

**Disabled commuters'
journey experiences**

09074a
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Research conducted by Accent

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Executive Summary

Background to the Research

TfL carries out the Disabilities Mystery Traveller Survey (Disabilities MTS) whereby disabled passengers assess the accessibility of TfL's services for disabled people. However, assessors may choose when to make their assessments and, as a result, most assessed journeys are carried out during the day off-peak. Disabled commuter journeys are therefore not well represented. TfL wished to redress this and understand more about the barriers disabled commuters may face when travelling in peak time and in the evening, to enable them to improve their journey experience.

Methodology

Accent recruited commuter assessors through two advertisements in the Metro, through contacting Remploy and Disability Offices in Universities and colleges in London and through some 'snowballing'.

Assessors could complete their journey assessments on paper or on-line.

Accent received 132 bus journey assessments (including 16 wheelchair user assessments), 110 Underground journey assessments (including 5 wheelchair user assessments), and 18 Overground assessments.

Assessors were given £10 for each single journey they assessed.

KEY FINDINGS

Barriers Facing Disabled Commuters

A number of barriers to travel are apparent throughout the journey assessments and relate to accessibility of information, physical accessibility of transport infrastructure, staff behaviour and attitudes and the attitude of fellow passengers. Each of these barriers can be exacerbated during peak times due to the greater number of passengers and overcrowding.

Accessibility of Information

At bus stop

- Disabled commuters often find it difficult to read printed and electronic information at bus stops. The font is generally too small and the positioning too high. For many, audio information would be the most convenient format.

On bus

- It is important that iBus is working as this reassures disabled commuters that they are on the correct bus and helps them know when they have reached their destination stop. However, both iBus and the bell can cause interference with some hearing aids, even when switched to loop.

On platform

- Visual information on station platforms was said to be too small, too high and poorly angled, making it difficult to read. In addition, it is often only available in the middle section of the platform, leaving those waiting at either end of the platform without access to information.
- Audio information can be difficult to hear, because of poor sound quality, background noise and, often, other announcements being made at the same time. Where possible, announcements should not be made over one another.
- Where announcements were clear and easily heard, they were of great help.

On train

- The scrolling electronic information display is helpful for some but visually impaired passengers can find them difficult to read: the font is too small and they scroll too quickly.
 - Printed information is not accessible to most disabled commuters because it is too small and positioned too high.
 - Visual information can be difficult to access during peak times because it is often obscured by other passengers.
-

- On train announcements are essential for many disabled commuters, reassuring them that they are on the correct train and letting them know when they have reached their destination stop. It is important that they are clear and at a comfortable volume. It is also important that timely information is given regarding any delays.

Interchange

- On the few occasions when assessors had made an unscheduled interchange, they would have liked to have had information earlier on in their journey regarding station or bus stop closures.

Accessibility of Transport

Bus

- Buses were less likely to be close to the kerb for commuters. This may be a result of heavier traffic and delivery vehicles impeding buses from approaching the kerb during peak travel times.
- Assessors noted that the wheelchair ramp is not always working although bus operators are required to ensure that the ramp is working before buses leave the bus garage.
- Bus drivers do not always lower the bus floor. The bus floor should be lowered routinely. There was evidence that disabled commuters can be reluctant to ask for this, wishing not to draw attention to themselves. It should be noted that all bus drivers receive training on how to meet the needs of disabled passengers.
- Bus drivers should help by insisting that other passengers at the stop allow disabled passengers on the bus first and ask them to give up their seats if they do not do so spontaneously.

Underground and Overground

- Obstacles to the entrance or exit of the station included people handing out leaflets but the greatest problem is with overcrowding. Commuters are typically unaware of other passengers at peak travel time, leaving disabled commuters struggling to have the space and time they need to get through the station to the platform.
-

- Stairs can be difficult in any situation but are particularly difficult in the crowded situations experienced at peak times, when it may not be possible to hold the handrail and when other passengers are pushing. Staff should encourage passengers to keep to one side to provide easier passage. Clean, clear, wide stairs are most easily accessible to disabled commuters.
- Escalators can also be difficult, for some because they are poorly lit and do not have clearly painted lines on the steps, but for others because they are too brightly lit. This demonstrates the difficulties TfL faces in designing a service that provides the best environment for all passengers.
- Lifts were not used by assessors. However, there was reference to knowing that there was a lift but not knowing where it was. There was an assumption that they were only available for wheelchair users.
- Getting on the train was not in itself a problem – most said that they were “*used to the gap*” – but the level of overcrowding typical of peak travel times does cause a problem. Even if another passenger does offer a seat, it can be very difficult to squeeze through standing passengers to access it.

Attitude of Staff

- Assessors reported mixed attitudes among staff, but it was clear that helpful and supportive staff make a significant difference to the quality of disabled commuters’ travel experience.
- There was evidence that assessors wish to demonstrate their own self reliance and can be reluctant to identify themselves as disabled passengers by, for example, calling to the driver to ask for their stop. It is therefore very important that staff are proactively helpful in a respectful way.
- Staff should also encourage other passengers to show more consideration when necessary, acting as “*champions*” for disabled passengers.

Attitude of Other Passengers

- Those travelling during peak time travel are, perhaps, more selfish than at other times. They are intent on carving their own way through the crowds as quickly as possible and typically do not look out for other passengers. It is likely to be a challenge,
-

then, to raise awareness of disabled commuters among other peak time passengers, and assessors acknowledged as much themselves.

- However, there is clearly a need to raise awareness of disabled commuters among other commuters. TfL has a very strong track record in designing very effective posters with strong messages and could use this medium to do more to educate passengers and encourage them to take a more considerate approach.
- They could also consider working with large employers in the capital to run company initiatives to raise awareness of disabled commuters.

Key Recommendations

Accent's key recommendations are as follows:

- Bus drivers should lower the bus floor routinely
 - Ramps should be maintained in good working order
 - Bus drivers should be proactive in helping disabled commuters, allow them on or off the bus first and ensure that other passengers behave considerately towards them, acting, in effect, as champions of disabled commuters
 - iBus should always be activated during peak travel times
 - Visual information (at bus stops, on platform and on train) should be reviewed in terms both of font size and of location, so that it can be clearly seen; the speed of scrolling electronic information displays should also be reviewed (it is currently too fast for many disabled commuters)
 - TfL should consider providing information at both ends of the platform; currently information is predominantly available in the middle of the platform
 - Announcements should be clear and at the optimum volume for clarity and to avoid distortion; where possible more than one announcement should not be made at one time
 - On train announcements, including destination, next station and service updates, are essential to many disabled commuters and they should be clear and timely
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- The edges of escalator stairs should be clearly highlighted
 - The availability of lifts for disabled commuters other than wheelchair users should be promoted
 - TfL should run poster campaigns to raise awareness of disabled commuters (who may not always be obviously disabled) among other commuters
 - TfL should also consider working with large employers and colleges in the capital to run company initiatives aimed at raising awareness of disabled commuters.
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1. INTRODUCTION

1.1 Background

TfL carries out the Disabilities Mystery Traveller Survey (Disabilities MTS) whereby disabled passengers assess the accessibility of TfL's services for disabled people.

The Disabilities MTS assessors are recruited across London to ensure a good geographical spread. The assessments are made on buses, streets, London Underground, taxis and minicabs and focus on aspects of the service that disabled people potentially experience differently from non disabled people. In 2010/11, 6,215 assessments were carried out in total.

Assessors may make their assessments at a time of day that is most convenient for them. As a result, most assessed journeys are carried out during the day off-peak, leaving disabled commuter journeys unrepresented. TfL therefore needed to understand more about the barriers disabled commuters may face when travelling in peak time and in the evening, to enable them to improve their journey experience.

Accent was commissioned to recruit disabled commuters to conduct assessments of their normal journeys to work or to a place of education. Assessors were also invited to make journey assessments for any leisure trips taken after 7.00 in the evening.

1.2 Objectives

The research objectives were to understand more about the journey experiences of disabled commuters on London Underground, buses and London Overground.

The findings will be used to improve training for TfL staff about the needs of disabled commuters and other frequent disabled users. London Underground findings will also be fed back to station managers.

2. METHODOLOGY

2.1 Recruitment

Recruitment of assessors was initially done through an advert placed in Metro on Thursday 18 February and Thursday 25 February 2010 (see Appendix A). Potential assessors were invited to respond on line or by telephone, to run through a short screening questionnaire (see Appendix B).

In addition to the Metro adverts, Accent emailed details of the survey to Remploy for them to forward to employers in the capital and to Disability Offices at universities and colleges in London for them to forward to staff and students.

Accent also approached respondents to the Disabilities MTS who had given permission to be re-contacted for research purposes, although few of these were, in fact, in scope.

Because recruitment of disabled commuters was slower than had been expected, each recruit was asked to pass on details of the survey to anyone they knew who was in scope and might be interested in taking part.

Not all recruits went on to complete journey assessments although Accent followed up every contact through email and/or telephone to encourage participation.

Those who were in scope were then sent details of what we required from them, along with paper assessment forms (see Appendix C) or, if they preferred, a link to on-line assessment forms. Not everyone who had agreed to take part returned an assessment; 61 assessors ultimately took part.

Assessors were given £10 for each single journey they assessed.

Accent received 132 bus journey assessments (including 16 wheelchair user assessments), 110 Underground journey



How do you commute?

TRANSPORT for London (TfL) is carrying out research to understand more about the travelling experiences of disabled commuters.

If you are mobility, visually or hearing impaired, deaf or a wheelchair user, TfL would like to hear from you. To be eligible to take part, your usual journey to work or place of further education should include travel by bus, Tube or Overground during weekday peak hours. TfL also wants your feedback if you travel after 7pm.

Participation will include completing an assessment form about your journey. A small incentive will be offered and full instructions will be provided. The work is being carried out with Accent Marketing & Research.



■ If you would like to take part in the study and improve the travelling experience for other disabled people, go online to www.accent-mr.com/commuters, call 0800 028 4095 or e-mail commuters@accent-mr.com

assessments (including 5 wheelchair user assessments), and 18 Overground assessments.

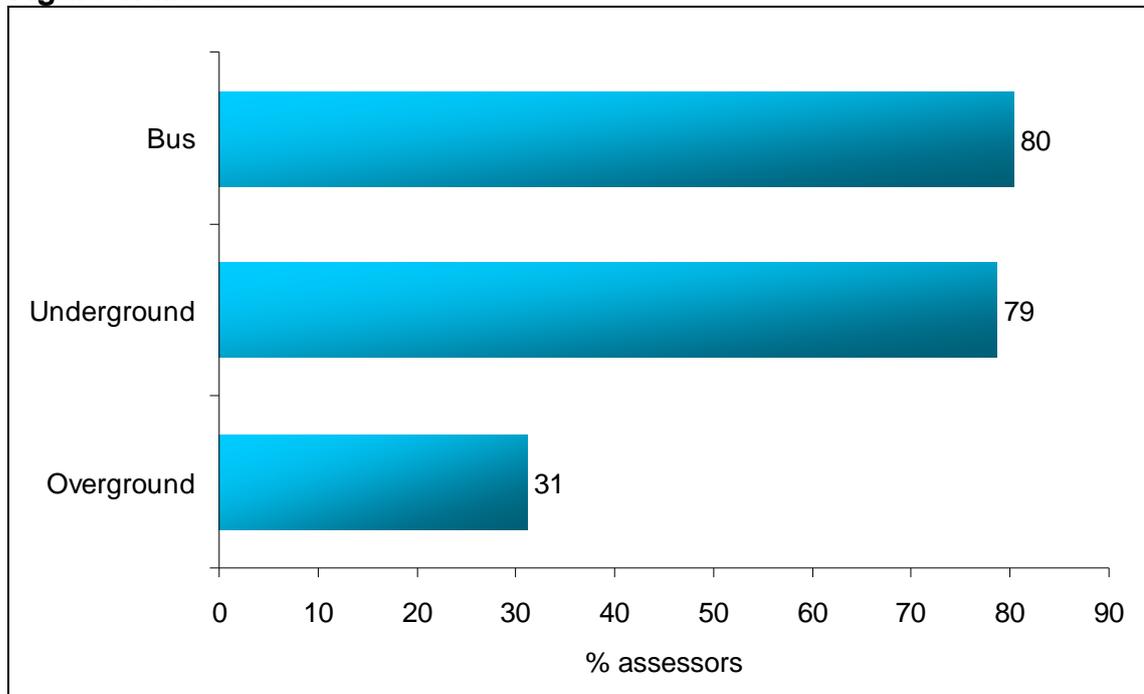
Each mode is reported on separately. The Overground assessments are reported numerically because of the low number of assessments received.

2.2 Assessor Profile

Travel Modes Used

The majority of assessors used bus and/or Underground for their journeys, as Figure 1 shows.

Figure 1: Modes used

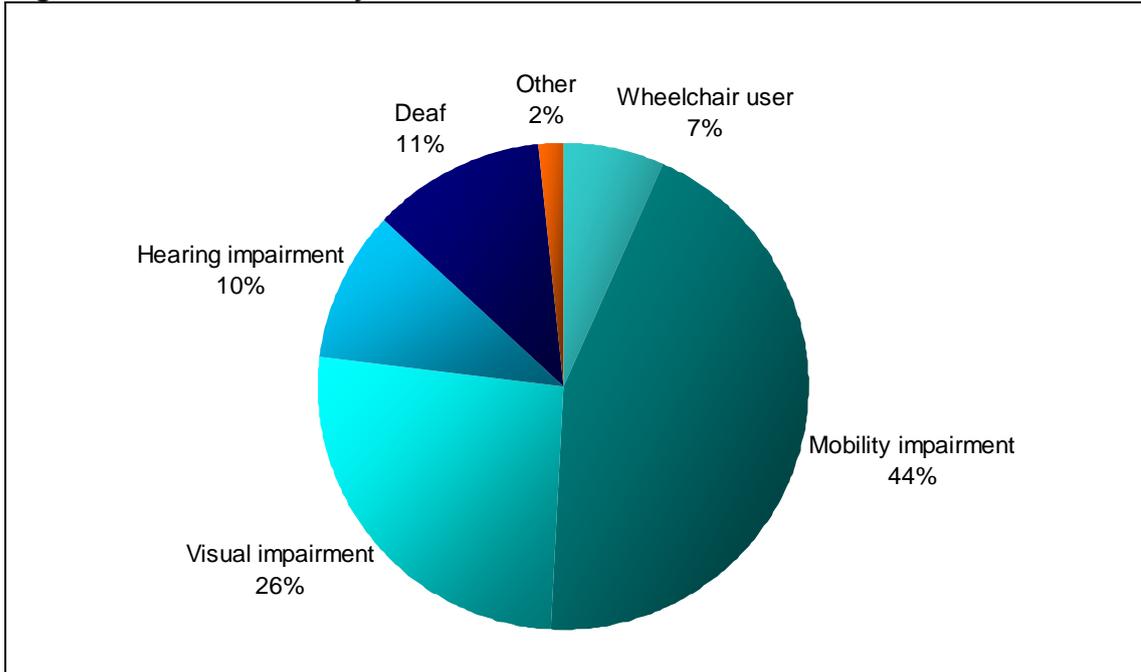


Base: All assessors – 61

Assessors' Disabilities

Assessors were asked to indicate their main disability. As Figure 2 shows, nearly half (44%) had a mobility impairment with a further 7% being wheelchair users. A quarter (26%) had a visual impairment. Ten per cent had a hearing impairment and a similar proportion (11%) were deaf.

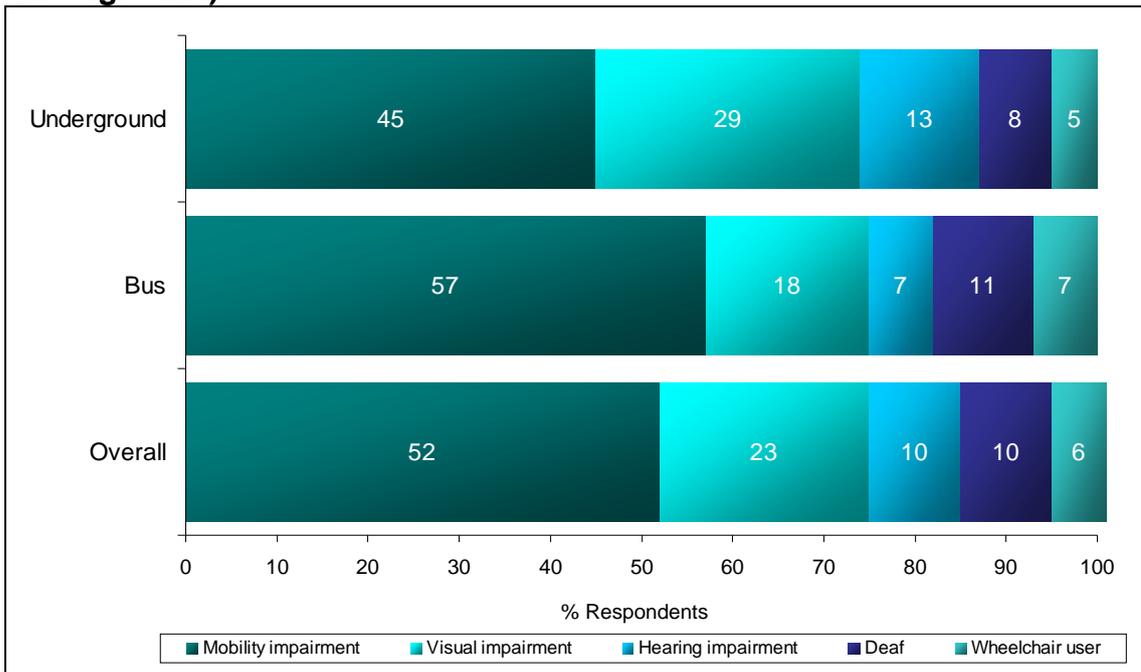
Figure 2: Main disability of assessors



Base: All assessors – 61

Figure 3 shows the proportions of assessments made by bus and Underground by the main disability of assessors. More than half (57%) of bus assessments were made by assessors with mobility impairment compared with 45% of Underground assessments. In contrast, 29% of Underground assessments were made by visually impaired assessors compared to 18% of bus assessments.

Figure 3: Main disability of assessors by mode used (bus and Underground)



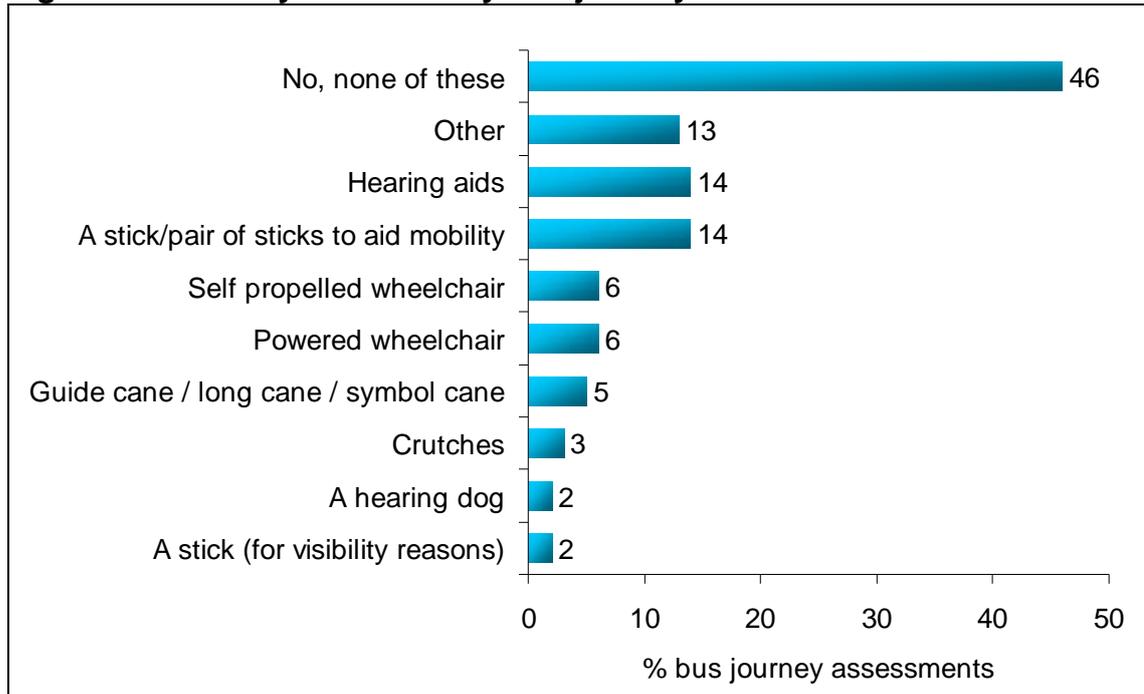
Base: Bus assessments – 131

Underground assessments – 110

Disability aids used

Figure 4 shows the proportions of bus journeys for which assessors used disability aids which would identify them as being disabled. For nearly half (46%) of the journeys the assessors used no disability aids that would identify them as being disabled. Hearing aids and sticks to aid mobility were each used for 14% of bus journeys.

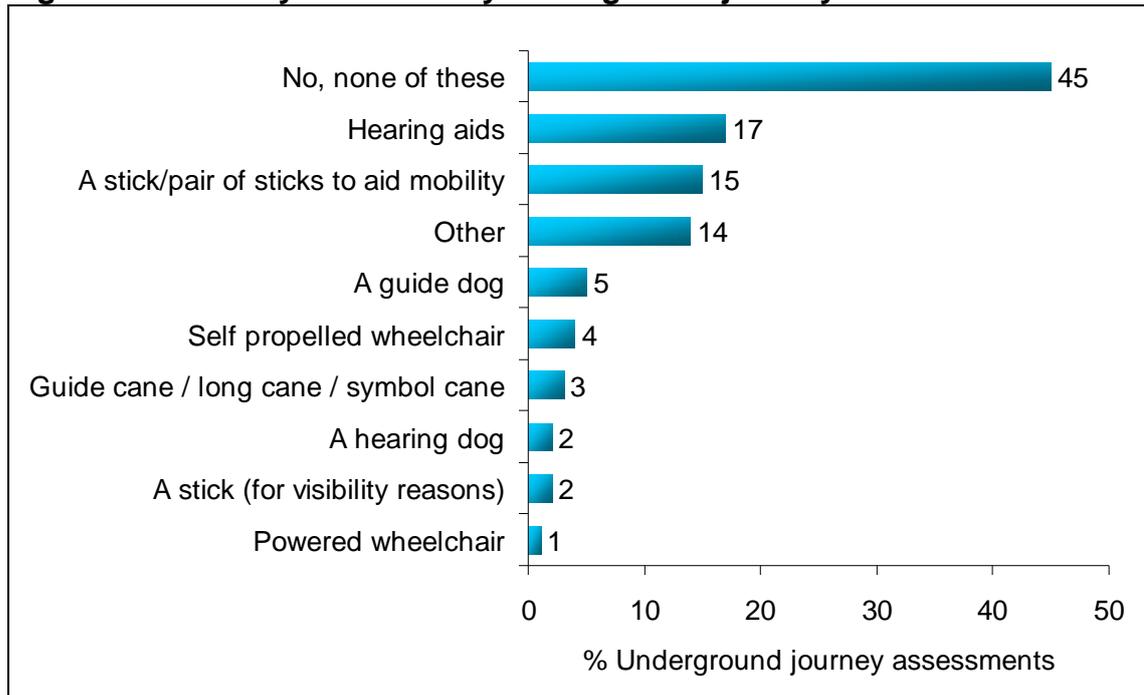
Figure 4: Disability aids used by bus journey assessors



Base: All bus journey assessments – 132

Figure 5 shows the proportions of Underground journeys for which assessors used disability aids which would identify them as being disabled. For nearly half (45%) of the Underground journeys the assessors used no disability aids that would identify them as being disabled. Hearing aids were used on 17% of journeys and sticks to aid mobility were used for 15% of Underground journeys.

Figure 5: Disability aids used by Underground journey assessors



Base: All Underground journey assessments – 110

Disability aids which would identify Overground assessors as being disabled were used by assessors on the following numbers of journeys:

- None: 7 journeys
- Sticks to aid mobility: 5 journeys
- Hearing aids: 5 journeys
- Other: 2 journeys
 - deaf sticker on bag
 - sun glasses.

2.3 Journey Profiles

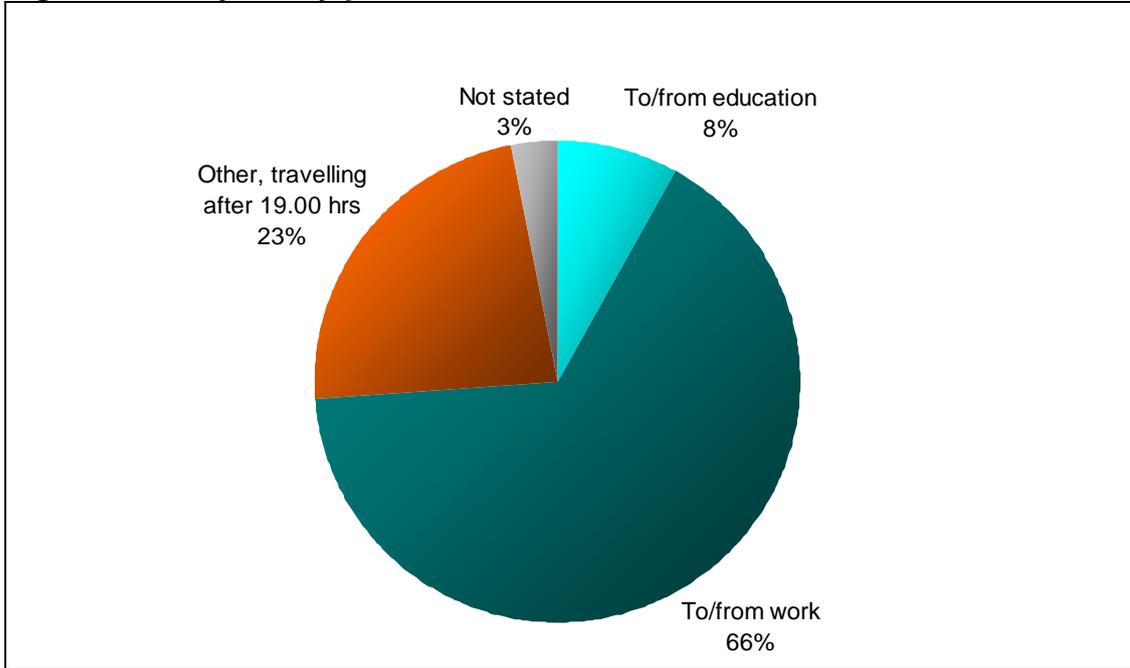
Journey Type

Of the 132 bus journeys made, 66% were made to/from work and 8% to/from education while 23% were leisure journeys made after 19.00. This is shown in Figure 6.

Of the 110 Underground journeys made, 72% were made to/from work and 4% to/from education while 21% were leisure journeys made after 19.00. This is shown in Figure 7.

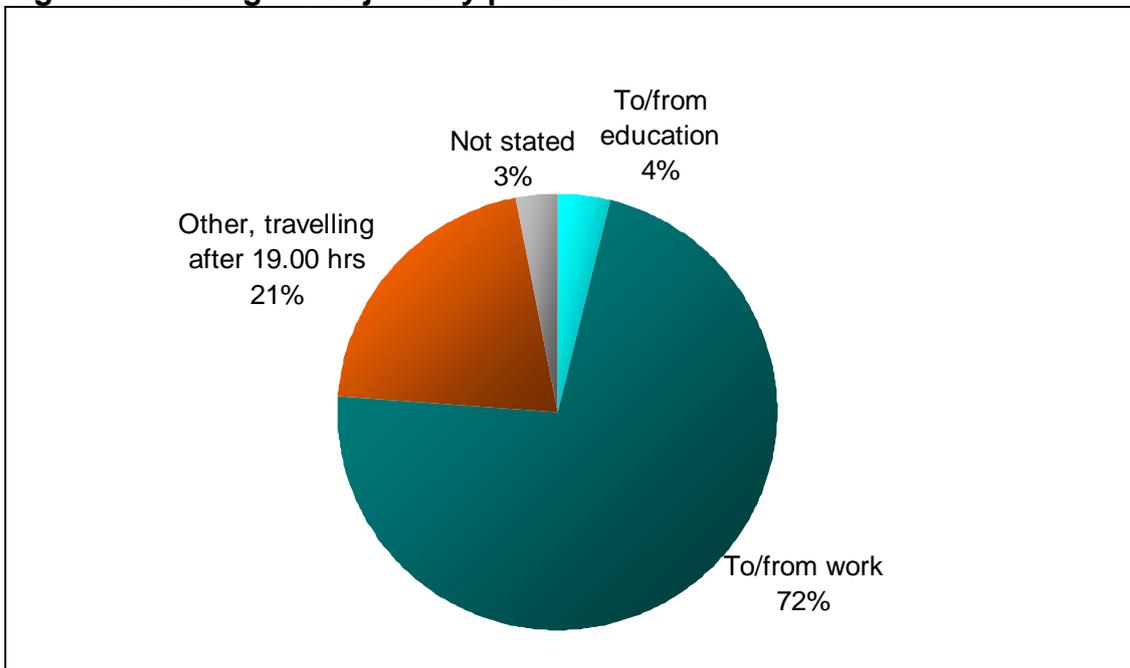
Of the 18 Overground journeys made, 12 were made to/from work and 2 to/from education while 4 were leisure journeys made after 19.00.

Figure 6: Bus journey profiles



Base: All bus journey assessments – 132

Figure 7: Underground journey profiles



Base: All Underground journey assessments – 110

Bus Ticket Used

Most bus journeys were made using the Freedom Pass, as Table 1 shows. The Freedom Pass was used on 52% of bus journeys made by mobility impaired assessors and on 21% of those made by visually impaired assessors.

Table 1: Tickets used – bus journeys

	Wheelchair User %	Mobility impaired %	Visual impaired %	Hearing impaired %	Deaf %
Freedom Pass	3	52	21	7	10
Oyster	–	13	3	2	3
Travelcard (paper)		7			
Other	6				

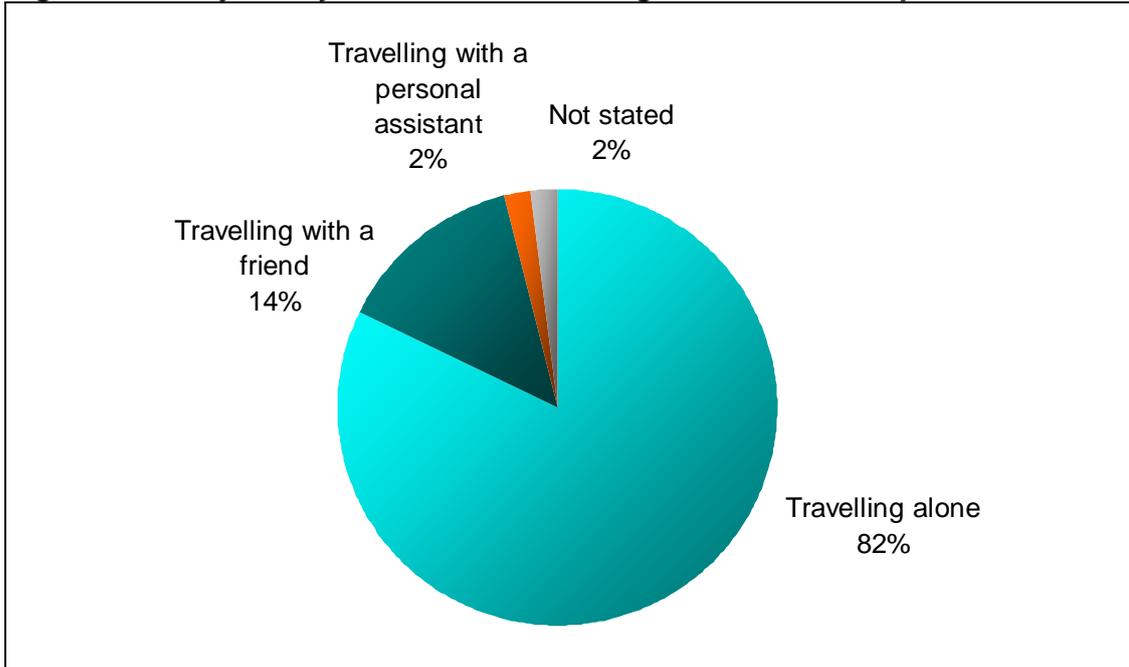
Travelling Solo or Accompanied

Of the 132 bus journeys made, for 82% the assessor was travelling alone, for 14 % the assessor was travelling with a friend and for 2% the assessor was travelling with a personal assistant. This is shown in Figure 8.

Of the 110 Underground journeys made, for 85% the assessor was travelling alone and for 11 % the assessor was travelling with a friend. This is shown in Figure 9.

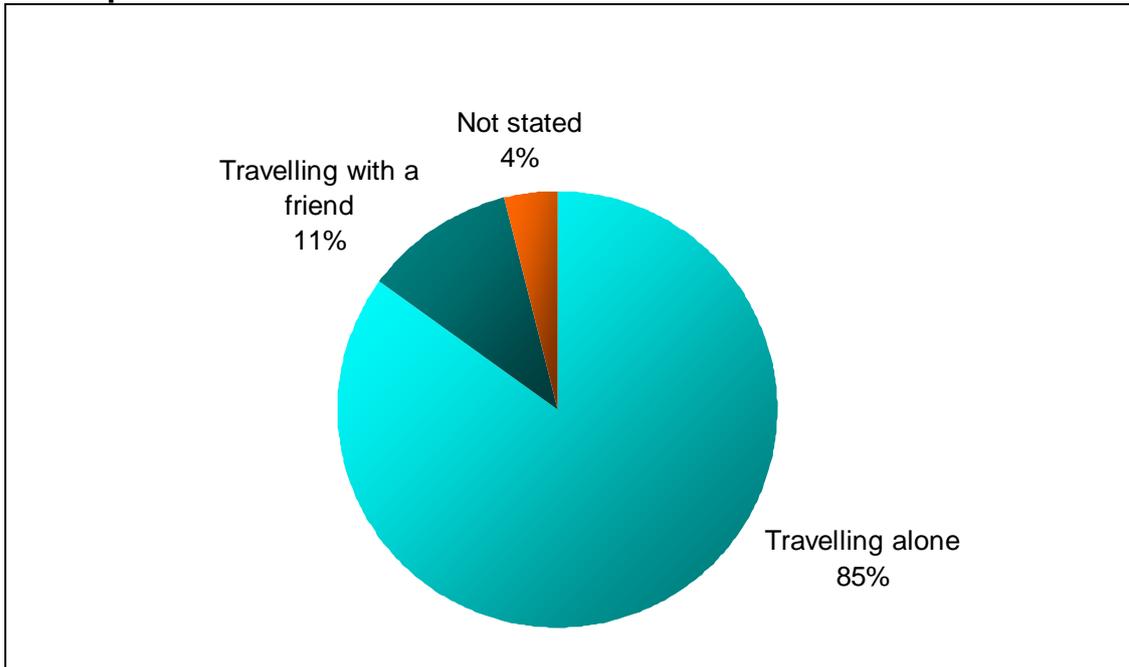
Of the 18 Overground journeys made, all assessors were travelling alone.

Figure 8: Bus journey assessors travelling alone or accompanied



Base: All bus journey assessments – 132

Figure 9: Underground journey assessors travelling alone or accompanied

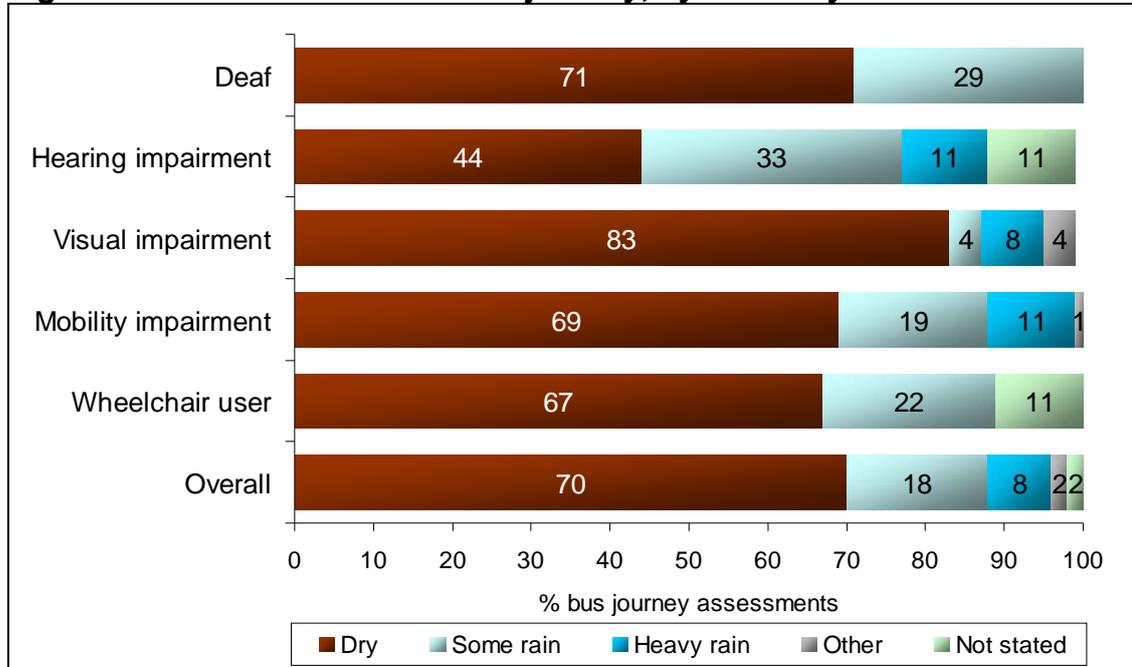


Base: All Underground journey assessments – 110

Weather

For the majority of bus journeys (70%) the weather was dry, as Figure 10 shows. There was light rain for 18% and heavy rain for 8% of bus journeys.

Figure 10: Weather at time of bus journey, by disability



All bus journey assessments – 132

Wheelchair users – 9

Visual impairment – 24

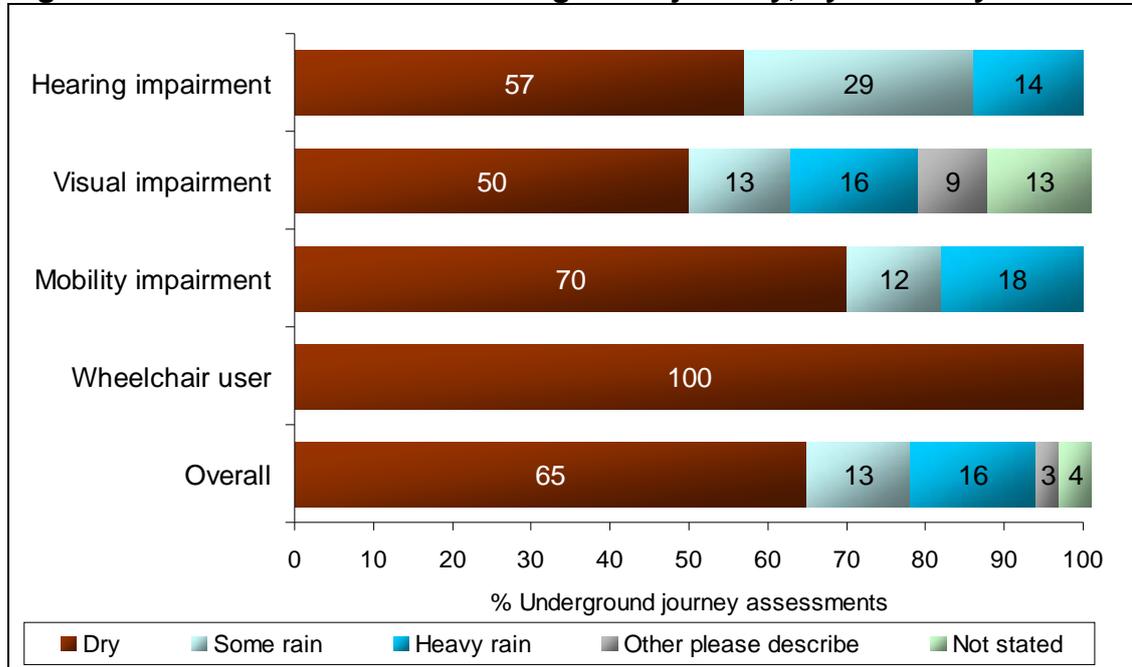
Mobility impairment – 75

Hearing impairment – 9

Deaf – 14

For the majority of Underground journeys (65%) the weather was dry, as Figure 11 shows. There was light rain for 13% and heavy rain for 16% of Underground journeys.

Figure 11: Weather at time of Underground journey, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

For Overground journeys, assessors said the weather was described as follows:

- Dry for 12 journeys
- Some rain for one journey
- Heavy rain for five journeys.

3. BARRIERS TO TRAVEL

3.1 Introduction

A number of barriers to travel are apparent throughout the journey assessments.

While some are clearly evident, others may be less so because of a desire on the part of disabled passengers not to draw attention to themselves. They are therefore likely to tolerate a level of service that other passengers would not accept.

The main – and most obvious – barriers are posed by the accessibility of transport infrastructure. These result in difficulties in accessing and leaving the station and bus or train alongside difficulties in accessing information.

The less obvious barriers are posed by insufficient consideration being given to them by a small number of staff and by fellow passengers. This was found to be exacerbated by overcrowding, and the pushing and impatience of other commuters. There is a danger that disabled commuters are being unfairly disadvantaged at peak travel times.

3.2 Physical Accessibility

Introduction

Where assessors were satisfied with aspects of their journey, often the reason was their familiarity with the journey. Any interruption to that familiarity, such as obstacles and disruptions to service, can be a source of considerable inconvenience.

Ramps

Non-operational ramps were a source of irritation and assessors suggested that no bus should be on the road if its ramp is not working. It should be noted that TfL requires all bus operators to check that ramps are fully operational before a bus leaves the garage.

Obstacles

For 18 Underground journeys (16%) and for three Overground journeys the entrance to the origin station was hindered in some way. For five of these journeys passengers were not alerted to the obstacle.

For 14 Underground journeys (13%) and for two Overground journeys the exit from the destination station was hindered in some way. Crowding, passengers not keeping to the left, barriers not working and people distributing papers and leaflets were mentioned as obstacles to leaving the destination station easily.

Stairs

Using the stairs is difficult for many assessors in any situation. It is even more difficult under crowded conditions when they cannot get near the handrail or when other commuters are pushing. One assessor described losing balance and feeling pressure when there are so many other people behind.

Where stairs were seen to be helpful, it was mostly because they were wide, clean and not crowded.

Stairs are the preferred option for guide dog users, for whom the escalator is not possible.

Lighting

Lighting was important in terms of physical accessibility for assessors. It was important to have good lighting on the stairs and on the escalator where poor lighting made them difficult to use.

However, for one assessor the lighting on the escalator they used was too bright, so that he/she travelled with his/her eyes closed.

This demonstrates the difficulties TfL faces in designing a service that provides the best environment for all passengers.

3.3 Access to Information

The conflicting needs of some disabled passengers is further demonstrated where some assessors could not hear on-train

announcements because they were too quiet while for others they were too loud or interfered with their hearing aids.

For a number of assessors, visual information was inaccessible because of small font size, poor lighting, poor contrast or poor positioning. Several assessors said that on platform visual displays were only accessible in the middle of the platforms but not at either end, that they were too high and inconveniently angled. On train visual displays were not visible in crowded conditions and electronic scrolling displays moved too quickly for many assessors.

Some assessors pointed out that electronic information displays did not match the audio announcements. Many rely on one or the other to be reassured that they are on the right train and so that they know when they have reached their destination. A feeling that they may not have access to information can therefore be a source of anxiety.

Visual information at bus stops was of little help for many assessors who found it too small, poorly positioned or poorly lit. Those who could not identify the bus route number as the bus approached were particularly deprived of information. Audio information on bus arrivals and service updates would be very helpful for some.

While some would tell the driver if iBus was not working, others prefer not to make a fuss and can be greatly inconvenienced without information on the bus route and approaching stops.

Disabled commuters rely on information sources working and being accurate all the time.

3.4 Access to Assistance

There were several incidences of assessors wishing to receive help but no-one being present to give them that help:

- Bus (132 journeys in total)
 - getting on the bus: 5 journeys (4%)
 - knowing when destination bus stop reached: 6 journeys (5%)
 - getting off the bus: 7 journeys (5%)

 - Underground (110 journeys in total)
 - on the platform (origin): 20 journeys (18%)
 - getting on the train: 7 journeys (6%)
 - knowing when destination station reached: 4 journeys (4%)
-

- getting off the train: 4 journeys (4%)
- at destination station: 5 journeys (5%)
- Overground (18 journeys in total – too few to report on as percentages)
 - on the platform (origin): 6 journeys
 - getting on the train: 2 journeys
 - knowing when destination station reached: 4 journeys
 - getting off the train: 2 journeys
 - leaving destination station: 5 journeys.

This demonstrates an unfulfilled need among disabled commuters that staff and other passengers should be encouraged to help meet.

3.5 Consideration from Staff

Mostly, assessors found staff to be helpful. However, in peak travel times they are under pressure coping with volumes of passengers and can find it difficult to identify those with particular needs. For example, a mobility impaired assessor travelling on a bus felt unable to stand and sat on the stairs, only to be told by the driver to stand.

There was some evidence that bus drivers were not sufficiently proactive in asking other passengers to give up their seat. Again, though, the pressures of peak time travel make this difficult.

Similarly, there was some evidence of crowd control in the Underground not being implemented so that passengers did not always keep to the one-way system. Again, the volume of passengers at peak time makes this difficult to enforce, although it would in all likelihood be to everyone's benefit.

3.6 Consideration from the Public

Commuters can be much less aware of their fellow passengers than are leisure travellers. Not taking too much notice of fellow passengers is part of the strategy of dealing with the volume of passengers. As a result, a commuter with a hidden disability is likely to be overlooked by most, while a commuter whose disability is more apparent is likely to be considered an inconvenience.

Even where passengers are considerate towards disabled passengers, it may be that in certain situations such as using stairs

there is little they can do given the force and pushing generated by high volumes of passengers.

However, it is certain that all passengers can do more.

As one Underground passenger said: "Other passengers are reluctant to give up their seats and often ignore me, thinking I can't see them, when I ask if there's a free seat. Very often people are reluctant to speak to me and motion that there is a free seat. If I was completely blind I wouldn't see this at all. I don't know what TfL can do to educate passengers, though."

TfL has a very strong track record in designing very effective posters with strong messages and could use this medium to do more to educate passengers and encourage them to take a more considerate approach.

4. BUS JOURNEY ASSESSMENTS

4.1 Introduction

There were 132 bus journey assessments. Where possible, scores have been compared to those attained in Q4 09/10 Disabilities MTS to help identify where the journey experience of the disabled commuter differs from that of disabled off-peak passengers.

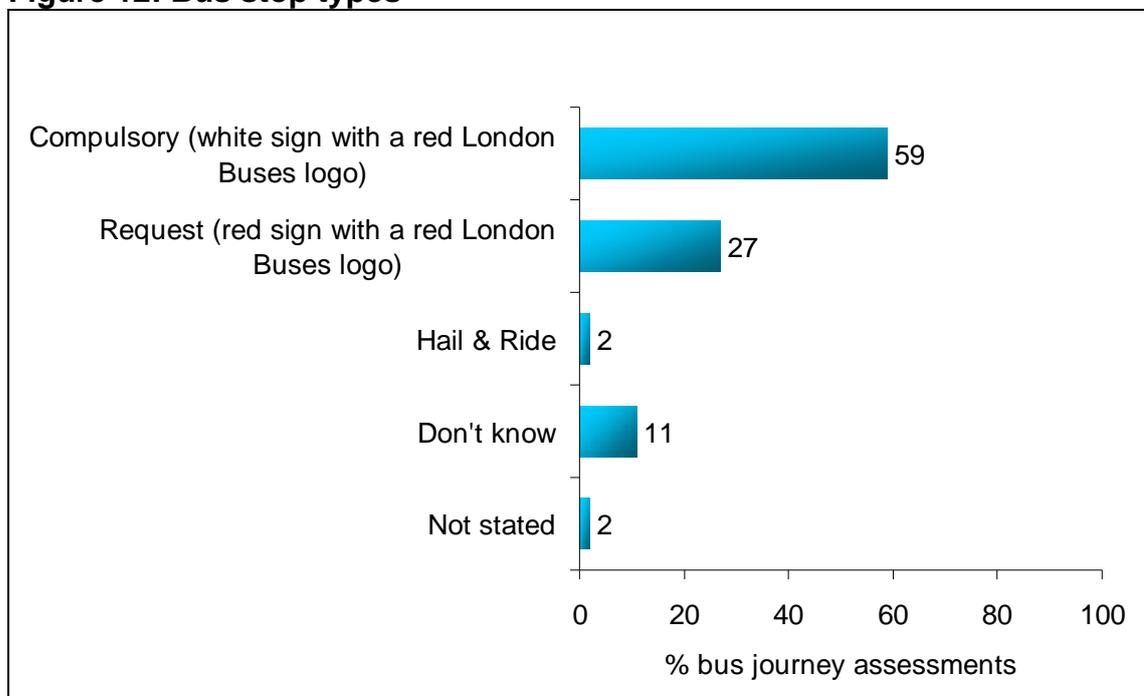
Most findings are shown by impairment of the assessor. However, apart from assessments made by mobility impaired commuters, the base sizes are low and should be treated with caution.

4.2 At the Bus Stop

Bus Stop Profile

Just over half (59%) started their journey at a compulsory bus stop while just over a quarter (27%) originated at a request stop (see Figure 12). For a tenth of journeys, the assessors did not know whether the origin bus stop was a compulsory or a request stop.

Figure 12: Bus stop types

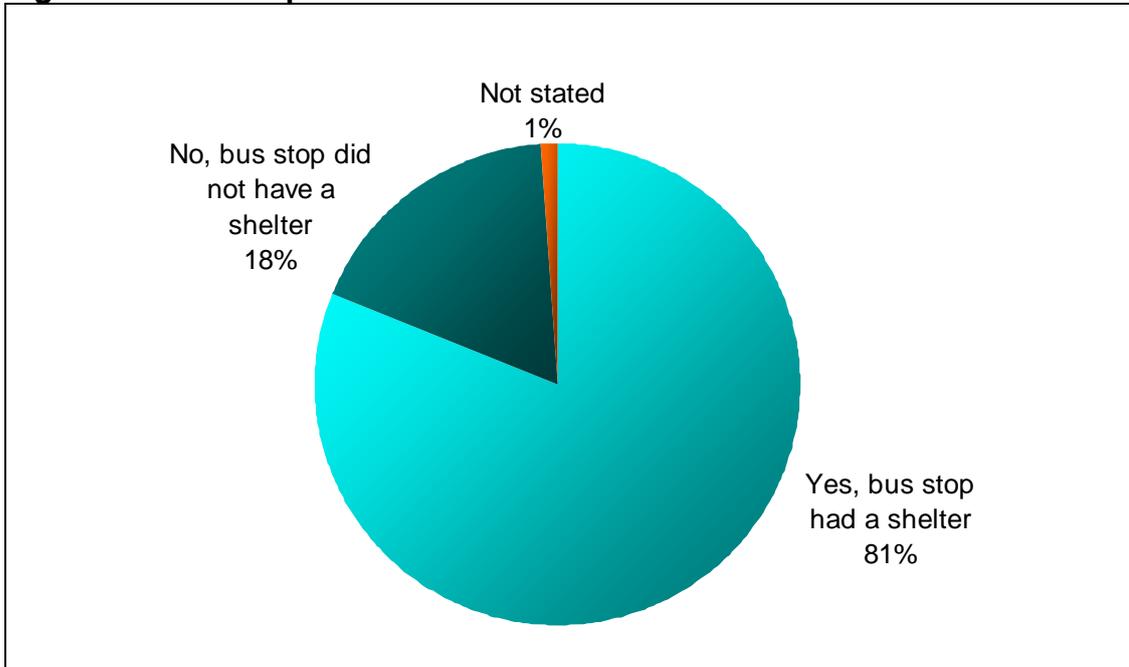


Base: All bus journey assessments – 132

Bus Shelter

For most assessments (81%) there was a shelter at the originating bus stop. Nearly a fifth (18%) did not have a shelter. This is shown in Figure 13.

Figure 13: Bus stops with shelters

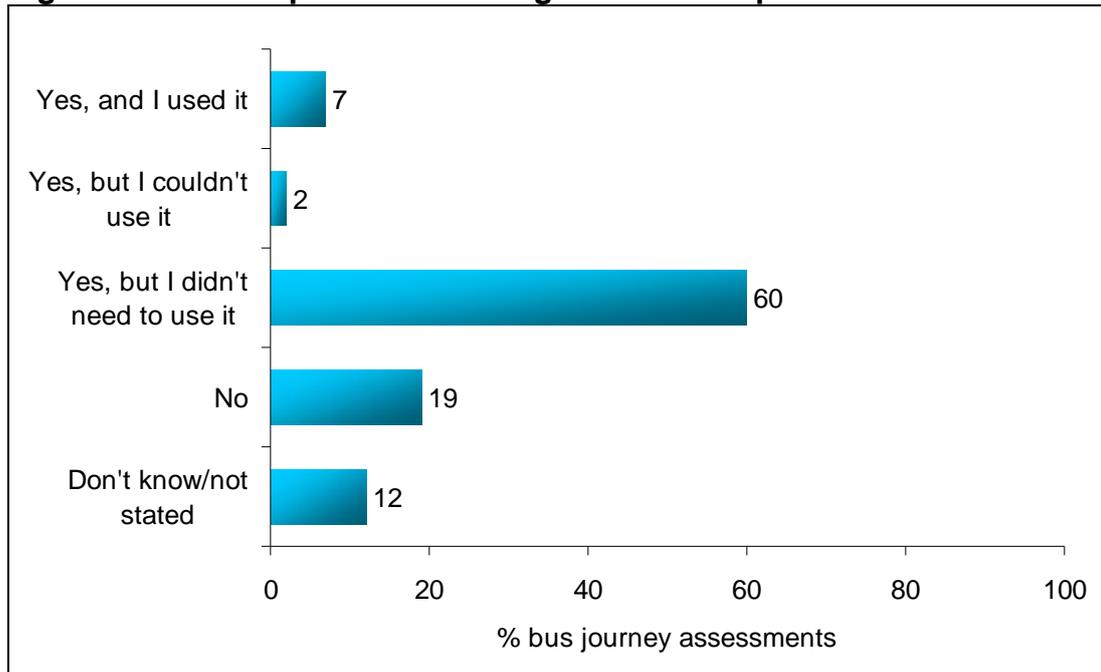


Base: All bus journey assessments – 132

A Wheelchair Space at Bus Stop

Where there was a bus shelter with a wheelchair space (108 assessments), the wheelchair space was used for 7% of journeys made, as Figure 14 shows; this comprised five journey assessments by mobility impaired assessors and three by visually impaired assessors. On two journeys, a mobility impaired assessor said that they could not use the wheelchair space.

Figure 14: Bus stop shelters having wheelchair space

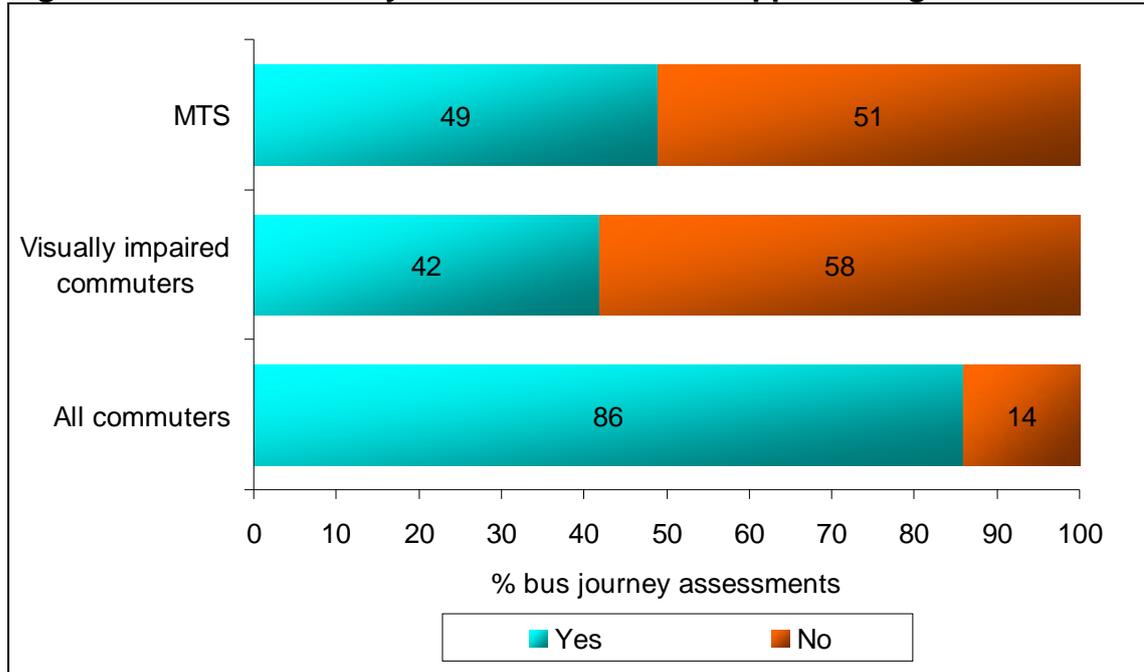


Base: Bus journey assessments with shelter at stop – 108

Ease of Identifying Bus Route Number as it Approaches

For the majority of bus journeys (86%), assessors were able to identify the bus route number as the bus approached. For visually impaired assessors, 42% were able to identify the bus route number as the bus approached. This compares with 49% in Q4 09/10, Disabilities MTS (where only visually impaired assessors are asked to comment on this) as Figure 15 shows.

Figure 15: Able to identify bus route number of approaching bus of MTS



Base: Commuter bus assessments – 132

Visually impaired commuter bus assessments – 24

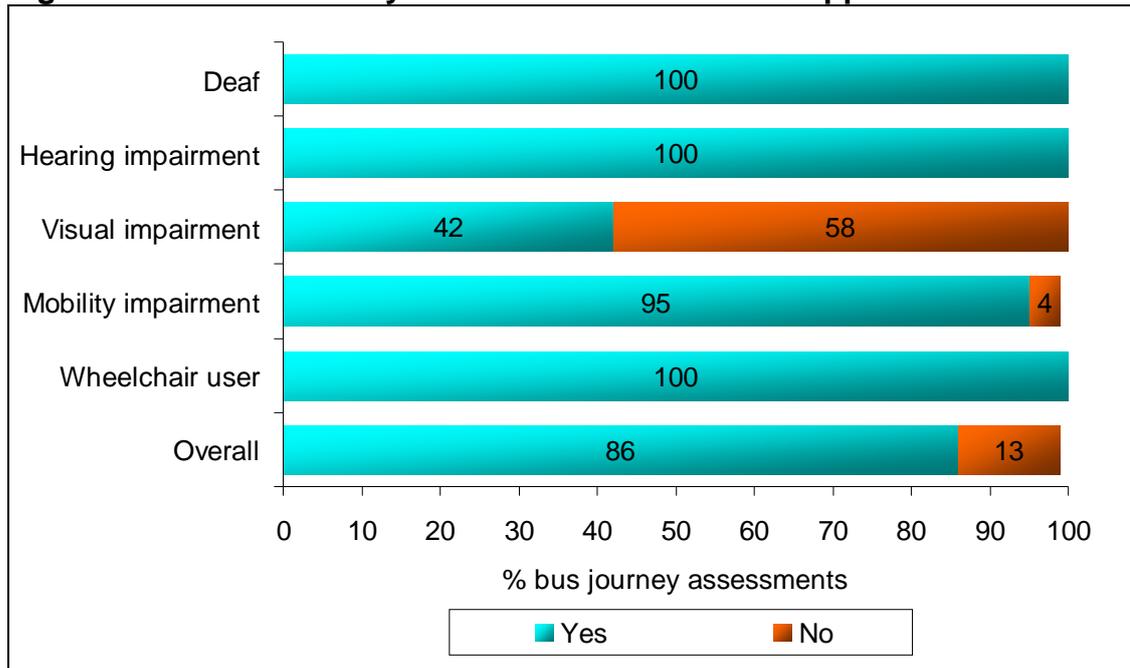
MTS bus assessments (visually impaired) – 202

For just over half (58%) of assessments made by those with a visual impairment, the assessor was not able to identify the bus route number as the bus approached. This amounted to 14 assessments.

In addition, for three journey assessments made by those with mobility impairments, the assessor was not able to identify the bus route number of the approaching bus.

Figure 16 shows whether or not the assessor was able to identify the bus route number as the bus approached. This is set out for the overall sample and by disability.

Figure 16: Able to identify bus route number as bus approaches



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

Where the assessor had not been able to identify the bus route number as the bus approached the stop, they had been able to identify it as the bus arrived at the stop on five occasions.

On seven occasions the assessor asked another person at the stop and on three occasions the assessor asked the driver of each bus that stopped.

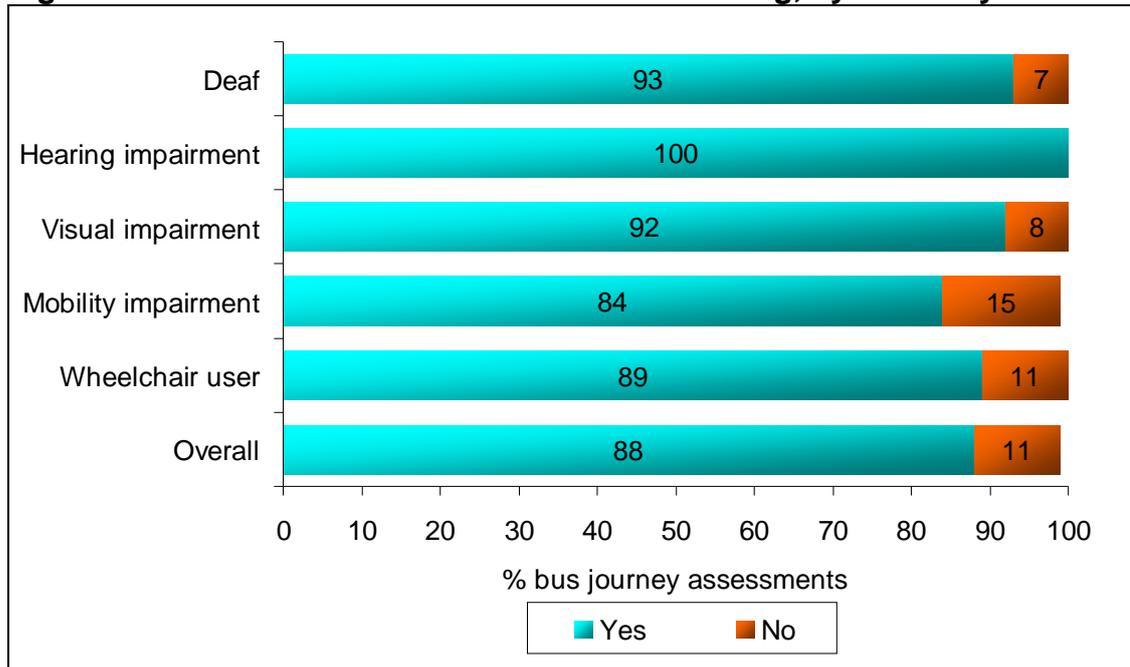
4.3 Getting on the First Bus

For a tenth of bus journeys made (11%, 15 assessments) the assessor was not successful at getting on the first bus on his/her route that came along; for nine of these, the bus was too full, two said the ramp was not working, one was blocked by other passengers and one said the bus failed to stop when it should have.

This compares with 3% of assessments in Q4 09/10, Disabilities MTS, where the assessor was not successful at getting on the first bus on his/her route.

Figure 17 shows the proportions of journeys, overall and by disability, where the assessor was able to get on the first bus of his/her route that came along. Figure 18 compares commuter bus assessments with Q4 09/10, Disabilities MTS assessments.

Figure 17: Got on first bus of route that came along, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

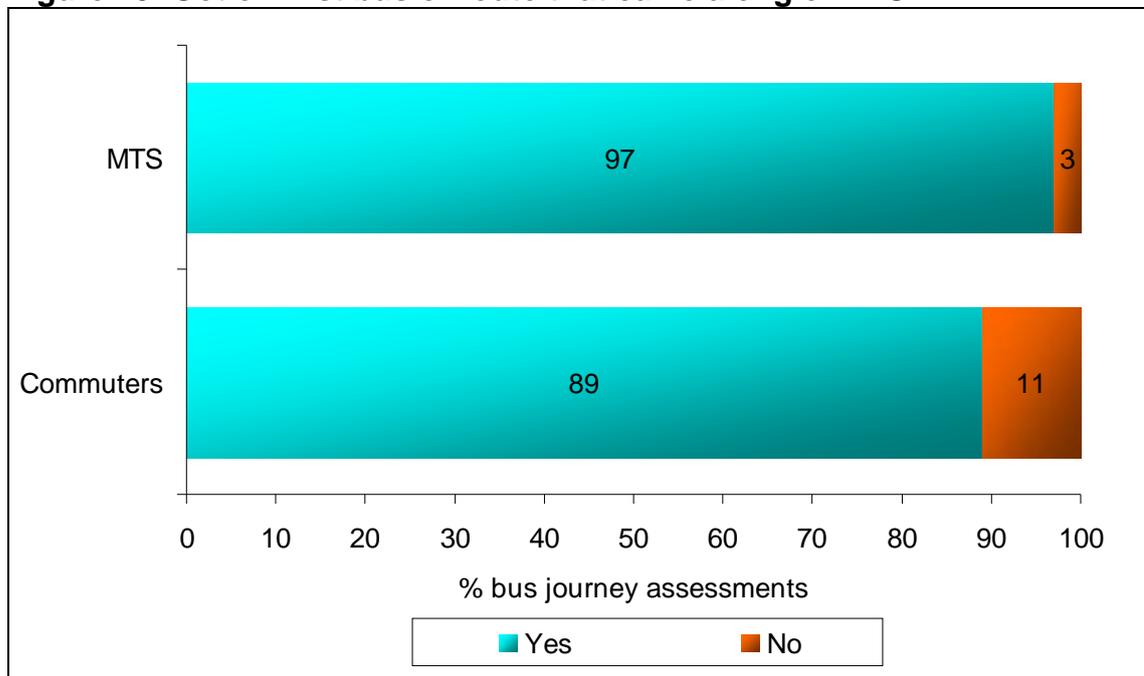
Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

Figure 18: Got on first bus of route that came along *cf* MTS



Base: Commuter bus journey assessments – 132

MTS bus journey assessments – 605

Of the 15 bus journeys where the assessor was not able to get on their first bus, 11 were made by those with mobility impairment, one by a wheelchair user, two by an assessor with visual impairment and one by an assessor who is deaf.

On ten occasions the assessor got on the second bus (seven mobility impaired assessors, one wheelchair user, one visually impaired and one deaf assessor).

Those who got on their third or later bus were all mobility impaired assessors. Two got on the third bus, one on the fourth bus and one did not get on a bus at all but travelled by another mode.

There were a number of reasons why the assessor was not able to get on their first bus but mostly it was because the bus was full. On nine occasions the bus was full and the driver left several passengers behind, including the assessor. For eight of these nine journeys the assessor was mobility impaired and for the other the assessor was visually impaired.

For two journeys (one made by a wheelchair user and one by a mobility impaired assessor) the driver had tried to use the ramp, but it had not worked.

On one occasion other passengers had blocked the assessor's way and on one occasion the bus had failed to stop. These journeys were both made by mobility impaired assessors.

4.4 Boarding the Bus

Closeness of Bus to Kerb

The overall score for this measure was 62 out of 100, compared to a score of 78 for Q4 09/10, Disabilities MTS.

Scores, overall and by disability, are compared in Table 2 below. The Disabled Commuters survey has lower scores for all groups. This may be a result of heavier traffic and delivery vehicles impeding buses from approaching the kerb during peak travel times. Wheelchair users gave the highest score among the commuter groups, suggesting that bus drivers pull up closer to the kerb for them.

Table 2: Closeness of bus to kerb: comparison of scores

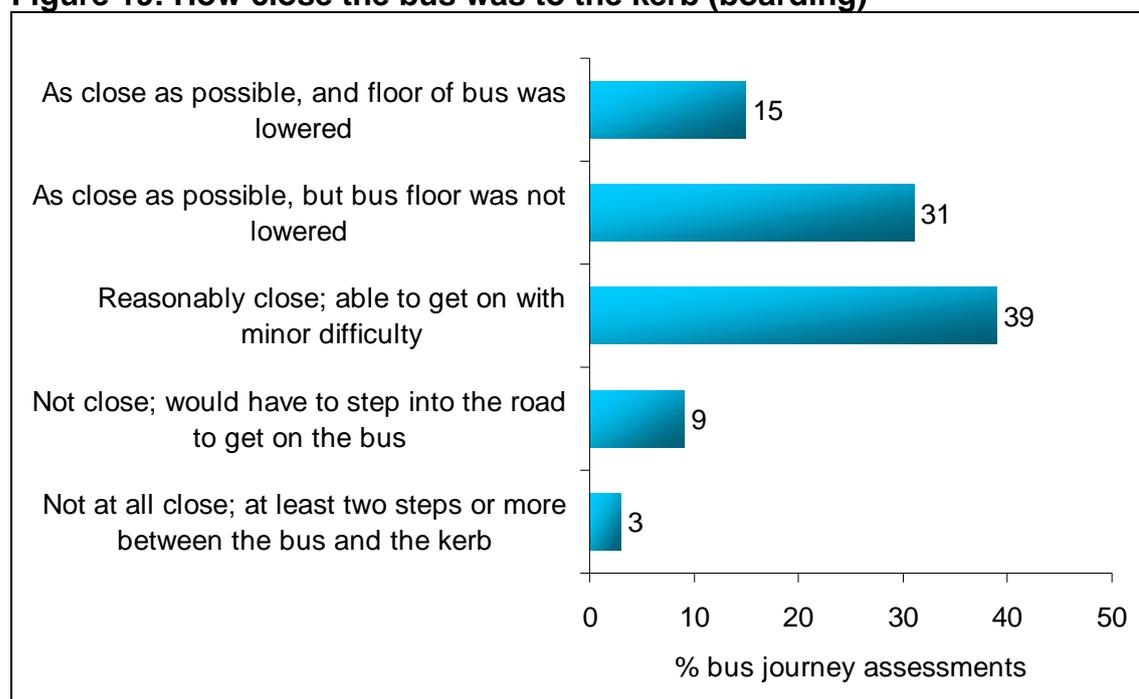
	Disabilities MTS (Q4) 09/10	Disabled Commuters Journey Experience (2010)

Overall	78	62
Mobility impaired	77	56
Wheelchair users	87	75
Visually impaired	71	68
Hearing impaired	–	64
Deaf	–	69

For 39% of bus journeys (51 assessments) the bus was reasonably close to the kerb and assessors were able to get on the bus with minor difficulty; for 12% of journeys (16 assessments), assessors had more difficulty getting on the bus. Just 15% (19 assessments) said that the bus was as close as possible and the bus floor was lowered.

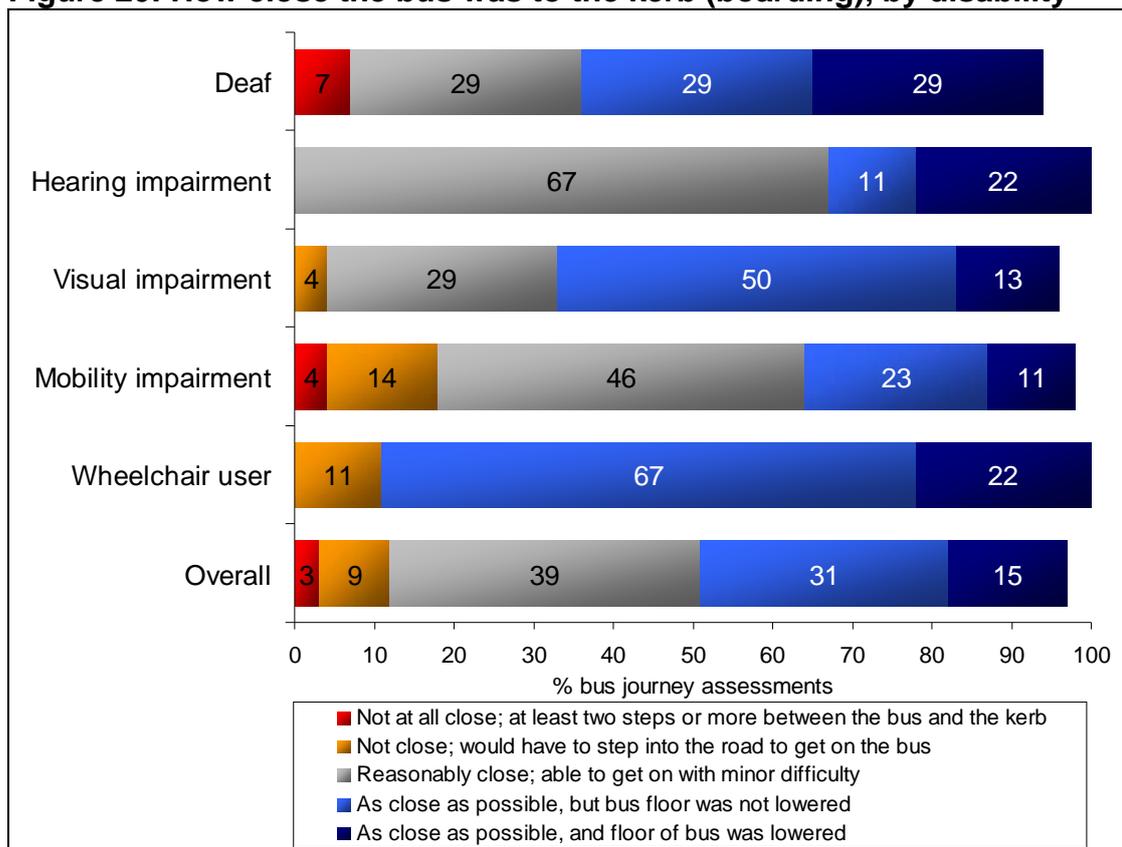
Figure 19 shows the proportions overall saying how close the bus was to the kerb when boarding. Figure 20 shows the proportions by disability saying how close the bus was to the kerb when boarding

Figure 19: How close the bus was to the kerb (boarding)



Base: All bus journey assessments – 132

Figure 20: How close the bus was to the kerb (boarding), by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

Using the Ramp

On three journeys the assessor used the buzzer to alert the driver to their presence. On two occasions this was done easily and on one occasion it was done with some help.

The ramp was used on 16 journeys.

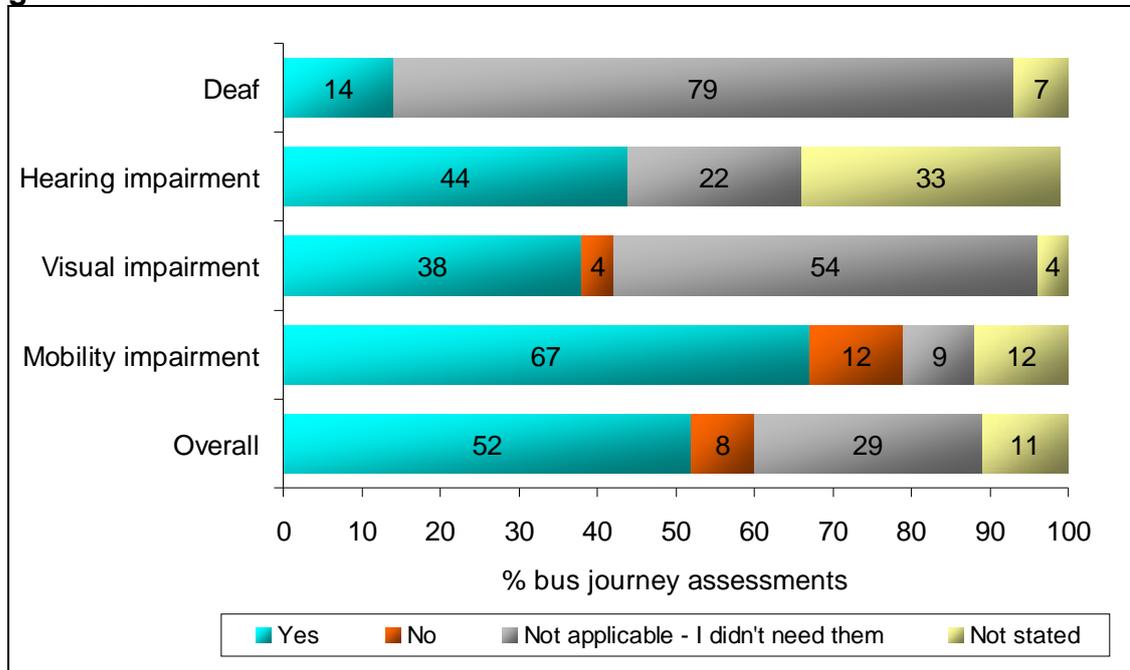
Handrails and Grabrails

For the majority of bus journey assessments (81%) the handrails/grabrails were either conveniently positioned to help the assessor get on the bus or they were not needed.

For 8% of assessments overall, and for 12% of those conducted by mobility impaired assessors, the handrails/grabrails were not conveniently positioned. This represents nine assessments overall, comprising eight conducted by mobility impaired assessors and one conducted by a visually impaired assessor.

Figure 21 shows whether or not handrails/grabrails were conveniently positioned, overall and by disability.

Figure 21: Handrails or grabrails were conveniently positioned to help you get on the bus



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

Help Getting on the Bus

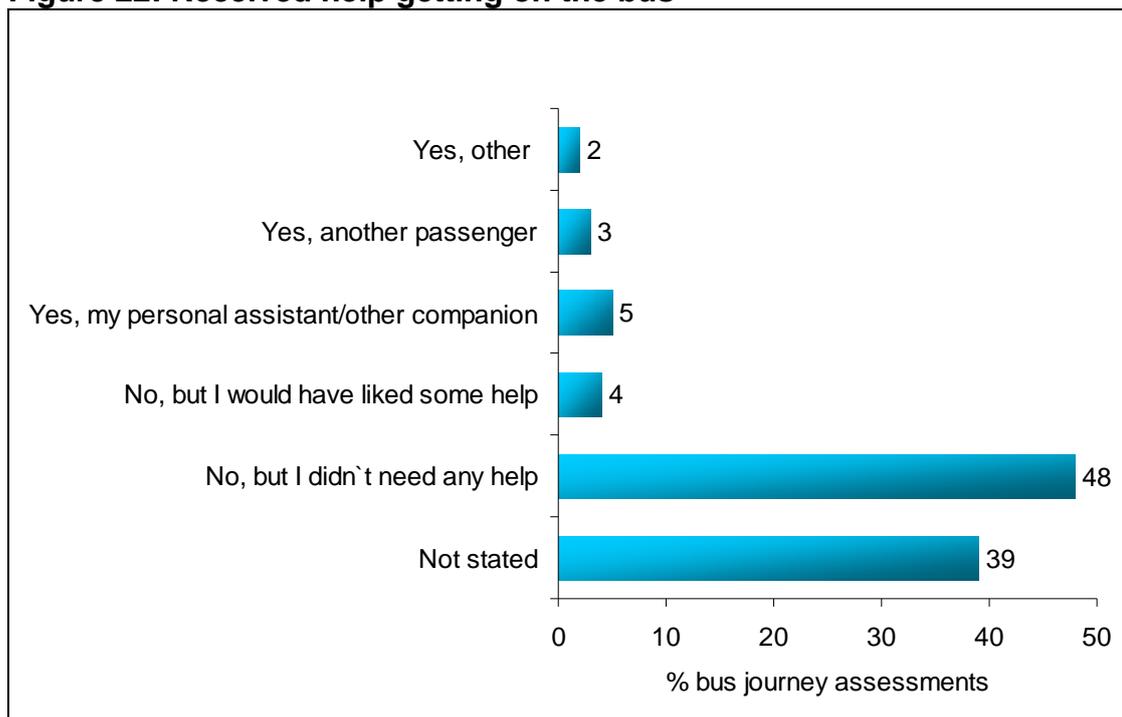
For the majority of bus journeys made, the assessor did not need any help getting on the bus; 48% said they did not need any help while a further 39% did not comment, as Figure 22 shows.

On six journeys (five made by a mobility impaired assessor and one by a wheelchair user) the assessor was helped by his/her personal assistant.

On four journeys (one made by a mobility impaired assessor and three made by a visually impaired assessor) another passenger provided help getting onto the bus.

On five journeys (all made by mobility impaired assessors) the assessor received no help getting on the bus but would have like to.

Figure 22: Received help getting on the bus



Base: All bus journey assessments – 132

Overall Ease of Getting on the Bus

The overall score for this measure was 81 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS.

Scores for overall ease of getting on the bus are given, overall and by disability, in Table 3 below.

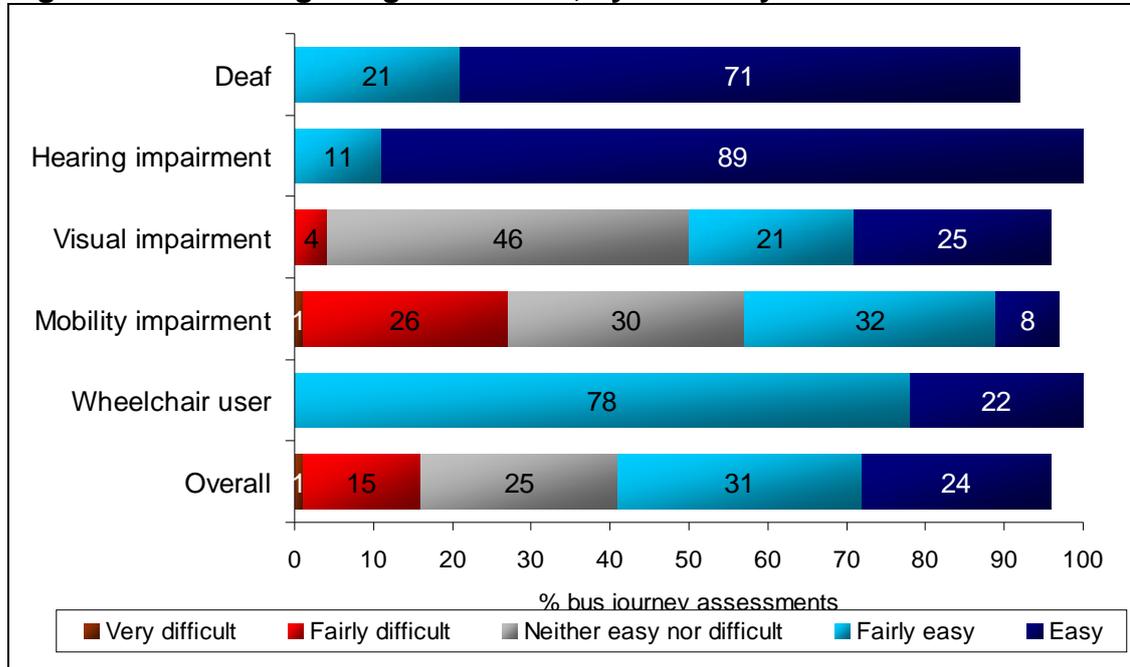
Table 3: Overall ease of getting on the bus

	Disabled Commuters Journey Experience (2010)
Overall	81
Mobility impaired	55
Wheelchair users	81
Visually impaired	67
Hearing impaired	97
Deaf	94

For just over half (55%) of all bus journeys, the assessor found it fairly easy or easy to get on the bus. For 16% of bus journeys (21 assessments), the assessor found it fairly or very difficult to get on the bus; these comprised 20 journeys made by mobility impaired assessors and one made by a visually impaired assessor.

Figure 23 shows the proportions finding it easy to get on the bus, overall and by disability.

Figure 23: Ease of getting on the bus, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

Where the assessor had found it fairly or very difficult to get on the bus, difficulties had been posed by the vehicle, by the driver and by other passengers.

Difficulties posed by the vehicle concerned the ramp and lowering the floor:

“Of all the buses I use R70 ramps are the most difficult. The ramps do not usually fully extend due to dirt and grit between the plates of the ramp, and if the drivers don’t drop the suspension down it can be very steep.”

“When the ramp came out I went in; the space was too narrow to manoeuvre. As you know, a wheelchair user has to face backwards. It was very difficult for me to turn around as I didn’t have enough space to do so.”

“The driver said the kneeling function wasn’t working, so it was quite a struggle to get on the bus.”

Difficulties posed by the driver included parking too far away from the kerb and not lowering the bus floor unless asked to do so:

“Because of the gap between platform and kerb. I am not stable crossing this gap on crutches as, unless firmly upright, the rubber ferules on the crutches can skid (particularly in wet conditions).”

“I had to step down into the road, then up to full height step, using both grab bars and causing myself pain.”

“Because the bus was not that close to the kerb and the floor was not lowered.”

“Because the driver reluctantly lowered the platform only after I asked him to.”

Difficulties posed by other passengers surrounded their own impatience to get on with their journey:

“A lot of people got on at the same stop and there was some pushing.”

“As it was raining, people were rushing onto the bus and were reluctant to allow each person time to board safely.”

“Other passengers are impatient, making me feel flustered using the handrails at the front to board the bus.”

Assessors also identified difficulties arising from their particular impairment:

“I have poor mobility so am usually last on the bus”

“Any step up is painful for me”

“Because it was dark, and I don’t see anything in the dark”

“I always have trouble boarding buses because of my fixed right hip.”

Assessors were satisfied with the ease of getting on the bus when they had time and space to get on the bus or the bus driver had taken care to park sufficiently near the kerb:

“Because the doorway was clear (the bus was not crowded) so I had plenty of room to haul myself up.”

“It was easy as there wasn’t a rush to get on the bus.”

“The bus’s distance from the kerb meant that the ramp’s gradient was quite shallow, making it easy for my chair to go up.”

“The driver drew up so that the door was directly in front of me. The bus was not busy.”

There was some evidence of assessors wishing to demonstrate their self-reliance in terms of ease of getting on the bus:

“I could use the grab rails to help me.”

“Simply because it’s daytime and I can roughly see where it is. I can see a big dark shape and that’s the bus. I can guess where the door is.”

“When I have good days I can manage quite well by myself.”

4.5 On the Bus

Attitude and Helpfulness of the Driver

The overall score for this measure was 61 out of 100, which compares to a score of 65 for Q4 09/10, Disabilities MTS. Commuter assessors were only slightly less satisfied than MTS assessors with the attitude and helpfulness of the driver.

Scores overall and by disability are compared in Table 4 below.

Table 4: Attitude/helpfulness of driver: comparison of scores

	Disabilities MTS (Q4) 09/10	Disabled Commuters Journey Experience (2010)
Overall	65	61
Mobility impaired	64	60
Wheelchair users	68	87
Visually impaired	62	58
Hearing impaired	–	67
Deaf	–	50

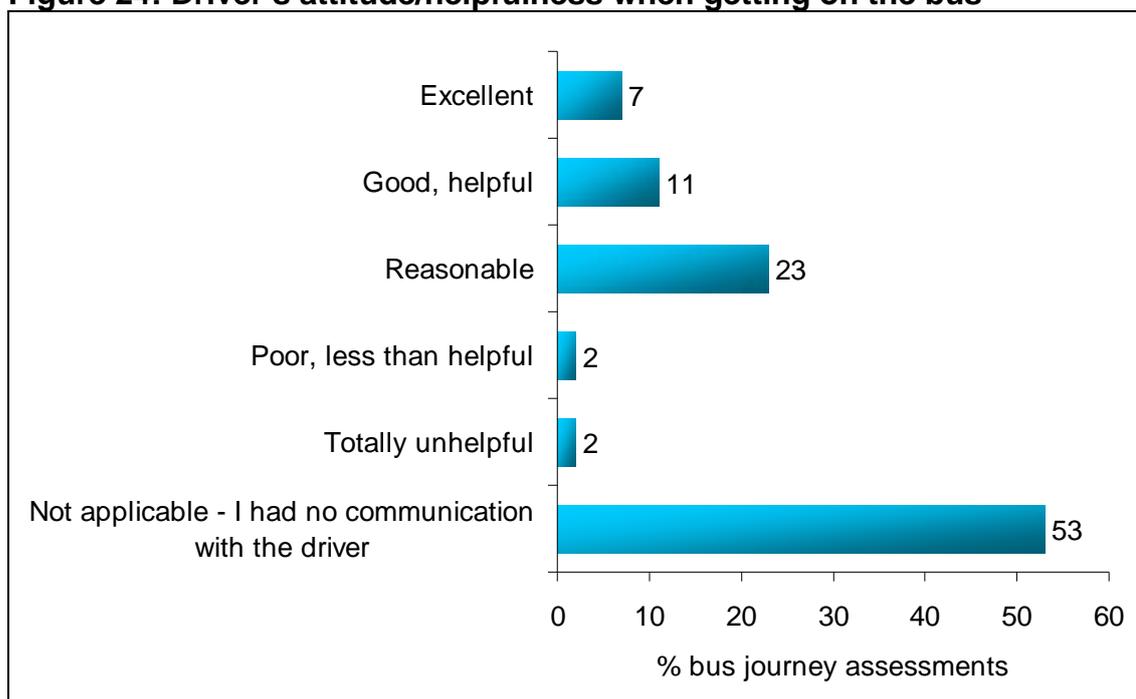
For more than half (53%) of bus journey assessments, there had been no communication with the driver so that assessors were not able to give a rating for the attitude/helpfulness of the driver.

Overall, assessors who did have some communication with the driver were satisfied with the attitude/helpfulness of the driver when they were getting on the bus on 41% of journeys made.

Just 4% (four assessments – three by mobility impaired assessors and one visually impaired assessor) gave negative scores for the attitude/helpfulness of the driver when they were getting on the bus.

Figure 24 shows assessor ratings for the attitude/helpfulness of the driver when getting on the bus.

Figure 24: Driver’s attitude/helpfulness when getting on the bus



Base: Bus journey assessments having contact with driver on boarding – 57

The reasons given for rating the attitude/helpfulness of the bus driver positively related to awareness, proactivity and interaction on the driver's part:

"The driver pulled up short of the bus stop to save me walking the last couple of feet and used the dropped platform without being asked. She had a very positive and helpful attitude to me as a disabled passenger, unlike the driver (more typical) on the return journey, who made no eye contact and just stared ahead as I struggled on."

"He put the ramp out without being asked. He allowed exiting passengers out then put the ramp out and allowed me to board prior to the other passengers. Once on, he asked where I was planning to get off."

"Because he was not impatient with me and smiled when I got on the bus."

"He looked at me for a start, saw the stick, confirmed the route, told me to stand next to him and he said he'd tell me when to get off."

Some assessors were known to drivers on their route, which made their journey easier:

"Because the bus driver has seen me many times before and is aware of my problem."

"He sees me very regularly and he knows that I've got sight problems."

On the very few occasions where there was dissatisfaction with the attitude/helpfulness of the bus driver, this related to poor or no interaction and to being in a hurry:

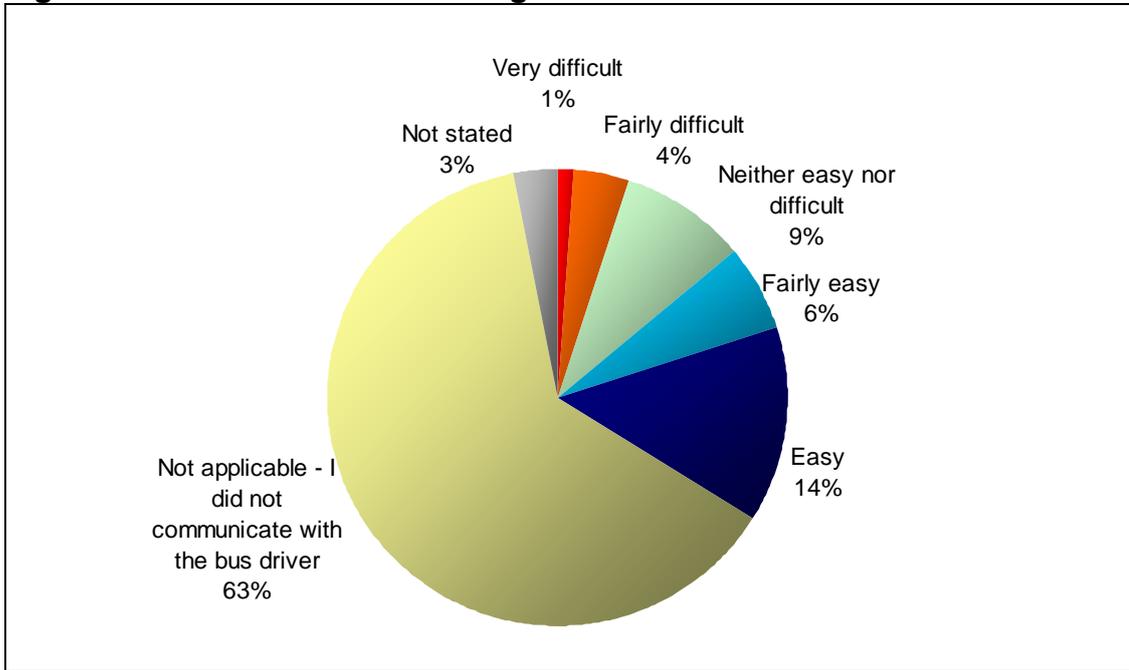
"The driver appeared resentful that I had asked for the platform to be lowered and there was no warmth or customer interaction."

"He was in a hurry and the passengers were impeding his progress."

On just 44 journeys (33% of all bus journeys) the assessor communicated with the driver, as Figure 25 shows. They gave a

score of 71 out of 100 overall for this measure. There is no comparable measure in Q4 09/10, Disabilities MTS.

Figure 25: Ease of communicating with the driver



Base: All bus journey assessments – 132

Induction Loop

Seventeen bus journey assessments were conducted by hearing impaired or deaf assessors. Two said the bus was not fitted with an induction loop and fifteen said they did not know whether it was or not.

Ease of Using Ticket

The overall score for this measure was 80 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS. Scores for ease of using ticket, overall and by disability, are given in Table 5 below.

Table 5: Ease of using ticket

	Disabled Commuters Journey Experience (2010)
Overall	80
Mobility impaired	84
Wheelchair users	56
Visually impaired	68
Hearing impaired	94
Deaf	85

The majority of bus journeys (71%) were made using a Freedom Pass; 17% of journeys were made using an Oyster card (Travelcard/season ticket/Pay As You Go), 5% (seven journeys) using a Travelcard/pass with paper ticket and 5% (six journeys) were free to wheelchair users.

For 75% of bus journeys, assessors had found it easy to use their ticket. However, 11% (15 assessments) had found it very or fairly difficult. These comprised eight journeys made by visually impaired assessors, five made by mobility impaired assessors and one made by a wheelchair user.

The reasons given by assessors for finding it difficult to use their ticket concerned being visually impaired and unable to see where to swipe their card, or being mobility impaired so that they find it difficult to manoeuvre, to use their hands or to manage when carrying sticks. The situation can be exacerbated when other passengers become impatient:

“Because I was concentrating to go through that narrow space, as I didn't want to run through another passenger’s feet.”

“Bus was too full to swipe card at first attempt”.

“Carrying shopping, a lot of people on the bus, nowhere to put bag, right hand no good – no use.”

“You can't see where to put the Freedom Pass when you're blind. And the bus driver doesn't mind a blind person not swiping it at all.”

“As I need my hands to use the handrail and a stick, I cannot have my Oyster ready. Other passengers then become impatient and try and reach their Oysters around me as I get mine out. Once beeping in they try to squeeze past me!”

Level of Crowding on Bus

The overall score for this measure was 64 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS.

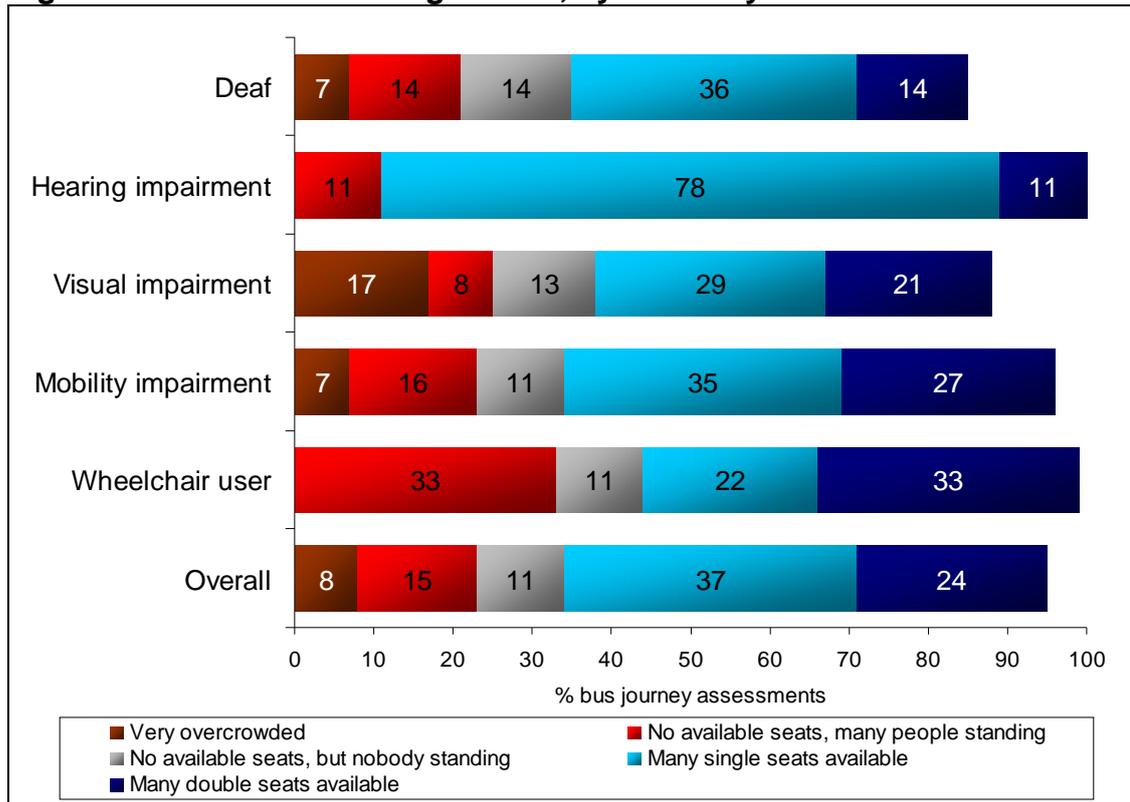
Scores for level of crowding, overall and by disability, are given in Table 6 below.

Table 6: Level of crowding on bus

	Disabled Commuters Journey Experience (2010)
Overall	64
Mobility impaired	66
Wheelchair users	64
Visually impaired	59
Hearing impaired	72
Deaf	60

For most bus journeys assessed (61%) there were seats available. Figure 26 shows the proportions of journey assessments, overall and by disability, for which seats were available or not.

Figure 26: Level of crowding on bus, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

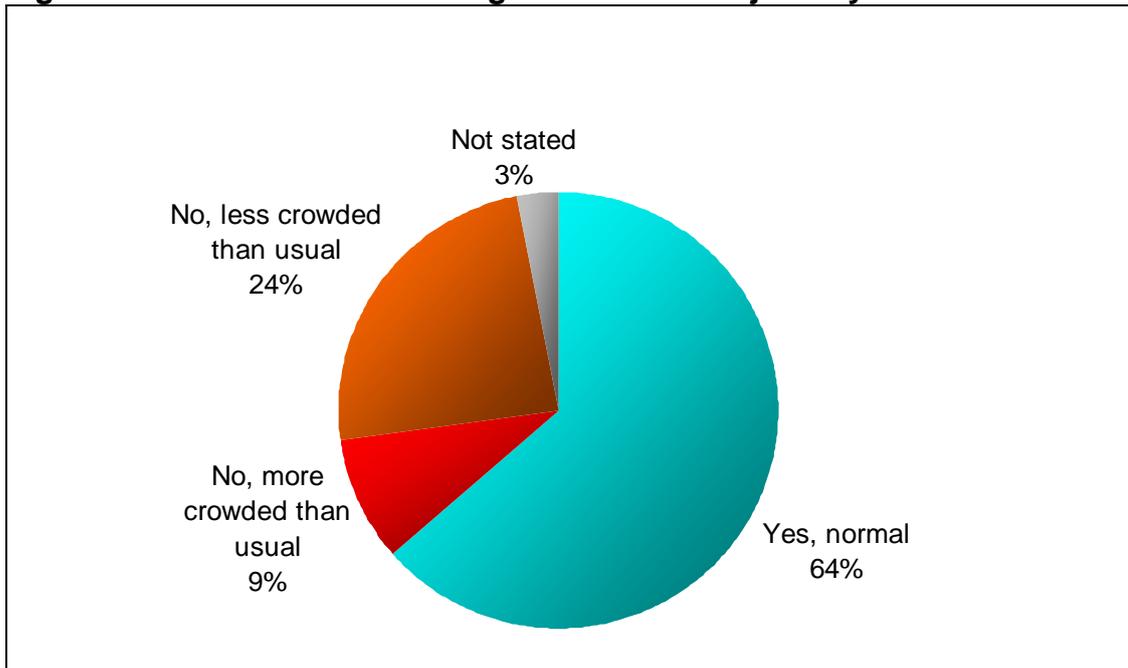
Visual impairment – 24

Hearing impairment – 9

Deaf – 14

For the majority of journey assessments (64%), the level of crowding encountered was considered to be normal – ie what they would expect for that journey – as Figure 27 shows. For a quarter (24%) it was less crowded than normal while for a tenth (9%) it was more crowded than normal.

Figure 27: Was level of crowding normal for this journey?



Base: All bus journey assessments – 132

Reaching Seat or Designated Wheelchair Area before the Bus Moves Away

The overall score for this measure was 56 out of 100. This compares with 86 for Q4 09/10, Disabilities MTS.

For just over half (56%) of bus journey assessments, the assessor had reached a seat or the designated wheelchair area before the bus moved away from the stop. This compares with 86% of bus journey assessments in Q4 09/10, Disabilities MTS, suggesting that peak time drivers may feel more rushed or are less aware of disabled passengers. The difference in scores for the two surveys may also reflect the lower likelihood of seats and/or wheelchair space being available during peak travel times.

For 40% of journeys the assessor had not reached a seat or the designated wheelchair area before the bus moved away from the stop. These comprised 30 journeys made by mobility impaired assessors 10 by visually impaired, four by hearing impaired and seven by deaf assessors.

The two main reasons given for not reaching a seat or the designated wheelchair area before the bus moved away were that the driver had simply driven off before the assessors had reached a seat or the wheelchair area (53%, 30 assessments) and that the bus was too crowded (28%, 16 assessments).

In addition, on two journeys the wheelchair area was blocked by pushchairs, on one journey it was blocked by luggage and on one journey it was blocked by non-disabled passengers.

Attitude and Helpfulness of Other Passengers

The overall score for this measure was 72 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS.

Scores for attitude and helpfulness of fellow passengers, overall and by disability are given, in Table 7 below.

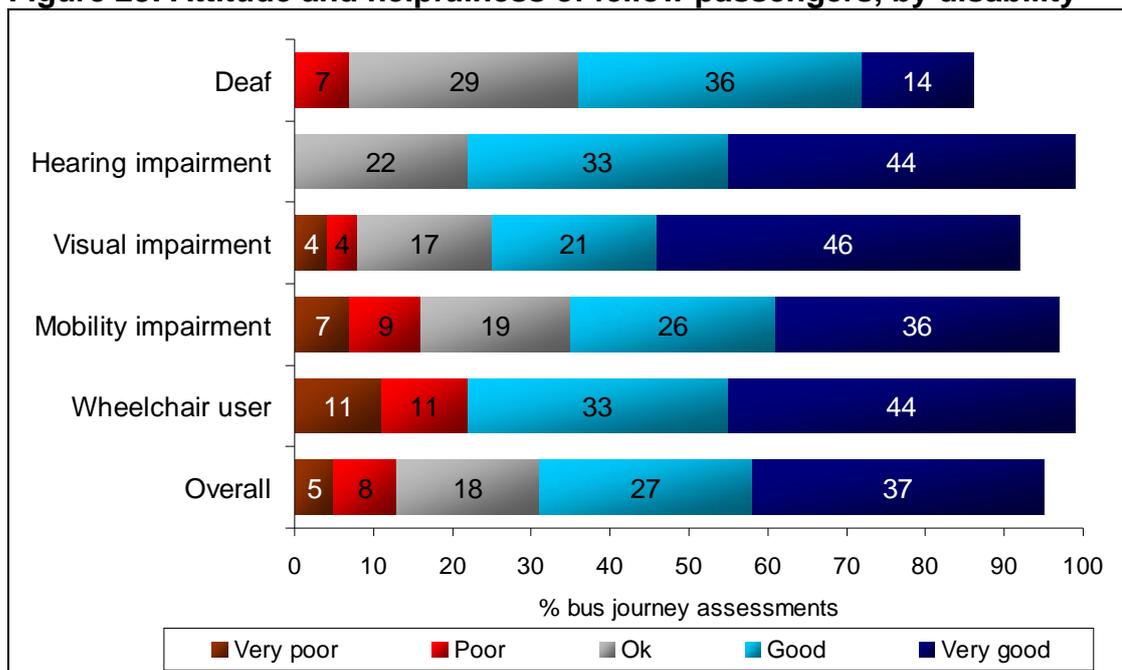
Table 7: Attitude and helpfulness of fellow passengers

	Disabled Commuters Journey Experience (2010)
Overall	72
Mobility impaired	70
Wheelchair users	72
Visually impaired	77
Hearing impaired	81
Deaf	67

For most bus journeys (64%, 85 assessments) the attitude and helpfulness of fellow passengers was rated as good or very good, while for 13% of journeys (17 assessments) it was rated as poor or very poor.

This can be seen in Figure 28, where the ratings for the attitude and helpfulness of fellow passengers are shown overall and by disability.

Figure 28: Attitude and helpfulness of fellow passengers, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

Of those journeys where the attitude and helpfulness of fellow passengers was rated negatively, 12 were conducted by mobility impaired assessors, one by a wheelchair user, two by visually impaired and one by a deaf assessor.

Clarity of Information on the Bus

For the majority of bus journeys (75%, 98 assessments), iBus was working and assessors were able to see and/or hear it. However, 10% (13 assessments) said that iBus was not working. A further 15% (20 assessments) did not know or were not aware whether it was working or not.

Quality of Bus Journey

The overall score for this measure was 61 out of 100. There is not a directly comparable question in Disabilities MTS. We have therefore compared it with ‘comfort during journey’, which scored 66 out of 100 for Q4 09/10, Disabilities MTS. Scores overall and by disability are very similar for the two surveys and are compared in Table 8 below.

Table 8: Quality of bus journey

	Disabilities MTS (Q4) 09/10 (comfort during journey)	Disabled Commuters Journey Experience (2010) (quality of bus journey)
Overall	66	61
Mobility impaired	65	61
Wheelchair users	67	69
Visually impaired	66	69
Hearing impaired	–	53
Deaf	–	46

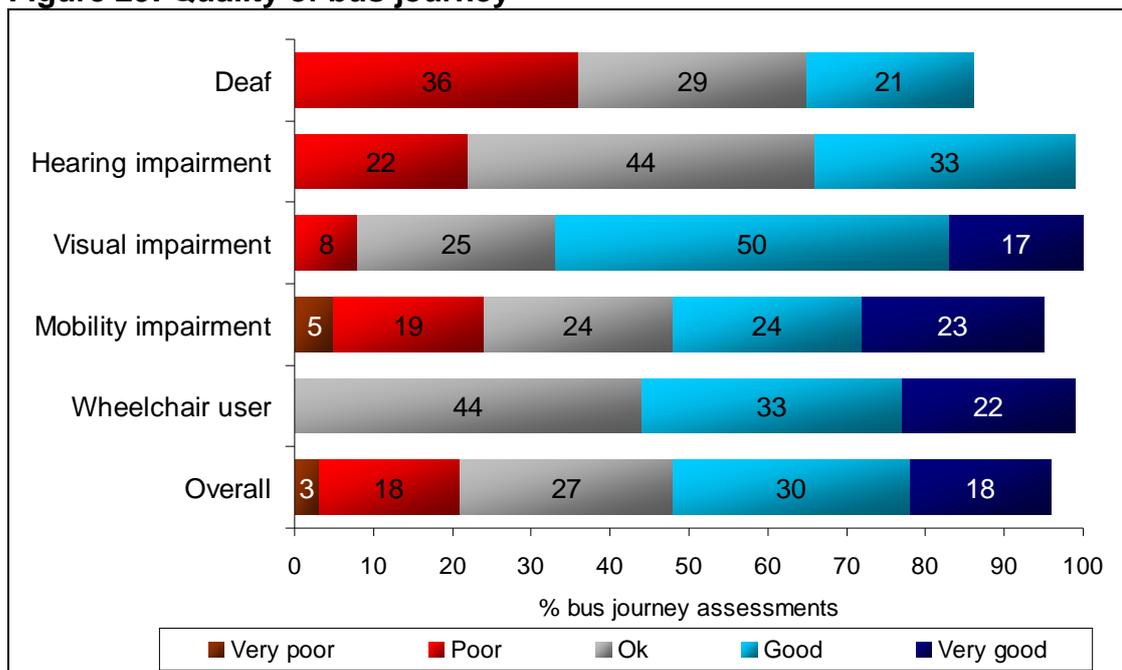
For nearly half (48%) of all bus journey assessments the assessor was satisfied with the quality of the bus journey: 18% said it was very good (it was perfectly smooth) and 30% said it was good (there were only minor irritations).

For a fifth (12%) of bus journey assessments, assessors were not satisfied with the quality of the bus journey: 3% said it was very poor (thrown about constantly, sharp braking and jolting, so bad the journey was unpleasant/frightening) an 18% said it was poor (it was uncomfortable with considerable sharp braking and jolting, hard to keep balance).

For just over a quarter (27%) of bus journey assessments, the assessor said the bus journey was ok (there was some jolting/rocking).

Satisfaction with the quality of the bus journey is shown in Figure 29.

Figure 29: Quality of bus journey



Base: All bus journey assessments – 132

Wheelchair users – 9 Mobility impairment – 75

Visual impairment – 24 Hearing impairment – 9 Deaf – 14

Overall Satisfaction with on-Bus Journey Experience

The overall score for this measure was 63 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS.

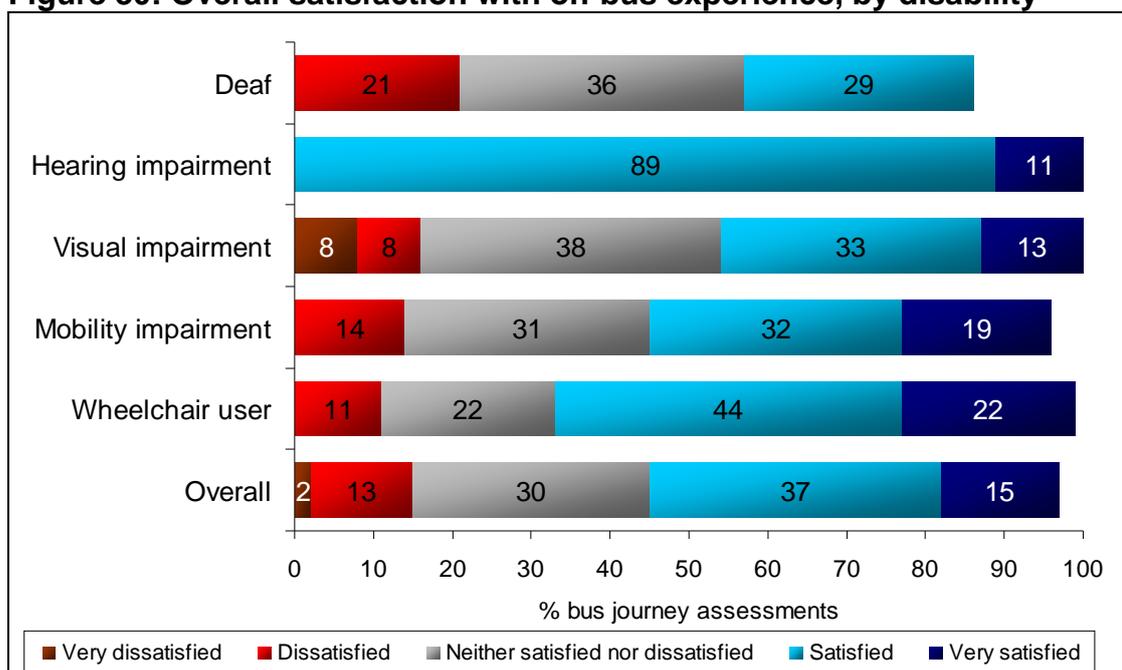
Scores for quality of bus journey, overall and by disability, are given in Table 9 below.

Table 9: Overall satisfaction with on-bus experience

	Disabled Commuters Journey Experience (2010)
Overall	63
Mobility impaired	65
Wheelchair users	69
Visually impaired	58
Hearing impaired	78
Deaf	52

Just over half – 52% (69 assessments) – were satisfied or very satisfied overall with their on-bus experience; 15% (19 assessments) were dissatisfied or very dissatisfied, as is shown overall and by disability in Figure 30.

Figure 30: Overall satisfaction with on-bus experience, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

The main reasons given for dissatisfaction with the on-bus experience related to discomfort resulting from the poor quality of the ride and the attitude/behaviour of other passengers:

“After the first stop I stood to allow another disabled woman to swap with the non-disabled woman seated by the window. When I moved to sit down again I was flung painfully into the seat by the bus jolting (no visible cause). This wrenched my already painful knee and guaranteed hours of discomfort to me.”

“Overcrowded and the drive was quite jerky, causing those passengers who had to stand to fight to regain their balance.”

“Dissatisfied because of the attitude and conduct of people around me.”

“I needed a seat but no one offered to give up theirs.”

“I was dissatisfied because I was not offered a seat though there were people blatantly staring at my legs and could see that I have trouble walking properly.”

One hearing impaired assessor said that the bell interfered with his/her hearing aid, causing discomfort.

“The beeping of the bell being rung is very high pitched and sharp. When I wear my hearing aids I get feedback every time the bell is rung. It’s impossible to use hearing aids for me on this journey. The induction loop may be in place but when I switch to the loop setting, I get a high pitched whine.”

4.6 Getting off the Bus

Ease of Knowing when Destination Stop is Reached

The overall score for this measure was 78 out of 100, compared with a score of 61 for communication from driver regarding destination reached (the closest match to this question), Q4 09/10, Disabilities MTS.

The higher score for this measure in this survey can very likely be attributed to the familiarity of the commute journey.

Scores overall and by disability are compared in Table 10 below.

Table 10: Ease of knowing when destination stop is reached: comparison of scores

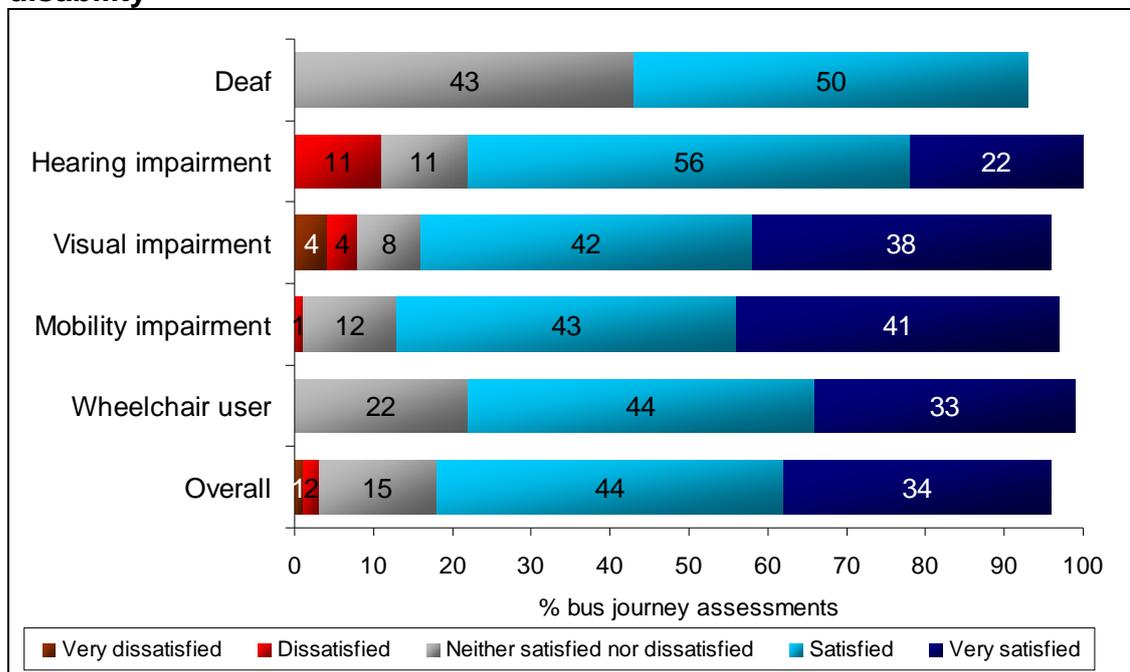
	Disabilities MTS (Q4) 09/10 (communication from driver regarding destination reached)	Disabled Commuters Journey Experience (2010) (ease of knowing when destination station reached)
Overall	61	78
Mobility impaired	50	82
Wheelchair users	68	78
Visually impaired	70	77
Hearing impaired	–	72
Deaf	–	63

For the majority of bus journeys made, the assessor did not need any help in knowing when they had reached their stop. On two journeys, visually impaired assessors received help – once from a member of staff and once from a member of the public.

For six bus journeys, the assessor did not receive any help in knowing when they had reached their stop but would have liked some help. These comprised five journeys made by mobility impaired and one journey made by a visually impaired assessor.

For the majority of journeys (77%), assessors were satisfied with the ease of knowing when they had reached their stop; just 3% (4 assessments) were dissatisfied or very dissatisfied, as Figure 31 shows.

Figure 31: Ease of knowing when destination bus stop reached, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9 Mobility impairment – 75

Visual impairment – 24 Hearing impairment – 9 Deaf – 14

Where assessors were dissatisfied with the ease of knowing when they had reached their destination stop, this was caused by iBus not working and because of their normal stop being closed.

“Usually this service has iBus so it’s easy to work out where you are and how much further you have to go and, importantly, when to get off! This particular morning the service wasn’t working so it made the journey a little harder. It was hard to relax as I couldn’t tell where I was!”

“It would have been helpful if the iBus was on so I could identify my destination easily and, also importantly, independently.”

“The bus stop was closed where I normally get off due to road works.”

For the majority of bus journeys (92%), assessors got off the bus at the stop they wanted.

For the five journeys where assessors did not get off at the bus stop they wanted, four were mobility impaired and one hearing impaired.

Closeness of Bus to Kerb, Alighting

The overall score for this measure was 62 out of 100, compared to a score of 76 for Q4 09/10, Disabilities MTS. As with the difference in scores for closeness of the bus to the kerb when boarding, this may be a result of heavier traffic and delivery vehicles during the peak travel times impeding buses from approaching the kerb.

Scores overall and by disability are compared in Table 11 below.

Table 11: Closeness of bus to kerb, alighting: comparison of scores

	Disabilities MTS (Q4) 09/10	Disabled Commuters Journey Experience (2010)
Overall	76	62
Mobility impaired	70	60
Wheelchair users	87	81
Visually impaired	73	66
Hearing impaired	–	70
Deaf	–	48

For 15% of bus journeys made (20 assessments) the bus was not sufficiently close to the kerb when alighting. These comprised 12 journeys made by mobility impaired assessors, six by deaf assessors and two by visually impaired assessors.

For just 16% (21 assessments) the bus was as close to the kerb as possible and the bus floor was lowered.

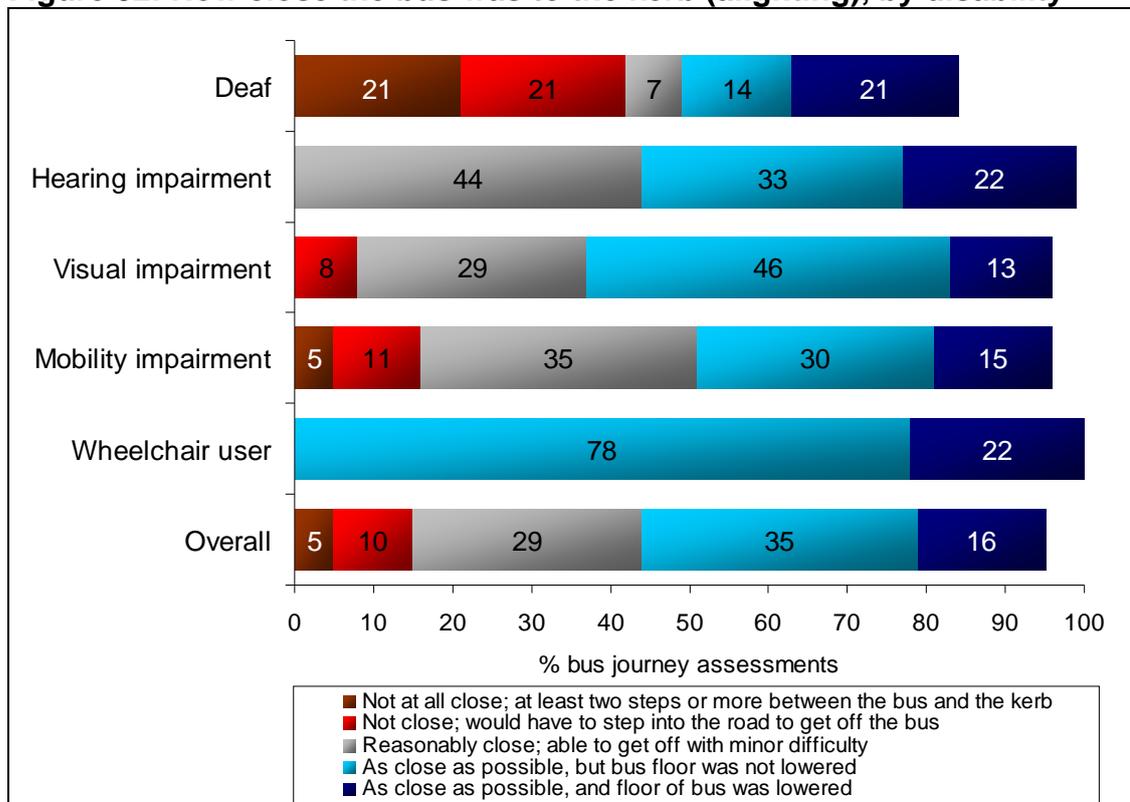
For 29% of bus journeys (38 assessments), assessors were able to get off the bus with minor difficulty. These comprised 26 journeys

made by mobility impaired assessors, seven by visually impaired assessors, four by hearing impaired and one by a deaf assessor.

For journeys assessed by wheelchair users, on seven occasions the bus was as close to the kerb as possible but the bus floor was not lowered and on two occasions the bus was as close to the kerb as possible and the bus floor was lowered.

Figure 32 shows how close the bus was to the kerb (alighting), overall and by disability.

Figure 32: How close the bus was to the kerb (alighting), by disability



Base: All bus journey assessments – 132

Wheelchair users – 9

Visual impairment – 24

Mobility impairment – 75

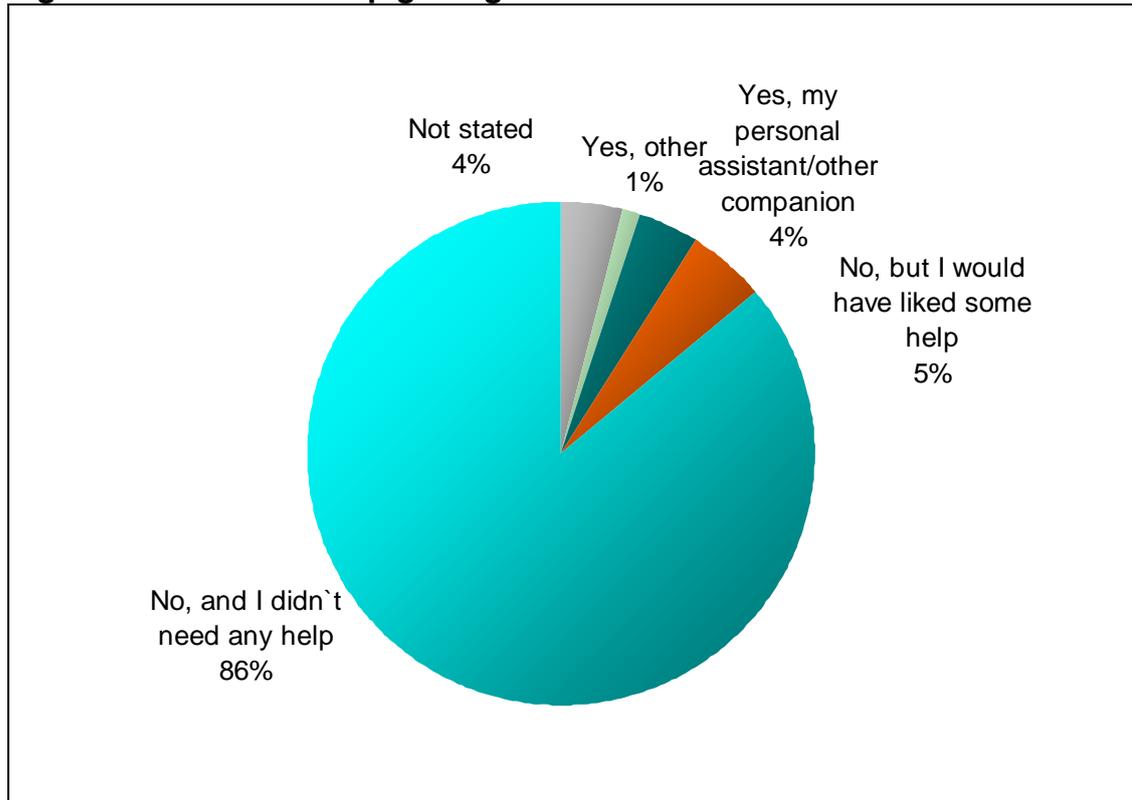
Hearing impairment – 9

Deaf – 14

Help Getting Off the Bus

The majority (86%, 113 assessments) did not need any help in getting off the bus while 5% (7 assessments) did not receive any help although they would have liked to, as Figure 33 shows. This compares with 59% not needing any help and 8% not receiving any help in Q4 09/10, Disabilities MTS.

Figure 33: Received help getting off the bus



Base: All bus journey assessments – 132

Among those who received help in getting off the bus, one was helped by the bus driver, one by another passenger and five by their personal assistant or other companion.

Overall Ease of Getting Off the Bus

The overall score for this measure was 63 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS.

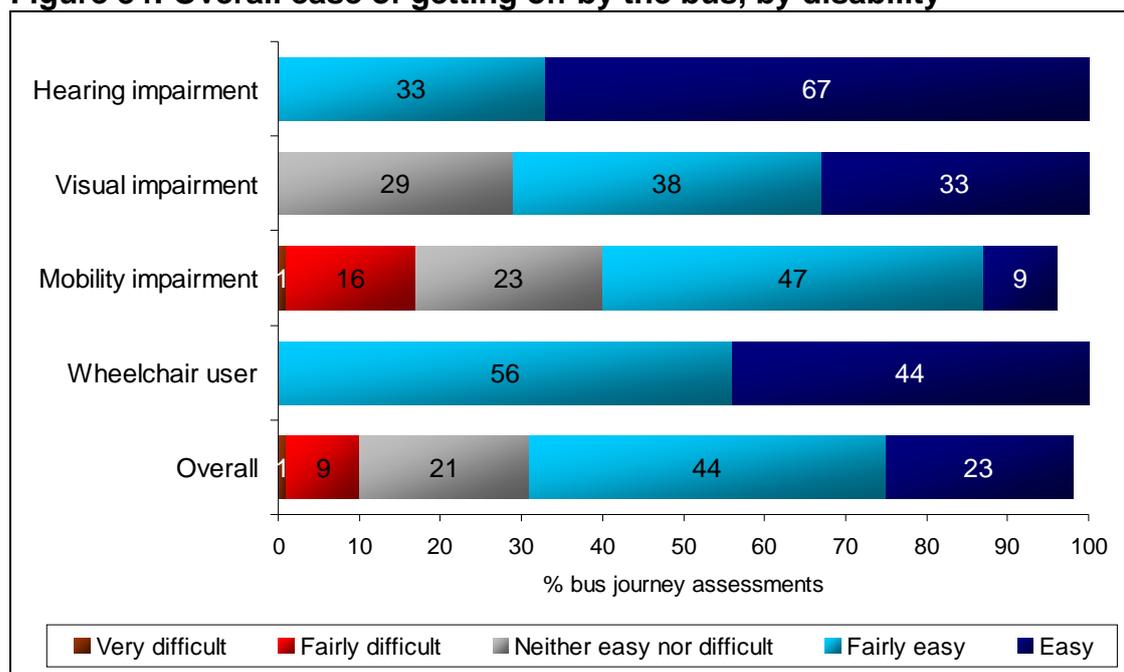
Scores for overall ease of getting off the bus, overall and by disability, are given in Table 12 below.

Table 12: Overall ease of getting off the bus

	Disabled Commuters Journey Experience (2010)
Overall	63
Mobility impaired	65
Wheelchair users	69
Visually impaired	58
Hearing impaired	78
Deaf	52

The majority (67%, 88 assessments) found it easy or fairly easy to get off the bus, while 10% (13 assessments) found it fairly or very difficult. Figure 34 shows ease of getting of the bus overall and by mobility.

Figure 34: Overall ease of getting off by the bus, by disability



Base: All bus journey assessments – 132

Wheelchair users – 9
 Visual impairment – 24

Mobility impairment – 75
 Hearing impairment – 9

Deaf – 14

For some, it is always difficult getting off the bus:

“I always have a bit of a worry getting off a bus as I have to land more heavily than I like on one or other of my arthritic hips.”

Other reasons for finding it difficult to get off the bus mostly related to the ramp and/or floor not being lowered and the bus being too far from the kerb:

“The bus driver had stopped 20-30 metres away from the bus stop.”

“The driver didn't go close enough to the kerb and nor did he lower the platform, even though he knew that I needed him to do that as at the start of the journey. He more or less ignored me/no eye contact.”

“The ramp was steep; I had to go down backwards.”

“Having to step down from that height is painful, as is the step back to the kerb.”

“Stopping so far from the kerb means a great distance to step down which I struggle with.”

“Due to big lorries parked at the stop the bus was unable to get near the kerb. This meant having to step down in to the road and also watch out for cyclists or other people rushing for the bus.”

One assessor mentioned a particular obstacle at the bus stop making it difficult to get off the bus:

“I got off at Highbury Corner and there was a black bin by the bus stop. It would be good to try and move the bin away from the bus stop so that I don't walk into to the bin.”

4.7 Interchange

The overall score for this measure was 67 out of 100. There is no comparable score for Q4 09/10, Disabilities MTS.

Scores for overall ease of making an interchange, overall and by disability, are given in Table 13 below.

Table 13: Overall ease of making an interchange

	Disabled Commuters Journey Experience (2010)
Overall	67
Mobility impaired	61
Wheelchair users	75
Visually impaired	72
Hearing impaired	75
Deaf	70

Interchanges between buses are rated as easier than interchanges between bus and another mode: mean score of 70 for bus to bus interchange and 66 for bus to other mode interchanges.

A third (33% – 43 assessments) always make an interchange as part of their journey – 8% to another bus and 25% to another mode of transport.

For 8% of journeys (10 journey assessments) assessors reported making an interchange that they do not normally make. Seven of these journeys were made by mobility impaired assessors and three by visually impaired assessors.

The main reason given for an unexpected interchange was that buses were running late.

“There had been a lack of normal buses on this route (11 or 23) and I had boarded this bus to save standing around. I had to disembark the bus at St Paul’s as it then went off in a different direction from where I wanted to finally go.”

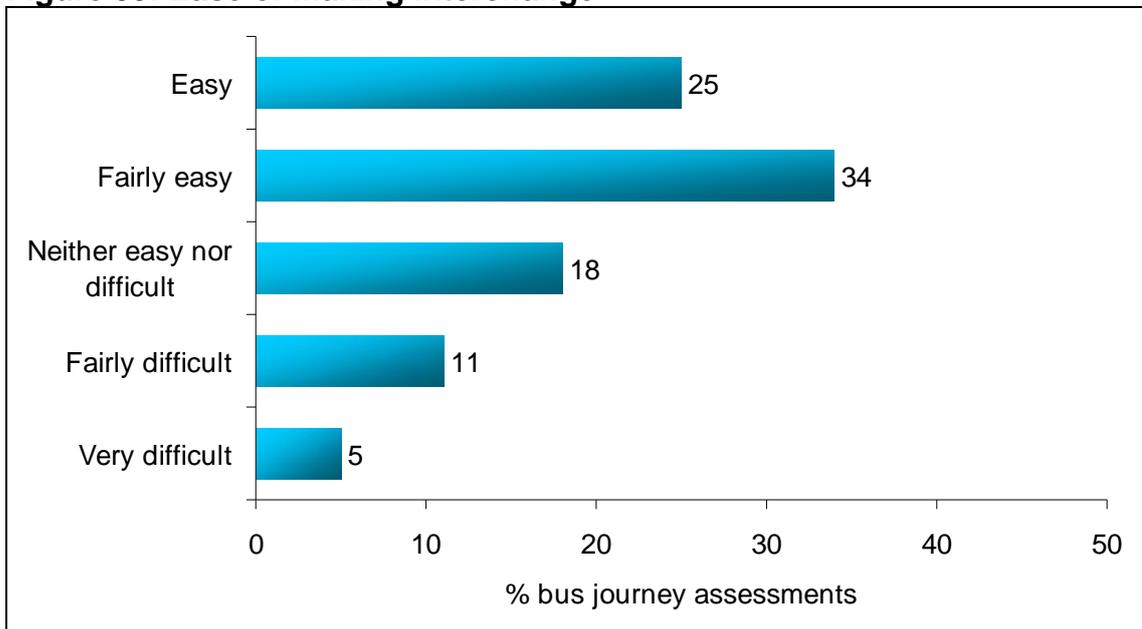
“My first choice of bus, 5, did not come first so I got the 387 as it stops on the same route as the 5 but two stops away from my destination.”

“They told us that it was running late as they were two buses behind it.”

“The bus was running behind schedule and thus terminated at short notice requiring passengers to board a different bus that was following behind.”

Where assessors did make an interchange, 59% (33 assessments) found it easy or fairly easy to do this, as Figure 35 shows.

Figure 35: Ease of making interchange



Base: Bus journey assessments making interchange – 56

For nine journeys the assessor found it fairly difficult (six journeys) or very difficult (three journeys) to make the interchange. These comprised one journey made by a wheelchair user, five made by mobility impaired assessors and three made by visually impaired assessors.

“It took 30 minutes to get a bus as the buses were not able to move close to the kerb because of the car which was parked in the bus stop area.”

“I went to get on the 220 towards Wandsworth. I was waiting at Hammersmith Bus Station. When the bus approached I waved to the driver so he could see me in my wheelchair. The middle door did not open however. I then pressed the buzzer on the side of the door. The driver still did not open the door. I went to the front door to ask the driver to open the middle door and put the ramp out. He totally ignored me and shut the door in my face and drove off. I have registered an official complaint.”

“Highgate station is at the bottom of an extremely steep hill. There are escalators for exiting the station, but not entering. For able people I appreciate it is easier to walk

downhill than up, but I actually find the opposite. At Highgate station I still had several steps to negotiate!”

4.8 Information

The overall score for this measure was 59 out of 100. There is no directly comparable score for Q4 09/10, Disabilities MTS, where a score of 84 was given for awareness of information about bus route and a score of 95 given for information content being clear and easy to see.

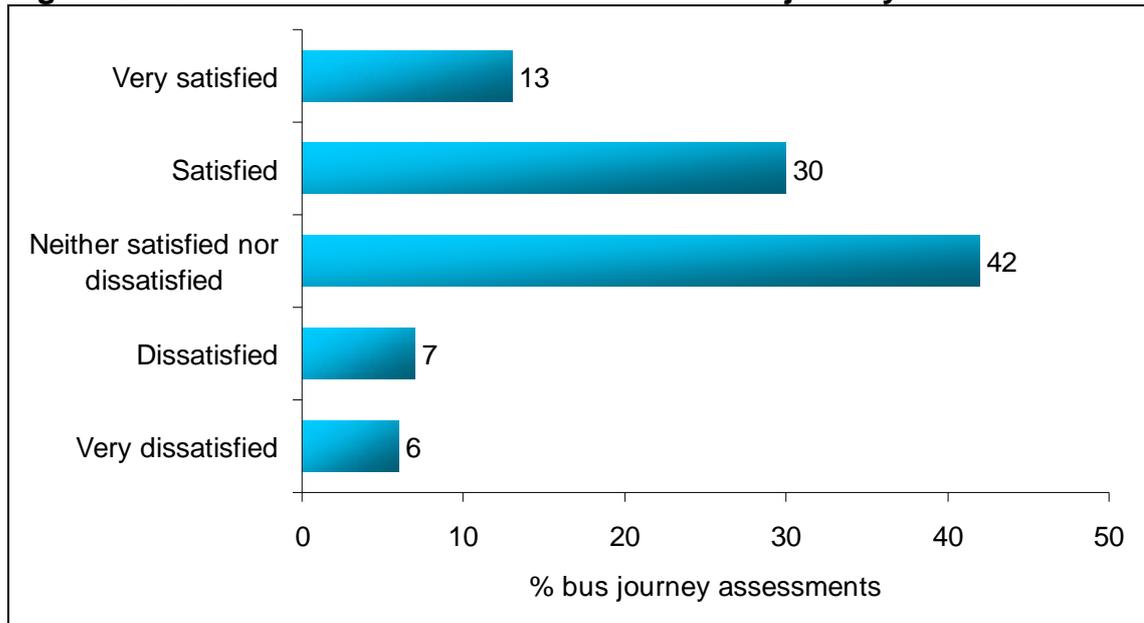
Scores for satisfaction with information, overall and by disability, are given in Table 14 below.

Table 14: Satisfaction with information available

	Disabled Commuters Journey Experience (2010)
Overall	59
Mobility impaired	61
Wheelchair users	56
Visually impaired	53
Hearing impaired	72
Deaf	59

Assessors were mostly ambivalent (42%) towards the information available regarding their bus journey and were satisfied or very satisfied on 43% of journeys made, as Figure 36 shows. The 13% who were dissatisfied or dissatisfied represent 17 journeys.

Figure 36: Satisfaction with information about bus journey



Base: All bus journey assessments – 132

Where assessors were dissatisfied with the information available regarding their bus journey, this was generally because of the perceived poor quality of information at bus stops, both in terms of accessibility and of reliability.

Comments regarding the accessibility of information included the following:

“There's no accessible, easy-to-read information at bus stops.”

“I find it very disturbing that I can't go to a bus stop that I don't know without someone else. It's hard to get any information from them.”

“I couldn't read anything at the bus stops – it was too small and the glass reflected off my magnifier so I couldn't read it that way either!”

Comments regarding the reliability of information included the following:

“When I arrived, the sign said the bus was 14 minutes to arrive. After 25 minutes it still was 4 minutes away, after 5 more minutes I phoned my daughter to collect me.”

“Because the bus timetable suggested a certain frequency of buses, but there seemed to be few buses

that I was aware of arriving at the stop that I could see, and when I went to get one it took ages to arrive.”

“I phoned for journey times and was told a time that was extremely optimistic.”

Other reasons given for dissatisfaction with available journey information were absence of Countdown, iBus not operating and not knowing in advance that the destination stop was out of use.

4.9 Overall on Bus Experience

Overall Satisfaction

The overall score for this measure was 63 out of 100. There is not a directly comparable question in Disabilities MTS.

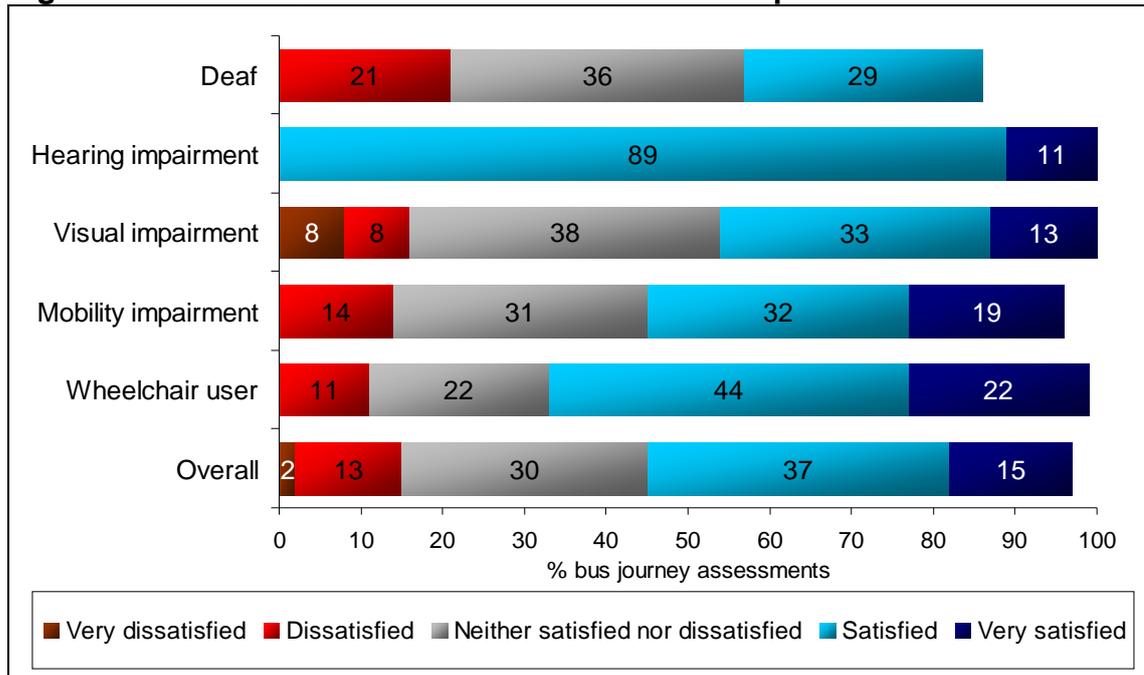
Scores overall and by disability are given in Table 15 below.

Table 15: Overall satisfaction with bus journey

	Disabled Commuters Journey Experience (2010)
Overall	63
Mobility impaired	65
Wheelchair users	69
Visually impaired	58
Hearing impaired	78
Deaf	52

For 52% of journeys, assessors were satisfied or very satisfied overall with their on-bus experience, while 15% (representing 19 journeys) were dissatisfied or very dissatisfied. This is shown, overall and by disability, in Figure 37.

Figure 37: Overall Satisfaction with the On Bus Experience



Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

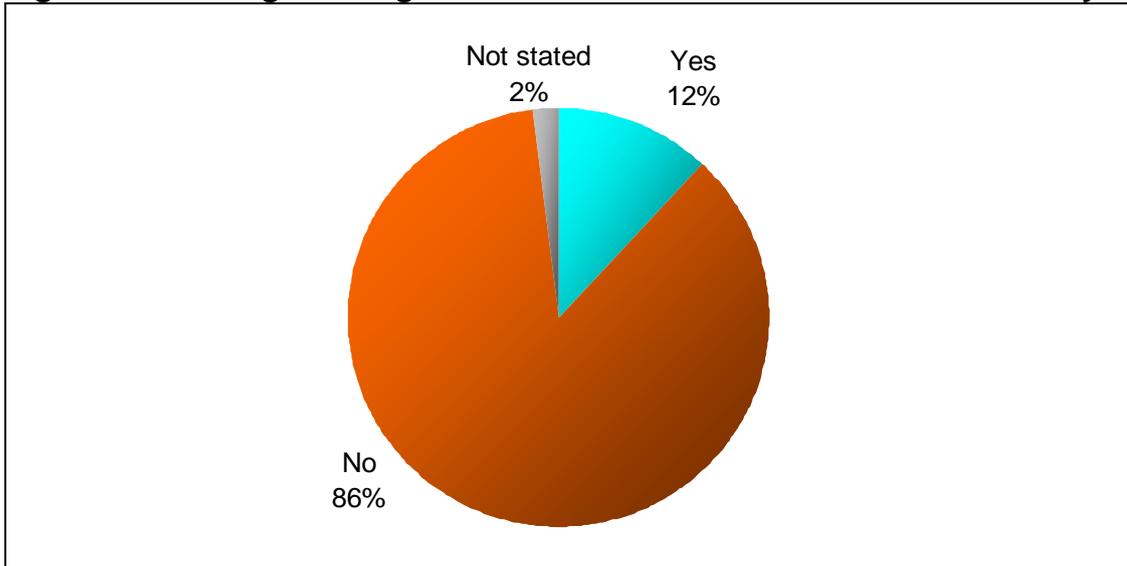
Deaf – 14

4.10 Other Aspects of Journey

Any Sense of Discrimination

The great majority (86%) said they did not feel that they had been treated less favourably or received a poorer service because of their disability. However, for 12% of bus journeys (16 assessments), assessors said they did.

Figure 38: Feeling of being treated less favourable because of disability



Base: All journey assessments – 132

The main reasons for this were lack of consideration from other passengers or from the driver, coupled with reluctance to draw attention to themselves:

- *“It appeared the seats prioritised for disabled people were occupied by others and I chose not to ask them to move for fear of rudeness from them, and because I dislike drawing attention to myself”*
- *“Because of the problems associated with letting the driver know that I want to get off. He did not respond to the buzzer and I had to shout while other people were trying to get on the bus. I feel very uncomfortable drawing so much attention to myself”*
- *“I did not have the scope to sit on one of the lower seats at the front. They were taken by more able-bodied people. I had to sit on one of the higher and harder seats by the space reserved for buggies. I am inclined to slip off these when the bus stops”*
- *“I felt I had received a poorer service when I tried to get on my interchange and the bus driver just drove away without engaging me in any way.”*

Feeling Safe from Crime and Anti-Social Behaviour during the Bus Journey

The overall score for this measure was 71 out of 100. There was no comparable question in Q4 09/10, Disabilities MTS.

Scores for feeling safe from crime or anti-social behaviour on the bus journey, overall and by disability, are shown in Table 16 below.

Table 16: Satisfaction with information available

	Disabled Commuters Journey Experience (2010)
Overall	71
Mobility impaired	71
Wheelchair users	72
Visually impaired	81
Hearing impaired	69
Deaf	52

For the majority of bus journeys (68%) assessors felt quite or very safe from crime or from anti-social behaviour. Figure 39 shows how safe assessors felt from crime or from anti-social behaviour, overall and by disability.

For 7% of journeys (9 assessments) assessors said they did not feel very safe. These comprised five journeys made by mobility impaired assessors, two by deaf assessors and one each by a visually impaired and a hearing impaired assessor. These journeys were to/from work or place of education.

Reasons given for not feeling very safe included:

- passengers shouting or being abusive to other passengers
- crowds of young people *“hanging around”*
- a feeling that no-one is concerned about anti-social behaviour on buses.

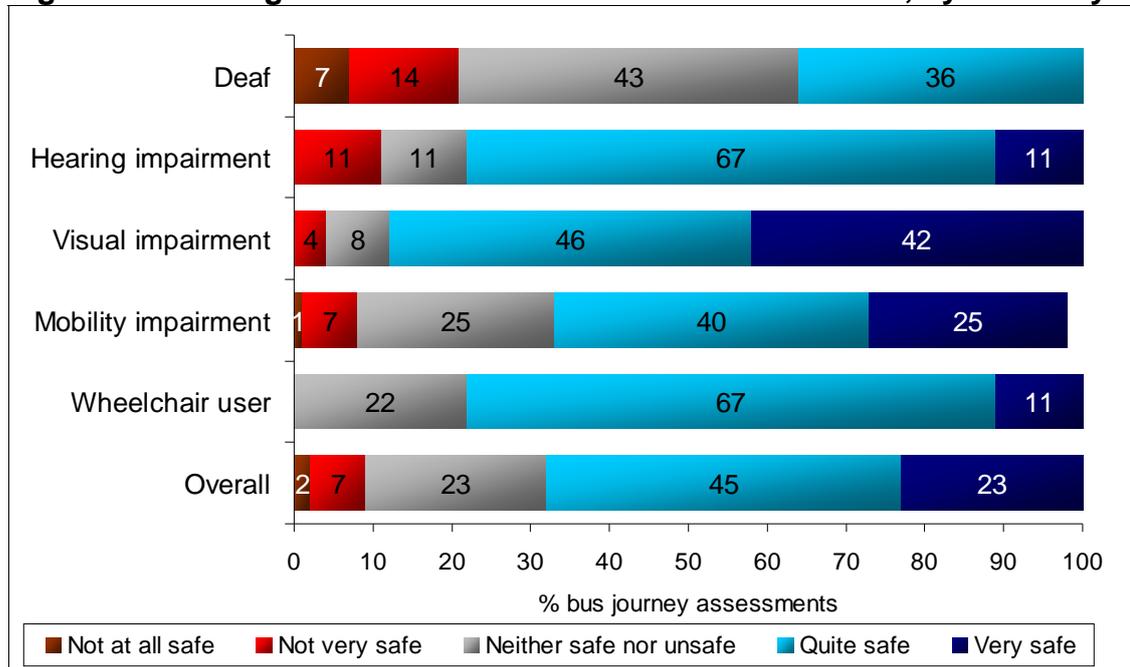
For 2% of journeys (2 assessments) assessors said they did not feel at all safe. One of these journeys was made by a mobility impaired assessor and one by a deaf assessor. Both journeys were made after 19:00.

Reasons given for not feeling at all safe were:

- *“Drinks, pick pockets on night buses”*
 - *“A couple of young women were sitting behind me and playing loud music from their iPlayers/phones. They were shrieking about*
-

what they were looking at on their phones and one simply had to put up with it until they got off the bus.”

Figure 39: Feeling safe from crime or anti-social behaviour, by disability



Base: Base: All bus journey assessments – 132

Wheelchair users – 9

Mobility impairment – 75

Visual impairment – 24

Hearing impairment – 9

Deaf – 14

5. UNDERGROUND JOURNEY ASSESSMENTS

5.1 Introduction

There were 110 Underground journey assessments. Where possible, findings are compared to those from Q4 09/10, Disabilities MTS to help identify where the journey experience of the disabled commuter differs from that of disabled off-peak passengers. However, there is less opportunity for comparison between the Underground assessments, as the LU Disabilities MTS focuses on staff interaction rather than physical access.

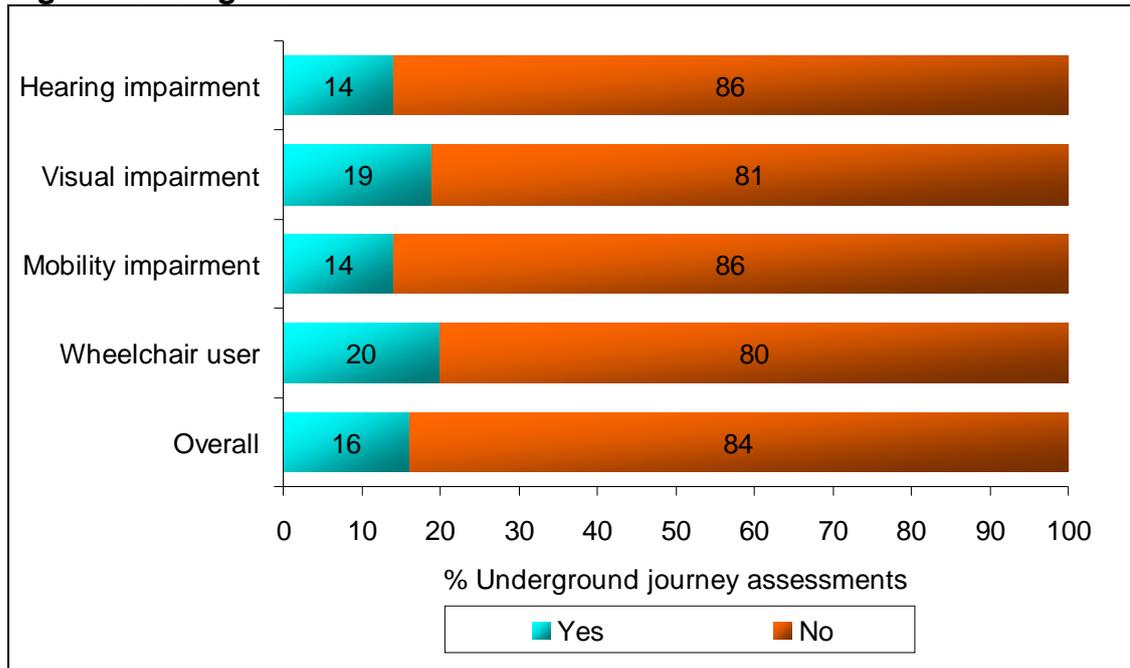
Most findings are shown by impairment of the assessor. However, apart from assessments made by mobility impaired commuters, the base sizes are low and should be treated with caution.

5.2 Origin Station

For most Underground journeys (84%) the entrance to the origin station was clear, as Figure 40 shows. This compares to 98% for Q4 09/10, Disability MTS

However, for 16%, which represents 18 journeys, the entrance to the station was hindered in some way. Seven of these journeys were made by mobility impaired assessors, six by visually impaired, two by hearing impaired, two by deaf assessors and one by a wheelchair user.

Figure 40: Origin station entrance hindered



Base: All Underground journey assessments – 110

For five of these journeys (5% of all Underground journey assessments made), assessors said that passengers were not clearly alerted to the obstacle to the station entrance. This is higher than in the Q4 09/10, Disability MTS where just 1% said that the entrance to or exit from the station had been hindered and travellers not alerted to the situation.

Four assessors said that there was a sign to alert passengers while the remainder made no comment. In Q4 09/10, Disability MTS just 1 assessor said there was a sign to alert passengers.

Entering the Ticket Hall Area

The overall score for this measure was 67 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

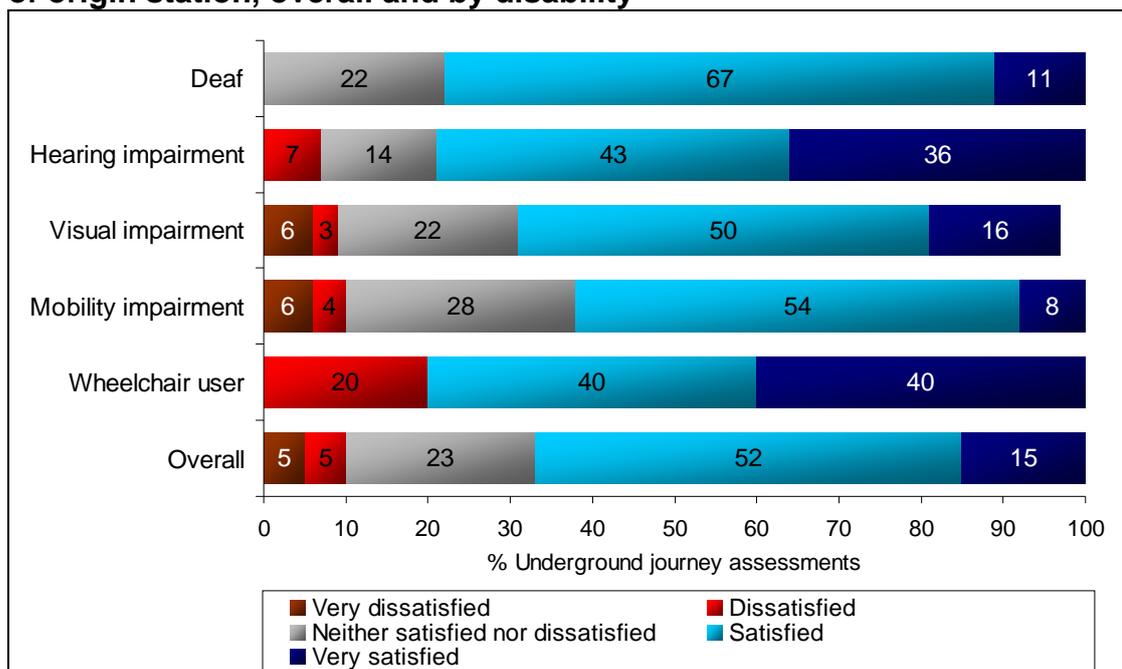
Scores for ease of getting through the ticket hall area, overall and by disability, are shown in Table 17 below.

Table 17: Overall ease of getting through ticket hall area

	Disabled Commuters Journey Experience (2010)
Overall	67
Mobility impaired	63
Wheelchair users	75
Visually impaired	67
Hearing impaired	77
Deaf	72

For most Underground journeys (67%), assessors were satisfied or very satisfied with the ease of getting through the ticket hall area of their origin station, as Figure 41 shows.

Figure 41: Satisfaction with overall ease of getting through ticket hall area of origin station, overall and by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Level of crowding in Ticket Hall (Origin Station)

The overall score for this measure was 48 out of 100, the low score reflecting travel conditions during peak time. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for level of crowding in the ticket hall area (origin station), overall and by disability, are shown in Table 18 below.

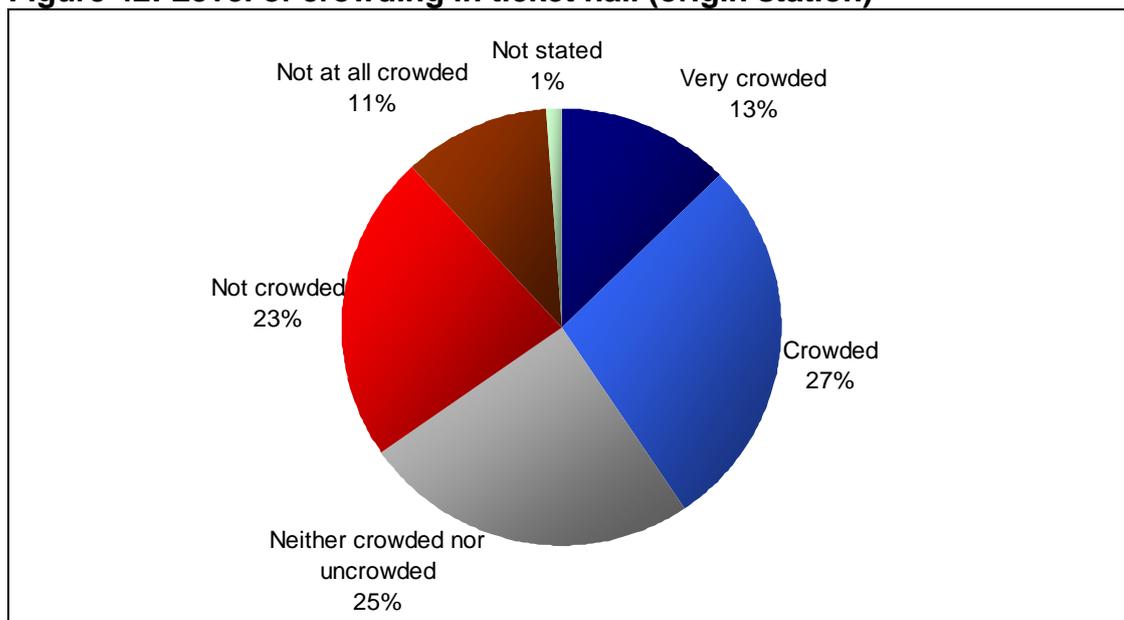
Table 18: Level of crowding in ticket hall (origin station)

	Disabled Commuters Journey Experience (2010)
Overall	48
Mobility impaired	49
Wheelchair users	60
Visually impaired	44
Hearing impaired	52
Deaf	45

For 40% of Underground journeys the ticket hall at the origin station was crowded or very crowded, while for 34% it was not/not at all crowded, as Figure 42 shows.

For three quarters (75%) of Underground journeys, the ticket hall was as crowded as it normally is for them. For 9% of journeys (representing ten journey assessments), the ticket hall area was more crowded than normal while for 15% (16 journey assessments) it was less crowded than normal.

Figure 42: Level of crowding in ticket hall (origin station)



Base: All Underground journey assessments – 110

Helpfulness and Attitude of Staff in the Ticket Hall Area (Origin Station)

The overall score for politeness of staff in the ticket hall area (origin station) was 70 out of 100, while for helpfulness it was 66 out of 100. There are no comparable scores in Q4 09/10, Disabilities MTS.

Scores for politeness and helpfulness of staff in the ticket hall area (origin station), overall and by disability, are shown in Table 19 below.

Table 19: Attitude of staff in ticket hall area , origin station

	Disabled Commuters Journey Experience (2010)	
	Politeness of staff in ticket hall area	Helpfulness of staff in ticket hall area
Overall	70	66
Mobility impaired	75	66
Wheelchair users	87	80
Visually impaired	69	68
Hearing impaired	57	62
Deaf	50	50

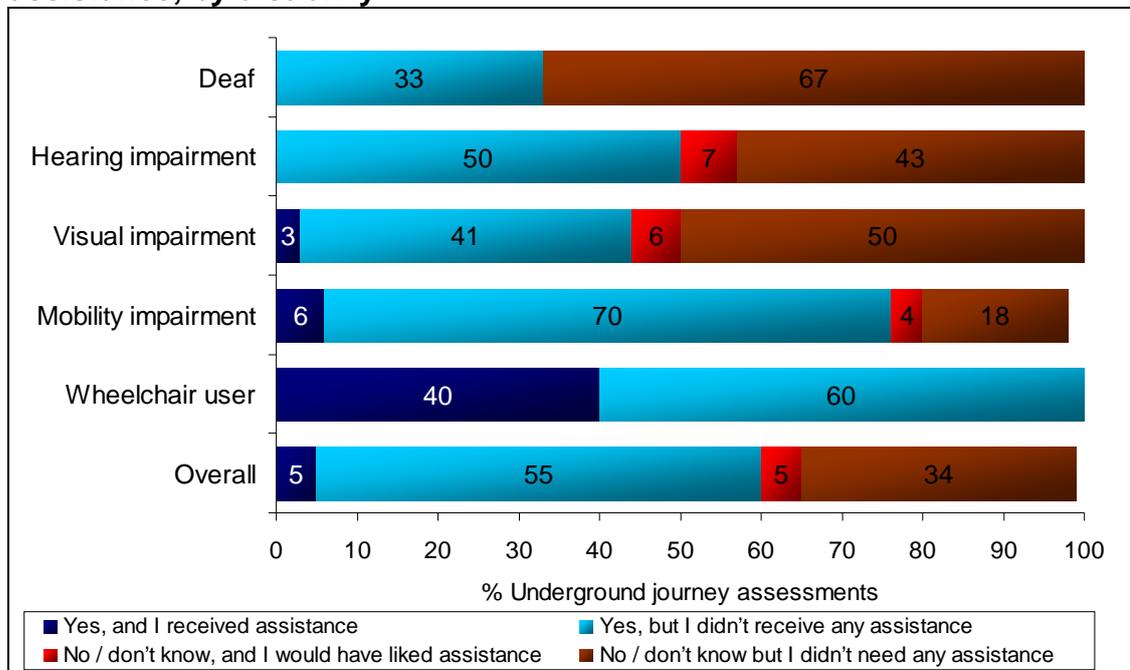
For 60% of journeys made, the assessors said that, as far as they could tell, there were staff available in the ticket hall area to provide

assistance. For a further 34% of journeys, assessors said that although there were no staff present or that they did not know if there any present, they had not needed any assistance.

There is not a directly comparable question in Q4 09/10, Disability MTS where 38% were offered assistance and 62% were not (among mobility or visually impaired assessors only).

For 5% of journeys, representing 5 journey assessments, assessors said that there were no staff present but they would have liked some assistance. These comprised two journeys each made by mobility impaired and visually impaired assessors and one by a hearing impaired assessor.

Figure 43: Staff available in ticket hall area (origin station) to provide assistance, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

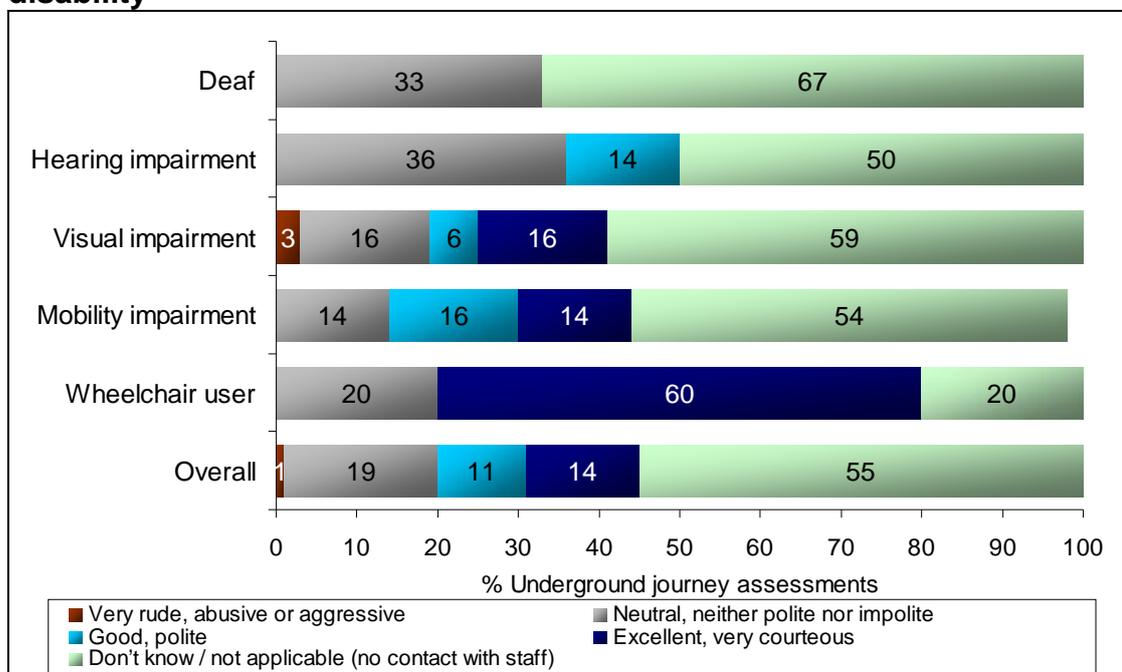
Deaf – 9

For a quarter of journeys (25% of all Underground journey assessments) assessors described the staff in the ticket hall area of the origin station as 'good, polite' or as 'excellent, very courteous'. A further 55% had no contact with staff at this point in their journey.

It is not possible to make a direct comparison with Q4 09/10, Disabilities MTS, where assessors were required to have some contact with staff and where 85% gave positive scores (excellent/good) for politeness of staff.

Figure 44 shows the ratings given for the politeness of staff in the ticket hall area overall and by disability.

Figure 44: Politeness of staff in ticket hall area (origin station), by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Reasons for rating the politeness of staff in the ticket hall area positively related mostly to their generally friendly approach:

“I always find staff at Morden tube station friendly approachable and helpful.”

“It was obvious they were smiling.”

“When I asked for assistance they spoke in a polite manner.”

The only negative score was given by a visually impaired assessor who described staff as ‘very rude, abusive or aggressive’. The reason given for this was having been challenged regarding the validity of their travel companion:

“As a season ticket holder and a visually impaired person, I am entitled to have someone travel with me for no cost. I carry the disabled train card and my documents to verify this, but some staff are so rude in

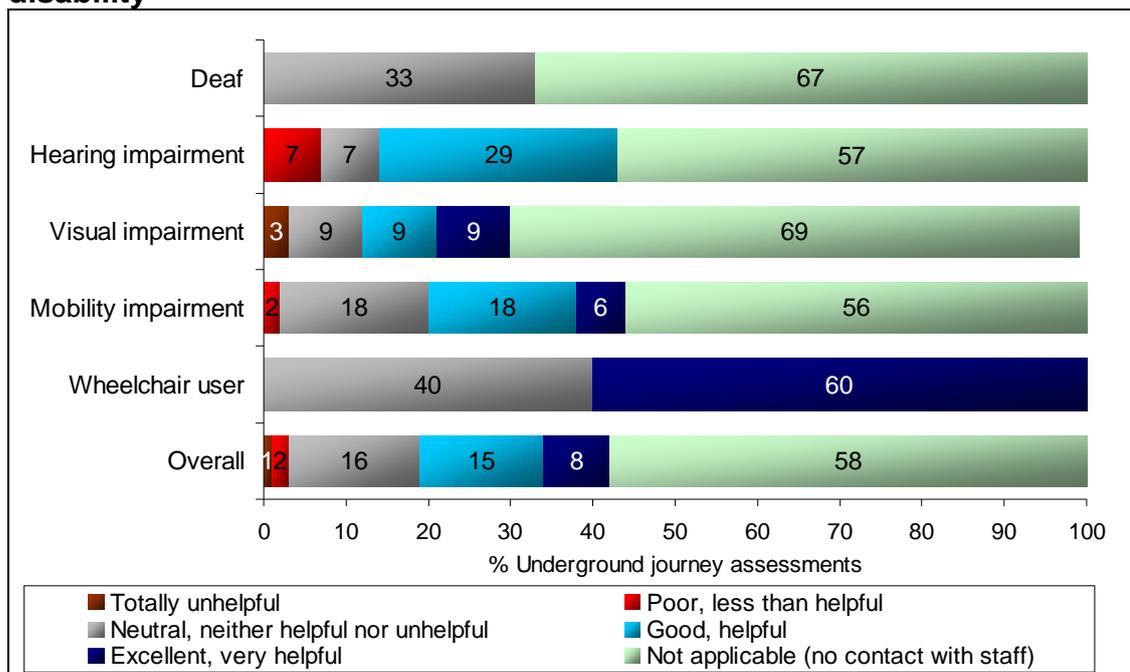
how they challenge me over two people going through the barrier.”

For 58% of journeys the assessors had no contact with staff at this point in their journey. For nearly a quarter of journeys (23% of Underground assessments) assessors said the staff in the ticket hall area of the origin station were helpful or very helpful.

It is not possible to make a direct comparison with Q4 09/10, Disabilities MTS, where assessors were required to have some contact with staff and where 83% gave positive scores (excellent/good) for helpfulness of staff.

Figure 45 shows the ratings given for the helpfulness of staff in the ticket hall area overall and by disability.

Figure 45: Helpfulness of staff in ticket hall area (origin station), by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Reasons for rating the helpfulness of staff in the ticket hall area positively related mostly to their generally friendly approach and with the timeliness of help being offered:

“All staff were ready and happy to assist, and plenty of staff on hand.”

“They were present at the barriers to help instantly.”

Negative scores were given for the helpfulness of staff in the ticket hall area for three journeys, one each made by a mobility impaired assessor, a visually impaired assessor and a hearing impaired assessor. They complained of staff not always being available and of a poor attitude:

“The tone the staff use is a disgrace. I actually had a male member of staff question if I had a slight problem in the middle of the ticket hall. This happened Monday morning and I'm still thinking about complaining.”

Accessibility of Information in Ticket Hall Area (Origin Station)

The overall score for clarity of information in the ticket hall area (origin station) was 60 out of 100. There is no comparable score in Q4 09/10, Disabilities MTS.

Scores for clarity of information in the ticket hall area (origin station), overall and by disability, are shown in Table 20 below.

Table 20: Clarity of information in ticket hall area (origin station)

	Clarity (audio or visual) of information in ticket hall area (origin station)
Overall	60
Mobility impaired	62
Wheelchair users	50
Visually impaired	53
Hearing impaired	66
Deaf	58

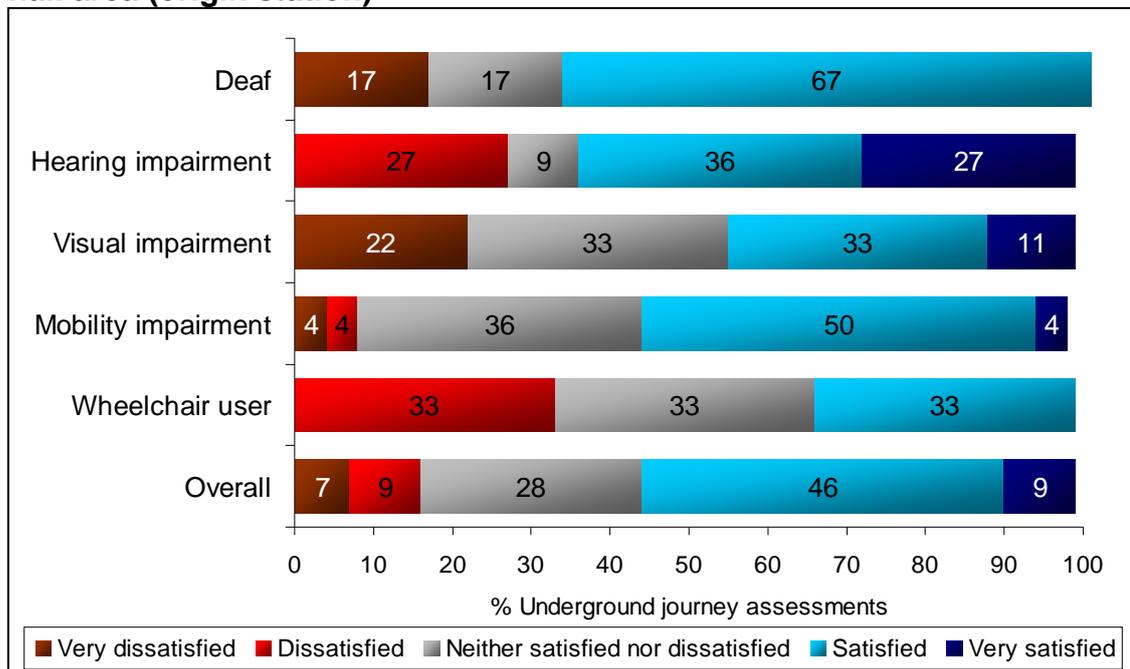
For just under half (48%) of Underground journeys, assessors said they had not needed or referred to information in the ticket hall area regarding service updates etc. This rose to 72% for visually impaired assessors.

For those journeys where the assessor had needed or referred to information in the ticket hall area, mostly they had referred to a white board; this was the case for 29% (32 journey assessments). For the same proportion of journeys – 18% or 20 journey assessments –

assessors had listened to station announcements or looked at the electronic service update board.

For those journeys where the assessor had needed or had referred to information in the ticket hall area, most (54% representing 31 journeys) were satisfied or very satisfied with the clarity of information provided. This is shown in Figure 46, which sets out levels of satisfaction with information in the ticket hall area (origin station) overall and by disability.

Figure 46: Satisfaction with clarity (audio or visual) of information in ticket hall area (origin station)



Base: All Underground journey assessments referring to information – 57

Wheelchair users – 3
 Visual impairment – 9

Mobility impairment – 28
 Hearing impairment – 11

Deaf – 6

For nine journey assessments the assessor had been dissatisfied or very dissatisfied with the clarity of information provided in the ticket hall area. These included three journeys made by a hearing impaired assessor, two by a mobility impaired assessor, two by a visually impaired and one each by a deaf assessor and by a wheelchair user.

Their reasons for dissatisfaction with the clarity (audio or visual) of information provided in the ticket hall area related to the positioning of visual displays, poor sound quality and incorrect or confusing messages:

“Hainault Station has undergone some splendid improvements (it's a shame they took away the hanging

Underground journey assessments

baskets and flower beds). I'm afraid there's a 'but': since the station was re-vamped the electronic service board is too small and placed high up on the wall, beyond my capability to see it to read – please move it lower.”

“Due to the positioning of the visual display I found it hard to read. It's too high and slanted. Could it not be placed flat against the wall and lower?”

“Audio announcements were too low. Whiteboard was difficult to read.”

“The sound is hard to understand and the train times a bit confusing.”

“The announcements were unclear even with my hearing aids in, and as I was in a tunnel the announcements were distorted.”

“There were severe delays, but not enough announcements.”

A small number of assessors felt that staff could have been more helpful, mostly in helping them through a crowded station:

“Ensure the one-way system.”

“Have more staff to guide the back log of commuters.”

“More staff, as very crowded and many queues for staff needing assistance with tickets and Oyster card access.”

“Open the wide gate for my dog.”

“They could have let me use the disabled gate; there were too many people there already. The guy was doing his job though.”

“There could have been a member of staff available in case because after pm, the station is always crowded with young people, boys and girls waiting around for each other.”

In addition, one assessor suggested that the announcements could be clearer and another felt that staff were too ready to be suspicious of them:

“To announce when and where the next London bound train was leaving, I had to ask other passengers.”

“Learn the procedures and some customer service skills. Not everyone is dishonest and trying to jump the barriers.”

5.3 The Platform

Overall Ease of Getting to Platform

The overall score for ease of getting to the platform was 62 out of 100. There is no comparable score in Q4 09/10, Disabilities MTS.

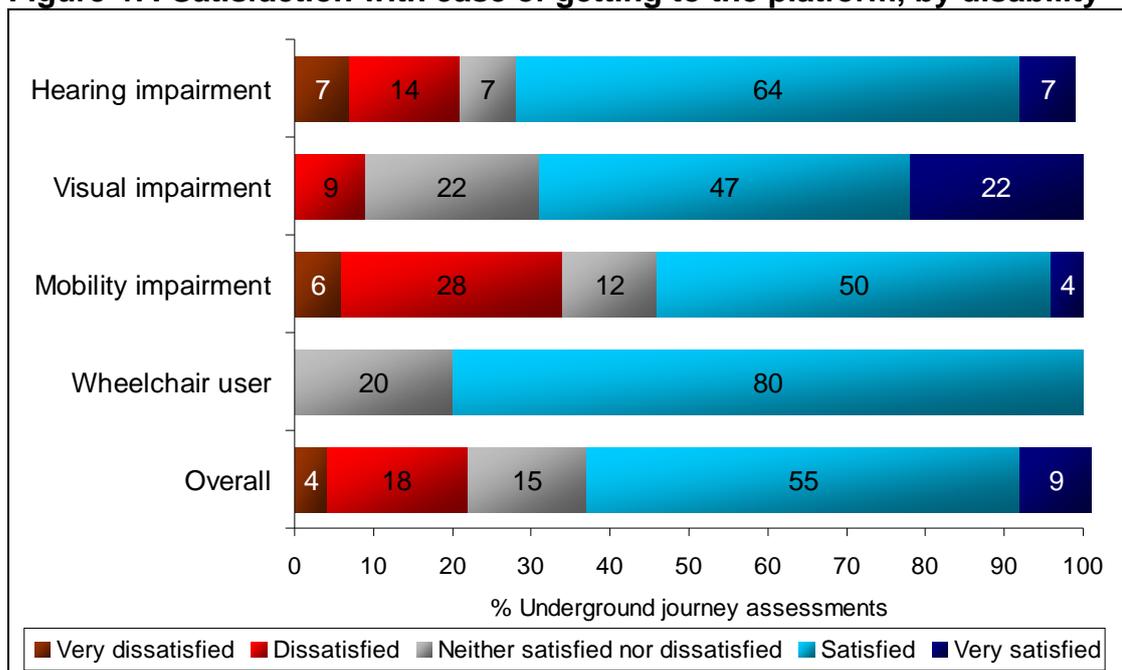
Scores for ease of getting to the platform, overall and by disability, are shown in Table 21 below.

Table 21: Ease of getting to the platform

	Ease of getting to the platform (origin station)
Overall	62
Mobility impaired	55
Wheelchair users	70
Visually impaired	70
Hearing impaired	63
Deaf	67

For 64% of journeys (70 assessments), assessors were satisfied or very satisfied with the overall ease of getting to the platform; for 22% of journeys (24 assessments), assessors were dissatisfied or very dissatisfied. This is shown in Figure 47, which gives satisfaction with the ease of getting to the platform overall and by disability.

Figure 47: Satisfaction with ease of getting to the platform, by disability



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

Reasons given for satisfaction with the ease of getting to the platform related to the route being straightforward and, specifically for guide dog users, to having steps rather than escalators:

“It’s always easy to do this, as there’s a straightforward layout.”

“Because Liverpool Street Met/Circle line platforms are step access only, so there are no nuisance escalators to create problems for my guide dog.”

“Because I know Kings Cross station well, and because access to the Hammersmith & City line platforms at Kings Cross is via steps only, so there are no escalator problems for the guide dog.”

Reasons for dissatisfaction with the ease of getting to the platform related to the presence of stairs rather than escalators and to crowding;

“It would have been better if there was a lift rather than stairs.”

“I have had a knee problem that has been very painful and getting to the platform requires using a number of stairs.”

“There's a long wait for lift with no seats and then a very long walk to Northern line and lots of stairs and ramps.”

“I find the stairs awkward to use, especially when the station is crowded.”

“It's crowded and people are rushing to get through to the platform. Some stop at the top of the stairs, presumably to read the boards.”

For one assessor, the lighting on the escalators was a problem:

“The lights on the escalators mean I have to travel with my eyes closed.”

Escalators, Lifts and Stairs (Origin Station)

The overall score for using the escalator was 68 out of 100, for using the lift 68 out of 100 and for using the stairs 60 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for ease of using escalators, lifts and stairs (origin station), overall and by disability, are shown in Table 22 below.

Table 22: Ease of using escalators, lifts and stairs (origin station)

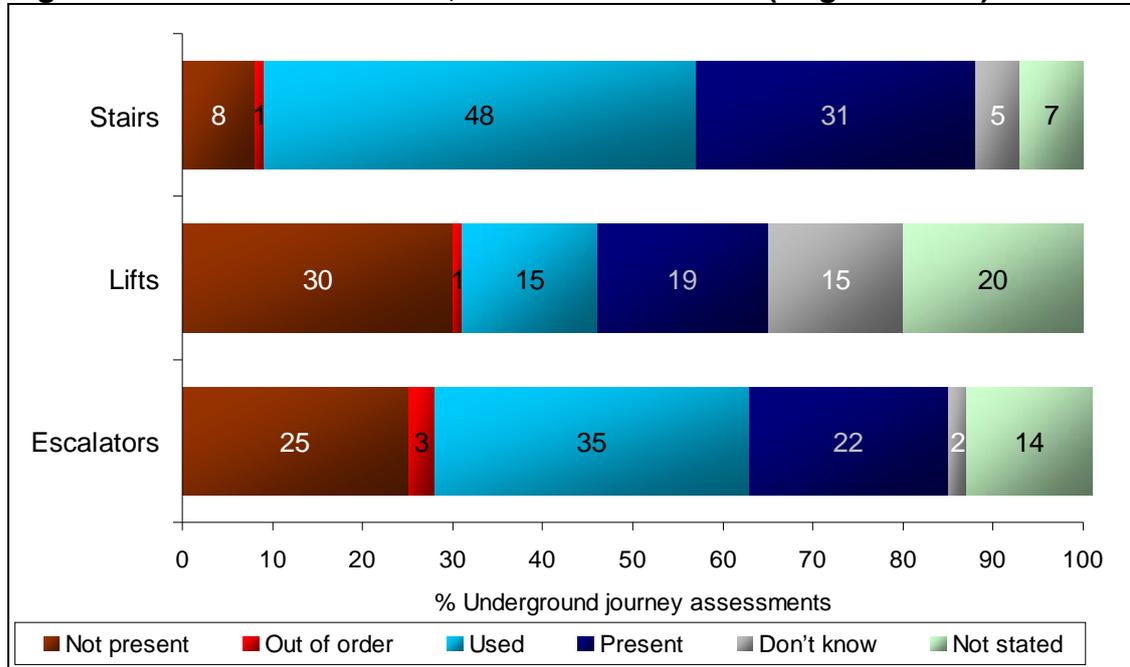
	Escalators	Lifts	Stairs
Overall	68	68	60
Mobility impaired	65	58	42
Wheelchair users	–	65	–
Visually impaired	72	75	71
Hearing impaired	75	–	75
Deaf	75	75	63

Figure 48 shows whether or not stairs, lifts and escalators were present at the origin station, whether they were out of order and whether assessors used them.

Assessors reported that for three journeys the escalator was out of order, for one journey the lift was out of order and for one journey the stairs were out of order.

This is similar to Q4 09/10, Disabilities MTS where 6% (4 journeys) reported escalators out of service and 7% (4 journeys) reported lifts out of service.

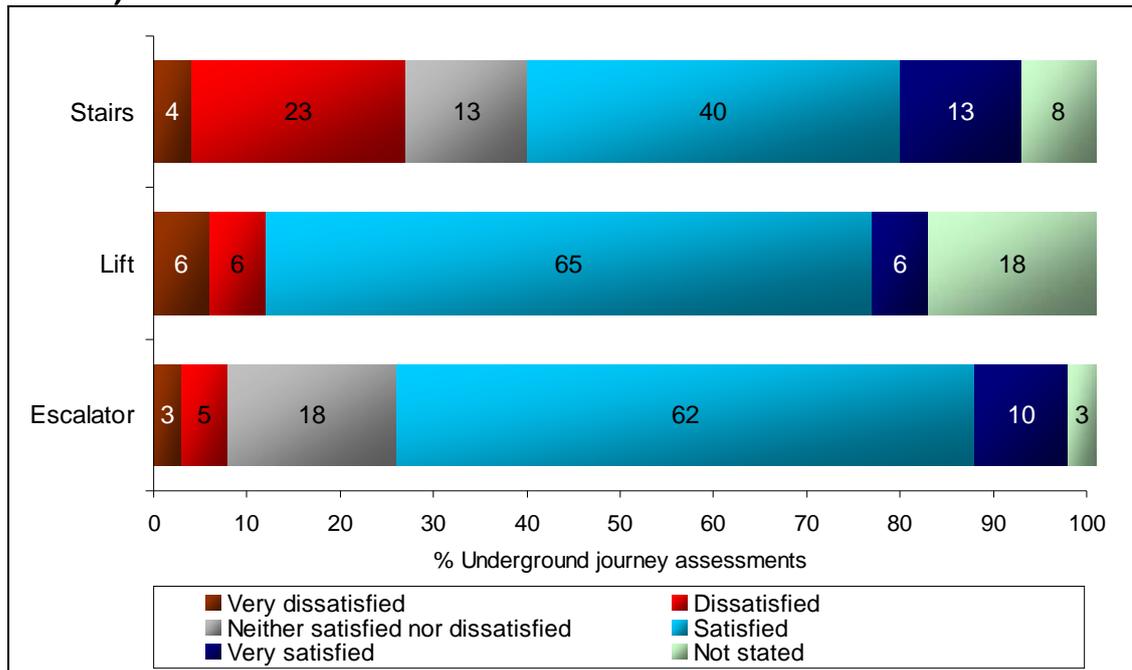
Figure 48: Presence of stairs, lifts and escalators (origin station)



Base: All Underground journey assessments – 110

Figure 49 shows how satisfied assessors were with the ease of using the stairs, lifts and escalators they used at the origin station. Satisfaction with the escalators and lifts was higher than that for the stairs: for 62% of journeys assessors were satisfied or very satisfied with the ease of using the escalator and for 71% of journeys they were satisfied or very satisfied with the ease of using the lifts. However, assessors were satisfied or very satisfied with the ease of using the stairs for just 53% of journeys.

Figure 49: Satisfaction with ease of using stairs, lift or escalator (origin station)



Base: Underground journeys using stairs, lift or escalator

Stairs – 53

Lift – 17

Escalator – 39

Satisfaction with ease of using the escalator mostly relates to their convenience and to not having to use the stairs:

“Because they’re marked and there are arrows on the escalators.”

“It means I don’t need to use as many stairs making getting around much easier.”

Dissatisfaction with ease of using the escalator (for three journeys) relates to their being out of use and dissatisfaction with the lighting (one too bright and one too low):

“The lights on the escalators mean I have to travel with my eyes closed.”

“I find the exit escalator on the westbound platform really hard to use as the lighting is very poor and there is no bright paint on the escalator, so I find it quite hard stepping onto the escalator at the bottom as it’s hard to figure out where the line is so you can anticipate it.”

Satisfaction with ease of using the lift mostly relates to their being in good working order and easily located:

“It was well lit and it was easy to understand when the doors were shutting.”

"It's in a good location."

Dissatisfaction with ease of using the lift (for two journeys) relates to crowding and a long wait:

"The lifts are always used for people who don't need to use them."

"Long wait for lift and nowhere to sit."

Satisfaction with ease of using the stairs was high among guide dog users, for whom escalators are a problem:

"Because stairs constitute the best possible form of access for these of us who are guide dog owners."

"Because as a guide dog user I would prefer to have stairs at all stations rather than escalators."

Dissatisfaction with ease of using the stairs (for 14 journeys) mostly relates to the difficulty of using stairs in any situation and to crowding, exacerbated by other people going in the opposite direction:

"I find using stairs in any situation hard."

"I feel very uncomfortable when it comes to stairs as I often lose my balance and fall on them. I have to hold on to the banisters for support but I often feel under pressure when there are lots of people behind me as I end up slowing them down."

"Obviously one would prefer not to have to use steepish old fashioned stairs. I believe there is a lift at Richmond station but I don't know where it is – I think it's probably just utilised for wheelchair users."

"They are steep and the handrail is often being used by people struggling up or down in the other direction."

Two assessors suggested that improved direction control of passengers could be implemented:

"I use this station every day and I always find the ticket hall chaotic – it is both an exit and an entrance to the Underground. There are actually two exits at the station so you could have one acting as an exit and another as an entrance but this option is only ever used during the

Chelsea Flower Show when it is super busy! The rest of the year the same exit is used as both exit and entrance which means there are people crossing in front of you in every possible direction and I am often buffeted about by people barging into me or my bags or something. Today was no exception. The chaos is true either side of the barrier, as people cross to either get to or go from both platforms.”

“I have deliberately selected dissatisfied as I want to make a general point. It would be useful if the traffic onto and leaving the platform can be separated and this is possible at St James's Park. This is so as to ensure that there aren't any blockages with 2-way traffic. This also makes it easier to move down the stairs quickly without fear of obstructions ahead.”

Level of Crowding on Platform (Origin Station)

The overall score for this measure was 48 out of 100, the low score reflecting travel conditions during peak time. There is no comparable question in Q4 09/10, Disabilities MTS.

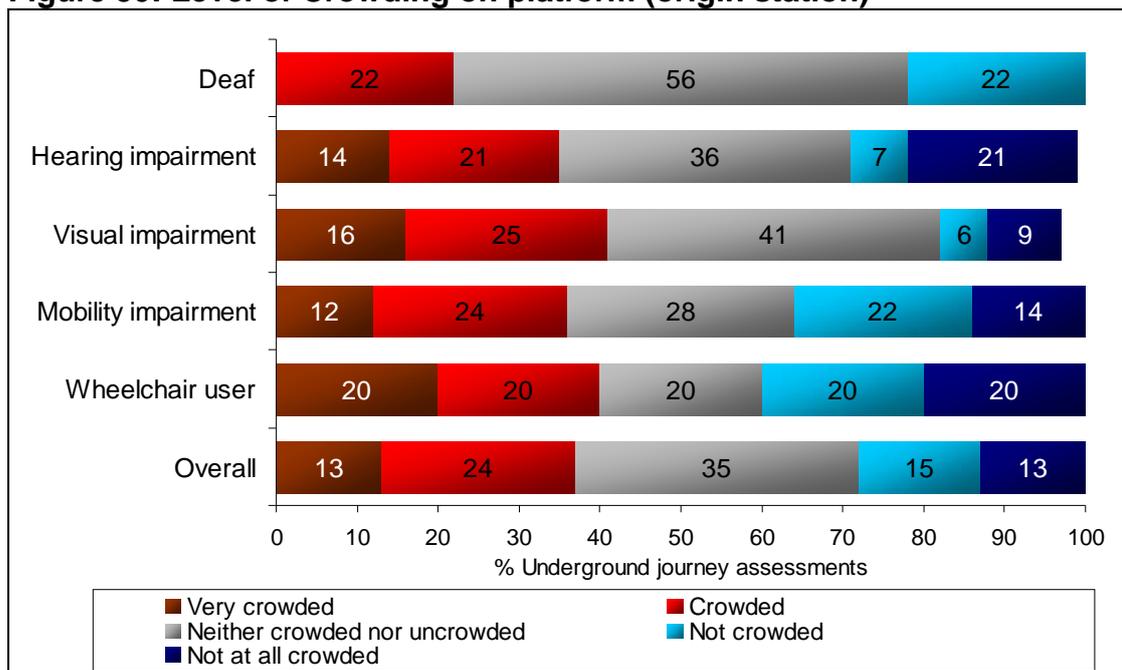
Scores for crowdedness of the platform (origin station), overall and by disability, are shown in Table 23 below.

Table 23: Level of Crowding on platform (origin station)

	Disabled Commuters Journey Experience (2010)
Overall	48
Mobility impaired	51
Wheelchair users	50
Visually impaired	42
Hearing impaired	50
Deaf	50

Overall, for 37% of journeys assessors reported that the platform at their origin station was crowded or very crowded. For 35% of journeys it was considered to be neither crowded nor uncrowded. For 28% of journeys, the platform was said to be uncrowded or not at all crowded. This is shown in Figure 50, overall and by disability.

Figure 50: Level of Crowding on platform (origin station)



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

For 70% of Underground journeys, the platform at the origin station was as crowded as it normally is. For 11% of journeys (representing 12 journey assessments), the platform was more crowded than normal while for 15% (16 journey assessments) it was less crowded than normal.

Help on the Platform

For the majority of journeys (90%), the assessors did not need any help on the platform.

On three occasions the assessor was helped by a member of staff and on one occasion by a member of the public.

For seven journeys – 6% overall – the assessor did not receive any help although they would have liked to have done so. These journeys comprised four made by a mobility impaired assessor, and one each by a visually impaired, a hearing impaired and a deaf assessor.

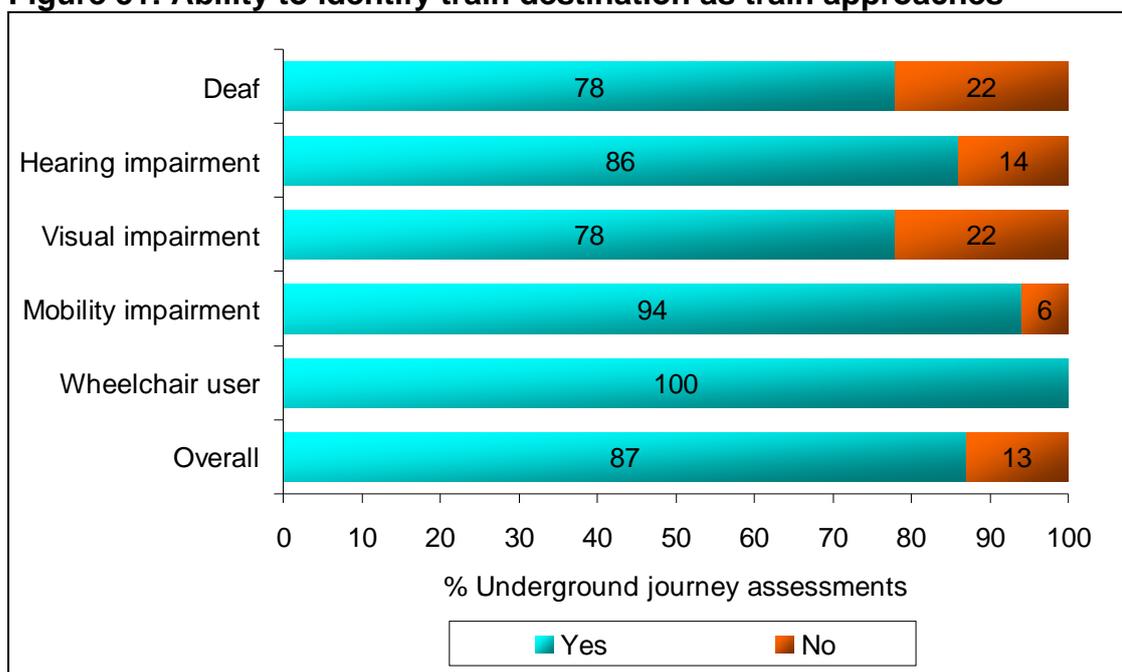
Ease of Identifying Correct Train

For the majority of journeys (87%) the assessor was able to identify the train destination as the train approached, whether from the front

or side of the train, from electronic signage or from platform announcements. The ability to identify the correct train is shown in Figure 51 overall and by disability.

Thirteen per cent overall – fourteen journeys – were not able to identify the destination of trains as they approached. These journeys comprised seven made by visually impaired assessors, three by mobility impaired assessors and two each by hearing impaired and deaf assessors.

Figure 51: Ability to identify train destination as train approaches



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

For the fourteen journeys where the assessor was not able to identify train destinations as the train approached, three said they could identify it as the train arrived, two asked a member of staff and two asked another passenger or their personal assistant/companion.

For four journeys all the trains on the line went to the assessors' destinations. Two assessors listened for on train announcements and a third identified the metropolitan line trains by the sound of the rolling stock.

Accessibility of Information on Platform (Origin Station)

The overall score for satisfaction with information announcements on platform (origin station) was 60 out of 100, while for visual

information on platform it was 58 out of 100. There are no comparable scores in Q4 09/10, Disabilities MTS.

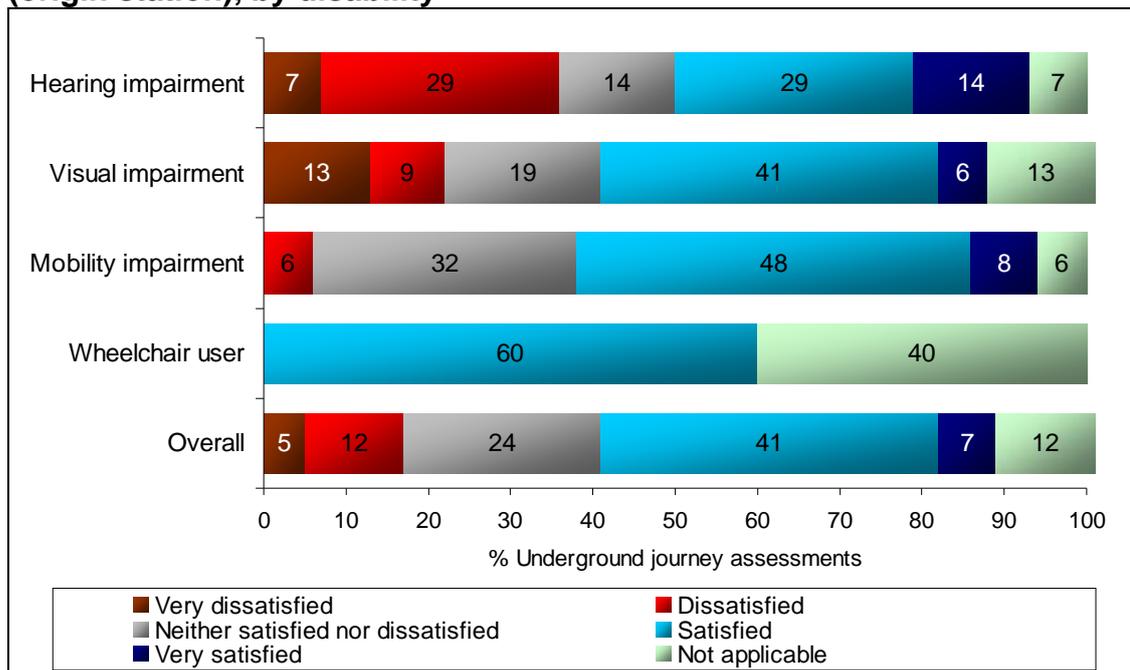
Scores for clarity and accessibility of information on platform (origin station), overall and by disability, are shown in Table 24 below.

Table 24: Satisfaction with on platform information (origin station)

	Disabled Commuters Journey Experience (2010)	
	Volume/clarity of information announcements on platform	Accessibility/clarity of visual information on platform
Overall	60	58
Mobility impaired	65	59
Wheelchair users	75	56
Visually impaired	55	53
Hearing impaired	54	63
Deaf	42	58

Assessors were satisfied or very satisfied with information announcements on the platform in terms of volume or clarity for 48% of Underground journeys. For 17% of journeys (18 assessments) they were dissatisfied or very dissatisfied. This is shown in Figure 52 overall and by disability.

Figure 52: Satisfaction with information announcements at platform (origin station), by disability



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

Where assessors were satisfied with the quality of information announcements on the platform, this was mostly because the announcements were clear:

“Because in rush hours they are always very careful at Farringdon with announcing the train destination and they are among the most helpful staff within TfL.”

“Very clear, destination and information regarding closure of Victoria station (my real destination) due to police investigation.”

“There was a guy standing on the platform with a speaker telling you the destination of the approaching train and where it would be calling at – this is vital for me as I cannot read the destination boards on the platforms.”

Reasons for dissatisfaction mostly related to a lack announcements being made, and to the poor sound quality or interference from other noise:

“Because the announcements on the eastbound H&C platforms are always quiet and muffled and are constantly being interrupted by the unnecessary

Underground journey assessments

gibberish about a good service on all lines, etc. It would be very helpful if most of this information could be cut.”

“There’s too much background noise for me to hear the announcements.”

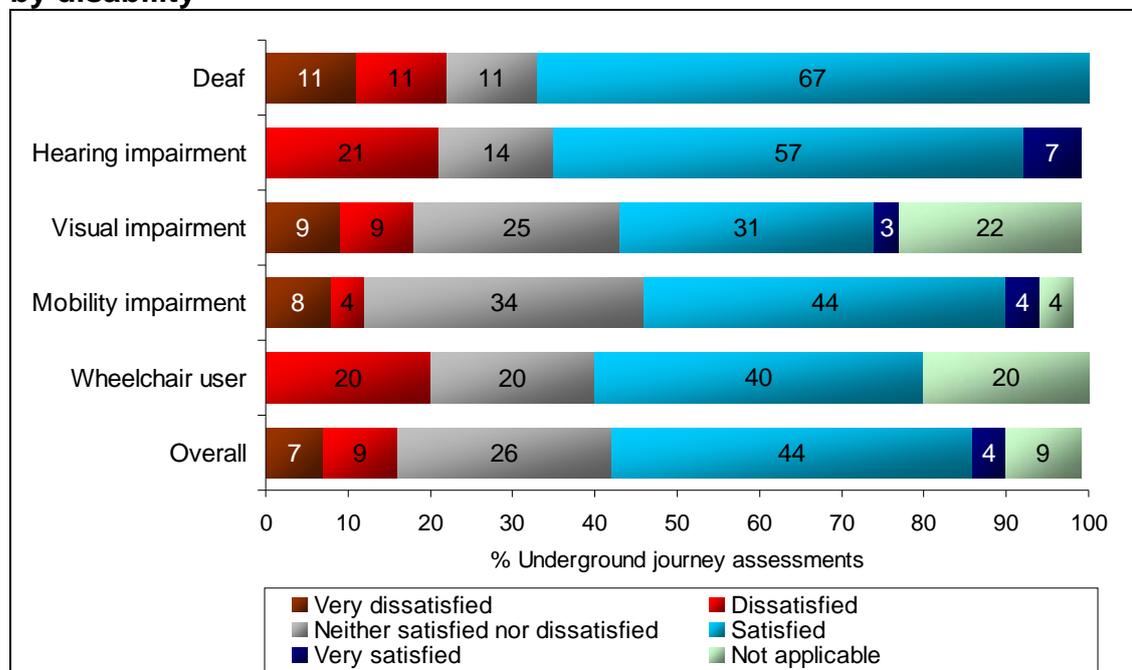
“It’s difficult to hear above the sound of people and trains.”

“They were often made when other trains were pulling in and you couldn't hear them.”

Two assessors noted that platform announcements are not shown on the electronic displays, making them inaccessible for deaf or hearing impaired passengers.

Assessors were satisfied or very satisfied with the visual information announcements on the platform in terms of accessibility or clarity for 48% of Underground journeys. For 16% of journeys (18 assessments) they were dissatisfied or very dissatisfied. This is shown in Figure 53 overall and by disability.

Figure 53: Satisfaction with visual information on platform (origin station), by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Where assessors were satisfied with the quality of visual information on the platform, this was mostly because they found it clear, easy to read and concise, and were less likely to have a visual impairment.

Reasons for dissatisfaction with the visual information displayed on platform mostly related to the positioning and size of information boards:

“Not able to read it – it’s too high and there are light issues.”

“I cannot read it. It is too small for me at some distance.”

“I find I am unable to read information on sign boards unless I am close to them.”

“There is only one electronic notice board on the platform which is right by the platform entrance. In order to get a seat on the train you need to be at either end of the platform which means I can no longer see the board. There is an audio announcement as the train arrives but when there are service disruptions and I need to make decisions about whether to wait for a Bank train or not this is not enough. The information changes too much to be able to rely on just waiting.”

Helpfulness and Attitude of Staff on Platform (Origin Station)

The overall score for politeness of staff in the platform (origin station) was 75 out of 100, while for helpfulness it was 73 out of 100. There are no comparable scores in Q4 09/10, Disabilities MTS.

Scores for politeness and helpfulness of staff on the platform (origin station), overall and by disability, are shown in Table 25 below.

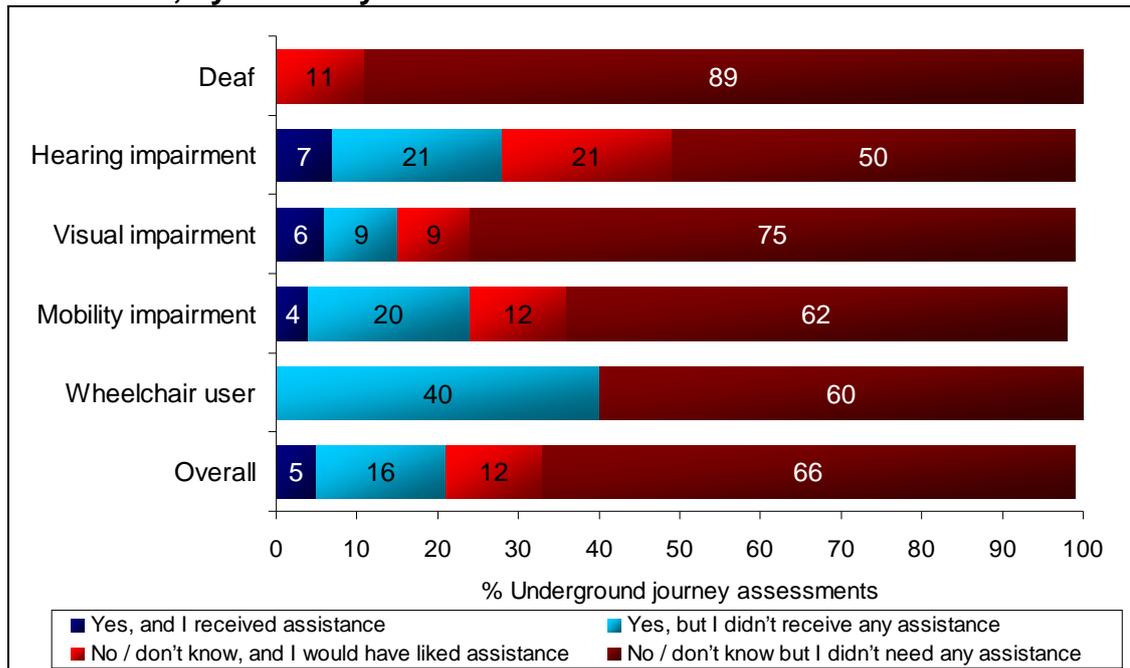
Table 25: Attitude of staff on platform (origin station)

	Disabled Commuters Journey Experience (2010)	
	Politeness of staff on platform	Helpfulness of staff on platform
Overall	75	73
Mobility impaired	72	68
Wheelchair users	50	58
Visually impaired	95	94
Hearing impaired	87	85
Deaf	50	50

For 21% of journeys made, the assessors said that, as far as they could tell, there were staff available on the platform to provide assistance. For a further 66% of journeys, assessors said that although there were no staff present or that they did not know, they had not needed any assistance. This is shown in Figure 54 overall and by disability.

For 12% of journeys, representing 13 journey assessments, assessors said that there were no staff present but they would have liked some assistance. These comprised six journeys made by a mobility impaired assessor, three each made by a visually impaired and by a hearing impaired assessor, and one made by a deaf assessor.

Figure 54: Staff available on platform (origin station) to provide assistance, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

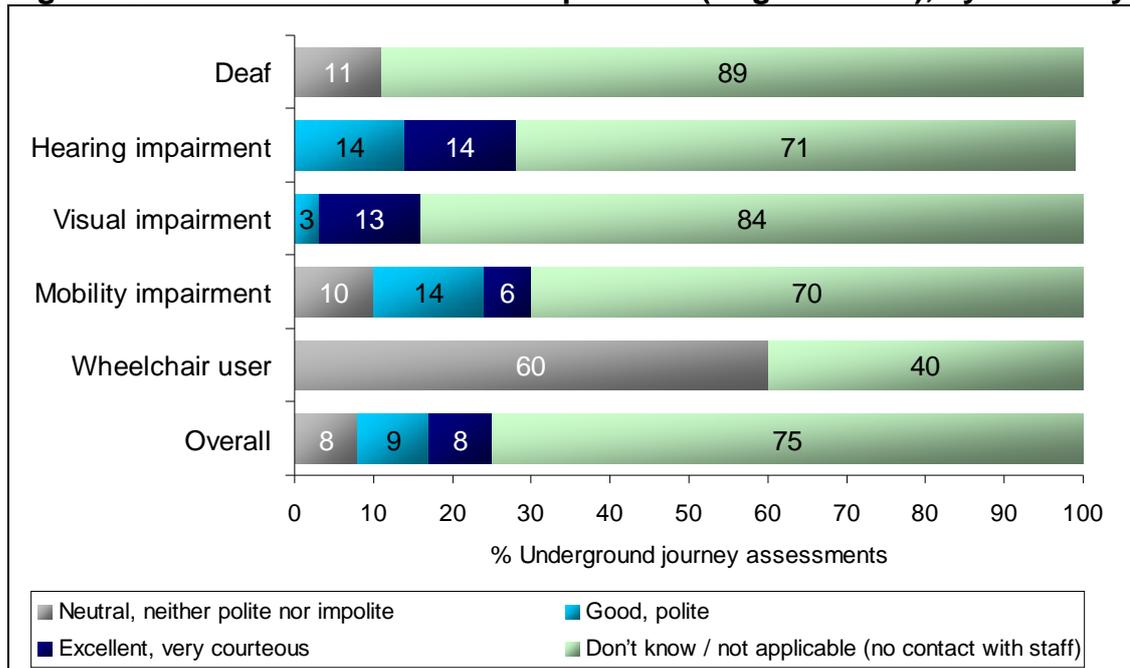
Hearing impairment – 14

Deaf – 9

For the majority of journeys (75%), assessors had no contact with staff on the platform of the origin station. Overall, for 17% of all Underground journeys (19 assessments) assessors described the staff on the platform of the origin station as ‘good, polite’ or as ‘excellent, very courteous’. This is shown in Figure 55 overall and by disability.

It is not possible to make a direct comparison for this measure with Q4 09/10, Disabilities MTS where assessors were required to have some contact with staff and where 85% gave positive scores for politeness.

Figure 55: Politeness of staff on the platform (origin station), by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Reasons for rating the politeness of staff on the platform (origin station) positively related mostly to their generally friendly approach:

“I’m a regular traveller and he always greets me in the morning even though I don’t need assistance.”

“I spoke with a male member of staff re the fast trains and changes at Harrow station. I also observed him assisting other passengers.”

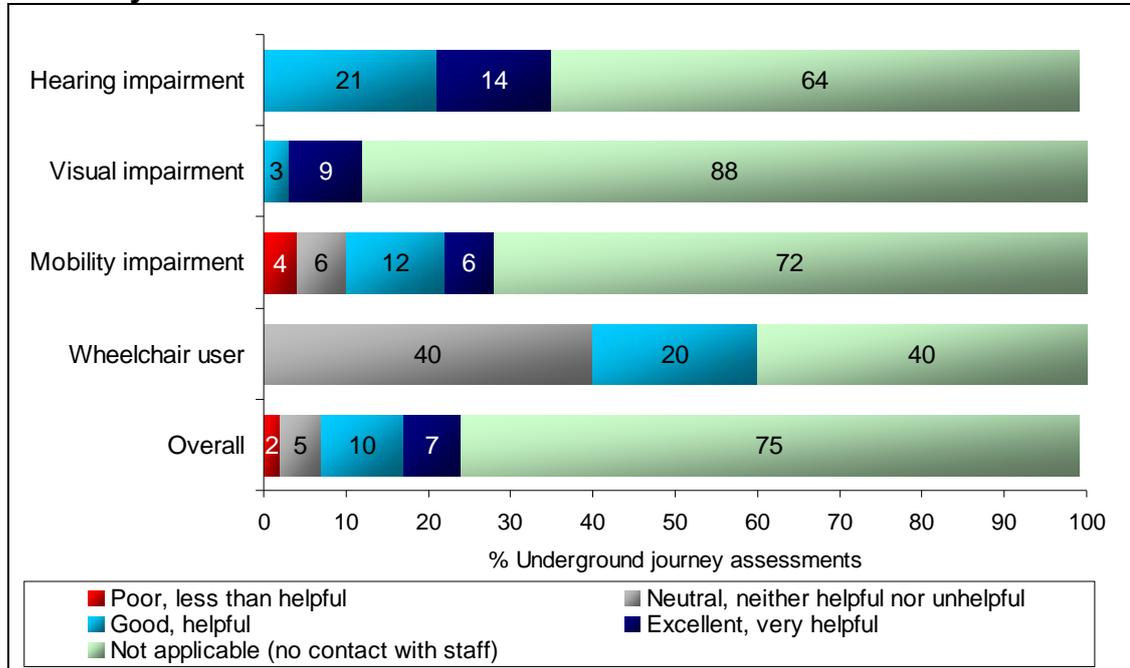
For 17% of journeys overall (18 assessments) assessors said the staff on the platform of the origin station were helpful or very helpful. Two per cent – two journeys, both made by a mobility impaired assessor, said they were poor and less than helpful. The reasons given for these two negative scores were that staff were not present and that *“platform staff only seem to help blind people”*.

Three quarters (75%) had had no contact with staff at this point in their journey.

Again, it is not possible to make a direct comparison with Q4 09/10, Disabilities MTS where assessors were required to have some contact with staff and where 83% gave positive scores for helpfulness.

Figure 56 shows the ratings given for the helpfulness of staff in the on the platform (origin station), overall and by disability.

Figure 56: Helpfulness of staff on the platform (origin station), by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Assessors said they would like more help in getting on the train, in finding a seat and for staff to speak more clearly:

“[I’d like] help getting onto train (re the gap).”

“Help ensure that I could find a seat on the train.”

“When speaking to a deaf person speak clearly. I tend not to speak to staff because experience has shown they are very difficult to understand.”

“Some control re sheer volume of people pushing on the platform all the time. Trains don’t arrive quickly enough to take people and are already full so no seats.”

It was also suggested that it would be helpful to have more staff present in the evening:

“Would be nice to have staff around especially in evening.”

5.4 Boarding the Train

Ease of Getting on the Train

The overall score for this measure was 64 out of 100. There is no comparable score in Q4 09/10, Disabilities MTS.

Scores for ease of getting on the train, overall and by disability, are shown in Table 26 below.

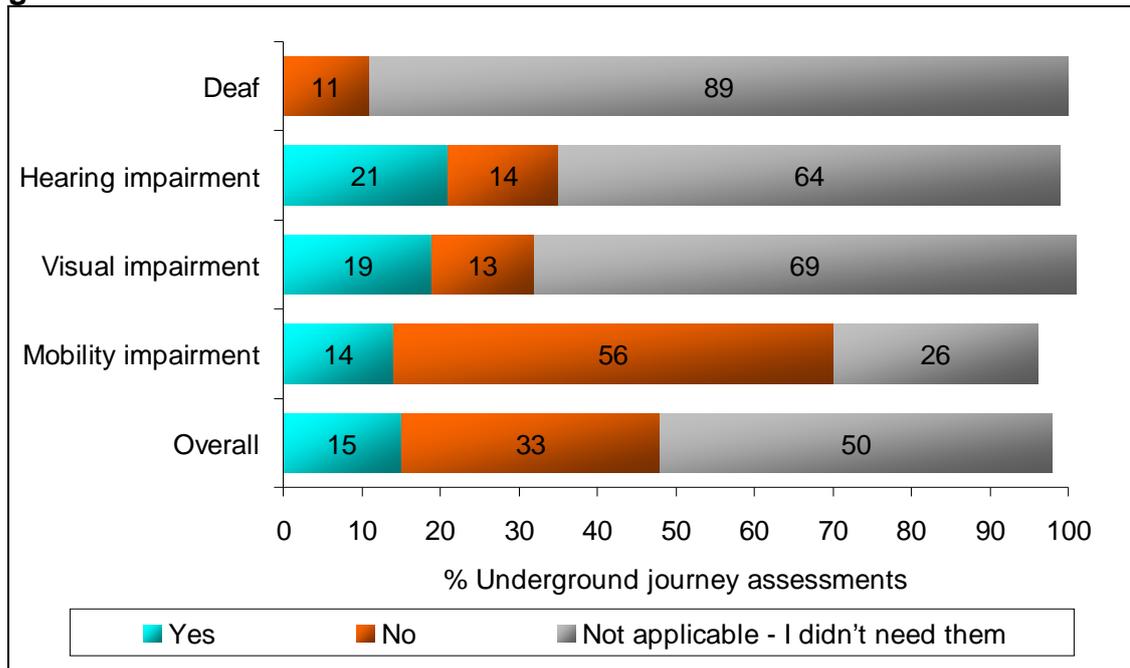
Table 26: Ease of getting on the train

	Disabled Commuters Journey Experience (2010)
Overall	64
Mobility impaired	57
Wheelchair users	65
Visually impaired	70
Hearing impaired	66
Deaf	78

For a third (33%) of journeys overall the handrails or grabrails were not conveniently positioned to help assessors get onto the train. This is shown in Figure 57 overall and by disability.

Journeys where the handrails or grabrails were not conveniently positioned to help assessors get onto the train comprised 28 journeys made by mobility impaired assessors, four by visually impaired assessors, two by a hearing impaired assessor and one by a deaf assessor.

Figure 57: Were handrails/grab rails conveniently positioned to help you get on the train?



Base: All Underground assessments – 110

The majority (87%) did not need help getting on the train, but 6% (7 assessments) did not receive help although they would have liked help. These comprised six journeys made by mobility impaired assessors and one made by a hearing impaired assessor.

For more than half – 56% of journeys made – assessors found it easy or fairly easy to get on the train. For 21% of journeys (24 assessments), assessors found it fairly or very difficult to get on the train. This is shown overall and by disability in Figure 58.

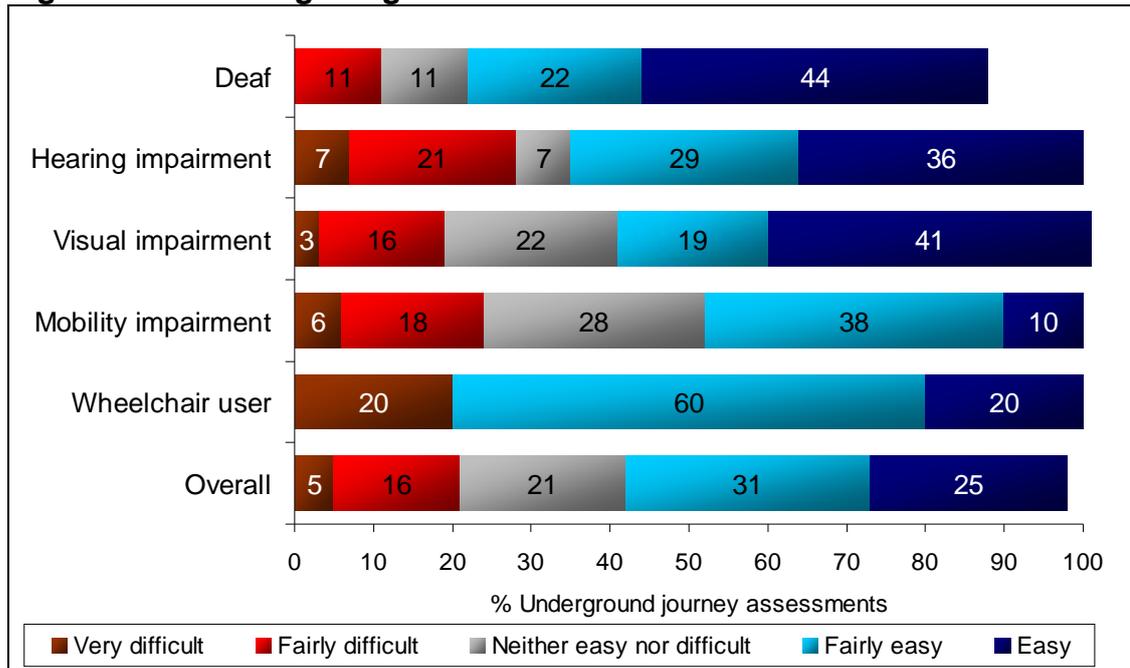
Reasons given for finding it difficult to get on the train mostly related to crowding and pushing:

“Very, very crowded, many people pushing in.”

“Lots of people trying to board the train.”

“It is the other passengers who, on the whole, cause difficulties – they take no account of anyone else's needs, just aiming to get on the train as fast as they can. Men aged 25-35 in suits are always the worst.”

Figure 58: Ease of getting on the train



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

5.5 On the Train

Level of Crowding

The overall score for this measure was 51 out of 100, reflecting the travel conditions at peak times. There is no comparable score in Q4 09/10, Disabilities MTS.

The score for level of crowding on the train, overall and by disability, are shown in Table 27 below.

Table 27: Level of crowding on train

	Disabled Commuters Journey Experience (2010)
Overall	51
Mobility impaired	49
Wheelchair users	60
Visually impaired	51
Hearing impaired	57
Deaf	42

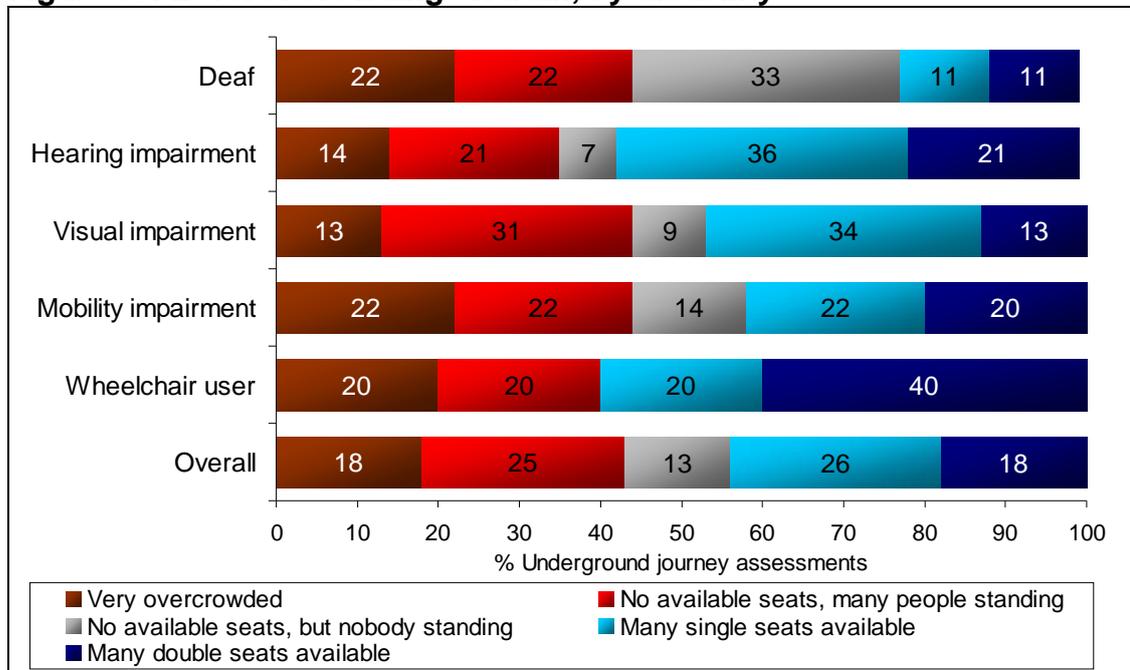
Underground journey assessments

For 18% of all Underground journeys (20 assessments), the train was described as very overcrowded, while for a further 25% (17 assessments) there were no available seats with many people standing. For journeys to work or to place of education, these figures rose to 23% and 27% respectively.

The level of crowding is shown in Figure 59 overall and by disability, and in Figure 60 by journey type.

For the majority (66% of journeys), the level of crowding was considered to be normal for that journey. For 12% (13 assessments) it was more crowded than usual and for 19% (21 assessments) it was less crowded than usual.

Figure 59: Level of crowding on train, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

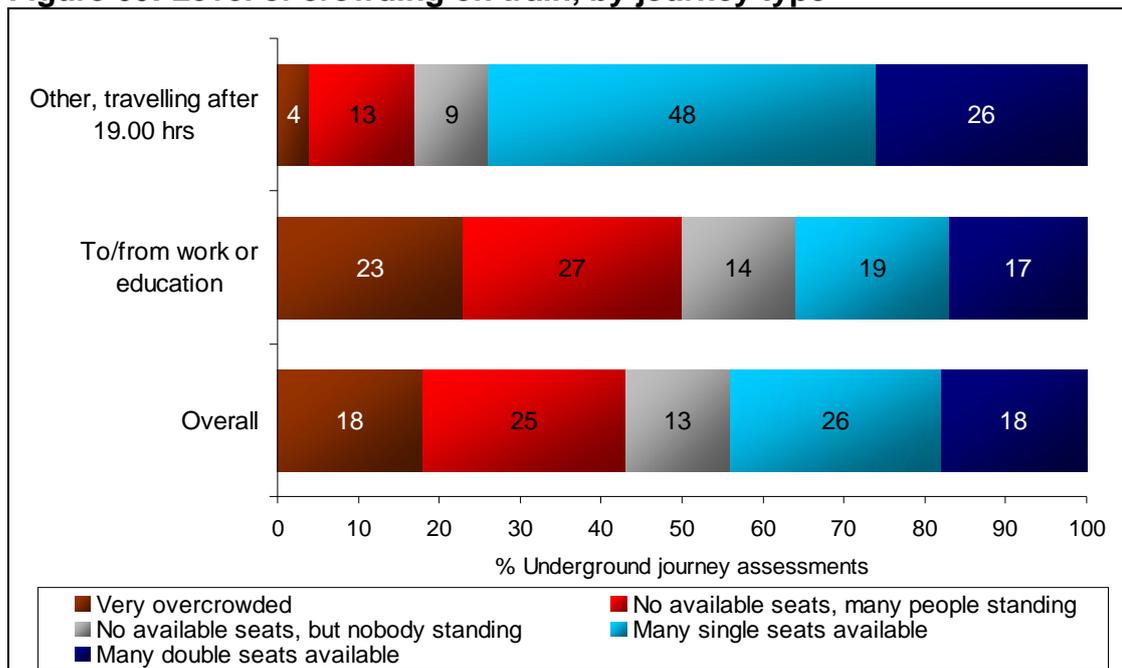
Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Figure 60: Level of crowding on train, by journey type



Base: All Underground journey assessments – 110

To/from work or education – 84

Other journey, travelling after 19.00 hrs – 23

Availability of Seats/Wheelchair Space

For over half of journeys (63%) assessors were able to have a seat or access the wheelchair area immediately. For 7% of journeys (8 assessments) assessors were able to access a seat or wheelchair area only when other passengers moved out of the way because they had asked them to do so.

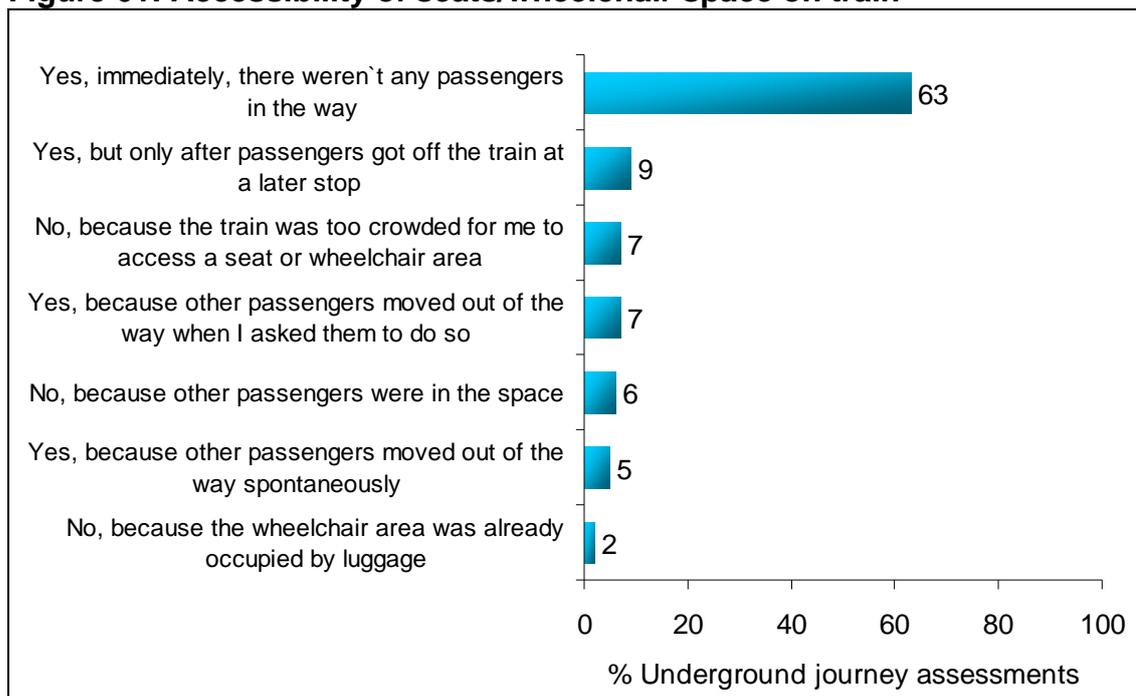
For 9% of journeys (10 assessments) the assessor was able to access a seat or wheelchair area when passengers got off at a later stop.

For 7% of journeys (8 assessments) assessors could not access a seat or wheelchair area because the train was too crowded.

For 6% of journeys (7 assessments) other passengers were in the space and for 2% of journeys (2 assessments) the wheelchair areas was occupied by luggage

This is shown in Figure 61.

Figure 61: Accessibility of seats/wheelchair space on train



Base: All Underground assessments – 110

Attitude and Helpfulness of Other Passengers on Train

The overall score for attitude of fellow passengers on train was 67 out of 100. There is no comparable score in Q4 09/10, Disabilities MTS.

The score for attitude of fellow passengers on train, overall and by disability, is shown in Table 28 below.

Table 28: Attitude of fellow passengers on train

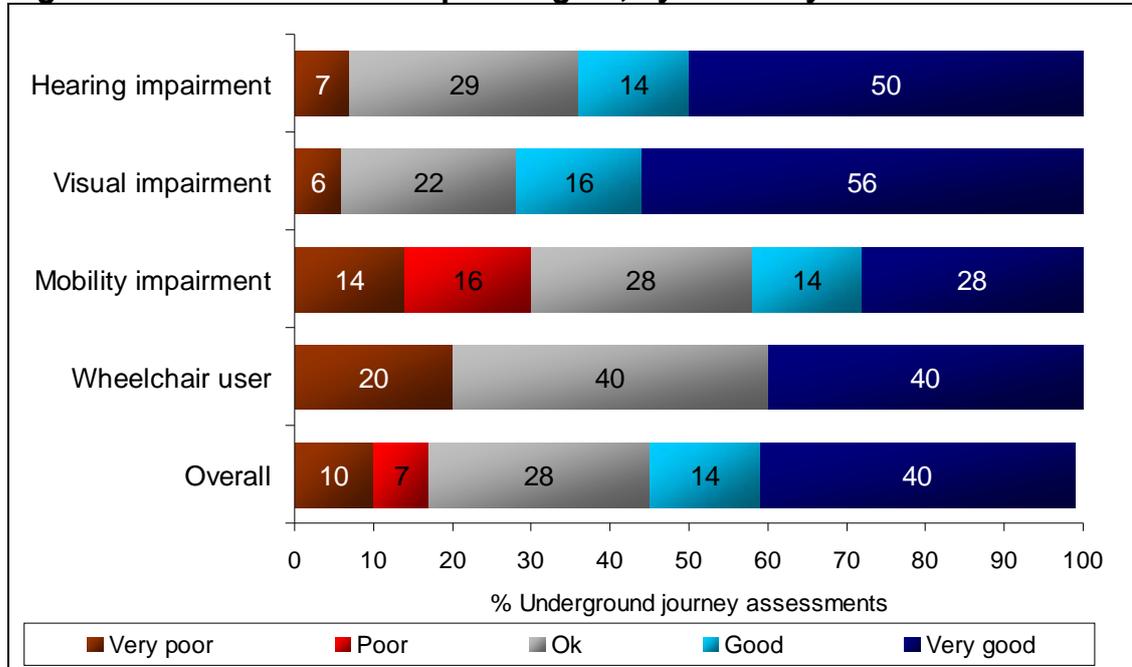
	Disabled Commuters Journey Experience (2010)
Overall	67
Mobility impaired	57
Wheelchair users	60
Visually impaired	79
Hearing impaired	75
Deaf	72

For just over half (54%) of journeys (59 assessments), assessors described the attitude of their fellow passengers on train as good or very good.

For nearly a quarter (17%) of journeys (19 assessments), assessors described the attitude of their fellow passengers as poor or very poor.

This is shown overall and by disability in Figure 62.

Figure 62: Attitude of fellow passengers, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Accessibility of Information on Train

The overall score for the volume and clarity of information announcements on train was 62 out of 100; while for accessibility and clarity of scrolling electronic information it was 55 out of 100. There are no comparable scores in Q4 09/10, Disabilities MTS.

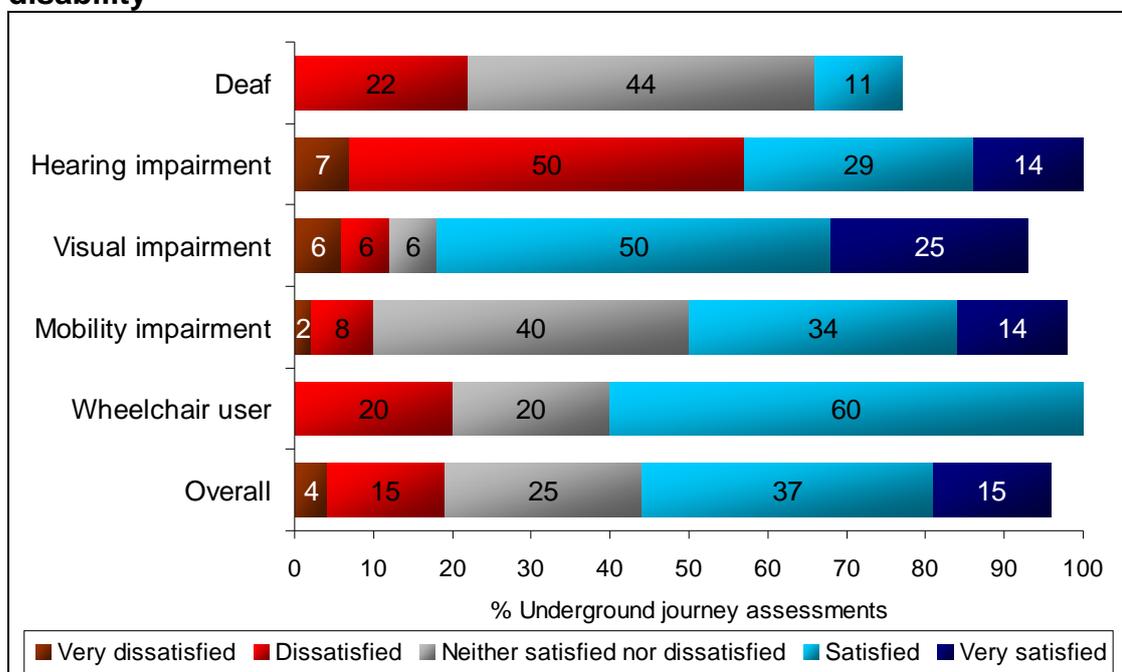
Scores for information announcements and for scrolling electronic displays, overall and by disability, are shown in Table 29.

Table 29: Clarity and accessibility of information on train

	Disabled Commuters Journey Experience (2010)	
	Volume/clarity of information announcements on train	Accessibility/clarity of scrolling electronic information on train
Overall	62	55
Mobility impaired	63	55
Wheelchair users	60	75
Visually impaired	72	47
Hearing impaired	48	55
Deaf	46	59

Assessors were satisfied or very satisfied with information announcements on the train in terms of volume or clarity for 52% of Underground journeys. For 19% of journeys (20 assessments) they were dissatisfied or very dissatisfied. This is shown in Figure 63 overall and by disability.

Figure 63: Satisfaction with information announcements on train, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

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Where assessors were satisfied with the quality of information announcements on the train, this was mostly because they were clear, timely and informative:

“They tell you where the train's going, give you advance warning of the stop so you can get ready, they're a huge boon.”

“I could hear clearly. Even when the train stopped for just a few seconds we were told why.”

“I prefer to hear the destinations announced since I cannot read the maps to figure out approaching stations. Announcements are much better than they used to be.”

“It was loud enough and told me what I needed to know - can't ask for more than that.”

Reasons for dissatisfaction mostly related to poor sound quality or to a lack of any announcements:

“Sometimes the volume was so high it was distorted.”

“On the train the driver spoke too quickly for me to hear and didn't repeat any information. Background noise was too much.”

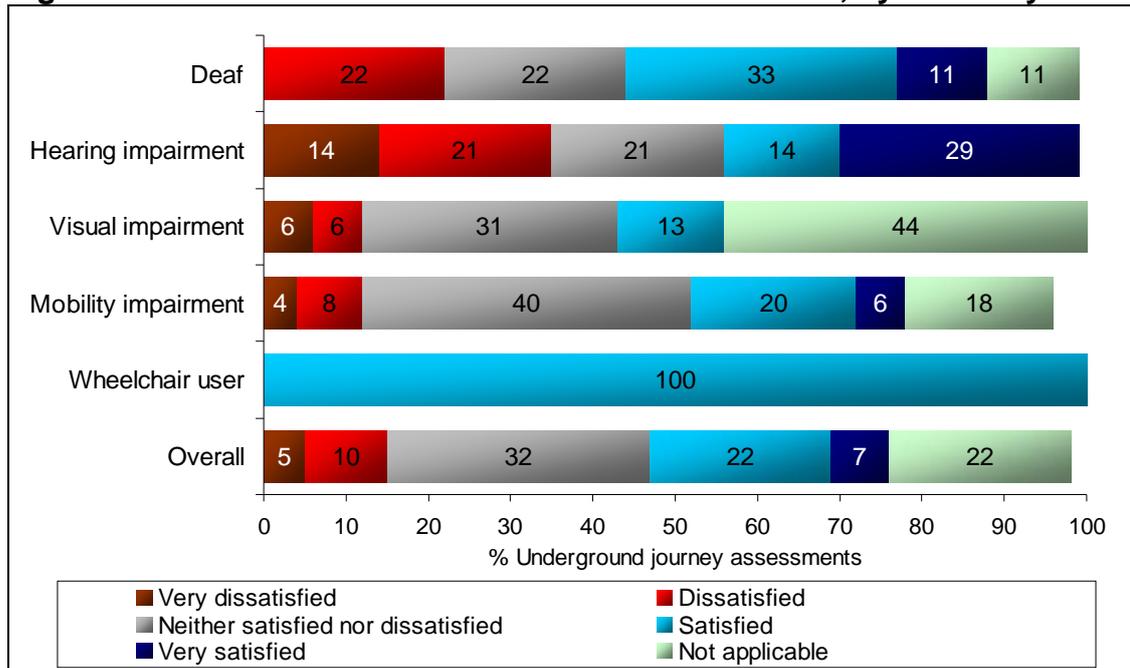
“Since when have there been automated announcements on Metropolitan line trains?”

“There wasn't enough information about the delays.”

“The driver did not even bother to turn the announcements on.”

For 29% of journeys (32 journeys) assessors were satisfied or very satisfied with the scrolling electronic display information on the train in terms of accessibility or clarity. For 15% of journeys (17 assessments) they were dissatisfied or very dissatisfied the scrolling electronic display information. This is shown in Figure 64 overall and by disability.

Figure 64: Satisfaction with visual information on train, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Where assessors were satisfied with the quality of the scrolling electronic display information on the train, apart from those who had no visual impairment this was mostly because they relied on it and found it clear, easy to read and accurate.

“Accurate, timely, legible.”

“They are my certainty of where I am going and when to get off.”

“That tells me 100% where I am going and when am approaching the station I want to get off. Can’t rely on hearing announcement 100% as can’t hear every word even though I’ve got hearing aids on.”

Reasons given by assessors for dissatisfaction with the scrolling electronic display information on the train mostly related to it not functioning and to not being able to see it from where they were:

“There is no scrolling display on most Central line trains from Newbury Park.”

“It’s quite high up so difficult for me to read and it scrolls too fast for me to read it. It’s also not very big. I tend to

rely on the train announcements on board much more than these displays.”

“Train was too crowded for me to see it.”

“You can only see the boards if you're stood/sat near them. I was standing on a packed train near the door, so not able to see.”

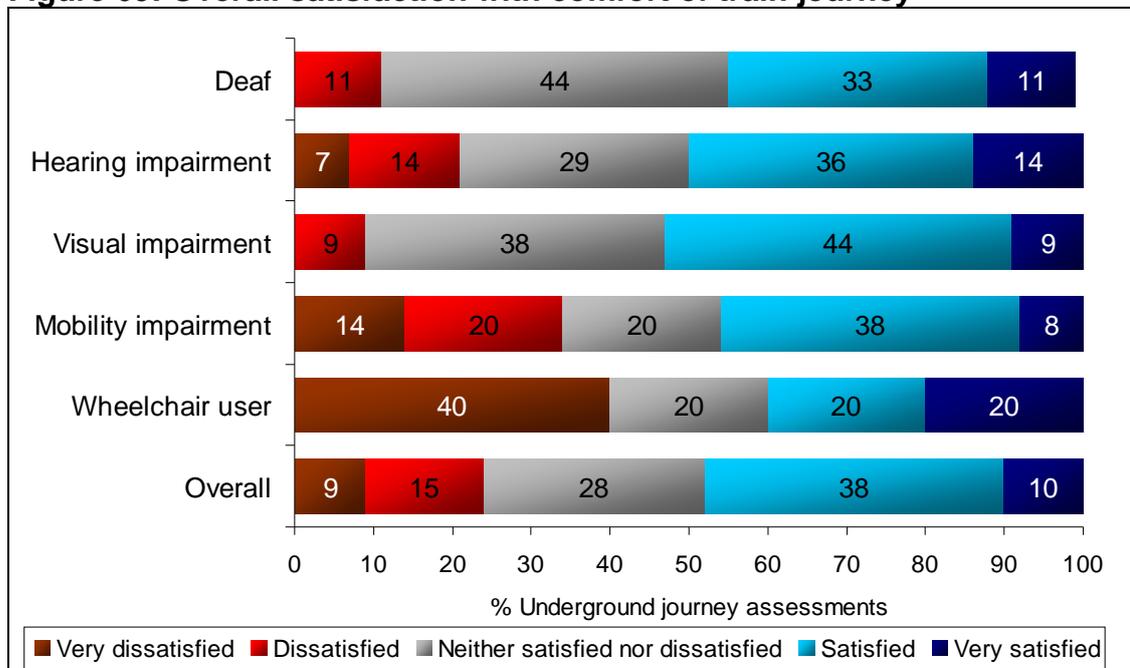
Overall Satisfaction with on Train Journey Experience

Overall, for nearly a half – 48% of journeys, 53 assessments – assessors were satisfied or very satisfied with the comfort of their train journey.

For nearly a quarter – 24% of journeys, 26 assessments – they were dissatisfied or very dissatisfied with the comfort of their journey. These journeys comprised 27 made by mobility impaired assessors, three each by visually impaired and hearing impaired assessors, two by wheelchair users and one by a deaf assessor.

Satisfaction with the comfort of the train journey is shown overall and by disability in Figure 65.

Figure 65: Overall satisfaction with comfort of train journey



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

The reasons given for dissatisfaction with the comfort of the train journey mostly related to not having a seat and to the level of crowdedness:

“I was exhausted and forced to crouch on the floor to retain my energy and balance.”

“With few designated areas for disabled people, I felt unable to ask anyone to give up their seat, particularly as my disability was not clearly visible.”

“Normally, if I am not able to get a seat, I change at Seven Sisters to an empty train on same line. Today, Seven Sisters platform was so crowded I had to stay on train standing the whole journey.”

“Wished I had had a seat as found the journey painful and uncomfortable.”

“Trains are far too crowded. It is impossible to move towards the seating area and people do not even look up to aware of anyone needing a seat.”

One assessor noted that information earlier in the journey could have made a difference to the quality of the train journey:

“The lift was out of order at Waterloo so I had to get off at Southwark but this information was not communicated London Bridge if it had been I would have chosen a different route home from work.”

5.6 Getting off the Train

Ease of Knowing when Destination Stop Reached

The overall score for this measure was 73 out of 100, the low score reflecting travel conditions during peak time. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for ease of knowing when destination station reached overall and by disability, are shown in Table 30 below.

Table 30: Ease of knowing when destination station reached

	Disabled Commuters Journey Experience (2010)
Overall	73
Mobility impaired	69
Wheelchair users	65
Visually impaired	78
Hearing impaired	79
Deaf	67

For the majority (94%) of journeys, assessors did not need any help in knowing when they had reached their destination station. One visually impaired assessor received help from a member of staff and another received help from a member of the public.

For four journeys assessors said they would have liked to have received help but did not; three of these were journeys made by mobility impaired assessors and one was made by a deaf assessor.

For the majority (75%) of journeys, assessors were satisfied or very satisfied with the ease of knowing when they had reached their destination station.

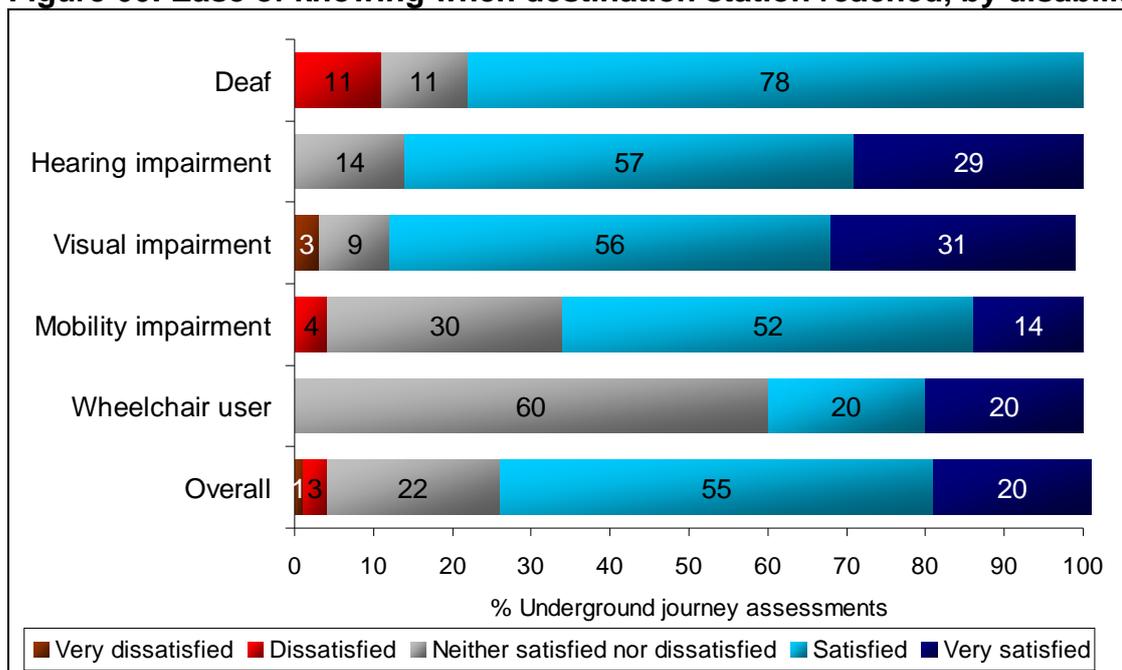
Just 4% (4 assessments) were dissatisfied or very dissatisfied with the ease of knowing when they had reached their destination station. These comprised two journeys made by mobility impaired assessors, one by a visually impaired assessor and one by a deaf assessor.

Little information was given for dissatisfaction; one assessor said:

“There was no scrolling information, so I always had to peer out and check the name.”

Satisfaction with the ease of knowing when the destination station had been reached is shown overall and by disability in Figure 66.

Figure 66: Ease of knowing when destination station reached, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Ease of Getting Off the Train

The overall score for this measure was 70 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for ease of getting off the train, overall and by disability, are shown in Table 31 below.

Table 31: Ease of getting off the train

	Disabled Commuters Journey Experience (2010)
Overall	70
Mobility impaired	58
Wheelchair users	75
Visually impaired	79
Hearing impaired	80
Deaf	83

For the majority (89%) of journeys, assessors did not need any help getting off the train.

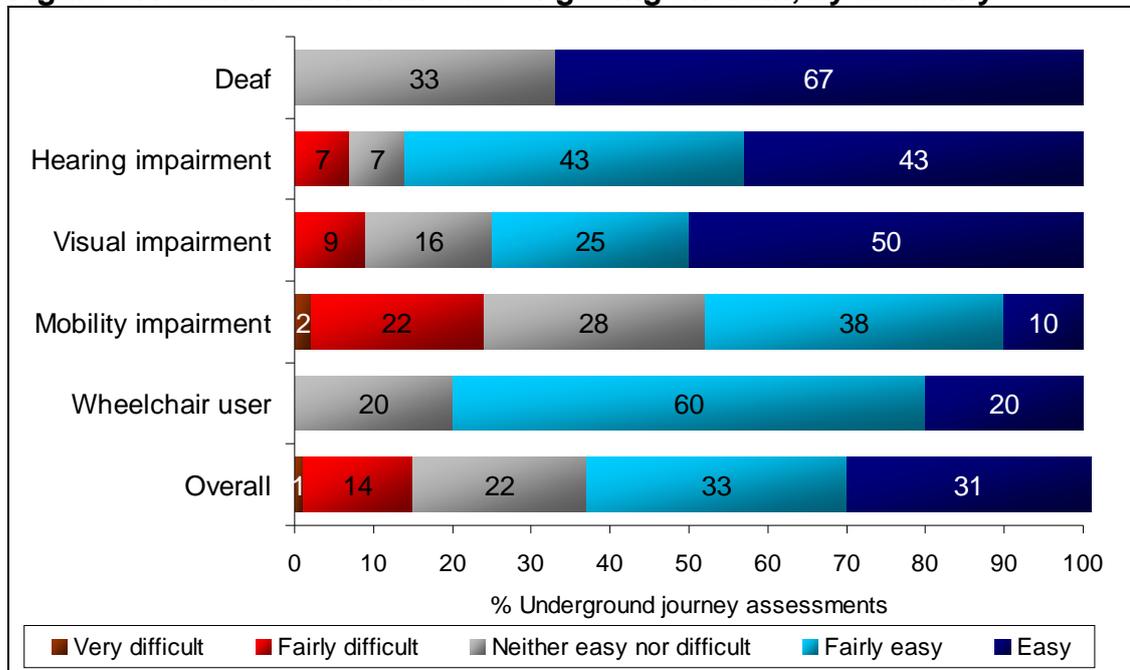
Seven were helped by their personal assistant/another companion and one was helped by another passenger.

Four, all mobility impaired, said that, although they did not receive any help getting off the train, they would have liked to.

For most (64%) journeys, assessors found it fairly easy or easy to get off the train. For 15% of journeys (16 assessments) they found it fairly or very difficult. These comprised 12 journeys made by mobility impaired assessors, three made by visually impaired assessors and one made by a hearing impaired assessor.

Satisfaction with ease of getting off the train is shown in Figure 67 overall and by disability.

Figure 67: Satisfaction with ease of getting off train, by disability



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

Reasons for dissatisfaction with ease of getting off the train mostly related to overcrowding:

“It was crowded by this time and people start trying to get on the train before you have got off.”

“Fighting through crowd and people pushing to get on before I get off. This is always the same at Euston where I change trains.”

“Very busy and had to ask twice to enable exit.”

“People were pushing to get out quickly and the platform was crowded.”

5.7 Interchange

The overall score for this measure was 62 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for ease of making an interchange, overall and by disability, are shown in Table 32 below.

Table 32: Ease of making an interchange

	Disabled Commuters Journey Experience (2010)
Overall	62
Mobility impaired	52
Wheelchair users	13
Visually impaired	67
Hearing impaired	93
Deaf	75

Interchanges between Underground trains are rated as more difficult than interchanges between Underground and another mode: mean score of 60 for Underground to Underground interchange and 65 for Underground to other mode interchanges.

For 47% of journeys no interchange was made. For 46% of journeys, the assessor made an interchange which they always make.

For 7% of journeys (7 assessments), the assessor reported making an interchange that is not normally made. These comprised three journeys made by mobility impaired assessors, two made by hearing impaired assessors, one made by a visually impaired assessor and one made by a wheelchair user.

A mix of reasons was given for making an interchange that is not normally made. These included a change of destination on the

assessor's part, delays and not physically being able to continue on the normal mode.

"Because there were terrible delays on the Hammersmith and City line which I usually take direct from Farringdon to Stepney Green. I therefore thought it would be quicker to change at Tower Hill for the District line."

"To go to another meeting on outskirts of Victoria by taxi."

"I was so exhausted I could not walk home and took a cab."

5.8 Destination Station

Ease of Leaving Destination Station

The overall score for this measure was 65 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for ease of leaving destination station, overall and by disability, are shown in Table 33 below.

Table 33: Ease of leaving destination station

	Disabled Commuters Journey Experience (2010)
Overall	65
Mobility impaired	61
Wheelchair users	70
Visually impaired	65
Hearing impaired	80
Deaf	61

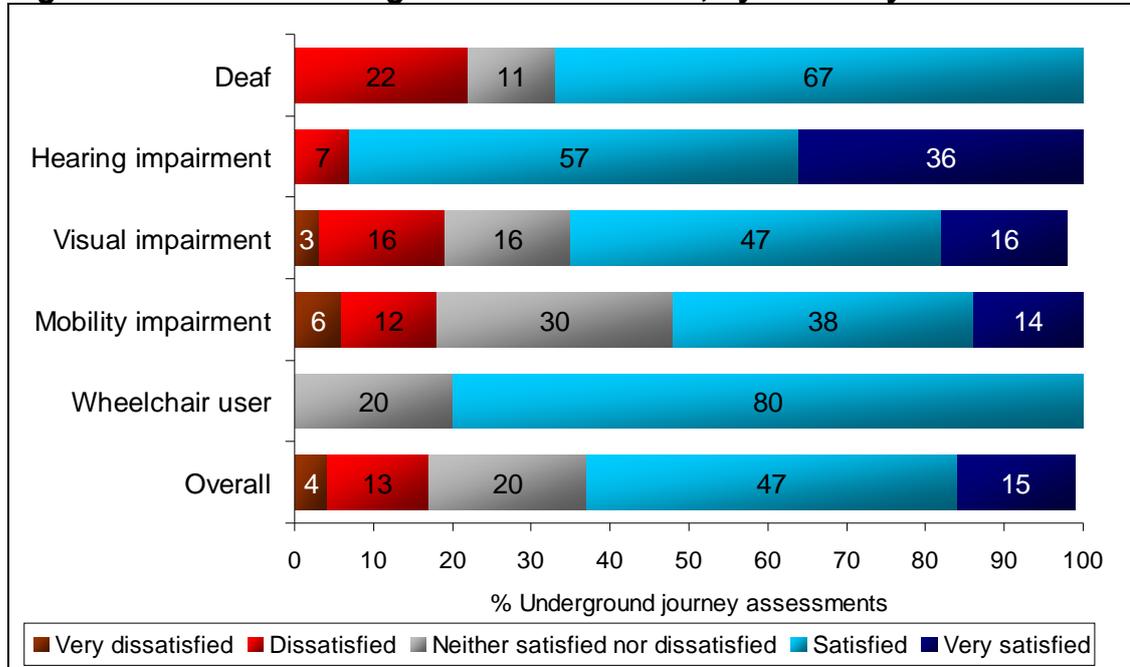
For the majority of journeys (62%), assessors were satisfied or very satisfied with the ease of leaving their destination station.

For 17% of journeys, assessors were dissatisfied or very dissatisfied with the ease of leaving their destination station. This represents 18 journeys comprising nine made by mobility impaired assessors, six

made by visually impaired assessors, two by deaf assessors and one by a hearing impaired assessor.

Satisfaction levels for ease of leaving the destination station are given overall and by disability in Figure 68.

Figure 68: Ease of leaving destination station, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Reasons given for satisfaction with the ease of leaving the destination station mostly relate to knowing the station, the route being clear, lifts and escalators working and the station not being too crowded.

“There were escalators working and there was sufficient space on them.”

“Clear signage on which exit led to where.”

“It’s a typical route for me.”

“The area was well lit and there were no barriers blocking me.”

However, even those who were positive about this measure had some reservations:

“Sometimes Euston Underground closes the escalator going up to the National Rail concourse. This means I

have to go up the stairs to the railway station and it is very hard to find my way to the entrance of Euston once I've gone up the steps. If they're closing the escalator up to the concourse, staff need to actively assist blind people."

"I know my route but Finsbury Park is quite a difficult station to navigate, I really think a lot has to be done here to fulfil its potential."

Reasons given for dissatisfaction with the ease of leaving the destination station mostly relate to crowding, to escalators not working, to ticket not working and to problems with appointed staff:

"Old Street is very congested. I wait on platform for this to clear, but a small stairway serves two platforms."

"A lot of queuing as so many had to get out and some tried to get into the station crossing the lines of passengers exiting."

"On this occasion, people moving in the wrong direction."

"The escalator wasn't working and Euston was in chaos; obviously something happened with the trains – no idea what."

"My Freedom Pass was not working so had to seek assistance."

"The organised member of staff wasn't there to meet me, so I had to wait for about 5 mins. They put out an announcement that I should stand there and wait."

Escalators, Lifts and Stairs (Destination Station)

The overall score for ease of using the escalator at the destination station was 64 out of 100, for using the lift 66 out of 100 and for using the stairs 62 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

Scores for ease of using escalators, lifts and stairs (destination station), overall and by disability, are shown in Table 34 below.

Table 34: Ease of using escalators, lifts and stairs (destination station)

	Escalators	Lifts	Stairs
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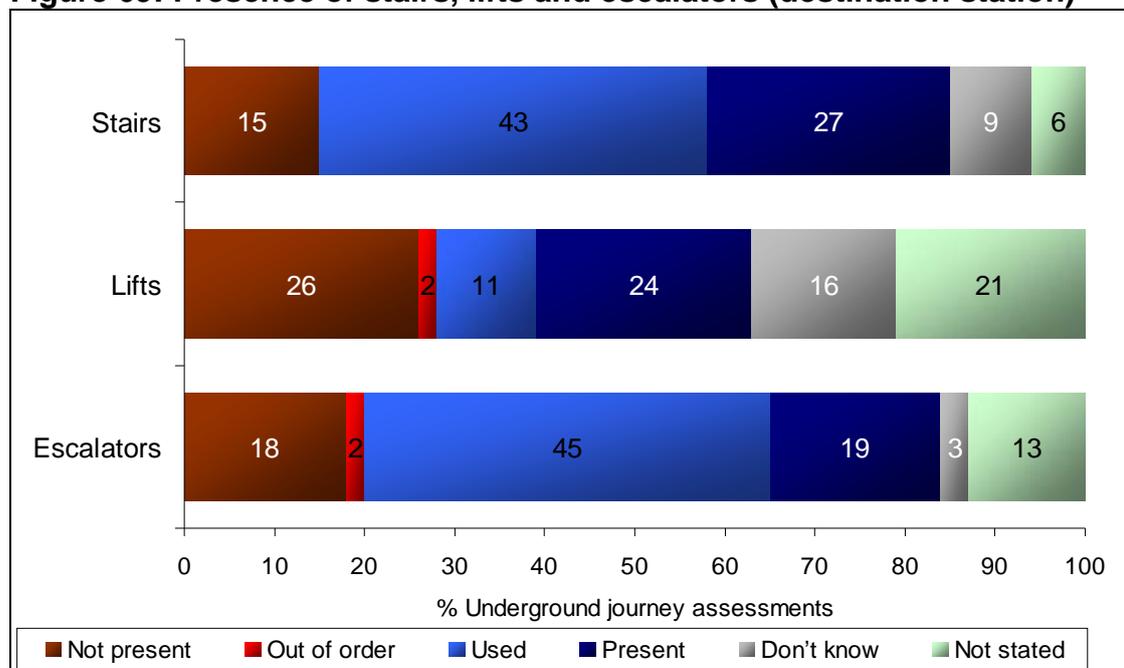
Underground journey assessments

Overall	64	66	62
Mobility impaired	56	67	47
Wheelchair users	–	63	–
Visually impaired	69	58	71
Hearing impaired	78	–	75
Deaf	69	100	75

Figure 69 shows whether or not stairs, lifts and escalators were present at the destination station, whether they were out of order and whether assessors used them.

Assessors reported that for two journeys the escalator was out of order and for two journeys the lift was out of order.

Figure 69: Presence of stairs, lifts and escalators (destination station)



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

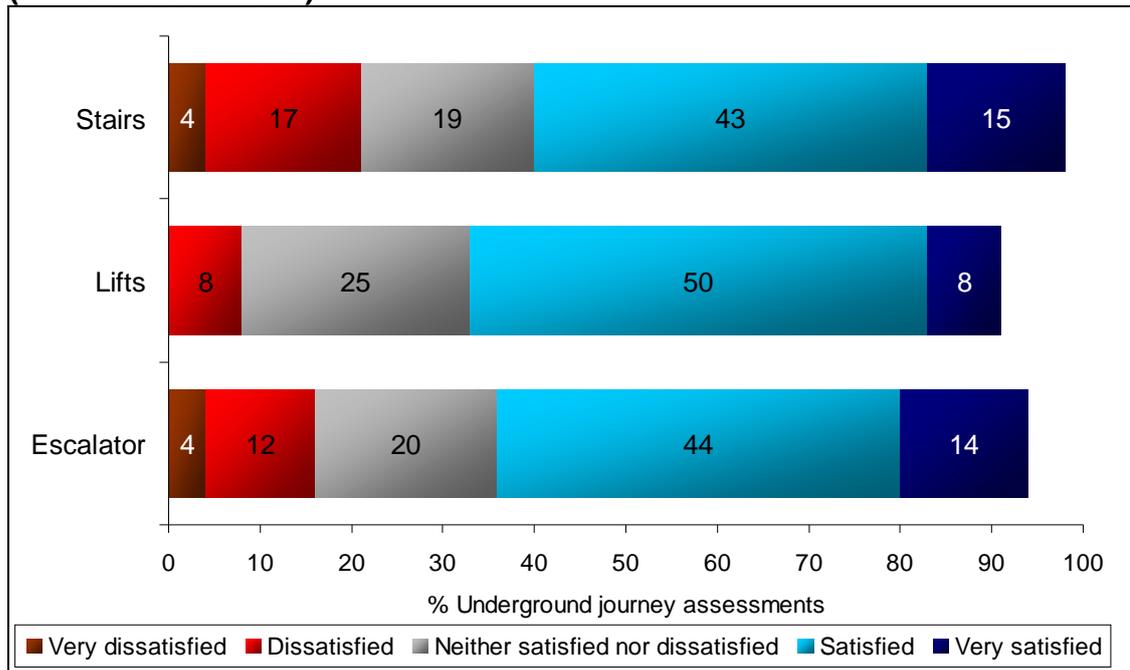
Visual impairment – 32

Hearing impairment – 14

Deaf – 9

Figure 70 shows how satisfied assessors were with the ease of using the stairs, lifts and escalators they used at the origin station. There was greater dissatisfaction with stairs (21% being dissatisfied or very dissatisfied) than with lifts (8%) or escalators (16% being dissatisfied or very dissatisfied).

Figure 70: Satisfaction with ease of using stairs, lift or escalator (destination station)



Base: Underground journeys using stairs, lift or escalator

Stairs – 47

Lift – 12

Escalator – 50

Satisfaction with ease of using the escalator mostly relates to the convenience and the fact that people did not push on the escalator:

“Used properly by fellow passengers.”

“It ran up smoothly and nobody was pushing anyone or knocking anyone over.”

“Although easy to use anyway (it's an escalator – you step on, then step off), the lighting etc. really helps around Westminster.”

“It makes a noise so you can hear where it is. They're easy to find.”

Dissatisfaction with ease of using the escalator (for eight journeys: six by mobility impaired assessors and two by visually impaired assessors) relates to their being crowded, too fast and too brightly lit:

“Crowded, especially at ticket barriers.”

“The escalators move quite fast and it's always a bit tricky trying to get on them.”

Underground journey assessments

“Because the escalators at Westminster station have lights in them and I’m very light sensitive, so I have to travel with my eyes closed.”

Satisfaction with ease of using the lift mostly relates to their being convenient and in good working order:

“It makes life easier to get up and down without the use of stairs and it was in working order as the lift breaks down quite often.”

“The lift eliminates the need for me to climb the stairs which results in pains and aches. I also feel pressure that I am slowing fellow passengers down too.”

“Clean; announcement (electronic) present – legible, accurate and timely; good location; good signage and maps of lifts inside lift itself.”

No reasons were given for dissatisfaction with ease of using the lift.

Satisfaction with ease of using the stairs was high among guide dog users, for whom escalators are a problem but also attributed to the stairs being clear and clean, well marked out and with handrails:

“The stairs were clear of debris and easy not slip.”

“Not a long flight of stairs. Good signage. Handrails present. Clean.”

“There was a small flight of stairs and they clearly marked out.”

Dissatisfaction with ease of using the stairs mostly relates to the difficulty of using stair and crowding, particularly other people going in the opposite direction:

“I find them painful to use.”

“I find stairs uncomfortable to use due to various reasons.”

“I hate using stairs as first of all I have a tendency to trip and fall, especially on stairs. Also, I hate knowing that I

slow people down because I'm slow and they're rushing.”

“I find stairs difficult to manage and avoid using them where I can. Although this is a small set of stairs people often go up and down them the wrong way and because I need to wait to hold on to the banister and this is frustrating when someone is going the opposite way to what they should do.”

Level of Crowding (Destination Station)

The overall score for this measure was 42 out of 100, the low score reflecting travel conditions during peak time. There is no comparable question in Q4 09/10, Disabilities MTS.

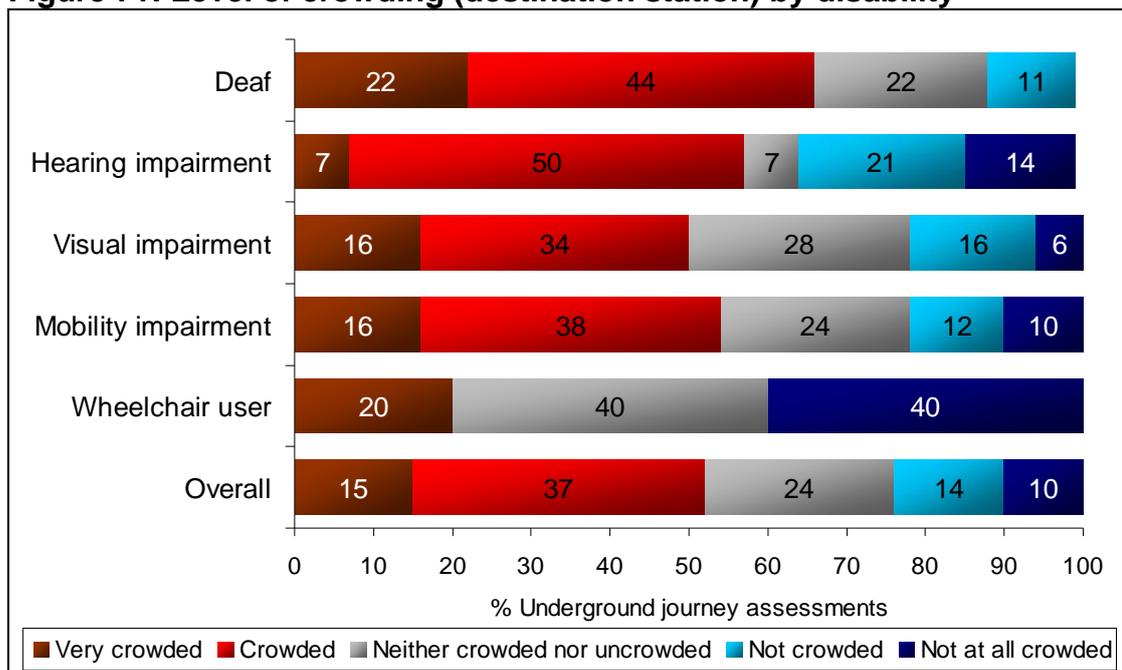
Scores for crowdedness of the destination station, overall and by disability, are shown in Table 35 below.

Table 35: Level of crowding (destination station)

	Disabled Commuters Journey Experience (2010)
Overall	42
Mobility impaired	41
Wheelchair users	60
Visually impaired	41
Hearing impaired	46
Deaf	31

Overall, for just over half (52%) of journeys, assessors reported that their destination station was crowded or very crowded. For almost a quarter (24%) the destination station was not crowded or not at all crowded. Figure 71 shows levels of crowdedness of destination station overall and by disability.

Figure 71: Level of crowding (destination station) by disability



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

For nearly three quarters (73%) of journeys, the level of crowdedness at the destination station was considered normal. For 16% of journeys (18 assessments) it was less crowded than usual while for 7% (eight assessments) it was more crowded than usual.

Helpfulness and Attitude of Staff (Destination Station)

For the majority (93%) of journeys, assessors did not need any help at their destination station. One assessor received help from a member of staff and one from a member of the public.

For 5% of journeys (five assessments) the assessor did not receive any help although they would have liked to. These were all journeys made by mobility impaired assessors.

Exiting the Destination Station

The overall score for this measure was 67 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS. Scores for ease of leaving the destination station, overall and by disability, are shown in Table 36 below.

Table 36: Ease of leaving destination station

	Disabled Commuters Journey Experience (2010)
Overall	67
Mobility impaired	62
Wheelchair users	70
Visually impaired	70
Hearing impaired	79
Deaf	67

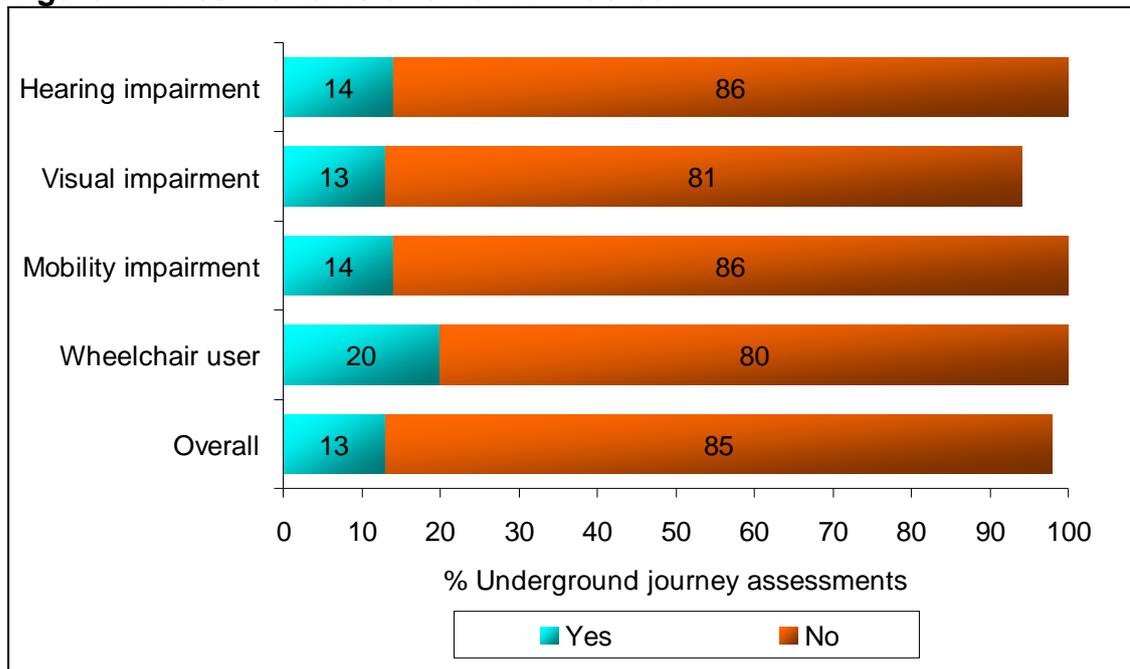
For most Underground journeys (85%) the exit from the destination station was clear, as Figure 72 shows.

However, for 13%, which represents 14 journeys, the exit from the station was hindered in some way. Seven of these journeys were made by mobility impaired assessors, four by visually impaired assessors, two by hearing impaired assessors and one by a wheelchair user.

For half (eight) of these journeys, passengers were alerted to the obstacle, barrier or situation, for example by signage or a member of staff.

In Q4 09/10, Disabilities MTS, all Underground assessors said that the exit from their destination station was clear.

Figure 72: Destination station exit hindered



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

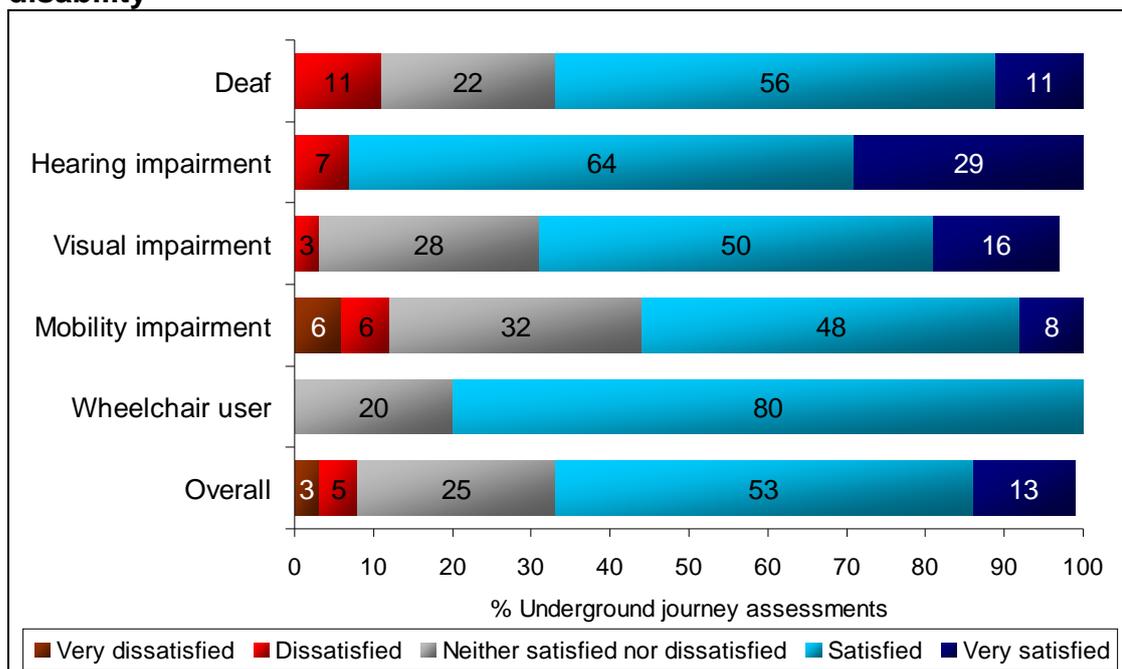
Reasons for the exit being hindered included:

- Barriers and readers not working properly
- Crowding
- Service disruption (Victoria station being closed)
- People distributing papers and leaflets

Overall, for two thirds (66%) of journeys, assessors were satisfied or very satisfied with the ease of leaving their destination station, with 8% (nine journeys) being dissatisfied or very dissatisfied. This is shown in Figure 73.

These nine journeys comprised six made by mobility impaired assessors and one each made by a visually impaired, a hearing impaired and a deaf assessor. Only two reasons were given for dissatisfaction with the ease of leaving the destination station: crowding and the use of stairs.

Figure 73: Overall satisfaction with ease of leaving destination station, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

5.9 Overall Train Experience

Overall Satisfaction

The overall score for this measure was 62 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

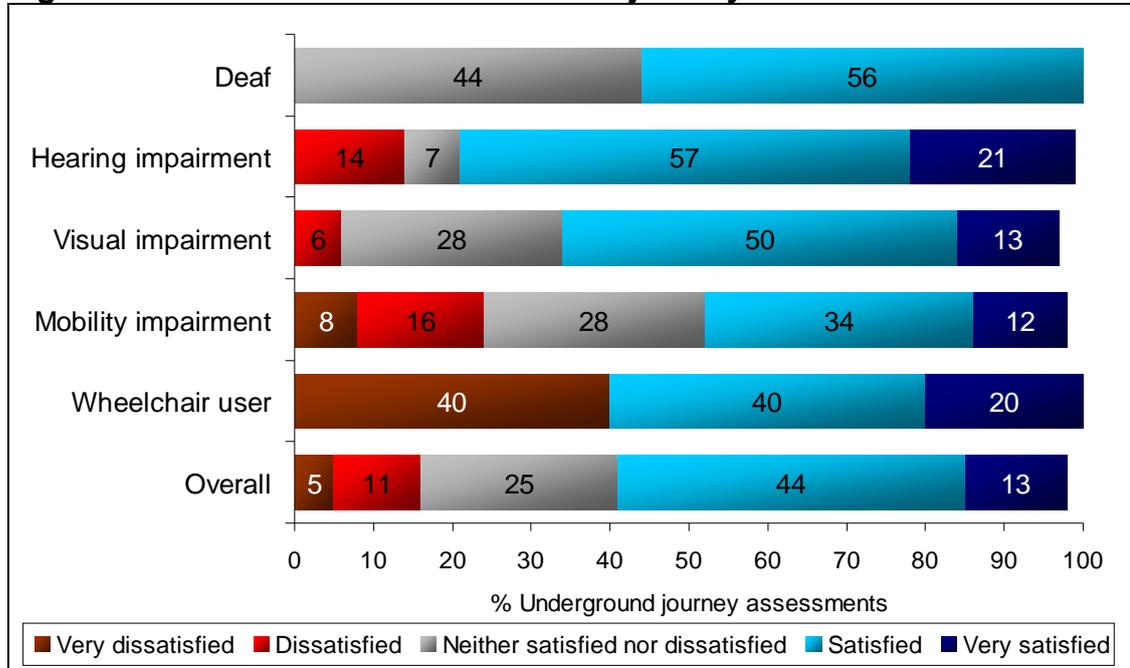
Scores for overall satisfaction with the Underground journey, overall and by disability, are shown in Table 37 below.

Table 37: Overall satisfaction with the Underground journey

	Disabled Commuters Journey Experience (2010)
Overall	62
Mobility impaired	57
Wheelchair users	50
Visually impaired	68
Hearing impaired	71
Deaf	64

For 57% of journeys, assessors were satisfied or very satisfied overall with their train journey, while 16% (representing 18 journeys) were dissatisfied or very dissatisfied. This is shown, overall and by disability, in Figure 74.

Figure 74: Overall satisfaction with train journey



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

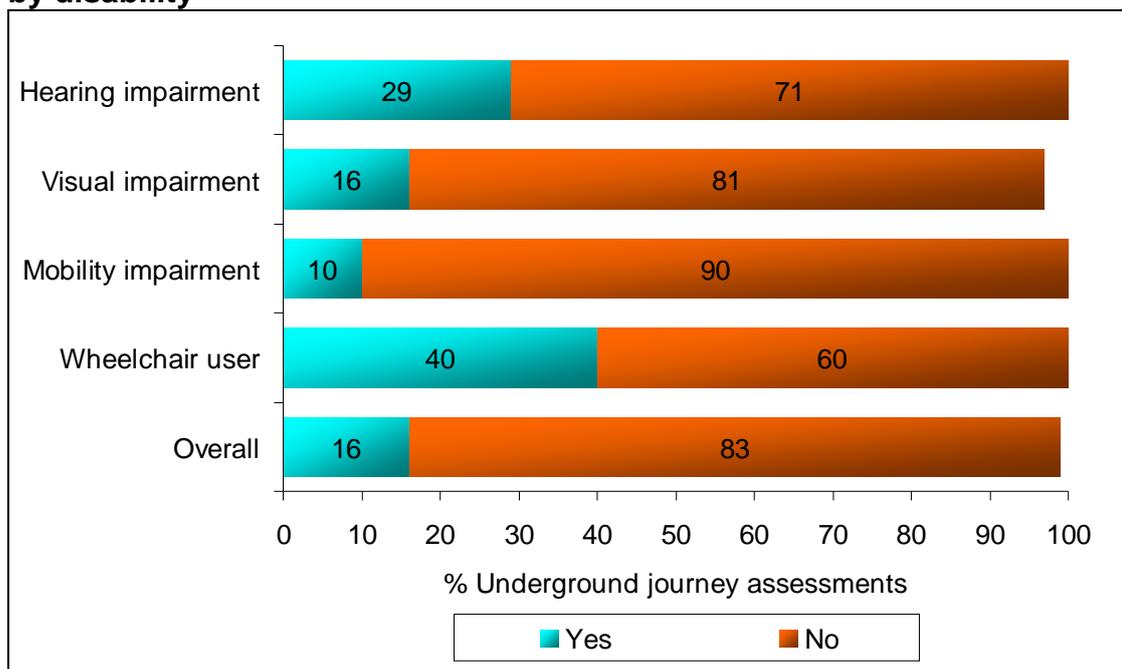
5.10 Other Aspects of Journey

Any Sense of Discrimination

As is shown in Figure 75, the majority (83% of journeys overall) said they did not feel that they had been treated less favourably or received a poorer service because of their disability. However, 16% (18 assessments) said they did. In Q4 09/10, Disabilities MTS, on 12% of journeys (seven assessments) assessors said they had felt discriminated against during their Underground journey because of their impairment.

These 18 assessments comprised five journeys made by mobility impaired assessors and five by visually impaired assessors, four by hearing impaired assessors and two each by deaf assessors and wheelchair users.

Figure 75: Feeling of being treated less favourably because of disability, by disability



Base: All Underground journey assessments – 110

Wheelchair users – 5

Mobility impairment – 50

Visual impairment – 32

Hearing impairment – 14

Deaf – 9

The main reasons given for a feeling of being treated less favourably because of their disability were other passengers not offering a seat and the lack of clarity of announcements:

- *“Other passengers are reluctant to give up their seats and often ignore me, thinking I can’t see them, when I ask if there’s a free seat. Very often people are reluctant to speak to me and motion that there is a free seat. If I was completely blind I wouldn’t see this at all. I don’t know what TfL can do to educate passengers, though.”*
- *“Other passengers. I asked one if she needed the priority seat and she said ‘why?’ The lady travelling with her said ‘just say you’re pregnant’.”*
- *“At Victoria it was impossible to hear, if any, announcements re the overcrowding or holding back at the hall area.”*
- *“Only that the visual display on the train was not in use. I find this and the audio announcements important in making journeys.”*

Other reasons relate to accessibility while one assessor felt less favourably treated because of their disability by a member of staff:

“Too many stairs at interchange tube lines and exit/entrance to stations.”

“I cannot use a wheelchair at nearly all tube stations.”

“The lack of an automated gate to enter meaning I had to rely on others and no information about the broken lift at outward station forced me to alter my journey in an inconvenient way, adding to my journey time more than required had I been told at the outset.”

“At Waterloo by the member of staff.”

Feeling Safe from Crime or Anti-Social Behaviour

The overall score for this measure was 67 out of 100. There is no comparable question in Q4 09/10, Disabilities MTS.

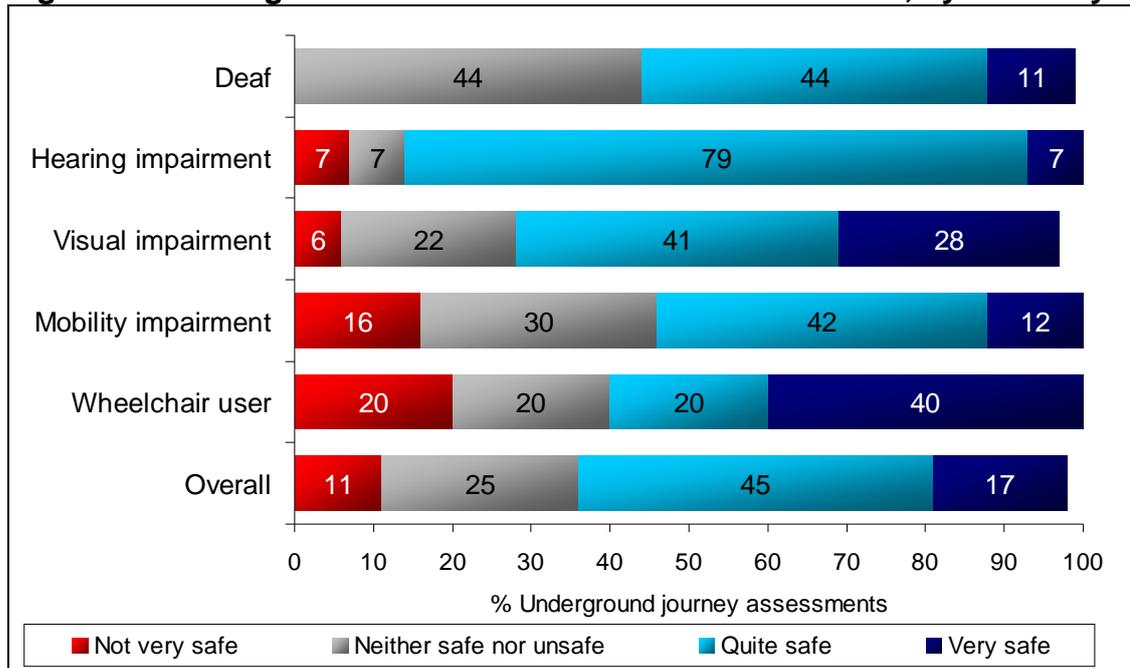
Scores for feeling safe from crime or anti-social behaviour on the Underground journey, overall and by disability, are shown in Table 38 below.

Table 38: Feeling safe from crime or anti-social behaviour on the Underground journey

	Disabled Commuters Journey Experience (2010)
Overall	67
Mobility impaired	62
Wheelchair users	70
Visually impaired	73
Hearing impaired	71
Deaf	67

For nearly two thirds of journeys (62%) assessors said they had felt quite safe or very safe from crime or anti social behaviour on their Underground journey, as Figure 76 shows. Eleven per cent – representing 12 assessments – said they had not felt very safe. However, none gave any reason for this feeling.

Figure 76: Feeling safe from crime or anti-social behaviour, by disability



Base: All Underground journey assessments – 110
 Wheelchair users – 5 Mobility impairment – 50
 Visual impairment – 32 Hearing impairment – 14 Deaf – 9

Unexpected Features of the Journey

Assessors were asked to say whether there were any unusual or unexpected features of their Underground journey and, if so, how they managed to overcome these. Unusual aspects included:

“Asked to open my Freedom Pass for identification purposes when the reason it can't be used is because the new one has not been sent out and the old one has been deactivated, despite staff being aware of this situation.”

“An annoying aspect is Victoria line was announced and signed as no delays and good service. For my journey this was not a good service.”

“The unusual feature was that the Hammersmith and City line was not available and I had to think of an alternative route which I could use, which avoided escalators. My usual alternative route would have been Mile End to Stratford where I would change for the London Overground to West Hampstead but even that is closed as well.”

Underground journey assessments

Just one means of overcoming any unusual features of the Underground journey was mentioned:

“By remaining patient with the staff member.”

6. OVERGROUND JOURNEY ASSESSMENTS

6.1 Introduction

There were just eighteen journey assessments completed for journeys taken using the Overground. These journeys are therefore reported on numerically rather than proportionally.

6.2 Origin Station

Entering the Ticket Hall Area

For 15 Overground journeys the entrance to the origin station was clear, while for three journeys the assessor said the entrance was hindered. However, they did not give details of the obstruction.

For ten Overground journeys, assessors were satisfied or very satisfied with the ease of getting through the ticket hall area of their origin station, while for four journeys assessors gave negative scores.

Not all assessors gave reasons for their negative scores. One assessor said that it was difficult to hear announcements because there are too many of them and the volume is too low. Another said the angle of the barriers made them difficult to see. A third gave a detailed explanation relating to time allowed to access the platform:

"I have a Freedom Pass and if I lived anywhere other than south east London I would be able to travel to work before 9.30 using this pass – but as I live in New Cross and the East London line is no longer working I have to get the Overground and cannot use my pass until after 9.30. There is a train at 9.32 but it takes me some time to get across to the platform – more than two minutes! But I am reliant on a nice ticket inspector at the station to let me through the barriers before 9.30 – if they say yes I have enough time to walk over to the platform and get my train.....this morning I encountered a difficult one who couldn't see any reason why I should go through before 9.30 when my pass doesn't let me! I have a rather invisible disability – my visual impairment is such that most people are not aware I have a problem by just looking at me.....I find it quite frustrating that I have to explain myself every morning.

Level of Crowding in Ticket Hall (Origin Station)

For five Overground journeys the ticket hall at the origin station was crowded or very crowded, while for six journeys it was not crowded.

For 12 journeys, the level of crowdedness was considered normal. For four journeys it was more crowded than usual and for two it was less crowded.

Helpfulness and Attitude of Staff in Ticket Hall (Origin Station)

For eight journeys the assessor was not aware of any staff being present in the ticket hall area. For seven journeys assessors said that there were staff present, but only one received any help.

For three journeys the assessor did not see any staff but would have liked some assistance.

For most Overground journeys (16 assessments) the assessor either had no contact with staff in the ticket hall area or rated them as neutral in terms of politeness.

For one journey staff in the ticket hall area were rated as good/polite but gave no reasons, and for one journey as poor because staff at the ticket barrier had been unsympathetic.

“Staff at ticket barriers can be invasive and unsympathetic – this was one of those mornings!”

Similarly, for most Overground journeys (16 assessments) the assessor either had no contact with staff in the ticket hall area or rated them as neutral in terms of helpfulness.

For two journeys staff in the ticket hall area were rated as good/helpful, but no reasons were given for this rating.

It was suggested that disabled passengers could be treated better:

“Be more friendly and not treat you like an inconvenience!”

Accessibility of Information in Ticket Hall (Origin Station)

For seven Overground journeys assessors listened to station announcements and for eight journeys they referred to the electronic service update board. Two looked at the whiteboard.

For six journeys assessors were satisfied or very satisfied with the clarity (audio or visual) of the information provided, while four were dissatisfied or very dissatisfied.

Reasons for dissatisfaction with the information provided related to it not being clear, not being given frequently enough and not being sufficiently well positioned:

“I only remember hearing the announcement of late train once.”

“There’s only one indicator on the platform, near the station entrance. Need another further along to check any changes to trains.”

“Muffled, unclear announcements. Also, the writing on the board makes it difficult to read since it's small – dyspraxia.”

“There was clear LED display on platform but it would be useful to have information about train times in the ticket hall in addition to this.”

6.3 The Platform

Overall Ease of Getting to the Platform

For nine Overground journeys assessors were satisfied with the ease of getting to the platform, while for four they were dissatisfied, mostly because the steps made it difficult.

Escalators, Lifts and Stairs (Origin Station)

The presence and usage of escalators, lifts and stairs at Overground (origin) stations is summarised in Table 39 below.

Table 39: Presence of escalators, lifts and stairs (origin station)

	Present	Used	Out of order	Not present	Don't know
Escalators	2	4	–	3	9
Lifts	4	–	–	5	9
Stairs	6	7	–	–	–

For six journeys there was an escalator at the origin station, which was used on four occasions. On each occasion the assessor was satisfied with the ease of using the escalator. Just one comment was made, identifying that the escalator was well lit and not too crowded:

“Well lit and there was more than one area of escalators which prevents them being so crowded.”

For four journeys there was a lift at the origin station, although it was not used.

For 13 journeys there were stairs present at the origin station, which were used on seven occasions. On three occasions the assessor was satisfied with the ease of using the stairs – because they were wide and had a rail – while on two occasions they were very dissatisfied – because the assessors find stairs difficult:

“Wide staircase, clean and rail to hold onto.”

“I find stairs very difficult.”

“Too many stairs.”

Level of Crowding on Platform (Origin Station)

For half (nine) the Overground journeys assessors thought the platform at their station of origin was neither crowded nor uncrowded.

For four journeys the platform was crowded and for five journeys the platform was not crowded.

For five journeys the platform was more crowded than usual and for three journeys it was less crowded than usual.

Help on the Platform

For the majority (15) of journeys, assessors did not need any help on the platform. However, for the remaining three, assessors would have liked some help although they had not received any.

Ease of Identifying Correct Train

For the majority of journeys (15) the assessor was able to identify the train destination as the train approached, whether from the front or side of the train, from electronic signage or from platform announcements.

For one journey the assessor identified the train destination as the train arrived.

For one journey the assessor asked another passenger or their personal assistant/companion.

Accessibility of Information on Platform (Origin Station)

Assessors were satisfied or very satisfied with information announcements on the platform in terms of volume or clarity for the majority (11) of Overground journeys. For three journeys they were dissatisfied or very dissatisfied.

Assessors were satisfied with information announcements on platform because of their clarity and because of the detail of their content:

“He had a clear voice.”

“At rush hour every train is announced together with details of where it will be stopping – this is very helpful for me as I cannot read the platform display.”

Assessors were dissatisfied with information announcements on platform because of the interference of background noise and because of some confusion regarding content:

“I am partially deaf and struggle to hear above background noise. The sound was drowned out by approaching trains. Useless.”

“The automatic train announcements were saying something different to the announcements on the trains themselves – this was all a bit confusing.”

Assessors were satisfied or very satisfied with the visual information announcements on the platform in terms of accessibility or clarity for half (9) of Overground journeys. For 4 journeys they were dissatisfied.

The main reason for dissatisfaction was the positioning of the visual information:

“Many people with sight problems or learning difficulties struggle to read at such a far distance. The words are blurred. If they were bigger I would have been able to see them.”

“I cannot read the destination boards on platforms – they are too high up and the contrast of colours and size of fonts is not accessible for me at all! I also can't see signage on sides or fronts of trains as it is too small or moves past me too quickly. I am reliant on the train announcements made on the platforms and on the trains themselves – when these are working, and working accurately, I am told everything I need to know.”

Helpfulness and Attitude of Staff on Platform (Origin Station)

For four Overground journeys the assessor said that, as far as they could tell, there were staff available on the platform to provide assistance. For a further 11 journeys, assessors said that there were no staff present or that they did not know, and that they had not needed any assistance.

For three journeys the assessor said that they would have liked some assistance but there were no staff present on the platform.

For the majority of journeys (11 out of 18) assessors had no contact with staff and so were unable to comment on their politeness or helpfulness.

For five journeys assessors were neutral regarding the politeness of staff on the platform, while for two journeys they said the staff were good/polite.

Similarly, for two journeys assessors said that staff were good/helpful, although for one journey the assessor said staff had been poor/less than helpful. The reason for this was that the assessor would have liked help getting on the train in advance of other passengers.

Assessors were asked to say if there was anything else a member of staff could have done to help them. Just one comment was made, relating to clarifying which announcements gave the correct information:

“It would have been good to have some clarification from a human as to which announcements being made were correct as they were contradicting each other today! Bit confusing.”

6.4 Boarding the Train

Ease of Getting on the Train

For just over a quarter of the Overground journeys (five out of 18) the handrails or grabrails were not conveniently positioned to help assessors get onto the train.

For 14 journeys assessors did not need any help getting on the train while for two journeys they would have liked help although they did not receive any.

For two thirds of Overground journeys (12 out of 18), assessors found it easy or fairly easy to get on the train while for three journeys it had been fairly difficult. Assessors' comments show that they mostly find it easy because they are used to it. One assessor said that the grab rails were poorly positioned.

“It was fairly easy as I am used to the gap between the train and platform.”

“A high step but no problems really.”

“Grab rails are too far in.”

6.5 On the Train

Level of Crowding

For 12 Overground journeys there were seats available. For two journeys there were no seats available but no-one was standing while for four journeys there no seats available and many people standing.

For 11 journeys the level of crowding was considered normal for the journey. For three journeys the train was more crowded than usual and for four it was less crowded than usual.

Availability of Seats/Wheelchair Space

For 12 journeys the assessor was able to find a seat or access the wheelchair area immediately. For two further journeys passengers spontaneously moved out of the way to allow them to access a seat or the wheelchair area.

On one occasion the assessor asked other passengers to move out of the way and on one occasion the assessor was able to sit when passengers got off the train at a later stop.

On two occasions the assessor was unable to find a seat or access the wheelchair area because the train was too crowded. One assessor said the wheelchair area was already occupied by luggage.

Attitude and Helpfulness of Other Passengers

Generally, it was felt that other passengers could have been more helpful towards the assessors.

On four journeys the attitude and helpfulness of other passengers was described as '*very good – they treated me as I wish to be treated*' and for a further four journeys as '*good; there were only minor irritations and most people treated me as I wish to be treated*'.

For seven journeys assessors said that other passengers were generally considerate but that they could have been better.

For two journeys, assessors said that the attitude and helpfulness of other passengers had been poor – *“they allowed me space but I felt I was a source of irritation”*.

Accessibility of Information on Train

Assessors were mostly satisfied with information announcements made on the train, in terms of volume and clarity. For seven journeys they were satisfied or very satisfied and for five journeys they were dissatisfied or very dissatisfied.

Assessors were satisfied with on train announcements because they were clear and because they are essential to them:

“The train had announcements to tell you which station you were approaching, when you were there and what station would be next.”

“These are vital for me as it means I can have a stress free journey – I always know where I am, where I am heading and when I have arrived at my relevant station.”

Where they were not satisfied, this was mostly due to a lack of announcements.

Assessors were less satisfied with the scrolling electronic display information on the train, in terms of accessibility and clarity.

They were satisfied or very satisfied with the electronic display information for three journeys and dissatisfied or very dissatisfied for five journeys. Assessors found it difficult to read because of poor contrast, small font and the speed of scrolling:

“I cannot read this – the print is too small, the contrast not good enough to read – especially if it is sunny. And it scrolls too quickly for me to read it too.”

“I don't find these very accessible – the contrast and font size is not very good and the scrolling is too fast so even if I try and concentrate on it I can't read it in time as it changes too quickly.”

For three journeys there was no electronic display or it was not working.

Assessors were satisfied with other visual information provided on train such as maps, posters etc on five journeys but dissatisfied or very dissatisfied on eight journeys. One assessor noted that train routes are not shown in the carriage but the main reason for dissatisfaction was that the information is poorly positioned and too small:

“As a dyspraxic and a dyslexic the maps just blur. Too much information on one page. Very inaccessible.”

“I could not read any information so I was glad that I knew my stop (terminus).”

“I can't read the train route maps or the Underground map – they are normally positioned over the carriage doors so are too high up for me to see and the fonts are too small. It would be really good if more accessible maps could be displayed in some other areas of the carriages – the London Overground trains are new and are one long carriage – the trains are linked together but you can walk through the individual carriages – there are big expanses of plastic panels on the connecting panels between on carriage and another – this would be a good big space to display more accessible information and it means I could be on the same level as it and therefore have more of a chance of reading it.”

“In general most things which can be read on a train are too small for me to read or too high up/far away for me to read.”

Overall Satisfaction with On Train Journey Experience

For eleven journeys assessors were satisfied or very satisfied with the overall comfort of their train journey. They were dissatisfied on four occasions.

Reasons given for satisfaction with the overall comfort of the train journey mostly related to the train not being crowded and have been able to have a seat:

“I was satisfied to get a seat. The train was not overcrowded. I did not have to rush to get to the door.”

“It was an uncrowded journey.”

6.6 Getting off the Train

Ease of Knowing when Destination Station Reached

For the majority of Overground journeys (14 out of 18) the assessors did not need any help in knowing when they had reached their destination station. One assessor received help from a member of staff but on three occasions the assessor would have liked some help although they did not receive any.

For 12 journeys the assessors were satisfied or very satisfied with the ease of knowing when they reached their destination station and find the on train announcements very helpful:

“The train has announcements to tell you which station you are about to arrive at and then tells you when you have arrived.”

On five occasions they were neutral and for one journey the assessor was very dissatisfied with the ease of knowing when they reached their destination station, because there had been no announcement:

“No announcement given by train driver on this occasion.”

Ease of Getting Off the Train

For the majority of journeys (16 out of 18) the assessor did not need help getting off the train. On the remaining two journeys the assessor would have liked some help although they did not receive any.

For twelve journeys the assessor found it fairly easy or easy to get off the train:

“The new trains are almost the same level as the train platform so there is no stepping up or down from the train onto the platform and therefore no distances to judge - I have hurt my ankle or back in the past when I have stepped off trains and misjudged the gaps but these trains are much better.”

“I used the rail to jump down.”

For four journeys the assessor found it fairly difficult to get off the train, mostly because of crowding:

“All station stops are overcrowded.”

“Too many people by the door.”

6.7 Interchange

For half of the Overground journeys (nine out of 18) no interchange was made. For six journeys, the assessor made an interchange which they always make.

For three journeys, the assessor made an interchange that is not normally made. The reasons given for this included an interruption to service and a change in plans:

“This service stops at Gospel Oak at present and I had to get on a connecting bus. Normally I stay on to Highbury and Islington.”

“To go shopping at Oxford Circus on the way home.”

Of the nine journeys where an interchange was made (planned or otherwise), three found it fairly easy or easy to make and two found it fairly difficult or very difficult. The others were neutral.

Where it had been difficult to make the interchange, reasons given included crowdedness, stairs and a long wait:

“I need to get through very crowded barriers and then stairs.”

“Very steep stairs at Gospel Oak – no lift. Difficult to find replacement bus and no-one to help.”

“Bus 66 to North Street, Romford, but have to wait a long time.”

6.8 Destination Station

Ease of Leaving Destination Station

For nearly half of Overground journeys (eight out of 18), assessors were satisfied or very satisfied with the ease of leaving their destination station.

For three journeys assessors were very dissatisfied with the ease of leaving their destination station and for one journey the assessor was dissatisfied. The main reason for dissatisfaction was a problem with stairs:

“Stairs are a problem and the lift is difficult to get to.”

“Most stations on this line have stairs and no lift.”

Escalators, Lifts and Stairs (Destination Station)

The presence and usage of escalators, lifts and stairs at Overground (destination) stations is summarised in Table 40 below.

Table 40: Presence of escalators, lifts and stairs (destination station)

	Present	Used	Out of order	Not present	Don't know
Escalators	1	4	–	3	10
Lifts	3	1	–	4	10
Stairs	7	7	–	–	4

For the four journeys where an escalator was used at the destination station, just one assessor was dissatisfied with the ease of use.

A lift was used on just one journey, but the assessor made no comment on it.

For seven journeys the assessors used stairs at the destination station. Three were satisfied or very satisfied with the ease of use (*“they are not crowded, they are clean and wide”*), two were dissatisfied (*“they are steep”*) and the remainder were neutral.

Level of Crowding (Destination Station)

Overall, for seven Overground journeys, assessors reported that their destination station was crowded or very crowded. For six journeys the destination station was not crowded or not at all crowded.

For most journeys (12 out of 18) the level of crowding at the destination station was considered to be normal. For three journeys it was less crowded than usual and for one journey it was more crowded than usual.

Helpfulness and Attitude of Staff (Destination Station)

For most journeys (13 out of 18) the assessors did not need any help in leaving their destination station. However, for five journeys, the assessors would have liked some help although they did not receive any.

Exiting the Destination Station

For most Overground journeys (15 out of 18) the exit from the destination station was clear. For two journeys the exit was hindered by an obstacle of some kind and, for one of these journeys, passengers were alerted to the obstacle.

For seven journeys the assessor was satisfied or very satisfied with the ease of leaving their destination station. On two occasions the assessor was very dissatisfied and neutral for the remainder of the journeys. Where assessors were dissatisfied, this mostly related to the stairs:

“Not all stations on this line explain which stations have ramps.”

“I could not use the stairs with ease and I could not find my bus.”

6.9 Overall Train Experience

Overall Satisfaction

For half of Overground journeys (nine out of 18), assessors were satisfied or very satisfied overall with their train journey, while for four journeys they were dissatisfied or very dissatisfied overall.

Where assessors were satisfied overall with their train journey, this was mainly because everything went smoothly:

“A normal route commute, less busy at some parts, maybe due to Easter break.”

“The train was on time. I was able to get a seat next to the door.”

“The trains were on time and clean and in general everything went well – there was some confusion over the contradicting train announcements but apart from that it was fine!”

Where assessors were dissatisfied overall with their train journey, this was mainly because of a lack of information:

“No scroll on train. It was difficult to access information.”

“The journey was fine, although I am disappointed with the lack of visual LED displays on trains.”

6.10 Other Aspects of Journey

Any Sense of Discrimination

For the majority of Overground journeys (12 out of 18) assessors said they did not feel that they had been treated less favourably or received a poorer service because of their disability. However, for six journeys they said they did.

Their reasons for having felt they were treated less favourably or had received a poorer service because of their disability were varied and included ticketing restrictions, difficulties in accessing information, difficulties posed by stairs and the thoughtlessness of other passengers:

“I find it very frustrating that I cannot travel before 9.30 on my disabled persons Freedom Pass....I have a job and try to lead as normal a life as possible. My job is meant to start at 9.30 yet as I live in south east London I am not allowed to travel on the Overground from New Cross.....unless I pay for a ticket which rather defeats the help I am supposed to be given as disabled person doesn't it really?”

“Had to buy ticket. Had to walk to front of station to check time. Had to listen very, very carefully or ask passengers what announcements said.”

“I think there should be visual displays on trains. I know my route and was confident in getting off at the right station but sometimes after dark especially, it is difficult to see where you are – sometimes impossible to see signs on platforms from the train. Audio announcements are too quiet for me.”

“Many stairs at various stations.”

“People often take up two seats or sit in disabled designated areas.”

Feeling Safe from Crime and Anti-Social Behaviour during the Overground Journey

For two thirds of journeys (12 out of 18) assessors said they had felt quite safe or very safe from crime or anti social behaviour on their Overground journey; for the remaining six journeys assessors had felt neither safe nor unsafe.

Unexpected Features of Journey

Assessors were asked to say whether there were any unusual or unexpected features of their Overground journey and, if so, how they managed to overcome these. Unusual aspects mostly comprised disruptions to service:

- *“Had to get off at Gospel Oak rather than my normal stop“ (Highbury)*
-

Overground journey assessments

- *“Some of this train route is out of operation for 3 months which causes me significant problems”*
 - *“Nothing unusual or unexpected but uncomfortable / awkward for hard of hearing / deaf people.”*
-

7. CONCLUSIONS AND RECOMMENDATIONS

7.1 Introduction

A number of barriers to travel are apparent throughout the journey assessments and relate to accessibility of information, physical accessibility of transport infrastructure, staff behaviour and attitudes and the attitude of fellow passengers. Each of these barriers can be exacerbated during peak times due to the greater number of passengers and overcrowding.

7.2 Accessibility of Information

At Bus Stop

- Disabled commuters often find it difficult to read printed and electronic information at bus stops. The font is generally too small and the positioning too high. For many, audio information would be most convenient.

On Bus

- It is important that iBus is working as this reassures disabled commuters that they are on the correct bus and helps them know when they have reached their destination stop. However, both iBus and the bell can cause interference with some hearing aids, even when switched to loop.

On Platform

- Visual information on station platforms was said to be too small, too high and poorly angled, making it difficult to read. In addition, it is often only available in the middle section of the platform, leaving those waiting at either end of the platform without information.
 - Audio information can be difficult to hear, because of poor sound quality, background noise and, often, other announcements being made at the same time. Where possible, announcements should not be made over one another.
 - Where announcements were clear and easily heard, they were of great help.
-

On Train

- The scrolling electronic information display is helpful for some but visually impaired passengers can find them difficult to read: the font is too small and they scroll too quickly.
- Printed information is not accessible to most disabled commuters because it is too small and positioned too high.
- Visual information can be difficult to access during peak travel times because it is often obscured by other passengers.
- On train announcements are essential for many disabled commuters, reassuring them that they are on the correct train and letting them know when they have reached their destination stop. It is important that they are clear and at a comfortable volume. It is also important that information is given regarding any delays.

Interchange

- On the few occasions when assessors had made an unscheduled interchange, they would have liked to have had information earlier on in their journey regarding station or bus stop closures.

7.3 Accessibility of Transport

Bus

- Buses were less likely to be close to the kerb for commuters. This may be a result of heavier traffic and delivery vehicles impeding buses from approaching the kerb during peak travel times.
 - Assessors noted that the wheelchair ramp is not always working although bus operators are required to ensure that the ramp is working before buses leave the bus garage.
 - Bus drivers do not always lower the bus floor. The bus floor should be lowered routinely. There was evidence that disabled commuters can be reluctant to ask for this, wishing not to draw attention to themselves. It should be noted that all bus drivers receive training on how to meet the needs of disabled passengers.
-

- Bus drivers should help by insisting that other passengers at the stop allow disabled passengers on the bus first and ask them to give up their seats if they do not do so spontaneously.

Underground and Overground

- Obstacles to the entrance or exit of the station included people handing out leaflets but the greatest problem is with overcrowding. Commuters are typically unaware of other passengers at peak travel time, leaving disabled commuters struggling to have the space and time they need to get through the station to the platform.
- Stairs can be difficult in any situation but are particularly difficult in the crowded situations experienced at peak times, when it may not be possible to hold the handrail and when other passengers are pushing. Staff should encourage passengers to keep to one side to provide easier passage. Clean, clear, wide stairs are most easily accessible to disabled commuters.
- Escalators can also be difficult, for some because they are poorly lit and do not have clearly painted lines on the steps, but for others because they are too brightly lit. This demonstrates the difficulties TfL faces in designing a service that provides the best environment for all passengers.
- Lifts were not used by assessors. However, there was reference to knowing that there was a lift but not knowing where it was. There was an assumption that they were only available for wheelchair users.
- Getting on the train was not in itself a problem – most said that they were “*used to the gap*” – but level of overcrowding typical of peak travel times does cause a problem. Even if another passenger does offer a seat, it can be very difficult to squeeze through standing passengers to access it.

7.4 Attitude of Staff

- Assessors reported mixed attitudes among staff, but it was clear that helpful and supportive staff make a significant difference to the quality of disabled commuters’ travel experience.
-

- There was evidence that assessors wish to demonstrate their own self reliance and can be reluctant to identify themselves as disabled passengers by, for example, calling to the driver to ask for their stop. It is therefore very important that staff are proactively helpful in a respectful way.
- Staff should also encourage other passengers to show more consideration when necessary, acting as “champions” for disabled passengers.

7.5 Attitude of Other Passengers

- Those travelling during peak time travel are, perhaps, more selfish than at other times. They are intent on carving their own way through the crowds as quickly as possible and typically do not look out for other passengers. It is likely to be a challenge, then, to raise awareness of disabled commuters among other peak time passengers, and assessors acknowledged as much themselves.
- However, there is clearly a need to raise awareness of disabled commuters among other commuters. TfL has a very strong track record in designing very effective posters with strong messages and could use this medium to do more to educate passengers and encourage them to take a more considerate approach.
- They could also consider working with large employers in the capital to run company initiatives to raise awareness of disabled commuters.

7.6 Key Recommendations

In summary, Accent’s key recommendations are as follows:

- Bus drivers should lower the bus floor routinely
 - Ramps should be maintained in good working order
 - Bus drivers should be proactive in helping disabled commuters, allow them on or off the bus first and ensure that other passengers behave considerately towards them, acting, in effect, as champions of disabled commuters
-

- iBus should always be activated during peak travel times
 - Visual information (at bus stops, on platform and on train) should be reviewed in terms both of font size and of location, so that it can be clearly seen; the speed of scrolling electronic information displays should also be reviewed (it is currently too fast for many disabled commuters)
 - TfL should consider providing information at both ends of the platform; currently information is predominantly available in the middle of the platform
 - Announcements should be clear and at the optimum volume for clarity and to avoid distortion; where possible more than one announcement should not be made at one time
 - On train announcements, including destination, next station and service updates, are essential to many disabled commuters and they should be clear and timely
 - The edges of escalator stairs should be clearly highlighted
 - The availability of lifts for disabled commuters other than wheelchair users should be promoted
 - TfL should run poster campaigns to raise awareness of disabled commuters (who may not always be obviously disabled) among other commuters
 - TfL should also consider working with large employers and colleges in the capital to run company initiatives aimed at raising awareness of disabled commuters.
-

APPENDIX A
Metro Advertisement

Ad Placed in the Metro, 18 February 2010

How do you commute?

TRANSPORT for London (TfL) is carrying out research to understand more about the travelling experiences of disabled commuters.

If you are mobility, visually or hearing impaired, deaf or a wheelchair user, TfL would like to hear from you. To be eligible to take part, your usual journey to work or place of further education should include travel by bus, Tube or Overground during weekday peak hours. TfL also wants your feedback if you travel after 7pm.

Participation will include completing an assessment form about your journey. A small incentive will be offered and full instructions will be provided. The work is being carried out with Accent Marketing & Research.



■ If you would like to take part in the study and improve the travelling experience for other disabled people, go online to www.accent-mr.com/commuters, call 0800 028 4095 or e-mail commuters@accent-mr.com

Ad Placed in the Metro, 25 February 2010

How do you commute?

TRANSPORT for London (TfL) is carrying out research to understand more about the travelling experiences of disabled commuters.

If you are disabled and travel after 7pm, or commute during peak hours, TfL would like to hear

from you. For more information and to take part, go online to www.accent-mr.com/commuters, call 0800 028 4095 or e-mail commuters@accent-mr.com.

The work is being carried out with Accent Marketing & Research.

APPENDIX B
Screening Questionnaire

Screening Questionnaire

Transport for London (TfL) is carrying out research into travelling experiences and would like disabled commuters to take part. TfL has asked Accent to help them with this research.

We wish to recruit a number of disabled commuters across London to take part in our survey. We will ask you to complete an assessment for one or two of your commuting journeys to work or place of further education and return it to us.

We are also looking for disabled people who travel after 7pm.

We will provide full instructions and will offer you a small incentive for each single journey covered.

If you would like to take part, please first complete the short questionnaire below. Please be assured that all information you provide will remain confidential and will not be passed to any third party.

Q1

Which of the following modes do you normally use for your journey to and from work or place of further education?

Bus

Tube

London Overground*

Other [not in scope]

I don't commute [*not in scope*]

Q1B

London Overground runs on the Richmond to Stratford, Clapham Junction to Willesden Junction, Gospel Oak to Barking, and Watford Junction to Euston lines

Q2

When do you normally make your commute journey?

Between 07.00 and 09.30 hrs

Between 16.30 and 19.00 hrs

Other

Q2B

Do you travel after 19:00?

Yes

No

Q2BX

Do you travel after 19:00?

Yes

No

[If no to both Q2B and Q2BX, not in scope]

Q4

We want to cover commuting journeys made in different parts of London. In which part of London would you say you **live**?

Central London
West London
North West London
North London
North East London
East London
South East London
South London
South West London
I do not live in London

Q5

And in which part of London would you say you **work**?

AC 50
Central London
West London
North West London
North London
North East London
East London
South East London
South London
South West London
I do not work in London

Q6

Which of the following is your **main** disability?

Wheelchair user
Mobility impairment
Visual impairment
Hearing impairment
Deaf
Other please type in)
I don't have a disability *[not in scope]*

Q7

Do you use a mobility scooter?

Yes
No

Q8

We would like to include people across a range of age and gender.

Please can you say which age group you fall into?

16 to 17

18 to 24

25 to 44

45 to 59

60 to 64

65+

Prefer not to say

Q9

And please say whether you are male or female?

Male

Female

Thank you for answering these questions.

The assessments will take place in March 2010. Not everyone who applies will be asked to take part as we would like to ensure that we have an even spread by types of public transport used, type of disability and areas of London.

We will be in contact with you if we would like you to undertake assessments.

How would you prefer us to contact you?

Email (please give your email address)

Telephone (please give your telephone number)

Q12

Please can you provide your name and postal address so we can send you assessment form(s) and instructions if necessary?

Thank you very much for your interest. We will be in touch shortly.

Accent is a bona fide market research agency. You can call the Market Research Society (MRS) freephone to confirm this if you wish:

MRS National Freephone - 0500 39 69 99

MRS Online Freephone - <http://www.rbg.org.uk/index.php?p=freephone>

APPENDIX C

Journey Assessment Forms

Disabled People's Commuting Journey Experience: Bus

A About you and the day of your journey					
Your surname	Your ID <input type="text"/> <input type="text"/> <input type="text"/>		Day of week	Date	Trip Number
Weather: Dry <input type="checkbox"/> Heavy rain <input type="checkbox"/> Some rain <input type="checkbox"/> Other please describe <input type="checkbox"/>			Whether light or dark: Daylight <input type="checkbox"/> After dark <input type="checkbox"/>		
Journey type: To/from education <input type="checkbox"/> To/from work <input type="checkbox"/> Other, travelling after 19.00 hrs <input type="checkbox"/>			Start of journey: Bus stop location:..... Time of arrival at bus stop:..... Bus route number taken:.....		
Were you travellingalone? <input type="checkbox"/> ...with a friend? <input type="checkbox"/> ...with a personal assistant? <input type="checkbox"/>			Destination: Bus stop location:..... Time of arrival at bus stop:.....		
For this journey, were you wearing or using any aids that would identify you as a person with a disability?					
No, none of these <input type="checkbox"/>		Self propelled wheelchair <input type="checkbox"/>			
A stick/pair of sticks to aid mobility <input type="checkbox"/>		Hearing aids <input type="checkbox"/>			
A stick (for visibility reasons) <input type="checkbox"/>		A hearing dog <input type="checkbox"/>			
Crutches <input type="checkbox"/>		Guide cane / long cane / symbol cane <input type="checkbox"/>			
Powered wheelchair <input type="checkbox"/>		A guide dog <input type="checkbox"/>			
Other (please specify) <input type="checkbox"/>					

B The bus stop where your journey started	
Q1. Was your bus stop compulsory or a request stop?	
<input type="checkbox"/>	<input type="checkbox"/>
Compulsory (white sign with a red London Buses logo)	Request (red sign with a white London Buses logo)
<input type="checkbox"/>	<input type="checkbox"/>
Hail & Ride	Don't know
Q2. Did your bus stop have a shelter?	
<input type="checkbox"/>	<input type="checkbox"/>
Yes	No

Continued...

Q3. IF BUS STOP HAD NO SHELTER, PLEASE GO TO Q5. IF BUS STOP DID HAVE A SHELTER PLEASE ANSWER: Was there space for a wheelchair in the shelter?

- | | | | | |
|---------------------------------------|---|---|--------------------------|-------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yes, and I used it
GO TO Q5 | Yes, but I couldn't use it
GO TO Q4 | Yes, but I didn't need to use it
GO TO Q5 | No
GO TO Q5 | Don't know
GO TO Q5 |

Q4. IF THERE WAS SPACE FOR A WHEELCHAIR BUT YOU COULDN'T USE IT, PLEASE ANSWER. OTHERWISE, PLEASE GO TO Q5: Why couldn't you use it?

Q5. Were you able to identify bus route numbers as the buses approached?

- | | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| Yes GO TO Q7 | No |

Q6. IF YOU ANSWERED YES TO Q5, PLEASE GO TO Q7. OTHERWISE, PLEASE ANSWER: How did you identify the bus you needed?

- | | | | |
|---|---|------------------------------------|------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I was able to identify it as it arrived | I asked the driver of each bus that stopped | I asked another person at the stop | Other please write in |
| <input type="checkbox"/> | | | |
| I asked my personal assistant/companion | | | |

Q7. Were you successful at getting on the first bus on your route that came along?

- | | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| Yes GO TO Q11 | No |

Q8. IF YOU GOT ON YOUR FIRST BUS, GO TO Q11. OTHERWISE, PLEASE ANSWER: If you were not successful first time, which bus on your route did you get on?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |
| Second bus | Third bus | Fourth bus | Fifth bus or more | I didn't get on a bus |

Q9. Why were you not successful at getting on the first bus?

- | | | | |
|---|---|-----------------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus was full and several passengers left behind, including me | Bus was full and driver refused to let (just) me on | Other passengers blocked my way | Driver did not see me at first, then could not move the bus to allow me to board safely |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus did not pull in close enough to enable me to get on | Bus inaccessible (no ramp or step too high) | Driver said the ramp did not work | Driver tried to use the ramp, but it didn't work/got stuck |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Bus stopped behind another bus and left without moving closer to the stop | Bus failed to stop when it should have at that stop | Other Please write in | |

Continued...

Q10. Did you decide to travel by another mode or abandon your journey altogether?

<input type="checkbox"/> Yes, travelled by another mode	<input type="checkbox"/> Yes, abandoned journey altogether GO TO Q52	<input type="checkbox"/> No GO TO Q52
--	--	--

C Getting on the bus

Q11. IF YOU ARE A WHEELCHAIR USER PLEASE ANSWER (OTHERWISE GO TO Q12) Did you use the buzzer to let the driver know you were there?

<input type="checkbox"/> Yes, easily	<input type="checkbox"/> Yes, with difficulty	<input type="checkbox"/> Yes, with help	<input type="checkbox"/> No was unable to	<input type="checkbox"/> No, did not need to
--	---	---	---	--

Q12. How close to the kerb was the bus that you boarded?

<input type="checkbox"/> Not at all close; at least two steps or more between the bus and the kerb	<input type="checkbox"/> Not close; would have to step into the road to get on the bus	<input type="checkbox"/> Reasonably close; able to get on with minor difficulty
<input type="checkbox"/> As close as possible, but bus floor was not lowered	<input type="checkbox"/> As close as possible, and floor of bus was lowered	

Q13. Did you use the ramp to get on the bus?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
---------------------------------	--------------------------------

Q14. IF YOU ARE A WHEELCHAIR USER PLEASE GO TO Q15. OTHERWISE PLEASE ANSWER: Were handrails or grab rails conveniently positioned to help you get on the bus?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not applicable – I didn't need them
---------------------------------	--------------------------------	--

Q15. Did anyone help you to get on the bus that you boarded?

<input type="checkbox"/> No, but I didn't need any help	<input type="checkbox"/> No, but I would have liked some help	<input type="checkbox"/> Yes, another passenger	<input type="checkbox"/> Yes, the bus driver
<input type="checkbox"/> Yes, my personal assistant/ other companion	<input type="checkbox"/> Yes, other Please say who	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	

Continued...

Q16. How easy was it to get on the bus that you boarded?

Very difficult

Fairly difficult

Neither easy nor
difficult

Fairly easy

Easy

GO TO Q18

Q17. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

D On the bus

Q18. What was the driver's attitude/helpfulness when getting on the bus?

Not applicable –
no
communication
with the driver
GO TO Q20

Totally unhelpful

Poor, less than
helpful

Reasonable

Good, helpful

Excellent

GO TO Q20

Q19. IF TOTALLY UNHELPFUL/LESS THAN HELPFUL OR GOOD/EXCELLENT, PLEASE ANSWER: Why do you say that?

Q20. IF YOU DO NOT HAVE A HEARING IMPAIRMENT, GO TO Q23. IF YOU DO, PLEASE ANSWER: Was the bus fitted with an induction loop?

Yes

No

Don't know

Q21. How satisfied were you with the induction loop, in terms, for example, of volume and clarity?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO Q23

Q22. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Continued...

Q23. How easy was it to communicate with the bus driver?

Very difficult

Fairly difficult

Neither easy nor
difficult

Fairly easy

Easy

GO TO Q25

Not applicable –
I did not communicate with the bus driver

GO TO Q25

Q24. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

Q25. What ticket were you travelling on?

Freedom Pass

Oyster
(Travelcard/Season
Ticket, Pay As You Go,
Bus and Tram Pass)

Travelcard/pass with
paper ticket

Other
Please specify

Q26. How easy was it to use your ticket?

Very difficult

Fairly difficult

Neither easy nor
difficult

Fairly easy

Easy

GO TO Q28

Q27. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

Q28. How crowded did the bus seem to you when you first got on it?

Very
overcrowded

No available seats,
many people
standing

No available seats,
but nobody
standing

Many single seats
available

Many double seats
available

Q29. And would you say that was normal for this journey?

Yes, normal

No, more
crowded than usual

No, less crowded
than usual

Q30. Did you reach a seat or designated wheelchair area before the bus moved off?

Yes **GO TO Q34**

No

Continued...

Q31. Why was this?

Bus too crowded,
people standing and
all seats taken
GO TO Q33

Wheelchair area
blocked by non-
disabled
passengers either
standing or sitting
on the flip down
seats
GO TO Q32

Wheelchair area
blocked by
pushchairs
GO TO Q32

Wheelchair area
blocked by luggage
GO TO Q32

Wheelchair area
already being used
by a passenger in a
wheelchair
GO TO Q32

Driver drove off
before I reached a
seat/the wheelchair
area

**IF YOU ARE A
WHEELCHAIR
USER, GO TO Q32
IF NOT, GO TO
Q33**

Wheelchair area too
small/impossible to
manoeuvre into
GO TO Q32

Other
Please say
**IF YOU ARE A
WHEELCHAIR
USER, GO TO Q32
IF NOT, GO TO
Q33**

Q32. If the wheelchair area was initially blocked, how did you get into it?

Passengers moved out of
the space/cleared the
space without being
asked
GO TO Q34

I asked them to move
GO TO Q34

The driver asked them to
move
GO TO Q34

They didn't move even
when I asked and I had to
share the space
GO TO Q34

They didn't move even
when I asked and I
couldn't get into the space
GO TO Q34

Wheelchair area wasn't
initially blocked
GO TO Q34

Q33. **IF YOU WERE ABLE TO GET A SEAT IMMEDIATELY, GO TO Q34. OTHERWISE, PLEASE ANSWER:** How many stops was it before you could have a seat?

Q34. How would you describe the quality of your bus journey?

Very poor –
thrown about
constantly, sharp
braking and jolting
so bad the journey
was unpleasant/
frightening

Poor –
it was
uncomfortable with
considerable sharp
braking and jolting,
hard to keep
balance

Ok –
there was some
jolting/rocking

Good –
there were only
occasional minor
irritations

Very good –
it was perfectly
smooth

Continued...

Q35. How would you describe the attitude of your fellow passengers?

Very poor –
they gave me no
consideration
whatsoever

Poor –
they allowed me
space but I felt I was
a source of
inconvenience

Ok –
they were generally
considerate but I felt
they could have
been better

Good –
there were only
minor irritations;
most people treated
me as I wish to be
treated

Very good –
they treated me as I
wish to be treated

Q36. Was iBus working and could you see/hear it? *iBus is a passenger information display and announcement system on the bus which provides next stop information for every stop*

Yes,
it was working and I was
able to see and/or hear it

No

Don't know

Q37. How satisfied were you overall with your on-bus experience?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO Q39

Q38. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

E Getting off the bus

Q39. Did you receive any help in knowing when you had reached your stop?

Yes,
from a member of staff

Yes,
from a member of
the public

No,
but I would have liked
some help

No,
I didn't need any help

Q40. How satisfied were you overall with the ease of knowing when you had reached your stop?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO Q42

Q41. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q42. Did you get off the bus at the stop you wanted?

Yes
GO TO Q44

No

Continued...

Q43. Why was this?

<input type="checkbox"/> I could not reach the bell and the bus did not stop	<input type="checkbox"/> It was too crowded –other passengers blocked my way to the door	<input type="checkbox"/> Other Please say why <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
---	---	--

Q44. How close to the kerb was the bus when getting off?

<input type="checkbox"/> Not at all close; at least two steps or more between the bus and the kerb	<input type="checkbox"/> Not close; would have to step into the road to get off the bus	<input type="checkbox"/> Reasonably close; able to get off with minor difficulty
<input type="checkbox"/> As close as possible, but bus floor was not lowered	<input type="checkbox"/> As close as possible, and floor of bus was lowered	

Q45. Did anyone help you to get off the bus?

<input type="checkbox"/> No, and I didn't need any help	<input type="checkbox"/> No, but I would have liked some help	<input type="checkbox"/> Yes, another passenger	<input type="checkbox"/> Yes, my personal assistant/other companion
<input type="checkbox"/> Yes, other Please say who	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>		

Q46. How easy was it to get off the bus?

<input type="checkbox"/> Very difficult	<input type="checkbox"/> Fairly difficult	<input type="checkbox"/> Neither easy nor difficult	<input type="checkbox"/> Fairly easy	<input type="checkbox"/> Easy
GO TO Q48				

Q47. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

F Interchange

Q48. Did you have to change to another bus or other form of transport to continue your journey?

<input type="checkbox"/> Yes, to another bus and I always do GO TO Q50	<input type="checkbox"/> Yes, to another bus although I don't normally	<input type="checkbox"/> Yes, to another mode of transport, and I always do GO TO Q50	<input type="checkbox"/> Yes, to another mode of transport, although I don't normally	<input type="checkbox"/> No GO TO Q52
Continued...				

Q49. IF MADE AN INTERCHANGE BUT DON'T NORMALLY PLEASE ANSWER: What was the reason for having to change on this occasion?

Q50. IF MADE AN INTERCHANGE PLEASE ANSWER: How easy was it for you to make this interchange?

Very difficult

Fairly difficult

Neither easy nor
difficult

Fairly easy

Easy

GO TO Q52

Q51. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

G Other aspects of your journey today

Q52. How satisfied were you with the information that was available to you about your bus journey today?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO Q54

Q53. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q54. Did you feel you were treated less favourably or received a poorer service because of your disability at any point during your bus journey?

Yes

No
GO TO Q56

Q55. Why do you say that, and who caused you to feel this way?

Continued...

Q56. How safe did you feel from crime or anti-social behaviour on your bus journey today?

Not at all safe

Not very safe

Neither safe nor
unsafe

Quite safe

Very safe

GO TO Q58

Q57. IF NOT AT ALL/NOT VERY SAFE OR QUITE/VERY SAFE PLEASE ANSWER: Why do you say that?

Q58. How satisfied were you overall with your bus journey today?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO Q60

Q59. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q60. Please say if there were any features of your journey that were unusual or unexpected, and if so how you managed to overcome these.

Q61. Did you face any other barriers or issues that we have not covered on your journey today?

Q62. Are there any other comments you would like to make about your bus journey today?

Q63. Would you be happy for TfL to recontact you in the future for any further research? This would typically be done through a research agency (though not necessarily Accent).

Yes

No

Continued...

Finally...

Q64. Please can you say how easy you found it to complete this Assessment Form? Please consider the layout, the wording and the length of the Form.

Very difficult

Difficult

Neither difficult nor
easy

Quite easy

Very easy

Q65. IF (VERY) DIFFICULT OR VERY/QUITE EASY PLEASE ANSWER: Why do you say that?

Thank you very much for completing this survey.

Please return completed questionnaires to Accent in the pre-paid envelope by 31 March 2010.

Q11. As far as you could tell, were staff available in the ticket hall area to provide assistance?

Yes, and I received assistance

Yes, but I didn't receive any assistance

No / don't know, and I would have liked assistance

No / don't know but I didn't need any assistance

Q12. How would you rate the politeness of staff in the ticket hall area?

Very rude, abusive or aggressive

Poor, short with me

Neutral, neither polite nor impolite

Good, polite

Excellent, very courteous

Don't know / not applicable (no contact with staff)

GO TO Q14

GO TO Q14

Q13. IF VERY RUDE/POOR OR GOOD/EXCELLENT PLEASE ANSWER: Why do you say that?

Q14. How would you rate the helpfulness of staff in the ticket hall area?

Totally unhelpful

Poor, less than helpful

Neutral, neither helpful nor unhelpful

Good, helpful

Excellent, very helpful

Not applicable (no contact with staff)

GO TO Q16

GO TO Q16

Q15. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q16. Was there anything (else) that you feel a member of staff could have done to help you?

Yes

Please write in

No

Continued...

C Getting to the platform

Q17. How satisfied were you overall with the ease of getting to the platform?

Very dissatisfied Dissatisfied Neither satisfied nor
dissatisfied Satisfied Very satisfied

GO TO Q19

Q18. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q19. Which of the following were present at the station? Please say which you used and whether any were out of order

	Present	Used	Out of order	Don't know
Escalators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>			

Q20. IF YOU DID NOT USE AN ESCALATOR GO TO Q22. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the escalator?

Very dissatisfied Dissatisfied Neither satisfied nor
dissatisfied Satisfied Very satisfied

GO TO Q22

Q21. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q22. IF YOU DID NOT USE A LIFT, GO TO Q24. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the lift?

Very dissatisfied Dissatisfied Neither satisfied nor
dissatisfied Satisfied Very satisfied

GO TO Q24

Q23. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Continued...

Q24. IF YOU DID NOT USE STAIRS, GO TO Q26. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the stairs?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q26

Q25. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q26. How crowded did the platform seem to you?

Very crowded Crowded Neither crowded nor uncrowded Not crowded Not at all crowded

Q27. And would you say that was normal for this journey?

Yes, normal No, more crowded than usual No, less crowded than usual

Q28. Did you receive any help on the platform?

Yes, from a member of staff Yes, from a member of the public No, but I would have liked some help No, I didn't need any help

Q29. Were you able to identify train destinations as the trains approached, for example from the front or the side of the train, from electronic signage, or from platform announcements?

Yes No

GO TO Q31

Q30. IF YOU WERE ABLE TO IDENTIFY TRAIN DESTINATIONS, PLEASE GO TO Q31. OTHERWISE, PLEASE ANSWER: How did you identify the train you needed?

I was able to identify it as it arrived I asked a member of staff I asked another passenger or my personal assistant/companion Other **please write in**

Q31. How satisfied were you with information announcements on the platform in terms, for example, of volume and clarity?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied Not applicable

GO TO Q33

GO TO Q33

Continued...

Q32. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q33. How satisfied were you with visual information on the platform in terms, for example, of accessibility and clarity?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied Not applicable

GO TO Q35

GO TO Q35

Q34. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q35. As far as you could tell, were staff available on the platform to provide assistance?

Yes, and I received assistance Yes, but I didn't receive any assistance No / don't know, and I would have liked assistance No / don't know but I didn't need any assistance

Q36. How would you rate the politeness of staff on the platform?

Very rude, abusive or aggressive Poor, short with me Neutral, neither polite nor impolite Good, polite Excellent, very courteous Don't know / not applicable (no contact with staff)

GO TO Q38

GO TO Q38

Q37. IF VERY RUDE/POOR OR GOOD/EXCELLENT PLEASE ANSWER: Why do you say that?

Q38. How would you rate the helpfulness of staff on the platform?

Totally unhelpful Poor, less than helpful Neutral, neither helpful nor unhelpful Good, helpful Excellent, very helpful Not applicable (no contact with staff)

GO TO Q40

GO TO Q40

Q39. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Continued...

Q40. Was there anything (else) that you feel a member of staff could have done to help you?

Yes

No

Please write in

D Getting on the train

Q41. IF YOU ARE A WHEELCHAIR USER, GO TO Q15. IF YOU ARE NOT, PLEASE ANSWER: Were handrails or grab rails conveniently positioned to help you get on the train?

Yes

No

Not applicable –
I didn't need them

Q42. Did anyone help you to get on the train that you boarded?

No,
but I didn't need
any help

No,
but I would have liked
some help

Yes,
another passenger

Yes,
a member of staff

Yes,
my personal assistant/
other companion

Yes, other
Please say who

Q43. How easy was it to get on the train that you boarded?

Very difficult

Fairly difficult

Neither easy nor
difficult

Fairly easy

Easy

GO TO Q45

Q44. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

Continued...

E On the train

Q45. How crowded did the train seem to you?

- | | | | | |
|--------------------------|--|---|-----------------------------|-----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Very overcrowded | No available seats, many people standing | No available seats, but nobody standing | Many single seats available | Many double seats available |

Q46. And would you say that was normal for this journey?

- | | | |
|--------------------------|-----------------------------|-----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yes, normal | No, more crowded than usual | No, less crowded than usual |

Q47. Were you able to have a seat, or access the wheelchair area?

- | | | | | |
|--|---|---|---|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yes, immediately, there weren't any passengers in the way | Yes, because other passengers moved out of the way spontaneously | Yes, because other passengers moved out of the way when I asked them to do so | Yes, because the driver asked other passengers to move | Yes, but only after passengers got off the train at a later stop |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| No, because the train was too crowded for me to access a seat or wheelchair area | No, because the wheelchair area was being used by another passenger in a wheelchair | No, because other passengers were in the space | No, because the wheelchair area was already occupied by luggage | |

Q48. How satisfied were you overall with the comfort of your train journey?

- | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |

GO TO Q50

Q49. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q50. How would you describe the attitude of your fellow passengers?

- | | | | | |
|--|---|---|--|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Very poor – they gave me no consideration whatsoever | Poor – they allowed me space but I felt I was a source of inconvenience | Ok – they were generally considerate but I felt they could have been better | Good – there were only minor irritations; most people treated me as I wish to be treated | Very good – they treated me as I wish to be treated |

Continued...

Q51. How satisfied were you with information announcements on the train in terms, for example, of volume and clarity?

Very dissatisfied
 Dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
 Not applicable

GO TO Q53

GO TO Q53

Q52. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

Q53. How satisfied were you with the scrolling electronic display information on the train in terms, for example, of accessibility and clarity?

Very dissatisfied
 Dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
 Not applicable

GO TO Q55

GO TO Q55

Q54. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

Q55. How satisfied were you with any other visual information on the train (eg maps, posters etc) in terms, for example, of accessibility and clarity?

Very dissatisfied
 Dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
 Not applicable

GO TO Q57

GO TO Q57

Q56. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

F Getting off the train

Q57. Did you receive any help in knowing when you had reached your station?

Yes, from a member of staff
 Yes, from a member of the public
 No, but I would have liked some help
 No, I didn't need any help

Continued...

Q58. How satisfied were you overall with the ease of knowing when you had reached your destination station?

- Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q60

Q59. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q60. Did anyone help you to get off the train?

- No, and I didn't need any help No, but I would have liked some help Yes, another passenger Yes, my personal assistant/other companion

Yes, other **Please say who**

Q61. How easy was it to get off the train?

- Very difficult Fairly difficult Neither easy nor difficult Fairly easy Easy

GO TO Q63

Q62. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

G Interchange

Q63. Did you have to change to another train or other form of transport to continue your journey?

- Yes, to another train and I always do **GO TO Q65** Yes, to another train although I don't normally Yes, to another mode of transport, and I always do **GO TO Q65** Yes, to another mode of transport, although I don't normally No **GO TO Q67**

Continued...

Q64. IF MADE AN INTERCHANGE BUT DON'T NORMALLY PLEASE ANSWER: What was the reason for having to change on this occasion?

Q65. IF MADE AN INTERCHANGE PLEASE ANSWER: How easy was it for you to make this interchange?

Very difficult Fairly difficult Neither easy nor difficult Fairly easy Easy

GO TO Q67

Q66. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

H Destination station

Q67. How satisfied were you overall with the ease of leaving your destination station?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q69

Q68. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q69. Which of the following were present at your destination station? Please say which you used and whether any were out of order

	Present	Used	Out of order	Don't know
Escalators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>			

Continued...

Q70. IF YOU DID NOT USE AN ESCALATOR GO TO Q72. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the escalator?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q72

Q71. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q72. IF YOU DID NOT USE A LIFT, GO TO Q74. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the lift?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q74

Q73. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q74. IF YOU DID NOT USE STAIRS, GO TO Q76. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the stairs?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q76

Q75. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q76. How crowded did your destination station seem to you?

Very crowded Crowded Neither crowded nor uncrowded Not crowded Not at all crowded

Q77. And would you say that was normal for this journey?

Yes, normal No, more crowded than usual No, less crowded than usual

Continued...

Q78. Did you receive any help in leaving your destination station?

Yes,
from a member of staff

Yes,
from a member of
the public

No,
but I would have liked
some help

No,
I didn't need any help

Q79. Was your exit from the station hindered in any way – for example, by an obstacle, barrier or service disruption?

Yes

No

GO TO Q82

Q80. **IF EXIT WAS HINDERED, PLEASE ANSWER:** Please describe how your exit from the station was hindered.

Q81. Were passengers clearly alerted to the obstacle, barrier or service disruption, for example by signage or a member of staff?

Yes, by signage

Yes, by a member of staff

Yes, other
Please write in

No

Q82. How satisfied were you overall with the ease of leaving your destination station?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO SECTION H

Q83. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

I Other aspects of your journey today

Q84. Did you feel you were treated less favourably or received a poorer service because of your disability at any point during your Underground journey?

Yes

No

GO TO Q56

Continued...

Q85. Why do you say that, and who caused you to feel this way?

Q86. How safe did you feel from crime or anti-social behaviour on your Underground journey today?

Not at all safe Not very safe Neither safe nor unsafe Quite safe Very safe

GO TO Q58

Q87. **IF NOT AT ALL/NOT VERY SAFE OR QUITE/VERY SAFE PLEASE ANSWER:** Why do you say that?

Q88. How satisfied were you overall with your train journey today?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q60

Q89. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

Q90. Please say if there were any features of your Underground journey that were unusual or unexpected, and if so how you managed to overcome these.

Q91. Did you face any other barriers or issues that we have not covered on your Underground journey today?

Continued...

Q92. Are there any other comments you would like to make about your Underground journey today?

Q93. Would you be happy for TfL to recontact you in the future for any further research? This would typically be done through a research agency (though not necessarily Accent).

Yes

No

Finally...

Q94. Please can you say how easy you found it to complete this Assessment Form? Please consider the layout, the wording and the length of the Form.

Very difficult

Difficult

Neither difficult nor
easy

Quite easy

Very easy

Q95. **IF (VERY) DIFFICULT OR VERY/QUITE EASY PLEASE ANSWER:** Why do you say that?

Thank you very much for completing this survey.

Please return completed questionnaires to Accent in the pre-paid envelope by 31 March 2010.

Q11. As far as you could tell, were staff available in the ticket hall area to provide assistance?

Yes, and I received assistance

Yes, but I didn't receive any assistance

No / don't know, and I would have liked assistance

No / don't know but I didn't need any assistance

Q12. How would you rate the politeness of staff in the ticket hall area?

Very rude, abusive or aggressive

Poor, short with me

Neutral, neither polite nor impolite

Good, polite

Excellent, very courteous

Don't know / not applicable (no contact with staff)

GO TO Q14

GO TO Q14

Q13. IF VERY RUDE/POOR OR GOOD/EXCELLENT PLEASE ANSWER: Why do you say that?

Q14. How would you rate the helpfulness of staff in the ticket hall area?

Totally unhelpful

Poor, less than helpful

Neutral, neither helpful nor unhelpful

Good, helpful

Excellent, very helpful

Not applicable (no contact with staff)

GO TO Q16

GO TO Q16

Q15. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q16. Was there anything (else) that you feel a member of staff could have done to help you?

Yes

No

Please write in

Continued...

C Getting to the platform

Q17. How satisfied were you overall with the ease of getting to the platform?

Very dissatisfied Dissatisfied Neither satisfied nor
dissatisfied Satisfied Very satisfied

GO TO Q19

Q18. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q19. Which of the following were present at the station? Please say which you used and whether any were out of order

	Present	Used	Out of order	Don't know
Escalators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>			

Q20. IF YOU DID NOT USE AN ESCALATOR GO TO Q22. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the escalator?

Very dissatisfied Dissatisfied Neither satisfied nor
dissatisfied Satisfied Very satisfied

GO TO Q22

Q21. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q22. IF YOU DID NOT USE A LIFT, GO TO Q24. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the lift?

Very dissatisfied Dissatisfied Neither satisfied nor
dissatisfied Satisfied Very satisfied

GO TO Q24

Q23. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Continued...

Q24. IF YOU DID NOT USE STAIRS, GO TO Q26. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the stairs?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q26

Q25. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q26. How crowded did the platform seem to you?

Very crowded Crowded Neither crowded nor uncrowded Not crowded Not at all crowded

Q27. And would you say that was normal for this journey?

Yes, normal No, more crowded than usual No, less crowded than usual

Q28. Did you receive any help on the platform?

Yes, from a member of staff Yes, from a member of the public No, but I would have liked some help No, I didn't need any help

Q29. Were you able to identify train destinations as the trains approached, for example from the front or the side of the train, from electronic signage, or from platform announcements?

Yes No

GO TO Q31

Q30. IF YOU WERE ABLE TO IDENTIFY TRAIN DESTINATIONS, PLEASE GO TO Q31. OTHERWISE, PLEASE ANSWER: How did you identify the train you needed?

I was able to identify it as it arrived I asked a member of staff I asked another passenger or my personal assistant/companion Other **please write in**

Q31. How satisfied were you with information announcements on the platform in terms, for example, of volume and clarity?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied Not applicable

GO TO Q33

GO TO Q33

Continued...

Q32. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q33. How satisfied were you with visual information on the platform in terms, for example, of accessibility and clarity?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied Not applicable

GO TO Q35

GO TO Q35

Q34. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q35. As far as you could tell, were staff available on the platform to provide assistance?

Yes, and I received assistance Yes, but I didn't receive any assistance No / don't know, and I would have liked assistance No / don't know but I didn't need any assistance

Q36. How would you rate the politeness of staff on the platform?

Very rude, abusive or aggressive Poor, short with me Neutral, neither polite nor impolite Good, polite Excellent, very courteous Don't know / not applicable (no contact with staff)

GO TO Q38

GO TO Q38

Q37. IF VERY RUDE/POOR OR GOOD/EXCELLENT PLEASE ANSWER: Why do you say that?

Q38. How would you rate the helpfulness of staff on the platform?

Totally unhelpful Poor, less than helpful Neutral, neither helpful nor unhelpful Good, helpful Excellent, very helpful Not applicable (no contact with staff)

GO TO Q40

GO TO Q40

Q39. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Continued...

Q40. Was there anything (else) that you feel a member of staff could have done to help you?

Yes

No

Please write in

D Getting on the train

Q41. IF YOU ARE A WHEELCHAIR USER, GO TO Q15. IF YOU ARE NOT, PLEASE ANSWER: Were handrails or grab rails conveniently positioned to help you get on the train?

Yes

No

Not applicable –
I didn't need them

Q42. Did anyone help you to get on the train that you boarded?

No,
but I didn't need
any help

No,
but I would have liked
some help

Yes,
another passenger

Yes,
a member of staff

Yes,
my personal assistant/
other companion

Yes, other
Please say who

Q43. How easy was it to get on the train that you boarded?

Very difficult

Fairly difficult

Neither easy nor
difficult

Fairly easy

Easy

GO TO Q45

Q44. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

Continued...

E On the train

Q45. How crowded did the train seem to you?

- | | | | | |
|--------------------------|--|---|-----------------------------|-----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Very overcrowded | No available seats, many people standing | No available seats, but nobody standing | Many single seats available | Many double seats available |

Q46. And would you say that was normal for this journey?

- | | | |
|--------------------------|-----------------------------|-----------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yes, normal | No, more crowded than usual | No, less crowded than usual |

Q47. Were you able to have a seat, or access the wheelchair area?

- | | | | | |
|--|---|---|---|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yes, immediately, there weren't any passengers in the way | Yes, because other passengers moved out of the way spontaneously | Yes, because other passengers moved out of the way when I asked them to do so | Yes, because the driver asked other passengers to move | Yes, but only after passengers got off the train at a later stop |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| No, because the train was too crowded for me to access a seat or wheelchair area | No, because the wheelchair area was being used by another passenger in a wheelchair | No, because other passengers were in the space | No, because the wheelchair area was already occupied by luggage | |

Q48. How satisfied were you overall with the comfort of your train journey?

- | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |

GO TO Q50

Q49. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?**

Q50. How would you describe the attitude of your fellow passengers?

- | | | | | |
|--|---|---|--|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Very poor – they gave me no consideration whatsoever | Poor – they allowed me space but I felt I was a source of inconvenience | Ok – they were generally considerate but I felt they could have been better | Good – there were only minor irritations; most people treated me as I wish to be treated | Very good – they treated me as I wish to be treated |

Continued...

Q51. How satisfied were you with information announcements on the train in terms, for example, of volume and clarity?

Very dissatisfied
 Dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
 Not applicable

GO TO Q53

GO TO Q53

Q52. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

Q53. How satisfied were you with the scrolling electronic display information on the train in terms, for example, of accessibility and clarity?

Very dissatisfied
 Dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
 Not applicable

GO TO Q55

GO TO Q55

Q54. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

Q55. How satisfied were you with any other visual information on the train (eg maps, posters etc) in terms, for example, of accessibility and clarity?

Very dissatisfied
 Dissatisfied
 Neither satisfied nor dissatisfied
 Satisfied
 Very satisfied
 Not applicable

GO TO Q57

GO TO Q57

Q56. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

F Getting off the train

Q57. Did you receive any help in knowing when you had reached your station?

Yes, from a member of staff
 Yes, from a member of the public
 No, but I would have liked some help
 No, I didn't need any help

Continued...

Q58. How satisfied were you overall with the ease of knowing when you had reached your destination station?

- Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q60

Q59. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q60. Did anyone help you to get off the train?

- No, and I didn't need any help No, but I would have liked some help Yes, another passenger Yes, my personal assistant/other companion

Yes, other **Please say who**

Q61. How easy was it to get off the train?

- Very difficult Fairly difficult Neither easy nor difficult Fairly easy Easy

GO TO Q63

Q62. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

G Interchange

Q63. Did you have to change to another train or other form of transport to continue your journey?

- Yes, to another train and I always do **GO TO Q65** Yes, to another train although I don't normally Yes, to another mode of transport, and I always do **GO TO Q65** Yes, to another mode of transport, although I don't normally No **GO TO Q67**

Continued...

Q64. IF MADE AN INTERCHANGE BUT DON'T NORMALLY PLEASE ANSWER: What was the reason for having to change trains on this occasion?

Q65. IF MADE AN INTERCHANGE PLEASE ANSWER: How easy was it for you to make this interchange?

Very difficult Fairly difficult Neither easy nor difficult Fairly easy Easy

GO TO Q67

Q66. IF VERY/FAIRLY DIFFICULT OR (FAIRLY) EASY PLEASE ANSWER: Why do you say that?

H Destination station

Q67. How satisfied were you overall with the ease of leaving your destination station?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q69

Q68. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q69. Which of the following were present at your destination station? Please say which you used and whether any were out of order

	Present	Used	Out of order	Don't know
Escalators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>			

Continued...

Q70. IF YOU DID NOT USE AN ESCALATOR GO TO Q72. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the escalator?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q72

Q71. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q72. IF YOU DID NOT USE A LIFT, GO TO Q74. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the lift?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q74

Q73. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q74. IF YOU DID NOT USE STAIRS, GO TO Q76. OTHERWISE, PLEASE ANSWER: How satisfied were you overall with the ease of using the stairs?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q76

Q75. IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER: Why do you say that?

Q76. How crowded did your destination station seem to you?

Very crowded Crowded Neither crowded nor uncrowded Not crowded Not at all crowded

Q77. And would you say that was normal for this journey?

Yes, normal No, more crowded than usual No, less crowded than usual

Continued...

Q78. Did you receive any help in leaving your destination station?

Yes,
from a member of staff

Yes,
from a member of
the public

No,
but I would have liked
some help

No,
I didn't need any help

Q79. Was your exit from the station hindered in any way – for example, by an obstacle, barrier or service disruption?

Yes

No

GO TO Q82

Q80. **IF EXIT WAS HINDERED, PLEASE ANSWER:** Please describe how your exit from the station was hindered.

Q81. Were passengers clearly alerted to the obstacle, barrier or service disruption, for example by signage or a member of staff?

Yes, by signage

Yes, by a member of staff

Yes, other
Please write in

No

Q82. How satisfied were you overall with the ease of leaving your destination station?

Very dissatisfied

Dissatisfied

Neither satisfied nor
dissatisfied

Satisfied

Very satisfied

GO TO SECTION H

Q83. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

I Other aspects of your journey today

Q84. Did you feel you were treated less favourably or received a poorer service because of your disability at any point during your Overground journey?

Yes

No

GO TO Q56

Continued...

Q85. Why do you say that, and who caused you to feel this way?

Q86. How safe did you feel from crime or anti-social behaviour on your Overground journey today?

Not at all safe Not very safe Neither safe nor unsafe Quite safe Very safe

GO TO Q58

Q87. **IF NOT AT ALL/NOT VERY SAFE OR QUITE/VERY SAFE PLEASE ANSWER:** Why do you say that?

Q88. How satisfied were you overall with your train journey today?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

GO TO Q60

Q89. **IF (VERY) DISSATISFIED OR (VERY) SATISFIED PLEASE ANSWER:** Why do you say that?

Q90. Please say if there were any features of your Overground journey that were unusual or unexpected, and if so how you managed to overcome these.

Q91. Did you face any other barriers or issues that we have not covered on your Overground journey today?

Continued...

Q92. Are there any other comments you would like to make about your Overground journey today?

Q93. Would you be happy for TfL to recontact you in the future for any further research? This would typically be done through a research agency (though not necessarily Accent).

Yes

No

Finally...

Q94. Please can you say how easy you found it to complete this Assessment Form? Please consider the layout, the wording and the length of the Form.

Very difficult

Difficult

Neither difficult nor
easy

Quite easy

Very easy

Q95. **IF (VERY) DIFFICULT OR VERY/QUITE EASY PLEASE ANSWER:** Why do you say that?

Thank you very much for completing this survey.

Please return completed questionnaires to Accent in the pre-paid envelope by 31 March 2010.