

Les Compagnons de Voyage – Trip Companions



Background

Les Compagnons du Voyage is a social initiative based in Paris that helps individuals who face challenges using public transportation to travel more independently and confidently. Created with the support of France's main transport operators, SNCF and RATP, this non-profit programme was designed to respond to the needs of groups such as children, elderly people, persons with disabilities, and anyone requiring personal assistance for their journeys.

At its core, the service offers accompaniment and training in real-life settings, helping users become more familiar with navigating the public transport system. This can include guidance through crowded stations, support with ticket validation and wayfinding, and confidence-building around transfers and platform changes. The service is often delivered in partnership with schools, rehabilitation centres, and social services.

What distinguishes the programme is its goal, not only to assist people in transit, but also to help them become progressively more independent. For example, users may start with daily support and gradually reduce their reliance on the programme as they build familiarity and confidence.

The initiative is active throughout the Paris region, with dozens of trained staff conducting thousands of guided trips every month. Its social impact lies not only in improving personal mobility but also in reinforcing social inclusion by making everyday travel more accessible.

Key Activities

- One-on-one accompaniment for passengers needing travel support (e.g., persons with disabilities, children, the elderly).
- Hands-on learning for users: navigating routes, managing transfers, and understanding transport systems.
- Coordination with schools and social institutions to develop personalised mobility plans.
- Ongoing follow-up to assess progress toward autonomous travel.
- Availability for both regular daily commutes and one-time travel needs.



Impact

- Since 1993, more than 100 escorts have been trained to offer over 1 million accompanied journeys. There is an average of 150 accompanied journeys a day in Paris.
- Schools and care institutions report improved confidence and travel skills in participants.
- The programme is recognised by the Paris region authorities for advancing inclusive mobility.

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Challenges & Solutions

Costs may be prohibitive for persons with disabilities and young persons. However, 50% of the costs of trips are tax-deductible, despite formal disability or youth status.

Tips for Similar Projects

- Engagement with civil society and the public can improve project outcomes.

Resources

- [Les Compagnons de Voyage Website](#)
- [Les Compagnons de Voyage Facebook Page](#)
- [EU Publication: Transport and tourism for persons with disabilities and persons with reduced mobility](#)

Partners



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