
Chapter 1

Introduction

1.1 Rationale

Nowadays, various countries including Thailand become an ageing society because the number of older persons compared to the total population is significantly increasing. The survey revealed that the number of older persons in Thailand is likely to continue increasing. It is expected that Thailand will become a complete ageing society in 2021, during which the older persons will amount to more than 20% of the total population. Those that should be taken care by the public and private sectors are the persons with disabilities, whose number is growing continuously. According to the latest data on persons with disabilities on March 31, 2017 of the National Office for Empowerment of Persons with Disabilities, the Ministry of Social Development and Human Security, 1,756,849 persons with disabilities or 2.66% of the total population have disability cards.

The Office of Transport and Traffic Policy and Planning (OTP) is an agency that plays a great role and has clear plans in development of the quality of life of persons with disabilities and older persons, and meets state policies as well as the government's relevant development plans and action plans. The Study of Standardization of Facilities and Transportation Service for Persons with Disabilities and Older Persons is a project that promotes and corresponds to the following operations of the Ministry of Transport and the public sector.

- 1) Preparedness for ageing society and promotion of the quality of life of persons with disabilities in the transport sector so that there will be standards of facilities in vehicles as well as efficient personnel to provide services or facilities for the persons with disabilities

- 2) The study is in accordance with the proposal in the strategies for development of facilities in vehicles for persons with disabilities and older persons. This is the result of the study on the development of facilities and efficiency enhancement of transport services for persons with disabilities and older persons in the budget year of 2014 in two aspects: providing training to officials responsible for designing or maintaining transport sector buildings and those responsible for providing services for persons with disabilities and older persons, and improving physical structures or facilities. The standard of facilities in vehicles must be formulated.

As specified in the Ministerial Regulations to Prescribe Characteristics or the Provision of Equipment, Facilities or Services in the Buildings, Places, Vehicles and Transportation Services to Ensure Accessibility and Usability by Persons with Disabilities, B.E. 2556 (2013) in accordance with laws and international standards, these standards can be used as a guideline for agencies responsible for providing new vehicles or improving the existing vehicles to ensure accessibility and usability by persons with disabilities and older persons. They can also reduce the investment in vehicles that are not in line with laws and cannot serve those people resulting in the waste of budget.

- 3) It is consistent with relevant strategies, policies, development plans, laws and meeting resolutions as below:
- The 5th National Plan on Empowerment of Persons with Disabilities (2017 – 2020), the Ministry of Social Development and Human Security
 - Second National Plan for Older Persons (2002-2021), first revision in 2009, the Ministry of Social Development and Human Security
 - The Ministerial Regulations to Prescribe Characteristics or the Provision of Equipment, Facilities or Services in the Buildings, Places, Vehicles and Transportation Services to Ensure Accessibility and Usability by Persons with Disabilities B.E. 2556 (2013), the Ministry of Transport
 - Cabinet Resolutions or relevant instructions such as Cabinet Resolution on June 28, 2016, the Transport Minister's instruction at the meeting among heads of agencies under the Ministry of Transport on July 12, 2016 and the Cabinet Resolution on February 28, 2017 on strategies for development of facilities in vehicles for persons with disabilities and older persons

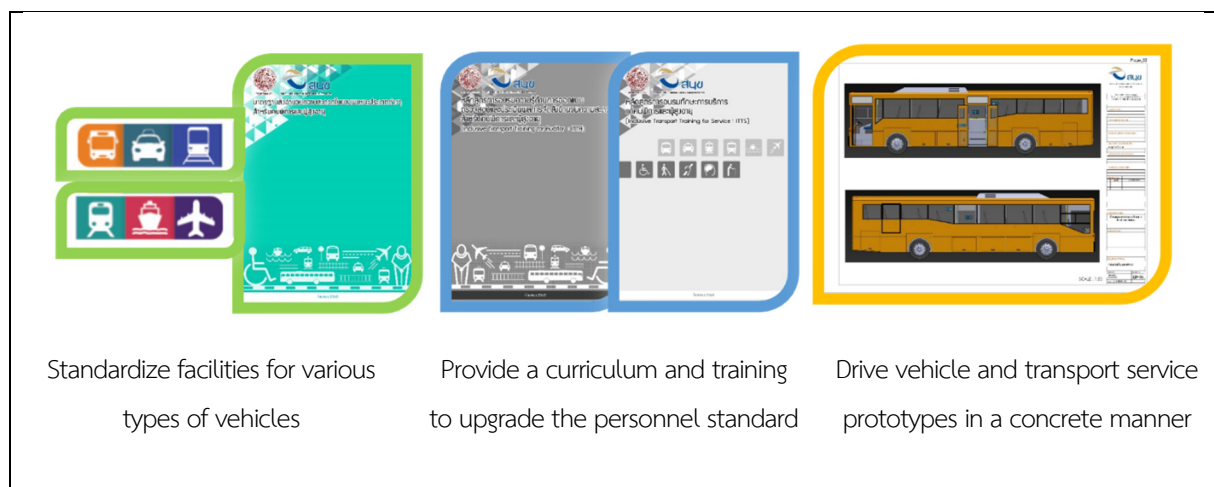
The Office of Transport and Traffic Policy and Planning (OTP) carried out the Study of Standardization of Facilities and Transportation Service for Persons with Disabilities and Older Persons so that agencies can apply the standard and training courses to prepare personnel in accordance with the accessible transport strategy (inclusive transport)

1.2 Objectives

The objectives of this project are:

- 1) Study, survey and standardize facilities for various types of vehicles stipulated in the ministerial regulations of the Ministry of Transport in 2013 so that the persons with disabilities and older persons can have access to and benefit from these facilities
- 2) Provide a curriculum and training to upgrade the facilitation standard and provide transport services for personnel working at agencies under the Ministry of Transport
- 3) Propose management guidelines and advance the study relating to vehicle and transport service prototypes so that they can be applied in a concrete manner

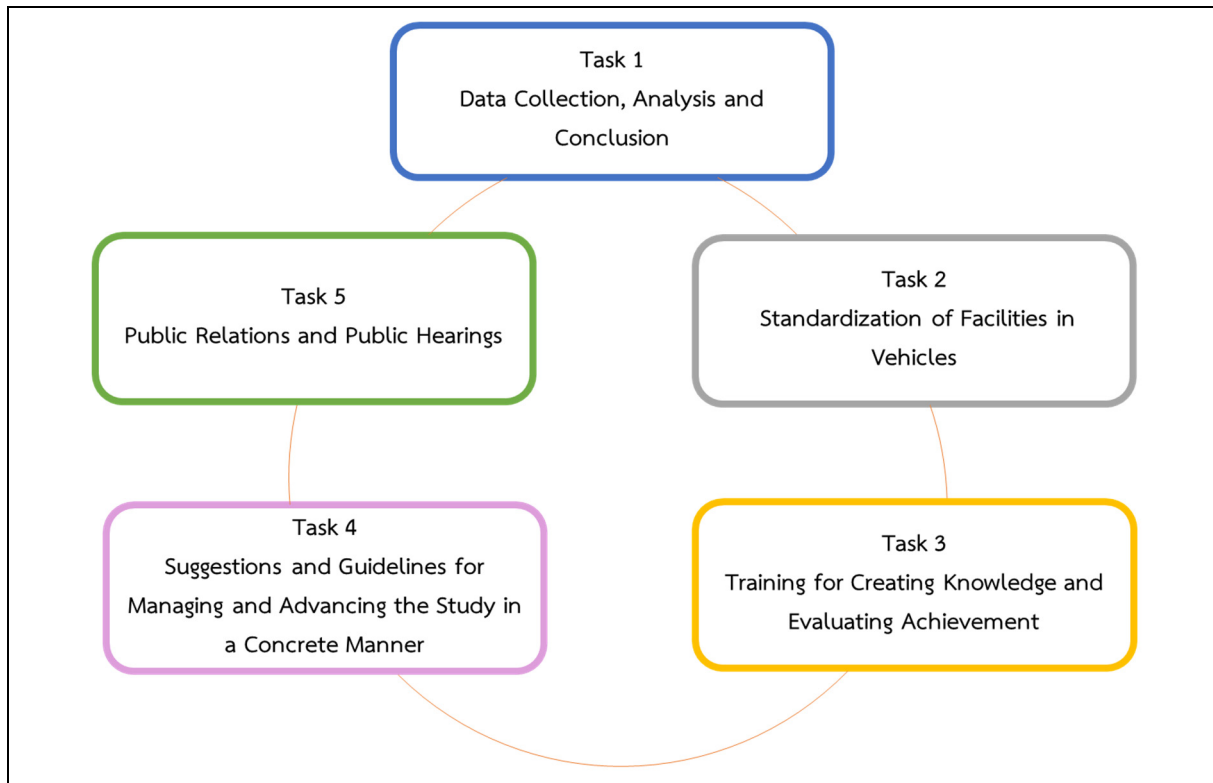
Figure 1.2 – 1 Project Objectives



1.3 Scope of Project Operation

The project consists of five main tasks as shown in Figure 1.3 – 1

Figure 1.3 – 1 Scope of Project Operation in Five Tasks



1.3.1 Task 1: Data Collection, Analysis and Conclusion

Secondary data was collected by the project from local information sources, e.g., policies, plans and strategies of the country and the Ministry of Transport, laws related to transport of persons with disabilities and older persons and international sources such as manuals and standards relating to facilities for persons with disabilities and older persons in order to acquire updated and accepted information. In addition, primary data was also surveyed and collected through the in-depth interview with people concerned to know the requirements and issues concerning facilities and comments about facilities and transport services developed by the project.

1.3.2 Task 2: Standardization of Facilities in Vehicles

The project formulated the standards of facilities in vehicles for persons with disabilities and older persons based on local and international laws, strategies, standards, requirements and relevant manuals. These standards are consistent with the Ministerial Regulations to Prescribe Characteristics or the Provision of Equipment, Facilities or Services in the Buildings, Places, Vehicles and Transportation Services to Ensure Accessibility and Usability by Persons with Disabilities (2013), the Ministry of Transport. They cover six categories of vehicles as shown in Figure 1.3.2 – 1

Figure 1.3.2 – 1 Categories of Vehicles in the Facility Standard

	Standards of Facilities in Fixed and Non-fixed Route Buses under the Law on Land Transport
	Standards of Facilities in Public and Service Vehicles under the Law on Vehicles
	Standards of Facilities in Trains under the Organization of Railway and Highway Act
	Standards of Facilities in Electric Trains under the Mass Rapid Transit Authority of Thailand Act
	Standards of Facilities in Passenger Ships under the Navigation in the Thai Waters Act
	Standards of Facilities in Transport Aircraft under the Air Navigation Act

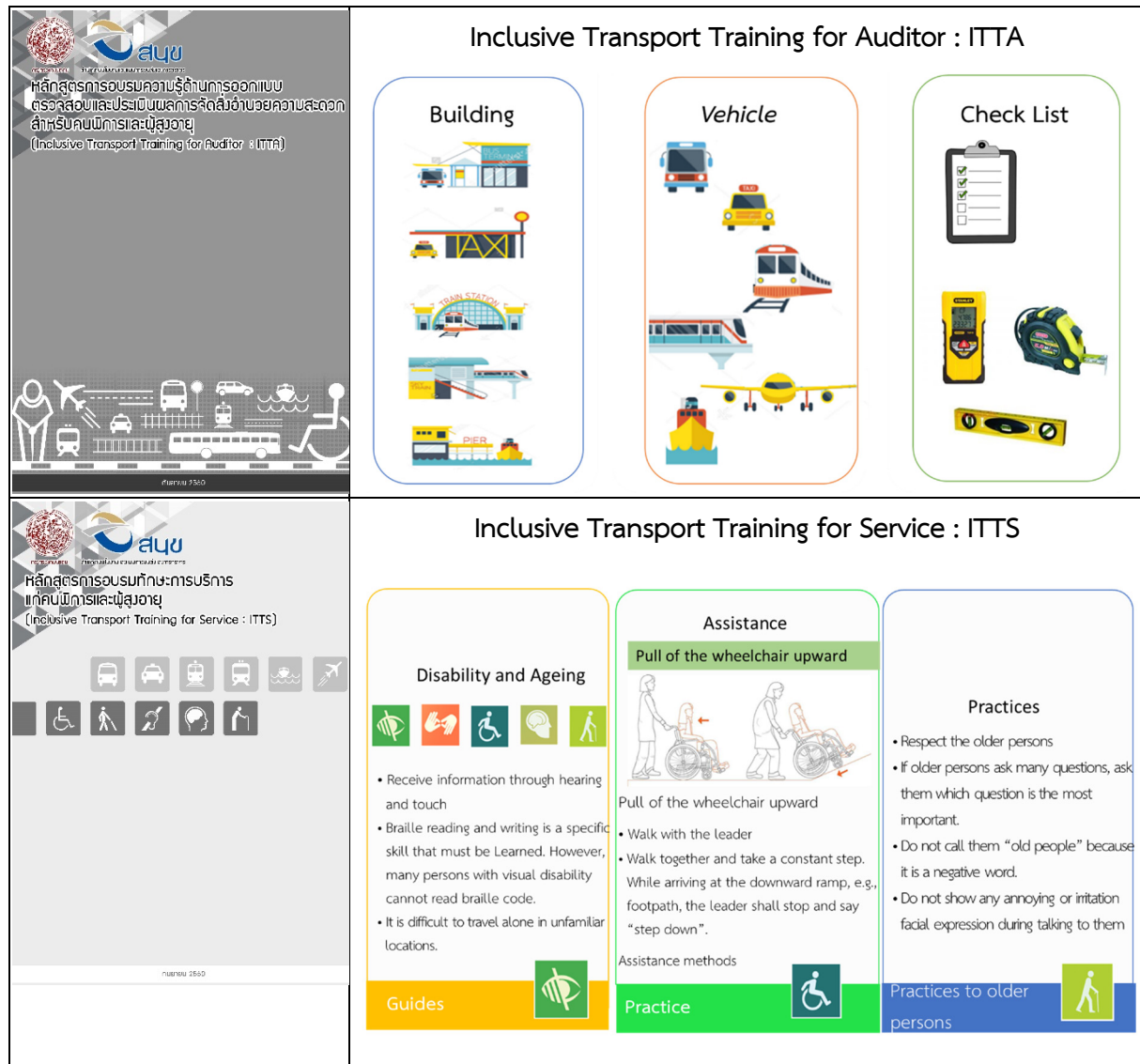
To enable the standards of facilities to be acceptable, they were analyzed and summarized by relevant agencies such as:

- Local and international standards of universal design and service design
- Universal Design Code of Practice, 2009 of the Association of Siamese Architects under the Royal Patronage of His Majesty the King
- Manual for transport service agencies, the Office of Transport and Traffic Policy and Planning to assist and facilitate persons with disabilities and older persons,
- Translation manual or symbol signs and assistance for transport service agencies, the Office of Transport and Traffic Policy and Planning
- Manual on Access to Air Transport by Persons with Disabilities of the International Civil Aviation Organization (ICAO), etc.

1.3.3 Task 3: Training for Creating Knowledge and Evaluating Achievement

Two training courses were arranged to train personnel of the Ministry of Transport.

Figure 1.3.3 – 1 Training for Creating Knowledge



Training on the design, audit, assessment, facility management and service provision for the persons with disabilities and older persons (Inclusive Transport Training for Auditor: ITTA)

The target groups are state officials and government officers as well as staff in the private sector who provide transport services. The content of the curriculum covers basic knowledge of persons with disabilities and older persons, universal design, provision of facilities in the public transport for various kinds of vehicles, evaluation techniques, facility survey and field training.

Training on service skills for the persons with disabilities and older persons (Inclusive Transport Training for Service: ITTS) The target groups are mainly service providers in the transport sector (mainly officials of air ports and transport stations). The content of the curriculum includes basic knowledge of persons with disabilities and older persons, e.g., types of disabilities, ageing conditions, and guidelines for communication and proper assistance in those persons to provide safety for them, including walk rally. This course is aimed at providing knowledge of service skills so that curriculum users can have correct understanding. However, additional information about proper services can be studied on videos proposed in the project website.

1.3.4 Task 4: Suggestions and Guidelines for Managing and Advancing the Study in a Concrete Manner

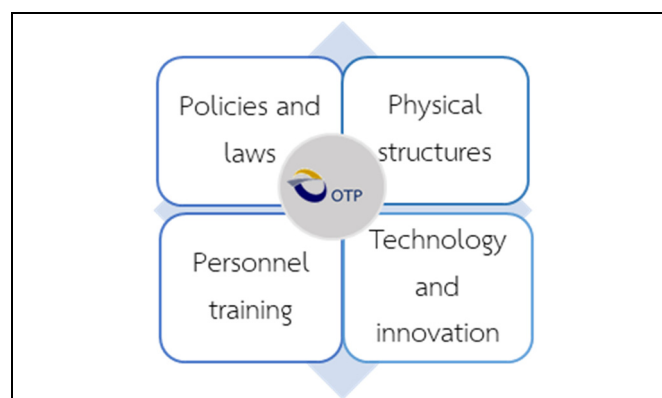
Development of management guidelines and advancing the study in a concrete manner comprises two activities – Activity 1: Analysis of problems and necessity for the study and Activity 2: Suggestions of guidelines for management guidelines and study operation

To analyze problems and necessities, the following important issues were summarized:

- 1) Necessity for developing facilities in the transport sector for persons with disabilities and older persons
- 2) Lack of clarity in laws
- 3) Lack of personnel with skills on persons with disabilities and older persons
- 4) No agencies to drive policies and operation for persons with disabilities and older persons

The project management guidelines were proposed based on the facility development strategies in the transport sector for persons with disabilities and older persons developed by the OTP in four areas as shown in Figure 1.3.4 – 1

Figure 1.3.4 – 1 Facility Development Strategies



- 1) Policies and laws related to facilitation and services to persons with disabilities and older persons
- 2) Improvement of physical structures, facilities and vehicles for persons with disabilities and older persons by prioritizing the improvement or development of buildings in the transport service sector at national, regional and local levels in accordance with laws and universal design
- 3) Personnel training on facilitation and services for persons with disabilities and older persons as well as basic knowledge about each type of those people
- 4) Application of technology and innovation to facilitate them

1.3.5 Task 5: Public Relations and Public Hearings

Public relations and public hearings were carried out with the following main activities:

- First public relations and public hearing on April 3, 2017 comprised 112 participants, namely, representatives from agencies under the Ministry of Transport, representatives of persons with disabilities and older persons and mass media. The objective of the seminar was to publicize the project study, present the draft standard of facilities and brainstorm ideas and suggestions.
- Second public relations and study dissemination on August 31, 2017 comprised 121 participants, namely, personnel from agencies under the Ministry of Transport, foundations and associations related to persons with disabilities and older persons, private companies providing transport services, educational institutions, the OTP's personnel and mass media. The objective of the seminar was to propose facility models, facility standards and training courses to collect comments and suggestions for further improvement.
- Public relations activities comprising public relations via newspaper media to inform the people about the operation result, website and Facebook to serve as a channel to contact with people concerned as well as videos to provide proper skills serviced to persons with disabilities and older persons through the project website, were carried out by the project.

Figure 1.3.5 – 1 Public Relations and Public Hearings

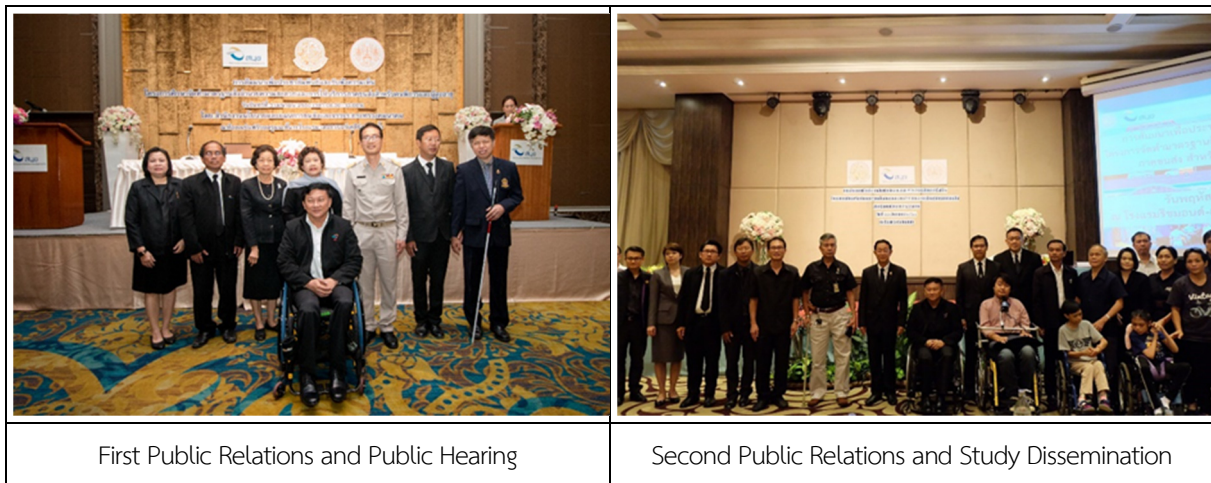


Figure 1.3.5 – 2 Project Website and Video about Skills Provided
for Persons with Disabilities and Older Persons

