

Online video accessibility tours



“A quick video would enable us to assess exactly how accessible and safe places/means of transport are – then we can make informed decisions about travel. Lots of confidence has been lost during Covid.”

Reliable

5

Participants are looking for solutions that can be trusted to be accurate and up-to-date.

Adaptable

1

It is important that any solution be flexible in order to address disabled people's varying needs.

Intermediary taxi booking service



“An intermediary service for those with hearing impairments to make the process smoother. We don't have Uber so I have to use the phone to book taxis.”

What makes for a good solution?

Disabled people in the research developed five key principles as criteria that are important for a good solution to overcoming transport challenges

Promotes independence

4

Participants were most excited by interventions that will return autonomy to them when travelling.

Affordable

2

Any new scheme or service for disabled people must be affordable and adequately funded.

Cheap powered equipment



“I've seen those electric scooters you can hire, if they had something like that I could use that would be really cool because they cost like £200 – and a powered wheelchair costs like £2000. It's like hang on a minute, that's not fair...”

Avoids stigma

3

Solutions for disabled people that are separate from travel for non-disabled people can feel stigmatising, and participants instead were looking for solutions that adapt and improve transport so everyone can use it.

No inaccessible public transport



“If money was no object every station would be accessible, bus depot, train stations everything completely accessible... I would like to be just completely independent when I'm travelling.”

Alerting staff ahead of time



“A piece of technology at the bus stop that if you're registered disabled you have a code that you punch into it and it lets the bus coming know that you're in a wheelchair or that you're a disabled passenger.”