

Understanding and addressing the gap in transport accessibility data

The transport and
accessibility dataset



An easy-read summary



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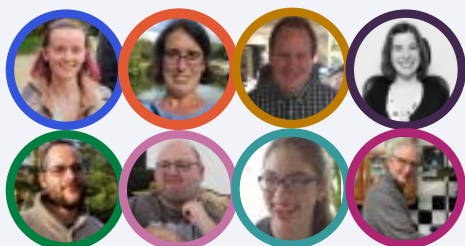
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This easy-read version has been created with people who use easy-read materials themselves.

Section 1. Introduction



ncat means the
National **C**entre for **A**ccessible **T**ransport.



We work to make transport more accessible for disabled people.



We have written a report about:

1. How difficult it is for disabled people to find helpful information about transport.

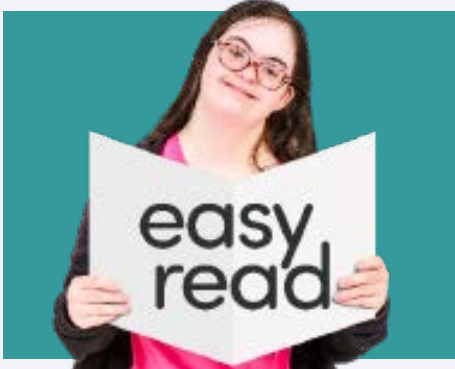


2. How to make it easier for people to find good information that is accessible to them.



The new report link is here:

Understanding and addressing the gap in transport accessibility data



This is an easy read version of the highlights report.



We started making disability and transport reports in 2023.



It is important to read our other reports as well.

They are on our website: www.ncat.uk



ncat encourages you to use the information in this report when it is helpful. When you use information from this report, please say it is from:



‘ncat: Understanding and addressing the gap in transport accessibility data (2025) available at: www.ncat.uk’

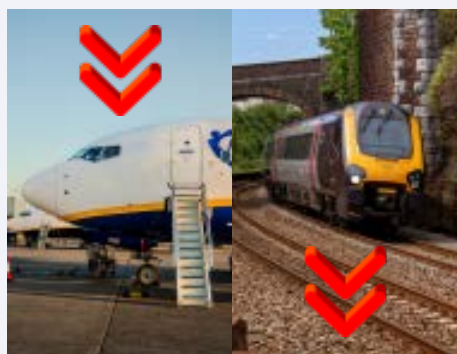


This report uses **blue words**.

When a word or phrase is difficult, we have written it in **blue writing** and explained it.

Section 2.

Why did we do this work?



Disabled people make 38% fewer journeys using transport than non-disabled people.



This has not improved for over 10 years!



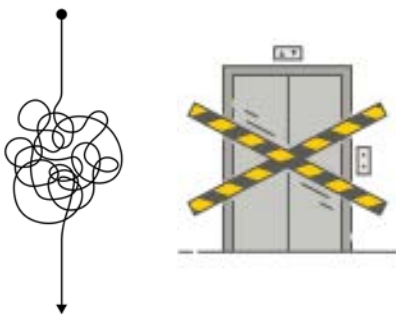
This is called the transport accessibility gap.



Disabled people come across many difficulties when making a journey.



One of these problems is finding information such as:



What is going to make a journey difficult.

For example a lift being out of action.

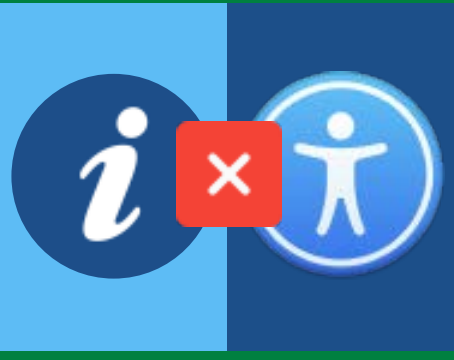


What could help to make a journey go well.

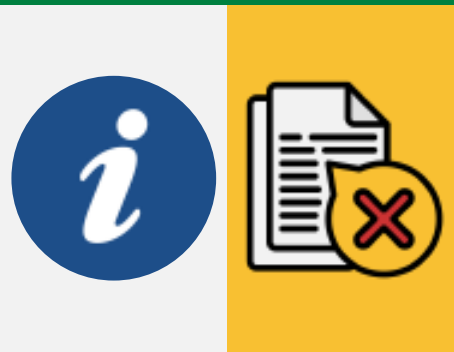
For example: making timetables easier to understand.



This is a big part of the reason why disabled people make less journeys.



Sometimes there is no information about access at all.



Sometimes the information is wrong.



Sometimes there just is not enough information.



Sometimes information is not in the right places.



Sometimes the information is not available in the right format.



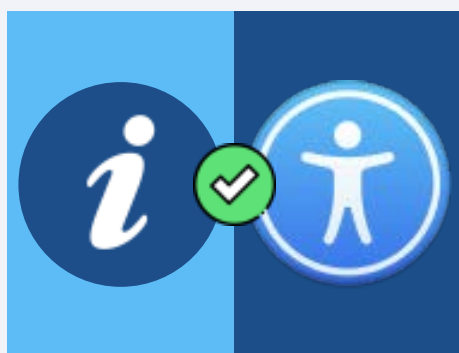
Sometimes there is no one to help with getting the information.



“I need to know about disabled access, toilets, lifts, accessible parking and so on. Often the information provided is inaccurate or incomplete.”



This report looked into creating better ways to give disabled people information about how to make a journey go well.

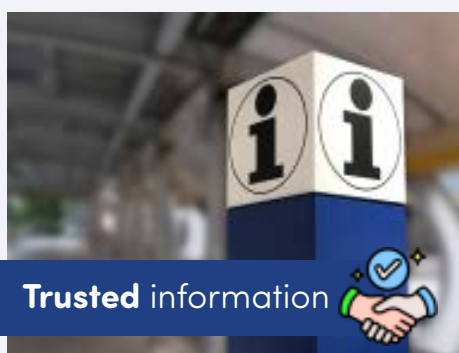


We want information about access to be an easy part of planning a journey.



We looked at what information already exists and where it is.

For example, on an app.



We asked disabled people what information they trust and works well and not so well.



We sent out a survey.



Most of our survey information is about getting around on transport.

Section 3. **What did we do and how did we do it?**



We looked to see what information is already there to help disabled people plan journeys.




30
apps


We looked at over 30 apps and websites to see how helpful they were.




For example:

Did the information have everything people needed to know, such as where a lift or ramp was.




1,200 people! 



We asked over 1,200 disabled people about the information they use and how good it is.



We also asked what kind of information about planning a journey they would like to have.



We checked how useful the information which exists actually is.

<p>What I need</p> 	 <p>What is out there</p>	<p>We did this by comparing what information people said they need, with what is out there.</p>
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For example, we looked at:



Google Maps



Apple Maps



**Local authority
apps**



We then rated them from:

POOR

to

EXCELLENT



We then made a list of the most common types of information people said they needed.

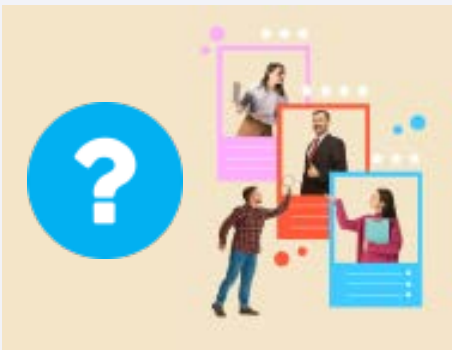


People said they would like to have information about 17 different areas.



We looked at who is responsible for making journey information available.

For example: train operators.



We then said who needs to make the different actions happen.

Section 4. **What did we find out?**



Transport information for disabled people is difficult to find.



Information is often muddled as well – different places say different things.

One person said:



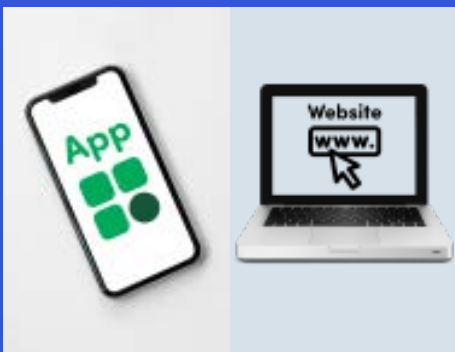
“Family members book online using a list of questions I provide for them, and if necessary, when they have booked, I make enquiries about the journey on the phone.”



Disabled people need just the one place to find all the journey information they need.



This one place needs to be:



something digital like an app or a website



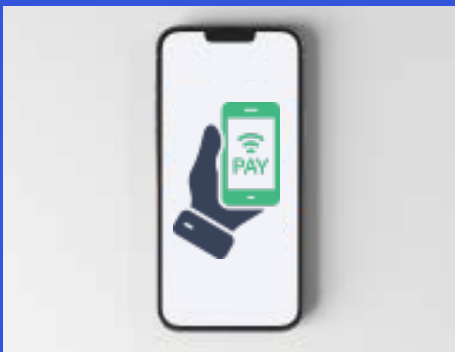
something that disabled people can use themselves



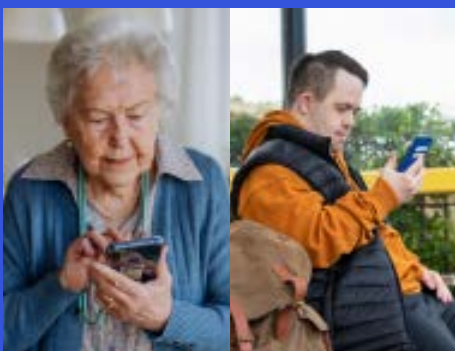
something that is reliable and works in real time



have details about steps, difficult surfaces and how steep a slope is



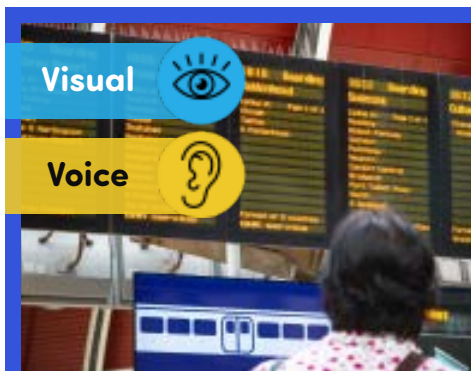
able to take payments



something that people can use at home or on the move



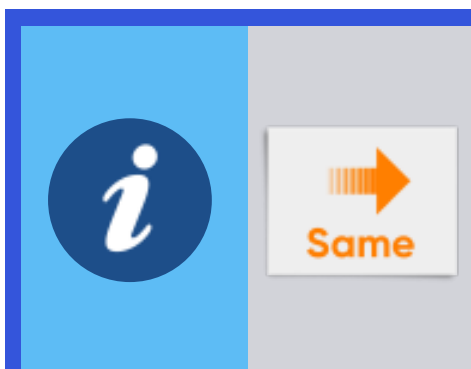
We need:



**much better visual displays and
voice announcements**



**information made for each
person's needs**



**everyone providing accessible
information must do so in the same way.**



Most people in the survey said they trust Google Maps - but 1 in 3 said Google Maps was not reliable.



Not having enough or the right information is upsetting and can be dangerous.



Real-time information is essential.



When disabled people are planning, or actually travelling, having correct information is a must.

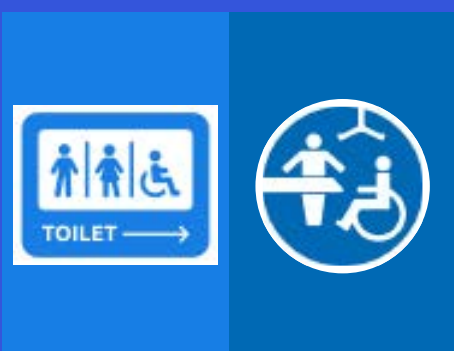
This means information about:



assistance staff being available



priority seating and vehicle overcrowding



accessible toilets and Changing Places toilets



location or availability of waiting rooms and shelters



if lifts are working and if the spaces for mobility aids on a train or a bus are still available



where there are ramps and if they can be used.



journey cancellation or delay process



LIVE

All of this information must be happening in real time.



i



Same

Everyone providing journey information needs to do it in the same way.



Passenger Assistance



The Passenger Assistance app and website is good.

www.passengerassistance.com



But, it needs to be better advertised.

Section 5. **What should happen next?**



When planning and making a journey, disabled people need:



better quality information



better awareness of where to find information



more money spent on improving the technology for journey information.



To do this, transport companies and organisations who provide services to travellers should:



Have good, real time, information displays in areas where people are waiting.



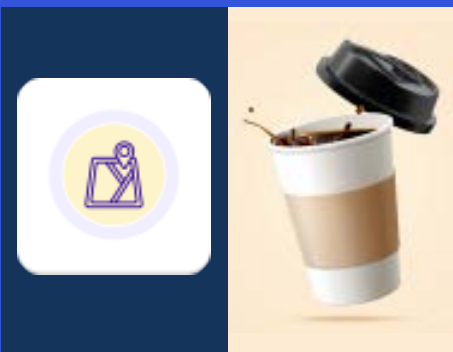
Keep checking and making sure that lifts are working.



Make sure people know how to find journey information.



Have text-to-speech systems so people can hear announcements.



Have digital maps that tell people where to find food and drink on trains and boats and at stops.



ncat will now:



1 Raise awareness



Provide a list of good to use apps on the ncat website.

2

This will help people find reliable and accessible information.



3

Encourage transport companies to provide reliable overcrowding information.



4

Encourage the makers of journey apps to include information about:



steep slopes



dropped kerbs and steps



wheelchair accessible routes



5

Provide funding to projects that improve transport accessibility.

For example:



providing information about difficult surfaces



knowing if a ramp is usable



connecting transport companies journey information with Google Maps.

Section 6: About The National Centre for Accessible Transport



ncat means the
National **C**entre for **A**ccessible **T**ransport.



ncat works to make sure that no disabled person faces challenges with poor access to transport.



We meet and talk to disabled people to better understand their experiences.

We then work together to come up with solutions.



We also work with disability organisations, transport providers and other people involved in transport.



We do this work to make sure that disabled people's experiences are heard when decisions are being made.



We want to see a more equal world for disabled people where barriers are no longer in the way.



The organisations that make up The National Centre for Accessible Transport are:

Coventry University, Policy Connect, The Research Institute for Disabled Consumers (RiDC), Designability, Connected Places Catapult, and WSP.



ncat is funded for 7 years from 2023 by the Motability Foundation.



For more information about ncat please visit:

www.ncat.uk



To contact ncat, please email:

info@ncat.uk

The information in this booklet was adapted from an original written by ncat.

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