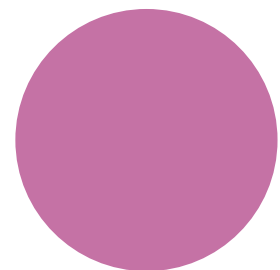


# Transport design decision making

The experiences of people working in  
the UK transport design



An easy-read summary





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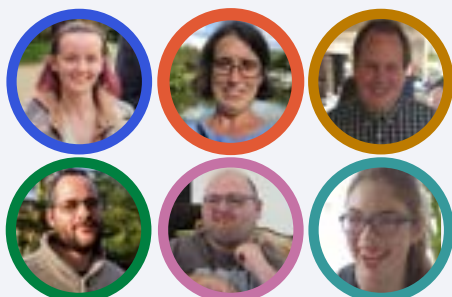
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**This easy-read version has been created with people who use easy-read materials themselves.**



# Section 1. Introduction



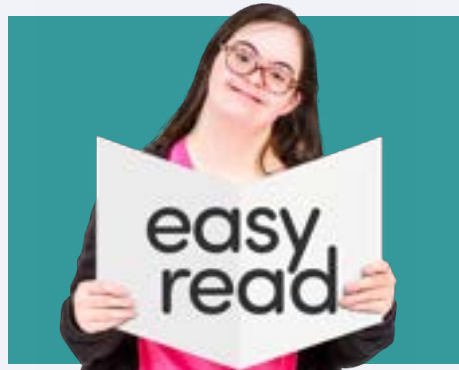
ncat means the **National Centre for Accessible Transport.**



**We work to make transport more accessible for disabled people.**



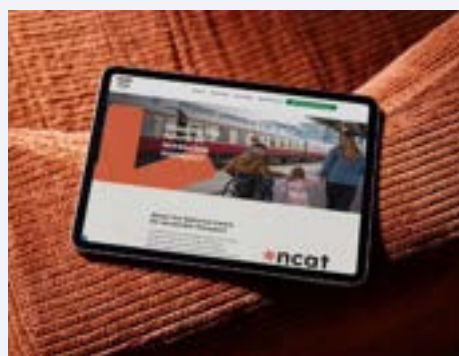
**In 2024 we wrote some reports about working together to make transport more accessible.**



**This is an easy-read version of one of the reports.**



**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](http://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 (2024). 'Transport design decision making'. Available at: [www.ncat.uk](http://www.ncat.uk)**

## Section 2.

**Why did we do this work?**

**Disabled people take 38% fewer trips than non-disabled people.**



**This has not improved for over 10 years!**



**We need to find out why this is.**



So we asked the people who **design** the transport system what they thought.

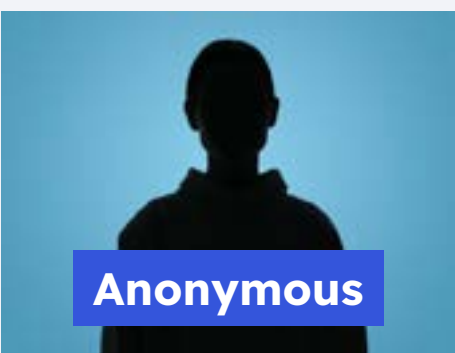


People who **design** things decide how something looks and works.



We wanted to know about the difficulties they have.

We did this by sending them a survey.



People did not say who they were or where they worked.

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



We made sure that people could take part in the survey easily.



We put the survey on [LinkedIn](#).



[LinkedIn](#) is an app and website which helps people make connections in the world of work.





**The survey ran from the 15<sup>th</sup> of November to the 15<sup>th</sup> December 2023.**



**20 people did the survey.**



**We then asked people to do an interview.**



**The survey had responses from people living in the UK and Australia.**



**People were working in all different kind of jobs.**



**Some people were new to their jobs and some people had been working for a lot longer.**



**People were working on transport systems for trains and cars.**



**5**

**5 people agreed to be interviewed over 3 months.**



**They explained their experiences of working to design the transport system.**



**They talked about the challenges they had faced.**



**We gathered personal stories from across the UK.**

## Section 4. What did we find?

### Challenges



**People talked about lots of different challenges in their work.**

**These challenges happened everywhere in transport design.**



**Challenges were a normal part of working.**



There were 4 main areas of difficulty.



**1** Finding 1: Decision bias



**Decision bias** is when people do what they already believe is right.



Decisions are made by a senior member of staff or with the organisation has asked for the design.



**Accessible design is not part of the design discussion.**



## **2 Finding 2: Objections**



**The system does not support people who speak up about poor design.**



**Time and money are seen as the most important things. This is more important than designing transport that everyone can use.**



**Systems to check concerns are taken seriously do not work very well.**



**3**

### **Finding 3: Incentive and Guidance**



An **incentive** is like a reward for doing something well.



**Designers are not encouraged to learn about people-friendly and accessible transport systems.**



**Not much help or support is given to new designers.**



**Good quality design should not always be led by strict targets and deadlines.**



**4 Finding 4: Working Together**



**Not many people worked together to come up with solutions.**





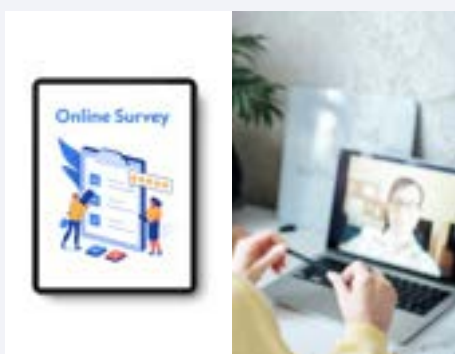
**People answering the survey did not know much about how to work together to improve transport design.**



**There were not many opportunities to work together in everyday design work.**



**Transport system design is led by the 'loudest voices'.**



**The answers to the survey and to the questions in the interviews were similar.**



**The interviews did give us some new information.**

## Section 5. What conclusions did we come to?



**Conclusions from the survey:**



**Introduce a design 'standard' which is about everyone working together and rewarding organisations that do this well.**



**Help organisations learn about the ways they can work together well.**



**Provide guidance for new designers to help them learn about accessibility.**



**Make sure people can speak up and disagree when talking about transport design.**



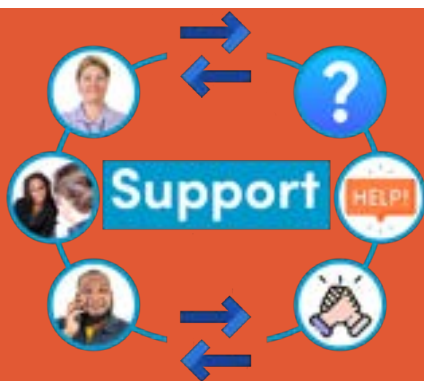
**Involving people who use transport will lead to better decisions.**



**Changing the way organisations work will not be easy.**



**Conclusions from the interviews:**



**Have a support system for new designers**



**Improve the quality of research.**

**This will make accessibility solutions more likely to happen**

**Communication**



**Provide communication training so that designers can work well with disabled people.**



**Introduce a design 'standard' which makes accessibility everyone's business.**



**Be ready to challenge projects which do not include accessibility in their design.**

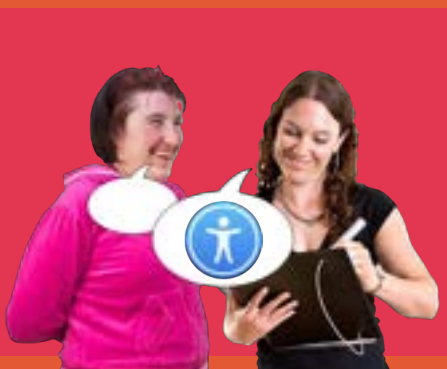
## Section 6. What should happen next?



**Introduce and reward a design 'standard' which is about everyone working together.**



**Develop a work culture which encourages people-friendly design.**



**Designers should research accessible design first.**

**Then write their proposal with accessible design included.**



**Provide communication training to help transport designers to work well with disabled people.**



**We will use these findings in our work.  
We will do this with disabled people.**



**We will work with partners to highlight the issues faced by disabled people when accessing transport.**



## Section 7: About The National Centre for Accessible Transport



ncat means the **National Centre for Accessible Transport**.



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.**

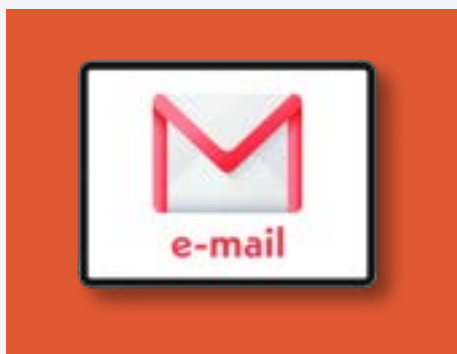


**ncat is funded for 7 years from 2023 by the Motability Foundation.**



**For more information about ncat please visit:**

**[www.ncat.uk](http://www.ncat.uk)**



**To contact ncat, please email:**

**[info@ncat.uk](mailto:info@ncat.uk)**



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

This easy-read version has been created with the help of the people below who use easy-read materials themselves.



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