

What matters to disabled rail passengers - the top 10

TICKETS

1 Price of train tickets offers value for money

2 Reliability and punctuality

3 Getting a seat on the train

4 My personal security on the train

5 Accurate and timely information about train times

6 Being kept informed about delays and the options I might have

7 Sufficiently frequent trains

8 Trains and stations easily accessible

9 My personal security at stations

10 A railway that can cope with adverse weather events

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Research carried out in 2022.
Sample size: 4,159

The larger the ●, the greater importance to passengers

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