

Understanding Travel Challenges and Solutions



Civil Aviation Authority

The Civil Aviation Authority publishes an annual report on disability access at the UK’s largest airports.

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In **2018-19**, there were a record number of **3.7 million** requests for assistance at UK airports - **a rise of over 80% since 2010**.

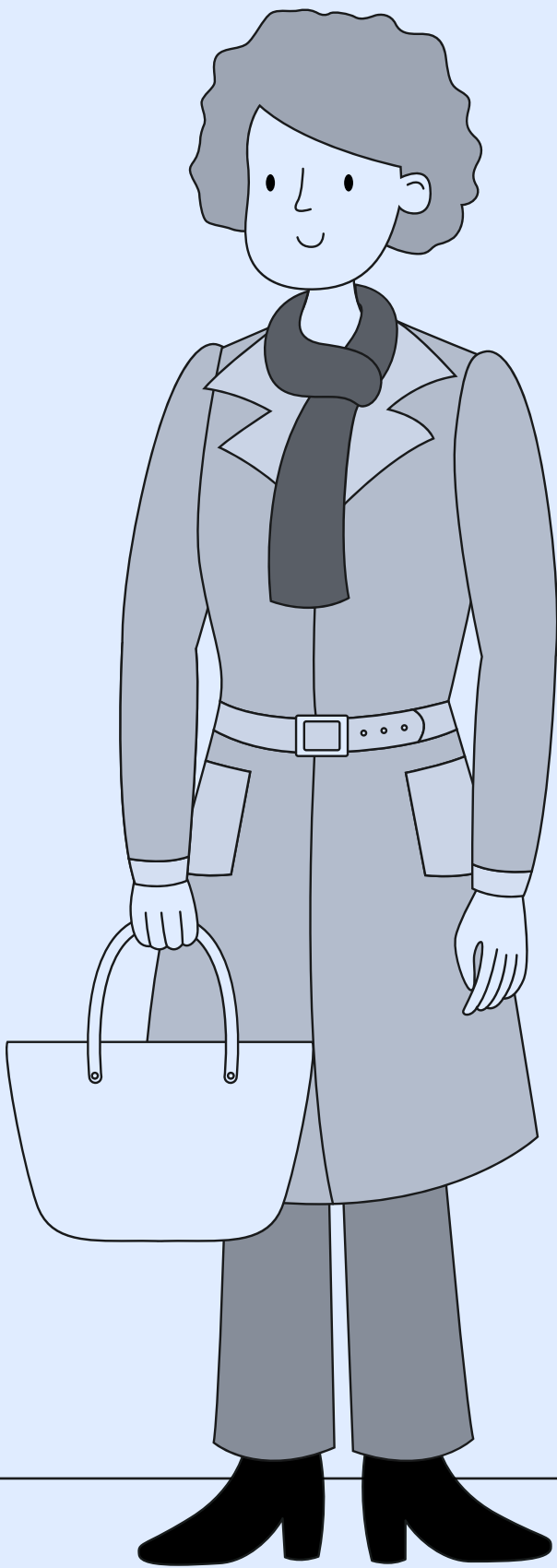
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The CAA’s Aviation Consumer Survey is a bi-annual survey of UK consumers’ behaviour and attitudes towards commercial aviation. This informs its work to put consumers’ interests at the heart of how it regulates.

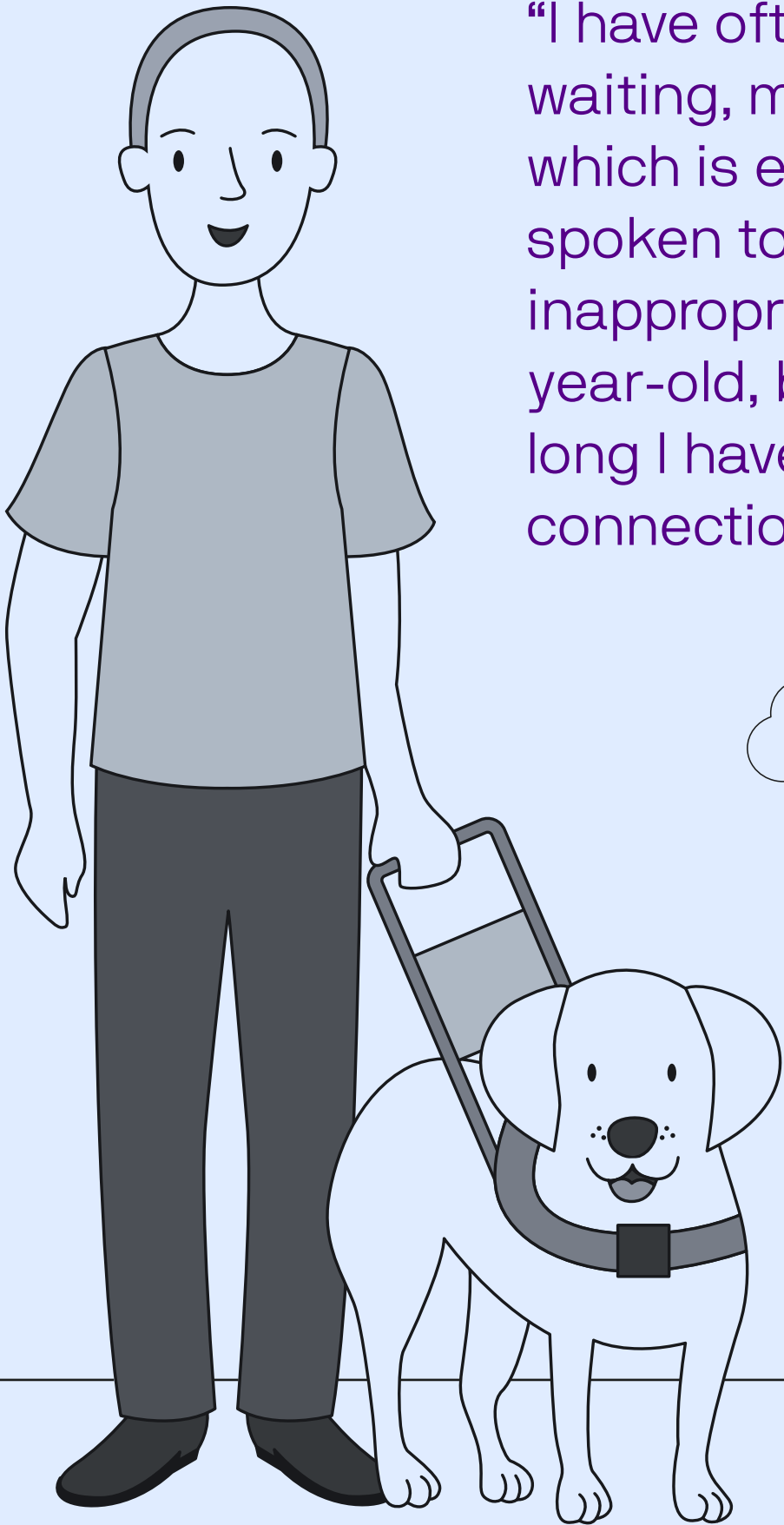
Satisfaction as a Disabled Passenger

Aviation Consumer Survey Autumn 2019





“You’re tagged and corralled. Everyone is treated as if they have dementia and no matter how early you are you don’t have time to eat or shop airside”.



“I have often been kept waiting, made to board last which is embarrassing, spoken to completely inappropriately like a two-year-old, been delayed so long I have missed transport connections”.

“I don’t want to have to explain my invisible disability in front of strangers. I’ve pre booked special assistance because I’m disabled, should be enough”.



Focus on Barriers

Safe, accessible travel should be a right for every passenger.

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Historical infrastructure barriers have prevented some people from travelling.

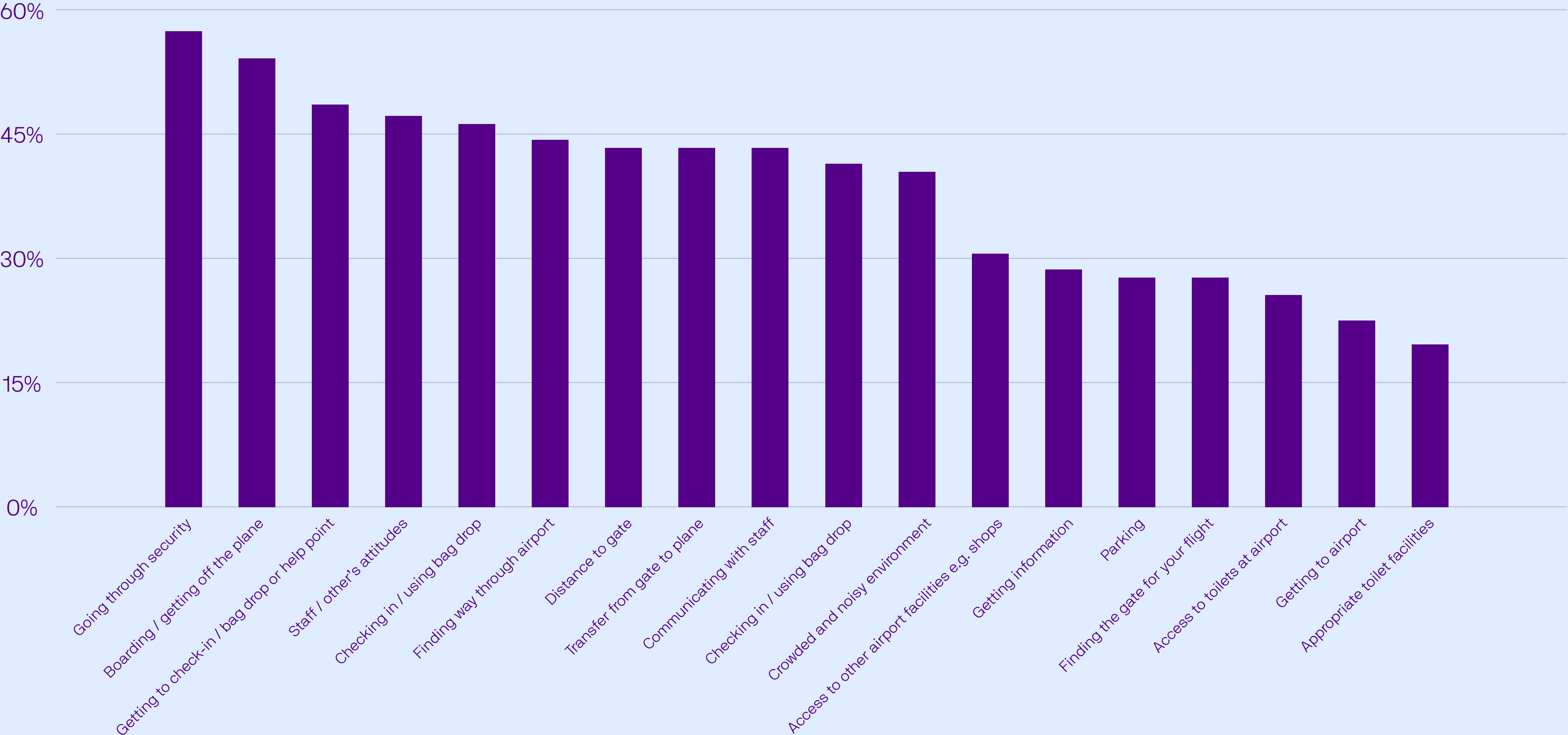
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As this changes, it's crucial that attitudes, policies and environments are inclusive.

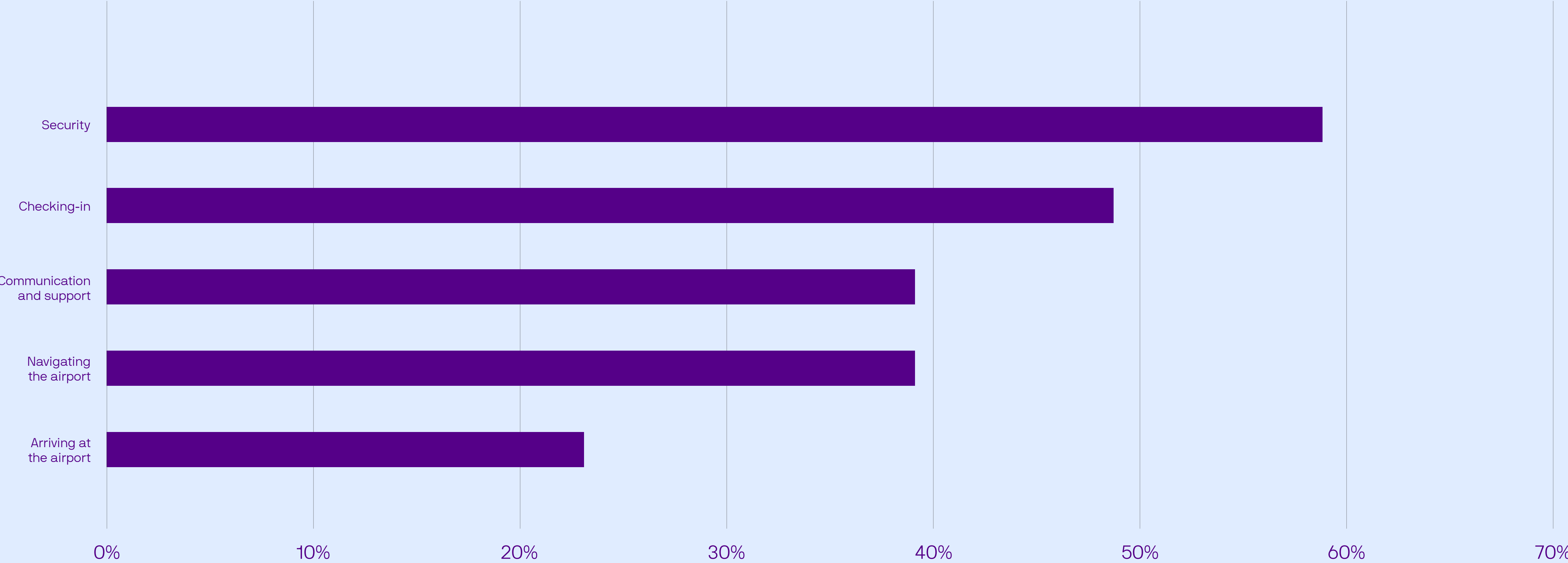
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A focus on barriers, removing them and providing information and assistance to reduce any residual difficulties, should create a positive culture where the right to travel is clearly respected.

Barriers to Travel



Barriers by Stage of Journey



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport