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Young Surrey volunteers help shape new neuroinclusive travel app

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Young people in Surrey have helped test a new travel-planning app designed to make public transport less stressful for neurodivergent passengers. Members of ATLAS, Surrey Youth Voice's participation group for young people with additional needs and disabilities, spent three days trialling *Aubin*, a free app that takes a different approach to journey planning.

Unlike standard apps that prioritise the quickest route, *Aubin* focuses on reducing anxiety and supporting users who may find travel overwhelming. The app allows travellers to tailor their journey according to personal needs, rather than simply finding the fastest option. ATLAS members used it to plan and carry out trips across North, East and West Surrey, assessing how effectively it helped with independence and confidence.

Aubin functions as both a route planner and a "travel companion". Alongside directions, it offers practical tools to support users in moments of uncertainty. These include grounding exercises to help regulate emotions during difficult points in a journey; a type-to-speech feature for anyone who may struggle to speak when stressed; and an editable Autism Card that allows travellers to explain needs quickly and discreetly to staff or fellow passengers. Users can also set preferences that shape the route suggested, such as avoiding busy interchanges or long waits.

ATLAS has long advocated for more accessible, neuroinclusive transport options, arguing that navigating public transport is essential for young people to reach education, work and social opportunities. Members described the trial as a chance to influence a product that could help reduce isolation and build independence for others with similar needs.

At the end of the pilot, ATLAS met with *Aubin*'s co-founder and product manager, Corinna Smiles, to give detailed feedback. Suggestions included adding journey-sharing options so a trusted contact can follow someone's progress, communication prompts for stressful situations, and a checklist to help users prepare before leaving home. *Aubin* welcomed the recommendations and said they would incorporate them into



future updates.

Ms Smiles said the pilot was a valuable example of user-led design and thanked the group for helping shape the app. ATLAS members have since given Aubin their “seal of approval”, encouraging other neurodivergent young people to try it.

ATLAS member Emily said taking part “felt empowering” and that knowing the group’s input would help autistic travellers make the experience worthwhile: “I feel honoured to have been part of shaping this app, which I’m sure will give many people the tools to travel with confidence.”

Councillor Helyn Clack, Deputy Cabinet Member for Children, Families and Lifelong Learning, said the collaboration showed the importance of designing tools with “the voices of the community they serve”, and that the app has real potential to improve accessibility.

Aubin is free to download from app stores.

Sam Jones - Reporter



Image - Surrey County Council news