

Greater Anglia launches survey to find out what accessibility improvements disabled customers want

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As more people to return to rail, Greater Anglia, has launched a survey to ensure that disabled customers can return with confidence and help the train operator continue to improve its service for them.

The survey aims to find out what went well for people with accessibility needs when travelling during the pandemic and what issues or problems they may have encountered, thereby helping to identify and prioritise future improvements.

Greater Anglia's Accessibility Manager, Rebecca Richardson, said, "There have been many changes on our trains and at our stations during the pandemic, and while we have done everything throughout to ensure staff were still able to provide assistance and reassurance for disabled customers, we know that the introduction of things like one-way systems and social distancing measures brought new challenges, or for some, represented a welcome change.

"Now that restrictions have lifted and we are welcoming back more passengers, we thought this was an

opportune time to ask customers what they thought worked, what didn't, and where we can go from here to ensure we continually improve the accessibility of the railway and ensure that people feel confident to travel with us again."

The survey can be accessed via Twitter @GreaterAngliaPR, on Greater Anglia's Facebook and LinkedIn pages, at <https://forms.office.com/r/BAQRrd0CWs> and is available in different formats.

The deadline for responses is 5PM, 31 October 2021.

Photo credit: Greater Anglia