

VICTORIA

BIKE USER

- Legend
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

Ticket information
"Too general 'if you are travelling with a bike'. It doesn't tell me which carriage to put my bike in."

Need
- Personalised ticket information

Emotion
I am on edge

Pre booking
"Sometimes the train is too full so I cant take my bike with me."

Need
- The ability to get on the train with my bike

Emotion
I am on edge restricted

Booking options
"No option to choose where my bike can go on the train."

Need
- To choose my bikes location on the train

Emotion
I am restricted

ON THE CONCOURSE

Bike storage
"Nowhere to store my bike in the station other than outside. This means I cant use the shops or toilets."

Need
- Somewhere to store my bike in the station

Emotion
I am restricted, on edge

Additional belongings
"I don't like asking people to look after my bike. Its my responsibility and I'm worried someone will steal it."

Need
- Somewhere to store my bike in the station

Emotion
I am restricted, on edge, awkward

Ticket barriers
"Sometimes there are staff to help me at the barriers but its very hectic and just another thing to worry about."

Need
- More staff at the barriers

Emotion
I am restricted, overloaded

Food and drink
"I'd love to get a coffee but its too much to carry with a bike."

Need
- To be able to buy, and enjoy drinking my coffee

Emotion
I am overloaded

Manoeuvring
"I'd usually carry or wheel my bike everywhere. Lifts are a pain as I take up all the space. Bike rails up stairs would be great."

Need
- A easier way of manoeuvring my bike around the station

Emotion
I feel restricted, overloaded, awkward

EMBARKING THE TRAIN

Which door/carriage
"I don't know which carriages have the bike spaces. There is no information on the electronic boards or tickets."

Need
- To know where I can get on the train

Emotion
I am on edge, restricted

Staff
"Never enough staff to help me put my bike on the train or tell me where I should put my bike on the train."

Need
- Staff to help me put my bike on the train

Emotion
I feel awkward

ON THE TRAIN

Layout and seating
"There are never enough spaces on trains for my bike and I'm restricted by specific times of when I can travel with a bike."

Need
- More spaces on trains for bikes

Emotion
I am on edge, restricted

Whose space?
"When I ask regular commuters to move from the bike area so I can store my bike safely on the train I always get the 'look of death.'"

Need
- For other passengers to be aware of bike users on the train

Emotion
I feel awkward, disgusted

Whose space?
"I don't know what the protocol is but I'd always move my bike if someone disabled, pregnant and travelling with a pram needed the space."

Need
- Knowledge of who can use the space

Emotion
I am on edge, restricted

Technology
"Usually use my phone on the train - emails/social media - expect to be able to charge on a longer journey. There are too many people jumping on and off commuter trains so its not viable /not needed."

Need
- Ability to charge my device

Emotion
I am restricted

Virgin trains
"Have better and dedicated bike spaces."

Emotion
I am reassured, relaxed

Toilets
"Virgin train toilets are hilarious, with telling you what not to flush down the toilet."

Emotion
I am informed

DEAN PRAM AND CHILD

- Legend**
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

- ...

Planning
"Sometimes the website doesn't list which trains aren't running until we get to the station and you find there's a poxy replacement bus which takes hours."
- o

Need
- More/clearer information before committing to travel
- 😊

Emotion
I am restricted

- ...

Planning
"On Sundays, when there are engineering works I check on the National Rail website for information."
- o

Need
- Clear information in regards to engineering works
- 😊

Emotion
I am restricted

ON THE CONCOURSE

- ...

Toilets
"The disabled toilets (baby changing facilities) are often locked – I have to ask for a key. Sometimes I change my son in his buggy."
- o

Need
- Access to baby changing facilities
- 😊

Emotion
I am restricted, awkward
- ...

Signage and information
"I hate the signs at the stations because they are so complicated, I cant understand them. Sometimes it tells me about disruptions in Brighton – I don't care about those."
- o

Need
- Clear signage to guide passengers through stations
- Relevant location based information
- 😊

Emotion
I am restricted, on edge
- ...

Signage and information
"I look at the information displays to see how many carriages the train will have so I can guess where to stand on the platform. It's hard to predict because sometimes the carriages are in different orders for some reason."
- o

Need
- Clear and consistent information in regards to carriage position and facilities e.g. disabled doors/areas
- Consistent train carriage layout
- 😊

Emotion
I am restricted, on edge
- ...

Food and drink
"I bring food for me and my son – sometimes I will go out of the station to buy food from Waitrose."
- o

Need
- More choice of food provision at stations.
- 😊

Emotion
I am restricted
- ...

Waiting rooms
"I like the waiting room at Fleet because there are heaters - I sit here when waiting for my daughter to be dropped off."
- 😊

Emotion
I am relaxed, reassured

EMBARKING THE TRAIN

- ...

Which door/carriage
"I know that there are carriages with the space for bikes/wheelchairs/fold down seats are often at the front or back of the train."
- o

Need
- Clear and consistent information in regards to carriage position and facilities e.g. disabled doors/areas
- Consistent train carriage layout
- 😊

Emotion
I am restricted
- ...

Assistance
"I don't need assistance getting on the train. I just tilt the buggy backwards and push it on."
- o

Need
- To get on the train without having to tilt the buggy
- 😊

Emotion
I am restricted, overloaded
- ...

Train environment
"People complaining about noise - it's just an excuse to moan."
- o

Need
- Quieter train carriages
- 😊

Emotion
I am restricted
- ...

Loopholes
"The good thing about travelling with a child is that they can't fine you for not having a ticket – it's an old rule."
- 😊

Emotion
I am relaxed, reassured

ON THE TRAIN

- ...

Manoeuvring
"Once I'm on the train I am limited to where I can go because the buggy won't fit down the aisles."
- o

Need
- To manoeuvre through the train with ease
- To be able to wheel a buggy down the train aisle
- 😊

Emotion
I am restricted, overloaded, awkward
- ...

Security
"I once left the buggy unattended by the door. When I went to get the buggy it had gone – either fallen off the train or stolen."
- o

Need
- To be reassured that my belongings are safe even when they are out of sight
- 😊

Emotion
I am on edge
- ...

Security
"Sometimes when the train is busy I have to stand up and leave the buggy."
- o

Need
- More space and provisions for buggies on trains
- 😊

Emotion
I am restricted, overloaded, awkward
- ...

Layout and seating
"I park the buggy in the space by the door and then take my son out of it to find seats... the static seats with backs are much better then the fold down ones."
- o

Need
- Better (static) seating in defined buggy areas
- 😊

Emotion
I am restricted
- ...

Toilets
"The disabled toilets are good because they have a baby changing tray which flaps down."
- 😊

Emotion
I am able and capable, free

SPENCER

VISUALLY IMPAIRED

- Legend
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

- 

Booking assistance
"I don't book assistance, I don't want to be a burden on anyone. I have to overcome this and do this on my own."
- 

Need
- To be able to book assistance without feeling like a burden on the train network
- 

Emotion
I am on edge, awkward

- 

Planning
"I always get to the station early to give myself enough time and try to relax."
- 

Need
- To have the ability to relax at a station
- 

Emotion
I am restricted, on edge

ON THE CONCOURSE

- 

Station environment
"King's Cross is amazing, Paddington is great but Euston is very tacky and dated. There is just no flow to Euston at all."
- 

Need
- Modern stations which build on current good examples
- A obvious station flow for passengers
- 

Emotion
I am on edge, overloaded

- 

Station environment
"Friday nights are mental at the main London stations. I get scared, I think something is going to happen, but I know its not. Fear of terrorism / accident happening at the station."
- 

Need
- To feel safe and reassured when in a station environment
- 

Emotion
I am on edge

ON THE TRAIN

- 

Staff
"Asking staff can be embarrassing. People don't believe my condition until I show them proof e.g. Disability documentation because I'm not 'physically' disabled."
- 

Need
- To feel confident when communicating with staff
- Awareness of mental disabilities
- 

Emotion
I am on edge, restricted, awkward

- 

Technology
"I am heavily reliant on my smartphone. On a scale of 1-100 its 101. It's mainly for emergencies and I always have my phone to hand. Battery is super important and I must have battery on the train."
- 

Need
- To have the ability to charge my device
- To have the ability to use my device in an emergency
- 

Emotion
I am on edge, restricted

- 

Food and drink
"Food on trains isn't good, It's a 'snack' its not a meal."
- 

Need
- A better choice of food on train
- Better quality of food on train
- 

Emotion
I am restricted

- 

Personal space
"I tuck myself against the window. I think it helps for comfort / I can see outside. I'd never sit in the middle of two people. No where to escape to."
- 

Need
- To sit on the train in comfort and feel relaxed.
- To not feel 'trapped' on the train or seat
- 

Emotion
I am on edge, restricted, awkward

ON THE TRAIN

- 

Assistance
"I've never even thought of asking for assistance really. I am entitled to it but I'm not the sort of person who will ask for it."
- 

Need
- To feel entitled to ask for help if needed / wanted
- 

Emotion
I am on edge, restricted, awkward

- 

Layout and seating
"There should be a disability section on train for people like me - it's really overlooked at the moment. Just because you're walking around it doesn't mean you don't have a disability."
- 

Need
- Sections of carriages that cater for highly anxious passengers
- 

Emotion
I am on edge

- 

Toilets
"I don't think its anything that's ever going to change at all. You just cant control this - different people, different levels of hygiene."
- 

Need
- More hygienic toilets
- Remove the current perception/ assumption of dirty unhygienic toilets
- 

Emotion
I am disgusted

DISEMBARKING THE TRAIN

- 

Service
"Train travel is taken for granted. I don't think people fully appreciate it or value it enough, especially when you think of what it could be."
- 

Need
- Social appreciation and value of train travel
- 

Emotion
I am restricted

SAMANTHA

PRAM AND CHILD

- Legend**
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

- Booking assistance**
"I don't book assistance because I don't think assistance is for someone with a buggy. I see assistance more for people with disabilities. I would hope I could just turn up and ask for assistance. I shouldn't have to book in advance."

Need
- Ability to turn up to the station without pre booking assistance
- Remove the perception that assistance is only applicable to disabled passengers.

Emotion
I am restricted, awkward
- Planning**
"I prefer getting on the train at the starting station as its quieter; I don't have to ask people to move out of the way. I don't want to be that annoying person and making a fuss on the train."

Need
- Ability to get on the train at any station
- Not to alter journey to make it 'easier'
- To not be 'burden'

Emotion
I am restricted, awkward
- Journey information**
"If train works are on or strikes - just wont bother using the trains - don't want to change my route... Direct routes are just easier"

Need
- Confidence to travel when rail work/ strikes are on.

Emotion
I am restricted, on edge

ON THE CONCOURSE

- Ticket barriers**
"It would be good if there were more luggage size / buggy barriers. There are big queues when its busy. My suitcase has got stuck in the barriers before which was embarrassing."

Need
- Higher frequency of larger ticket barriers
- Not to get stuck at the ticket barriers

Emotion
I am restricted, awkward, on edge
- Staff**
"Staff are very busy & its hard to get their attention "I don't want to be making a fuss...I'd rather just struggle on."

Need
- To be confident and able to ask staff for assistance
- Not to struggle

Emotion
I am overloaded, restricted, on edge, awkward
- Navigating**
"Sometimes I use a child sling. I can fold the buggy which means I can use escalators and I don't have to rely on lifts - means I can move quicker and not miss trains."

Need
- To navigate through the station with ease

Emotion
I am overloaded.
- Navigating**
"If I have the buggy I tend to stick to the sides and not walk through the middle - plus this is usually where the lifts are."

Need
- Navigate the concourse like a normal passenger
- Not to take a detour/different route

Emotion
- I am restricted, overloaded, on edge, awkward

ON THE CONCOURSE

- Station environment**
"Stations are cold places, but the materials e.g. metal and concrete make them cold as well. I don't like hanging around them and I wouldn't take my baby to the baby changing station. I don't think it will be clean."

Need
- Warmer; more welcoming station environments
- Ability to use the baby change area
- Reassurance that toilets are clean

Emotion
I am restricted, on edge, disgusted
- Staff**
"I prefer to ask the station staff for the platforms as I don't trust myself reading the signs."

Need
- Face to face staff interaction at train stations
- Information that reassures passengers

Emotion
I am on edge

- Additional belongings**
"I have extra things with me so having that little bit more time to get on the train in my own time and get myself sorted would be great."

Need
- Additional time to get to and on the train

Emotion
I am overloaded

EMBARKING THE TRAIN

- Which door/carriage**
"I have to look out for the disabled sign on the door with yellow and red strips. No other way of me finding this out."

Need
- Clear and consistent information in regards to carriage position and facilities e.g. disabled doors/areas
- Consistent train carriage layout

Emotion
I am restricted
- In a rush**
"If I'm in a rush I would rather wait for the next train. I don't want to be dealing with not being able to find the right door and then having to walk down the train asking people to move out of the way."

Need
- To be able to get on the next train
- Clear and consistent information in regards to carriage position and facilities e.g. disabled doors/areas

Emotion
I am restricted, on edge, awkward
- Mind the gap**
"My only worry is the gap. Sometimes it's not too bad and usually I can manage by myself."

Need
- Remove the gap from the platform to the train

Emotion
I am restricted, on edge
- Accessibility ramp**
"It would be nice if there was a ramp at the door before hand so I can get on the train easier."

Need
- To have ramp access to the train as standard
- To get on the train with ease and without struggling

Emotion
I am restricted, on edge

ON THE TRAIN

- Whose space?**
"I shouldn't have to ask people to move out of the disabled areas if I have a buggy with me."

Need
- For other passengers to be aware of pram users on the train
- Knowledge of who can use the space

Emotion
I am restricted, disgusted, awkward
- Toilets**
"Because someone isn't cleaning the toilets regularly its not really going to get any better I don't think."

Need
- Toilets to be cleaned on a regular basis

Emotion
I am restricted, disgusted
- Toilets**
"I'd rather hold on then use the toilet on a train. I'd have to take the buggy with me...and I might loose my space. Its my responsibility and I wouldn't want to ask anyone else."

Need
- To use the toilet knowing you wont loose your seat or any belongings

Emotion
I am on edge
- Train environment**
"Trains are super cold or super hot, there's is never a happy medium."

Need
- Greater control over the temperature of the train

Emotion
I am restricted, disgusted
- Layout and seating**
"Would be good to have a seatbelt where I could strap my buggy in and make sure it doesn't roll away."

Need
- A way of securing a pram on the train

Emotion
I am on edge

ON THE TRAIN

- Which carriage?**
"Some trains split at stations and there is no way to figure this out until your on the train and they announce it over the speaker."

Need
- Clear and consistent information in regards to trains splitting before embarking the train.
- Consistent train carriage layout

Emotion
I am restricted, on edge
- Whose space?**
"The area is defined as wheelchair use - I understand this but then where do I go?? - Stand by the door."

Need
- Knowledge of who can use the space

Emotion
I am on edge, restricted, awkward
- Layout and seating**
"Half a carriage for buggies would be good. It's not nice having to go to a specific area where there are only 3 spaces."

Need
- Dedicated areas for buggies, separate from disabled areas.

Emotion
I am restricted
- Layout and seating**
"I accept that there is no personal space and I don't expect any. Its public transport."

Need
- Increased perception of personal space

Emotion
I am restricted, awkward
- Service**
"I don't expect a lot from the service. I see it like a bus (commuter train)."

Need
- Remove the perception of a train being a bus

Emotion
I am restricted, awkward

PRE
JOURNEY

- ...

Booking options

"I can use the train for free from 9:30am in London."
- EMOTION

I am able and capable, informed

ON THE
CONCOURSE

- ...

Signage and information

"I use the information boards to see where I need to go. I wish they were coloured e.g. on the tube the electronic information boards should be colour coded to the train approaching (biggest issue on circle, Hammersmith and district lines)."
- Need

- Coloured information for easier recognition of brand / train line

- Reduced reliance on audible information
- Emotion

I am restricted, on edge
- ...

Staff

"Staff assistance for the deaf is very poor/non existent. There should be sign videos or even if staff had a pen and paper to help with communicating."
- Need

- Staff that can communicate with the deaf on multiple levels
- Emotion

I am restricted, on edge, awkward
- ...

Station environment

"I panic a lot in very busy stations."
- Need

- Reduce panic in busy stations/ crowded areas

- Calmer station environments during rush hour
- Emotion

I am on edge

ON
THE TRAIN

- ...

Signage and information

"It's very difficult to know where I am on the train or what stop I need to get off at."
- Need

- Increase in clear and noticeable visual information in carriages

- Reduced reliance on audible information
- Emotion

I am restricted, on edge
- ...

Technology

"Information e.g. next station, time to next station etc. Needs to be improved. Pushing information to peoples personal devices would be better."
- Need

- Increase in clear and noticeable visual information in carriages

- Reduced reliance on audible information

- Give passengers information instead of them searching for it
- Emotion

I am restricted, on edge
- ...

Layout and seating

"I don't like looking at the backs of peoples heads:

- Dirty hair

- Its just not nice to look at

- No privacy / invading my space"
- Need

- Increased perception in personal space
- Emotion

I am disgusted

ON
THE TRAIN

- ...

Staff

"There are never enough staff working on the trains in general to help people with disabilities."
- Need

- On hand staff to help the disabled
- Emotion

I am restricted, on edge, awkward
- ...

Toilets

"I need visual information of where you are on the train / what stop is next in the toilet otherwise I don't know."
- Need

- Increase in clear and noticeable visual information in toilets

- Reduced reliance on audible information
- Emotion

I am restricted, on edge
- ...

Technology

"I use my phone a lot but I can only charge it on a train if I have a table seat... There should be more provision."
- Need

- To charge my device on the train regardless of where I am sat.
- Emotion

I am restricted
- ...

Activity

"It's nice to look out of the window on the train and relax (as much as I can)."
- Emotion

I am relaxed

ON
THE TRAIN

- ...

Emergencies

"In an emergency situation or if I was unwell, who would help me on the train? No one would understand me... Potentially very dangerous situation."
- Need

- Adequate provisions for communication for the deaf in a emergency situation.
- Emotion

I am on edge
- ...

Layout and seating

"There isn't one place that is better to sit on the train to see information."
- Need

- Increase in clear and noticeable visual information in carriages

- Reduced reliance on audible information

- To see information regardless of my seating position
- Emotion

I am restricted
- ...

Signage and information

"Information in the back of seats (screen) would be good as I'd feel more comfortable and know where I am in regards to my stop."
- Need

- Increase in clear and noticeable visual information in carriages

- Reduced reliance on audible information
- Emotion

I am restricted, on edge
- ...

Activity

"I cant sleep on the train as I will miss my stop/ I wont know where I am."
- Need

- Ways of communicating with passengers when asleep (haptic/taptic technologies)
- Emotion

I am restricted, on edge

JOE

HEARING IMPAIRED

- Legend**
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

- **Booking options**

"Normally book tickets at the station using the self-service machines as my destination changes weekly."
- **Need**

- To acquire tickets before getting to the station.
- **Emotion**

I am restricted
- **Pre booking**

"Use the National Rail app to plan journeys. So used to a routine that I rarely use it."
- **Emotion**

I am reassured, informed

ON THE CONCOURSE

- **Station environment**

"There's nothing there...when you get delays it's bleak...even the waiting area is closed (commuter)."
- **Need**

- A better, inviting station with open waiting areas
- **Emotion**

I am disgusted
- **Ticket Machines**

"When the ticket machine doesn't work and I get on the train, I have been warned or fined for not having a ticket for the journey."
- **Need**

- Ticket machines to work
- To know what plan B is
- **Emotion**

I am restricted
- **Ticket Machines**

"When there was only one machine it's annoying for regular commuters having to wait in the queue for someone who doesn't know how to use the machines."
- **Need**

- Alternative ways to retrieve and buy tickets
- **Emotion**

I am restricted, competitive
- **Station environment**

"I plan to spend as little time at the station as possible."
- **Need**

- A space that is welcoming, accommodating that I want to spend time in
- **Emotion**

I am disgusted

EMBARKING THE TRAIN

- **Which door/carriage**

"I know the nearest exits of the destination station so I get on the carriage that's closest to it."
- **Need**

- To make my disembarking of the train and exiting of the destination station as efficient as possible.
- **Emotion**

I am competitive

ON THE TRAIN

- **Signage and information**

"I rely on reading the information boards in trains."
- **Need**

- Increase in clear and noticeable visual information in carriages
- Reduced reliance on audible information
- **Emotion**

I am on edge
- **Layout and seating**

"I don't think the overhead space is good because it causes a bit of aggravation, It's not an accommodating place."

There's so much space wasted on the train, why can't we keep luggage under our seat?
- **Need**

- Alternative places to store luggage
- Increased provision for luggage storage
- **Emotion**

I am restricted, disgusted
- **Train environment**

"I have to really focus on what people are trying to say to me especially in nosier situations."
- **Need**

Quieter carriages (train noises)
- **Emotion**

I am restricted, disgusted, awkward
- **Layout and seating**

"I like the "Holy grail seat" – that one seat on its own. I like to have a bit of space to myself, especially if I'm on the train until the end of the line."
- **Need**

- Increased personal space
- **Emotion**

I am restricted, awkward

ON THE TRAIN

- **Layout and seating**

"I have to adjust how I sit so that my good ear is able to hear the announcements."
- **Need**

To hear announcements regardless of my seating position.
- **Emotion**

I am on edge
- **Staff**

"I find it awkward when train attendants are inspecting tickets as sometimes I don't hear them."
- **Need**

- To be aware of surroundings
- A different way of inspecting tickets
- **Emotion**

I am on edge

MARIA

PHYSICALLY DISABLED

- Legend
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

-  **Booking options**
"I buy my tickets from the cashier everyday.The only time I would use the machine is if the line is too long for the cashier."

 **Need**
- Accessibility to cashier
- Ability to quickly purchase a ticket

 **Emotion**
I am restricted
-  **Booking assistance**
"I know what to do if I wanted to pre book assistance but I don't feel that I need it."

 **Need**
- To be able to book assistance without feeling like a burden on the train network

 **Emotion**
I am on edge

ON THE CONCOURSE

-  **Navigating**
"If there's no lift, I just take my time (getting down the stairs)."

 **Need**
- Appropriate accessibility to platforms for passengers with physical disabilities

 **Emotion**
I am restricted
-  **Navigating**
"The lift takes me down at the far end of the platform so I have to walk all the way down to the platform."

 **Need**
- Lifts that are more direct/ closer to the platform
- To get to where I need to be with as little effort as possible

 **Emotion**
I am disgusted, restricted
-  **Signage and information**
"I check on the electric boards for the number of carriages. I don't have a chance to get a seat on a train with 4 carriages."

 **Need**
- To know the best place to stand on the platform with the highest chance of getting a seat on the train
- To know if there are/ where the available seats are on the train

 **Emotion**
I am restricted, disgusted
-  **Navigating**
"I get to the part of the platform where there's not a lot of people and know that I'll be able to get a seat."

 **Need**
- To know the best place to stand on the platform with the highest chance of getting a seat on the train
- To know if there are / where the available seats are on the train

 **Emotion**
I am restricted

EMBARKING THE TRAIN

-  **Mind the gap**
"I don't understand why the gap from the platform has to be so big and that it differs at each station."

 **Need**
- Remove the gap from the platform to the train
- Level access from platform to train

 **Emotion**
I am restricted, on edge
-  **Staff**
"They know me at my station and they say hello – it's normally the same staff everyday."

 **Emotion**
I am relaxed, reassured

ON THE TRAIN

-  **Manoeuvring**
"I have to pull myself up on to the train with the handle."

 **Need**
- Remove the gap from the platform to the train
- Level access from platform to train

 **Emotion**
I am restricted, on edge, overloaded
-  **Layout and seating**
"The seating is too small for me, I prefer the single priority seat."

 **Need**
- Larger, more open seating.

 **Emotion**
I am restricted, awkward, disgusted

ON THE TRAIN

-  **Layout and seating**
"Once I get on the train I look for the nearest seat to the door."

 **Need**
- To know if there are/ where the available seats are on the train
- Reassurance that I can sit on this seat even if someone else is sat there.

 **Emotion**
I am on edge, restricted, awkward
-  **Toilet**
"I would never use the toilets in the train, I wait until the station."

 **Need**
- To be able to use the toilet on the train

 **Emotion**
I am disgusted, on edge, restricted

DISEMBARKING THE TRAIN

-  **Layout and seating**
"It's difficult for me to manage my rucksack and walking stick when getting on and off the train. I hook my rucksack over the handle in the seat in front."

 **Need**
- Increase in peri-space for luggage
- Different storage solutions for luggage e.g. the floor

 **Emotion**
I am overloaded
-  **Assistance**
"For the first time ever last week someone helped me (other passenger) get off the train – I felt really old that day."

 **Need**
- To be able to disembark the train by myself.
- Easier embarking and disembarking of the train for passengers with disabilities

 **Emotion**
I am overloaded, restricted, awkward
-  **Assistance**
"I use the handle on the train for support to get me off the train."

 **Emotion**
I am reassured

MARC

MOBILITY SCOOTER

- Legend**
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

-  **Booking assistance**
"I've been told I should ring the station before I get there but I don't want to do that."

 **Need**
- To be able to turn up at the station and travel like a normal passenger

 **Emotion**
I am restricted, on edge, awkward
-  **Booking assistance**
"I want to be able to just pop to the station like a normal person."

 **Need**
- To be able to travel as a normal passenger

 **Emotion**
I am restricted, disgusted
-  **Planning**
"I avoid rush hour because I don't like driving down the ramp on busy platforms."

 **Need**
To be able to travel at any time and not be restricted.

 **Emotion**
I am restricted
-  **Journey information**
"The routes suggested by the staff are not normally the most direct routes."

 **Need**
- To know I am / have access to the most efficient or quickest route for my journey

 **Emotion**
I am competitive, restricted
-  **Journey information**
"Before I travel I phone Traveline to check for disruptions. I know at the moment there are strikes so I always plan ahead."

 **Emotion**
I am reassured, informed

ON THE CONCOURSE

-  **Accessibility ramp**
"I stay near the ticket barrier and the staff get the ramp ready for the train."

 **Need**
To know where I should be before the train gets to the platform

 **Emotion**
I am restricted, awkward
-  **Staff**
"They let me through the wide barriers without asking to see my tickets."

 **Need**
- I want my ticket to be validated.
- I want to be treated as a normal passenger

 **Emotion**
I feel awkward
-  **Staff**
"When they ask me where I'm going today, they phone ahead to my destination/change station. They follow me all the way."

 **Emotion**
I am reassured, relaxed

EMBARKING THE TRAIN

-  **Which door/carriage**
"I don't get to choose a particular door, the staff decide where they are going to put the ramp."

 **Need**
- To choose where I'd like to get on the train
- For staff to tell me where the ramp will go

 **Emotion**
I am restricted, disgusted
-  **V.I.P**
"Sometimes other people have to get off the train so that there is space for me. I feel like I'm famous or important." (Potentially feels more embarrassed)

 **Need**
- To be treated like a normal passenger

 **Emotion**
I feel awkward, restricted

ON THE TRAIN

-  **Manoeuvring**
"I have to stay in the vestibule area of the train. I can't turn around or manoeuvre since the space, e.g. for when a buggy gets on."

 **Need**
- To manoeuvre through the train with ease
- To be able to move out of the way for other passengers

 **Emotion**
I am restricted
-  **Emergencies**
"I had to reach and stretch for the emergency intercom – pulled myself out of the scooter and had to lean against the divider."

 **Need**
- Intercom should be accessible by all regardless of seating position

 **Emotion**
I am restricted, disgusted, awkward
-  **Toilets**
"I can't use the toilets on the trains. I used one at Victoria and the staff had to get the key for the accessible toilet. We then had to wait while they cleaned it."

 **Need**
- To have immediate access to the disabled toilets
- To be able to use the toilets without staff intervention

 **Emotion**
I feel awkward, disgusted, restricted

ON THE TRAIN

-  **Staff**
"Staff are supposed to ring the destination station to have the ramp ready for me, but sometimes, like today there isn't anyone."

 **Need**
- To be able to disembark the train like a normal passenger
- For a staff member to be ready and waiting

 **Emotion**
I am restricted, awkward
-  **I'm the burden**
"The driver would announce "Sorry, we're just waiting for someone to get off the train."

 **Need**
- To be able to disembark the train like a normal passenger
- To be treated like a normal passenger

 **Emotion**
I feel awkward, restricted

DISSEMBARKING THE TRAIN

-  **Emergencies**
"I have had to either shout at the open doors or press the emergency buzzer to speak to the driver to be let off the train."

 **Need**
- To be able to disembark the train like a normal passenger
- For a staff member to be ready and waiting

 **Emotion**
I am restricted, awkward, disgusted
-  **Accessibility ramp**
"I know that the train is meant to be at the platform for 2 minutes max – bringing the ramp can take longer."

 **Need**
- To be able to disembark the train like a normal passenger
- For a staff member to be ready and waiting

 **Emotion**
I am restricted, awkward
-  **Station environment**
"I can't get on a certain carriage at Clapham Junction because at Kingston there's a wall that prevents me from reversing off."

 **Need**
- To be able to disembark the train like a normal passenger
- To be able to disembark the train from any carriage/door
- No to be restricted by the station environment

 **Emotion**
I am restricted, disgusted

REENA

VISUALLY IMPAIRED

- Legend
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

ON THE CONCOURSE

Staff
"I find staff really important. Even if you've checked the platforms and the screens there is a human need for reassurance."

Need
- Face to face staff interaction at train stations
- Information that reassures passengers

Emotion
I am on edge, awkward

Staff
"Interactions with staff can reveal useful information. Over Christmas I was at a new station and asked about the best connecting train. The staff member also told me about the pink touch in and touch out machine, making travel cheaper."

Need
- Face to face staff interaction at train stations
- Information that is specific and beneficial to my journey

Emotion
I am restricted, on edge, awkward

Favourite station
"My favourite station is St Pancras. It has nice food places, character, sleek and bright."

Emotion
I am relaxed, comfortable

EMBARKING THE TRAIN

Mind the gap
"I would prefer level access - even most of the steps down from the overground are too high and uncomfortable."

Need
- Remove the gap from the platform to the train
- Level access from platform to train

Emotion
I am restricted

ON THE TRAIN

Layout and seating
"I avoid travelling during peak times because I would have to stand. This would be painful because I have to use my hands to grip the railings and use my knees for balance."

Need
- To be able to sit down on the train

Emotion
I am restricted

Whos space?
"I would like to be able to use the priority seats for closeness and ease but I feel uncomfortable if a visibly pregnant woman gets on train, I'll have to get up."

Need
- To be confident that I have the right to sit in a priority seat
- For others to acknowledge I have the right to sit in a priority seat

Emotion
I am restricted, awkward, on edge

Signage and information
"Overground is good as you have a overview of the stops, combined with the overhead announcements. You've got a good sense of where you're going."

Emotion
I am reassured

Layout and seating
"I prefer the layout of the Overground trains compared to regular trains as they are spacious, bright and light."

"I can keep my luggage close and there's room for mobility scooters to manoeuvre."

Emotion
I am comfortable, relaxed

ON THE TRAIN

Layout and seating
"On a regular train I don't like leaving my luggage at end of the carriage. It feels like I need to keep an eye on it."

Need
- To know that my luggage is safe and secure at all times

Emotion
I am on edge

Toilets
"I avoid the toilets, they are not clean enough. They should have a toilet attendant."

Need
- Toilets to be cleaned on a regular basis

Emotion
I am disgusted

Signage and information
"Only after a couple of stops and listening to the overhead announcements did I realise I was on the wrong train. The information wasn't clear enough and I had to rely on the audible announcements."

Need
- Information telling me that I am on the correct train
- Access to information in relation to my journey at all times

Emotion
I am overloaded

DISEMBARKING THE TRAIN

Mind the gap
"Big gaps between train and platform makes getting off a bit stressful and uncomfortable."

Need
- Remove the gap from the platform to the train
- Level access from platform to train

Emotion
I am restricted, on edge

JOANNE

6 MONTHS PREGNANT

- Legend**
- It's not acceptable
 - It's okay as a one off
 - It's bearable
 - Current good practice

PRE JOURNEY

- Toilets**

"I make sure I don't drink before or during travel. I know there are no toilets and I don't want to be caught out."
- Need**

 - To consume liquids when needed without thinking 'is there a toilet' on the train?
- Emotion**

I am restricted, disgusted
- Planning**

"I use the National Rail app but I don't think the app is very clear when it comes to disruption information. It just has a tiny '!' next to it, which is really easy to miss."
- Need**

 - To be clearly informed about any disruptions to my travel.
- Emotion**

I am restricted,

ON THE CONCOURSE

- Waiting room**

"I like to time my connecting train perfectly but if I miss my connection I wait in the waiting room. I've recently discovered how to turn on the heating (even though it's not clear) which is useful as it gets quite cold."
- Need**

 - To be comfortable when waiting for trains
 - To be aware of how to operate facilities such as heaters
- Emotion**

I am restricted, disgusted
- Station environment**

"I like Waterloo station because of the shops that are available – it's really useful if you've forgotten something."
- Emotion**

I am reassured

EMBARKING THE TRAIN

- Which door/carriage**

"I have done this journey so often that I know where to get on the train to maximise my chances of getting a seat."
- Need**

 - Clear and consistent information in regards to carriage position and facilities e.g. disabled doors/areas
 - Consistent train carriage layout
- Emotion**

I am restricted

ON THE TRAIN

- Layout and seating**

"I'm still so shocked at how often people refuse to give up their seats, despite wearing a pregnancy badge."
- Need**

 - For other passengers to be aware of pregnant passengers on the train
 - Knowledge of who can use/ has priority of the space
- Emotion**

I am restricted, awkward
- Layout and seating**

"I like sitting next to the window, but I don't like facing people in the 4's – it feels like it's an invasion of privacy. I also don't really get the point of a cluster of 4 seats."
- Need**

 - Privacy on the train
- Emotion**

I am disgusted
- Train environment**

"I like being able to open the windows on the train, in the summer it gets too hot."
- Emotion**

I am free

DISEMBARKING THE TRAIN

- Mind the gap**

"The step down on the train from Surbiton to Clapham Junction is pretty big and I'm worried it's only going to get more difficult."
- Need**

 - To be able to disembark the train like a normal passenger
 - Remove the gap from the platform to the train
 - Level access from platform to train
- Emotion**

I am restricted
- Mind the gap**

"I'm daunted by the prospect of getting off the train by myself when I'm 8 months pregnant as the step is so big."
- Need**

 - To be able to disembark the train like a normal passenger
 - Remove the gap from the platform to the train
 - Level access from platform to train
- Emotion**

I am restricted
- Additional belongings**

"I also feel daunted by the idea of trying to get off with a buggy."
- Need**

 - To be able to disembark the train like a normal passenger
 - Remove the gap from the platform to the train
 - Level access from platform to train
- Emotion**

I am restricted

VICTORIA

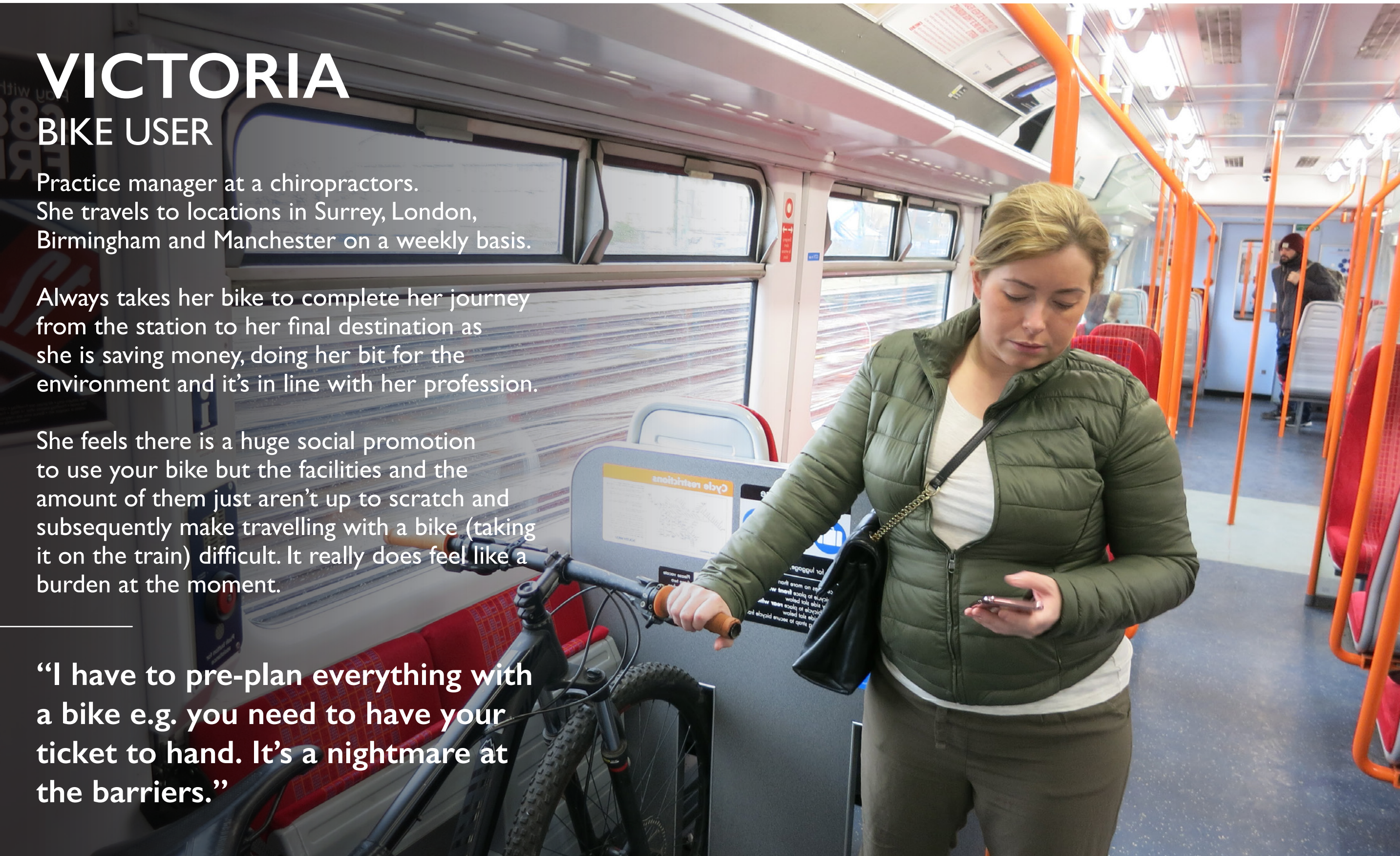
BIKE USER

Practice manager at a chiropractors.
She travels to locations in Surrey, London, Birmingham and Manchester on a weekly basis.

Always takes her bike to complete her journey from the station to her final destination as she is saving money, doing her bit for the environment and it's in line with her profession.

She feels there is a huge social promotion to use your bike but the facilities and the amount of them just aren't up to scratch and subsequently make travelling with a bike (taking it on the train) difficult. It really does feel like a burden at the moment.

"I have to pre-plan everything with a bike e.g. you need to have your ticket to hand. It's a nightmare at the barriers."



HEADLINES

- "I feel I should have to pay less (and be rewarded), not more when travelling with my bike on the train."
- "I want to travel with a bike - but not have the burden of having a bike on my journey."
- "I can't use facilities at the station. I feel rude to sit down because I have the bike and I'll take up too much space."
- "There should be bike areas in stations. I don't want to go outside, lock my bike up, do my stuff in the station, go back out, get my bike, come back into the station, get on my train."
- "I will always check my bike 3/5 times on long journeys to Manchester (Virgin train) I normally do this when I get up to go to the toilet or when buying food on the train. Fear of bikes getting stolen, as they are expensive."
- "Why isn't there a 'bike service' like the disability service? I could bring my wheel case and bike at the same time then, this is something I simply can't do at the moment:
- Drop my bike off with a staff member at the station.
 - They put the bike on the train and show you where it is.
 - Meet you at your destination station."



SAMANTHA

CHILD AND PRAM

Works as a freelance Personal Assistant. She meets a friend for lunch in London every week and travels with Southern trains (Class 377) from Tattenham corner to London Bridge with her 18 month year old in a buggy.

I find using the train with the kids is much easier (when they are on the train) not necessarily getting to the train though.

Its much better then kids moaning in the back of the car if I'm driving.

“I always look out for the disabled sign on the train door. There’s no way of me knowing where this door is other then walking down the platform and looking for it.”

HEADLINES

“I always look for train times, station stops and the platform number, but I prefer to ask the station staff for this information because I don't trust myself reading the signs.”

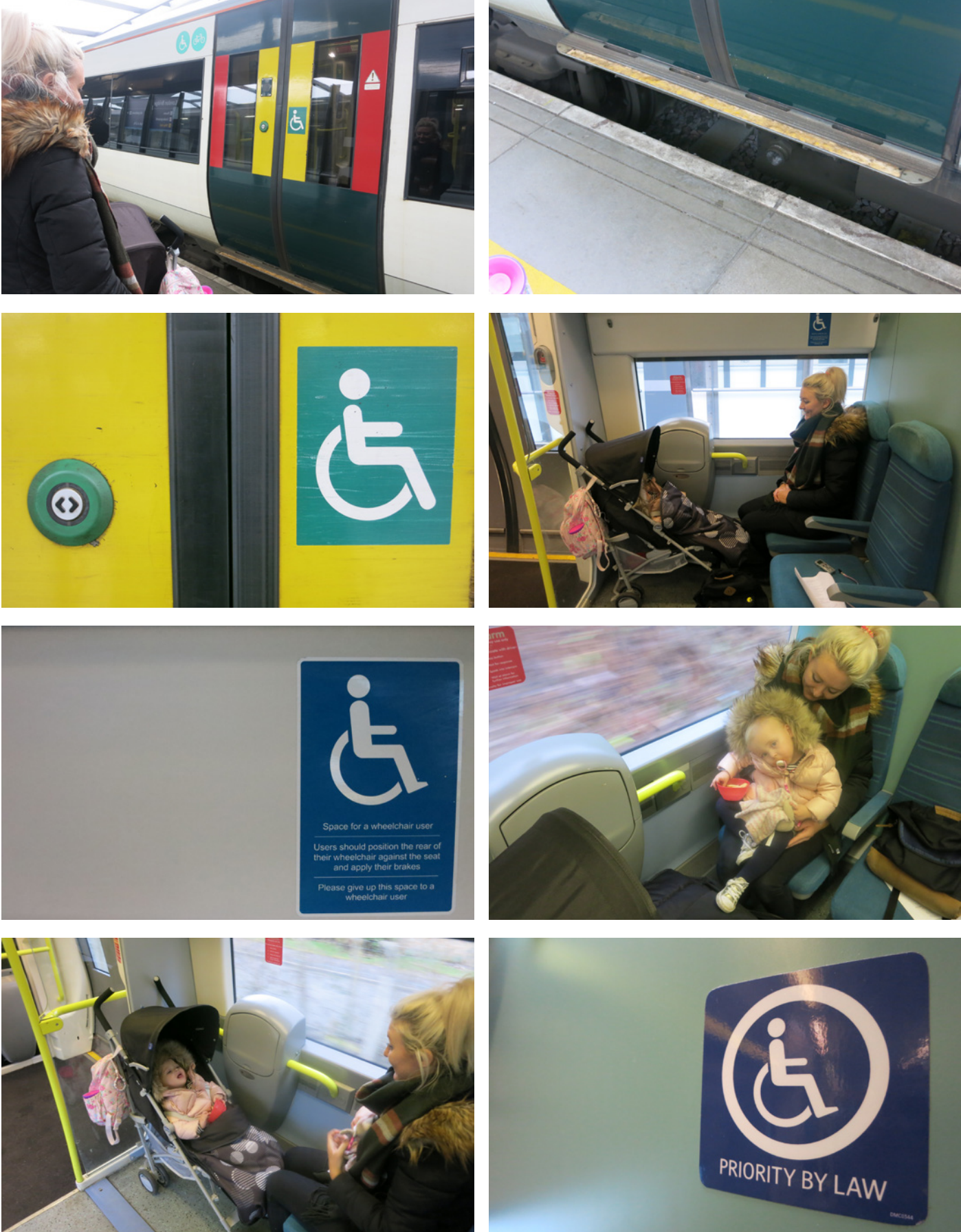
“I like the reassurance of someone telling me that this is the right train I need to be on.”

“Staff are busy and its hard to get their attention. I don't want to be making a fuss and be the ‘burden’. I'll just make do with struggling getting on and off the train with the buggy or I'll ask a commuter for help.”

“Areas on the train are defined as wheelchair use. I understand that there have to be priorities but where do I go if I have a buggy? If I stand in the middle its awkward having to move out of the way with the buggy all the time.”

“Southern trains to me is like a bus - no expectation to be super clean or brand new.”

“With Virgin I had a higher expectation as its was a longer journey and the ticket price was higher.”



DEAN

CHILD AND PRAM

Dean is a full time carer for his stepdaughter. He travels from Wimbledon to Fleet and back every Friday to pick up his daughter so they can spend the weekend together. He takes his two year old son, Jake, in a buggy.

Because he does the journey regularly, he knows all the train times. He knows the best train to catch in order to reduce his stopover time at Surbiton.

Reliability is a priority – he prefers trams to trains because they're never delayed.

“It’s a toss up between the carriage with the big toilet, uncomfortable fold down seats or the carriage with the small toilet with the padded seats.”



HEADLINES

“The signs notifying you of engineering works are so complicated, I can’t understand them. Sometimes it tells me about disruptions in Brighton – I don’t care about those.”

“I find it hard to know where to change my son. The disabled toilets at the station (the ones with the baby changing tables) are often locked and you have to go and find a key. I sometimes lay my son down in his buggy and change him there.”

“I look at the information displays to see how many carriages a train will have so I can guess where the accessible carriages will be. It’s hard to predict because sometimes the carriages are in different orders for some reason.”

“Once I get on the train, I’m limited as to where I can go because the buggy won’t fit down the aisles.”



HS2 CUSTOMER EXPERIENCE

Accessibility stories

THOMAS

NON TRAIN USER

Head of his own events management company based in London. He has to see his family as when it fits him, but his children are a important commitment.

The last time he travelled on a train was over 5 years ago due to fears of terrorism and severe ear pain when travelling by train. “Doctors think it’s the speed at which the train moves on ground, not the pressure.”

He mainly uses coaches to travel city to city in the UK as they are affordable and comfy. “The only other option is the train. Flights are just too much of a hassle especially when traveling in the same country.”

“I like Virgin as a brand but have had a bad experience with them. They did a brilliant job of ignoring me and this had an effect of my perception of them as a brand. I have other products with them, but I’m wary. When I get let down by the brand - I view them as separate brands e.g. Virgin and Virgin trains, not the same brand.”



HEADLINES

Train providers and service

“Overall train providers have really bad customer service...The worst in the UK.”

“Querying tickets/refunds/seeking assistance - it’s always been a waste of time. 9 out of 10 times I have walked away thinking “that’s a shit company”. It’s a just ‘because they can’ attitude because they are the only operator from that city to another. I don’t agree how they operate from a service perspective at all.”

Brand

“I have no issues with something going wrong - they always do and will. It’s how the company deals with the issue and show the care factor.”

“Virgin, diversified and I’ve had good experience on their flights, but the brand should be consistent across all their services.”

Stations

“Euston is grim and depressing, but the outdoor area is promising and a step in the right direction to this trend of a ‘hub’ culture at stations - restaurants, shops, cafés, a place to meet, supermarkets, sit down & take away options.”

“More staff on hand who are trained well and especially for tourists.”

“More information (screens) on platforms, cafés and shops so people are always aware of when their train is.”



Trains

“I’d expect free WI-FI across all services or built in 4G.”

“There is no reason for manual doors (Some MK3/4 carriages) - all doors should be automatic and open without pressing a button. There is no need for anyone to interact with the doors e.g. the underground in London.”

CAROL

NON TRAIN USER

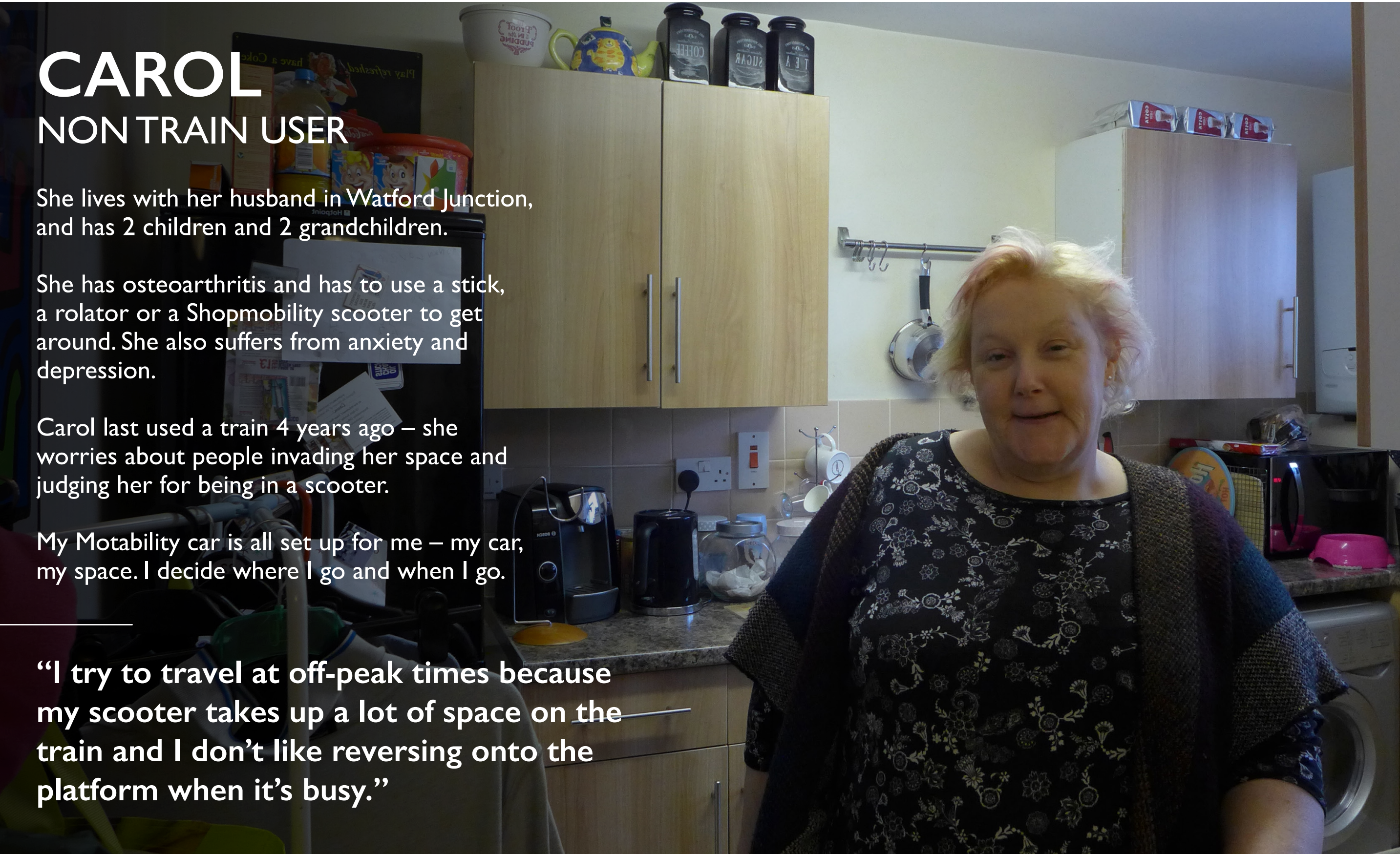
She lives with her husband in Watford Junction, and has 2 children and 2 grandchildren.

She has osteoarthritis and has to use a stick, a rolator or a Shopmobility scooter to get around. She also suffers from anxiety and depression.

Carol last used a train 4 years ago – she worries about people invading her space and judging her for being in a scooter.

My Motability car is all set up for me – my car, my space. I decide where I go and when I go.

“I try to travel at off-peak times because my scooter takes up a lot of space on the train and I don’t like reversing onto the platform when it’s busy.”

A photograph of Carol, a woman with short blonde hair, standing in her kitchen. She is wearing a dark patterned top and a grey cardigan. The kitchen has wooden cabinets, a countertop with various items like a kettle and jars, and a washing machine visible in the background.

HEADLINES

Travel
“I’m happy to get on a aeroplane because you are well looked after by the staff, I know I have a good seat near the toilet so I don’t have to disturb people. I know there are going to be staff at my destination to meet me. They whizz me through on the beep beep bus (golf-buggy). There doesn’t seem to be the same customer service with trains.”

“Buses are even worse... I’m anxious about weird people sitting next to me and talking to me. I want my own space and I find it hard stepping onto the bus and feel embarrassed when asking the driver to lower the bus. People will think I’m lazy.”

Last train journey
“4 years ago I went to Earl’s Court with my daughter and granddaughter; it was horrific. We were in the disabled area... When the train stopped, we all fell over.”

What will it be like?
“What will the journey be like? You read all these horror stories on blue badge forums online, which makes me apprehensive. How will I know how many people will be on the train? There’s so many people, and the doors are always opening and closing. People are rushing around, knocking into you.”

Embarking
“I know there are parts of the platform that are raised, but ramps/ higher platforms should be standard, not a token.”



Ideal Journey
“I would like peace and quiet, comfortable seats, and no crazy people. My ideal journey would be if someone could help me get on the train, get me settled, bring me a cup of tea and for someone to meet me at the other end.”

Toilets
“When I went on the train from Manchester and Birmingham, the toilets were dirty. I felt really on edge... I don’t like touching things.”

On the train
“In the past I have asked to sit down because I have a balance problem but I feel awkward. People just think I’m lazy I but I don’t like the idea of wearing a disabled badge - I’d be so embarrassed.”

MARC

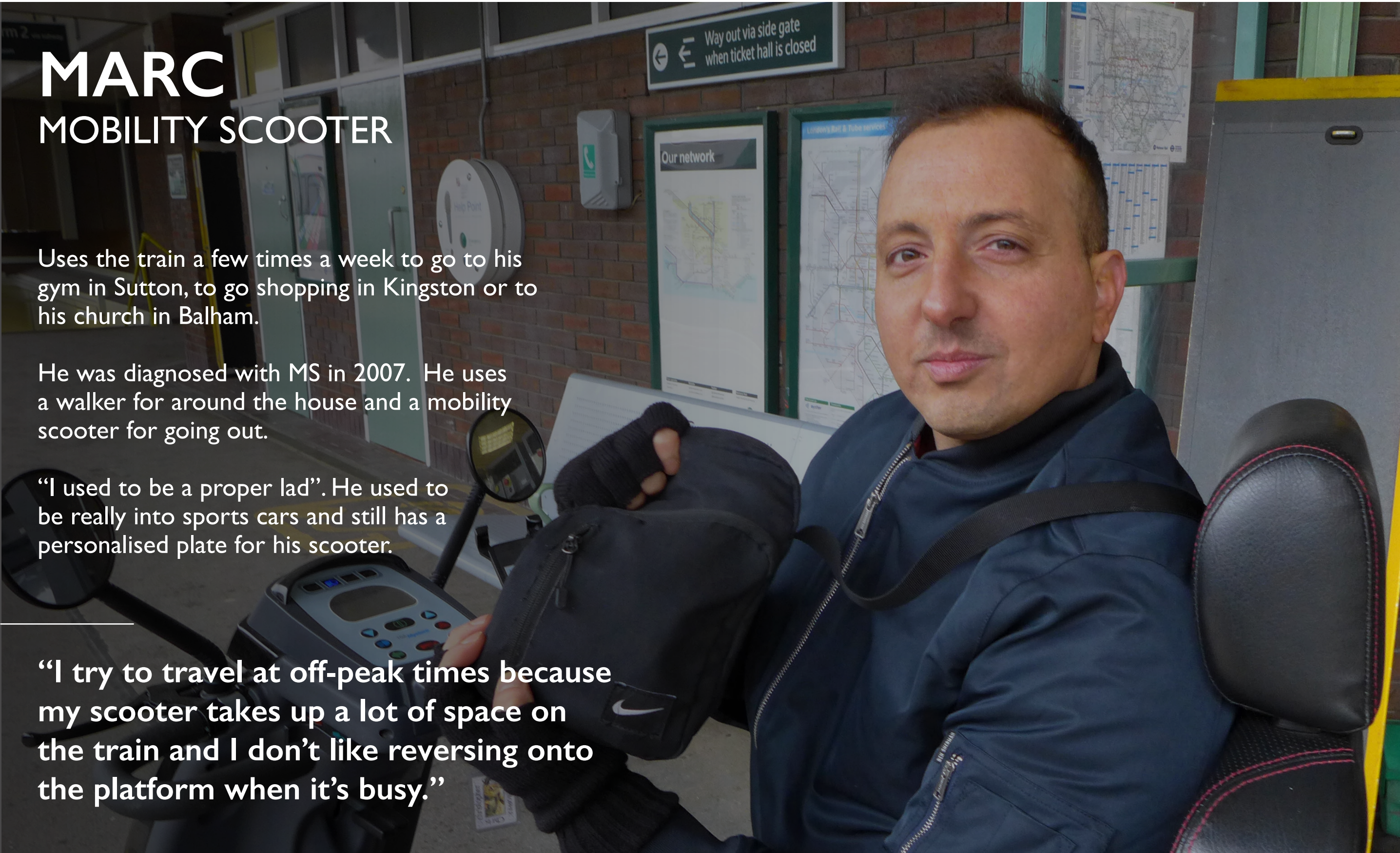
MOBILITY SCOOTER

Uses the train a few times a week to go to his gym in Sutton, to go shopping in Kingston or to his church in Balham.

He was diagnosed with MS in 2007. He uses a walker for around the house and a mobility scooter for going out.

“I used to be a proper lad”. He used to be really into sports cars and still has a personalised plate for his scooter.

“I try to travel at off-peak times because my scooter takes up a lot of space on the train and I don’t like reversing onto the platform when it’s busy.”



HEADLINES

“When I get preferential treatment, I feel like I’m famous. I don’t really like it, but I make the most of what I’ve got.”

“I have a “I used to go there” story for every station I pass through.”

“Sometimes there’s a train already on the platform. If I were normal I could just run and jump on that train no problem. Instead I’ve got to wait for the next one.”

“So many times I come out of a shop in Wallington and think ‘I want to pop to Sutton’. I’m not going to ring ahead, I just want to go to the train station like a normal person.”

“You learn as you go - I know there’s certain parts of the platform where I can’t reverse off.”

“I always bring snacks in case I get stuck somewhere.”

“I prefer speaking to staff face-to-face rather than using the information boards.”



SPENCER

VISUAL IMPAIRMENT

Works in commercial property sales and travels on trains for work and business in and to London, Bristol and Manchester.

He suffered a stroke in April 2016 which resulted in blurred vision in his right eye, which is worsened by increased anxiety when travelling in a train environment. He also has reduced mobility due to metal plate in his leg from footballing accident.

He is highly reliant on his smartphone as a safety net/ lifeline to call someone if anything goes go wrong and he needs help. “It must always be charged and to hand” (Held phone in his hand for the whole interview.)

“My disability badge is great as it entitles me to free travel (London only) but it doesn’t make my journey any better. I still panic and would much rather have a quiet place to sit/isolate myself instead of free travel.”



HEADLINES

“I get very nervous and anxious of travel and people who do travel (big crowds are not good at all). As my anxiety increases my vision deteriorates and gets more blurred.”

“I can’t do a long journey on my own, I get too panicked. I currently have to try and isolate myself and sit in the corner on the train if my anxiety is too high.”

“I don’t look scared, but I am on the inside. I feel I can’t ask for a seat if I really need one to combat my anxiety. People wont take me seriously. Better awareness and more appropriate facilities on trains is needed to accommodate my disability.”

“My anxiety increases due to the environment I’m in. I need to know I have somewhere to isolate myself and lie down.”

“I will often travel outside of peak times (10am-4pm). I can’t cope with the mad rush yet.”

“I’m very observant and I pause a lot to access the situation / people on the train. I need to know that I’m safe and the environment I am in is safe.”



JOE

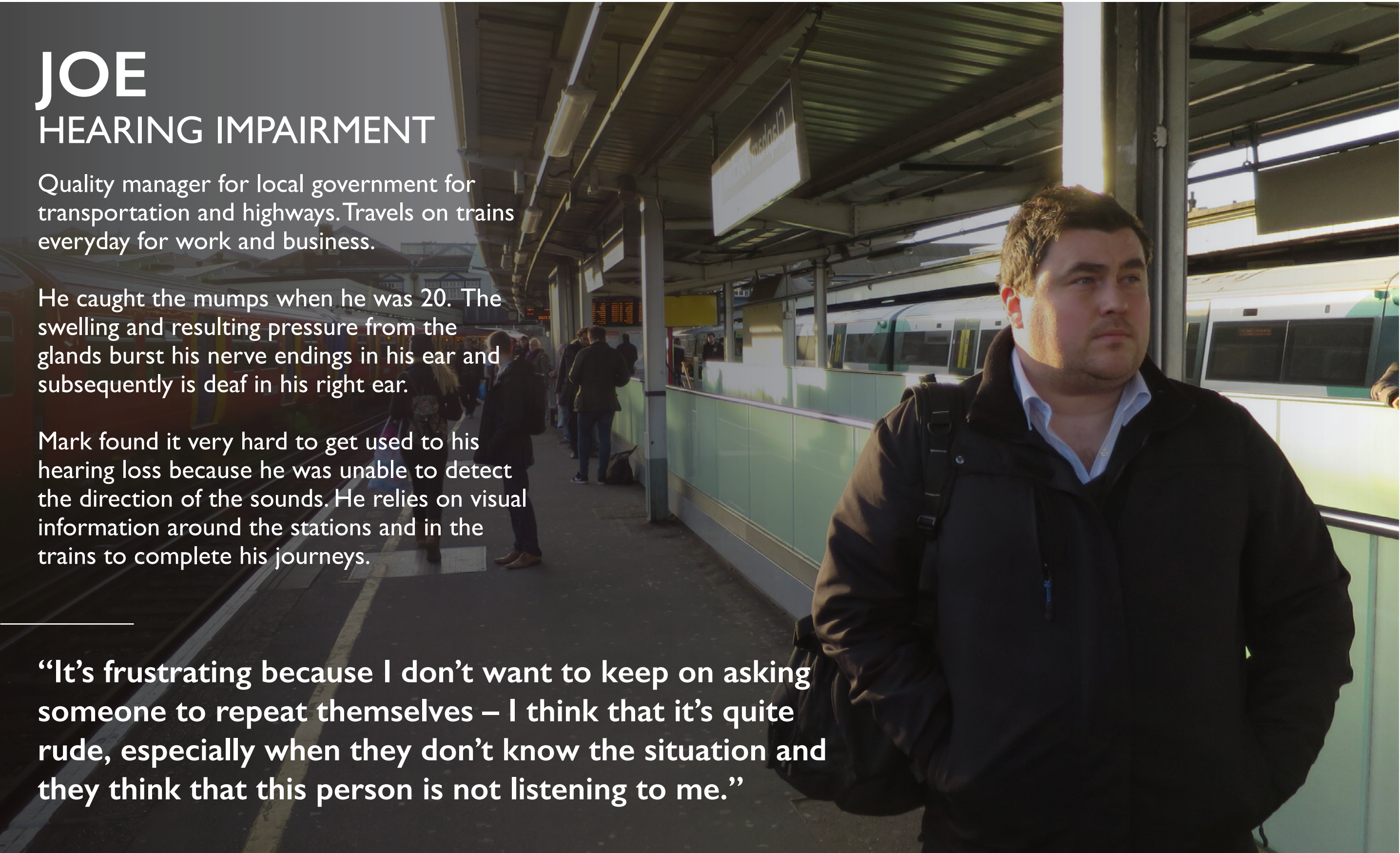
HEARING IMPAIRMENT

Quality manager for local government for transportation and highways. Travels on trains everyday for work and business.

He caught the mumps when he was 20. The swelling and resulting pressure from the glands burst his nerve endings in his ear and subsequently is deaf in his right ear.

Mark found it very hard to get used to his hearing loss because he was unable to detect the direction of the sounds. He relies on visual information around the stations and in the trains to complete his journeys.

“It’s frustrating because I don’t want to keep on asking someone to repeat themselves – I think that it’s quite rude, especially when they don’t know the situation and they think that this person is not listening to me.”



HEADLINES

“I find it awkward when a train attendant comes to check for tickets and I don’t hear them. I also have to position/adjust myself because I may miss announcements over the tannoy.”

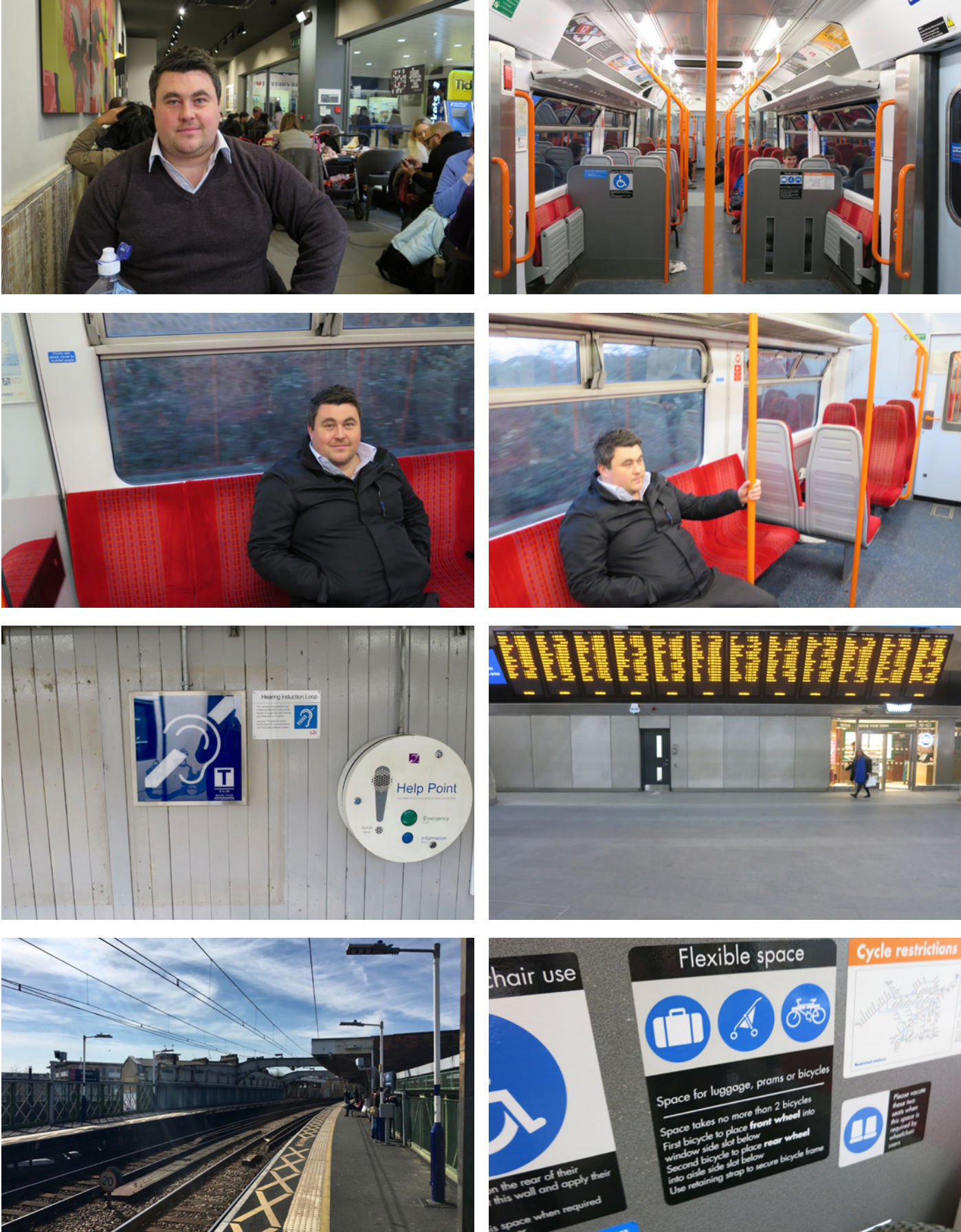
“Once there was no information displayed on the boards in the train and the train journey changed (wasn’t stopping at certain stations). I didn’t hear the announcement and missed my stop which meant I was late for my meeting. I get frustrated with the ad-hoc approach that train providers have... ‘this train journey has now been changed.’

“Travelling with clients in a crowded/noisy carriage I struggle to hear things even when being attentive. In most cases I have to say “sorry I didn’t quite catch that” or “I can’t really hear you. I never go into detail about my impairment though.”

“The ‘natural’ noises of a train e.g. windows being opened, sound of the brakes, rattling etc, are very loud which make it even harder for me to hear. I don’t see how this will ever change though.”

“I don’t think train providers have the customer at heart. There’s an element of greed because they are increasing train fares all the time and where is the money going? I can’t see key changes to my journey.”

“South West trains on Twitter don’t take criticism well. They don’t respond to it in the correct way. They didn’t respond to me even after 3 or 4 times. There are always mitigations even though we pay enough to avoid this.”



HS2 CUSTOMER EXPERIENCE

Accessibility stories

ILONA

DEAF

Ilona works as cleaner in London and typically uses the tube / train to travel to various destinations across London 2/4 times a week.

She doesn't see herself as disabled and is able to feel vibrations from noises in her ears, but is unable to feel or think what these sounds may be.

“Staff assistance for the deaf is very poor, there should be sign videos or even just pen and paper to help with communication.”



HEADLINES

- “I am solely reliant on visual information and cues to navigate my way around the station and train.”
- “Provisions and staff assistance for the deaf is very poor / non existent. Sign video provision for deaf people on trains or in stations should be standard.”
- “Staff should at least have a pad and pen so they can communicate with the deaf.”
- “I am unable to relax on a train e.g. I can't fall asleep because then I wont know what stop I need to get off at. There's a sense of panic and uncertainty as I don't know what's going on.”
- “Big crowds cause panic and make travel super difficult - people don't understand.”
- “I use my phone a lot on the train for maps. Information is easier to see because its closer to me.”



JOANNE

6 MONTHS PREGNANT

Joanne is a Police Detective living in Tolworth and working in West Brompton. She is 6 months pregnant and spends two hours of her day commuting to and from work, via the Overground and Southeastern trains.

She is very familiar with her journey and knows which spot to stand at on the platform to boost her chances of finding a seat.

She manages the journey well but avoids drinking water before and during her journey as she's aware of the lack of toilets.

She is also concerned around issues of accessibility and comfort in regards to train travel when the baby arrives.

“I’m not one of those pregnant people who’s lazy but I find I get really tired having to stand up on trains and I want to be able to sit down.”



HEADLINES

“Train travel is going to be hell at 8 months pregnant...I’m going to feel even more tired.”

“I’m still so shocked at how often people refuse to give up their seats, despite wearing a pregnancy badge.”

“The step down on the train from Surbiton to Clapham Junction is pretty big and I’m already worrying about what that will be like further down the line as there’s no-one there to help.”

“It’s also quite daunting to think about the idea of getting on and getting off with a buggy and with no help available.”

“I really like Waterloo station and the shops there – it makes it easy to pick something that you might have forgotten.”

“Tolworth station is disgusting and there’s absolutely nothing there. It would be nice if there was a coffee shop there.”



REENA

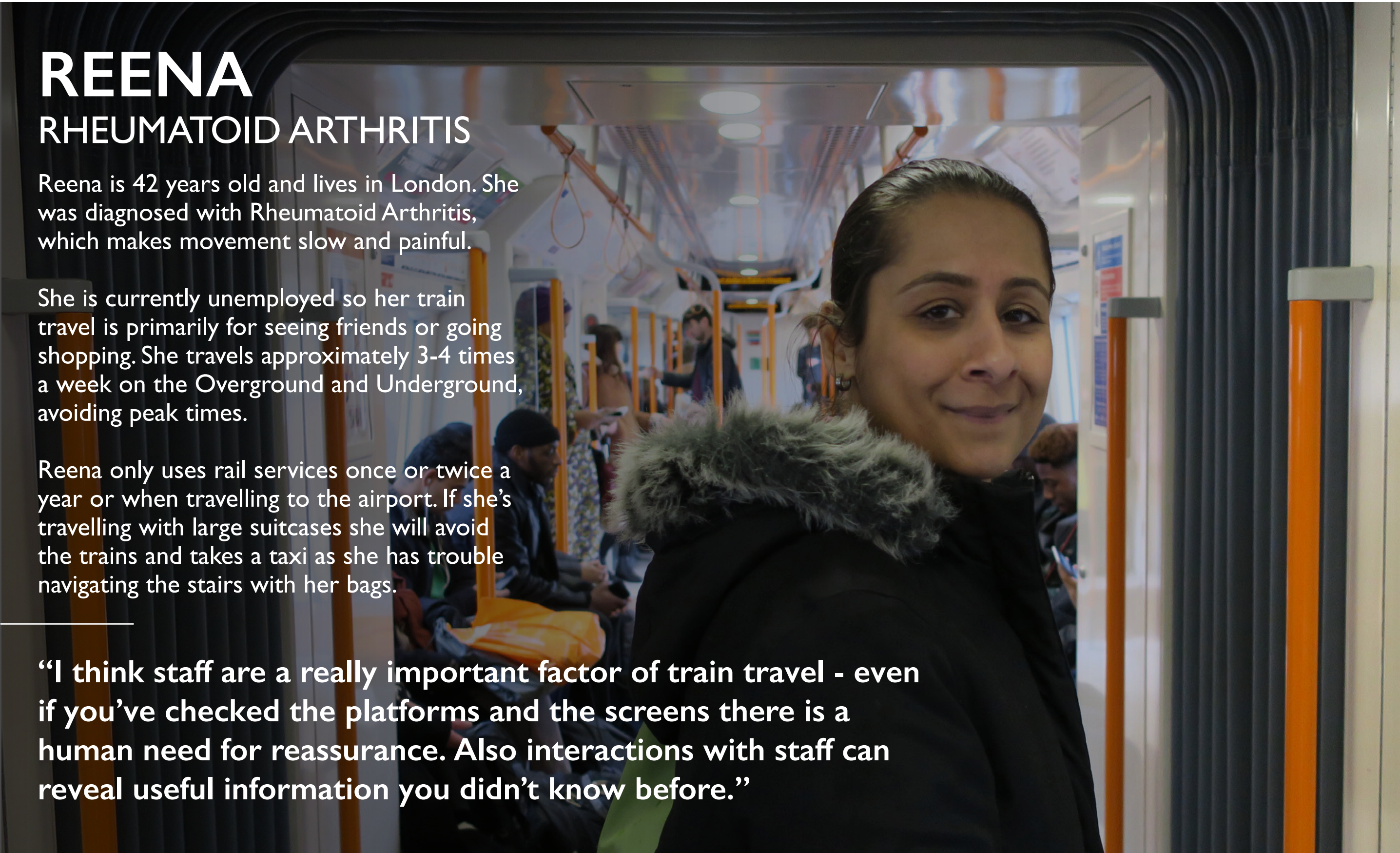
RHEUMATOID ARTHRITIS

Reena is 42 years old and lives in London. She was diagnosed with Rheumatoid Arthritis, which makes movement slow and painful.

She is currently unemployed so her train travel is primarily for seeing friends or going shopping. She travels approximately 3-4 times a week on the Overground and Underground, avoiding peak times.

Reena only uses rail services once or twice a year or when travelling to the airport. If she's travelling with large suitcases she will avoid the trains and takes a taxi as she has trouble navigating the stairs with her bags.

“I think staff are a really important factor of train travel - even if you’ve checked the platforms and the screens there is a human need for reassurance. Also interactions with staff can reveal useful information you didn’t know before.”



HEADLINES

“My favourite station is St Pancras – it has nice food places, lots of character and it’s so sleek and bright.”

“If I’m travelling during peak times, I like to get to the Underground/Overground stations earlier so that I have the option of taking a later train if the current train is busy.”

“I prefer the layout of the Overground compared to regular trains as it’s spacious, bright and light. There’s enough space to put suitcases in front of my legs and even room for a mobility scooter to turn around.”

“I don’t like leaving luggage at the end of seats when I’m on an train heading to the airport. I feel like I have to keep an eye on it.”

“I like the overview of the stops on the Overground. Combined with the overhead announcements you’ve got a good sense of where you’re going.”

“The big gap between train and platform makes getting off a bit stressful and uncomfortable for me.”



MARIA

PHYSICALLY DISABLED

Travels to work on a daily basis from Leigh-on-sea to Fenchurch Street.

She has Diffuse Idiopathic Skeletal Hyperostosis (DISH or Forestier’s Disease) a disorder where her bones fuse together. She travels everywhere with her walking stick.

She also has Lipoedema – a long term (chronic) condition involving an abnormal build-up of fat cells in her legs.

She is quite slow on her feet and doesn’t like to rush when travelling. This normally means that it takes longer than usual to get to work.

“The trains need more disability seats. Why are there only 4 seats on the train – are they saying only 4 people with a disability can travel on a train at any one time?”



HEADLINES

“The ticket machines ate my money and the staff had to open it up and start messing around with it and I thought, well what’s the point if you had someone here anyway, it would’ve been fine.”

“When I got my PIP I spoke to Tony who works at the station and he told me I could get the discount rail card, I don’t think I would have known if I didn’t talk to him.”

“If the trains are too busy I have to be patient and wait for the next train. I’ve tried standing on the train once before and it’s not good.”

“I sat in the seat next to the toilet. As soon as the toilet door opened there was a really bad smell. I had to get up and move. That seat is for the disabled people, you’re put near the toilets and that’s not always a good thing.”

“I was sitting in the priority seat and someone in a disability scooter got on. They asked me to move even though I had a disability too – I didn’t get up for her though. Out of the whole train why did she pick on me? She didn’t ask the other people on the disabled seats that weren’t disabled.”

“There needs to be more space because it’s a free-for-all. Even people with bikes use the space for the disabled.”

“I always wear layers when travelling, even in the summer because of the air con. I take a cardigan to wrap around my legs because of my bone disorder... They get really stiff. I can’t make any sudden movements because of my brittle bones so I need to keep warm.”

