The cabinet, affirming on 28 February 2017, acknowledged and assigned to push forward the aspects.

Based on the aforementioned objectives and the subject matters of the strategic plan, OTP has conducted the research in establishing the standards of transportation facilities and services for persons with disabilities and older persons in order to determine the official standards of facilities for various vehicles of the affiliated organizations under the Ministry of Transport as well as other associated parties in adopting such standards for the provision of new vehicles in the future or to enhance the existing vehicles with the facilities for persons with disabilities and older persons in the systematic and appropriate manner based on the principles and legal provisions as well as to formally provide training for service providing personnel or the person in charge of accommodating the persons with disabilities and older persons with the facilities and to allow the recommendations in management approach and the guidelines for the propulsion of the study's findings. These are the operation in accordance with the strategic framework for the development of facilities and enhance the efficiency of management in transportation for persons with disabilities and older persons both regarding the improvement of physical infrastructure of vehicles and the enhancement of service providing personnel or the person in charge of accommodating the persons with disabilities and older persons with the facilities in the public transport service.

Office of Transport and Traffic Policy and Planning

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