

Understanding Travel Challenges



Travel Challenges

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.

Maritime and Coastguard Agency Passenger Survey

Key Findings



Disabled passengers with the highest satisfaction level were also the most likely to want to travel by ferry more often in the next 12 months.

Passengers who were fully aware of their rights were around three times more likely to be satisfied with their journey than those with no knowledge of their rights.

Continued

Just over half of disabled passengers were satisfied with the experience they had when travelling by sea.

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Disabled passengers with a non-visible disability were generally less satisfied than passengers who have a visible disability.

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Passengers were generally less satisfied with their experience on the ship than their experience during the booking process or boarding the ship.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport