



**The  
experiences  
of disabled  
rail travellers  
– National  
Rail  
Passenger  
Survey 2014**



# Who did we hear from?

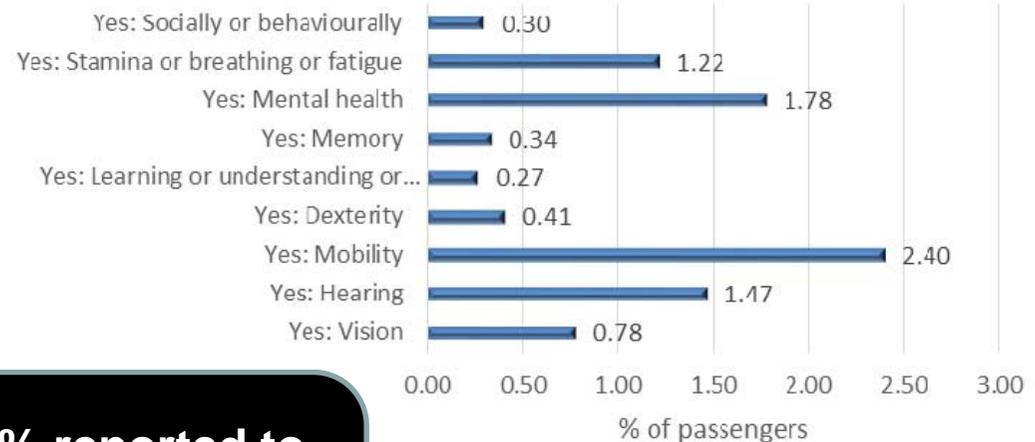
**11% of NRPS respondents in 2015 described themselves as having a conditions/illness expected to last 12 months or more (\*disabled). 52% of those said that their condition/illness had an adverse impact on their journey.**

**24% of those with a listed condition were over the age of 65**

**Those with a condition impacting their mobility (75%) or dexterity (73%) were most likely to say their journey was adversely impacted**

**90% reported to be unaffected by any condition/illness**

Affected by any physical or mental health conditions or illnesses?

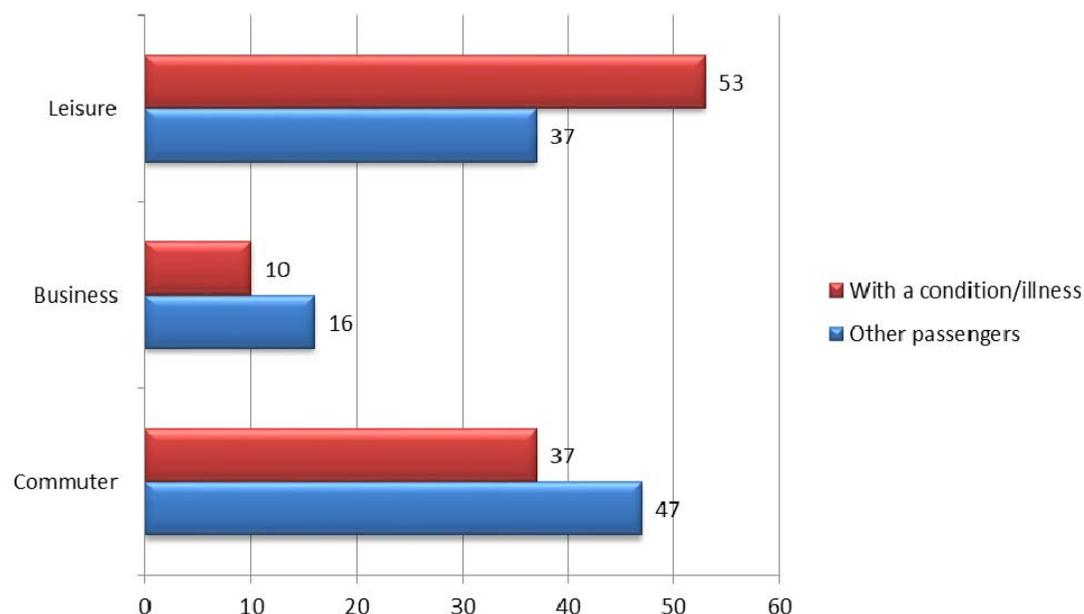


# Why were they travelling?

**A higher percentage of disabled passengers (41%) travel between 10.00 and 15.59 compared to others (35%)**

**Passengers with a disability were more likely to be visiting friends and relatives than other passengers: 18% vs 12%**

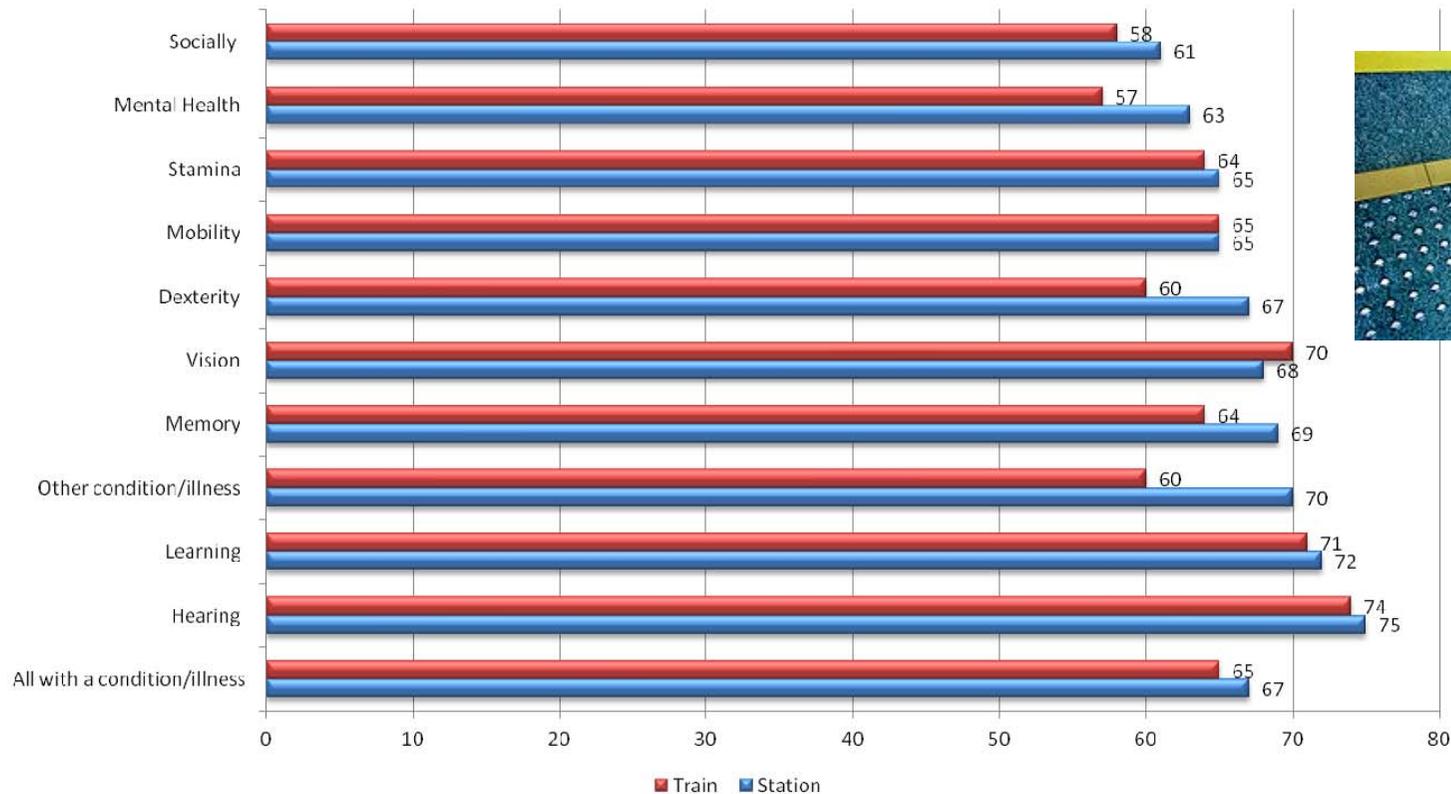
**Journey purpose of passengers (NRPS 2014)**



**Those with a mobility (23%) or visual (22%) impairment were most likely to be travelling with another adult. Those with a disability were most likely to be travelling with baggage/additional items (26%)**

# Did the station and train meet disabled passengers needs?

Satisfaction with station/train ability to meet needs as a passengers with a condition/illness (NRPS 2014)



**Those with a mobility impairment were most dissatisfied with the station (19%), whilst those with a condition related to dexterity were most dissatisfied with the train (22%)**

# Buying a ticket



**Little difference in how Passengers with a disability purchased their tickets:  
25% bought in advance  
22% on the day Ticket Office  
9% on the day ticket machine**

**(Less used a season ticket though - 13%, compared to 22% of other passengers)**

**63% of passengers with a disability rate the information provided about available tickets as good. However, those with a learning disability rate it lower (51%).**

**77% of those with a disability rate the ease of purchase as good. 9% lower than other passengers. Those with a vision impairment rated it much lower 69%, those with a learning disability lower still (65%).**



# At the station

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

**Personal security on the station (66%)**

**Information about train times and platforms (77%)**

**Overall satisfaction with the station stands at 76%**

**At the station disabled passengers are more likely to ask staff for help (20% vs 13% amongst non disabled)**



# On the train



Satisfaction with train attributes, amongst those passengers with a disability, is generally on a par with other passengers. However in two areas satisfaction was considerably lower:

- Ease of getting on and off of the train (71% vs 79%).
- Personal security on board the train (72% vs 77%)

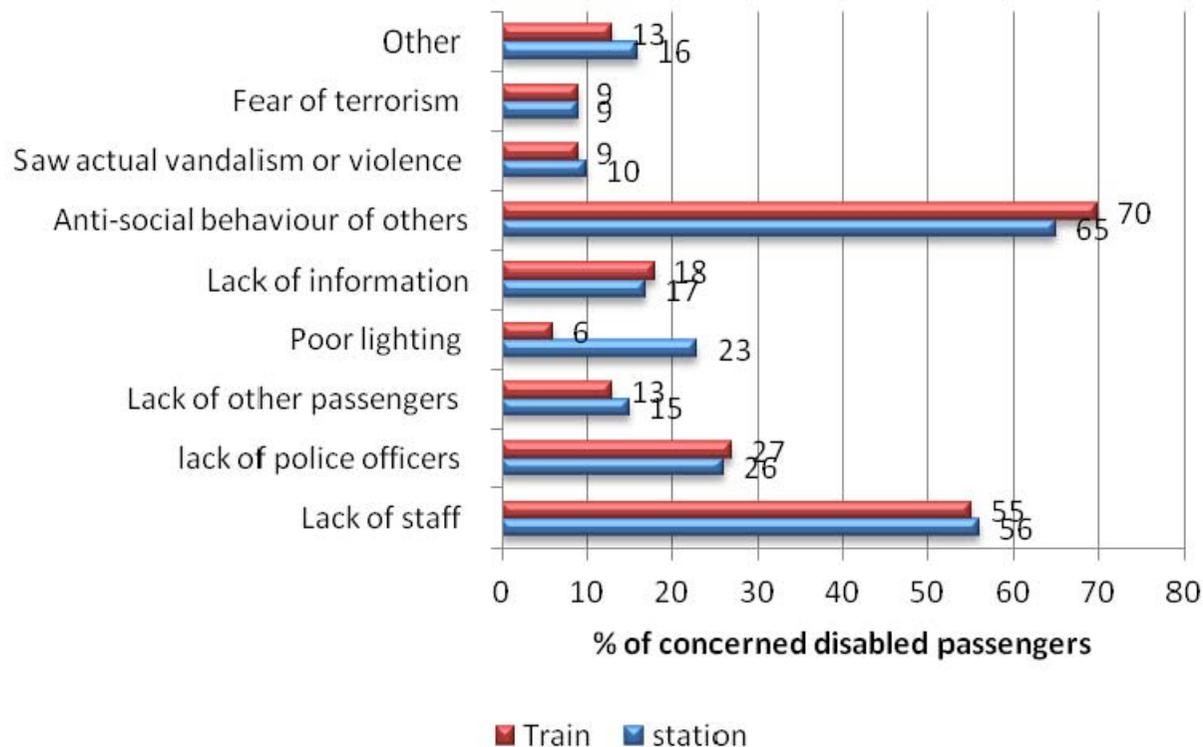
Overall satisfaction with the train stands at 77% amongst disabled passengers.



# 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 (double!) amongst disabled passengers (18%)

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	12	8
Better internet enquiry/booking service	22	24
Better information facilities at stations	26	22
Better ticket buying facilities at station ticket offices	25	22
Better ticket buying facilities at station ticket machines	21	19
Better route maps of the rail network	21	19
Make timetables easier to read	30	22
Better promotion of when advanced tickets will be available	34	30

# Additional points of interest from NRPS

- Disabled passengers were less likely to have a Smartphone to hand on their journey (36% compared to 44% of other passengers)
- BUT disabled passengers less satisfied with the reliability of mobile data coverage for accessing internet/emails on the train (Disabled 35% vs Non-disabled 40%)
- Roughly the same number of disabled/non-disabled passengers complained to a TOC following a journey. But disabled passengers are more likely to be dissatisfied with how their complaint was handled (47% vs 36% dissatisfied )

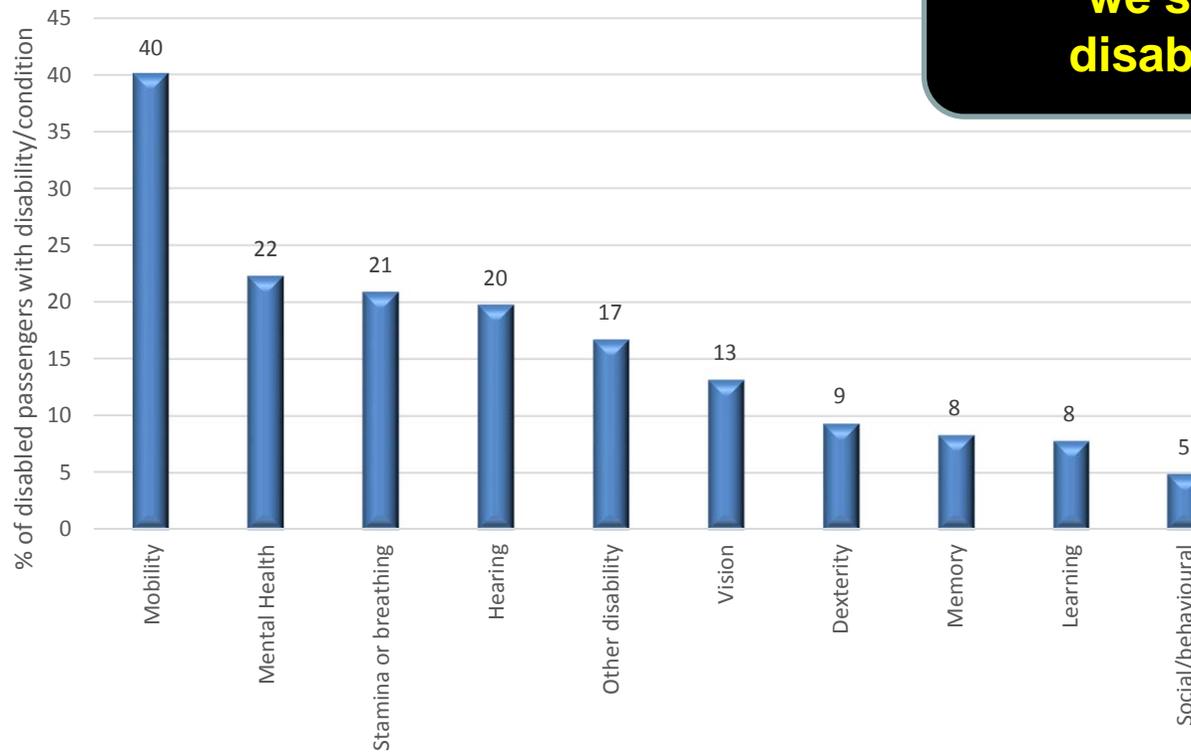


**The  
experiences  
of disabled  
bus travellers  
– Bus  
Passenger  
Survey 2014**



# Who did we speak to?

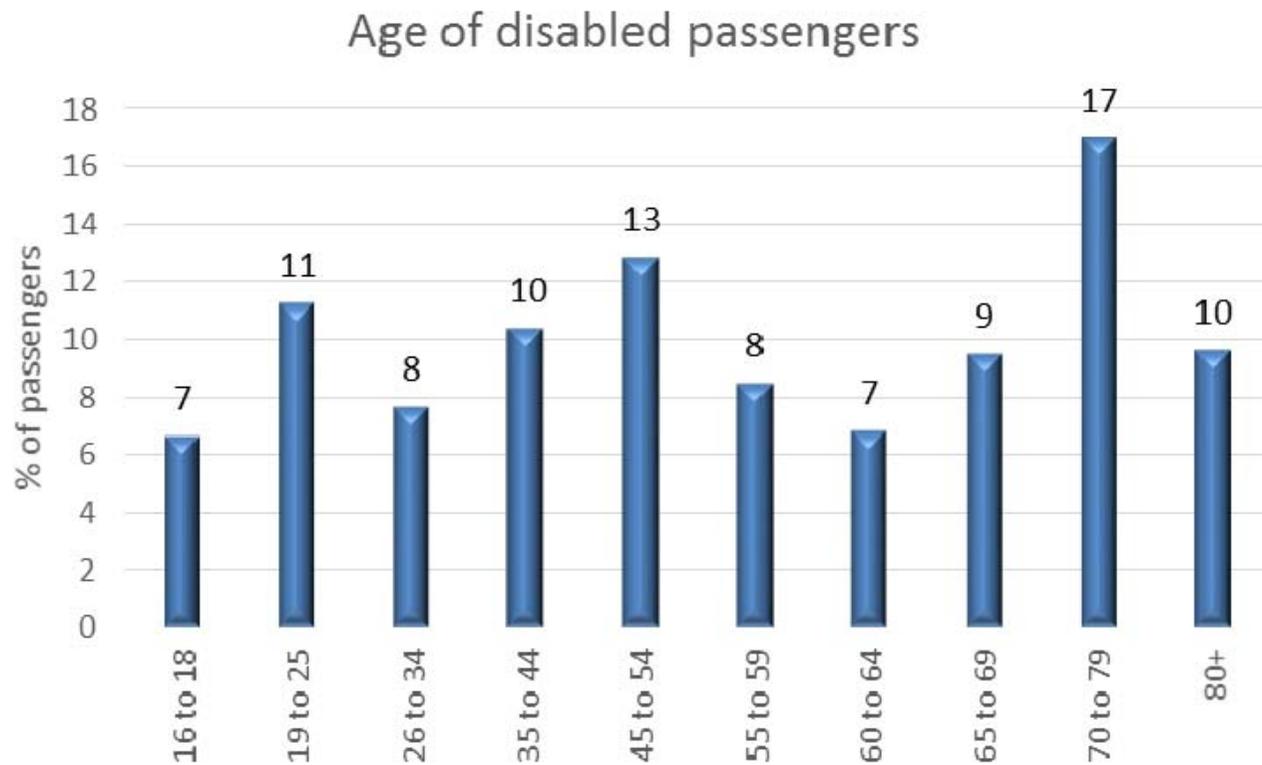
What types of disability/conditions



**24% of the bus passengers we spoke to had a disability/condition.**



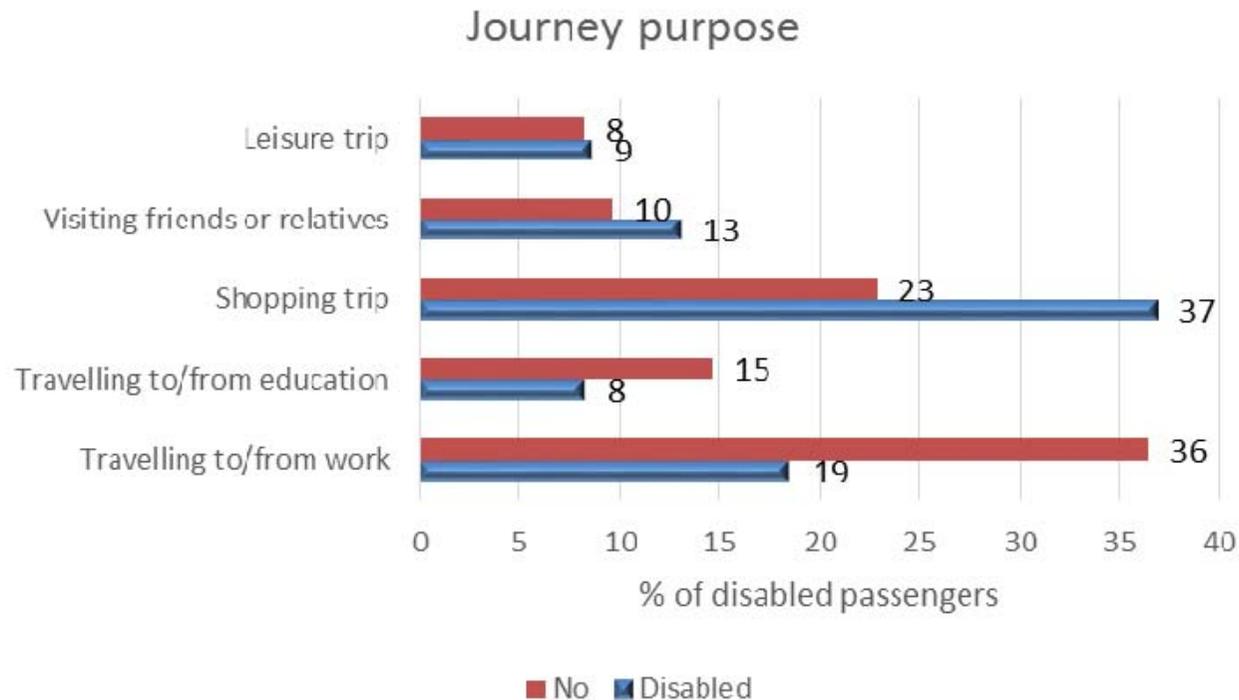
# Disabled bus passengers



**35% were using an elderly person's pass**

**17% were using a disabled person's pass**

# Why were they travelling

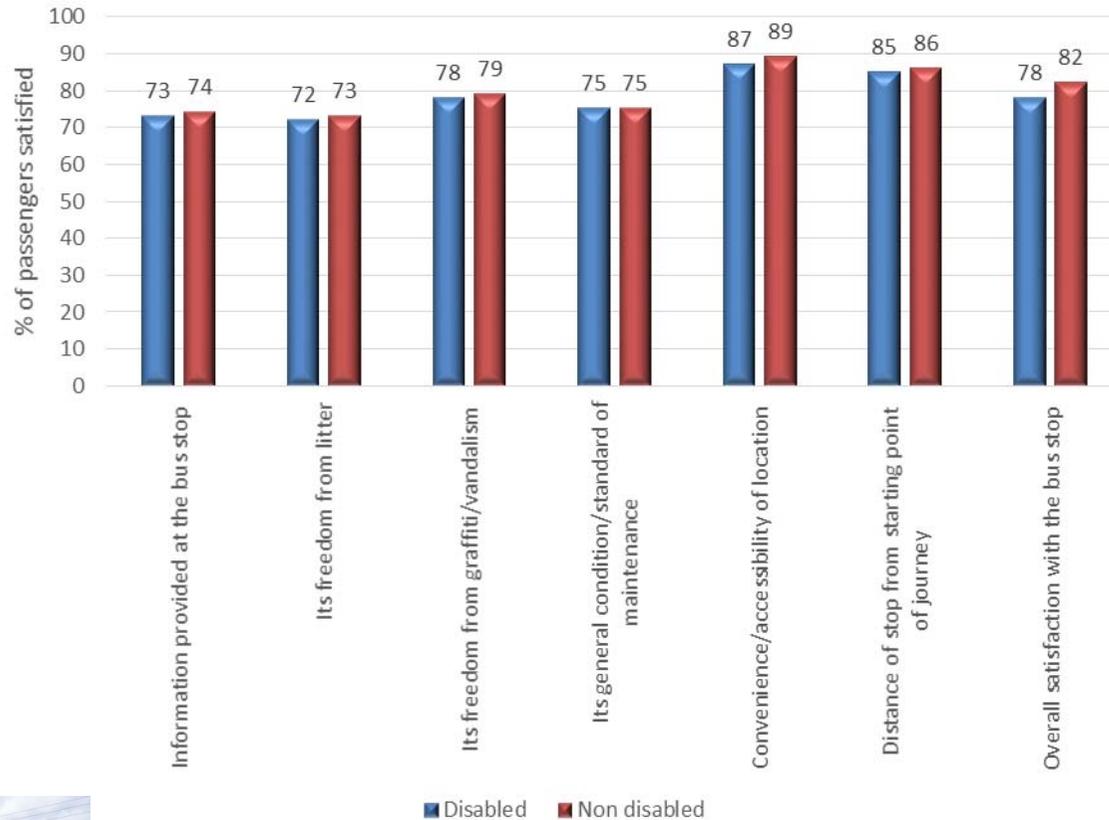


**53% of disabled passengers said that they were travelling by bus because there were no other means of transport available to them. This was lower for other passengers (45%)**



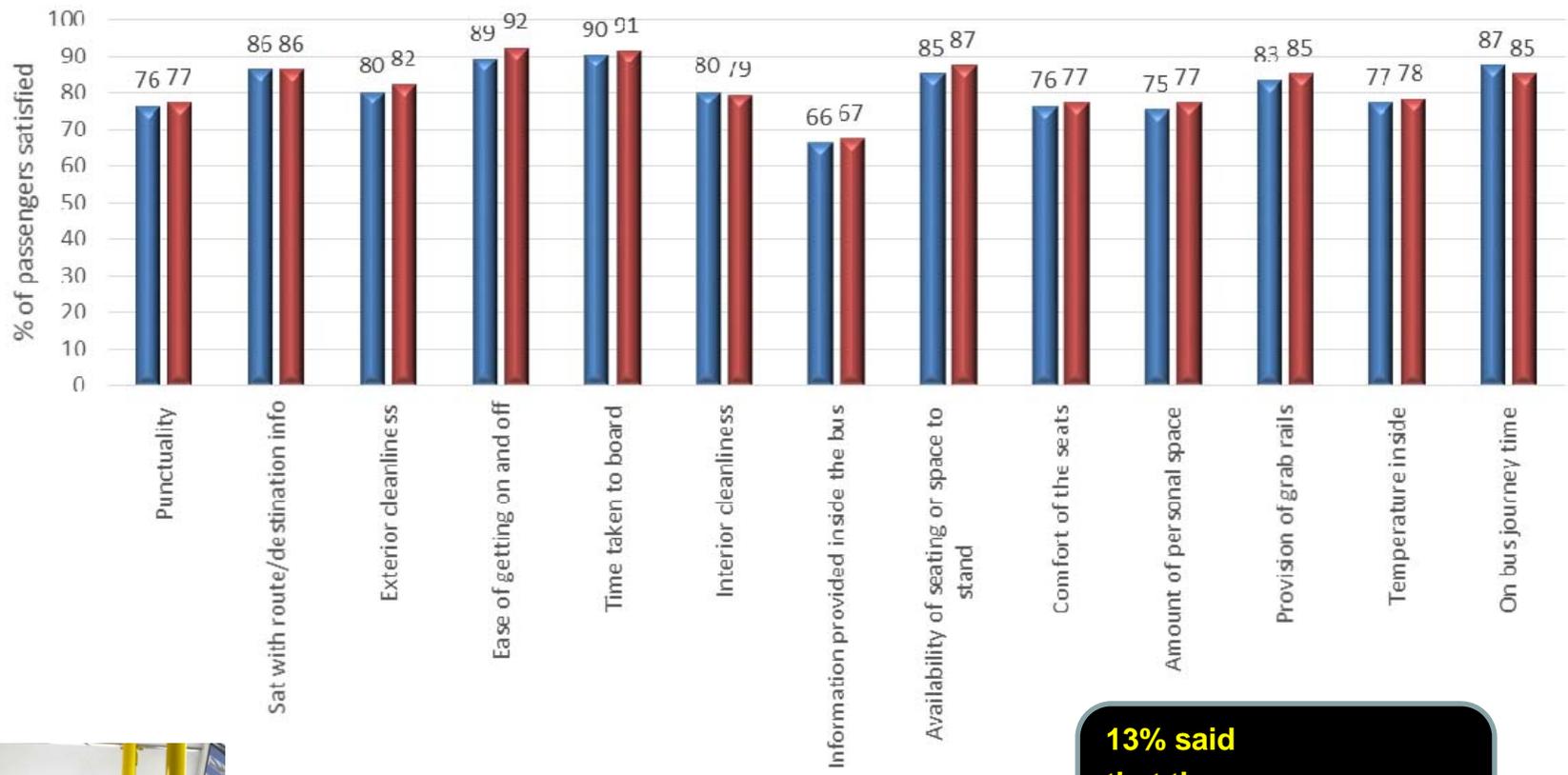
# At the bus stop

Satisfaction at the bus stop



# On the bus

Satisfaction on the bus



■ Disabled ■ Non-disabled

**Only 7% passengers reported that there were audio announcements**

**13% said that there was digital next stop display confirmation**



# Personal security

Satisfaction with:	Disabled	Non disabled
Security at the bus stop	77%	79%
Security on the bus	83%	84%

70% for those with a social/behavioural condition

76% for those with a learning difficulty

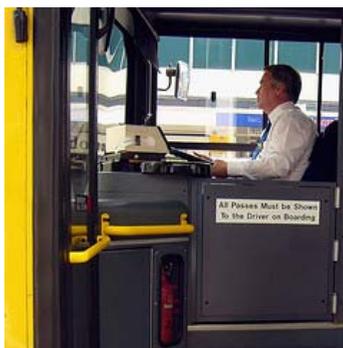
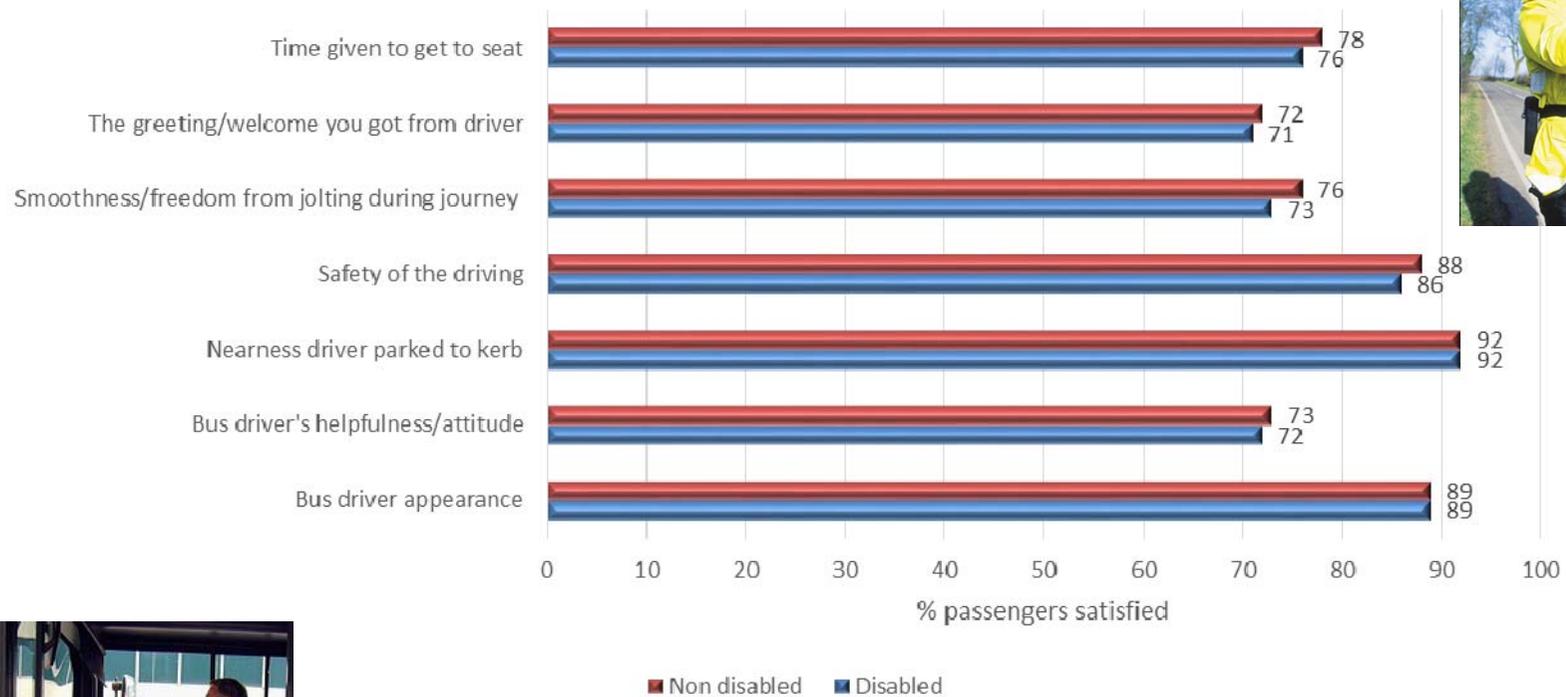
The rate of concern/worry was highest for:  
learning difficulties 14%  
Social/behavioural 14%  
Memory 13%  
Dexterity 13%

In BPS we ask whether the behaviour of other passengers had led to cause to worry or discomfort.

8% of disabled passengers said yes, compared to 6% of other passengers.

# Satisfaction with the bus driver

Satisfaction with the driver



# Overall satisfaction and Value for money

## Value for money

	Net satisfied	Very Satisfied	Satisfied	Neither /Nor	Dissatisfied	Very dissatisfied
Disabled	59	28	32	17	13	11
Non-disabled	64	28	36	17	12	7



## Overall satisfaction with the journey

	Net satisfied	Very Satisfied	Satisfied	Neither /Nor	Dissatisfied	Very dissatisfied
Disabled	87	50	37	9	3	2
Non-disabled	88	46	42	8	3	1



[www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)