

# RESEARCH SUMMARY

<b>Title</b>	<b>Exploring the journey experiences of disabled commuters</b>
<b>Objective</b>	Understanding the barriers faced by disabled commuters travelling in peak time and in the evenings; and exploring to what extent these affect their travel plans and modal choices
<b>Date</b>	April 2010
<b>Methodology</b>	Two Online Bulletin Boards (OBBs) amongst commuters with mobility, visual or hearing impairments, and eight depth interviews amongst people with learning disabilities.

## Key findings

- Key barriers for disabled commuters relate to: moving within stations, particularly those without step-free access; lack of appropriate information at stations; and getting a seat on both London Underground trains and buses.
- These barriers are exacerbated when commuting during peak times because of the increased number of passengers, which often leads to overcrowding.
- The combination of these barriers can lead to physical discomfort and strain, which some say affects their ability to work productively. It also causes emotional distress and concern about physical safety and the danger of falling.
- Specific issues to do with travelling during the evening relate to concerns about anti-social behaviour, particularly from other passengers who have been drinking. During the morning peak, school children are mentioned as an issue, as they are thought to be unwilling to give up their seats and can be loud and disruptive.
- The barriers experienced by disabled commuters have an impact on their travel choices, particularly travel routes and transport modes.
- Some participants plan their journeys in order to minimise the physical strain of commuting, even if this means taking a longer route or increasing the overall journey time. With regard to modal choice, many disabled commuters prefer to use the bus where possible, often because it is felt to be easier to access than other modes.

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