

The Independent Travel Support (ITS)

Background

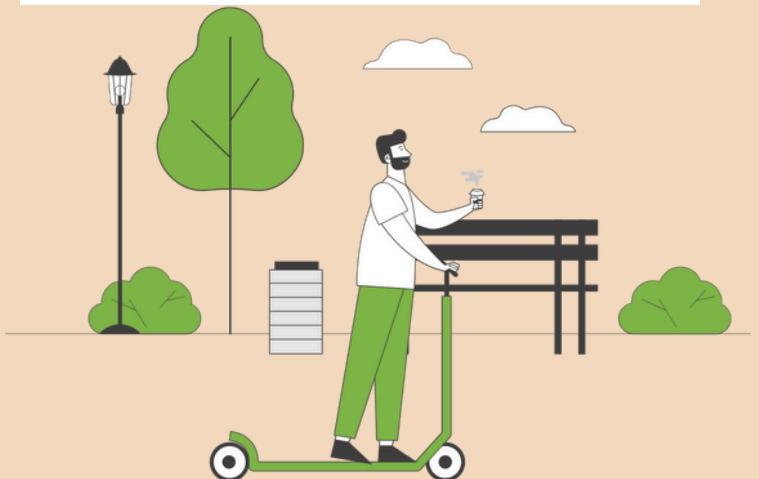
- The Independent Travel Support service, part of the Transport for Ireland (TFI) initiative, helps adults with disabilities gain the confidence and skills to use public transport independently. The free service pairs users with a trained assistant who accompanies them on journeys until they are comfortable travelling alone.
- Launched in Dublin over 15 years ago, ITS has since expanded to Cork, Galway, Limerick, and Waterford. In Dublin, the service is delivered by Dublin Bus.
- ITS supports a wide range of passengers, including those with intellectual disabilities, and sensory or mobility challenges, as well as those who are autistic.

Key Activities

- One-to-one travel training with a dedicated ITS assistant.
- Route planning and confidence-building on live journeys.
- Operates across all TFI modes, including Dublin Bus, Go-Ahead Ireland, Luas, and DART. In the other cities, it is delivered by Bus Éireann and supports travel across TFI services such as Local Link, Irish Rail, and city bus services.
- Free of charge for all eligible users aged 18+.

Impact

- Enables persons with disabilities to travel independently, boosting their confidence and participation in community life.
- Reduces reliance on carers or staff for transport.
- Improves access to employment, education, and social opportunities.
- Successful expansion beyond Dublin into regional cities.



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Challenges & Solutions

Challenges:

- Navigating complex or unfamiliar transport systems can be overwhelming for some users.
- There may be less public awareness of the service in newer locations.

Solutions:

- ITS addresses these challenges through personal, adaptive training and by expanding its reach to cities with growing demand.

Tips for Similar Projects

- Use one-to-one training for maximum personalisation and confidence-building.
- Partner with existing public transport operators to deliver regionally.
- Make services free and easy to access to ensure equity.
- Engage families and support workers to reinforce learning outside training.

Identified Limitations/Weaknesses

- Availability limited to specific cities; rural and smaller towns currently not covered.
- Ongoing awareness and promotion needed to reach more potential users.

Note: Most focus group participants were aware of the training, and those with experience using it gave positive feedback. Some participants living in more rural areas had not yet used the service but expressed interest in doing so in the future.

Video

Watch videos about the service on the TFI website

Video Description

This webpage features three videos with people and families who have used this service, as well as the trainers. Additionally, there are customer testimonials on this page.

Resources/Links

View a printable leaflet on the [Transport for Ireland Webpage](#).

Additional information on the [Dublin Bus Website](#) and [Bus Eireann Website](#).

Partners

