



Experiences of disabled rail passengers

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Passenger Focus

Passenger Focus is the independent public body set up by the Government to protect the interests of Britain's rail passengers, England's bus and tram passengers outside London and coach passengers in England on scheduled domestic services. We are funded by the Department for Transport (DfT) but operate independently.

Our mission is to get the best deal for passengers. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and we work with the industry, passenger groups and government to secure journey improvements.

Introduction

Each year Passenger Focus asks over 50,000 passengers how satisfied they are with the rail services they use. In this report we are focussing on one particular group of passengers: those with a disability. This is part of our ongoing work to support improved accessibility on rail, and to ensure that the views of passengers with disabilities are driving change.

This report is an analysis of the views of 6730 passengers with a range of disabilities who have travelled by rail over the past three years. As well as highlighting some interesting insights, the report provides opportunities to target improvements. We will use this report for planning future work, and are making it available to the rail industry to help operators to target their work, making improvements that will deliver real benefits to passengers with disabilities.

In terms of customer satisfaction, passengers with a disability give similar scores to other passengers apart from lower ratings for security, and ease of getting on and off the train, and higher ratings for value for money.

The data shows lower satisfaction ratings for security at the station and on trains in this passenger group. Three quarters of passengers with a disability are travelling alone, and this may contribute to concerns about security. For others their impairment leads to difficulties identifying risk, or being able to remove themselves from risk. This issue would benefit from further attention by the industry.

Passengers with disabilities rate ease of getting on and off the train much lower than other groups of passengers. The gap between train and platform, and height of the step from platform to the train, can create a real barrier to travel for some passengers. The fact that many passengers travel alone, trains may be crowded, and stops at stations can be short may all be factors affecting this score. However when some passengers state they are fearful of being unable to get off of the train at their destination, it is a serious matter that needs to be addressed.

More passengers with a disability rate their ticket as value for money than other groups. The fact that many in this group (11 per cent) use a Disabled Persons Railcard and travel outside of the most expensive peak travel times may account for this finding.

Looking at the use of railcards to obtain reduced fares we found that 43 per cent of respondents used a railcard, although 62 per cent travelled at a time when a railcard discount would have been applicable. This suggests there is an opportunity to promote the Disabled Persons Railcard, and reduce the cost of rail travel for some passengers with disability.

A further area where there is an opportunity to improve passenger experience is through publicising the assistance booking service. Of the passengers with disabilities that we spoke to, many were unaware they can book assistance. Others found booking at least 24 hours in advance impractical. However, since the introduction of the new passenger assistance booking system, it is possible to greatly reduce the amount of time a passenger is required to book in advance of travel. There is an opportunity for train companies to both reduce the

booking in advance period and promote the service to passengers. This would enhance the journey experience for many passengers with a disability.

This report highlights interesting information about the time that disabled passengers travel. There is a commonly held belief that passengers with disabilities avoid peak-time travel – that is, during the morning and evening rush (7-9am and 4-6pm). While this may be true for many, it is not the whole story. Our data shows that 40 per cent of respondents travelled during peak hours. There is also a high number travelling for work purposes: 31 per cent of passengers with disabilities in our survey had been travelling for commuting and a further 10 per cent for business purposes. Service planning needs to take account of these findings.

A lot of money has been spent on welcome changes to the rail network, but making rail accessible is more than the provision of ramps and handrails. This report suggests that fully using and promoting existing services can make a difference too. Further training of rail staff in the recognition of hidden disabilities could offer real benefits.

NPS Themed Report

Disability



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providing intelligence

File location/File Name/Author Initials/Support Initials/Date

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1. Introduction

Each year Passenger Focus asks over 60,000 passengers how satisfied they are with the rail services they use. In this report we are focussing on one particular group of passengers, those with disabilities. This is part of our ongoing work to support improved accessibility on rail, and to ensure the views of disabled passengers are driving change.

This report is an analysis of the views of 6730 passengers, with a range of disabilities, who have travelled by rail over the past two years. As well as highlighting some interesting insights, the report provides opportunities to target improvements.

In terms of customer satisfaction the data shows that disabled passengers generally have similar levels of satisfaction with the station and on-train factors to other passenger groups, apart from lower ratings for security, and ease of getting on and off the train; and higher ratings for value for money.

Security at the station and onboard trains is an important issue for all passengers, but more so for this group where lower satisfaction levels are reported. Three quarters of passengers with disabilities are travelling alone, and this may contribute to concerns about security. For others their impairment leads to difficulties identifying risk, or being able to remove themselves from risk. This issue would benefit from further attention by the industry.

Passengers with disabilities rate ease of getting on and off the train much lower than other groups of passengers. The gap between train and platform, and height of the step from platform to train, can create a real barrier to travel for some passengers. The fact that many passengers travel alone, trains may be crowded and stops at stations short, may all be factors affecting this score. However when some passengers state they are anxious about being unable to get off the train at their destination, it is a serious matter that needs to be addressed.

For some passengers, booking assistance might provide support and assurance. Many of the disabled passengers that we spoke to were unaware they could book assistance. Others found booking at least 24 hours in advance impractical. However, since the introduction of the new passenger assistance booking system, it is possible to greatly reduce the amount of time a passenger is required to book in advance of travel. There is an opportunity for train companies to both reduce the booking in advance period, and promote the service to passengers. The publication of figures demonstrating satisfaction levels and the reliability of the service might also increase public confidence in the service.

Passengers with a disability rate their ticket as higher value for money than other groups. The fact that many in this group use a Disabled Persons Railcard and other cards, and travel outside of the most expensive peak travel times, may account for this finding.

However there is an opportunity to promote the Disabled Persons Railcard, and reduce the cost of rail travel for some passengers with disabilities.

This report highlights interesting information about the times at which disabled passengers travel. There is a commonly held belief that passengers with disabilities avoid peak-time travel – that is, during the morning and evening rush (7-10am and 4 – 7pm). While this may be true for many, it is not the whole story. Our data shows that 40 per cent of respondents travel during peak hours. There is also a high number travelling for work purposes: 31 per cent of passengers with disabilities had been travelling for commuting and a further 10 per cent for business purposes. Service planning needs to take account of these findings.

A lot of money has been spent on welcome changes to the rail network, but making rail accessible is more than the provision of ramps and handrails. This report suggests that fully utilising and promoting existing services can make a real difference. Passengers need to be confident that staff are fully trained and offer a service whether their disability is obvious or not. Where passengers have concerns, for example about security, those concerns need to be addressed. While there is a need to continue to improve the physical infrastructure of the railways, this report suggests there are also opportunities to improve passenger satisfaction through rigorous performance management and provision of information.

2. Background

The National Passenger Survey (NPS) is undertaken primarily to provide customer satisfaction ratings across a range of station and train attributes. The sample is large enough to do this for each Train Operating Company (TOC) and increasingly for key operational subdivisions of each TOC. The survey is undertaken twice per annum – once in the spring (January – April) and once in the autumn (September – November) - with a national sample size each wave of around 30,000.

In addition to rating 31 station and train attributes, the questionnaire covers a number of other topics including:

- personal demographics – gender, age, working status, disability
- journey demographics – travelling party, journey purpose, day, time, frequency
- access to and egress from the station – modes used
- method and time of booking and satisfaction
- type of ticket used and whether railcard used
- whether train was delayed and if so length of delay and how TOC responded
- catering (alternate waves)
- timetable changes (alternate waves)
- security on the railway
- complaints and compensation.

All quantitative data used in this report comes from the last four waves of NPS, covering the period autumn 2010 to spring 2012 and comprising data from 124,113 individual passenger journeys across all franchised and non-franchised TOCs. Additional information has also been included from qualitative research that Passenger Focus has undertaken in the last year: the Qualitative Review of the NPS questionnaire in 2011, and Planned Engineering Works research in 2012.

3. Number and profile of journeys made by disabled passengers

NPS includes a question to identify those with various disabilities, as is shown below. Please note that some passengers have more than one disability.

Q8a We recognise and acknowledge that the categories below do not cover the full range of disabilities, but do you consider yourself to be disabled by any of the following: (tick all that apply)

- No: None*
- Yes: Mobility*
- Yes: Eyesight*
- Yes: Wheelchair user*
- Yes: Speech impairment*
- Yes: Hearing*
- Yes: Learning difficulties*
- Other: Please write in*

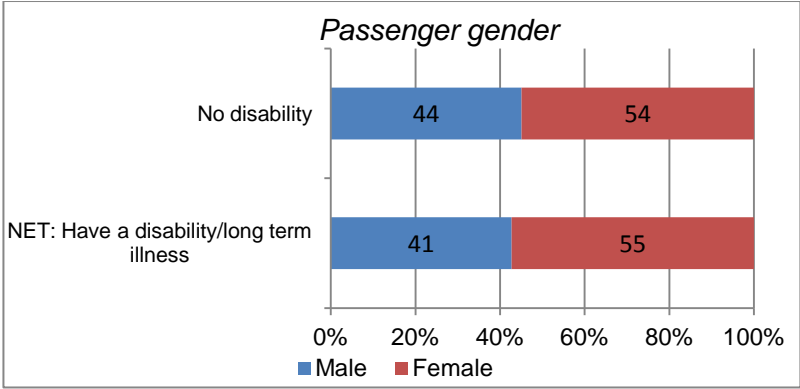
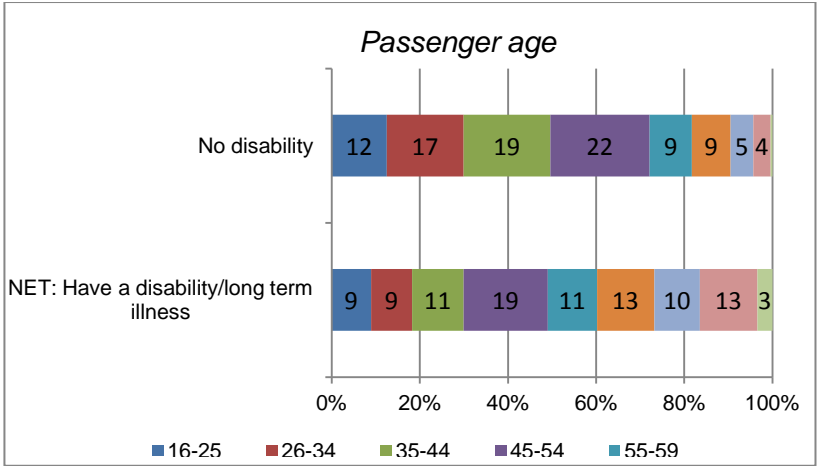
Five per cent of passengers surveyed considered they had some form of disability – if this was applied to the 1.3bn rail journeys in the UK each year it would amount to some 70million journeys.

Among all rail users, the most commonly reported disabilities are as follows:

Type of disability	Millions of journeys	%
Mobility	34	2.51
Hearing	15	1.12
Eyesight	10	0.73
Learning difficulties	5	0.37
Wheelchair user	2	0.15
Speech impairment	1	0.08
Other	13	1.01

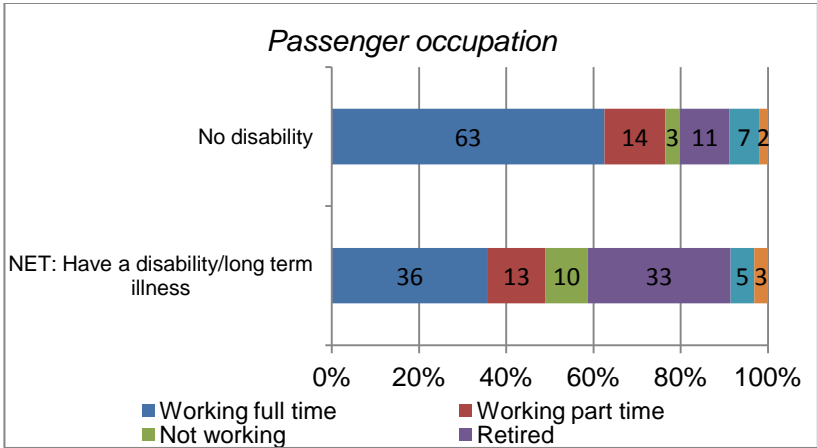
2.5 per cent of all journeys are undertaken by people with limited mobility, accounting for half made by disabled passengers. Passengers with impaired hearing or sight account for just over and just under 1 per cent of all passenger journeys each.

In terms of demographics, disabled passengers tend to be older, with a slightly higher number of female passengers. Around 40 per cent of journeys made by disabled passengers are made by those aged 60 and over, compared to less than 20 per cent of journeys made by those without disabilities in this age group.

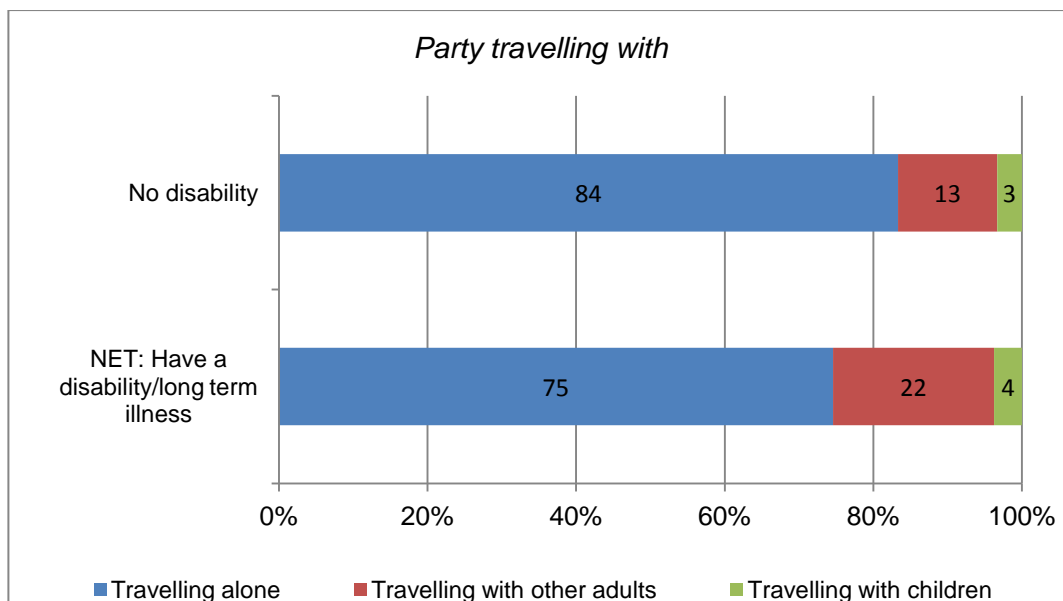


Looking at the employment profile of travellers, it is clear that far more passengers with disabilities than those without are retired, not working full-time or not working at all, however this is a reflection of the general population.

Those with mobility or hearing problems in particular also tend to be slightly older on average, and more likely to be retired. The exceptions here are those with learning difficulties, among whom 41 per cent are under the age of 25, and often travelling to or from education, usually during peak commuter times.

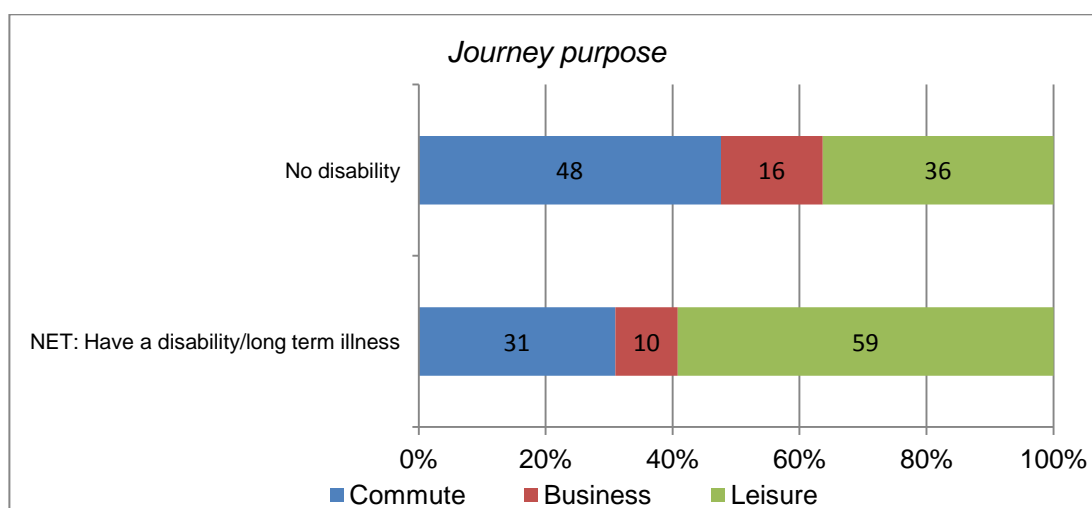


Almost 75 per cent of disabled passengers travel alone, although this figure drops to 36 per cent for passengers with wheelchairs. More than half of passengers with wheelchairs (56 per cent) travel with other adults.

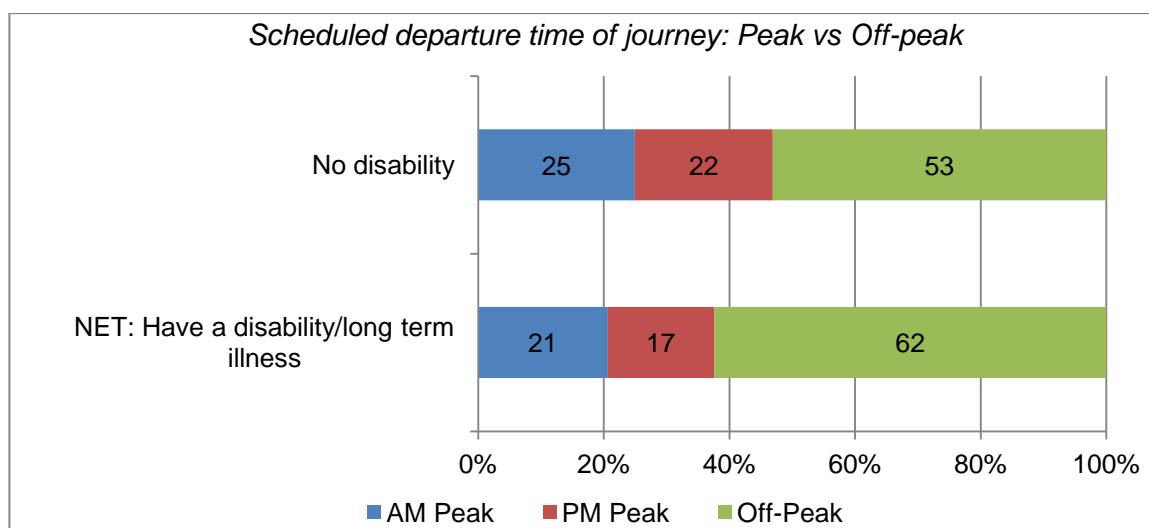
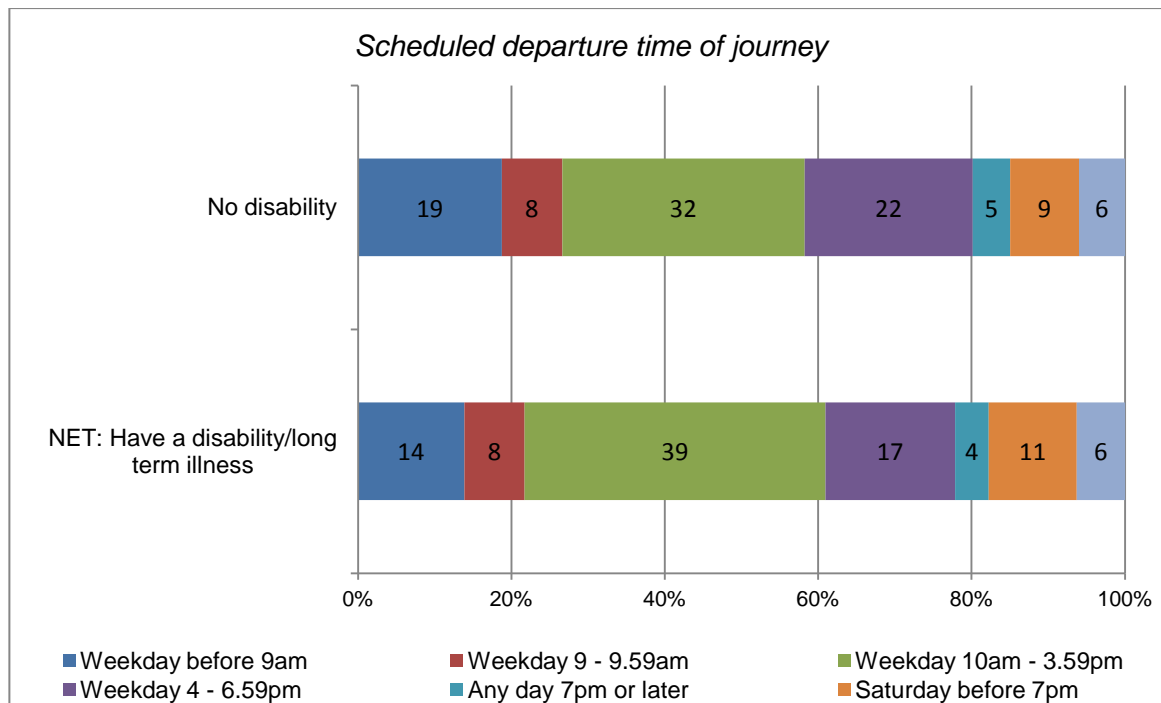


Three in 10 journeys made by passengers with disabilities are for commuting purposes. Of the passengers with disabilities who are in part or full time work (49 per cent), the journey purpose split is the same as for passengers without disabilities. However, overall journeys made by passengers with disabilities are more likely to be for leisure than for commuting or business.

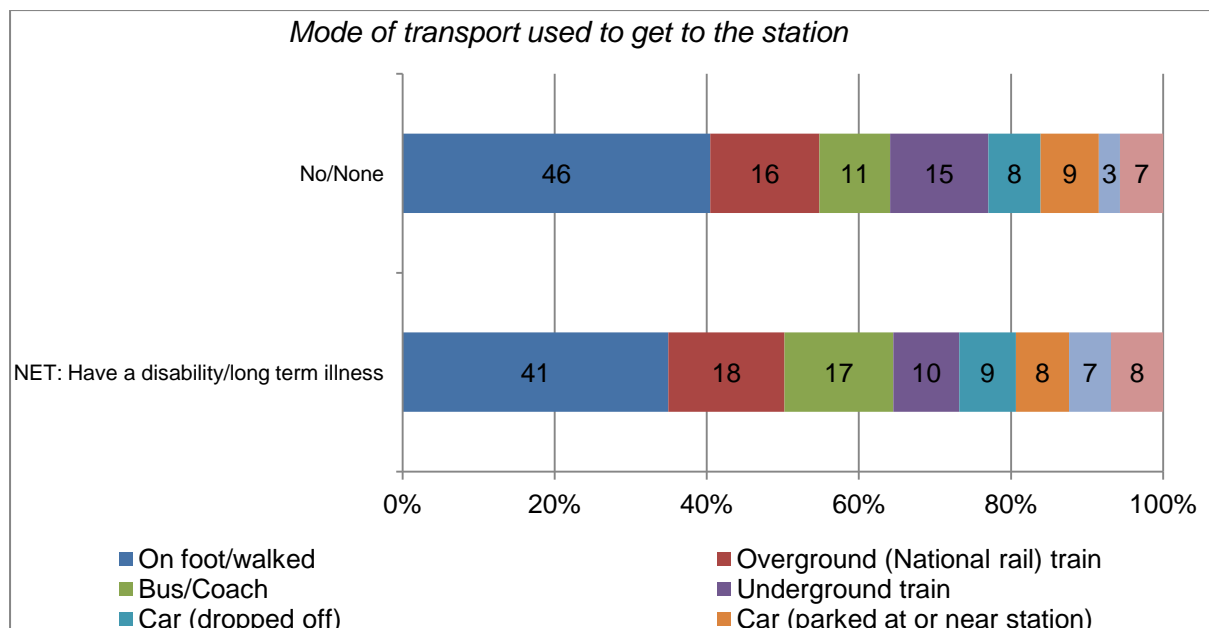
Thus, facilities and services designed to cater for disabled passengers should be available at all times of day.



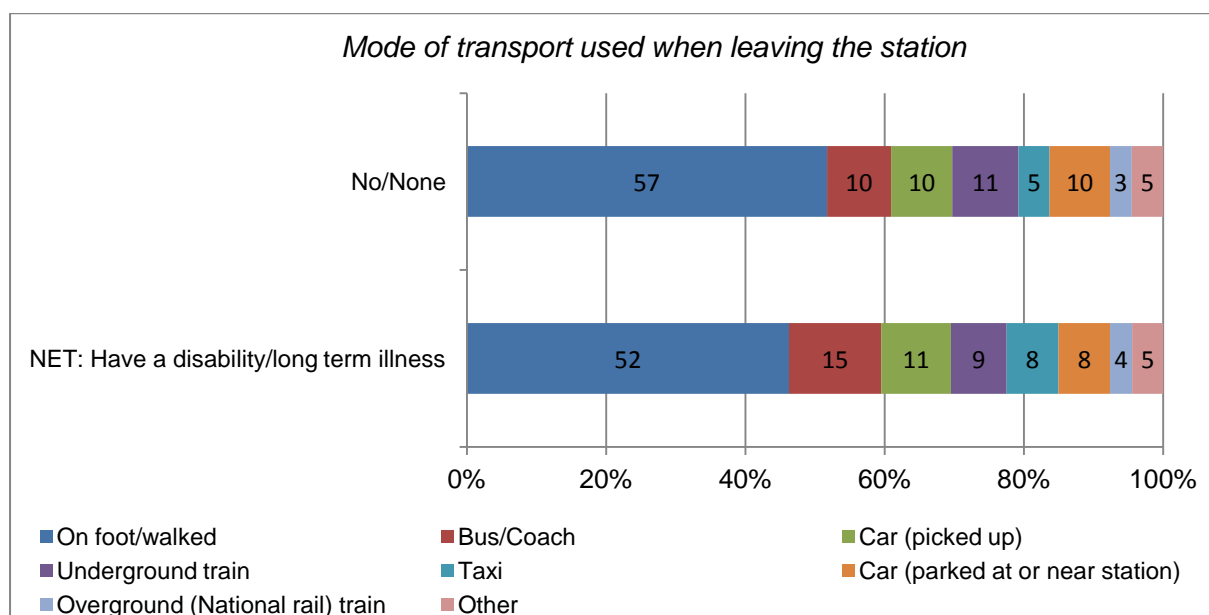
In terms of days and times of travel, nearly four out of ten journeys made by disabled passengers are in peak travel times (with little variation for the different types of impairment reported). This challenges the assumption that disabled passengers avoid peak time.



Compared with other passenger groups, those with a disability are slightly more likely to use taxis, buses or coaches to arrive at the railway station before their journey, and are a little less likely to walk or use the London Underground or other types of public transport.



Similarly, when leaving the station, passengers with disabilities are more likely than those without disabilities to use taxis, bus or coach for their onward journey. In particular, wheelchair users are more likely to use taxis than passengers with other types of disability (11 per cent), or their own car which they had parked at or near the station (13 per cent).

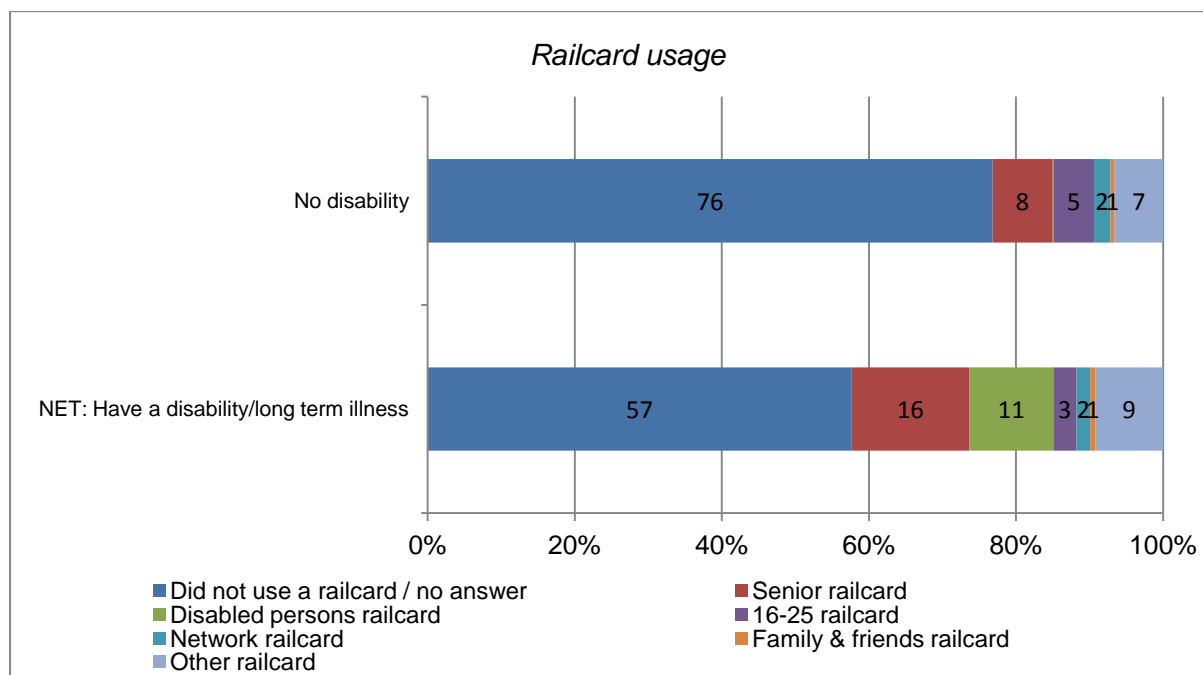


A little under half of journeys (43 per cent) made by disabled passengers are with a railcard, compared to around a quarter (24 per cent) made by those without disabilities.

Part of the difference could be explained by fewer journeys being made by passengers with a disability at peak times, when generally railcards cannot be used.

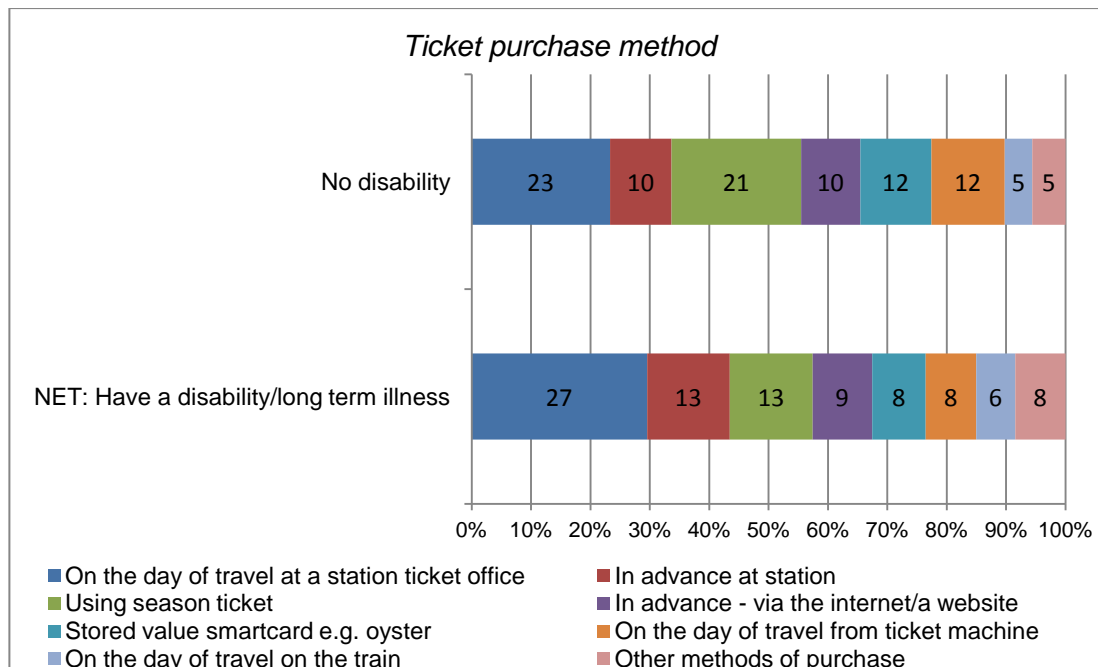
It would seem however that as about 62 per cent of journeys are at off-peak times, that there is considerable scope to extend the use of railcards, particularly Disabled Persons Railcards, to passengers with disabilities. Just 11 per cent of passengers with disabilities used a Disabled Persons Railcard for their journey.

Conversations with individual disabled passengers in qualitative research indicated that there are some disabled people who are currently unaware that railcards are available. Specific research would be needed to quantify this further.

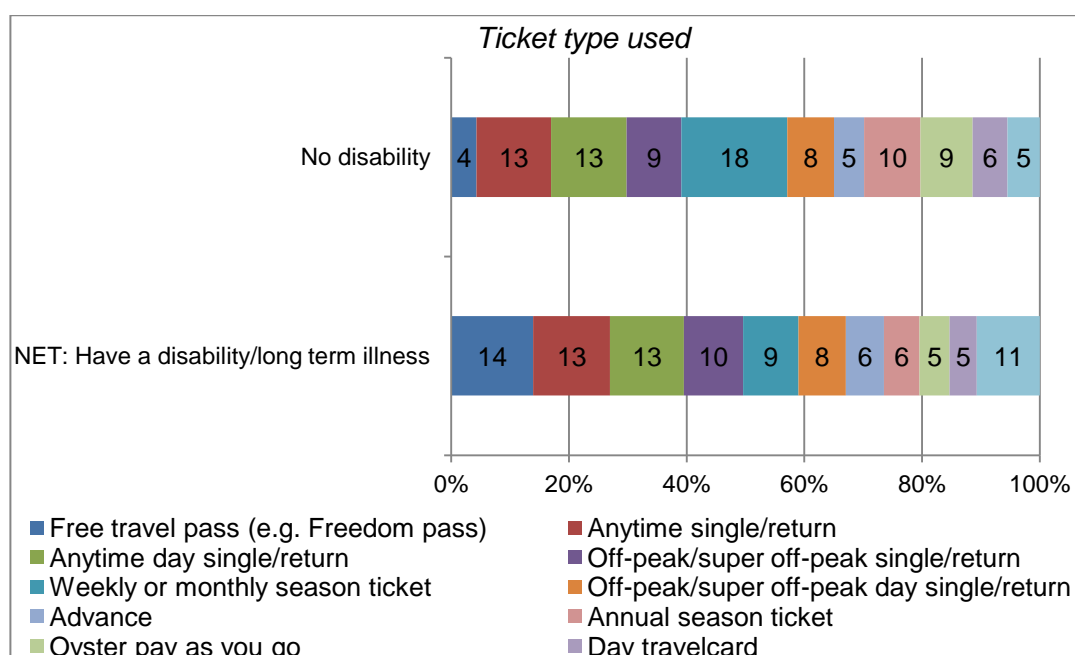


More specifically, 36 per cent of wheelchair users do have a Disabled Persons Railcard, but this number is much lower for people with other types of disabilities. For example only 13 per cent of those with a hearing impairment, and 14 per cent of those with a visual impairment, have a Disabled Persons Railcard. These people are not 'making up for it' by having another type of railcard, such as a Senior Railcard. They are simply less likely to have a railcard at all. It does appear that certain groups of people would benefit from more information about the availability of railcards to help them to access transport.

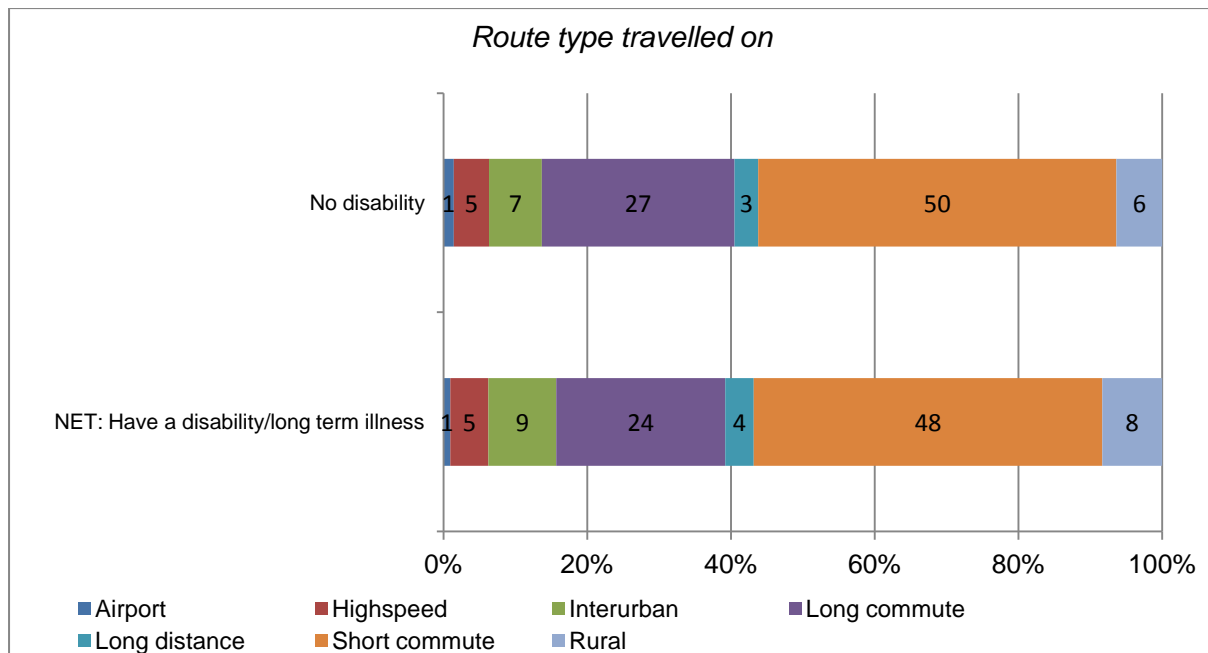
Disabled passengers are less likely to use season tickets, a reflection of the lower proportion of peak hour trips. However they are more likely to buy tickets on the day or in advance at the station. Other purchase methods, such as smartcards and ticket machines, are less well used by disabled passengers.



In terms of the types of ticket used, disabled passengers' journeys are more likely to be funded by a free travel pass (e.g. Freedom Pass - this will be driven by age), and less likely to be season tickets of any form, as highlighted earlier. Passengers with learning difficulties travelling by rail are more likely to be of education age and travelling for education than passengers with other types of disability. Compared to other disabilities, a higher percentage of passengers with learning difficulties also travel using a season ticket (20 per cent), most often a weekly season ticket.



Journeys made by disabled passengers follow a similar pattern to those made by passengers without disabilities in terms of the type of route used. There are slightly fewer journeys on commuter routes and slightly more inter-urban, long distance and rural journeys made by disabled passengers.



Less than 2 per cent of journeys made by disabled passengers involved booking assistance in advance – about 5 million journeys per annum. The clear exception to this is passengers using wheelchairs, 24 per cent of whom do book assistance. However it would be a mistake to assume that this is because wheelchair users are the only people who need or benefit from assistance. When speaking to passengers as part of a review of the NPS questionnaire, they confirmed that those with less obvious disabilities also appreciate help, but that some of them were unaware that assistance booking is available. Others found that assistance booking is not practical if they cannot predict the time of their return journey, thereby limiting take-up of the service.

4. Experiences of disabled passengers

NPS measures customer satisfaction with the train journey overall and then separately for a number of individual station and train factors. Satisfaction is measured on a five point scale and most results are presented in terms of the per cent who give a satisfied or good rating (very or fairly). In addition to NPS data, Passenger Focus also interviewed disabled passengers about the journeys they make by train, giving further insight to the experiences of these passengers.

In NPS, overall 82 per cent of passengers with disabilities rate their journey as good or satisfactory, compared to 84 per cent of other passengers (see table on following pages). This is a relatively small difference, but significant as it is based on a large sample size (6730 disabled passengers and 112,009 other passengers).

Looking at the individual station factors, the areas where passengers with disabilities were less satisfied than others were personal security when using the station - a four per cent gap - and overall satisfaction with the station. This latter measure varies quite a lot depending on the type of disability (see appendix for full breakdown of experience measures by type of disability). 80 per cent of wheelchair users are satisfied overall with their station. It seems likely that most wheelchair users are using stations which they know in advance will be able to accommodate them (although the table below highlights that there is a substantial minority which is not at all satisfied with the way stations meet their specific needs).

Just under three quarters (74 per cent) of those with hearing impairments are satisfied with their station, but only 69 per cent of passengers with vision impairments are satisfied. At the other end of the scale, there also some station attributes that disabled passengers rate very slightly more highly than other passengers. In particular, it's positive that passengers with disabilities have a slightly better experience of staff attitude than others – although it's also true that there is room for improvement here.

Passenger experience at stations: % satisfied by disabled and not disabled

	Total	NET: Have a disability/long term illness	No/None	gap
Overall satisfaction	84	82	84	-2
STATION FACILITIES				
Your personal security whilst using the station	66	62	67	-4
Overall satisfaction with the station	77	73	77	-4
Overall environment	67	64	67	-3
Provision of information about train	81	78	81	-3

times/platforms				
How request to station staff was handled	85	83	85	-2
Connections with other forms of public transport	73	72	73	-1
Facilities and services	50	49	50	-1
Facilities for bicycle parking	53	52	53	-1
Ticket buying facilities	73	73	73	0
Availability of staff	59	58	59	0
Facilities for car parking	49	49	49	0
Upkeep/repair of the station buildings/platforms	67	67	66	1
Attitudes and helpfulness of the staff	71	72	71	1
Cleanliness	72	73	71	1

In terms of train factors (see table on following page), the biggest issue for disabled passengers compared to others is the ease of being able to get on and off the train, which shows a 10 per cent gap. This is particularly the case for wheelchair users among whom only 57 per cent are satisfied with the ease of getting on and off the train. However, it is also noticeably lower for those with hearing, sight or other impairments than for those who have no disability.

In interviews, some disabled passengers expressed concerns about the ease of getting on and off trains, particularly on busy services, and the short time during which doors are open. This is a source of anxiety, with a few passengers recounting instances where they had missed their stop due to being unable to get off in time or without assistance.

Whilst booking assistance with the train company to get on and off the train is a potential solution to this problem, some disabled passengers are simply not aware that this is possible, and some do not book assistance for practical reasons (such as needing flexibility in the time of travel).

Increased awareness and therefore uptake of booked assistance may raise satisfaction. However because it can be inconvenient to arrange, and limits the flexibility of travel times, it is important that disabled passengers are made aware that they can also request help at the time, either on the train or at the station where they board.

Personal security whilst on board (as with personal security at stations) is also given a lower NPS rating by passengers with disabilities. Again, this is confirmed by the feedback from interviews where some disabled passengers talked about a heightened sensitivity to personal security, driven by the fact that they are sometimes less able to detect a nearby potential problem (due to impaired hearing or sight) or to physically remove themselves quickly enough from a situation they deem to be threatening (due to

impaired mobility or sight). This is particularly true on quiet trains, in quiet or unstaffed stations, and at poorly lit stations when travelling in the evening.

At the other end of the scale, 10 per cent more passengers with disabilities than those without are satisfied with value for money. This is directly related to the lower incidence of commuter journeys and reduced travel during peak times (passengers with disabilities travelling at peak times and for commuting give similar scores for value for money as passengers without disabilities).

In particular, it is also related to significantly increased use of railcards amongst disabled passengers (among disabled passengers without railcards, 44 per cent are satisfied with value for money, only 1 per cent different from passengers without disabilities). These factors combined mean that many disabled passengers may have paid less for their tickets than other users.

Passenger experience on trains: % satisfied by disabled and not disabled

TRAIN FACTORS	Total	NET: Have a disability/long term illness	No/None	gap
Ease of being able to get on and off	80	71	81	-10
Your personal security whilst on board	76	72	77	-5
Connections with other train services	77	74	77	-3
Comfort of the seating area	72	70	72	-2
Space for luggage	54	53	54	-1
Sufficient room for all passengers to sit/stand	68	68	68	-1
Punctuality/reliability (i.e. the train arriving/departing on time)	81	81	81	0
Ticket buying facilities	73	73	73	0
Availability of staff	59	58	59	0
Cleanliness of the outside	71	71	71	0
Facilities for car parking	49	49	49	0
Cleanliness of the inside	74	74	74	0
Helpfulness and attitude of staff on train	65	65	64	1
Length of time the journey was scheduled to take (speed)	85	86	85	1
Cleanliness of the train	74	74	74	1
Upkeep/repair of the station buildings/platforms	67	67	66	1

Upkeep and repair of the train	74	75	74	1
Attitudes and helpfulness of the staff	71	72	71	1
Provision of information during the journey	70	71	70	1
Frequency of the trains on that route	78	80	78	2
Availability of staff	46	48	46	2
Space for bicycles	44	46	44	2
Toilet facilities*	38	40	37	3
How well train company dealt with delays*	38	41	37	4
Value for money for the price of your ticket	45	55	44	10

* Disabled passengers also give slightly higher scores for how well train companies deal with delays, and toilet facilities, although these scores are based on people who have experienced delays and used toilets on the day of their journey, meaning these sample sizes are lower.

In addition to the above, when we look at differences between the experiences of those with different types of disability, the following points also arise:

- Those with impaired eyesight are less satisfied with the provision of information, both at stations and on trains, than other disabled passengers. This could suggest that visual information is too cluttered, too sparse, too small, or that more audio information is required, and these issues are likely to be different depending on TOC, route and station used. Specific research would be needed to understand these needs fully. Wheelchair users are much happier with the availability of on-train staff (58 per cent) than passengers with other types of disability (for example, only 48 per cent and 47 per cent of those with impaired hearing and eyesight rate this as ‘good’). In our research, passengers with less obvious disabilities have also confirmed a slight frustration that staff (and other passengers) will gladly and proactively help a passenger in a wheelchair, but that they need to ask for help and can sometimes be treated with suspicion because they don’t appear to be less able. This echoes feedback from passengers more generally (including those who do not have any type of disability), that there are consistently too few staff to help, e.g. for information.
- Analysis of NPS data is often used to determine which aspects of train journeys are most closely associated with overall satisfaction – i.e. which aspects are most important to passengers. This analysis consistently shows that punctuality is the most important aspect of rail journeys to passengers. However, for most disabled passengers, punctuality comes a close second to factors relating to the environment on board. This may be partly linked to the higher incidence of leisure journeys among disabled passengers (leisure journeys being less time-critical than business or commuter journeys). However it also indicates that, while punctuality remains crucial, the environment on trains has an important

bearing on disabled passengers' experience, and therefore confirms the importance of features such as appropriate seating and access facilities (handrails, accessible toilets etc), and appropriate on-board information.

NPS contains some specific questions for those with disabilities, asking how well the train station and/or train company met their needs as a disabled passenger. For those that book assistance for their journey, the booking process itself scores well here, but for a substantial proportion of journeys made by disabled passengers, the ability of the station or the train to meet specific needs is unsatisfactory. These results confirm that disabled passengers' concerns about security and ease of getting on and off the train are causing them significant problems.

Issue	% very satisfied	% fairly satisfied	% dissatisfied
How arrangements were dealt with when booking	66	23	6
How train station met your needs as a passenger with long term illness or disability	31	34	18
How trains met your needs as a passenger with a long term illness or disability	28	40	15

Specifically, over a fifth (22 per cent) of those with a wheelchair or mobility problems of any type are dissatisfied with the way stations met their needs, and 18 per cent of wheelchair users specifically are dissatisfied with the way trains met their needs.

5. Supplementary information about the experiences of disabled passengers

Passenger Focus has spoken to disabled passengers about their experiences as part of several one-off research projects, investigating specific aspects of rail travel.

As a result of this, a number of other issues arose amongst this passenger group:

- Lack of appropriate disabled seating in carriages can be an issue. Additional seating for disabled passengers and respect for priority seating amongst other passengers (enforced by staff, where possible) would help resolve this
 - “Realise you might have more than one person with mobility issues.” (Passenger travelling with husband with mobility issues, *Qualitative Review of National Passenger Survey Questionnaire, 2011*)
- There is a need for further training for some staff, to better equip them to help passengers with disabilities. Staff should be alert to the fact that passengers may be affected by disabilities which aren’t necessarily obvious, and should receive training to be able to assist in a way which is helpful and appropriate.
 - “It’s so frustrating because they say can you speak up, and I can’t. It almost comes across [as] offensive to me now.” (Passenger with speech impediment, *Passenger Needs and Priorities for Planned Engineering Works, 2012*)
 - “Sometimes I ask them a question and they go ‘it’s on the board – up there’, but I find [those] 24-hour clock timings hard. I have to ask anyway, but they can be rude.” (Passenger with mild learning disability, *Research into Presenting Right Time Performance Information, 2012*)

Clear auditory and visual information should be provided to ensure those with hearing and visual impairments remain informed. This is particularly relevant during times of disruption, but also applies to general journey information. For some, this can alleviate stress and anxiety during the journey.

- Access can usually be improved for those with less mobility, particularly at smaller stations which may have limited facilities or be unstaffed. High steps, a large amount of steps, and a lack of staff can all exacerbate this. Passengers could be more effectively informed about train and station facilities prior to making a journey to be able to make an informed assessment of their journey options and whether rail is appropriate in relation to their individual needs.

6. Conclusions

1. Around 5 per cent of rail journeys are made by passengers with a disability or long term illness
2. Half of these journeys are made by those with impaired mobility
3. Passengers with a disability tend to be older and are less likely to be in work than passengers in general
4. More of their trips are leisure trips and less for commuting and business than for other passengers
5. Nevertheless, around 30 per cent of journeys made by disabled passengers are commuter journeys and 40 per cent are in peak time.
6. The majority (78 per cent) of journeys made by disabled passengers are made alone, although passengers with disabilities are more likely to travel with another adult than those without disabilities (22 per cent compared to 15 per cent).
7. Passengers with disabilities are slightly more likely to use public transport or taxis to get to and from the station
8. A railcard is used in 43 per cent of journeys made by disabled passengers
9. In terms of customer satisfaction, disabled passengers give similar scores to other passengers apart from:
 - a. Lower ratings for security at the station and on the train – as three quarters are travelling alone and half of disabled passengers have lower mobility , this seems to emphasise concerns about security
 - b. Much lower ratings for ease of getting on and off the train – again with many disabled passengers travelling alone, this is possibly one driver for their concern about access to the train
 - c. Higher value for money ratings – as double the number of disabled passengers use a railcard, this is a key driver for the higher scores, coupled with the fact that fewer disabled passengers travel for commuting purposes and at peak times, when fares tend to be higher. Disabled commuters and peak travellers rate value for money similarly to commuters and peak travellers with no disability.
10. Nearly 90 per cent of disabled passengers feel the assistance booking process takes account of their needs as a disabled passenger.
11. Only two thirds feel the station in general and the train in general take account of their needs.

7. Appendix: Passenger Experience for those with different types of disability

Data presented in the tables below is based on six waves of NPS: autumn 2009 – spring 2012

Passenger experience at stations: % satisfied by different types of disability

	Mobility	Wheel chair user	Hearing impairment	Eyesight impairment	Speech impairment	Learning difficulties	Other
Overall satisfaction	83	82	85	83	75	81	80
STATION FACILITIES							
Overall satisfaction with the station	73	80	74	69	80	75	69
Ticket buying facilities	74	75	76	73	82	70	69
Provision of information about train times/platforms	79	84	80	75	83	75	75
Upkeep/repair of the station buildings/platforms	67	65	68	65	70	65	67
Cleanliness	73	68	75	71	72	71	72
Facilities and services	52	57	52	49	61	51	46
Attitudes and helpfulness of the staff	73	76	75	72	71	70	70
Connections with other forms of public transport	74	79	74	67	67	69	74
Facilities for car parking	50	55	46	48	45	52	45
Overall environment	65	72	67	63	67	67	61

Your personal security whilst using	63	69	61	61	62	62	61
Availability of staff	61	61	60	60	63	57	57
Facilities for bicycle parking	52	58	49	54	56	54	48
How request to station staff was handled	84	80	88	86	79	80	79

Passenger experience on trains: % satisfied by different types of disability

	Mobility	Wheel chair user	Hearing	Eyesight	Speech impairment	Learning difficulties	Other
TRAIN FACILITIES							
Frequency of the trains on that route	81	88	81	77	78	71	79
Punctuality/reliability (i.e. the train arriving/departing on time)	83	87	85	82	77	73	80
Length of time the journey was scheduled to take (speed)	87	89	88	85	80	79	85
Connections with other train services	75	82	77	74	70	65	75
Value for money for the price of your ticket	57	60	60	53	54	45	54
Cleanliness of the train	75	74	76	74	69	72	71
Upkeep and repair of the train	75	72	77	76	70	73	72
Provision of information during the	73	76	70	68	58	64	68

journey							
Helpfulness and attitude of staff on train	67	72	65	62	54	67	62
Space for luggage	54	48	54	52	53	58	52
Toilet facilities	43	48	42	41	45	43	36
Sufficient room for all passengers to sit/stand	69	65	70	69	77	68	67
Comfort of the seating area	72	72	72	69	71	71	69
Ease of being able to get on and off	68	57	78	73	79	75	69
Your personal security whilst on board	71	73	75	72	74	71	68
Cleanliness of the inside	75	74	76	74	68	72	71
Cleanliness of the outside	70	73	72	69	64	68	69
Availability of staff	52	58	48	47	50	49	44
Space for bicycles	48	58	45	45	44	48	41
How well train company dealt with delays	46	37	41	36	46	41	40

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