



Assisted Passenger Reservation System

January 2011

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Colin Foxall CBE

Foreword

In 2008 we published the results of our survey on the efficiency of assistance for disabled travellers using the Assisted Passenger Reservation System (APRS). The results showed that the industry had some way to go to give disabled passengers full confidence in using the railway.

This year we have undertaken another broadly similar survey, covering the trains and stations of all franchised operators, the trains of all open-access operators and all Network Rail stations.

Although there have been improvements with certain aspects of the journey since our last survey, the provision of information and assistance still appears to be inconsistent. A major obstacle is still informing front-line staff of passengers' needs.

We welcome the industry's efforts to bring about improvements to the process and look forward to a purpose-built booking and communication system to help deliver much-enhanced assistance.

We recommend that the industry follows the best-practice guidelines (see page 34) which would ensure a smooth journey for disabled passengers. Failure to do so may well lead to today's passengers neither receiving the assistance which they were promised nor the industry being capable of meeting the demands of the 2012 Games.

A handwritten signature in black ink, appearing to be 'Colin Foxall'.

Colin Foxall CBE
Chairman
Passenger Focus

Executive Summary

Research was carried out in 2010 to compare results with similar research in 2008. This year's covered all 26 train operators, a selection of station types operated by each train company and all Network Rail stations.

Overall, 71% of mystery shoppers were 'very' or 'fairly satisfied' with assistance provided (68% in 2008). 15% were dissatisfied and a similar number were indifferent ('neither satisfied nor dissatisfied').

The results of the 2010 survey reflect very similar trends to those of 2008. However, there were some improvements:

- APRS advised 72% of mystery shoppers (59% in 2008) to arrive at the station in good time.
- Increased mystery shopper confidence that their needs would be met following contact with APRS.
- The proportion met at the appointed meeting places at stations has also improved.
- When changing, mystery shoppers made their connection in 91% of instances (85% in 2008).
- 30% of mystery shoppers who have used APRS before felt that this journey was better than their last (compared to 20% in 2008).

Many journeys passed off smoothly. Either the assistance worked as booked, or staff on the day rescued the situation.

"The staff I met today were all wonderfully friendly and helpful. This was the first time I had travelled with this train company, and I was certainly impressed. Their customer support and whole approach was superb, much better than any train operating company used to date."

(Mobility-impaired)

"My feedback was fully positive as there were genuinely no negative comments I could make. The whole journey was pleasant and passed without incident."

(Wheelchair user)

However, it can take only one instance of failure to disrupt a booked journey. The research highlights three key aspects crucial to the effective provision of APRS. If any of these fail, the assistance can fail:

- training
- accuracy of information to passengers, and
- communication.

Training

Staff on many occasions assisted mystery shoppers appropriately.

“I don’t think that the staff could have done anything more or differently during the journey. Everything ran to plan and all staff encountered were of a high calibre and offered good support and assistance.”

(Mobility-impaired)

However, on some occasions staff failed to assist mystery shoppers efficiently or courteously – or at all.

It is important to ensure that training provides all staff with the knowledge and confidence to assist passengers safely and sensitively, use equipment properly and carry out their tasks effectively.

Accuracy of information to passengers

NRE directed/transferred more mystery shoppers to an appropriate number than in 2008.

Although information provision has improved, APRS staff sometimes failed to advise our mystery shoppers about the accessibility and range of facilities at their own stations, let alone those managed by other operators. It seems that not all staff used the “Stations Made Easy” function on the National Rail website.

Accurate information about on-train facilities such as catering and accessible toilets was not always provided.

“The information provided by APRS was incomplete, though I was told that I could go online to print off maps.”

(Wheelchair user)

Communication

Communication needs to work smoothly on two levels:

- Within the industry (e.g. transmitting booking details to staff).
- Between staff and passengers (e.g. staff need to be aware of passengers’ needs and ask relevant questions on how to assist.)

Any failure to pass on details of bookings wholly undermines the purpose of APRS.

We appreciate staff’s efforts to accelerate passengers’ journeys, where possible, by assisting them onto earlier trains. However, we worry at the failure to check that staff at the destination will be available to assist them off the earlier arrival.

“I found the overall service poor; it bordered on the point of being comical. Any information I gave them over the phone was either ignored or not read by the staff... the staff could have been a bit more organised and alert¹.”

(Mobility-impaired)

¹ Staff had been misinformed by APRS and were wrongly looking for a wheelchair user.

Introduction

The Assisted Passenger Reservation System (APRS) is a National Rail service for train operating companies (TOCs) to book assistance and reservations for disabled rail passengers.

The research, carried out by disabled mystery shoppers between May and July 2010, was commissioned to:

- audit passenger experience of booking assistance with APRS;
- audit the effectiveness of the service provided by the rail company/ies during the booked journey, and
- compare the findings to the research published in 2008.

The aim was not to judge individual rail companies' processes and performance, but rather to investigate the overall delivery of assistance, note examples of best practice and pinpoint failures which could have been avoided.

Journey mystery shops

All mystery shoppers were recruited by the agency and fully trained face-to-face by them. This training covered the purpose of the research, completion of the survey form developed by Passenger Focus (based on the previous version), objectivity and health and safety.

What the mystery shops involved

All mystery shoppers' itineraries specified the starting and destination station, the changing point if applicable, and usually the specific trains by which to travel. Mystery shoppers behaved as typical passengers when seeking information from National Rail Enquiries (NRE).

All mystery shoppers were required to book assistance at least 24 hours prior to making the journey, so as to replicate the experience of a typical disabled passenger. Some travelled with a companion, who remained apart when assistance was provided.

Most mystery shoppers were required to call NRE for the appropriate² TOC telephone number and use it to book assistance.

- Others were required to book online via the TOC website or in person at the starting station.
- All mystery shoppers undertook most or all of their return rail journey at off-peak times³ spending some time at the destination.

² 'Appropriate' refers to any train company's booking line which can make the necessary arrangements.

³ We define peak hours as weekdays 0700 - 1000 and 1600 - 1900. Off-peak hours are defined as all other times.

Number of journey mystery shops

| | |
|--------------------------|------------|
| Mobility-impaired | 83 |
| Wheelchair user* | 72 |
| Visually-impaired | 44 |
| Total | 199 |

* Users of 'reference-size' wheelchairs. Mobility scooters were not used.

How the journeys and routes were determined

Appendices A and B (see pages 37-42) show the journeys made and rail companies used. The selection covered:

- direct journeys
- journeys with change of train, operated by the same TOC
- journeys by several trains, each operated by a different TOC
- stations operated by each TOC and Network Rail
- stations operated by different TOCs from those whose trains were used
- stations inaccessible to the mystery shoppers – where the TOC should make alternative arrangements
- staffed and unstaffed stations
- a range of train types from 'commuter metro' to 'long-distance'
- smaller stations where assistance bookings are likely to be infrequent, and
- a geographic spread covering England, Wales and Scotland.

All journeys were booked standard class.



4 Research Findings

The following sections cover mystery shoppers' experiences of NRE, APRS and staff assistance on the day of travel.

In all, mystery shoppers completed 199 survey forms, from 98 return and three single journeys. However, as some journeys involved changing trains, the number of responses can be as high as 313⁴.

All mystery shoppers used the same questionnaire; some questions were relevant only to one disability.

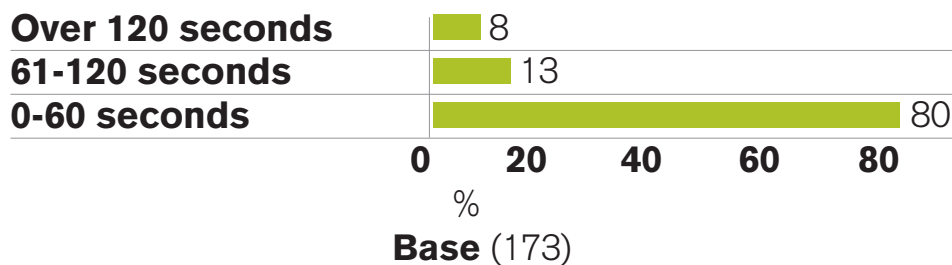
5 National Rail Enquiries (NRE)

On 173 occasions mystery shoppers contacted NRE for an appropriate telephone number to make an APRS booking with the train company.

Most calls to NRE were answered within 60 seconds. On 8% of occasions mystery shoppers waited longer than 2 minutes.

Chart 1

Time taken by NRE to answer calls



Half of the calls to NRE lasted no more than 4 minutes. One in five lasted longer than 10 minutes.

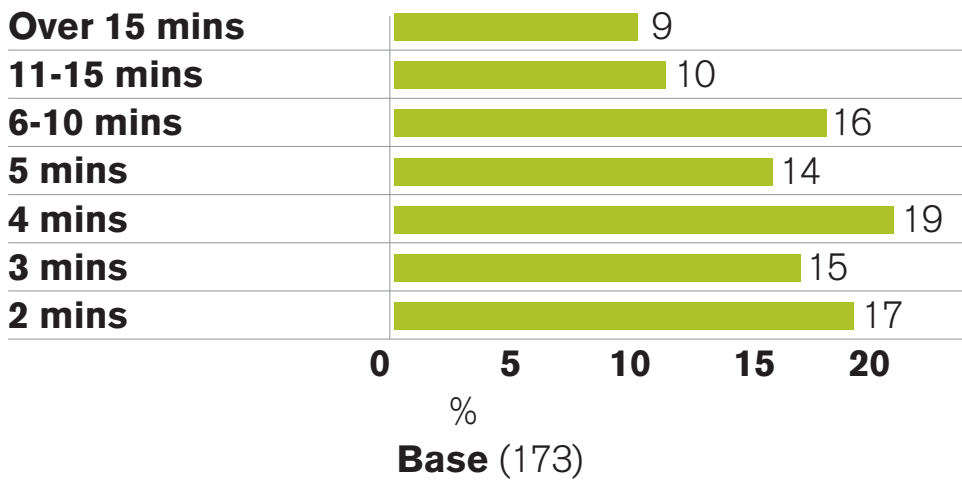
“I was given the information but it was a bad line and the staff member had a heavy accent. They gave me journey details but I was not able to write down the times as I could not properly hear them.”

(Visually-impaired)

⁴ Some mystery shoppers did not ask all questions in order to preserve their mystery shopper identity, while others – though having asked the question – received no answer.

Chart 2

Duration of call to NRE



“The man put the phone down before I could ask about assistance or alternative train times.”

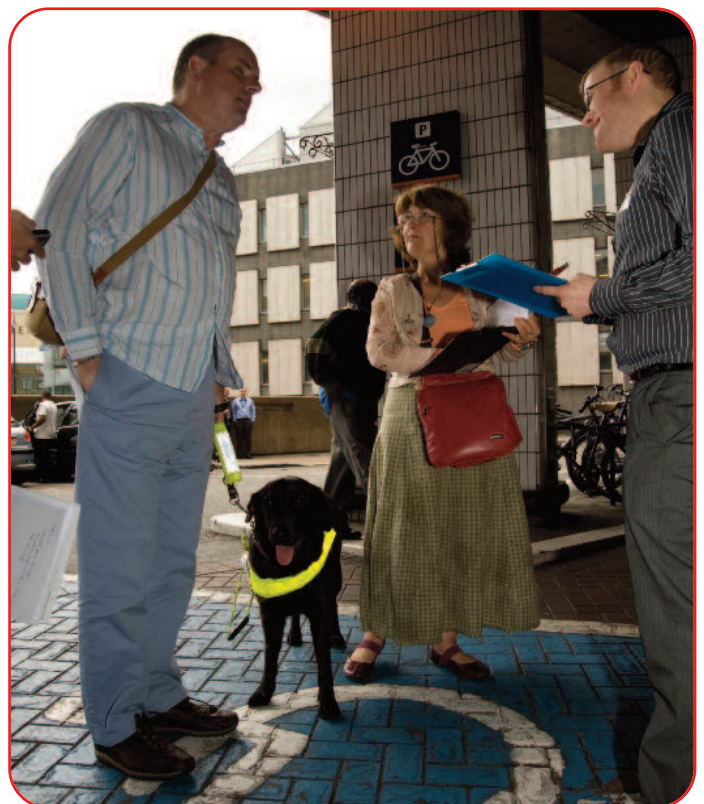
(Wheelchair user)

Information provided by NRE

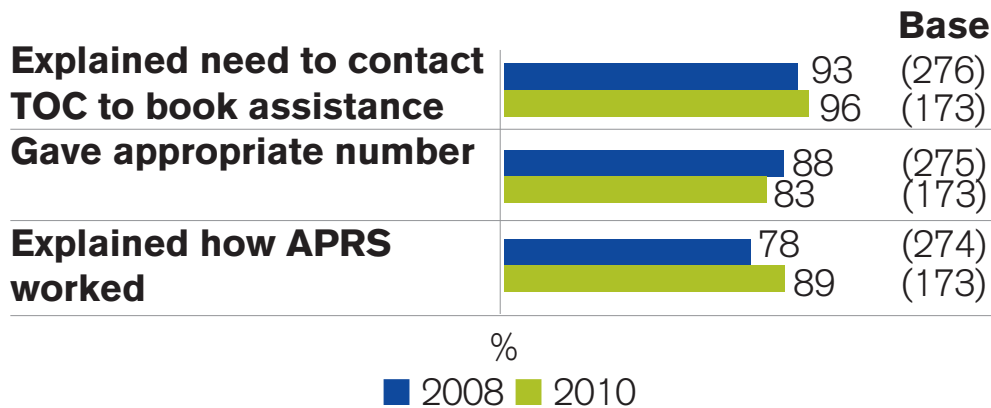
On 144 out of 173 occasions (83%) mystery shoppers were given an appropriate TOC number to book assistance broadly similar to 2008 (88%).

On a further 18 occasions (10%) NRE transferred mystery shoppers to TOCs once they heard that assistance was required, suggesting they obtain the necessary information when booking⁵.

When asked, NRE staff provided mystery shoppers with train times on 94% of occasions.



⁵ On at least one occasion NRE staff terminated the call abruptly before the mystery shopper could ask questions.

Chart 3**Advice from NRE staff**

“The staff member tried to connect me but said there were “technical issues”. I had to ask him for the number so that I could call directly, and he gave me the number which was the normal number, not the assistance line. I called National Rail Enquiries back later that morning and was given the correct number.”

(Wheelchair user)

“Upon dialling the number I was given, I got four options, none of which matched the Customer Service option I was supposed to go for. I guessed it might be journey planning I needed, but this brought me back to someone who gave me the same number again. Eventually I worked out that I needed to select Customer Complaints to book the assistance – hardly the obvious option.”

(Wheelchair user)

6 Assisted Passenger Reservation System (APRS)

Passenger Focus instructed two mystery shoppers to book assistance at the starting station. Some mystery shoppers were instructed to book online. All the others were required to book by telephone.

6.1 Booking in person at the station

No mystery shopper was able to book assistance at the station. Two were asked to book the outward and return legs of their journeys at the starting station. Station staff, however, advised that it was not possible to book APRS in this way and gave them a leaflet explaining the assistance arrangements and how to book them by telephone.

6.2 Booking online

Of the 23 online bookings⁶ requests:

- On 14 occasions a confirmation reply arrived within 48 hours.
- On 9 occasions mystery shoppers contacted TOCs not offering online bookings⁷.

Most were advised to telephone, but one company did reply with a booking confirmation.

On 11 occasions mystery shoppers found it 'very/quite easy' to find the web page/email address on the train company's website.

- However, the same number found it 'not very easy' and one found it 'impossible'.

6.3 Booking by telephone

Most mystery shoppers (173 occasions) were required to book assistance by telephone. For each journey, a separate booking was made for the outward and return leg.

6.4 Information from APRS

Disabled passengers are usually asked to arrive at the station in good time to reach the train without difficulty. However, train companies quoted different reporting times seemingly regardless of the station size and facilities, whether it was staffed or not and the mystery shopper's disability.

- 72% of mystery shoppers were advised to get to the station early⁸ (59% in 2008). Surprisingly, wheelchair users were advised to arrive early less often.
- 70% were advised on arrival at the station to tell a member of staff that they had booked assistance via APRS (56% in 2008).
- 38% were advised of a meeting point at the station (49% in 2008). Mobility-impaired mystery shoppers were given this information in more instances compared to those who were visually-impaired or wheelchair users.
- 84% were given a booking reference number (45% in 2008).

The number of occasions when mystery shoppers were asked how they would leave the destination station is unchanged (59% in 2010 compared with 58% in 2008). Visually-impaired mystery shoppers were asked more often than mobility-impaired.

When asked, APRS told 88% of mystery shoppers that assistance is available to board and alight from the train. Mobility-impaired mystery shoppers were told this more often than visually-impaired.

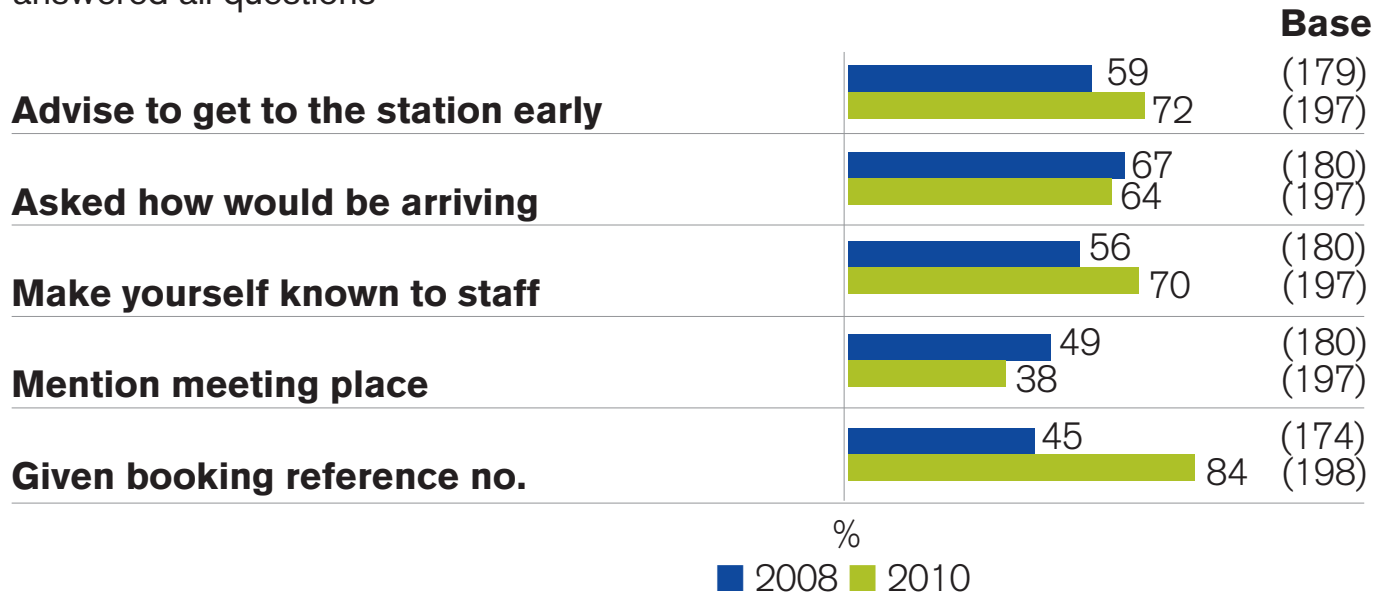
⁶ Comparison of 2010's performance in handling online requests is not possible as only 3 online bookings were made in 2008.

⁷ Not all TOCs accept assistance requests online.

⁸ The need to arrive early should reflect the personal circumstances of the passenger needing assistance, the nature of the station and its staffing, if any.

Chart 4**Advice from APRS when booking**

Base fluctuates as not all mystery shoppers answered all questions



Comments from mystery shoppers:

“I was told that there would be personnel with ramps available to help me.”

(Wheelchair user)

“I would be put on the train and met with a buggy at my destination. I was asked to make myself known at the station entrance.”

(Mobility-impaired)

“I felt it was inadvisable that I should arrive 20 minutes early at an unmanned station with no facilities. The station is just a single platform with a small waiting shelter, not a good place to wait for this amount of time.”

(Wheelchair user)

6.5 Information about station facilities

Mystery shoppers were asked to report whether APRS advised them of the presence of various facilities at the starting/destination station. They prompted APRS if the information was not provided.

Some mystery shoppers did not ask any or all of these questions in order to preserve their mystery shopper identity, while others – though having asked – received no answer.

Comments from mystery shoppers:

“When I booked my ticket and made the request for assistance, I asked for information regarding facilities available for me to use on the train and at the stations. I was not given any information.”

(Mobility-impaired)

“The staff member was very abrupt and not very forthcoming. When I asked whether the starting station had an accessible waiting room he replied, “I dunno... but they’ve got staff and they’ll help you.” He really didn’t give me much helpful accessibility information.”

(Wheelchair user)

Chart 5

Advice from APRS on station facilities

Base fluctuates as not all mystery shoppers answered all questions.

| | % | | Base |
|---------------------------------|----|----|-------|
| Station fully accessible | 97 | 3 | (262) |
| Ticket-buying facilities | 94 | 6 | (118) |
| Accessible Toilet | 88 | 12 | (217) |
| Cafes | 84 | 16 | (203) |
| Accessible waiting room | 82 | 18 | (194) |

%
■ Yes ■ No

Actual station facilities

Chart 6 shows the correlation between station-facility provision and advice from APRS.

Correct information⁹ was provided in more than 9 out of 10 instances about station accessibility and provision of accessible toilets.

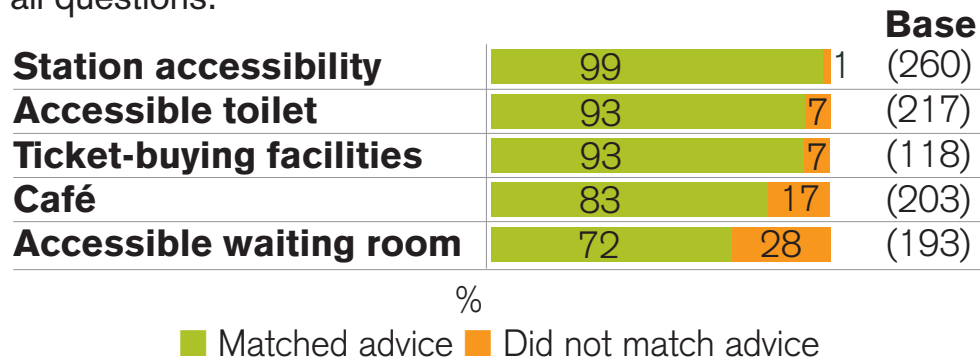
This ratio was lower in case of cafes and accessible waiting rooms. This latter variance may be partially explained by a difference in interpretation of what constitutes a “waiting room”¹⁰.

⁹ The accuracy of this information was verified by using the National Rail Enquiries' *Stations Made Easy* website and personal knowledge.

¹⁰ Passenger Focus's interpretation of 'waiting room' matches the depiction on the National Rail Enquiries' *Stations Made Easy* website: an enclosed structure with independent walls and door, not an area within the station, e.g. the booking office, which happens to have seats.

Chart 6**Actual facilities at station versus advice from APRS**

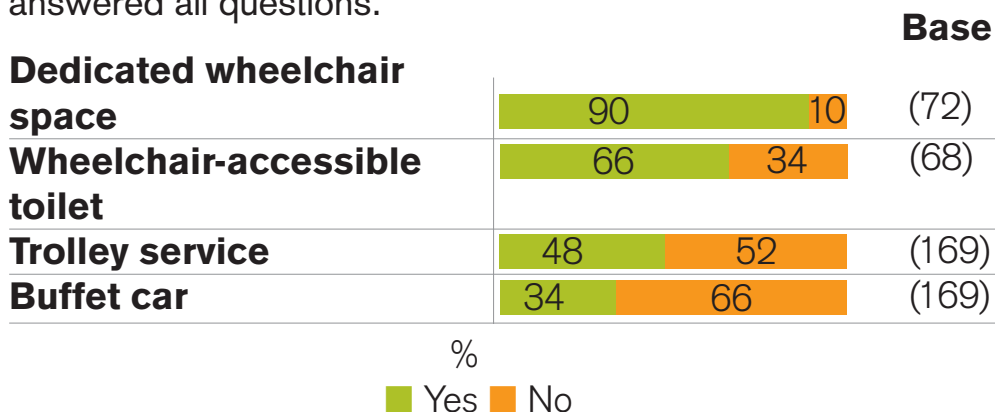
Base fluctuates as not all mystery shoppers answered all questions.

**6.6 Information about on-train facilities**

- On 90% of occasions, mystery shoppers were informed about the provision of a dedicated wheelchair space.
- 66% of them were told there is a wheelchair-accessible toilet on board the train.

Chart 7**Advice from APRS about on-train facilities**

Base fluctuates as not all mystery shoppers answered all questions.



Actual on-train facilities

Chart 8 shows the correlation between on-train facilities and advice from APRS.

- On 8 out of 10 occasions, correct information was provided about the availability of catering services.
- On only 2 out of 3 occasions, mystery shoppers were correctly informed of wheelchair-accessible toilets.

Chart 8

Actual facilities on trains versus advice from APRS

Base fluctuates as not all mystery shoppers answered all questions.

| | | | Base |
|-------------------------------------|----|----|-------------|
| Buffet car | 84 | 16 | (165) |
| Trolley service | 82 | 18 | (164) |
| Wheelchair accessible toilet | 67 | 33 | (66) |

%

■ Matched advice ■ Did not match advice

6.7 Need for information to make informed decisions

Full and accurate information about station and on-train facilities is vital if passengers are to assess if a journey is possible for them.

84% of mystery shoppers said that, having phoned APRS, they were confident that their needs would be met throughout the journey. This is an improvement compared with 2008 when only 75% were confident. Visually-impaired mystery shoppers were more confident and wheelchair-users less confident.

“The staff member was very helpful. I was given a lot of information about the service and felt that my needs being met was important to them.”

(Mobility-impaired)

“The member of staff was a little rude; when I asked if there would be staff on the train, he said that ‘the trains needed someone to drive them’.”

(Visually-impaired)

6.8 Satisfaction with APRS staff

Mystery shoppers were asked to rate APRS staff in terms of helpfulness and the service provided:

- 44% rated them 'excellent' and 39% as 'pretty good'.
- 13% (26 occasions) rated 'not great' and a further 4% 'poor'.

Mobility-impaired mystery shoppers were more satisfied with the service they received than wheelchair users.

Mystery shoppers' dissatisfaction is due to:

- not being asked about their needs
- staff not having sufficient knowledge or
- receiving incorrect information (e.g. being told the station was accessible to them when it was not).

In some cases, mystery shoppers waited a long time for APRS to answer or had to try several numbers before getting through.

Comments from satisfied mystery shoppers:

"The service was very good. My speech is sometimes unclear but the staff took time to understand me, and gave me time to write things down."

(Wheelchair user)

"I thought the service given was outstanding. All details were given in a friendly manner, and no question went unanswered."

(Mobility-impaired)

"The service I received from APRS was excellent. It was made clear what I could expect from the moment I arrived at the station."

(Mobility-impaired)

Comments from dissatisfied mystery shoppers:

"The staff member was polite and trying to be helpful, but he seemed very unsure. He didn't really ask me about what assistance I might need, gave me almost no information and did not tell me that my destination station was not accessible for wheelchair users."

(Wheelchair user)

"I got the feeling from the APRS staff member that he didn't really have time for me and he wanted to get me off the phone as quickly as possible. I received the impression that as he knew what he was doing, he didn't feel that he needed to communicate any information to me. The conversation felt very impersonal."

(Wheelchair user)

“It took 25 minutes for APRS to answer. By this time they could have promised me a cheque for £1000 and taken me in a golden coach, and I would still have been annoyed! I also felt that the member of staff was not keen to give me information as everything I asked was met by silence while he looked it up. I ended up feeling that I was being a nuisance. I was also asked to phone up after my journey and give feedback. I thought I had misheard, but no, I was expected to ring them to give feedback. Having spent 25 minutes in the queue to book assistance I am unlikely to want to repeat the experience!”

(Wheelchair user)

6.9 Call-backs

After their journey, some TOCs telephone selected APRS users, who have agreed to participate, to assess their satisfaction with the assistance and to address any failures. Call-backs are an important means of direct feedback.

On 38 occasions (1 in 5), APRS offered to call mystery shoppers for feedback; the same ratio as in 2008. However, only 7 calls were reported; this may be a deterioration compared with 2008 when 15 calls were received out of the 36 call-backs offered by APRS. However, only the calls received within 48 hours of the journey are recorded here. More calls may have been received after the questionnaires were submitted for analysis.

7 Staff assistance on the day of travel

This section looks at staff assistance at various stages of the journey:

- Inaccessible stations
- At the starting station
- Ticket purchase
- Boarding and alighting
- Ramps
- On-train experience
- Connections.

7.1 Inaccessible stations

Some stations are either wholly or partially inaccessible to mobility-impaired or wheelchair-using passengers due to stairs. Each rail company's Disabled People's Protection Policy (DPPP) states the reasonable adjustments which it makes to help such passengers travel by other means. This is usually done by providing a taxi to an accessible station. A selection of these stations was consciously included in the journey plans.

13 single-leg journeys were selected as they required use of an inaccessible station or platform. Another two journeys involved “accessible” but unstaffed stations, where the only step-free means of reaching one of the platform is via a barrow crossing.

- On 4 occasions mystery shoppers were made aware of the inaccessible stations and APRS booked alternative transport. Taxis were ready for them in most cases.
- On 4 further occasions APRS failed to advise that stations were inaccessible and mystery shoppers had to prompt them or call back to arrange taxis.
 - In one instance, APRS failed to advise the mystery shopper that the platform for the return journey could be reached only via the barrow crossing. The station is unstaffed; as the industry generally deems it necessary for staff to accompany passengers using the crossing, a taxi should have been provided without prompting.
- APRS booked another wheelchair user to/from an unstaffed station with a barrow crossing with no other means of accessing the far platform; but no taxi was booked for this journey. The mystery shopper crossed the tracks anyway and without incident.
- On 4 other occasions APRS advised mystery shoppers to use another station without providing any alternative transport, despite the difficulty for them in getting to/from these stations.
 - One was misadvised to use a station significantly further from their intended (inaccessible) starting point, despite the availability of a much closer accessible alternative.
- APRS required one wheelchair user to make his own way from an inaccessible station to an “accessible” but unstaffed station (with long steep ramps to/from the platform), the next one along the same line. Even from this station it is necessary to change trains to make the entire journey. As there is no convenient accessible interchange without a long double-back journey, a taxi was provided from the “accessible” station to the destination. On the return leg the same happened in reverse. It is not clear why the mystery shopper was not provided with a taxi from the starting inaccessible station in the first place.

In another instance, APRS advised the mystery shopper incorrectly that the destination was inaccessible, as allegedly neither the station nor the train has ramps, and wrongly recommended an alternative station. However, on the day staff at the starting station advised him to make the journey as Passenger Focus had originally specified and they arranged assistance to match.

Equipment failure caused three stations to become inaccessible during the mystery shopper’s journey. In each case staff provided alternative transport.

On two other journeys staff at the starting station misinformed mystery shoppers and advised them to change their itineraries:

- One arrived at an inaccessible station with no connection to the intended destination.
- The other alighted at a station where no taxi was waiting and had to make independent arrangements for the remainder of the journey.

On a positive note, one operator's APRS arranged a taxi for a wheelchair user from a wholly accessible station because it would be unstaffed when he made the journey, even though the train had on-board staff and ramps.

Comments from mystery shoppers on inaccessible stations:

"I had been promised at the interchange station that a taxi would be waiting at a station en route to take me onward to my destination, but staff there had no knowledge of this and had to telephone the train company. The member of staff left me waiting on the platform whilst he went back to the booking office. After about 10 minutes a taxi arrived and the driver asked my name and said he must wait for station staff to authorise. Two minutes later, station staff arrived with the note and again apologised for the delay. He said that no one had told him anything about the booking for assistance".

(Mobility-impaired)

"My intended destination was not accessible so I had to go to the station beyond. The staff were helpful in finding me an alternative route but they did not provide any transport and they did not give me any details on facilities."

(Wheelchair user)

"The equipment that bridged the gap to the island platform was not working, so I could not access the station for my return journey. I had been told this by station staff on my arrival, who had questioned me about my return trip. They arranged a taxi to the next accessible station so that I could pick up my train from there."

(Wheelchair user)

"I was not informed about the inaccessibility of the platform for the return journey, either during the phone call to APRS or by train staff on my outward journey. I arrived early for my return train and called APRS to ask for help and was asked to wait for a call-back. Meanwhile, the train arrived and a passenger offered to help me across the track. It took APRS 15 minutes to phone back and said I was to wait for a taxi they'd arranged."

(Wheelchair user)

"I turned up for my taxi, as told to by APRS. As the ticket office was open I went to ask where to wait. I was told to cancel my taxi. I said I could not, as I did not book it. I was told I would be crossed over the lines by the member of staff. Then the taxi turned up, and I went by taxi. My wheelchair was not strapped down, I was not asked whether I would prefer a real seat, and my chair tipped over with me in it. It was also impossible to see out of the window, there was no ventilation and I was violently sick on arrival. I was left feeling that crossing the line would have been preferable!"

(Wheelchair user)

This survey highlights the lack of clarity on the use of barrow crossings by wheelchair users, especially at unstaffed stations. The industry's own advice about certain stations suggests that this practice is unsafe, whereas APRS staff actually accept some bookings for wheelchair users who need to use such a crossing unaided.

Passengers at some unstaffed stations may be 'permitted' to use barrow crossings alone whereas at adjacent staffed stations they may use them only with assistance.

7.2 At the starting station

Mystery shoppers booked assistance at least 24 hours in advance as specified in most train companies' DPPP¹¹.

- Station staff were prepared for the arrival of mystery shoppers on 65% of occasions (compared with 67% in the 2008 survey).
- Of those advised of an appointed meeting place, 70% were actually greeted by staff there (58% in 2008).
- The proportion of journeys where a meeting point was specified¹² was noticeably lower this year (38%) compared with 2008 (49%).

Table 1 Preparedness of station staff

| | 2010 | 2008 |
|--|------------------|------------------|
| Base is shown in brackets. | | |
| Staff prepared for mystery shoppers at station | 65% (199) | 67% (171) |
| Staff greeted mystery shoppers at appointed meeting place | 70% (71) | 58% (140) |

The member of staff did not seem to be sure of what to do and just walked along in front of me, rather than offering me their arm. They did not explain what was happening and they just left me on a bench on the platform without giving me any information."

(Visually-impaired)

¹¹ Some train companies offer shorter-notice booking requirements for journeys wholly on their own system.

¹² This reduction does not necessarily represent a fall in service provision or customer care and may reflect a more relaxed policy on attracting staff attention.

“When I arrived, I was guided to the information office. After introducing myself I was told by the member of staff at the desk that they had no record of my booking. When I mentioned APRS he told me he did not know what APRS was. He did, however, make arrangements for me to be assisted.”

(Mobility-impaired)

“The staff member was not there to meet me as arranged. She was not prepared as she did not know from which platform I needed to catch the train. This caused me a lot of needless anxiety and was a huge disappointment after such high hopes of good service based on the APRS booking service.”

(Mobility-impaired)

7.3 Ticket purchase

Those mystery shoppers with a Disabled Persons Railcard (DPRC) used it. Reduced-rate full fares also apply to certain categories of disabled people (wheelchair users, alone or accompanied, and accompanied visually-impaired passengers) who are non-DPRC holders. Some wheelchair users were asked to seek these non-Railcard reductions, which they did – but in many cases it proved less expensive to buy an undiscounted off-peak fare, so they bought the cheaper ticket.

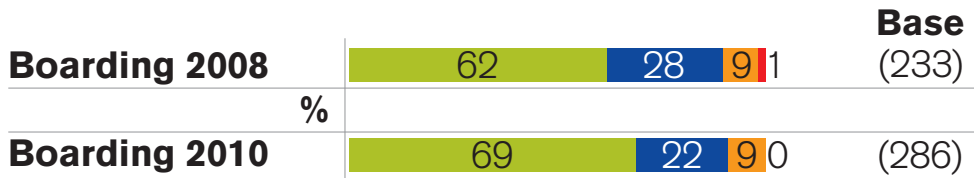
Mystery shoppers usually bought their tickets at the departure station. A small number bought them from telesales and a few paid on the train¹³. On 84% of occasions, mystery shoppers found it easy to buy a ticket before boarding the train.

7.4 Boarding the train

Generally, mystery shoppers' opinions of the ease of boarding trains matched those of 2008.

- 69% described it as 'very easy' and 22% 'quite easy' (62% and 28% respectively in 2008).
- On 1 occasion a mobility-impaired mystery shopper could not board the specified train as he was not advised of the need to use a different station entrance to avoid having to use stairs.
- Wheelchair users found it easier to board than mobility-impaired mystery shoppers. This may be due to assistance staff underestimating some mobility-impaired passengers' ability to negotiate the gap between train and platform in a single step. A wheelchair user is much more readily recognisable as needing a ramp.

¹³ Disabled passengers who due to their disability cannot easily buy tickets before boarding the train may pay their fare en route without a penalty.

Chart 9**Ease of boarding**

■ Very easy ■ Quite easy ■ Not very easy ■ Impossible

As Chart 10 below shows, station or on-train staff (94%) helped most mystery shoppers to board. On 17 occasions (6%) mystery shoppers were not assisted by staff:

- On 13 occasions they boarded without the help either of staff or another passenger.
- On 4 occasions they were helped by another passenger.

Chart 10**Boarding – with or without staff assistance**

■ Station staff ■ Train staff ■ Another passenger ■ Other

Satisfaction with Boarding

On 85% of occasions mystery shoppers rated staff helping them board as 'excellent/pretty good'.

- On 8% of occasions mystery shoppers did not feel staff were very helpful.
- On 3% of occasions staff gave no assistance despite their presence on the train/station and were rated 'poor'.
- No staff were present on 5% of occasions.

Chart 11

Satisfaction with assistance provided for boarding



Comments on staff assistance to board:

“The station staff set up the ramp and assisted me in using it to board the train. The gap between the platform and the carriage doorway was quite steep, and the staff member steadied my arm using the ramp. I had no problems at all.”

(Mobility-impaired)

“The station staff assisted me with a ramp and they opened the doors in order to assist me to a wheelchair space. Another member of staff approached me when I got on the train in order to make sure that I was okay.”

(Wheelchair user)

“The member of staff, when they arrived, interacted very well with me and they displayed excellent guiding skills, which made me feel safe throughout my time on the platform.” (Visually-impaired)

“The staff at the station were highly competent and well placed to provide support and assistance. I really enjoyed the positive conversations I had with the members of staff and they seemed to take great pride in their work.” (Mobility-impaired)

Comments on lack of staff assistance to board:

“I used the station wheelchair due to the distance to the platform. I was not met as arranged and waited for staff, anxious as my train was leaving soon. Staff pushed me to a lift, across a bridge to a platform at the opposite end of the station and said over my head “I’m going to put you there, I’ve got to check something.” I was left alone at the edge of the platform by the yellow line. I felt very vulnerable and frightened as a train came in and passed very close by. By now I was very anxious about missing the train and was not sure where the staff member had gone. She came back in a very hurried state as we were on the wrong platform! I was pushed to the lift over a bridge to my train. I was pushed up to the step of the train door and had to get on without assistance.”

(Mobility-impaired)

“Whilst the station is accessible to wheelchair users, it does not have ramps¹⁴ or other facilities for getting wheelchairs onto trains. Station staff said they would do all they could to help me board. Fortunately I can stand using crutches (which I had with me), and I did so while two station staff put my wheelchair on the train and then helped me onto it as well!”

(Wheelchair user)

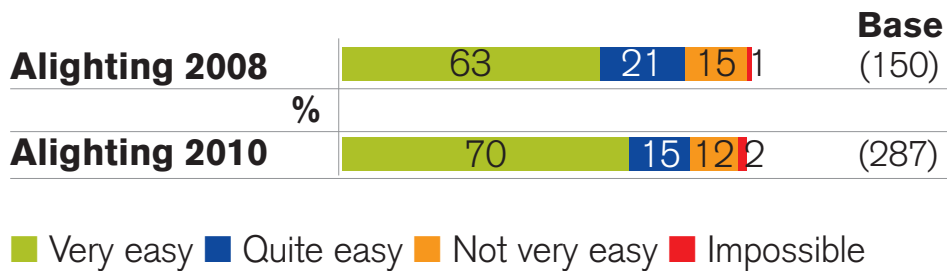
7.5 Alighting from the train

- On 85% of occasions mystery shoppers found it ‘very/quite easy’ to alight (84% in 2008).
- However, on 6 occasions (2%) mystery shoppers were unable to get off at all.
 - In five cases assistance was not available and the mystery shopper went on to the next station,
 - In one case the aisle was so blocked with luggage and boarding passengers that the mystery shopper could not reach the door and staff were not apparent.

Chart 12

Ease of alighting

The previous survey was undertaken in two phases, the 2008 figures relate only to phase 2.



“The staff member was waiting on the platform with a ramp. They were friendly, helpful and very efficient. They escorted me from the train and offered to carry my bag to the taxi rank just outside the station entrance.”

(Mobility-impaired)

¹⁴ APRS had arranged the taxi to a London Underground (LU) station where National Rail trains also stop. LU stations have no equipment to assist wheelchair users on and off trains – even LU’s own trains.

“My train arrived 5 minutes late and I missed the connection. I waited 10 minutes during which I was ignored by staff, and finally another passenger took me to my connecting train. The failure of staff to assist meant that my delay was not communicated to my destination station and no assistance was available on arrival.”

(Visually-impaired)

As Chart 13 shows:

- Most mystery shoppers (78%) were assisted off by train or station staff.
- On 16 occasions (6%) they were helped by another passenger.
- On 49 occasions (17%) mystery shoppers alighted without the help either of staff or another passenger.

Similar to boarding, wheelchair users found it easier to alight than mobility-impaired mystery shoppers.

Chart 13

Alighting – with or without staff assistance

Percentage shown do not add up to 100 due to rounding



Satisfaction with alighting

As Chart 14 shows:

- On 78% of occasions mystery shoppers rated staff helping them to alight as 'excellent/pretty good', lower than for boarding (85%).
- On 4% of occasions staff gave no assistance despite their presence on the train/station and were rated 'poor'.
- When boarding on 5% of occasions mystery shoppers received no assistance and reported seeing no staff. However, in case of alighting this reached 15% of occasions.

Chart 14

Satisfaction with assistance provided for alighting



Comments from mystery shoppers alighting with assistance:

“The staff member asked for me by name and said that she was there to provide assistance. She guided me off the train and through and out of the station.”

(Visually-impaired)

“The staff member who assisted me off the first train was absolutely charming. He helped me off the first train and escorted me to another platform. He was very friendly, smiling a lot, and he knew lots about this and other station facilities.”

(Mobility-impaired)

“The member of staff was excellent; they helped me to leave the station and accompanied me down in the lift. They had a pleasant manner and chatted with me.”

(Wheelchair user)

“The station staff were absolutely superb. I asked lots of questions about facilities on board trains and at the station itself, and all my questions were answered. The two members of staff also gave me big waves and smiles as my train pulled out.”

(Mobility-impaired)

Comments from mystery shoppers alighting without assistance:

“No one was waiting when the train arrived and the conductor and driver walked away. I could not grab their attention and had to alight on my own and navigate along the now empty platform. I finally reached a member of staff who could assist me.”

(Visually-impaired)

“There were no station staff with ramps to meet the train. I was left on the train and had to wait until on-board staff came to see what was going on before they sent for the station staff to fetch a ramp so that I could get off.”

(Wheelchair user)

“On arrival at my destination I had to use the emergency alarm button to make staff aware that I wanted to get off. It took staff seven minutes to respond.”

(Mobility-impaired)

“I waited 10 minutes for assistance and feared missing my connection. I had to leave the train and navigate along the platform by myself. A member of station staff then drove past me on the mobility carrier. When they returned they accused me of being on the wrong train and said they were waiting on a different platform. I felt that they were rude and unprofessional and at times felt as though everyone was staring at me.”

(Visually-impaired)

7.6 Ramps

Where ramps were requested¹⁵ for boarding and/or alighting through APRS, they were provided in 9 out of 10 instances (92%) compared to 88% in 2008. This figure includes instances where staff provided ramps in accordance with the mystery shopper’s APRS request, as well as those occasions where staff had to be prompted.

Where ramps were required but they had not been requested from APRS, they were provided in 31 out of 41 instances (76%).

Table 2 Ramps provided for getting on/off train

| | 2010 | 2008 |
|---------------------------------------|--------------|--------------|
| | (313) | (190) |
| Base is shown in brackets. | | |
| Ramps provided where requested | 92% | 88% |

Comments where ramp was provided:

“An assistant was waiting for me with a ramp. They knew which coach I was in and they arrived at the carriage door, set up the ramp and helped me off the train.”

(Mobility-impaired)

¹⁵ The use of ramps is unavoidable for wheelchair users. Other mobility-or visually-impaired mystery shoppers may have requested ramps to ease boarding and alighting.

“The ramp was brought very quickly, and the member of staff put it down, asked other passengers to wait, and got me off the train. He asked where I was going and requested that I wait while he put the ramp away, then took me across to the other train.”

(Wheelchair user)

Comments where ramp was not provided:

“Another passenger, who worked for a rail company but was on a day off, helped me to deploy the train ramp. I felt frightened.”

(Wheelchair user)

“The train arrived but my booked assistance was not waiting, so I was unable to get off the train because there was no ramp. I was unable to attract the attention of the guard until the train had departed from the station.”

(Mobility-impaired)

“The member of staff was extremely frustrated when he came to me. The train should have left by this time, and his first words to me were ‘someone should have told me you were on this train, they are meant to tell me when they put a wheelchair on’. Well, yes, and I can understand that he was frustrated - but this wheelchair has a person in it, and ultimately, it was not my fault!”

(Wheelchair user)

7.7 On-train experience

Wheelchair users

In 77% of instances where a wheelchair space had been requested, it was available¹⁶ (72% in 2008).

Wheelchair users were helped to the dedicated (or alternative) space by either station staff (58%) or on-board staff (19%). However, in 14 instances (17%) no staff assisted the mystery shopper.

In 21 instances mystery shoppers were not accommodated in a dedicated wheelchair space:

- In 12 instances the space was unavailable because it was occupied by another wheelchair or obstructed by luggage.
- In 9 other instances they were placed either in the doorway vestibule as the train had no dedicated wheelchair space, or were placed in the “flexible space” where wheelchair users take priority over cycles and buggies.

¹⁶ Some local and commuter trains have no reservable accommodation including wheelchair spaces. Some of these trains have no dedicated wheelchair space either.

Comments from wheelchair users without a dedicated space:

“A second wheelchair was already on board and did not leave sufficient space for my chair to fit in.”

“There were no designated wheelchair spaces, and none of the seats folded. I travelled in the vestibule, and each time the train stopped I had to move to allow passengers to board and leave.”

“There was no space so I had to sit near the doors.”

“Staff assisted me onto the train but not into the wheelchair space. A uniformed member of staff sat opposite me the whole time – apparently off-duty. He neither helped nor spoke to me and avoided eye contact throughout the journey, including when I was struggling to move someone else’s suitcase.”

In a few instances staff were able to find the wheelchair user an alternative space but in most cases this was not possible.

“The staff put me in a wheelchair space in first class.”

Non-wheelchair users

- 63% of mobility- and visually-impaired mystery shoppers were assisted to their seat – fewer than 2008 (73%).
- Visually-impaired mystery shoppers were assisted more often than mobility-impaired.
- Of those who booked a priority seat¹⁷ through APRS, 74% actually occupied one; 2% were unsure whether it was a priority seat or not.

“Station staff assisted me when boarding the train and they made sure that I got to a seat before leaving me.”

(Visually-impaired)

“Boarding was easy, as a station assistant set up the ramp for me and seated me in the priority seating area.”

(Mobility-impaired)

“I boarded the train and the member of staff just pushed me towards a seat before leaving. Another passenger helped me to the seat.”

(Visually-impaired)

¹⁷ Current regulations for recent builds of train require that a certain proportion of seats in each coach be classified as “priority”. These must conform to specific size criteria, making them easier for disabled people to use. There is also sufficient space beneath them to accommodate an assistance dog.

“The station assistant boarded me in the wrong part of the train for the priority seating area, and I had to find a vacant priority seat myself. No staff helped me to find a seat.”

(Mobility-impaired)

On-train facilities¹⁸

- 6 out of 10 trains were fitted with electronic visual information displays¹⁹. However, of these 7% were reported as not in use.
- On 9 out of 10 journeys audio announcements were reportedly made. 91% were clear and audible to mystery shoppers, an improvement compared with 80% in 2008.
- On 2 out of 3 occasions (69%) mystery shoppers could have accessed the toilets. However, mystery shoppers were not always made aware of their location. As expected, wheelchair users found this impossible unless an accessible toilet was provided.
- When requested, staff brought refreshments to mystery shoppers' seats on 22 out of 30 occasions.

On 34% of journeys mystery shoppers reported not seeing any on-train staff²⁰. However, where staff were present:

- 85% rated them 'excellent/pretty good'.
- 15% rated 'not great/poor'.
- Wheelchair users rated staff more highly than other mystery shoppers whilst mobility-impaired mystery shoppers were more critical.

A few specific comments were made about individual staff members (e.g. 'unfriendly'; 'appeared reluctant to help'). More often, those expressing dissatisfaction commented that while staff were on the train, they were rarely seen or not particularly pro-active in offering assistance or checking on the mystery shopper (e.g. 'did not offer to help me to buffet car'; 'no-one checked I was alright'; 'unable to get any information or ask any questions').

Comments where staff were rated 'excellent' or 'pretty good':

“All the staff were really friendly and asked about my further journeys so they could make any arrangements that might be necessary.”

(Wheelchair user)

¹⁸ Covers all mystery shoppers (mobility-impaired, visually-impaired and wheelchair users).

¹⁹ Excludes visually-impaired mystery shoppers.

²⁰ Some local and commuter services normally operate as driver-only trains.

“The staff on this train were extremely pleasant and friendly. They served me a sandwich and a complimentary cup of tea at my seat on request, and checked on me regularly to see if I needed anything and ensured that I had a very pleasant journey.”

(Mobility-impaired)

Comments where staff were rated ‘not great’ or ‘poor’:

“The conductor tapped my pass to acknowledge he had seen it and swiftly moved on. He walked halfway up the aisle a couple of times but did not pass me. About 10 minutes before I reached my destination, I flagged him down to say that I had booked assistance and he said that I should have told him earlier because his mobile phone was at the other end of the train. I had no chance to speak to him again because he then left, and I felt embarrassed and helpless.”

(Visually-impaired)

“There was a staff member on the train, but there were no ticket checks or other checks done in the carriage I was in. I was unable to get any information or ask any questions.”

(Mobility-impaired)

“The ticket collector did not even acknowledge me, or ask for my ticket.”

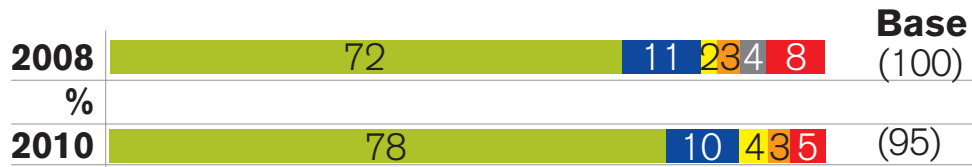
(Wheelchair user)

7.8 Connections

Mystery shoppers changed trains on 95 occasions and made their connection in 92% of instances (85% in 2008).

- In almost 8 out of 10 journeys (78%) involving connections, incoming trains were on time and mystery shoppers made their connection.
- On 10% of occasions connections were made despite the incoming train arriving late.
- On 5% of occasions mystery shoppers missed their connections due to booked assistance failing to arrive on time or at all.

Missing a connection affects booked assistance for the rest of that journey. Severed connections are a problem not only for passengers but also for staff as booked arrangements cease to apply. If unaware of the passenger’s delay, staff will await the wrong incoming train.

Chart 15**Changing trains**

- Train on time, connection made
- Train late, but made connection
- Assistance late but made connection
- Train late, missed connection
- Assistance late, missed connection
- Assistance failed to arrive, missed connection

8 Planned engineering works

All but one of the journeys were planned for off-peak weekday times to avoid the likelihood of engineering works at weekends.

One journey was made at the weekend and coincided with engineering work. A mobility-impaired mystery shopper telephoned APRS to book assistance for this journey and was told a coach would run for part of the journey, connecting with a train en route.

Staff were helpful in assisting him to board the coach. However, having boarded the coach he found the front seats, the most accessible, already taken. Staff did not intervene.

At the interchange point the coach could not pull up against the kerb as a car was parked at the bus stop. When alighting the mystery shopper had to negotiate the steep gap onto the roadway alone as no staff came to assist. No assistance was provided onto the connecting train either.

Having booked assistance, APRS rang the mystery shopper back to advise that the destination served by the train was unstaffed on Sundays ***“and that it would be the choice of the train manager to help or not”*** – and he did not. As a result the mystery shopper had great difficulty alighting alone.

Although assistance had been booked, none was provided at the interchange point or to alight even though a conductor was aboard the train. Despite this, the mystery shopper was “fairly satisfied”, an indication of extremely low expectation, and commented:

“There was nothing that staff could have done differently to improve my experience.”

(Mobility-impaired)

9 Overall satisfaction with journey experience

- Overall 71% of mystery shoppers were satisfied with assistance provided; 44% were 'very satisfied' and 27% 'fairly satisfied'. This is broadly similar to 2008 (68%).
- 15% were dissatisfied (of whom 6% were 'very dissatisfied') and a similar number were indifferent ('neither satisfied nor dissatisfied').

Wheelchair users were more satisfied with their journey experience than visually-impaired mystery shoppers.

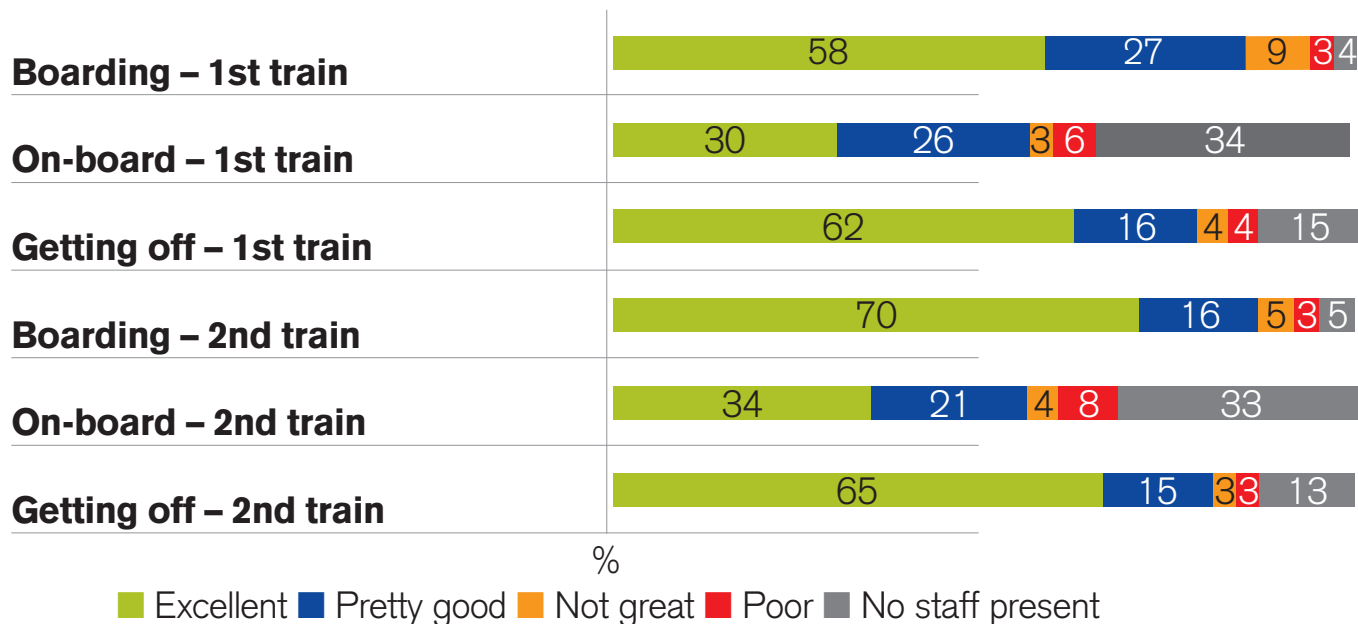
Chart 16 below shows in greater detail mystery shoppers' ratings of staff assistance at various stages of the journey.

- Mystery shoppers rated boarding higher (85% for the first train, and 86% for a connecting train) than alighting (78% and 80% respectively).

Chart 16

Satisfaction with staff assistance

'2nd train' refers to a connecting train to complete the journey. Not all mystery shoppers had to change trains.



Similar to the previous results in 2008, some mystery shoppers had very low expectations. They rated satisfaction highly even though they encountered difficulties on their journey.

Comments from mystery shoppers who suffered poor service yet who rated satisfaction 'very' or 'fairly satisfied':

"I had to stop the train from leaving to get off, so I jammed the doors open with my wheelchair until a member of staff came to assist. I missed my connection because no members of staff were available to get me off the train. In the end I was half an hour late."

(Wheelchair user)

"I felt that the member of staff could have explained where we were going and it would have been nice if they had offered me their arm in order to ensure I moved safely through the station."

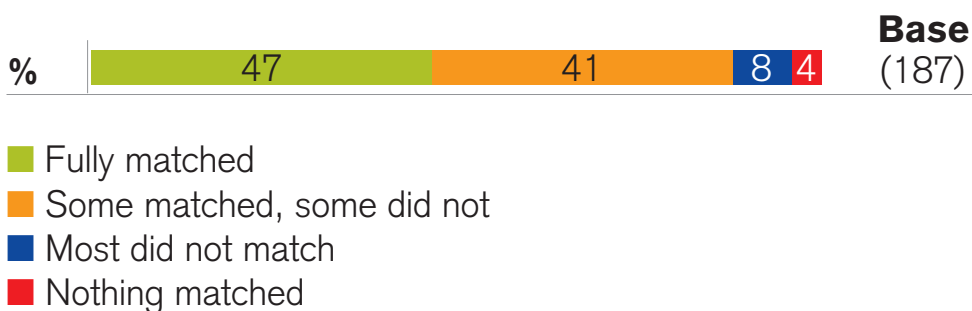
(Visually-impaired)

Mystery shoppers were asked if the assistance they had received overall matched what they had been advised by APRS.

- Just under half (47%) felt that the service 'fully matched'.
- Just over two fifths (41%) felt 'some matched and some did not'.
- 12% found a substantial disparity between the advice and the service they received.
 - 8% felt that 'most did not match'.
 - 4% stated that 'nothing matched'.

Chart 17

Assistance provision compared with APRS advice



Comments from mystery shoppers whose assistance fully matched:

"Nothing at all could have been improved. The staff on the return journey were extremely helpful and attentive."

(Wheelchair user)

“The staff could not have done anything better.”

(Visually-impaired)

Comments from those whose assistance did not fully match:

“I was not sure whether the problems I encountered today were due to bad luck or poor co-ordination between train operators. I felt that the booking should have been better communicated and that staff should have been more reassuring (...) The system seem to be fragmented, with individual staff members possibly unaware of their role.”

(Mobility-impaired)

“The journey was let down at the station as staff had no details and therefore I couldn’t take the scheduled train. They didn’t try to resolve the issue and it was left to me to phone the train company to sort it out.”

(Visually-impaired)

Mystery shoppers were also asked which aspects staff could address to improve their journey experience. Comments were wide-ranging, but the most common areas were:

- appropriateness of support
- quality of communication, and
- attitudes towards disabled travellers (i.e. should not treat them as ‘an inconvenience’).

Comments on how the journey experience could be improved:

“The staff got me onto my connecting train very efficiently – without asking if I wanted to use any of the station facilities. I felt like a piece of baggage being shunted onto the next train and left to wait.”

(Wheelchair user)

“The staff could have provided the service as promised. They should have been at the meeting place on time, been fully aware of the correct platform, as well as being fully trained how to speak to someone with a disability. They could have apologised when things went wrong and should have had better communication with APRS so that they were aware of what they should provide.”

(Mobility-impaired)

“The staff should have been aware of the needs of disabled people and able to follow through on the booked service.”

(Visually-impaired)

“At [unstaffed station] I went to the ‘help point’ on the platform and pressed the assistance button but it was not working.”

(Mobility-impaired)

Mystery shoppers who had used APRS before were asked how this journey compared with their last experience.

- On 30% of occasions, mystery shoppers felt that the journey was better (20% in 2008).
- 24% felt it was worse (29% in 2008).

Table 3 Comparison with previous experience using APRS

| | 2010 (169) | 2008 (80) |
|--|---------------|--------------|
| Base is shown in brackets. | | |
| Better than previous experience | 30% | 20% |
| Worse than previous experience | 24% | 29% |
| Similar to previous experience | 46% | 51% |

10 Best Practice Guidelines

As a result of this research, Passenger Focus proposes:

Basic functions which the rail industry should undertake

- Fulfil DPPP requirements to train staff in disability assistance, disability equality, use of equipment and clear communication.
- Ensure that NRE gives callers an appropriate number on which to book assistance.
- Monitor the quality of assistance and highlight both good practice as well as shortcomings.
- Consider a freephone number for passengers to book assistance, if not already provided, in line with best practice.
- Provide practical means for staff to share and update station/train facility information between rail service companies.
- Review how the existing booking system can be improved.
- Ensure that any new assistance-booking equipment can create a database of passenger details to accelerate frequent bookings by the same passenger, especially for identical journeys.
- Enable passengers to request assistance and receive confirmation online.
- Ensure any new system can retrieve full journey details from the reference number.
- Provide APRS staff with the means to contact station staff immediately (e.g. in case of journey disruption).
- Share good practice to help in locating 'missing' passengers.

- Refund the passenger's (and any companion's) fare in full in the case of assistance failure which disrupts or delays their journey.
- Ensure that on-train staff receive booking details, especially in case of:
 - unstaffed stations or
 - trains without reservable accommodation.

APRS Booking staff duties

- Ensure that staff are fully trained: to handle calls effectively; to be familiar with existing systems; and to provide accurate information about facilities at stations and on trains, especially regarding their accessibility.
- Familiarise themselves with how to access other train operators' information about train layout and on-board facilities.
- Quickly ascertain the level of information which passengers need – frequent users will require far less detail as a rule than first-time/infrequent travellers.
- Provide information to passengers on how to alert staff of their arrival at the starting station.
- Ensure that passengers understand when on-train accommodation had been booked in addition to assistance.
- Ensure that passengers understand whether station or on-train staff will assist.
- Provide a booking reference and any other relevant detail for booking retrieval by staff and for passenger confidence.
- Advise passengers of whom to contact and how if assistance is not provided.
- Improve communication between APRS and train/station staff to ensure booking details are available to them.
- Call back at least a percentage of passengers for their feedback after the journey within 48 hours.

Assistance by station or on-train staff

- Staff should be trained to recognise passengers with 'invisible disabilities' and assist them appropriately.
- Check with each passenger the type and level of assistance required.
- Ensure that ramps for boarding/alighting are deployed in accordance with the regulated process.
- Contact the alighting station to confirm that the (named) passenger is travelling and his/her location aboard the train.
- Provide assistance with luggage.
- Assist disabled passengers to the reserved seat/wheelchair space; where not reserved, find them suitable accommodation.
- On-train staff to identify themselves to disabled passengers and ascertain their needs.
- Staff must assist disabled passengers to a point where they can board their onward train or continue their journey by other means.

- Staff to remain alert to disabled passengers' needs, e.g. in the event of disruption, last-minute change of departure platform or train delays once underway.
- On-train staff to be alert to disabled passengers' destinations and to provide assistance should station staff fail to do so.

11 Contact us

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12 Appendices

Appendix A

Rail companies whose services and/or premises were used:

Arriva Trains Wales
c2c
Chiltern Railways
CrossCountry
East Coast
East Midlands Trains
First Capital Connect
First Great Western
First Hull Trains
First TransPennine Express
Gatwick Express
Grand Central
Heathrow Connect
Heathrow Express
Island Line
London Midland
London Overground
Merseyrail
National Express East Anglia
Network Rail
Northern Rail
ScotRail
Southeastern
Southern
South West Trains
Virgin Trains
Wrexham & Shropshire

Appendix B

Journeys undertaken by the mystery shoppers

| Ref | Starting station | Destination station | Interchange Station | Single or Return |
|-----|---------------------------------|-----------------------------|-----------------------|------------------|
| 1 | London Paddington | Heathrow Airport Terminal 5 | | R |
| 2 | London Paddington | Heathrow Airport Terminal 3 | | R |
| 3 | London St Pancras International | Rye | Ashford International | R |
| 4 | London St Pancras International | Bedford | | R |
| 5 | London St Pancras International | Luton Airport Parkway | | R |
| 6 | London St Pancras International | Sutton | | R |
| 7a | Mill Hill Broadway | Wellingborough | Luton | S |
| 7b | Wellingborough | Mill Hill Broadway | Luton Airport Parkway | S |
| 8 | London Kings Cross | Peterborough | | R |
| 9 | Not used | | | |
| 10 | London Victoria | Gatwick Airport | | R |
| 11 | London Victoria | Gatwick Airport | | R |
| 12 | London Waterloo | Windsor & Eton Riverside | | R |
| 13 | London Paddington | Windsor & Eton Central | Slough | R |
| 14 | Guildford | Southampton Airport Parkway | Woking | R |
| 15a | London Charing Cross | Hastings | | S |
| 15b | Hastings | London Victoria | | S |
| 16 | Peterborough | Stansted Airport | | R |
| 17 | London Euston | Northampton | | R |

| Ref | Starting station | Destination station | Interchange Station | Single or Return |
|-----|---------------------------|--------------------------|--|------------------|
| 18a | Carpenders Park | London Euston | | S |
| 18b | London Euston | Harrow & Wealdstone | | S |
| 19 | Bristol Temple Meads | Bracknell | Reading | R |
| 20 | Harrow & Wealdstone | Stafford | Watford Junction | R |
| 21 | Harrow-on-the-Hill | Aylesbury | | R |
| 22 | London Marylebone | High Wycombe | | R |
| 23 | Romford | Basildon | Upminster | R |
| 24 | London Liverpool St | Braintree Freeport | | R |
| 25 | London Liverpool St | Colchester | | R |
| 26 | London Fenchurch St | Southend Central | | R |
| 27 | Walthamstow Queen's Rd | Westcliff | Barking | R |
| 28 | Stratford (London) | Shenfield | | R |
| 29a | Norbury | Willesden Junction | Wembley Central and Shepherds Bush | S |
| 29b | Willesden Junction | Norbury | Kensington Olympia | S |
| 30 | Putney | Stansted Airport | Vauxhall and Tottenham Hale | R |
| 31 | Lewisham | Luton Airport Parkway | London Bridge | R |
| 32 | Twickenham | Acton Central | Richmond | R |
| 33 | Brockley | Brighton | East Croydon | R |
| 34 | London Waterloo | Surbiton | | R |
| 35 | South Greenford | Slough | | R |
| 36a | Swindon | Taunton | | S |
| 36b | Taunton | Swindon | Bristol Pkway | S |
| 37a | Birmingham New St | Swindon | Bristol Pkway | S |
| 37b | Swindon | Birmingham New St | Cheltenham Spa | S |
| 38 | Swindon | Bradford-on-Avon | Bath | R |
| 39 | Darlington | Edinburgh | | R |
| 40 | Newcastle | Hexham | | R |
| 41 | Sunderland | York | | R |

| Ref | Starting station | Destination station | Interchange Station | Single or Return |
|-----|---------------------------|----------------------------|---|------------------|
| 42 | Newcastle | Middlesbrough | | R |
| 43 | London Kings Cross | Wakefield Westgate | | R |
| 44 | Falkirk Grahamston | Perth | Stirling | R |
| 45 | Falkirk High | Helensburgh Central | Glasgow Queen St | R |
| 46 | Falkirk High | Berwick-upon-Tweed | Edinburgh | R |
| 47 | Partick | Ayr | Glasgow Ctl | R |
| 48 | Partick | Oxenholme Lake District | Glasgow Central | R |
| 49 | Paisley Gilmour Street | North Berwick | Glasgow Central and Queen St, and Edinburgh | R |
| 50 | London Liverpool St | Norwich | | R |
| 51 | Alton | Brockenhurst | Woking | R |
| 52 | Sheffield | Skipton | Leeds | R |
| 53 | Sheffield | Birmingham New St | | R |
| 54 | Sheffield | Oakham | Leicester | R |
| 55a | Exeter St David's | Truro | | S |
| 55b | Truro | Exeter St David's | Plymouth | S |
| 56a | Exeter Central | Crediton | | S |
| 56b | Crediton | Axminster | Exeter St David's | S |
| 56c | Axminster | Exeter Central | | S |
| 57 | Not used | | | |
| 58 | Bolton | Manchester Airport | | R |
| 59 | Manchester Piccadilly | Birmingham New St | | R |
| 60 | Manchester Piccadilly | Derby | Sheffield | R |
| 61 | Bolton | Stoke on Trent | Manchester Piccadilly | R |
| 62a | Manchester Victoria | Blackpool North | | S |
| 62b | Blackpool North | Manchester Piccadilly | | S |
| 63a | Manchester Piccadilly | Port Sunlight | Liverpool Lime St | S |
| 63b | Port Sunlight | Manchester Piccadilly | Liverpool Lime St | S |

| Ref | Starting station | Destination station | Interchange Station | Single or Return |
|-----|-------------------------|---------------------------|--------------------------|------------------|
| 64a | Liverpool Lime Street | Preston | Wigan North Western | S |
| 64b | Preston | Liverpool Lime St | | S |
| 65 | Manchester Piccadilly | Barrow-in-Furness | | R |
| 66a | Stockport | Rugby | Stoke on Trent | S |
| 66b | Rugby | Stockport | Stafford | S |
| 67 | Chester | Newtown (Powys) | Shrewsbury | R |
| 68 | Manchester Piccadilly | Chester | | R |
| 69 | Chester | Bangor (Gwynedd) | | R |
| 70a | Chester | Southport | Moorfields | S |
| 70b | Southport | Chester | Liverpool Central | S |
| 71 | Lincoln | Ely | Peterborough | R |
| 72 | Peterborough | Boston | Grantham | R |
| 73 | Peterborough | Ipswich | | R |
| 74a | Hull | Grantham | Doncaster | S |
| 74b | Grantham | Hull | | S |
| 75 | Not used | | | |
| 76 | Swansea | Carmarthen | | R |
| 77 | Cardiff Central | Tenby | Swansea | R |
| 78 | Ebbw Vale Parkway | Cardiff Queen St | Cardiff Central | R |
| 79 | London Paddington | Port Talbot Pkway | | R |
| 80 | London Euston | Nuneaton | | R |
| 81a | Coventry | Leamington Spa | | S |
| 81b | Leamington Spa | Shrewsbury | | S |
| 81c | Shrewsbury | Coventry | Birmingham International | S |
| 82 | Worcester Shrub Hill | Oxford | | R |
| 83 | Lincoln | Stevenage | Peterborough | R |
| 84 | Stratford International | Folkestone Central | | R |
| 85 | London Bridge | Tunbridge Wells | | R |
| 86 | Nottingham | Market Rasen | Lincoln | R |
| 87 | Runcorn | Worcester Foregate Street | Birmingham New St | R |
| 88 | Crewe | Carlisle | | R |

| Ref | Starting station | Destination station | Interchange Station | Single or Return |
|------|---------------------------|----------------------|---------------------|------------------|
| 89 | Doncaster | Bradford Interchange | | R |
| 90a | Guildford | Portsmouth Harbour | | S |
| 90b | Ryde Pier Head | Sandown | | S |
| 90c | Sandown | Ryde Pier Head | | S |
| 90d | Portsmouth Harbour | Guildford | Woking | S |
| 91a | London Liverpool St | Lowestoft | | S |
| 91b | Lowestoft | London Liverpl St | Norwich | S |
| 92 | Newcastle | Retford | | R |
| 93 | London Euston | Coventry | | R |
| 94 | Swindon | Gatwick Airport | Reading | R |
| 95 | London Charing Cross | Canterbury West | | R |
| 96 | Stockport | Northwich | Altrincham | S |
| 97a | Birmingham Moor Street | Banbury | Bicester North | S |
| 97b | Banbury | Birmingham Moor St | | S |
| 98 | Falkirk Grahamston | Dundee | Haymarket | R |
| 99 | Cardiff Central | Great Malvern | Hereford | R |
| 100a | Lincoln | York | Doncaster | S |
| 100b | York | Lincoln | Retford | S |
| 101 | London Kings Cross | Ely | | R |

Note: The journeys shown are as booked by APRS staff, except where passengers were misdirected en route, or overcarried. This includes instances where mystery shoppers could not use an inaccessible station and were not provided with alternative transport. These journeys do not all replicate the exact starting, interchange or destination stations specified by Passenger Focus.

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