



DfT Accessible Travel Charter

CoMoUK feedback on the commitments and pledges

About CoMoUK

CoMoUK (“Collaborative Mobility UK”) is the national charity for the social, economic and environmental benefits of shared transport. With over 25 years of experience, CoMoUK has an unrivalled depth of expertise across the shared transport sector, including car clubs, shared micromobility and mobility hubs. Mobility hubs are defined as sites that bring together shared transport with public transport and active travel in spaces that improve the public realm for all.

In addition to publishing leading annual reports into the national car clubs and shared micromobility sectors, CoMoUK has conducted specific research into shared transport accessibility that informs this response to the draft Accessible Travel Charter. The “Raising the Bar” report, funded by the Motability Foundation and produced alongside the Research Institute for Disabled Consumers, found that shared micromobility services can provide substantial value to individuals with mobility limitations. In 2026, we collaborated with Cycling UK and local partners to demonstrate the role of awareness and skills building activities to increase the use of shared micromobility among disabled people. Links to these pieces of research can be found on our [“Disabled people and shared transport” webpage](#). As a member of the Accessible Transport Policy Forum (convened by Transport for All), the response is also informed by organisational relationships with Disabled People’s Organisations (DPOs).

We are supportive of all nine commitments of the Charter, and choose to specifically provide feedback on commitments four, six and seven given their relevance to the shared transport sector.

Shared transport and disabled people

Shared transport is defined as any mode that gives access to a transport option without needing to own it. This brings a range of social, economic and environmental benefits for society and the individuals that use them, including disabled people. In the [2025 CoMoUK Annual Car Club Report](#), it was shown that having access to a shared car significantly improved the mobility of disabled users. 29% of disabled people would not have been able to make their most common trip without the car club, compared to 17% of trips for the whole survey sample. A similar positive impact is reported in the [2025 CoMoUK Annual Shared Micromobility Report](#), with respect to the mental health benefits offered by the mode. 50% of shared bike users with a disability reported receiving mental health benefits, compared to 41% of those without a disability. The contrast is more pronounced for shared e-scooters with 48% of disabled users benefiting compared to 25% on non-disabled users.

In the engagement session relating to the Accessible Travel Charter on Tuesday 21st July, it was stated that specific engagement sessions would take place with specific modes ahead of the Charter's final publication before the end of December. Given the benefits of shared transport options for disabled people (both direct and indirect due to their support for multimodal journeys), we would welcome direct conversations with the Charter development team on shared transport. This would support a strengthening of commitment 1 and be an active step in supporting accessibility to be built in to these modes. To support this, we would be happy to draw upon our existing relationships across the shared transport sector to convene a session with operators of car clubs and shared micromobility services, along with disabled people's organisations (DPO) and other relevant stakeholders.

Commitment 4: Information is clear and accessible

We support the commitment that "Journey information is easy to find, easy to understand, and available in a way that suits you", and highlight the potential contribution of mobility hubs to support the commitment. Mobility hubs bring together shared transport with public transport and active travel in spaces that improve the public realm for all. They facilitate multimodal journeys with safe connections and clear information.

The [CoMoUK Accreditation Standard for Mobility Hubs](#) defines a set of essential and desirable criteria across a scalable hub typology. For each hub type, we set the essential criteria under the theme of "Visibility and Accessibility" that there is "clear signage with a network branded totem" and that the information provided is "compatible with accessibility guidance". High quality totems include accessible maps showing nearby facilities and transport connection, with information available in accessible formats for those with hearing or sight loss. The same accreditation document highlights existing guidance from DfT and Disabled People's Organisations to support high accessibility standards. At the same time, we must reiterate that there are no government-set accessibility standards relating to mobility hubs, and as part of the Department for Transport taking a focus on mobility hubs, we want to see such standards set.

Commitment 6: Journeys work from start to finish

This commitment states that "Organisations work together to make sure your whole journey is considered, including planning and changes between services, stations, stops and streets." We welcome pledge 11 to "Commit to working with other local transport

providers to understand the main obstacles within a local area or region and propose solutions” and this should include providers of shared transport services.

Shared micromobility specifically is regularly used to support first-and-last mile journeys, connecting users to and from public transport. As reported in the [2025 CoMoUK Annual Shared Micromobility Report](#), 54% of shared bike users and 49% of shared e-scooters users combine their most common trip with another means of transport. This includes 19% of users of each mode who combine their trip with the bus, 21% of bike share users who combine it with the train, and 19% of shared e-scooter users who also take the train. Mobility hubs, as introduced in the comments above regarding commitment 4, should be viewed as a key policy intervention for facilitating the multimodal journeys of those with accessibility needs. This applies to both those with physical disabilities and neurodiverse individuals. In the sample of active users whose survey responses are represented in the CoMoUK Annual Report, 7% were disabled (as defined by the Equality Act 2010).

In November last year, we responded to the Transport Select Committee’s call for evidence on the Railways Bill. [The CoMoUK response](#) highlighted the ways in which shared transport can allow independent, low-emission travel for those who are not able to use public transport. This is highlighted in the below quotes from shared micromobility users who responded to the CoMoUK annual survey:

“I have a muscular disease. Using normal bikes puts too much strain on me. Using buses can also be difficult if I’m forced to stand for long durations. Bikes give me freedom, because they are powered they never apply strain to my muscles, and my travel is much much quicker. Honestly so fantastic.” – Male user from London, 35-44

“I have a heart condition and find walking difficult at times. Driving in the city is a nightmare. E-scooters and bikes have become an essential part of me getting around the city easily. I love them.” – Female user from Bristol, 45-54

“I use e-scooters to commute to places like shops and work. It makes it so much easier as a person with panic disorder and frequent seizures. It means I can reduce my stress since e-scooters are a lot faster than buses etc.” – Female user from Southampton, under 21

Despite the clear evidence of how shared micromobility can benefit disabled people, there are still barriers to journeys working from start to finish. The [“Raising the Bar: Boosting the accessibility of shared micromobility”](#), produced by CoMoUK alongside the Research Institute of Disabled Consumers, includes a detailed review of these challenges and recommendation for making more inclusive shared micromobility services. It reported that:

- There are key safety concerns relating to infrastructure gaps, such as a lack of segregated cycle lanes that make the use of shared bikes riskier.

- There is limited integration between shared micromobility and public transport, with 32% of disabled people finding it easy to transfer between bike sharing and other modes, compared to 75% of non-disabled users.

Commitment 7: Technology should help everyone

We support the commitment that “Technology makes travel easier for you and is used so no one is left behind.” Use of shared transport has become a regular part of thousands of people’s lives across the UK, and operators continue to lead the way in the use of technology when it comes to accessing the modes. Shared cars, bikes and e-scooters can be booked, unlocked and parked via mobile apps. These apps also have built-in customer support channels which can be of particular benefit to those with accessibility needs.

In 2025, CoMoUK led a Motability Foundation funded pilot project in Salford, alongside Cycling UK and local partners, that research ways to increase the use of shared micromobility by disabled people. As summarised in the [project report](#), 27% of participants in the pilot reported having difficulties with using the shared micromobility apps ahead of taking part in hands-on training and practice rides. Following one session, which featured help with using the apps, 71% of individuals reported that they intended to use the shared e-bikes independently, and 43% stating the same intention for shared e-scooters. Technology can improve the transport experience of those with accessibility needs, but must be accessibly designed and introduced alongside support for those who may need it.