Analysis of rail journey satisfaction for passengers with a disability

Presentation to Transport Focus October 2016 Accessibility Forum

Murray Leader
Senior Insight Advisor

Contact: Murray Leader, Insight Team, Transport Focus

Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

Tel: 0300 123 0843. Email: murray.leader@transportfocus.org.uk

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Introduction

Analysis based on responses to our National Rail Passenger Survey (NRPS) from the autumn 2015 and spring 2016 waves (approx. 56,000 responses total). NRPS surveys actual journey experience and is representative of journeys made in Great Britain (excluding Northern Ireland, Tube and light rail services). The NRPS is an Official Statistic and used widely by the rail industry, local and central Government

Included in NRPS is a question about which disabilities/impairments passengers have. It uses the standard Government wording (shown next slide).

Analysis of rail journey satisfaction for rail passengers with a disability follows on from analysis on bus journey satisfaction for bus passengers with a disability. In various places during the presentation comparison with bus passenger results is included. Where this is the case, there is a banner in the top left hand corner identifying that slide is from that bus survey analysis (the full presentation can be found on Transport Focus's website).

Rail survey results

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Disability question on NRPS questionnaire

Q8a Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? *(tick all that apply)*
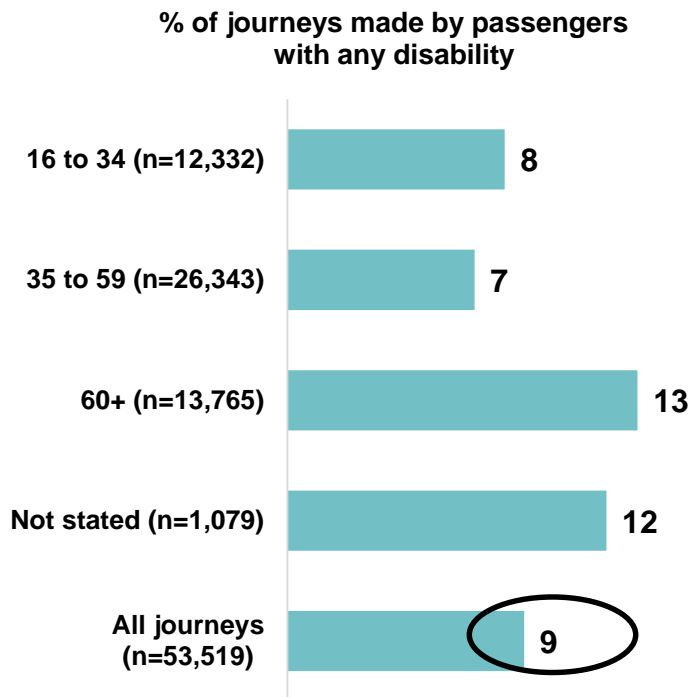
No: None... ☐ **Go to Q10**

Yes: Vision (e.g. blindness or partial sight)... ☐ **Go to Q8b**

Yes: Hearing (e.g. deafness or partial hearing).. ☐ **Go to Q8b**

Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs).................... ☐ **Go to Q8b**

Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)....................... ☐ **Go to Q8b**

Yes: Learning or understanding or concentrating.. ☐ **Go to Q8b**

Yes: Memory... ☐ **Go to Q8b**

Yes: Mental health.. ☐ **Go to Q8b**

Yes: Stamina or breathing or fatigue.. ☐ **Go to Q8b**

Yes: Socially or behaviourally (for example associated with autism, attention deficit
disorder or Asperger's syndrome).. ☐ **Go to Q8b**

Other: Please write in	Go to Q8b

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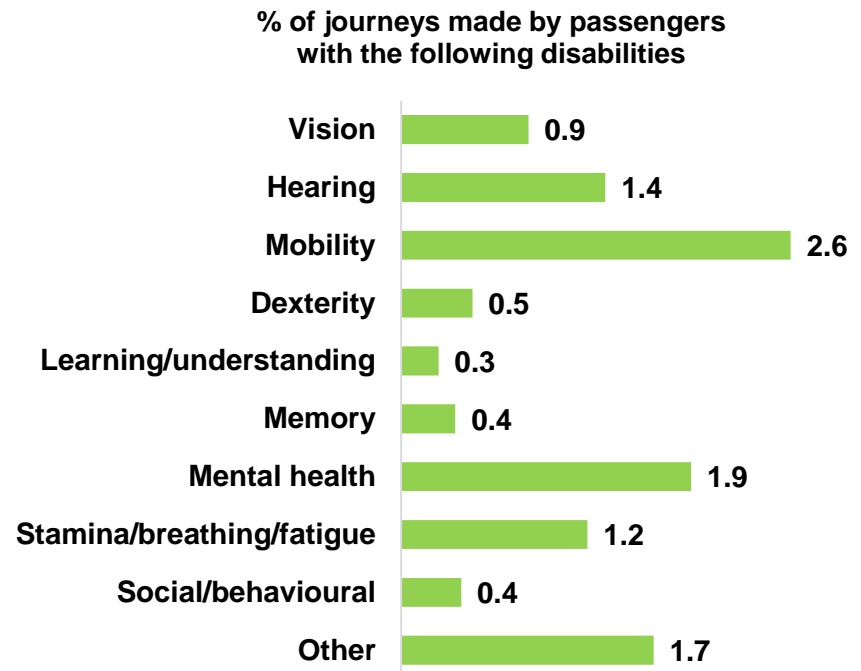Presentation to Transport Focus October 2016 Accessibility Forum

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9 per cent of rail journeys made by passengers with a disability

- This compares with 24 per cent of bus journeys made by passengers with a disability (see next slide)

- Prevalence of most disabilities increases with age

- Mobility is most frequent type of disability, but mental health second

% of journeys made by passengers with any disability

Category	%
16 to 34 (n=12,332)	8
35 to 59 (n=26,343)	7
60+ (n=13,765)	13
Not stated (n=1,079)	12
All journeys (n=53,519)	9

% of journeys made by passengers with the following disabilities

Disability	%
Vision	0.9
Hearing	1.4
Mobility	2.6
Dexterity	0.5
Learning/understanding	0.3
Memory	0.4
Mental health	1.9
Stamina/breathing/fatigue	1.2
Social/behavioural	0.4
Other	1.7

Note that passengers could state they had more than one disability

This means 8 per cent of journeys by those age 16 – 34 were made by those with a disability

This means 2.6 per cent of journeys are made by passengers with a mobility disability

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24 per cent of bus journeys made by passengers with a disability

- Prevalence of most disabilities increases with age

- Mobility is most frequent type of disability

% of journeys made by passengers with any disability

Age group	%
16 to 34	16
35 to 59	25
Over 60	35
Not known	20
All journeys	24

% of journeys made by passengers with the following disabilities

Disability	%
Vision	3
Hearing	5
Mobility	10
Dexterity	2
Learning	2
Memory	2
Mental health	5
Stamina or breathing	5
Social/behavioural	1

Note that passengers could state they have more than one disability
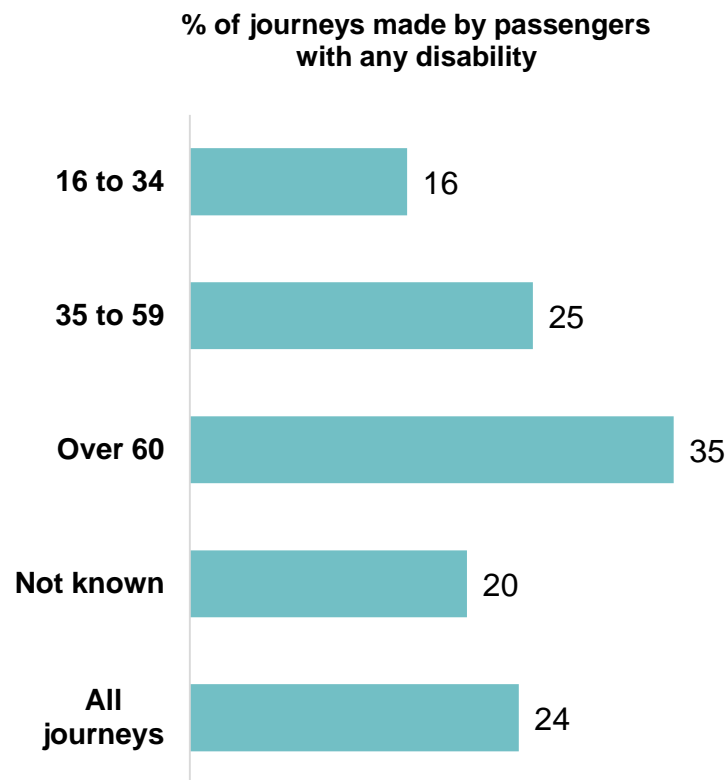
This means 16 per cent of journeys by those age 16 – 34 were made by those with a disability

n = 74,794

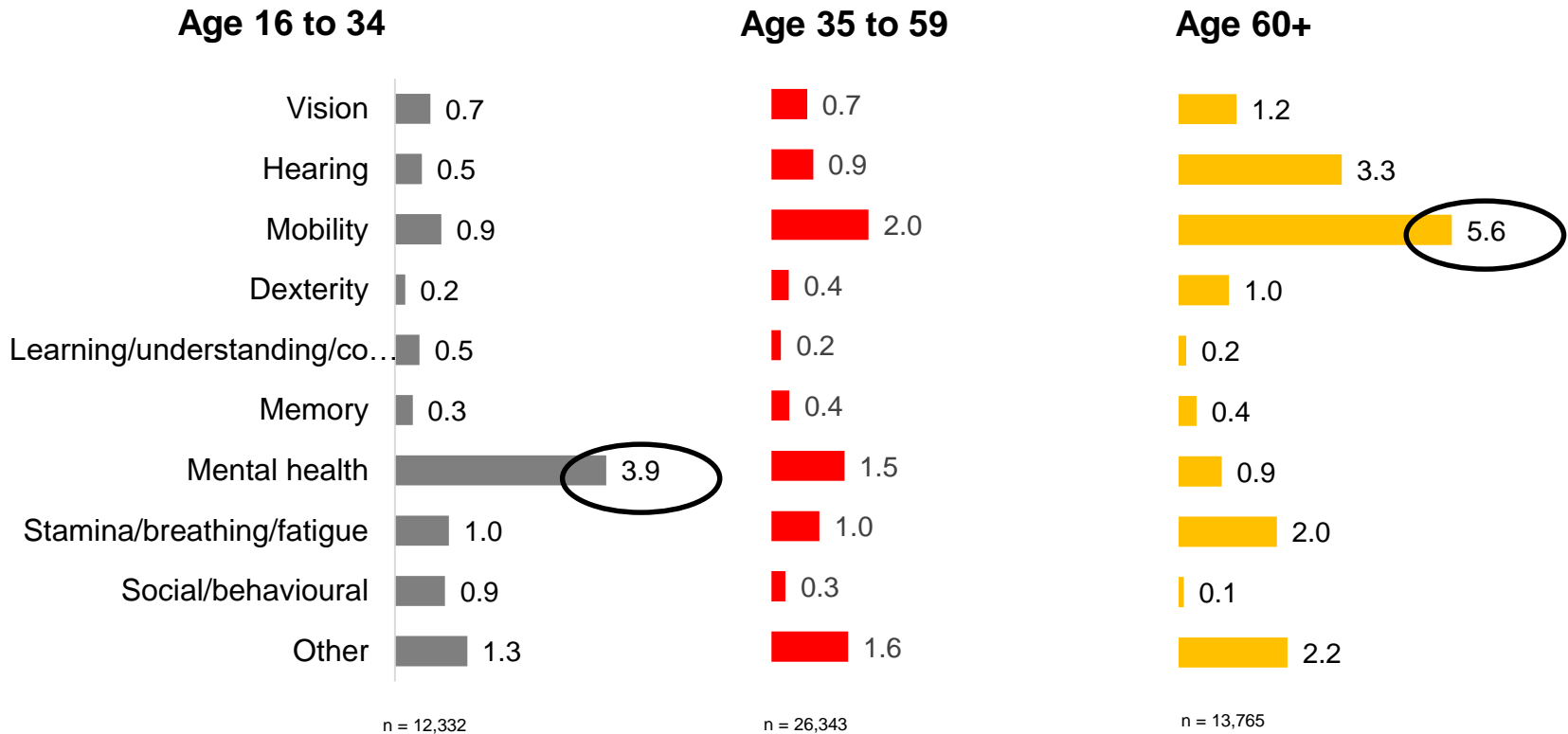This means 10 per cent of journeys are made by passengers with a mobility disability

Prevalence of most disabilities rises with age but mental health is highest in youngest age group
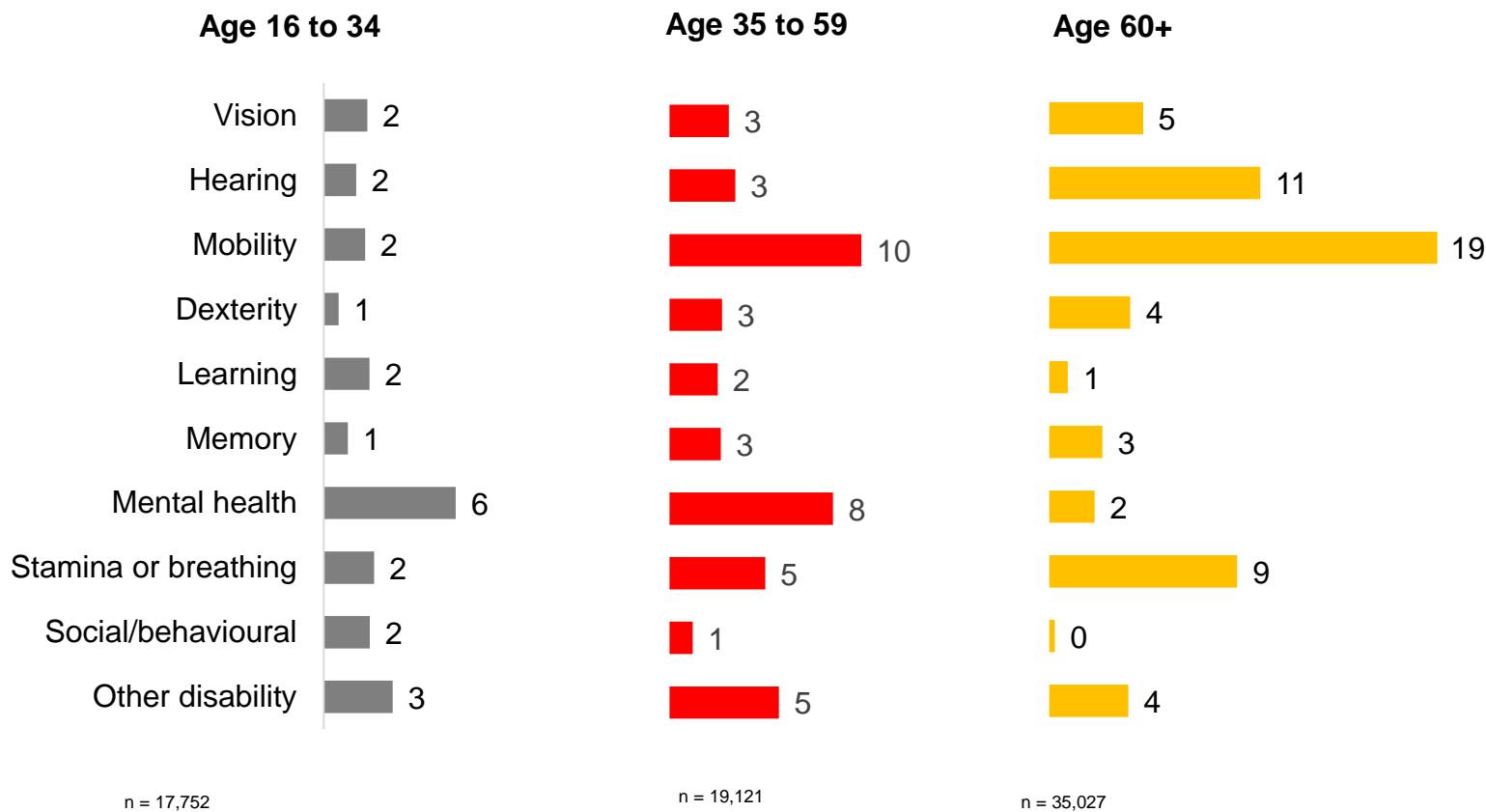
- The proportion of journeys made by passengers with a mobility disability rises to almost 6 per cent for over 60's

- Mental health, learning/understanding/concentrating, and social/behavioural impairments are the exceptions in that they are higher in younger age groups

Age 16 to 34

Vision	0.7
Hearing	0.5
Mobility	0.9
Dexterity	0.2
Learning/understanding/co…	0.5
Memory	0.3
Mental health	3.9
Stamina/breathing/fatigue	1.0
Social/behavioural	0.9
Other	1.3

n = 12,332

Age 35 to 59

Vision	0.7
Hearing	0.9
Mobility	2.0
Dexterity	0.4
Learning	0.2
Memory	0.4
Mental health	1.5
Stamina	1.0
Social/behavioural	0.3
Other	1.6

n = 26,343

Age 60+

Vision	1.2
Hearing	3.3
Mobility	5.6
Dexterity	1.0
Learning	0.2
Memory	0.4
Mental health	0.9
Stamina	2.0
Social/behavioural	0.1
Other	2.2

n = 13,765

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[Bus] Mobility is most frequent type of disability
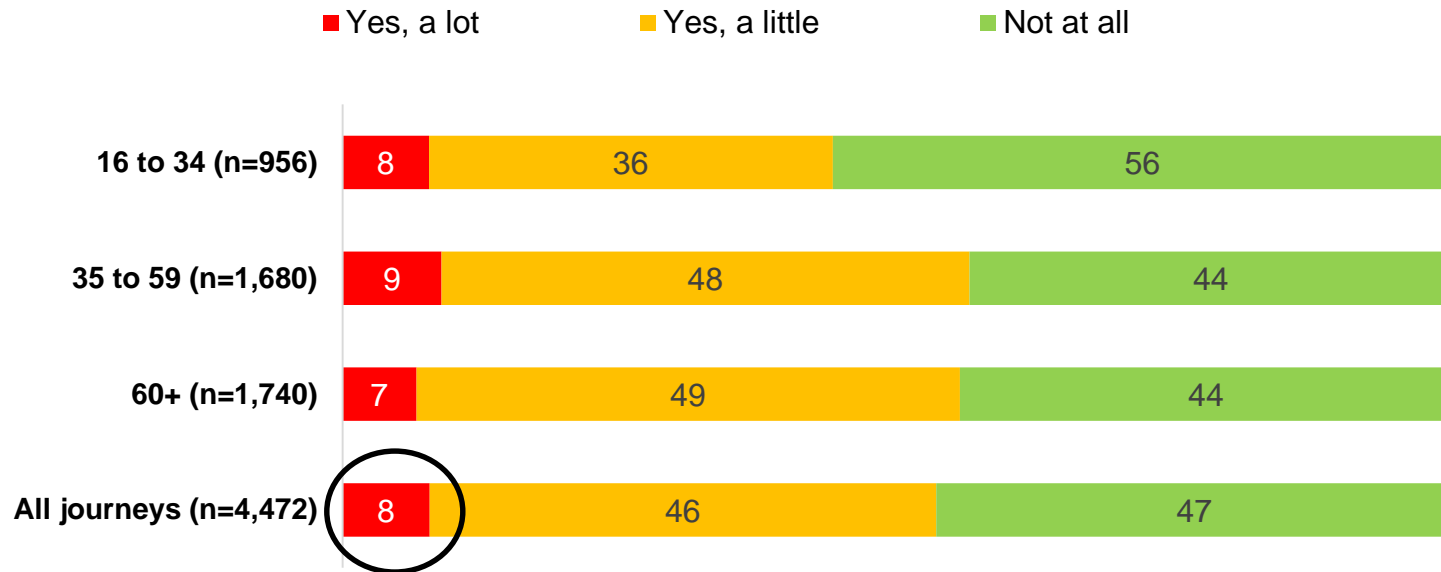# Prevalence of most disabilities rises with age

- The proportion of journeys made by passengers with a mobility disability rises to 19 per cent for over 60's

- Mental health impairment is the main exception [to prevalence increasing with age], it peaks in the 35 – 59 age group

Age 16 to 34

Disability	Value
Vision	2
Hearing	2
Mobility	2
Dexterity	1
Learning	2
Memory	1
Mental health	6
Stamina or breathing	2
Social/behavioural	2
Other disability	3

n = 17,752

Age 35 to 59

Disability	Value
Vision	3
Hearing	3
Mobility	10
Dexterity	3
Learning	2
Memory	3
Mental health	8
Stamina or breathing	5
Social/behavioural	1
Other disability	5

n = 19,121

Age 60+

Disability	Value
Vision	5
Hearing	11
Mobility	19
Dexterity	4
Learning	1
Memory	3
Mental health	2
Stamina or breathing	9
Social/behavioural	0
Other disability	4

n = 35,027

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Just over half say their disability has some impact on their ability to travel.

- On the journeys made by passengers with a disability, 8 per cent said their disability has a high impact on ability to travel

- Among the mid and elder age groups the 'yes a little' category rises to almost half of journeys

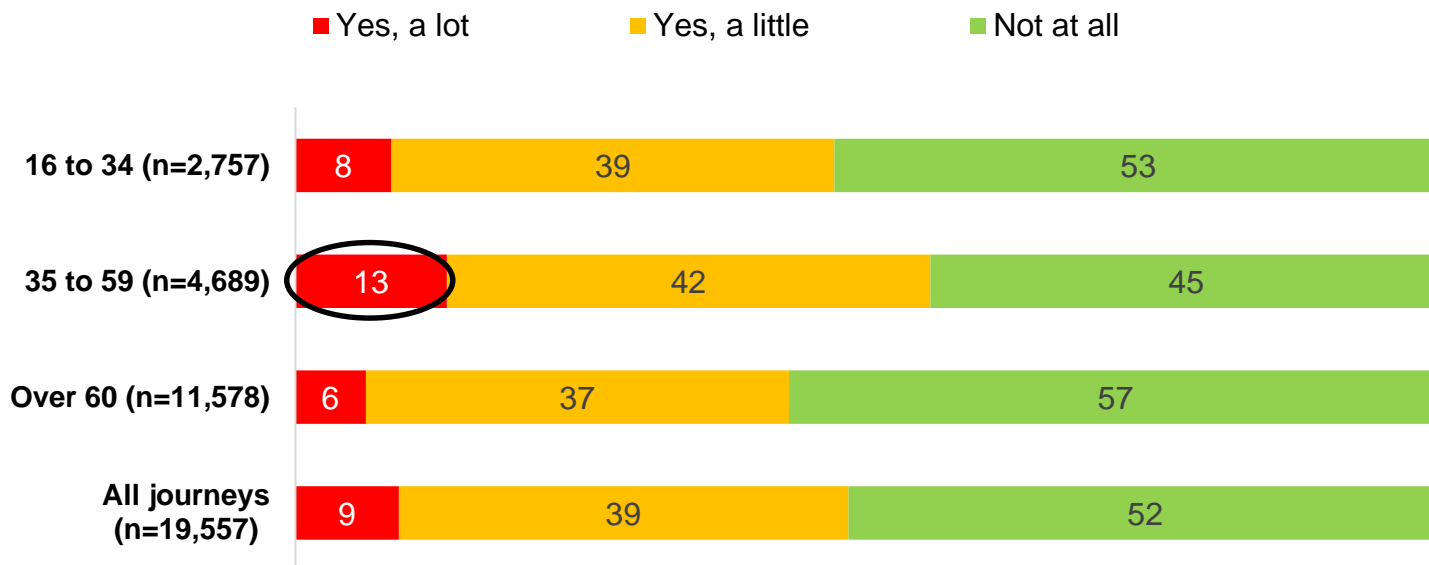- Around half say their disability has no impact on ability to travel

How much does your disability affect your ability to travel

■ Yes, a lot   ■ Yes, a little   ■ Not at all

Age group	Yes, a lot	Yes, a little	Not at all
16 to 34 (n=956)	8	36	56
35 to 59 (n=1,680)	9	48	44
60+ (n=1,740)	7	49	44
All journeys (n=4,472)	8	46	47

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Highest impact on ability to travel is for those aged 35 to 59

- On the journeys made by passengers with a disability, 9 per cent said their disability has a high impact on ability to travel

- High impact rises to 13 per cent for those 35 to 59

- Around half say their disability has no impact on ability to travel

How much does your disability affect your ability to travel

■ Yes, a lot   ■ Yes, a little   ■ Not at all

	Yes, a lot	Yes, a little	Not at all
16 to 34 (n=2,757)	8	39	53
35 to 59 (n=4,689)	13	42	45
Over 60 (n=11,578)	6	37	57
All journeys (n=19,557)	9	39	52

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All those with a disability

For elder age group: personal security at station and train staff

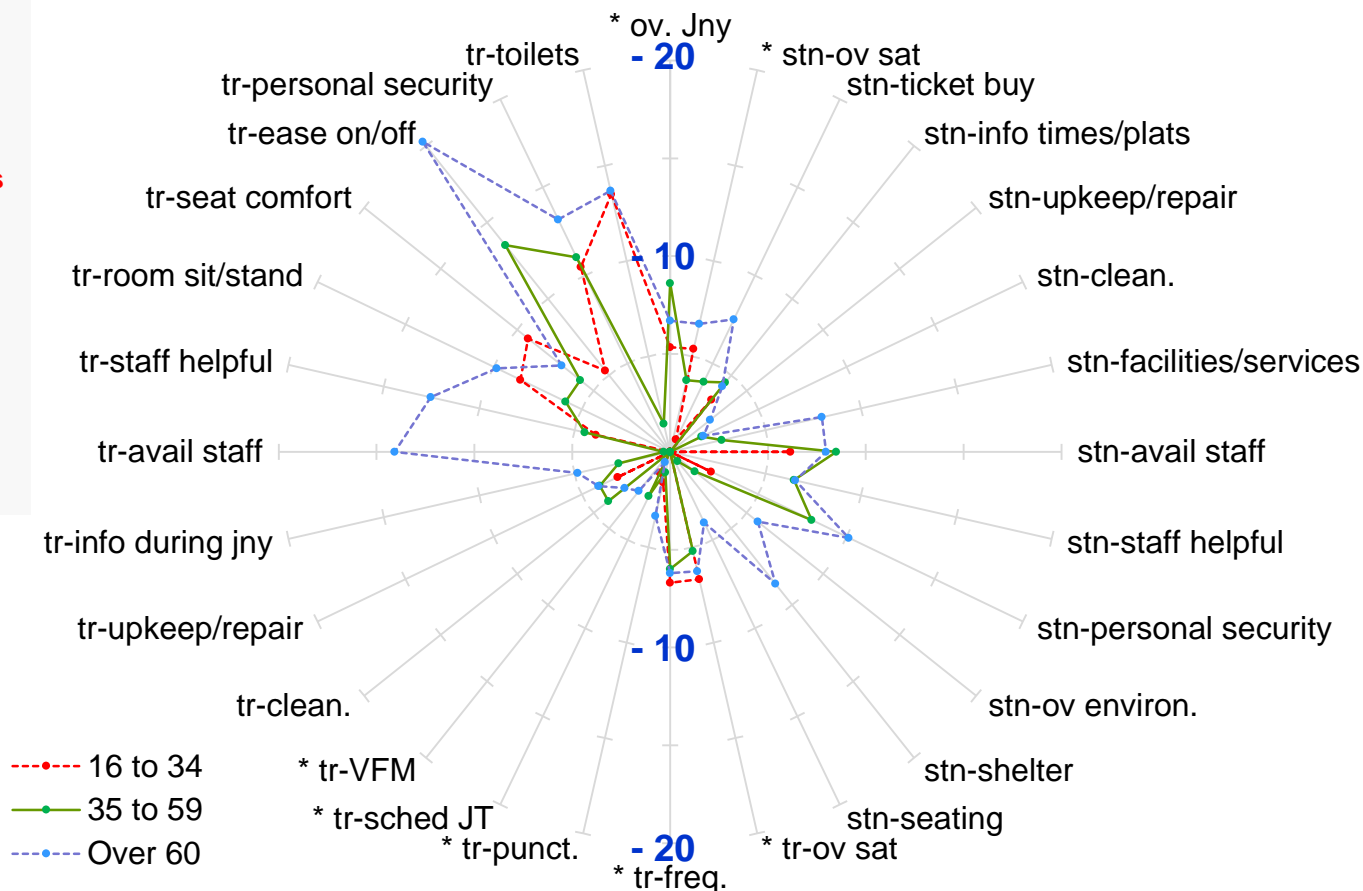**Ease getting on and off train big difference for mid and elder age group**

Notes:

1) Only adverse ratings are charted to clearly show where these occur between those with and without disability. All values are shown in the tables in the appendix of this document.

2) Those attributes marked with a * are rated on a very satisfied to very dissatisfied scale otherwise they are rated on a very good to very poor scale
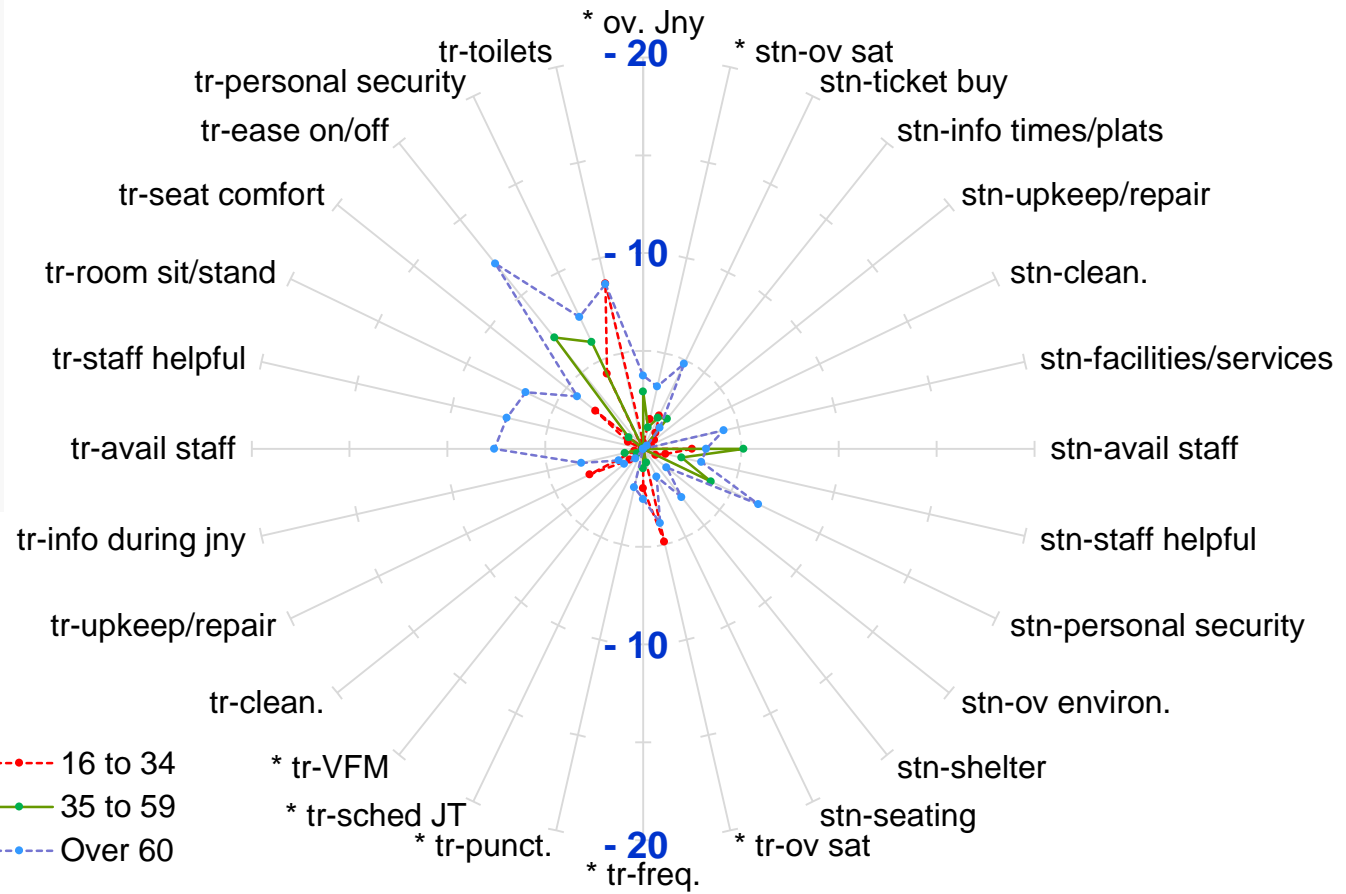
Sample sizes (all disabilities) varies per question: is approx. 900, 1500, 1600) for age groups 16 to 34, 35 to 59, and 60+ respectively. Note that this excludes those who responded don't know or did not answer.

Lower samples sizes for: stn ticket buying; stn helpfulness of staff; tr availability of staff; tr-helpfulness of staff; and train toilets

Legend:
- - - - - 16 to 34
——— 35 to 59
- - - - - Over 60

Chart axis labels: * ov. Jny, * stn-ov sat, stn-ticket buy, stn-info times/plats, stn-upkeep/repair, stn-clean., stn-facilities/services, stn-avail staff, stn-staff helpful, stn-personal security, stn-ov environ., stn-shelter, stn-seating, * tr-ov sat, * tr-freq., * tr-punct., * tr-sched JT, * tr-VFM, tr-clean., tr-upkeep/repair, tr-info during jny, tr-avail staff, tr-staff helpful, tr-room sit/stand, tr-seat comfort, tr-ease on/off, tr-personal security, tr-toilets

Scale markers: - 20, - 10, - 10, - 20

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All those whose disability has an impact on ability to travel

National rail passenger satisfaction analysis

Ease on and off train big difference for mid and elder age group

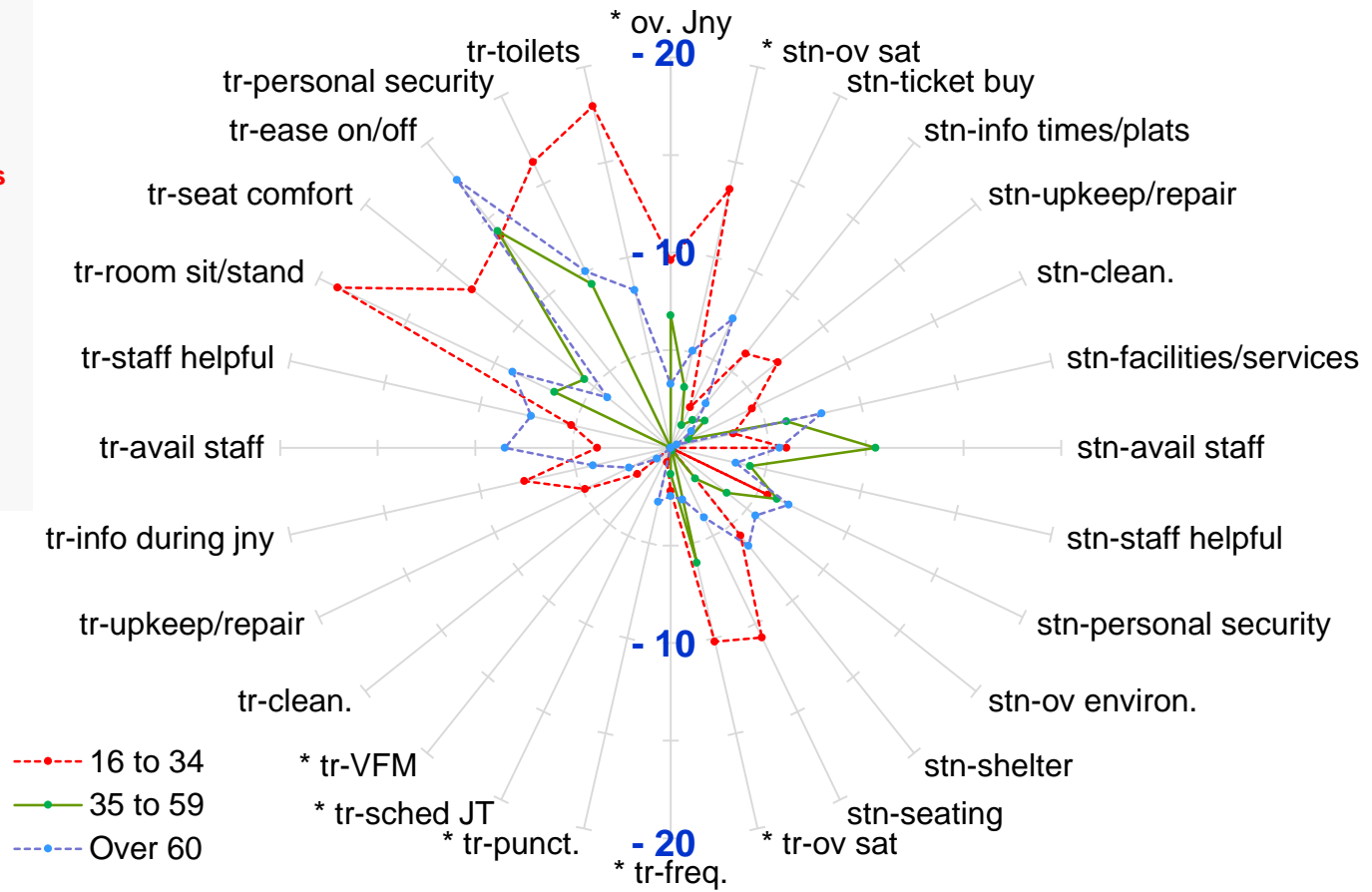**Personal security at station and train for elder age group, and train staff**

Notes:

1) Only adverse ratings are charted to clearly show where these occur between those with and without disability. All values are shown in the tables in the appendix of this document.

2) Those attributes marked with a * are rated on a very satisfied to very dissatisfied scale otherwise they are rated on a very good to very poor scale

Sample sizes (all whose disability impacts travel) varies per question: is approx. 400, 800, 800) for age groups 16 to 34, 35 to 59, and 60+ respectively. Note that this excludes those who responded don't know or did not answer.

Lower samples sizes for: stn ticket buying; stn helpfulness of staff; tr availability of staff; tr-helpfulness of staff; and train toilets


Chart axes labels:
* ov. Jny, * stn-ov sat, stn-ticket buy, stn-info times/plats, stn-upkeep/repair, stn-clean., stn-facilities/services, stn-avail staff, stn-staff helpful, stn-personal security, stn-ov environ., stn-shelter, stn-seating, * tr-ov sat, * tr-freq., * tr-punct., * tr-sched JT, * tr-VFM, tr-clean., tr-upkeep/repair, tr-info during jny, tr-avail staff, tr-staff helpful, tr-room sit/stand, tr-seat comfort, tr-ease on/off, tr-personal security, tr-toilets

Scale values: - 20, - 10, - 10, - 20

Legend:
- - - - 16 to 34
——— 35 to 59
- - - - Over 60

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National rail passenger satisfaction analysis

All those with a mobility, dexterity, or stamina disability

Ease on and off train big difference for all age groups

Station environment and shelter. Train room to sit/stand for younger age group

Notes:

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2) Those attributes marked with a * are rated on a very satisfied to very dissatisfied scale otherwise they are rated on a very good to very poor scale

Sample sizes (mobility, dexterity, stamina) varies per question: is approx. 200, 700, 900) for age groups 16 to 34, 35 to 59, and 60+ respectively. Note that this excludes those who responded don't know or did not answer.

Lower samples sizes for: stn ticket buying; stn helpfulness of staff; tr availability of staff; tr-helpfulness of staff; and train toilets

Radar chart showing % differences in adverse ratings across journey aspects for three age groups: 16 to 34 (red dashed), 35 to 59 (green), Over 60 (blue dashed). Axes include: * ov. Jny, * stn-ov sat, stn-ticket buy, stn-info times/plats, stn-upkeep/repair, stn-clean., stn-facilities/services, stn-avail staff, stn-staff helpful, stn-personal security, stn-ov environ., stn-shelter, stn-seating, * tr-ov sat, * tr-freq., * tr-punct., * tr-sched JT, * tr-VFM, tr-clean., tr-upkeep/repair, tr-info during jny, tr-avail staff, tr-staff helpful, tr-room sit/stand, tr-seat comfort, tr-ease on/off, tr-personal security, tr-toilets. Scale rings at -10 and -20.

Legend:
- 16 to 34
- 35 to 59
- Over 60

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All those with a mental health disability

Train toilets, upkeep and availability of staff for younger age group

Middle age group less difference. NOTE insufficient numbers to chart elder age group

Notes:

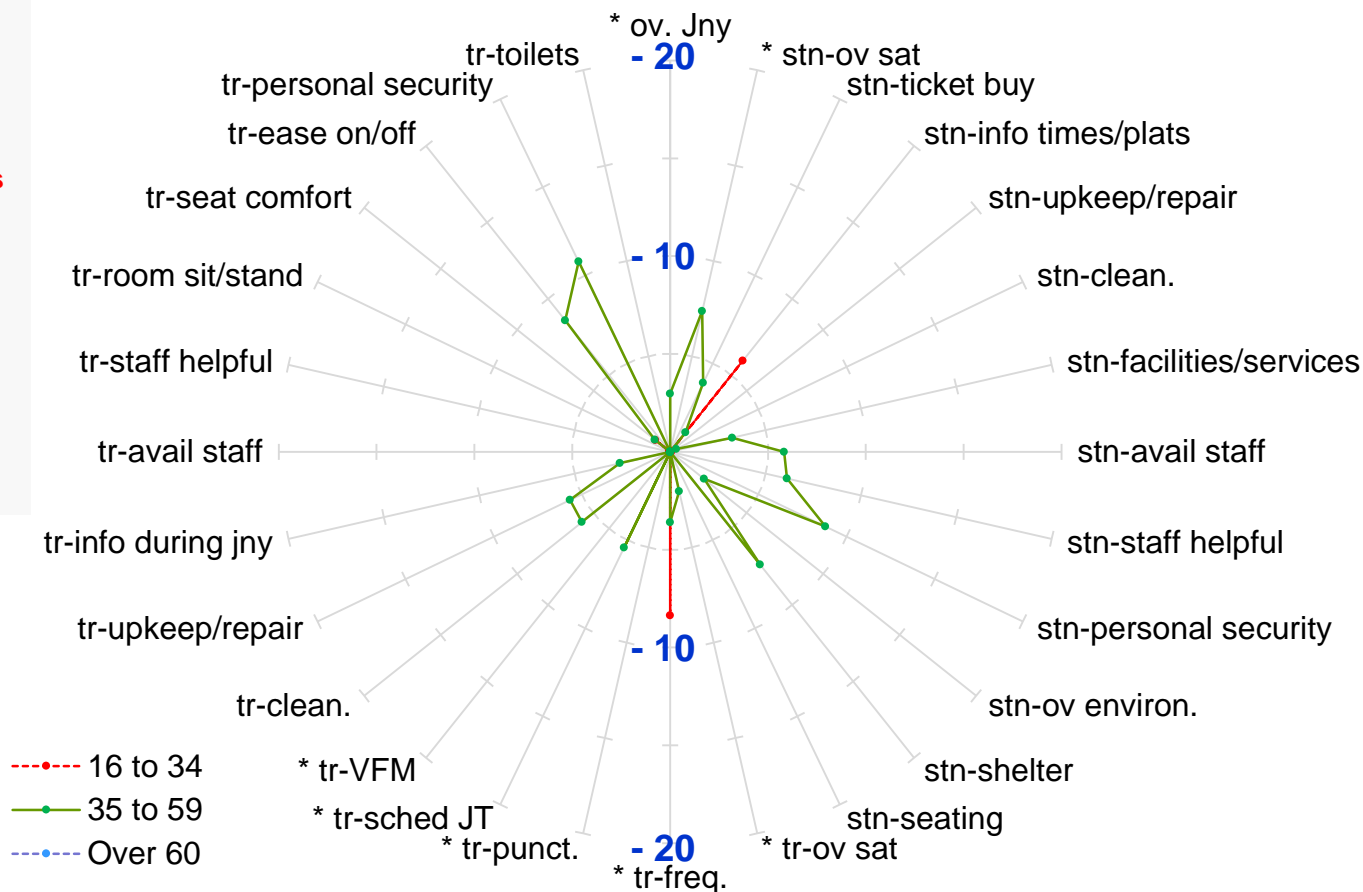**1) Only adverse ratings are charted to clearly show where these occur between those with and without disability. All values are shown in the tables in the appendix of this document.**

2) Those attributes marked with a * are rated on a very satisfied to very dissatisfied scale otherwise they are rated on a very good to very poor scale

Sample sizes (mental health disability) varies per question: is approx. 400, 400, n/a for age groups 16 to 34, 35 to 59, and 60+ respectively. Note that this excludes those who responded don't know or did not answer.

Lower samples sizes for: stn ticket buying; stn helpfulness of staff; tr availability of staff; tr-helpfulness of staff; and train toilets

Legend:
- ----•---- 16 to 34
- ——•—— 35 to 59
- ----•---- Over 60

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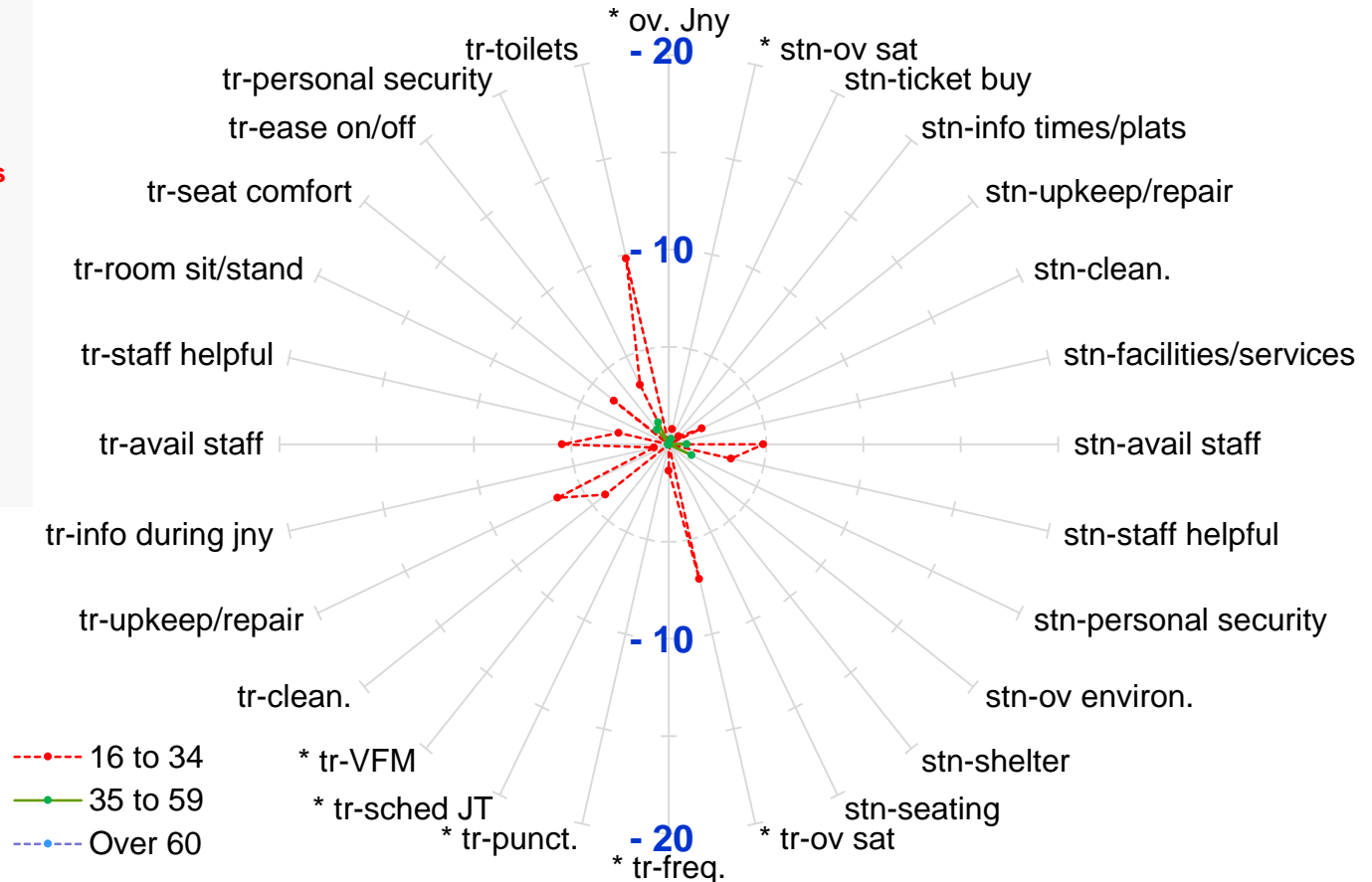
All those with a learning/social/memory disability

Personal security and ease on/off train big difference middle age groups

Station info about trains and train frequency for younger age groups. NOTE insufficient numbers to chart elder age group

Notes:

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2) Those attributes marked with a * are rated on a very satisfied to very dissatisfied scale otherwise they are rated on a very good to very poor scale

Sample sizes (learning difficulties /social/memory disability) varies per question: is approx. 150, 150, n/a) for age groups 16 to 34, 35 to 59, and 60+ respectively. Note that this excludes those who responded don't know or did not answer.

Lower samples sizes for: stn ticket buying; stn helpfulness of staff; tr availability of staff; tr-helpfulness of staff; and train toilets (less than 100 – treat with caution)

Legend:
- ---•--- 16 to 34
- —•— 35 to 59
- ---•--- Over 60

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All those with a vision or hearing disability

Less adverse differences. But ease getting on and off train, train staff and station security show some difference for elder age group, and also train info for middle age group. NOTE insufficient numbers to chart younger age group.
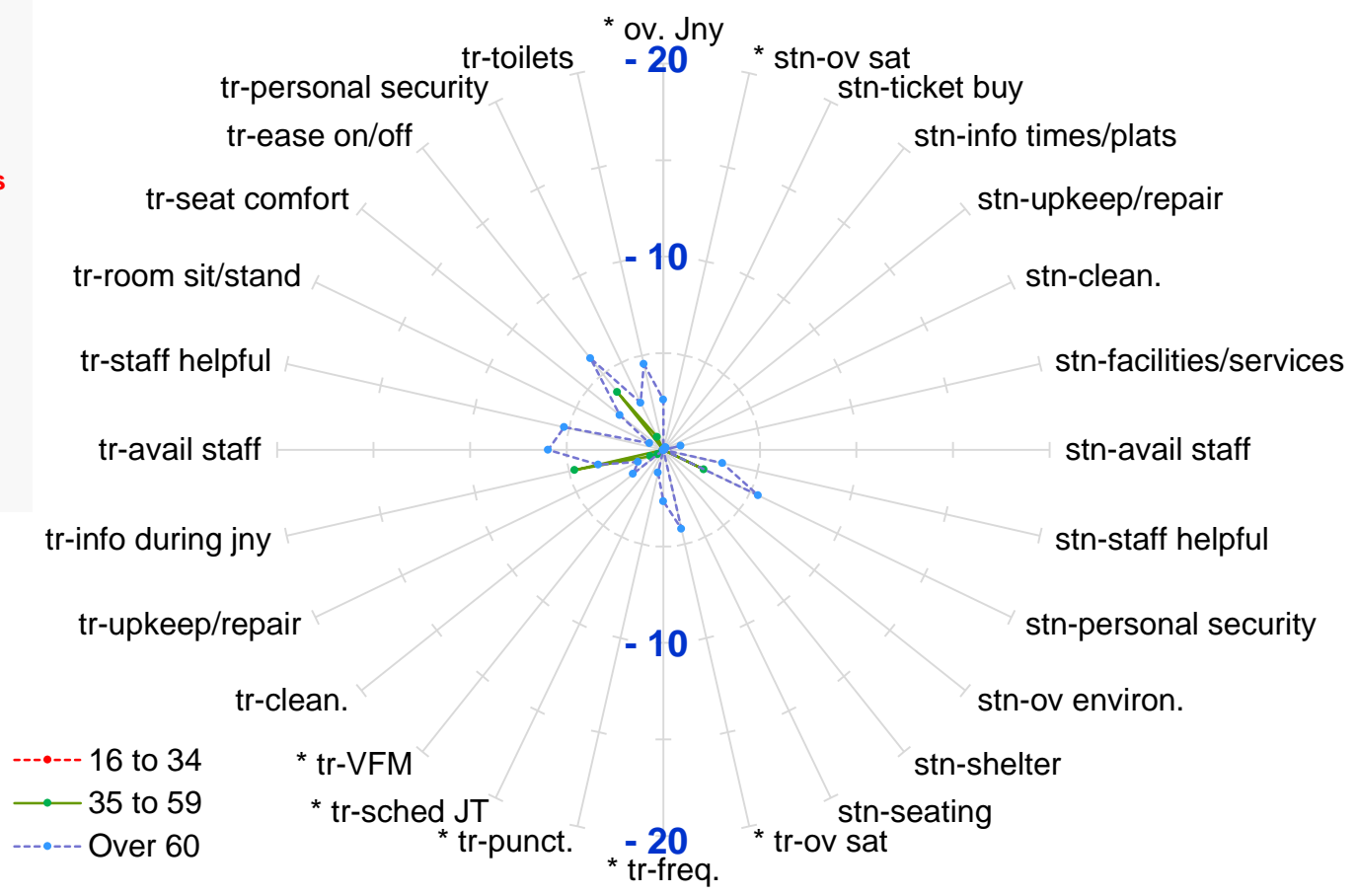
Notes:

1) Only adverse ratings are charted to clearly show where these occur between those with and without disability. All values are shown in the tables in the appendix of this document.

2) Those attributes marked with a * are rated on a very satisfied to very dissatisfied scale otherwise they are rated on a very good to very poor scale

Sample sizes (vision or hearing disability) varies per question: is approx. n/a, 350, 500) for age groups 16 to 34, 35 to 59, and 60+ respectively. Note that this excludes those who responded don't know or did not answer.

Lower samples sizes for: stn ticket buying; stn helpfulness of staff; tr availability of staff; tr-helpfulness of staff; and train toilets

Legend:
- ---•--- 16 to 34
- —•— 35 to 59
- --•-- Over 60

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Incidence of concern about other passengers' behaviour

Average concern level is on 14.5 per cent of journeys versus 10.0 per cent, so almost 1.5 times more concerned than those without a disability.
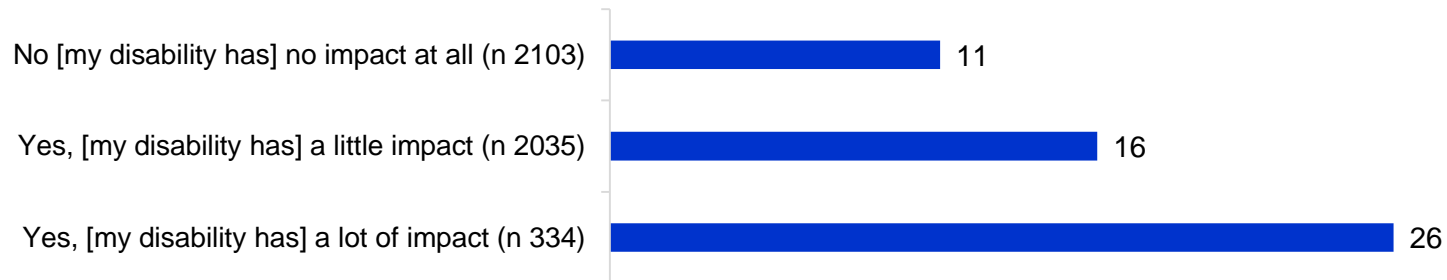
It is higher than on bus journeys for passengers with a disability. The average concern level is 8.3 per cent of journeys versus 5.7 (but similarly around 1.5 times more concerned than those without a disability)

Among those rail passenger whose disability has a high impact on travel, concern/worry rises to 26 per cent of journeys

% concerned – passengers with a disability

Passengers with disabilities	14.5
Passengers without disabilities	10.0
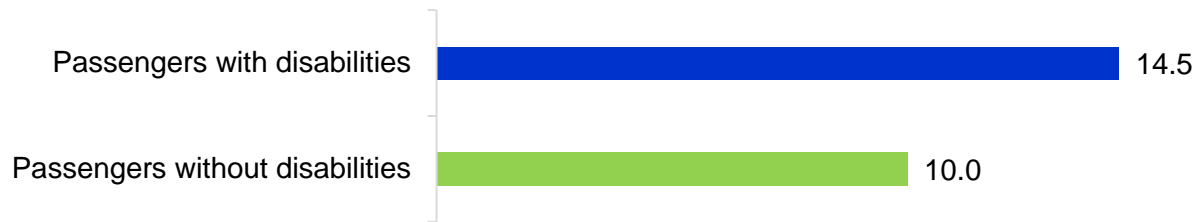
% concern among those with a disability for different levels on its impact on ability to travel

No [my disability has] no impact at all (n 2103)	11
Yes, [my disability has] a little impact (n 2035)	16
Yes, [my disability has] a lot of impact (n 334)	26

Sample size: 4472

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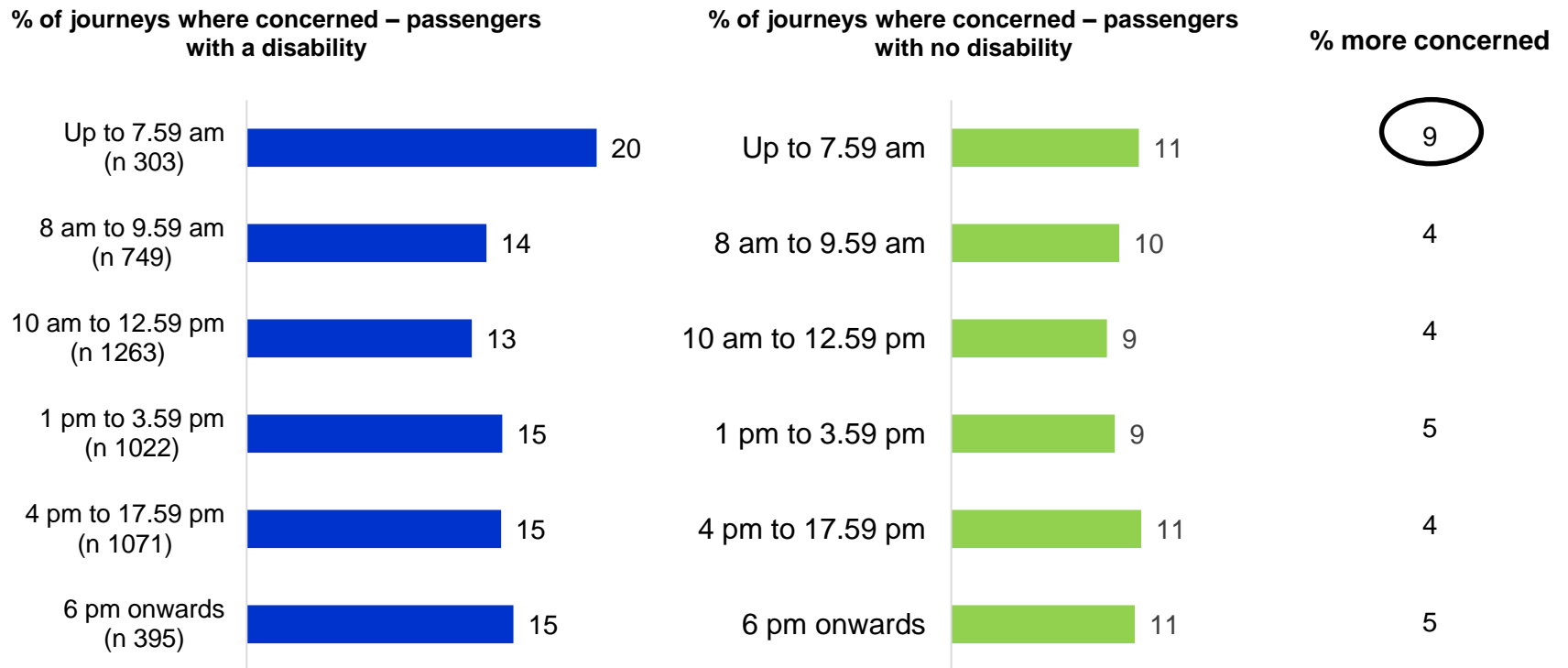
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Incidence of concern about other passengers' behaviour by age group

Increased concern among the 16 to 25 and those 65 to 69 and over 80 age groups with a disability compared to those without a disability. Comparing with journeys by bus, younger bus passengers with a disability are much more concerned and those in elder age brackets whose level of concern progressively reduces.

% of journeys where concerned – passengers with a disability

Age group	Value
16-25 (n 574)	21
26-34 (n 437)	15
35-44 (n 522)	15
45-54 (n 837)	14
55-59 (n 458)	12
60-64 (n 546)	13
65-69 (n 498)	15
70-80 (n 652)	12
81+ (n 160)	14

% of journeys where concerned – passengers without a disability

Age group	Value
16-25 (n 574)	12
26-34 (n 437)	12
35-44 (n 522)	11
45-54 (n 837)	10
55-59 (n 458)	9
60-64 (n 546)	9
65-69 (n 498)	8
70-80 (n 652)	8
81+ (n 160)	6

% more concerned

Value
9
3
5
4
4
4
7
4
8

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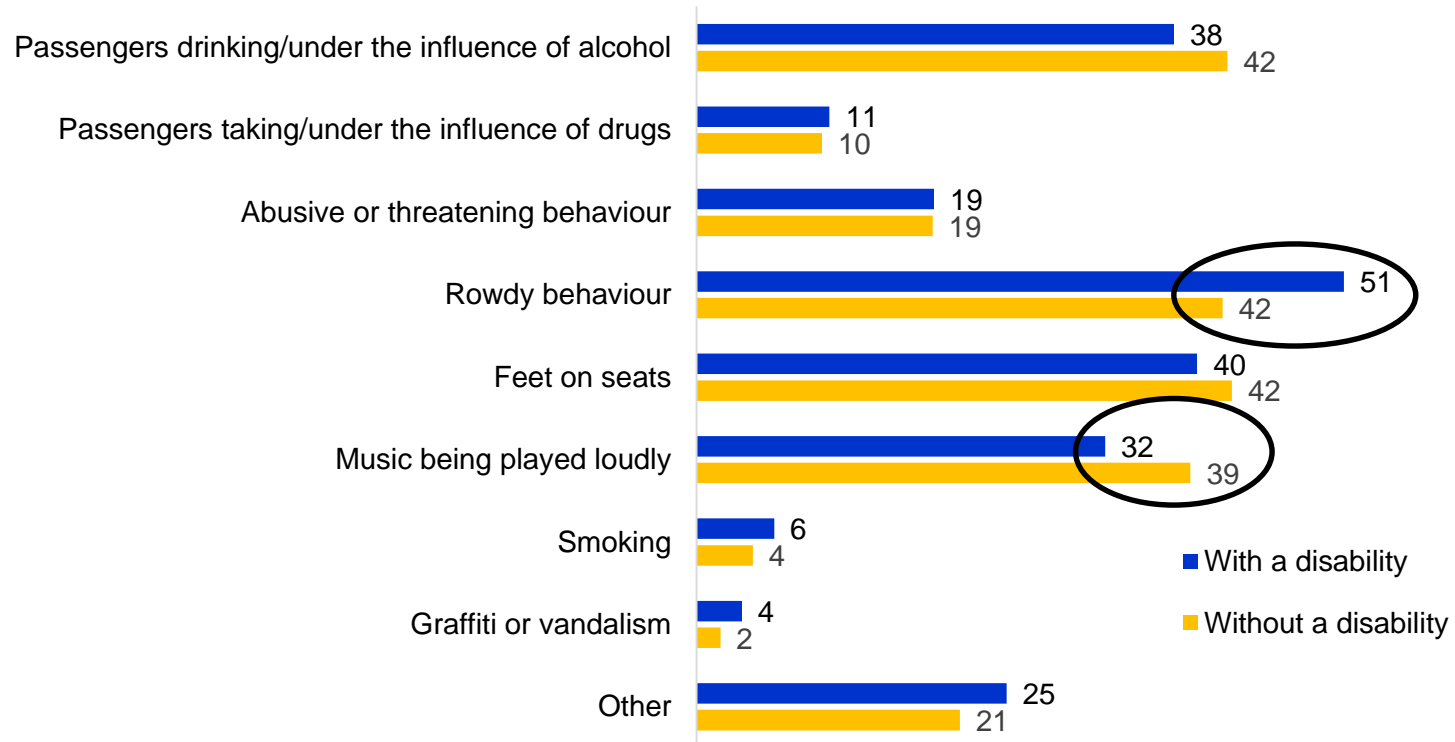# Difference in level of concern is greater on early morning journeys

Reaches 20 per cent for early morning journeys with the difference is highest. Otherwise, similar level of difference for rest of day (around 4 per cent more concerned)

% of journeys where concerned – passengers with a disability	**% of journeys where concerned – passengers with no disability**	**% more concerned**
Up to 7.59 am (n 303) — 20	Up to 7.59 am — 11	9
8 am to 9.59 am (n 749) — 14	8 am to 9.59 am — 10	4
10 am to 12.59 pm (n 1263) — 13	10 am to 12.59 pm — 9	4
1 pm to 3.59 pm (n 1022) — 15	1 pm to 3.59 pm — 9	5
4 pm to 17.59 pm (n 1071) — 15	4 pm to 17.59 pm — 11	4
6 pm onwards (n 395) — 15	6 pm onwards — 11	5

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The passenger behaviours that concern those with a disability

Those with a disability are more concerned about rowdy behaviour than those without a disability

Behaviours giving rise to being concerned/worried (%)

Behaviour	With a disability	Without a disability
Passengers drinking/under the influence of alcohol	38	42
Passengers taking/under the influence of drugs	11	10
Abusive or threatening behaviour	19	19
Rowdy behaviour	51	42
Feet on seats	40	42
Music being played loudly	32	39
Smoking	6	4
Graffiti or vandalism	4	2
Other	25	21

■ With a disability
■ Without a disability

N with a disability: 629
N without a disability: 4244

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Key take outs from the analysis

- Almost a tenth of rail journeys are made by those with a disability

- Prevalence of a disability increases with age but mental health in itself has highest prevalence among passengers in the younger age group (aged 16 – 34)

- Those making journeys with disabilities typically are appreciably less satisfied (over 10 per cent lower) on personal security (on train and at station), ease of getting on/off the train, and the presence/helpfulness of staff. Satisfaction is more adverse among those whose disability has 'a little' or 'a lot' of impact on their ability to travel.

- Concern about anti-social behaviour is higher among those with a disability (on 14.5 per cent of journeys compared to 10.0 per cent). This increases to 26 per cent for those whose disability has a high impact on their ability to travel. Concern levels are greater on early morning departures.

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Appendix – table of all percentage rating differences

All those with a disability

All with a disability

Attribute	Tag in chart	Scale	16 to 34 % diff *	n	35 to 59 % diff *	n	Over 60 % diff *	n	All ** % diff *	n
Overall journey satisfaction	Ov. Jny	Satisfaction	-0.3	992	-2.9	1,788	-3.7	1,814	-1.2	4,674
Station - Overall satisfaction with station	stn-ov sat	Satisfaction	-1.6	986	-1.1	1,781	-3.3	1,801	-1.3	4,669
Station - Ticket buying facilities	stn-ticket buy	Good/poor	-1.9	621	-1.8	919	-4.8	678	-1.8	2,283
Station - Provision of information about train times/platforms	stn-info times/plats	Good/poor	-1.0	972	-2.0	1,713	-1.4	1,629	-0.8	4,402
Station - The upkeep/repair of station buildings/platforms	stn-upkeep/repair	Good/poor	-0.7	961	2.4	1,706	-0.3	1,620	1.7	4,374
Station - Cleanliness of the station	stn-clean.	Good/poor	-0.5	971	0.7	1,709	0.2	1,664	1.3	4,432
Station - The facilities and services at the station	stn-facilities/services	Good/poor	0.5	873	0.5	1,526	-4.2	1,416	0.0	3,897
Station - The availability of staff at the station	stn-avail staff	Good/poor	-2.5	897	-5.1	1,563	-3.2	1,438	-2.8	3,983
Station - The attitudes and helpfulness of the staff	stn-staff helpful	Good/poor	-1.2	792	-2.0	1,372	-3.1	1,310	-0.6	3,552
Station - Your personal security whilst using the station	stn-personal security	Good/poor	-0.7	911	-3.9	1,582	-6.5	1,402	-3.3	3,980
Station - The overall station environment	stn-ov environ.	Good/poor	2.4	970	0.3	1,710	-1.5	1,621	0.9	4,392
Station - The provision of shelter facilities	stn-shelter	Good/poor	1.4	875	0.9	1,453	-3.2	1,341	0.6	3,752
Station - Availability of seating	stn-seating	Good/poor	3.7	948	1.7	1,620	-1.6	1,579	2.5	4,233
Train - Overall satisfaction with the train for that journey	tr-ov sat	Satisfaction	-4.9	990	-0.7	1,787	-3.9	1,799	-1.4	4,665
Train - The frequency of trains on that route	tr-freq.	Satisfaction	-2.0	973	-1.0	1,759	-2.6	1,725	0.0	4,558
Train - Punctuality/reliability of the train	tr-punct.	Satisfaction	2.1	990	1.6	1,767	-2.0	1,760	2.2	4,613
Train - The length of time the journey was scheduled to take	tr-sched JT	Satisfaction	2.1	982	1.1	1,755	0.4	1,735	2.4	4,564
Train - The value for money of the price of your ticket	tr-VFM	Satisfaction	6.9	948	7.9	1,674	-0.6	1,444	8.2	4,157
Train - How would you rate ….Cleanliness	tr-clean.	Good/poor	-0.9	996	-0.4	1,782	-1.2	1,779	0.6	4,648
Train - How would you rate ….Upkeep and repair	tr-upkeep/repair	Good/poor	-3.0	977	0.2	1,728	-1.4	1,649	0.1	4,440
Train - How would you rate ….The provision of information during the journey	tr-info during jny	Good/poor	-0.4	919	-0.9	1,615	-3.2	1,529	-0.1	4,140
Train - How would you rate ….The availability of staff on the train	tr-avail staff	Good/poor	1.1	801	3.1	1,369	-7.6	1,267	1.0	3,507
Train - How would you rate ….The helpfulness and attitude of staff on train	tr-staff helpful	Good/poor	0.3	656	1.2	1,107	-7.1	1,050	-0.6	2,874
Train - How would you rate ….Sufficient room for all the passengers to sit/stand	tr-room sit/stand	Good/poor	-0.8	982	0.7	1,745	-6.6	1,637	-0.7	4,447
Train - How would you rate ….The comfort of the seating area	tr-seat comfort	Good/poor	-3.1	963	-0.9	1,711	-4.3	1,676	-1.3	4,438
Train - How would you rate ….The ease of being able to get on and off the train	tr-ease on/off	Good/poor	-0.1	985	-7.3	1,747	-12.1	1,726	-6.6	4,544
Train - How would you rate ….Your personal security whilst on board the train	tr-personal security	Good/poor	-4.3	951	-6.1	1,661	-7.5	1,546	-5.3	4,241
Train - How would you rate ….The toilet facilities	tr-toilets	Good/poor	-8.7	515	1.6	837	-8.6	794	-2.6	2,203
n in survey overall				1,011		1,817		1,865		4,803

* % diff is the percentage difference in rating between those with that disability and those without that disability.

** All includes a small number who did not state their age.

The 'n's in the vertical columns are the number of respondents providing a rating for that question. The "n in survey overall" is the total number respondents in that age/all group. The differences between these two numbers will be those who either did not answer the question or didn't have an opinion.

Rail survey results

Analysis of rail journey satisfaction for passengers with a disability
Presentation to Transport Focus October 2016 Accessibility Forum

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Appendix – table of all percentage rating differences

All those whose disability has an impact on ability to travel

All whose disability has an impact on ability to travel

Attribute	Tag in chart	Scale	16 to 34 % diff *	n	35 to 59 % diff *	n	Over 60 % diff *	n	All ** % diff *	n
Overall journey satisfaction	Ov. Jny	Satisfaction	-5.4	414	-8.6	919	-6.7	938	-5.6	2,309
Station - Overall satisfaction with station	stn-ov sat	Satisfaction	-5.4	406	-3.8	919	-6.7	937	-4.6	2,309
Station - Ticket buying facilities	stn-ticket buy	Good/poor	-0.7	243	-4.0	467	-7.5	367	-3.8	1,110
Station - Provision of information about train times/platforms	stn-info times/plats	Good/poor	-3.4	406	-4.5	887	-4.3	840	-3.2	2,173
Station - The upkeep/repair of station buildings/platforms	stn-upkeep/repair	Good/poor	0.8	401	0.3	885	-2.6	839	0.2	2,166
Station - Cleanliness of the station	stn-clean.	Good/poor	1.3	406	-1.8	889	-1.9	856	-0.2	2,193
Station - The facilities and services at the station	stn-facilities/services	Good/poor	0.4	362	-2.7	802	-8.0	747	-2.6	1,951
Station - The availability of staff at the station	stn-avail staff	Good/poor	-6.1	380	-8.5	826	-8.0	769	-6.7	2,013
Station - The attitudes and helpfulness of the staff	stn-staff helpful	Good/poor	0.0	333	-6.5	746	-6.6	712	-3.6	1,827
Station - Your personal security whilst using the station	stn-personal security	Good/poor	-2.3	382	-8.0	817	-10.1	741	-7.0	1,981
Station - The overall station environment	stn-ov environ.	Good/poor	0.8	401	-1.6	885	-5.7	839	-1.9	2,168
Station - The provision of shelter facilities	stn-shelter	Good/poor	0.6	376	-0.6	751	-8.6	710	-2.4	1,877
Station - Availability of seating	stn-seating	Good/poor	1.0	402	2.7	848	-4.0	829	1.6	2,120
Train - Overall satisfaction with the train for that journey	tr-ov sat	Satisfaction	-6.7	412	-5.2	920	-6.3	930	-4.2	2,305
Train - The frequency of trains on that route	tr-freq.	Satisfaction	-6.7	405	-6.0	907	-6.2	881	-4.1	2,239
Train - Punctuality/reliability of the train	tr-punct.	Satisfaction	-1.6	410	-1.1	913	-3.4	909	0.2	2,277
Train - The length of time the journey was scheduled to take	tr-sched JT	Satisfaction	-1.2	407	-2.5	899	-0.6	890	-0.1	2,238
Train - The value for money of the price of your ticket	tr-VFM	Satisfaction	6.4	396	5.9	859	-2.6	758	7.1	2,053
Train - How would you rate ….Cleanliness	tr-clean.	Good/poor	1.0	414	-4.0	921	-3.0	918	-1.3	2,296
Train - How would you rate ….Upkeep and repair	tr-upkeep/repair	Good/poor	-3.0	404	-4.0	885	-4.1	842	-2.5	2,171
Train - How would you rate ….The provision of information during the journey	tr-info during jny	Good/poor	0.8	379	-2.7	826	-4.8	783	-0.9	2,026
Train - How would you rate ….The availability of staff on the train	tr-avail staff	Good/poor	1.3	347	-0.3	714	-14.1	671	-2.3	1,767
Train - How would you rate ….The helpfulness and attitude of staff on train	tr-staff helpful	Good/poor	-3.9	284	-4.5	582	-12.5	543	-5.6	1,442
Train - How would you rate ….Sufficient room for all the passengers to sit/stand	tr-room sit/stand	Good/poor	-8.5	411	-5.9	900	-9.8	837	-6.1	2,186
Train - How would you rate ….The comfort of the seating area	tr-seat comfort	Good/poor	-9.3	397	-5.9	875	-7.1	863	-5.7	2,178
Train - How would you rate ….The ease of being able to get on and off the train	tr-ease on/off	Good/poor	-5.3	408	-13.5	894	-20.3	893	-13.7	2,235
Train - How would you rate ….Your personal security whilst on board the train	tr-personal security	Good/poor	-10.5	399	-11.0	851	-13.2	797	-10.9	2,089
Train - How would you rate ….The toilet facilities	tr-toilets	Good/poor	-13.5	214	-1.5	442	-13.7	426	-6.4	1,114
n in survey overall				420		933		961		2,369

* % diff is the percentage difference in rating between those with that disability and those without that disability.

** All includes a small number who did not state their age.

The 'n's in the vertical columns are the number of respondents providing a rating for that question. The "n in survey overall" is the total number respondents in that age/all group. The differences between these two numbers will be those who either did not answer the question or didn't have an opinion.

Analysis of rail journey satisfaction for passengers with a disability
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Appendix – table of all percentage rating differences

All those with a mobility, dexterity, or stamina disability

All those with a mobility, dexterity, or stamina disability

Attribute	Tag in chart	Scale	16 to 34 % diff *	n	35 to 59 % diff *	n	Over 60 % diff *	n	All ** % diff *	n
Overall journey satisfaction	Ov. Jny	Satisfaction	-9.6	231	-6.8	734	-3.3	1,036	-2.3	2,035
Station - Overall satisfaction with station	stn-ov sat	Satisfaction	-13.6	228	-3.2	728	-5.1	1,027	-4.0	2,022
Station - Ticket buying facilities	stn-ticket buy	Good/poor	-2.3	137	-1.3	364	-7.3	396	-1.9	921
Station - Provision of information about train times/platforms	stn-info times/plats	Good/poor	-6.2	228	-1.8	693	-2.9	933	-1.0	1,889
Station - The upkeep/repair of station buildings/platforms	stn-upkeep/repair	Good/poor	-7.0	224	-2.2	684	-1.4	937	-0.4	1,879
Station - Cleanliness of the station	stn-clean.	Good/poor	-4.6	226	-1.0	696	-0.4	952	1.3	1,907
Station - The facilities and services at the station	stn-facilities/services	Good/poor	-3.3	207	-6.1	612	-7.9	814	-3.9	1,663
Station - The availability of staff at the station	stn-avail staff	Good/poor	-5.9	219	-10.5	638	-5.6	836	-5.4	1,727
Station - The attitudes and helpfulness of the staff	stn-staff helpful	Good/poor	6.7	188	-4.2	562	-3.4	765	0.4	1,543
Station - Your personal security whilst using the station	stn-personal security	Good/poor	-5.5	211	-6.0	627	-6.7	810	-5.0	1,680
Station - The overall station environment	stn-ov environ.	Good/poor	0.4	226	-3.7	691	-5.6	926	-2.6	1,875
Station - The provision of shelter facilities	stn-shelter	Good/poor	-5.8	202	-2.0	588	-6.4	767	-2.8	1,587
Station - Availability of seating	stn-seating	Good/poor	-10.8	221	-0.2	654	-4.0	910	0.2	1,816
Train - Overall satisfaction with the train for that journey	tr-ov sat	Satisfaction	-10.2	231	-6.0	731	-2.7	1,025	-1.9	2,024
Train - The frequency of trains on that route	tr-freq.	Satisfaction	-2.2	228	-1.3	715	-2.5	979	2.0	1,961
Train - Punctuality/reliability of the train	tr-punct.	Satisfaction	-0.8	231	1.3	723	-2.8	1,005	3.3	1,997
Train - The length of time the journey was scheduled to take	tr-sched JT	Satisfaction	1.6	231	2.8	714	1.5	987	4.7	1,970
Train - The value for money of the price of your ticket	tr-VFM	Satisfaction	4.4	221	7.8	680	2.8	823	12.7	1,759
Train - How would you rate ….Cleanliness	tr-clean.	Good/poor	-2.2	228	2.1	729	-0.9	1,013	2.8	2,006
Train - How would you rate ….Upkeep and repair	tr-upkeep/repair	Good/poor	-4.9	227	3.2	699	-2.3	943	2.0	1,900
Train - How would you rate ….The provision of information during the journey	tr-info during jny	Good/poor	-7.7	214	0.6	674	-4.1	882	0.5	1,804
Train - How would you rate ….The availability of staff on the train	tr-avail staff	Good/poor	-3.8	196	0.8	562	-8.5	730	-0.1	1,518
Train - How would you rate ….The helpfulness and attitude of staff on train	tr-staff helpful	Good/poor	-5.2	160	0.0	448	-7.3	614	-1.3	1,244
Train - How would you rate ….Sufficient room for all the passengers to sit/stand	tr-room sit/stand	Good/poor	-18.9	230	-6.6	717	-9.0	933	-6.2	1,914
Train - How would you rate ….The comfort of the seating area	tr-seat comfort	Good/poor	-13.0	224	-5.6	688	-4.1	961	-3.4	1,907
Train - How would you rate ….The ease of being able to get on and off the train	tr-ease on/off	Good/poor	-13.9	230	-14.2	713	-17.6	981	-14.2	1,959
Train - How would you rate ….Your personal security whilst on board the train	tr-personal security	Good/poor	-16.2	227	-9.3	673	-10.0	880	-9.0	1,813
Train - How would you rate ….The toilet facilities	tr-toilets	Good/poor	-17.9	121	5.9	333	-8.3	461	-0.6	934
n in survey overall				235		739		1,058		2,076

* % diff is the percentage difference in rating between those with that disability and those without that disability.

** All includes a small number who did not state their age.

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Rail survey results

Analysis of rail journey satisfaction for passengers with a disability
Presentation to Transport Focus October 2016 Accessibility Forum

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Appendix – table of all percentage rating differences

All those with a mental health disability

All those with a mental health disability

Attribute	Tag in chart	Scale	16 to 34 % diff *	n	35 to 59 % diff *	n	Over 60 % diff *	n	All ** % diff *	n
Overall journey satisfaction	Ov. Jny	Satisfaction	0.4	455	1.4	407			-1.2	998
Station - Overall satisfaction with station	stn-ov sat	Satisfaction	-0.8	452	2.8	404			0.4	999
Station - Ticket buying facilities	stn-ticket buy	Good/poor	0.2	281	-0.3	215			-0.9	565
Station - Provision of information about train times/platforms	stn-info times/plats	Good/poor	2.9	446	1.1	392			0.7	960
Station - The upkeep/repair of station buildings/platforms	stn-upkeep/repair	Good/poor	-0.6	442	10.5	391			3.1	955
Station - Cleanliness of the station	stn-clean.	Good/poor	-1.9	447	6.1	388			0.4	961
Station - The facilities and services at the station	stn-facilities/services	Good/poor	0.1	399	5.2	359			0.2	861
Station - The availability of staff at the station	stn-avail staff	Good/poor	-4.9	400	-0.9	359			-3.3	869
Station - The attitudes and helpfulness of the staff	stn-staff helpful	Good/poor	-3.3	365	0.9	311			-2.4	786
Station - Your personal security whilst using the station	stn-personal security	Good/poor	0.2	410	-1.3	374			-0.5	892
Station - The overall station environment	stn-ov environ.	Good/poor	1.2	446	3.2	396			1.4	963
Station - The provision of shelter facilities	stn-shelter	Good/poor	2.6	398	2.9	349			2.2	861
Station - Availability of seating	stn-seating	Good/poor	7.5	435	4.6	379			4.2	932
Train - Overall satisfaction with the train for that journey	tr-ov sat	Satisfaction	-7.1	454	2.8	405			-4.1	995
Train - The frequency of trains on that route	tr-freq.	Satisfaction	-1.4	446	4.2	401			-1.4	986
Train - Punctuality/reliability of the train	tr-punct.	Satisfaction	3.7	456	5.6	401			1.0	994
Train - The length of time the journey was scheduled to take	tr-sched JT	Satisfaction	3.1	452	6.0	402			2.2	987
Train - The value for money of the price of your ticket	tr-VFM	Satisfaction	8.7	440	13.2	379			3.9	938
Train - How would you rate ….Cleanliness	tr-clean.	Good/poor	-4.1	458	2.6	408			-2.4	1,006
Train - How would you rate ….Upkeep and repair	tr-upkeep/repair	Good/poor	-6.3	450	3.8	398			-2.8	972
Train - How would you rate ….The provision of information during the journey	tr-info during jny	Good/poor	-0.8	425	3.4	366			-1.4	911
Train - How would you rate ….The availability of staff on the train	tr-avail staff	Good/poor	-5.5	361	6.1	320			-1.5	784
Train - How would you rate ….The helpfulness and attitude of staff on train	tr-staff helpful	Good/poor	-2.6	291	5.4	257			-0.5	638
Train - How would you rate ….Sufficient room for all the passengers to sit/stand	tr-room sit/stand	Good/poor	2.0	454	11.3	397			3.7	975
Train - How would you rate ….The comfort of the seating area	tr-seat comfort	Good/poor	-3.6	441	7.4	399			0.2	964
Train - How would you rate ….The ease of being able to get on and off the train	tr-ease on/off	Good/poor	2.7	452	-1.0	402			-0.3	980
Train - How would you rate ….Your personal security whilst on board the train	tr-personal security	Good/poor	-3.4	430	-1.3	381			-2.7	934
Train - How would you rate ….The toilet facilities	tr-toilets	Good/poor	-9.8	236	3.6	224			-4.9	540
n in survey overall				465		413				1,032

* % diff is the percentage difference in rating between those with that disability and those without that disability.

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Rail survey results

Analysis of rail journey satisfaction for passengers with a disability
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Appendix – table of all percentage rating differences

All those with a learning/social/memory disability

All those with a learning/social/memory disability

Attribute	Tag in chart	Scale	16 to 34 % diff *	n	35 to 59 % diff *	n	Over 60 % diff *	n	All ** % diff *	n
Overall journey satisfaction	Ov. Jny	Satisfaction	5.5	187	-3.0	178			-0.1	456
Station - Overall satisfaction with station	stn-ov sat	Satisfaction	6.7	182	-7.4	174			-0.3	449
Station - Ticket buying facilities	stn-ticket buy	Good/poor	2.0	122	-3.9	102			0.6	269
Station - Provision of information about train times/platforms	stn-info times/plats	Good/poor	-6.0	180	-1.3	166			-3.2	426
Station - The upkeep/repair of station buildings/platforms	stn-upkeep/repair	Good/poor	3.8	180	3.6	162			2.0	423
Station - Cleanliness of the station	stn-clean.	Good/poor	0.6	180	-0.3	161			-2.4	428
Station - The facilities and services at the station	stn-facilities/services	Good/poor	7.0	158	-3.3	154			2.5	387
Station - The availability of staff at the station	stn-avail staff	Good/poor	-0.1	168	-5.8	152			-2.9	396
Station - The attitudes and helpfulness of the staff	stn-staff helpful	Good/poor	4.1	142	-6.1	135			-1.5	351
Station - Your personal security whilst using the station	stn-personal security	Good/poor	4.6	168	-8.8	156			-1.0	394
Station - The overall station environment	stn-ov environ.	Good/poor	3.3	181	-2.2	169			0.7	432
Station - The provision of shelter facilities	stn-shelter	Good/poor	10.2	172	-7.4	150			0.7	399
Station - Availability of seating	stn-seating	Good/poor	8.5	180	6.0	158			6.1	418
Train - Overall satisfaction with the train for that journey	tr-ov sat	Satisfaction	1.6	188	-2.1	174			-2.3	450
Train - The frequency of trains on that route	tr-freq.	Satisfaction	-8.4	180	-3.6	175			-7.8	449
Train - Punctuality/reliability of the train	tr-punct.	Satisfaction	11.7	186	0.9	173			3.8	453
Train - The length of time the journey was scheduled to take	tr-sched JT	Satisfaction	4.3	182	-5.4	170			-0.8	441
Train - The value for money of the price of your ticket	tr-VFM	Satisfaction	7.4	172	9.8	157			3.6	405
Train - How would you rate ….Cleanliness	tr-clean.	Good/poor	0.0	186	-5.8	173			-3.7	447
Train - How would you rate ….Upkeep and repair	tr-upkeep/repair	Good/poor	6.2	181	-5.7	167			-2.5	432
Train - How would you rate ….The provision of information during the journey	tr-info during jny	Good/poor	4.8	171	-2.6	155			-1.6	398
Train - How would you rate ….The availability of staff on the train	tr-avail staff	Good/poor	15.7	158	10.2	146			9.9	371
Train - How would you rate ….The helpfulness and attitude of staff on train	tr-staff helpful	Good/poor	12.1	127	0.5	116			3.8	304
Train - How would you rate ….Sufficient room for all the passengers to sit/stand	tr-room sit/stand	Good/poor	3.9	184	0.4	171			1.0	437
Train - How would you rate ….The comfort of the seating area	tr-seat comfort	Good/poor	-1.0	185	-1.0	168			-1.5	437
Train - How would you rate ….The ease of being able to get on and off the train	tr-ease on/off	Good/poor	5.4	186	-8.6	175			-1.6	445
Train - How would you rate ….Your personal security whilst on board the train	tr-personal security	Good/poor	-0.1	181	-10.8	165			-4.9	426
Train - How would you rate ….The toilet facilities	tr-toilets	Good/poor	4.3	105	5.9	89			2.3	241
n in survey overall				191		180				471

* % diff is the percentage difference in rating between those with that disability and those without that disability.

** All includes a small number who did not state their age.

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All those with a vision or hearing disability

All those with a vision or hearing disability

Attribute	Tag in chart	Scale	16 to 34 % diff *	n	35 to 59 % diff *	n	Over 60 % diff *	n	All ** % diff *	n
Overall journey satisfaction	Ov. Jny	Satisfaction			3.0	408	-2.6	612	2.2	1,194
Station - Overall satisfaction with station	stn-ov sat	Satisfaction			6.2	411	0.5	604	3.1	1,196
Station - Ticket buying facilities	stn-ticket buy	Good/poor			2.3	213	1.5	210	1.9	534
Station - Provision of information about train times/platforms	stn-info times/plats	Good/poor			2.4	398	-0.2	550	1.8	1,121
Station - The upkeep/repair of station buildings/platforms	stn-upkeep/repair	Good/poor			3.6	404	-0.2	541	2.5	1,120
Station - Cleanliness of the station	stn-clean.	Good/poor			1.4	396	1.2	557	2.7	1,126
Station - The facilities and services at the station	stn-facilities/services	Good/poor			5.4	347	-0.9	460	3.7	961
Station - The availability of staff at the station	stn-avail staff	Good/poor			5.4	371	2.7	475	4.6	1,008
Station - The attitudes and helpfulness of the staff	stn-staff helpful	Good/poor			3.4	318	-3.1	433	1.3	894
Station - Your personal security whilst using the station	stn-personal security	Good/poor			-2.3	366	-5.4	462	-4.1	995
Station - The overall station environment	stn-ov environ.	Good/poor			6.4	396	3.1	545	5.1	1,115
Station - The provision of shelter facilities	stn-shelter	Good/poor			5.7	333	2.4	443	4.5	932
Station - Availability of seating	stn-seating	Good/poor			2.6	371	0.1	526	3.7	1,063
Train - Overall satisfaction with the train for that journey	tr-ov sat	Satisfaction			4.0	411	-4.2	613	1.5	1,202
Train - The frequency of trains on that route	tr-freq.	Satisfaction			0.6	404	-2.7	575	1.9	1,156
Train - Punctuality/reliability of the train	tr-punct.	Satisfaction			4.3	407	-1.2	593	5.0	1,174
Train - The length of time the journey was scheduled to take	tr-sched JT	Satisfaction			4.2	411	1.2	583	4.2	1,167
Train - The value for money of the price of your ticket	tr-VFM	Satisfaction			9.7	391	1.5	463	11.7	1,020
Train - How would you rate ….Cleanliness	tr-clean.	Good/poor			-0.4	414	-2.0	602	1.5	1,192
Train - How would you rate ….Upkeep and repair	tr-upkeep/repair	Good/poor			-0.7	398	-1.4	555	0.8	1,127
Train - How would you rate ….The provision of information during the journey	tr-info during jny	Good/poor			-4.7	361	-3.4	501	-0.3	1,029
Train - How would you rate ….The availability of staff on the train	tr-avail staff	Good/poor			10.0	314	-6.0	423	6.3	873
Train - How would you rate ….The helpfulness and attitude of staff on train	tr-staff helpful	Good/poor			7.0	244	-5.3	351	2.4	713
Train - How would you rate ….Sufficient room for all the passengers to sit/stand	tr-room sit/stand	Good/poor			7.7	399	-0.8	558	4.7	1,129
Train - How would you rate ….The comfort of the seating area	tr-seat comfort	Good/poor			2.9	398	-2.9	563	0.6	1,133
Train - How would you rate ….The ease of being able to get on and off the train	tr-ease on/off	Good/poor			-3.8	400	-6.1	590	-3.5	1,165
Train - How would you rate ….Your personal security whilst on board the train	tr-personal security	Good/poor			-0.7	389	-2.7	521	-1.0	1,078
Train - How would you rate ….The toilet facilities	tr-toilets	Good/poor			4.4	185	-4.6	251	1.2	537
n in survey overall						421		626		1,232

* % diff is the percentage difference in rating between those with that disability and those without that disability.

** All includes a small number who did not state their age.

The 'n's in the vertical columns are the number of respondents providing a rating for that question. The "n in survey overall" is the total number respondents in that age/all group. The differences between these two numbers will be those who either did not answer the question or didn't have an opinion.

Rail survey results

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Presentation to Transport Focus October 2016 Accessibility Forum

transportfocus