

# Town Pier Pontoon passenger usability survey for people with impaired mobility.

Please place completed forms in the box on the ferry or return to Regeneration Department  
Gravesham Borough Council, Civic Centre, Windmill Street, Gravesend, DA12 1AU.

<b><u>AGE GROUP</u></b>	18 - 24 <input style="width: 40px; height: 20px;" type="checkbox"/> 25 - 34 <input style="width: 40px; height: 20px;" type="checkbox"/> 35 - 44 <input style="width: 40px; height: 20px;" type="checkbox"/> 45 - 54 <input style="width: 40px; height: 20px;" type="checkbox"/> 55 - 64 <input style="width: 40px; height: 20px;" type="checkbox"/>	65 - 74 <input style="width: 40px; height: 20px;" type="checkbox"/> 75 - 84 <input style="width: 40px; height: 20px;" type="checkbox"/> 85 + <input style="width: 40px; height: 20px;" type="checkbox"/>
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<b><u>TIME OF TRAVEL</u></b>	AM/PM
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<b><u>LEVEL OF MOBILITY</u></b>	Wheelchair <input style="width: 40px; height: 20px;" type="checkbox"/> Walking stick(s) /other walking aid <input style="width: 40px; height: 20px;" type="checkbox"/> With pushchair <input style="width: 40px; height: 20px;" type="checkbox"/> With cycle/motorbike <input style="width: 40px; height: 20px;" type="checkbox"/>	With shopping/ other load to carry <input style="width: 40px; height: 20px;" type="checkbox"/> Visual impairment <input style="width: 40px; height: 20px;" type="checkbox"/> Hearing impairment <input style="width: 40px; height: 20px;" type="checkbox"/> None of the above <input style="width: 40px; height: 20px;" type="checkbox"/>
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1 - How easy did you find it to get from Town Pier Square to the landing at the top of the pontoon ramp? <b>1 = very difficult to 5 = very easy</b>	<div style="display: flex; justify-content: space-around; font-size: 1.2em;"> <span>1</span><span>2</span><span>3</span><span>4</span><span>5</span> </div>
2- How easy did you find it getting from the top of the ramp to the pontoon? <b>1 = very difficult to 5 = very easy</b>	<div style="display: flex; justify-content: space-around; font-size: 1.2em;"> <span>1</span><span>2</span><span>3</span><span>4</span><span>5</span> </div>



iTransfer web site: - [www.itransferproject.eu](http://www.itransferproject.eu)

GBC e mail: - [regeneration@gravesham.gov.uk](mailto:regeneration@gravesham.gov.uk)

3- How safe is the surface of the ramp? <b>1 = very unsafe to 5 = very safe</b>	1	2	3	4	5
4- How safe is the surface of the pontoon? <b>1 = very unsafe to 5 = very safe</b>	1	2	3	4	5
5- How helpful are the hand rails on the ramp? <b>1 = very unhelpful to 5 = very helpful</b>	1	2	3	4	5
6- How convenient is the shelter on the pontoon? <b>1 = very inconvenient to 5 = very convenient.</b>	1	2	3	4	5
7- Is the level of lighting on the ramp adequate?	No		Yes		
8- Is the level of lighting on the pontoon adequate?	No		Yes		
9- Is the gangplank suitable for your needs? <b>(if no please give reason in comment box below)</b>	No		Yes		
10- How useful is passenger information on the pontoon <b>1 = very poor to 5 = very useful</b>	1	2	3	4	5
11- How would you rate signs and notices of guidance and emergency procedures on the pontoon? <b>1 = very poor to 5 = very good</b>	1	2	3	4	5
12- Is there adequate travel and visitor information available?	No		Yes		
13- Do you feel safe using the pontoon? <b>(if no please give reason in comment box below)</b>	No		Yes		
14- How would you rate your overall experience in using the new pontoon? <b>1 = very poor to 5 = very good</b>	1	2	3	4	5

**Have you any suggestions as to how getting on to the pontoon could be made easier for you?**

**Have you any other comments,**