

**Transport for Ireland (TFI) information for Accessibility on Public Transport.** More information can be found on the webpage here: [TFI Accessibility](#)

## **TFI Bus Fleet**

NTA has made significant investment over recent years to improve the accessibility of the new TFI Buses fleet including:

- Low floor vehicles to allow easier access
- Separate wheelchair and buggy spaces
- Yellow colour bus fronts and grab rails
- Additional passenger information signs
- Induction loops
- Improved priority seating
- All bus and coaches on TFI services are now wheelchair accessible.

TFI services on buses include Dublin Bus, Go Ahead and Bus Eireann as well as Irish Rail and Luas for rail and tram.

There are also private buses run by companies such as Expressway, JJ Kavanaghs, Wexford Bus etc. which purchase their own buses.

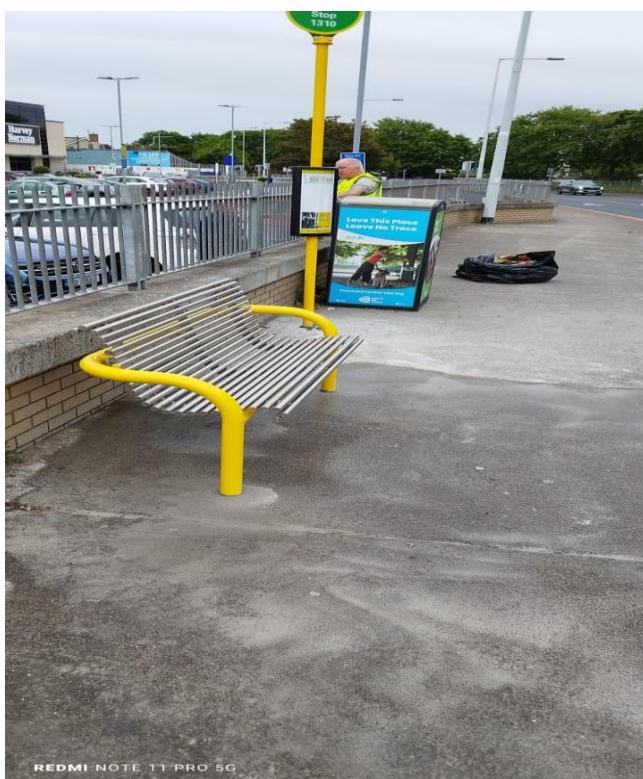
## **Bus Stops:**

- Most of all city bus stops are wheelchair accessible.
- NTA actively engages with local authorities to ask them to install wheelchair accessible bus stops with funding at identified locations around the country. This work is ongoing.
- The TFI website and App features an accessibility rating for each bus stop in Ireland.



## **Shelters and seating at Bus Stops:**

- It is important for people to be able to sit if they want while they wait for their bus. There has been seating and high viz arm rests installed at 195 existing bus shelters.
- Solar lighting provided at 924 existing bus shelters to help people feel safer in dark evenings.
- NTA provides funding to local authorities to install both shelters and seating at bus stops.



## **Bus Stations**

- Bus Éireann has carried out Accessibility Audits on 15 bus stations. Arising from that, a programme of work will be delivered over the coming 3 years to improve the accessibility of their stations with NTA funding.
- 21 out of 25 of their stations have had wheelchair accessible bays installed, with the remaining to be completed this year.



## Heavy Rail Services and Stations

- NTA are funding Irish Rail to install new footbridges and lifts at their stations to ensure all people can access both sides of the platform. It is hoped to complete four stations in 2025, with others following in the coming years. Accessibility improvement works will be completed in those stations also.
- Advance notice assistance down to 1 hour at 14 of Iarnród Éireann's busiest stations
- Advance notice requirement also reduced for DART and commuter services to 4 hours.
- For all other stations, 12-hour advance notice is needed.
- 52 stations have had their lifts renovated or replaced since 2020, and new footbridges or lifts got under way in four stations in 2024.
- "Changing Places" toilet facilities have been installed in three stations and will be considered at other suitable locations going forward where refurbishment works are being carried out.
- Improved Wayfinding and Signage has now been installed in all 147 rail stations.
- Irish Rail provide a "Quieter Coach" on their Dublin to Cork service and give out free Sensory Packs to customers on request.

- Lift Call Passenger System has been installed on 136 lifts to help to prevent vandalism.
- A Sensory Pod Pilot is in operation in Kent rail station in Cork.



*Sensory Pod in Kent Station, Cork*

## **Light Rail Services**

All Luas services have been designed to be fully accessible.

## **Taxi Regulation**

The number of Wheelchair accessible vehicles (WAV's) in the taxi fleet has increased from 850 in 2014 to 4,055 WAVs at the end of 2024, almost 24% of the total taxi fleet. This work is ongoing.

## **Rural Transport Programme**

TFI Local Link, provides approximately 95% of its services using wheelchair accessible vehicles. They provide both scheduled services with timetables and Demand Responsive Services which can be booked with one of the 15 Local Link Offices. These the door-to-door services are very suitable for those who have a disability or are elderly and in some service passenger assistance is provided. [TFI Local Link contact details](#).

Since the introduction of the Connecting Ireland Plan in October 2021 to date, over 150 new or enhanced bus routes have been rolled out nationwide under the operation of TFI Local Link and other operators.

## **Service Information**

Visual and audible next stop announcements are currently available on all TFI bus, rail and tram services with the remaining 5% in Bus Éireann services being recorded in Q2, 2025.

## **TFI Independent Travel Support service**



**Independent  
Travel  
Support**



NTA continues to support the TFI Independent Travel Support (ITS) service (formerly Travel Assistance Scheme). It aims to teach people to travel independently on public transport.

The service operates in Dublin, Cork, Limerick, Waterford and Galway.

This is a free service and available to people aged 18 and over.

### **Contact details:**

**Phone:** 0818 294 015

**Dublin:** [independent.travel@dublinbus.ie](mailto:independent.travel@dublinbus.ie)

**Cork, Limerick, Waterford and Galway:** [independent.travel@buseireann.ie](mailto:independent.travel@buseireann.ie)

**Phone:** 0818 294 015

## **Mystery shopper Surveys**

The NTA wanted to get feedback directly from people with disabilities and older persons on their experience on using public transport. An independent research company hired mystery shoppers who carried out a Pilot Survey in June 2022. Further surveys have continued with two sets carried out each year. The results are shared with the Transport Operators to ascertain where improvements can be made.

## **Accessibility Awareness Campaigns for 2024:**

### **Just a Minute (JAM) Card**



## Just a minute

JAM Card allows people with a communication barrier tell others they need 'Just A Minute' discreetly and easily. TFI have given out over 15,000 Jam cards.

For more details on how to get one: [Jam Card](#)

## Prepare Me As I Am for Public Transport



Transport for Ireland (TFI) together with [As I Am](#), Ireland's Autism Charity, have a campaign called "Prepare me .... As I Am ... for public transport". This aims to provide Autistic people with helpful tools to assist them using public transport. There is a library of resources to prepare and assist Autistic people to use public transport including:

- Activity Packs
- Information cards and visual guides
- How-to Videos



Download them here: [\*\*Prepare Me As I Am for Public Transport\*\*](#)

### **Please Offer Me A Seat**

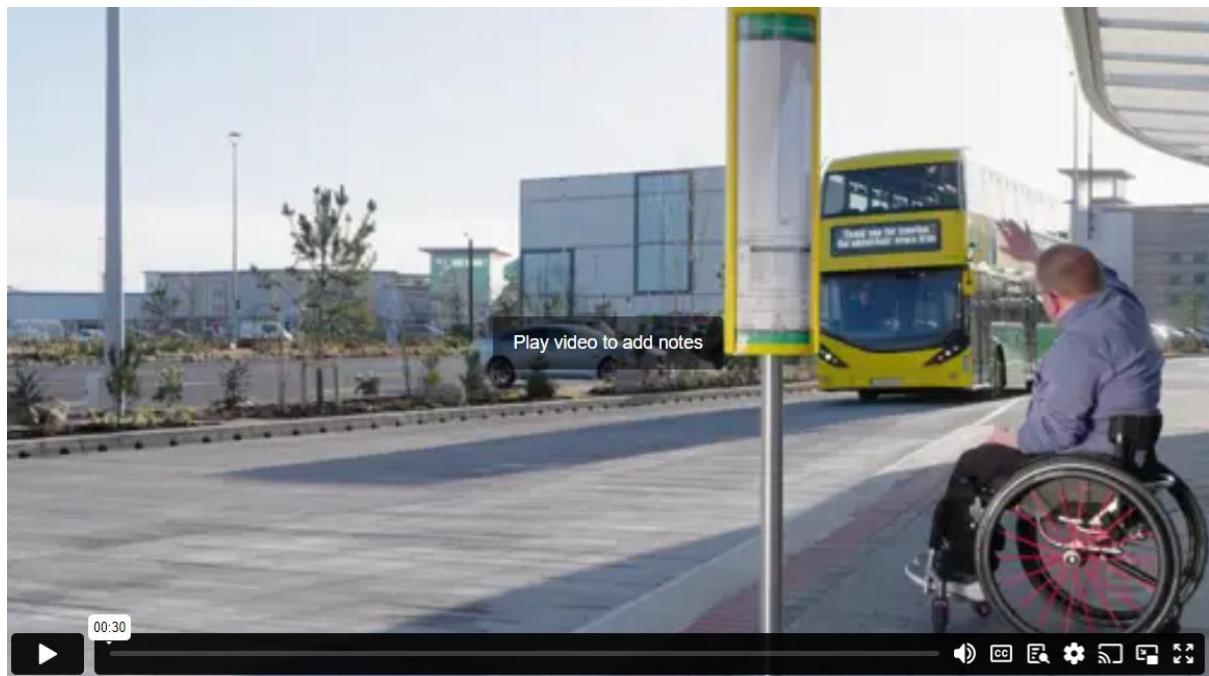
The “Please Offer Me a Seat” Badge and Card was created by Transport for Ireland in partnership with [Invisible Disability Ireland](#) for people with invisible disabilities to use when accessing public transport.

For more details on how to get a card: [\*\*Please Offer Me A Seat\*\*](#)



### **Wheelchair Space Priority Campaign**

We are trying to make people aware that the wheelchair space is for wheelchair users. In conjunction with Irish Wheelchair Association and Irish Guide Dogs of the Blind we advertise this video.



<https://vimeo.com/lotusmedia/review/816912245/503368acbf>