

Disability Awareness Training for Public Transport Drivers and Managers

Background

Transdev is an international public transport operator with operations throughout France. Through close collaboration with organisations of persons with disabilities, they have developed and launched disability awareness training for their employees with a focus on bus drivers, ticket inspectors, agency advisors, and more.

The first initiative, which focused on the Seine-et-Marne and the Essonne departments, was later expanded to other departments and cities, including Île-de-France, Rouen, and Havre.

The trainings aim to raise awareness about disability support and ensure professionalism and kindness from transport personnel.

Key Activities

- Trainings include introduction to various disabilities and best practices for welcoming passengers with disabilities, in addition to role-playing exercises.
- Alongside trainings, Transdev has also carried out accessibility audits of various bus stops, buses, and other vehicles.

Impact

- Early success of the initiative led to scaling in other departments and cities.
- Since 2008, various staff across all Transdev companies have received the training.
- By 2024 in Havre, 100 personnel had received the training.
- Improved service to passengers with disabilities and those with reduced mobility.
- Improved awareness of accessibility issues in Transdev management.



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Challenges & Solutions

The impact depends on regular reinforcement; the risk of knowledge attrition over time should be addressed through regular training offerings.

Tips for Similar Projects

- Standardised national training allows for replicability.
- Integration with legal requirements ensures compliance.
- Co-creation with organisations of persons with disabilities brings expertise, empathy, and effectiveness to training sessions.
- Training of management in addition to transport workers promotes accessibility awareness beyond primary service provision.

Resources/Links

- [Article 1 by Transdev](#)
- [Article 2 by Transdev](#)
- [Employment & Disabilities - document by APF](#)
- [Accessibility Brochure by Transdev](#)

Identified Limitations/Weaknesses

The training sessions focus primarily on transport staff servicing bus lines. It is unclear how accessibility and disability-inclusive support are ensured across multimodal journeys and service providers.



Video

- Watch this [promotional video](#).

Video Description

Promotional video demonstrating training with Transdev personnel, led by APF France Handicap. The video is available in French with French subtitles.

Partners

