

## Issues faced by disabled rail travellers

This is a list of issues raised by travellers using the FixMyTransport platform developed by mySociety. The problems were submitted by travellers between mid 2011 and early 2015.

The original data file consisted of over 10,000 complaints. Below is a subset extracted by importing the data into NVIVO and using a word search of [Disabled OR wheelchair OR disability] AND selecting the mode of transport to be Train.

Note each complaint consists of a pair of references below – the text highlighted in yellow is the subject heading submitted by the traveller, and the longer block of text that follows is the problem description that they submitted. Therefore there are 86 individual comments/complaints represented below.

All data has been anonymised, but if any personal details still remain, then please let us know.

Reference 1 - 0.01% Coverage

**Disabled Access**

Reference 2 - 0.01% Coverage

As a person of limited mobility, I find that I can only access one of the two platforms at Chepstow Railway Station as I am unable to use the stairs leading between the platforms. I can catch an Eastbound train, but the only way for me to take a Westbound train (towards Cardiff) is to get on one going the opposite way, leave the train at the next station and cross the lines to catch the next one going in the right direction. The result of this is that train journeys take considerably longer for me and **that I have to book more assistance than I really need**, which inconveniences train staff as well as myself. I believe it is possible for access to be provided to the far platform and would like to see this implemented.

Reference 3 - 0.01% Coverage

**No accessible toilet available**

Reference 4 - 0.01% Coverage

On the 19:15 train from London Paddington to Bristol Parkway on the 23rd August the only **accessible toilet** on the train was out of order. I therefore had no toilet that I could use safely for the whole journey meaning that I couldn't go to the toilet until I got to Bristol Parkway. I have a functional bowel/bladder problem linked to my disability and holding it in for that long can cause infections so this was not helpful at all. This isn't the first time this has happened on this route.

Reference 5 - 0.01% Coverage

**no step free access**

Reference 6 - 0.01% Coverage

**there is no lift** at this station and no step free access. Therefore disabled people are wanting to go to London are expected to travel the opposite way get off at Dartford, use lift to go to London bound platform then continue their journey. This is wrong and is an equality issue.

Reference 7 - 0.01% Coverage

#### Can we get a ticket machine at Parson Street Please?

Reference 8 - 0.01% Coverage

Can we please get a ticket machine and a screen so we can see what trains are coming or are delayed? I am always having to buy my ticket after I travel on the train, usually on the Westbury train on the second leg of my journey as there are never anyone collecting fares on the Parson street side or at Temple Meads - there is a long queue and the queues are at the barrier by the entrance, which is miles away from the platforms. I am disabled and cant get to the main entrance and back to my connection train.

Reference 9 - 0.01% Coverage

#### Massive gap between train and platform edge

Reference 10 - 0.01% Coverage

The gap between the train and the platform edge (especially platform 4, for all trains in to Waterloo) is huge - about two feet! - and requires a great effort just to pull oneself into the train. I hope the station improvement works currently on include plans to raise the platforms or provide ramps in at least two spots per platform so that the aged, disabled or simply children, or short/unfit people, can get in and out of trains safely. Thanks!

Reference 11 - 0.01% Coverage

#### Lifts for passengers at Swanwick Station

Reference 12 - 0.01% Coverage

Could you let me know what plans you have to **build lifts** at Swanwick and other stations on this line please? I, and others, struggle daily to carry our bikes between platforms. And I guess the aged, those carrying pushchairs or heavy cases and wheelchair users must struggle to do the same. With thanks,

Reference 13 - 0.01% Coverage

#### Unhelpful staff re wheelchair assistance

Reference 14 - 0.01% Coverage

I travelled from Edinburgh Waverley station on Sunday afternoon, and had booked wheelchair assistance with Virgin Trains. They told me that I should bring myself to the attention of any member of station staff upon arrival who would bring the assistance needed. However this was not the case: the staff member at the information desk on the main concourse was entirely unhelpful and told me to go to East Coast Reception. His directions sent me on an awkward route against crowds of other passengers and did not actually lead me to the reception at all. I eventually asked another member of staff, who did as the first should have and called reception by radio. Both he and the person who arrived when called were helpful and friendly.

Reference 15 - 0.01% Coverage

#### Lifts not working

Reference 16 - 0.01% Coverage

The brand new lifts in Bath Spa Railway station, which replaced the old "exit via the car park" and down a ramp, are not working today again. As a disabled user this makes it very difficult for me. The lifts are brand new and not yet a week old and yet they arent working. Not acceptable, either sort it our or re-open the previous exit.

Reference 17 - 0.01% Coverage

#### Disabled Parking Bays at Blantyre Railway Station

Reference 18 - 0.01% Coverage

Dear Sir or Madam, I arrived at Blantyre station in my car this morning to discover that one of the three disabled bays reserved for blue badge holders (the one closest to the platform) cannot be used because there is a skip, bags of cement, bricks and other building materials in it. As there are only three dedicated spaces for badge holders, this further limits accessibility at this station for those in wheelchairs or with a physical disability. This car park is frequently full from very early on in a day, and therefore it is rarely possible to park in this car park even if a disabled person was able to

walk from the opposite end of it. The blue badge spaces are also frequently being used by people without badges to pick up or drop off at the station, which means that even when one of them is not being used to house a skip, it can be difficult to gain access. On more than one occasion I have missed a train because I have had to physically get out of my car and ask a non-badge holder to move, or go into the station to request a member of staff do this for me. Can I suggest that Scotrail move the skip and building materials out of this disabled parking space, possibly into one of the 50 or so ordinary spaces that are not reserved for people with a disability? It might also be worthwhile if consideration could be given to providing some more disabled parking bays, or a means of monitoring who uses them.

Reference 19 - 0.01% Coverage

#### Insufficient Cycle Parking at Sheffield Station

Reference 20 - 0.01% Coverage

There is not nearly enough cycle parking at Sheffield station, and as a result cycles are locked just about anywhere they can be around the station. EM Train's response seems to be to put notices up saying that cycles parked in the wrong place will be removed and the owner fined rather than doing anything about the cause of the problem. Also the cycle parking in the disabled parking area, outside the station itself, is highly insecure.

Reference 21 - 0.01% Coverage

#### Helpful staff at Paddington Station Reception

Reference 22 - 0.01% Coverage

We took our disabled 5 year old son to London for the day. On the return journey to Bristol the reception staff were very friendly and helpful. A member of staff took us to the train and helped with the ramp in advance of the rush of other passengers.

Reference 23 - 0.01% Coverage

#### Wheelchair Access

Reference 24 - 0.01% Coverage

Please can a ramp be added to enable wheelchair access to Keynsham Train station. At the moment only the platform for Bath/London bound trains can be accessed. The other platform has a flight of stairs. My son is unable to use this station as a result.

Reference 25 - 0.01% Coverage

#### Lack of seats

Reference 26 - 0.01% Coverage

I use this route regularly and on several occasions have been unable to get to RESERVED seats due to the overcrowding. If I have been able to get a seat I usually have to give it up for elderly or disabled rail users. This is unacceptable, there needs to be more seating provided with the provision of more rolling stock.

Reference 27 - 0.01% Coverage

#### Very loud humming noise in second carriage

Reference 28 - 0.01% Coverage

On 0710 stansted express from Liverpool St. In third carriage (disabled toilet and space). Very loud humming noise can be heard and felt as a vibration. Once or twice something goes clunk and it disappears for a few seconds. Can't be heard in other carriages.

Reference 29 - 0.01% Coverage

#### Disabled Access to Parson Street Station

Reference 30 - 0.01% Coverage

There is no disabled access to this station at all. The only way onto the platforms are down two sets of stairs. I have trouble getting down these stairs (I have a minor disability which makes stairs difficult) but if I was in a wheelchair there is NO WAY I would be able to use this station at all. This is discriminating against disabled people. First Great Western have a duty of care to ensure that there is disabled access or some other alternative or people to use the station.

#### Reference 31 - 0.01% Coverage

##### Bridge across the line

#### Reference 32 - 0.01% Coverage

We need a footbridge across the line, as its a very long walk from one side to the other for older people or people like me with a disability which restricts my walking to 30 yards, we are continually ignored on this problem, There used to be a footbridge across the line some time back but was taken down, as far as I know this is the only station with no bridge crossing.

#### Reference 33 - 0.01% Coverage

##### Hayes & Harlington: Renovations are Causing Immense Inconvenience to Passengers

#### Reference 34 - 0.01% Coverage

Note: Despite raising these issues with FGW management via emails, letters to local newspapers, email to Hillingdon Council, and to HayesFM - FIRST GREAT WESTERN AND NETWORK RAIL ARE REFUSING TO ADDRESS THE ISSUES, The situation has been going on for weeks. Nothing gets done about them. ===== The current renovations are causing immense inconvenience to passengers due to the lack of a working customer information system, customer contact staff being present especially in the evenings, and the general mismanagement of the station in that frequently arriving trains are switched between platforms without announcements. FGW are refusing to reply to newspaper articles, newspaper reporters, or calls from HayesFM. FGW are refusing to address the below points which are exacerbated by the current rebuilding works. ===== The concerns are: \* the appalling (mis)management of the renovations which is causing passengers gross inconvenience \* the misinformation from the new (partly working) c.i.s., especially when there are cancellation of services \* the crt screens in the old foyer (now locked) frequently only show Arrivals not Departures; therefore passengers do not know which trains are those calling at Reading or Oxford. \* this confusion is worse at night when there are no staff on duty to advise \* the dot matrix indicators are hard to read from a distance, and the main one on platform 4 has been showing 'No fonts' for weeks without any sign of it being repaired or replaced \* there is general confusion at night because all four platforms are being used; and without adequate customer information passengers do not know which platform to go to \* indeed platform 1 is unreachable from the main entrance at platform 4 \* there are no crt screens showing Arrivals and Departures at the new entrance \* the lack of staff on the platforms especially late at night, such as last Sunday (4-Sep-2011) evening when Heathrow Connect was being terminated at H&H. \* there are no automated ticketing facilities, incl. 'permit to travel' machines at the new (and only) entrance, and only one Oyster validator, \* there is no Oyster validator at all for platform 1 for 'touching out' for passengers from London \* the ladies and disabled toilets still do not seem to be finished \* there is general detrius and squalor outside the new entrance (not from the renovations but at the rear of the nearby shops) \* the inadequate lighting at the roundabout by the new station entrance in Station Parade makes the whole area outside the station very dark especially for lone women Addressing these issue would be a great way of improving the travelling experience of hapless customers. ===== Then there is the general mismanagement that has been going on for years, specifically: \* the sudden - frequently unannounced - switching of platforms especially late at night and early in the morning, which affects Ealing Broadway, Southall and Hayes & Harlington \* the gross over-crowding on FGWL services (with health and safety implications) \* the Heathrow Connect stopping at the far end of the platform 4 with the drivers bullying passengers that the doors are about to close as they try and run along the platform to try and get on the train by the end doors (this situation is even worse at Southall). ===== Typically this was my experience on one particular day: This evening (Thursday 1-9-2011) I caught the 22.10 from Paddington. It arrived at Hayes & Harlington at platform 1 at 22.33 (due 22.29) - the delay was to switch from the down slow to the down fast line just before Southall. About 40 passengers got off. No-one 'touched out' - there is no Oyster validator on platform 1. I then went round to the Station foyer and all was locked up. The only crt on display was the confusing b&w one of Arrivals. It was showing that all four platforms were in use. Many of the trains arriving at platforms 3 and 1 simply said From: London Paddington. But this screen does NOT show which trains are for Reading, Oxford or Heathrow!! Totally confusing for passengers especially when all four platforms were in use. Why isn't the other coloured crt switched on displaying Departures which is much more useful? I then went down to platform 4. The ticket office was closed. The dot matrix there still said "No Fonts". I checked the working dot matrix c.i.s. displays. The other one on platform 4 said Paddington 23.03 The one on platform 2 said Paddington 22.56 There were similar displays for trains on BOTH platform 3 AND platform 1. It is impossible to run from platform 3 to platform 1 or v.v. when trains are suddenly switched - WHICH HAPPENS ALMOST EVERY NIGHT AND (I understand) EARLY IN THE MORNING. THAT IS - ALL FOUR PLATFORMS WERE IN USE THIS EVENING. AND WITHOUT ADEQUATE INFORMATION THIS IS VERY CONFUSING FOR PASSENGERS ESPECIALLY THOSE FROM OVERSEAS WHO PERHAPS CANNOT UNDERSTAND WHAT IS GOING ON. The Station does not have adequate Oyster validators. THERE ARE NO TICKET MACHINES. THERE ARE NO PERMIT TO TRAVEL MACHINES. There is still no action to resolve these issues whatsoever from FGW or Network Rail.

#### Reference 35 - 0.01% Coverage

#### Poor organisation for disabled travellers

##### Reference 36 - 0.01% Coverage

On a couple of occasions I have booked assistance with luggage and getting on and off the train. On both instances I have been let down severely. The first occasion was where I was travelling from London Euston to Coventry on two crutches, there was no ramp and no luggage assistance on arrival at Coventry. I had booked the help a week in advance at least. I could not climb down the steps and was waiting in the doorway of the train hoping that someone would see me. As there was nobody there to help me off and no assistance was present, everyone involved assumed that the train was ready to depart for Birmingham. The doors closed on me 3-4 times without anybody checking to see what the problem was. This made my condition extremely bad, I was barely able to stand straight, let alone walk. Passengers on the platform informed the signaller that I needed a ramp, this was then provided, I was not helped with my luggage and had to struggle in agony to the lift where I ran into the manager/inspectors. They then called for a wheelchair pushed me out of the station and I was then helped into a taxi home. I suffered in agony for a week after that this definitely contributed to making bad enough to now need to use a wheelchair. I was assured by the two inspector/managers that it would be looked into and that it should not have happened. Unfortunately, this was not the case. The second incident was again from Euston to Coventry where I travelled in my wheelchair. If the cleaner on the train hadn't seen me struggling to get off the train and would not have told the platform assistant that I was trying to get off, I would have ended up in Birmingham! Again, I had booked the ramp and assistance with luggage a week in advance at least, there was no ramp and no assistance. When the cleaner informed the platform steward that there was a wheelchair user who needed to get off, he asked "do I need a ramp?" The ramp was then provided and assistance with my luggage was provided. To add insult to injury, I had told the steward at Euston to inform Coventry to be ready. I received no formal apology for what I went through and nothing has been done since.

##### Reference 37 - 0.01% Coverage

#### Bridge or lift to London bound platform

##### Reference 38 - 0.01% Coverage

As a cyclist I can't tell you how pleased I was when the new bridge and lift opened at Canterbury West Station. Finally, no more hulking of heavy bike with loaded panniers up and down the stairs to/from the subway. Now if only they could do the same for Canterbury East station. Here the subway is narrower meaning lifting bike and panniers down is harder and more frustrating for the people behind you who have no way past. Please help me in this campaign for similar facilities at the East station as the West. Apart from helping cyclists I'm sure there's many people who have struggled to man handle a buggy or pram down the subway or had to ask the railway staff to help escort them across the tracks with a wheelchair.

##### Reference 39 - 0.01% Coverage

#### Installation of lifts at Faversham train station

##### Reference 40 - 0.01% Coverage

As a cyclist I frequently use the trains to get to or from where I'm cycling. Far easier than strapping the bike to the car and supporting the country's railways. However Faversham is one station I have been through a lot recently and changing platforms with a heavy bike and loaded panniers is not easy. I can imagine it's not easy with a child's pram or wheelchair either. Please could you install some form of lift as I'm sure this would be of benefit to many passengers.

##### Reference 41 - 0.01% Coverage

#### Dangerous overcrowding on train from Manchester to Nottingham

##### Reference 42 - 0.01% Coverage

Dear Sirs, Yesterday, 1st October 2011, I took the 18.43 train from Manchester Piccadilly to Nottingham (final destination Norwich), due to arrive at 20.31. I was meant to have a reserved seat, but in fact, not only did I not have a reserved seat, I had to stand for the entire journey, which took 2 hours, because the train was also running late by the time it arrived. I am 57, for some years have had problems with walking, and it was excruciatingly painful for me to stand for all that time. The fact is that literally hundreds of people were packed into only two carriages. For my outward journey the previous day there had been four carriages for the same journey in reverse, in the middle of the afternoon, whereas you must surely know that at that time of day on a Saturday, there will always be large numbers of passengers, because of shoppers and football supporters returning home. At Manchester Piccadilly, although every seat was filled and the gangways and spaces between the doors were absolutely packed already, railway employees PUSHED more people in: I heard a lady standing near me complain that one of them had pushed her injured shoulder. More people, incredibly, were allowed to board at Stockport, and between Stockport and Sheffield, in the small area between the doors and near the toilet where I was standing, there was someone in a large motorised disabled scooter, and FIFTEEN people

standing in that small area. On the hottest day of the year there was no air conditioning or ventilation, people were literally pouring with sweat, and the whole situation was not just frighteningly claustrophobic, but dangerously overcrowded, and apart from the extreme discomfort, infringed every conceivable Health and Safety law. If there had been any emergency such as a fire or an accident, dozens of people would have been injured or killed in the panic. In fact, at one point it ended up with two men, complete strangers, both in the toilet next to me, one of them on the toilet, the other one being sick. The resulting smell of course only made things worse. I think you should give a full refund to anyone on that train who requests it, as I am now doing. My contact details are:

Reference 43 - 0.01% Coverage

#### Warning about doors not opening

Reference 44 - 0.01% Coverage

From where I was in the train it appeared that we had stopped in a tunnel, finally a recorded announcement said "The last two doors will not open" and I realised we were actually stopped in the station! (since the doors weren't opening, there was also no familiar 'ding' sound to indicate arrival) I ran for the doors but to no avail, how you expect elderly and disabled people to do this I can't imagine, let alone people who don't speak English well.

Reference 45 - 0.01% Coverage

#### Very poor service

Reference 46 - 0.01% Coverage

On Friday 7th October, I travelled with 3 adults with learning disabilities as part of my work. I was with 1 other support worker. We boarded a train (the seats were not reserved because we had purchased them 4 months earlier as part of a theatre, hotel, train package). We got on the train towards the end of the first class carriages of which, there were no less than 6!!!!!! Each first class carriage had many empty tables on them and there were little more than 3-4 people in each carriage. We were advised by the waiter in the carriage that we could not stand in the corridor of the first class seats unless we wanted to upgrade at £200 each person! £1000 for a two hour journey is rather excessive in my view, so we declined but, explained that we had disabled people and lots of bags. We were told we still could not stand there and must move down to 2nd class. We did this with a great deal of hard work only to find 2nd class (of which there were 5 carriages all full). We were offered no help or assistance whatsoever whilst we struggled with bags (and nowhere to put them), one man with a plastic knee and learning disabilities, a lady with no sense of space and a learning disability and another lady who struggles with balance and a learning disability. We did eventually manage to get seats in a carriage albeit spread out through it. All of this whilst many tables stood empty. Can you explain why the need for so many first class carriages whilst the 2nd class are packed in like sardines? I already know if I had reserved my seats I would have been guaranteed a seat, but that does not explain why so many seats are devoted to so few? People can only pay what they can afford, so hoping for upgrades to be paid because people are being treated so badly is a disgrace in the 21st century. The return journey was equally as traumatic with the carriages being split 50/50 into 1st and 2nd class and the 1st class standing mostly empty. AGAIN!!!!!! Be ashamed, be very ashamed. I know I will avoid trains and in particular VIRGIN trains at all costs in the future as will everyone I know with a disability because, rest assured I will spread the word. Absolutely disgusted.

Reference 47 - 0.01% Coverage

#### Direct Service Cancelled causing travel problems for my family

Reference 48 - 0.01% Coverage

We had booked to be on the direct service to Glasgow from Milton Keynes, due to leave at 10:14 am on the 24th October 2011. I arrived at the station with my pregnant partner, my 8 year old boy who has autism and my 1 year old toddler at 9:50 am. We were not advised of the cancellation of this service until about 10:10 am and was advised there would be another direct service at 11 am (so nearly an hour and half on a cold platform with 2 kids), then I was told we would have to change at Preston, which I was not happy about as there was a reason I booked the direct service; having 2 kids one with a disability and a pregnant partner. I was told there's nothing they could do about it and couldn't give me a reason for why the service was cancelled. We were then told that first class had been declassified so we could get on there, when we got onto the train we were told we had to move and that we shouldn't have been told this. I told the virgin member of staff I would not be moving and he went away to speak to his manager, he came back and said it's all fine we can stay where we are. We then arrived at Preston where we had to change and the train was again delayed and I had to deal with lugging luggage around while trying to deal with 2 kids. The train finally arrived 20 minutes late and it only had 5 carriages, I found this unbelievable as virgin new this was picking up others that had been rerouted as well as the other people that booked this service. As you can imagine the train was jam packed and 4 of us had to share 2 seats, which was totally unacceptable. Just as the train doors were closing an announcement came over the tannoy that another train would be along shortly with more carriages and space; you can imagine my anger at the timing as we were now unable to get off the train to get this if I wanted to. Apart from all this hassle the journey was great, I will never be using Virgin rail again as there was no communication between virgin staff and to any of the passengers. I was so disgusted at the way it was handled and very disappointed in the service Virgin provide, we usually drive and decided to use the train this time as a change, but never again. I would appreciate some sort of refund.

Reference 49 - 0.01% Coverage

No wheelchair access

Reference 50 - 0.01% Coverage

Please can you upgrade this station so that it has wheelchair access? I live right next to it and my mother uses a wheelchair, so when she visits we have to get the bus or car all the time which takes much longer and is much less convenient. I realise this would be very costly but I think it is necessary and unfair and discriminatory not to invest in making stations accessible to all.

Reference 51 - 0.01% Coverage

train doors closing as passengers are alighting from trains

Reference 52 - 0.01% Coverage

i travel home each evening from london victoria station to norbury , and over many years it has become apparent to me that the train driver, does not have the ability to see that all the passengers have safely alighted @ norbury station before closing the doors. this situation was particularly highlighted yesterday evening, when a disabled man using crutches, who was attempting to alight from the 7.30 from Victoria , had to propel himself rapidly off the train, while the doors were closing. this is unacceptable. there are several points to note. 1) going south , most people alight @ norbury from the back of the train , as the station exit is at this end " these carriages will of course be furthest from the train driver's compartment, and vision 2) platform one has quite a curve on it " which means that it is impossible to gain a clear view of one end of a moderate to long train from the other end. 3) there is already a safety issue @ norbury because the new trains don't fit the platform , so there is a wide gap and sometimes an enormous step-down between the train & the platform. i have spoken to many (able-bodied) norburyites, and almost all of them had problems with this situation , some like me have even been forced unwittingly to continue-on to the next station (thornton heath) , as on occasion - the doors have closed-on them on before they've been able to alight from a train. southern MUST ensure that this safety issue is address immediately, no one should have to risk life & limb getting on or off a train

Reference 53 - 0.01% Coverage

dangerous practises

Reference 54 - 0.01% Coverage

19.30 train from liverpool street to norwich 24/11/11 dangerous congestion on train!! my wife and i were herded on to this train through all the first class carriages, this caused a lot of upset to customers!! we had to stand huddled together in the gangway as the train was full to standing and every conceivable space/gap was taken. People were falling backwards and forwards but because of so much over crowding it became QUITE dangerous at times. My wife is 67 years old and disabled , i suffered a heart attack in june for this stress to be thrown at us by national express WITHOUT any warning of overcrowding on the train is UNACCEPTABLE and shows a complete lack of interest by the company on their CUSTOMERS!! please could somebody explain to me why we were put through this trauma!! is there any way to refund our fare? as i would pay for this poor service again!

Reference 55 - 0.01% Coverage

Seating for companion to a wheelchair user

Reference 56 - 0.01% Coverage

I travel often on FGW trains with my partner who is a wheelchair user. I am ambulant disabled. We book the 'companion seat' for me, which is two seats away from the wheelchair space. A companion is often a carer for the wheelchair-user and we cannot be of any help if we are seated away from the space. It is also by the window so I cannot even get out easily to help. There are two seats opposite the space, but these are reserved for priority disabled people. Being disabled myself, I understand the need for priority seating, but please, please switch the priority and companion seats over so carers can do their jobs. I have written letters about this, but never received a reply. I called the assistance line to make a complaint, and was told the change would be made when the wheelchair-space was moved from carriage E to carriage C. This has not happened. Please help make our journeys easier.

Reference 57 - 0.01% Coverage

Platform Toilets at Canterbury West closed evenings

#### Reference 58 - 0.01% Coverage

I have lost track of the number of times, frantic to answer a call of nature I have found the Canterbury West Platform Toilets locked. Many times this is early in the evening when staff are available but refuse to open them. Other times the toilets are left open till the last train has departed...seems to depend who is working at the time. Is there any set procedure for closing them? At Canterbury East the main toilets are closed after cleaning, but the disabled Loo is always left open for passengers convenience...I should have thought as a public place toilet facilities should be available for all while trains still operate?

#### Reference 59 - 0.01% Coverage

##### Overcrowding on High Speed Trains

#### Reference 60 - 0.01% Coverage

I am a High Speed Train user and travel daily from Ashford to St Pancras. However, I have observed the continued problem of overcrowding. This is exacerbated on both specific days and specific times. To give you an idea of the problem, allow me to describe my week; 9/1/12 7.43 overcrowded resulting in four people in both of the door sections in my carriage (no.3). I was unable to get a seat, and, as a result of my disability, had to sit on the floor. 10/1/12 7.43 overcrowded with three people standing in my carriage (3) 11/1/12 7.43 overcrowded with three people standing in my carriage. I had to sit on the floor again. I have observed that the overcrowding is worse on Monday mornings and Friday evenings, and always on the 7.43. In comparison, the 8.13 can have double seats free. However, this necessitates a later start to the day. When speaking to train guards, they have commented that there are issues with adding more carriages due to platform length, adding more trains due to Eurostar frequency and the financial cost of this. Bearing in mind in the last three years, I have seen a total of 32% fare rise and increasing issues with overcrowding, I cannot see that financial burdens is a viable excuse. Also, the reduced frequency of Eurostar journeys since the Dartford line, which have reduced my ability to go to Paris or France, this does not seem like a viable reason either. I am left with the issue of platform length as a reason for the consistent and unpleasant overcrowding. Again, I return to the fare increases, and can only urge you to build longer platforms to prevent people from being forced to sit on the floor on a regular basis. I look forward to your response in the hope that there is a resolution that will relieve the pressure on your passengers.

#### Reference 61 - 0.01% Coverage

##### Disabled parking bays in new station forecourt layout

#### Reference 62 - 0.01% Coverage

This is more of a question really; I wondered how anyone can use the new disabled parking bays - the only means of access seems to be through the taxi rank, which is (a) usually blocked by waiting taxis and (b) has a sign saying that no one but taxis can drive down the access road. Can anyone shed any light?

#### Reference 63 - 0.01% Coverage

##### Lack of ramp or lift access and room for platform extension

#### Reference 64 - 0.01% Coverage

Pokesdown ('For Boscombe' - a pointless name change IMO) currently has no working lift or ramp access at the rail station. There are two aging lift towers which could be refitted and refurbished with modern lifts, which if combined with an extension of the platforms towards the road bridge at one end and into the spare space at the other end alongside the track, would make this station more accessible to disabled persons, cyclists, those with large luggage to lug and longer trains. I am a cyclist myself and would love to be able to bring my bike through Pokesdown Station to use the cycle racks on the SouthWest Trains services in both directions, and I know of several others who would. Even building ramps to the platforms along the embankments would be an improvement if they can be fitted in.

#### Reference 65 - 0.01% Coverage

##### Car Parking

#### Reference 66 - 0.01% Coverage

Why is there no lift in the station car park? And why is it that the old car park for people with mobility problems is now the staff car park? So, if you are disabled or have limited mobility you have to use a multi storey car park with no lift and lots of stairs? Why cant staff park on top floor of the multi storey so there is easy accessible parking?

#### Reference 67 - 0.01% Coverage

### Olympic Games

#### Reference 68 - 0.01% Coverage

On the [getaheadofthegames.com/travelinaffectedareas/Cheshunt.html](http://getaheadofthegames.com/travelinaffectedareas/Cheshunt.html) website it clearly shows Cheshunt station is the nearest Railway Station, whilst I can understand the rationale for showing this station as it is staffed and is wheelchair accessible, surely it is also worth showing at least that a Station called WALTHAM CROSS exists and is much CLOSER to the venue and therefore is more accessible than CHESHUNT for those who are able bodied or who do not require assistance. Other roads are shown on the map that are not part of the Olympic Network so why not include local bus and rail services too. Just because it's in Essex and not London why should we suffer with poor information as usual!!! Public Transport is the key method of arriving at the games lets prove that the UK can get it correct!

#### Reference 69 - 0.01% Coverage

### Barking to Gospel Oak line

#### Reference 70 - 0.01% Coverage

Poor disabled access at Gospel Oak, - poor connections with Stratford line and onwards Staff are totally unaware that line originally went further westwards. I know St Pancras is no longer available except for First Capital Connect and East midland, By extending the Gospel oak terminus west to join with the main line would save expensive lift facilities. It still appears that this line is still an embarrassment as it was intended at some stage to merely retain it as a freight connection Poor onward rail connections

#### Reference 71 - 0.01% Coverage

### Excessive Ticket Price Charging on the Day

#### Reference 72 - 0.01% Coverage

A fare deal please for your fare! Disabled customer visiting terminally ill mum frequently - had to come back suddenly so Advance Ticket void - accepted not an issue. Saturday travel 10.15am 28th January 2012 - 10.37am Ticket cheapest single please Newtonmore to York was charged Â£80.50 after being told why not just board and hope for the best! I believe in being honest and bought another ticket then overcharged for doing so... a double ouch..but on checking later for a future trip North saw the correct fare was in fact Â£78.20 for a Super Off peak - Â£2.30 cheaper. Contacted FIRST SCOTRAIL who told me it was my fault I should have asked for the cheaper ticket(despite not being given that option) given a rude letter and a travel voucher for Â£1.65 not even the full Â£2.30 difference. If you are using a disabled pass surely ticketing staff should be trained to be patient and helpful and offer the cheapest ticket possible - not charge the most expensive option? Scotrail Care rude and unhelpful, sadly my mum passed away on the 30/1/12 so no longer making journeys North.

#### Reference 73 - 0.01% Coverage

### Whitchurch Station Facilities For The Disabled

#### Reference 74 - 0.01% Coverage

Dear Sir, Whitchurch Station needs a passenger ramp to connect one platform to the other. The steps get icy and the angle is really too steep for the elderly, the disabled or those with heavy bags and cycles. I am aware of the current arrangements of physical help but this is not good enough for the long term. When is a passenger/baggage ramp going to be installed at Whitchurch? Thank you for reading this complaint.

#### Reference 75 - 0.01% Coverage

### Disgusting Sewerage smell from toilets on Liverpool - London train & poor info

#### Reference 76 - 0.01% Coverage

We travelled yesterday, arriving at London Euston at 8.02pm & having got into coach D so that I could be close to the toilet & the disabled bay - I travel with a special 4 wheel trolley that can't go into a luggage wrack, but I need due to a disability, I also was travelling with my young Daughter, - toilets in coach D were taped up & the stench in the whole area was horrendous, so we moved to coach B - where the other disabled bay & toilets are. My complaints are as follows - 1. Its not easy for me to get on & off a train twice with luggage, small child & no help - so when I ask the ticket collector "which carriage for toilets & disabled bay" it would be helpful if they actually knew that one of the toilets was out of order, so as to save me the trouble. 2. on moving to coach B, though the toilets were working, on using the hand dryer, the horrendous stench came out of the dryer - the smell also carried to the seat we were in, making both my little

girl & I feel ill - we complained to the guard, who said it was a problem under the train & suggested we moved - we tried but no other suitable seats available in the carriage & having had luggage stolen on this same train in the past, wasn't keen to move carriages & leave my luggage behind - by the time we reached Euston, my Daughter was green & vomited on getting off - I also felt very unwell yet had 2 other trains to take to get home, so as you can imagine - nightmare for an able bodied person. The last time we travelled this same route, we had the exact same problem, but took it to be a one off & didn't complain - its obviously not a one off & also standing along side the train waiting to board for over half an hour, surely more could have been done in that time to sort out the problem before setting off again very poor show!!!

Reference 77 - 0.01% Coverage

**Access for Disabled People & Buggies etc**

Reference 78 - 0.01% Coverage

This station is not accessible and only staffed by one person during peak times!

Reference 79 - 0.01% Coverage

**Unhelpful staff at Kingston upon Thames train station - 8th Feb 2012**

Reference 80 - 0.01% Coverage

I am writing on behalf of one of our service users, a disabled pensioner from Kingston. She was left on a train late at night because staff at Kingston station could not be bothered to bring the ramp to allow her to alight in her wheelchair. She was aware that the battery in her chair was low and so had been specific about which carriage in the train she had chosen to embark on at Waterloo. Yet despite sending a message with carriage details beforehand, the staff and Kingston refused to accommodate her request. Whilst her Personal Assistant (PA) alighted to get some help, the guard allowed the train to leave the station separating our service user from her PA (who was left helpless on the platform). Our service user was taken to the next station but was unable to alight there either as the platform was deserted and there was no one to help. She called out for help as no one was around and eventually pulled the emergency cord - at which point someone did come to help but told her she had to stay on the train until the final stop as there was no wheelchair access to pavement level at Hampton Wick. At Shepperton, helpful staff phoned ahead to Kingston to check whether our service user's PA was still there but the platform was empty. It since transpired that that PA had earlier asked the station staff to phone ahead to let the stations along the line know that her client was alone on the train but platform staff had refused. Unfortunately, when our user eventually returned to Kingston station after midnight, it was too late for her to get a bus home and so she had to slowly (due to loss of power - flat battery) drive herself home in the dark on her mobility chair. Due to the unhelpful attitude of the staff at Kingston, our service user was placed in a vulnerable position and was made to make an unnecessary, unaccompanied journey late at night. I believe that staff need to be given more training about the needs of disabled people and their general customer services skills need to be updated too. Our service user has tried to make complaints about this incident in the past but staff have been unhelpful, refusing to give her appropriate names of people to write to. KCIL is an organisation supporting disabled people to live independently and having access to transport comes up repeatedly as one of the things that is vital to independent living. I believe that the train station staff have treated our service user with total disrespect including treating her in a way which would be considered a hate crime against a disabled person. This is unlawful and I wish to bring it to the attention of SW Trains. I believe our service user should get a full and unreserved apology with reassurances that she and other disabled travellers will not be subjected to this type of treatment in future.

Reference 81 - 0.01% Coverage

**Journeycare failure on 9/2/11**

Reference 82 - 0.01% Coverage

i had booked passenger assistance (PASSENGER-ASSIST BOOKING REF: PA-) prior to my travel as i need assistance with the ramps to get my wheelchair on the train. Upon arriving at Reading station, there were no staff on duty and the ticket barriers were blocked. i eventually made my own way to the platform and asked the despatch team for assistance. whilst they were getting me onto the train, the station manager eventually arrived and said there were no staff on duty before 7am and he was "too busy" to assist! I replied that i had booked assistance in line with their stated policy and so had expected to be met even if it was the duty manager otherwise what was the point of booking assistance. he was not very apologetic and rather unhelpful. In addition, i had to wait 20 minutes to get off the train at Manchester as no staff were available despite them being advised by the Guard on the train prior to arrival. I often travel by train and sometimes cannot book assistance 24 hours beforehand due to unforeseen circumstances eg meetings finishing late/early etc and normally receive an excellent service for such ad-hoc travel - i must ask what is the point of going through the hassle of pre-booking assistance when it is often ignored? Travel is difficult enough as a disabled person without having to jump through hoops other passengers don't need to do and then have such requests ignored. If i hadn't booked i would have no issue of taking my chances with everyone else, however having gone through the proper process, i expect a proper service. This is not the first time this has happened at Reading station when customer service staff aren't available and i'd like to see the station managers etc receive some disability awareness training and appreciate that if a booking is made, it should be honoured or more staff put in place.

Reference 83 - 0.01% Coverage

**COMPLAINT**

Reference 84 - 0.01% Coverage

SUNDAY 26 FEBRUARY 2012 My husband and I got the 8.40 train to Manchester on the above date, we changed at Crewe for Chester. We had tickets for first class travel, when entering the platform in Euston no one checked the tickets, the train was full and we both had to spend the journey on the floor in the disabled area. Not one member of Virgin staff came through to check tickets. I am convinced that there were people on that train without tickets. When we finally arrived at Chester again no one to check tickets. We use the trains frequently from Chester to Euston and never before have experienced this, normally the tickets are checked before entering the platform and on the train. My husband is in his 60's and suffers from knee problems, so having to sit on the floor was hardly good for him. The feeling was that due to the football that the Police and Virgin alike just wanted to get supporters away from London at any cost to travellers who had paid for their tickets.

Reference 85 - 0.01% Coverage

**No information boards for platforms**

Reference 86 - 0.01% Coverage

I often use both the stairs and lifts at the above to enter/leave and also to cross from one platform to another. Concerning the signage directions at the lift in the subway, having local knowledge, am able to work out which platform lift to use. The stairs have large signs giving the destinations the platforms cater for but when using the lifts, passengers are only given platform numbers. For a visitor, a less frequent traveller or a passenger confined to a wheelchair who has to use the lifts, they are left guessing which lift goes to the platform they need. Lets see the same standard and quality of signage used at the foot of the stairs is also applied at the area around the entrances to each of the lifts to the platforms.

Reference 87 - 0.01% Coverage

**Ticket Machines/Disabled Railcard**

Reference 88 - 0.01% Coverage

As a disabled Railcard user, I purchase my rail tickets from the station ticket office, this is sometimes closed. there is a ticket machine at the station but the sign on the Machine says, DISABLED RAILCARD HOLDERS MUST PURCHASE THEIR TICKETS AT THE STATION TICKET OFFICE. I raised this point last year, I was informed through this site that disabled rail card holders can use the machine, ????. I have been and looked at the machine and it clearly states that Dasabled Rail Card users must go to the ticket office, why is this a problem? because if the office is closed and I try to purchase a ticket on the train, I am charged full fair?? they will not accept my railcard as my station is classed as a maned station.

Reference 89 - 0.01% Coverage

**No seating in the new concourse!!**

Reference 90 - 0.01% Coverage

Network rail expects their disabled passengers waiting to find out which random platform their train will leave from to sit ON THE FLOOR. It's unacceptable that one of our nation's capital's major railway stations doesn't have seating for elderly and disabled passengers at the south end of the new concourse. Their argument is that we should just walk all the way to the other end -- in the hope that one of the EIGHT seats there might be spare. And then walk all the way back when our train is announced. If walking wasn't a problem, standing up while waiting wouldn't be either...

Reference 91 - 0.01% Coverage

**Changing trains too difficult for disabled people.**

Reference 92 - 0.01% Coverage

Getting from (in my case) platform 1 to 7 in the few minutes allowed for changes is painful, tiring, difficult and actually only possible if there's no other people trying to use the lifts to the bridge. This makes the station practically unusable for journeys which involve changes between the KGX and LST services for disabled people. This is a violation of the

Equality Act in that disabled people should not be unduly disadvantaged compared to able bodied people. You have a requirement under law to make your station practical to use for those with disabilities. Please respond with your plan, including timescales, for making Cambridge usable by disabled people. Acceptable solutions could be; \* The trains having longer overlaps where they're both in the station. \* The speed of the lifts being increased. \* Another bridge at the south end of the station. \* Enough staff available and willing to help that it's possible to -- when asked -- delay departure of a train by a few minutes to allow a disabled person to make the connection. This complaint under the Equality Act is dated 18 May 2012. Replies are expected within 28 days.

#### Reference 93 - 0.01% Coverage

**Not enough trains or staff to deal with Jubilee crowds**

#### Reference 94 - 0.01% Coverage

I, my partner and two other friends all of us disabled and who use assistance dogs could not board any trains or get any assistance on Sunday 3rd June to get to Queens Town Road. We decided to come back later, therefore missing the river pageant, which we had tickets for. My partner managed to get a train home after having to deal with other passengers pushing him out of the way to try and board the train. I feel that Southwest trains did not deal with the situation effectively and did not have sufficient contingency plans in place, such as having extra staff available on the platforms to assist passengers regardless of disability, also that having a Sunday service on an occasion such as this would not be able to cope with the extra crowds. I hope that Southwest trains have been able to learn lessons from this, so that they will be better prepared for the arrival of the Olympic and Paralympic games.

#### Reference 95 - 0.01% Coverage

**overnight facilities**

#### Reference 96 - 0.01% Coverage

Good morning, This week I had a MOST unpleasant experience- I travelled by train from Newcastle to Stansted airport. I bought an advance ticket from the Trainline using my disabled railcard and left Newcastle on the 21.15 train to Stevenage. Now, despite there being an incident on the line, I can only heap praise on the staff on this train who arranged that my connecting train from Stevenage to Cambridge was held for me to catch it. So I arrived in Cambridge at 01.25 to find a very unhelpful station manager who informed me there was nowhere safe available for me to wait the next 3 and three quarter hours for my train to Stansted. In fact he appeared to take a deal of pleasure informing me that I had to get out of the station until 4am. So there I was a disabled lady, travelling on my own, stuck in Cambridge for 3 hours on a cold wet rainy night. Do you not have a duty of care to your passengers? Before boarding the train in Newcastle I did enquire of the facilities in Cambridge overnight. The lady there said maybe it would be locked as Newcastle is but she felt sure that "they would not leave a lady such as yourself who is travelling on their own without a safe place to wait as this is what happens here in Newcastle". Now if Newcastle can be so accommodating why are the staff in Cambridge so unhelpful? I look forward to your comments

#### Reference 97 - 0.01% Coverage

**Disability Access**

#### Reference 98 - 0.01% Coverage

I have blogged about my very poor experience of Sheffield station, 4 separate incidents of access failure within one day. Access fail 1 I got to Sheffield and unfortunately despite checking with both the guy on the platform at Leeds and with the conductor on the train, there was no-one there to provide the ramp that I need to disembark the train. Access fail 2 I went into the station, and went to the platform the train was leaving from. Knowing how often this is the critical time to make sure arrangements are properly made I looked out for station staff and train staff. Sure enough, several staff were floating around, so I made sure that I politely informed each of them that I was expecting to travel on the next train to Leeds, that I would need the ramp, and that here I am, sitting next to the ramp ready for someone to attach it to the train so I can alight. The train arrives, and I nervously drove the scooter in between the ramp and the train, all the time telling all the staff I could see that I needed someone to attach the ramp. Everyone was sure that someone would be along to do it. I felt that the time was approaching for the train to leave, and was on my phone. I could see the conductor and train staff get onto the train and close all the doors. Then, the train pulled away. Sure enough, someone had failed to materialise and I had missed my train. Access fail 3 Upon attempting to board the Northern Rail train, the conductor stated that they wouldn't carry me and my electric scooter unless I could carry it onto the train myself. The supervisor helpfully printed off a policy document from Northern Rail stating that they did not agree to transport scooters, unless the mobility impaired person carried them onto the train themselves. So the conductor had been correct in interpreting company policy, it was actually an official policy to directly discriminate against people with disabilities and mobility issues. Access fail 4 The train to Leeds arrived. The platform supervisor had the ramp set up into Standard. I asked him if he would mind moving the ramp as I had a First Class ticket and wanted therefore to travel in First Class. So we went down the train. The platform supervisor joined me, swearing and muttering all the way down the train in a most unfriendly manner. He obviously didn't see the reason why I should not want to accept his kind offer of help into Standard and insist on travelling in First. We got the ramp up, and I drove on to the train. Surprise, surprise, there wasn't anyone in the

disabled spot. There was a whole family's luggage in the disabled spot. The family members started to remove the luggage with guilty faces, avoiding eye contact with me, and placed it all in the luggage spot.

Reference 99 - 0.01% Coverage

**floods**

Reference 100 - 0.01% Coverage

whilst you are not responsible for the weather, you are responsible for the safety of your passengers. My mum, sister and you niece, were stranded in Newcastle yesterday due to the recent flooding and freak storm, they were on route from Glasgow to Hartlepool. They were stuck in the station where no one offered any assistance they were cold and wet, no where to get hot drinks. Family in Hartlepool attempted to get to them, but were unable due to flooding, they finally managed to get a hotel after midnight last night and have had to pay for a taxi from Newcastle to Hartlepool. Again I accept you are not responsible for the weather, but a bit more support for a disabled woman and child of 5 would have gone amiss.

Reference 101 - 0.01% Coverage

**Wheelchair Customer forgotten**

Reference 102 - 0.01% Coverage

[name redacted], conductor of the 6.10 Hudds to Sheffield failed to assist a wheelchair customer off the train at Sheffield, leaving her on the train until just 1 minute before it was due to depart for its return journey. I believe [name redacted] was negligent, and should make an effort to complete the journey entirely before becoming distracted by any other work at the end of a journey.

Reference 103 - 0.01% Coverage

**thug employees**

Reference 104 - 0.01% Coverage

wed-11-07-12 tried to board 12-45 kly to Birmingham stopped by five employees. two HAD ticket machines. refused to sell me ticket.\*\*\*\* forced me back to ticket office. explained I was disabled. THIS DID NOT NEED EXPLAINING. no matter. missed my train.

Reference 105 - 0.01% Coverage

thug employees 2

Reference 106 - 0.01% Coverage

same thing Thursday as case no 264496 four employees blocked my path again looked and acted like a gang of thugs. explained I did not use ticket office because I am disabled. this seemed to amuse them pity Northern Rail do not put the same effort and dedication into making things better, for all customers.

Reference 107 - 0.01% Coverage

**disabled access!!**

Reference 108 - 0.01% Coverage

There is no disabled access at Hemel train station, so if I want to take my son who is in a wheelchair out for the day I have to get to Watford first!! for years we have been told that this was going to be sorted out and it hasn't!! I want to know when things will be done!

Reference 109 - 0.01% Coverage

**Abuse of Disabled Parking Bay by Private Taxi Drivers**

Reference 110 - 0.01% Coverage

On Friday 3rd at approx 1800 hours I tried to park in the Car park in front of Oakwood Tube station only to find nearly

all the disabled bays were being occupied by Private Taxi vehicles operating from Oakwood Cars located just inside the station. Having made a complaint to one driver I then went to Oakwood cars who could not have cared less and in fact were encouraging their drivers to park in the car park . They just told me there was nothing they could do about it. Oakwood station and its facilities should be for the use of the public and should not be abused by Taxi Companies and their private hire vehicles. What can be done . I took photos of the offending vehicle and driver . I would suggest that The vehicles be monitored and moved from the car park and if that fails then Oakwood Cars should be told to move elsewhere.

Reference 111 - 0.01% Coverage

**train journey on 12/08/12 3-22 pm from clapham junction**

Reference 112 - 0.01% Coverage

I am disabled I was unable to book a seat & as my daughter was helping me on the guard blew his whistle & waived the train on she just got me on in time & had to jump off quickly I was very distressed & couldnt get a seat until Basingstoke .My daughter was very concerned. This caused me a great deal of distress & is not something I have experienced before. I would like to know how I can avoid this in future & why I couldnt book a seat as I always have when travelling before . we were as quick as possible & took no longer than anyone else ,but it was so crowded we had difficulty getting on.

Reference 113 - 0.01% Coverage

**Unable to exit station with a pushchair**

Reference 114 - 0.01% Coverage

I would like to know how one is supposed to exit Hough Green station with a pushchair or wheelchair on leaving train from liverpool. No problem on the opposite side.The only exit as far as I know is a steep flight of steps, impossible on your own.I can't take my grandson on the train to liverpool because I know I would have to ask another passenger to help me. On the last occasion I used the station there was no rail worker to ask for assistance. I suggest its time to install a ramp of some description.

Reference 115 - 0.01% Coverage

**Insufficient, low visibility, platform numbering signage**

Reference 116 - 0.01% Coverage

Platforms at Waterloo are numbered at the concourse end with a large blue square panel and a white number. There are too few of these, and it is entirely possible - try it - to stand a distance along a platform and not be able to see \*any\* platform numbers, on any platform. If you're visually impaired, you can literally have no idea which one or which 'side' you're on (e.g. 3 or 4?). If someone's meeting you, you can't readily see what platform it is you've arrived on. This is especially the case when you've accessed platforms directly at peak hours via the corridor from the Underground, hence bypassing the concourse. This is not merely insufficient - it's very likely to be in breach of disability access rules, re visual impairment.

Reference 117 - 0.01% Coverage

**Standard/Quality of Trains at Airdrie Railway Station**

Reference 118 - 0.01% Coverage

Over the past Couple of Months when i have been on the Trains coming from glasgow to Airdrie or Coatdyke to Airdrie I feel one day the Standard of Service is Good by First and one Day it edges a little below Standard Due to the Type or Models of Trains thats getting used on the Singe Line from Airdrie to Glasgow Queens St/ Charing Cross and then through too Helensborgh where the train the trains have,nt been Matching to the times on The Time Table Implemented By Glasgow First Travel, Due to the Slowness of the train or the Engine isnt as Fast and up to Speed as the New ones, Which means takes People longer to get to their destination which applie to people of all ages, I am writing this Because ive Experienced it and i know other People that has and as the MSYP for Airdrie/Shotts Member of the Scottish Youth Parliament Make a Difference to the Young People/Disabled and Of course others in My Constituency so they can access transport to or any train or line to meet their needs and also maintain quality reasonable service in the Future.

Reference 119 - 0.01% Coverage

**rude and arrogant supervisor**

#### Reference 120 - 0.01% Coverage

sat waiting for train with electronic cigarette ,he tells me to put it out ,i try to explain it is only water vapor ,he tells me put it out or ill chuck you out of station ,my husband got angry as i am disabled and it would mean walking from wakefield to huddersfield with heavy luggage ,the supervisor a big bloke with glasses and mousy hair then went to office to phone ahead that we are trouble ,my husband is a pensioner and i am disabled how can we be trouble when we had done nothing wrong,but smoke water vapors,i have traveled all over Britain,spending alot of money on trains and have never had this sort of ignorance before,as it was we spent more on train fares than our actual holiday for a week,is it so wrong to smoke water vapor that has no harm to man or animal ,next time i travel will be on a coach which is cheaper ,with one connection instead of three and no hassle from smoking water vapor,this happened on the 8th of September at eleven minutes past 2 in the afternoon,

#### Reference 121 - 0.01% Coverage

**Guard not paying attention, and no help at station as unmanned**

#### Reference 122 - 0.01% Coverage

I was taking my 2 year old granddaughter to Battersea Park, I am a pensioner so had pushchair and rucksack plus 2 year old. There is a big gap at Queenstown Road so had difficulty getting pushchair off. Fortunately a passenger helped but guard although he must have seen me getting off backwards closed doors on pushchair. Scary. Also had to get down steep flight of stairs with pushchair in one hand, child in other hand, rucksack on back, as no one around to help. Same thing on way back. Not impressive, glad I am not in a wheelchair.

#### Reference 123 - 0.01% Coverage

**Train doors locked**

#### Reference 124 - 0.01% Coverage

I get the 07:33 from Edinburgh to Bridge of Allan each morning. The train is usually at platform 12 well ahead of departure time, which should allow plenty of time for boarding. On Tuesday Morning (19th Sept). Only on train door was open (at rear of train). The door opening buttons on all other doors were disabled. After walking the length of the train most passengers returned to the rear of the train, boarded and then walked the length of the train inside to find a seat. Those with bikes or heavy luggage who needed to use other doors were left on the platform. After waiting some time, I found the guard was sitting in the compartment at the rear of the train and was unaware that the doors were all locked and that passengers were unable to board. On Wednesday (20th Sept). The train was completely locked up until a few minutes before departure. This meant that queues built up on the platform instead of passengers being able to board at leisure. One door in the middle of the train was not unlocked and passengers with bikes and heavy luggage who needed access through this door were left on the platform until immediately before the train departed (when staff unlocked it separately). If the train is at the platform, and passengers have arrived, there should be nothing stopping them from boarding and from using all doors. When only one door serves the larger luggage racks and bike storage area, it is important that your staff ensure this door is unlocked.

#### Reference 125 - 0.01% Coverage

**Trains disruption caused by points failure at Templecombe**

#### Reference 126 - 0.01% Coverage

Travel by train by 16.35 train from Sherborne to Gillingham, Dorset on 27 September 2012. Points failure occurred early morning at Templecombe. An engineer had to be sent by car from Salisbury (?) There was no notice at Sherborne warning people before they bought their tickets. Having purchased mine at 16.11 no 2592155621 from the machine I met a friend who took me to your communications representative from Salisbury. He explained the situation and we were told that there would be a bus at 5 pm or a train at 5.50 pm. As you are aware, apparently due to the overbidding for the franchise there is a shortage of money - so staff have been cut at Sherborne and the station is not manned after 2 pm Mondays to Thursdays, so there are no refreshments, no toilets not even disabled, and nowhere warm to shelter. Fortunately it was warm, getting chillier by the time the train arrived. The bus we were told had left Yeovil at 4.30 pm. but got lost. The train did arrive at 5.50 pm and we duly arrived at Gillingham. There was a Nippy bus there which moved off as I walked from the station - whether this was the lost bus I do not know but it was not a familiar one. Your representative at Sherborne had no authority to do anything other than to explain to passengers which he did with patience and forbearing. I understand that before the alteration to the signalling with the overall command from Basingstoke, that when the points maladjusted at Templecombe, the signalman there would manually correct them. With his dismissal this is no longer possible. Having waited from 16.11 to 17.50 for a train that should have arrived at 16.35 I now ask for a refund. I do hope the board and shareholders will understand - do they travel by train ?

Reference 127 - 0.01% Coverage

overcrowding

Reference 128 - 0.01% Coverage

every Friday the 3.30 from Aberdeen to Inverness is dangerously overcrowded. people standing in the aisles blocking doors they have the cheek to put safety messages over the tannoys on what to do in an emergency even heard one today that smoking is totally banned for safety reasons. i am disabled and found it very difficult to get off train at my stop Felt like we were a herd of cattle absolutely horrendous and dangerous are they waiting for an accident to happen before they do anything about this

Reference 129 - 0.01% Coverage

over crowding and not enough space

Reference 130 - 0.01% Coverage

today i got the 12:45 train to stockport, which is the worst time to get a train on a saturday as stockport county play and there was also something big going on in manchester, the train pulled up and was 2 carriages i had a baby with me in a buggy, there was no seats or anywhere to stand, somebody actually fell into the buggy it was that over crowded, we eventually arrive at stockport as i fight my way to the door i find out the door is out of order, so i go to use another door only to find that the buggy does not fit between the seats, luckily an elderly gentleman, saw that it didnt fit and we had to carry the buggy over the seats, and the ticket man just watched the elderly man do this, i am not happy with the way the ticket man treated us or how the trains are set out therefor in the situation of a door been out of order a mum with a buggy or even a disabled person are then stuck, i will no longer be using the train line again.

Reference 131 - 0.01% Coverage

Lift access delay

Reference 132 - 0.01% Coverage

i was told that lift access to Nailsea & Backwell station would be started in march 2012. It is now November and still no sign of lift access to my local station. The amount of inconvenience means it can add up to an hour to my journey each time i get a taxi link to the station. i am a wheelchair user and would benefit from the lift access. Please place an update as to when this work will be completed as the residents of Nailsea & Backwell like myself have been waiting long enough.

Reference 133 - 0.01% Coverage

Special assistance [ 4 years ago]

Reference 134 - 0.01% Coverage

The Main problem appeared to be the Call Centre on remits with policies & procedures without discretion & ability to not compensate wasting further time causing more stress. Also no contact with those who direct. No liason [ named trained person] between set down pick up & accessing taxis. Noone staying with you till resolved as my chaperone was unwell. Also cost of taxis prohibitive. My scooter is lightweight & can be lifted by able bodied in front of feet in black cab. The ramp used would have been extremely dangerous had I been sat on the scooter the fact I could transfer meant more discretion needed to be shown. Asking disabled people to assemble & reassemble aid not acceptable as often dyspraxic. For severely disabled who cannot transfer the system is very discriminatory & stressful. 2 trained persons should be able to manoeuvre a person if not too weighty. Many official scooters too heavy. This could be resolved through a method of hiring for period of travel at arrival & departure points This also relates to airports here and abroad. Nothing was resolved at time.

Reference 135 - 0.01% Coverage

Sold the wrong ticket

Reference 136 - 0.01% Coverage

I had to purchase a ticket and the cashier was a trainee. I repeatedly asked for a period return to Broadstairs, showing my network railcard but I had to spell my destination 3 or more times to him. Eventually I got my ticket but was now in a hurry to meet my sister who is disabled and catch our train. It wasn't until later I realised he had sold me a day return and not a period return. Can I get a refund?

#### Reference 137 - 0.01% Coverage

Lifts out of order and no staff to help me get up the stairs!

#### Reference 138 - 0.01% Coverage

I have a very young baby, a severe back problem and a hefty heavy travel system (pram). Lifts were out of order so went to look for assistance. No staff around, not even at the customer service desk. What's worse...a member of staff directing trains coming in said someone was around and would help. 20 mins later...still left abandoned on a platform...late for me appointment and very cold and frustrated! Eventually a good samaritan (a 15 year old girl) helped me out. If lifts are not working, there MUST be staff available to help. I would have been in the same predicament if I had been in a wheelchair! When I eventually made it to the top of the stairs, stressed member of staff said in response to me telling her I was stuck at the bottom 'We are very busy'.

#### Reference 139 - 0.01% Coverage

special needs

#### Reference 140 - 0.01% Coverage

On Wednesday 5th December a group of 4 staff and 11 special needs students travelled from Manchester to Watford via Milton Keynes. The tickets were booked through Trainline and were on Virgin trains. We were travelling to Watford to stay for 2 nights in a 4 star hotel and visit the Harry Potter experience " there had been lots of fund raising and saving to ensure that these students could take part in this special trip. We boarded the train and put our suitcases in the storage racks and started our journey. The ticket collector came round and we told him we had a special needs group and a member of staff showed him the tickets. When it was announced that the next station was Milton Keynes we all got up and got our cases. It was a bit rushed as people had put other cases on top of ours. As we had agreed before we set off, a member of staff went to the door of the train and helped 4 students off the train telling them to stand behind the line on the station floor. He then went to get off as I was next to the door to support the next group of students, and the doors started to close " as the door closed on him he pulled away to ensure he did not get trapped and we both tried to press the button to reopen it. When it did not open the students on the train got quite upset and the ones who had got off stood on the station looking frightened. Then the train started to move forward and I could see the 4 special needs students trying to run alongside. I pulled the emergency stop level and waited. The station guard walked past our carriage and we stood banging on the windows but he did not seem to see us. We pulled the lever again, in fear that the train may move off. Eventually the doors opened and I just wanted to get the group off the train, calm the students and get to the other platform so that we would not miss the train. 2 station staff walked up to us and I tried to explain that the students had special needs and how could we ensure that nothing like that would happen again. The man who had signalled the train to move was very verbally aggressive shouting that there was nobody between the train and the line when he signalled the train to move but was certainly not showing concern for us. We were not trying to blame anybody and I explained this to the other staff member who was far more empathetic and told us about Journey Care whilst escorting us to the other train. Some of our students are autistic, some have behaviour issues, one is deaf all have a learning disability and the experience had a very negative effect on all of them. All the students kept talking about it and were really frightened of the journey back asking if it was going to happen again. On the way back we spoke to station staff who were very helpful towards us. I have been doing residential with special needs students for over 30 years and this has never happened before. I have never heard of Journey Care and nobody that I have spoken to has heard of it either. I realise problems can happen and in my line of work have learnt to be calm and flexible but this was a frightening unpleasant experience that was not helped by the attitude of one of the station staff. As soon as we had got off the train one of the students realised that he had left his brand new coat on the train but we were not allowed to go back on to retrieve it even though the train was still in the station when we had left to go to the other platform. I realise that you are a business who have to make a profit, I now also understand that you aim for 40 second stops at stations on fast trains but you do need to realise that all customers who use your trains and not equipped for quick exits. In difficult situations your staff training should equip all staff to deal with empathy, concern and understanding to vulnerable passengers.

#### Reference 141 - 0.01% Coverage

Barriers

#### Reference 142 - 0.01% Coverage

Most mornings I arrive at Guildford Station between 9 and 9.30. I use a valid ticket. Along with dozens of other passengers, the tickets do not work at the barriers, so we queue up to have them inspected by hand at the disabled access gate. This is a huge inconvenience to disabled users attempting to access the station, cyclists and general passengers alike - particularly since this gate cannot be held open for longer than about a minute at a time. I believe the reason for this is that the barriers are not programmed to recognise the tickets as valid. This has been the situation for at least 5 years. The problem could be solved in several ways, either alone or in concert: Reprogram the barriers Fix the disabled gate so that it stays open until closed by staff or provide a much longer override Instruct staff to treat passengers with respect as customers and not to assume that said customers are likely to be fare dodgers who must

therefore be held up so that their tickets can be carefully inspected. My ticket has usually been inspected twice before I arrive at the station - once at the station of origin, and once on the train. Sometimes 3 times if there happens to be an inspector on the train. Inspecting it a fourth time, with the associated unnecessary delay to myself and fellow passengers sends a clear message that my money is more important than I am.

#### Reference 143 - 0.01% Coverage

##### INADEQUATE DOOR TIMINGS

#### Reference 144 - 0.01% Coverage

Today my daughter was travelling back to university in Edinburgh after the xmas break, using the 14.27 hrs train from Aberdeen to Inverness. She had a large case with her as well as an overnight bag and because of this I assisted her on to the train, we had to wait for people to get off before getting on and then had to find the luggage rack, I was behind someone who decided to stop and put his luggage up on the overhead rack, however in what seemed such a short time I heard the doors close, I literally ran to the door and tried to exit the train but all doors were locked my other daughter had been waiting on the platform she tried to get the attention of the conductor and also tried to open the door to no avail, she had my handbag containing my purse, mobile and luckily my car keys. I was stuck on the train with my young daughter left alone in Elgin, I explained to the female conductress that the doors were closed far too quickly and left no time at all to help my daughter and then get off the train and that now I had to go to the next stop before being able to try and get my way back to my other daughter in Elgin who luckily had my car keys so she could sit safely in the car until I could return. Luckily my eldest daughter had some cash which allowed me to get a taxi back to Elgin a cost of £29.50, the taxi driver informed me that he had seen this before and that the time the doors are open is not long enough, my concern is I'm relatively fit but what if someone had been disabled, the conductress said "oh, it's only a brief stop there are no other trains we have to wait for", however we have often used the train and the timings have always been longer even if there was no other train due, the conductress did not make me pay to which I am grateful. On my return to Elgin, my younger daughter said that the conductress saw her attempting to open the doors but carried on closing them and that another gentleman had said he could not quite believe what he had seen. Please forward my concerns.

#### Reference 145 - 0.01% Coverage

##### Ticket Barrier not manned and no one answering the help point

#### Reference 146 - 0.01% Coverage

I have just spent nearly 10 minutes waiting for someone to let me through the barrier at Sydenham station as my ticket has stopped working for no apparent reason. I eventually gave up and walked over the bridge to find no one manning the other side either. When I asked the person in the ticket sales kiosk - who incidentally was sitting reading the paper - that I was buzzing to get through on the opposite side to get through, her response was to stare at me and finally say 'and?' How rude and unhelpful. Finally the ticket person arrived back from wherever he had been and I told him that I had been waiting for 10 mins over the other side to be let through the barrier. It is not good enough - it was freezing cold and I should not have to hunt down someone to let me through the ticket barrier, I don't know how a disabled person would have managed - at least I have the mobility to get over the bridge. Sadly this is not the first time this has happened to me. If you insist on keeping the barrier closed when the station is not manned that to my mind is not acceptable. If the ticket person goes away from his point of contact then the help desk button should be transferred to someone else to answer this. The person in the kiosk was obviously annoyed that I interrupted her reading her paper. Also it would be a good idea to look into the reason why these season tickets suddenly stop working - why does this happen? Please accept this has a formal complaint and I would expect a response within the given timescales. Mrs G Oelman [Personal details removed but sent to LOROL]

#### Reference 147 - 0.01% Coverage

##### Rude and unhelpful staff at Clapham Junction

#### Reference 148 - 0.01% Coverage

It is not often that I commute by train now but the recent snowfall forced me to avoid the roads and use the trains instead. Upon arriving at Clapham Junction in order to change for East Croydon I needed to use the toilet. I can imagine that many people often need to use the toilets at Clapham Junction these days given the infinite number of coffee shops that dominate the station serving drinks and food. On this particular evening the entire ladies toilets was out of order and with no alternative close by inside the station platforms, I ventured towards a bored looking member of staff leaning against a ticket barrier next to the toilet area. I could tell by his body language and even before he opened his mouth that the answer to my following question was going to be 'computer says no'. I asked him politely if he could open the disabled toilet as the ladies was shut. He responded with a no, when I asked him why, he responded with "I don't have a key." I asked him if he could get a key and again he replied in the negative. I don't find the closed toilets a problem, these things happen. What IS a problem is that the rude and unhelpful staff have no plan B in these situations and furthermore they are totally unprepared to offer an alternative or attempt to help passengers. I told him that he was being really unhelpful to which he replied "There is nothing I can do about it." If this member of staff was working for another public organisation in customer service, for example Gatwick Airport, I know for a FACT he would be facing a

disciplinary investigation as this attitude is not tolerated and nor should it be tolerated here. Luckily I was able to locate a toilet outside but had I been disabled or elderly it would have been different. No ladies in the WHOLE of the station working and No alternative offered plus tardy, disinterested staff. Come on, sort it out!

Reference 149 - 0.01% Coverage

#### Wheelchair Access to Twyford Station

Reference 150 - 0.01% Coverage

Apparently Twyford station is unstaffed after 3.30pm on a Sunday, so we can't get off there as there is no one to operate the ramp (which is chained to the wall so hooligans cant make off with it) and the newly installed very expensive lifts are locked so, even if you could get off the train, you cant get off the platform unless you can use the stairs. Dont worry - you can stay on the train to Reading, where a man with a ramp will help you ffo the train and take you to a taxi, which will return you to Twyford station. You wait 20 minutes and the taxi which arrives is a saloon car .... and you're in a power wheelchair ..... and after a further 25 minute wait you're told that the closest wheelchair accessible taxi is 20 miles away ... so you have to get back on a train to Twyford with a man and a ramp, so you can get off at the only accessible platform. Journey time from London - 2 hours 17 minutes. Trips in lifts at Reading station - six. Time in the freezing cold outside Reading station waiting in vain for the taxi they had DEFINITELY booked (yeah right) - 45 minutes. Humiliation for wheelchair user - I'd say pretty close to 100% All this because the things which supposedly make Twyford station accessible are locked up.

Reference 151 - 0.01% Coverage

#### Overcrowding

Reference 152 - 0.01% Coverage

I used to commute from Hebden Bridge to Leeds daily and found that though I often managed to get a seat, most commuters joining the service closer to Leeds were not so lucky. Often at the stations very close to Leeds passengers were left on the platform, unable to board. From joining this site it is clear that other commuters suffer from the same problem. Having lived in the area for many years, it is general knowledge that the Manchester Victoria - Leeds (via Halifax) route is very overcrowded during peak times. I understand that there are issues regarding simply adding extra carriages for these times and am proposing an alternative. I am a Masters Design student at Sheffield Hallam University and am looking to redesign train seating. I propose the use of perch seating during rush hours, to allow twice as many passengers to travel in a seated position (with some standard seats remaining for elderly/disabled). These seats will be transformable to standard seating during non-peak hours, removing the issues regarding carriage addition/reduction on trains and maximising comfortable capacity on the trains. I am looking for user and rail provider feedback regarding my proposal. Do passengers feel they would be accepting of a perch (semi-standing) seat during rush hour, rather than the gamble of seat or no seat? Do Northern Rail feel this is a more realistic proposal than attempting to add and remove carriages around the peak use hours and could it be a genuine consideration? Is their interest amongst rail users and providers?

Reference 153 - 0.01% Coverage

#### Hugely overcrowded carriages!!

Reference 154 - 0.01% Coverage

I took my 7 year old son to the National Railway Museum yesterday (22.02.13) and travelled to York from Harrogate Station. Our train was the 10.05am and when it arrived was only 2 carriages. My son and I were unable to get a seat so stood near a door which was comfortable until we reached each stop on the journey to York. At every station more and more people were added until we were all crammed in and VERY uncomfortable. It's certainly worrying from a safety point of view - and although I don't usually suffer from claustrophobia I was feeling quite unwell on the last section of the journey from Poppleton to York. It wasn't only able bodied people who were unable to find seats - there were disabled people having to stand (being steadied by carers). Adults, children, suitcases etc were crammed into every available space. Completely ridiculous. During the school holidays, with York being the attraction it is - along with a special event taking place at the National Railway Museum, I would have thought it would be common sense to have more than 2 carriages on this service. It spoilt our day out and next time I visit York I will probably take the car instead.

Reference 155 - 0.01% Coverage

#### Disabled facility and overcrowding

Reference 156 - 0.01% Coverage

Despite booking a space for my husband's wheelchair and myself the only wheelchair space was already taken and my

husband was crammed under a space used for bicycles and right next to the toilet. The train was already overcrowded and the constant traffic to and from the toilet meant that on several occasions he was bumped on the head. No-one was available to help us until Montrose but of course we had to stay put as there was nowhere else to go. People were forced to stand around us, some sitting on the floor and a third wheelchair that got on at Perth was forced to sit in the door space which I believe posed serious safety issues should we have had to make an emergency evacuation. The whole experience was horrible and my husband's proximity to the toilet added to the discomfort and humiliation for him.

Reference 157 - 0.01% Coverage

#### Security & Buying ticket

Reference 158 - 0.01% Coverage

Arrive entrance pallasade its a long no security walk way towards getting to station that I sang 'its a long way to new street station' (theme tune its a long way to Tiperayee' old army tune) reached the sight of two escalators a 'TALL ASIAN MAN,BEIGE FLEECE DARK BLUE JEANS AND WEARING A BASE BALL CAP,stood and redirected the oncoming crowd towards the first escalator? I moaned to my daughter and said 'I did not like that because that could of been anyone (he looked like a normal teenager/adult, taking the mick, was he a real employee, of the station?)directed us towards a trap, a white male man overheard what I was saying. Gone into buy ticket had a waiting ticket, gone towards the desk and brought a ticket to LEAMINGTON SPA, we was told platform 7a, gone through the ticket gate, one man sitting with his florescence jacket layback like his ready to sleep, glimpse the tickets, well looking for the sign of 7a platform, not user friendly, sitting on the platform waiting and watching the time as we wanted the 3.50pm train, reading the screen the journey read NEWCASTLE? I told my daughter to ask the man wearing a blue florescence jacket, is this the correct platform for LEAMINGTON SPA, she return we have to go to platform 2, up the stairs unfamiliar with which direction and unclear signs upon exiting the platform, head towards platform 2, I said let me recheck with before I go onto the platform with the people wearing a dark grey suit sitting at a desk there was about 7 (looked like xfactor judges ready to press a button) who are they? what are there jobs? people need help and there are group together they were not friendly approachable, we was told by one of them platform 1a???????????? I'm fuming by now, my thought was if I was traveling alone with 3 children under the age of 7, with luggage and a pushchair, my thoughts would of been displease. Finally on the correct platform, on train to destination, ticket master at other station entrance/exit excellence. Back to NEWSTREET STATION I've gone back to ticket office and spoke to the lady in a red fleece jacket said I would like to make a complaint, she begun to research the screen for the time I told her about the incorrect platform 7 on leaving that office, she checked and said it was platform 10????????????, how can that be she then said "when we look on the screen, and my book timetable, by the time you leave through those doors, it could all change and its up to you to read the screens???????????? how rude, did she take into consideration I may not be able to read? I could be a person from another country unable to read English, and how unmanageable she was, PLEASE EXPLAIN HOW DOES HER 500 PAGE BOOKLET THAT SHE HOLDS IN HER HAND CAN COORDINATE WITH THE ONGOING COMPUTER SYSTEM TIMETABLE CHANGES, SHOULD SHE NOT HAVE THE UP-TO-DATE HAND HELD TABLET, SO THAT SHE IS ON THE SAME LEVEL AS THE PEOPLE BEHIND THE DESK? I feel embarrassed to think we are stated as the second city and technology and facilities ONCE IT GETS DISRUPTED are a disgrace, compare to MANCHESTER, the whole of BIRMINGHAM CITY COUNCILS NEEDS REVAMPING, and I would not recommend anyone to visit BIRMINGHAM CITY as there are TOO many disruption in the CITY CENTER, with transportation, buses, Who is responsible for time management? As you can see I have a lot of concerns with my experience on the facelift of NEWSTREET STATION its not good, and I do not intend to travel by train if that is the public help and support. If your disable wheelchair/blind stay well clear of BIRMINGHAM.

Reference 159 - 0.01% Coverage

#### overcrowdin,drinking alcohol,wheelchair space filled wit luggage

Reference 160 - 0.01% Coverage

Me my husband disabled daughter and aunt ,We boarded the 14.26 warrington bank quay train to rhyl ,as we boarded no room to put daughter who was in wheelchair in designated space as luggage was piled in the space,also nowhere to sit and had to stand by doors with everyones luggage around us.another problem was a hen party and others drinkin alcohol all through the journey.not once through the entire journey did any staff try to stop them well once the doors shut we didn't see any staff.we were so squashed we had to escape at prestatyn instead of rhyl.its disgusting they need at least one more carriage to ease congestion,and stop the alcohol I would of reported it myself if any staff had walked through the train.

Reference 161 - 0.01% Coverage

#### No Lifts for buggy n wheelchair users

Reference 162 - 0.01% Coverage

Hi, I'm a mum of 1 and I would like to travel once in a while with the tube, especially when it's many stops away from where I live and not easier with buses. The problem is there is no lifts at this stop and many other stops still! such as Marble Arch, Ladbroke Grove and that is outrageous for buggy and wheelchair users. I would get a car but I can't afford

1 at the moment! Please help solve this problem, there are also many other people who have brought this up on another website. Thank you

Reference 163 - 0.01% Coverage

**Wheelchair access**

Reference 164 - 0.01% Coverage

Todmorden Train Station has limited access for wheelchair and users with mobility issues. On the Manchester bound platform you can access it from the car park. The ticket office is on the Manchester platform btw. On the Leeds/Halifax bound platform there is no lift and access is impossible. When will this be addressed? I've lived in Todmorden for almost 15 years and this does not seem to be a priority.

Reference 165 - 0.01% Coverage

**Blocked access to wdesignated wheelchair space**

Reference 166 - 0.01% Coverage

I travelled recently with my husband from Bournemouth to Sheffield (return journey). On the outward journey from Bournemouth to Winchester, one of the wheelchair spaces was blocked with a large dustbin and on the return journey the space was blocked with luggage. My husband had to physically remove the luggage to access the space. The space had been reserved for some weeks and the reservation was clearly displayed. Can rail staff please ensure that the space is kept clear at all times? Not all wheelchair users make prior reservations therefore the space needs to be readily available if no other wheelchair user has reserved the space.

Reference 167 - 0.01% Coverage

**poor access**

Reference 168 - 0.01% Coverage

For many years Alfreton station has had no disabled access, to go to Nottingham if you can't walk over a bridge you have to travel the opposite direction to Chesterfield to get to the other directions south. Nottingham has had a major upgrade .. why is this station not doing anything to improve the situation there ??? Various newspaper articles have appeared over the years but nothing has been done.

Reference 169 - 0.01% Coverage

**Access?**

Reference 170 - 0.01% Coverage

Would you please be good enough to explain to me why I cannot, on a Freedom pass, cut through the station from the 151 stop outside Lidl to the 455 stop in Wallington station forecourt? I do not use a Freedom pass for a laugh - I weigh 30 stone and am registered disabled accordingly, and to walk all the way around under the bridge is not walking distance for me. Please set the readers to recognise when no journey is being made - I believe Elmers End tram stop has this to a T.

Reference 171 - 0.01% Coverage

**Seat Reservation why bother? - 87 Year Old Passenger was refused her reserved seat.**

Reference 172 - 0.01% Coverage

On 1/11/14 my disabled 87 year old mother had to stand from Bristol Temple Meads to Trowbridge because a young man would not get out of her seat. My mother is high risk passenger with limited mobility and at risk of a fall. The Ticket Inspector didn't get on the train until Salisbury and it should have been sorted when the passenger got on the train at Bristol. You are encouraging older/vulnerable people to purchase your services, having a seat, but you do not demonstrate a duty of care when they are onboard and cannot access the service. Whilst I appreciate you are not responsible for this person's attitude/action you are responsible for the service my mother did not receive.