



# Experiences of Passenger Assist

Office of Rail and Road

July 2024



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This project has been delivered to ISO 9001:2015, 20252:2019 and 27001:2013 standards.



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# Key Findings

- Passenger Assist is a crucial service to many rail passengers across the country, providing them with the assistance that they need to access the railway. It is also a service with which satisfaction is generally high, with 87% satisfied with the service from the process of booking through to the experience at the station in 2023-2024. However, this number has fallen since last year (when it stood at 90%), and with 8% dissatisfied, it is clear that more could be done to improve the provision of the service, both in the areas of booking and delivering assistance.
- The proportion who received all of the assistance that they had booked has declined to 76% in 2023-2024 from 81% in 2022-2023, with a simultaneous rise in the proportion who received none of the assistance that they booked, from 8% to 12%.
  - There are some groups who are particularly likely to have not received all of the assistance that they had booked, including users with a non-visible disability, only 71% of whom received all assistance that they had booked.
  - Other factors appear to have a significant effect on the proportion of passengers that received none of the assistance that they had booked: 23% of passengers who perceived that they alighted or boarded at an unstaffed station on their journey; 18% of passengers who experienced disruption to their journey; and 15% of passengers who travelled after 4pm – compared with 11% for all passengers.
- Furthermore, only 80% of users of Passenger Assist in 2023-2024 stated that they were met by a member of staff within a reasonable period of time, a figure which has declined from 84% in 2022-2023.
- Of those who did receive assistance, 61% stated they could not have completed their journey without it, highlighting the importance of the service once more.
- Positively, where assistance is received, it is highly regarded, with 94% of those who were met and who received assistance during their journey satisfied with the assistance that they received, consistent with satisfaction levels recorded in previous years (95% satisfied in 2022-2023, 94% in 2021-2022, and 92% in 2020-2021).
- Additionally, the customer service provided by staff delivering the assistance tends to be highly praised, with 95% of users who received at least some of the assistance that they had booked satisfied with the helpfulness and attitude of staff who provided assistance, 93% satisfied with how well their needs were understood by staff, and 93% satisfied that staff were knowledgeable and proficient in how to assist them.
- However, there remains room for improvement, particularly among some station facility operators (SFOs). Passengers were most likely to have not received any assistance that they booked when travelling through a station operated by Northern (18%), Transport for Wales

(17%), East Midlands Railway (15%), South Western Railway (15%) and TransPennine Express (15%). This compares to 7% of those travelling through a station operated by London North Eastern Railway, 10% of those travelling through a station operated by Southeastern and 10% of those travelling through a station operated by Network Rail.

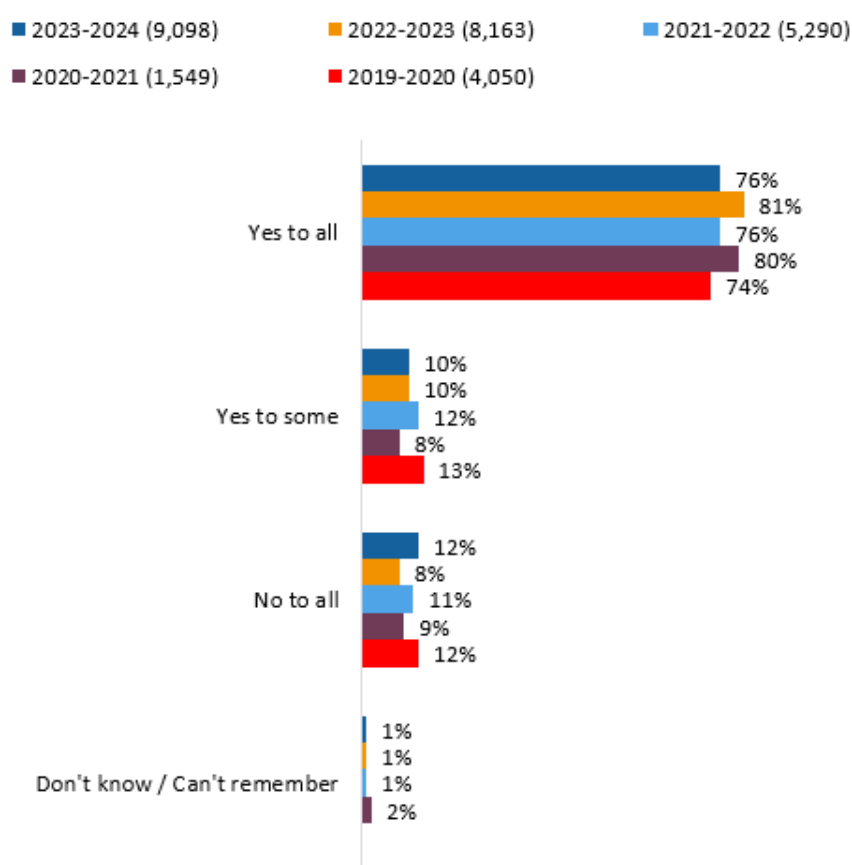
- The research also identified that improvements were required to increase the confidence that passengers have that they will receive their assistance after booking. Only 71% of users felt confident after making their booking that they would receive all the assistance that they booked, highlighting a need for changes to be made to better reassure passengers that they will receive the assistance that they have booked.

# Executive Summary

## There has been a notable decline in the proportion of Passenger Assist users who received assistance at the station, compared to 2022-2023.

In total, only three quarters (76%) of users received all of the assistance types they had booked. This has declined from 2022-2023, when 81% reported that they had received all assistance types that they booked.

**Figure E.1, And did you/your companion receive the following assistance you booked? Showing the proportion who received all/some/none of the assistance booked, including those who weren't met by a member of staff and therefore received none of the assistance that they booked. (Unweighted sample base sizes in brackets)**



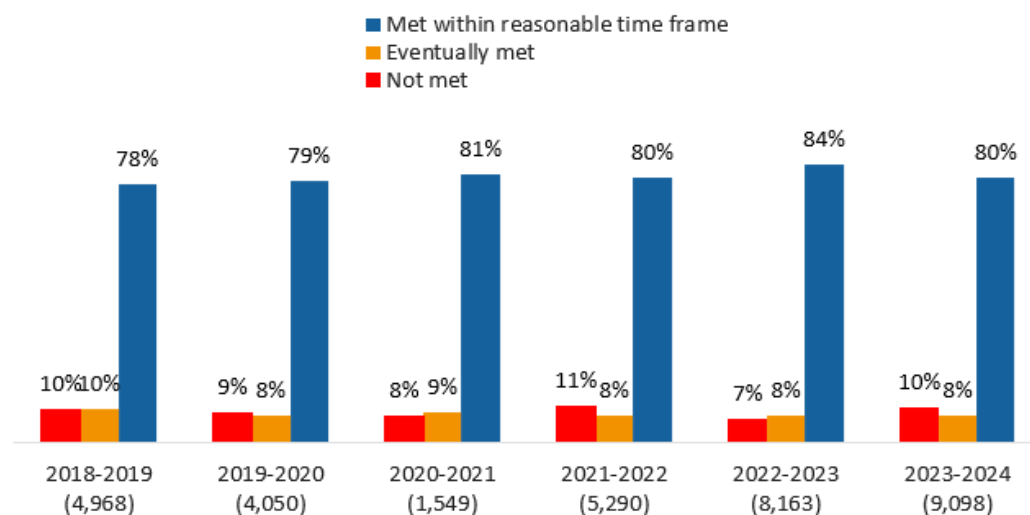
There are some groups who are particularly likely to have not received all of the assistance that they had booked, with users with a non-visible disability (72%) least likely to state that they received all of the assistance that they booked, along with 67% of those who booked six or more assistance types at the station they answered the survey in relation to. In addition to this, users who reported that their

journey involved stations that were unstaffed (65%), who experienced disruption to their journey (65%) and who travelled between 4pm and 5am (74%) were also less likely than other passengers to have received all of the assistance that they booked.

Additionally, in 2023-2024, 80% of users were met within what they perceived to be a reasonable timeframe, and 8% were met, but not within a reasonable timeframe. On average, this group consider a reasonable timeframe to be within approximately five minutes.

The proportion who were met within a reasonable timeframe has significantly declined from 2022-2023, when 84% of users were met within a reasonable timeframe. Meanwhile, the proportion who were not met at all has risen from 7% to 10%. These mark a return to levels seen prior to 2022-2023.

**Figure E.2, Was a member of staff there to meet you/your companion within an acceptable timeframe?**  
(Unweighted sample base sizes in brackets)

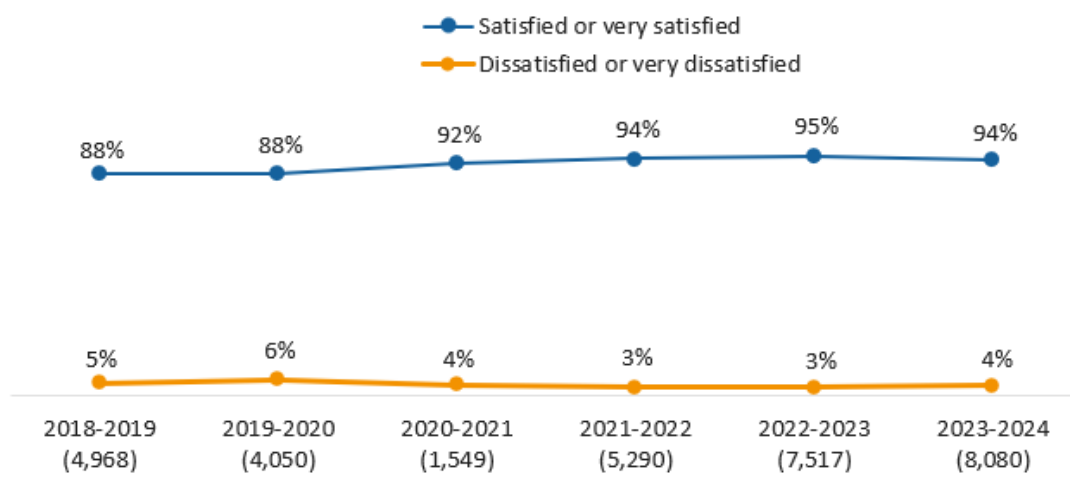


While only 2% of those who were not met to receive assistance in a reasonable timeframe were not able to complete their journey as a result, 18% were able to complete their journey but not as planned, for example by taking a different train, highlighting the impact that not receiving assistance can have upon passengers. This further reinforces the importance of gaps in provision of the Passenger Assist service being rectified, as Passenger Assist continues to be a crucial service for those who do receive assistance. Sixty one percent of users who received assistance in their journey report that they could not have completed their journey without it.

## Where assistance is received, users tend to be satisfied with the service they receive from staff.

Overall, 94% of passengers who did receive assistance were satisfied with it – with only 4% dissatisfied. This is consistent with previous years' results, with 95% satisfied in 2022-2023, 94% in 2021-2022, and 92% in 2020-2021.

**Figure E.3, Overall how satisfied were you/ was your companion with the assistance at the station? Only asked to users who were met by a member of staff to receive assistance. (Unweighted sample base sizes in brackets)**

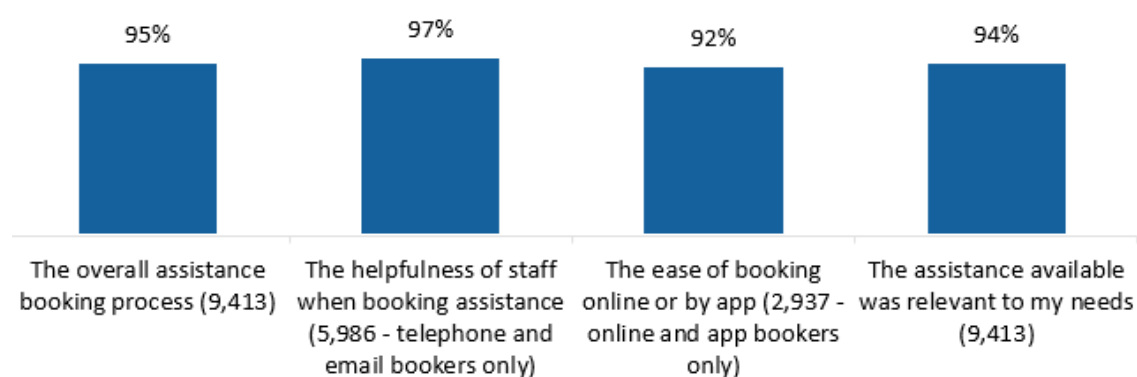


## Satisfaction with the booking process also tends to be high.

Satisfaction with the booking process is also generally high, with 95% satisfied with the overall assistance booking process, compared to 94% in 2022-23, and 93% in 2021-2022. Furthermore, 97% are satisfied with the helpfulness of staff when booking assistance (when booking by telephone or in person), 92% with the ease of booking online or by app, and 94% that the assistance available (when booking) was relevant to their needs.



**Figure E.4, Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied. Question about the helpfulness of staff only asked when booking assistance by telephone or in person. Question about ease of booking online or by app only asked when booking assistance by app or online. (Unweighted sample base sizes in brackets)**



However, only just over seven in ten (71%) recall in the survey that they were confident that all of their requirements would be met after making their booking. While this is consistent with previous years (71% in 2022-2023, 70% in 2021-2022, 68% in 2020-2021), there remains significant room for improvement in the confidence that passengers hold in the service.

Furthermore, only 43% of survey respondents have heard of the Passenger Assistance app (including those who used it to make their booking). Only 10% have booked a journey on the app, while 81% haven't used it at all, consistent with the proportion who also stated this in 2022-2023 (82%). It is however of note that users were only sent the survey a maximum of two times a year, thus could not complete more surveys than this in the survey period. As a result, regular users of Passenger Assist would only be able to complete the survey in relation to a maximum of two journeys they took during the year. Therefore if the app is used primarily by regular users, its usage may be underrepresented in these results. There are also aspects of how the survey sample is created, in terms of the availability of contact details for app users, which are likely to mean that app users are under-represented in the survey.

## **There is a need to support users who don't receive assistance and make clear the opportunities available to seek redress.**

Of the 5% of users of Passenger Assist who were unable to complete their journey due to not receiving, or being delayed in receiving the assistance that they booked, only 23% have sought redress for the delay. The main reason for not seeking redress was a lack of awareness that they could do so (67%), highlighting a need for improvements to the promotion of the redress process.

Similarly, only 29% of those who were dissatisfied with the service they received made a complaint, with the primary reason again being the lack of awareness that they could.

## **There are gaps between how the service is delivered for different customers.**

There are some groups who experience worse outcomes, and were less likely to be met at the station to receive assistance, and to report lower satisfaction with the service they received. This includes most notably:

- Passengers with non-visible disabilities, particularly social or behavioural disabilities
- Passengers who use a wheelchair or mobility aid<sup>1</sup>.
- Passengers travelling between 4pm and 5am,
- Passengers who self-reported that they travelled through an unstaffed station on their journey
- Passengers who experienced disruption on their journey

Additionally, some station facility operators (SFOs) lag behind others in their delivery of services. Passengers who booked assistance for a station managed by Northern, Transport for Wales or East Midlands were less likely than those travelling through stations managed by other operators to state they received all of the assistance that they booked. Conversely, those travelling through a station managed by London North Eastern Railway or Southeastern tend to report more positive outcomes.

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<sup>1</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

Figure E.5. Proportion receiving all assistance types, by SFO, in 2022-2023 and 2023-2024

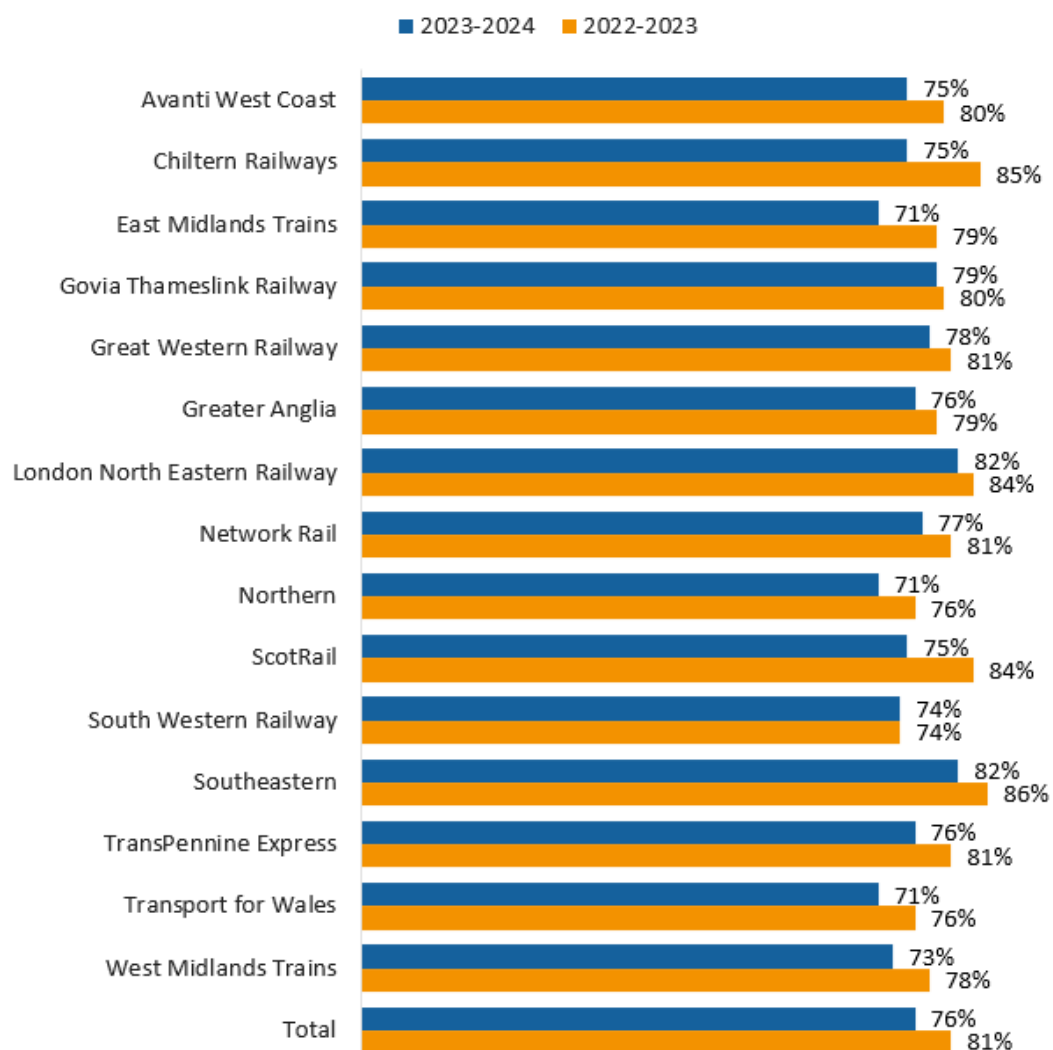
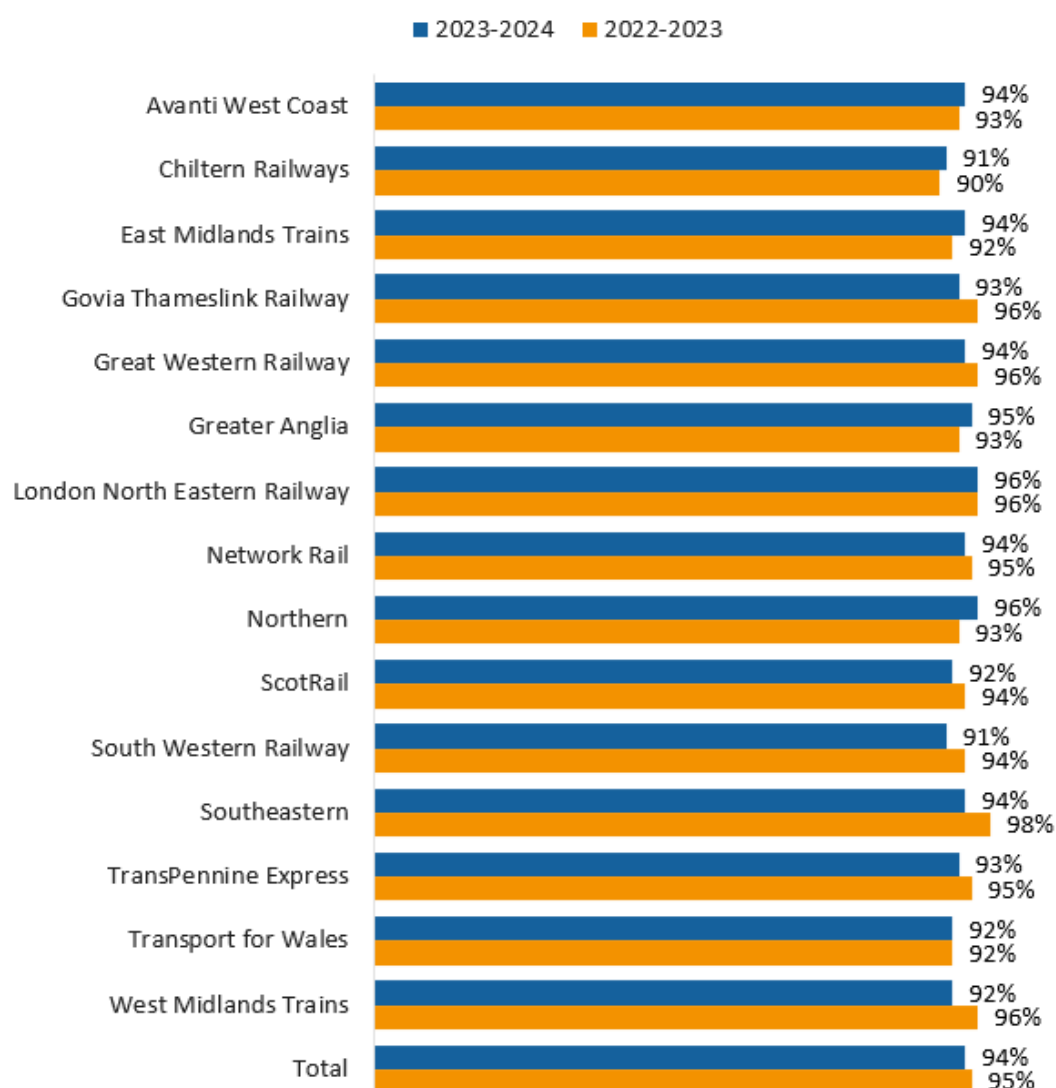


Figure E.6. Proportion satisfied with assistance received, by SFO, in 2022-2023 and 2023-2024

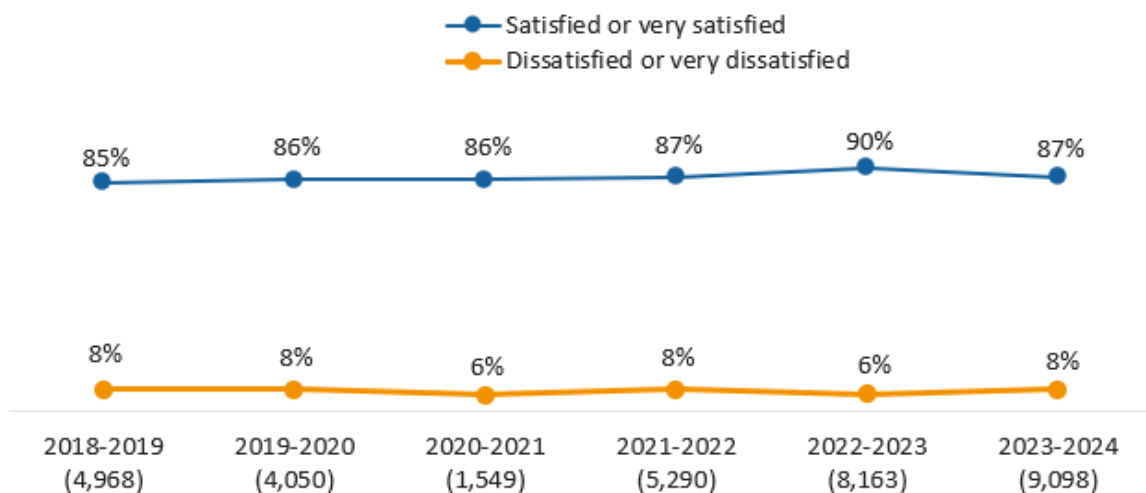


# Full Report

## Section 1: The importance of Passenger Assist as a service

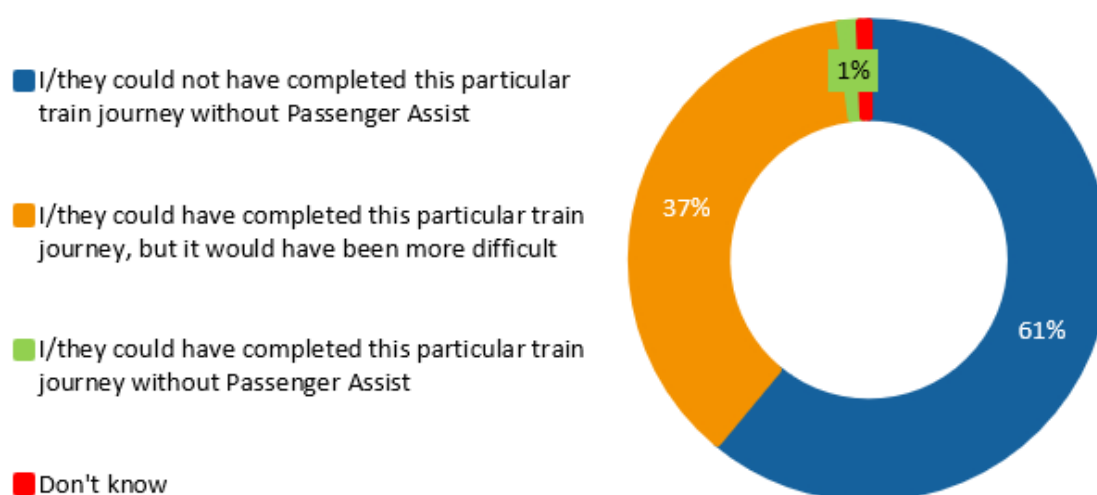
Overall, satisfaction with the process of using Passenger Assist, from booking assistance to receiving assistance at the station, continues to be high, with 87% reporting that they are satisfied in 2023-2024. This is lower than the 90% who reported that they were satisfied in 2022-2023, but consistent with satisfaction levels seen from 2018-2022 (85% to 87%). However, while the vast majority are satisfied, it is notable that 8% are dissatisfied with the whole process of booking and receiving assistance, a figure which has also remained consistent with previous years.

**Figure 1.1, Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? (Unweighted sample base sizes in brackets)**



The importance of Passenger Assist continuing to meet the needs of its users is underlined by the proportion of those receiving assistance who state that they could not have completed their journey without it. Sixty one percent of users who were met by a member of staff to deliver assistance report that they could not have completed their journey without it.

**Figure 1.2, We are keen to know how helpful you/your companion found Passenger Assist in terms of making the train journey possible or simply more convenient. Which of the following best describes your/their experience? (Unweighted sample base size: 8,079)**



The proportion who state that they could not have completed their journey without Passenger Assist is higher still among those travelling with a carer or someone else who can assist them (76%), those with a non-visible disability (70%), and mobility aid users<sup>2</sup> (82%). Those booking six or more different types of assistance were also more likely to state this (75%).

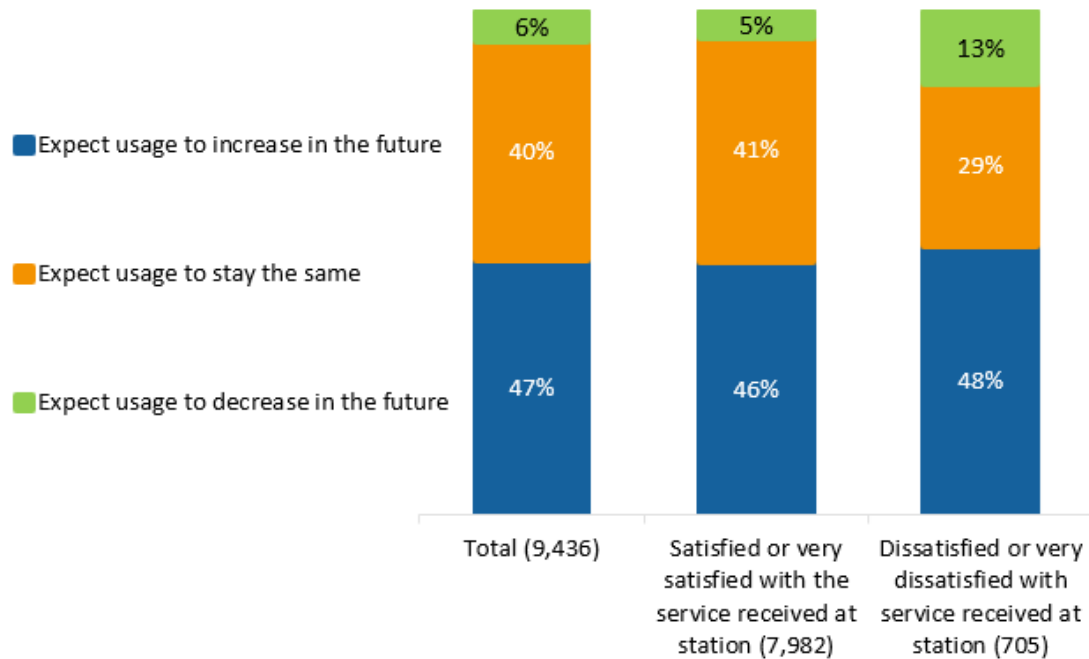
Users aged 16 to 24 (72%), 25 to 34 (71%) or 35 to 44 (70%), and those who were travelling to commute (75%) were also more likely to state that they could not have completed their journey without Passenger Assist.

The importance of Passenger Assist is further evidenced by the high proportion who plan to either increase or maintain the same usage of Passenger Assist in the future. Eighty seven percent of users expect their usage of Passenger Assist to increase or stay the same, with the proportion expecting their usage to increase rising from 44% to 47% from 2022 to 2023. This reinforces the importance of the continuation and improvement of Passenger Assist as a service.

Crucially, the proportion of users who expect their usage of Passenger Assist to increase is similar regardless of how satisfied they were with the service they received on the journey in question. Almost half (48%) of those who are dissatisfied with Passenger Assist expect their usage to increase, compared to 46% of those who are satisfied with it. This suggests that many of those who are dissatisfied with Passenger Assist are reliant on it, highlighting the need to make improvements to ensure that their needs are met on future journeys, and they don't continue to experience issues with the service received.

<sup>2</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

**Figure 1.3, How do you expect your/your companion's usage of Passenger Assist to change going forward?**  
Shows results for total sample and split by whether they were satisfied or dissatisfied with the service received. (Unweighted sample base sizes in brackets)

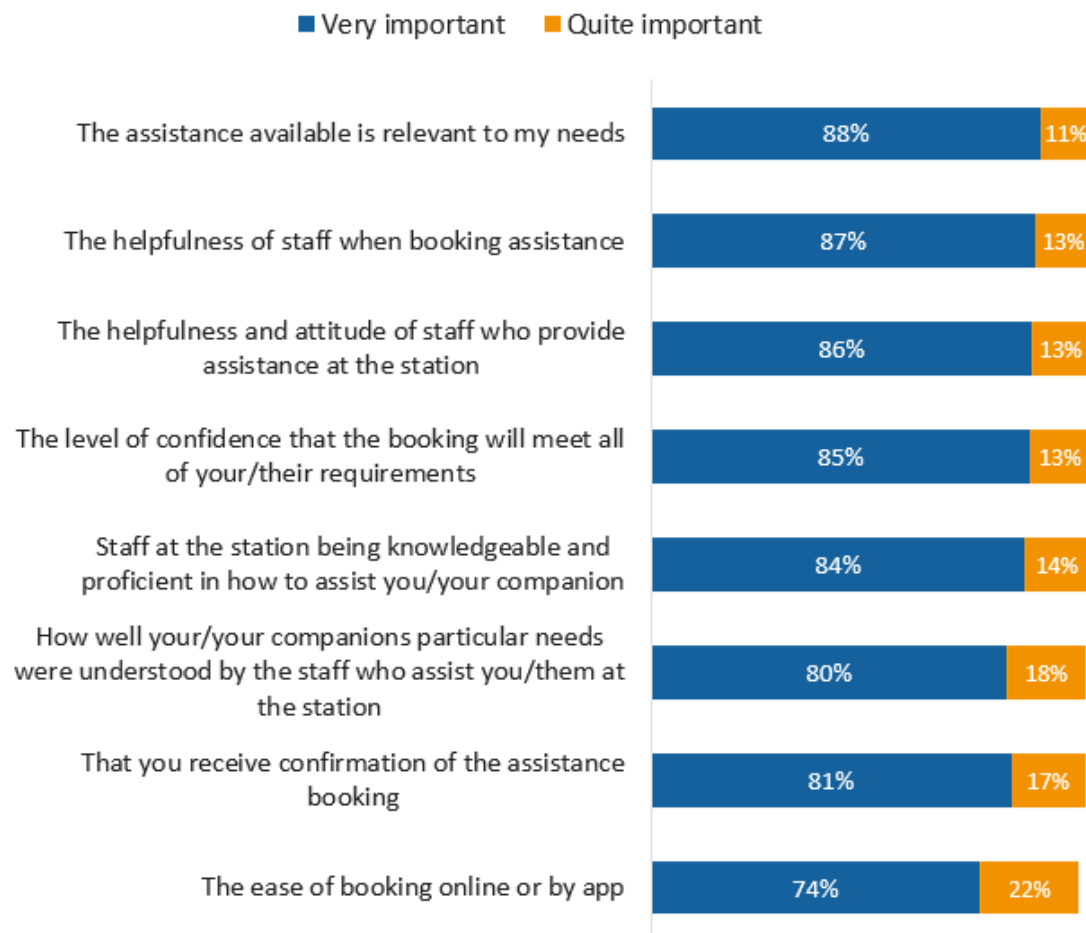


When looking at the ways in which Passenger Assist is delivered, almost all users believe it is quite or very important that:

- Assistance available is relevant to their needs (99%)
- Staff are helpful when booking and providing assistance (99%)
- They as a user can be confident that their requirements will be met (99%)
- Staff are knowledgeable and proficient in how to assist them (99%)
- Their needs are understood by staff who assist them (98%)
- They receive confirmation of the assistance booking (98%)
- Booking online or by app is easy (96%)

It is therefore essential that all of these requirements are met in the delivery of Passenger Assist. However, there are some aspects which are more likely than others to be considered 'very important'. Assistance being relevant to their needs (88%), staff being helpful when booking (87%) and providing assistance (86%), and confidence that their requirements will be met (85%), being the most important aspects.

**Figure 1.4, How important or unimportant are the following to you/your companion? (Unweighted sample base size: 9,436)**

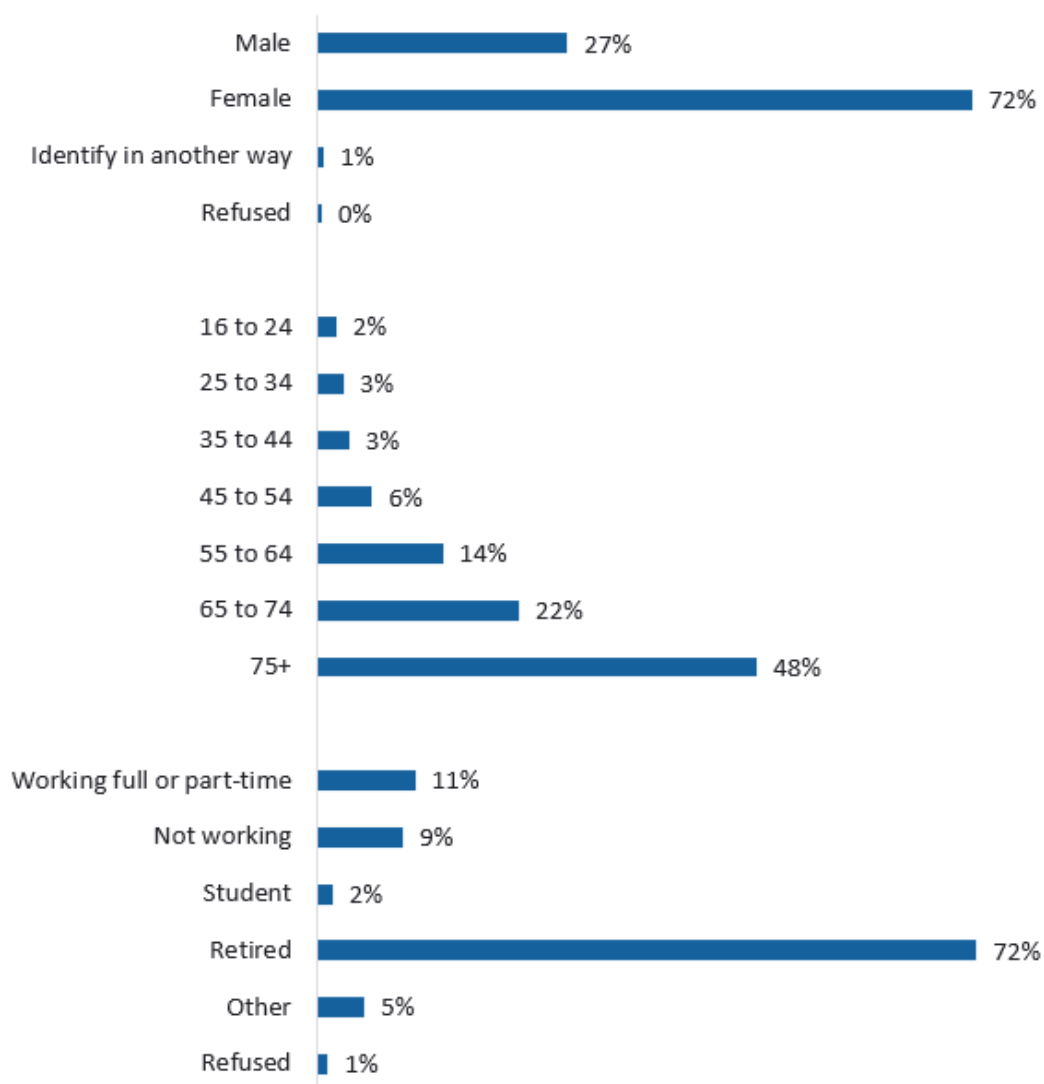




## Section 2: Who is using Passenger Assist?

The vast majority (88%) of surveyed users of Passenger Assist in 2023-2024 are 50 or over and 72% are female. Seven in ten (72%) are retired, 11% work full or part-time, 9% are not working and 2% are students.

**Figure 2.1, Are you/your companion...? / How old are you/your companion? / Which of the following best described your/your companion's current circumstances? (Unweighted sample base size: 9,436)**



The proportion of surveyed users aged 75 or over has increased from 43% to 48% from 2022-2023 to 2023-2024, however this returns the proportion of surveyed users within this age bracket to the level seen in 2021-2022 (48%). The proportion had been steadily rising from 2017-2018 (40%) to 2019-2020 (43%), before falling to 29% in 2020-2021, likely due to the COVID-19 pandemic.

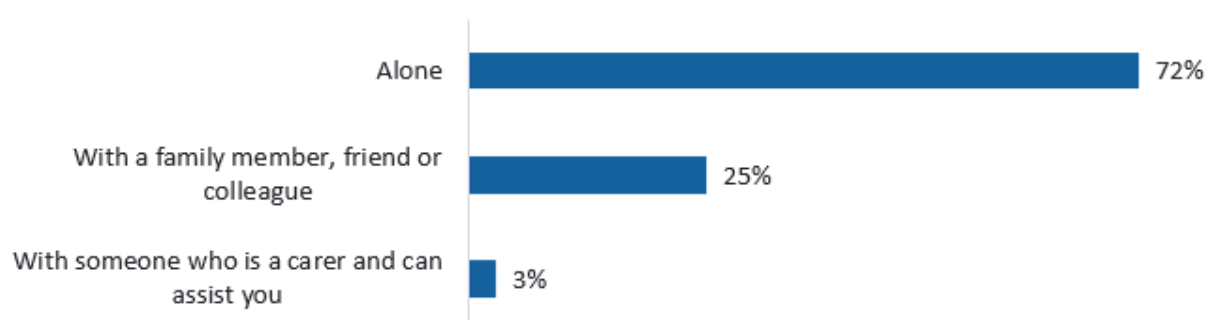
Seventy eight percent of those answering the survey were answering on their own behalf and 22% were answering as a companion who had assisted the person requiring assistance in their booking and/or their journey. Those who were answering as a companion were not asked questions about

the journey experience unless they had travelled on the journey, or were able to answer on behalf of the person who had travelled.

Users with a non-visible disability (35%) were most likely to have a companion answering the survey who had assisted with the booking and/or journey. This includes 54% of those with a communication disorder/disability.

Of those answering on their own behalf, seven in ten (72%) made their journey alone, 25% with a family member, friend or colleague, and 3% with a carer or someone who could assist them.

**Figure 2.2, Were you travelling alone or with someone? Users answering on their own behalf. (Unweighted sample base size: 7,342)**



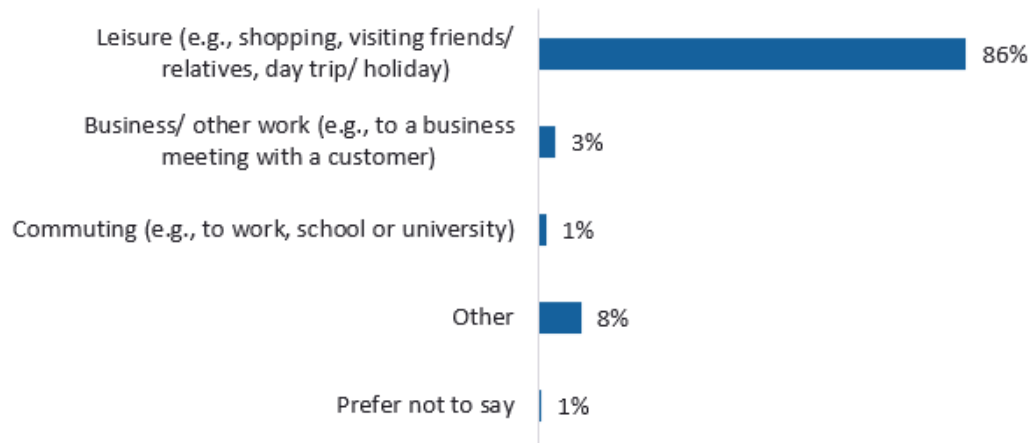
Respondents who require a wheelchair or mobility aid<sup>3</sup> were less likely than others to travel alone (52%) and more likely to travel with a family member, friend or colleague (39%) or carer (9%). Travelling alone was also less common among respondents aged 25 to 34 (60%), 35 to 44 (51%) or 45 to 54 (62%), and male users (54%). Those who travelled at the weekend were also less likely to be travelling alone (68%) than those travelling during a weekday (73%).

Most respondents (86%) made their journey for leisure reasons, with 3% travelling for business and 1% for commuting. Younger users were more likely to be commuting, with 9% of those aged 16 to 24 and 6% of those aged 25 to 34 travelling for this reason, while those aged 75 or over were most likely to be travelling for leisure (91%).

It should however be noted that as users were only contacted to complete the survey a maximum of two times across the year, regular users would only be able to complete the survey about two of their journeys during the survey period at most, and not every journey taken.

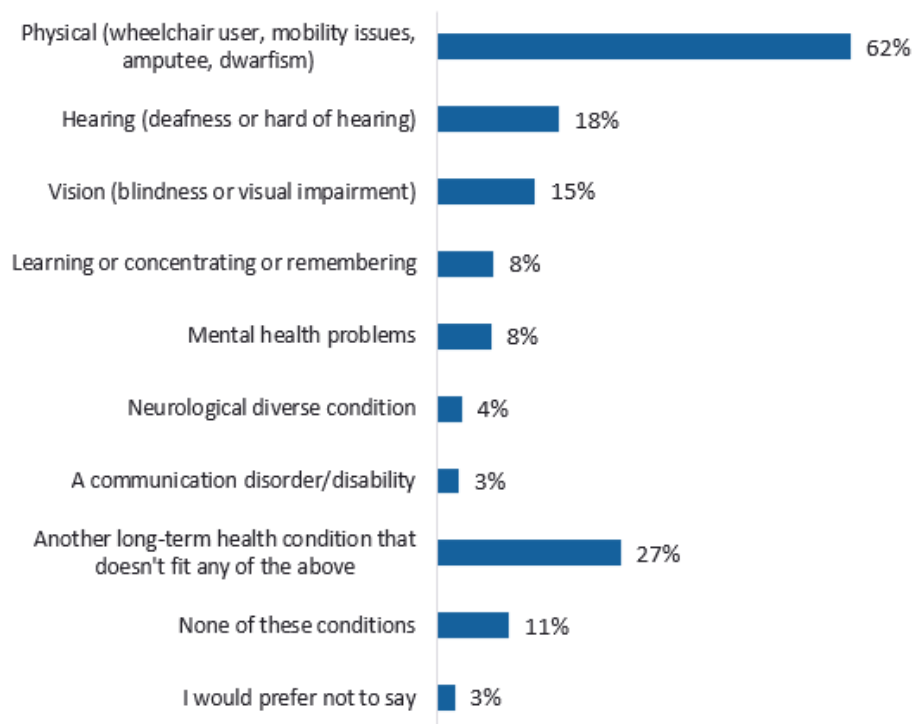
<sup>3</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

**Figure 2.3, What was the main purpose of the journey? Respondents who were the person receiving assistance, and companions who were travelling with the person receiving assistance or were able to answer questions about the journey on their behalf. (Unweighted sample base size: 9,098)**



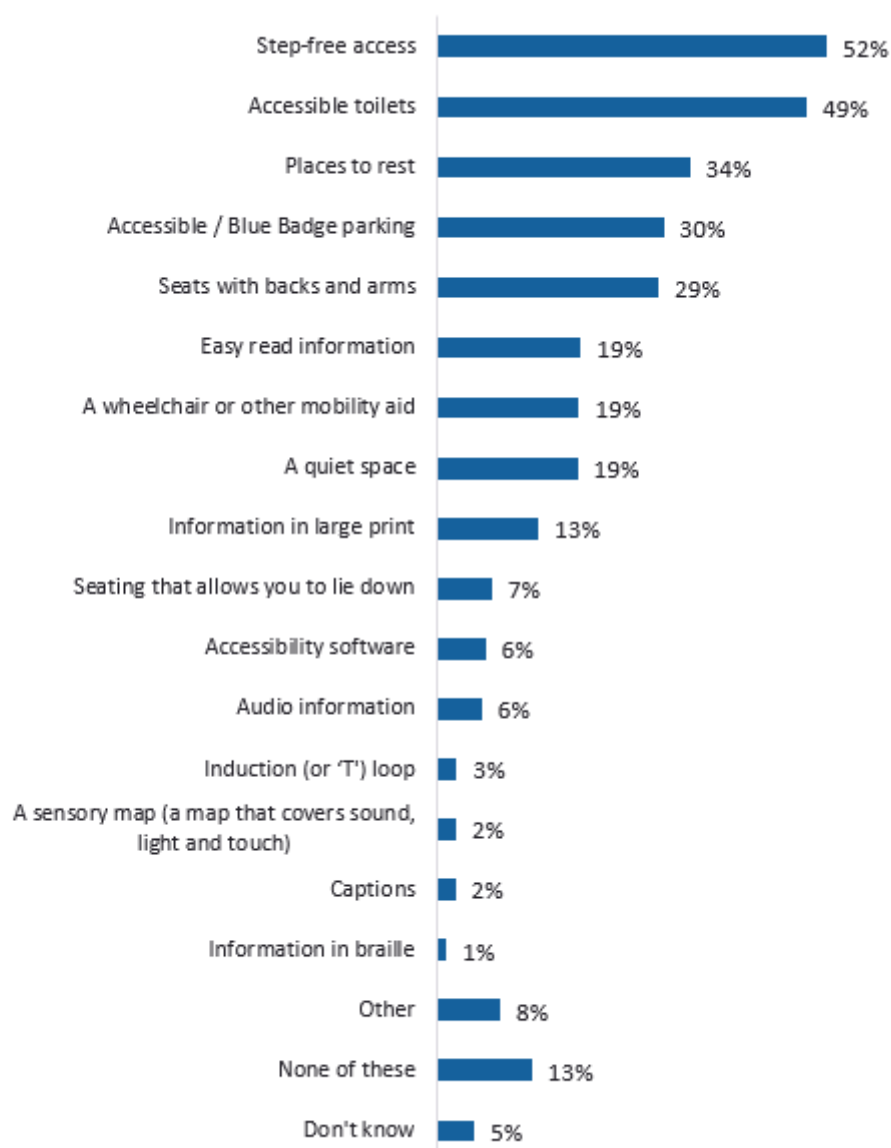
Users of Passenger Assist have a range of disabilities/conditions, and not all have any specific condition or disability. Physical disabilities are most common, with 62% stating they have a physical condition. Sixteen percent had some form of non-visible disability. Given the importance to users that Passenger Assist be delivered in a way that meets their specific needs, it must be ensured that staff are able to deliver Passenger Assist in ways which meet the varying requirements of its users.

**Figure 2.4, Do you/your companion have any of the following long-standing physical or mental health conditions? (Unweighted sample base size: 9,436)**



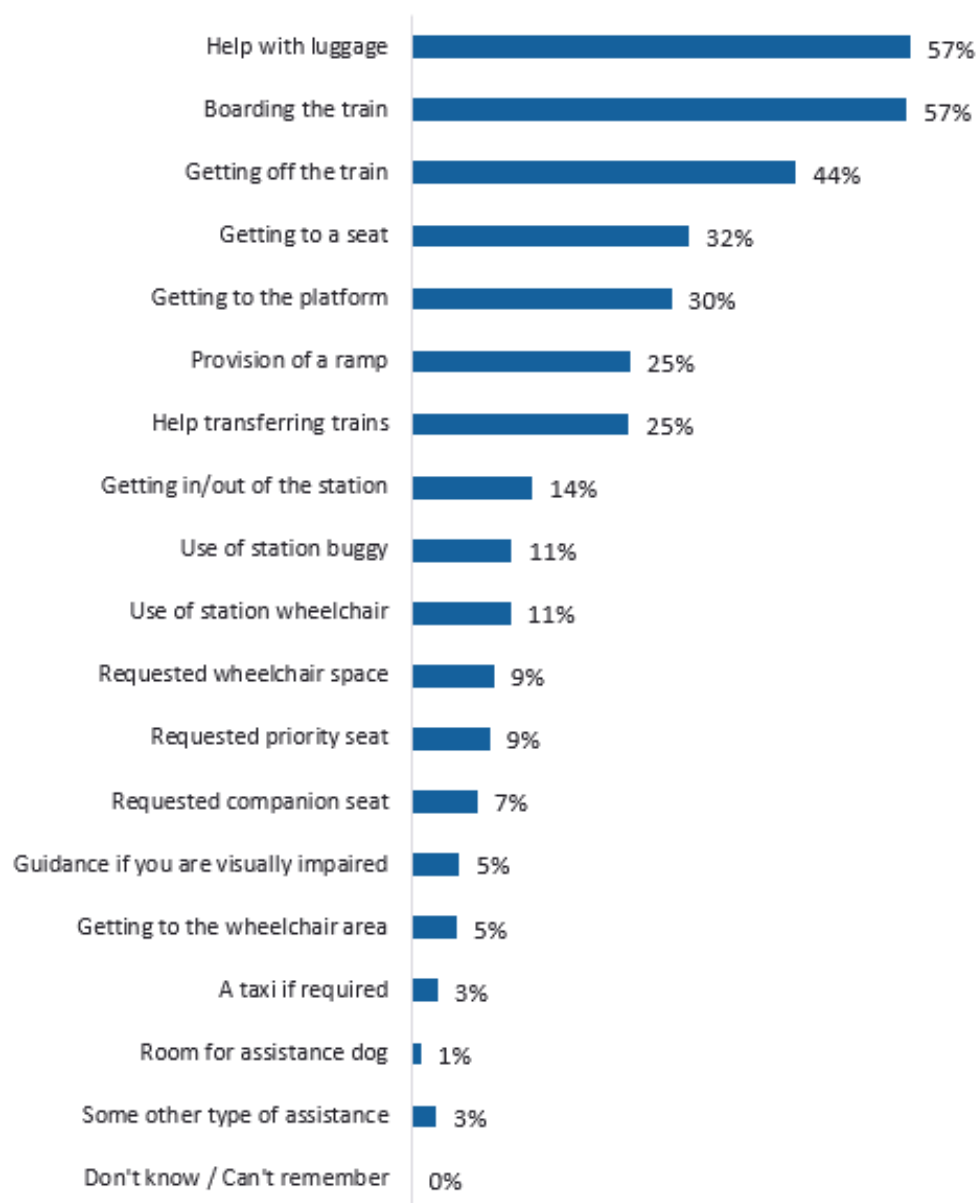
As well as being asked what disability or condition they have, users were asked what types of assistance or adaptations would help to make their passenger experience more comfortable and/or accessible – using the social model of disability. A range of adaptations were identified, with step-free access (52%) and accessible toilets (49%) the most common.

**Figure 2.5, And in addition to the assistance you requested via Passenger Assist, which, if any, of the following would help make your/their passenger experience more comfortable/accessible? (Unweighted sample base size: 9,436)**



A range of assistance types can be booked by those using Passenger Assist. Surveyed users had most commonly booked assistance with their luggage (57%), boarding the train (57%) and getting off the train (44%). A small number had booked forms of assistance that may not have required interaction with a member of staff, such as requesting a priority seat (9%) or companion seat (7%), however only 0.2% had booked only these types of assistance, with almost all users requiring another form of assistance as well.

**Figure 2.6, Which of the following types of assistance did you request at the station? (Unweighted sample base size: 9,436)**



Those who requested a wheelchair space (82%), assistance getting to the wheelchair area (83%), or provision of a ramp (81%) are the most likely to say that they couldn't have completed their journey without Passenger Assist, highlighting the particular importance of the provision of Passenger Assist to those who need these assistance types.

Those who travelled alone were more likely to have booked assistance with luggage (66% vs. 57%), assistance getting to a seat (36% vs. 32%) and help transferring trains (29% vs. 25%), than the overall sample. Meanwhile those who travelled with a carer were more likely to request a wheelchair space (40% vs. 9%) or provision of a ramp (71% vs. 25%) than the overall sample. This demonstrates the ways in which the requirements of Passenger Assist can vary for different passengers and the contexts of their journeys, and the need for staff to be adaptable to provide services for these differing circumstances.

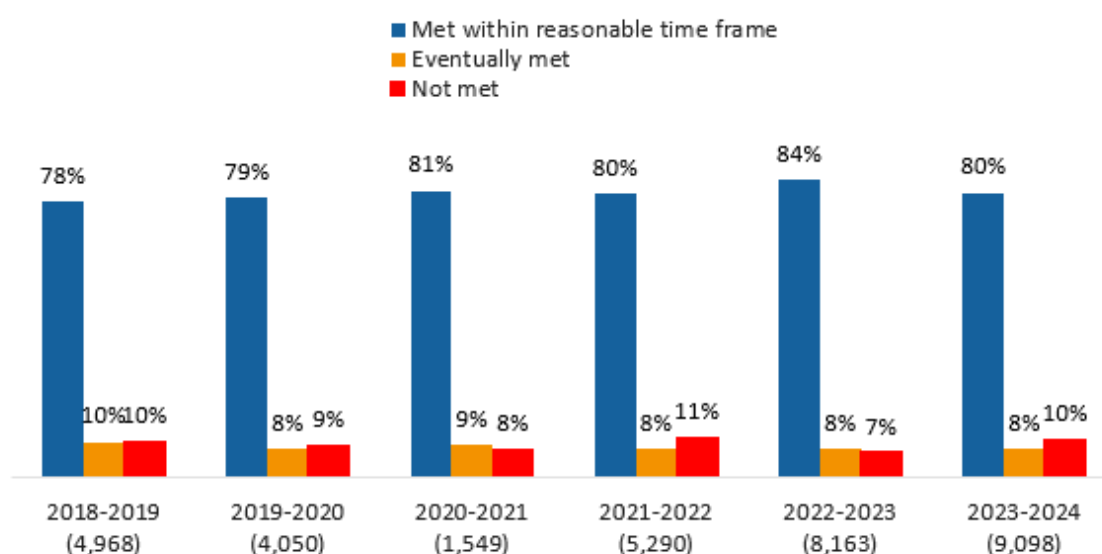
Those who have a non-visible disability (48%) or a hearing condition (49%) are more likely to have booked four or more forms of assistance than the overall sample (42%), which could make the process of delivering assistance more complex.

## Section 3: Assistance delivery

A key metric for the measuring of the Passenger Assist service is whether the user was met within a reasonable timeframe to receive their assistance. Users were asked about their experience at one station that they travelled through on their journey. In 2023-2024, 80% of users were met at the station in question. This marks a significant decline from 2022-2023, when 84% of users were met within a reasonable timeframe.

The proportion who were not met at all has risen from 7% to 10%.

**Figure 3.1, Was a member of staff there to meet you/your companion within an acceptable timeframe?**  
(Unweighted sample base sizes in brackets)



Users with a non-visible disability (77%) were the least likely to have been met within an acceptable timeframe, with this figure lowest for those with a neurological diverse condition (71%). This could suggest that the processes for ensuring passengers with these conditions are recognised by staff and met are not yet thorough enough to ensure that assistance is provided as it should be. Among those with a non-visible disability, female users (71%) are less likely to be met within a reasonable timeframe than male users (77%). Likewise those with a non-visible disability aged 25 to 29 (68%), 30 to 34 (67%), 35 to 39 (64%) and 40 to 44 (68%) are also less likely to be met within a reasonable timeframe.

Passengers who used stations that they perceived to be unstaffed at some point on their journey were less likely to have been met (69%), as were those who experience disruption on their journey (71%). Furthermore, users receiving assistance at smaller stations were least likely to have been met within a reasonable timeframe, with 55% of those from category F stations<sup>4</sup> being met to receive assistance, along with only 71% of those from category E stations. Those who received assistance at a category F station and perceived that the stations they travelled through were unstaffed were similarly likely to state they were met to receive assistance (55%) than those who did not perceive

<sup>4</sup> See Appendix D for detail on definition of station categories

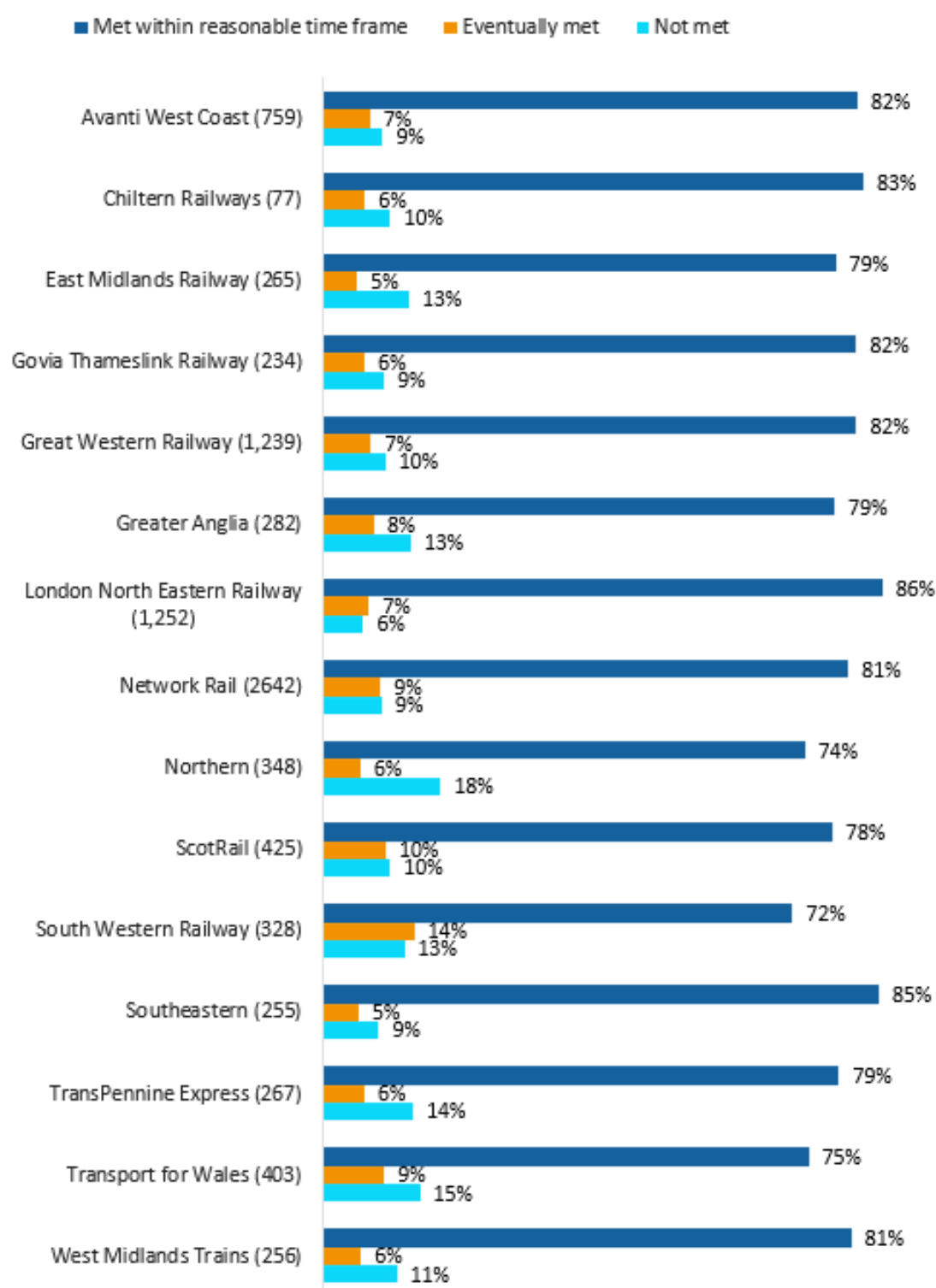
the stations to be unstaffed (54%). However those travelling through a category E station were less likely to say they were met in a suitable time when they perceived that the stations they travelled through were unstaffed (50%), then when they did not (80%). This suggests that the experience of station by size is to a degree influenced by whether or not the passenger perceived stations used on their journey to be unstaffed.

Those who travelled in the evening or overnight were less likely to be met than those travelling between the hours of 5am and 4pm. Seventy seven percent of those leaving/arriving the station between 4pm and 5am were met, compared to 83% of those leaving/arriving between 5am and 10am, and 80% of those leaving/arriving between 10am and 4pm.

Some SFOs performed better than others with regard to this metric. Passengers travelling through stations managed by London North Eastern Railway (86%) or Southeastern (85%) were most likely to have been met in a reasonable timeframe. Those using stations managed by Transport for Wales (75%), South Western Railway (72%) or Northern (74%) were least likely to have been met in a reasonable timeframe.



**Figure 3.2, Was a member of staff there to meet you/your companion within an acceptable timeframe?**  
(Unweighted sample base sizes in brackets)



Passengers highlight a range of circumstances in which they have not been met, sometimes when journeys have been delayed but in others when trains have been running to schedule. In some

instances, passengers are only able to continue their journeys due to help from other train staff or passengers.



"Recently our train was delayed, came in on a different platform and left seven minutes to get to the next train two platforms away. Although Passenger Assist (PA) had been booked no one met us. We had to go in the lift on our own with luggage and my husband had to walk down a lot of steps. The train was in. I spoke to the railway official on the platform and he told us that he had been there with a wheelchair to meet my husband it was only a two coach train, so I suspect he went to the original platform. I discovered that he had cancelled the PA for the rest of the journey for no show! Luckily this information was not acted upon by our final destination station." Male, 75+, multiple disabilities



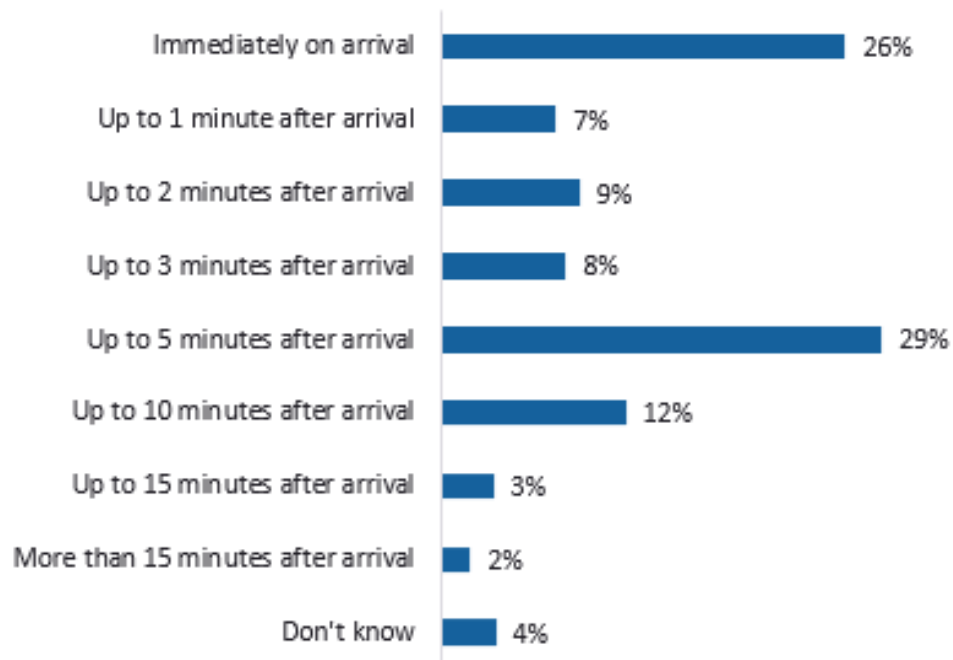
"The service usually works well but there have been some occasions when I am not met upon arrival at the platform in the destination station. For example, I was supposed to be met on the platform at [arrival station] on the travel date but had to be guided by the conductor since the particular member of staff assigned to me was unavailable. Also, when I arrive at [departure station] to start a journey, I am usually never met by a member of staff who is aware that I have booked assistance. I often need the assistance of other passengers to attract the attention of staff to whom I then have to explain that I have booked assistance. They never seem to know this in advance." Male, 60 to 64, visual and hearing disabilities



"When it works it is amazing. Sometimes there has not been anyone to help which is terrible and distressing. Bit worrying never being sure. When the train is very full it can't work properly because of lack of space to reach me and luggage space." Female, 75+, multiple non-visible disabilities

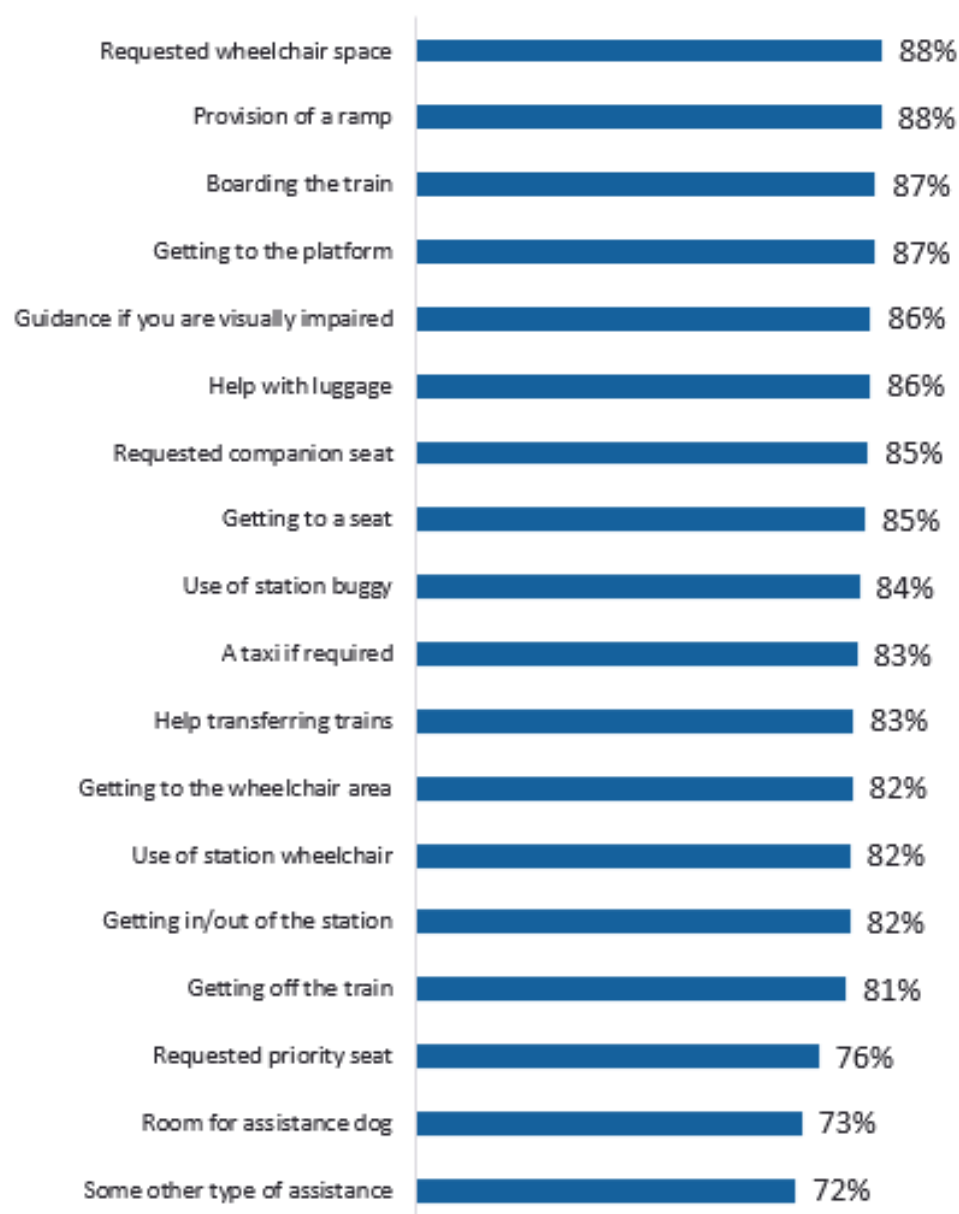
Passengers were also asked what they considered to be meant by a 'reasonable timeframe'. Just over a quarter (26%) consider reasonable to mean being met immediately on arrival, and only 17% state that it means being met after five minutes, with 12% saying up to ten minutes, 3% up to 15 minutes, and 2% over 15 minutes. The average amount of time considered reasonable is 4 minutes. This rises to 5 minutes among those who were met but didn't believe that they were met in a reasonable timeframe.

**Figure 3.3, Thinking specifically about the time taken to be met by staff when using Passenger Assist, what do you consider a reasonable timeframe? (Unweighted sample base size: 9,436)**



Users who were met by a member of staff, either within a reasonable timeframe or eventually, were then asked which of the assistance types that they had booked they actually received. When combined with those who weren't met at all, it was found that the proportion who received each assistance type varied between 72% and 88%. The assistance types that were most likely to be received were a wheelchair space being booked (88%), provision of a ramp (88%), and being given assistance getting to the platform (87%). There was a notable gap in delivery when it came to the provision of room for an assistance dog with only 73% of those who requested this assistance type receiving it, and with the request for a priority seat, which was only received in 76% of cases in which it was booked.

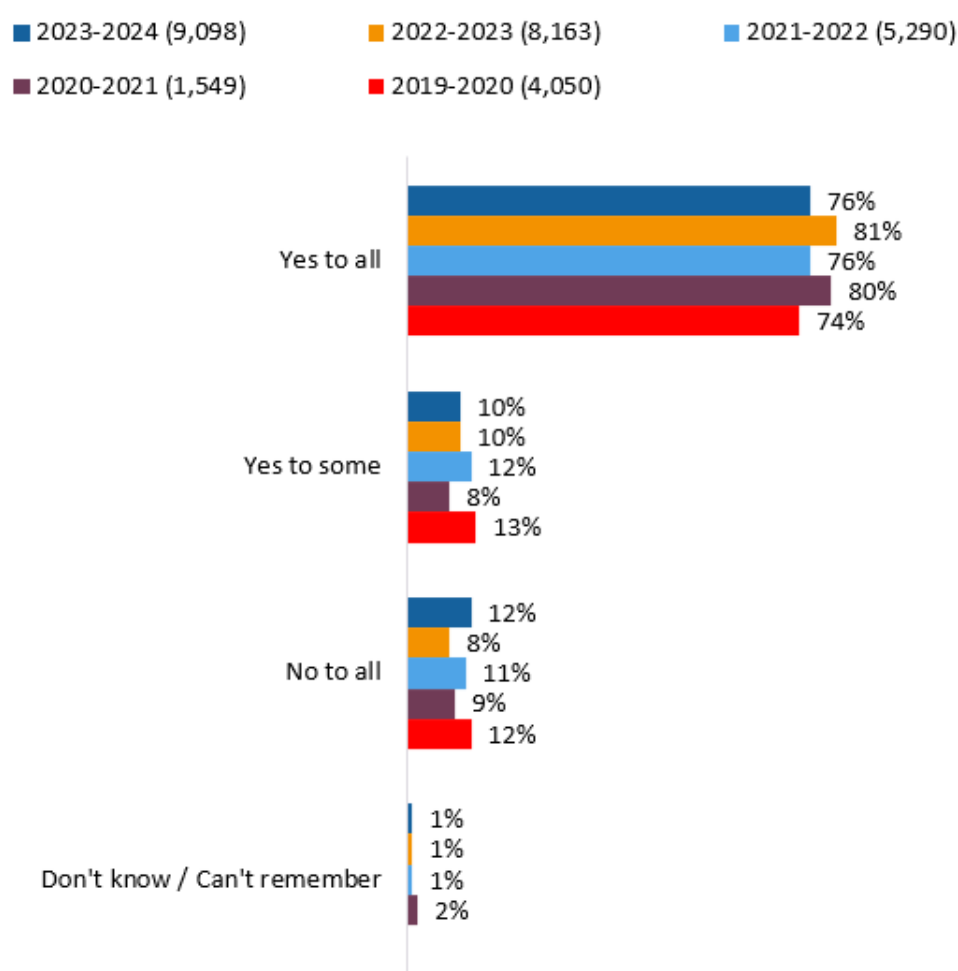
Figure 3.4, And did you/your companion receive the following assistance you booked? Shown as a proportion of those who booked each assistance type. (Unweighted sample base size: 9,436)



In total, only three quarters (76%) of surveyed users of Passenger Assist in 2023-2024, when taking into account those who were not met and therefore received none of the assistance they had booked, received all of the assistance types they had booked. This has also declined from 2023-2024, when 81% reported that they had received all assistance types that they booked. Meanwhile the proportion not receiving all assistance types has risen from 8% to 12%.

This is largely driven by a fall in the proportion who were met to receive assistance in the first place, as the proportion of those who received assistance, among those who were met, has only fallen from 88% to 87% year-on-year. Therefore the key area for improvement is in ensuring those who have booked assistance are met in the first place.

**Figure 3.5, And did you/your companion receive the following assistance you booked? Showing the proportion who received all/some/none of the assistance booked, including those who weren't met by a member of staff and therefore received none of the assistance that they booked. (Unweighted sample base sizes in brackets)**



Surveyed users with a non-visible disability (72%), and particularly those with a neurological diverse condition (65%), were least likely to receive all types of assistance that they booked. Additionally, the more assistance types booked, the less likely the passenger was to receive all of the assistance types they booked. Only 67% of those booking six or more assistance types at the station they were

responding to the survey in relation to, received all of the assistance types that they had booked, compared to 81% of those who only booked one type. There is also a difference by gender, with female users less likely to receive all assistance types (76%) than males (80%). This difference becomes even more stark when looking at those with a non-visible disability, as only 69% of female users with a non-visible disability report receiving all assistance, compared to 77% of male users with a non-visible disability.

Users who were receiving assistance at a smaller station were less likely to receive all assistance types than those travelling through a larger one – only 57% of those receiving assistance at a category F station<sup>5</sup> received all of the assistance they booked. Those who travelled through stations they perceived to be unstaffed at some point on their journey were less likely to have received all assistance (65%) than those who hadn't (79%).

Those who travelled through the station they were receiving assistance at between 4pm and 5am (74%) were also less likely to receive all assistance types that they booked. Those who experienced disruption on their journey were less likely to receive all the assistance types they booked (65%) than those who didn't (80%), and were also more likely to receive none of the assistance that they had booked (18% compared to 10%).

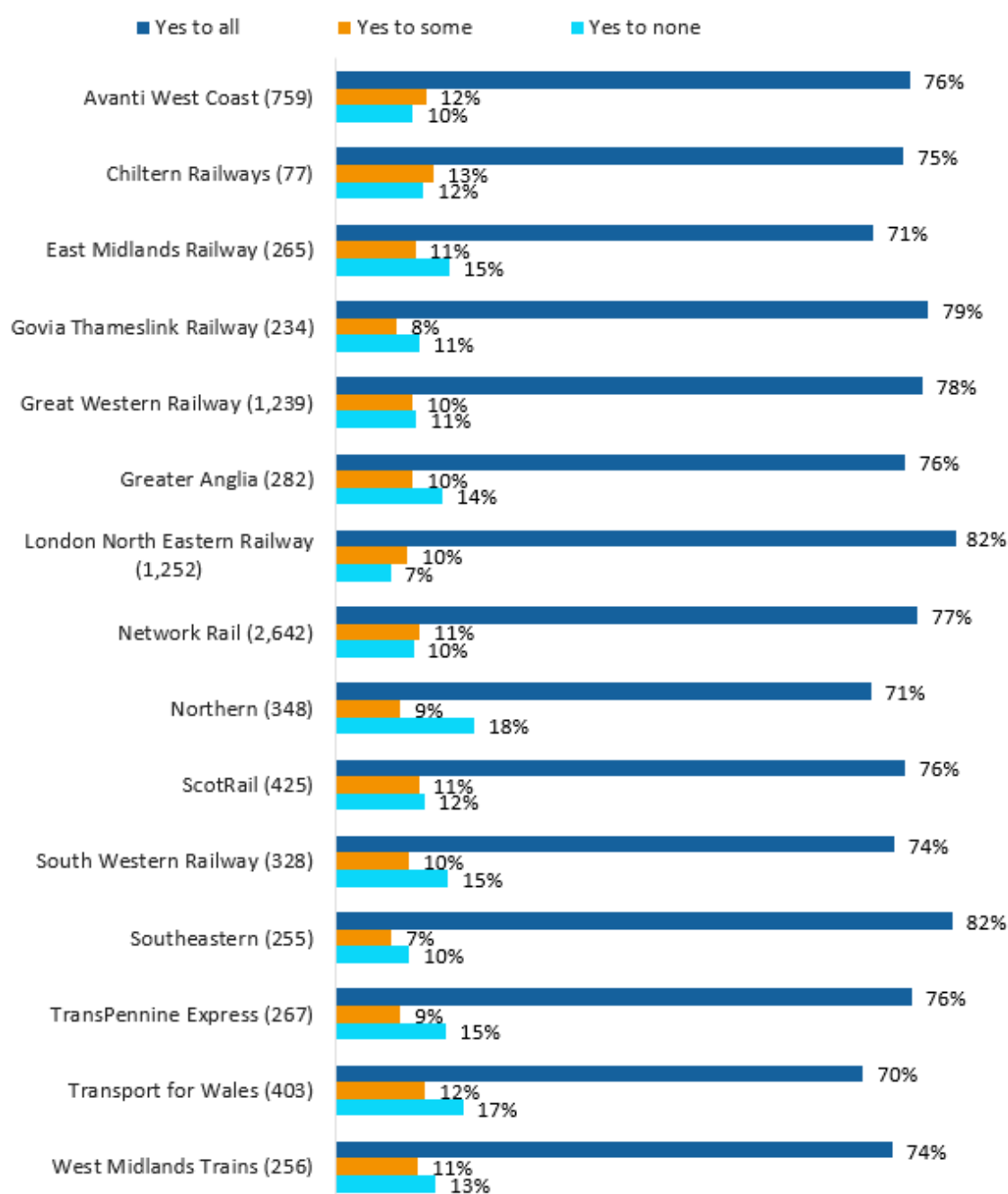
Where users had booked by email, they were also less likely to receive all the assistance types they booked (71%), suggesting that the process for confirming all assistance types required via email may need improvement.

Whether all assistance types were received also varied by the SFO managing the station in question. Those travelling through a station managed by London North Eastern Railway (82%) or Southeastern (82%) were most likely to say that they received all of the assistance types they booked. Those travelling through a station managed by East Midlands Railway (71%), Northern (71%) or Transport for Wales (70%) were least likely to say this.

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<sup>5</sup> See Appendix D for detail on definition of station categories

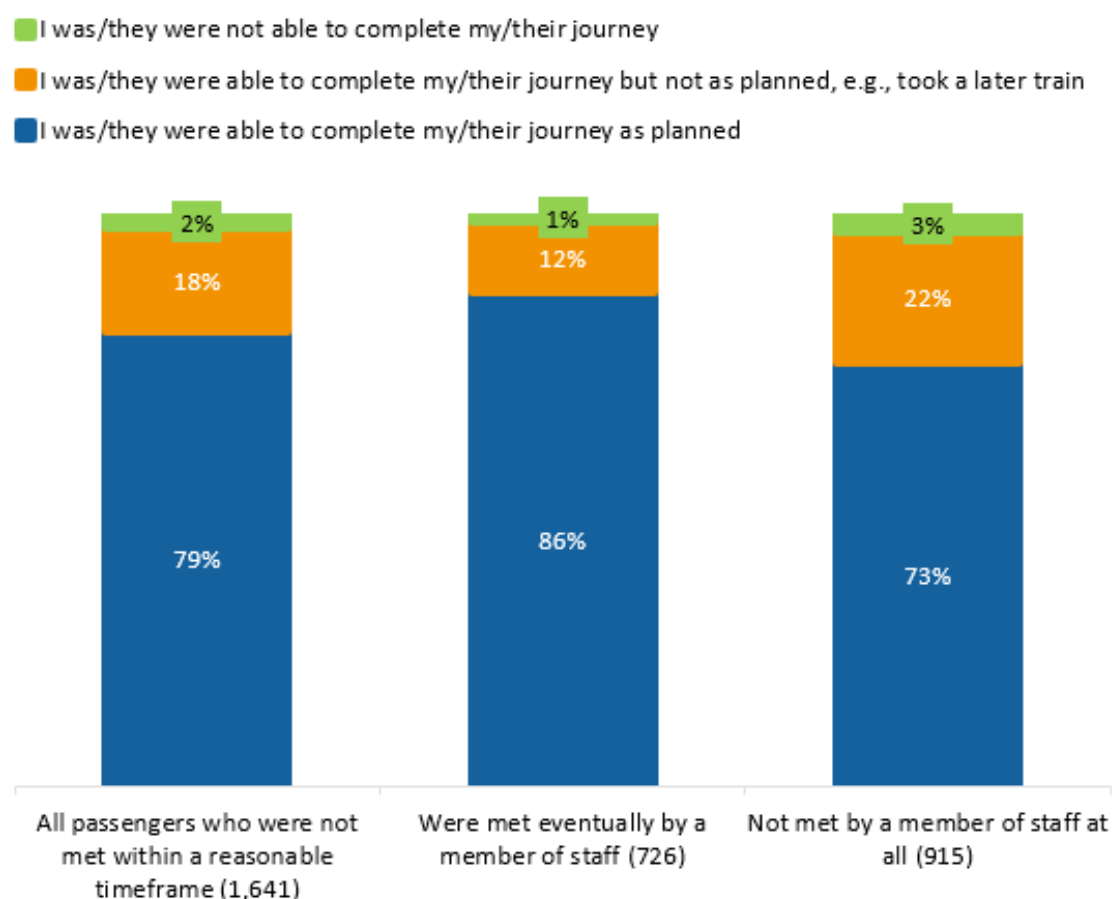
**Figure 3.6 And did you/your companion receive the following assistance you booked? Showing the proportion who received all/some/none of the assistance booked, including those who weren't met by a member of staff and therefore received none of the assistance that they booked. (Unweighted sample base sizes in brackets)**



Of those who weren't met by a member of staff within a reasonable timeframe, 79% were still able to complete their journey as planned, 18% were able to complete their journey but not as planned, and 2% were not able to complete their journey. However the proportion who were able to

complete their journey as planned is only 73% for those who weren't met at all by a member of staff, compared to 86% among those who were met, but not within a reasonable timeframe.

**Figure 3.7, Did this delay affect you/your companion being able to get to your final destination? Users who were not met to receive assistance within a reasonable timeframe. (Unweighted sample base size: 1,641)**



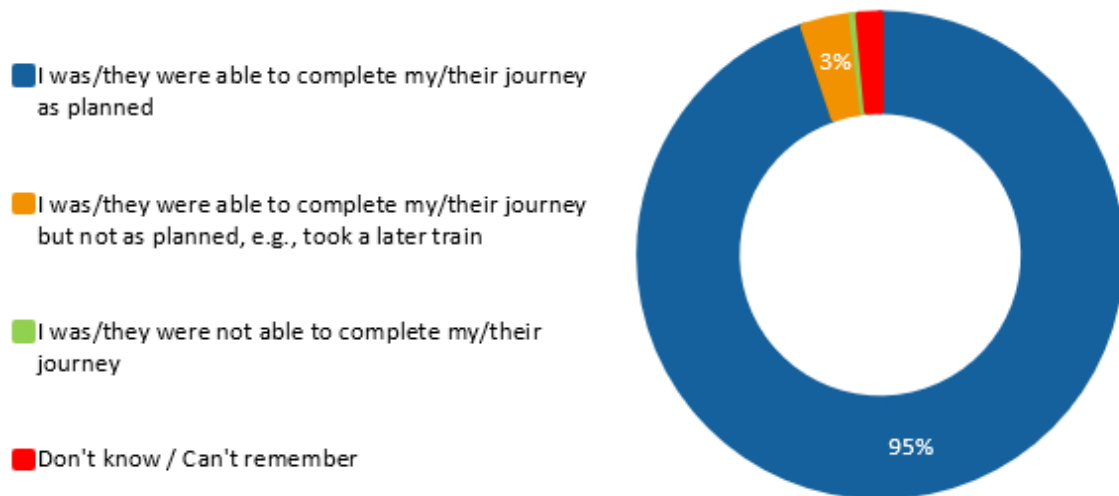
Some passengers were disproportionately impacted by not being met to receive assistance. Of those who were not met to receive assistance, only 72% of those with a non-visible disability were able to complete their journey, including only 65% of those with mental health problems.

Furthermore, where assistance was received at an interchange station, the impacts were also greater, with 70% of those who didn't receive the assistance required at an interchange station being able to complete their journey as planned, compared to 77% of those reporting that they didn't receive assistance within a reasonable timeframe at the final arrival station on their journey, and 82% of those who didn't receive assistance at the departure station for their journey.

When looking at these results in the context of all surveyed users of Passenger Assist, it means that 95% of all passengers were able to complete their journey as planned, 3% were able to complete their journey but not as a planned, and under 1% were not able to complete their journey at all.



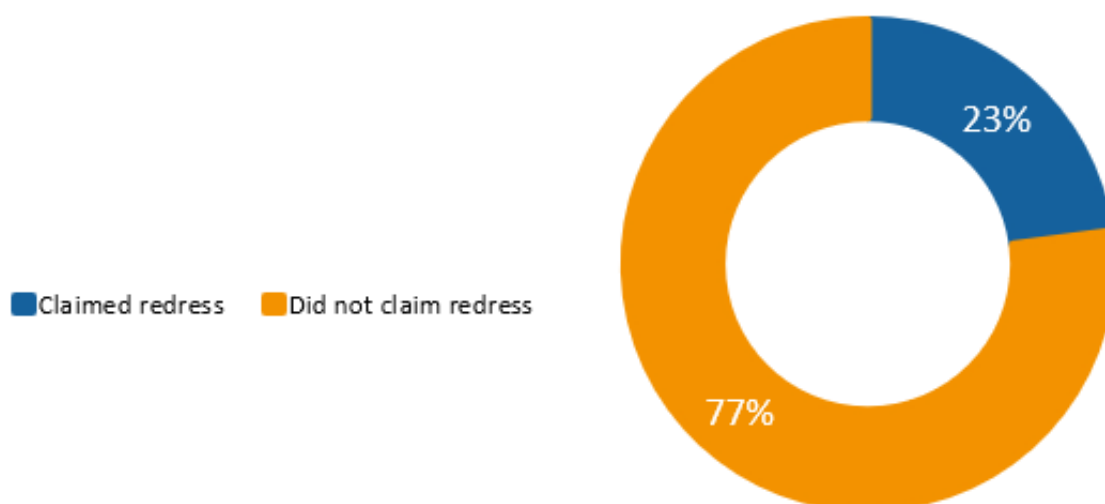
**Figure 3.8, Did this delay affect you/your companion being able to get to your final destination? All users of Passenger Assist. (Unweighted sample base size: 9,098)**



The proportion of passengers who were able to complete their journey as planned was lowest among those travelling through a station managed by Govia Thameslink Railway (92%), Northern (93%) or South Western Railway (92%).

Of those whose journey was delayed or who were unable to complete their journey as a result of not receiving the assistance they had booked, only 23% sought redress, highlighting a potential need for better awareness of the possibility of seeking redress. This aligns with findings from a separate ORR [study](#) on Disabled Passengers' Experience of the Complaints Handling Process.

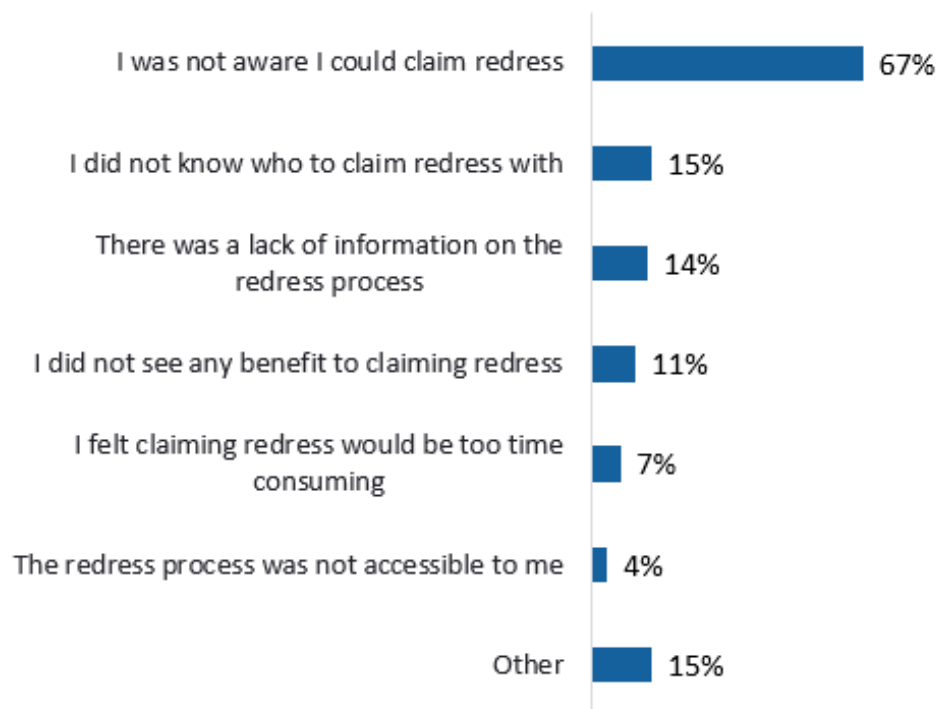
**Figure 3.9, Did you claim redress? Respondents whose journey was not completed as planned or who were not able to complete their journey. (Unweighted sample base size: 455)**



This rose to 30% among those who had experienced disruption such as industrial action on their journey, but was only 12% among those who hadn't, suggesting that the awareness of being able to seek redress may have been partially linked to an awareness of an ability to seek redress due to journey disruption. This highlights that more is needed to be done to highlight the ability of users to seek redress specifically due to not receiving assistance.

Among those who did not seek redress, the most common reason for this was a lack of awareness that the passenger could seek redress (67%), followed by not knowing who to claim with (15%) and a lack of information on the redress process (14%), again emphasising the need for better awareness of the option to claim redress.

**Figure 3.10, Is there a reason why you chose not to claim redress? Users who did not claim redress.**  
(Unweighted sample base size: 347)



## Section 4: Satisfaction with assistance where received

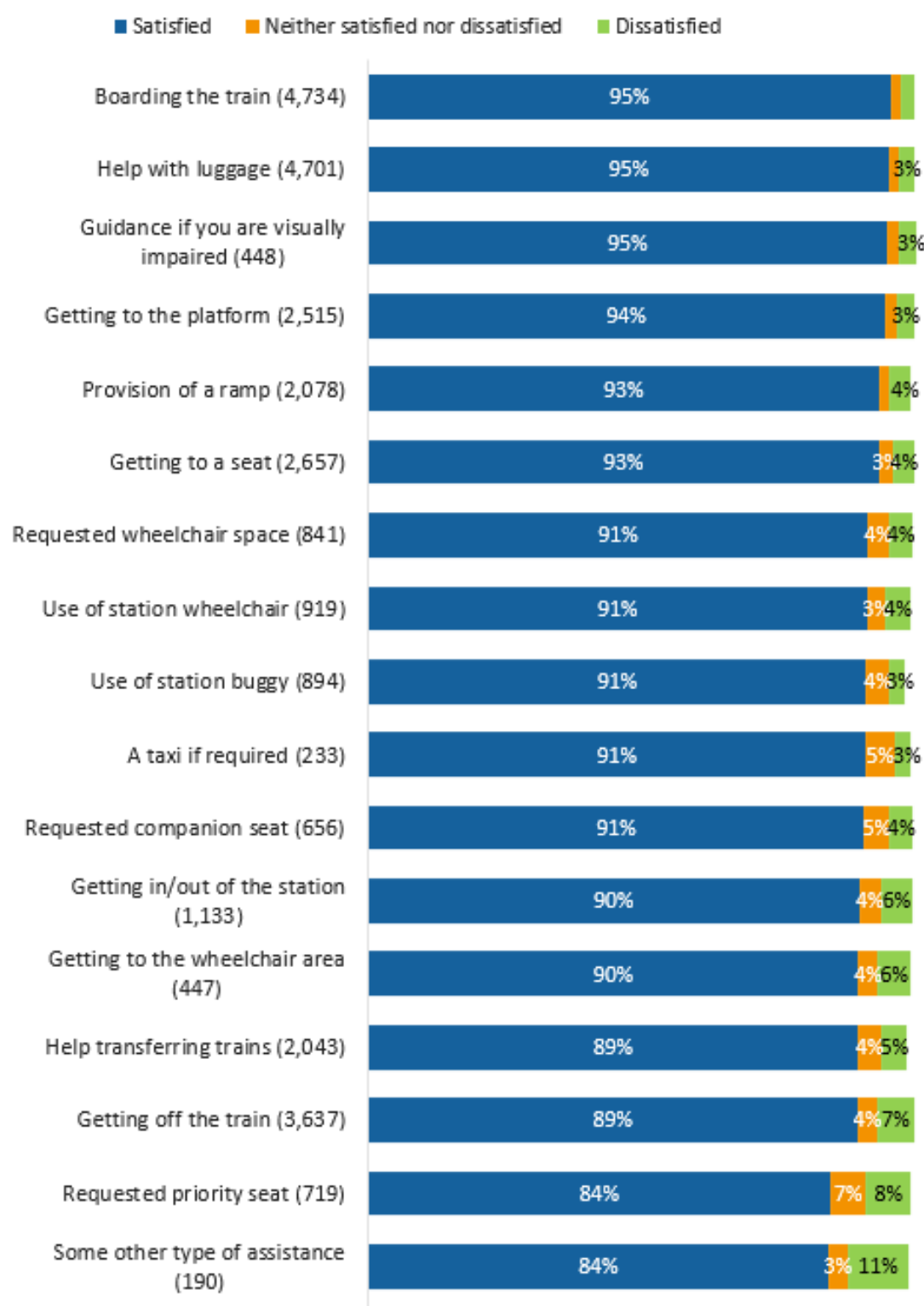
Overall, there has been a decline in the proportion of users of Passenger Assist who state that they were met by staff to receive assistance in 2023-2024, compared to 2022-23.

However, among those who **were met** to receive assistance, satisfaction with how that assistance was delivered has remained high, on a level with previous years.

When looking at the satisfaction with each aspect of assistance received in isolation, the areas of highest satisfaction are with boarding the train (95%, equal with 2022-2023), help with luggage (95%, compared to 96% in 2022-2023) and guidance if the passenger is visually impaired (95% compared to 92% in 2022-2023). Across the majority of assistance types, over nine in ten passengers were satisfied with the service received, however assistance getting off the train (89%), requesting a priority seat (84%), and obtaining room for an assistance dog (74%) did not score as highly. There is some room for improvement, particularly with providing room for an assistance dog and requesting priority seats.

Positively, there has been an improvement year-on-year in the proportion who are satisfied with the provision of a taxi, from 82% to 91%.

Figure 4.1, And how satisfied were you/was your companion with...? Shown as a proportion of users who booked each service and were met to receive assistance (excluding those who selected “Don’t know”). (Unweighted sample base sizes in brackets)

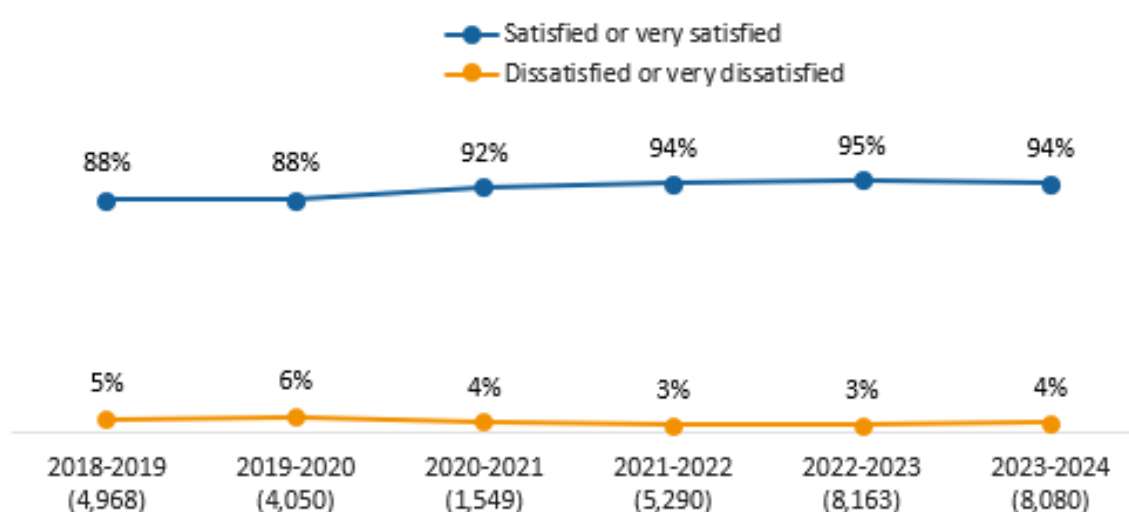


Looking at those who requested the booking of a taxi service as part of the assistance they required, 82% stated that it arrived on time (increasing from 79% in 2022-2023) and 88% were satisfied that it

was a suitable vehicle (the same proportion as in 2022-2023). With the proportion who are satisfied with the provision of a taxi overall rising from 2022-2023 to 2023-2024, this stands out as a key area in which improvements have been seen year-on-year.

Looking at the experience of receiving assistance at the station as a whole, rather than with the delivery of each individual type of assistance requested, 94% of passengers who received assistance were satisfied with the assistance they received at the station, with only 4% dissatisfied. This is consistent with previous years' results, with 95% satisfied in 2022-2023, 94% in 2021-2022, and 92% in 2020-2021.

**Figure 4.2, Overall how satisfied were you/ was your companion with the assistance at the station? Only asked to users who were met by a member of staff to receive assistance. (Unweighted sample base sizes in brackets)**



Crucially, the service does appear to be delivering for many of those who need it most. Among those who could not have completed their journey without Passenger Assist, 95% are satisfied, compared to 74% of those who could have completed their journey without Passenger Assist. Another group who are particularly satisfied were older users (aged 65 or over) without a long-standing physical or mental health condition, 95% of whom are satisfied.

However those with multiple health conditions are less satisfied, with 87% of those with four or more conditions satisfied, highlighting the importance of ensuring staff are trained to give assistance to those with complex needs. Passengers with a non-visible disability are also less likely to be satisfied (91%), as are those who use a wheelchair or other mobility aid<sup>6</sup> (90%). Younger passengers also tend to be less satisfied with the assistance given, with only 85% of those aged 16-24 satisfied with the service they received.

<sup>6</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

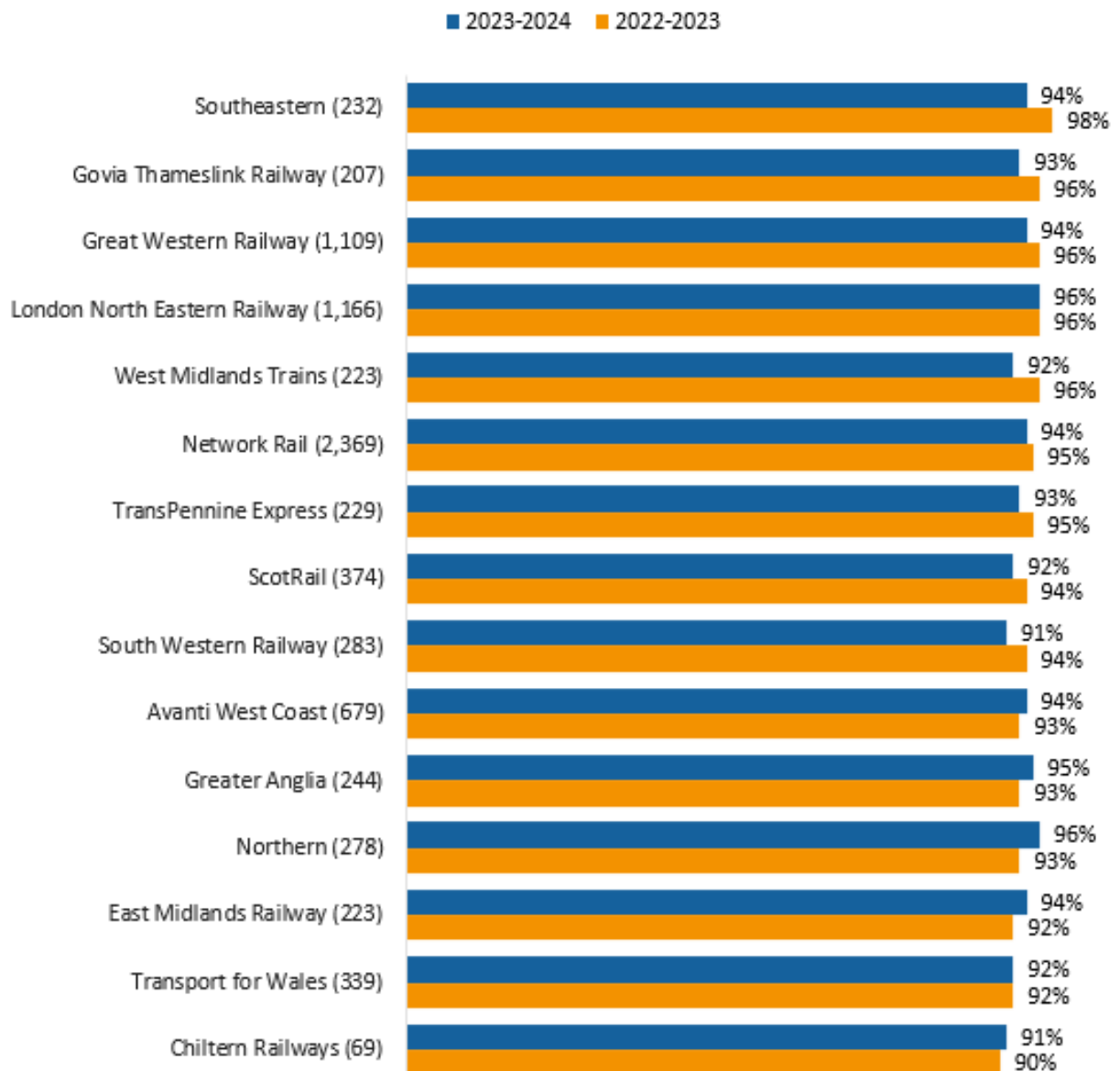
Passengers who perceived that they had travelled through an unstaffed station on their journey (91%) and those who experienced disruption on their journey (90%) are less likely to be satisfied than other passengers, as are those travelling between 9pm and 5am (89%), and those travelling through a category F size station<sup>7</sup> (87%).

Overall satisfaction with the assistance received is lowest among those travelling through a station operated by Chiltern Railways (91%), ScotRail (92%), South Western Railway (91%) or Transport for Wales (92%).

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<sup>7</sup> See Appendix D for detail on definition of station categories

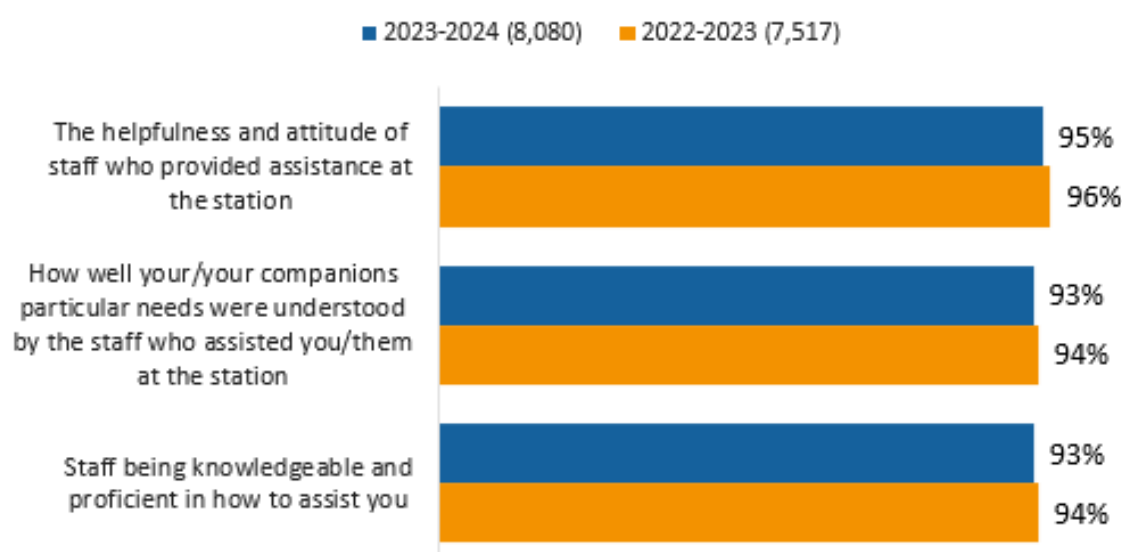
Figure 4.3, Overall how satisfied were you/ was your companion with the assistance at the station? Only asked to users who were met by a member of staff to receive assistance. Showing the proportion satisfied by SFO responsible for managing the station the user received assistance at. (Unweighted 2023-2024 sample base sizes in brackets)





As was the case with satisfaction with the service overall, satisfaction with the customer service that staff provided is also high among those who were met to receive assistance. Ninety five percent are satisfied with the helpfulness and attitude of staff who provided assistance, compared to 96% in 2022-2023, 93% are satisfied with how well their needs were understood by staff, compared to 94% in 2022-2023, and 93% are satisfied with staff being knowledgeable and proficient in how to assist them, compared to 94% in 2022-2023.

**Figure 4.4, Thinking about the assistance at the station, how satisfied were you/they with...? Only asked to users who were met by a member of staff to receive assistance. (Unweighted sample base size 8,080)**



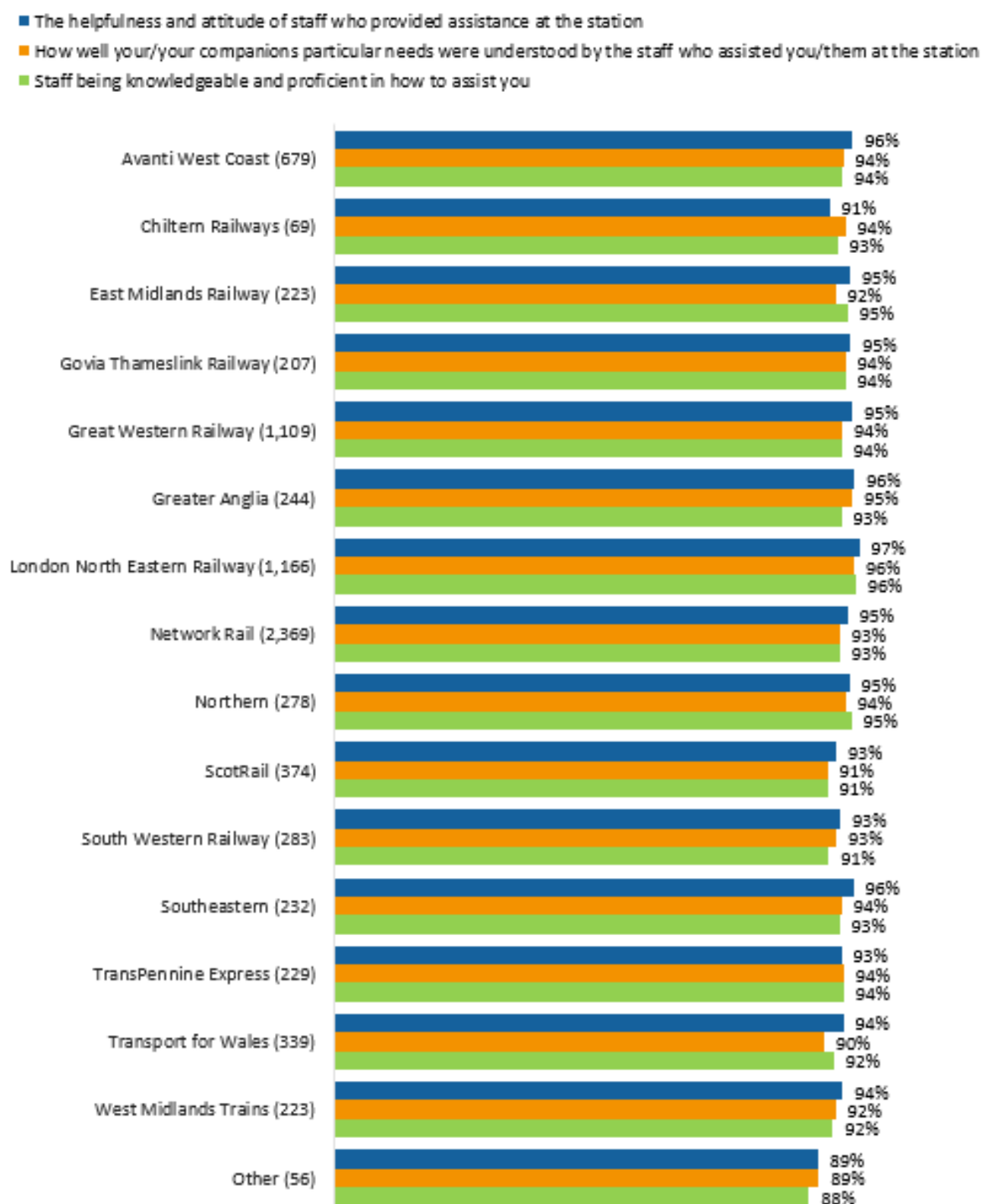
Passengers with a non-visible disability (88%), and particularly those with a neurological diverse condition (83%), are least likely to say that their needs were understood by staff, as were those who require a wheelchair or mobility aid<sup>8</sup> (88%). Furthermore, those who identified themselves as having four or more of the listed health conditions are also less likely to be satisfied (84%) that staff understood their needs.

Satisfaction with the service delivery by staff also varied by SFO. Satisfaction that their needs were understood by staff was highest among those who travelled through a station operated by London North Eastern Railway (96%) or Greater Anglia (95%). It was lowest among those using a station operated by ScotRail (91%) or Transport for Wales (90%)

Satisfaction that staff were knowledgeable and proficient in how to assist them was highest among those using a station operated by London North Eastern Railway (96%) or Northern (95%). It was lowest among those travelling through stations operated by ScotRail or South Western Railway (both 91%).

<sup>8</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

Figure 4.5, Overall how satisfied were you/was your companion with the assistance at the station? Only asked to users who were met by a member of staff to receive assistance. Showing the proportion satisfied by SFO responsible for managing the station the user received assistance at. (Unweighted sample base sizes in brackets)



## Experiences of passengers with non-visible disabilities

Passengers with non-visible disabilities tend to report lower levels of satisfaction with various aspects of the delivery of Passenger Assist than other passengers. For some, this is due to a feeling that their needs either aren't taken seriously, or are not well understood by staff:

"My child has hidden disabilities and we felt that because, at [first departing station], he coped well at the beginning of the day, his needs weren't understood and the passenger assist was cancelled. We don't know why. We received no support at [second departing station] on our return journey. We went to the Passenger Assist lounge but there was nowhere to sit or for our son to be quiet. It was full of very loud people speaking on their phones. We couldn't locate anybody to help. My son was over stimulated and impulsive. His Tourette's flared. He had an autistic meltdown. It was very difficult. We should have complained." Male, age not given, multiple non-visible disabilities.

"It is frustrating that staff have no influence when a reserved seat is occupied by someone else. If it is a wheelchair space then priority is given but when you book a seat near a door or in a quieter carriage, eg First Class, then 'there is no guarantee' - priority seating should apply to anyone with any disability, not just physical, and Passenger Assistance should have the authority to tell someone to move, if due to a sensory disorder you can only sit forwards then a specific seat is the difference between sitting or standing for 2 hours." Gender not provided, age 25 to 29, multiple non-visible disabilities.

"Please don't be patronising. A non-verbal adult doesn't necessarily have an intellectual disability and shouldn't be treated like a child." Gender not provided, 25 to 29, multiple non-visible disabilities.

However, despite this, there are still cases of passengers with non-visible disabilities reporting that staff are understanding and equipped to meet their needs, highlighting the standards that all SFOs should be aiming for their staff to meet:

"They are kind and efficient and very reassuring, my disabilities are invisible but they remove all my nervousness and anxiety." Female, age 75+, hearing and learning, concentrating or remembering condition.

"I have a mental health illness that means I panic in large crowds and have become lost and couldn't find my train. Sometimes I feel people look at me requesting assistance to find my train and seat because I do not have a physical disability. Staff have always been helpful and understanding." Male, 60 to 64, mental health condition.

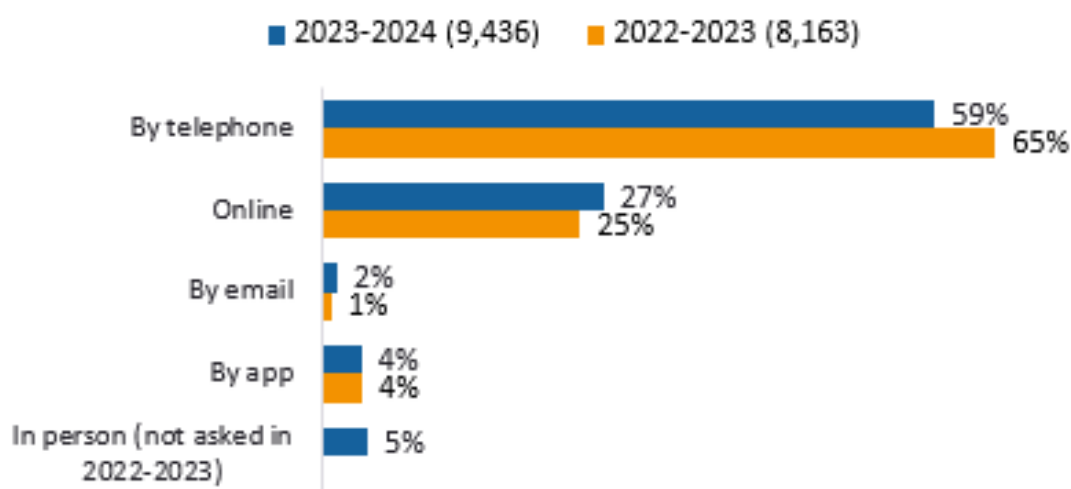
"I have Parkinson's. They (PA) are extremely knowledgeable and patient when booking. They send texts to me for confirmation, they could not do any more with the help they provide. They keep me updated at all times, they don't leave me in the middle of nowhere." Male, 60 to 64, multiple non-visible disabilities.

## Section 5: The booking process

When it comes to booking assistance, telephone continues to be the most used method of booking assistance in 2023-2024, with 59% booking in this way, compared to 27% who booked online, and 4% by app. However the proportion booking by telephone has declined compared to 2022-2023 (from 65% to 59%), while the proportion booking online has increased (from 25% to 27%). This is despite a rise in the proportion of the sample who are aged 75 or over, the group who are most likely to book by telephone (61%).

App usage is most common among those aged 16 to 24 (10%), 25 to 34 (14%), 35 to 44 (10%) and 45 to 54 (9%), and those commuting (8%) or travelling for business (9%). It should be noted that any user of Passenger Assist was only invited to complete the survey a maximum of two times in the year, therefore regular users of Passenger Assist would only be able to complete a maximum of two surveys. This may mean that the data provided on booking method, while indicative of the patterns of different users of Passenger Assist, may not reflect the overall proportion of bookings made across the year, as regular users are likely to make up a higher proportion of overall bookings than they survey responses. There are also aspects of how the survey sample is created, in terms of the availability of contact details for app users, which are likely to mean that app users are under-represented in the survey. In terms of overall usage of Passenger Assist.

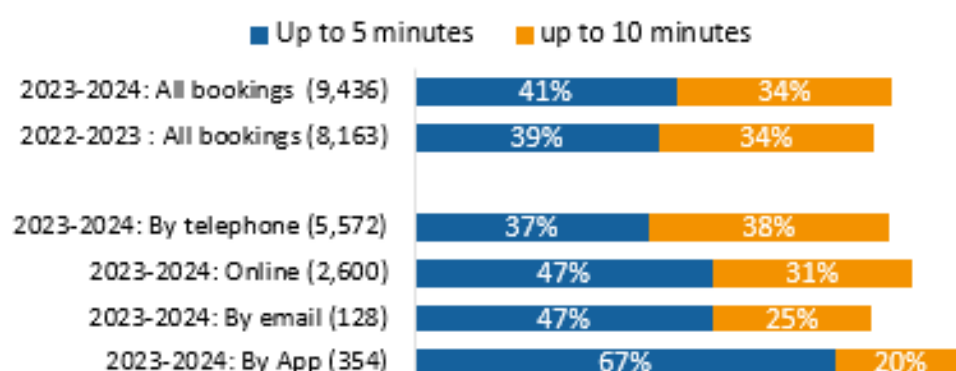
**Figure 5.1, How did you book this assistance? (Unweighted sample base size: 9,436)**



The time taken to make booking has also decreased. In 2023-2024, three quarters (75%) of bookings took ten minutes or less, with 41% taking five minutes or less. This is a small improvement compared to 2022-2023, when 72% of bookings took ten minutes or less, and 39% five minutes or less.

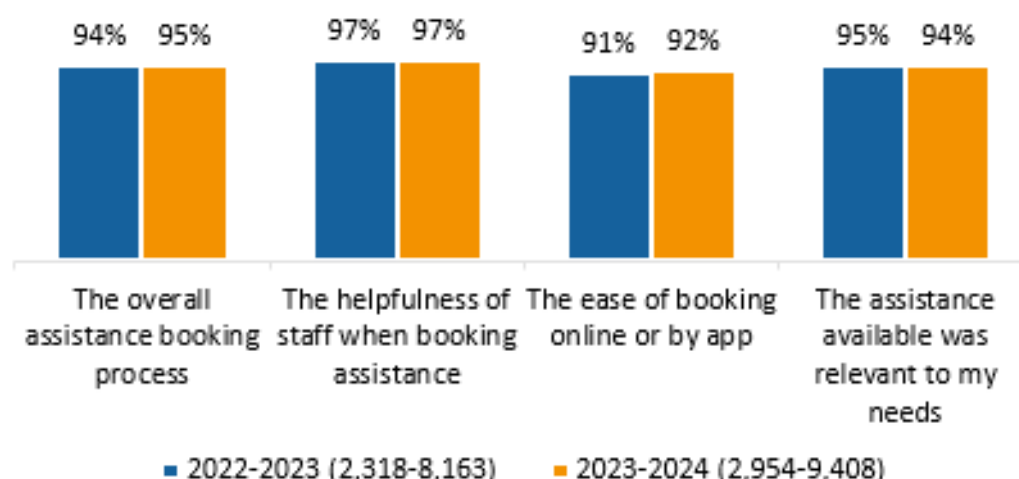
Those booking by app were most likely to take five minutes or less (67%) or ten minutes or less (87%) to book. This has improved from 2022-2023 when 57% of bookings by app took five minutes or less. Those booking by telephone were less likely than those booking by other methods to take five minutes or less in both 2023-2024 (37%) and 2022-2023 (34%).

Figure 5.2, Roughly how long did it take to book assistance? Showing the proportion who took up to five or ten minutes. (Unweighted sample base sizes in brackets)



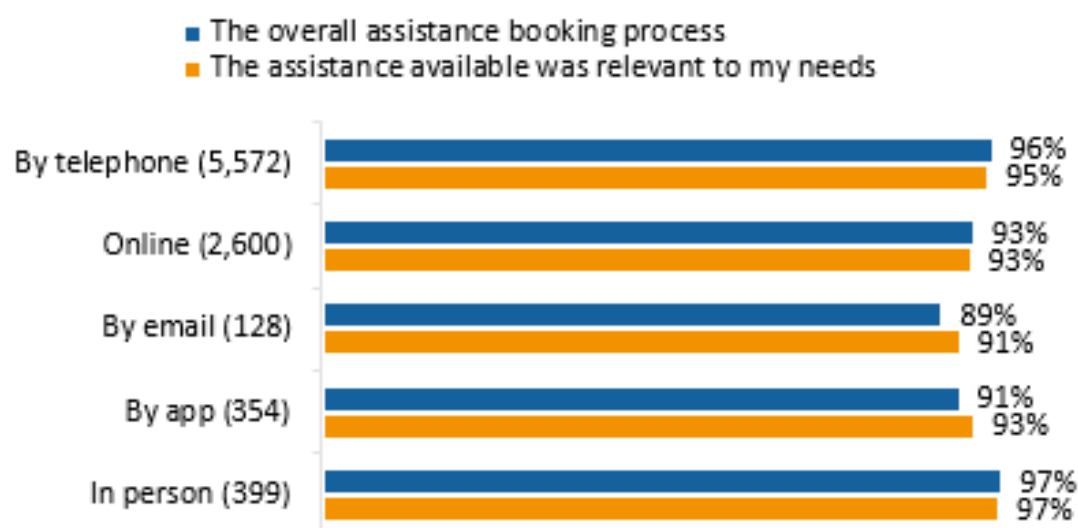
Satisfaction with the booking process is generally high, with 95% satisfied with the overall assistance booking process, compared to 94% in 2022-23, and 93% in 2021-2022. Furthermore, 97% are satisfied with the helpfulness of staff when booking assistance (when booking by telephone or in person), 92% with the ease of booking online or by app and 94% that the assistance available was relevant to their needs.

Figure 5.3, Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied. Question about the helpfulness of staff only asked when booking assistance by telephone or in person. Question about ease of booking online or by app only asked when booking assistance by app or online. (Unweighted sample base sizes in brackets)



However, satisfaction varies slightly by the method used to book the assistance. Those who booked by telephone (96%) or in person (97%) tend to be the most satisfied with the overall booking process, compared to 89% of those booking by email and 91% of those booking by the app. Likewise, those booking in person are most likely to state that the assistance available was relevant to their needs (97%).

**Figure 5.4, Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied. Question about the helpfulness of staff only asked when booking assistance by telephone or in person. Question about ease of booking online or by app only asked when booking assistance by app or online. (Unweighted sample base sizes in brackets)**

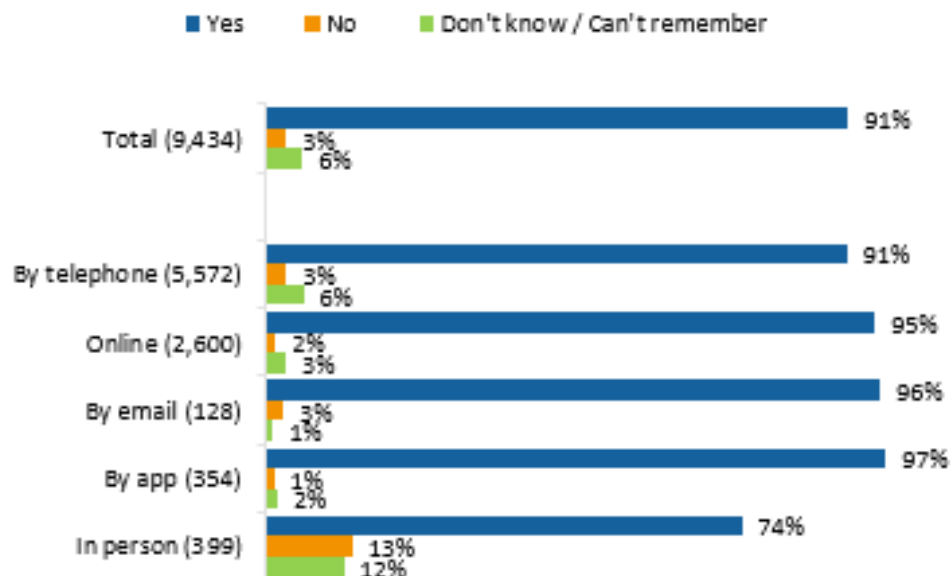


There are also gaps in the satisfaction with the overall booking process among some groups. Those with a neurological diverse condition (89%) are least likely to be satisfied with the overall booking process, as were those who require a wheelchair or mobility aid<sup>9</sup>. (92%). Likewise, those with a neurological diverse condition are less likely (87%) than other users to be satisfied that the assistance available was relevant to their needs.

One factor which may be inhibiting satisfaction with the booking process is not receiving confirmation of the booking. Three percent of passengers didn't receive confirmation of their assistance booking, while 91% did and 6% weren't sure. The proportion who didn't receive booking confirmation is highest among those booking by telephone (3%), compared to only 2% of those booking online and 1% of those who booked by the app.

<sup>9</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

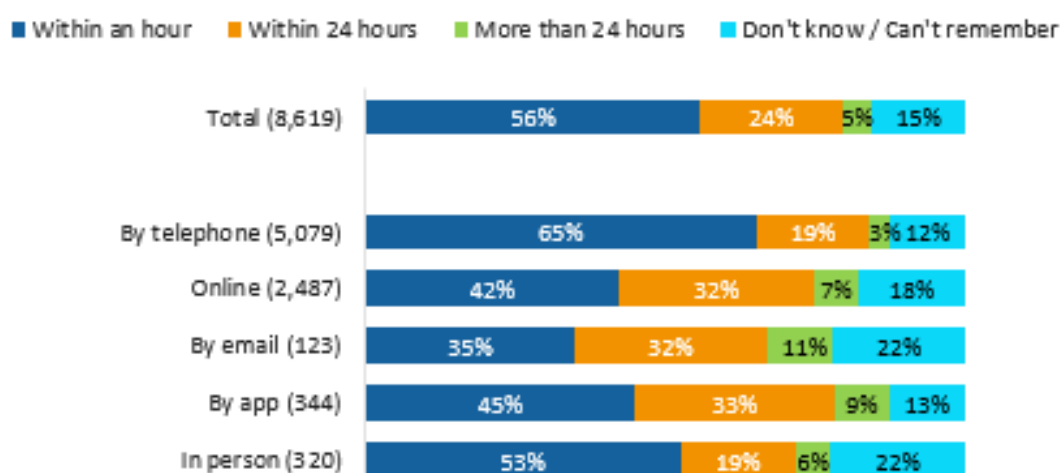
**Figure 5.5, Did you receive confirmation of the assistance booking? (Unweighted sample base sizes in brackets)**



While 16% of those who booked with less than two hours' notice didn't receive a booking confirmation, there wasn't any variation in the proportion who didn't receive booking confirmation by time, when more than 2 hours' notice was given.

Among those who did receive a booking confirmation, 80% received it within 24 hours. This rises to 84% among those booking by telephone, but was only 67% among those booking by email, and 75% among those booking online.

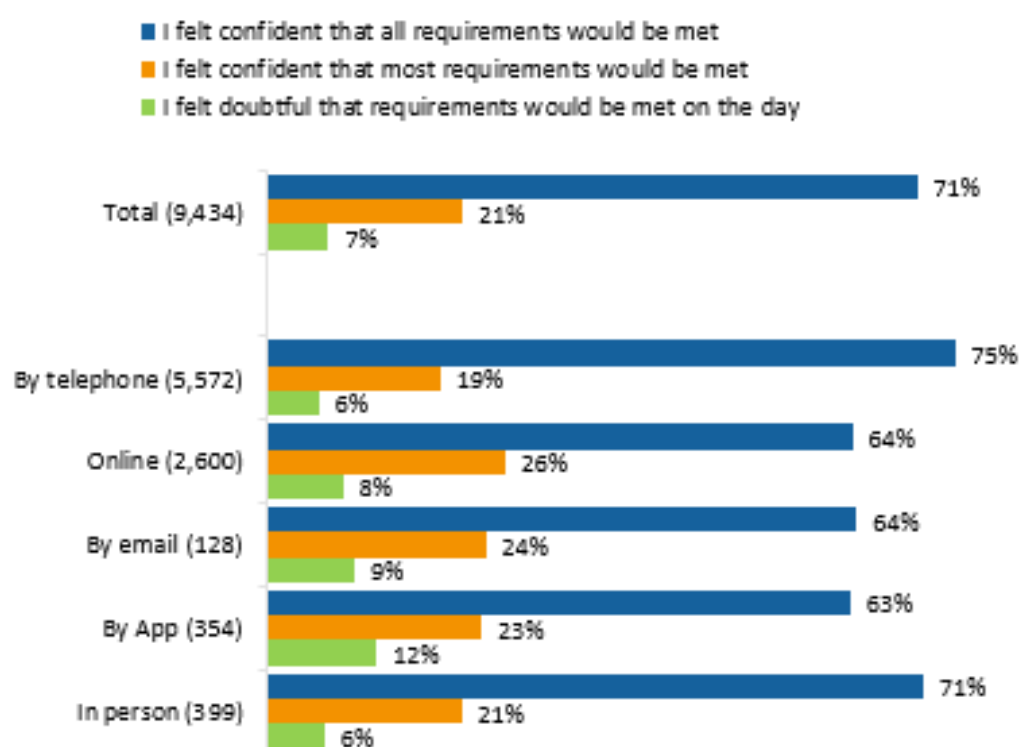
**Figure 5.6, How long after booking did you receive confirmation? Respondents who received confirmation of their booking only. (Unweighted sample base sizes in brackets)**



Only just over seven in ten (71%) users felt confident after making their booking that all of their requirements would be met after booking. While this is consistent with previous years (71% in 2022-2023, 70% in 2021-2022, 68% in 2020-2021), there remains significant room for improvement in the confidence that passengers hold in the service.

Confidence was highest among those who booked by telephone (75%), and lower among those booking online (64%), by email (64%) or by app (63%). More investigation may be required to understand why those using these booking methods are less likely to be confident that their requirements would be met.

**Figure 5.7, Before we go on to discuss the actual day of your journey, please tell us which of the following best describes how you felt after making your booking? (Unweighted sample base sizes in brackets)**



Receiving confirmation of the booking is likely influencing confidence that requirements will be met. Only 65% of those who didn't receive a booking confirmation were confident that all requirements would be met. Those who express a lack of confidence that their requirements would be met cite a range of factors, including concerns about their specific needs being misunderstood, a concern stemming from previous poor experiences of using Passenger Assist, and concerns that the booking system didn't allow them to book the assistance as seamlessly as they would have preferred.





"Assistance in this country is designed around an expectation of a physical need. My daughter is autistic. Like many autistic people, she finds crowds extremely difficult. The assistance we need is help getting to the train without interacting with crowds but there appears to be no provision for this." Female, age not given, social or behavioural disability



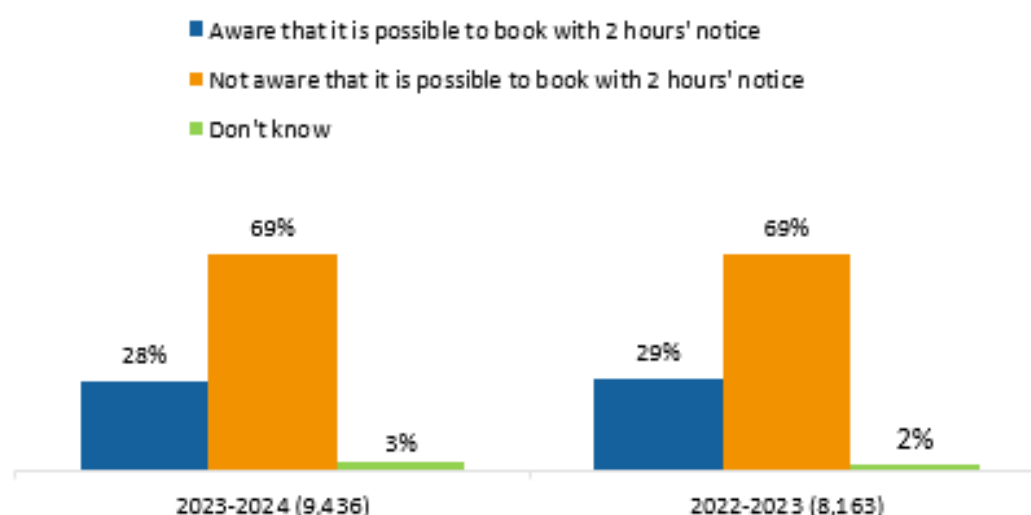
"Assistance is often unreliable and staff are generally unfriendly in providing the assistance if it is booked in advance or not." Male, 25 to 29, physical disability



"The computer system did not allow us nor station staff to book assistance through to the final destination for this journey. They had to put it in as two separate requests. For some unknown reason the system didn't like the combination of trains. This made us nervous." Gender not given, 25 to 29, multiple non-visible disabilities

An area in which awareness could be improved is in the ability to book a service with 2 hours' notice. Only 28% are aware that it is possible to do this, broadly the same proportion as were aware in in 2022-2023 (29%).

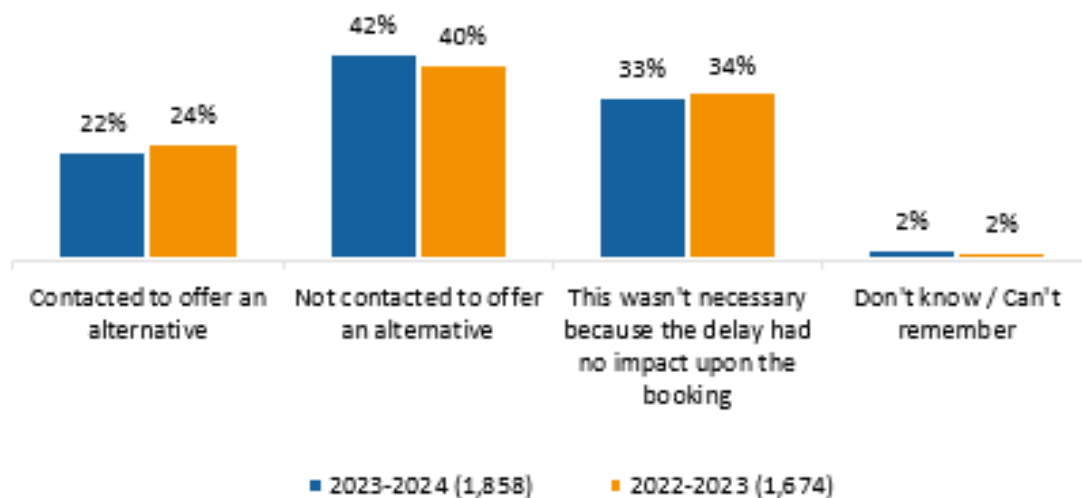
**Figure 5.8, As of 1<sup>st</sup> April 2022 it has been possible to book a service with 2 hours' notice. Were you aware of this prior to undertaking this survey? (Unweighted sample base sizes in brackets)**



Awareness that it is possible to do this is highest among those aged 16 to 24 (39%), 25 to 34 (40%), 35 to 44 (37%) and 45 to 54 (37%), and lowest among those aged 75 or over (24%). It is also higher among those booking to commute (35%) and for business or other work (34%) – although respondents in these groups tend to be younger anyway.

Another key area for improvement efforts to be targeted when it comes to booking is ensuring that passengers whose journey is disrupted, such as engineering work, industrial action, delays and cancellations, are contacted to offer an alternative. In 2023-2024, 42% of passengers who experienced disruption weren't contacted to arrange alternative transport, 2% more than weren't contacted in 2022-2023 (40%).

**Figure 5.9, Did someone contact you/your companion to offer an alternative? (Unweighted sample base sizes in brackets)**



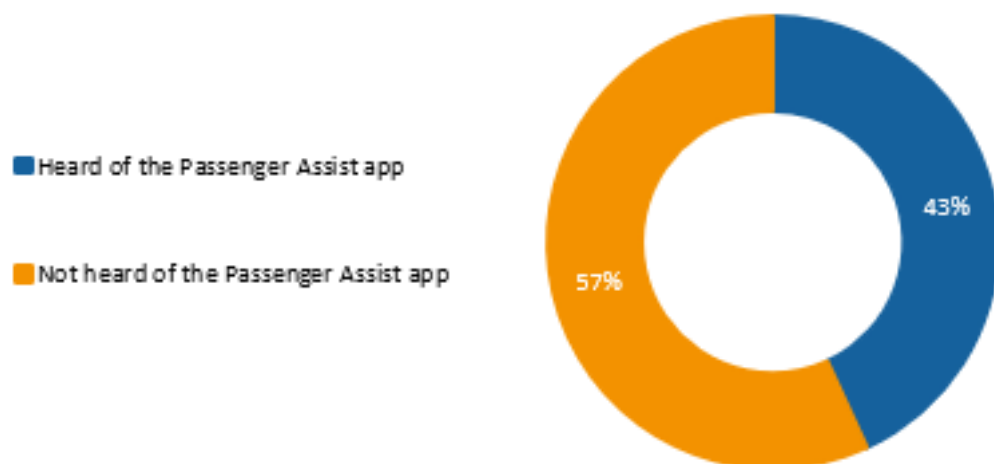
Users with a non-visible disability are more likely than the overall sample to state that they weren't contacted to arrange an alternative (52%), with this figure highest for those with a neurological diverse condition (60%).

In addition, those who were due to travel at the weekend are more likely to say they hadn't been contacted (48%) than those travelling on a weekday (41%).

### Awareness of the app

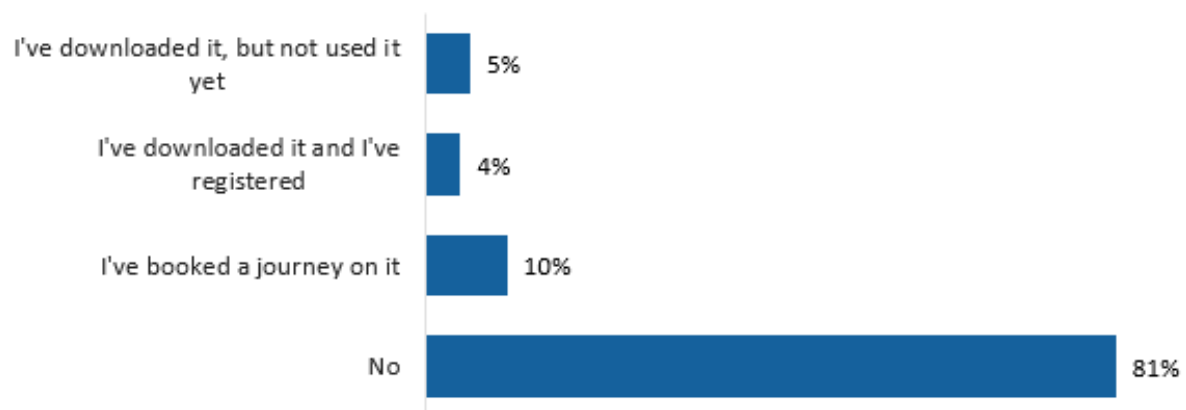
Only 43% of respondents have heard of the Passenger Assistance app (including those who used it to make their booking). However, awareness is higher among those aged 16 to 24 (53%) and 25 to 34 (53%). It should be noted that users of Passenger Assist can only complete the survey a maximum of twice in a year, therefore any regular users of the app would only be able to complete the survey a maximum of two times within this survey period.

Figure 5.10, Have you heard of the Passenger Assistance app? (Unweighted sample base size: 9,106)



Further to this, only 10% of users of Passenger Assist have booked a journey on the app, while 81% haven't used it at all, consistent with the proportion who also stated this in 2022-2023 (82%).

Figure 5.11, Have you used the Passenger Assistance app? (Unweighted sample base size: 9,106)



Younger respondents tended to be more likely to have used the app, including 24% of those aged 16 to 24, 28% of those aged 25 to 34 and 22% of those aged 35 to 44, compared to only 5% of those aged 75 or over. The app has most commonly been used by passengers with non-visible disabilities (14%), rising to 18% among those with a neurological diverse condition. Nearly one in five (19%) of those who require a wheelchair or mobility aid<sup>10</sup>, have booked a journey on the app.

Those respondents who travelled to commute (19%) or for business or other work (16%) are also more likely to have booked via the app.

<sup>10</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

Respondents offer varied explanations of their experiences of using the app so far. Some enjoy the ease of using it and viewing booked journeys, while others find it more reassuring to deal with a person directly. Others highlight functionality concerns such as not showing fare prices when selecting trains.



"It brings together all the operations you need and allows you to book journeys easily. Get instant confirmation and get your PA number in one visible place." Male, age 55-59, multiple health conditions/disability types



"I much prefer dealing with a living person. I can be a nervous traveller and the interaction reassures me." Female, 75+, physical disability

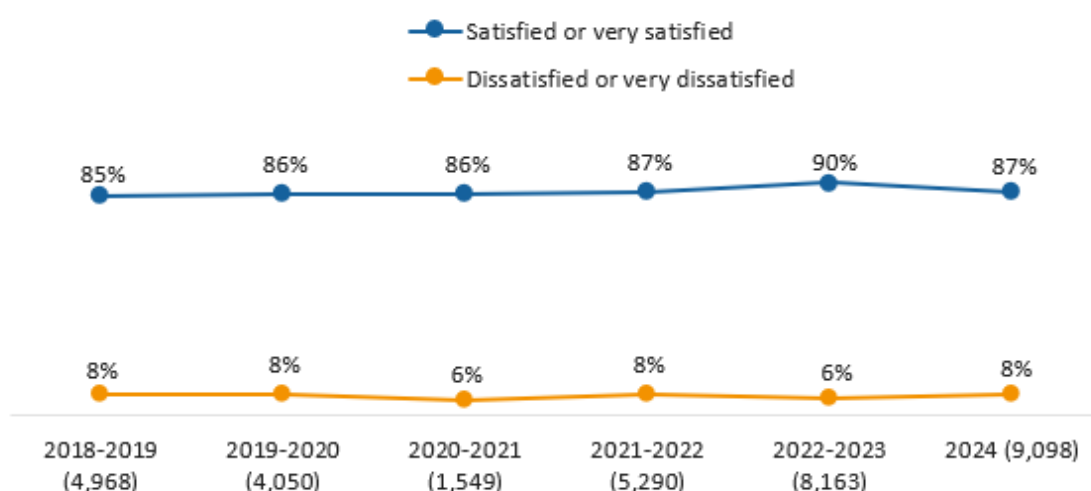


"I would use it to book tickets all the time but it doesn't show the fare price when selecting which train to catch. It is a major omission really." Female, 65-69, physical disability

## Section 6: Overall satisfaction with Passenger Assist

When looking at the overall process of using Passenger Assist, 87% were satisfied with their experience on the journey in question, from booking through to receiving assistance. This is slightly lower than in 2022-2023 (90%), but on a par with levels seen in years prior (85% to 87%). It should be noted that these satisfaction scores are for all passengers – not just those that received assistance.

**Figure 6.1, Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? (Unweighted sample base sizes in brackets)**



However, satisfaction is lower among those who have a non-visible disability (84%), particularly those with a neurological diverse condition (79%), as well as and those who require a wheelchair or mobility aid<sup>11</sup> (83%). Satisfaction is highest among those who are aged 65 or over and don't have a physical or mental health condition (92%).

Satisfaction is also lower among those who perceived that they had travelled through an unstaffed station on their journey (78%), and who experienced disruption on their journey (78%). It is also lower among those who travelled through a category F station<sup>12</sup> (74%), and travelling between 4pm and 5am (83%).

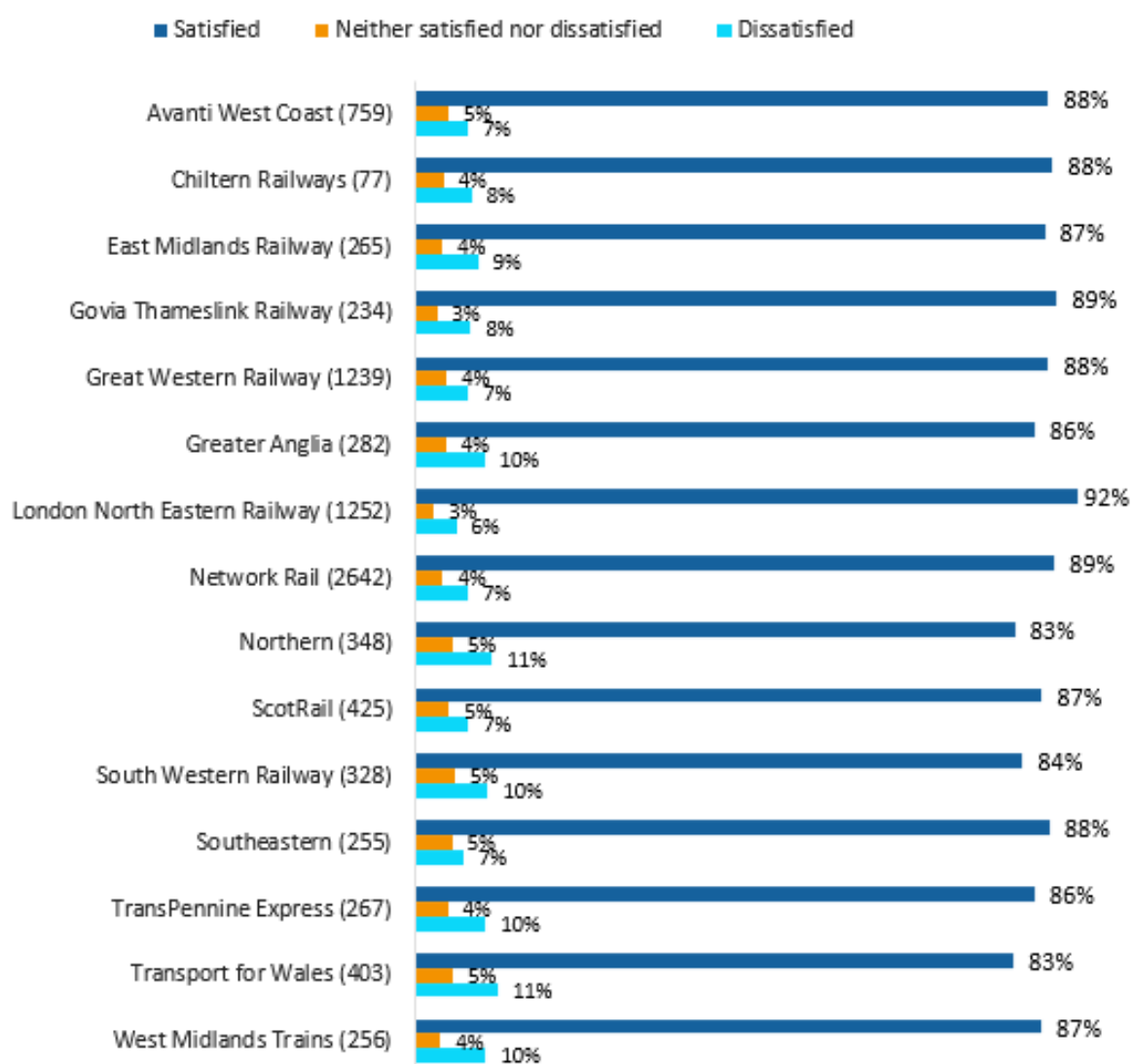
Satisfaction was also lower for those who did not receive confirmation of their booking (80%), highlighting the importance of ensuring that confirmations are sent and clearly received.

When looking at satisfaction broken down by the SFO which managed the station that the user was asked about in the survey, those whose assistance was at a station managed by Northern (83%), South Western Railway (84%) or Transport for Wales (83%) were least satisfied with the overall experience of using Passenger Assist on their journey.

<sup>11</sup> Respondents weren't asked directly if they or their companion used a mobility aid on their journey, therefore mobility aid users have been determined as passengers who require a mobility aid to make their journey more comfortable or accessible, and booked assistance including either provision of a ramp, or assistance getting to the wheelchair space.

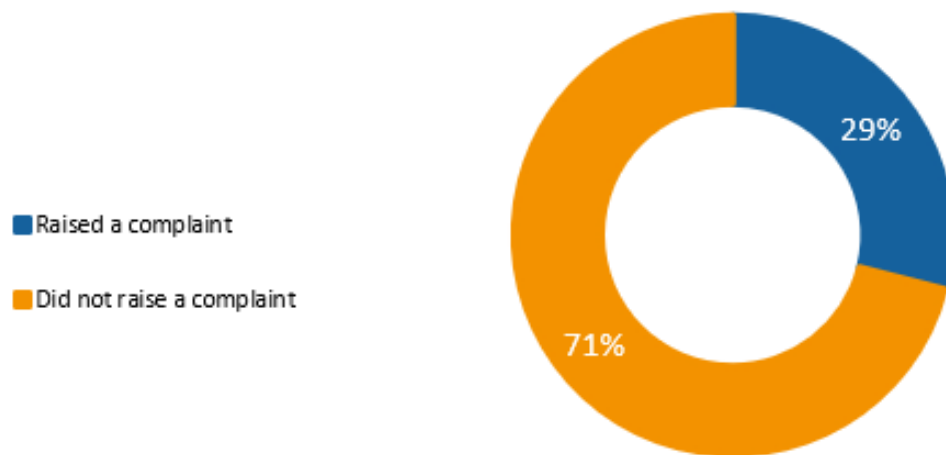
<sup>12</sup> See Appendix D for detail on definition of station categories

Figure 6.2, Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? (Unweighted sample base sizes in brackets)



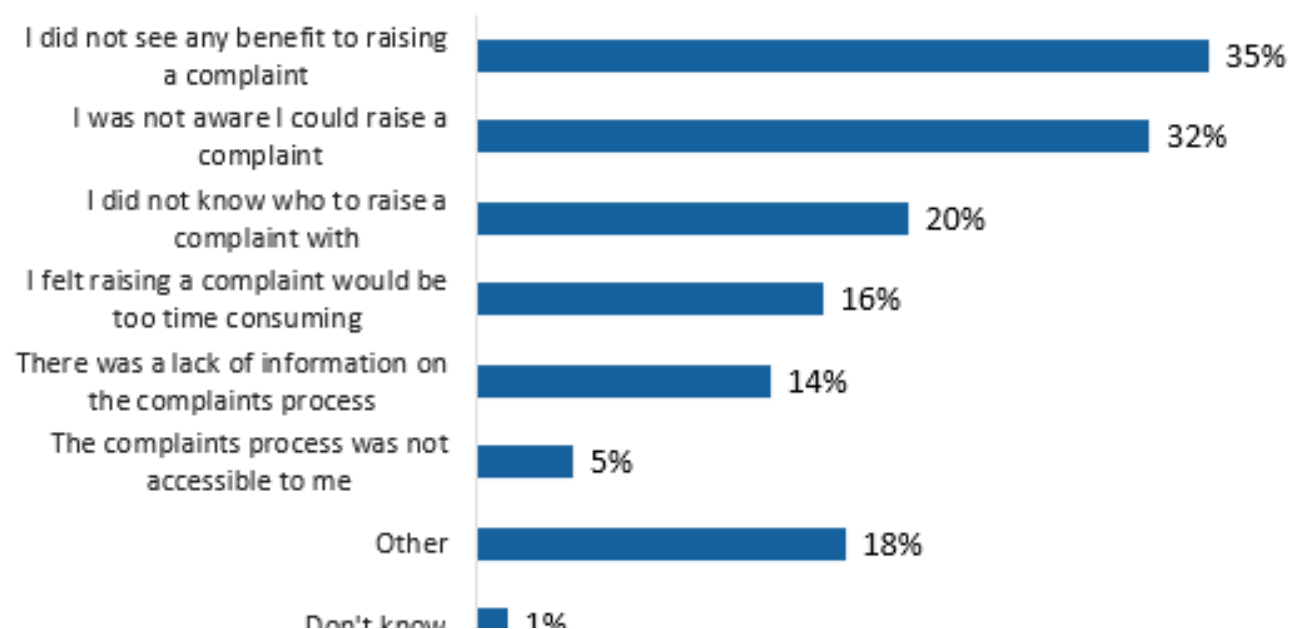
Of those who are dissatisfied with the service they received overall, only 29% raised a complaint. Those who travelled with others were more likely (30%) to raise a complaint than those travelling alone (26%).

**Figure 6.3, Did you raise a complaint? Users who were dissatisfied with the service they received.**  
(Unweighted sample base size: 705)



Of those who did not raise a complaint, the primary reasons for this are not seeing the benefit to raising a complaint (35%) and not being aware they could raise a complaint (32%). A further 20% did not know who to raise a complaint with.

**Figure 6.4, Is there a reason why you chose not to raise a complaint? Users who did not raise a complaint.**  
(Unweighted sample base size: 510)

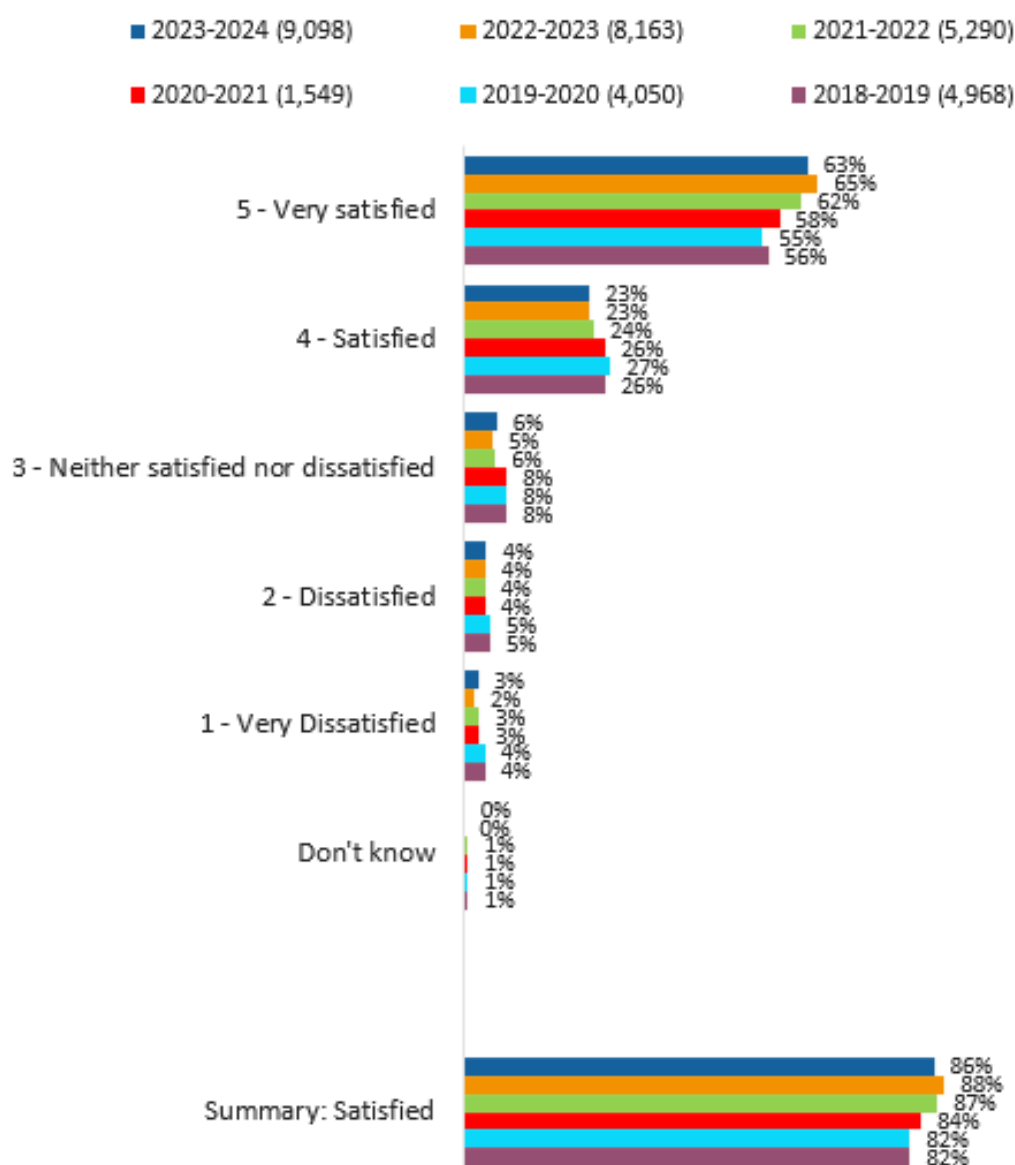


Those who travelled alone (33%) are more likely than those travelling with others (21%) to not have been aware that they could raise a complaint. Those with a non-visible disability are also more likely than the overall sample to have not been aware they could raise a complaint (36%), and to not know who to raise a complaint with (29%).



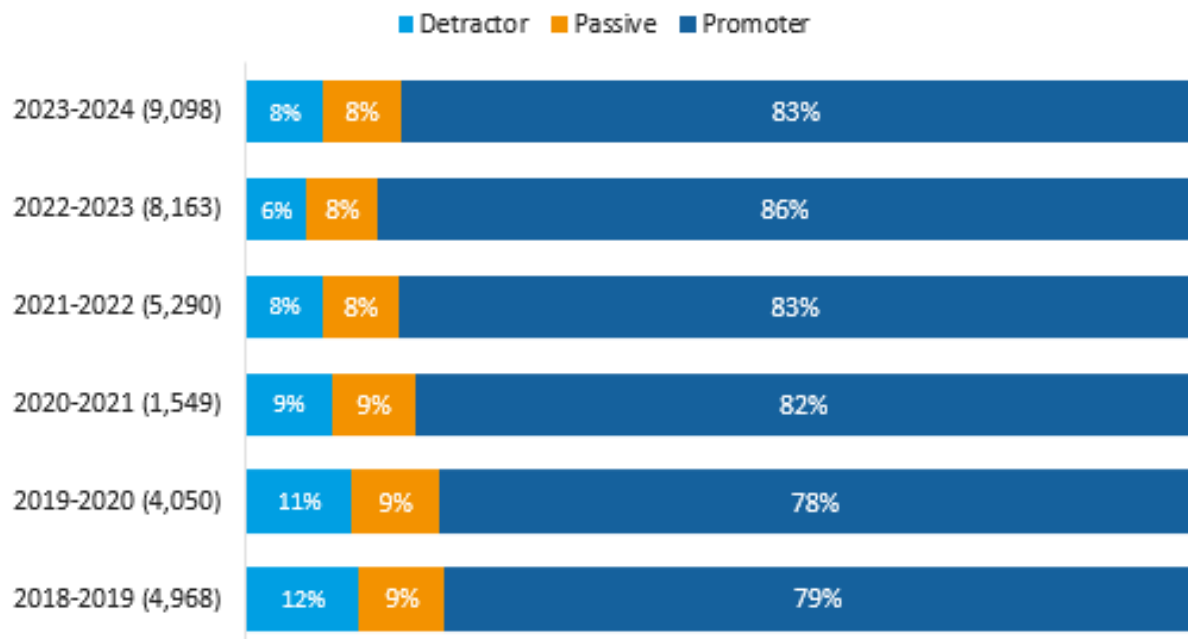
When asked to think about their experiences of using Passenger Assist, beyond just their experience on the one journey in question, 86% state that they were satisfied with the service, with 7% dissatisfied. Dissatisfaction is highest among those with a neurological diverse condition (15%), a communication disorder/disability (13%) or a mental health problem (11%), suggesting that there is significant room for improvement for passengers with these, often less visible, needs.

**Figure 6.5, Overall, on a scale of 1 to 5, where 1 is very dissatisfied and 5 very satisfied, how satisfied are you with Passenger Assist? (Unweighted sample base sizes in brackets)**



When asked if they would recommend Passenger Assist to a friend or family on a scale of zero to ten, 83% responded with a nine or ten out of ten, and were therefore classified as 'promoters' (down from 86% in 2022-23), while 8% gave a score of between zero and six, so were classified as 'detractors' (up from 6% in 2022-23). This gave a Net Promoter Score (promoters minus detractors) of 75, a decline from 80 in 2022-2023, but on a level with the scores seen in 2021-2022.

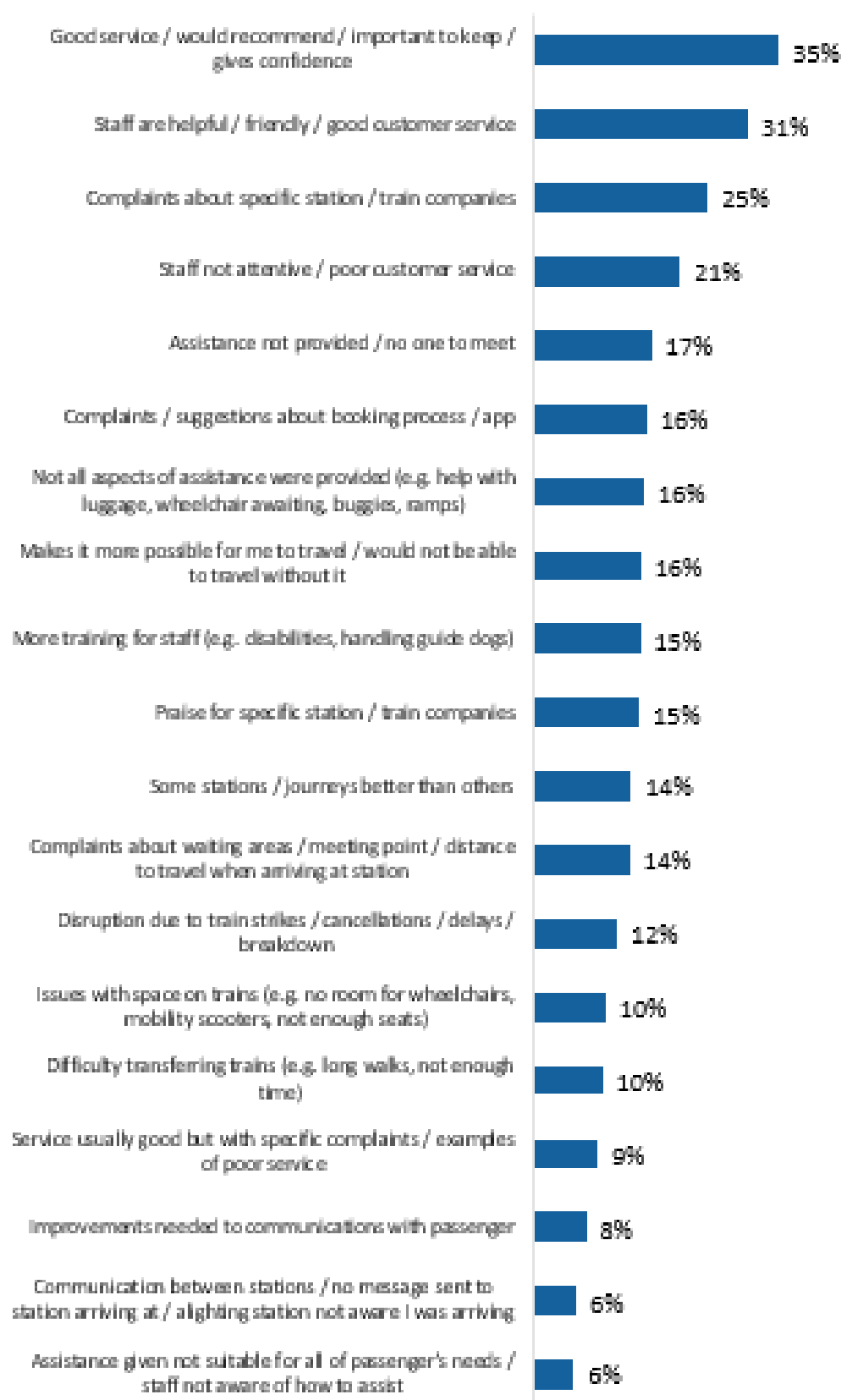
**Figure 6.6, On a scale of zero to ten, where zero is very unlikely and ten very likely, how likely would you be to recommend Passenger Assist to a friend or family member who may require such a service? (Unweighted sample base sizes in brackets)**



Those who identify as having multiple listed health conditions are less likely to be promoters of Passenger Assist, with 71% of those with four or more conditions promoters, compared to 85% of those with only one or no condition. Those with a non-visible disability are least likely to be promoters (76%), particularly those with a neurological diverse condition (69%).

When asked if they have any general comments about Passenger Assist, users are generally complimentary, with 35% providing comments about receiving a good level of service, and 31% praising the delivery of the service by staff. However, 25% wrote in complaints about a particular station or SFO, and 21% citing examples of staff being inattentive or providing a poor level of service, highlighting the mixed experiences had by users of Passenger Assist.

Figure 6.7, Do you have any other general comments on the Passenger Assist service? Question optional, answers coded from verbatim responses. (Unweighted sample base size: 4,266)



As a whole it is very good, I need assistance just for a suitcase to be lifted. The rest I can do on my own. I like to have, and have had, someone waiting at station getting off. They know where and when I am. That has happened 9/10 times so very pleased on the whole with this service and would be very upset if didn't have this service as then wouldn't be able to travel. So as little as it is I do appreciate it.

Female, 75+, physical disability

This was my first time travelling alone so was nervous but will never worry in the future. First class service, thank you.

Female, 75+, physical disability

I'm really happy with the service they provide, and it's really useful to people like myself. It's really important to have the stations manned for people with any disability, particularly if they are visually impaired

Male, 45 to 49, visual and hearing disability

When calling passenger assist on the phone, they are extremely helpful and efficient and we get confirmation through quickly by email. Sometimes at stations it's very busy and no one is waiting. We have to find and tell a staff member and wait for someone to come with a ramp. They are always polite and helpful, but it is stressful as a wheelchair user on a busy concourse trying to find a member of staff sometimes. Guards on trains are very helpful and reassuring and know my daughter by name and what her requirements are which is so reassuring. Only once did we get stuck on the train when we arrived into [arrival station] as no one came with a ramp to help us off but someone on the platform went to get help for us and the staff member with a ramp came and apologised. This has only happened once at [arrival station] and once at [departure station] over the past couple of years. Overall we have been very impressed with the travel assistance and it makes a huge difference to how confident my daughter feels travelling by train which is vital as she gets older and wants to take journeys independently.

Female, 16 to 19, physical and social or behavioural disability

My train was late arriving at Edinburgh and two assistants were waiting to transfer me in less than five minutes. One ran with my case and one put me in a wheelchair to race to my next train. I would have missed my connection to [my destination] without them. They were brilliant and I was very impressed.

Female, 75+, disability not specified

Passenger Assistance has helped me and made me feel safe. I think that the service should be available in case I travel to other places around the country.

Male, 35 to 39, mental health disorder

I had an injured leg making it difficult to get on and off the train. Wonderful service booking and excellent help at [departing station]. No sign of any help when I arrived in [arriving station] when I needed it badly. I threw my case off and somehow lowered myself down.

Female, 75+, disability not specified

At [departing station] there were endless steps to get to the platform, very difficult for me. At [arriving station] my daughter had to meet the train to make sure Passenger Assistance didn't leave me on the train and to insist they get a ramp as no way could I have used the steep train steps.

Female, 75+, physical disability

Generally the service has been excellent but the particular journey point you wanted feedback on, failed completely. I therefore needed to seek assistance which wasn't initially forthcoming and then because it was only partial they did not inform the next leg of the journey so we were viewed as having not shown up so that impacted on onwards travel. So a weak link breaks the whole multi staged process. Also I tried to book assistance twice for that particular journey. The first by phone appeared successful but never received confirmation so then I had to do it all again.

Male, 60 to 64, physical and other disability

The most common problem I have is with the behaviour of station staff. They often don't display the most of basic customer service skills like looking at the customer when talking to them. They walk away without telling you what's happening. The whole experience of accessing assistance at a station feels chaotic and stressful. This could be lessened if staff kept you informed of what was happening.

Male, 30 to 39, physical disability

Staff really need training on hidden disabilities. I specifically requested a buggy on arriving back at [arriving station] station and was horrified to be met by a man pushing a wheelchair. I actually use a 4-wheel walking frame called a rollator to mobilise. Luckily for me I had no luggage. He did not care, he made it clear I was a huge inconvenience, he did not want to drive the buggy along a busy platform. He was rude and dismissive when he saw I could stand independently, he could not see the two metal cages in my upper spine, the severe sciatica I experience, the orthotics in my shoes or the fact I could not balance properly and was really stiff and slow due to a long journey. It was an insulting and degrading experience.

Female, 55 to 59, physical and visual disability

## Section 7: Conclusions and recommendations

The Passenger Assist service, an essential resource for passengers requiring additional support when travelling by rail, has experienced a notable decline in service quality during 2023-2024 compared to the previous year, particularly with regard to the proportion of users met by staff within a reasonable timeframe, dropping from 84% in 2022-2023 to 80% in 2023-2024. Concurrently, the percentage of users not met at all increased from 7% to 10%. Furthermore, only 76% of users received all the assistance types they booked, a decline from 81% the previous year.

Certain user groups, particularly those with non-visible disabilities, those who booked multiple assistance types, and those traveling during evening and overnight hours (between 4pm and 5am), experienced lower rates of receiving all booked assistance. Users who reported that they had travelled through unstaffed stations or experienced disruptions to their journey also reported reduced satisfaction with the service.

These concerns exist in the context of the continued importance of the Passenger Assist service, which remains evident. Of those receiving assistance, a significant majority (61%) stated they could not have completed their journey without it.

More positively, while the proportion being met by a member of staff to receive assistance has declined, and is a key concern for the delivery of the service, it is notable that where passengers are met, satisfaction with the assistance provided by staff remains high, with 94% expressing satisfaction, consistent with previous years' results.

The booking process also maintains a high satisfaction rate, with 94% of users satisfied with the overall process and 97% pleased with staff helpfulness during booking. However, only 71% of users felt confident that all their requirements would be met post-booking, a figure that has remained stagnant over recent years, indicating room for improvement in users' confidence in the service.

Disparities in service delivery across different groups and operators were also noted. Passengers with non-visible disabilities, those requiring mobility aids and who booked either a ramp or a wheelchair space, experienced diminished service levels compared to other passengers. This is also true for those who required space for their assistance dog.

Passengers tended to be less satisfied when being asked about experiences in stations managed by East Midlands Railway, Northern or Transport for Wales, while those travelling through stations managed by London North Eastern Railway or Southeastern tended to report higher satisfaction levels.

To address these issues, targeted efforts are required to enhance the reliability and awareness of the Passenger Assist service, and ensure better communication and support during journey disruptions. Enhanced training for staff, particularly those working in stations operated by SFOs with lower satisfaction scores, and in terms of awareness of non-visible disabilities, may also be useful. Increased efforts to inform users about redress options could also help compensate users for poor service and encourage SFOs to bridge the service gaps and improve overall user satisfaction.



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## Appendix A: Background to research

The Office of Rail and Road (ORR) is the independent safety and economic regulator for Britain's railways. A condition of the operating licences that ORR grants to mainline train and station operators requires them to establish and comply with an Accessible Travel Policy (ATP). This ATP, which ORR approves, sets out in detail the arrangements that an operator will put in place to support disabled passengers. A key aspect of ORR's regulatory work is to ensure that Train Operating Companies (TOCs) and Network Rail fulfil the commitments made to passengers in their ATPs.

Passenger Assist is a free service that enables disabled passengers, or anyone else who may require help, to book and receive assistance on their journey. The intent of Passenger Assist is to make rail travel accessible to everyone. Rail companies' participation in Passenger Assist is mandated through their regulatory requirement to have an ATP approved by ORR.

Passenger Assist is open to anyone who needs assistance: this could be due to a disability or long-term health condition, a temporary health issue or older age, and no 'proof' is required to demonstrate eligibility to use the service. Passengers can book assistance in advance of their journey, up to two hours prior to travel. Passengers can also request unbooked 'turn-up-and-go' at the station, but this is outside the scope of this research.

Assistance can take various forms – including help entering and moving around the station, help getting on and off the train (e.g. via ramps), help with luggage (up to three items), or finding the relevant seat. The responsibility for providing assistance is with the designated operator of each station, known as the Station Facility Operator (SFO).

Since 2017 ORR has commissioned annual research to investigate whether Passenger Assist meets users' needs and expectations, and to explore how well individual operators perform in terms of meeting their Passenger Assist obligations. ORR commissioned M·E·L Research Ltd to conduct further waves of this research for 2022-23 and 2023-2024 to support ongoing compliance monitoring in this area and to build on the wider body of evidence. The research from previous years has led to targeted intervention with specific operators, and can be found on the [ORR website](#).

## Appendix B: Research objectives

The overall aim of the Passenger Assist survey is to compile information about passenger use and experience of the Passenger Assist service offered by station operators, to monitor performance over time, and ensure that users' needs and expectations are being met.

The aims of the research are to:

- Profile assisted travel service users, including their demographic characteristics, assistance needs, their journey purpose, and frequency of use.
- Evaluate recent experience of Passenger Assist, from booking through to completion of the actual journey.
- Measure overall satisfaction when travelling by train and using the assisted travel service, and likelihood to recommend the service.

The approach taken for 2023-2024 aligns with the approach determined by ORR, with input from SFOs, as in previous waves. The research assesses the specific experience of passengers travelling through a single station on their journey. This is to allow attribution at the level of a specific SFO, despite the potential for multiple instances of assistance being utilised within a journey.

New topics for inclusion in this wave of the research include questions on whether redress was claimed in the case of assistance not being received and whether a complaint was made in the case of low satisfaction with the service.

## Appendix C: Methodology and sample composition

When booking assistance, a record is created in the Passenger Assist database for each assist that they have booked, rather than for each journey, journey leg or each passenger. For example, a passenger travelling from London Euston to Birmingham New Street who requested help with luggage, and assistance boarding the train would have a record created for each assistance type requested at each station. As each leg involves travelling through two stations, they would therefore have four assistance records per leg. For the return leg, another four records would be created.

However, to allow attribution of the results to a specific SFO, in this survey passengers were asked about assistance given at a particular station rather than across the entire journey (or their experience of the service over a period of time). The leg of the journey that passengers were asked about was determined randomly from all legs undertaken. The station asked about on that leg, whether boarding or alighting, was selected with a weighting towards stations operated by smaller SFOs, to ensure coverage of stations operated by smaller SFOs. This is due to the likelihood that these SFOs would be underrepresented if a true random selection was made.

All users of the service who provided an email address were given the option to respond to the online survey, in order to encourage a high response rate, and robust analysis of subgroups within the data. A follow-up round of telephone interviews were conducted for each four-week rail period to interview users unable to complete an online survey, and to give all respondents the opportunity to participate in the manner they felt most comfortable with. Setting quotas for the telephone phase ensured that interviews were being collected from users of all SFOs, including those which were under-sampled in the online survey.

Respondents could only complete the survey a maximum of two times across the year, therefore regular users were only able to provide data on a maximum of two journeys taken across the survey period. The results therefore reflect the experiences of individual users, rather than each booking. This may mean that any behaviours or attitudes that may be more common among regular users, such as booking by app, may not align with the total number of bookings or uses of Passenger Assist in the period.

Fieldwork was conducted between 4 August 2023 and 16 May 2024, with research including passengers using Passenger Assist between 1 April 2023 and 31 March 2024. There was a larger gap between the assistance taking place and the survey being completed in the early quarters due to the

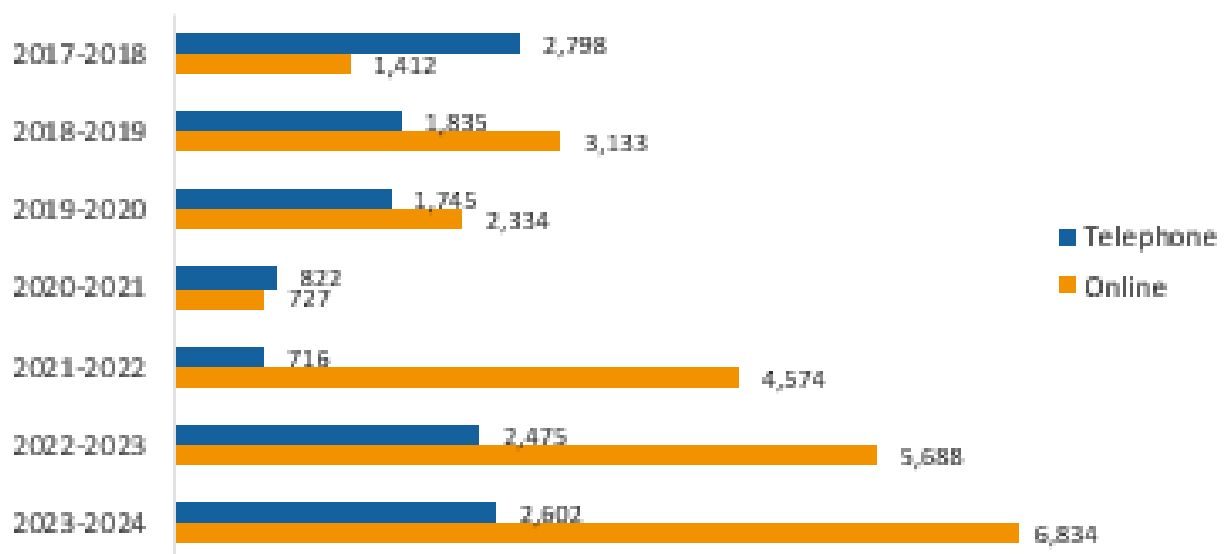
time needed at the start of the year to approve changes to the survey. The results from the first rail periods have been checked to ensure that the time between the assistance taking place and the interview being conducted had no impact on the findings.

The Rail Delivery Group (RDG), who manage the Passenger Assist system, provided samples from their database on a monthly basis during this period.

The sample files contained a record for each assist booking rather than each passenger, which meant they needed to be de-duplicated. All elements were randomly selected for each participant to avoid sample bias: the leg of the journey; the station (start, finish, or interchange); and the type of assistance.

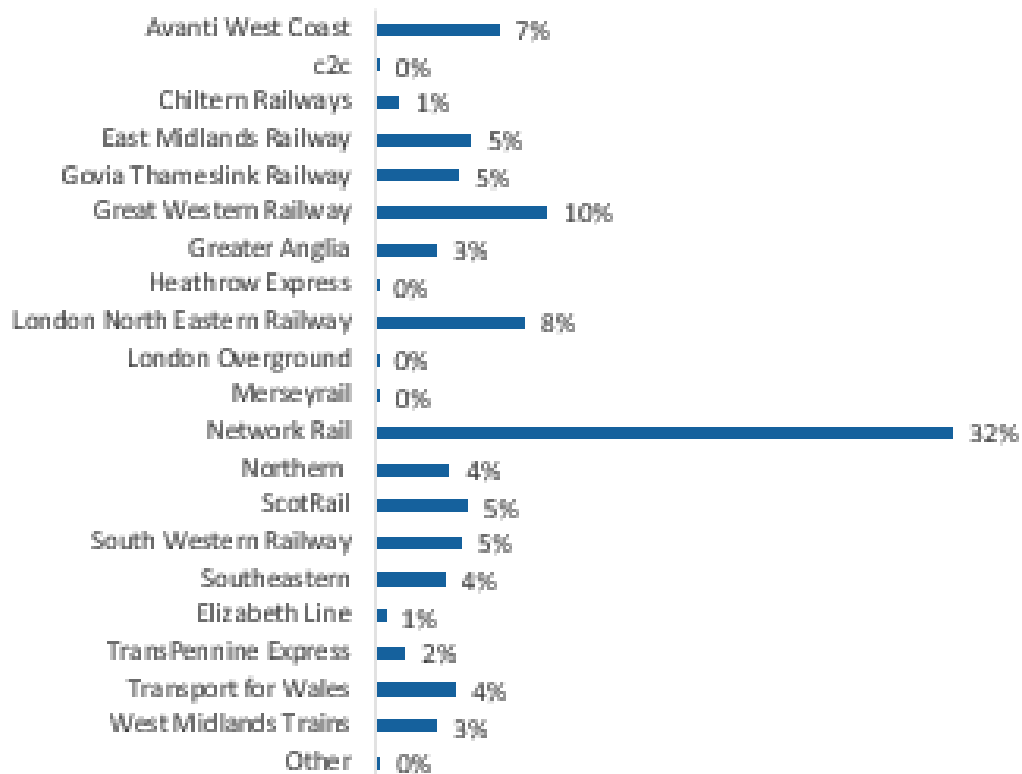
As was the case in 2022-2023, a greater proportion of respondents completed the survey online than by telephone in 2023-2024. This was in part due to all users with an email being sent an invitation link to complete the survey online. In total, 9,436 respondents completed the survey in 2023-2024, compared to 8,163 in 2022-2023, and 5,290 in 2021-2022.

**Figure 7.1, Interview type by year (unweighted).**



The data has been weighted by SFO and by rail period, based on the number of assistance requests made across the year, to ensure representativeness of the sample. As such, after weighting the proportion of users of each SFO in the weighted sample is as follows:

#### Station facility operator (all respondents)



It should however be noted that when results are shown for individual SFOs, these results have not been weighted.

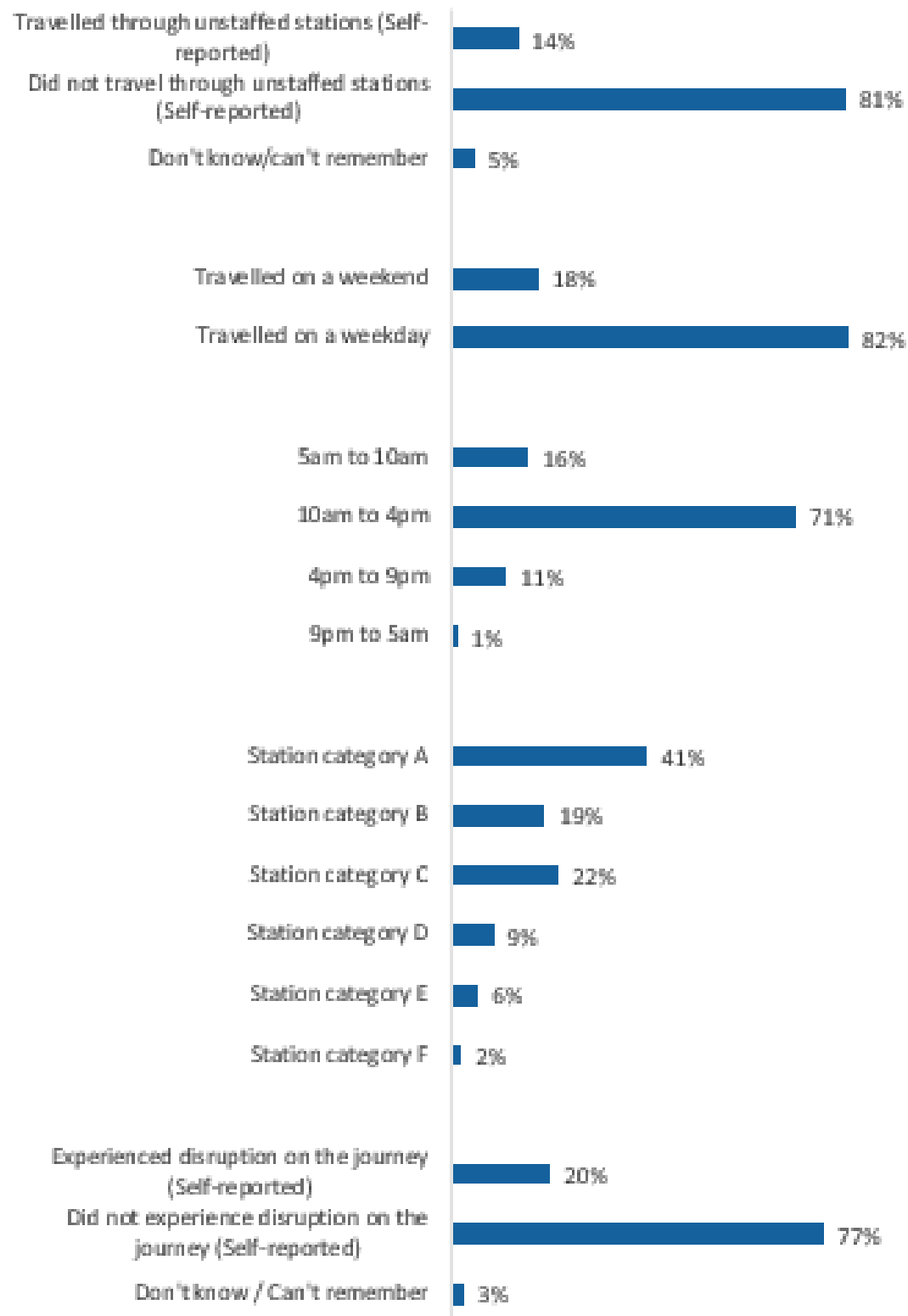
By rail period, responses were as follows:

**Rail period (all respondents)**



The proportion of respondents who travelled through unstaffed stations, the day of the week they travelled on, the time they travelled through the station at which assistance was booked, the station size category and whether they experienced disruption on their journey are as follows:

#### Staffed vs. unstaffed station, day of the week and time of assistance (all respondents)



# Appendix D: Analysis and reporting

## Presentation of data

Results of the weighted data are displayed at the top-line level including all users, and have been compared with results from previous years where applicable. Where relevant, differences between subgroups, such as age, disability type and SFO have also been included.

Due to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

## Verbatims

Verbatim quotes from passengers and companions have been included throughout where they add additional insight or context. These quotes may have been edited for clarity, spelling and grammar, but have had no substantive changes.

## Station categories

Throughout the report differences in the experiences of passengers are reported by the category of the station travelled through. See the following table for detail on how stations are categorised:

| Category | Number | Type                 | Journeys made     |
|----------|--------|----------------------|-------------------|
| A        | 28     | National Hub         | Over 2m trips     |
| B        | 67     | Regional Interchange | Over 2m trips     |
| C        | 248    | Important Feeder     | 0.5-2m trips      |
| D        | 298    | Medium Staffed       | 0.25-0.5m trips   |
| E        | 695    | Small Staffed        | Under 0.25m trips |
| F        | 1,200  | Small Unstaffed      | Under 0.25m trips |



## Appendix E: Key metrics by SFO

The table below shows the number of responses received from passengers travelling through stations managed by each SFO, and the confidence interval for results from users of each SFO, at the 95% confidence level. These mean that we can be 95% confident that the value for each SFO fall within the confidence intervals specified. For example, when looking at the results for Avanti West Coast, with a confidence interval of  $\pm 3.49$  at the 50% statistic, we can be 95% confident that if the survey findings present a result of 50%, the value in the population falls between 46.51% and 53.49%.

**Figure 7.2 Confidence interval by SFO, at the 95% confidence level**

|                              | Achieved | Answer = 50% | Answer = 70% | Answer = 90% |
|------------------------------|----------|--------------|--------------|--------------|
| Avanti West Coast            | 787      | $\pm 3.49$   | $\pm 3.20$   | $\pm 2.01$   |
| Chiltern Railways            | 80       | $\pm 10.96$  | $\pm 10.04$  | $\pm 6.57$   |
| East Midlands Railway        | 272      | $\pm 5.94$   | $\pm 5.45$   | $\pm 3.57$   |
| Govia Thameslink Railway     | 246      | $\pm 6.25$   | $\pm 5.73$   | $\pm 3.75$   |
| Great Western Railway        | 1,280    | $\pm 2.74$   | $\pm 2.51$   | $\pm 1.64$   |
| Greater Anglia               | 286      | $\pm 5.60$   | $\pm 5.31$   | $\pm 3.48$   |
| London North Eastern Railway | 1,306    | $\pm 2.71$   | $\pm 2.49$   | $\pm 1.63$   |
| Network Rail                 | 2,749    | $\pm 1.87$   | $\pm 1.71$   | $\pm 1.12$   |
| Northern                     | 364      | $\pm 5.14$   | $\pm 4.71$   | $\pm 3.08$   |
| ScotRail                     | 446      | $\pm 4.64$   | $\pm 4.25$   | $\pm 2.78$   |
| South Western Railway        | 335      | $\pm 5.35$   | $\pm 4.91$   | $\pm 3.21$   |
| Southeastern                 | 264      | $\pm 6.03$   | $\pm 5.53$   | $\pm 3.62$   |
| TransPennine Express         | 278      | $\pm 5.88$   | $\pm 5.39$   | $\pm 3.53$   |
| Transport for Wales          | 412      | $\pm 4.83$   | $\pm 4.43$   | $\pm 2.90$   |
| West Midlands Trains         | 265      | $\pm 6.02$   | $\pm 5.52$   | $\pm 3.61$   |

Please note not all respondents answer all questions therefore the confidence intervals will change in line with the base size of each question.

Figure 7.3, Proportion who received all booked assistance types, by SFO.

|                              | Yes to all | Yes to some | No to all | Don't know / Can't remember |
|------------------------------|------------|-------------|-----------|-----------------------------|
| Avanti West Coast            | 76%        | 12%         | 10%       | 2%                          |
| Chiltern Railways            | 75%        | 13%         | 12%       | 0%                          |
| East Midlands Railway        | 71%        | 11%         | 15%       | 3%                          |
| Govia Thameslink Railway     | 79%        | 8%          | 11%       | 2%                          |
| Great Western Railway        | 78%        | 10%         | 11%       | 1%                          |
| Greater Anglia               | 76%        | 10%         | 14%       | 0%                          |
| London North Eastern Railway | 82%        | 10%         | 7%        | 1%                          |
| Network Rail                 | 77%        | 11%         | 10%       | 1%                          |
| Northern                     | 71%        | 9%          | 18%       | 2%                          |
| ScotRail                     | 76%        | 11%         | 12%       | 2%                          |
| South Western Railway        | 74%        | 10%         | 15%       | 1%                          |
| Southeastern                 | 82%        | 7%          | 10%       | 1%                          |
| TransPennine Express         | 76%        | 9%          | 15%       | 0%                          |
| Transport for Wales          | 70%        | 12%         | 17%       | 1%                          |
| West Midlands Trains         | 74%        | 11%         | 13%       | 2%                          |
| Total                        | 76%        | 10%         | 12%       | 2%                          |

Figure 7.4, Proportion who received all booked assistance types, by SFO. (\*represents base size too low to report)

|                              | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Avanti West Coast            | 84%       | 78%       | 74%       | 79%       | 75%       | 80%       | 75%       |
| Chiltern Railways            | *         | 80%       | *         | *         | 84%       | 85%       | 75%       |
| East Midlands Trains         | 73%       | 78%       | 71%       | 80%       | 74%       | 79%       | 71%       |
| Govia Thameslink Railway     | 79%       | 70%       | 73%       | 73%       | 81%       | 80%       | 79%       |
| Great Western Railway        | 81%       | 76%       | 74%       | 81%       | 79%       | 81%       | 78%       |
| Greater Anglia               | 77%       | 75%       | 74%       | 75%       | 66%       | 79%       | 76%       |
| London North Eastern Railway | 87%       | 79%       | 77%       | 86%       | 80%       | 84%       | 82%       |
| Network Rail                 | 82%       | 76%       | 78%       | 85%       | 79%       | 81%       | 77%       |
| Northern                     | 73%       | 64%       | 62%       | 70%       | 62%       | 76%       | 71%       |
| ScotRail                     | 81%       | 76%       | 79%       | 77%       | 76%       | 84%       | 75%       |
| South Western Railway        | 76%       | 69%       | 65%       | 80%       | 70%       | 74%       | 74%       |
| Southeastern                 | 78%       | 75%       | 71%       | 86%       | 82%       | 86%       | 82%       |
| TransPennine Express         | 85%       | 79%       | 76%       | *         | 71%       | 81%       | 76%       |
| Transport for Wales          | 73%       | 69%       | 69%       | 71%       | 66%       | 76%       | 71%       |
| West Midlands Trains         | 77%       | 79%       | 70%       | *         | 76%       | 78%       | 73%       |
| Total                        | 81%       | 76%       | 74%       | 80%       | 76%       | 81%       | 76%       |

Figure 7.5, Proportion satisfied with assistance received at station, by SFO. (\*represents base size too low to report)

|                              | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Avanti West Coast            | 93%       | 91%       | 88%       | 92%       | 93%       | 93%       | 94%       |
| Chiltern Railways            | *         | 85%       | *         | *         | 96%       | 90%       | 91%       |
| East Midlands Trains         | 90%       | 84%       | 88%       | 92%       | 89%       | 92%       | 94%       |
| Govia Thameslink Railway     | 93%       | 83%       | 82%       | 95%       | 94%       | 96%       | 93%       |
| Great Western Railway        | 93%       | 91%       | 92%       | 93%       | 94%       | 96%       | 94%       |
| Greater Anglia               | 89%       | 87%       | 88%       | 81%       | 89%       | 93%       | 95%       |
| London North Eastern Railway | 96%       | 91%       | 91%       | 95%       | 95%       | 96%       | 96%       |
| Network Rail                 | 92%       | 89%       | 89%       | 95%       | 95%       | 95%       | 94%       |
| Northern                     | 85%       | 76%       | 79%       | 84%       | 90%       | 93%       | 96%       |
| ScotRail                     | 96%       | 84%       | 89%       | 91%       | 93%       | 94%       | 92%       |
| South Western Railway        | 91%       | 87%       | 86%       | 94%       | 92%       | 94%       | 91%       |
| Southeastern                 | 88%       | 82%       | 87%       | 95%       | 95%       | 98%       | 94%       |
| TransPennine Express         | 93%       | 90%       | 92%       | *         | 94%       | 95%       | 93%       |
| Transport for Wales          | 87%       | 83%       | 85%       | 85%       | 90%       | 92%       | 92%       |
| West Midlands Trains         | 93%       | 90%       | 85%       | *         | 97%       | 96%       | 92%       |
| Total                        | 92%       | 88%       | 88%       | 92%       | 94%       | 95%       | 94%       |

Figure 7.6, Proportion satisfied with helpfulness and attitude of staff, by SFO. (\*represents base size too low to report)

|                              | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Avanti West Coast            | 94%       | 93%       | 92%       | 93%       | 95%       | 94%       | 96%       |
| Chiltern Railways            | *         | 89%       | *         | *         | 98%       | 95%       | 91%       |
| East Midlands Trains         | 90%       | 88%       | 89%       | 92%       | 92%       | 93%       | 95%       |
| Govia Thameslink Railway     | 90%       | 90%       | 86%       | 99%       | 96%       | 96%       | 95%       |
| Great Western Railway        | 95%       | 89%       | 93%       | 94%       | 94%       | 97%       | 95%       |
| Greater Anglia               | 94%       | 93%       | 92%       | 83%       | 94%       | 95%       | 96%       |
| London North Eastern Railway | 96%       | 93%       | 95%       | 96%       | 96%       | 97%       | 97%       |
| Network Rail                 | 95%       | 92%       | 93%       | 96%       | 96%       | 96%       | 95%       |
| Northern                     | 87%       | 80%       | 87%       | 88%       | 94%       | 95%       | 95%       |
| ScotRail                     | 96%       | 93%       | 93%       | 93%       | 94%       | 95%       | 93%       |
| South Western Railway        | 93%       | 90%       | 92%       | 100%      | 94%       | 93%       | 93%       |
| Southeastern                 | 85%       | 86%       | 90%       | 95%       | 97%       | 98%       | 96%       |
| TransPennine Express         | 95%       | 89%       | 94%       | *         | 98%       | 94%       | 93%       |
| Transport for Wales          | 89%       | 86%       | 93%       | 92%       | 91%       | 95%       | 94%       |
| West Midlands Trains         | 91%       | 92%       | 88%       | *         | 98%       | 96%       | 94%       |
| Total                        | 94%       | 91%       | 92%       | 94%       | 95%       | 96%       | 95%       |

## Appendix F: Key metrics by disability type

Figure 8.1, Proportion satisfied with booking, by disability type.

|                                                                | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|----------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Vision (blindness or visual impairment)                        | 91%       | 91%       | 90%       | 90%       | 92%       | 92%       | 94%       |
| Hearing (deafness or hard of hearing)                          | 95%       | 92%       | 91%       | 93%       | 93%       | 94%       | 95%       |
| Physical (wheelchair user, mobility issues, amputee, dwarfism) | 91%       | 91%       | 91%       | 92%       | 92%       | 94%       | 94%       |
| Learning or concentrating or remembering                       | 88%       | 88%       | 89%       | 87%       | 89%       | 91%       | 92%       |
| Mental health conditions                                       | 87%       | 86%       | 88%       | 88%       | 90%       | 91%       | 93%       |
| Social or behavioural issues                                   | 81%       | 84%       | 82%       | 85%       | 85%       | 87%       | 89%       |
| Communication disorder/disability                              | Not asked | 88%       | 86%       | 88%       | 86%       | 90%       | 92%       |
| Another long term health condition                             | 91%       | 91%       | 93%       | 91%       | 93%       | 93%       | 94%       |
| None of these conditions                                       | 95%       | 94%       | 94%       | 95%       | 96%       | 96%       | 96%       |
| Total - non-visible disability                                 | 88%       | 88%       | 89%       | 89%       | 89%       | 92%       | 93%       |
| Total                                                          | 92%       | 92%       | 92%       | 92%       | 93%       | 94%       | 95%       |

Figure 8.2, Proportion who received all booked assistance, by disability type.

|                                                                | Yes to all | Yes to some | No to all | Don't know / Can't remember |
|----------------------------------------------------------------|------------|-------------|-----------|-----------------------------|
| Vision (blindness or visual impairment)                        | 78%        | 12%         | 10%       | 1%                          |
| Hearing (deafness or hard of hearing)                          | 76%        | 13%         | 10%       | 1%                          |
| Physical (wheelchair user, mobility issues, amputee, dwarfism) | 76%        | 11%         | 12%       | 1%                          |
| Learning or concentrating or remembering                       | 72%        | 15%         | 11%       | 2%                          |
| Mental health conditions                                       | 69%        | 14%         | 14%       | 3%                          |
| Social or behavioural issues                                   | 65%        | 15%         | 17%       | 3%                          |
| Communication disorder/disability                              | 72%        | 13%         | 13%       | 2%                          |
| Another long term health condition                             | 73%        | 12%         | 13%       | 1%                          |
| None of these conditions                                       | 80%        | 7%          | 11%       | 1%                          |
| Total - non-visible disability                                 | 72%        | 14%         | 12%       | 2%                          |
| Total                                                          | 76%        | 10%         | 12%       | 1%                          |

Figure 8.3, Proportion who received all booked assistance, by disability type.

|                                                                | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|----------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Vision (blindness or visual impairment)                        | 79%       | 77%       | 72%       | 81%       | 74%       | 78%       | 78%       |
| Hearing (deafness or hard of hearing)                          | 79%       | 73%       | 72%       | 78%       | 75%       | 78%       | 76%       |
| Physical (wheelchair user, mobility issues, amputee, dwarfism) | 80%       | 75%       | 73%       | 79%       | 76%       | 80%       | 76%       |
| Learning or concentrating or remembering                       | 75%       | 71%       | 68%       | 80%       | 71%       | 72%       | 72%       |
| Mental health conditions                                       | 73%       | 71%       | 71%       | 76%       | 65%       | 74%       | 69%       |
| Social or behavioural issues                                   | 69%       | 72%       | 64%       | 76%       | 66%       | 66%       | 65%       |
| Communication disorder/disability                              | Not asked | 76%       | 67%       | 80%       | 64%       | 75%       | 72%       |
| Another long term health condition                             | 80%       | 74%       | 72%       | 75%       | 75%       | 76%       | 73%       |
| None of these conditions                                       | 82%       | 76%       | 78%       | 84%       | 78%       | 84%       | 80%       |
| Total - non-visible disability                                 | 75%       | 72%       | 70%       | 80%       | 69%       | 75%       | 72%       |
| Total                                                          | 80%       | 76%       | 74%       | 80%       | 76%       | 81%       | 76%       |

Figure 8.4, Proportion satisfied with assistance received at the station, by disability type.

|                                                                | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|----------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Vision (blindness or visual impairment)                        | 91%       | 87%       | 89%       | 93%       | 94%       | 92%       | 94%       |
| Hearing (deafness or hard of hearing)                          | 92%       | 89%       | 90%       | 90%       | 94%       | 93%       | 93%       |
| Physical (wheelchair user, mobility issues, amputee, dwarfism) | 92%       | 88%       | 87%       | 92%       | 94%       | 94%       | 93%       |
| Learning or concentrating or remembering                       | 90%       | 87%       | 86%       | 91%       | 90%       | 92%       | 90%       |
| Mental health conditions                                       | 90%       | 85%       | 85%       | 90%       | 87%       | 88%       | 91%       |
| Social or behavioural issues                                   | 83%       | 84%       | 84%       | 91%       | 87%       | 88%       | 87%       |
| Communication disorder/disability                              | Not asked | 88%       | 85%       | 95%       | 88%       | 88%       | 92%       |
| Another long term health condition                             | 93%       | 86%       | 89%       | 90%       | 93%       | 94%       | 93%       |
| None of these conditions                                       | 95%       | 89%       | 89%       | 92%       | 96%       | 96%       | 96%       |
| Total - non-visible disability                                 | 90%       | 87%       | 87%       | 91%       | 89%       | 91%       | 91%       |
| Total                                                          | 92%       | 88%       | 88%       | 92%       | 94%       | 95%       | 94%       |

Figure 8.5, Overall satisfaction from booking to service experience, by disability type.

|                                                                | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 | 2022-2023 | 2023-2024 |
|----------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Vision (blindness or visual impairment)                        | 81%       | 79%       | 78%       | 82%       | 84%       | 85%       | 88%       |
| Hearing (deafness or hard of hearing)                          | 86%       | 83%       | 82%       | 84%       | 87%       | 88%       | 89%       |
| Physical (wheelchair user, mobility issues, amputee, dwarfism) | 84%       | 80%       | 81%       | 84%       | 86%       | 88%       | 86%       |
| Learning or concentrating or remembering                       | 82%       | 74%       | 80%       | 74%       | 80%       | 82%       | 85%       |
| Mental health conditions                                       | 78%       | 73%       | 74%       | 74%       | 76%       | 80%       | 82%       |
| Social or behavioural issues                                   | 76%       | 64%       | 66%       | 73%       | 68%       | 77%       | 79%       |
| Communication disorder/disability                              | Not asked | 74%       | 72%       | 73%       | 71%       | 80%       | 85%       |
| Another long term health condition                             | 85%       | 79%       | 81%       | 82%       | 85%       | 87%       | 86%       |
| None of these conditions                                       | 89%       | 88%       | 88%       | 88%       | 92%       | 91%       | 90%       |
| Total - non-visible disability                                 | 81%       | 74%       | 78%       | 76%       | 79%       | 83%       | 84%       |
| Total                                                          | 85%       | 82%       | 82%       | 84%       | 87%       | 88%       | 87%       |

## Appendix G: Key metrics by station

Figure 9.1, Proportion who received all booked assistance, by station, showing unweighted data.

(Stations with a base size of 50 or more only, unweighted sample sizes in parentheses)

|                                             | Yes to all | Yes to some | No to all | Don't know / Can't remember |
|---------------------------------------------|------------|-------------|-----------|-----------------------------|
| <b>Aberdeen (54)</b>                        | 80%        | 4%          | 11%       | 6%                          |
| <b>Birmingham New Street (198)</b>          | 77%        | 13%         | 9%        | 2%                          |
| <b>Bristol Parkway (58)</b>                 | 83%        | 10%         | 3%        | 3%                          |
| <b>Bristol Temple Meads (109)</b>           | 68%        | 14%         | 17%       | 1%                          |
| <b>Cardiff Central (108)</b>                | 74%        | 13%         | 12%       | 1%                          |
| <b>Carlisle (87)</b>                        | 77%        | 10%         | 10%       | 2%                          |
| <b>Cheltenham Spa (60)</b>                  | 78%        | 10%         | 8%        | 3%                          |
| <b>Crewe (105)</b>                          | 59%        | 16%         | 25%       | 0%                          |
| <b>Darlington (100)</b>                     | 84%        | 8%          | 7%        | 1%                          |
| <b>Doncaster (98)</b>                       | 84%        | 8%          | 8%        | 0%                          |
| <b>Durham (106)</b>                         | 78%        | 15%         | 6%        | 1%                          |
| <b>Edinburgh (250)</b>                      | 78%        | 10%         | 11%       | 1%                          |
| <b>Exeter St David's (184)</b>              | 86%        | 8%          | 5%        | 1%                          |
| <b>Glasgow Central (143)</b>                | 81%        | 11%         | 6%        | 1%                          |
| <b>Grantham (51)</b>                        | 88%        | 10%         | 2%        | 0%                          |
| <b>Hull (57)</b>                            | 81%        | 11%         | 9%        | 0%                          |
| <b>Lancaster (50)</b>                       | 68%        | 20%         | 12%       | 0%                          |
| <b>Leeds (128)</b>                          | 75%        | 13%         | 10%       | 2%                          |
| <b>Liverpool Lime Street (103)</b>          | 80%        | 12%         | 7%        | 2%                          |
| <b>London Euston (489)</b>                  | 80%        | 12%         | 7%        | 1%                          |
| <b>London Kings Cross (439)</b>             | 75%        | 10%         | 14%       | 1%                          |
| <b>London Paddington (257)</b>              | 80%        | 11%         | 8%        | 2%                          |
| <b>London St Pancras International (53)</b> | 70%        | 17%         | 13%       | 0%                          |
| <b>London Waterloo (61)</b>                 | 80%        | 8%          | 11%       | 0%                          |
| <b>Manchester Piccadilly (183)</b>          | 72%        | 14%         | 11%       | 3%                          |
| <b>Newark Northgate (65)</b>                | 91%        | 6%          | 3%        | 0%                          |
| <b>Newcastle (278)</b>                      | 85%        | 7%          | 7%        | 1%                          |
| <b>Newport (South Wales) (61)</b>           | 79%        | 8%          | 13%       | 0%                          |
| <b>Norwich (68)</b>                         | 81%        | 10%         | 9%        | 0%                          |
| <b>Penzance (52)</b>                        | 81%        | 4%          | 13%       | 2%                          |
| <b>Peterborough (181)</b>                   | 87%        | 9%          | 3%        | 1%                          |
| <b>Plymouth (110)</b>                       | 78%        | 15%         | 6%        | 0%                          |
| <b>Preston (Lancs) (102)</b>                | 75%        | 12%         | 10%       | 3%                          |
| <b>Reading (123)</b>                        | 85%        | 7%          | 8%        | 0%                          |
| <b>Sheffield (70)</b>                       | 81%        | 11%         | 4%        | 3%                          |
| <b>Southampton Central (63)</b>             | 76%        | 16%         | 6%        | 2%                          |
| <b>Stevenage (54)</b>                       | 80%        | 11%         | 9%        | 0%                          |
| <b>Stockport (58)</b>                       | 86%        | 9%          | 3%        | 2%                          |
| <b>Taunton (70)</b>                         | 77%        | 13%         | 10%       | 0%                          |
| <b>Truro (53)</b>                           | 79%        | 15%         | 6%        | 0%                          |
| <b>Warrington Bank Quay (51)</b>            | 84%        | 14%         | 0%        | 2%                          |
| <b>York (284)</b>                           | 75%        | 12%         | 13%       | 1%                          |
| <b>Total (9,098)</b>                        | 76%        | 10%         | 12%       | 1%                          |



Figure 9.2, Proportion satisfied with assistance received at the station, by station, showing unweighted data. (Stations with a base size of 50 or more only, unweighted base size in parentheses)

|                                    | <b>Satisfied</b> |
|------------------------------------|------------------|
| <b>Birmingham New Street (180)</b> | 96%              |
| <b>Bristol Parkway (56)</b>        | 89%              |
| <b>Bristol Temple Meads (89)</b>   | 93%              |
| <b>Cardiff Central (97)</b>        | 89%              |
| <b>Carlisle (77)</b>               | 96%              |
| <b>Cheltenham Spa (53)</b>         | 94%              |
| <b>Crewe (82)</b>                  | 85%              |
| <b>Darlington (94)</b>             | 98%              |
| <b>Doncaster (93)</b>              | 96%              |
| <b>Durham (99)</b>                 | 97%              |
| <b>Edinburgh (223)</b>             | 93%              |
| <b>Exeter St David's (175)</b>     | 98%              |
| <b>Glasgow Central (134)</b>       | 92%              |
| <b>Grantham (50)</b>               | 96%              |
| <b>Hull (52)</b>                   | 92%              |
| <b>Leeds (113)</b>                 | 94%              |
| <b>Liverpool Lime Street (95)</b>  | 97%              |
| <b>London Euston (453)</b>         | 94%              |
| <b>London Kings Cross (379)</b>    | 92%              |
| <b>London Paddington (236)</b>     | 97%              |
| <b>London Waterloo (55)</b>        | 87%              |
| <b>Manchester Piccadilly (162)</b> | 91%              |
| <b>Newark Northgate (63)</b>       | 100%             |
| <b>Newcastle (257)</b>             | 96%              |
| <b>Newport (South Wales) (54)</b>  | 93%              |
| <b>Norwich (62)</b>                | 97%              |
| <b>Peterborough (174)</b>          | 99%              |
| <b>Plymouth (105)</b>              | 93%              |
| <b>Preston (Lancs) (90)</b>        | 97%              |
| <b>Reading (113)</b>               | 97%              |
| <b>Sheffield (65)</b>              | 94%              |
| <b>Southampton Central (59)</b>    | 86%              |
| <b>Stockport (55)</b>              | 95%              |
| <b>Taunton (64)</b>                | 92%              |
| <b>Truro (50)</b>                  | 94%              |
| <b>Warrington Bank Quay (50)</b>   | 96%              |
| <b>York (251)</b>                  | 94%              |
| <b>Total (8,080)</b>               | 94%              |

# Appendix H: Questionnaire

## Telephone Introduction

Good morning/afternoon/evening. My name is \_\_\_\_\_ from M·E·L Research. M·E·L Research are working with the Office of Rail and Road (ORR) to better understand the experience of booking assisted travel. ORR is the independent regulator of the railways; this means they check services are being provided to passengers to sufficient standards.

We understand that you recently booked assisted travel. **[Pipe booking agent]** and other train companies are working with the ORR to improve the way the assisted travel service works for passengers. The ORR has commissioned us to conduct research to find out how satisfied you were with your assistance on **[DATE]** and to gather your feedback on how the assisted travel service could be improved. It should take between 10 -15 minutes to complete the survey.

Please be assured that the survey is conducted under the terms of the Market Research Society (MRS) Code of Conduct. **[Pipe booking agent]** have advised you have given permission for your contact details to be passed on to us for research purposes only. We guarantee that your answers will be kept completely confidential.

Due to the nature of the survey topic, please be aware that we will be asking a question about your health. You don't have to answer this question if you would prefer not to. Your personal data will not be linked with your answer to this question when passed on to the ORR.

Our privacy notice explains your rights in more detail, including your right to change your mind if you do not want us to use your information. Please let me know if you would like the link emailed to you (insert MEL privacy policy)

## WEB Link Introduction

M·E·L Research are working with the Office of Rail and Road (ORR) to better understand the experience of booking assisted travel. ORR is the independent regulator of the railways; this means they check services are being provided to passengers to sufficient standards.

We understand that you recently booked assisted travel. **[Pipe booking agent]** and other train companies are working with the ORR to improve the way the assisted travel service works for passengers. The ORR has commissioned us to conduct research to find out how satisfied you were with your assistance on **[DATE]** and to gather your feedback on how the assisted travel service could be improved. It should take between 10 -15 minutes to complete the survey.

Please be assured that the survey is conducted under the terms of the Market Research Society (MRS) Code of Conduct. **[Pipe booking agent]** have advised you have given permission for your contact details to be passed on to us for research purposes only. We guarantee that your answers will be kept completely confidential.

Due to the nature of the survey topic, please be aware that we will be asking a question about your health. You don't have to answer this question if you would prefer not to. Your personal data will not be linked with your answer to this question when passed on to the ORR.

Our privacy notice explains your rights in more detail, including your right to change your mind if you do not want us to use your information. If you would like more information on this, please click on the following link to find out more. (insert MEL privacy policy)

TELEPHONE SCRIPT ONLY: All calls are recorded for quality checking purposes and can be accessed by the M.E.L Research team only.

Telephone link – Could you confirm you are happy to proceed, and that you give permission for the interview to be recorded?

- 1 Yes
- 2 No

Before we continue – can I just confirm that you are 16 or over?

**YES, 16 OR OVER – CONTINUE**

**NO, UNDER 16 – THANK AND CLOSE**

And can you please confirm that you booked assisted travel recently?

**YES, BOOKED ASSISTED TRAVEL – CONTINUE; NO, NOT BOOKED – THANK AND CLOSE**

**IF YES:** Thank you very much for your valuable time. We will refer to the assisted travel service as Passenger Assist throughout the questionnaire.

**IF WOULD LIKE MORE DETAIL:** The MRS set out professional standards that all research practitioners must prove they work to. If you would like to contact MRS with any questions you can do so on 0800 975 9596.

**IF NO & TELEPHONE SAMPLE:** Is there a better time to call you back?

- **IF YES: INTERVIEWER ARRANGE TIME**
- **IF NO:** You can complete the interview online within the next week, and the link is: INSERT WEBLINK

### [Section A – Travel Habits](#)

We would like to start by gathering some background information on your train travel.

#### **ASK ALL**

- A1 Have you used Passenger Assist, either on your own or as a companion accompanying someone requiring the service?

#### **SINGLE CODE**

- |                    |                              |
|--------------------|------------------------------|
| 1. Yes (myself)    | <b>CONTINUE AS CUSTOMER</b>  |
| 2. Yes (companion) | <b>CONTINUE AS COMPANION</b> |
| 3. No              | <b>THANK AND CLOSE</b>       |
| 4. Don't know      | <b>THANK AND CLOSE</b>       |

**ASK IF A1 = 2 (COMPANION)**

A2 What is your relationship to the person you were travelling with? They are my...

**SINGLE CODE**

1. Wife
2. Husband
3. Partner
4. Son (including step-son and son-in-law)
5. Daughter (including step-daughter and daughter-in-law)
6. Mother (including step-mother and mother-in-law)
7. Father (including step-father and father-in-law)
8. Brother (including step-brother and brother-in-law)
9. Sister (including step-sister and sister-in-law)
10. Grandparent
11. Grandchild
12. Other relative
13. Friend
14. Neighbour
15. Colleague
16. Other (Please specify)

A3e **(IF CUSTOMER AT A1):** How do you expect your usage of Passenger Assist to change going forward?

**(IF COMPANION AT A1):** How do you expect your <ANSWER FROM A2>'s usage of Passenger Assist to change going forward?

**SINGLE CODE**

1. Increase a lot
2. Increase a little
3. Stay the same
4. Decrease a little
5. Decrease a lot
6. Don't know/unsure

[Section B – Confirming journey details](#)

We understand on **(FROM SAMPLE)** <DATE>, **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2> made a journey via train. We are interested in the assistance you booked in advance for one specific part of the journey. We would like to ask what happened at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station.

**ASK ALL**

B1 INTERVIEWER: Confirm that the respondent recalls this journey and feels able to answer about this. If not, thank and close.

**SINGLE CODE**

Continue

Thank and close

B1 **WEB LINK:** Can you confirm that you remember this journey, and feel able to answer about this?

Yes

No – **THANK AND CLOSE**

### [Section C – The booking process](#)

C1aa. Thinking about the assistance you booked for **(FROM SAMPLE)** <DATE> at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station...how did you book this assistance?

By telephone

Online

By email

By App

Don't know / can't remember

#### **ASK ALL**

C1a Roughly how long did it take to book assistance?

*Note: we are only interested in the time it takes to book the assistance only...do not include time for anything else e.g., booking a ticket,*

**TIME BOX IN 5 MINUTE STEPS UP TO 55 MINS, THEN 1 hour, THEN LONGER THAN 1 HOUR**

#### **ASK ALL**

**C1b** How much notice did you provide when booking assistance? E.g. how far in advance of needing assistance did you make a booking.

1. Less than 2 hours
2. 2 to 6 hours
3. 6 to 12 hours
4. 12-24 hours
5. 24-48 hours (a day to two days)
6. Between two days and a week
7. Between one and two weeks
8. Between two weeks and a month
9. More than a month
10. Don't know / can't remember (DO NOT READ OUT)

#### **ASK ALL**

**C1c** As of 1st April 2022 it has been possible to book a service with 2 hours' notice. Were you aware of this prior to undertaking this survey?

1. Yes
2. No
3. Don't know

**ASK ALL**

C1 Which of the following types of assistance did you request at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station?

**MULTICODE, RANDOMISE**

Requested wheelchair space

Help with luggage

Getting in/out of the station

Getting to the platform

Getting to a seat

Getting to the wheelchair area

Boarding the train

Getting off the train

Provision of a ramp

Help transferring trains

Guidance if you are visually impaired

A taxi if required (if the station you wanted to use was inaccessible to you)

16. Use of station buggy

Requested priority seat

Use of station wheelchair

Requested companion seat

Room for assistance dog

Some other type of assistance (Please specify)

**DO NOT READ OUT:** Don't know/Can't remember

**THANK AND CLOSE**

**ASK ALL**

C3 Did you receive confirmation of the assistance booking?

**SINGLE CODE**

Yes

No

Don't know/Can't remember

If Yes to C3,

C4 How long after booking did you receive confirmation?

1. Within an hour

2. Within 24 hours

3. Within 48 hours

4 Within 1 week

5 Within 2 weeks

6 2 weeks or more

7 Don't know / can't remember

**ASK ALL**

C6 Before we go on to discuss the actual day of your journey, please tell us which of the following best describes how you felt after making your booking...

**READ OUT, SINGLE CODE**

I felt confident that all requirements would be met

I felt confident that most requirements would be met

I felt doubtful that requirements would be met on the day

**DO NOT READ OUT:** Don't know

**ASK IF CODED 3 AT C6**

C6b Why were you doubtful that requirements would be met?

**OPEN RESPONSE, PROBE FULLY**

---



**ASK ALL**

C7 Thinking about the booking process, how satisfied were you with the following... READ OUT FIRST ITEM?

**READ OUT SUBSEQUENT ITEMS IN TURN, SINGLE CODE PER ROW, ROTATE ORDER OF STATEMENTS**

**REPEAT SCALE AS NECESSARY**

|                |           |                                          |              |                      |            |
|----------------|-----------|------------------------------------------|--------------|----------------------|------------|
| Very satisfied | Satisfied | Neither<br>satisfied nor<br>dissatisfied | Dissatisfied | Very<br>Dissatisfied | Don't know |
|----------------|-----------|------------------------------------------|--------------|----------------------|------------|

The overall assistance booking process

The helpfulness of staff when booking assistance <ask if booked by telephone only C1aa = 1>

The ease of booking online / via an App <ask if booked online or via an App C1aa = 2 or 4>

The assistance available was relevant to my needs

## Section D – Journey experience

We'd now like to ask you about what happened with regards to the assistance **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2> booked for **(FROM SAMPLE)** <DATE> at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station.

### **ASK IF A1 = 2 (COMPANION)**

D1A Did you travel on this journey with the passenger who required assistance?

1. Yes
2. No (end survey)

### **ASK IF A1 = 1 (CUSTOMER)**

D1 Were you travelling alone or with someone?

#### **MULTICODE**

Alone

3. With a family member, friend or colleague
4. With someone who is a carer and can assist you

### **ASK ALL**

D2 What was the main purpose of the journey?

#### **PROBE AS PER PRECODES, SINGLE CODE**

Commuting (e.g., to work, school or university)

Business/ other work (e.g., to a business meeting with a customer)

Leisure (e.g., shopping, visiting friends/ relatives, day trip/ holiday)

Other (please specify)

Prefer not to say

### **ASK ALL**

D4a Was a member of staff there to meet **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2> within an acceptable timeframe?

#### **PROBE AS PER PRECODES, SINGLE CODE**

Yes

No, but I was/they were eventually met by staff

No, I was not met by staff

**DO NOT READ OUT:** Don't know/Can't remember

**ASK IF D4a = 2 OR 3 (WAS NOT MET BY STAFF / WITHIN A REASONABLE TIMEFRAME)**

D4b Did this delay affect (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <your ANSWER FROM A2> being able to get to your final destination?

**SINGLE CODE**

I was/they were able to complete my journey as planned

I was/they were able to complete my journey but not as planned, e.g., took a later train

I was/they were not able to complete my journey

Don't know/Can't remember

**ASK ALL**

D4aa. Thinking specifically about the time taken to be met by staff when using Passenger Assist, what do you consider a reasonable timeframe?

Immediately on arrival

Up to 1 minute after arrival

Up to 2 minutes after arrival

Up to 3 minutes after arrival

Up to 5 minutes after arrival

Up to 10 minutes after arrival

Up to 15 minutes after arrival

More than 15 minutes after arrival

Don't know

**ASK IF D4a = 1-2**

D5 And did (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <your ANSWER FROM A2> receive the following assistance you booked?

**READ OUT EACH ITEM IN TURN**

|                                                 |     |    |                                            |
|-------------------------------------------------|-----|----|--------------------------------------------|
|                                                 | Yes | No | DO NOT READ OUT: Don't know/Can't remember |
| SHOW CODES FROM C1<br>SINGLE CODE FOR EACH ITEM | 1   | 2  | 3                                          |

ASK IF D4a = 1-2

D6 And how satisfied (IF CUSTOMER AT A1) <were you> (IF COMPANION AT A1) <was your ANSWER FROM A2> with....

SHOW CODES WHERE D5 = 1, READ OUT SUBSEQUENT ITEMS IN TURN, SINGLE CODE PER ROW

REPEAT SCALE AS NECESSARY

|                    |               |                                        |                  |                       |                |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|
| 5 = Very satisfied | 4 = Satisfied | 3 = Neither satisfied nor dissatisfied | 2 = Dissatisfied | 1 = Very Dissatisfied | 6 = Don't know |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|

ASK IF D4a = 1-2

D7 Overall how satisfied (IF CUSTOMER AT A1) <were you> (IF COMPANION AT A1) <was your ANSWER FROM A2> with the assistance at (FROM SAMPLE) <STATION WHERE ASSISTANCE REQUIRED> station?

REPEAT SCALE AS NECESSARY

|                    |               |                                        |                  |                       |                |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|
| 5 = Very satisfied | 4 = Satisfied | 3 = Neither satisfied nor dissatisfied | 2 = Dissatisfied | 1 = Very Dissatisfied | 6 = Don't know |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|

ASK IF ANY OF D5 = 2 (DID NOT RECEIVE THE ASSISTANCE REQUESTED)

D8 Did not receiving the assistance requested affect (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <your ANSWER FROM A2> being able to get to the **final** destination?

SINGLE CODE

I was/they were able to complete my journey as planned

I was/they were able to complete my journey but not as planned, e.g., took a later train

I was/they were not able to complete my journey

Don't know/Can't remember

ASK IF D8 = 2 OR 3

D8a Did you claim redress?

SINGLE CODE

Yes

No

**ASK IF D8a = 2**

D8b Is there a reason why you chose not to claim redress?

**MULTI CODE**

I was not aware I could claim redress

There was a lack of information on the redress process

The redress process was not accessible to me

I did not know who to claim redress with

I did not see any benefit to claiming redress

I felt claiming redress would be too time consuming

Other (please specify)

Don't know

**ASK IF C1 DOES NOT = 12**

D10 At any point in your journey did the assistance involve a taxi or alternative means of transport arranged by the train company?

**SINGLE CODE**

Yes

No

Don't know/Can't remember

**ASK IF D10 = 1 OR D5\_12 = 1 (ASSISTANCE INVOLVED A TAXI OR ALTERNATIVE TRANSPORT)**

You said that your assistance involved a taxi/alternative means of transport arranged by the train company.

D11 Did the vehicle arrive in an acceptable timeframe?

**SINGLE CODE**

Yes

No

Don't know/Can't remember

**ASK IF D10 = 1 OR D5\_12 = 1 (ASSISTANCE INVOLVED A TAXI OR ALTERNATIVE TRANSPORT)**

D12 Was the vehicle suitable for (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <your ANSWER FROM A2>?

**SINGLE CODE**

Yes

No

Don't know/Can't remember

**ASK ALL**

D13 And did (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <your ANSWER FROM A2> experience any disruption on the journey?

**MULTICODE**

Yes – e.g. planned engineering works / industrial action / delays / cancellations

No

Don't know/Can't remember

**ASK IF D13 = 1 OR 5**

D16 Did someone contact (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <your ANSWER FROM A2> to offer an alternative?

**SINGLE CODE**

Yes

No

This wasn't necessary because the delay had no impact upon the booking

Don't know/can't remember

**ASK IF D16 = 1**

D16b What alternative arrangements were offered and did these meet your needs?

**OPEN RESPONSE, PROBE FULLY**

---

99 Don't know

**ASK IF D4a = 1-2**

D17 Thinking about the assistance at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station on **(FROM SAMPLE)** <DATE>, how satisfied were **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <they> with... READ OUT FIRST ITEM?

READ OUT SUBSEQUENT ITEMS IN TURN, SINGLE CODE PER ROW, ROTATE ORDER OF STATEMENTS

REPEAT SCALE AS NECESSARY

|                |           |                                    |              |                   |            |
|----------------|-----------|------------------------------------|--------------|-------------------|------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very Dissatisfied | Don't know |
|----------------|-----------|------------------------------------|--------------|-------------------|------------|

- a. The helpfulness and attitude of staff who provided assistance at the station
- b. How well **(IF CUSTOMER AT A1)** <your> **(IF COMPANION AT A1)** <your ANSWER FROM A2's> particular needs were understood by the staff who assisted **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <them> at the station
- c. Staff being knowledgeable and proficient in how to assist you

ASK IF D4a = 1-2

D20 We are keen to know how helpful **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2> found Passenger Assist in terms of making the train journey possible or simply more convenient. Which of the following best describes **(IF CUSTOMER AT A1)** <your> **(IF COMPANION AT A1)** <their> experience?

PROBE AS PER PRECODES, SINGLE CODE

I/They could not have completed this particular train journey without Passenger Assist

I/They could have completed this particular train journey, but it would have been more difficult (e.g., would have taken more time, needing another person etc.)

I/They could have completed this particular train journey without Passenger Assist

Don't know

ASK ALL

D21 Overall how satisfied are you with the whole process from booking the assistance to the assistance received at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station on **(FROM SAMPLE)** <DATE>?

SINGLE CODE

|                    |               |                                        |                  |                       |                |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|
| 5 = Very satisfied | 4 = Satisfied | 3 = Neither satisfied nor dissatisfied | 2 = Dissatisfied | 1 = Very Dissatisfied | 6 = Don't know |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|

**ASK IF D21 = DISSATISFIED OR VERY DISSATISFIED**

D22 Did you raise a complaint?

**SINGLE CODE**

Yes

No

**ASK IF D22 = 2**

D22a Is there a reason why you chose not to raise a complaint?

**MULTI CODE**

I was not aware I could raise a complaint

There was a lack of information on the complaints process

The complaints process was not accessible to me

I did not know who to raise a complaint with

I did not see any benefit to raising a complaint

I felt raising a complaint would be too time consuming

Other (please specify)

Don't know



## Section E – General views on the assisted travel service

We would now like your thoughts on Passenger Assist as a whole, not just this journey. We're keen to understand your perspective on what works well, what doesn't work so well, and how you think the service could be improved.

ASK ALL

READ OUT SUBSEQUENT ITEMS IN TURN, SINGLE CODE PER ROW, ROTATE ORDER OF STATEMENTS  
BUT KEEP B-E and F-I together

REPEAT SCALE AS NECESSARY

**E-IMP.** Thinking about the whole process including the booking of assistance and the provision of assistance during the journey, how important or unimportant are the following to **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2's>

|                |                 |                                   |                   |                  |            |
|----------------|-----------------|-----------------------------------|-------------------|------------------|------------|
| Very important | Quite important | Neither important nor unimportant | Quite unimportant | Very unimportant | Don't know |
|----------------|-----------------|-----------------------------------|-------------------|------------------|------------|

The helpfulness of staff when booking assistance <ask if booked by telephone only C1aa = 1>

The ease of booking online / via an App <ask if booked online or via an App C1aa = 2 or 4>

The assistance available is relevant to my needs

That you receive confirmation of the assistance booking

The level of confidence that the booking will meet **all** of your/their requirements

The helpfulness and attitude of staff who provide assistance at the station

How well **(IF CUSTOMER AT A1)** <your> **(IF COMPANION AT A1)** <your ANSWER FROM A2's> particular needs were understood by the staff who assist **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <them> at the station

Staff at the station being knowledgeable and proficient in how to assist **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2's>

ASK ALL

E1 Overall, on a scale of 1 to 5, where 1 is very dissatisfied and 5 very satisfied, how satisfied are you with Passenger Assist? (*Thinking about all journeys you have made using Passenger Assist*)

SINGLE CODE

|                    |               |                                        |                  |                       |                |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|
| 5 = Very satisfied | 4 = Satisfied | 3 = Neither satisfied nor dissatisfied | 2 = Dissatisfied | 1 = Very Dissatisfied | 6 = Don't know |
|--------------------|---------------|----------------------------------------|------------------|-----------------------|----------------|

**ASK ALL**

E2 Do you have any other general comments on the Passenger Assist service?

**OPEN RESPONSE, PROBE FULLY**

98 None

99 Don't know

**ASK ALL**

E4 On a scale of 0 to 10, where 0 is very unlikely and 10 very likely, how likely would you be to recommend Passenger Assist to a friend or family member who may require such a service?

**SINGLE CODE**

|                  |   |   |   |   |   |   |   |   |   |                   |         |
|------------------|---|---|---|---|---|---|---|---|---|-------------------|---------|
| Very likely = 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Very unlikely = 0 | DK = 11 |
|------------------|---|---|---|---|---|---|---|---|---|-------------------|---------|

**ASK ALL NOT BOOKING USING THE PASSENGER ASSISTANCE APP (NOT C1aa=4)**

E13a. Have you heard of the Passenger Assistance App?

**SINGLE CODE**

Yes

No

**ASK IF CODED 1 AT E13a**

E13b. Have you used the Passenger Assistance App?

**SINGLE CODE**

I've downloaded it, but not used it yet

I've downloaded it and I've registered

I've booked a journey on it

No

**ASK IF CODED 2-3 AT E13b**

E14 Can you tell us a bit about your experience(s) using the Passenger Assistance App so far?

OPEN RESPONSE, PROBE FULLY

---

99 Don't know/unsure

New Section G – Journey details

We'd now like to ask a few more questions on your journey booked for **(FROM SAMPLE)** <DATE> at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station

G1. Were the stations you travelled to and from unstaffed?

1. Yes

2. No

3. Don't know / Can't remember

G2. Did your journey involve changing trains?

1. Yes

2. No

3. Don't know / Can't remember

## Section F – Demographics

Before we finish, we would just like to ask a couple of final demographic questions. This is important as it helps us to better understand if Passenger Assist is meeting the needs of all types of customers.

### ASK ALL

F1 IF CUSTOMER AT A1: Are you...

IF COMPANION AT A1: ASK IF A2 = 3 OR 10-16: Is your <ANSWER FROM A2>...

### SINGLE CODE

Male

Female

4. Other (Please specify)

3. Refused

### ASK ALL

F2 IF CUSTOMER AT A1: How old are you?

IF COMPANION AT A1: How old is your <ANSWER FROM A2>?

### SINGLE CODE

16-19

20-24

25-29

30-34

35-39

40-44

45-49

50-54

55-59

60-64

65-69

70-74

75+

DO NOT READ OUT: Refused

**ASK ALL**

F3 **IF CUSTOMER AT A1:** Which of the following best describes your current circumstances?

**IF COMPANION AT A1:** Which of the following best describes your <ANSWER FROM A2>'s current circumstances?

**READ OUT, SINGLE CODE**

Working full or part-time

Not working

Student

Retired

Other (Please specify)

**DO NOT READ OUT:** Refused

**ASK ALL**

F4 **(IF CUSTOMER AT A1)** <Do you> **(IF COMPANION AT A1)** <Does your ANSWER FROM A2> have any of the following long-standing physical or mental health conditions?

**READ OUT, MULTICODE**

Vision (blindness or visual impairment)

Hearing (deafness or hard of hearing)

Physical (wheelchair user, mobility issues, amputee, dwarfism)

Learning or concentrating or remembering

Mental health problems

Social or behavioural issues, for example, due to neurological diverse conditions such as Autism, Attention Deficit or Asperger's Syndrome

10. A communication disorder/disability

Another long-term health condition that doesn't fit any of the above

None of these conditions **SINGLE CODE**

I would prefer not to say **SINGLE CODE**

**F4a.** And in addition to the assistance you requested via Passenger Assist which, if any, of the following **(IF CUSTOMER AT A1)** <would help make your> **(IF COMPANION AT A1)** <do you think would help make their> passenger experience more comfortable/accessible?

**ASK ALL WHO CODE 1-7, 9-10 AT F4 (e.g. all with a LSPMHC or who prefer not to say)**

**READ OUT, MULTICODE** HEADING ONLY – Information in various formats

Information in large print

Information in braille

Audio information

Induction (or 'T') loop

Captions

Easy read information

A sensory map (a map that covers sound, light and touch)

HEADINGS ONLY – Facilities and seating

Step free access

Places to rest

Accessible / Blue Badge parking

Accessible toilets

A wheelchair or other mobility aid

A quiet space

Seats with backs and arms

Seating that allows you to lie down

Accessibility software

HEADING ONLY – other types of support

Other please specify....

None of these (EXCLUSIVE)

Don't know (EXCLUSIVE)

**F5 Do you currently own a smartphone?**

Yes

No

Don't know / unsure

**ASK ALL**

**F6** Thank you for sparing the time to help ORR with this study. Occasionally, it is very helpful for us to be able to re-contact people we have spoken to, either to clarify certain issues, or to get a bit more

detail on topics that ORR is particularly interested in. Would you be happy for us to call you back briefly if necessary?

Just to remind you: Your details will be kept completely confidential, and all your answers will remain anonymous.

**SINGLE CODE**

Yes

No

**ASK ALL**

F7 INTERVIEWER: CAPTURE NAME AND CONTACT NUMBER

**OPEN RESPONSE**

NAME:

TELEPHONE NUMBER:

Those are all the questions I have for you today. Thank you very much for taking part in this survey. Your answers will help ORR to understand more about passengers' experience of the assisted travel service and identify areas for improvement.

