Attitudes of Disabled People to Public Transport

Research Study Conducted for Disabled Persons Transport Advisory Committee

DPTAC
Access for all

November 2001 –
January 2002

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About the Disabled Persons Transport Advisory Committee (DPTAC)

The Disabled Persons Transport Advisory Committee (DPTAC) is an independent statutory body advising the Government on the transport and mobility needs of disabled people. DPTAC provides expert advice and carries out independent research on disabled people and their use of transport, with the aim of promoting a more inclusive society.

Since summer 2000, DPTAC has also been responsible for advising the Government on the built environment needs of disabled people, as recommended by the Disability Rights Task Force.

DPTAC was established under the Transport Act 1985. Jane Wilmot OBE was appointed Chair of DPTAC in 1999 and, together with twenty members, of which at least half are disabled people, provide expert advice on a broad range of transport and built environment issues aimed at improving access for disabled people.

More information about DPTAC and its members is available on the Committee's web site at www.dptac.gov.uk or from the Secretariat at:

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Introduction

The Government is committed to full and enforceable civil rights for disabled people. In the 10 Year Plan for Transport, Transport 2010, the Government stated:

> "6.5 The Government is committed to public transport that is accessible to disabled people. The rate and level of new investment in this Plan will ensure that improvements in the accessibility of public transport are brought forward more quickly. Building in accessibility for all disabled people in all new investment is a condition of public money being spent. Local authorities and transport operators should ensure that the transport needs of disabled people are factored into their plans and that the full benefits of improved public transport are accessible to all."

The aim of this survey is to establish the attitudes of disabled people to public transport in England and Wales, in order to represent more effectively the broad range of disabled people when preparing advice to Government.

This is the first such survey by DPTAC and is possibly the largest survey dedicated to the transport needs of disabled people in England and Wales. MORI questioned nearly 1000 disabled people. Its specific objectives are to:

- Establish the importance of public transport to disabled people

- Establish the modes of transport currently used by disabled people

- Determine the transport priorities of disabled people

- Assess how disabled people currently rate public transport provision

- Determine what disabled people consider are the priorities for improving public transport

- Assess what deters disabled people from using public transport

In common with the general public, the single most frequently used mode of transport for all disabled people is the car as a passenger.

The condition of pavement and roads caused the most concern to disabled people well ahead of dissatisfaction with public transport. This reinforces DPTAC, and DTLR, advice that improvements to public transport vehicles alone is not enough. Access improvements need to be made to all stages of the travel journey, including the walking environment and information provision, so people can reach and use services.

Disabled people support DPTAC advice that the two most important public transport issues are ensuring public transport vehicle design and service delivery meet the needs of disabled people.

Disabled people are impatient for the delivery of DDA (Disability Discrimination Act) compliant vehicles in all areas believing it will take many years. However, since accessible facilities are often already available and all new vehicles are DDA compliant there is a need to promote use of such services. There are encouraging signs that as public transport improves it will be widely used.

Overall, disabled people's transport concerns differ little from the general public, for example being concerned with frequency and reliability of public transport, traffic congestion and shortage of car parking. However, for disabled people the impact of these concerns can be greater on their independent mobility and travel choices.

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DPTAC will use the findings of this survey to inform its advice to Government on mainstream transport and the more commonly recognised forms of disability.

In any future report we would hope to expand the scope of the research, certainly to include local community and voluntary community transport, which we already know plays an important role. We are considering a supplementary report on this aspect later this year. We would also hope to cover additional disabilities, such as mental health, where knowledge of relevant issues is less well understood.

There is a very clear message to Government from the research confirming that disabled people experience significant difficulties with transport but that they expect these to be addressed at the earliest possible opportunity. The findings will be invaluable in shaping DPTAC advice.

Jane Wilmot OBE

Methodology

The survey used a holistic approach combining both qualitative and quantitative research techniques.

Qualitative Component

The first stage of the study was to conduct focus groups in order to gain a better understanding of some of the key transport issues facing disabled people and to identify specific issues which may not otherwise have been considered.

Five group discussions amongst people with a range of disabilities were held in October 2001. Quotas were set for gender, age, disability type and modal usage, with groups covering a range of these.

Two in depth interviews with people with learning disabilities were also conducted; one person was interviewed with assistance from his carer.

Quantitative Component

For the quantitative phase, MORI conducted a total of 989 interviews across England and Wales. Interviews were conducted face-to-face in-home or at a location where the respondent felt comfortable (e.g. day centre), between 19 November 2001 and 6 January 2002 in 100 constituency-based sampling points.

Minimum quotas were selected for people with different impairments to allow for separate analysis. For the same reason, booster interviews were conducted in London and in rural areas.

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Data are weighted in the overall analysis to provide results broadly representative of disabled people in England and Wales, i.e:

- 6% Wheelchair users

- 11% Visually impaired

- 17% Hearing impaired

- 33% Learning disability

- 65% Ambulant disability

The full weighting is shown in the appendix, along with the full question wording and survey results in the form of a marked-up questionnaire.

Interpretation of the data

Where percentages do not add to exactly 100%, this may be due to computer rounding, the exclusion of 'don't knows' or 'not stated', or to multiple answers, for example where people have more than one disability.

The term 'net', which is used in the document, is the balance when a negative finding has been subtracted from the positive.

It should be borne in mind throughout this report that only a representative sample of the English and Welsh disabled population has been interviewed, not everyone. Therefore, all results are subject to sampling tolerances, which also means that not all differences between figures are necessarily statistically significant (please refer to the Statistical Reliability section in the appendix).

Comparisons with the Commission *for* Integrated Transport (C*f*IT) 2001 survey have been made where possible. The C*f*IT study was conducted by MORI between 9 June and 5 July 2001 among 2,202 members of the general public in England.

Publication of the data

Our standard Terms and Conditions apply to this, as to all studies we carry out. No press release or publication of the findings of this survey shall be made without the advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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Executive Summary

Transport issues are important to disabled peoples lives – being the single most prominent concern at the local level. Pavement and road maintenance generate the most dissatisfaction, along with access for disabled people to transport vehicles and the frequency of public transport.

Disabled people travel a third less often than the general public. Disabled people drive cars a lot less and are less likely to have one in the household. Despite this, cars are central to disabled people's mobility in England and Wales, with the most common mode of transport being a car driven by someone else. Disabled people use buses, taxis and minicabs more often than the general public. There are also encouraging signs that disabled people will use public transport even more if improvements are made.

Disabled people would particularly welcome their views being taken into account in the implementation of transport services. At present, disabled people feel that local and central government, planners and mainstream transport operators are not properly considering their needs. Some disabled people would like the opportunity to work alongside these decision-makers and become more involved in future transport issues, as DPTAC does on national transport policy.

It is important to note that disabled people are not a homogenous group, nor are their transport needs and priorities the same across England and Wales. Therefore, plans will need to reflect local priorities – although solutions should be based on national standards, developed with validated research into user needs.

This summary provides an overview of the attitudes of disabled people to public transport as a whole across England and Wales.

The main differences between disabled people with different impairments are drawn out in the remainder of the document where relevant, as well as pointing to any consistent concerns among all disabled people.

How important is transport to disabled people?

- Transport issues head disabled people's local concerns, with more people mentioning transport-related issues than any other category, including crime, health and social services, local facilities or community issues.

- Transport concerns differ little from those of the population as a whole – for example, frequency and reliability of public transport, traffic congestion and the shortage of car parking.

- Pavement and road maintenance are seen as an essential issue to address.

- Disabled people also have a number of specific priorities focusing on the design of vehicles and access to public transport – getting to remote bus stops and train stations and once there getting on public transport vehicles.

How do disabled people currently use the transport system?

- Disabled people travel a third less often than the general public. However, while they drive far less often, they use taxis/minicabs and buses more often.

- The most frequently used mode of transport overall is a car driven by someone else.

- Despite disabled people not using the car as frequently as the general public and the majority having no car in the household, many consider

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private cars to be the only form of transport that is convenient and accessible.

- Almost half of disabled people use some initiative for disabled people to make travel easier.

How do disabled people find out about travel information?

- Telephone inquiry services are the most widely used means of obtaining journey information, in line with the general population.

- Telephone inquiry services are also a popular choice for the future, along with printed timetables delivered through the door. Wheelchair users and Londoners are keen on new technology to access future travel information.

- A considerable proportion (13%) do not find it easy to get information on any kind of travel service. Overall, 39% feel well informed during journeys and 48% do not.

- Despite this, 39% agree that if it were easier to get information about public transport services, they would use public transport services more.

What are the transport priorities of disabled people?

- In many respects the transport priorities of disabled people differ very little from the general population as a whole – frequent and reliable services.

- However, in addition to more frequent services, more comfortable services and lower cost services, improving access for disabled people is a key priority.

- Many priorities also relate to the 'softer' aspects – the way in which services are delivered rather than the actual services themselves. In particular, improving attitudes of transport staff is perceived as a key issue.

- In terms of convenience and ease of use, taxis and minicabs are rated the most highly with rail services the worst.

How can disabled people be encouraged to use transport more?

- There are many things that government, planners and transport operators can do to encourage greater use of public transport.

- For buses, frequency and access for disabled people are the key issues. For rail services, lowering fares is the top priority overall.

- Among those with concessionary fare passes, cost of travel on buses is considered good by 62% as opposed to 44% overall. The difference on trains is substantially less.

- Not surprisingly, cheaper fares would also encourage greater use of taxis and minicabs.

- Improvements in walking conditions are desired by all disabled people and around half say they would go out more if improvements are made.

- Around half of disabled people say improvements in public transport would have a positive impact on their life.

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What is the future transport system expected to be like?

- Sixty per cent of disabled people believe that the people responsible for planning and development of public transport and the pedestrian environment pay too little attention to their needs – and a further 21% 'don't know'.

- However, disabled people have high expectations for the future public transport system. The balance of opinion clearly expect improvements in the quality and performance of bus and train services and the integration of modes. They also expect consideration of disabled people's needs to be factored into the design of public transport vehicles and services.

- Despite the high expectations for the future transport system, disabled people - like the general public as a whole – are currently unconvinced that the necessary investment is being made in Britain's railways and buses.

- There is willingness from disabled people to get more involved in public transport projects. 29% of disabled people say they would like the opportunity to do this in their local area, rising to over half of those aged 16-34 and among wheelchair users.

- There is a need to better inform disabled people about specific policies and projects. Only 23% think that it is true that disabled people will be exempt from proposed road charging schemes. 26% believe that easy to use buses will not be available until 2015 – despite this being a legal requirement for new buses since 2000.

- If transport services accessible to disabled people are to be effective, disabled people need to be aware of the existence and operational details. Disabled people also need to receive the right messages to ensure that they take advantage of new travel opportunities they provide. There are still many misperceptions.

Carole Lehman
Rebecca Klahr
Claire O'Dell

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How important is transport to disabled people?

- **Transport at a local level is a key concern for disabled people**

- **Pavement and road maintenance are major concerns**

- **The design of transport vehicles and transport services is recognised as a major problem**

Transport in the Local Context

When asked unprompted about their local concerns, transport issues head disabled people's list (48%). Crime also features highly (22%), as does the environment (16%) and social services/facilities/ community (16%).

Whilst transport is also the most important local concern for the general public[1], disabled people are rather more likely to mention it (48% compared with 39%).

In fact, transport takes on even greater importance among disabled people aged 35-44, workers, those who live in rural areas and in London especially. It is also of greater importance to rail users. Transport is also slightly more of an important priority for wheelchair users and visually impaired people.

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[1] When asked to identify the main problems in their local area, almost four in ten (39%) of the general public spontaneously cite at least one transport-related issue (C*f*T, 2001). MORI typically finds in its local government research that transport heads the public's local agenda.

*Q1 What do you see as the main problems facing the area that
you live in?*
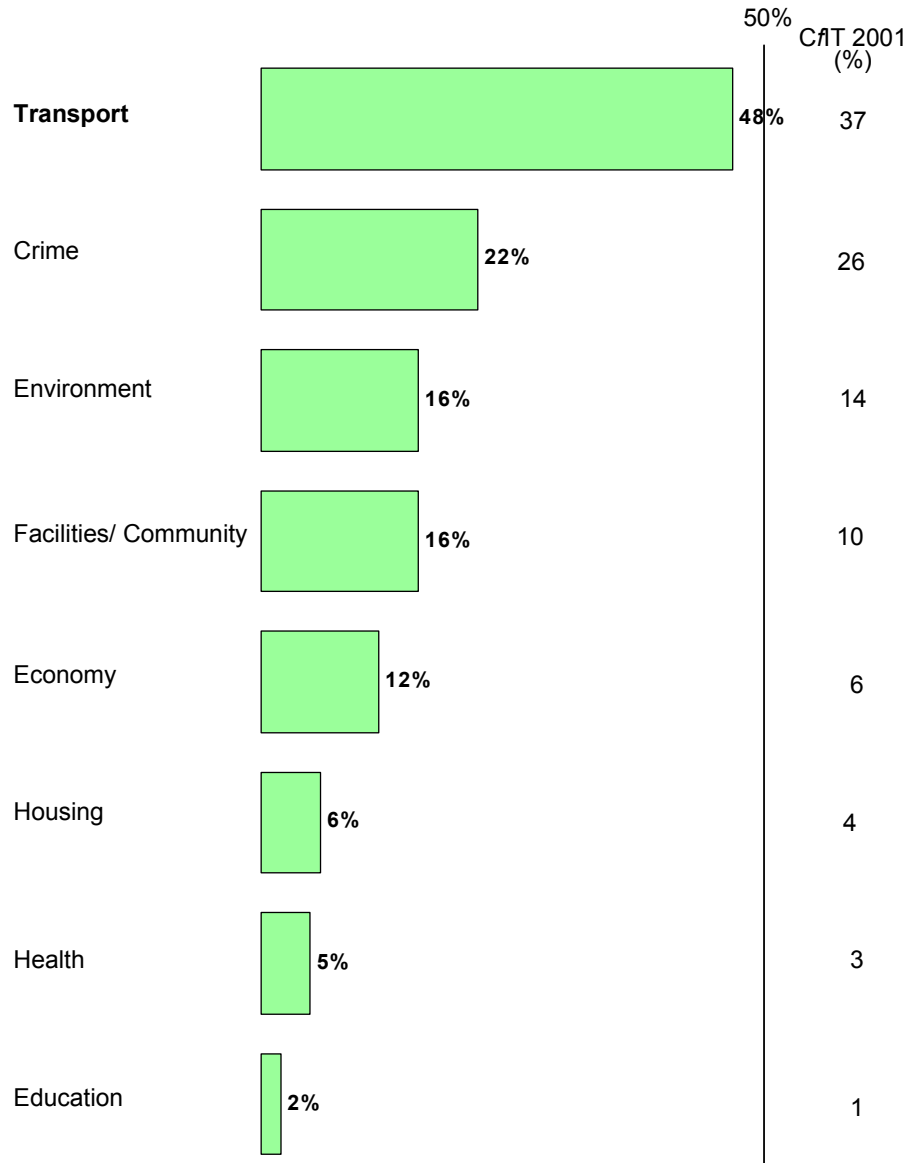
50%

CfIT 2001
(%)

		CfIT 2001 (%)
Transport	48%	37
Crime	22%	26
Environment	16%	14
Facilities/ Community	16%	10
Economy	12%	6
Housing	6%	4
Health	5%	3
Education	2%	1

Base: DPTAC All respondents (989); CfIT All respondents (2,202)

Source: MORI

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Q1 What do you see as the main problems facing the area that you live in?

Transport

50%

All respondents	*(989)*	48%
Wheelchair user	*(314)*	57%
Visually impaired	*(210)*	53%
Ambulant disability	*(527)*	47%
Learning disability	*(157)*	45%
Hearing impaired	*(163)*	42%
Rural	*(311)*	54%
London	*(272)*	50%
Urban (excl. London)	*(406)*	42%
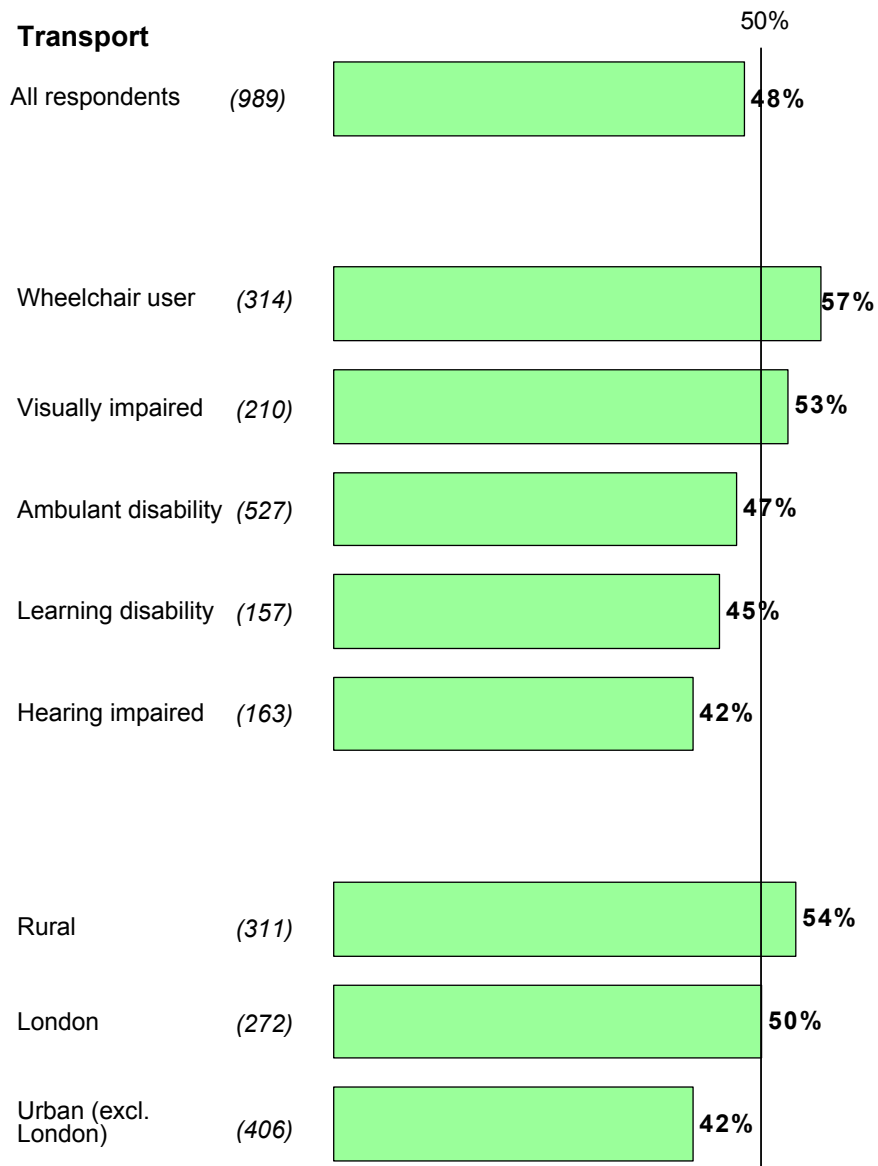
Source: MORI

Specific transport concerns include:

- difficulty in using public transport (16%)

- frequency of public transport (16%)

- unreliable buses/trains (10%)

- traffic congestion (8%)

- the speed of motorists (8%)

- shortage of car parking (7%)

- traffic noise (3%)

- the level of road accidents (2%)

With the exception of difficulty of using transport, these issues are similar to the general public.

The importance of transport resonated in the focus groups:

> *It's so important. Transport is the main bugbear for disabled people. It's a big problem*

Levels of Satisfaction with Services

Disabled people are generally dissatisfied with the conditions of roads and pavements. Sixty-five per cent are dissatisfied with pavement maintenance, including 34% who are very dissatisfied. For road maintenance , 58% are dissatisfied, including 27% who are very negative.

Visually impaired people are rather more likely to be dissatisfied with roads and pavements.

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From a range of different transport modes, disabled people are most satisfied with the service provided by taxis and minicabs. Sixty-three per cent of disabled people are satisfied with taxi/minicab services, rising to 80% among users. This may be partly explained by the personal service some disabled people receive from local taxi/minicab firms – as commented by a few focus group participants.

As for the general public as a whole[2], disabled people's reactions towards transport services generally contrast with attitudes towards services they receive from local supermarkets, high street banks and building societies.

Apart from taxis/minicabs, transport services are not rated very highly at all compared to other service sectors. Buses and trains receive mixed reaction. For example, 42% of all disabled people are satisfied with local bus services, whilst 38% are dissatisfied. Amongst bus users, attitudes are more positive (55% satisfied, 34% dissatisfied).

Train services are even worse, overall only 20% are satisfied with local trains and 13% with long distance and inter city rail services. However, rail users are more positive (44% satisfied with local trains and 38% with long distance/inter city services).

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[2] Eighty-three per cent of the general public say they are satisfied with supermarkets and 68% say they are satisfied with high street banks/building societies (CfIT , 2001)

*Q5 I am going to read out a number of different types of services.
I would like you to tell me how satisfied or dissatisfied you are
with the quality of each?*

	% Poor	% Good	Net All (±%)	Net Users (±%)
Supermarkets	7	77	+70	-
Taxi/minicab service	5	63	+58	+76
High Street banks/ Building Societies	11	64	+53	-
Airline services	3	25	+22	+55
Your local council	24	45	+21	-
Coach services	10	28	+19	+41
Ferry services	2	16	+14	+54
Local bus services	32	42	+10	+21
Local train services	18	20	+2	+16
Long distance/ inter city trains	11	13	+2	+25
Light rail/ tram/ Underground services	8	8	*	+18
Road maintenance	57	26	-32	-
Pavement Maintenance	65	24	-42	-
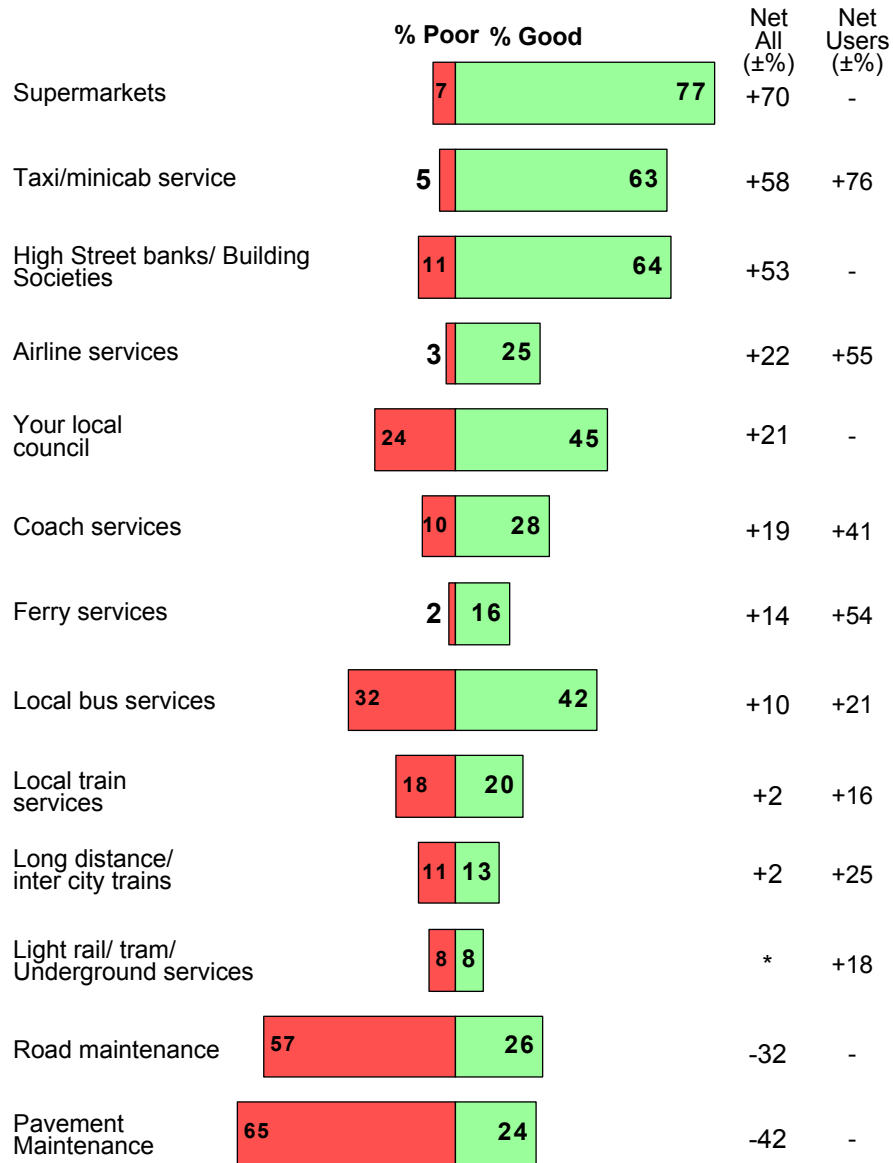
Base: All respondents (989)

Source: MORI

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Considerations Made for Disabled People in Designing Transport Services

When disabled people are asked to rate the design of a number of transport services, reactions are largely negative. Black cabs receive the best rating, with just under half of all disabled people (48%) believe they have good design for disabled people (although nine per cent disagree).[3]

Thirty-six per cent believe that buses are well designed for disabled people, although slightly more (42%) disagree. Attitudes towards bus stations are also, on balance, negative with 25% rating them as good and 31% saying they are poor. As expected, users are slightly more positive than non-users.

The considerations made for disabled people in designing trains and train stations are also thought to be poor. The design of rail carriages came in for some criticism in the qualitative research:

> *Gaps between the train and platform*
> *are the worst problem. I get my stick*
> *out first and make sure I'm steady*
> *before I step my leg out. But*
> *sometimes my stick's gone between*
> *the gap and vanishes*

Wheelchair users tend to be significantly more negative in their attitudes about design, particularly in relation to buses and trains, and less positive about the design of taxis.

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[3] Respondents were not asked to rate the design of minicabs as many services are provided by cars where no access guidance exists.

New trains and buses have to meet the requirements of the Disability Discrimination Act 1995, with design requirements to ensure access for disabled people[4]. As more new vehicles are introduced DPTAC can expect perceptions to improve in relation to buses and trains. However, while older vehicles are still being phased out, there is currently a perception that vehicles are badly designed.

The design of airports tends to be viewed most favourably by wheelchair users - 51% rate them as good, compared with 31% overall. Interestingly, this might be as in this type of environment designers and operators expect people to be travelling with heavy luggage or using luggage trolleys and accommodate their needs.

Streets and pavement design receive the worst rating. Only twenty-three per cent say streets and pavements are well designed for disabled people, whilst at least twice this proportion - 57% - disagree.

Visually impaired respondents are significantly more likely to rate streets and pavements poorly - 73% do so - compared with 67% of wheelchair users, 63% of those with an ambulant disability, 48% with a learning disability and 47% with a hearing impairment. The survey did not investigate the reasons for this although previous studies have identified street furniture, uneven and cracked surfaces, lack of tactile surfaces, road crossings and overhanging vegetation and litter as problems[5].

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[4] New trains for passenger service introduced since 31 December 1998 must comply with Rail Vehicle Accessibility Regulations (RVAR) 1998. New buses (over 22 seats) introduced since 31 December 2000 must comply with PSV Accessibility Regulations 2000.

[5] RNIB (1999) 'Rights of Way: Transport and mobility for visually impaired people in the UK', Campaign Report 9, 1999; and a Leeds University study for the Department of Transport, which looked at ergonomics of the pedestrian environment for all disabled people.

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Q4 Overall, how good or poor would you rate the considerations made for disabled people in designing the following?
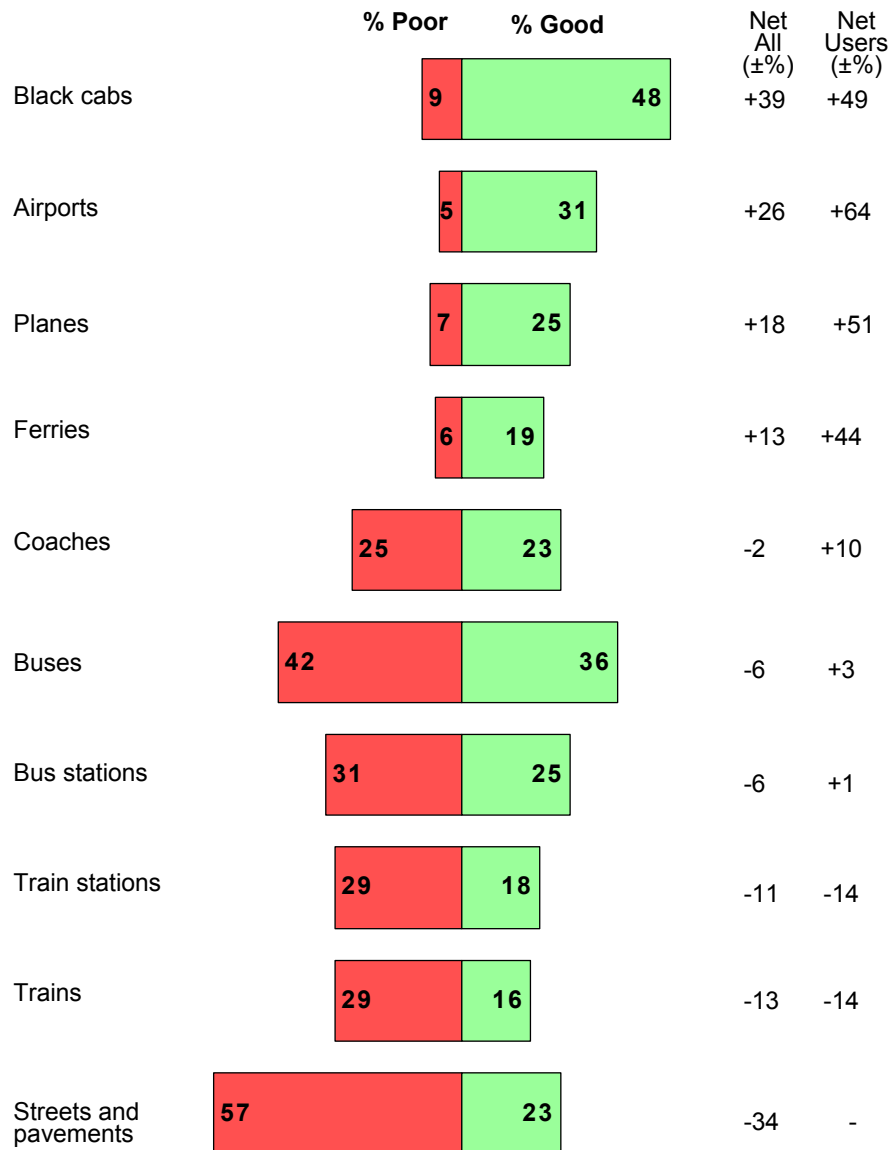
	% Poor	% Good	Net All (±%)	Net Users (±%)
Black cabs	9	48	+39	+49
Airports	5	31	+26	+64
Planes	7	25	+18	+51
Ferries	6	19	+13	+44
Coaches	25	23	-2	+10
Buses	42	36	-6	+3
Bus stations	31	25	-6	+1
Train stations	29	18	-11	-14
Trains	29	16	-13	-14
Streets and pavements	57	23	-34	-

Base: All respondents (989)

Source: MORI

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Q4 Overall, how good or poor would you rate the considerations made for disabled people in the designing of the following?

Taxis (Black Cabs)		% Poor	% Good	Net (+%)
Overall	*(989)*	9	48	+39
Visually impaired	*(210)*	13	58	+45
Hearing impaired	*(163)*	10	53	+43
Learning disability	*(157)*	7	47	+40
Ambulant disability	*(527)*	9	49	+40
Wheelchair user	*(314)*	19	53	+35
Urban (excl. London)	*(272)*	11	53	+43
Rural	*(311)*	7	45	+38
London	*(406)*	13	40	+28

Source: MORI

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Q4 Overall, how good or poor would you rate the considerations made for disabled people in the designing of the following?

Buses

		% Poor	% Good	Net All (±%)
All	(989)	41	36	-6
Visually impaired	(210)	41	37	-5
Hearing impaired	(163)	32	42	+10
Learning disability	(157)	37	44	+7
Ambulant disability	(527)	46	33	-12
Wheelchair user	(314)	69	13	-55
Urban (excl. London)	(272)	34	47	-13
Rural	(311)	48	27	-21
London	(406)	50	27	-24

Source: MORI

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Q4 Overall, how good or poor would you rate the considerations made for disabled people in the designing of the following?

Trains

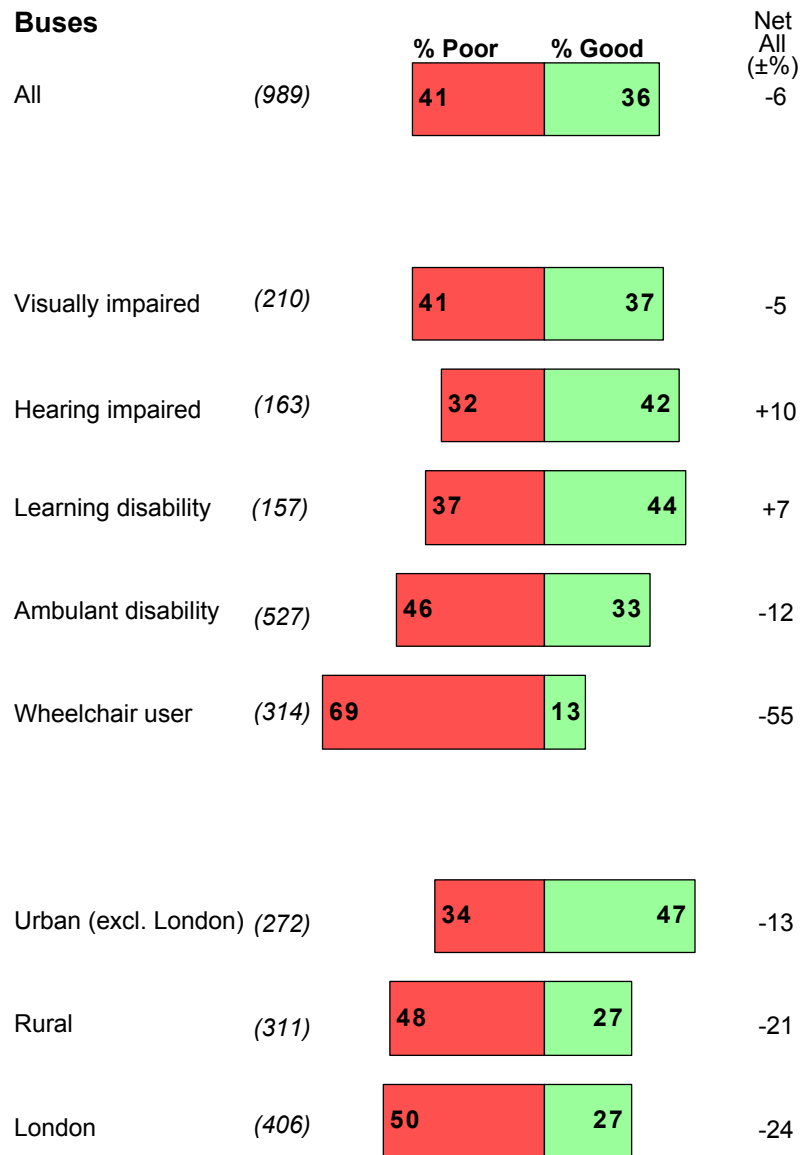|		% Poor	% Good	Net (±%)
All	*(989)*	29	16	-13
Visually impaired	*(210)*	27	25	-2
Hearing impaired	*(163)*	30	15	-15
Learning disability	*(157)*	28	19	-9
Ambulant disability	*(527)*	29	13	-16
Wheelchair user	*(314)*	51	13	-39
Urban (excl. London)	*(406)*	20	16	-4
London	*(272)*	36	22	-14
Rural	*(311)*	36	14	-22

Source: MORI

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Q4 Overall, how good or poor would you rate the considerations made for disabled people in the designing of the following?

Streets and Pavements

Net (±%)

		% Poor	% Good	
Overall	(989)	57	23	-34
Visually impaired	(210)	73	16	-57
Hearing impaired	(163)	47	32	-15
Learning disability	(157)	48	23	-26
Ambulant disability	(527)	63	22	-40
Wheelchair user	(314)	67	15	-53
Urban (excl. London)	(272)	61	25	-37
Rural	(311)	52	24	-27
London	(406)	60	13	-47

Source: MORI

How do disabled people currently use the transport system?

- **Disabled people travel a third less often than the general public**

- **Disabled people use mainly cars when undertaking journeys**

- **However, disabled people drive cars less often than the general public but use buses, taxis and mincabs more often**

- **Sixty per cent of disabled people have no car in the household**

- **The car is perceived as the most accessible mode**

- **Almost half of disabled people use some form of initiative for disabled people to make travel easier**

- **As many disabled people travel alone as with someone else**

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Travel Behaviour

Compared with the general public as a whole, disabled people travel a third less often[6]. Disabled people drive cars far less (47% less often), although taxis/minicabs are used much more (67% more frequently), as well as buses (around 20% more frequently). It therefore follows that disabled people are disproportionately more likely than the general population to use taxi/minicab firms and bus services.

However, many disabled people consider private cars to be the only form of transport that is convenient and accessible. Vehicles can often be adapted to the individual needs of users, including wheelchair users and drivers or passengers with other mobility needs. People also feel that private cars are more reliable and comfortable, as well as providing a feeling of security, in line with the general population.

Ninety per cent of disabled people travel by car, only slightly less than the general public. However, 79% of disabled people never drive themselves compared to only a third of the general public[7].

Thirty per cent of disabled people never use taxis/minicabs compared to 21% of the general population.

Similarly, 39% never use local buses compared to 31% of the general public. Two thirds never use local trains, as opposed to just over half the general public, rising to three quarters for long distance rail services (47% of the general public).

Eight in ten never use light rail, tram or Underground services. Three quarters never use ferry services and two thirds do not fly.

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[6] CfIT (2001)
[7] CfIT (2001)

Q9 I am now going to read out a number of forms of transport people use. Please tell me how often, if at all, you have personally used each one?

CfIT 2001
%

% At least once a month

		CfIT 2001 %
Car driven by someone else	67%	69
Local buses	43%	41
Taxis/minicabs	40%	36
Car driven by self	20%	64
Local rail	8%	15
Light rail, tram or Underground	5%	13
Long distance buses/ coaches	3%	15
Long distance rail services	2%	-
Ferry services	1%	-
Planes	*%	-

Base: DPTAC All respondents (989); CfIT All respondents (2,202) Source: MORI

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Q9 I am now going to read out a number of forms of transport people use. Please tell me how often, if at all, you have personally used each one?

Car driven by yourself   **% At least once a month**

Overall   *(989)*

20%

Visually impaired   *(210)*

4%

Hearing impaired   *(163)*

18%

Learning disability   *(157)*

9%

Ambulant disability   *(527)*

23%

Wheelchair user   *(314)*

22%

Rural   *(311)*

20%

Urban (excl. London)   *(406)*

19%

London   *(311)*

19%

Source: MORI

*Q9 I am now going to read out a number of forms of transport
people use. Please tell me how often, if at all, you have
personally used each one?*

**Car driven by
someone else**

% At least once a month

Overall	*(989)*	67%
Visually impaired	*(210)*	73%
Hearing impaired	*(163)*	61%
Learning disability	*(157)*	66%
Ambulant disability	*(527)*	68%
Wheelchair user	*(314)*	74%
Rural	*(272)*	72%
Urban (excl. London)	*(311)*	65%
London	*(406)*	62%

Source: MORI

MORI

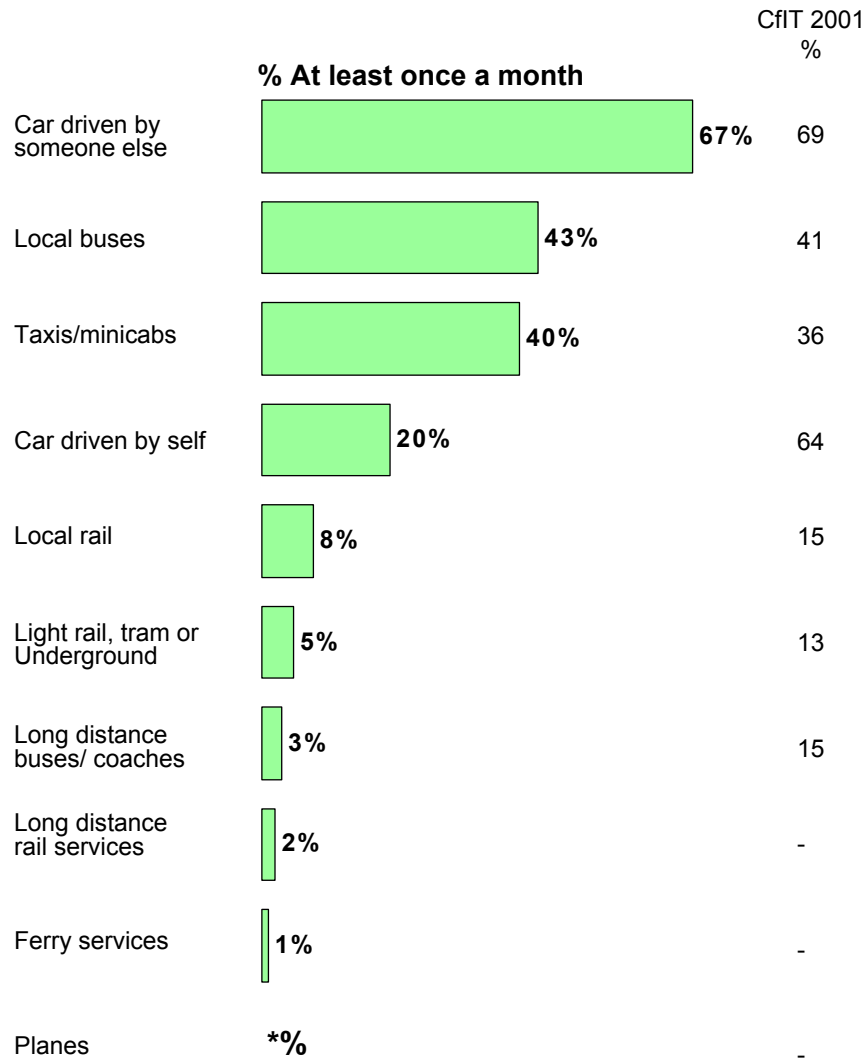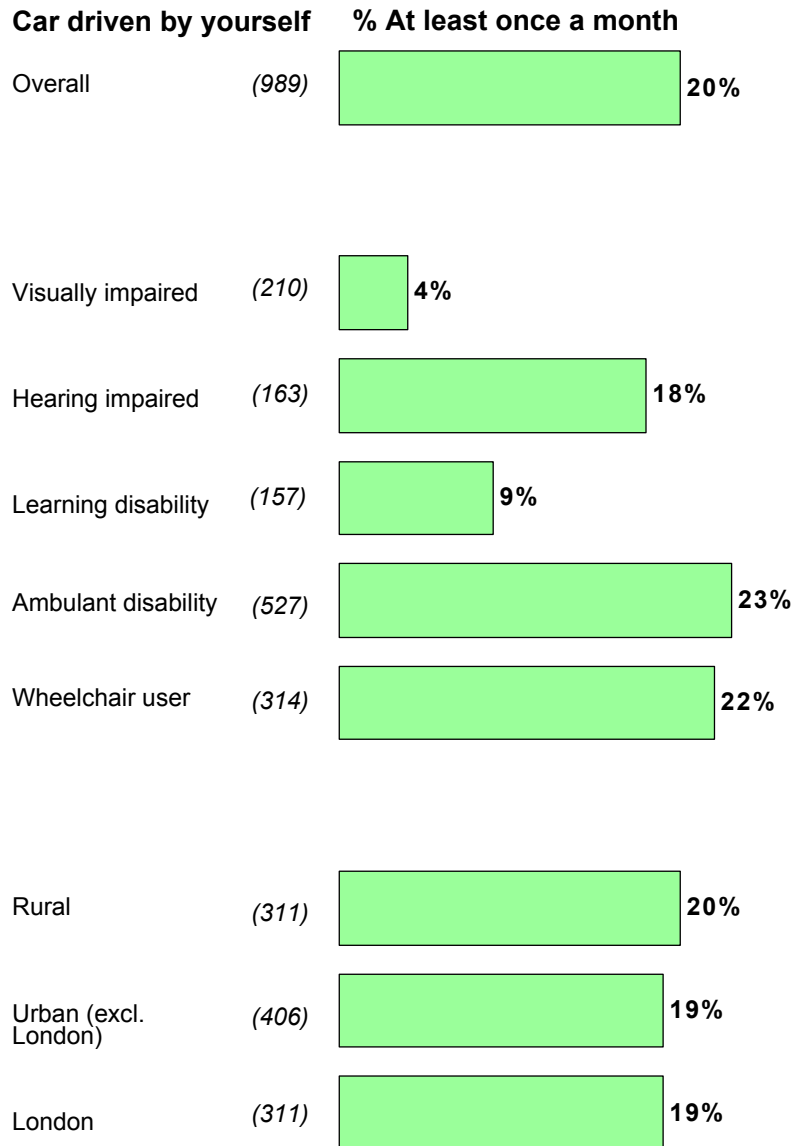*Q9 I am now going to read out a number of forms of transport people use. Please tell me how often, if at all, you have personally used each one?*

Taxi/minicabs   **% At least once a month**

All   *(989)*   **40%**

Wheelchair user   *(314)*   **54%**

Visually impaired   *(210)*   **53%**

Learning disability   *(157)*   **45%**

Ambulant disability   *(527)*   **39%**

Hearing impaired   *(163)*   **36%**

London   *(272)*   **48%**

Rural   *(311)*   **40%**

Urban (excl. London)   *(406)*   **38%**

Source: MORI

Q9 I am now going to read out a number of forms of transport people use. Please tell me how often, if at all, you have personally used each one?
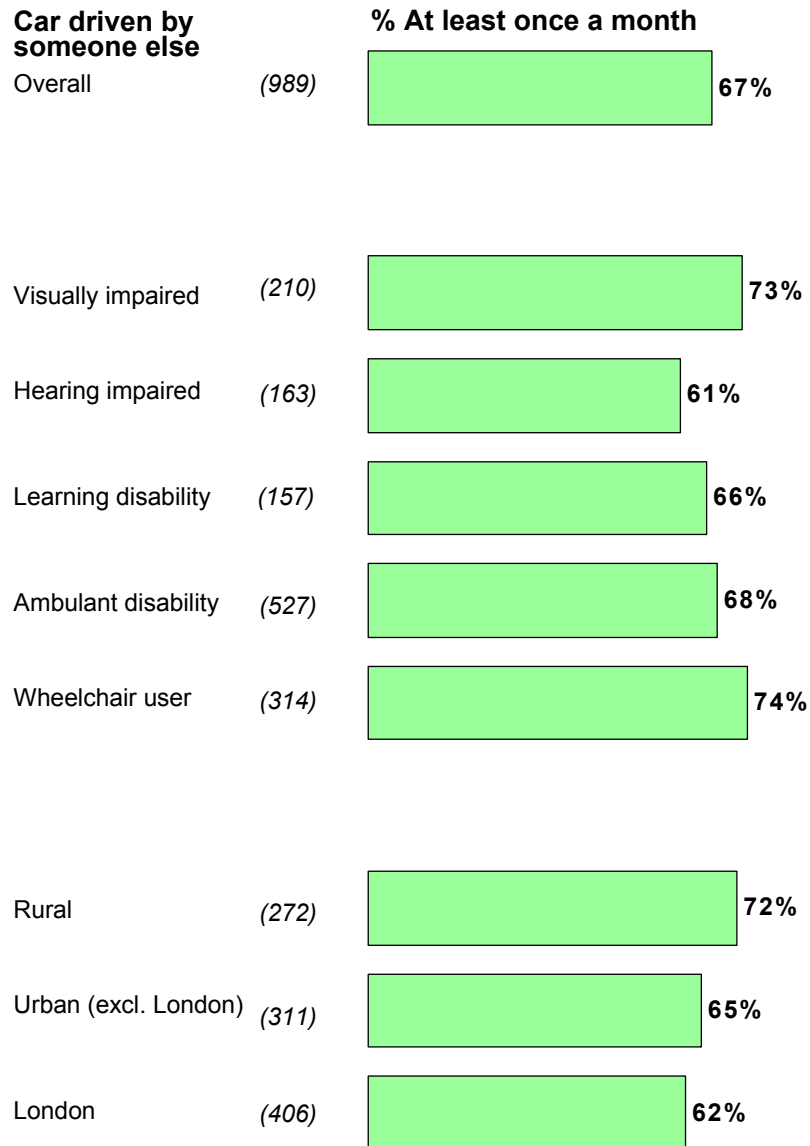
Local buses   **% At least once a month**

All   (989)   43%

Visually impaired   (210)   57%

Learning disability   (157)   56%

Hearing impaired   (163)   45%

Ambulant disability   (527)   37%

Wheelchair user   (314)   11%

London   (272)   54%

Urban (excl. London)   (406)   44%

Rural   (311)   39%

Source: MORI

MORI

I am going to read out a number of forms of transport people use. Please tell me, how often, if at all, you have personally used each one?
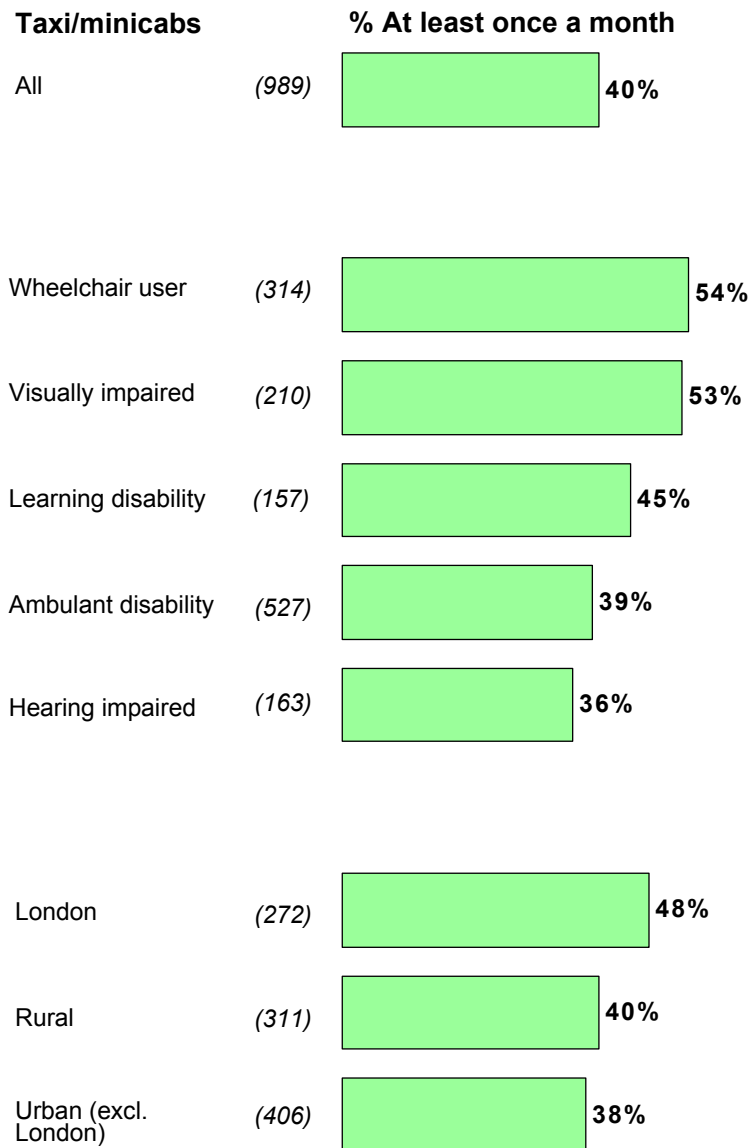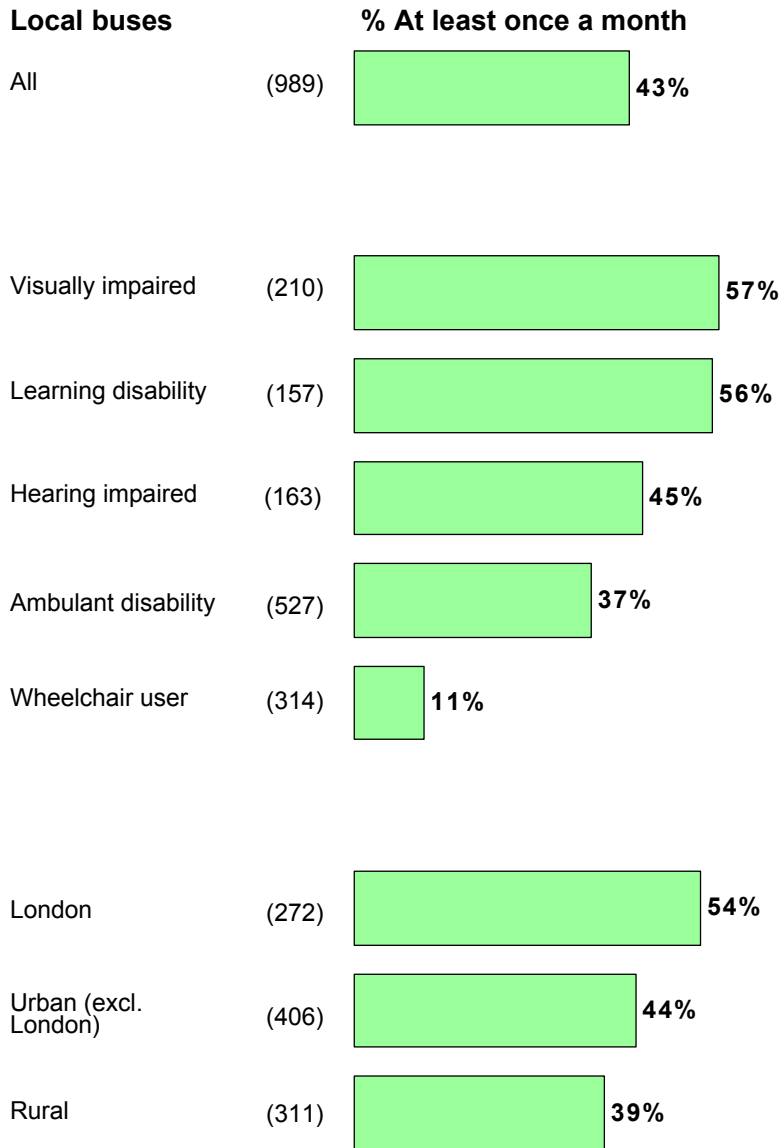
	DPTAC	CfiT
	Ever use	Ever use
Base: All respondents	*(989)*	*(2,202)*
Overall (125)	%	%
Car driven by self	20	85
Car driven by someone else	85	66
Taxis/minicabs	69	77
Local bus service	59	68
Long distance buses/coaches	36	38
Local rail service	30	47
Long distance rail service	23	41

Source: MORI

Overall, ten per cent hold a disabled persons railcard, giving discounts on national and local rail travel. Rather more (48%) hold a local authority concessionary fare pass, which gives at least half price discounts on local buses.

Public transport usage among disabled people is strikingly higher in London than the rest of England and Wales, as with the public in general. For example, 65% use local buses and 44% use light rail and Underground services in London.

Among people with different disabilities, there are some differences in modal use. For example, visually impaired people are more likely to be rail and Underground users (42% use local rail compared with 31% of disabled people as a whole). Furthermore, wheelchair users are less likely to be bus users (72% never do compared with 39% overall). This percentage is likely to increase as more accessible services are introduced, particularly if their use is encouraged.

The Perceived Advantages of the Car

Sixty per cent of disabled people have no car in the household, compared with just 27% of the general population. Among those over 70, a rapidly growing proportion of the population, 55% live in households without a car.

Of the 40% of households with a car, 69% hold a Blue (formerly orange) Badge, though half of them do not know whether it was issued under mandatory or discretionary criteria. Overall 46% of all disabled people surveyed hold a Blue (formerly orange) Badge[8].

Although the majority of disabled people do not have a car in the household, the car is seen as playing a central role in independent mobility.

In fact, the majority prefer using the car to public transport (59% agree to the statement *'I prefer using the car to public transport'* against 17% who disagree). This is particularly true for those age 60 and over (65% prefer using the car), wheelchair users (66%), ambulant disabled people (65%), and drivers (93%).

Reliance on and preference towards the car is particularly strong in rural areas (63% prefer using the car to public transport compared with 55% in the rest of England and Wales). This might reflect the provision of public transport in these areas.

Unprompted, those who prefer using the car to public transport were asked why. As with the general population, the ease/convenience of the car and the advantage of door-to-door/direct travel featured most highly (38% and 31% respectively). The difficulty of getting on/off public transport is mentioned by 13%. No waiting at bus stops and the need of having someone to help are both spontaneously identified by 10%.

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[8] As of March 2000 there were 2.23 million blue (including Orange) badge holders across the UK, equivalent to approximately 1 in 4 disabled people.

MORI

A wide range of other advantages of the car are identified, including avoiding the need to walk (10%), more independence/freedom (9%), safer/more secure (8%). As with the general population, many disabled people have a starting point that public transport is difficult to use and is not adequate for their needs. Those who can avoid using public transport do so either through using their own car or relying on friends and neighbours.

Q6 I prefer using the car to public transport

		% Disagree	% Agree	Net (±%)
All	(989)	17	59	+42
Ambulant disability	(527)	13	65	+52
Wheelchair user	(314)	15	66	+51
Visually impaired	(210)	18	51	+33
Hearing impaired	(163)	20	52	+32
Learning disability	(157)	27	44	+17
Urban (excl. London)	(406)	13	58	+45
Rural	(311)	19	63	+44
London	(272)	27	45	+18
Car user	(892)	15	63	+48
Public transport user	(675)	23	49	+26

Source: MORI

MORI

Q7 You say that you prefer using the car to public transport, why do you say that?

SPONTANEOUS - TOP MENTIONS

Easier/more convenient	**3 8 %**
Goes door-to-door/ Directly to where I want to go	**3 1 %**
Can't get on/off public transport/ Easier to get in/out of car	**1 3 %**
No waiting at bus stops/stations	**1 1 %**
I need someone to help/travel with me	**1 1 %**
Avoid the need to walk/am unable to walk far	**1 0 %**
Gives me more freedom/independence	**9 %**
It's safer/more secure	**8 %**
It's quicker/public transport takes too long	**7 %**
No time restrictions/travel any tome I want	**7 %**

Base: All who prefer using the car to public transport (604)   Source: MORI

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One of the main issues associated with cars relate to the pedestrianisation of towns. The qualitative findings show that disabled people are angered by the increasing distance of parking from amenities, the lack of provision of parking spaces for disabled vehicles and the illegitimate use of disabled parking spaces. Other research has found that of all disabled people who are able to walk, approximately 30% were unable to walk more than 50 metres without stopping or severe discomfort and a further 20 per cent could only walk between 50 and 200 metres[9].

Transport Initiatives for Disabled People

In the survey people were asked about transport initiatives covering Motability, community cars and buses.

Motability is a joint enterprise, which provides vehicles and powered wheelchairs to people who are in receipt of the Higher Rate Mobility Component (HRMC) of the Disability Living Allowance (DLA). It operates as a partnership between the voluntary, public and private sectors and was set up in 1977 to rationalise provision of Government allowances and vehicle schemes providing mobility for disabled people.

The Scheme currently has almost 400,000 customers and new cars purchased through the Scheme represent around 7% of all new car sales in the UK[10]. Thirteen per cent of disabled people (27% of wheelchair users) surveyed use the Motability Scheme.
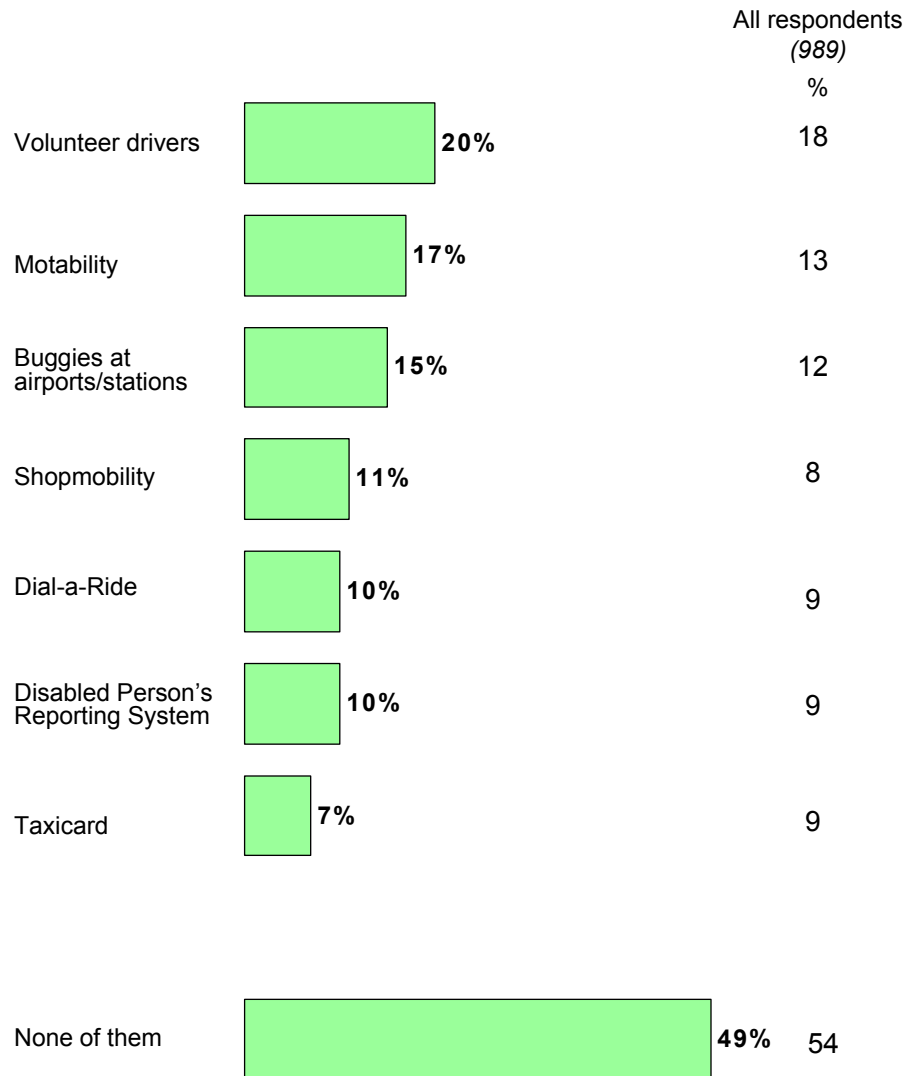
Overall eighteen per cent use community cars, often from volunteer drivers using their own vehicles for a variety of purposes. Disabled people from rural areas make the greatest use of volunteer drivers (24%).

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[9] DTLR, Inclusive Mobility, forthcoming; and previous work including Leeds University research for the Department of Transport.
[10] Motability response to the Blue Badge Discussion Paper, 2002.

MORI

Q12 Do you personally use any of the following services?

All respondents
(989)
%

Service	Chart	%	All respondents %
Volunteer drivers		20%	18
Motability		17%	13
Buggies at airports/stations		15%	12
Shopmobility		11%	8
Dial-a-Ride		10%	9
Disabled Person's Reporting System		10%	9
Taxicard		7%	9
None of them		49%	54

Base: All with a mobility impairment (711)

Source: MORI

Shopmobility is used by 8% of all respondents but 30% of wheelchair users. Shopmobility involves, lending manual and powered wheelchairs and powered scooters to members of the public with limited mobility, to shop and use the leisure and commercial facilities of the town, city centre or shopping centre. Shopmobility is growing rapidly with over 250 schemes throughout the UK. The National Federation of Shopmobility estimate that over 200,000 people a year use Shopmobility services making over 1.5 million trips per year.

Twelve per cent of disabled people use buggies provided at airports and rail stations for mobility assistance.

Ring a ride bus services collecting and returning passengers from their front door are used by 9% of all disabled people (20% of wheelchair users). In London 20% of people used this type of service. DPTAC plans to undertake additional research into the attitudes of disabled people on community and voluntary transport over the coming year.

Taxicard is a method of providing subsidised door-to-door transport for disabled people who have difficulty in using public transport in London. Taxicard holders make journeys in licensed London taxis and the subsidy applies directly to each trip. Similar schemes exist in some other parts of England and Wales but not everywhere.

In London, 24% of disabled people used the Taxicard scheme, compared with 6% in England and Wales overall. This difference may well be due to the lack of similar schemes elsewhere in England and Wales.

Less than one in ten disabled people use the national Disabled Person's Reporting System (9%), which enables people to book assistance at rail stations. Wheelchair users are significantly more likely than other groups to use the Disabled Person's Reporting System with 30% using the service.

Disabled people aged 16-34, social class AB[11] and wheelchair users are more likely to use the Disabled

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[11] Please see appendices for definition of social grades

MORI

Person's Reporting System. Of those who have used this system, a third have encountered problems in the last twelve months.

Q13	And, in the last twelve months, when you've contacted the Disabled Person's Reporting System have you encountered any problems?

	Yes
Base: All respondents	%
Overall (125)	32
Wheelchair user (58)	50
Learning disability (12)	49
Ambulant Disability (55)	31
Visually impaired (41)	29
Hearing impaired (16)	19
Rural (39)	60
London (48)	15
Urban (excl. London) (38)	7

<div align="right">Source: MORI</div>

Travelling Alone or With Someone Else

When using public transport, 39% of disabled people travel alone and 40% travel with someone else. For the remainder, it depends on the journey.

Wheelchair users are much less likely to travel on their own when using public transport (18% compared with 53% who travel with someone else). The reverse is true of visually impaired people (53% normally travel alone and 34% travel with someone else). For ambulant disabled people and those with a hearing impairment the same proportion travel alone (40%) as with someone else (39%). For those with an learning disability, slightly more travel with someone else on public transport (46%) than on their own (39%).

Q14a   *When travelling by public transport do you usually travel alone or*
with someone else?

	Alone	With someone else	It depends
Base: All public transport users	%	%	%
Overall (760)	39	40	12
Visually impaired (166)	53	34	10
Hearing impaired (107)	40	39	16
Ambulant Disability (404)	40	39	11
Learning disability (133)	39	46	12
Wheelchair user (213)	18	53	19

Source: MORI

Similarly when travelling by car/taxi/minicab, wheelchair users find it the most difficult and are significantly less likely to travel alone (23%). In contrast, those with a visual impairment, are most likely to travel alone (43%); however, as would be expected, a similar proportion travel with someone else (39%). Overall, 36% of disabled people travel by taxi/minicab alone, 43% with someone else and 10% say it depends.

Q14b   *When travelling by car/taxi/minicab do you usually travel alone*
or with someone else?

	Alone	With someone else	It depends
Base: All car/taxi/minicab users	%	%	%
Overall (950)	36	43	10
Visually impaired (201)	43	39	8
Learning disability (146)	38	47	7
Ambulant Disability (404)	36	43	9
Hearing impaired (156)	30	46	5
Wheelchair user (305)	23	42	27

Source: MORI

MORI

Difficult Journeys

Respondents were presented with a list of journeys and asked which, if any, they normally experience difficulty with, or do not make at all because of a lack of transport or poor transport services in their area.

- Travelling to/from place of work

- Travelling to/from place of study

- Travelling to/from doctor/hospital

- Visiting leisure/recreational facilities

- Visiting friends/relatives

Overall, 41% of disabled people experience difficulty with at least one of the journeys listed. A quarter experience difficulty with travelling to/from the doctor/hospital. Twenty-three per cent say this about visiting friends/relatives, and 18% for visiting leisure/recreational services.

Twenty-three per cent of disabled workers say they find travelling to/from their place of work difficult.
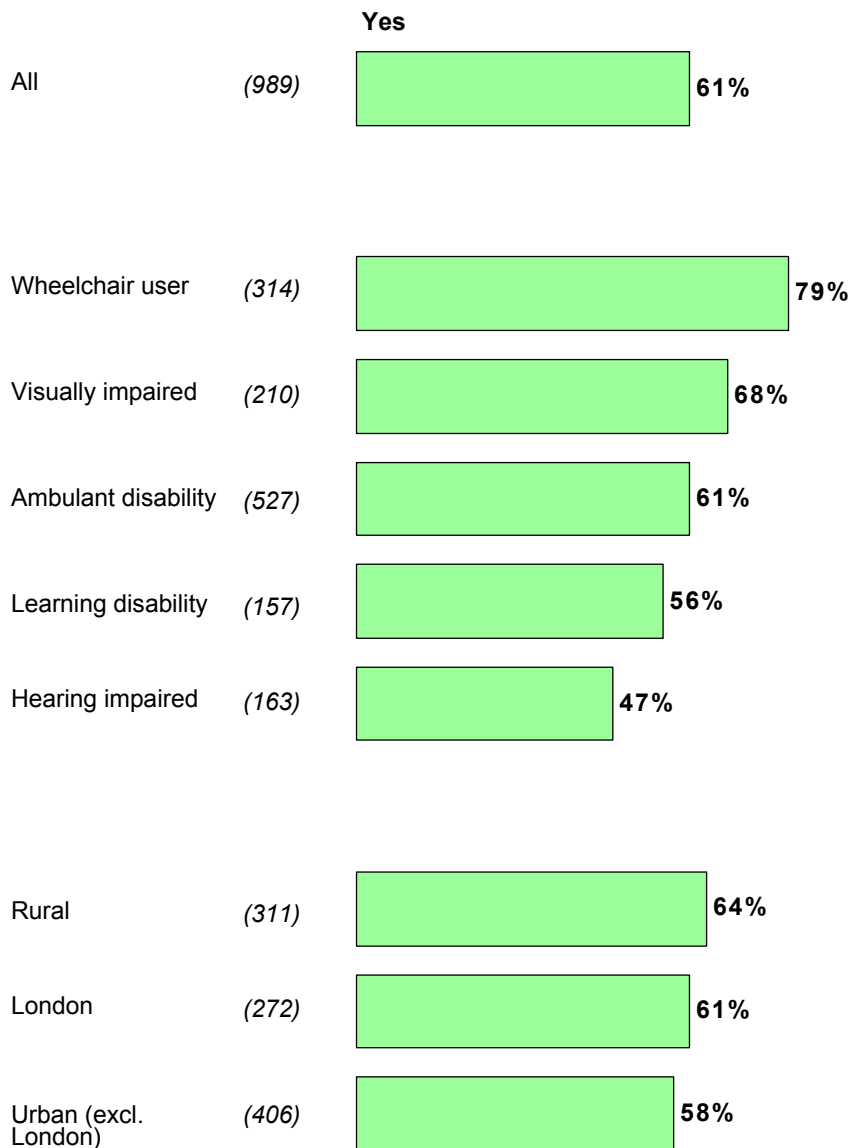
Wheelchair users (64%) and Londoners (52%) are significantly more likely to report experience difficulty than the other groups. Visiting friends and relatives in London was seen as a particular problem (33%).

Planning Journeys

Sixty-one per cent of disabled people plan journeys in advance, including 27% who plan all the time, 14% for half of their journeys, 6% for less than half and a further 14% for only a few long distance journeys. Thirty-one per cent say they never plan journeys well in advance and 8% say it depends.

Q20 Do you find that you have to plan your journeys well in advance?

Yes

All	(989)	61%
Wheelchair user	(314)	79%
Visually impaired	(210)	68%
Ambulant disability	(527)	61%
Learning disability	(157)	56%
Hearing impaired	(163)	47%
Rural	(311)	64%
London	(272)	61%
Urban (excl. London)	(406)	58%

Source: MORI

MORI

Again it is wheelchair users who are most likely to plan journeys in advance – 79% do so. Less than half (47%) of those with hearing impairment say they plan in advance.
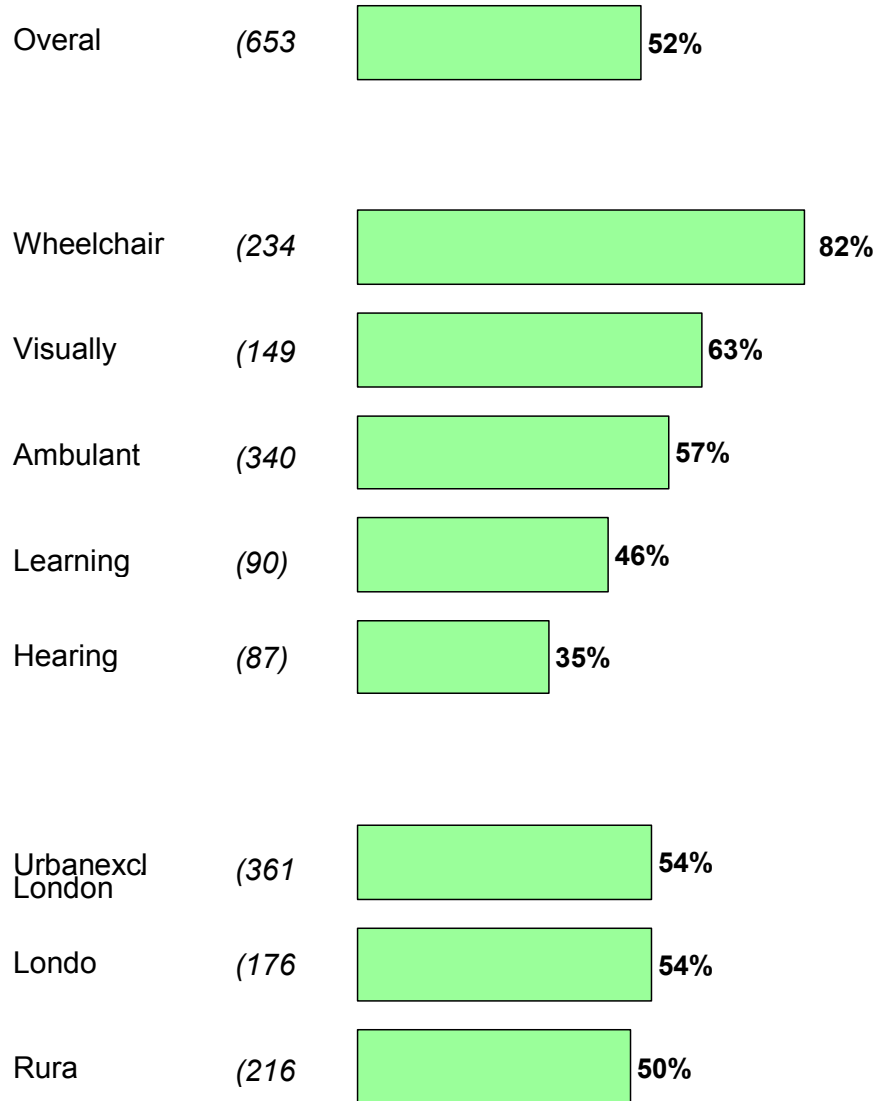
Of those who plan journeys well in advance, the majority (52%) say they get frustrated that they cannot go out at the spur of the moment. However, a significant proportion (40%) accept it as part of being a disabled person. Thirty-eight per cent say they would like more options to make travelling less hassle.

Wheelchair users and visually impaired people are most likely to be frustrated that they cannot go out on the spur of moment (82% and 63% respectively). Indeed, these groups are also most likely to want more options to make travelling less irritating (64% and 51% respectively).

> *I'd like to be able to get in my wheelchair, go out of the house without having to say to somebody or ring a taxi up and say – "I'm going by public transport, I'm getting on the bus"*

Q21 Do you ever feel ...?

Frustrated that I can't go out at the spur of the moment

Overal	*(653*	52%
Wheelchair	*(234*	82%
Visually	*(149*	63%
Ambulant	*(340*	57%
Learning	*(90)*	46%
Hearing	*(87)*	35%
Urbanexcl London	*(361*	54%
Londo	*(176*	54%
Rura	*(216*	50%

Source:

MORI

Q21 Do you ever feel ...?

You would like more options to making travelling less hassle
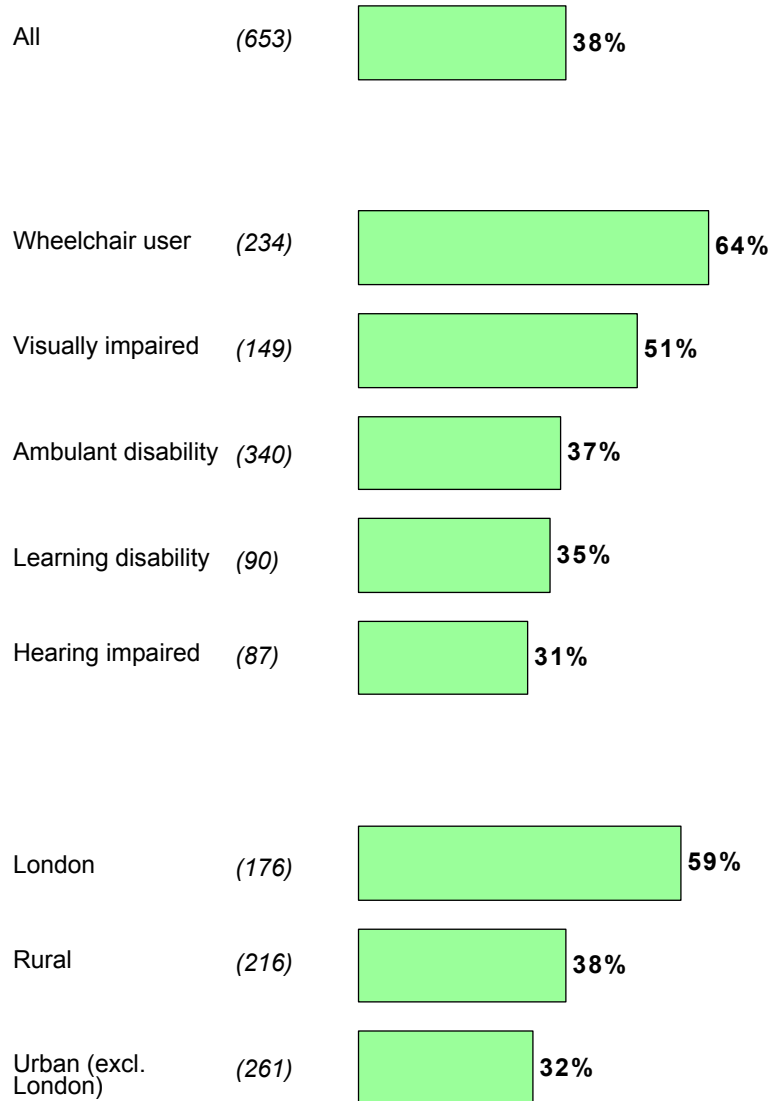
All	*(653)*	38%
Wheelchair user	*(234)*	64%
Visually impaired	*(149)*	51%
Ambulant disability	*(340)*	37%
Learning disability	*(90)*	35%
Hearing impaired	*(87)*	31%
London	*(176)*	59%
Rural	*(216)*	38%
Urban (excl. London)	*(261)*	32%

Source: MORI

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How do disabled people find out about travel information?

- **Telephone Inquiry services are the most widely used means of obtaining public transport journey information**

- **Disabled people are divided about whether more easily available information would encourage them to use public transport more**

- **Almost four in ten disabled people do not feel well informed during journeys**

Current and Future Information Sources

To gauge the types of information people use and would like to use, respondents were given a list of alternative media (on a showcard) through which transport companies convey information and advice to customers. They were asked which ones they use and which they would like to use in future.

Currently, telephone inquiry services are the most widely used means of obtaining journey information for public transport (35%), in line with the general population[12].

Obtaining information at the station, via printed timetables and maps or face-to-face, are also popular (23% and 22% respectively).

Telephone inquiry services are also a popular choice for the future (22%), along with printed timetables delivered through the door (17%).

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[12] In CfIT (2001) this question was asked for each mode of transport. 30% said they used a telephone inquiry service to get information on local buses, 36% used them to get information on trains and 11% used them to get information on London Underground.

MORI

Overall, new forms of media, including the internet and digital TV, are not regularly used to access travel information (8%), however amongst those with access to technology this rises to 22%. Respondents are more likely to use new technology to access information about trains, ferries and planes. Some people identified specific concerns with the internet in the qualitative research:

> *For visually impaired people, you've either got to have a screen reader or a screen magnifier and that costs a lot, so not everyone is going to have the facility*

The use of (and ease of using) different information services varies by disability and life stage. For example, young people are more likely to be pick information up at a station (38% compared with 23% overall) and to use new technology (17% compared with 8%). In contrast, older people are less likely to use any of the information services mentioned (56% say none). ABs and those working are more likely to use any of those mentioned.

Q24   *a.*   *Which, if any, of these way have you used to get travel information or advice for public transport in the past twelve months*

       b.   *Which, if any, of these ways would you like to use to get travel information or advice for public transport?*

	Have used	**Would like to use**
Base: All respondents	*(989)* *%*	*(989)* *%*
Telephone Inquiry Service (advice lines, help lines)	35	22
Printed timetable/map you pick up at a station	23	12
Face-to-face at the information desk/office	22	12
Printed timetable/map displayed at stations and shops	14	9
Printed timetable/map delivered through you door	9	17
Teletext/Ceefax	9	8
New Technology (through the internet, mobile phone, TV interactive services)	8	10
Automatic information on the vehicle	3	9
Other	4	2
None of these	37	35
Don't Know	4	11

Source: MORI

People with visual impairments favour telephone inquiry services more than other disability groups (45%), as do wheelchair users (42%) who are also most likely to use new technology (20%). Those with hearing impairments are less likely to use the phone (29%) and instead more likely to use printed timetables/maps displayed at the station compared with other groups (20%). Those with learning disabilities are more likely to use printed timetable/map they pick up at a station (30%). This demonstrates the importance of information being available in a variety of mediums for different audiences.

MORI

Disabled people in rural areas use information at the railway station more than other groups (29% compared with 23% overall), whereas those in London make greater use of telephone services (40% against 35% overall).

In the future, wheelchair users are most likely to want to use telephone inquiry services (40%) and new technology (19%) to get travel information. Disabled people in London are also more in favour of the use of new technology (18%) than those in other areas.

Ease of Obtaining Information

Respondents were asked which services they find it easy to get information on, and which they find it difficult.

Local bus service information is easiest to find, with 47% of disabled people saying it is easy to access information, well ahead of local trains, the second most easiest accessed service, at 22%. Long distance buses are selected as easy in this respect by 18%, followed by airline services at 17%, long distance trains at 16% and ferries at 12%. Light rail, tram or underground are mentioned by slightly fewer (8%). A considerable proportion (13%) do not feel it is easy to get information on any kind of travel service.

Although buses are the service disabled people find easiest to obtain information about, 18% also say that this is the most difficult, similar to local trains (17%), long distance buses (16%), and long distance trains (15%). Ten per cent mention airline services, nine per cent state light rail, trams or underground and eight per cent choose ferries. Around half of disabled people have no opinion regarding the service that is most difficult to travel by.

Those with access to technology are more likely to say they find it easy to obtain information, than the disabled population as a whole, especially for trains and airline services. For example, 36% of those with access to technology say they find it easy to obtain information about local trains, compared with 22% overall. This is in line with the general population.[13]

Those in rural areas are more likely to find it easy to access information about local buses (54% versus 47% overall), local trains (27% versus 22%) and long distance buses and coaches (23% versus 18%) than the national average. Meanwhile, those in London are less likely to find it easy to obtain information on local buses (33% versus 47% overall), and those in urban areas are less likely to find it easy to get information on local trains (16% versus 22% overall).

The difficulty of accessing and using information about transport services was frequently raised in the qualitative research:

> *I can't see what the information is*
> *because it's not clear or not bright*
> *enough for visually impaired people*
> *who have some sight*

Information and Travel Behaviour

As to whether more easily available information would lead to a greater use of services, respondents are of two minds.

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[13] CfIT (2001)

Regarding the statement *'If it were easier to get information about public transport services, I would use public transport services more'* 39% agree and 39% disagree. These results are very similar to those found for the general public[14].

However, certain sections of the disabled population are more likely to agree with the statement than others. Those aged 60+ are less likely to agree; for example, only 28% of those aged 75 and over agree with the statement. It can also be seen that 16-24 year olds are more likely to strongly agree with the statement than disabled people overall (26% compared with 13%), and those aged over 75 are more likely to strongly disagree with the statement (22% compared with 15% overall).

In terms of disability, those most likely to agree with the statement are wheelchair users (48%), whereas those with hearing impairments and ambulant disabilities are more likely to disagree (48% and 43% respectively). The results for those with visual impairments or learning disabilities are similar to the average, although those with learning disabilities are more likely to answer 'don't know'.

Londoners are also more likely to say they would use public transport more if it was easier to obtain information, when compared with the total (46% versus 39%). This contrasts with those in other urban areas who are less likely to agree (33%). Those in rural areas feel similar to the national average. Disabled people who have access to technology, such as the internet, are also more likely to agree (49%).

Those most likely to say that they would use public transport more if information were easier to get are public transport users themselves, whereas those who only use the car are far less likely to say it would have an effect on their travel behaviour.

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[14] In the CfIT (2001) survey, 40% agreed with the statement and 31% disagreed

Most likely to agree are local rail users (58% agree), followed by ferry users (57%), long distance rail users (56%) and Underground users (52%). Plane users and local bus users are also more likely than average to agree (52% and 47% respectively). By comparison, only 19% of those who only use a car agree with the statement.

Therefore, improving information services may not increase the numbers of disabled people who use public transport, but could lead current users to use the services more often.

Information During Journeys

Respondents were also asked how informed they feel during journeys. The reactions are mixed.

Of those who use public transport, only eleven per cent say they feel very well informed, 28% feel fairly well informed, a further 29% do not feel very well informed and 19% feel not at all well informed. Overall, 39% feel well informed and 48% do not.

*Q23 Whilst travelling on public transport, how well informed, if at all,
do you feel about the journey (for example warnings about
delays, personal security or the next destination?*

	Very well informed	Fairly well informed	Not very informed	Not at all well informed	Don't know

All *(989)*
| 9 | 23 | 25 | 15 | 30 |

Visually impaired *(210)*
| 5 | 22 | 28 | 24 | 19 |

Hearing impaired *(163)*
| 7 | 15 | 23 | 19 | 35 |

Learning disability *(157)*
| 11 | 23 | 20 | 18 | 27 |

Ambulant disability *(527)*
| 9 | 24 | 20 | 12 | 33 |

Wheelchair user *(314)*
| 3 | 21 | 31 | 11 | 33 |

Urban (excl. London) *(406)*
| 11 | 20 | 22 | 16 | 32 |

Rural *(311)*
| 7 | 26 | 22 | 16 | 29 |

London *(272)*
| 8 | 25 | 31 | 12 | 23 |

Source: MORI

56

Over half of disabled public transport users do not feel well informed while making a journey. Sixty one per cent of those who use long distance trains say they feel either not very well informed or not at all well informed, with similar proportion for local trains (59%), long distance buses (54%), and local buses (50%).

Those with a visual impairment are most likely to say they do not feel well informed, with half (52%) saying they do not feel very well informed or not at all well informed. This is followed by those with a hearing impairment and wheelchair users both with 42% saying they do not feel well informed.

Disabled people feel less well informed on journeys in London (43%) compared with the England and Wales as a whole (38%).

Many of the focus group participants raised the need for information during journey stages, especially keeping people informed of delays.

MORI

What are the transport priorities of disabled people?

- **In many respects, the transport priorities of disabled people differ very little from the general population as a whole – wanting more frequent services, more comfortable services, lower cost services**

- **Improving disabled access is also a key priority**

- **Improving the attitudes of transport staff is a key priority and would encourage greater use of public transport**

- **Disabled people find taxis/minicabs the easiest mode of transport to use because of their flexibility but serious problems remain for some disabled people**

- **Rail services are the most difficult mode to use, with four in ten disabled people saying this**

- **Bus drivers are perceived to be the least customer sensitive from a list of transport staff**

- **Confirmed availability of wheelchair spaces is a key issue for wheelchair users**

Transport Priorities

When asked to spontaneously name which two or three things about transport which should have the highest priority over the next few years, respondents are most likely to mention the frequency of public transport. This is cited by 19% of disabled people and is ten percentage points ahead of the next most mentioned issue, disabled access on public transport (9%).

Free or cheaper transport for disabled people is mentioned by 8% overall but by 20% of those aged 16-34. Improving and repairing road and pavements (8%) is also on the agenda.

Overall, all mentions relating to aspects of improved access for disabled people account for 26% of responses, making this the major concern, slightly behind service frequency (28%).

There are some differences in priorities between the subgroups. The top priorities of those aged 35-44 are for staff and drivers to be more helpful and friendly (mentioned by 13%) and improving wheelchair access on public transport (13%). Those who are working are most concerned with frequency (32%), cheaper travel (17%) and punctuality (10%) of public transport.

As might be expected, wheelchair users are more concerned with wheelchair access (22%) as their top priority, disabled access (14%), and more use of ramps and lifts (11%).

The top priority for all other disability groups is service frequency. The second most mentioned by those with ambulant disabilities is disabled access to public transport (12%). For those with visual impairments it is improving transport in general (9%). Those with hearing impairments, after frequency, are most concerned with punctuality (9%). Finally, those with learning difficulties rate free/cheaper transport as the second most important priority (11%).

MORI

The qualitative research revealed that in many respects the transport priorities of disabled people differ little from those of the population as a whole – more frequent services, more comfortable services, lower cost services. However, many, but not all, disabled people are dependent on these services and as such they feel the failures of the transport system even more than the general public.

The specific problems and priorities for disabled people beyond those outlined above also emerged in the qualitative research. These tended to focus on the problem of access to public transport, for example getting to remote bus stops, train stations and once there being able to get on public transport. Improvements to both buses and trains in this respect are regarded as long overdue. Improvements in the pedestrian environment are also seen as crucial. Many participants drew stark contrasts with public transport systems abroad (for example in USA, Europe) where they believe accessible buses and trains are far more the norm.

Ease of Using Different Transport Services

Respondents were asked in the quantitative study which forms of transport they find easy or difficult to use. The mode of transport that disabled people find easiest to use are taxis and minicabs (81% find them easy to use, with 35% saying very easy to use). Planes are also seen as easy to use (72%). Rail services are seen as the most difficult (by 38%), closely followed by local bus services and long distance bus services (33% each).

How services are rated varies by disability. Wheelchair users rate all transport services worse than all the other disability groups in terms of ease of use. In comparison, people with hearing impairments generally rate transport services better than the other groups, except for planes (which those with ambulant disabilities and visual impairments rate best).

Attitudes towards Transport Staff

In addition to taxi/minicabs being considered the easiest transport service to use, taxi and minicab drivers are also rated as the most helpful transport staff. Three-quarters of disabled people say they find taxi/minicab drivers helpful. A similar proportion (73%) say this for airline cabin crew, compared with only 44% for bus drivers, 43% for rail station staff and 34% for on train staff. Taxi and minicab staff also achieve the highest ratings on all the positive attributes mentioned: patient, friendly, polite, and cheerful.

Bus drivers are rated as the most unhelpful, with 20% of respondents saying that they are unhelpful, compared with 13% for train station staff, 6% for both on train staff and taxi drivers, and just 2% for airline stewards. Again, bus drivers are rated as the most impatient, rude and miserable and unfriendly of transport staff.

The overall dissatisfaction with transport staff is clear from the qualitative findings. Disabled people feel that transport staff (particularly bus drivers and train station staff) are not sufficiently trained about disabled people's needs. Bus drivers are regarded as particularly insensitive. The problem seems to be a basic lack of awareness of the problems disabled passengers face – to some extent indicative of the attitude of the population as a whole. Disabled people would like to see transport companies taking a lead in training their staff in disability equality and awareness and advertising the fact that they are doing this.

For me, training and awareness is the top priority

Half the bus drivers are very ignorant, they won't wait at all. They drive like lunatics, sometimes you're bouncing about because of they way they drive

Some bus drivers don't even stop if you're only twenty yards from the bus stop. That happened the other day, he drove straight past

MORI

*With disabled people you can't just
have the general training. They're
not willing to spend money on the
staff*

*When they used to have the
conductor he would announce the
stop. So you would know where to
get off. We ask the bus conductor or
bus driver now to drop us at a stop
and they forget*

It is encouraging to note, however, that compared with the
general public as a whole,[15] disabled people are more likely
to rate transport staff as more helpful (except train station
and on train staff), patient, friendly and polite. For example,
75% of disabled people rate taxi and minicab drivers as
helpful compared with 51% of the general public.

Despite this, improving staff attitudes is a key issue and is
one way to encourage a switch to - or greater use of - public
transport. Almost half of disabled people (47%) say they
would travel by public transport more if staff were better
trained to deal with their needs, in particular those aged 16-
44 (66%), wheelchair users (67%) and rail users (62%).

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[15] CfIT (2001)

Ratings of Transport Modes

Respondents were asked to rate a range of issues associated with each form of transport in terms of how good or poor they think they are. From this we can see what are the best and worst aspects of each mode. To make easy comparison of the data we have computed the net 'good' score in each case. The net good score is the total percentage of respondents who rate an aspect as poor deducted from the total percentage of respondents who rate an aspect as good. The result is either positive (+) or negative(-) and demonstrates the overall balance of opinion of respondents. A positive score means that more people think that it is good than poor, while a negative score means more people rate it poor than good.

Overall, it can be seen that personal security is rated highly on the majority of services whereas the availability of wheelchair spaces is rated poorly.

Looking across the modes, we can see how each compares on the different aspects.

Rated highest on personal security are taxis and minicabs (net good +70%), with light rail, trams and the Underground rated lowest (net good +15%).

Cars are rated the least expensive, by having the highest positive rating for cost of travel (net good +28%) compared with taxis and minicabs which are rated the lowest and therefore the most expensive (net good -10%). This is in line with perceptions of the general public who also do not include the annual running costs of the private car in comparison with the cost of travelling by public transport.

The design of new vehicles to meet the needs of disabled people is rated highest for ferries (net good +13%), and lowest for trains (net good -24%).

Making travel arrangements is seen to be best by taxis and minicabs (net good +68%) and worst by train (net good +12%).

MORI

The ease of reading signs is rated highest for cars (net good +31%) and lowest for trains (net good +11%).

Rated highest on punctuality and reliability are planes (net good +60%) and lowest is buses (net good +2%).

Frequency of service is seen to be best for taxi/minicabs (net good +57%) and worst for buses (net good -6%).

The availability of wheelchair spaces is also rated highest on ferries (net good +11%), although these spaces are not specifically designated, and lowest on trains (net good -31%).

Whereas ease of access is best on planes (net good +46%), trains again score worst (-16%).

Attitudes towards several of these service attributes - punctuality, frequency and personal security - were asked of the general public in the C*fl*T (2001) survey. Comparison with these findings show that disabled people are less positive about the Underground than the general public (although it should be noted that for C*fl*T the question was asked just about the London Underground and for DPTAC it was for light rail, trams and Underground). In contrast, disabled people are more positive about personal security on buses and trains, than the general public as a whole.

Cars

The most highly rated aspect of cars are personal security (net good +61%) and the ease of making travel arrangements (net good +43%). The worst aspects are the lack of effective controls of disabled parking spaces (net good -19%) and the number of disabled car parking spaces available (net good -9%).

Disabled people do not feel that there is adequate enforcement of parking restrictions at the present. Only 19% agree with the statement *'There is adequate enforcement of car parking restrictions',* whereas 39% disagree. Within this, 18% tend to disagree, and 21% strongly disagree and 31% answer 'don't know'.

Those most likely to disagree with this statement are wheelchair users (66%), disabled drivers (59%), social class C1C2 (50%), those with visual impairments (50%), 45-59 year olds (49%) and ambulant disabled people (43%).

Taxis and Minicabs

Taxis and minicabs are rated highly on personal security and the ease of making travel arrangements. However, the cost of travel (net good -10%) is seen as a downside for this form of transport, as is the lack of new vehicles designed to meet the needs of wheelchair users and people with an ambulant disability.

In the qualitative research, the key issue with taxis was cost. There was also a feeling that conventional minicab services are not suitably adapted to the needs of wheelchair users. Outside metropolitan centres taxis tend to be unadapted cars – for some disabled people (such as wheelchair users who wish to remain seated in their chairs) this causes severe difficulties getting in and out of the vehicle. The solution is to use specially adapted taxi services, which are available in some areas – though these services tend to be more expensive.

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Why should people with disabilities have to pay extra? Just inconvenience isn't it to have people with wheelchairs. They buy a taxi that's been converted or a vehicle that's been converted to take wheelchairs, then they charge extra to take the wheelchair. So if they didn't want to have wheelchairs with passengers, why did they purchase a vehicle with it specially converted for wheelchairs?

Buses

The most highly rated aspect of buses is also personal security (net good +31%), followed by the cost of travel (net good +21%). However, the availability of wheelchair spaces (net good -25%) and the availability of priority seating for disabled people (net good -10%), along with the number of new vehicles designed to meet the needs of disabled people are rated, on balance, poorly (net good -10%).

In the group discussions, problems with buses tended to focus on the lack of continuity between design layouts – in particular, variations in wheelchair access and seating for disabled people, difficulties faced when getting on and off buses. Some participants mentioned that in some cases tilting facilities are not used or drivers do not park near enough to the kerb. It was felt that bus signage could also be improved:

We have problems with travelling because we can't see the bus numbers. Also, the buses are all different designs. This is my third guide dog, and we used to get on the bus and get the seat behind the stairs. My guide dog knew where to find it, and got on. Now the design of buses are all different because they need to get wheelchairs on, and that's brilliant, they should do. But the seats are in different places, they tip up some seats, facing different directions. I get on the bus and can't find a seat, and it's very embarrassing and there's no handle to hold on to. There's a wide space for wheelchairs, but for a blind person a big wide space is frightening

Trains

Trains are rated as good for personal security (net good +23%), as well as making travel arrangements (net good +12%) and frequency (net good +12%). However, like buses, trains are rated poor on the availability of wheelchair spaces (net good -31%) and the availability of priority seating for disabled people (net good -30%).

Light Rail, Tram and the Underground

Light trains, trams and the Underground are rated most favourably for their frequency (net good +36%), punctuality and reliability (net good +28%). In contrast, these modes are rated poorly on the lack of wheelchair spaces (net good -14%) and the lack of priority seating for disabled people (net good -13%).

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In the focus groups, experience of using light train, tram and Underground services was generally positive. Difficulties occur due to specific types of disability. For example, people who need to travel with a guide dog find it difficult to use the escalators. A visually impaired respondent said they find it useful to follow a highlighted line on the ground although this is not a feature of all stations.

I can't use escalators because of my dog's paws, so if I'm downstairs in the tube I've got to get the escalator stopped, and there's not always someone there to do this

Ferries

The most highly rated aspect of ferries is their punctuality and reliability (net good +59%), as well as personal security (net good +56%). Again, the worst aspect is the lack of new vehicles designed to meet the needs of disabled people (net good +11%), though on balance more respondents rate these as good than poor for ferries.

Few focus group participants had experience of using ferry services. Those who did found the staff to be helpful and said they were given priority parking when boarding the ferry.

Planes

For planes, personal security (net good +67%) and punctuality and reliability (net good +60%) from the aspects listed are seen as the best part of the service by disabled people. The aspect rated less highly is the lack of new vehicles designed to meet the needs of disabled people (net good +4%).

In the focus groups, there was a mixed outlook with regards to air travel. Some participants were able to re-count very positive experiences of the service they received, in particular staff being very able to deal with special needs and willing to make efforts to accommodate them. In particular, wheelchair users had very positive experiences, for example, being given priority seating and assistance with travelling to departure/ arrival areas.

However, others had far more negative experiences. Different approaches to customer care between airlines is evident.

How can disabled people be encouraged to use transport more?

- **There are many things that providers of public transport services can do to encourage disabled people to use buses and trains more**

- **For greater taxi/minicab use, the key improvement is reducing fares**

- **Half of disabled people say they would go out more if the conditions for walking were better**

- **Improvements in public transport would have a positive impact on the lives of many disabled people**

Improvements to encourage greater bus use

Respondents were asked what would have to improve in order to encourage them to use buses more.

Top of the list is frequency, spontaneously mentioned by 15% of disabled people. Also important are accessibility (12%), lower fares (10%), friendlier and more helpful staff (10%) and more lower floors/steps level with pavement. Five per cent say that nothing needs to be improved, and a quarter say that nothing would make them use buses more.

Q16 What, if anything, would have to improve for you to consider using buses more.

SPONTANEOUS - TOP MENTIONS

Local bus users
(524)
%

Category	%	Local bus users %
Frequency	15%	21
Accessibility	12%	11
Lower fares	10%	12
Staff/drivers more friendly/helpful	10%	13
Lower floors level with pavement	9%	10
Punctuality	5%	7
Better/more defined seating	5%	6
More bus routes	5%	6
Better timetables	5%	7
Nothing - would not use more	25%	15
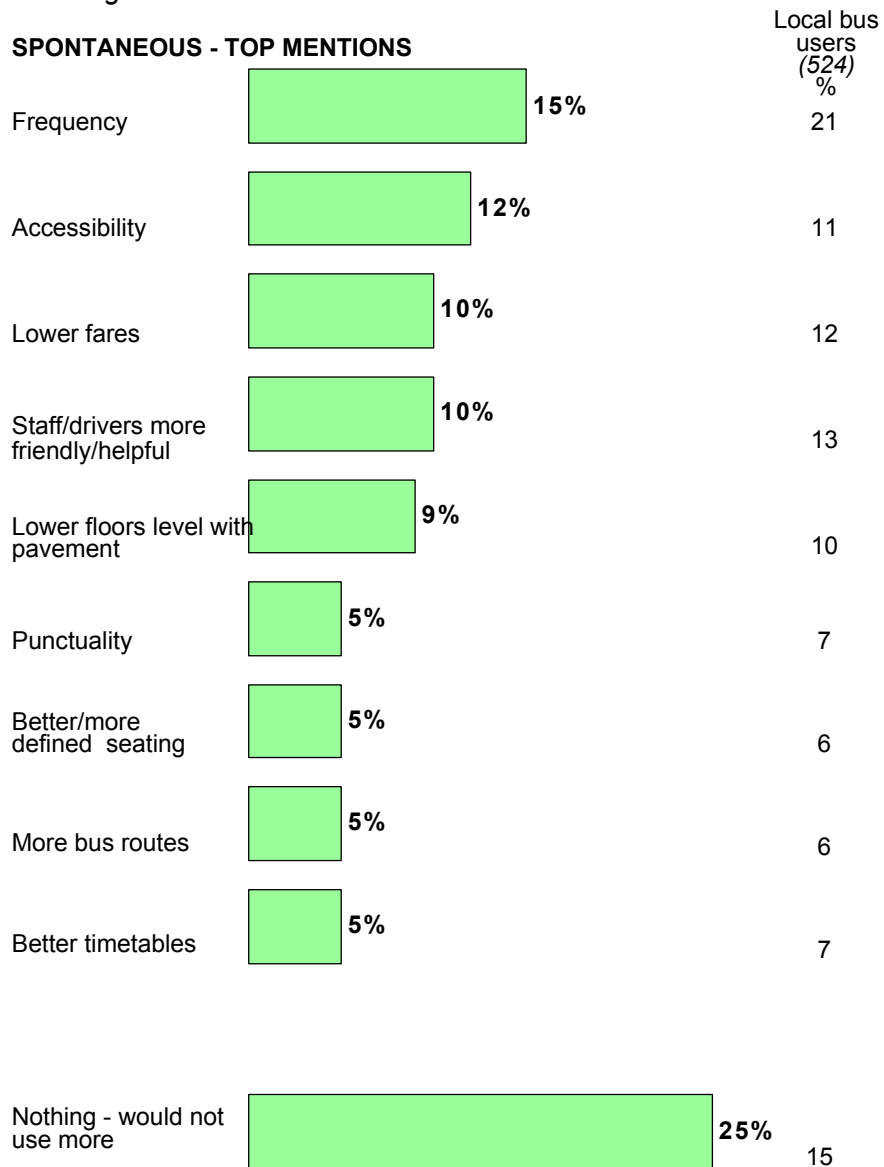
Base: All (989)

N.B. All other improvements mentions by less than 5%

Source: MORI

MORI

Q17 What, if anything, would have to improve for you to consider using rail services more?

SPONTANEOUS - TOP MENTIONS

	Train users	
	Local *(328)* %	Long distance *(279)* %

		Local *(328)* %	Long distance *(279)* %
Lower fares	**10%**	17	15
Accessibility	**8%**	14	14
Local railway stations/ station close to where I live	**5%**	4	4
Easier accessibility to stations/platforms	**5%**	7	6
Improve safety/ security	**3%**	3	2
Punctuality	**3%**	6	5
Staff more friendly/ helpful	**3%**	5	2
Toilet facilities/ accessible toilets	**3%**	4	6
More announcements/ information	**3%**	5	6
Nothing - would not use more	**44%**	26	28

Base: All respondents (989)

Source: MORI

72
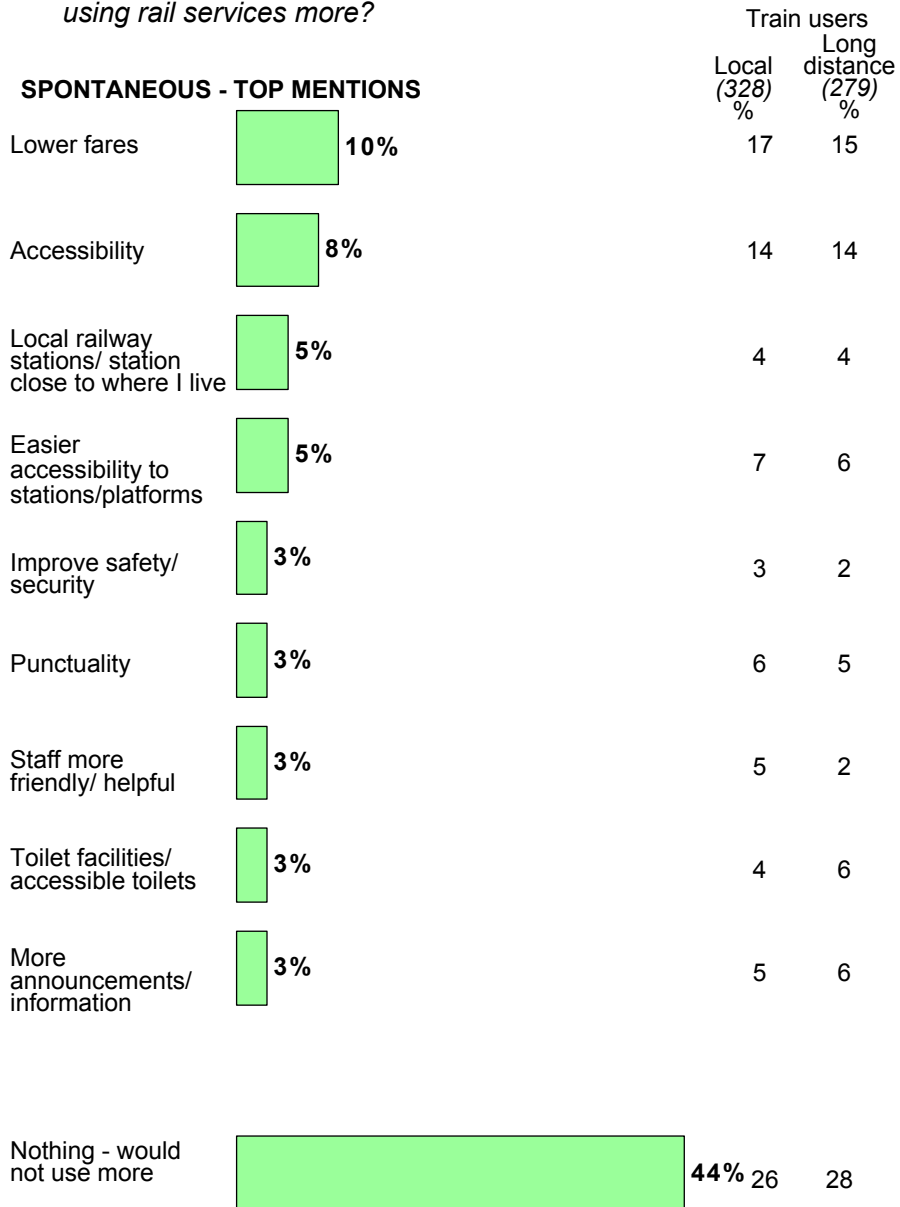
Younger people (aged 16-34) are particularly concerned about service frequency, with 38% spontaneously saying they would travel more by bus if this aspect was improved. They are also more likely than older ages groups to feel that staff need to improve their attitudes (26%). Overall, younger disabled people are significantly more likely to travel more by buses if any improvements are made (77% mention at least one aspect compared with 65% of disabled people overall).

Improvements to encourage greater rail use

The most important aspect of rail services that needs improving is lowering fares (10%). This is followed by accessibility (8%) and local railway stations being closer to where disabled people live (5%). Five per cent say nothing needs to be improved and 44% say that no improvements would make them use services more.

Younger disabled people (aged 16-34) are also more likely to use rail services more if improvements are made. Lowering fares (20%) and more announcements/information (11%) would particularly attract them. Also important to them – and disabled people as a whole – is improving accessibility.

Improvements to encourage greater taxi/minicab use

It is by no surprise that lower fares would encourage greater taxi/minicab use (spontaneously mentioned by 13% of disabled people). Eighteen per cent of respondents say that nothing needs to be improved, and a further 38% say nothing would make them use taxi/minicabs more.

If improvements to taxi/minicab services were made, 35-59 year olds, wheelchair users and people in London are more likely than other groups to use this mode more. Apart from cost, friendly/more helpful drivers, better seating and improved security/safety would attract wheelchair users.

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Those in London are more likely to mention that improved reliability as the key to encouraging more use.

Improved Walking Conditions

Half (48%) of disabled people say they would go out more if the conditions for walking were better. This is particularly true of those aged 45-59 (59%), people with visual impairments (54%) and various users of transport modes (such as ferries and light rail/tram/Underground). Particularly striking is the variation in attitudes by location – 57% of Londoners say they agree with the statement, compared with 44% of those in other urban areas and 49% in rural localities.

The Impact of Improved Transport Services

Around half (46%) of disabled people say improvements in public transport would have a positive impact on their life. This is particularly true of those under 45 years old and Londoners. Wheelchair users and visually impaired people are also more likely to agree than other groups.

Forty per cent say they are fearful of travelling by public transport; though slightly more (47%) disagree. Wheelchair users are most fearful (51%).

Overall, there is a higher fear of personal safety among disabled people while travelling than the general public and there is more social exclusion where public transport services are considered poor.

Q6 *Improvements to public transport would have a positive impact on my social life*

Agree

DPTAC	(989)	47%
CfIT	(2,002)	31%
Wheelchair user	(314)	59%
Visually impaired	(210)	55%
Learning disability	(157)	51%
Ambulant disability	(527)	43%
Hearing impaired	(163)	41%
London	(272)	60%
Urban (excl. London)	(406)	45%
Rural	(311)	45%
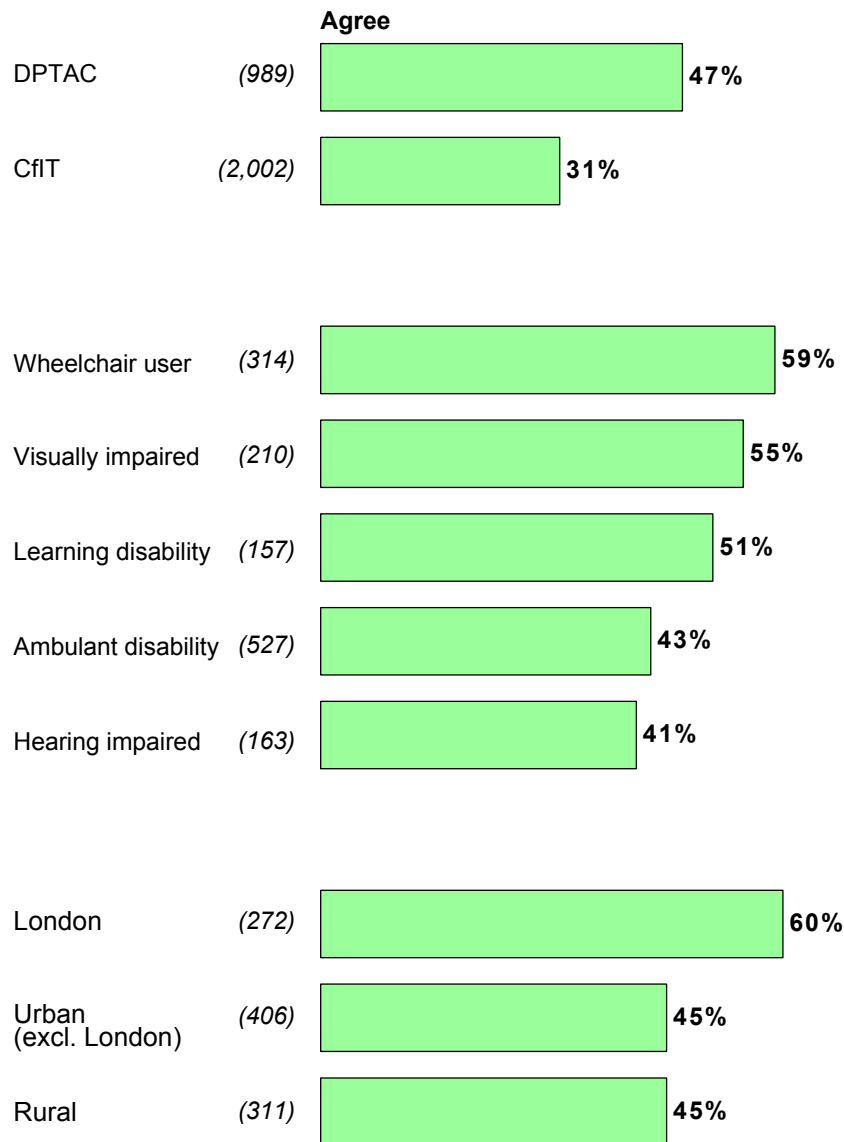
Source: MORI

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Q6   I am fearful of travelling by public transport

Agree

DPTAC	*(989)*	40%
CfIT	*(2,002)*	22%
Wheelchair user	*(314)*	51%
Learning disability	*(157)*	42%
Ambulant disability	*(527)*	41%
Visually impaired	*(210)*	38%
Hearing impaired	*(163)*	36%
Rural	*(311)*	42%
London	*(272)*	40%
Urban (excl. London)	*(406)*	39%
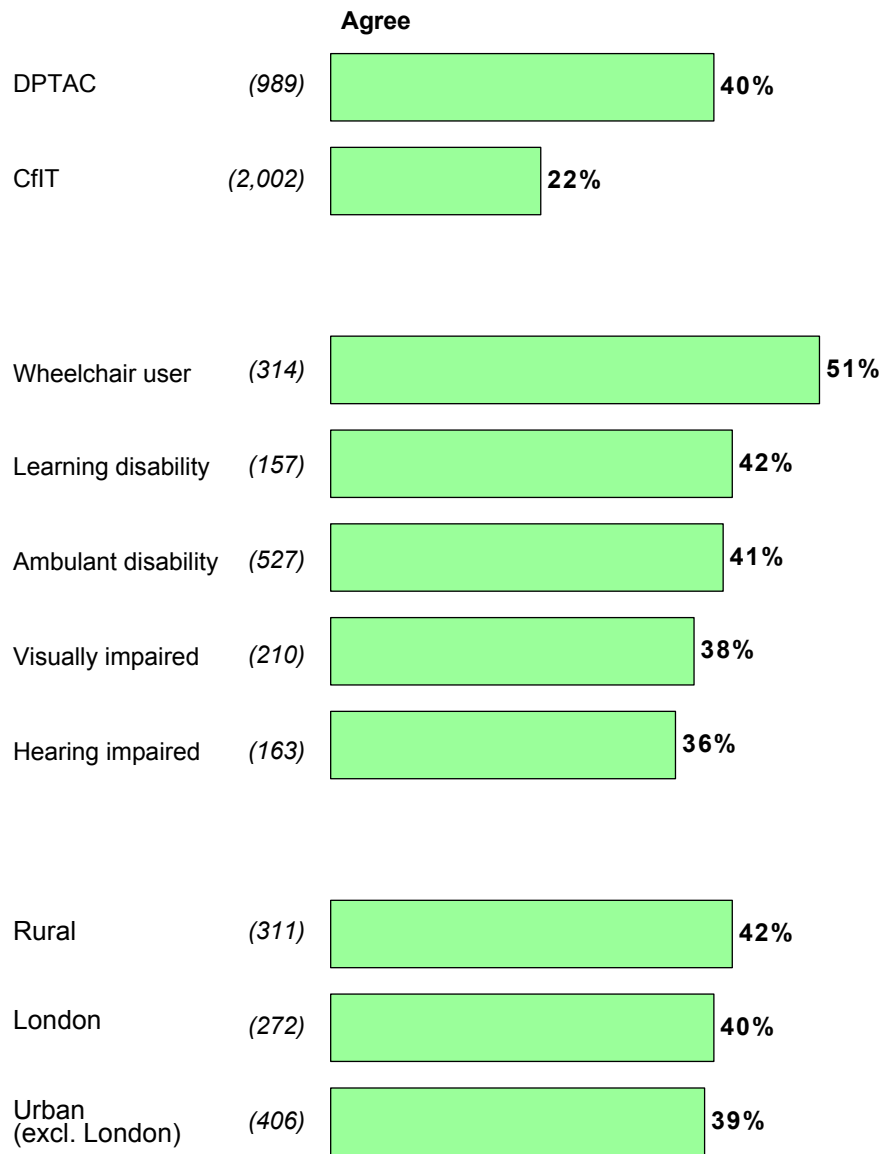
Source: MORI

What is the future transport system expected to be like?

- **Many are unconvinced that the necessary investment is being made in Britain's railways and buses to meet the needs of disabled passengers**

- **Some disabled people have high expectations for public transport and the integration of modes**

- **Expectation is overwhelmingly optimistic for the future consideration of disabled people's needs in the design of public transport vehicles**

Expectations of Public Transport

More disabled people expect the quality and performance of bus and train services to improve than deteriorate (+15% and +13% net improve). This is slightly more optimistic than the general population (+6% and +11% net improve)[16].

Overall, 30% of disabled people think local bus services will improve. Twenty-six per cent say this about rail services and 13% for light rail/tram/ Underground services.

Light rail/tram/Underground users, long distance rail users, Londoners and wheelchair users are significantly more positive about the future of train services than the other main sub-groups.

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[16] CfIT (2001)

MORI

Some disabled people have high expectations for the integration of different modes: 21% expect that the links between different types of public transport, for example bus/rail interchanges, will get better, whilst 8% say they will deteriorate. The majority, however, think that the integration of public transport will 'stay the same' or 'don't know' what to expect.

With regard to links between car and public transport, for example park and ride schemes and parking at stations, the outlook is even more optimistic: 28% say this will improve, 6% say it will deteriorate, whilst 21% believe it will stay the same. Forty-five per cent say they 'don't know' what which happen in the next ten years.

Wheelchair users, Londoners and rail users are most positive about integration.

Although expectations of public transport are relatively high, disabled people do not share as optimistic an outlook as the general public. Despite this, similar proportions of disabled people and the general population are unconvinced that the necessary investment is currently being made to meet the needs of bus or rail passengers.

Public Transport Investment

Only 14% of disabled people agree with the statement *'The necessary investment is being made in Britain's railways to meet the needs of passengers',* whereas 43% disagree. Within this, 24% tend to disagree, and 19% strongly disagree. One third of respondents (33%) answer 'don't know'.

Those who are most unconvinced that the necessary investment is being made are wheelchair users (60% disagree with the statement), people with visual impairments (55% disagree) and various types of rail users (for example 60% of long distance rail users).

With regard to buses, although attitudes are slightly better, they are on balance negative - significantly more disabled people disagree (39%) than agree (25%) with the statement *'The necessary investment is being made in Britain's buses to meet the needs of passengers'*. Within those who disagree, 25% tend to disagree, and 14% strongly disagree. Again, a relatively large proportion of respondents 'don't know' (23%). Wheelchair users are by far the most disillusioned (62% disagree), along with C1C2s (47%), visually impaired people (46%), those with access to technology (51%) and local and long distance rail users (53%).

Design of Public Transport Vehicles

Expectation is overwhelmingly optimistic for future consideration of disabled people's needs in the design of public transport vehicles. Half (49%) expect the design of public transport vehicles to improve over the next ten years whilst only 7% see it deteriorating. Twenty-three per cent say it will stay about the same and 21% 'don't know'. Disabled people in urban areas, excluding London, (57%), light rail/tram/Underground users (56%) and those with access to technology are more likely to be optimistic in their outlook.

There is also willingness from disabled people to get more involved in transport projects. Twenty-nine per cent of disabled people agree with the statement *'I would like the opportunity to be involved in public transport projects in my area to ensure that they meet my needs'*. MORI's local government research has found a similar level of response among the general public.

Disabled people aged 16-34 (55%), wheelchair users (54%), those with access to technology (50%), Londoners (44%), and rail, plane and ferry users are much more keen to have the opportunity to be involved.

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*Q6   I would like the opportunity to be involved in public transport
        projects in my area to ensure that they meet my needs*

Agree

All	(989)	29%
Wheelchair user	(314)	54%
Visually impaired	(210)	38%
Ambulant disability	(527)	28%
Learning disability	(157)	28%
Hearing impaired	(163)	18%
London	(272)	44%
Rural	(311)	29%
Urban (excl. London)	(406)	25%
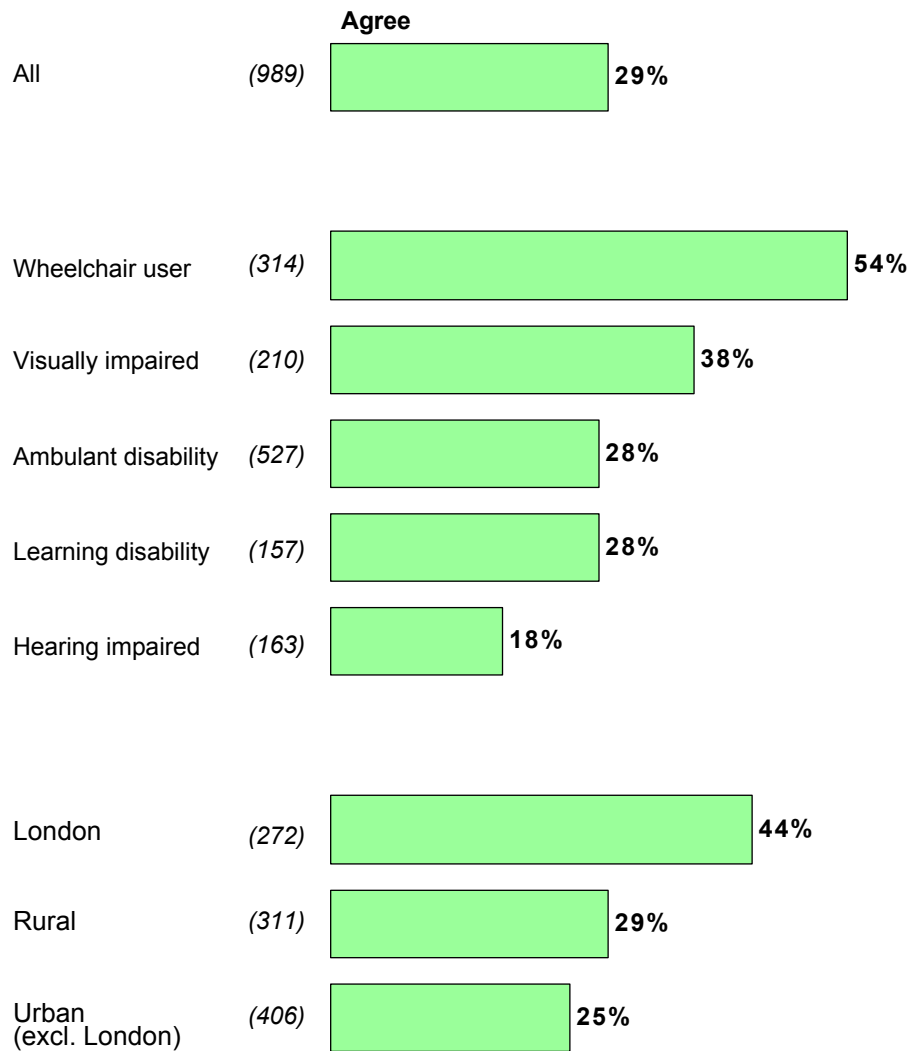
Source: MORI

From the qualitative findings, it is clear that disabled people would particularly welcome evidence of 'the disabled view' being taken into account. To achieve this, disabled people want to be included on committees, on boards and in pressure groups and given feedback. Furthermore, the lack of disabled politicians and disabled decision-makers is regarded as indicative of the marginalisation of disabled people's needs.

There must be some improvement because we've never been asked to a meeting before and asked what we feel about disabled transport. Somewhere somebody is thinking perhaps people should have transport improved

This is something that has to be improved, and at the end of the day the government has to be willing to give the money and the time to actually go to disabled people and go to different organisations and say 'well what do you want?' At the end of the day I don't think very many people have actually listened. A lot of things have been said but it's gone through one ear and out the other, and until people start taking in what disabled people want it's not going to improve

My knowledge of government is that they will improve it in time, but probably we'll be quite old when it happens

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Above all, disabled people want planners, transport operators and decision-makers to properly consider their needs when designing and operating services. Currently, 60% of disabled people think that the people responsible for transport planning and development pay 'too little' attention to providing facilities for disabled people in their local area. Only 1% of respondents believe 'too much' attention is given and 21% think it is 'about the right amount'. Eighteen per cent 'don't know'.

Wheelchair users (81%), those with visual impairment (73%), disabled people with access to technology (70%), rail users (70%) and light rail/tram/Underground users (74%) are significantly more likely than the other main sub-groups to think too little attention is given to their needs.

Q3	**Thinking about your local area, do you think those responsible for transport planning and development pay too much, too little, or about the right amount of attention to providing facilities for disabled people?**		
	Too little	**Too much**	**About the right amount**
Base: All respondents	*%*	*%*	*%*
Overall (989)	60	1	21
Wheelchair user (314)	81	1	12
Visually impaired (210)	73	*	16
Ambulant Disability (527)	63	*	20
Hearing impaired (163)	51	1	27
Learning disability (157)	50	2	22
			Source: MORI

Awareness of Transport Policies

The survey asked to what extent respondents considered various transport policy statements are true or false. The results showed that there is a need to inform disabled people better. Very low awareness is recorded of some policies and projects that are either currently underway or proposed in the near future.

For example, only 23% think that it is true that *'Disabled people are exempt from any proposed road charging schemes',* while 21% actually say this is false. However, the overwhelming majority (56%) are not sure or don't know.

As concerning is that as many as 26% of disabled people say it is true that *'Easy to use buses will not be available until 2015'* when it has been a legal requirement for new buses to comply with the DDA since 2000. Twenty-nine per cent say this statement is false and 44% are either 'Not sure' or 'Don't know'. However, there is concern over how long older buses not complying with these requirements will remain in service.

On the other hand, it is quite encouraging that 45% of disabled people know that *'All new trains are required to have easy to hear and easy to see announcements'.* Twelve per cent do not believe this and 43% are unsure or don't know.

Finally, 61% say it is true that *'All new transport services are required to be easy to use for disabled people'.* Eleven per cent do not believe this and a further 28% are either unsure or don't know. It is Government policy, as stated in the 10 Year Plan for Transport that public funding for investment in transport projects is conditional on access for disabled people being included.

Disabled people aged 75+, people with learning disabilities and those who only use a car are more likely to be unsure or don't know about the projects listed.

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Londoners are more likely to be aware that disabled people are exempt from the proposed road charging schemes (33% true compared with 23% overall). In contrast, Londoners are less likely to believe that all registered disabled people are entitled to at least 50% concession on local bus services (41% say this is true compared to 51% in other urban areas and 45% in rural locations).

Train users are more likely than other groups to have an opinion about whether new trains are required to have easy to hear and easy to see announcements. However, while they are more likely to believe this than disabled people as a whole (52% compared with 45%) they are also significantly more likely to say this is untrue (22% against 12%).

Awareness of DPTAC

Like many committees sponsored by Government, DPTAC is not well known. It was not expected that many disabled people would have heard of DPTAC and 85% have never heard of DPTAC. Seven per cent say they have heard of the body, but know nothing about it, and a further 3% know just a little. Only 2% (13 disabled people) say they either know a fair amount about DPTAC or know it very well.

Wheelchair users are more likely to have heard of DPTAC than disabled people as a whole (21% against 15%).

Londoners are significantly more likely to have heard of DPTAC – 64% have never heard of the body compared with 88% of disabled people in other urban areas and 88% in rural areas.

Rail and Underground users are also more likely to be aware of DPTAC, while the reverse is true of disabled people who only use cars.

Appendices

1. Sample Profile Information

2. Statistical Reliability

3. Definition of Social Grades

4. About MORI

5. Marked-up Questionnaire

MORI

Sample Profile Information

		Unweighted Total	Weighted Total
Total		*100*	*100*
Sex:	Male	45	48
	Female	55	53
Age	16-34	11	15
	35-44	12	8
	45-59	23	18
	60-74	27	28
	75+	26	29
Disability	Visually Impaired	21	11
	Hearing Impaired	16	17
	Learning Disability	16	33
	Ambulant Disability	53	65
	Wheelchair user	32	6
Location	Urban (excluding London)	41	46
	Rural	26	41
	London	27	13
Working Status	Working	11	17
	Not Working	73	71

Source: MORI

MORI

2. Statistical Reliability

The sample tolerances which apply to the percentage results in this report are given in the table below. This table shows the possible variation that might be anticipated because a sample, rather than the entire population, was interviewed. As indicated, sampling tolerances may vary with the size of the sample and the size of the percentage results.

For example, on a question where 50% of the people in a weighted sample of 989 respond with a particular answer, the chances are 95 in a 100 that this result would not vary more than 3 percentage points, plus or minus, from a complete coverage of the entire population using the same procedures.

	Approximate Sampling Tolerances Applicable to Percentages at or near these levels		
	10% or 90%	**30% or 70%**	**50% or 50%**
	+/-	+/-	+/-
989 (all)	2	3	3
527 (ambulant disability)	3	4	4
314 (wheelchair user)	3	5	6
210 (visually impaired)	4	6	7
163 (hearing impaired)	5	7	8
157 (learning disability)	5	7	8
406 (urban excluding London)	3	5	5
311 (rural)	3	5	6
272 (London)	4	6	6

Tolerances are also involved in the comparison of results from different parts of the sample - e.g. between the results from different sub-groups or from different samples over time. A difference, in other words, must be of at least a certain size to be considered statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons. The differences between the survey findings must equal or exceed the percentages shown here for the difference to be considered statistically significant. The difference required varies depending upon the sample sizes in question (first column) and the survey finding (columns 2-4).

	Differences Required for Significance at or near these levels		
	10% or 90%	**30% or 70%**	**50% or 50%**
314 (wheelchair user) and 210 (visual impairment)	5	8	9
272 (London) and 311 (rural)	5	8	8

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3. Definition of Social Grades

The list below contains the social class definitions as used by the Institute of Practitioners in Advertising. These groups are standard on all surveys carried out by MORI.

Social Class	Occupation of Chief Income Earner
A	Higher managerial, administrative or professional
B	Intermediate managerial, administrative or professional
C1	Supervisor or clerical and junior managerial, administrative or professional
C2	Skilled manual workers
D	Semi and unskilled manual workers
E	State pensioners etc, with no other earnings

4. About MORI

Set up in 1969 by Professor Robert M Worcester, MORI (Market & Opinion Research International) is the largest independent full-service research agency in Great Britain. MORI has research expertise in many specialist areas - including transport research. MORI undertook the 2000 and 2001 CfIT research, and has also conducted a number of other major studies on public attitudes to the transport system and transport policies. MORI also runs the People's Panel research programme on behalf of the Service First Unit at the Cabinet Office – data from which has been incorporated into this report.

Ranked 8th overall in the 2001 British Market Research Association (BMRA) League Table, MORI's turnover in 2001 was £34 million. MORI has been the fastest growing top ten market research agency for the past two years.

MORI's other specialist business areas include: banking and insurance, business-to-business, charities, consumer, corporate communications, customer satisfaction, education, environment, health and pharmaceutical, human resources, IT and telecommunications, leisure, media, national and local government, new media, opinion leaders, public relations, travel and tourism, retail, and social attitudes and behaviour.

The MORI group incorporates a network of agencies across Europe, America, Asia and Africa. MORI is also the British representative of the IriS (International Research InstituteS) network of European and international research agencies. Through the MORI group of companies and the IriS network, MORI can offer clients access to an international research service network, which ensures the highest technological expertise together with a real capacity for handling operations at a regional level, in virtually any part of the world.

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5. Marked-up Questionnaire

Attitudes of Disabled People to Public Transport in England and Wales 2001/2

- Results are based on 989 interviews with adults aged 16+

- Interviews were conducted face-to-face between 19 November 2001 - 6 January 2002

- Data are weighted by disability, region, and working status

- Where results do not sum to 100%, this may be due to multiple responses, computer rounding or the exclusion of 'don't know/not stated' response categories

- An asterisk (*) represents a value of less than one per cent, but not zero

- Comparisons are made with the Commission for Integrated Transport (CfIT) 2001 survey conducted by MORI where possible - 2,202 members of the general public were interviewed between 9 June and 5 July 2001 across England

Disability

		Total %
Visually impaired	Poor/restricted eye sight/ blindness	11
Hearing impaired	Deafness/ hearing problems	17
Learning disability	Speech problems/ difficulty speaking	33
	Learning problems	
Ambulant disability	Loss of/restricted use of arms or legs	65
	Disability or injury that has an adverse effect on my ability to walk, I walk with a mobility aid (e.g. crutches, walking frame, stick) or with help from another person	
Wheelchair user	Disability or injury that has an adverse effect on my ability to walk, I am a wheelchair user	6

Location

	Total %
Rural	18
In village	20
Town	37
City: inner area	8
City: suburban area	17

Gender

	Total %
Male	48
Female	53

Age

	Total %	CfIT 2001 %
16-24	6	13
25-34	9	19
35-44	10	18
45-54	9	17
55-59	9	7
60-64	9	6
65-74	19	19
75+	29	-

Occupation of Chief Income Earner:
Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

REMEMBER TO PROBE FULLY FOR PENSION AND CODE FROM ABOVE

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Social Class:	Total %	CfIT 2001 %
A	1	4
B	8	18
C1	14	29
C2	14	20
D	16	14
E	44	15

Respondent is	Total %	CfIT 2001 %
Chief Income Earner	65	61
Not Chief Income Earner	31	39

Marital Status of Respondent SINGLE CODE ONLY

	Total %	CfIT 2001 %
Married/living together	36	63
Single	32	21
Widowed/separated/divorced	30	15
Refused	1	0

Housing Tenure SINGLE CODE ONLY

	Total %	CfIT 2001 %
Own outright	26	29
Buying on mortgage	8	42
Rented from the council	33	-
Rented from a Housing Association	17	19[1]
Rented from private landlord	4	7
Residential/nursing home	7	
Other	3	2

Working Status of Respondent SINGLE CODE ONLY

	Total %	CfIT 2001 %
Full-time (30+ hrs/wk)	7	46
Part-time (8-29 hrs/wk)	7	8
Part-time (under 8 hrs)	3	1
Houseperson – looking after child(ren)/dependants	2	7
Houseperson - not looking after child(ren)/dependants	3	3
Retired	51	23
Registered unemployed	6	2
Unemployed but not registered	3	1
On a training scheme	1	*
Voluntary work	2	0
Student	2	6
Other	11	2

SHOWCARD P **Which of these describes the area where you live most of the time?** SINGLE CODE ONLY

	Total %
In the middle of a town or city	28
In a suburb	33
On the edge of the countryside	29
In the middle of the countryside	10

SHOWCARD Q **How would you describe the composition of your household?** SINGLE CODE ONLY

	Total %
Single adult under 60 years	13
Single adult over 60 years	28
Two adults both under 60 years	7
Two or more adults - one only aged over 60 years	10
Two adults - both over 60	17
Three adults all over 16 years	9
1-parent family, with child/ren, at least one under 16 yrs	1
2-parent family, with child/ren, at least one under 16 years	5
Other (WRITE IN AND CODE '9')	9

Car/van in Household

	Total %	CfIT 2001 %
0	60	27
1	32	44
2	5	22
3	*	4
4	*	1
5	-	0
More than 5	*	0

IF CAR/VAN IN HOUSEHOLD ASK
Do you hold a blue or orange badge?
Base: All with car/van in household(395)

	Total %
Yes	69
No	28

IF HOLD BLUE/ORANGE BADGE ASK
Do you know if this was issued under the mandatory or discretionary criteria?
Base: All with blue/orange badge (315)

	Total %
Yes – mandatory criteria	34
Yes – discretionary criteria	12
Don't know/No	52

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[1] CFIT 2001 renting from council/housing association were not separated

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Do you hold a disabled persons railcard?

	Total %
Yes	10
No	86

Do you hold a local authority concessionary fares (bus/rail) pass?

	Total %
Yes	48
No	50

SHOWCARD R **Which of these, if any, do you personally use?** MULTICODE OK

	Total %	CfIT 2001 %
Mobile phone	32	68
Internet at home, work, place of study or elsewhere	14	43
Interactive services through your digital TV, e.g. games, shopping, banking or e-mail	6	20
None of these	62	23
Don't know	1	1

SHOWCARD S **Could you please tell me from this card for the group in which you would place your total household income from all sources, before tax and other deductions?** SINGLE CODE ONLY

	Total %	CfIT 2001 %
Up to £86 per week Under £4,500 per year	13	5
£87-£144 per week £4,500-£7,499 per year	24	11
£145-£221 per week £7500-£11,499 per year	12	7
£222-£298 per week £11,500-£15,499 per year	4	7
£299-£480 per week £15,500-£24,499 per year	4	12
£481 and over per week £24,500 and over per year	2	28
Refused	13	16
Don't know	27	14

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Q1. **What do you see as the main problems facing the area you live in?** DO NOT PROMPT. PROBE FULLY. **What others?** MULTICODE OK

	Total	CfIT Total 2001
	%	%
Crime	**22**	**26**
Crime in general	10	16
Vandalism/hooliganism	12	14
Graffiti	1	3
Racial harassment	*	*
Harassment due to disability	2	-
Drugs	3	5
Other crime issues	2	-
Economy	**12**	**6**
Low pay	2	1
Unemployment	4	4
Weak local economy	1	1
Poor local shops	7	4
Other economy/employment issues	1	-
Education	**2**	**1**
No schools close to where I live	*	1
Poor schools	*	2
Other education issues	1	-
Environment	**16**	**14**
Litter/rubbish in the streets	10	11
Pollution	2	2
Poor upkeep of local amenities, parks	3	5
Other environment issues	3	-
Facilities/ Community	**16**	**10**
Lack of/limited community spirit	4	2
Lack of/limited facilities for teenagers/youths	8	10
Lack of/limited facilities for children	3	6
Poor quality/level of care for the elderly	2	1
Poor leisure/sports facilities	3	4
Poor social services	1	1
Other facility/social services/community issues	3	-
Health	**5**	**3**
Poor health facilities/hospitals	2	2
Lack of health services/Doctors	2	2
Other health issues	2	-

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What do you see as the main problems facing the area you live in? DO NOT PROMPT.
PROBE FULLY. **What others?** MULTICODE OK

		Total	CfIT Total 2001
		%	%
Housing		**6**	**4**
	Lack of accessible/easy to use housing	2	-
	Lack of/limited affordable housing	2	2
	Poor, run-down housing	2	4
	Unsightly housing estates	*	2
	Other housing issues	1	-
Transport		**48**	**37**
	Difficulty in using public transport	16	4
	Traffic congestion	8	14
	Level of road accidents	2	1
	Shortage of car parking	7	8
	Speed of motorists	8	6
	Frequency of public transport	16	9
	Unreliable buses/trains	10	3
	Traffic noise	3	4
	No public transport/bus stops/routes too far away/not local	1	-
	Cost of Public transport	1	-
	Lack of bus shelter	1	-
	Mobility/getting about	1	-
	Lack of disabled friendly public transport	*	-
	Lack of disability awareness/understanding	*	-
	Attitude of drivers/lack of understanding	1	-
	Other transport issues	6	-
Other	Condition of pavements/pavements uneven/cracked	2	-
	Youths/kids hanging around/being a nuisance	1	-
	Access in/out of shops/public buildings	1	-
	Too many hills in area	1	-
	Lack of pedestrian crossings	1	-
	Poor street lighting	1	-
	Lack of police presence	1	-
	Street cleaning	1	-
	High kerbs/lack of kerb drops on pavement	1	-
	Pavement blocked/cars parking on pavements	*	-
	Other	5	11
	Don't know	7	3
	None	*	17

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Q2. **Thinking specifically about <u>transport</u>, which two or three things should have the highest priority for being addressed over the next few years? Include any public transport <u>and</u> road issues that you think are important.** DO NOT PROMPT. PROBE FULLY **What else?**

TOP MENTIONS	Total %
Frequency of public transport	19
Disabled access on public transport	9
Free/cheaper transport for disabled	8
Improve/repair roads/pavements	8
Lower floor transport to meet pavement	5
Staff/drivers to be more friendly/helpful/understanding	5
Traffic congestion	5
Wheelchair access on public transport	5
Punctuality of public transport	5
More car parking spaces	4
Improve public transport in general	4
Improved disabled access	**26**
Nothing	8
Other	4
Don't know	15
No answer	2

Q3. **Thinking about your local area, do you think the people responsible for transport planning and development pay too much, too little, or about the right amount of attention to providing facilities for disabled people?** SINGLE CODE ONLY

	Total %
Too much	1
Too little	60
About the right amount	21
Don't know	18

Q4. SHOWCARD A **Overall, how good or poor would you rate the considerations made for disabled people in the designing of the following?** READ OUT A TO J. SINGLE CODE ONLY FOR EACH LINE. ROTATE ORDER. TICK START

		Very good %	Fairly good %	Neither %	Fairly poor %	Very poor %	Don't Know %
A	**Buses**	8	29	10	25	17	11
B	**Bus stations**	4	21	11	17	15	32
C	**Trains**	4	12	9	15	13	45
D	**Train stations**	3	15	9	14	15	44
E	**Taxis (Black cabs)**	14	34	10	6	4	32
F	**Planes**	11	15	6	4	3	61
G	**Airports**	13	18	4	3	2	59
H	**Coaches**	5	17	10	14	11	42
I	**Ferries**	6	13	6	3	2	68
J	**Streets and pavements**	6	17	11	30	27	8

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Q5.   SHOWCARD B **I'm now going to read out a number of different types of services. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of each?** READ OUT A-M. SINGLE CODE ONLY FOR EACH LINE.
ROTATE ORDER. TICK START

<div style="text-align:right">CfIT 2001</div>

		Very satis-Fied %	Fairly Satis-fied %	Neither %	Fairly dissatis-fied %	Very dissatis-fied %	Don't know %	Satis fied %	Dissati sfied %
A	**Local bus services**	12	30	11	18	14	15	45	22
B	**Local train services**	5	15	11	10	8	50	31	19
C	**Long distance and inter city rail services**	4	9	13	6	6	60	-	-
D	**Road maintenance**	2	23	8	31	27	8	28	56
E	**Pavement maintenance**	3	20	7	31	34	4	31	52
F	**Services from High Street Banks/Building Societies**	25	39	8	6	5	17	68	12
G	**Ferry services**	7	10	8	2	1	73	-	-
H	**Airline services**	11	14	7	2	1	64	-	-
I	**Coach services**	8	20	10	5	4	51	-	-
J	**The service you receive from your local supermarket**	38	38	5	5	2	11	83	5
K	**Taxi/minicab services**	30	33	10	3	2	22	-	-
L	**Your local council**	12	33	14	15	10	16	41	26
M	**Light rail/tram/Underground services**	2	6	6	3	5	76	22	10[2]

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[2] CfIT 2001 asks 'London Underground' only

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SHOWCARD C **Please could you tell me, from this card, how strongly you agree or disagree with each of the following statements? Firstly ...** READ OUT A TO J. SINGLE CODE ONLY FOR EACH LINE **Just read out the number that applies**. ROTATE ORDER. TICK START

		Strongly agree %	Tend to agree %	Neither %	Tend to disagree %	Strongly disagree %	Don't know %	CfIT 2001 Agree %
A	The necessary investment is being made in Britain's railways to meet the needs of passengers	3	11	7	24	19	33	13
B	The necessary investment is being made in Britain's buses to meet the needs of passengers	4	21	10	25	14	23	19
C	There is adequate enforcement of car parking restrictions	4	15	11	18	21	31	-
D	I would go out more often if the conditions for walking around here were better	17	31	17	19	11	5	-
E	I am fearful of travelling by public transport	16	24	8	28	19	4	22
F	I would like the opportunity to be involved in public transport projects in my area to ensure that they meet my needs	11	18	10	18	31	11	-
G	I would travel by public transport more, if staff were better trained to deal with my needs	18	29	14	19	14	6	-
H	If it were easier to get information about public transport services, I would use public transport more	13	26	14	24	15	8	40
I	Improvements to public transport would have a positive impact on my social life	19	28	11	18	17	6	32
J	I prefer using the car to public transport	40	19	14	7	10	10	-

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Q7. **You say that you prefer using the car to public transport – why do you say this?** DO NOT PROMPT. PROBE FULLY. **Why else?** WRITE IN

TOP MENTIONS

	Total
	%
Easier/more convenient	38
Goes door to door/goes directly to where I want to go	31
Cant get on/off public transport/easier to get in/out of the car	13
I need someone to help me/travel with me	11
No waiting at bus stops/stations	11
Avoids the need to walk/am unable to walk far	10
Gives me more freedom/independence	9
Its safer/more secure	8
No time restrictions/can travel at any time I want	7
Its quicker/public transport takes too long	7
Other	*
Don't know	*
No answer	2

Q8. **I'm now going to read out a list of issues and I'd like you to tell me whether you think each is going to improve, deteriorate or stay about the same, over the next ten years?** READ OUT A TO F. SINGLE CODE ONLY FOR EACH LINE. ROTATE ORDER. TICK START

	Total %				CfIT 2001 %			
	Improve	Deteriorate	Stay about the same	Don't Know	Improve	Deteriorate	Stay about the same	Don't Know
Quality and performance of local bus services	30	15	37	18	35	15	43	7
Quality and performance of train services	26	13	22	39	42	15	33	11
Links between different types of public transport, for example bus/rail interchanges	21	8	25	46	41	9	39	10
Links between car and public transport, for example park and ride schemes, parking at stations	28	6	21	45	54	8	29	9
Quality and performance of light rail, tram, or Underground services[3]	13	5	16	66	21	10	32	37
The consideration of disabled people's needs in the design of public transport vehicles (i.e. buses, trains, trams)	49	7	23	21	-	-	-	-

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[3] CfIT 2001 question worded differently 'Quality and Performance of London Underground Services'

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Q9. SHOWCARD D **I am now going to read out a number of forms of transport people use. Please tell me how often, if at all, you have personally used each one?** READ OUT A TO J. SINGLE CODE ONLY FOR EACH LINE. ROTATE ORDER. TICK START

		(01) Five days a week or more	(02) 1-4 days a week	(03) 1-3 times a month	(04) 6-11 times a year	(05) 1-5 times a year	(06) Less often than once a year	(07) Never	Don't know	CfIT 2001At least once a month
		%	%	%	%	%	%	%	%	%
A	**Car driven by yourself**	13	6	*	*	*	1	79	*	64
B	**Car driven by someone else**	11	38	19	6	8	3	15	*	69
C	**Taxis/minicabs**	3	23	15	5	15	8	30	1	36
D	**Local bus services**	11	23	10	5	7	4	39	1	41
E	**Long distance buses or coaches**	1	*	1	2	18	15	61	2	4
F	**Local rail services**	1	2	4	2	11	9	67	2	15
G	**Long distance rail services**	*	*	1	2	10	9	74	3	7
H	**Light rail, tram or Underground services**[4]	1	1	3	1	4	5	81	4	13
I	**Ferry services**	-	-	1	1	8	12	74	4	-
J	**Planes**	-	*	*	*	15	17	64	3	-

Q10. SHOWCARD E **When using these forms of transport, how easy or difficult do you find travelling by each?** READ OUT A TO H. SINGLE CODE EACH. ROTATE ORDER. TICK START

		Very easy %	Fairly easy %	Neither %	Fairly difficult %	Very difficult %	Don't know %
A	**Local bus services**	23	34	7	22	11	2
B	**Long distance buses or coaches**	18	30	10	20	13	7
C	**Local rail services**	12	33	11	22	16	5
D	**Long distance rail services**	15	33	12	15	15	6
E	**Light rail, tram or Underground services**	15	25	16	17	14	8
F	**Taxi/Minicab services**	35	46	6	4	4	2
G	**Ferry services**	20	45	12	8	3	9
H	**Planes**	30	42	11	5	5	5

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[4] CfIT 2001 asks 'London Underground' only.

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Q11. SHOWCARD F **This card shows a list of adjectives that might be used to describe the people you would have had contact with when using different modes of transport. First of all, please tell me all the ones which describe your image of** (INSERT PERSON FROM A TO D). **Which others?** MULTICODE OK

	(A) Taxi/ minicab drivers		(B) Bus drivers		(Ci) Train station staff		(Cii) On train staff		(D) Airline Stewards/ Stewardesses	
	%		%		%		%		%	
Base: All who use mode of transport	Total (697) %	CfIT 2001 %	Tota (601) %	CfIT 2001 %	Total (392) %	CfIT 2001 %	Total (392) %	CfIT 2001 %	Total (354) %	CfIT 2001 %
Helpful	75	51	44	50	43	47	34	36	73	73
Patient	38	15	24	16	16	11	13	8	35	30
Friendly	69	38	46	30	32	18	29	18	60	46
Polite	49	23	34	21	28	21	28	19	48	44
Cheerful	39	20	27	16	17	7	13	8	33	32
Unhelpful	6	6	20	11	13	14	6	5	2	2
Impatient	5	10	20	16	10	4	5	2	1	2
Unfriendly	3	5	11	9	7	7	2	4	*	2
Rude	4	5	13	8	6	4	2	2	-	1
Miserable	4	8	12	14	6	9	3	6	*	1
None of these	*	1	1	1	4	5	11	8	2	*
Don't know	2	2	5	2	12	10	16	19	6	1

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Do you personally use any of the following services? READ OUT A TO G.
MULTICODE OK. ROTATE ORDER. TICK START

	Yes %
Community car (i.e. volunteer drivers using their own vehicles)	18
Motability	13
Buggies at airports or rail stations	12
Disabled Persons Reporting System (for assistance at rail stations)	9
Shopmobility (i.e. providing manual or powered wheelchairs and scooters or escorts to help people shop and use Facilities)	8
Taxicard (i.e. offering users a refund on taxi fares)	6
None of them	54
No answer	1

Q13. **And, in the last twelve months, when you've contacted the Disabled Persons Reporting System have you encountered any problems?** SINGLE CODE ONLY

Base: All who personally use the Disabled Persons Reporting System	Total % (125)
Yes	32
No	65
Can't remember	1
Don't know	2

*

Q14a. **When travelling by public transport do you usually travel alone or with someone else?**

Q14b. **When travelling by car/ taxi/minicab do you usually travel alone or with someone else?**

Base: All who travel by public transport/car/taxi/minicab	(a) Public transport (760) %	(b) Car/taxi/ minicab (950) %
Travel alone	39	36
Travel with someone else	40	43
It depends	12	10
No answer	9	11

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Q15.   SHOWCARD G **I'm now going to read out some issues associated with roads and different types of transport**.

Please tell me, from this card, how good or poor you would rate each of the following issues associated with ... READ OUT AA – GG ACCORDING TO FILTERS. **Firstly, ...** READ OUT A – N IF NOT SHADED. WRITE IN NUMBER IN RELEVANT BOX.

REPEAT QUESTIONS FOR BB – GG ACCORDING TO FILTERS.

(aa)	ASK ALL WHO TRAVEL BY CAR (Q9A OR B, CODES 1- 6)	**... cars, roads and parking?**
(bb)	ASK ALL WHO TRAVEL BY BUS (Q9D OR E, CODES 1- 6)	**... buses?**
(cc)	ASK ALL WHO TRAVEL BY TRAIN (Q9F OR G, CODES 1- 6)	**...trains?**
(dd)	ASK ALL WHO TRAVEL BY TAXI/ MINICAB (Q9C, CODES 1- 6)	**...taxis/ minicabs?**
(ee)	ASK ALL WHO TRAVEL BY PLANE (Q9J, CODES 1- 6)	**...planes?**
(ff)	ASK ALL WHO TRAVEL BY FERRY (Q9I, CODES 1- 6)	**...ferries?**
(gg)	ASK ALL WHO TRAVEL BY LIGHT RAIL, TRAM OR UNDERGROUND (Q9H, CODES 1-6)	**...light rail, tram or underground services?**

Very Good	1	Fairly Poor	4
Fairly Good	2	Very Poor	5
Neither good nor poor	3	Don't know	6

(aa) Cars, roads and parking

Base: All who travel by car (892)	Very Good	Fairly Good	Neither good nor poor	Fairly Poor	Very Poor	Don't know	CfIT 2001 Poor
	%	%	%	%	%	%	%
Ease of reading signs	16	27	10	8	4	15	-
Facilities for disabled people at motorway services	7	23	12	7	2	31	-
Number of car parking spaces for disabled people	5	18	12	19	13	15	-
Effectiveness of controls used on disabled parking spaces	4	12	11	15	20	19	-
Average distance between car parking facilities and where you need to go	7	29	13	14	8	12	-
Personal security when travelling	42	21	5	2	*	8	-
Cost of travel[5]	20	19	12	7	4	16	63
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	4	10	14	4	4	36	-
Making travel arrangements	30	19	9	4	2	11	-

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[5] CfIT 2001, the question was 'The cost of using a car'.

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(bb) Bus

Base: All those who travel by bus (601)	Very Good	Fairly Good	Total Neither good nor poor	Fairly Poor	Very Poor	Don't know	CfIT 2001 Poor
	%	%	%	%	%	%	%
Ease of reading signs	7	13	6	4	3	4	-
Punctuality and reliability	10	28	13	21	15	2	35
Frequency	13	23	11	24	18	2	35
Personal security when travelling	19	30	19	14	4	3	25
Cost of travel[6]	22	24	15	15	11	2	33
Availability of priority seating for disabled people	8	20	13	22	16	10	-
Availability of wheelchair spaces	5	8	12	16	22	24	-
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	8	16	9	15	19	21	
Ease of access (i.e. getting on and off)	18	19	13	18	17	2	-
Making travel arrangements	14	23	22	9	8	12	-

(cc) Trains

Base: All who travel by trains (392)	Very Good	Fairly Good	Total Neither good nor poor	Fairly Poor	Very Poor	Don't know	CfIT 2001 Poor
	%	%	%	%	%	%	%
Ease of reading signs	11	13	5	4	9	3	-
Punctuality and reliability	7	27	15	17	11	6	37
Frequency	8	29	17	16	9	6	24
Personal security when travelling	14	28	19	14	5	4	29
Cost of travel[7]	6	18	14	20	23	3	56
Availability of priority seating for disabled people	4	9	13	22	21	13	-
Availability of wheelchair spaces	2	7	8	19	21	21	-
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	4	6	9	12	22	29	-
Ease of access (i.e. getting on and off)	11	14	12	16	25	4	-
Making travel arrangements	12	23	15	9	14	10	-

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[6] CfIT 2001 question was 'Level of bus fares'
[7] CfIT 2001 question was 'Level of train fares'

MORI

(dd) Taxi/minicab

Base: All who travel by Taxi/minicab (397)	Very Good %	Fairly Good %	Total Neither good nor poor %	Fairly Poor %	Very Poor %	Don't Know %
Ease of reading signs	8	19	7	3	3	11
Punctuality and reliability	37	38	5	3	4	1
Frequency	31	31	9	2	3	8
Personal security when travelling	38	37	7	4	1	1
Cost of travel	6	22	18	24	14	4
Availability of wheelchair spaces	6	13	17	9	8	30
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	5	13	15	10	9	32
Ease of access (i.e. getting on and off)	19	33	17	10	4	3
Making travel arrangements	34	39	6	3	2	2

(ee) Plane

Base: All who travel by plane (354)	Very Good %	Fairly Good %	Total Neither Good nor Poor %	Fairly Poor %	Very Poor %	Don't Know %
Ease of reading signs	11	17	8	2	4	5
Punctuality and reliability	28	35	9	1	2	7
Personal security when travelling	38	31	8	2	*	3
Cost of travel	8	20	20	14	8	10
Availability of priority seating for disabled people	14	21	11	7	12	16
Availability of wheelchair spaces	6	11	17	4	10	30
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	6	8	12	3	7	39
Ease of access (i.e. getting on and off)	26	31	9	6	5	5
Making travel arrangements	29	31	6	1	4	11

MORI

(ff) Ferry

Base: All who travel by ferry (243)	Very Good	Fairly Good	Total Neither good nor poor	Fairly Poor	Very Poor	Don't Know
Ease of reading signs	10	16	10	2	1	3
Punctuality and reliability	23	38	8	1	1	9
Frequency	18	38	9	1	1	12
Personal security when travelling	27	32	12	3	*	5
Cost of travel	10	24	11	14	4	16
Availability of priority seating for disabled people	13	19	16	7	3	21
Availability of wheelchair spaces	4	16	15	4	5	29
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	4	18	10	5	4	33
Ease of access (i.e. getting on and off)	21	33	11	5	3	5
Making travel arrangements	26	26	7	3	2	14

(gg) Light rail, tram or underground[8]

Base: All who travel by light rail, tram or underground (197)	Very Good %	Fairly Good %	Total Neither good nor poor %	Fairly Poor %	Very Poor %	Don't Know %	CFIT 2001 Poor %
Ease of reading signs	14	17	5	4	5	2	-
Punctuality and reliability	12	25	15	4	5	5	12
Frequency	17	25	14	3	3	3	7
Personal security when travelling	11	23	12	11	8	2	40
Cost of travel[9]	16	20	15	5	7	3	34
Availability of priority seating for disabled people	6	12	6	14	17	10	-
Availability of wheelchair spaces	2	8	8	11	13	20	-
Number of new vehicles, designed to meet the needs of disabled people (e.g. low floor buses)	2	10	9	7	11	26	-
Ease of access (i.e. getting on and off)	16	13	9	9	16	3	-
Making travel arrangements	13	16	11	6	8	9	-

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[8] CfIT 2001 was London Underground only
[9] CfIT 2001 question was 'Level of Underground fares'

MORI

Q16. **What, if anything, would have to improve for you to consider using buses more?** DO NOT PROMPT. PROBE FULLY. **What else?**

TOP MENTIONS	Total %
Frequency	15
Accessibility	12
Staff/drivers more friendly/helpful/understanding	10
Lower fares	10
Lower floors/steps level with	9
Punctuality	5
Better/more defined seating areas	5
More bus routes	5
Timetables	5
Access to wheelchair-users	4
Nothing would need to be improved – would not use anyway	5
Nothing – would not use more	25
Don't know	7

Q17. **What, if anything, would have to improve for you to consider using rail services more?** DO NOT PROMPT. PROBE FULLY. **What else?**

TOP MENTIONS	Total %
Lower fares	10
Accessibility	8
Easier accessibility to stations/platforms	5
Local railway stations/stations closer to where I live	5
Toilet facilities/accessible toilets	3
Staff more friendly/helpful/understanding	3
Punctuality	3
Improve safety/security	3
More announcements/information	3
Nothing needs to be improved – would use more anyway	5
Nothing – would not use more	44
No answer	14

MORI

Q18. **What, if anything, would have to improve for you to consider using taxi/minicab services more?** DO NOT PROMPT. PROBE FULLY. **What else?**

TOP MENTIONS	Total %
Cheaper/lower fares	13
Drivers more helpful/friendly/understanding	3
More wheelchair accessible cabs/specially adapted cabs	2
Accessibility	2
Availability/more of them	2
Better seating	2
Improve reliability	2
Improved safety/security	1
Punctuality	1
Better standard/quality of vehicle	1
Nothing needs to be improved	18
Nothing – would not use more	38
Don't know	9

Q19. SHOWCARD H **Which, if any, of these journeys do you normally experience difficulty, or do not make at all, because of a lack of transport or poor transport services in your area?** MULTICODE OK

	Total %
Travelling to/from a place of work	25
Visiting friends/relatives	23
Visiting leisure/recreational facilities	18
Travelling to/from a place of study	6
Travelling to/from doctor/hospital	4
None – I do not experience difficulty/I can make all the journeys I want	53
Don't know	4

Q20. SHOWCARD I **Do you find that you have to plan your journeys <u>well</u> in advance?** SINGLE CODE ONLY

	Total %
Yes, all of the time	27
Yes, for over half the journeys I make, but not all	14
Yes, for less than half the journeys that I make	6
Yes, but only for a few long distance journeys	14
No, never plan well in advance	31
It depends	8
No answer	*

MORI

Q21.   SHOWCARD J **Do you ever feel ….?** CODE ALL THAT APPLY. MULTICODE OK

Base: All who plan journeys well in advance (653)	Total % Yes
Frustrated that I can't go out on the spur of the moment	52
Accept it is as part of being disabled	40
Would like more options to making travelling less hassle	38
None of these	12
Don't know	2

Q22a.   SHOWCARD K **For which of these, if any, is it easy for you to get hold of information on services?** MULTICODE OK

Q22b.   SHOWCARD K AGAIN **For which of these, if any, is it difficult for you to get hold of information on services?** MULTICODE OK

	(a) Easy %	(b) Difficult %
Local buses	47	18
Local trains	22	17
Long distance buses or coach services	18	16
Airline services	17	10
Long distance trains	16	15
Ferry services	12	8
Light rail, tram or underground	8	9
None of these	13	25
Don't know/no opinion	23	29

Q23.   SHOWCARD L **Whilst travelling <u>on</u> public transport, how well informed, if at all, do you feel about the journey (for example warnings about delays, personal security or the next destination)?** SINGLE CODE ONLY

	Total %
Very well informed	9
Fairly well informed	23
Not very well informed	23
Not at all well informed	15
Don't know	30

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Q24a. SHOWCARD M **Now I want you to tell me which, if any, of these ways have you used to get travel information or advice on <u>public transport</u> in the past twelve months.** MULTICODE OK

Q24b. SHOWCARD M AGAIN **Now thinking about the future, which, if any, of these ways would you <u>like to use</u> to get travel information or advice on <u>public transport</u>?** MULTICODE OK

	(a) Have used %	(b) Would like to use %
Telephone Inquiry Service (advice lines, help lines)	35	22
Printed timetable/map you pick up at a station	23	12
Face-to-face at the information desk/office	22	12
Printed timetable/map displayed at stations and stops	14	9
Teletext/Ceefax	9	8
Printed timetable/map delivered through your door	9	17
New technology (through the internet, mobile phone, TV interactive services)	8	10
Automotive Information on the vehicle	3	9
Other (WRITE IN AND CODE '9')	4	2
None of these	37	35
Don't know	4	11

Q25. SHOWCARD N **I am now going to read out some statements and I would like you to tell me to what extent you believe each to be true or false, or whether you are not sure.** READ OUT A TO E. SINGLE CODE EACH. ROTATE ORDER. TICK START

		Definitely true	Probably true	Probably false	Definitely false	Not sure/ Don't Know
A	**All new trains are required to have easy to hear <u>and</u> easy to see announcements**	13	32	7	5	43
B	**Easy to use buses will not be available until 2015**	5	21	16	13	44
C	**Disabled people are exempt from any proposed road charging schemes, such as congestion charging**	5	18	13	8	56
D	**All registered disabled people are entitled to at least 50% concession on local bus services**	19	28	10	8	35
E	**All new transport projects are required to be easy to use for disabled people**	19	43	8	3	28

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Q26.   SHOWCARD O **How well do you feel you know DPTAC, the Disabled Person's Transport Advisory Committee?** SINGLE CODE ONLY

	Total %
Know very well	1
Know a fair amount	1
Know just a little	3
Heard of but know nothing about	7
Never heard of	85
Don't know/ no opinion	4

[As you may know], DPTAC advises the UK Government on access for disabled people to transport. DPTAC's aim is to ensure that all disabled people can go where everyone else goes and that they can do so easily and without extra cost. They would like to see this happen over the next 10 years.

Q27.   **Would you be willing to be re-interviewed by MORI again, as part of this project on transport?** SINGLE CODE ONLY

	Total %
Yes	58
No	42

THANK RESPONDENT AND GO TO DEMOGRAPHICS

MORI