

# Understanding Travel Challenges



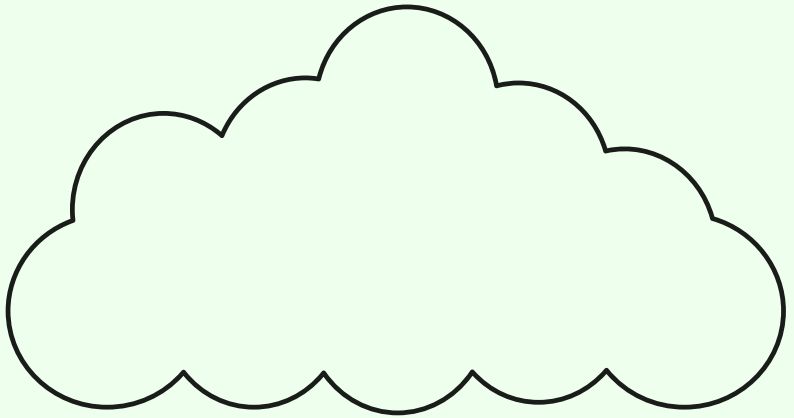
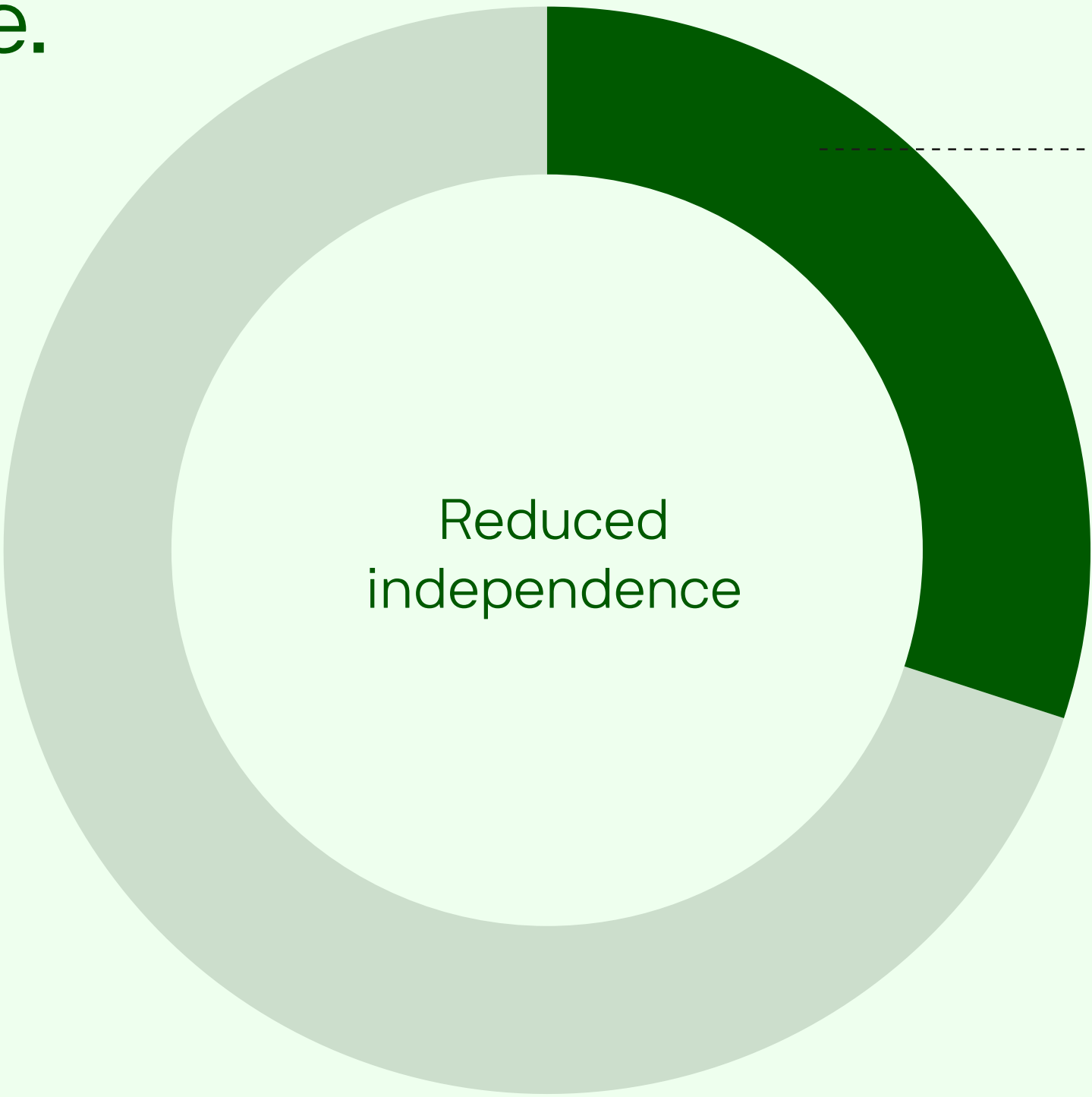
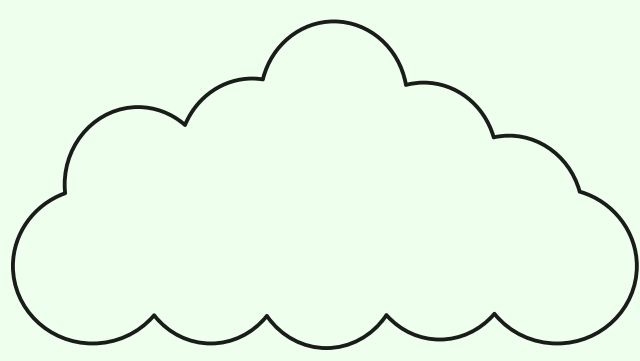
# Travel Challenges

**Two-thirds** of disabled people have experienced problems using public transport in the last year.

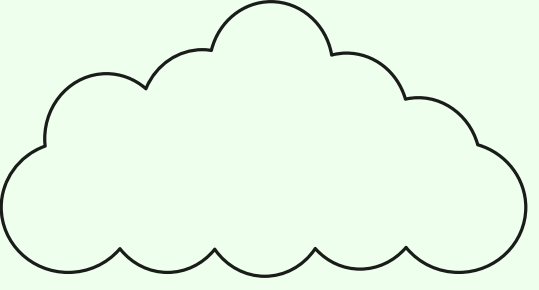


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30% of disabled people say that difficulties with public transport have reduced their independence.

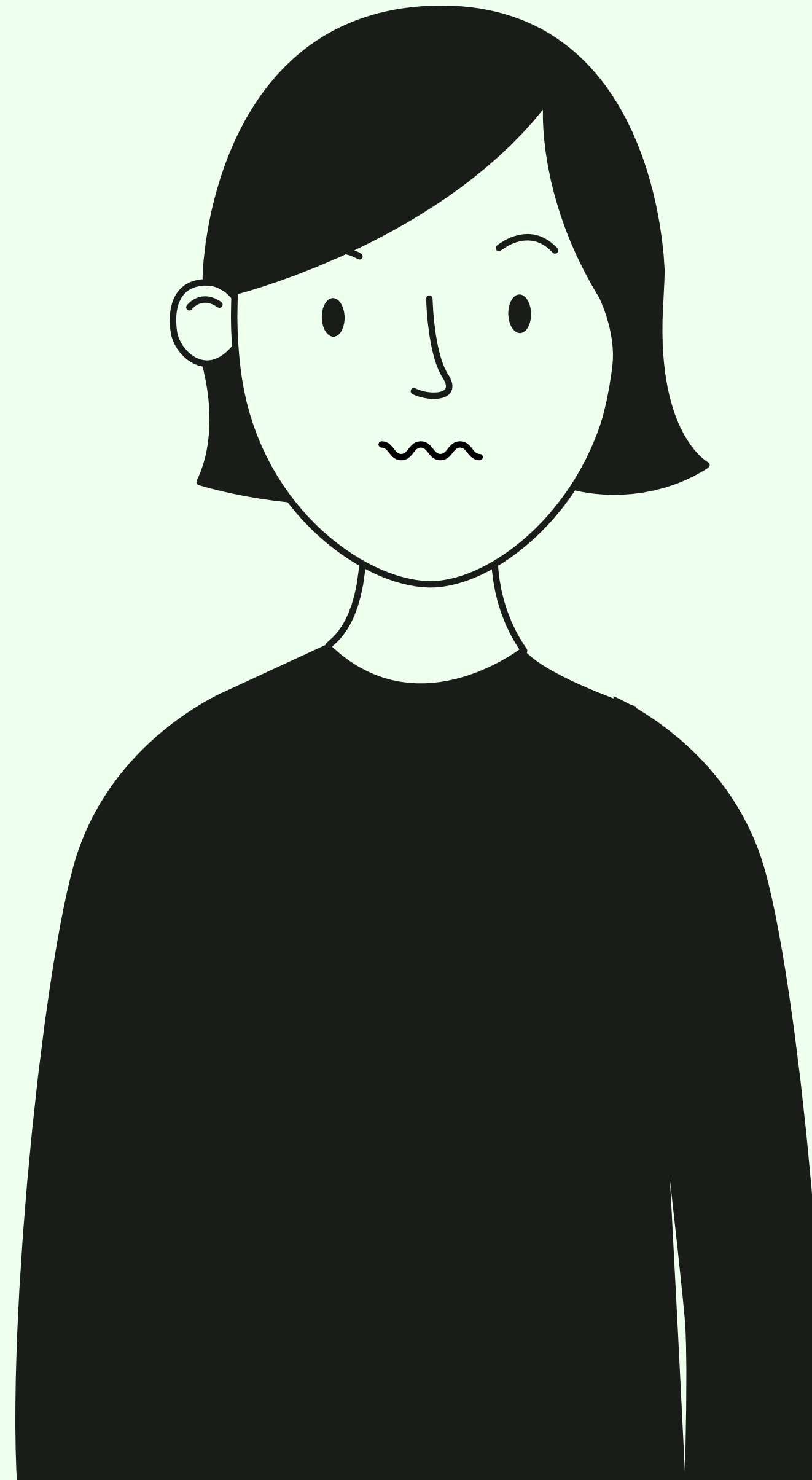


30%  
Of disabled people



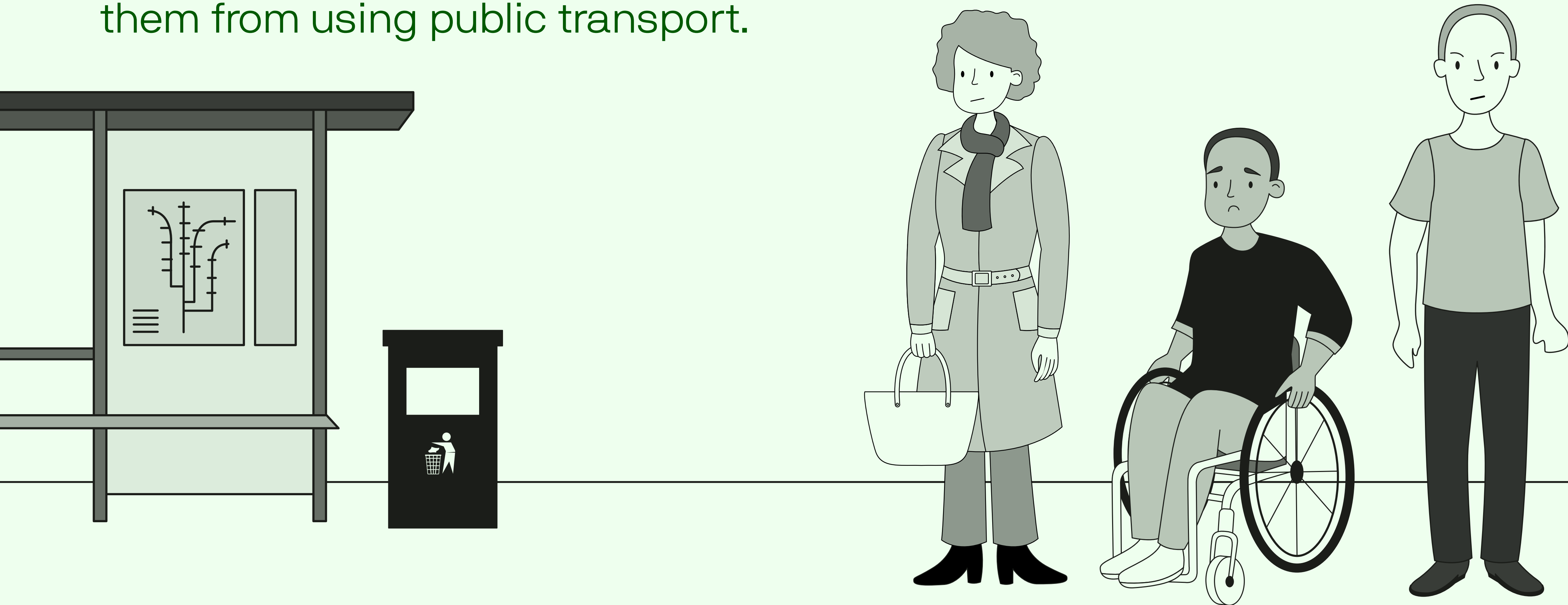
## Continued

Not being able to travel with confidence has a big impact on disabled passengers, and **four-fifths** of disabled people say they feel some level of anxiety or stress when they travel by public transport.



## Continued

**One in four** disabled people say negative attitudes from other passengers prevent them from using public transport.



## Continued

“I travel daily on the trains, tubes and buses with my guide dog and two-year-old son, confident that I can get the support I need to get to where I need to go. But a negative experience can knock that confidence easily. Travel shouldn’t be a barrier to independence. All transport companies provide help for those that need it, but it’s often not well known, or the service isn’t consistent enough or flexible enough to adapt to the needs of disabled people.”



# Trailblazers’ Research on Common Issues

Bus drivers claiming that the bus is full and not letting a wheelchair user on board even when there is space.

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Bus drivers refusing to insist that the owner of a pushchair folds it up to accommodate a wheelchair user.

**Continued**

Bus drivers claiming that the ramp is not working without checking if it works.

.....

Drivers not stopping close to the kerb, making it difficult for walking disabled people, as well as wheelchair users, to get on and off.



# Assistance Schemes

Does your company offer an assistance scheme to support people facing mobility barriers with their travel?

.....

What does the scheme offer?

.....

How do you talk to passengers about what their needs are and what the company can offer?

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport