



Making buses accessible to everyone



Accessibility isn't **just** about getting on and off a bus

It's about inclusion, giving everyone **fair** access, **equal** treatment and the same **opportunities**

Bus users are socially, economically, culturally and physically diverse

And they make a huge **£64bn** economic contribution to society



So getting more people on board is:

- good for local **businesses**
- improves **health** and wellbeing
- takes the pressure of **social care** budgets
- and protects **sustainable**, accessible transport for the future

But people who are vulnerable, have a disability, mental health problem or mobility issue face **barriers** even before their journey begins



From **Planning** a trip

Lack of services/reliability, timetables, websites, apps, integration, ticketing, booking

To the **Infrastructure**

Road-side boarding, toilets, bus stops, stations, signage, ticketing

Vehicle

Design, condition, accessibility, on-board announcements

And overall **Experience**

Punctuality, reliability, other passengers, drivers and staff, complaints process



Specific challenges include:

- Ticketing and timetable apps **reliant** on internet access and having a bank account
- Parking and congestion making it **difficult** to board/make connections
- Inconsistent, inadequate driver/staff **training**
- The **attitude** of other passengers
- Badly designed on-board **space**
- Inadequate **toilets**, stops and shelters
- Poor **information** and guidelines for drivers and passengers



Then there are wider **challenges** that reduce accessibility still further:

- lack of **services** particularly reliable services
- lack of evening and weekend buses
- lack of bus **priority** measures
- lack of **integration**
- and the **cost** of travel



Making transport more accessible benefits **everyone**

Technology Real-time information, ticket purchasing apps, advance booking, AV, charging points

Information Free, clear, simple, up-to-date, readily available and in a range of formats such as large print, audio, braille, Moon, Easy Read

Well-designed vehicles Genuinely accessible with flexible, on-board space

Driver/staff training Knowing how to communicate and recognise and respond to people's needs



So how do we make transport genuinely **inclusive**?

We need to **engage** fully with local disability groups and the wider community including residents, businesses, health and education bodies

Identify people's needs and build them in to the design, planning and delivery of services

And **join up** the thinking between transport modes and Government departments particularly Housing, Education, Employment, BEIS, Health, the Environment



The **National Bus Strategy** promises to address many of these issues

But we need to make sure those with the greatest needs, facing the greatest barriers, have their **voices heard**

Because improving transport for some, improves transport **for all**

Let's make the **omnibus** live up to its name





Thank you for listening

Claire Walters Chief Executive

Dawn Badminton-Capps Director for England

0300 111 0001 | www.bususers.org

