

Mobility scooter user survey

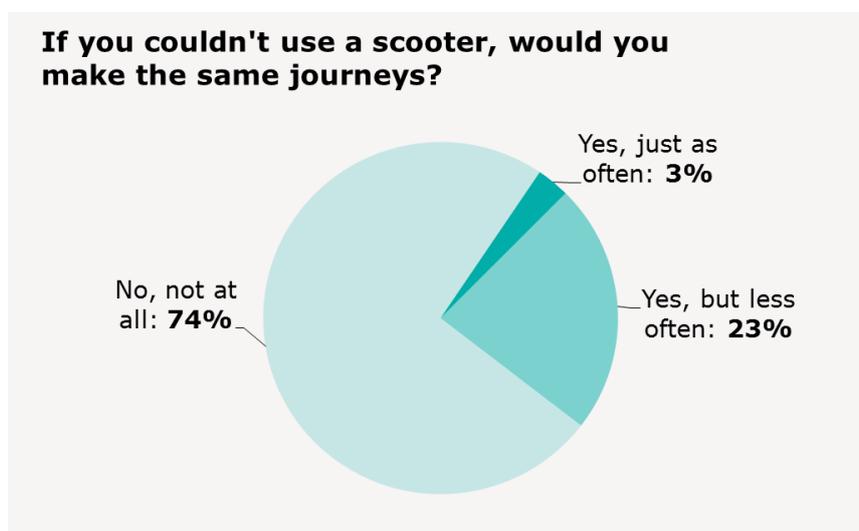
The research

Rica has carried out a survey of mobility scooter users as part of a research project commissioned by the Department for Transport. The 20-question survey was open from December 2013 to February 2014 and asked about users' experiences finding and using a mobility scooter.

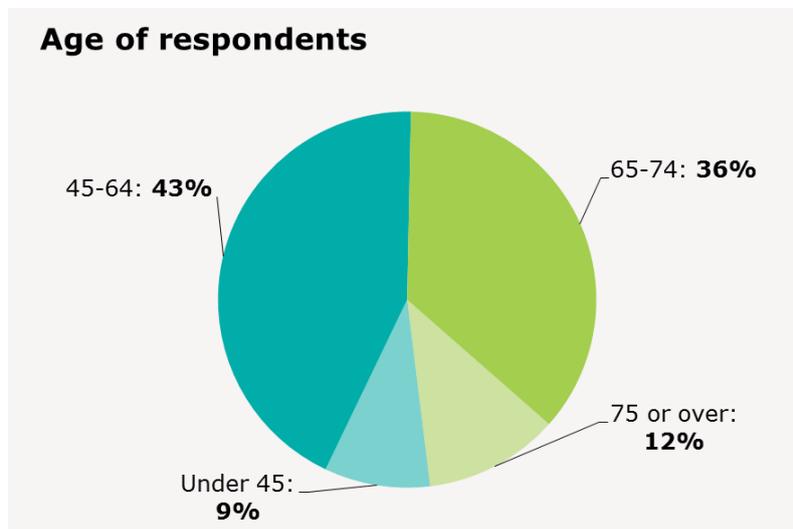
Available online and in print, the survey was distributed to members of Rica's [consumer research panels](#) as well as being circulated more widely with the help of a range of disability organisations. We had responses from 480 individuals.

Our findings

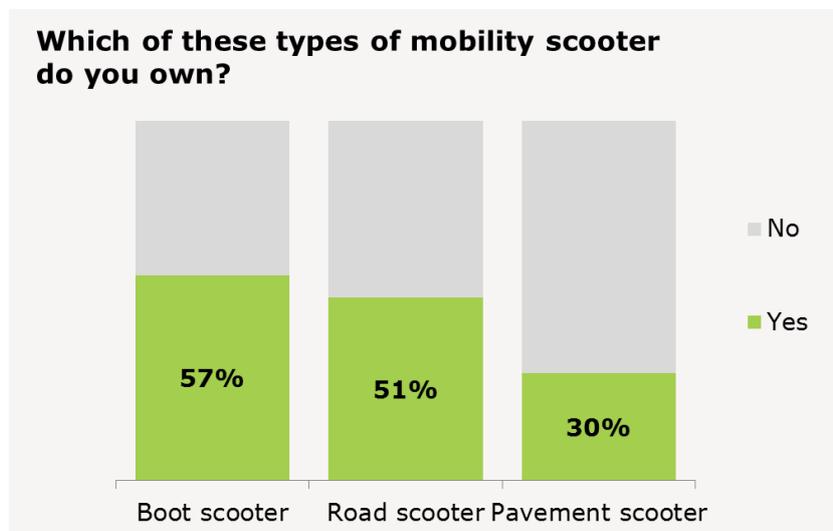
People rely on their scooters. Almost 3 in 4 would not make the same journeys at all if they couldn't use their scooter (74%), and almost 1 in 4 would make their journeys less often (23%). Only a small proportion (3%) would make the same journeys all the time.



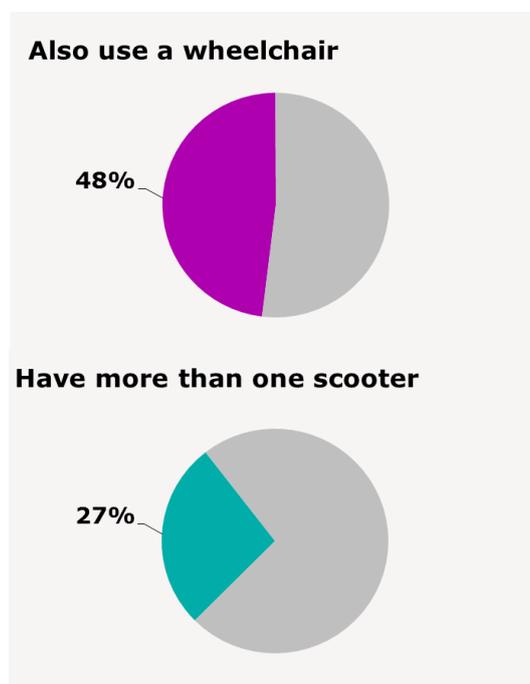
Mobility scooters aren't just for older people. More than half (53%) of our respondents were aged under 65.



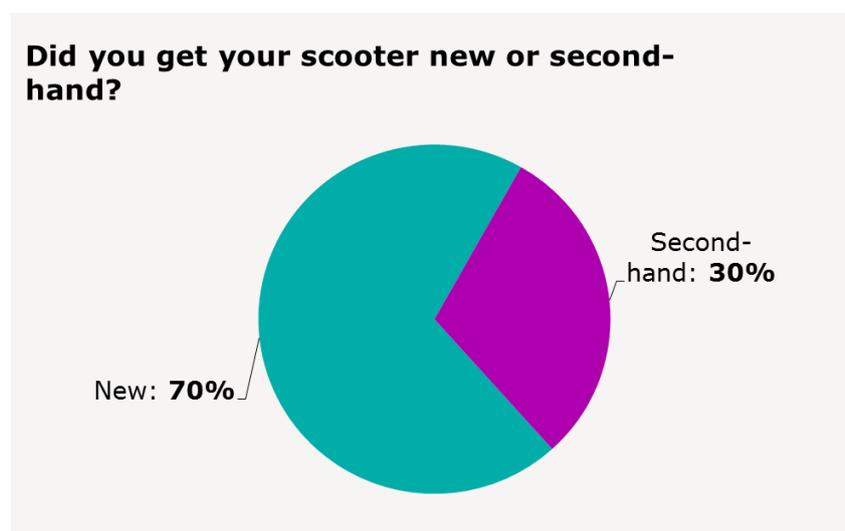
Boot scooters were the most popular type of scooter owned. 57% of owners in our survey had one, compared to 51% who owned a road scooter and 30% who owned a pavement scooter.



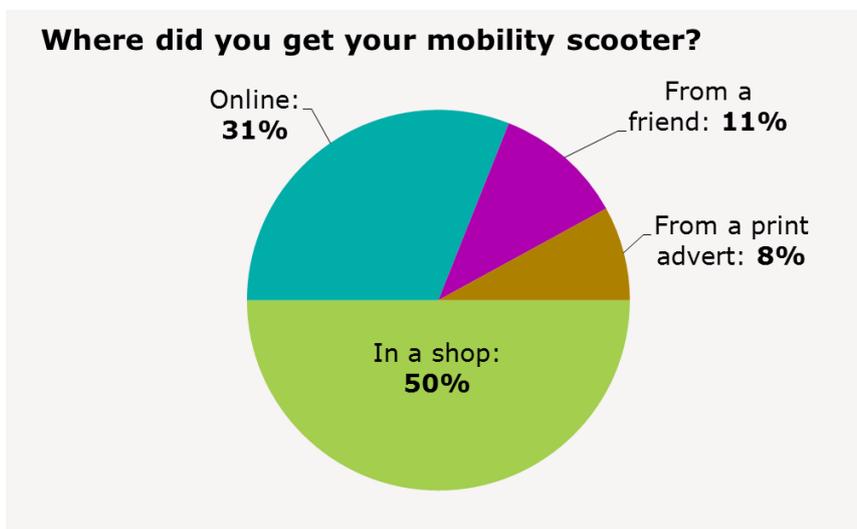
It isn't unusual to have more than one mobility vehicle. Almost 1 in 2 respondents owned a wheelchair as well as a mobility scooter (48%) and more than 1 in 4 owned several types of mobility scooter (27%).



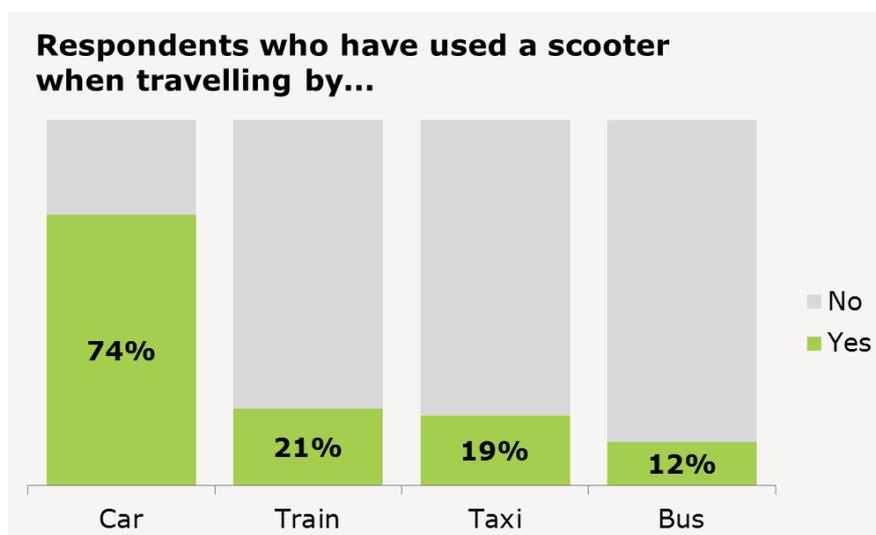
There's a big second-hand market. 70% of owners in our survey had bought their scooter new, while 30% had got them second-hand.



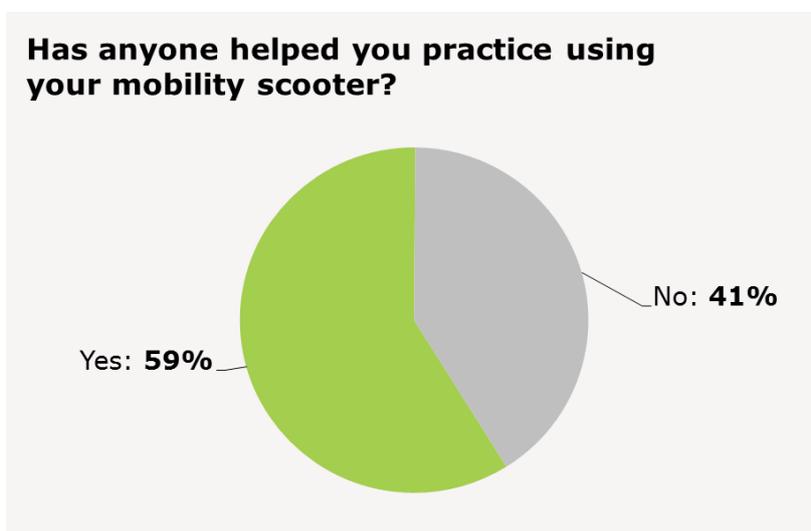
Only half of owners in our survey had bought their scooter from a shop. The other half had got their scooter online (30%), from someone they knew (11%) or from a print advert (8%).



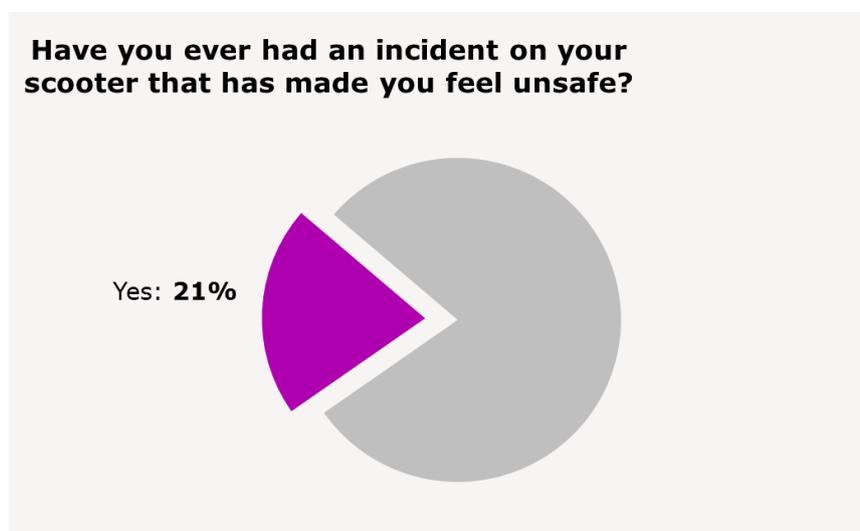
Some people travel with their mobility scooter. Nearly 3 in 4 had taken their scooter with them in the car at some point (74%). But only 1 in 5 had gone by train (21%) or taxi (19%) and nearer 1 in 10 (12%) had gone by bus.



59% of respondents had been given some training or practice on using their scooter. Most often this was given by the retailer that sold it to them, but also sometimes by charities and other organisations.



Over 1 in 5 respondents had experienced an accident or an incident that made them feel unsafe (21%) – incidents like tipping over, collisions or near-misses.



Rica has more information and advice about choosing and using a mobility scooter:

- Scooter and powered wheelchair search
- Mobility scooters on buses
- Mobility scooter controls - user test results