

RESEARCH SUMMARY

Title	Lift usage and user profiling
Objective	Profile users of lifts, reasons for use and how lift availability may affect travel choices
Date	September 2008
Methodology	1,462 face to face interviews with customers using the lifts at 13 selected LU stations

Key findings

- Lift users were more likely to be semi-regular Underground users with over a third using London Underground 1-4 days a week. They were also more likely to be female, aged 35-59 or over 60, and not in full time work. More than one in ten lift customers had some form of mobility disability or impairment with 2% being wheelchair users.
- Most were using London Underground for reasons other than work, although those with a mobility disability or impairment were more likely to be using the Underground to get to or from work than for other reasons.
- Nearly two thirds of customers were either travelling with a buggy / pram or with small children, or travelling with heavy bags / equipment. Customers having a mobility disability or impairment made up slightly less than one in seven of all lift customers.
- Three quarters of customers were aware of the presence of the lift at the station beforehand, mostly because they had used the stations before rather than because they had checked in advance. Customers with mobility difficulties were the most likely to have checked in advance, while those who were travelling with an encumbrance were the least likely. Most had found this information through the internet, either through Journey Planner or another internet source. The TfL website was the third most cited source.
- Most lift users (four fifths) would not have changed stations if there had not been a lift present. However, just under a quarter of those with a mobility disability or impairment would have used a different station.
- The majority of lift users don't – or only very infrequently – plan their routes via a station with a lift, although a quarter of lift users plan their routes to use Underground stations with a lift on at least a weekly basis. Those who had a disability or impairment were nearly twice as likely to do so.

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