

Disabled Londoners
Olympic & Paralympic
travel research

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v2





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Setting the scene





Setting the scene

Background & objectives



During the Olympic and Paralympic Games, London welcomed many thousands of extra visitors to enjoy the Games in London, putting extra strain on the transport network.

Qualitative research was needed to understand the impact this strain had on the travel experiences of disabled Londoners.

Objectives

- To understand needs and experiences of disabled Londoners travelling on TfL routes during the Olympics and Paralympic Games
- Evaluate the quality and relevance of information provision ahead of and during the games
- Understand how to improve the legacy of the Games in relation to TfL and travel around London for disabled people



Setting the scene

Methodology

We used a mobile research approach, building in flexibility across devices to compensate for limits in use due to disabilities

Overview

- Respondents were tasked with making 2 journeys during the Olympics and or Paralympics using different forms of transport
- Feedback was collected live via Be-There, our mobile app, or a flip camera which we sent those without smartphones, or those unable to operate the app
- Tasks were set pre, during and post journeys
- The methodology selected for this project, whilst successful overall in capturing in-situ, live feedback was not without issues:
 - Those who were most successful using it tended to be younger respondents, who are more au-fait with mobile apps etc.
 - Some older respondents struggled to get the app working or film themselves successfully with the camera
 - To combat this, we supplemented our approach to include email feedback and follow-up phone interviews with respondents to ensure we captured all the relevant information about their journey experiences





Setting the scene

Sample

Recruitment Detail

- As with our methodology we adopted a flexible approach to recruitment
 - We combined sample from past quantitative research where respondents identified themselves as disabled and willing to be re-contacted, with free-finding via various charities and community organisations as well incorporating a snow-ball approach, i.e. recruiting disabled friends
- We also carried 5 star respondents from wave 1 to wave 2
 - NB the chart on this slide represents the recruits per wave. We had 20 respondents in total
- To meet wheelchair quotas, we also extended the criteria to include carers of those travelling in wheelchairs
 - Despite our flexible approach, recruiting wheelchair users remained difficult with many simply stating they don't use public transport and instead rely on mini-bus taxis etc. or cars
 - We also had to account for a high drop out rate, with respondents suffering from a variety of issues, usually health related that meant they were unable to make journeys at the necessary time
- Participants were Londoners who travelled by public transport

	Total	Olympics	Paralympics
Total	25	11	14
Mobility	9	6	3
Wheelchair	5	1	4
Visual	8	3	5
Hearing	3	1	2

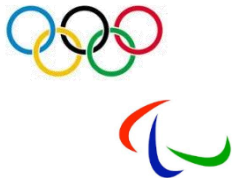
Overall we were able to achieve a good balance of respondents across disability quotas allowing for diverse feedback



Setting the scene

Executive summary

Overall



- Overall the nervous expectation of the difficulties they might face during the Olympics and Paralympics was proven unfounded
- Travel during the Olympics was quieter than expected, with minimal additional strain experienced by disabled Londoners
- While the Paralympics was a return to business as usual, travel again held up to the expected additional strain

Positives



- Travel during the Games was broadly positive for disabled Londoners using the TfL network
- Most recognise that TfL already do a lot to acknowledge their limitations and make their travel not only fast, but comfortable
- The level and quality of information provided ahead of and during the Games was well received, allowing customers to plan their journeys and maximise the comfort of their travel. A general feeling of TfL and its staff being in the positive spirit of the Games permeated many of their daily travel experiences

Frustrations



- While improvements have been made, there are still problems out there occurring on a daily basis. This study has uncovered a number of these within a relatively small number of recorded trips. Disabled customers have to actively go the extra mile to find the information they need
- The Games exacerbated the stress of over-crowding at stations, but most issues are described as existing areas for improvement. These issues cause undue anxiety and discomfort, and have a lasting negative impact, limiting the appeal of public transport

→ Typical travel behaviour



→ Typical travel behaviour

Public transport needs

There are a number of factors that Disabled Londoners consider when choosing to travel. While total time of journey is important, the majority allow for slower journeys if they are sufficiently more comfortable

COMFORT vs. SPEED

"We like to plan our travel so I can use a lift at the stations and avoid interchanges that involve long walks e.g. Green Park [...] even to the extent that we will take the car half a mile to a station where we can use a lift"
(Female, Mobility Impairment)

"A lot of it is trial and error, trying to find out from staff, leaving extra time. It's never easy to know which will be the best route for me."
(Male, Visual Impairment)

Comfort strategies are common to tackle current frustrations and limitations on public transport

- Speed is important to all customers, but above all else, these customers look for the most comfortable route from A-to-B
 - Want to get a seat on the Tube / priority seating on bus
 - Looking for the closest station that they can comfortably exit and walk if necessary to their destination
 - Seeking stations with fewest steps, lift access, ability to stop escalators for Guide Dogs, disabled parking access
- Comfort strategies are used to ensure maximum comfort during the journey - many of these are trial and error over time to discover the best routes
 - Know the stations that need to use, travel with company to assist whenever possible, and allow extra time to travel and use routes they expect to be quieter e.g. avoid Central line at peak
 - Supplement planning materials from non-TfL sources, which are stored on mobile phone / printed off for reference mid-journey
- The provision of additional choice would reduce frustrating sense of restriction felt by the majority especially mobility impaired customers
- TfL information sources are central to planning routes for these customers – steps that reflect these strategies will only further the power of tools provided.
 - It's vital that the most comfortable route is accounted for when providing information e.g. include details such as location of disabled access parking as this can lead to less stressful journey than walking long distances, or encountering busy crowds

→ Typical travel behaviour

Impairment summary



Wheelchair users

- Prefer traveling via car-more comfortable
- Tube poses great challenges, avoided if possible
- Dislike travelling on buses, feels alienated
- Reduced use of TfL site due to reliance on private car when travelling

"I do feel a little withdrawn getting on the bus through the back because everyone else gets on at the front"



Hearing impaired

- Commute to work via Tube and underground
- Dislike the Tube- isolating when in tunnels and can't hear anything
- Feel buses provide clearer more audible info

"I will avoid for the Tube if I can because it can be very alienating and bewildering when you're stuck in the tunnel and can't hear announcements"



Mobility impaired

- Generally travel via car
- Find traveling on public transport exhausting
- Has difficulty with steps at stations
- Typically use TfL site to plan before journeys

"We like to plan our public transport travels so that I can use a lift at the stations and avoid stations where long walks are involved"



Visually impaired

- Travel into central London via bus, Tube and London Overground
- Find barriers at Tube stations very frustrating-not in field of vision
- Can only use stairs rather than escalators

"There are quite a few problems that I encounter, there are many more barriers than there used to be and as they are at waist height they are out of my sight-range!"



Planning ahead of the Games





Planning ahead of the Games

Expectations & concerns

While expectations were that travel would certainly be impacted by both the Olympics and Paralympics, concerns focused on increased discomfort and inconvenience

"The crowds and talk of threat did worry me. If there was a serious attack and I couldn't understand announcements it would be all the more terrifying for me than any other individual"
(Female, Hearing Impairment)

"I was worried about over-crowding on public transport before the games and maybe even terrorist bombs"
(Male, Mobility Impairment)

"I'm wary that the network is going to be really busy for me and Gibson (guide dog), especially at rush hour"
(Male, Visual Impairment)

"I was a bit concerned that trains may be over-crowded because the announcements from Boris Johnson and other people said that this might happen"
(Male, Visual Impairment)





Planning ahead of the Games

Planning resources used

Despite the methodological bias towards those who are digitally savvy, it is noticeable how important online and mobile play for these customers – they are invaluable resources



Sources used

→ Digital resources and the internet are a key aspect of planning ahead when travelling on public transport through London

- The TfL website plays an important role for the majority - most using the site for multiple reasons i.e. most direct route, fastest route, disability access at certain stations, bus timetables, estimated timings and station closures
- Other travel websites such as www.thetrainline.com used to check train times and routes
- The Get Ahead of the Games Twitter feed and app were also frequently used throughout the Olympic and Paralympic Games in order to alert them of any disruptions
- Google maps also proves to be a helpful tool when used in conjunction with the TfL site - nearest stations to venues can be checked along with disabled accessibility at these stations
- Bus timetables are sourced outside of tfl.gov.uk, printed off or stored on mobiles e.g. from www.londonbusroutes.net

→ Whilst digital resources are invaluable some still appreciate more traditional methods

- Maps are often printed off and taken on the journey, e.g. bus route maps, google maps
- Radio stations are listened to in order to access travel information e.g. BBC London

"We are following the bus route on the bus map that we printed off last night to ensure we know exactly where the bus stop is"
 (Female, Mobility Impairment)

"When planning a journey the information that I am looking for is the most direct route, any station closures that will affect my journey, delays on the lines and the estimated time of the journey"
 (Female, Visual impairment)

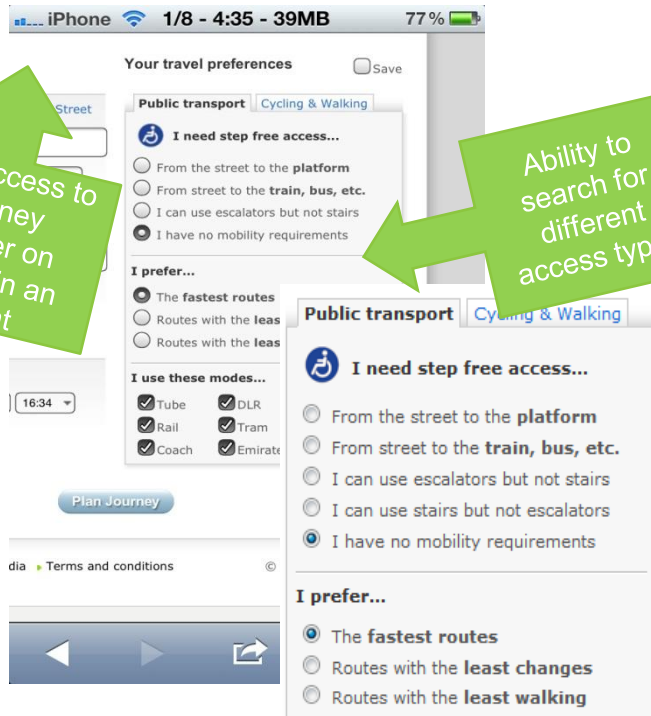
"I find the website invaluable, especially the disabled step free access. The information there is everything I require{...} it's the most invaluable tool on the internet for me"
 (Male, Mobility Impairment)



Planning ahead of the Games

TfL digital evaluation – positives

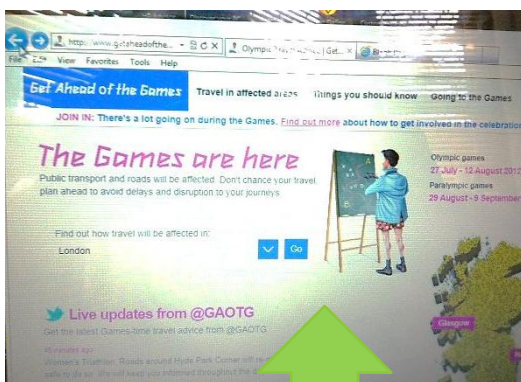
The TfL website is a lifeline allowing customers to plan their journeys easily looking for the most comfortable experience in the quickest time possible



Easy access to Journey Planner on iPhone in an instant

Ability to search for different access types

"I always plan my route beforehand with the TfL site in case of station closures but also have apps on iPhone for both Tube and buses which I use to find my way around, if there are any unexpected changes that occur that I haven't planned for. I have also downloaded the Ahead of the Games app for while the Olympics is on." (Mobility, Olympics & Paralympics)



Lots of useful information for those that go looking for it

"I will be starting my journey soon and feel quite anxious as I never know how busy it will be, crowded, will it be on time or will I have to wait as I don't like being late. I planned by visiting the TfL website in terms of how long it will take and that there are no problems. We shall and see what happens" (Mobility, Olympics & Paralympics)

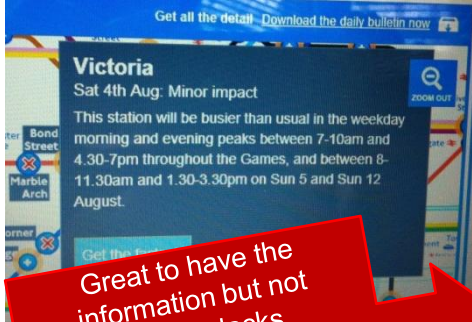
Positive

- TfL.gov.uk site is the best thing on the internet for some! Seen as a key resource for these customers
 - Most are frequent users and so are familiar with the site so find it quick, simple and straight forward to use
 - The information required is the quickest routes, alternatives to avoid busy stations, step-free access and shortest walking distances
 - The ability to search for step free, shortest walking, quickest, least changes etc. allows those with specific needs to find a route suitable for them – although worth noting that the amount of results or journeys indicated aren't always satisfactory
 - The ability to look up station specific information to check for facilities is appreciated
- Performance during the Games of all digital channels was strong, with lots of positive feedback
 - TfL apps, GAOTG website and Twitter feed, and e-bulletins made a difference for those that used them
 - Apps are an important tool used during travel especially to react to any changes in journeys, invaluable to those that use them
 - Key information is stored on mobile phone e.g. maps / timetables for ease of access and reference while travelling, to avoid anxiety of locating and viewing information inside busy stations
 - Alleviate fears and give passengers confidence that they'll be able to cope in the event of a diversion – apps were also felt to be easy to use
 - Made it easy to stay in touch and hear of latest developments whilst out and about



Planning ahead of the Games

TfL digital evaluation – negatives

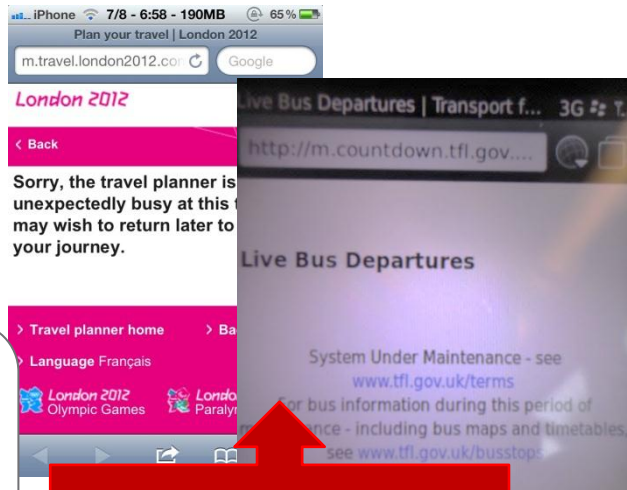


Great to have the information but not enough; lacks suggestions of alternative transport options, i.e. encouraging people onto buses etc.

“What would be a good idea, especially during the Olympics would be to make alternative routes clearer, e.g. avoid Victoria station so leave under ground at? station and continue journey on bus number XX? I know it does give you alternative routes but could be made clearer during these peak times”
(Female, Mobility,)

“TfL advised going to Angel with a change at King’s Cross, but I’ve avoided that because I know there’s lots of tourists and congestion there.”
(Female, Hearing Disability)

“The journey planner website have information on lines being busy because of Paralympics but for me its too much writing and I’d prefer if there was a map highlighting live where its busy stations”
(Female, Mobility Disability)



System maintenance and/or site crashes

Negative

- ➔ There are a number of frustrations that exist independent of the Games
 - Evidence of Journey Planner over complicating journeys, i.e. indicating 3 buses when only two needed in reality
 - Also lack of clarity regarding location of bus stops when buses on diversion – not made clear enough in journey planner
 - Text-heavy site design makes it difficult for visually impaired to locate relevant information and easily discover functions and settings designed for them
 - Lack of bus timetables on TfL site – respondents supplementing information provided by TfL with other sources
 - Majority use Google maps in addition to TfL to fully understand their journey ahead of leaving
 - TfL planner doesn’t indicate level of congestion inside station so ‘trial and error’ approach required e.g. Kings Cross tourists
- ➔ Highlighted issues during the Games include:
 - Live travel updates experienced maintenance issues and the site went down on occasion
 - Some users found the link to GAOTG site misleading
 - The level of written detail regarding updates during the Games was overwhelming for some who would have preferred a more visual representation of trouble areas to avoid at a glance
 - Not enough done to suggest alternative routes or promote alternative transport when stations were highlighted as busy



Experience during the Games





Experience during the Games

Expectations vs. reality



*“Leaving the Olympic village to get through Westfield and the station was a nightmare- so busy we couldn’t stop.”
(Male, Visual Impairment)*

*“I was on the Tube during the Olympics and was pleasantly surprised by how quiet it was considering the amount of people in London. There was a lot of hype but it was ok”
(Female, Hearing Impairment)*

For even the most concerned, other than hotspots of congestion at major transport hubs (e.g. Victoria) and Games sites (Stratford) their **fears weren't realised** during either the Olympics or Paralympics

... for most, travel during this period became more of a **'hold my breath'** experience as they embarked on their often unavoidable journeys across London

*“I’m feeling anxious because not sure whether it will be busy . Don’t really know what to expect - let’s see how it goes!”
(Female, Visual Impairment)*

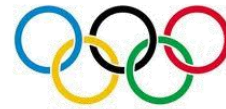
*“I’ve looked on the journey planner and it looks ok, but I’m a bit wary that it will be busy for me and Gibson. Will see how it pans out.”
(Male, Visual Impairment)*





Experience during the Games

Olympics vs. Paralympics



*"I'm here at Stratford, near the Olympic Park which is supposed to be really busy but there's hardly anyone here at all."
(Male, Visual Impairment)*

While the **Olympic experience** was characterised as quieter than expected...

... travel during the **Paralympics** saw a return to 'business as usual' in terms of congestion levels and the associated frustrations

*"I didn't notice much difference between the Olympics and the Paralympics- the only difference I would note is that it was busier during the Paralympics, more like back to normal"
(Male, Visual Impairment)*

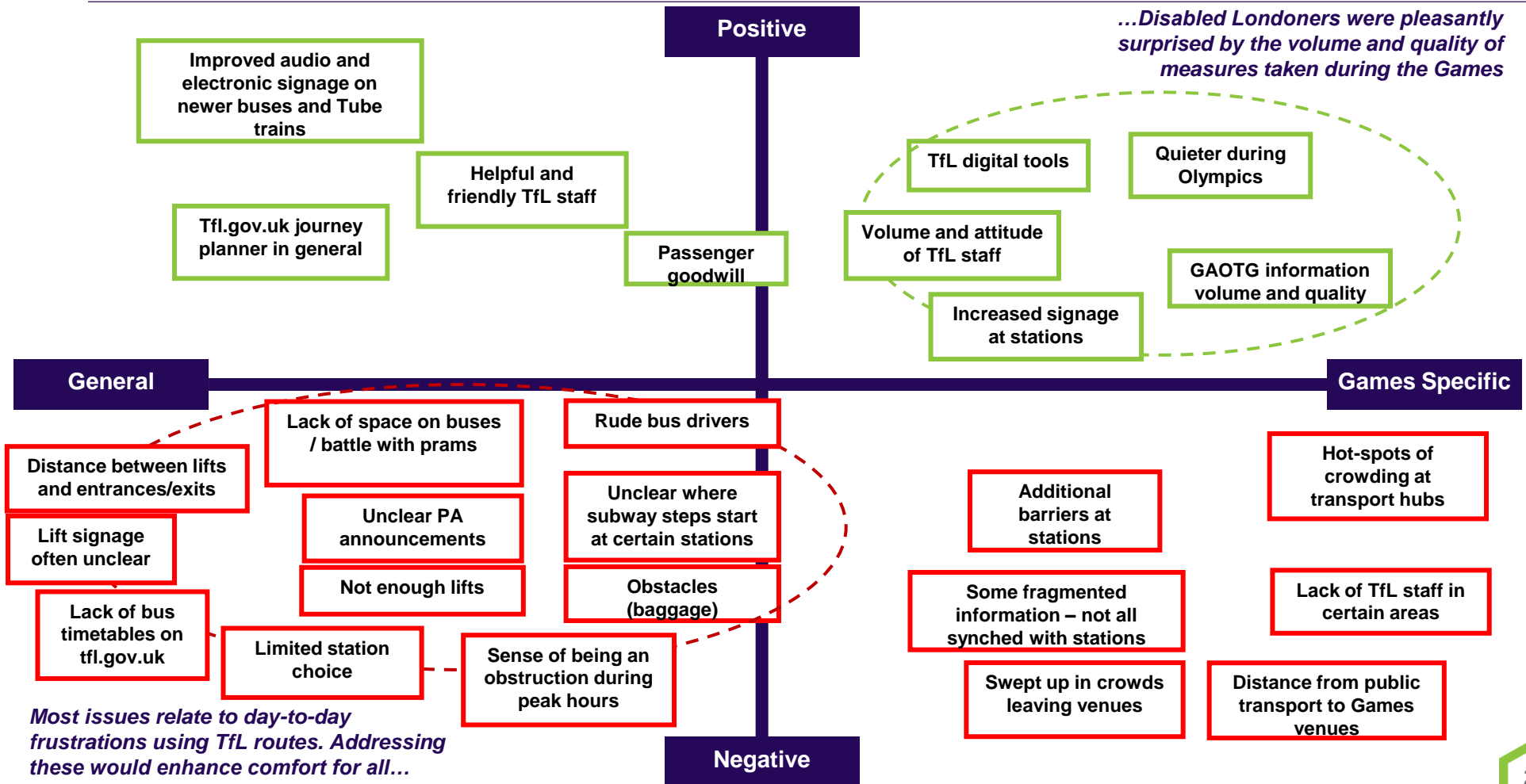




Experience during the Games

Overall successes & frustrations

The majority of feedback focused on general aspects of the transport experience, rather than improvements or exacerbations of issues caused by the Games – overall they feel they have to go the extra mile to travel comfortably





Experience during the Games

Signage & information

While most expect there to be improvements with information provided by TfL, especially inside stations and at bus-stops, there have been notable improvements recently and Games-related information was well received – the hope is that this level is maintained!

Positive

- Most feel relatively well provided in terms of information, with an appreciation that TfL has taken steps to assist them during their journeys
- Indeed, some improvements have been noted on the network by customers
 - PA audio announcements better synched-up with i-Bus notifications and on Tube
- Games-related information was particularly well provided and received – many hope that this level of provision and consideration is maintained in the future
 - Leaflets included with tickets were appreciated at least in concept, showing where nearest station to events
 - Outdoor information tents much appreciated, reduced stress of locating information inside busy stations
 - Outdoor posters informing customers of twitter feed and location of information to stay ahead of the Games well received
 - Maps being handed to customers outside stations helped customers feel informed and at ease

Areas for improvement

- There are a number of existing frustrations with information, which were encountered during this period
 - Information on route planner must match reality of each station e.g. moving escalators for those with dogs
 - Tube drivers often inaudible for hearing impairments due to 'mumbling' voices
 - Examples including a lack of signage to lifts, escalators and stairs. Reliance on family of assistance to locate them.
 - Electronic bus notifications not at all bus stops, other than main stops, so customers rely on difficult timetables
 - Wheelchair coming aboard notification feels unnecessary / awkward
 - Issues locating and identifying the correct bus stop, with some printing off their own maps before leaving the house
- Games-related information could have been improved for some
 - A lack of information relating to disabled features such as the disability bus to the games was noted
 - Bus stop information even more confusing than normal; not clear what games impact was even for regular users
 - Reading timetables appeared to be difficult and some did not know that certain trains had been cancelled
 - Information in leaflets supplied with Games tickets doesn't guard against changes on National rail e.g. stressful change of plans when trains cancelled
 - Comfort levels could have been better taken into account e.g. saying which stations have disabled parking near station entrances as well as fastest route



Experience during the Games

Signage & information



*“There are sometimes minor issues I have, which is often related to bad signage – which I’m afraid is very common. There have been many times where I’ve gone one way to find out we’re at an area that’s impassable due to moving escalators.”
(Male, Visual Impairment)*

*“I think that extra provision of information sources to help you get around during the Olympics is great- there have been loads of helpers with maps and things”
(Male, Visual Impairment)*

*My husband has often threatened to write a guide for disabled people using the Tube! It would contain more useful information than ‘there is a lift’ e.g. at Green Park, the length of the walk to the new lift is worse than climbing the stairs to get out!”
(Female, Mobility Impairment)*

*“Arriving at Greenwich station we shepherded nicely off the train onto a walking route. I pointed to my sticks and a nice gentleman said there was a disability bus-that was the first we’d heard of it!”
Female, Mobility Impairment*

*“Bus stop information could have been a lot clearer, it’s no good saying ‘this bus stop is affected’ and not telling us why or how during the Olympics”
Female, Hearing Impairment*



Experience during the Games

TfL staff and volunteers

Overall reaction to staff and volunteers was very positive

Positive

- Very positive attitude towards TfL staff both during the Games period and generally
- TfL staff in general have a positive impact on journey experience
 - Good reputation due to assistance services offered
 - Majority of TfL staff seen to very helpful and friendly with most never having had any problems with them
- During the Games, staff were a key point of strength for the network
 - Increased numbers of staff across the travel network as well as numerous volunteers much appreciated-created a sense of reassurance and safety
 - Volunteers during both the Olympic and Paralympic Games viewed as especially helpful, friendly and approachable

“The volunteers during the Olympics had a reputation for being particularly helpful and bubbly and I think the volunteers during the Paralympics matched that”
(Male, Visual Impairment)



“Some volunteers were very uneducated in reading timetables-nobody had told them that no trains were not stopping at Maze Hill and most provided us with very blank looks!”
(Female, Mobility Impairment)

Areas for improvement

- Only a limited number of issues with Games volunteers
 - Some feeling that volunteers were not as knowledgeable as they could have been e.g. changes in train times
 - Bus drivers not stopping for wheelchairs or criticising for accidental blue button pressed by other passengers
 - Some sense that certain areas of stations lacked sufficient staff numbers would like to see more staff on both sides of the barriers to help if needed
- A few concerns voiced with TfL staff in general
 - Rude experiences with staff members e.g. those with dogs being told to not travel during busy commuter periods as they disrupt travel stopping escalators



Experience during the Games

Other passengers

While there was some indication that interaction with other passengers was friendly during this period, it was felt to be an indication of a broader positive shift in cultural perception rather than a significant impact of the Games

"I find that on the Tube people are generally very kind and offer me a seat, if they don't there is usually someone who will suggest they do"
(Female, Mobility Impairment)

"The ordinary general public were pleasant, they were lovely"
(Male, Wheelchair User)

"At Waterloo station one of the Paralympic teams was passing through. Everyone was going up to them and chatting to them" and there was an air of excitement"
(Female, Mobility Impairment)

*"The **perception of people with disabilities has changed** over the past 15 years, it's better than it was before and believe they still have **respect** for people with disabilities"*
(Male, Wheelchair User)

"I can't say I noticed much of a difference in the behaviour of other passengers during the Paralympics"
(Male, Visual Impairment)

"I was hoping to sit on a priority seat but those seats were occupied. I didn't want to make anyone get up but considering I'm on crutches I'd have thought someone would offer their seat"
(Female, Mobility Impairment)

"There are quite a few problems that I encounter [...] and one area I will never be able to change is the inconsideration of people..."
(Male, Visual Impairment)



Experience during the Games

Mode summary – bus

Overall, fears ahead of the Games of using buses were largely unfounded with many not noticing any significant changes

Positive

- Generally, information provision on Buses is positive
 - The use of visual announcement displays continues to be extremely helpful, especially for those with hearing disabilities;
- Buses are often preferred (to Tubes/trains) hearing impaired customers
 - Provide constant access to drivers which means they can access information – lip reading. Not as congested as Tube and less likely to lose bearings due to being Overground.

*“There is this screen on the bus that really helps a lot to tell me where I am going. I rely on that for information. It will save me having to try and ask people or driver to tell me when to get off”
(Female, Hearing Impairment)*

*“I prefer the bus because if I have a problem I can go to the front and talk to the bus driver in person - so therefore can read their lips”
(Female, Hearing Impairment)*

*“The bus parked 3 ½ feet away from the kerb meaning the ramp would go down into the road. He said he would pick me up 50 yards ahead- he drove past without stopping”
(Female, Wheelchair User)*

Areas for Improvement

- There are a number of core frustrations voiced here:
 - Wheelchair users talk of competing with mums & pushchairs for space and in some cases have to plead with drivers to be let on
 - Priority seating isn't always suitable, i.e. too cramped & awkward for mobility impaired customers who can't bend their legs sufficiently to get into dedicated seats comfortably
 - Buses often parking too far from kerb meaning ramp cannot reach pavement and occasions where bus drivers depart bus stop before allowing wheelchair user on via back door
 - Concern about the lack of information at bus stops regarding specific diversions; signposting to the TfL website was not considered informative enough
 - There is also some on-going discomfort with the loud announcement notifying passengers that a disabled person is getting on – this is felt to be unnecessarily dramatic and patronising
 - Wheelchair users discussed feels alienated as they are forced to enter via the back by the
 - Obstacles such as shopping bags and suitcases cause issues; generally felt that there is a lack of space on buses
 - Some concerns around lack of continuity between bus driver announcements (especially in relation to diversions) and the visual announcements. Although no actual issues with this were experienced during the Games, the risk of getting lost is still a key fear for many
- Frustrations exacerbated for some during the Games
 - Closed bus-stop signage caused inconvenience, not good enough to simply refer to the website

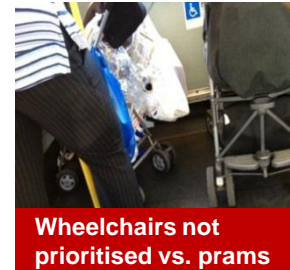
i-Bus signs clear



Seating often clearer than on Tube



Ramp appreciated





Experience during the Games

Mode summary – Tube

Again, largely positive experiences to report with extra staff and quieter trains having the biggest impact on experiences

Positive

- While the Tube poses key limitations for many, there are a number of positives experienced
 - Use of electronic displays on-board very helpful and increasingly well synched with PA announcements
 - Again fears of missing audio only announcements
- Extra staff at stations were reassuring and friendly
- Quieter than expected trains – although some still choosing to avoid busy stations, based on TfL advice
- More ramps introduced across the network both at the station and onto trains which is appreciated by those in wheelchairs

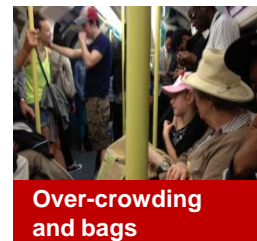
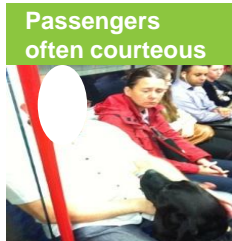
“On our trip to the marathon the Tube at Aldgate was closed for exit but nothing on the journey told us this and then we found the stairs shut. Had to get back on Tube to the next station. Would of been nice to have some notification”
(Male, Visual Disability)

“Due to busy Tubes I couldn't see the electric sign opposite and was directly under the other sign so couldn't strain to see it. This meant I had to duck and dive to see the signs and notices displayed in the carriage”
(Female, Hearing Disability)

Negative

- Not enough stations with step free/lift access across the network makes using the Tube as part of a normal commute impossible for many and overly tiring for some
- Lack of signage/announcements along the route to notify passengers of event specific diversions etc.
- Quite daunting for those with hearing issues if they miss announcements, can be distressing not knowing what is going on
- Large gaps between trains and platforms continue to be an issue, especially for wheelchair users
- Crowded Tubes were experienced, although even in these instances didn't cause any significant concerns
- Busy stations such as Victoria or London Bridge caused issues and heightened panic during busy times - although no different to rush hour during normal week day

“I will avoid the Tube if I can. This is because it can be very alienating and bewildering when you are stuck in the tunnel and can't hear announcements and I am too embarrassed to ask a person what the announcement was”
(Female, Hearing Disability)





Experience during the Games

Mode summary – other

While the majority of travel was conducted using the Tube and bus networks, a minority used the London Overground and London River Services to complete their journeys

London Overground

- Highlighted as an easier option by some, especially those with sight issues when comparing to underground
- Often less steps making them less reliant on staff for assistance
- While can still be busy often viewed to be less busy than the Tube and so more likely to get a seat
- No mentions of this being any more or less affected than other elements of the network by the Games, but sense that this was a valued alternative

OVERGROUND

*"I travelled on the Overground as although it is usually busy I can normally get a seat"
(Male, Visual Impairment, Overground)*

London River Services

- PA announcements were particularly well liked- ensures the visually impaired know which stop they are at
- Feeling that the service provided is fast and efficient
- Assistance was varied throughout the journey-
 - Being escorted to the ticket office and onto the boat itself by a TfL staff member was much appreciated
 - However no assistance was offered when getting off the boat at Greenwich. This generated a sense of anxiety- had she been travelling alone this could have been a major problem



*"We didn't get any help getting off. I've been told there are only 2-3 members there, but had I been on my own there that might have been a bit problematic"
(Female, Visual impairment, Thames Clipper)*

→ Legacy considerations



→ Legacy considerations

Recommendations

There is a hope that the high standards delivered during the Games are maintained in the future especially the level of digital information provision and staff numbers



"Journey was fine, on time, stations clean, staff were friendly and it seemed less crowded than normal."

Will this level of excellence be maintained when the Olympics is over? "
(Male, Mobility Impairment)

General sense that TfL is almost there but the devil's in the detail – positive changes can be made without significant investment:

- Internal communications briefing staff of the need to assist disabled Londoners and ensure they comply with latest regulations e.g. prams being folded on buses and allowing dogs on escalators
- Build in opportunities to relieve undue pressure during future events e.g. at barriers
- Ensure information provided includes details relating to comfort as well as speed of journey, and include the conditions inside stations / Tube carriages / buses as well as whether they're running
- Physical signage to be checked and enhanced at stations and bus-stops in particular to ensure comfortable travel
- Continue to enhance the TfL digital tool-set by including greater depth of options when selecting and recommending appropriate stations to customers