



**The
experiences
of disabled
rail travellers
– National
Rail
Passenger
Survey 2013**



Who did we hear from?

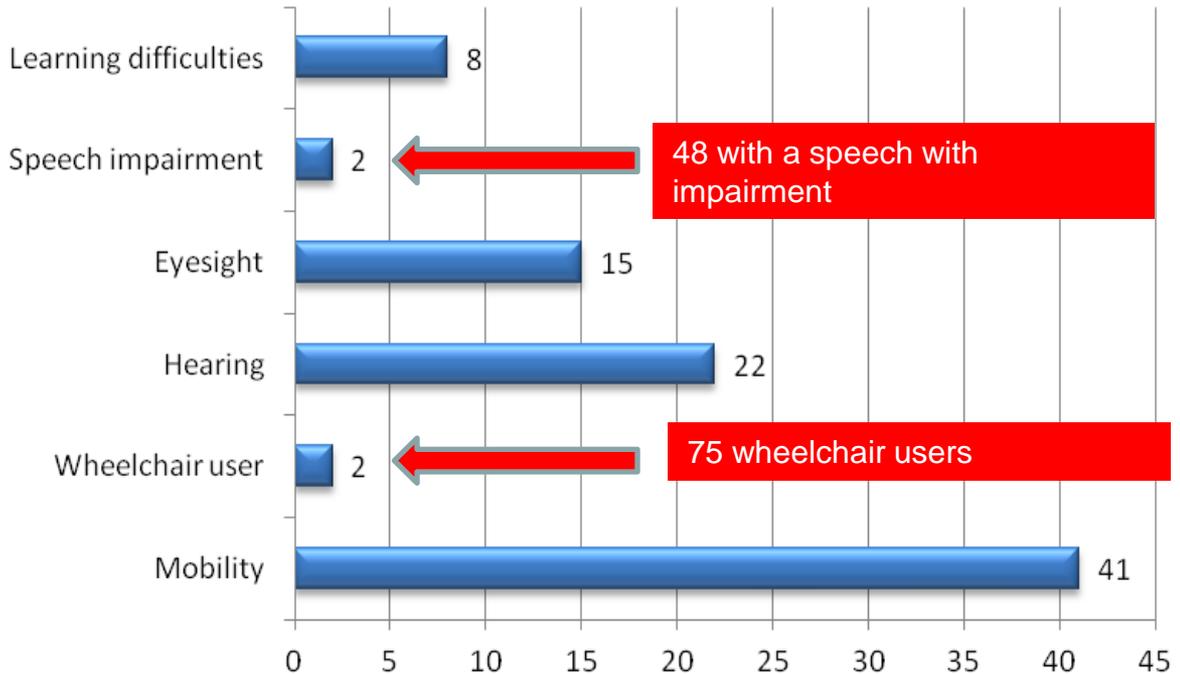
5% of NPS respondents in 2013 described themselves as having a disability.

Just over a quarter (26%) of those with a disability were over the age of 65

40% of the disabled passengers we spoke to were male, 55% female

17% of those with a vision impairment also had a hearing impairment

What disabilities NRPS passengers have

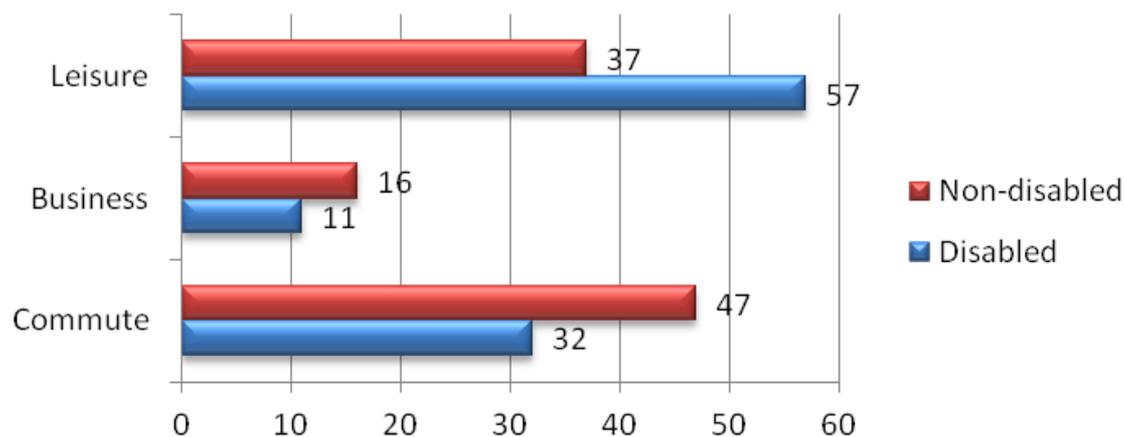


Why were they travelling?

Most disabled rail passengers travel between 10:00 and 15:59 (43%) This is significantly more than non-disabled passengers (33%)

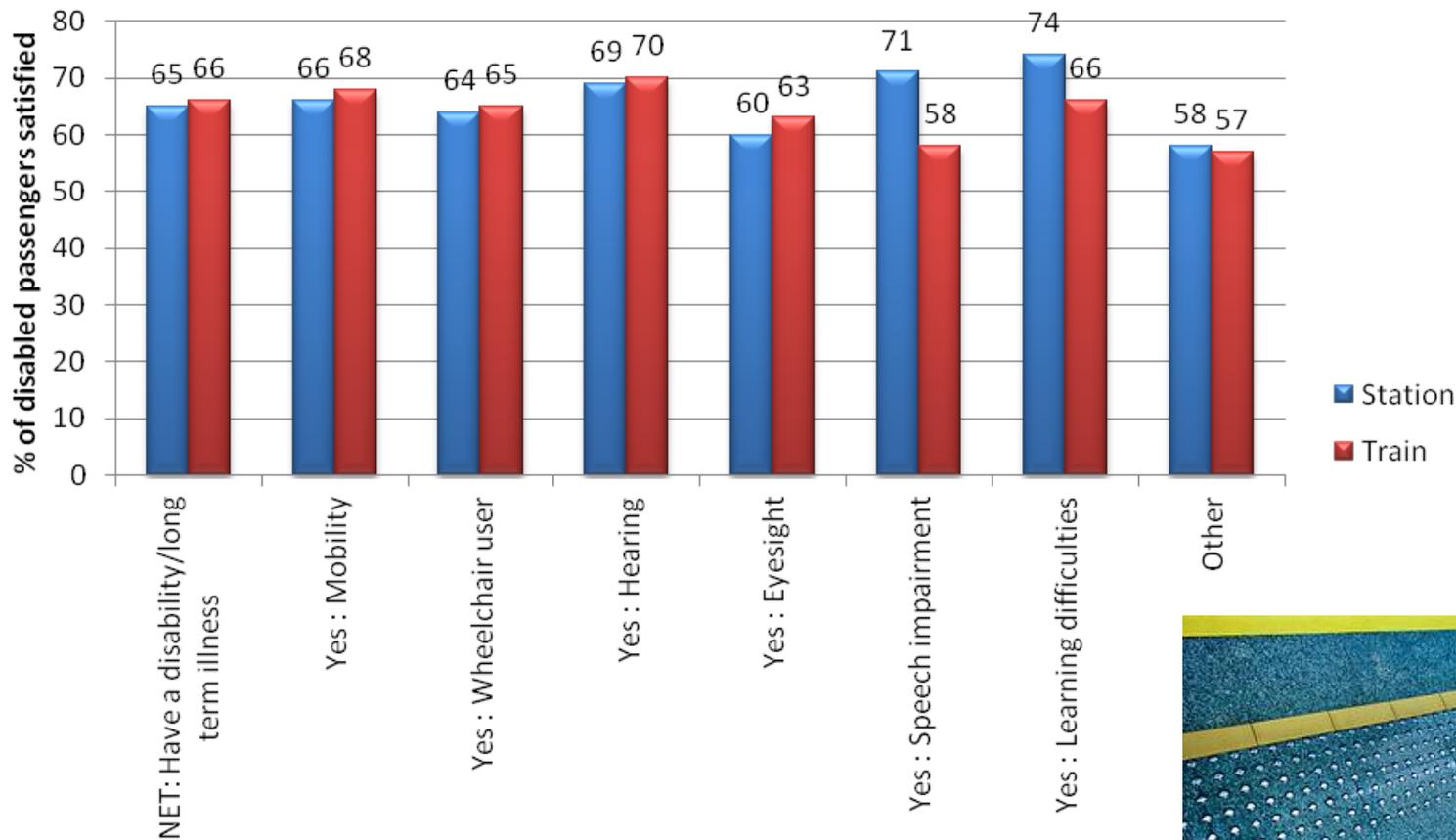
Disabled passengers were more likely to be visiting friends and relatives than other passengers: 21% vs 13%

Journey purpose of disabled rail passengers 2013

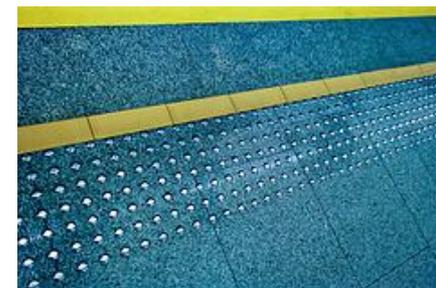


Disabled passengers were less likely to be travelling alone (77%) than non-disabled passengers (84%) and were more likely to be travelling with baggage and additional items (28%)

Did the station and train meet disabled passengers needs?



Those with a visual impairment were least satisfied with the way the station met their needs. Their satisfaction was also low with the train.



Buying a ticket



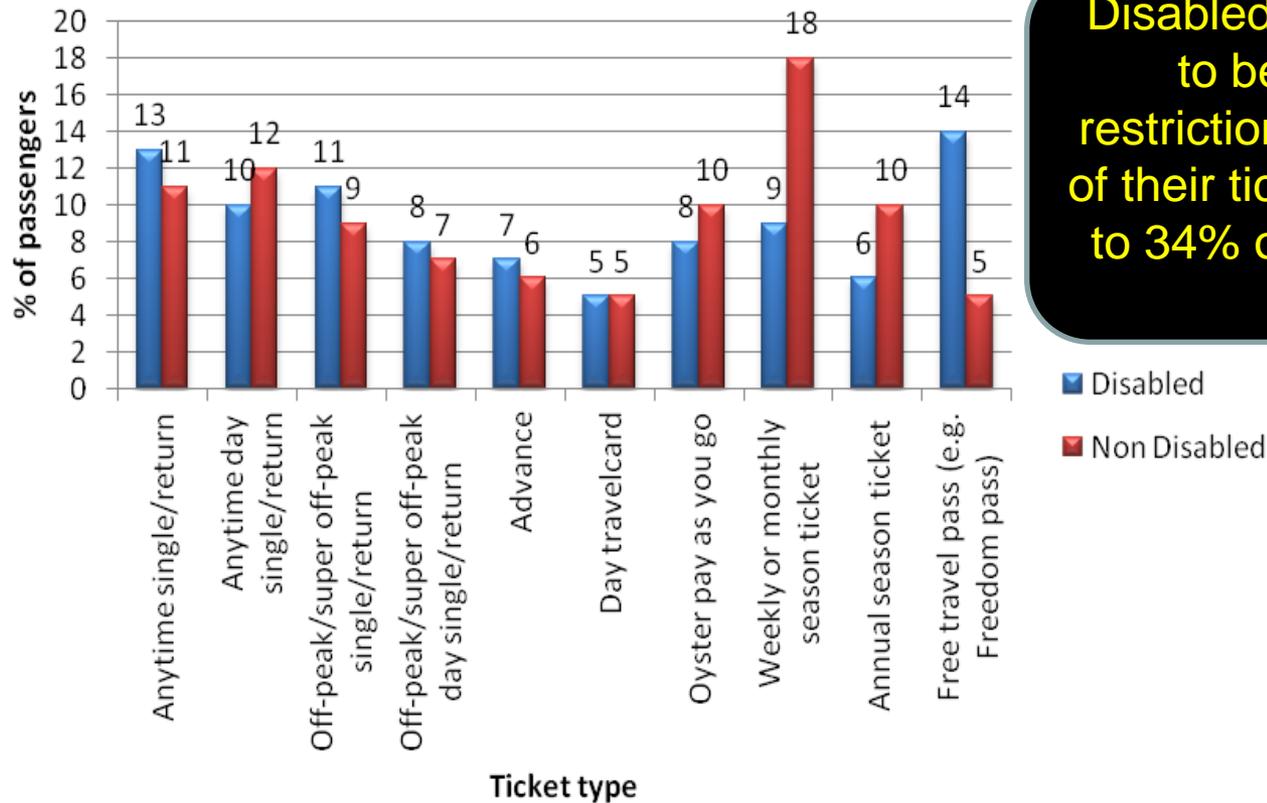
Disabled passengers were no different from others in how they purchased their tickets:
27% bought in advance
21% on the day Ticket Office
8% on the day ticket machine

66% of disabled passengers rate the information provided about available tickets as good. However, those with a learning disability rate it lower (60%).

80% of disabled passengers rate the ease of purchase as good. 4% lower than other passengers. Those with a vision impairment rated it much lower 71%.



What ticket, what restrictions



Disabled passengers tended to be more aware of restrictions placed on the use of their tickets. 41% compared to 34% of other passengers.

But those with learning disabilities (23%) and a visual impairment (34%) were less aware.

Disabled passengers are more likely to use a railcard/groupsave ticket. Only 30% said their ticket wasn't bought using one of these, compared to 52% of other passengers.

At the station

Of the station attributes that NPS asks passengers to rate those with a disability were significantly less satisfied with:

- **Provision of information about train times and platforms (77%)**
 - **Personal security (64%)**
 - **Provision of shelter facilities (62%)**

Overall satisfaction with the station stands at 77% amongst disabled passengers.

At the station disabled passengers are more likely to ask staff for help (21%) than others (13%). 87% of those that asked for help were satisfied with the response received.



On the train



Satisfaction is generally higher amongst disabled passengers, however in two areas satisfaction was considerably lower:

- Ease of getting on and off of the train. 69% were satisfied compared to 80% of non-disabled passengers
- Personal security on board the train was 7% lower amongst disabled passengers (71%)

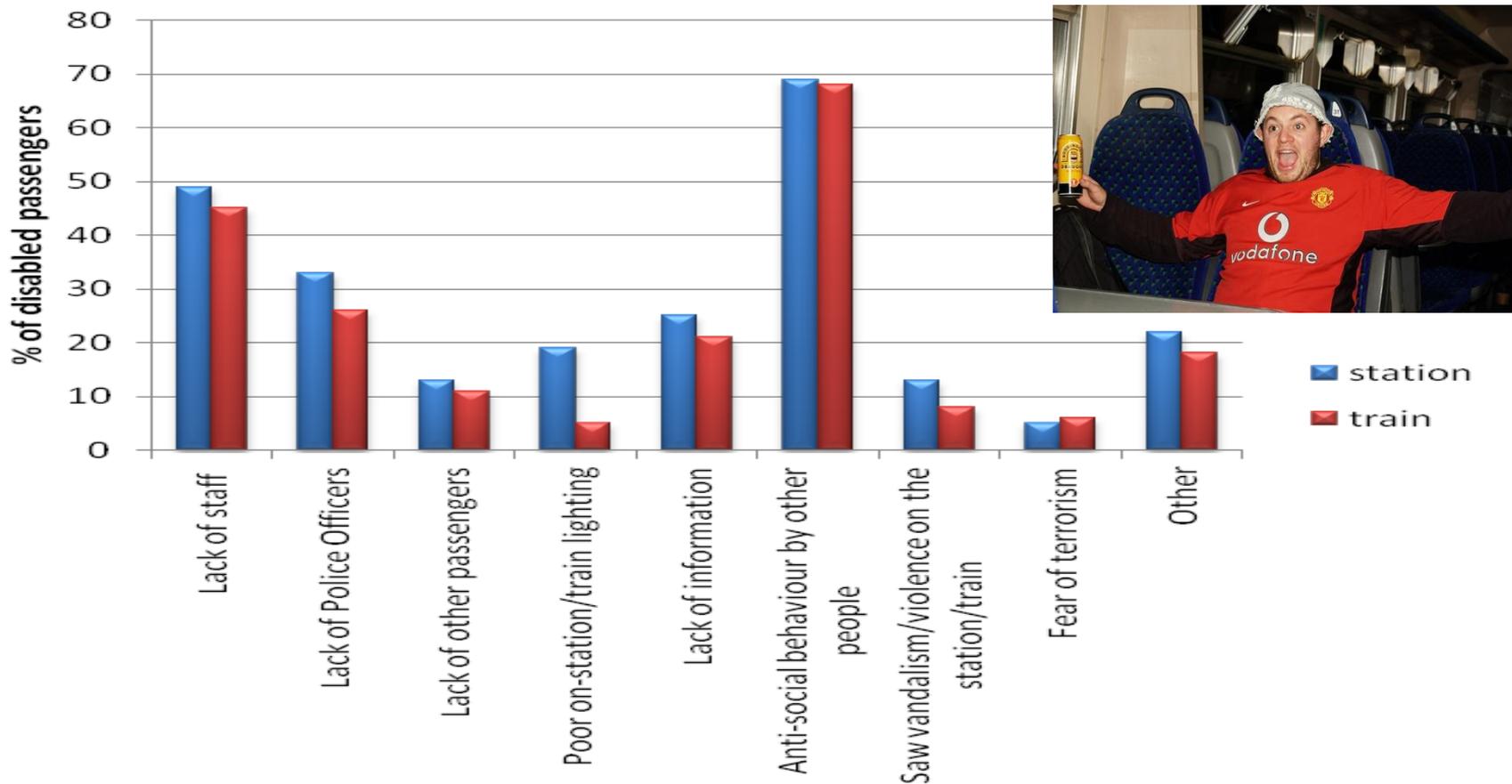
Overall satisfaction with the train stands at 79% amongst disabled passengers.



Personal security

Passengers were asked if they had cause to worry about personal security when travelling by train in the last six months. Concern was much higher amongst disabled passengers (18%) compared to others (11%)

Reason for concern amongst disabled passengers



What improvements would help when planning future journeys?

Type of improvement	Disabled passengers	Non-disabled
Better telephone enquiry/booking service	11	7
Better internet enquiry/booking service	19	20
Better information facilities at stations	27	21
Better ticket buying facilities at station ticket offices	20	18
Better ticket buying facilities at station ticket machines	13	17
Better route maps of the rail network	19	16
Make timetables easier to read	25	20
Better promotion of when advanced tickets will be available	30	30



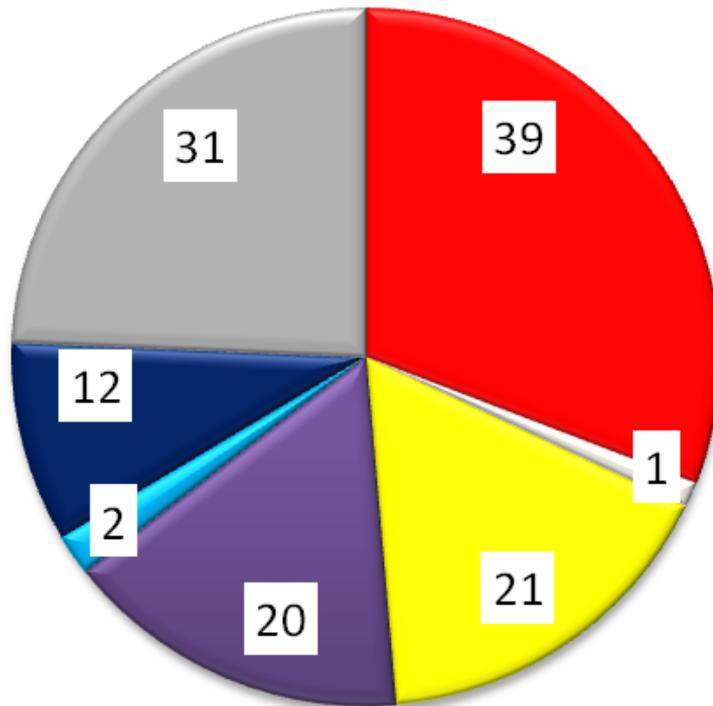
**The
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bus travellers
– Bus
Passenger
Survey 2013**



Who did we speak to?

20.5% of the bus passengers we spoke to had a disability.

What disabilities passengers had

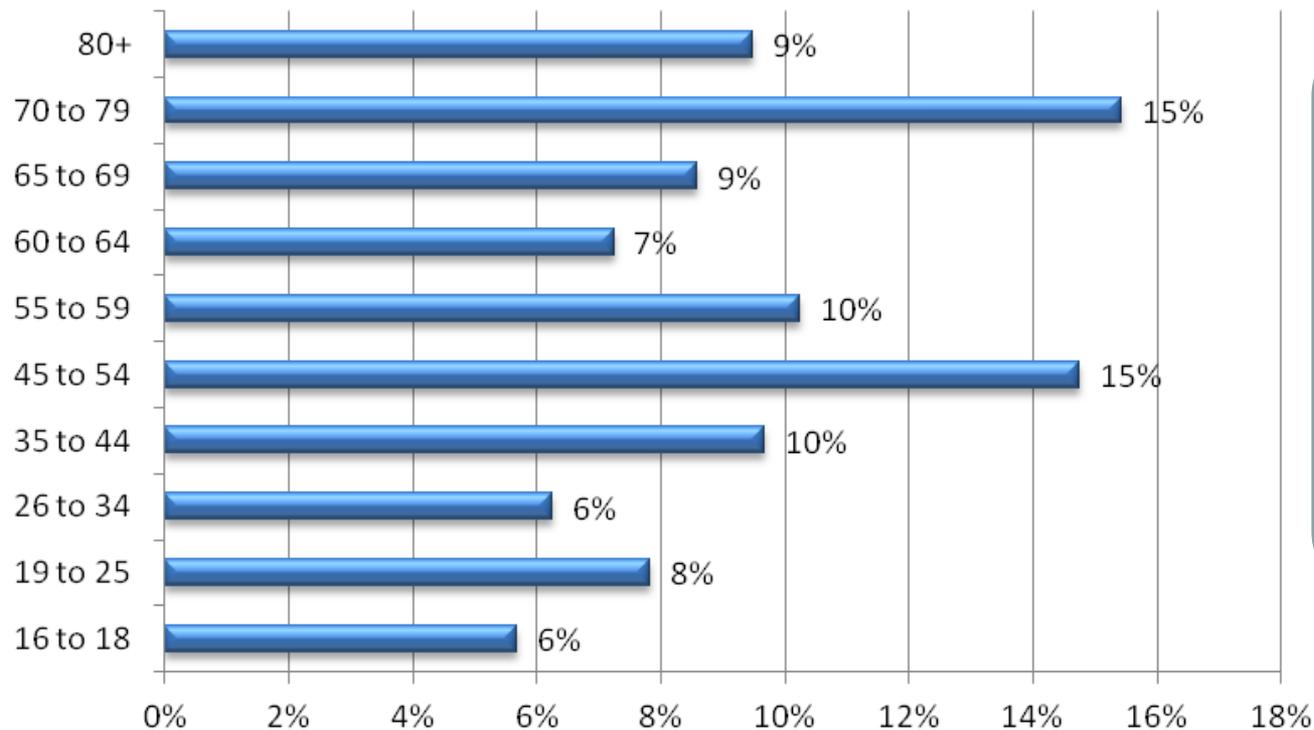


- Mobility
- Wheelchair use
- Hearing
- Eyesight
- Speech impairment
- Learning difficulties
- Other



Disabled bus passengers

Age of disabled passengers

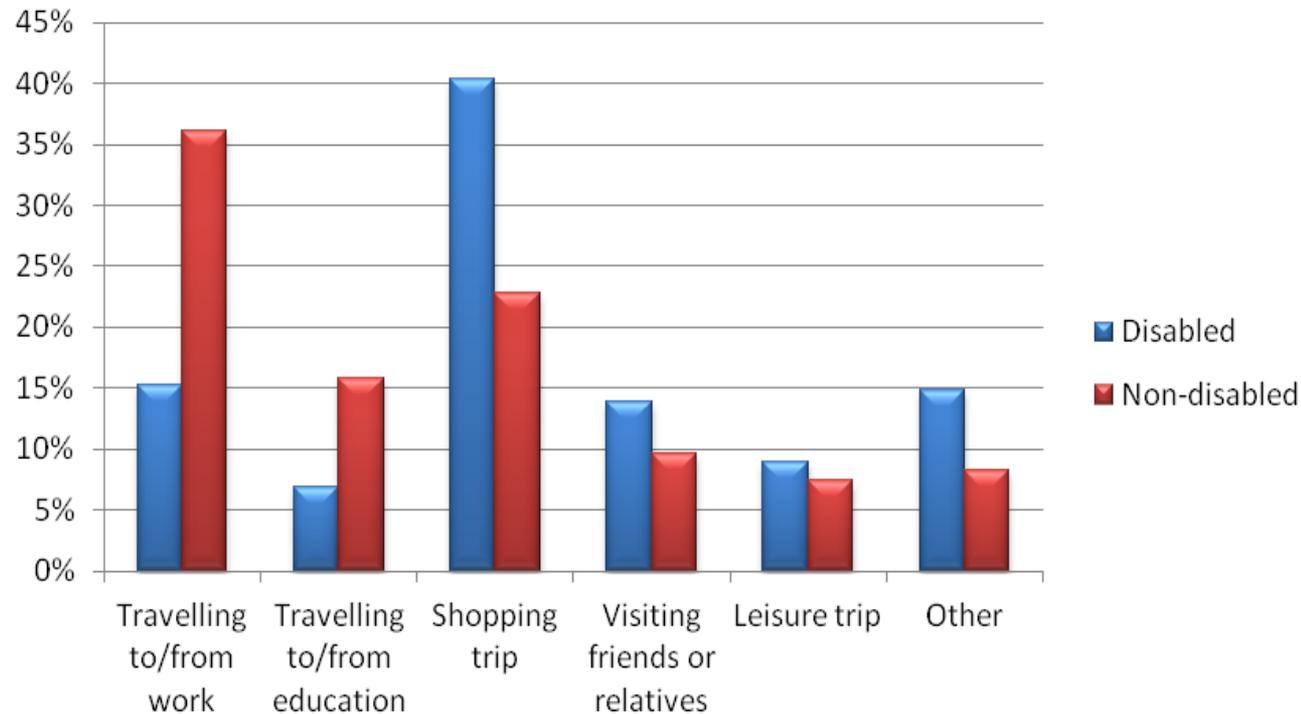


34% were using an elderly person's pass

21% were using a disabled person's pass

Why were they travelling

Why were bus passengers travelling?

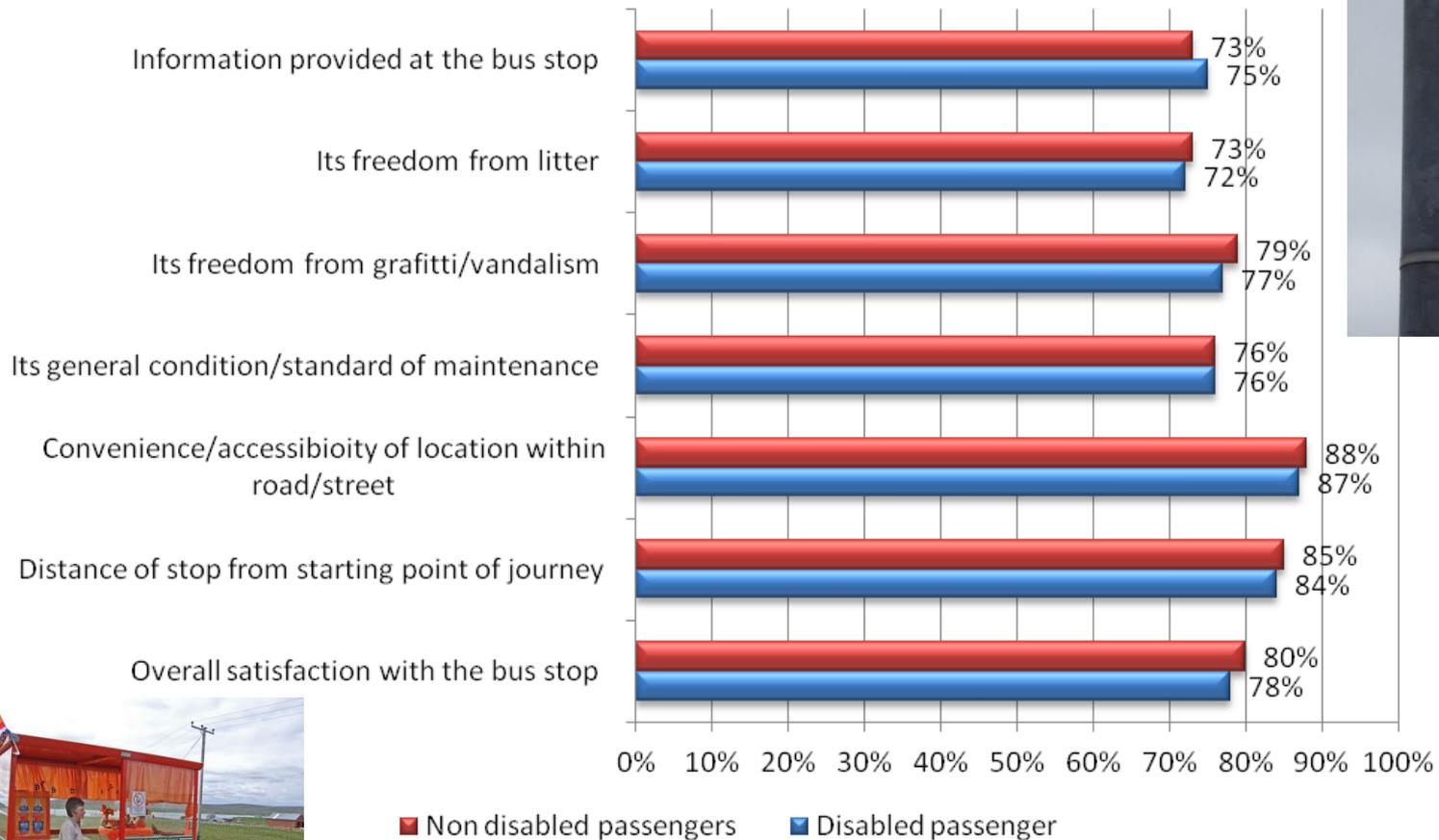


56% of disabled passengers said that they were travelling by bus because there were no other means of transport available to them. This was lower for other passengers (48%)



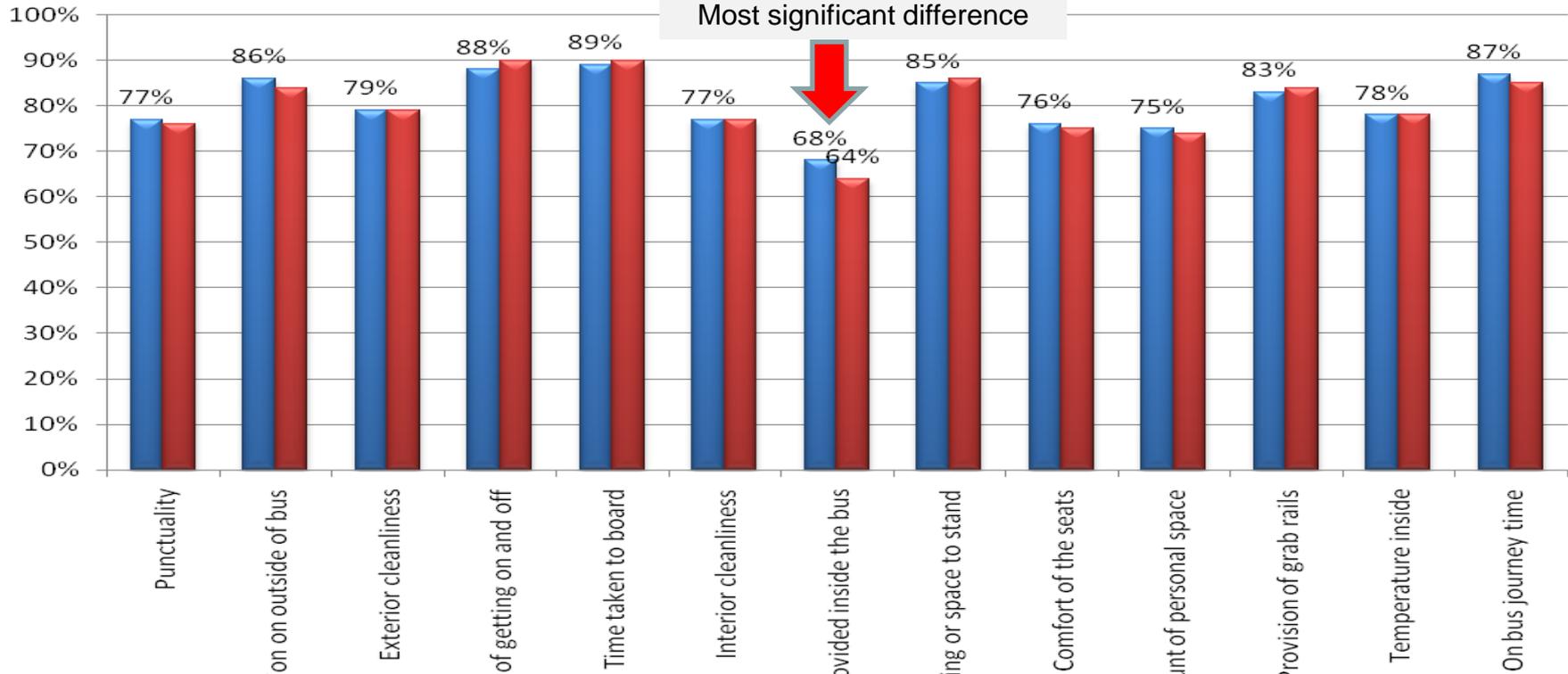
At the bus stop

Satisfaction with the bus stop



On the bus

Satisfaction with the bus



Only 5% passengers reported that there were audio announcements

10% said that there was digital next stop display confirmation

■ Disabled passenger

■ Non-disabled passengers



Route/destination information on outside of bus

Personal security

Satisfaction with:	Disabled	Non disabled
Security at the bus stop	76%	77%
Security on the bus	84%	82%

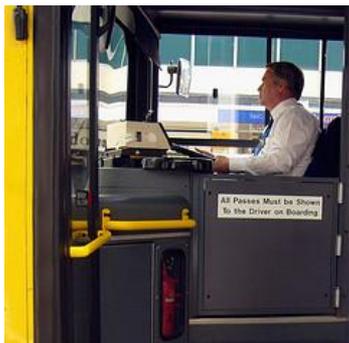
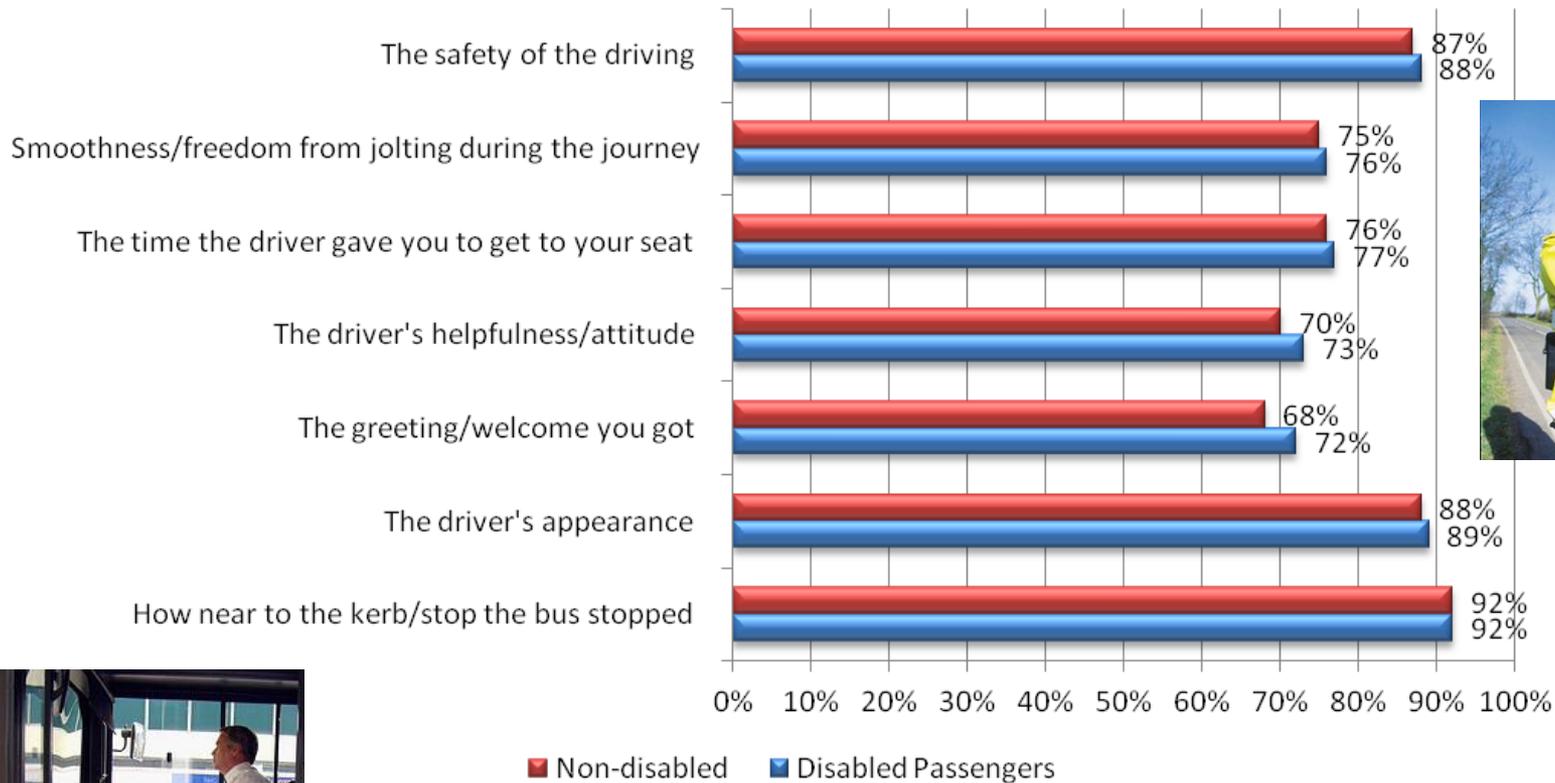
56% and 64% amongst wheelchair users, the lowest of all disabled passengers

The rate of concern/worry was highest for:
wheelchair users 24%
speech impairment 15%
learning difficulties 13%
visual impairment 11%

In BPS we ask whether the behaviour of other passengers had led to cause to worry or discomfort.
10% of disabled passengers said yes, compared to 7% of other passengers.

Satisfaction with the bus driver

Satisfaction with the bus driver



Overall satisfaction and Value for money

Value for money

	Net satisfied	Very Satisfied	Satisfied	Neither /Nor	Dissatisfied	Very dissatisfied
Disabled	62%	28.5%	33.1%	15.1%	12.1%	11.2%
Non-disabled	61%	25.7%	35.7%	17.1%	13.2%	8.3%



Overall satisfaction with the journey

	Net satisfied	Very Satisfied	Satisfied	Neither /Nor	Dissatisfied	Very dissatisfied
Disabled	88%	53%	35%	8%	3%	2%
Non-disabled	87%	46%	42%	9%	3%	1%



www.passengerfocus.org.uk