



National (Rail) Passenger Survey



David Greeno
**Senior Passenger
Researcher**
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National Passenger Survey accessibility issues

Agenda

- Introduction
- Demographic analysis
- Passenger satisfaction
- Conclusions



National Passenger Survey (NPS)

Introduction



- Established in Autumn 1999 to provide a network wide picture of passenger satisfaction with rail travel
 - Over 60,000 passengers participate each year
 - Self completion questionnaire handed out at stations
- It primarily assesses satisfaction across a range of station and train attributes aspects that are important to passengers
- Passengers asked for views of a ‘real’ journey
- It enables us to monitor trends in passenger satisfaction over time and across train companies
- NPS provides information about passenger perceptions of rail for range of uses

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Questionnaire



Apart from overall satisfaction and various station and train factors the questionnaire also includes:

- Personal demographics e.g. age
- Journey demographics e.g. day, time, frequency
- Modes used to travel to and from the station
- Method of time and booking and satisfaction
- Type of ticket used and whether railcard used
- Whether train was delayed and how handled
- Catering (alternate waves)
- Timetable changes (alternate waves)
- Security on the railway
- Complaints and compensation

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Themed Report on Disability



- Data used comes from last four waves of NPS, covering the period Autumn 2010 to Spring 2012
- Overall 124,113 individual passenger journeys
- 6,730 journeys were made by passengers with a disability
- Report also included some comments and anecdotal information from other research that Passenger Focus has undertaken in the last year

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NPS Question used to identify passengers with a 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):

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No: None

Yes: Mobility

Yes: Eyesight

Yes: Wheelchair user

Yes: Speech impairment

Yes: Hearing

Yes: Learning difficulties

Other: Please write in

(note: passengers can have more than one disability)

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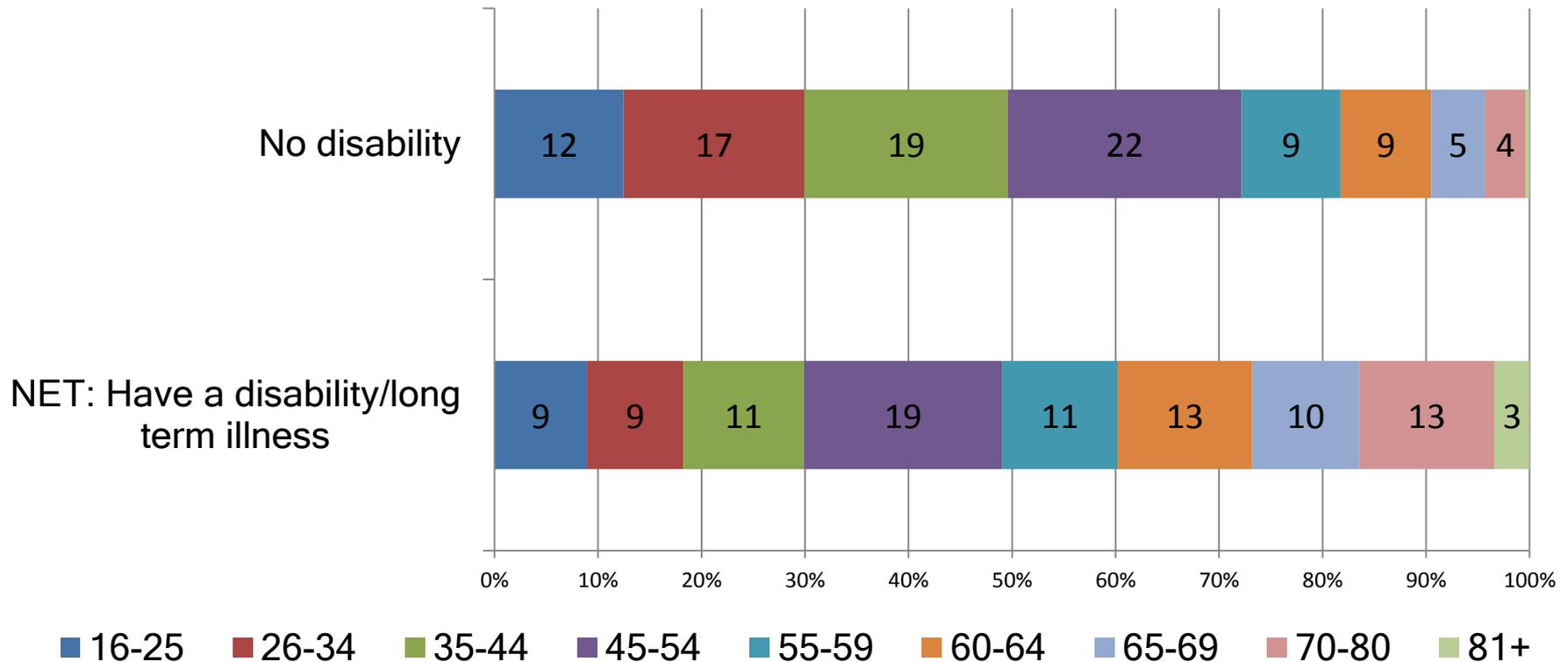
Type of disability	%
Mobility	2.51
Hearing	1.12
Eyesight	0.73
Learning difficulties	0.37
Wheelchair user	0.15
Speech impairment	0.08
Other	1.01

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Journeys made by passengers with a disability are more likely to be made by older people (about 40%)



Passenger age

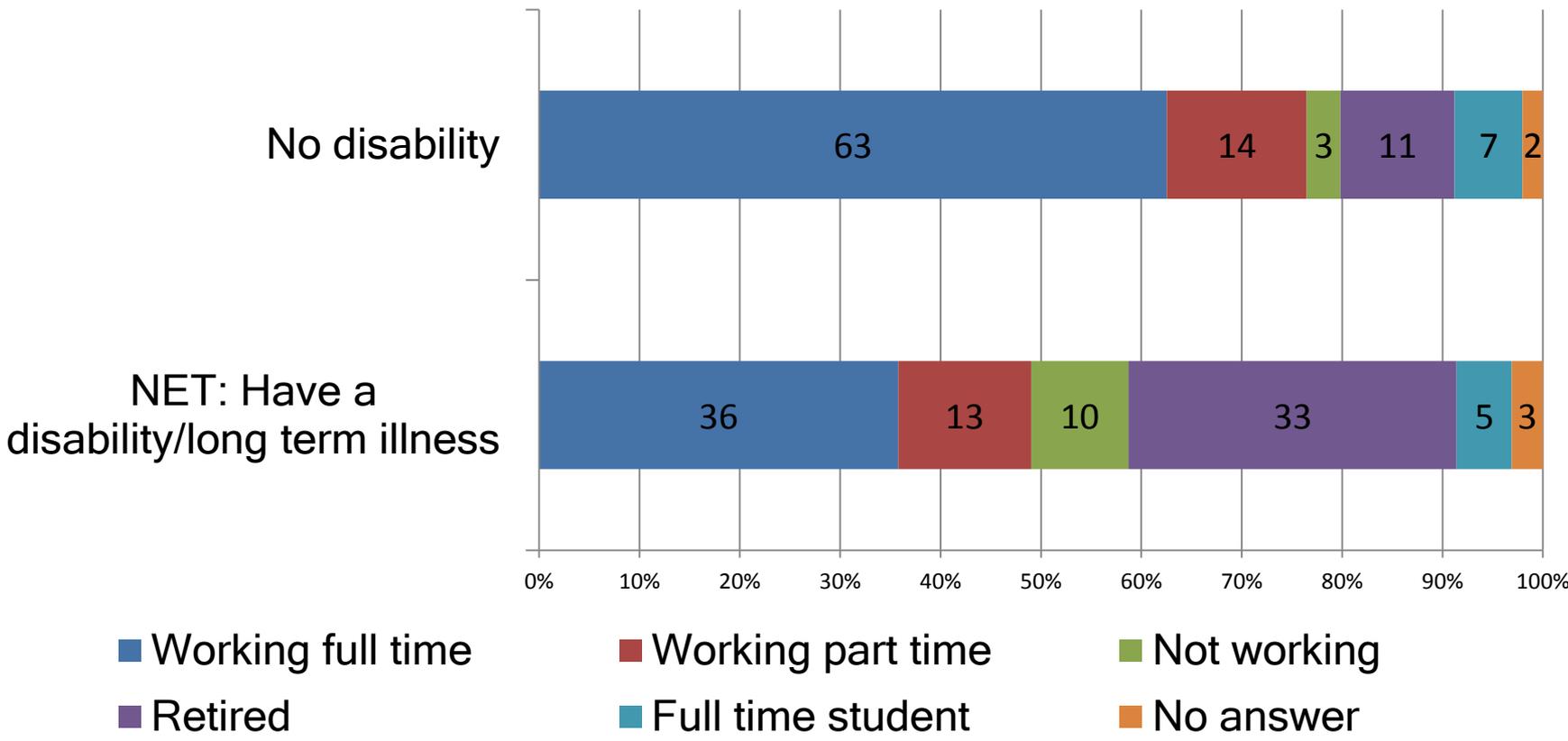


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Journeys made by disabled passengers are more likely to be made by those who are retired (33%) and less likely to be working full time (36%) than non-disabled passengers

Passenger occupation

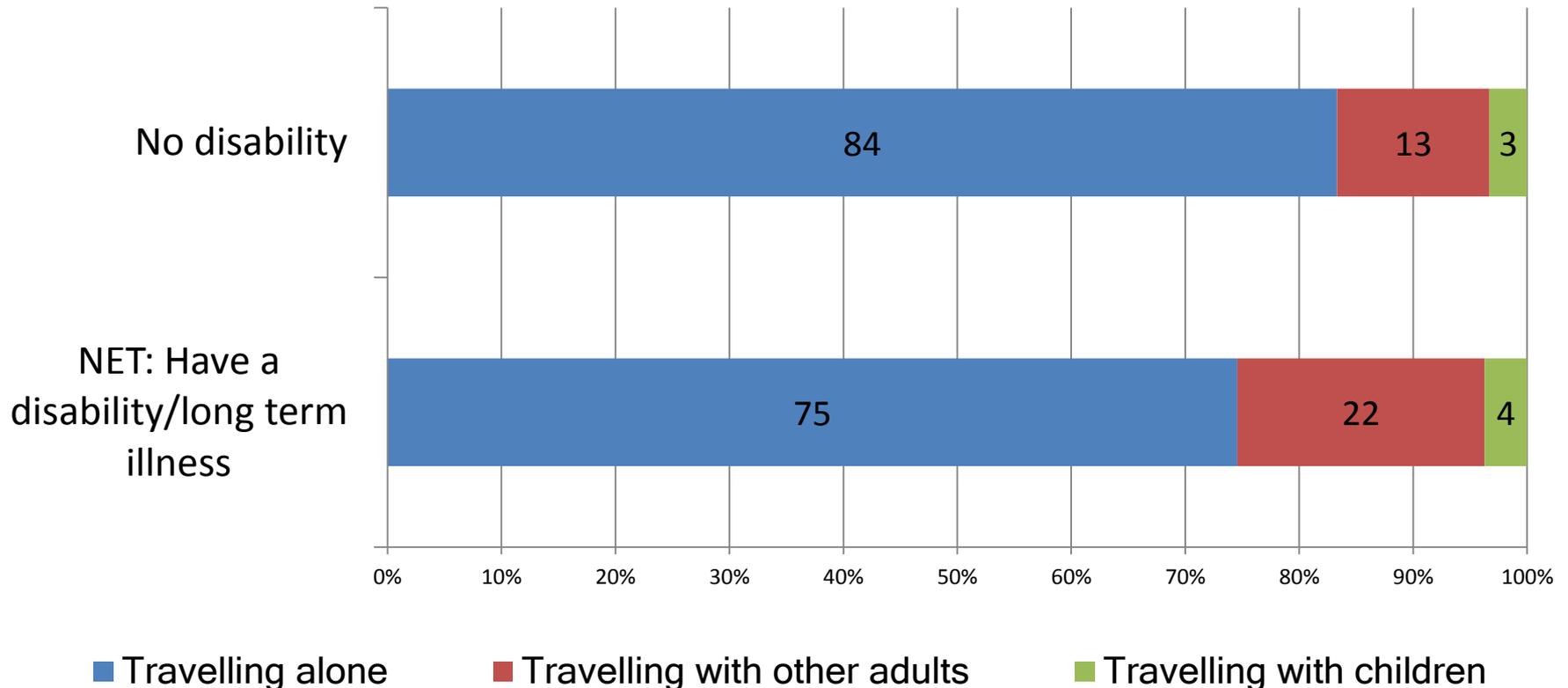


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Passengers with a disability are less likely to be travelling alone (75%) and more likely to be travelling with other adults (22%) than non-disabled passengers



Party travelling with

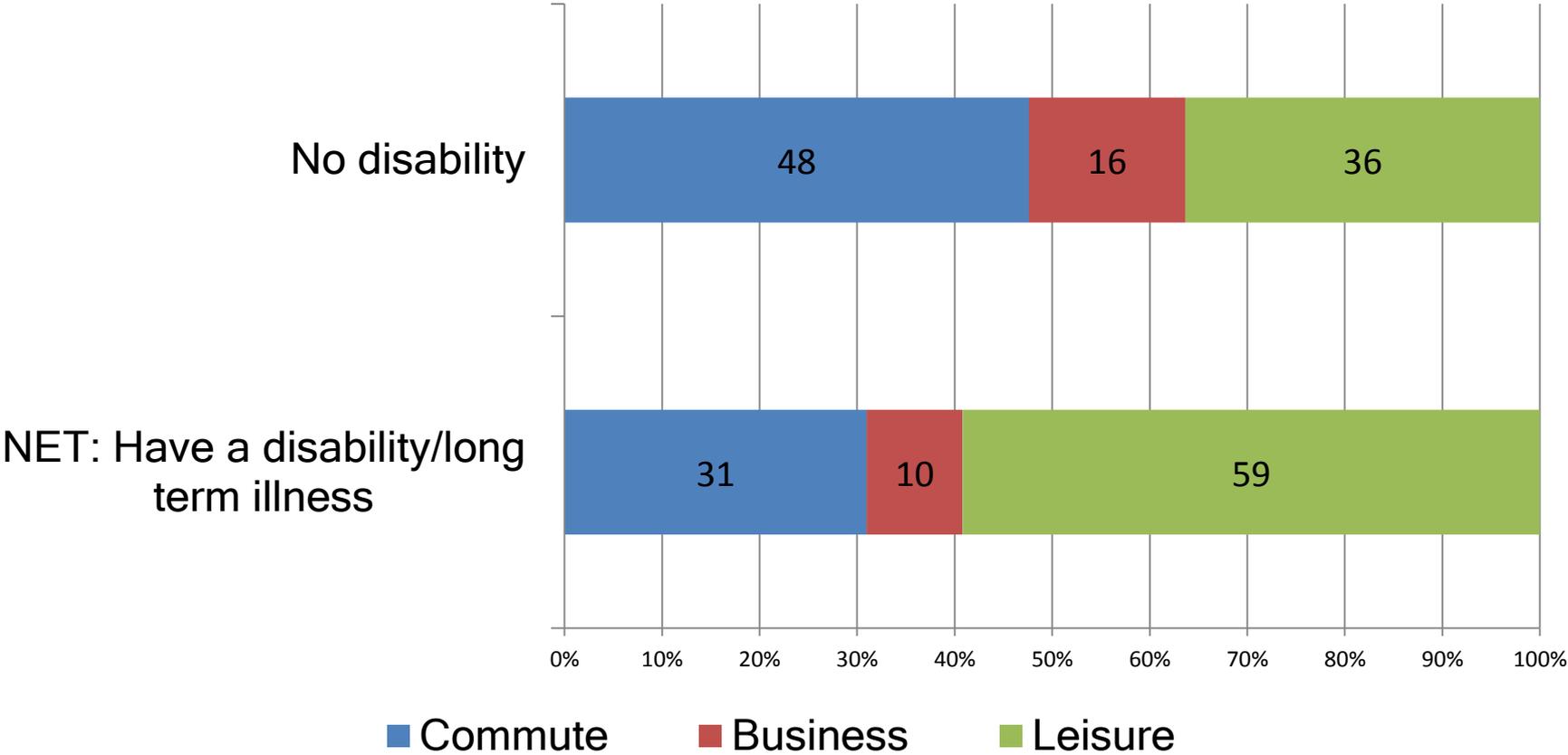


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Journeys made by disabled passengers are less likely to be commuter/business journeys (31%) and more likely to be leisure journeys (59%) compared to non-disabled passengers

Journey purpose

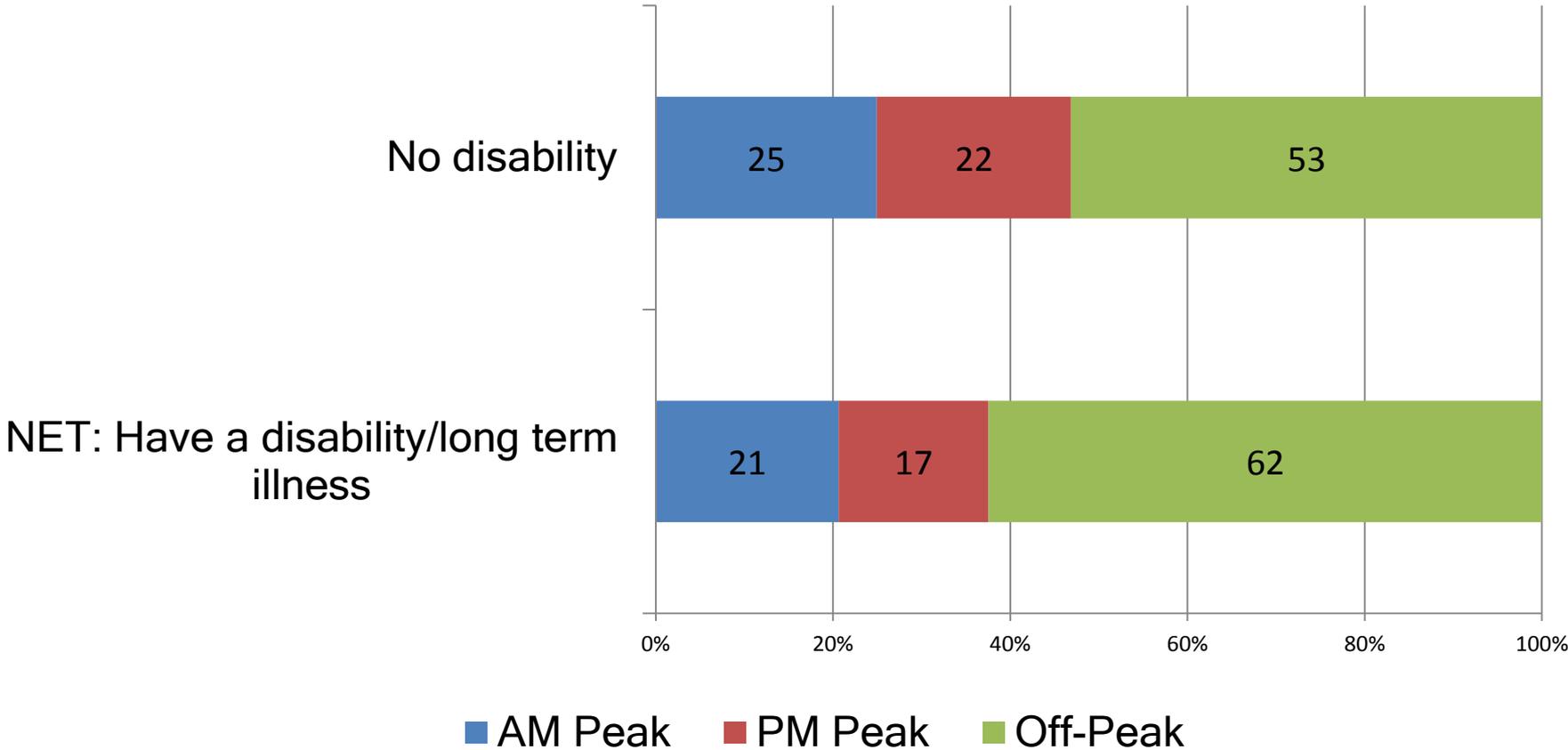


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Although less likely to be making commuter journeys, about 40% of journeys are at peak times

Scheduled departure time of journey: Peak vs Off-peak

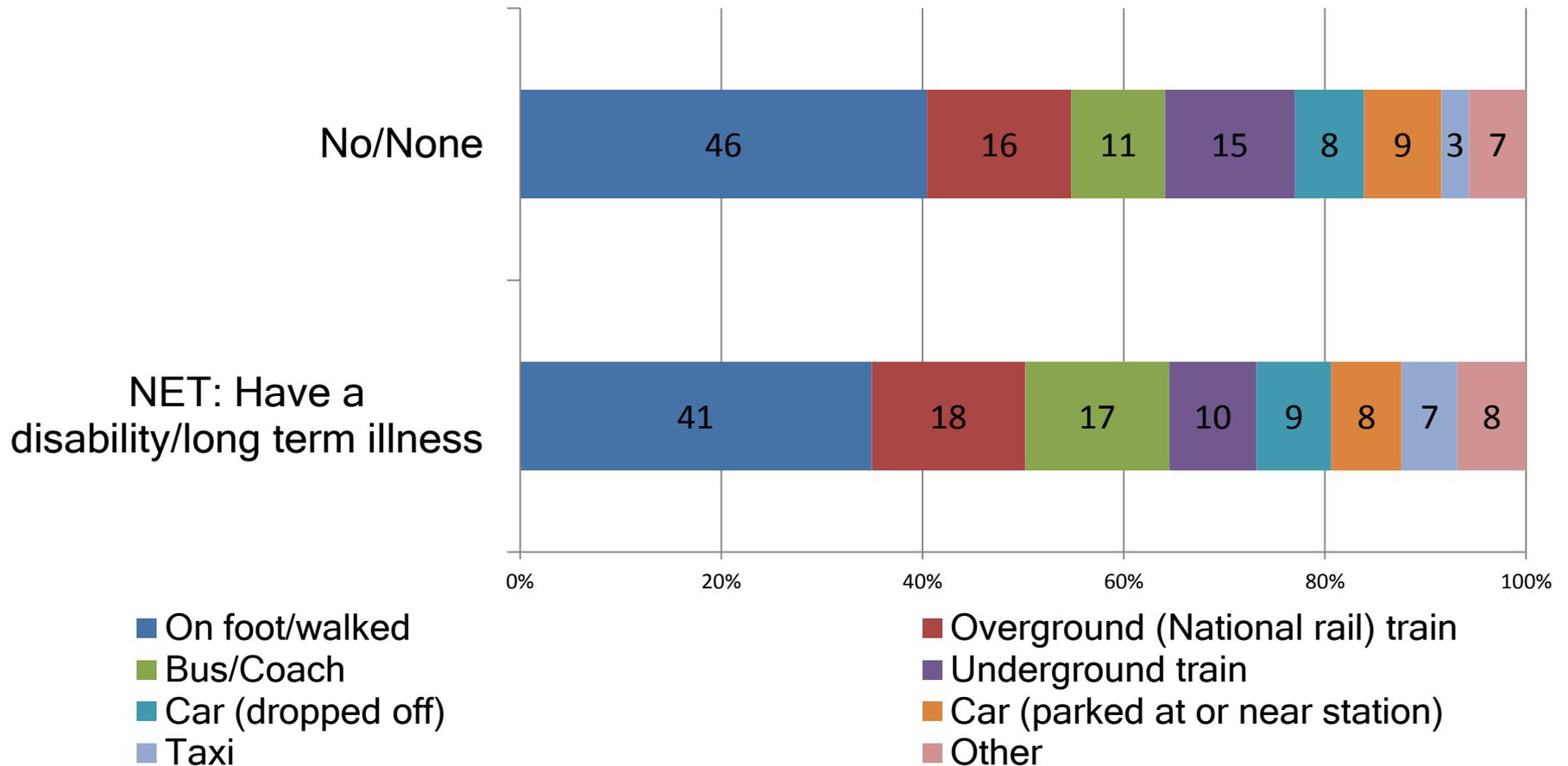


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Slightly higher percent of passengers use taxis or buses/coaches to arrive at the station

Mode of transport used to get to the station

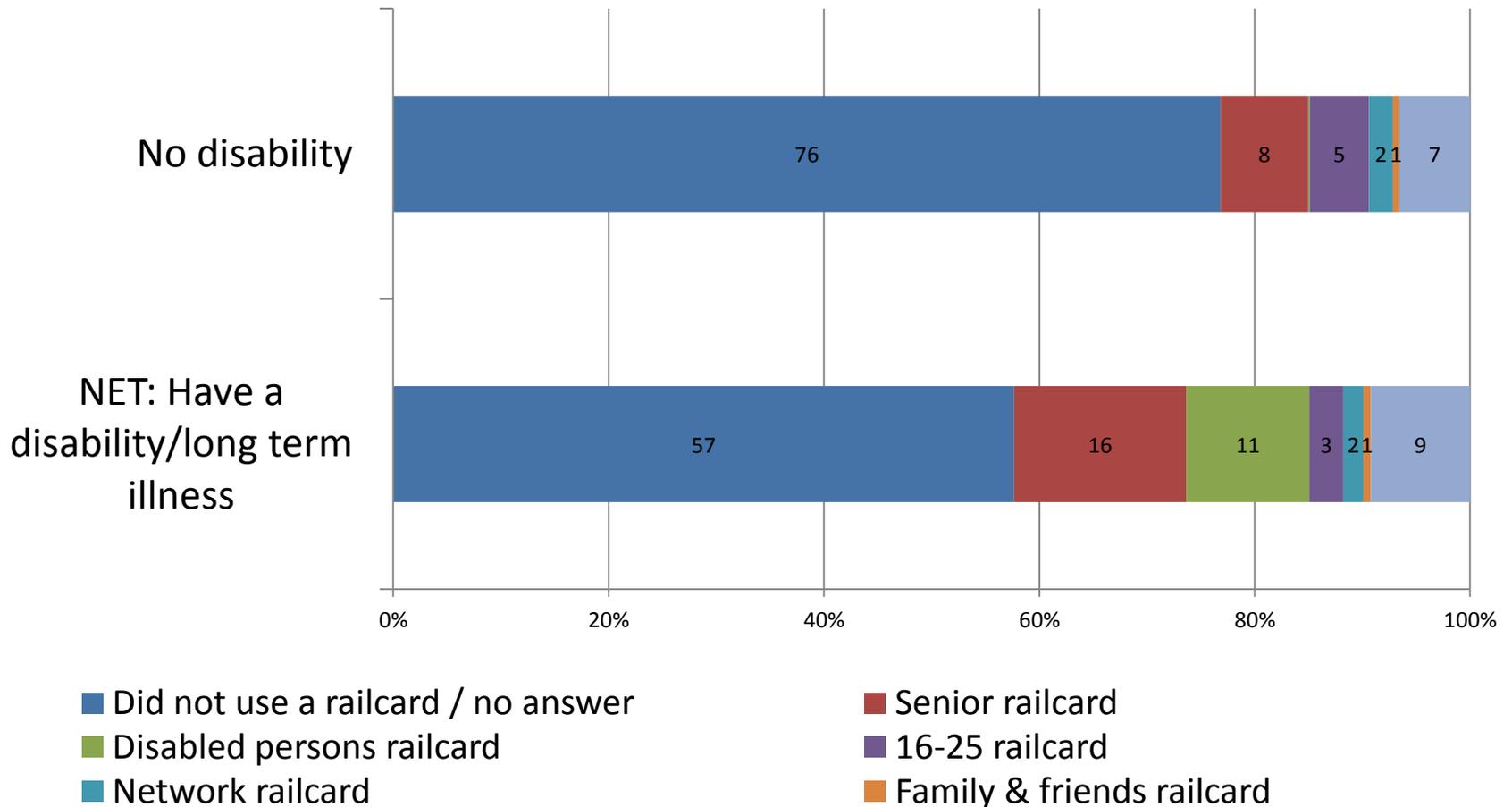


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43% of journeys are made using rail cards, but only 11% used disabled rail cards

Railcard usage

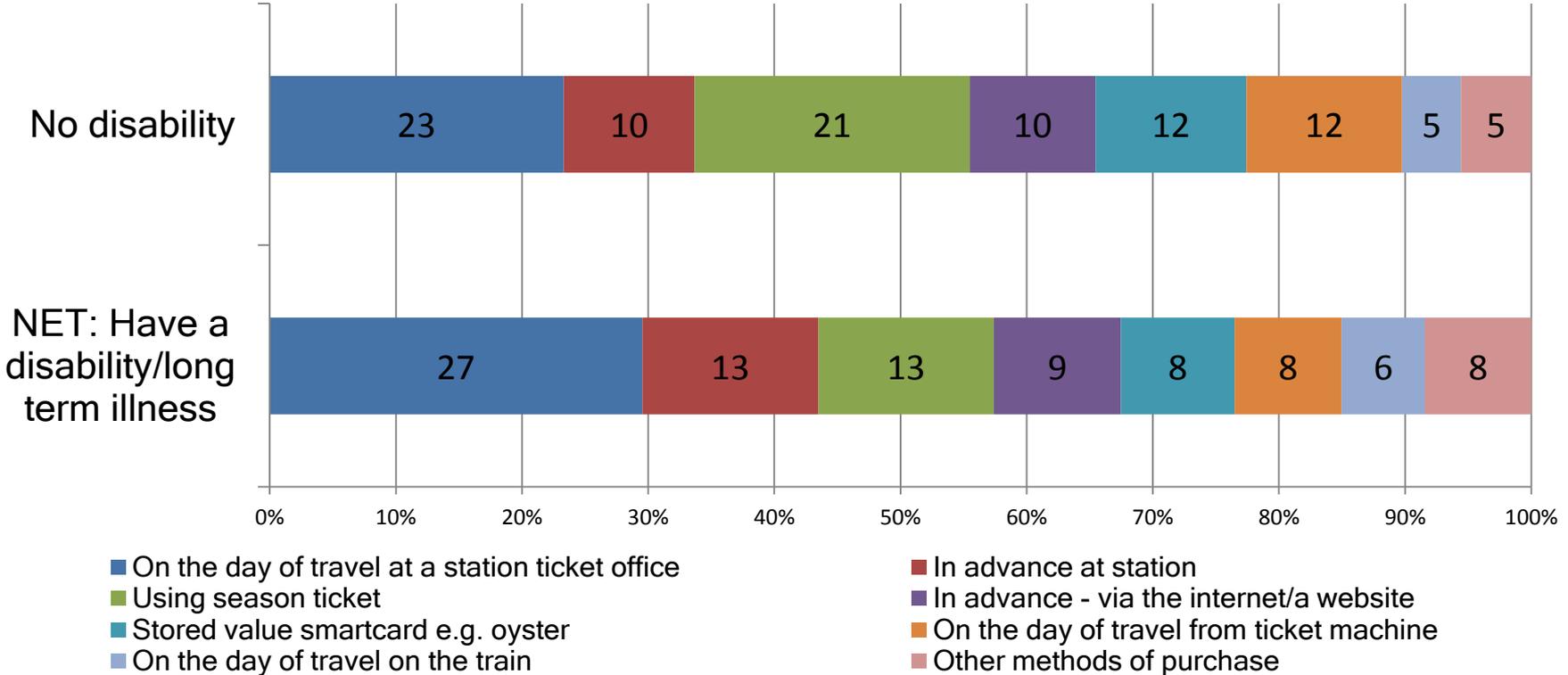


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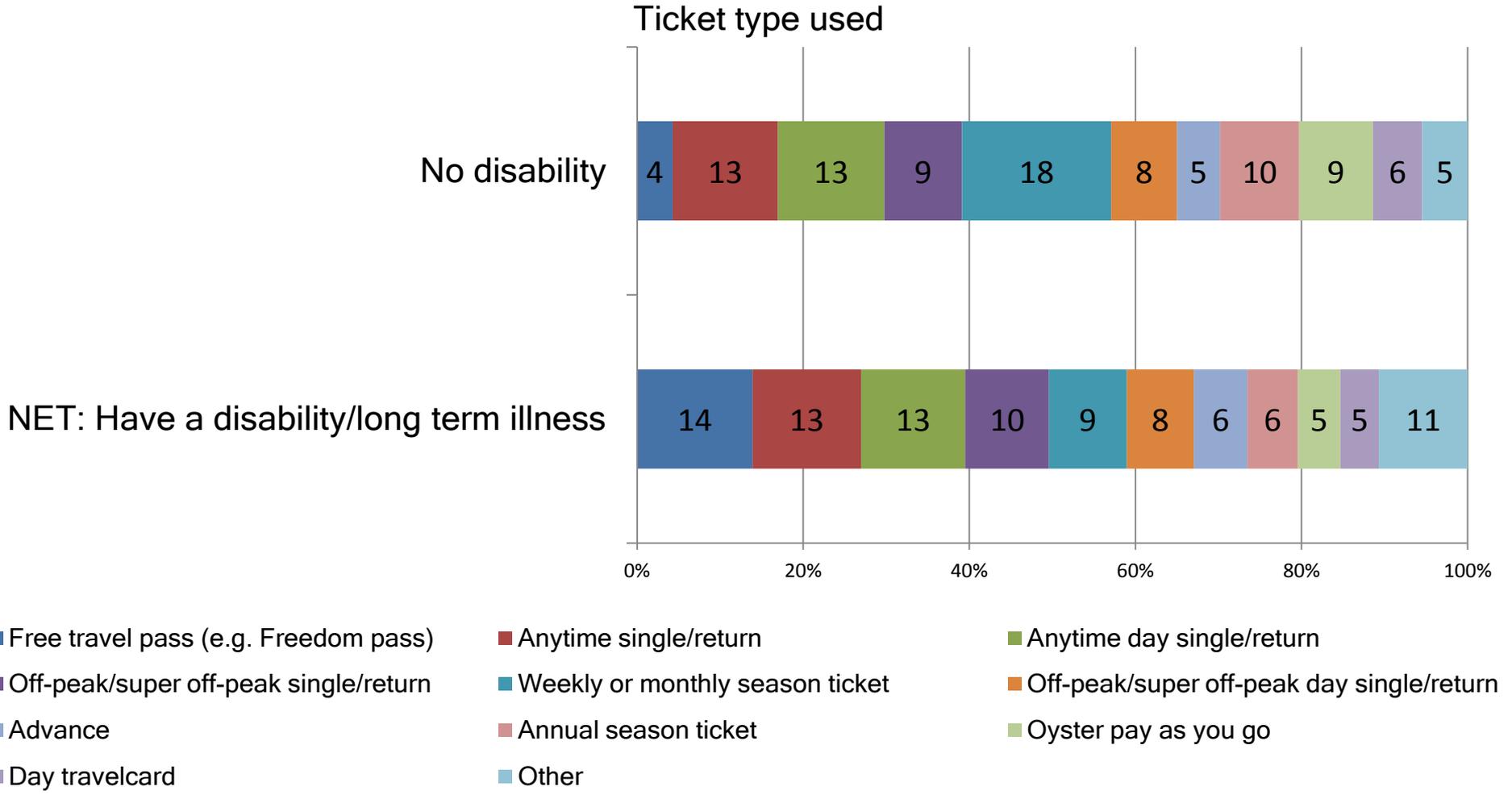
Passengers with a disability are more likely to use the station ticket office on the day of travel and in advance to purchase their ticket and less likely to use season tickets or purchase tickets online

Ticket purchase method



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Journeys made by disabled passengers are more likely to be using a free travel pass and less likely to be using season tickets



- Free travel pass (e.g. Freedom pass)
- Anytime single/return
- Anytime day single/return
- Off-peak/super off-peak single/return
- Weekly or monthly season ticket
- Off-peak/super off-peak day single/return
- Advance
- Annual season ticket
- Oyster pay as you go
- Day travelcard
- Other

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Experiences of passengers with a disability

- NPS measures passenger satisfaction with the train journey 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 % who give a satisfied rating (very or fairly) or a good rating (again fairly or very).
- Overall 82% of disabled passengers rate their journey as good or satisfied, compared to 84% of other passengers. This is relatively small difference, but significant given the large sample size (6,730 passengers with a disability and 112,009 without)

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Overall Satisfaction with the Station

- Overall satisfaction with the station 73% (compared to non-disabled 77%).
- Variation amongst different types of disability:
- 80% for wheelchair users
- 74% for those with impaired hearing
- 69% for those with impaired eyesight

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- Satisfaction with personal security at the station 62% (compared to non-disabled passengers at 66%)

Train factors:

- Ease of being able to get on and off 71% satisfied for passengers with a disability (compared to 80% for non-disabled)
- Your personal security whilst on board 72% for passengers with a disability (76% for non-disabled)
- Value for money for the price of your ticket 55% for passengers with a disability (45% for non-disabled)

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Most Important aspects of the Rail Journey

- Analysis of NPS data is also used to determine what aspects of train journeys are most closely associated with overall satisfaction
- Punctuality is normally the most important aspect of rail journeys to passengers
- But for passengers with a disability factors relating to the environment on board the train are slightly more important.
- This is partly linked to the higher incidence of leisure passengers. But also indicates that importance of the on-board train environment.

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Other NPS analysis



- 90% of passenger journeys made by those with a disability were satisfied with how the arrangements were dealt with when booking assistance
- About two thirds of journeys made by passengers with a disability felt the station and separately the trains met their needs as a passenger with a long term illness or disability
- Slightly fewer journeys are made on commuter routes and slightly more on inter-urban, long distance and rural journeys

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Conclusions (1)

1. Around 5% of rail journeys are made by passengers with a disability or long term illness
2. Half of these journeys are made by those with mobility issues
3. Passengers with a disability tend to be older and less likely to be working than passengers in general
4. More of their trips are leisure trips and less commuting and business than for other passengers
5. In spite of this, around 30% of journeys made by passengers with a disability are commuter journeys and 40% are in peak time

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Conclusions (2)

6. Passengers are more likely to travel with another adult (22% versus 15% for non disabled passengers), but this means that 78% of journeys made by disabled passengers whilst travelling alone
8. 43% of journeys made by passengers with a disability involve using a railcard
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 – the lack of mobility for many passengers with a disability probably emphasises security concerns

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Conclusions (3)

- b) Much lower ratings for ease of getting on and off the train – again with many disabled passengers travelling alone, this is probably the 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 probably the 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
- 10.** Only about two thirds of passengers are satisfied that the station and train met their needs

Thank You