



# Experiences of Passenger Assist

Office of Rail and Road

July 2023



## Contents

Executive Summary .....	3
Background .....	3
Headline Results.....	3
Key Successes.....	3
Areas for improvement.....	4
1. Introduction .....	6
2. Research Objectives .....	7
3. Analysis and Reporting.....	8
4. Traveller and Journey Profile .....	9
Demographics .....	9
Type of Disability or Condition.....	12
Nature of Journey .....	15
5. Changing Booking Patterns Pre/Post Pandemic .....	17
Frequency of Travel .....	17
6. Experience of the Booking Process .....	19
Booking Process .....	19
Satisfaction with Booking Process .....	27
Passenger Assist App .....	32
7. The Journey Experience .....	34
Proportion Who Received Assistance .....	34
Satisfaction With Journey Experience .....	46
Use of a Taxi/Vehicle.....	55
Importance of Passenger Assist .....	60
8. Overall Reflections on Service.....	62
Satisfaction.....	62
Importance of Aspects of Service .....	66
Reflections on service .....	69
Impact of travelling through unstaffed stations, and disruption, upon journey experience .....	71
Conclusions and Recommendations.....	73
Appendices.....	75

Title	Experiences of Passenger Assist 2022-2023
Client	Office of Rail and Road
Project number	22063
Research Manager	[redacted]
Project Director	[redacted]

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



## M•E•L Research Ltd

Somerset House, 37 Temple Street, Birmingham, B2 5DP

Email: [info@melresearch.co.uk](mailto:info@melresearch.co.uk)

Web: [www.melresearch.co.uk](http://www.melresearch.co.uk)

Tel: 0121 604 4664



# Executive Summary

## Background

Passenger Assist is a service that enables passengers with disabilities, or other people who may require help, to book and receive assistance to enable them to make their rail journey. Rail companies' participation in Passenger Assist is mandated through the regulatory requirement to have an Accessible Travel Policy (ATP) approved by the Office of Rail and Road (ORR). The purpose of Passenger Assist is to make rail travel accessible to everyone. 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 old age. No proof is required to demonstrate eligibility to use the service. Assistance can take various forms – from being assisted into the station and help getting on and off the train, to help with luggage (up to three items). The responsibility for providing assistance at each station is with the designated operator of that station, known as the Station Facility Operator (SFO). Passengers can also get assistance without booking it in advance, by requesting it when they arrive at the station – however, this 'unbooked' (or 'Turn-Up-and-Go') assistance is not included within this research.

ORR has commissioned annual research since 2017 on the extent to which Passenger Assist meets users' needs and expectations, and how well individual operators perform in terms of meeting their obligations. This latest survey report, conducted by MEL research, covers the period 2022-2023.

## Headline Results

### Key Successes

- Based on a sample of 8,163, overall satisfaction with Passenger Assist has increased further, from a high base. The Net Promoter Score (showing likelihood to recommend Passenger Assist) has risen from 75 to 80. Meanwhile satisfaction with the entire process of Passenger Assist throughout the passenger's journey has risen to 90% from 87%.
- The proportion of passengers receiving the assistance that they booked increased for most assistance types compared to 2021-2022, with 81% receiving all of the assistance types that they booked, compared to 76% in 2021-2022. More than four in five (84%) were met within an acceptable time frame, compared to 80% in 2021-2022.

- Satisfaction with the booking process continues to be high, with 94% satisfied with the overall booking process, and 95% satisfied that the assistance available was relevant to their needs, rising from 91% in 2021-2022.
- Over four in ten (43%) survey respondents are aware of the App, up from 30% in 2021-2022. Just under one in ten (9%) passengers have booked a journey using the App at some point, up from 4% in 2021-2022. A quarter (25%) of passengers booked their assistance online, similar to the proportion who stated this in 2021-2022 (26%).
- When asked about overall satisfaction with the assistance received at the station, 87% of those using a Southeastern operated station, and 83% of those using a London North Eastern Railway (LNER) operated station were very satisfied, compared to 79% of the overall sample.

## Areas for improvement

- Although more passengers are now receiving the assistance that they booked, there are still too many passengers receiving only some (10%), or none (8%) of the assistance that they booked. This means that just under one in five (18%) did not receive all the assistance that they had booked for their journey. The industry needs to focus on further reducing these incidences of failed assistance.
- Of those who booked a taxi service to provide assistance to or from an inaccessible station, the proportion who received this assistance declined from 82% to 74%. Passengers who experienced disruption to their journeys were less likely to have received this assistance (52%) than those who hadn't experienced disruption (81%).
- Those who booked their assistance using the App were significantly less satisfied with the booking process (60%) than those who booked over the telephone (74%). Users identify concerns about slow receipt of their confirmation booking, and difficulty booking journeys with multiple connections as areas to address on the App, as well as a preference for the reassurance of speaking to people.

- Passengers were more likely to experience disruption to their journeys than in 2021-2022, with 20% experiencing some form of disruption to their journeys, increasing from 15%. Additionally, those who experienced disruption were less likely to be satisfied (91%) with the assistance they received than those who didn't (95%).
- Those receiving assistance at a Govia Thameslink Railway (70%), West Midlands Railway (72%), or Transport for Wales (73%) station were less likely than the overall sample (79%) to state that they were very satisfied with the assistance they received at the station. Meanwhile passengers are more likely to state they weren't met or received the Passenger Assist service they booked when travelling through a Northern Trains (10%), South Western Railway (11%), West Midlands Railway (12%) or Chiltern Railways (13%) station, compared to 7% for all respondents.
- A lower proportion (86%) of users who self-reported that they travelled via unstaffed stations were satisfied with the overall experience of Passenger Assist, than among those who reported that the station was staffed (91%). This was based on 1,187 users who self-reported in the survey that the station they travelled to or from was unstaffed, however this may not reflect whether the station in question is unstaffed at all times.
- Satisfaction with the assistance provided at the station is also lower among passengers who have a hidden disability (91%) than respondents overall (95%). It is also lower among those who are likely to need to use a mobility device during their journey, either due to expressing that a mobility aid or wheelchair makes travelling more accessible to them (93%), or because they stated that they had a physical disability and booked assistance getting to the wheelchair area (91%) or a ramp (91%). This highlights a need to ensure that all passengers are receiving the service they require from Passenger Assist.

# 1. Introduction

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 the Office of Rail and Road.

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 2 hours prior to travel. (Passengers can also request 'unbooked' or '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 another wave of this research for 2022-23 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](#).

## 2. 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 train and 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 Assistance, 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 2022-2023 aligns with the approach determined by ORR, with input from Network Rail and TOCs, 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 the length of notice given prior to the assistance when booking, a question which uses the social model of disability to understand the adjustments required by users, and a question assessing the importance of various aspects of the service to users, to understand potential priority improvements. We also included new questions on whether the passenger's journey was affected by disruption and whether they travelled through an unstaffed station.



## 3. 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.

### Statistical tests

Significance testing has been conducted on the results between subgroups at a level of +/- 95%. Where there is a significant difference, this has been noted in the report with green or red arrows, and/or identified in the text as a 'significant' change. A significant difference called out in this way means that there is a measurable difference between the two groups being discussed, and that statistically there is a less than 5% probability that this difference occurred by chance or sampling error alone.

However, a significant difference may not necessarily mean that the difference is 'important'. We have generally avoided reporting differences between subgroups which are not statistically significant, however in a small number of cases we have done so (mainly where they are consistent with other data points which are statistically significant). If there is no mention of the subgroups, then this is because there are no meaningful differences to be reported.

Within the report, figures that have significantly increased this year are shown with a green arrow in the charts and tables, and figures that have significantly decreased are shown with a red arrow.

### 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.

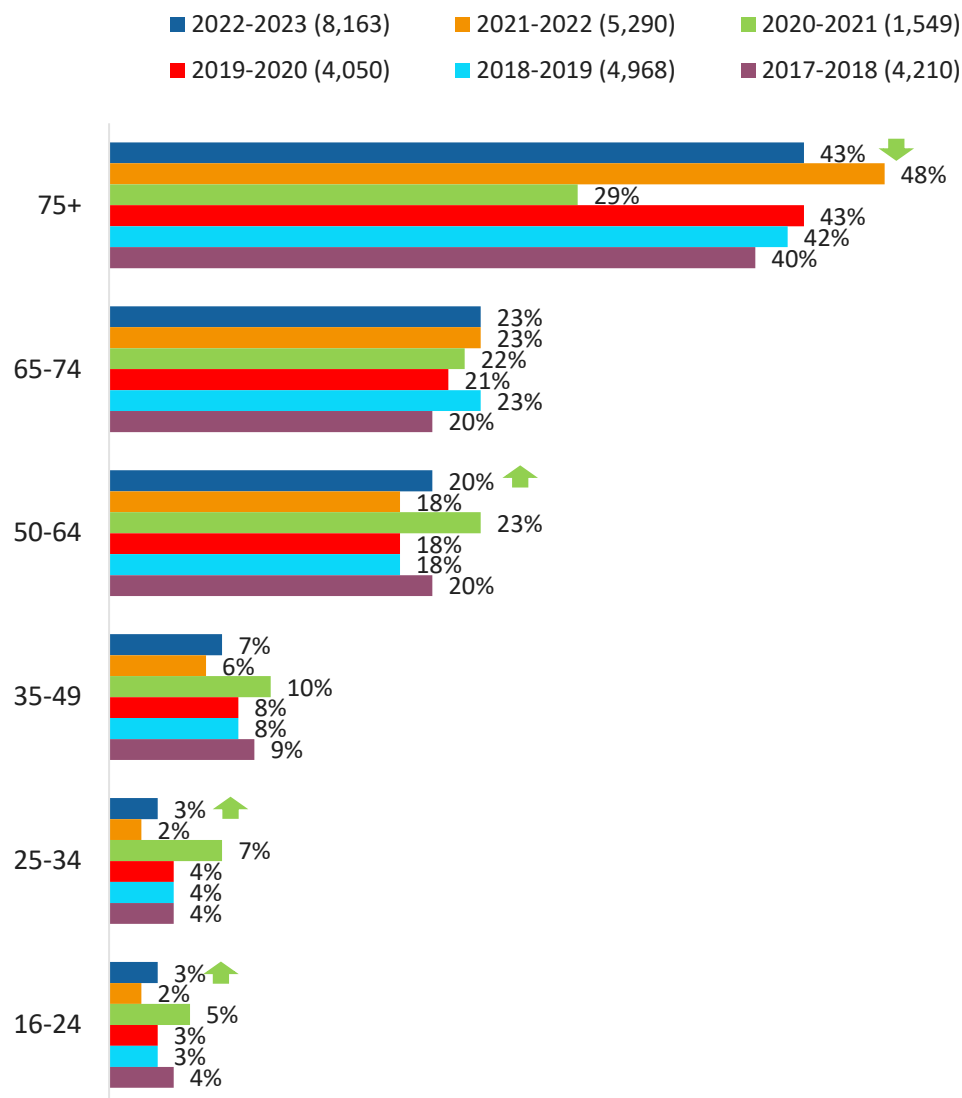
## 4. Traveller and Journey Profile

### Demographics

#### Age

As was the case in previous years, the majority (66%) of surveyed users of Passenger Assist were 65 or older, with 43% aged 75+. Nonetheless, the proportion in the oldest age bracket has fallen significantly compared to 2021-2022, when 48% were over 75.

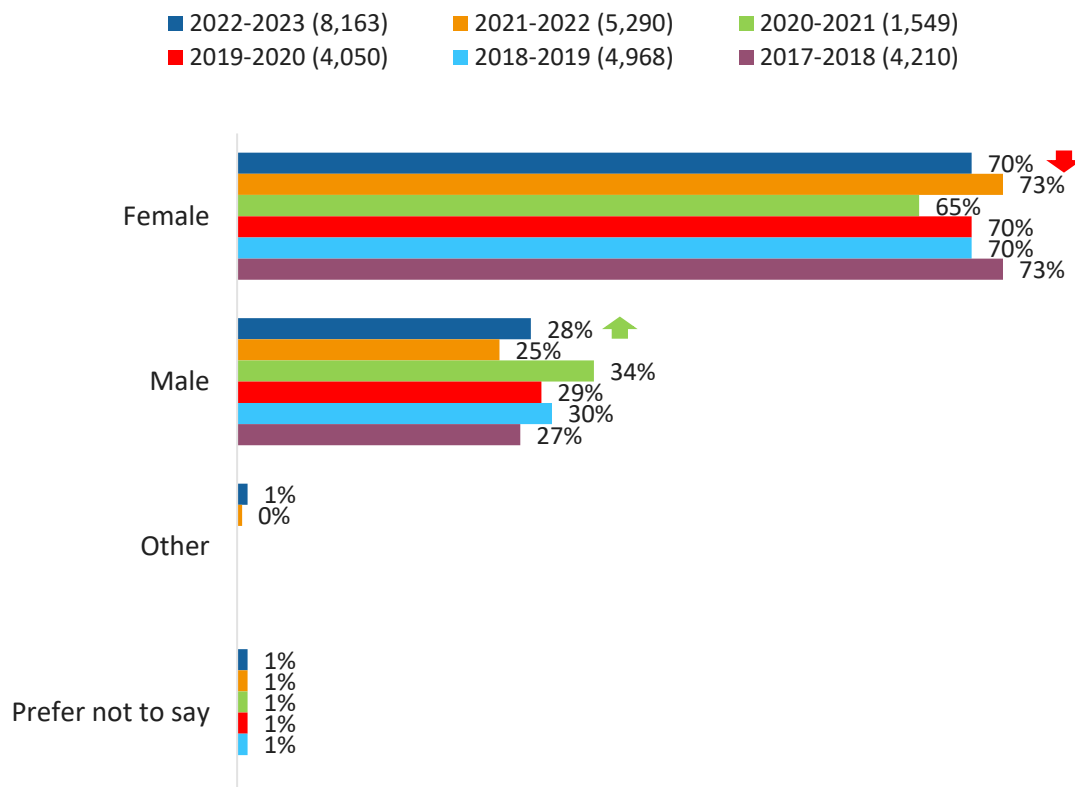
Figure 4.1, How old are you/your companion? (Unweighted sample base sizes in brackets)



## Gender

As in previous years, the majority of Passenger Assist users who responded to the survey were female, although the proportion of female respondents (70%) fell by a statistically significant margin compared to 2021-2022.

**Figure 4.2, Are you/your companion...? (Unweighted sample base sizes in brackets)**

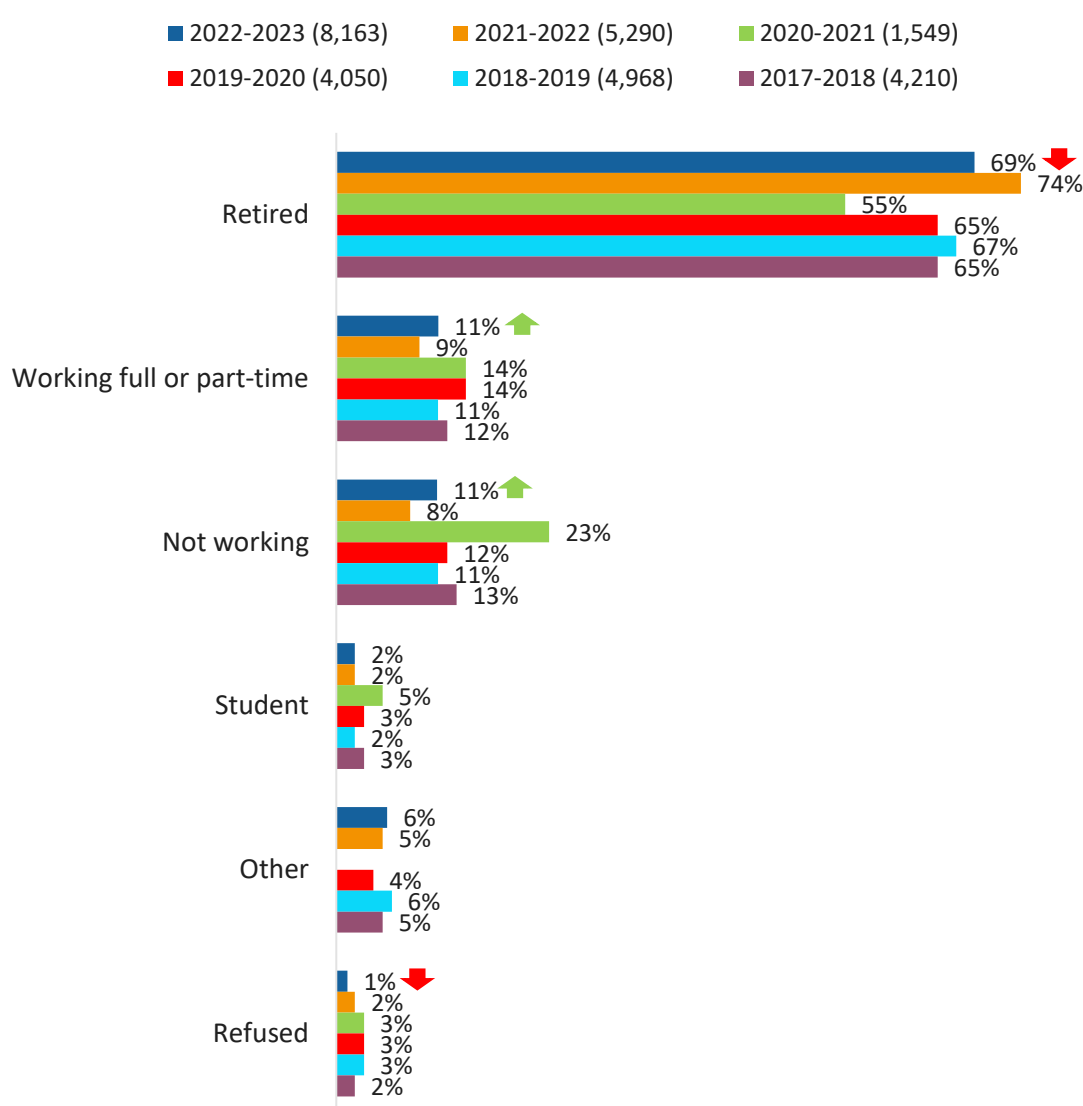


## Occupational status

The majority (69%) of users surveyed were retired, which correlates with the majority of the sample being aged 65+. The proportion who are retired dropped from 74% in 2021-2022, but is nevertheless higher than in any year before 2021. The proportion who are working full or part-time has risen to 11% from 9%, and the proportion not working rose to 11% from 8% since 2021-2022, however the figures for both of these categories are still below the proportions recorded between 2019 and 2021.

**Figure 4.3, Which of the following best described your/your companion's current circumstances?**

(Unweighted sample base sizes in brackets)

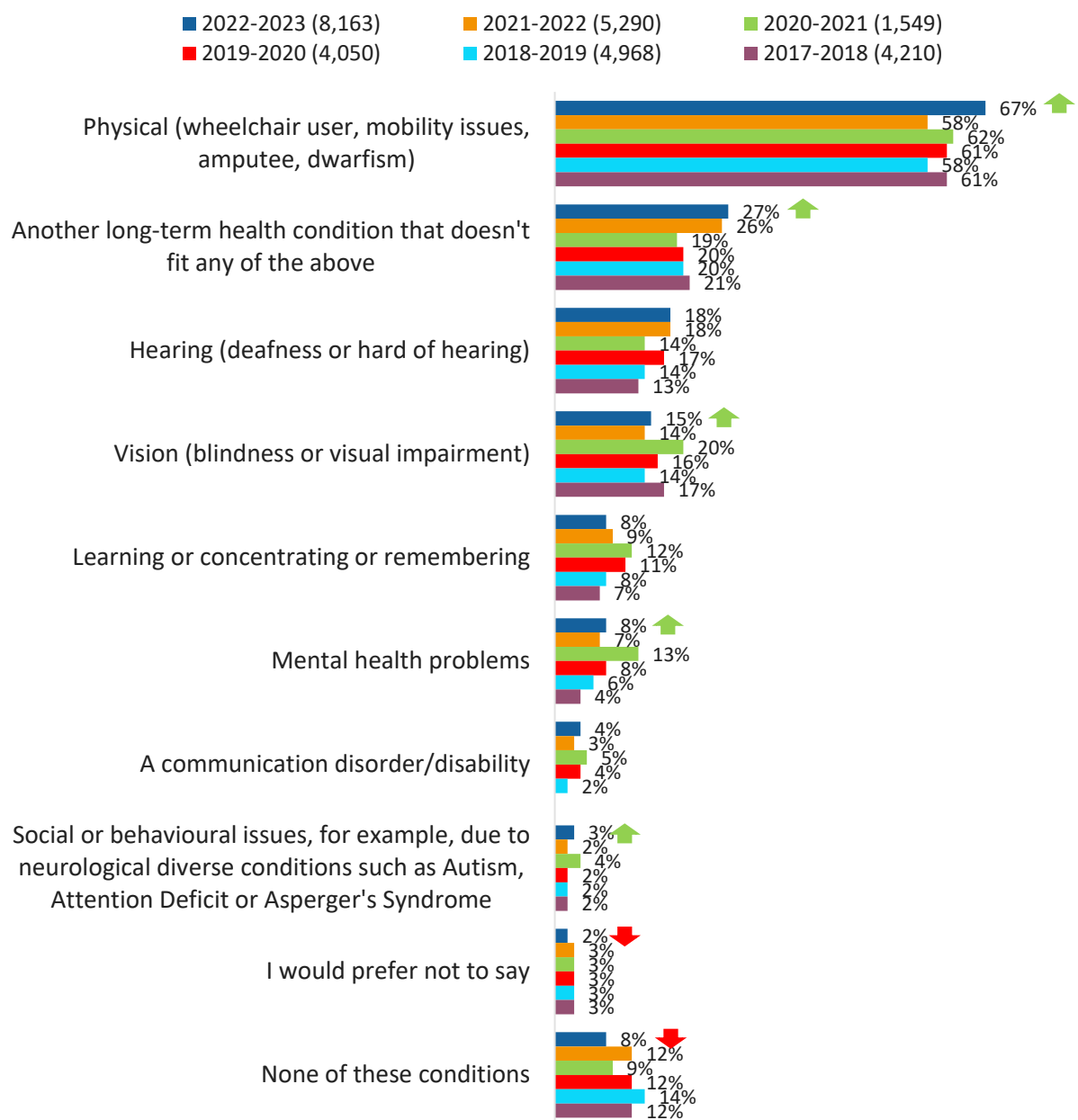


# Type of Disability or Condition

## Disability type

Users were significantly more likely to state they have a physical condition (67%) than in previous years. All other conditions were reported at a similar level to previous years, the proportion with another long-term health condition (27%), vision (15%), mental health (8%) and social/behavioural (3%) conditions all significantly increased in statistical terms, although some increases were only of 1 or 2 percentage points.

**Figure 4.4, Do you/your companion have any of the following long-standing physical or mental health conditions? (Unweighted sample base sizes in brackets)**



Passengers aged 75 or over were more likely than the overall sample to report a hearing impairment (26% compared to 18% of the overall sample), or that they had none of the listed conditions (13% compared to 8% of the overall sample). Those under 45 were more likely than the overall sample to have a learning, concentrating or remembering (23% compared to 8%), mental health (23% compared to 8%) or social or behavioural (18% compared to 3%) condition. Those aged between 25 and 44 were more likely to have a vision condition (24% compared to 15%).

When looking at whether the respondent had travelled alone or with a companion, there was variation depending on the disability type the passenger had. Those with a physical impairment (65%) or social or behavioural issues (63%) were less likely to travel alone than the overall sample (71%).

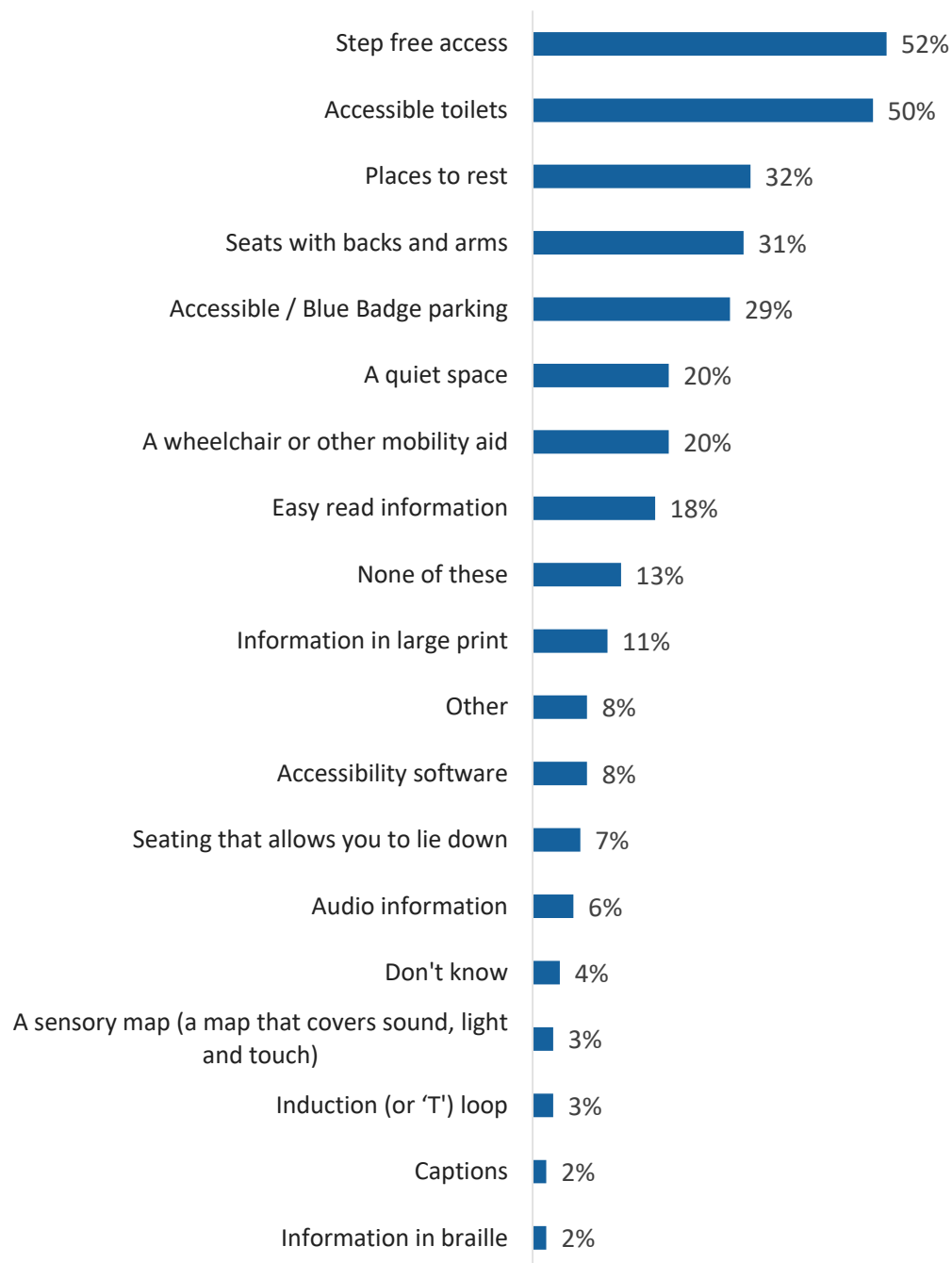
## **Social Model of Disability**

A new question was added to the survey for 2022-2023 to ask respondents to identify any additional needs they have or any adjustments that could improve their experience, taking inspiration from the Social Model of Disability. This framework was created by disabled people, and is based on the understanding that people are disabled by barriers in society, rather than their impairment. With this in mind, as well as asking about their impairment, it asks what adjustments are required to make the passenger experience more comfortable/accessible for users. The question was asked of all users, irrespective of how they had identified elsewhere.

The most common adjustments which users report would make the passenger experience more comfortable/accessible are step-free access (52%), accessible toilets (50%), places to rest (32%) and seats with backs and arms (31%), as well as accessible/Blue Badge parking (29%), quiet spaces (20%), a wheelchair or other mobility aid (20%) and easy read information (18%).

However, the adjustments that would help to improve the passenger experience vary by age. Those aged 75 or over are more likely to cite seats with backs and arms (33% compared to 31% of the overall sample) and easy read information (20% compared to 18% of the overall sample) as changes which would benefit them. Meanwhile, under 55s are more likely to cite step-free access (60% compared to 52% of the overall sample), accessible toilets (62% compared to 50%), accessible/Blue Badge parking (42% compared to 29%), a quiet space (30% compared to 20%), seating that allows them to lie down (14% compared to 7%) and audio information (12% compared to 6%) than those aged over 65.

**Figure 4.5, 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: 8,163)**



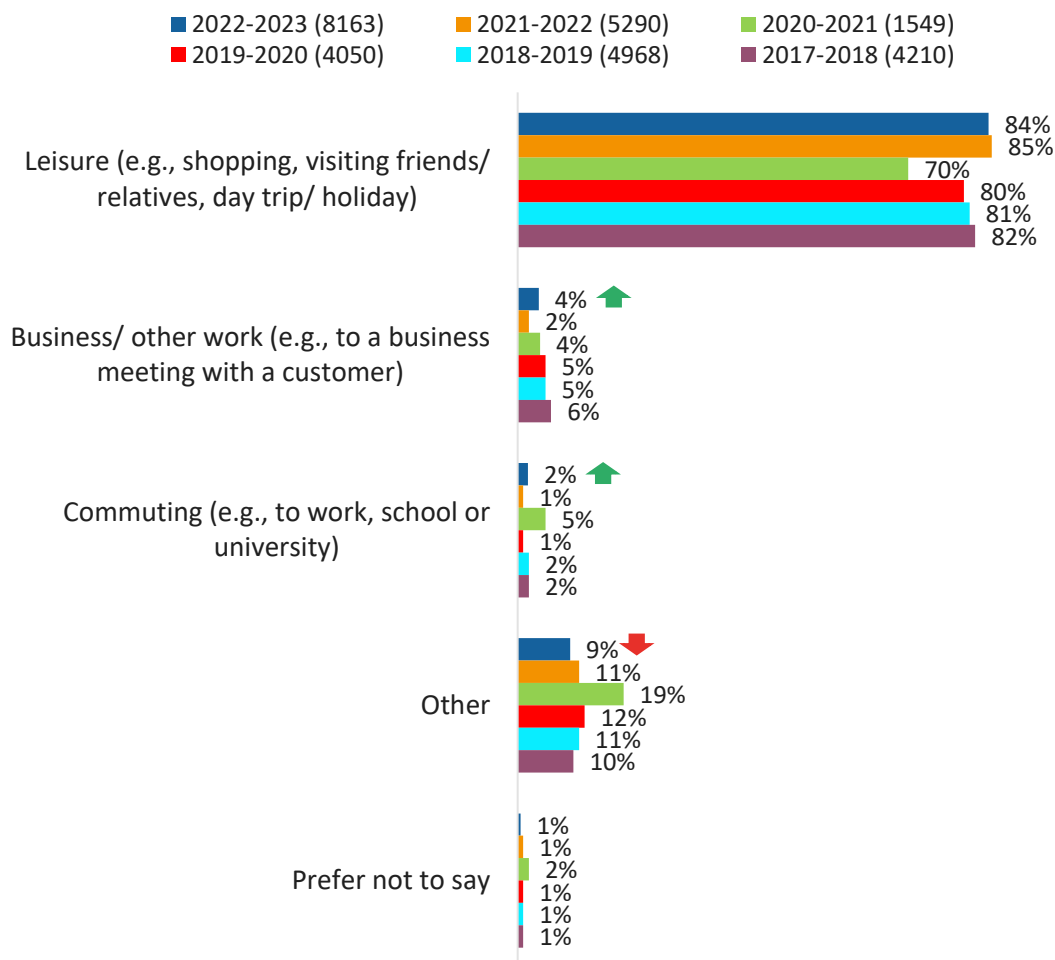
# Nature of Journey

## Travel companions and purpose

Almost three in five (57%) users were travelling alone in 2022-2023, which was only a slight increase from 56% in 2021-2022.

The most common purpose for travel was leisure (84%), as has been the case in all previous years. While users continued to be significantly less likely to travel for business/work (4%) and commuting (2%), the proportion doing so had significantly increased compared to 2021-2022. Users aged 16-45 were, unsurprisingly, more likely to be commuting (6%) than those aged 65+ (1%).

Figure 4.6, What was the main purpose of the journey? (Unweighted sample base sizes in brackets)



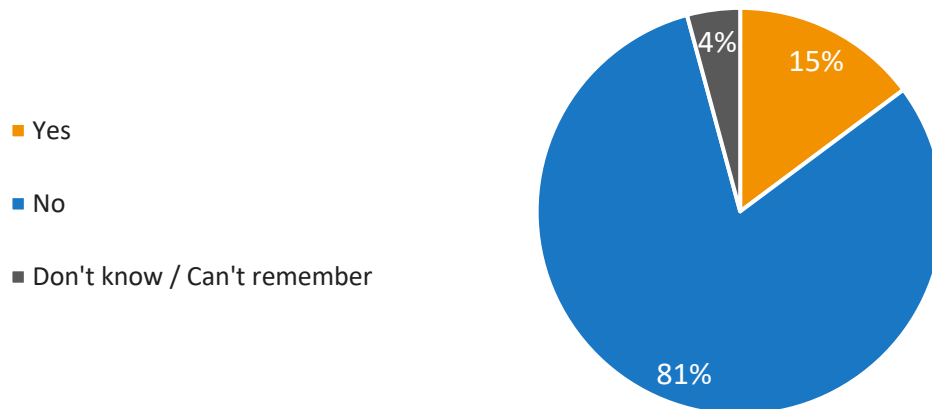
## Station staffing

Fifteen percent (15%) of passengers stated that they had travelled through unstaffed stations. It should be noted that the user themselves reported in the survey whether the station was unstaffed, thus this may not reflect whether the station in question is unstaffed at all times. Those who were



asked about stations managed by Southeastern (24%), Northern Trains (22%), South Western Railway (22%), Transport for Wales (21%), Southeastern (24%), TransPennine Express (20%) and Greater Anglia (20%) were most likely to have travelled through an unstaffed station. Data on whether passengers travelled through unstaffed stations was not captured in previous years.

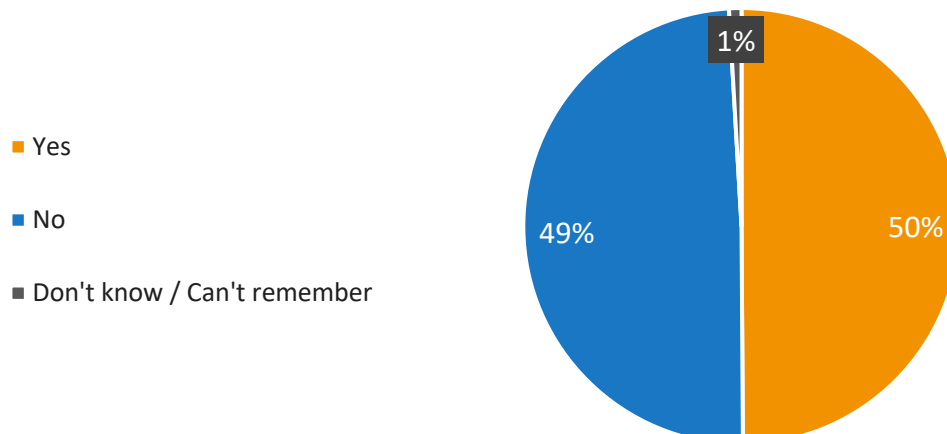
**Figure 4.7, Were the stations you travelled to or from unstaffed? (Unweighted sample base size: 8,163)**



### Journey changes

Half (50%) of journeys involved changing trains. Passengers aged 75 or over were significantly more likely (54%) than the overall sample to undertake a journey which involved changing trains.

**Figure 4.8, Did your journey involve changing trains? (Unweighted sample base size: 8,163)**



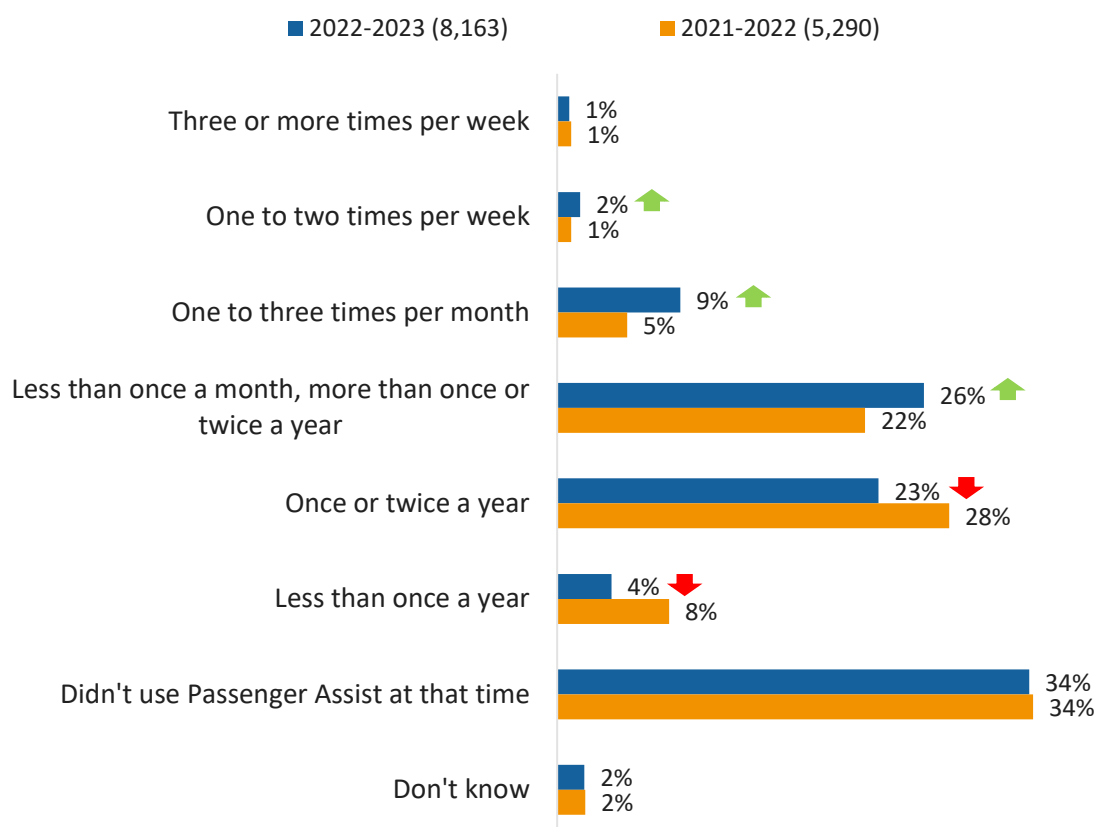
## 5. Changing Booking Patterns Pre/Post Pandemic

### Frequency of Travel

#### Usage prior to the COVID-19 pandemic

Just under four in ten (38%) passengers in 2022-2023 reported having used Passenger Assist more than once or twice a year prior to the pandemic, compared to 29% of passengers from 2021-2022 who stated this to be the case. This indicates that passengers who used Passenger Assist regularly prior to the pandemic are increasingly using the railways again. Younger passengers were more likely to have used Passenger Assist frequently prior to the pandemic, with 6% of passengers aged 25 to 54 reporting that they used Passenger Assist at least once a week, compared to 1% of those aged 75+.

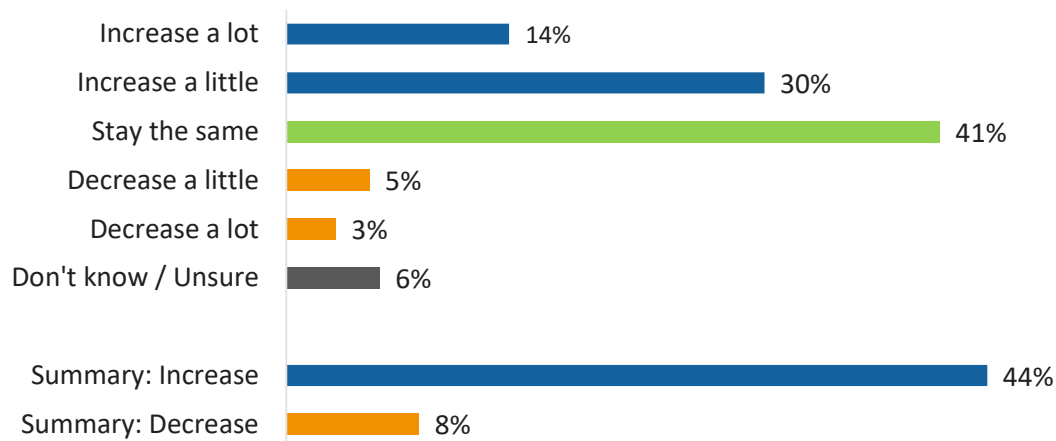
**Figure 5.1, How often did you/your companion typically use Passenger Assist before the COVID-19 pandemic? (Unweighted sample base sizes in brackets)**



## Future usage, compared to pre-pandemic

The vast majority (85%) expect their usage of Passenger Assist to be at the same level (41%) or to increase (44%) compared to their usage before March 2020. Those who completed the survey in relation to a journey in Rail Periods 12 (5<sup>th</sup> February-4<sup>th</sup> March 2023: 50%) or 13 (5<sup>th</sup> March-31<sup>st</sup> March 2023: 51%) were most likely to state that they expected to increase their usage, indicating that confidence in Passenger Assist, and expectation of using it again, has grown throughout the year. Those who booked their Passenger Assist by the App are also more likely (55%) than the overall sample (44%) to expect their use of assistance to increase, which may mean that usage of the App also increases in the future.

**Figure 5.2, How do you expect your/your companion's usage of Passenger Assist going forward to compare to before March 2020? (Unweighted sample base size: 5242. Asked to those who used Passenger Assist prior to March 2020.)**



## 6. Experience of the Booking Process

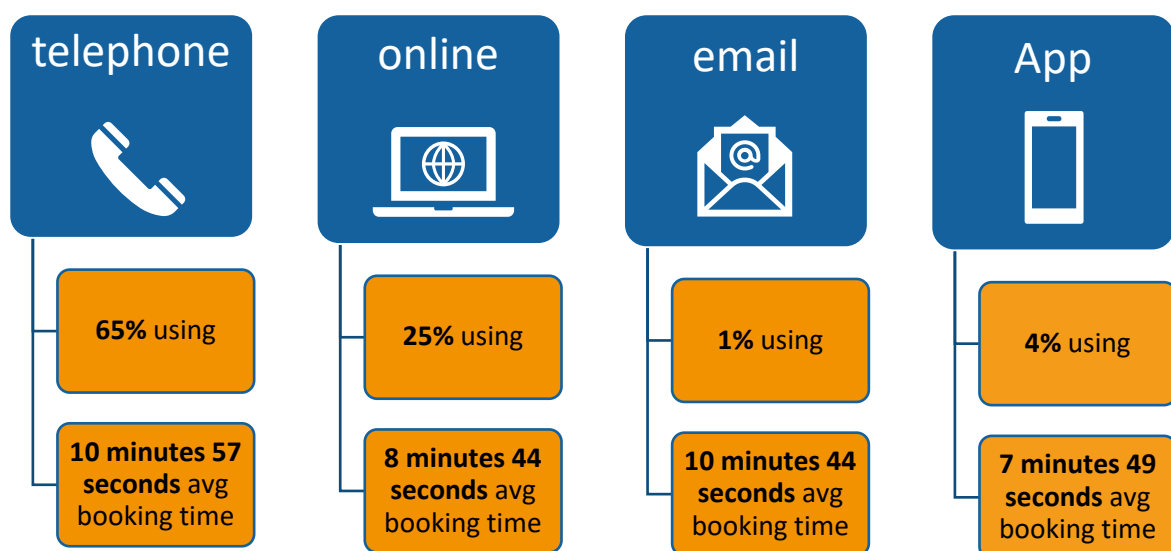
### Booking Process

#### Booking method

In keeping with the results from 2021-2022, the majority (65%) of surveyed users booked Passenger Assist by telephone, with 25% booking online. While the App remains one of the less-used methods of booking, its usage has significantly increased, to 4% from 2% in 2021-2022. Younger users were more likely to use the App, with 11% of under 45s booking in this way, compared to 1% of those aged 75 or over. Those respondents who were the customer requiring assistance were more likely to book by telephone (67%) than those who were a companion booking assistance on behalf of another passenger (59%). Companions were more likely to book online (31%) compared to the passenger themselves (24%).

Those using the App reported the shortest booking time, taking on average 7 minutes 49 seconds, compared to 10 minutes 57 seconds among those using the telephone. However, the average time taken among those booking by telephone has improved significantly compared to 2021-2022, when it took on average 11 minutes and 36 seconds.

Figure 6.1, How did you book this assistance?/Roughly how long did it take to book assistance?

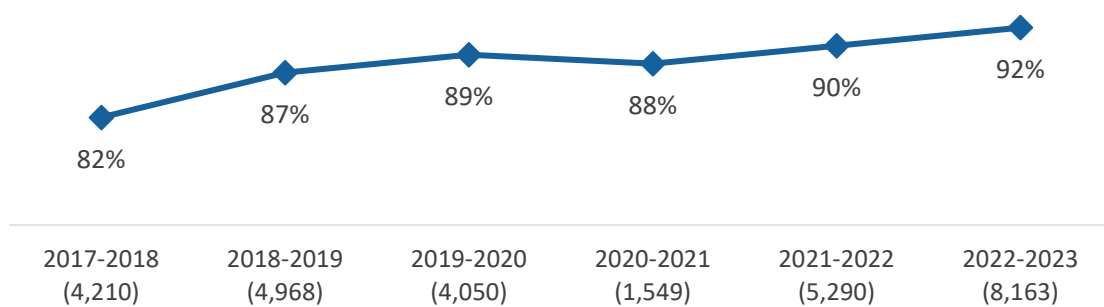


## Booking confirmation

Nine in ten (92%) received confirmation of the assistance booking, continuing the trend of increases in the proportion receiving confirmation since 2017-2018. The proportion receiving confirmation of assistance booking was also significantly higher than in 2021-2022.

Those who booked online were significantly more likely to say they had received confirmation of the booking (95%) than those who booked over telephone (92%). Users who booked with a greater lead time were also more likely to state they received confirmation of the booking – 94% of those who booked more than a week in advance, and 93% of those who booked 24 hours to a week in advance received confirmation, compared to 86% of those who booked with 2 to 24 hours' notice, and 75% of those who booked with up to 2 hours' notice. This means that one in four passengers booking within two hours of travelling are not receiving a confirmation of their booking.

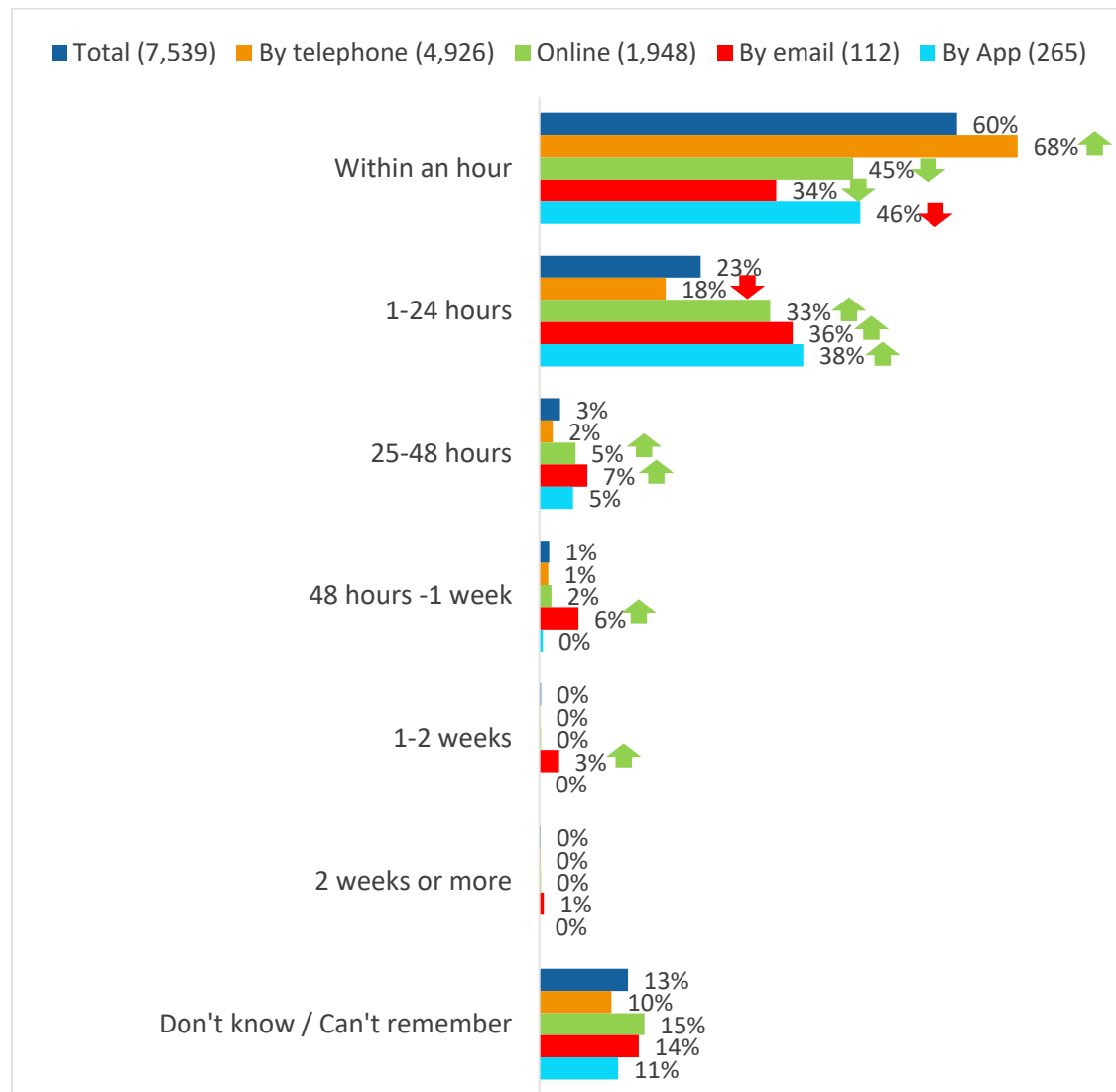
**Figure 6.2, Did you receive confirmation of the assistance booking? (Split by booking method. Unweighted sample base sizes in brackets.)**



## Time to receive booking confirmation

Of those who booked by telephone, 68% received confirmation within an hour, and 83% within 24 hours. Passengers who booked by telephone were more likely to receive confirmation within the hour than those who booked using other methods. Only seven in ten (70%) of those who booked by email received confirmation within 24 hours.

**Figure 6.3, How long after booking did you receive confirmation? (Split by booking method. Unweighted sample base sizes in brackets. Only asked to those who received confirmation of their booking.)**



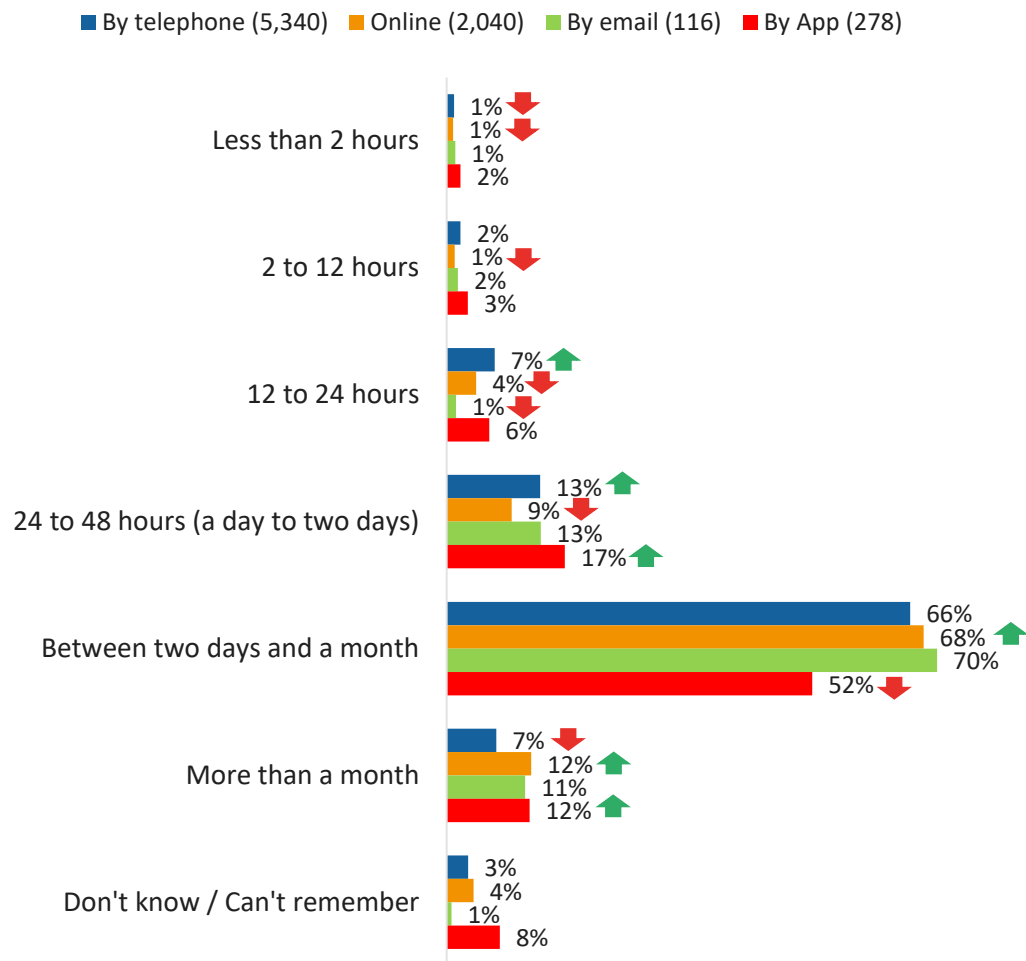
## Notice provided when booking

Only 1% of users booked with less than two hours' notice, and 2% with 2 to 12 hours. Passengers who booked online were less likely (2%) to state that they had booked with less than 12 hours' notice than those who booked using other methods (3%). On average, those who booked by email gave 13 days' notice, compared to those who booked by telephone and by App, who gave 10 days' notice. Although most train companies operate to a 2-hour deadline ahead of travel for passengers to book assistance, there are three (Scotrail, TransPennine Express and West Midlands Trains) that use a shorter booking window.

Older users tended to give more notice, with those aged 75 or over booking with an average of 11 days' notice, compared to 9 days' notice among 16 to 24 year olds and 8 days among 25 to 34 year olds. The latter group was also more likely than the overall sample (1%) to book with less than 2 hours' notice (4%).

**Figure 6.4, How much notice did you provide when booking assistance? (Split by booking method.**

**Unweighted sample base sizes in brackets.)**

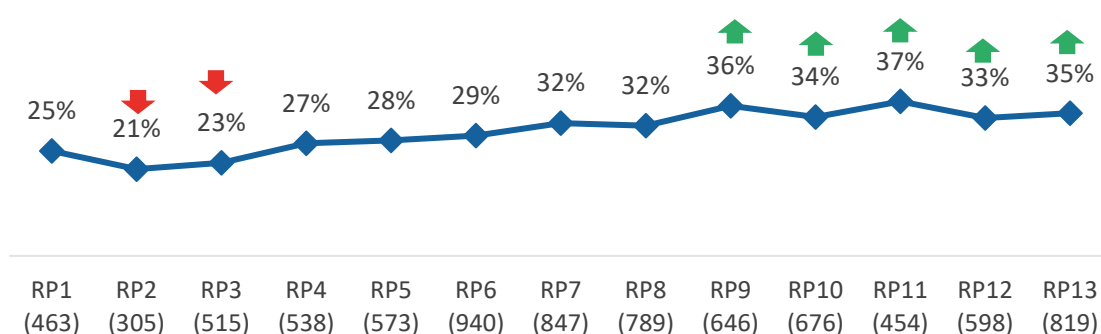




## Awareness of ability to book with 2 hours' notice

In a new question to this year's survey, passengers were asked whether they were aware that it is possible, as of the 1<sup>st</sup> April 2022, to book a service with 2 hours' notice. Twenty-nine per cent (29%) stated that they were aware that this was the case. Awareness rose in the later periods in the year, with 37% aware in Rail Period 11 (8<sup>th</sup> January-4<sup>th</sup> February 2023), 33% in Rail Period 12 (5<sup>th</sup> February-4<sup>th</sup> March 2023), and 35% in Rail Period 13 (5<sup>th</sup> March-31<sup>st</sup> March 2023).

**Figure 6.5, As of 1<sup>st</sup> April 2022 it is now possible to book a service with 2 hours' notice. Were you aware of this prior to undertaking this survey? (Split by Rail Period. Unweighted sample base sizes in brackets. Arrows indicate results are significantly higher/lower than the proportion for the year overall.)**

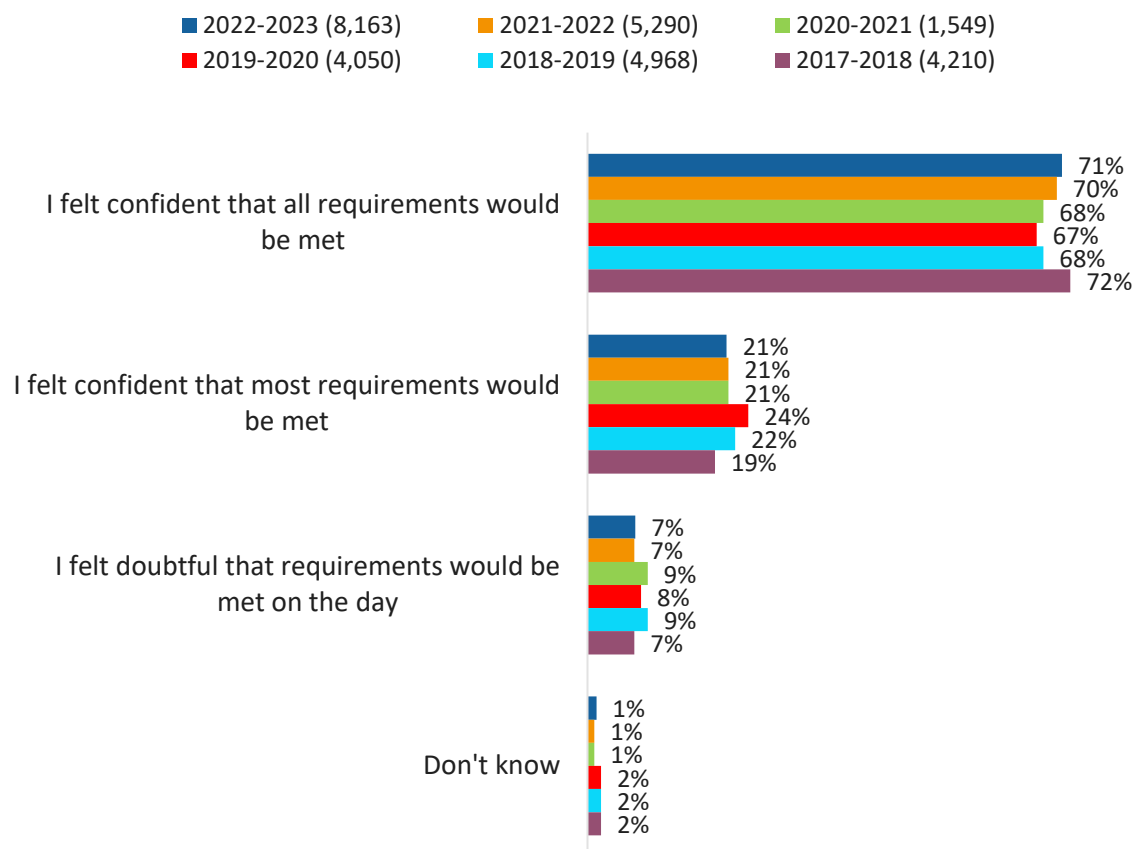


Younger users were more likely to be aware that they could book assistance with two hours' notice, with 41% of 16 to 24 year olds and 44% of 25 to 34 year olds aware that this was the case, compared to 24% of those aged 75 or over. Those who booked using the App were also more likely to be aware of this (47%) than the overall sample (29%).

## Confidence in booking process

After making their booking, seven in ten (71%) felt confident that all their requirements would be met. Compared to 2021-2022, there were no significant changes in passengers' confidence that their requirements would be met, however confidence has been slightly increasing year on year since 2019-2020. Older passengers were more likely to feel confident in this, with 75% of those aged 75 or over being confident compared to 67% of passengers under the age of 75.

**Figure 6.6, Please tell us which of the following best describes how you felt after making your booking?**  
**(Split by booking method. Unweighted sample base sizes in brackets.)**



Users who received confirmation of their booking were significantly more likely to be confident that their requirements would be met (71%) than those who didn't (62%), highlighting the importance of ensuring that confirmations are sent to reduce anxiety among customers. There was also lower confidence among those who self-reported that they travelled through unstaffed stations (65%) than among those who travelled through staffed stations (72%), and among those whose journey required them to change train (69%) than among those who didn't (72%).

A range of reasons were given by passengers to explain why they were not confident that all of their requirements would be met. These included because it was their first journey and because of previous poor experiences, while a small number were concerned because of their experience of the booking process, or due to the busyness of the services.

"Because I had a nightmare trying to book a specific seat on the train itself for a child with autism who needs a specific seat to feel safe so I felt this undermined the whole service provision and made me doubt it would be good."

16-19, disability not disclosed

"The young lady who dealt with me and did the booking kept getting confused and I had to repeat things several times before she truly understood what my mother needed."

75+, vision impairment, physical disability and an other long term health condition

"Because from past experience at the station, I have had trouble finding the assistant and basically had to ask my companion who has anxiety and autism to assist me to the platform or train instead. She does not cope well at this. Hence the reason I book assistance. If it's busy the assistant can't cope with a few passengers all at once. I've had to get onboard on my own and find a seat myself unaided. I'm visually impaired."

50-54, vision and hearing impairment

"Because I have booked so many time and so many times I have been let down. Some staff are very nice and others that cannot be bothered to do anything."

40-44, hearing impairment, physical disability, learning disability, mental health problems, social and behavioural issues, a communication disorder and an other long term health condition

"Because the train stations are very busy at the moment, also there aren't usually a lot of staff around."

70-74, no disability

"As I have had a nightmare and stressful experience at the time of booking, and have had the same terrible customer service on my previous booking from the same station a few weeks prior."

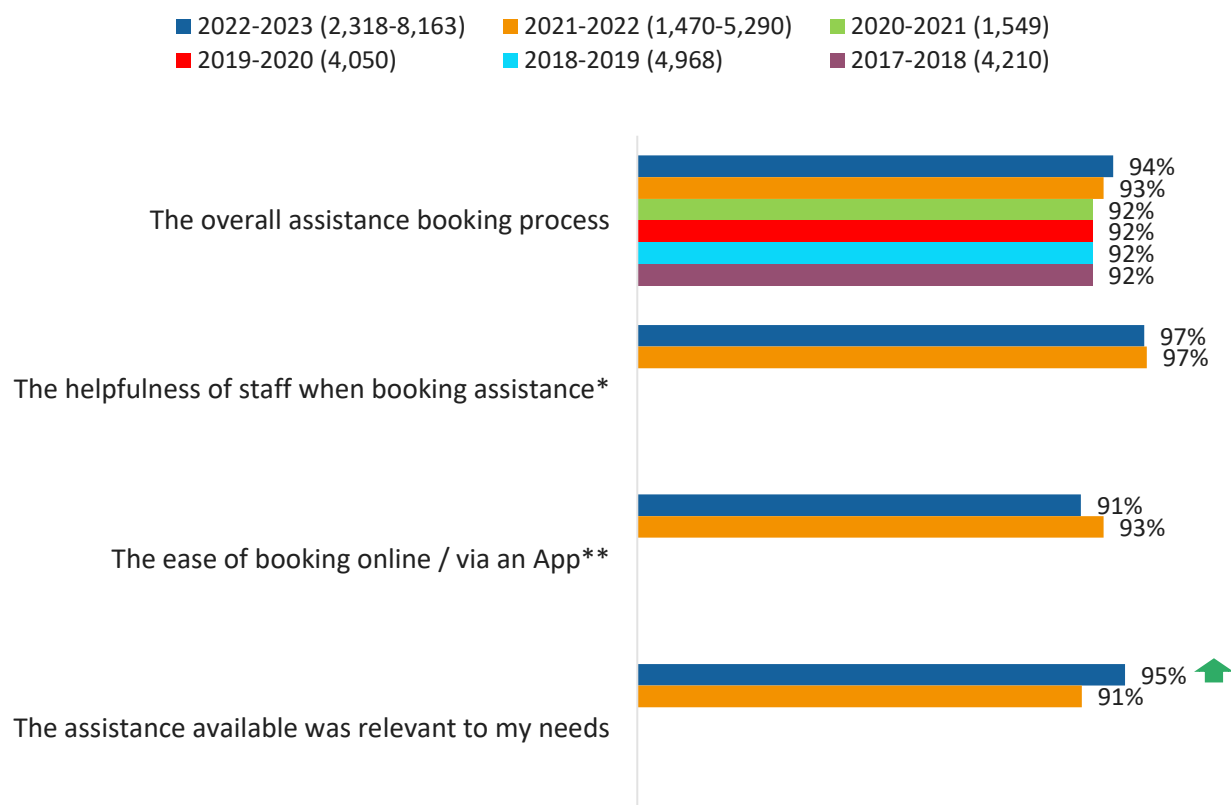
50-54, hearing impairment, physical disability and another long term health condition

# Satisfaction with Booking Process

## Satisfaction with aspects of booking

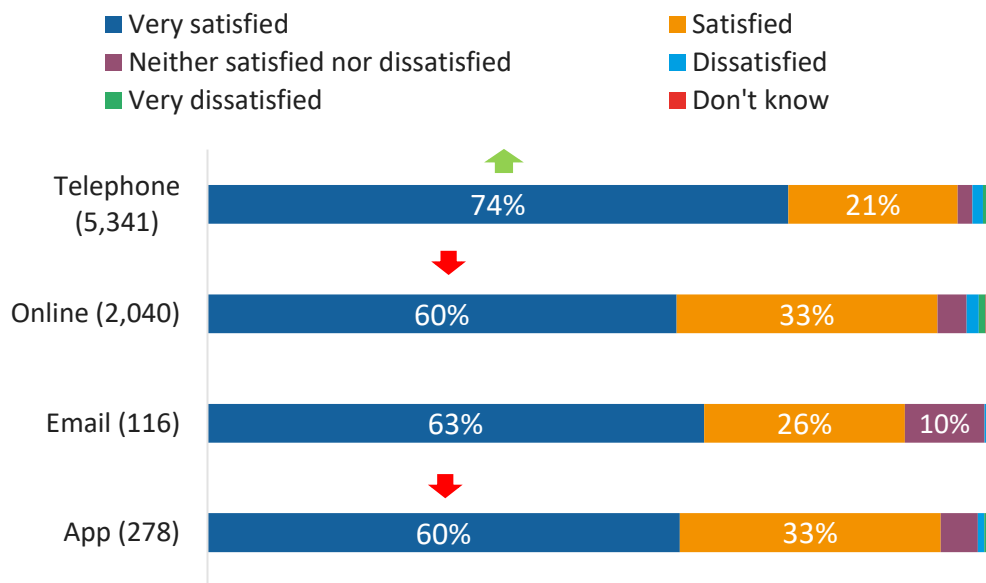
Satisfaction with the booking process was high, with 94% satisfied with the overall booking process, consistent with satisfaction levels seen in previous years. Likewise, 97% of those who booked by telephone or email were satisfied with the helpfulness of staff when booking assistance, and 91% of those who booked online or via the App were satisfied with the ease of booking in this way. An even greater proportion (95%) stated that the assistance available was relevant to their needs – satisfaction with this aspect of the service has risen significantly compared to 2021-2022, up from 91%.

**Figure 6.7, Thinking about the booking process, how satisfied were you with the following? (Unweighted sample base sizes in brackets. Range of base sizes shown for the years 2022-2023 and 2021-2022 as multiple options were asked in these years. \*option only asked to those who booked by telephone/email. \*\*option only asked to those who booked online/via the App.)**



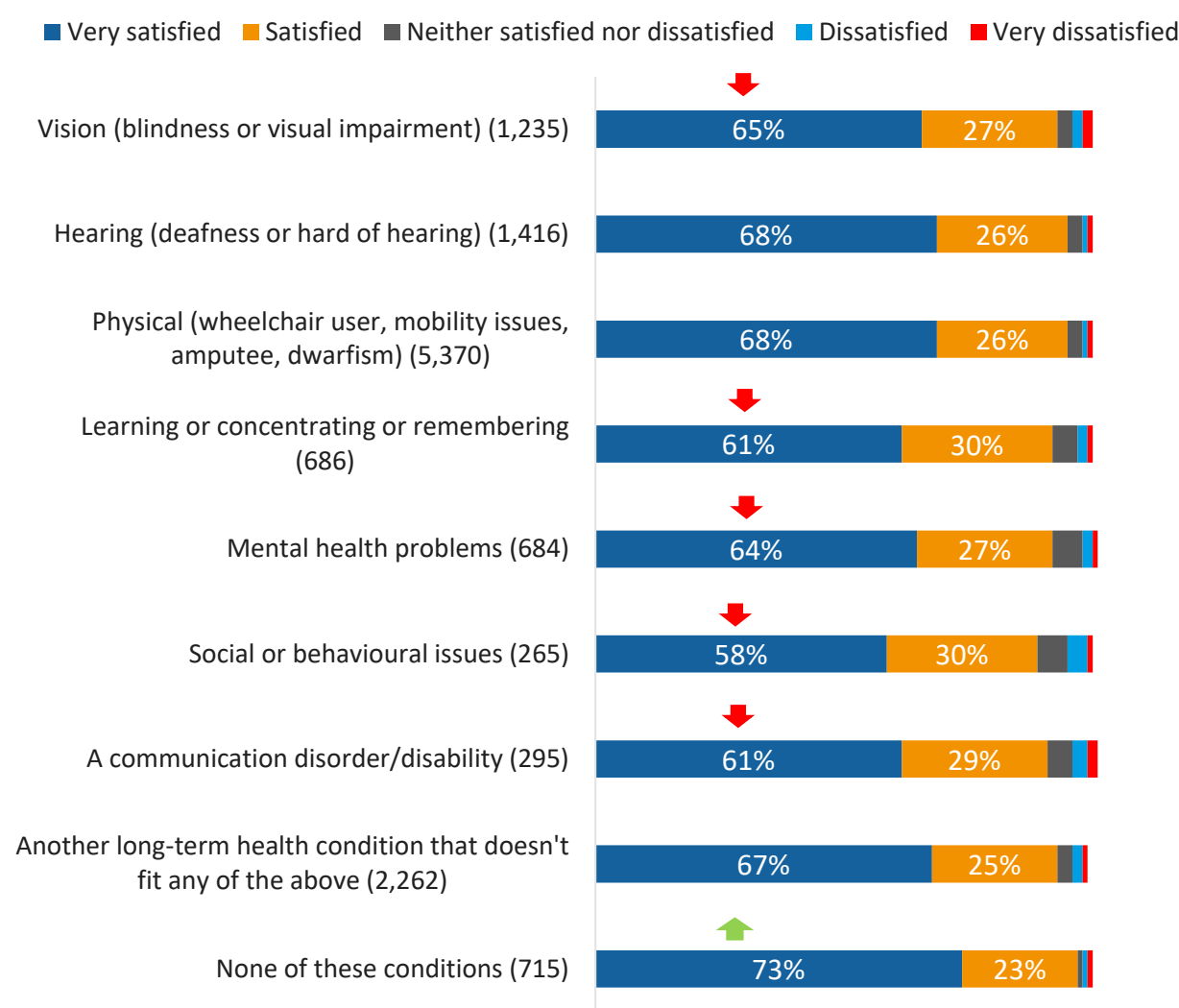
Overall satisfaction with the booking process was significantly higher among those booking by telephone (95%) than by email (89%) or online (93%). The proportion stating that they were very satisfied with the booking process was also significantly higher among those who booked by telephone (74%) than by any other method.

**Figure 6.8, Thinking about the booking process, how satisfied were you with the overall assistance booking process (Split by booking method. Unweighted sample base sizes in brackets.)**



Satisfaction with the overall process also varied by the type of disability or impairment which the user had. Passengers who had a visual impairment (65%), a learning/concentrating/remembering disability (61%), mental health problems (64%), social or behavioural issues (58%), or a communication disorder/disability (61%) were significantly less likely to be very satisfied than the overall sample (69%).

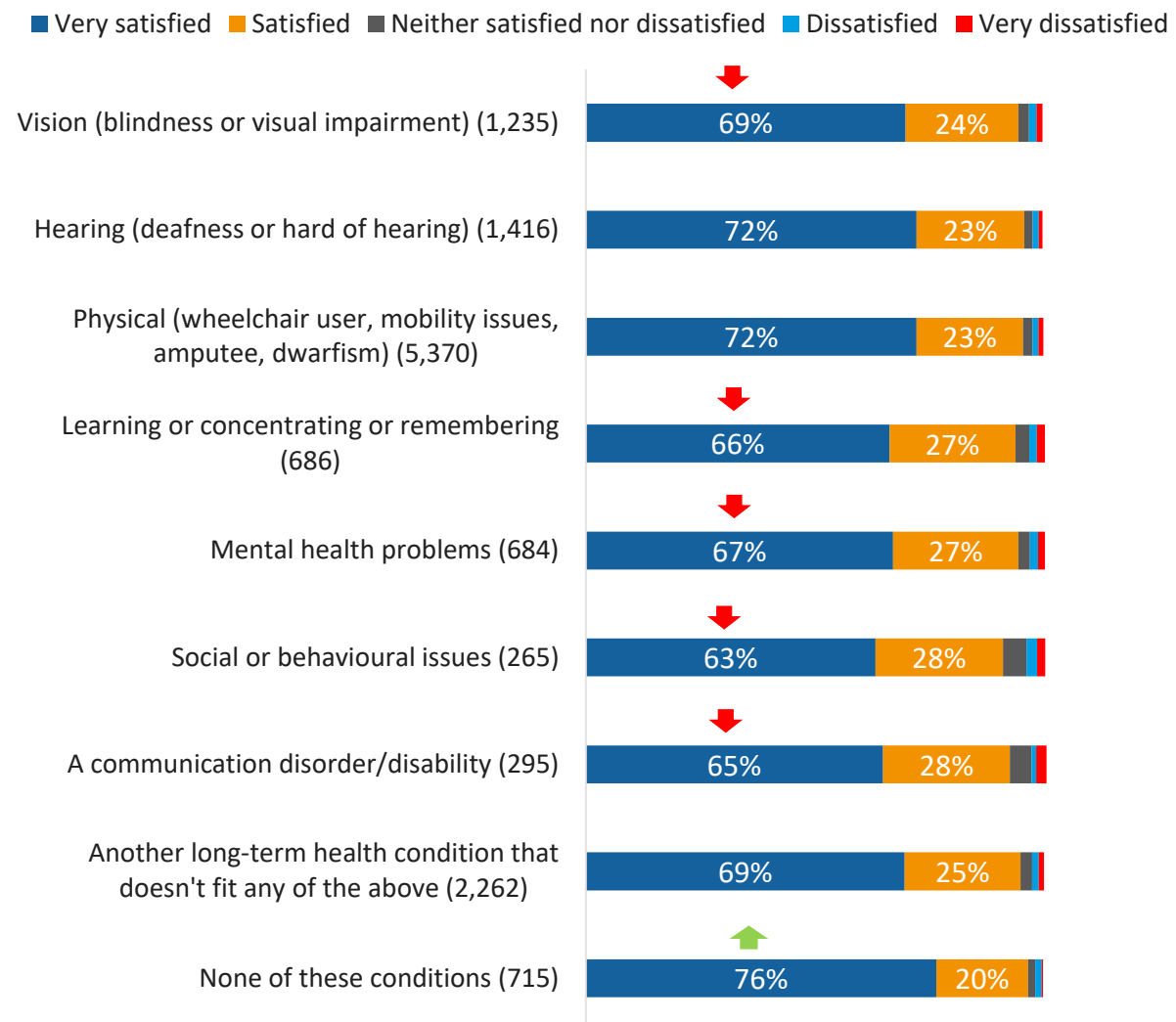
**Figure 6.9, Thinking about the booking process, how satisfied were you with the overall assistance booking process (Split by disability type. Unweighted sample base sizes in brackets.)**



Meanwhile, when looking at satisfaction with the helpfulness of staff, those with a visual impairment (78%) and a communication disorder/disability (74%) were least likely to be very satisfied. Those with a vision impairment (53%), a learning/concentrating/remembering impairment (50%), or a communication disorder/disability (45%) were also least likely to be very satisfied with the ease of booking online/via the App.

When looking at satisfaction with the assistance being relevant to their needs, satisfaction was varied by disability type, with the proportion stating that they were very satisfied significantly lower among those with a visual impairment (69%), a learning/concentrating/remembering impairment (66%), mental health problems (67%), social or behavioural issues (63%) and those with a communication disorder (65%).

**Figure 6.10, Thinking about the booking process, how satisfied were you that the assistance available was relevant to my needs (Split by disability type. Unweighted sample base sizes in brackets.)**



Of further note, when looking at the satisfaction that the assistance received was suitable to their needs through the social model of disability, those who would benefit from audio information (65%), easy read information (68%), a sensory map (63%), a quiet space (68%), seating that allows them to lie down (66%) and accessibility software (68%) were significantly less likely to be very satisfied than the overall sample (72%). This may indicate that these accommodations are not in place to ensure the needs of these groups are being met during the booking process.

"It's difficult to book it, it's a nightmare if you have to change trains. Apps are not always accessible for visually impaired people. It would be really good if you can book it at the same time as the train. It would be good if the two systems when booking the train and the assistance were together."

55-59, vision impairment

"In general overall I found it quite good. In recent times using the App seems to work better. Stations at Waterloo, Paddington and St Pancras have points where to meet for assisted travel but other stations to do I would like to know where meeting points are."

25-29, physical disability and another long term health condition

"We always require the same assistance, but it doesn't hold onto the information, so we have to go through the whole procedure again every time we book. So it would be helpful if the information could be recorded, so that we don't have to repeat ourselves over and over again."

50-54, physical disability and learning disability

"The whole process of organising Passenger Assistance is a nightmare. First it is very difficult to find a telephone number to talk to an actual person. Trying to arrange things online can sometimes be all right, but if we are travelling to a station we don't know, then online does not say where PA is within the station and how to find it. I have now figured out that you have to tell the station you leave from to tell the exit station you are coming and on which train."

75+, physical disability

"Phone booking particularly appreciated (as opposed to having to book online - I prefer speaking to a real person) - very helpful and patient."

55-59, physical disability

"The App is easy to use to book a journey and it is good to receive a confirmation, or a phone call if there is an issue with the intended journey."

60-64, physical disability



# Passenger Assist App

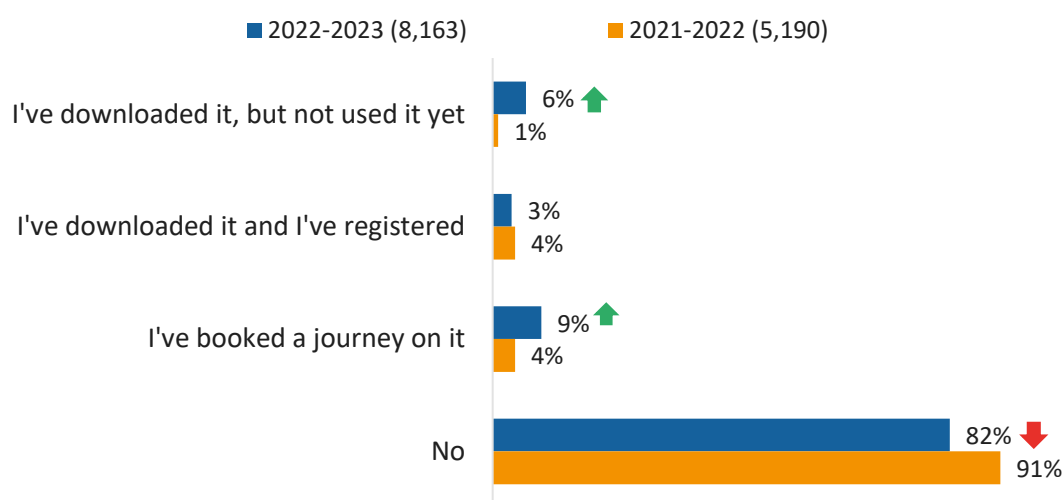
## App usage

While the Passenger Assist App is currently one of the less common booking methods, awareness of it is increasing. In the 2022-2023 survey, 43% of passengers are aware of the Passenger Assist App, up from 30% in 2021-2022. Awareness is significantly higher among users who are the customer requiring assistance themselves (44%) than among companions who are booking on behalf of users (40%), indicating a potential need to target communication about the App to the latter group.

By age, younger users are more likely to be aware of the App, including 54% of those aged 16 to 24, 59% of those aged 25 to 34 and 55% of those aged 35 to 44 are aware of it. This compares to just 36% of those aged 75+.

In total, including those who used the Passenger Assist App to book the journey they were asked about in the survey, 9% of passengers have booked a journey on the App at some point, rising from 4% who stated this in 2021-2022. This proportion is again higher among younger passengers, with 19% of under 55s having booked a journey on it, compared to 4% of those aged 75 or over. The proportion who have never downloaded the App, regardless of whether they have heard of it, has correspondingly fallen from 91% to 82% in this time.

**Figure 6.11, Have you used the Passenger Assistance App? (Split by booking method. Unweighted sample base sizes in brackets.)**



There is potential to increase usage of the App, with 80% of users owning a smartphone, compared to 72% in 2021-22, although again, the proportion who own a smartphone is higher among younger age groups. Over nine in ten (92%) of 16 to 54 year olds own a smartphone, compared to 70% of those aged 75 or over.

## Experience of using App

When asked about their experience of using the Passenger Assist App so far, users indicate a mix of positive and negative experiences, with a focus on ease of use, helpfulness, and the need for improvements in functionality and communication. Some comments praise the ease of use, while others find it fiddly. Others indicate a preference for human interaction, a difficulty booking journeys with connections, connectivity issues, concerns about slow confirmation of booking, and a desire to be able to reserve seats through the App – which is not yet possible.

“Useful, other than connection times which if you are booking a journey involving more than one change it is not possible to alter connection times.”

70-74, physical disability

“The verbal assistance through phone is so welcoming and thorough, was concerned that app may fail, so haven't had confidence to rely solely on it – yet.”

50-59, physical disability and mental health problems

“Good, but slow to confirm booking has been completed.”

60-64, physical disability

“It is simple to use but usually prefer to speak to a person or book at the same time as booking journey.”

75+, physical disability and other long term health condition

“It is far too inflexible when trying to book a journey involving multiple connections. It only offers the shortest journey times which often have impossible transfer times for disabled people. So I still have to manually book my journeys, figure out realistic timings, then book assistance by telephone. When things go wrong, delays, cancellations etc. it is of no help, does not seem to get live updates, does not show me optimal routes, altogether useless as a planning tool for me. I have to resort to telephoning to get things arranged. Also even when I have booked passenger assistance I do not get confirmation until a day or two before the journey, even when it has been booked several weeks in advance. Totally unsatisfactory.”

60-64, hearing impairment and physical disability

“I enjoyed using the app but cannot reserve a seat which makes it difficult when travelling with an assistance dog.”

50-54, vision impairment

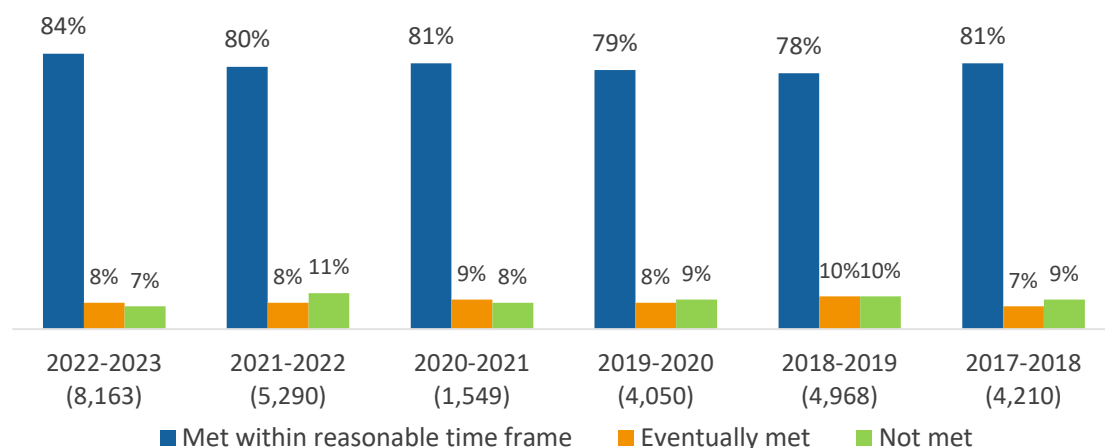
## 7. The Journey Experience

### Proportion Who Received Assistance

#### Met during a reasonable timeframe

There has been a statistically significant increase in the proportion of passengers stating that they or their companion were met in an acceptable timeframe, rising to 84% in 2022-2023 from 80% in 2021-2022. The determination of what constitutes an 'acceptable' timeframe is determined by the passenger themselves, and is therefore subjective. This wording is however consistent with previous years' surveys. There has correspondingly been a statistically significant decrease in the proportion not met by staff at all, to 7% in 2022-2023 from 11% in 2021-2022.

**Figure 7.1, Was a member of staff there to meet you/your companion within an acceptable timeframe?**  
(Unweighted sample base sizes in brackets)



"No one came to assist me at my seat. A member of the public helped me off the train. I saw 2 members of staff talking, I walked up to them and I asked why they did not help. Their couldn't care less attitude let the service down."

75+, vision impairment and physical disability

"Often staff are not aware that I am coming even though I have booked assistance. A lot of the time they deny it. It is harder at the smaller stations that are unmanned, I can get quite anxious that there will not be anybody to meet me. That is quite frustrating because it limits where I can go. There was one occasion where passengers had to carry me off the train."

60-54, physical disability

“When I got to the arrival station, no one came and I was waiting by the door waiting for the ramp. The door closed and the train continued on. I felt scared, vulnerable, helpless and alone. I didn’t know who to phone as I only had the assistance number. I rang my family and explained I’d been forgotten and was still in the train. Luckily the next stop was near enough for my family to get me. The guard then came to me and apologised and said he’d forgotten me.”

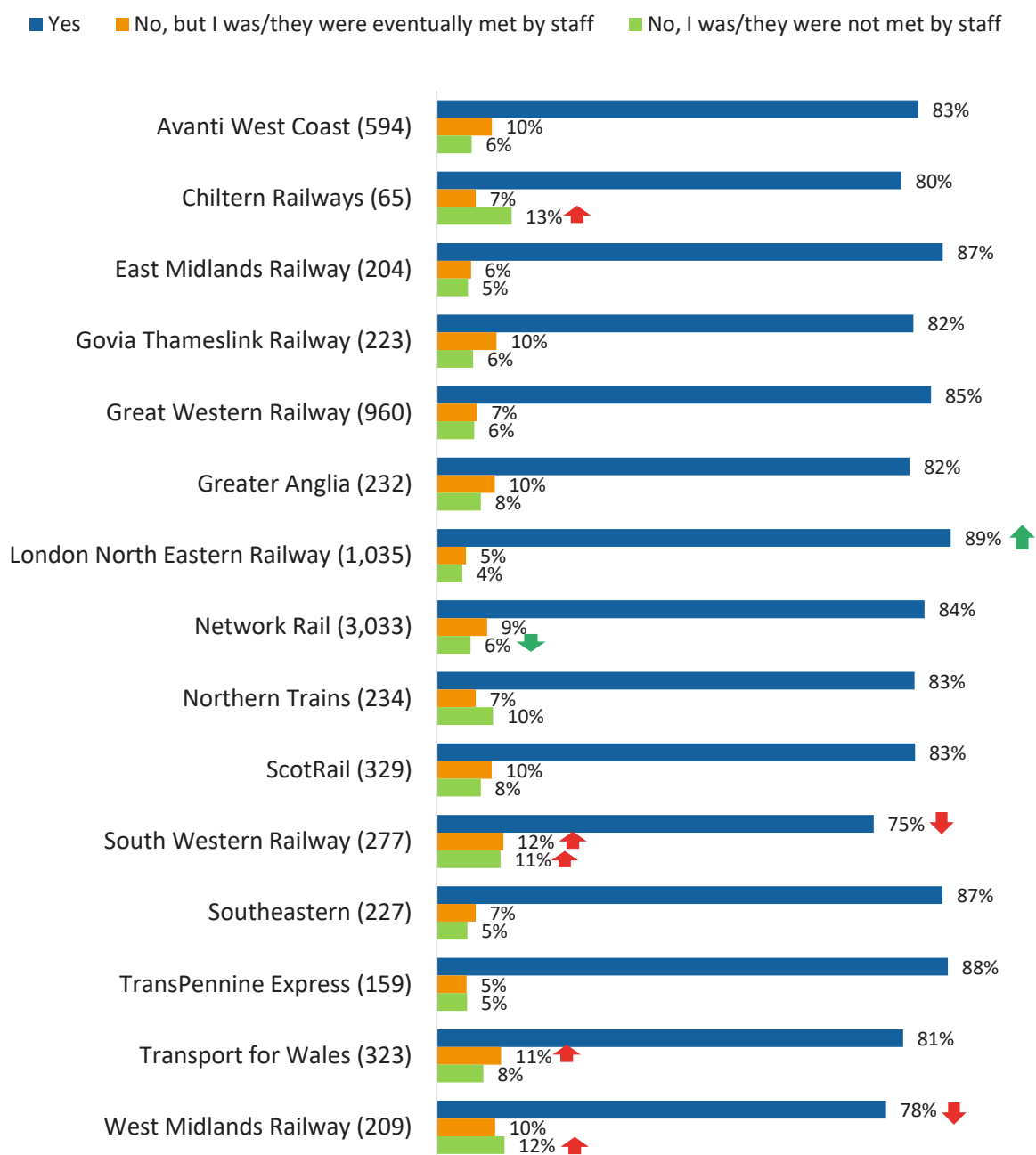
55-59, physical disability

“I would say the standard of service needs to be consistently high from start to end. I had a horrendous experience towards the end getting off the train, I was in tears, I had no assistance. It took a lot of pleading to get help. Unless a person who needs assistance can be assured that we are going to be supported for all my needs”

60-64, disability not disclosed

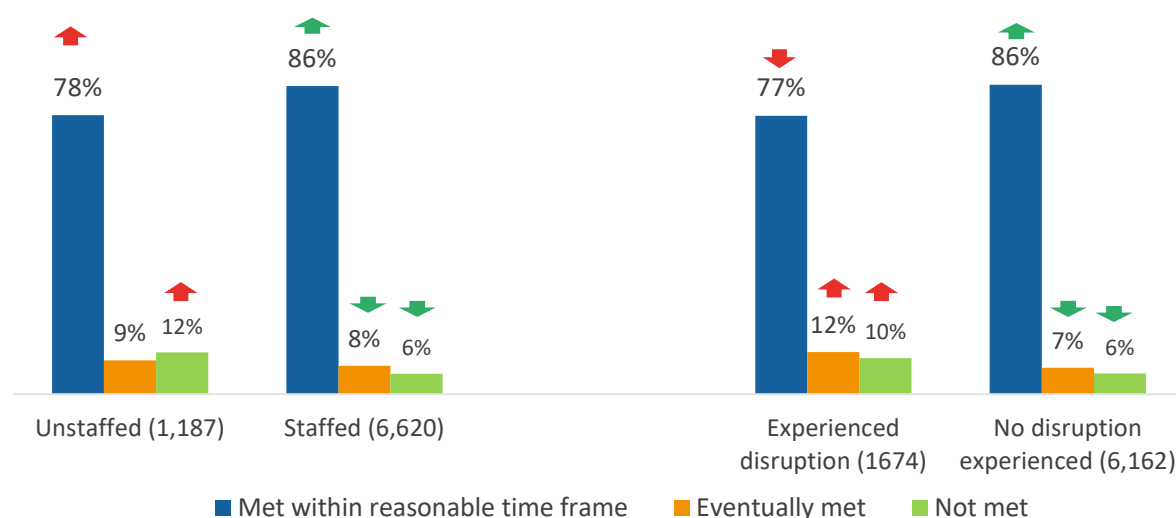
There were some variations in the proportion of passengers met when looking at the results by SFO, with those travelling through a station operated by South Western Railway (75%) and West Midlands Railway (78%) least likely to state they were met within an acceptable timeframe. Passengers using both of these operators were also more likely to say they weren’t met at all (11% South Western Railway, 12% West Midlands Railway) than the overall sample, along with those using Chiltern Railways (13%) and Northern Trains (10%).

**Figure 7.2, Was a member of staff there to meet you/your companion within an acceptable timeframe?**  
(Split by SFO. Unweighted sample base sizes in brackets.)



Further investigation into the passengers that were not met reveals that some subgroups of passengers were more likely to report that they had not been met than others. The proportion who were not met was higher among those who self-reported travelling through unstaffed stations (12%), and those who reported disruption (10%) on their journey.

**Figure 7.3, Was a member of staff there to meet you/your companion within an acceptable timeframe?**  
**(Split by whether the passenger self-reported that they travelled through an unstaffed station and whether disruption was experienced. Unweighted sample base sizes in brackets.)**



The proportion who were not met was also higher among those who stated that a wheelchair or mobility aid would make their passenger experience more comfortable (9%) than among those with other accessibility requirements (6%). Likewise, 10% of those who stated that they had a physical disability and booked assistance getting to the wheelchair area were not met, with the same proportion (10%) of those with a physical disability who booked a ramp stating this. This suggests that passenger assist is failing to deliver its service more commonly to users with need for mobility devices.

Additionally, 6% of those who received confirmation of their booking did not receive the assistance that they had booked, compared to 11% of those who did not receive confirmation of their booking. This may indicate that some booking requests are not being recorded in the booking system correctly.

Looking at the results by passengers using stations with more than 50 bookings among the survey respondents, passengers at Southampton Central (17%), were more likely than users at other stations to state that they weren't met. Meanwhile, the proportion stating that they were met within an acceptable timeframe was significantly lower among those receiving assistance at Leeds (78%), London St Pancras (77%), Preston (Lancs) (73%) and Southampton Central (66%).

### Ability to complete the journey

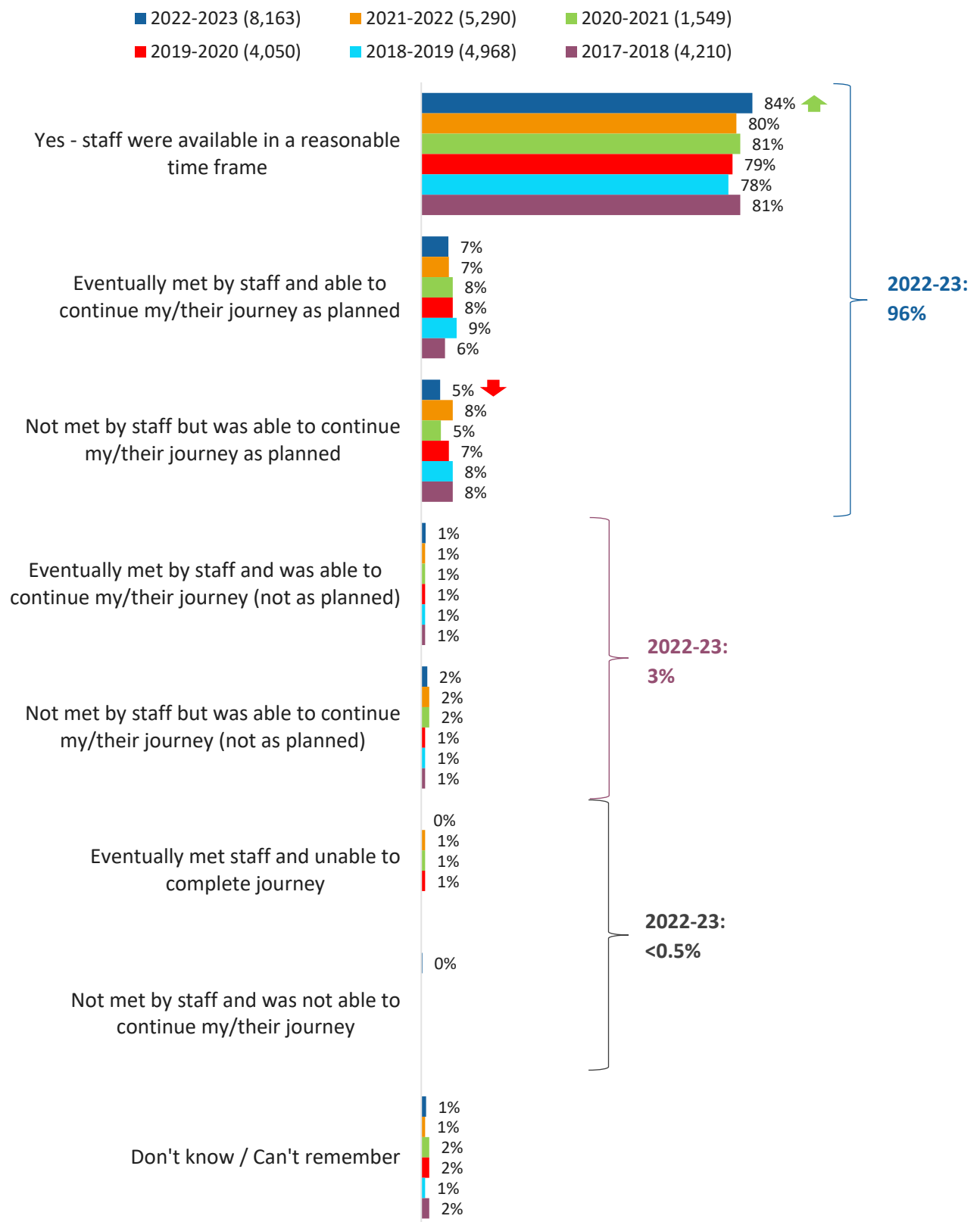
Looking at the impact that not being met had upon passengers' ability to complete their journey, 96% were still able to complete their journey as planned, consistent with 95% who stated this to be the case in 2021-2022. Overall, 2% of passengers stated that they were able to complete their

journey but not as planned, because of not being met at all or within a suitable time frame, compared to 3% in 2021-22.

The proportion of passengers who were able to complete their journey as planned was lower among those who booked some types of assistance than others. Those who booked the wheelchair area (93%), assistance getting in/out of the station (94%), assistance to/from connecting services (95%) and a taxi service (93%) were significantly less likely than the overall sample (96%) to state that they were able to complete their journey as planned.

Additionally, looking at these results through the lens of the social model of disability, 94% of those who stated that in addition to the assistance that they booked, a wheelchair or mobility aid would make their journey more accessible stated that they were able to complete their journey, significantly lower than the overall sample. This proportion was even lower among those who have a physical disability and booked assistance getting to the wheelchair area (90%), and those who have a physical disability and booked a ramp (92%). These findings again highlight the need to improve the passenger assistance service provided to users who are most likely to require mobility devices, either provided by themselves or the station.

**Figure 7.4, Was a member of staff there to meet you/your companion within an acceptable timeframe?/ Did this delay affect you/your companion being able to get to your final destination? (Unweighted sample base sizes in brackets)**





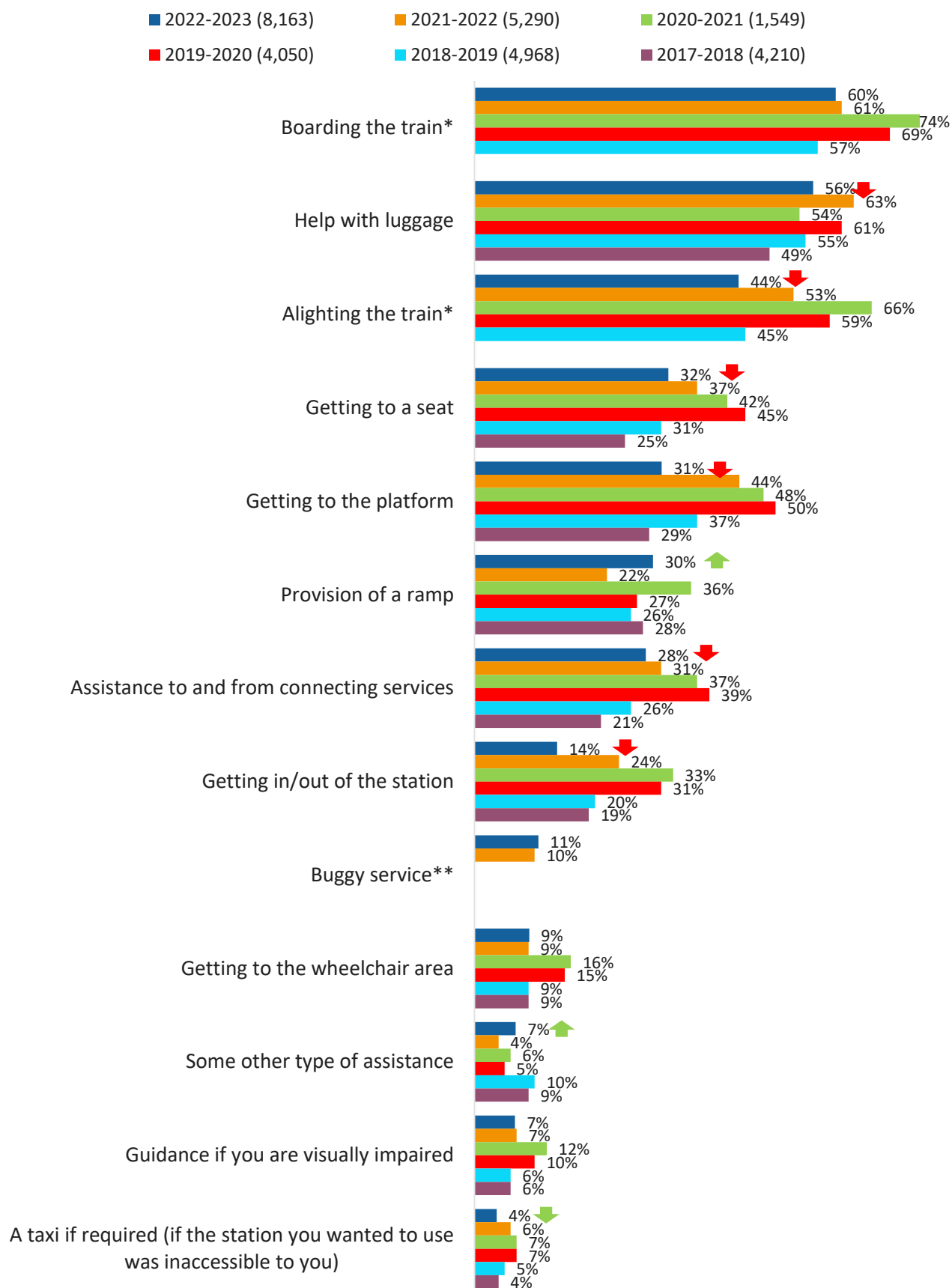
## Assistance types booked

Looking at the different types of assistance that passengers booked, on average 3.43 types of assistance were booked per passenger, similar to the average (3.6) in 2021-2022. The most commonly booked services were assistance boarding the train (60%), help with luggage (56%) and alighting the train (44%). However, compared to previous years, the proportion booking assistance with luggage has significantly declined since 2021-2022, to 56% from 63%. Likewise, the proportion booking assistance alighting the train has declined from 53% to 44%. The proportion booking assistance with boarding is only 1% point lower than in 2021-2022 (60% compared to 61%). The type of assistance which has increased most is the provision of a ramp, up to 30% from 22%.

By age, passengers aged 75 or over are more likely to have booked help with luggage (70%), assistance alighting the train (46%), assistance getting to a seat (37%), assistance getting to the platform (35%), assistance to and from connecting services (31%), assistance getting in/out of the station (15%) and a buggy service (12%) than the overall sample. Passengers under the age of 45 are more likely to have booked provision of a ramp (52%), the wheelchair area (18%), getting to the wheelchair area (13%) and guidance if they are visually impaired (12%) than those aged 75 or over.

Those who travelled alone are more likely than those who travelled with a companion to have booked help with luggage (65% compared with 46% of those who travelled with a companion), assistance getting to a seat (36% compared with 26%), assistance getting to the platform (33% compared with 28%), assistance to and from connecting services (33% compared with 24%) and guidance if they are visually impaired (9% compared with 5%).

**Figure 7.5, Which of the following types of assistance did you request at the station? (Unweighted sample base sizes in brackets. \*option was not asked in 2017-2018. \*\* option included for first time in 2021-2022.)**



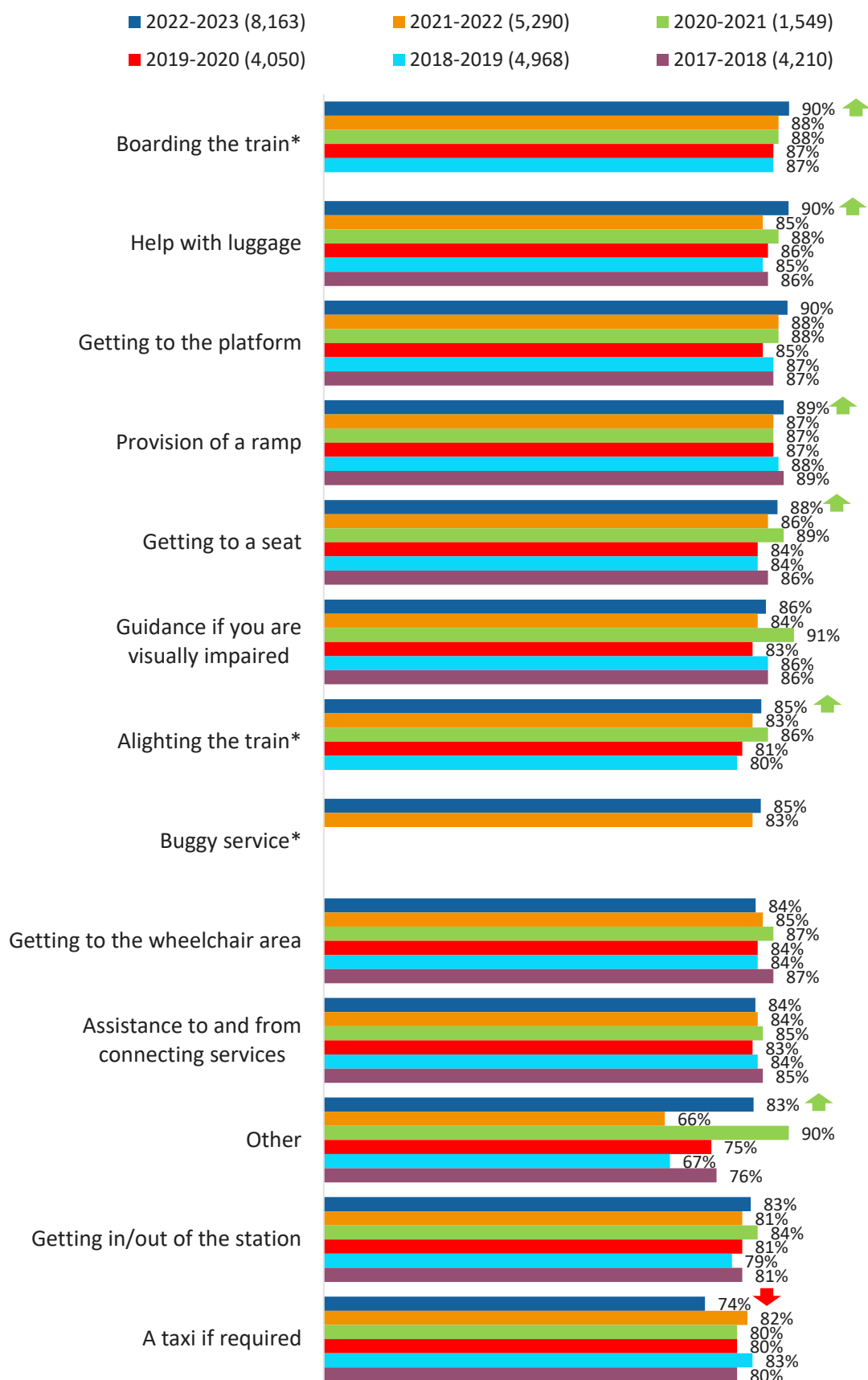
## Assistance types received

Nine in ten of those who booked assistance boarding the train, help with luggage or getting to the platform successfully received this assistance, with the proportion stating they received assistance boarding the train and help with luggage significantly increasing compared to 2021-2022. Only slightly fewer reported receiving provision of a ramp (89%) or assistance getting to a seat (88%), both of which also increased significantly compared to 2021-2022.

One standout area in which assistance was significantly less likely to be received was in the provision of a taxi if required – this assistance type was received by 74% of those who booked it in 2022-2023. This may be in part because the impact of disruption to the journey, because of engineering works, industrial action, delays and cancellations, appears to have had a greater impact upon the delivery of this type of assistance than upon other assistance types. Just over half (52%) of those who had booked a taxi service as part of their assistance and experienced disruption on their journey state that they received this service, compared to 81% of those who didn't experience disruption. In contrast, for example, among those who booked assistance to and from connecting services, 80% of those who experienced disruption received the assistance, compared to 85% of those who didn't experience disruption. Likewise for those who booked provision of a ramp, 85% of those who experienced disruption received this service, compared to 90% of those who didn't experience disruption.

Looking at these results through the social model of disability, there are significant differences in the proportion who received assistance boarding the train among users with certain accessibility needs. Those whose journey experience would be made more accessible using a mobility aid or wheelchair (11%), places to rest (11%), accessible / blue badge parking (10%), seats with backs and arms (10%) and step free access (9%) were more likely to state that they didn't receive this assistance, where they had booked it.

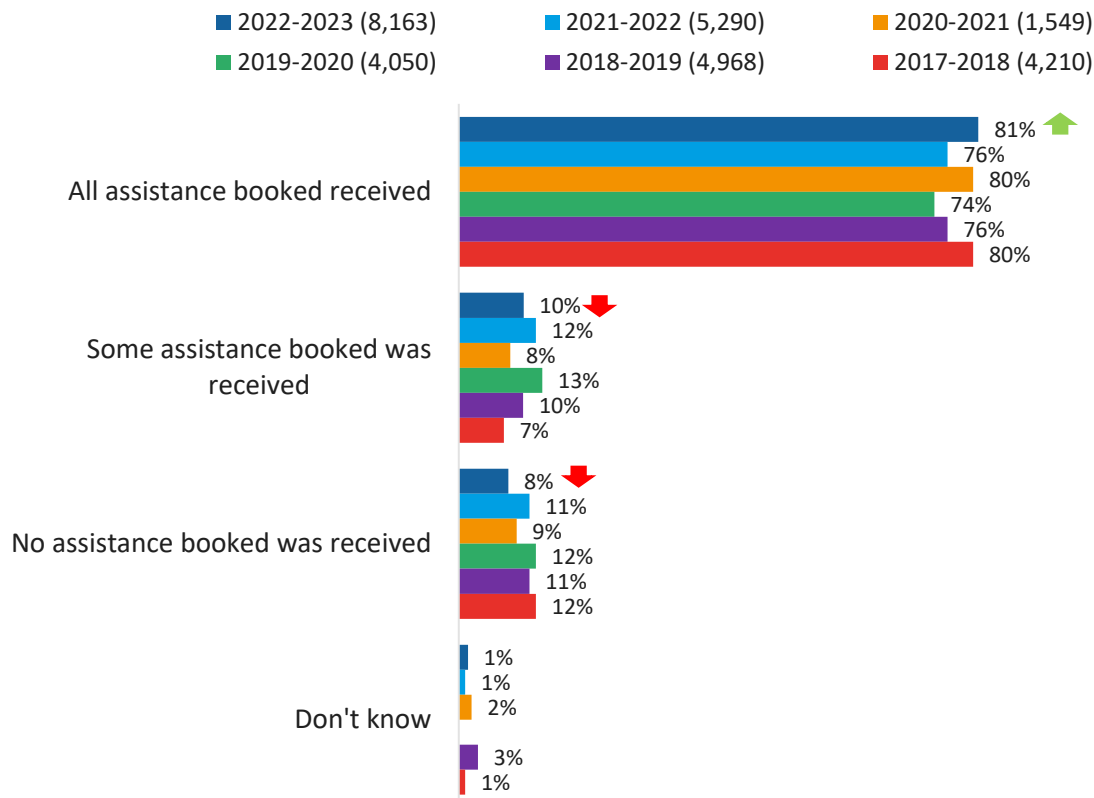
**Figure 7.6, And did you/your companion receive the following assistance you booked? (Unweighted sample base sizes in brackets. \*answer was not asked in 2017-2018. \*\* answer included for first time in 2021-2022.)**



## Total proportion who received booked assistance types

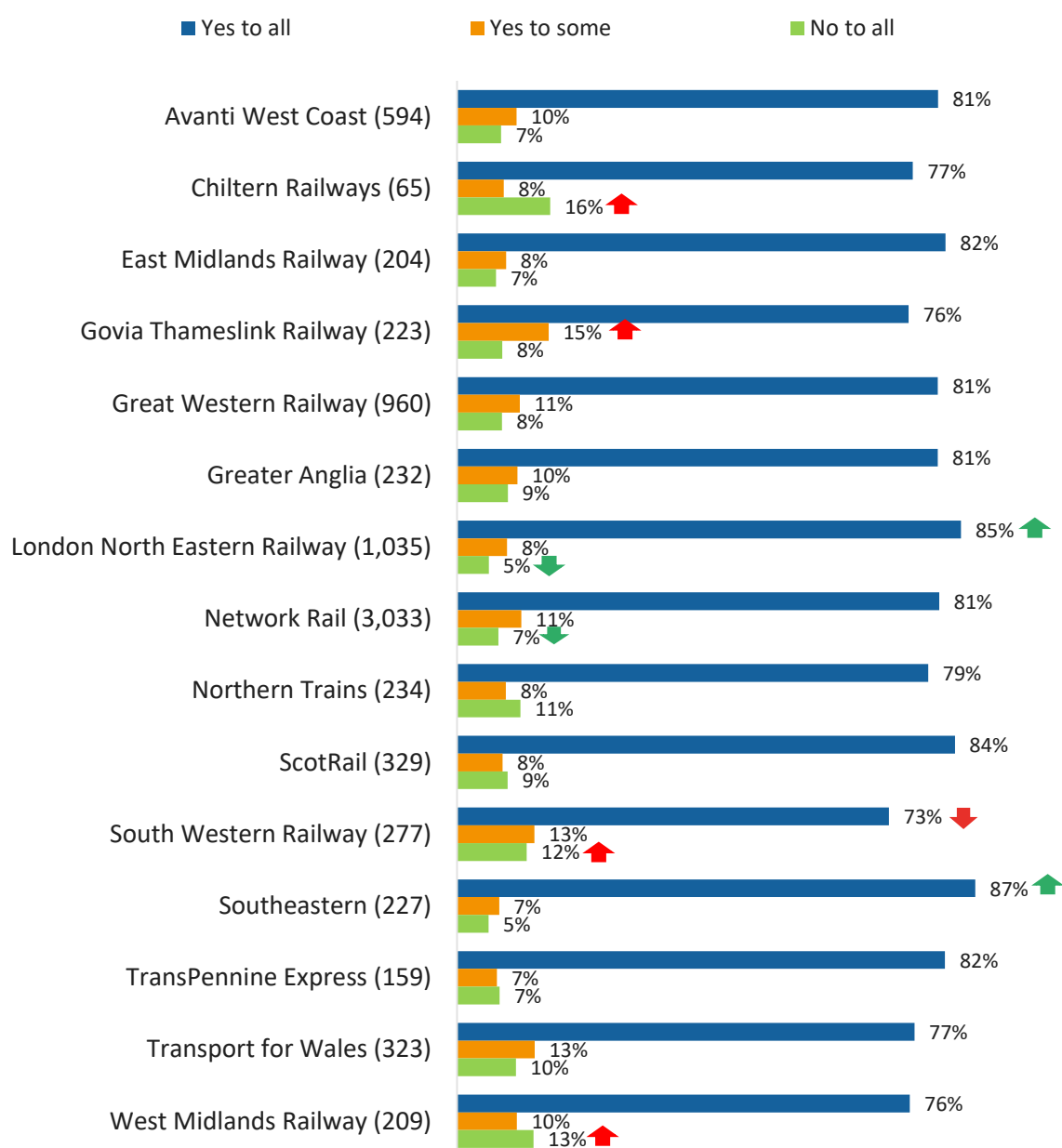
In total, 81% of passengers received all the assistance types that they booked, a significant rise from 76% in 2021-2022.

**Figure 7.7, And did you/your companion receive the following assistance you booked? Showing aggregated responses (Unweighted sample base sizes in brackets)**



Those whose SFO was Southeastern (87%) and London North Eastern Railway (LNER) (85%) were most likely to have received all the assistance types they booked. Those using South Western Railway (73%) were least likely to state this.

**Figure 7.8, And did you/your companion receive the following assistance you booked? (Split by SFO.**  
**Unweighted sample base sizes in brackets.)**



Those who self-reported that they travelled through unstaffed stations were less likely to say that they received all of the assistance that they booked (74%) than those who self-reported travelling through staffed stations (82%).

Among the stations with more than 50 bookings by respondents, passengers who booked assistance at Crewe (71%), and Southampton Central (69%) were least likely to state they had received all types of assistance that they had booked.

When looking at the accessibility needs of passengers, those whose journey would be made more accessible by accessibility software (73%), captions (74%), seating that allows them to lie down

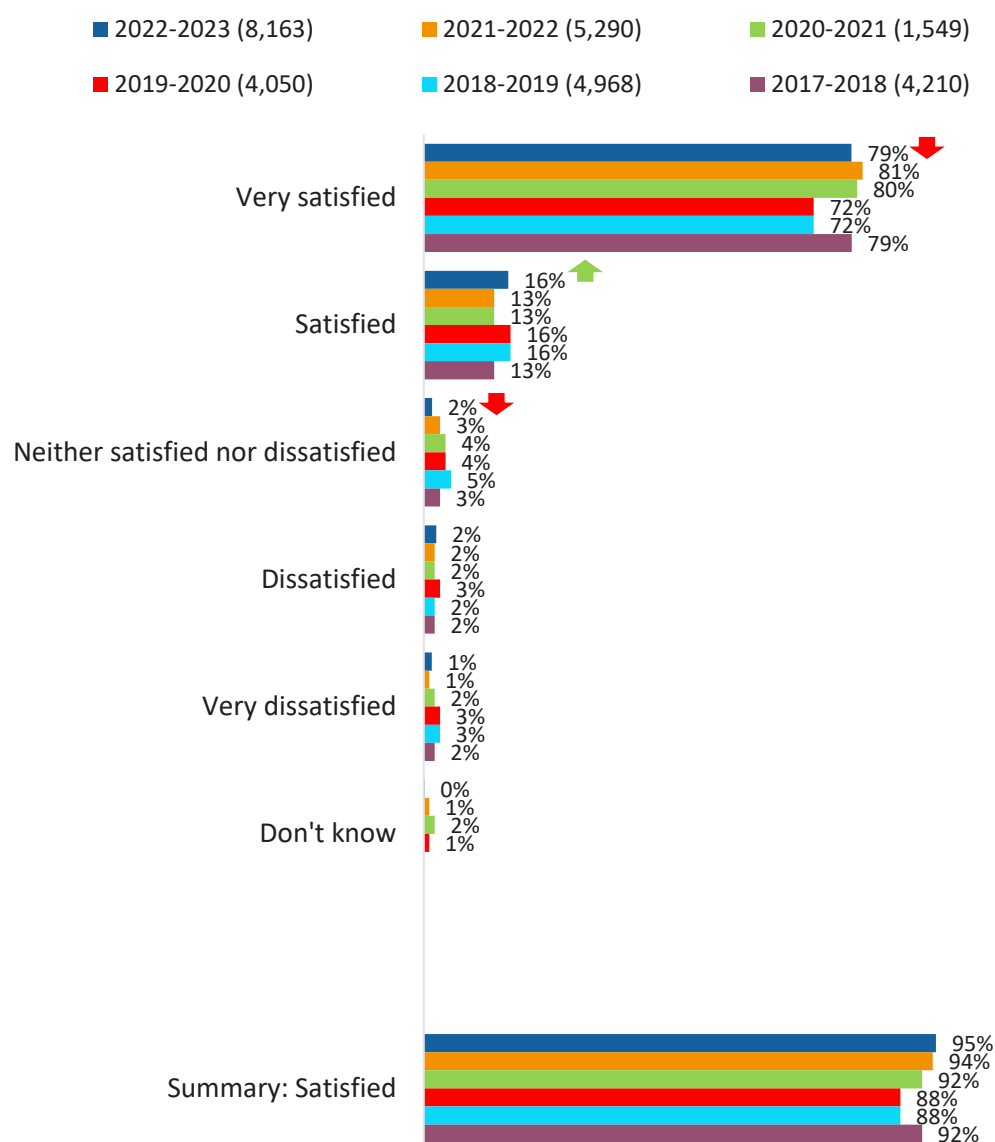
(74%), a wheelchair or mobility aid (75%) and a quiet space (75%) were least likely to state that they received all of the assistance types that they booked. Notably, only 66% of those with a physical disability who booked assistance getting to the wheelchair area received all the assistance types they booked, highlighting the need to improve services to those who require assistance from mobility devices.

## Satisfaction With Journey Experience

### Overall satisfaction with assistance at station

Overall, 95% of passengers were satisfied with the assistance they received at the station they were asked about, continuing a steady increase in satisfaction compared to previous years, although not significantly higher than the figure recorded in 2021-2022. However, while overall satisfaction has remained steady, the proportion stating that they were very satisfied has declined compared to 2021-2022, from 81% to 79%.

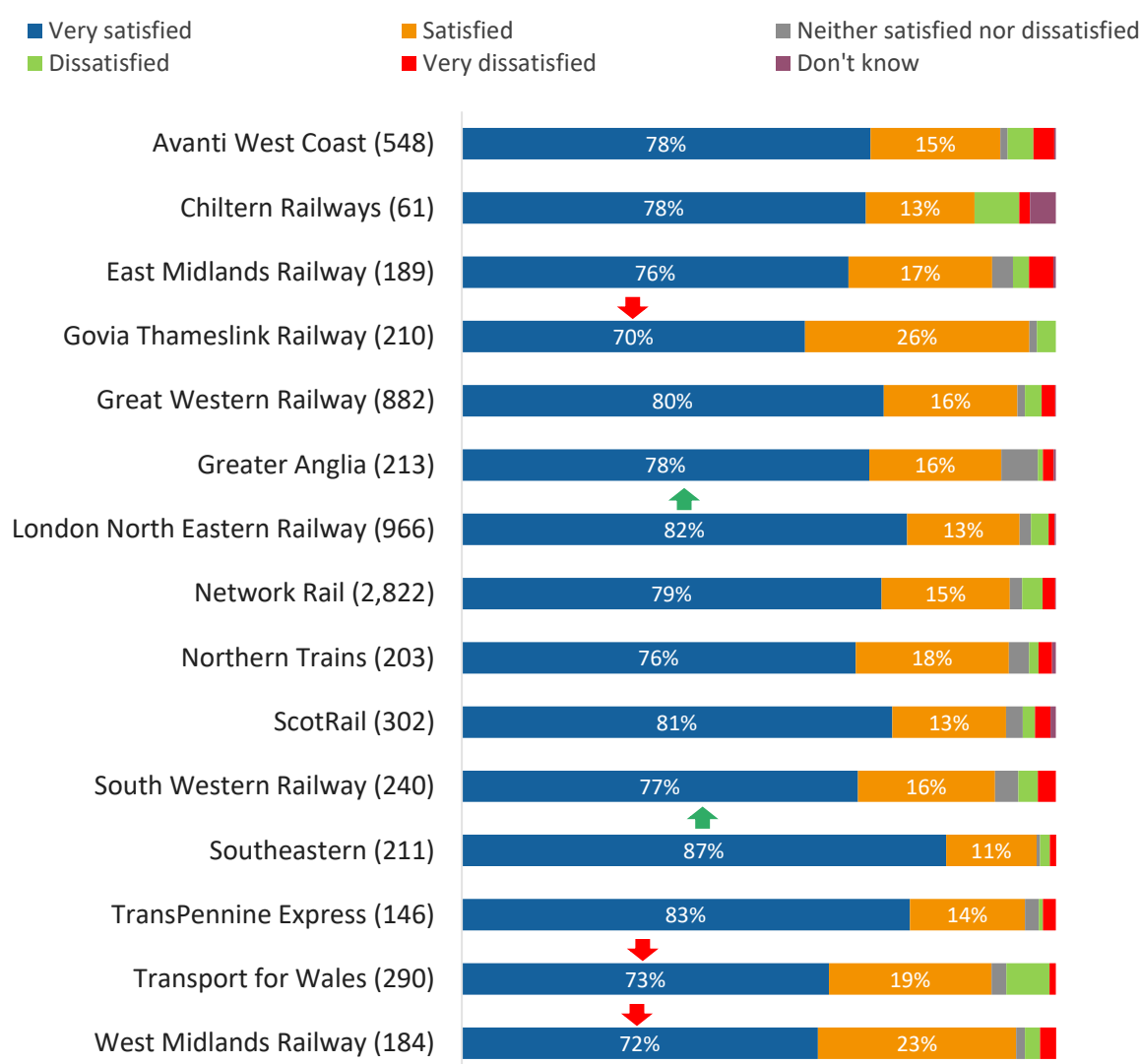
**Figure 7.9, Overall how satisfied were you/was your companion with the assistance at the station?**  
(Unweighted sample base sizes in brackets)



The level of satisfaction varied depending upon the SFO operating the station in question. The proportion stating that they were very satisfied was significantly lower among those using a station operated by Govia Thameslink Railway (70%), West Midlands Railway (72%) and Transport for Wales (73%). In contrast, those using a station operated by Southeastern (87%) and London North Eastern Railway (LNER) (82%) were significantly more likely than users of stations operated by other SFOs to be very satisfied.



**Figure 7.10, Overall how satisfied were you/was your companion with the assistance at the station?**  
**Showing the proportion satisfied (Split by SFO. Unweighted sample base sizes in brackets. Only asked to respondents who received assistance.)**



By specific station, satisfaction was significantly lower among those who booked assistance at Cardiff Central (88%), Leeds (89%), London St Pancras International (89%), Preston (Lancs) (90%) and Sheffield (84%) (for stations with minimum 50 bookings among survey respondents).

Passengers who had booked the wheelchair area (92%), guidance if they were visually impaired (92%), assistance to and from connecting services (94%) and provision of a ramp (94%) were least likely to be satisfied. With regards to type of disability or impairment, those with a mental health problem (88%), social or behavioural issues (88%) or a communication disorder (88%) were least likely to be satisfied.

Satisfaction also varied by age, with those aged 75 or over more likely (96%) than the overall sample (95%) to be satisfied. Meanwhile, those who experienced disruption were less likely to be satisfied (91%) with the assistance they received than those who didn't (95%), and those who self-reported that they travelled through unstaffed stations were less likely to be satisfied (75%) than those who didn't (80%).

"I would understand if it was a paid service, and I think this is a super service. How it all manages to come together, I'm just so impressed."

75+, physical disability

"It took them far too long to get the equipment for the ramp to get me off the train. I then needed the toilet, a porter came but he had no key. I wet myself as I waited 15 minutes for a key to be found for the toilet."

70-74, physical disability

"I am disappointed that as a blind person they use a buggy instead of walking me to the train, and they also sometimes don't tell the destination station where my seat number is, meaning the staff find it difficult finding me."

45-48, vision impairment

"Once it was booked, I was told of an app. I've downloaded the app and used it. It has totally turned around my confidence of travelling. I can actually get on and do things now."

50-54, physical disability

"On occasions where I have booked passenger assistance additionally for my daughter with autism, she has not received the service that she requires or deserves. Whilst staff have been friendly, it would appear that they are not aware / educated in understanding and catering to those with hidden disabilities even when wearing identifiers like a sunflower lanyard or holding a badge. Staff teams do not work consistently nor cooperatively across all stations or services and this has meant missed trains and stressful travelling at times. On one occasion I was humiliated by a staff member in front of my child and brought to tears. On another occasion my child was abandoned and almost left behind. On yet another occasion my vulnerable child was left to sit underneath the luggage rack whilst having a meltdown due to the lack of understanding, negative treatment, and discrimination of your staff."

55-59, other long term health condition

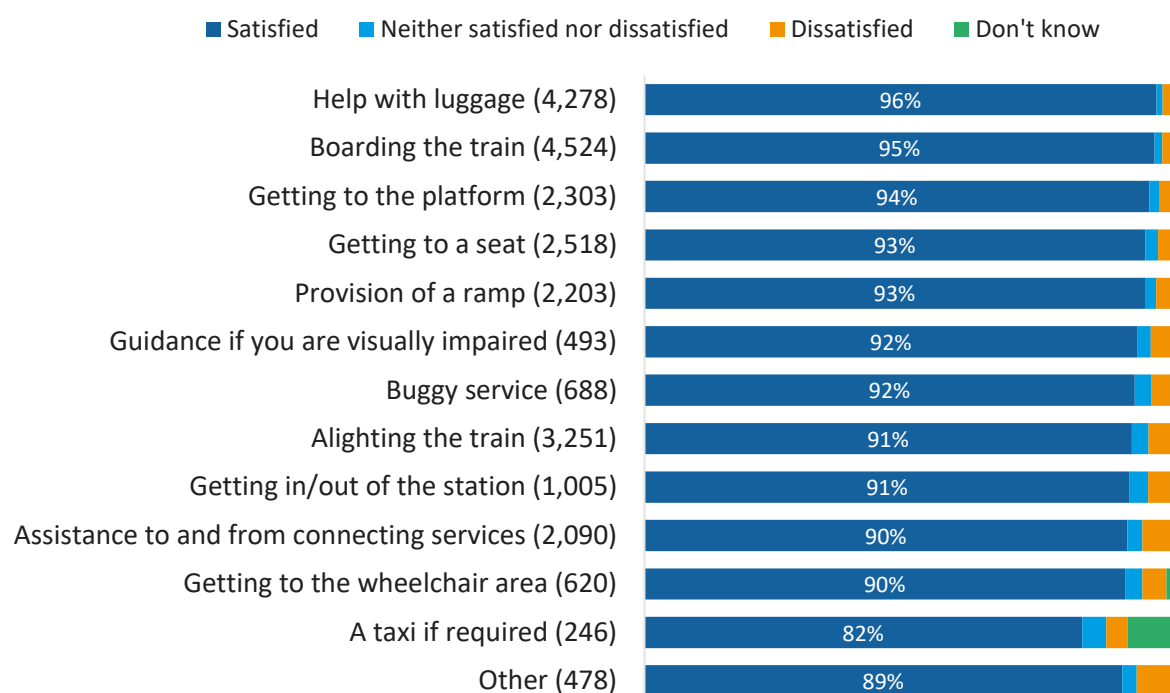
## Satisfaction with assistance types (where received)

When looking at satisfaction with the individual aspects of the service that they received, over 90% of those who received each type of service were satisfied with it, with the exception of the taxi service, with which only 82% were satisfied. It should be noted that satisfaction was only recorded for those who did receive each service, and not those who booked but didn't receive it, therefore this low satisfaction with the taxi element of the assistance is not just due to the service not being received.

The areas with which satisfaction was highest were: help with luggage (96%), boarding the train (95%), getting to the platform (94%), getting to a seat (93%) and provision of a ramp (93%).

Satisfaction was slightly lower with aspects of the service which related to travelling around the station, rather than getting to or onto the train, with 91% satisfied with the assistance getting in/out of the station, 90% with assistance to and from connecting services and 90% with getting to the wheelchair area.

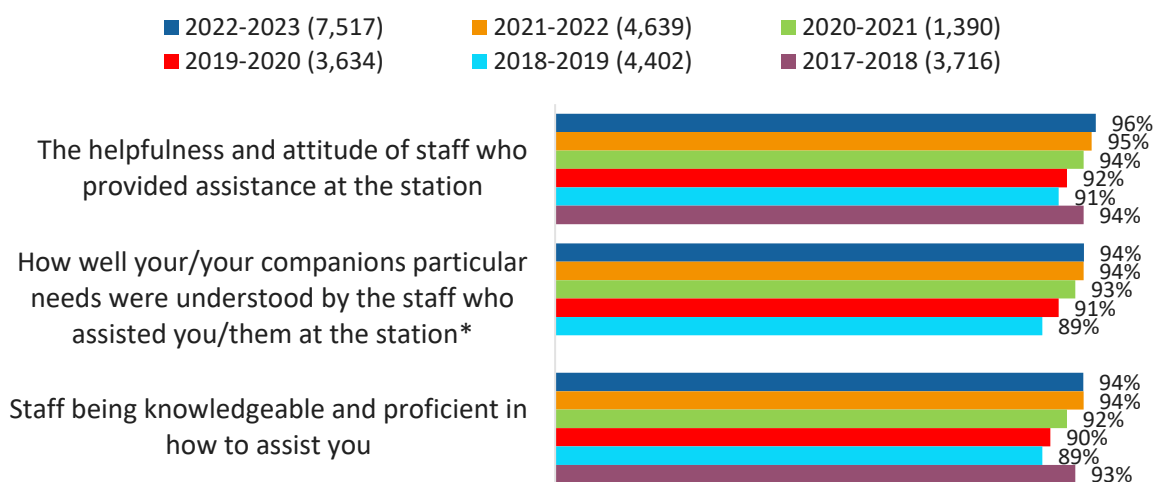
**Figure 7.11, And how satisfied were you/was your companion with...? (Unweighted sample base sizes in brackets. Only asked to respondents who booked and received each assistance type.)**



## Satisfaction with staff

Satisfaction was high with the assistance from staff, where it was received. The vast majority, 96%, were satisfied with the helpfulness and attitude of staff, 94% with how well their needs were understood and 94% with staff being knowledgeable and proficient in how to assist them. Satisfaction was not significantly higher than in 2021-2022, however in all areas it is higher than it was from 2018-2021.

**Figure 7.12, Thinking about the assistance at the station, how satisfied were you/they with...? (Unweighted sample base sizes in brackets. Only asked to respondents who received assistance.)**



"I felt very happy and confident and the man was there straight away, he did not make me feel disabled, he was very helpful."

60-64, physical disability and other health condition

"I am always treated with the utmost courtesy by the staff. I really appreciate this. You train them very well."

75+, vision impairment and physical impairment

"I have been stood at the station, if I hadn't have gone to tell the person, they wouldn't have been aware that we were there. When I asked staff at Southampton for help he said 'yes if I have time.'"

65 to 69, physical disability

"My daughter uses a specialist buggy, unless it looks like a particular wheelchair, it's out of the remit of the assistance staff. They need training on this, we have been asked to take my daughter out of the chair, and no we can't, she is disabled. They seem to think this is a pram. With a glance of someone who has no mobility awareness, they think it's a pram. I think they should have training in the types of mobility support."

16-19, physical disability, learning disability, social or behavioural issues and other health condition

"They were excellent in their attitude, they were above and beyond the assistance requested. We had a query about parking, they went above and beyond by saying sit down and relax and we will explain other opportunities to park and we will change the time of your travel if you need to."

70-74, hearing impairment, physical disability, learning disability and communication disorder

"The woman asked me why I needed assistance then said I wasn't on the list then I point to my name on the list. Then proceeded to tell me only wheelchair users get assistance. I was very upset with her attitude to me. I then missed my connection and she took me to platform and left me on a seat and never came back for me. A passenger helped me to board and alight train because he could see I was upset."

65-69, mental health issues and other health condition

Satisfaction with these aspects was higher with some SFOs than others. When asked about the helpfulness and attitude of staff, the proportion who were very satisfied was lowest among those using South Western Railway (75%), West Midlands Railway (74%) Govia Thameslink Railway (75%)

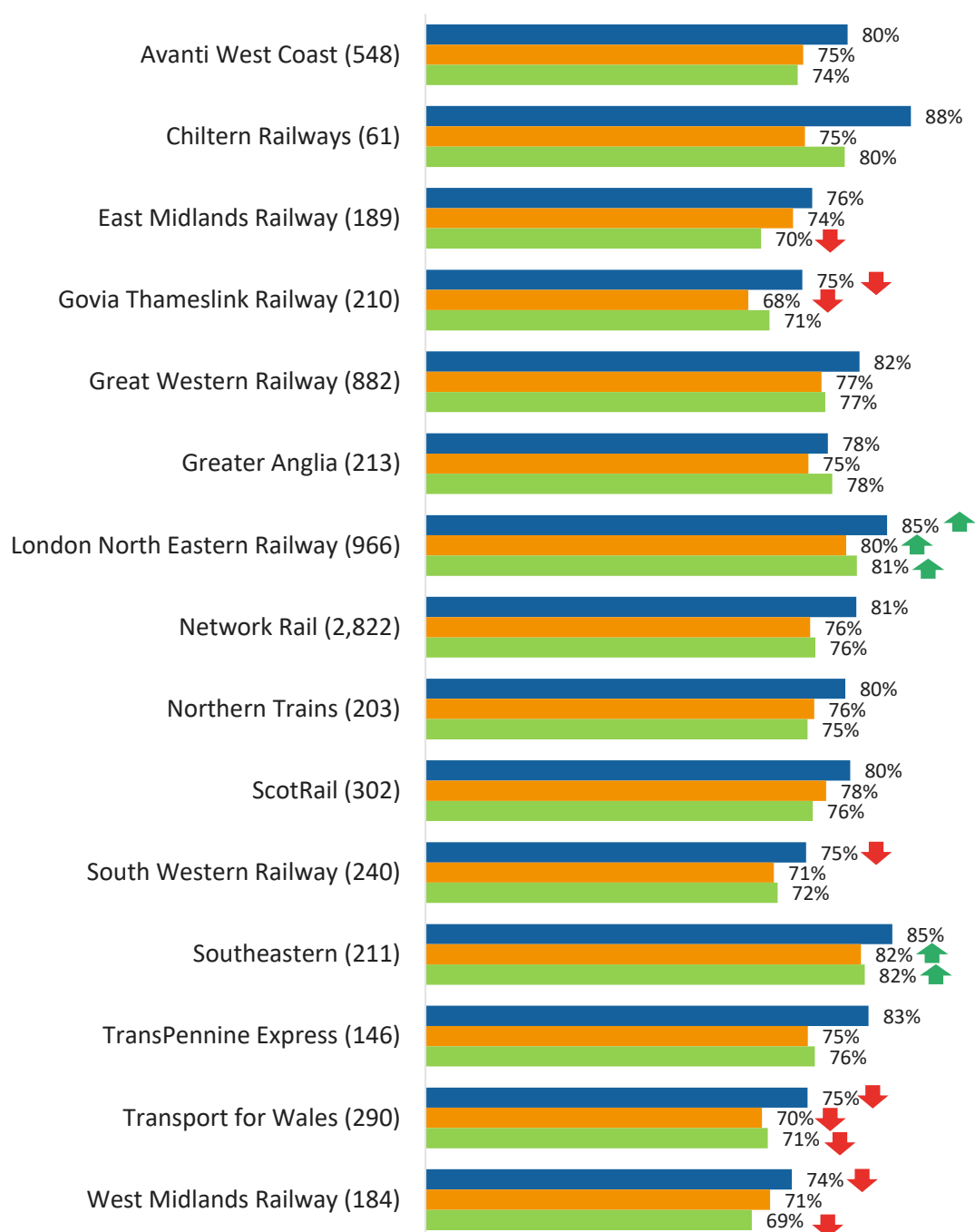
and Transport for Wales (75%). In contrast, satisfaction was high among those using Southeastern, with 85% very satisfied.

Likewise, when asked how well their needs were understood by staff, the proportion who were very satisfied was lowest among those using Govia Thameslink Railway (68%) and Transport for Wales (70%), while it was highest among those using Southeastern (82%) and London North Eastern Railway (LNER) (80%).

Meanwhile the proportion who were very satisfied with staff being knowledgeable was highest among those using Southeastern (81%) and London North Eastern Railway (LNER) (82%), and lowest among those using East Midlands Railway (70%), West Midlands Railway (69%) and Transport for Wales (71%).

**Figure 7.13, Thinking about the assistance at the station, how satisfied were you/they with...? Showing the proportion satisfied with each (Split by SFO. Unweighted sample base sizes in brackets. Only asked to respondents who received assistance.)**

- The helpfulness and attitude of staff who provided assistance at the station
- How well your/your companions particular needs were understood by the staff who assisted you/them at the station
- Staff being knowledgeable and proficient in how to assist you



Satisfaction also varied by disability type, additional support required, and the assistance type booked. As in previous years, those with mental health problems (87-89%), social or behavioural issues (86-88%) and communication disorders/disabilities (87-90%) were least likely to be satisfied with all three aspects of the service they received. Satisfaction with the aspects of the service tended to be lower among those who would benefit from audio information (91-92%), captions (89-92%), a sensory map (87-91%), a wheelchair (91-94%), a quiet space (91-93%), seating that allows them to lie down (91-93%) and accessibility software (91-93%).

Satisfaction with the helpfulness and attitude of staff was generally high, but lowest among those who had booked assistance with getting to the platform (95%), getting to the wheelchair area (94%), provision of a ramp (95%), assistance getting to and from connecting services (95%) and guidance if they were visually impaired (93%). Those who had booked assistance for guidance if they were visually impaired were also less likely than the overall sample to be satisfied that staff were knowledgeable and proficient in how to assist them (91%), indicating the importance of ensuring that staff are trained on how to assist those with visual impairments. Similarly, satisfaction that the passengers' needs were understood by staff who assisted them was lowest among those with physical impairments who booked assistance getting to the wheelchair area (90%) and with provision of a ramp (90%).

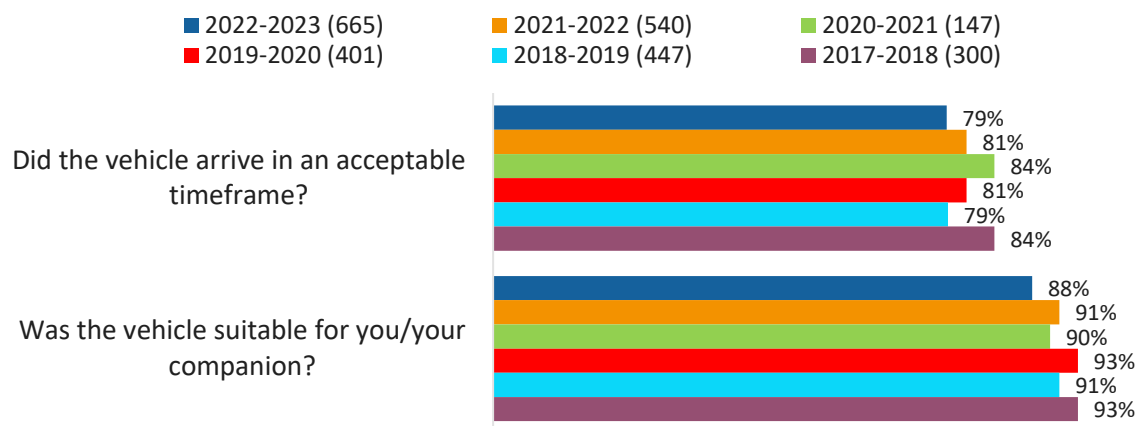
## Use of a Taxi/Vehicle

### Satisfaction with taxi/vehicle

Looking further at the provision of a taxi service to passengers who required it, just under four fifths (79%) of those who required a taxi or other vehicle stated that it arrived in an acceptable timeframe. A higher proportion however stated that the vehicle was suitable for them or their companion (88%). Both of these figures were slightly, but not significantly, lower than in 2021-2022. Those who require step-free access were less likely to be satisfied that the vehicle was suitable for their needs (85%) than the overall sample.



**Figure 7.14, Did the vehicle arrive in an acceptable timeframe?/Was the vehicle suitable for you/your companion? (Unweighted sample base sizes in brackets. Only asked to respondents booked a taxi through Passenger Assist or whose journey involved a taxi or alternative means of transport.)**



## Experience of Disruption

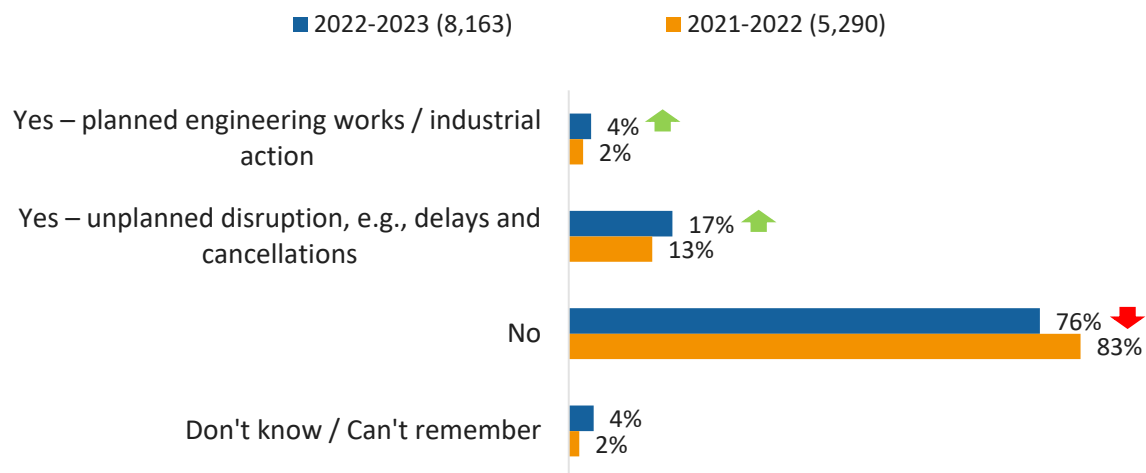
### Frequency of disruption

The proportion experiencing disruption on their journey increased significantly compared to 2021-2022, from 15% to 20%.

The levels of satisfaction with assistance received for passengers whose journey was affected by disruption was (91%), compared with (95%) for passengers who did not experience disruption. The percentage of passengers who did not receive any of the assistance that they booked was (12%) for those who experienced disruption to their journey, compared with (7%) for those whose journey was not affected by disruption. This indicates that disruption is likely to be a significant factor in the provision of assistance.

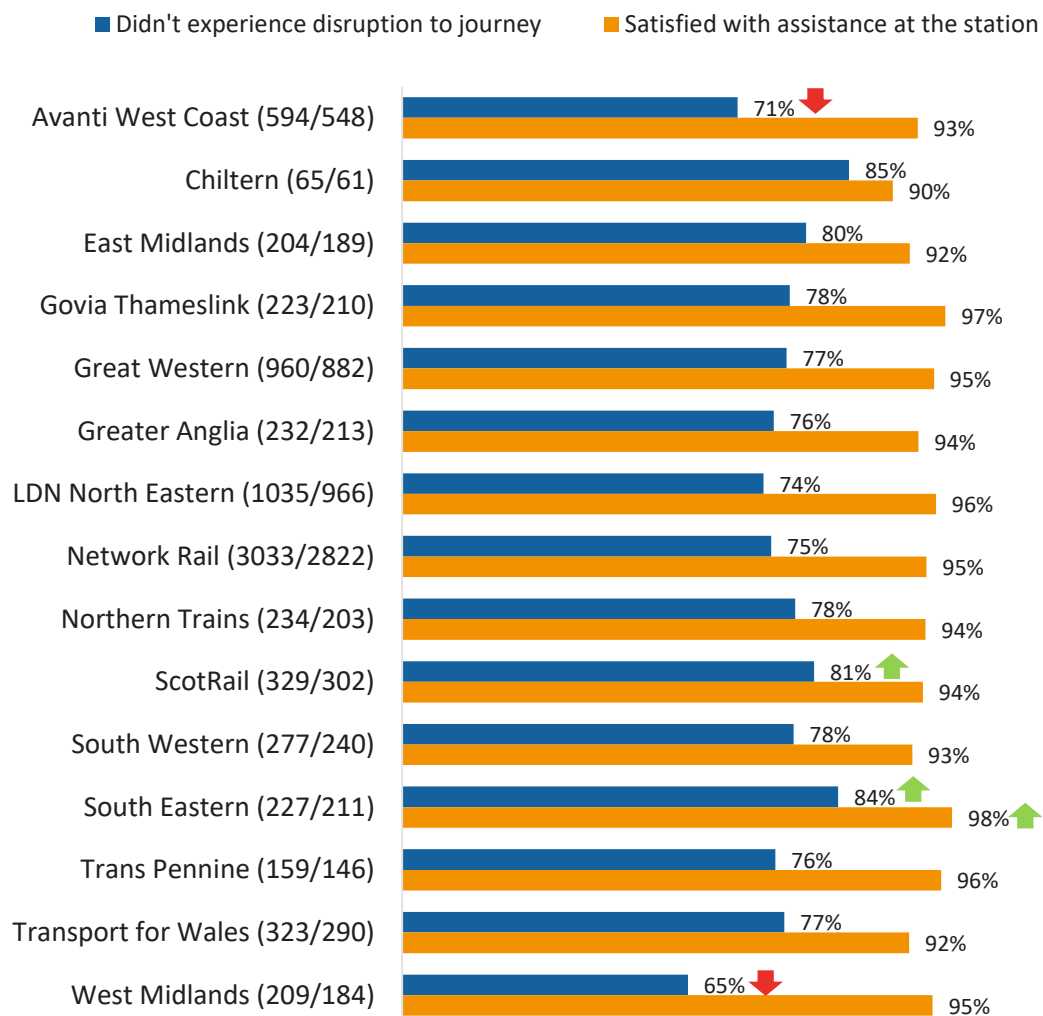
The proportion of passengers experiencing disruption of any kind was highest in Rail Periods 5 (24<sup>th</sup> July-20<sup>th</sup> August 2022: 26%), 9 (13<sup>th</sup> November-10<sup>th</sup> December: 21%), 10 (11<sup>th</sup> December-7<sup>th</sup> January: 32%) and 13 (5<sup>th</sup> March-31<sup>st</sup> March: 21%).

**Figure 7.15, And did you/your companion experience any disruption on the journey? (Unweighted sample base sizes in brackets)**



Looking at the individual SFOs, and the extent to which passengers travelling through their stations experienced disruption to their journeys, it can be seen that those who answered the survey about a station operated by Avanti West Coast and West Midlands Trains were most likely to have experienced disruption, with only 71% of those using an Avanti West Coast not experiencing disruption, and 65% of those answering a West Midlands Train. However overall satisfaction was not significantly lower among passengers answering about stations operated by other SFOs. It should nonetheless be noted that those travelling through a Southeastern operated station were both significantly more likely to state they had not experienced disruption (84%) and to be satisfied with the assistance they received (98%). Thus the lower level of disruption experienced by passengers asked about this SFO may contribute to the higher level of satisfaction with them.

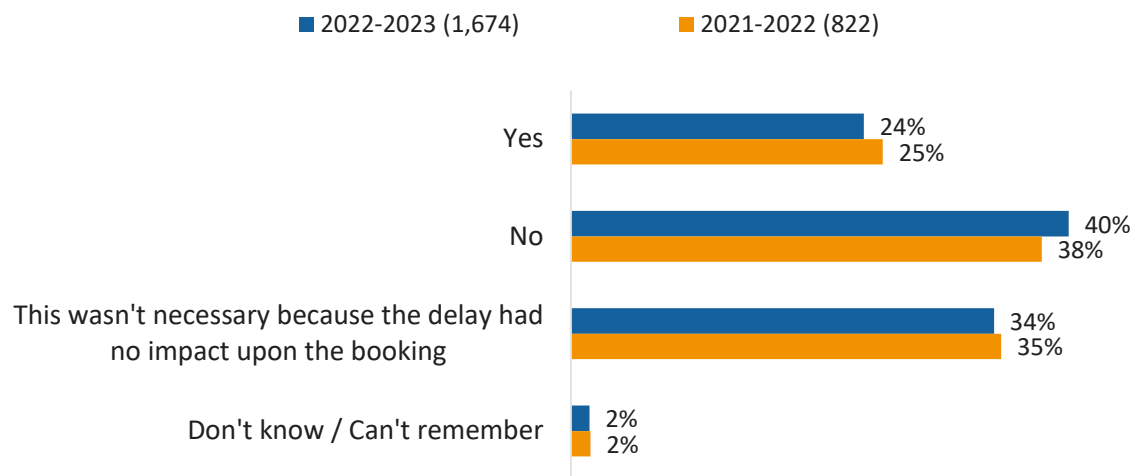
**Figure 7.16, Did you/your companion experience any disruption on the journey? Overall how satisfied were you/was your companion with the assistance at the station? (Unweighted sample base sizes in brackets. Split by SFO.)**



### Contacted to offer alternative

Of those passengers who experienced some kind of disruption, 40% weren't contacted to arrange an alternative, while a further 34% stated that it wasn't necessary for them to be contacted. These are in line with the proportions who reported that they were or weren't contacted in 2021-2022, when 38% weren't contacted, and 25% stated that it wasn't necessary to be contacted.

**Figure 7.17, Did someone contact you/your companion to offer an alternative? (Unweighted sample base sizes in brackets)**



Users elaborated on the impacts that industrial action had upon their journey, with some noting positive and others negative experiences.

"Need more attention to passenger needs during industrial action. It was chaotic and nobody taking charge or having an interest."

60-69, physical disability

"I think there should be better communication on cancelled trains, and alternative options available."

65-69, vision impairment, hearing impairment and physical disability

"Our return journey was the Sunday sandwiched between 2 strike days, the staff we encountered were excellent. Our train had been cancelled as we arrived at Southampton station to start our journey home, staff all along our journey made sure we were OK, had seats and showed us exactly where we needed to be and when."

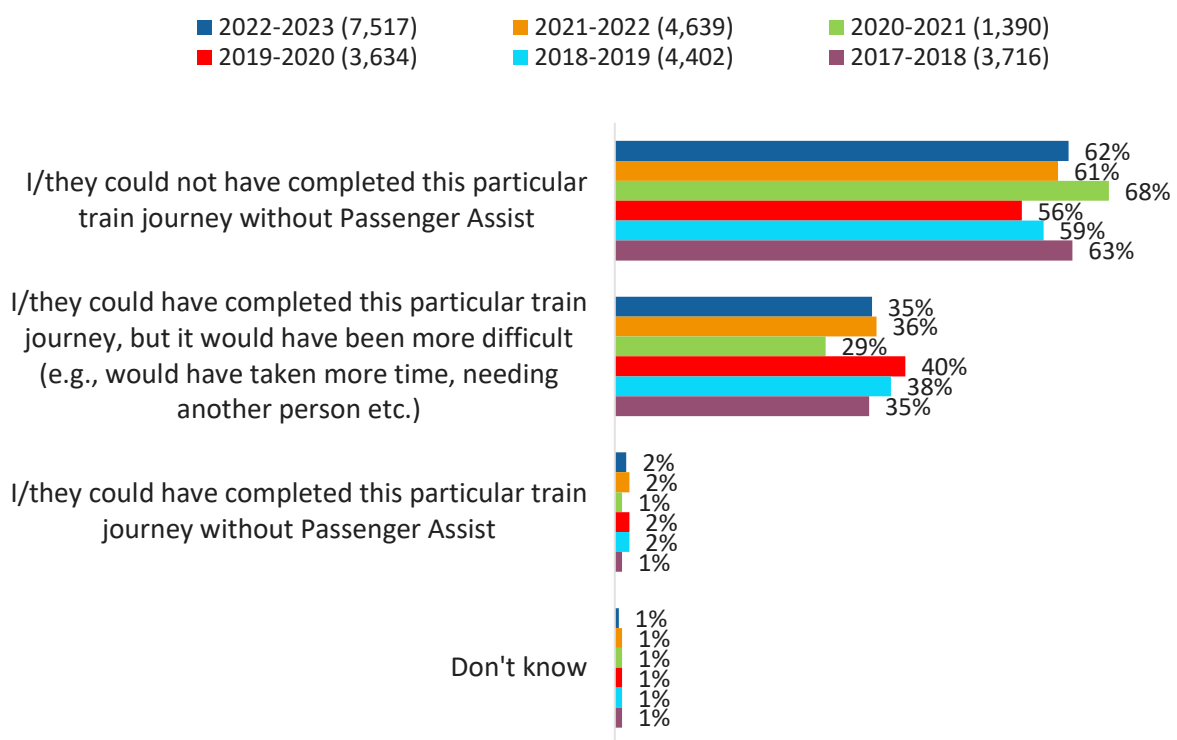
40-44, physical disability and social or behavioural issues

# Importance of Passenger Assist

## Ability to complete journey without Passenger Assist

The importance of Passenger Assist in enabling users to travel continues to be high. Six in ten (62%) of those who received assistance could not have completed their journey without Passenger Assist, on a par with 61% who reported this in 2021-2022, but lower than the 68% who stated it during the peak of the COVID-19 pandemic in 2020-2021.

**Figure 7.18, Which of the following best describes your/their experience? (Unweighted sample base sizes in brackets. Only asked to those who were met and received assistance.)**

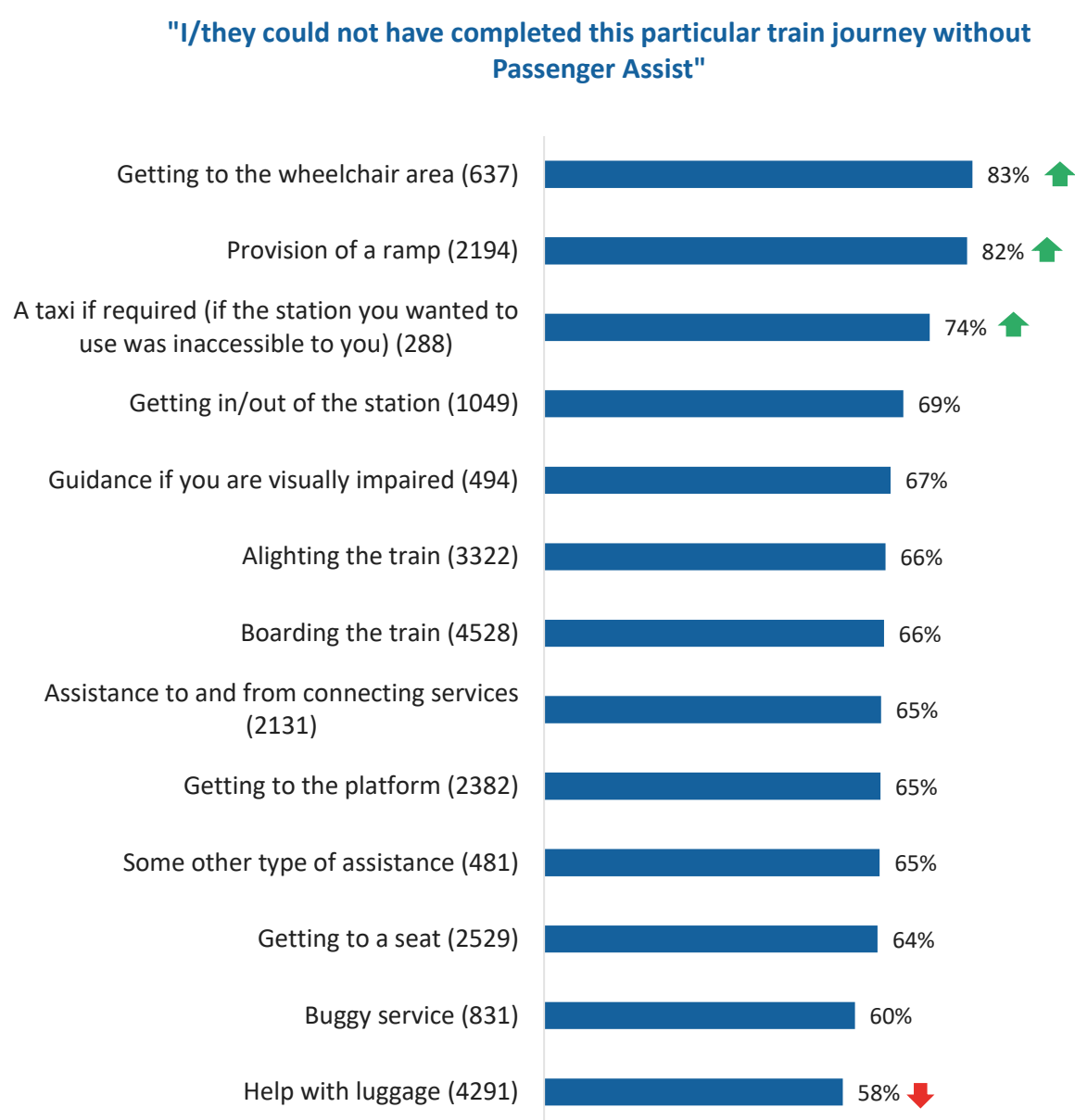


The proportion stating that they/their companion could not have completed their journey without Passenger Assist is highest among those with a communication disorder (77%), learning or concentrating or remembering impairments (74%), mental health problems (71%), social or behavioural issues (70%), a physical impairment (68%) or a visual impairment (66%). It is lowest among those aged 75 or over (56%) and those who don't have a specific condition (41%), although it should be noted that there is a correlation between these two groups.

Looking at users through the lens of the Social Model of Disability, those who would benefit from information in various formats (69%), audio information (69%), seating that allows them to lie down (70%), accessible / Blue Badge parking (71%) and a wheelchair/mobility aid (72%) are most likely to say they would not have been able to complete their journey without Passenger Assist.

Those who booked help with luggage were significantly less likely (58%) than the overall sample to state that they could have completed their journey without Passenger Assist. Those who booked assistance with getting to the wheelchair area (83%), provision of a ramp (82%) and a taxi service (74%) were most likely to state this.

**Figure 7.19, Which of the following best describes your/their experience? Showing the proportion who could not have completed their journey without Passenger Assist (Unweighted sample base sizes in brackets. Only asked to those who were met and received assistance.)**



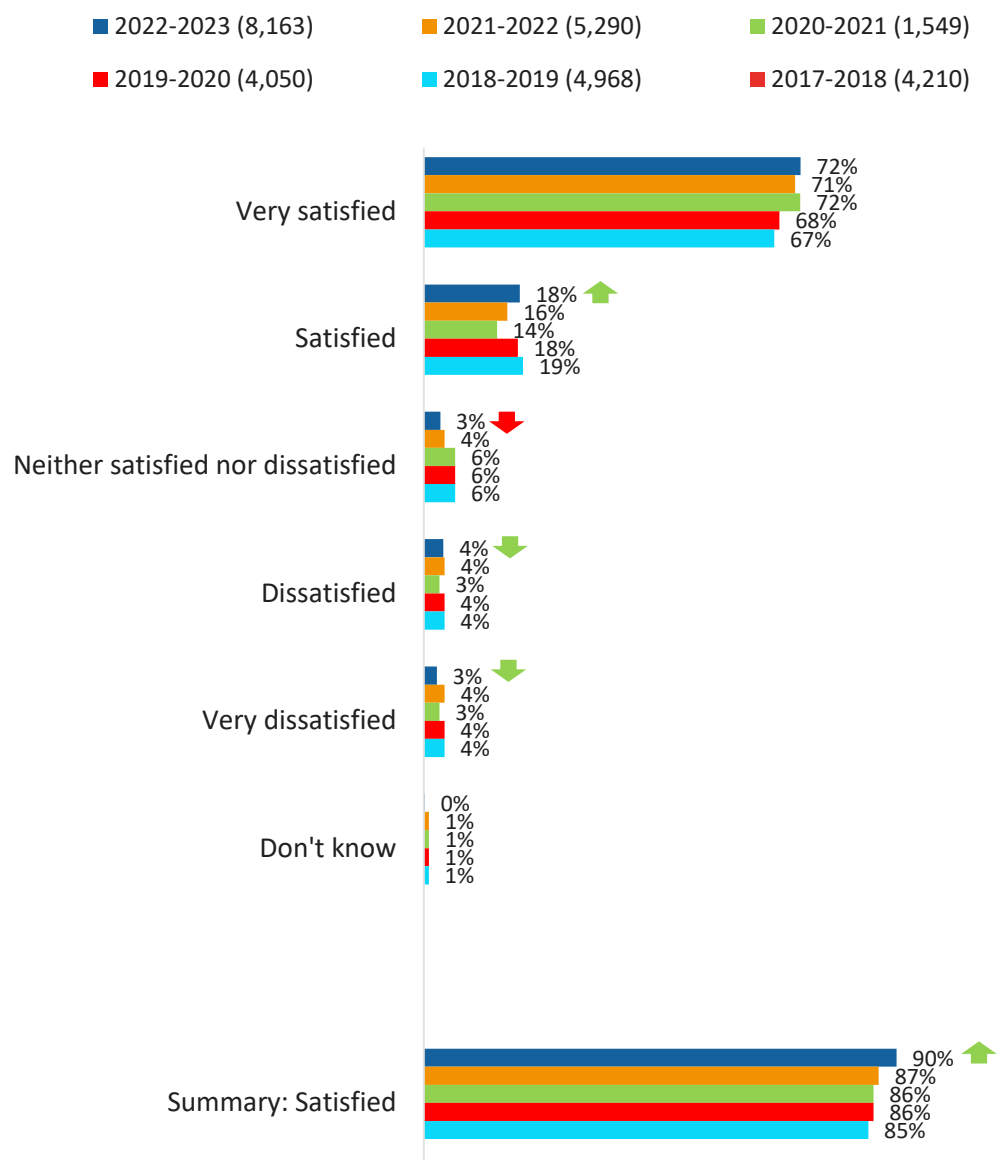
## 8. Overall Reflections on Service

### Satisfaction

#### Satisfaction with process of assistance

Satisfaction with Passenger Assist as a whole continues to rise year on year. The proportion satisfied with the overall process of their assistance, from booking to receiving the assistance, has increased significantly from 87% to 90% compared to 2021-2022.

**Figure 8.1, 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)**



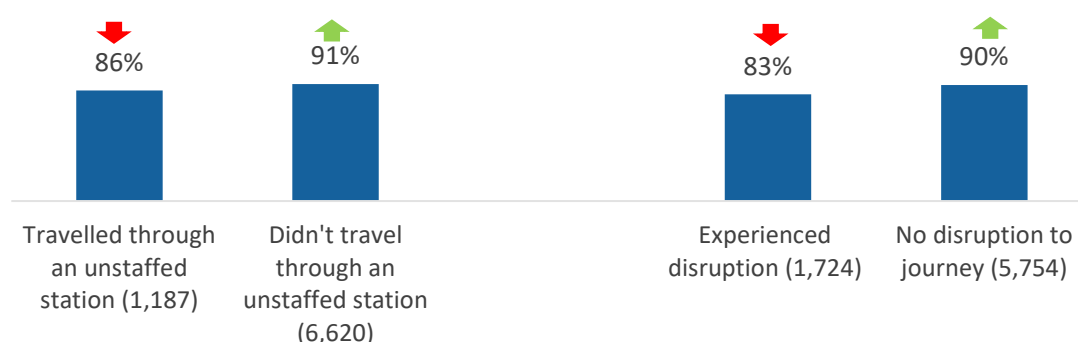
Overall satisfaction is highest among those aged 65 to 75 (92%) and 75+ (93%). However, users with different disability types report differing levels of satisfaction with the service. Notably, in line with previous years, satisfaction is significantly lower among those with social or behavioural issues (80%), mental health problems (82%) and a communication disorder/disability (84%), indicating a need for Passenger Assist services to be evaluated to ensure that they are providing a suitable service for customers with these impairments. It should be noted that each of these could fall under the heading of ‘hidden disabilities’ in some cases. Satisfaction was also lower among those with a physical disability who booked assistance getting to the wheelchair area (84%) and those with a physical disability who booked a ramp (85%) highlighting a need for services to improve for those who require mobility devices to travel.

The proportion who are satisfied is also lowest among those who state that seating that allows them to lie down (86%), a quiet space (87%), a wheelchair or mobility aid (87%), audio information (88%), and places to rest (88%), would make their passenger experience more accessible/comfortable.

Looking at the type of assistance booked, those who booked assistance with getting in/out of the station (89%) and with getting to/from connecting services (89%) reported the lowest levels of satisfaction, indicating that efforts might best be focused on how these types of services are provided.

Those who self-reported that they travelled through unstaffed stations (86%) and who experienced disruption (83%) on their journey were also less satisfied with their overall experience.

**Figure 8.2, Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? (Split by whether the passenger self-reported that they travelled through an unstaffed station, and whether they experienced disruption. Unweighted sample base sizes in brackets.)**

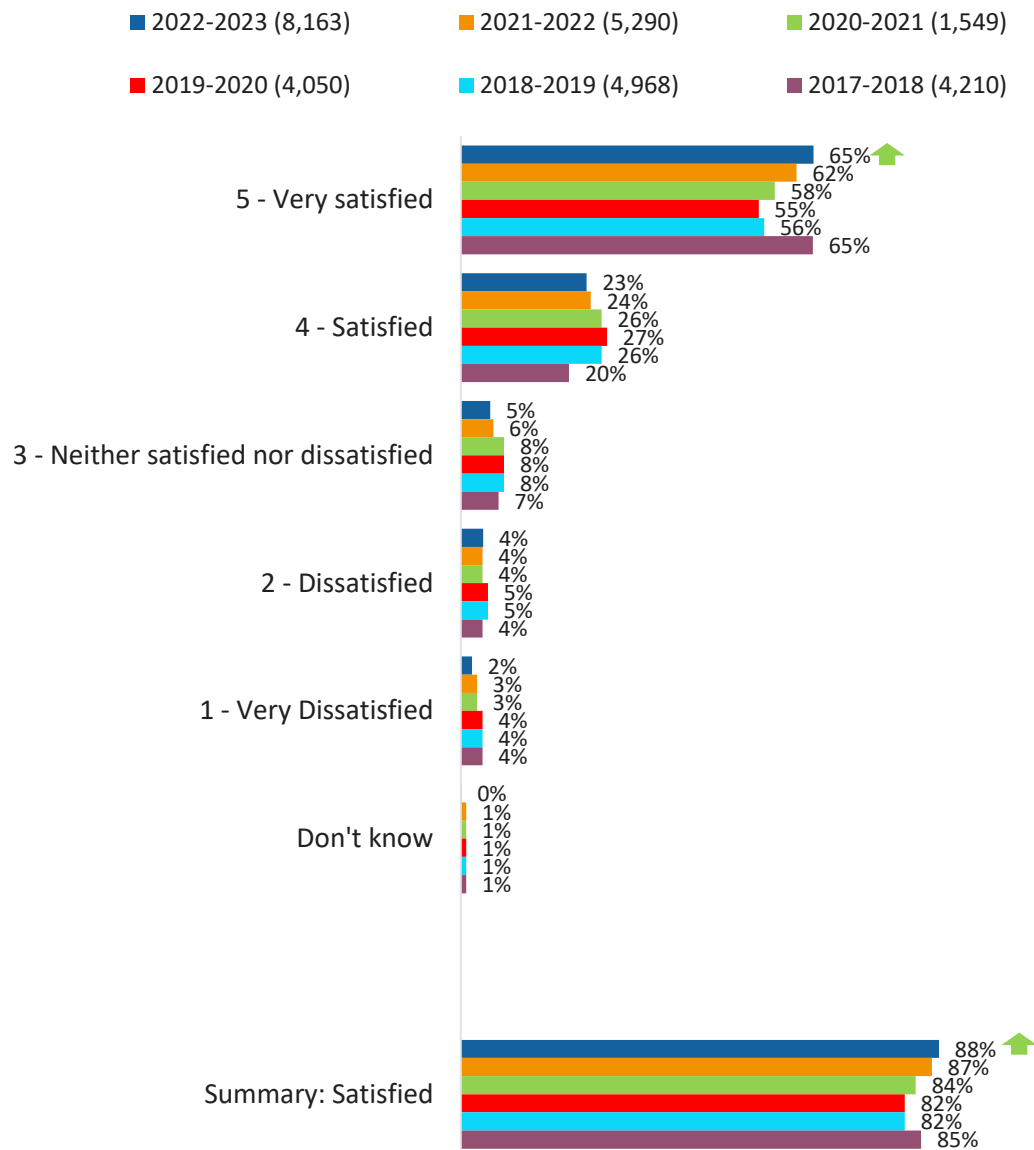




## Satisfaction with Passenger Assist as a service

A high proportion are satisfied with Passenger Assist as a service, rising from 87% in 2021-2022 to 88% in 2022-2023. The proportion who are very satisfied has also increased significantly in statistical terms in this period, from 62% to 65%.

**Figure 8.3, 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)**



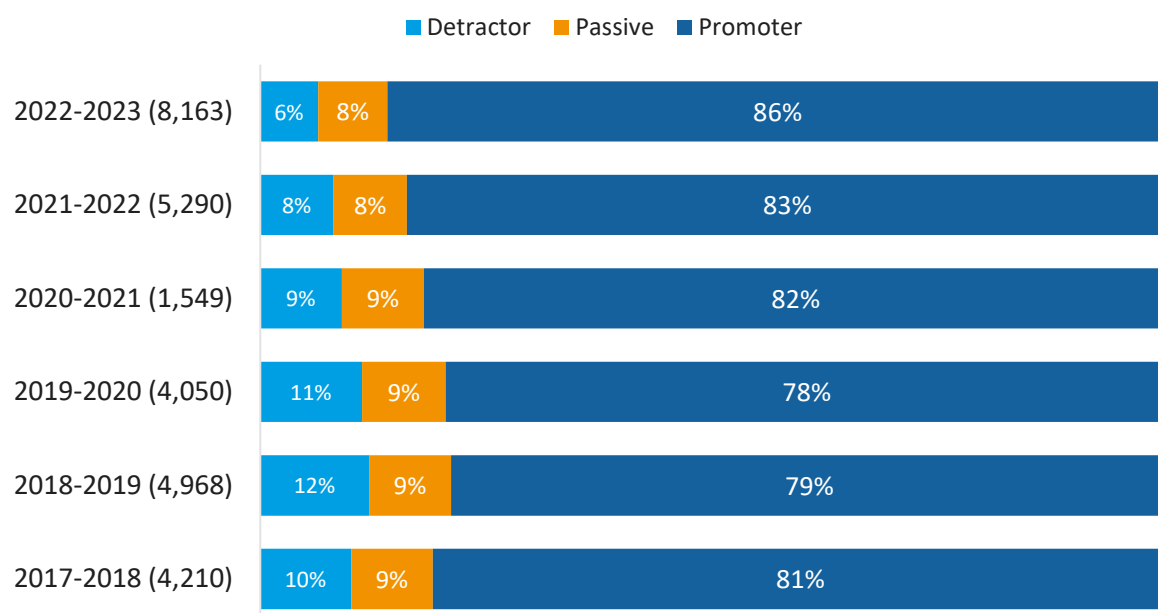
Satisfaction with Passenger Assist is highest among those aged 75 or over (92%). It is however lowest among those with social or behavioural issues (77%), a communication disorder/disability (80%) and mental health problems (80%). Those who have booked guidance if they are visually impaired are also less likely than the overall sample to be satisfied with Passenger Assist overall (83%).

## Likelihood to recommend

When asked how likely they are to recommend Passenger Assist to a friend or family member who may require such a service on a scale of 0-10, 86% gave a score of 9-10, classifying them as Promoters. Meanwhile 6% gave a score of 0-6, classifying them as Detractors, and 8% gave a score of 7-8, making them Passives. The proportion classifying themselves as Promoters was significantly higher than in any previous year.

By subtracting the proportion of Detractors from the proportion of Promoters, a Net Promoter Score (NPS) is generated. In 2022-2023, the NPS score is 79, significantly higher than the score of 75 from 2021-2022.

**Figure 8.4, 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? (Unweighted sample base sizes in brackets)**



Year	NPS Score
2022-2023 (8,163)	↑ 79
2021-2022 (5,290)	75
2020-2021 (1,549)	73
2019-2020 (4,050)	67
2018-2019 (4,968)	66
2017-2018 (4,210)	71

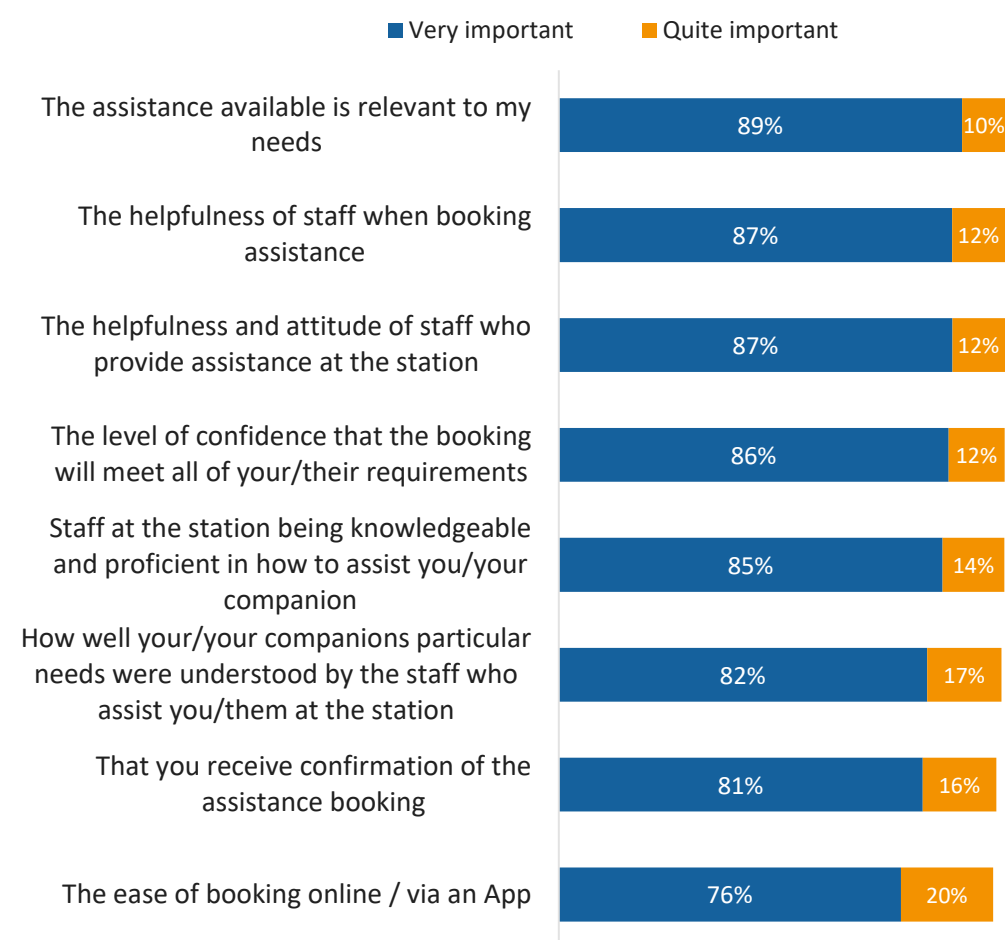
Net Promoter Scores were highest among passengers aged over 75 (88). However, they were lowest among those with social or behavioural issues (53), a mental health problem (61), and a communication disorder/disability (64). They were also low among those respondents with a physical disability who booked assistance getting to the wheelchair area (64) and those with a physical disability who booked a ramp (65). They were also low among those for whom a sensory map (67), audio information (68), accessibility software (70), captions (71), a quiet space (71) or a wheelchair (72) would have made their passenger experience more comfortable/accessible. Those who booked provision of a ramp (74) and guidance if they are visually impaired (76) likewise have a lower than average Net Promoter Score.

## Importance of Aspects of Service

### Relative importance of service aspects

When reflecting on the Passenger Assist service that they received, users were asked to rank the importance of various aspects of the service to them. Most important was that the assistance available is relevant to their needs (89% very important), the helpfulness of staff when booking assistance (87% very important), and the helpfulness and attitude of staff at the station (87% very important). However all aspects apart from the ease of booking online (76%) are very important to at least eight in ten passengers. These findings highlight the importance that SFOs and Passenger Assist deliver on all aspects of the service.

**Figure 8.5, How important or unimportant are the following to you/your companion? (Unweighted sample base size: 8,163)**



## Importance relative to satisfaction

Where satisfaction with these aspects have also been captured, the relative importance and satisfaction with them can be mapped against each other, to provide insight into the aspects of the Passenger Assist service require the most urgent attention.

In this instance, all aspects of the service are high in terms of both satisfaction and importance. As such, the chart below highlights internal relevance – e.g. in relative terms to one another, which of the attributes are performing better or worse.

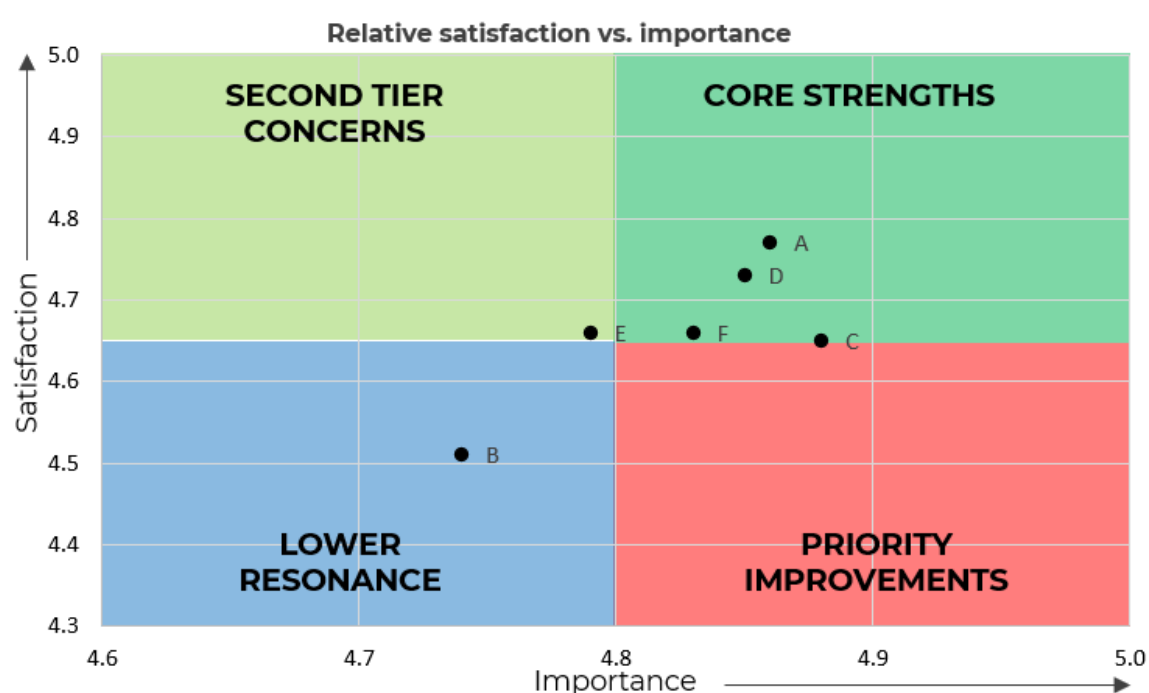
This chart is calculated using the mean average of all attributes for importance as the mid-point of the scale, and the mean average of all attributes for satisfaction for the mid-point of the satisfaction scale.

This comparison reveals that the assistance available being relevant to the passenger's needs should be prioritised as an area to focus on, as this is an area of high importance to passengers, but is lower

in satisfaction than the importance placed on it by passengers would dictate. The helpfulness and attitude of staff is a core strength.

However, it is important that it is recognised that with all areas being of relatively high importance to passengers, none should be neglected when delivering Passenger Assist services. While satisfaction with all areas is relatively high, it is crucial that SFOs continue to deliver, and make improvements to improve the services for those whom they are currently not delivering high quality service to.

**Figure 8.6, Relative importance vs. relative satisfaction of aspects of Passenger Assist service provision**



The helpfulness of staff when booking assistance	A
The ease of booking online / via the App	B
The assistance available is relevant to my needs	C
The helpfulness and attitude of staff who provide assistance at the station	D
How well your/your companions particular needs were understood by the staff who assist you/them at the station	E
Staff at the station being knowledgeable and proficient in how to assist you/your companion	F

Looking at the other two aspects of the service measured, the importance of receiving confirmation that the assistance was booked, and the importance that all aspects of the service were received,

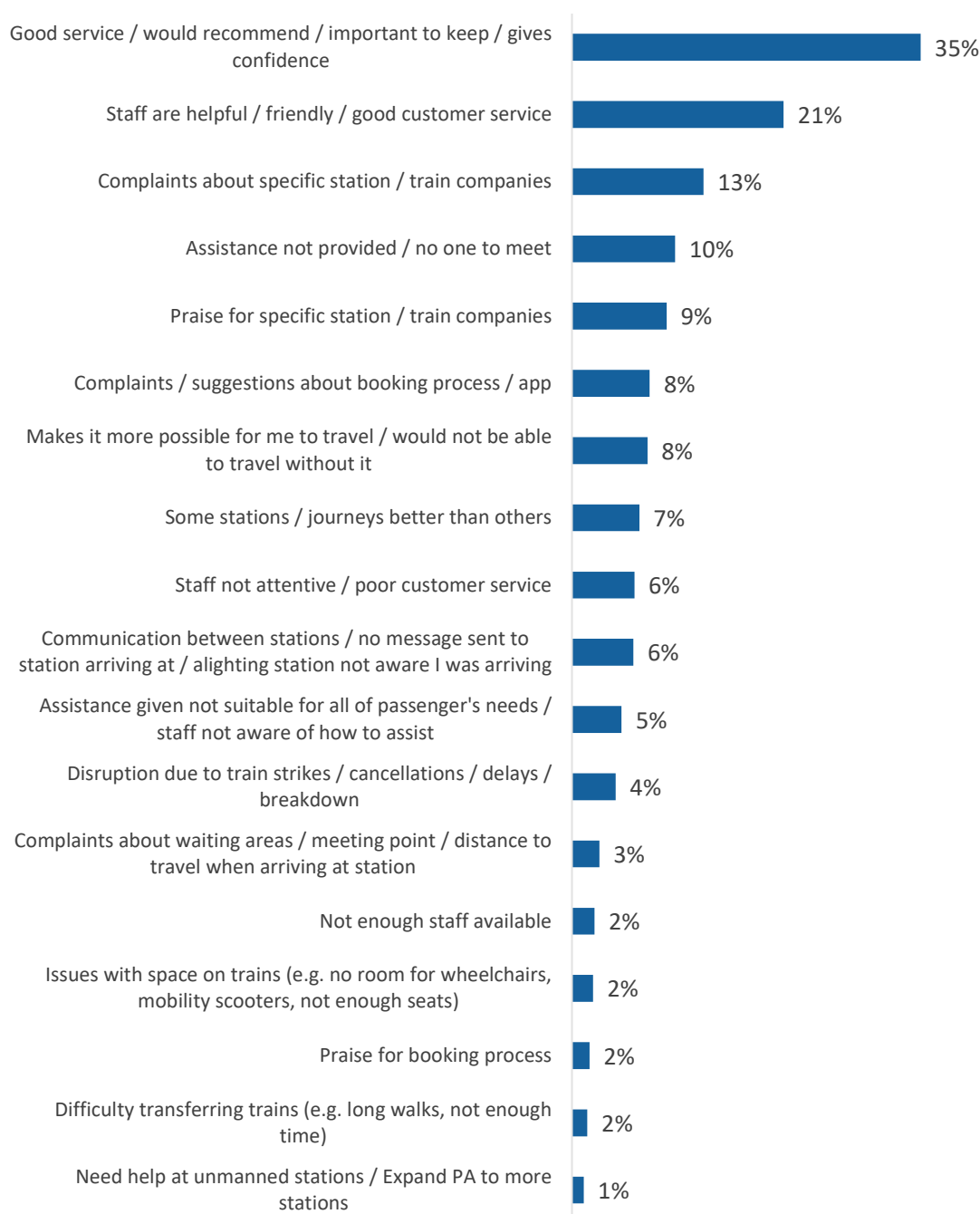
Passenger Assist is likewise performing strongly, with 90% receiving confirmation of the booking and 81% received all types of assistance that they booked, however there is room for improvement on this latter aspect.

## Reflections on service

When asked if they had any general comments on the Passenger Assist service, 35% praised the service that they had received, and 21% highlighted the good customer service that they had received. However, while these responses were more positive about Passenger Assist, 13% identified issues that they had experienced at specific stations, and 10% mentioned a time when they had not been met by staff. To a lesser extent, but still of note, they identify specific issues with the service, such as messages not being passed between stations to make the alighting station aware that they were due to arrive (6%), poor attentiveness of staff (6%) and assistance not being suitable to their specific needs (4%).

These results reinforce that while many are receiving a positive experience from Passenger Assist, there are still crucial aspects which require attention.

**Figure 8.7, Do you have any other general comments on the Passenger Assist service. Coded from verbatim answers. Unweighted sample base: 5891**



# Impact of travelling through unstaffed stations, and disruption, upon journey experience

Passengers who travelled through unstaffed stations tend to report lower satisfaction when looking at most aspects of their journey, through from confidence upon booking that all requirements would be met (65% confident compared to 72% of those who didn't travel through unstaffed stations), to the proportion who were met within an acceptable timeframe (78% compared to 86%) and satisfaction with the overall assistance received (75% compared to 80%). Passengers self-reported whether the station they travelled through was unstaffed, therefore this group may include some who travelled through stations that are not unstaffed at all times.

**Figure 8.8, Proportion satisfied with booking, by whether the passenger self-reported that they travelled through staffed or unstaffed stations**

	Travelled through unstaffed station(s)	Didn't travel through unstaffed station(s)
% Confident after booking that all requirements would be met	65%	72%
% Met within an acceptable timeframe	78%	86%
% Able to complete journey as planned	94%	96%
% Received all booked forms of assistance	74%	82%
% Satisfied overall with the assistance received	75%	80%
% Satisfied overall with the whole process	86%	91%
% Satisfied with Passenger Assist as a whole	84%	89%

Passengers who experienced disruption tend to be less satisfied with most aspects of their journey compared to those who didn't experience disruption. While 86% of those who didn't experience disruption were met within an acceptable timeframe when receiving assistance, this was 77% for those who experienced disruption. Satisfaction with the assistance received was also lower among those who experienced disruption (70%) than those who didn't (81%). Satisfaction with passenger assist as a whole is also lower among those who experienced disruption (82%) than those who didn't (90%).



**Figure 8.9, Proportion satisfied with booking, by whether the passenger travelled through staffed or unstaffed stations**

	<b>Experienced disruption</b>	<b>Didn't experience disruption</b>
<b>% Confident after booking that all requirements would be met</b>	65%	72%
<b>% Met within an acceptable timeframe</b>	77%	86%
<b>% Able to complete journey as planned</b>	90%	98%
<b>% Received all booked forms of assistance</b>	74%	83%
<b>% Satisfied overall with the assistance received</b>	70%	81%
<b>% Satisfied overall with the whole process</b>	83%	93%
<b>% Satisfied with Passenger Assist as a whole</b>	82%	90%

# Conclusions and Recommendations

Passenger Assist continues to remain a service of vital importance to those who face barriers to travel. Three fifths (62%) of those using Passenger Assist could not have made their journey without Passenger Assist, with a further 35% stating that they could have completed it, but that it would have been more difficult.

It is therefore encouraging to see that overall satisfaction with Passenger Assist remains high, with 95% satisfied with the assistance they received at the station, 90% satisfied with the process of assistance from booking to receiving the assistance, and 88% satisfied with Passenger Assist as a whole. Further, satisfaction with the latter two measures has significantly increased compared to 2021-2022, indicating improvements are continuing to be made to the service.

One area in which improvements can be seen is in the extent to which passengers are receiving the assistance that they have booked. Eighty-four per cent (84%) of passengers report that they were met by a staff member within an acceptable timeframe, rising from 80% in 2021-2022. Likewise, the proportion who received all the types of assistance that they booked has risen from 76% in 2021-2022, to 81% in 2022-2023. Less than 0.5% of journeys with Passenger Assist were unable to be completed due to the passenger not being met by staff or being met by them too late.

However, while these increases are positive, there is still room for improvement to ensure that all passengers receive all of the types of assistance that they have booked, as the consequences of not receiving just one of the aspects of the assistance booked could lead to passengers being unable to complete their journeys.

A key area for improvement is in managing disruption, as those who experienced disruption were less likely to be satisfied with the assistance at the station they were responding in relation to (91%) than those who didn't experience disruption (95%).

The issue of disruption also likely impacted on the proportion who received a taxi that they booked with Passenger Assist, which dropped from 82% to 74% in 2022-2023. Those whose journey was impacted by disruption were less likely to state that they received this assistance (52%) than those whose journey wasn't impacted by disruption (81%). SFOs need to consider approaches to ensure Passenger Assist services remain resilient during period of disruption.

When looking to improve satisfaction with Passenger Assist, it is also crucial to take into account the groups for which satisfaction is currently lowest. Passengers who booked guidance if they were visually impaired or who booked the wheelchair area were often less satisfied with the assistance

that they received than those who booked other services. By the type of impairment, those with mental health problems, social or behavioural issues, or communication disorders tended to be less likely to be satisfied. It is notable that they are perhaps the groups most likely to have a 'hidden disability'. Additionally, the results indicate that passengers whose journeys are made more accessible through mobility devices, or who have physical disabilities and book assistance relating to mobility devices, are less likely to receive assistance, and to be satisfied with the assistance when they do receive it.

The experience of Passenger Assist also varies depending on the SFO providing the service. Passengers travelling through a station operated by Southeastern and London North Eastern Railway (LNER) tend to be significantly more satisfied with the service received than those travelling with other SFOs. Meanwhile, satisfaction is often lowest where South Western Railway, West Midlands Railway, Chiltern Railway, Transport for Wales and/or Govia Thameslink Railway were the SFO in charge of the station where the assistance was received.



**Appendix A: Key metrics by SFO**

**Appendix B: Key metrics by Disability Type**

**Appendix C: Key metrics by Station**

**Appendix D: Methodology**

**Appendix E: Questionnaire**

## Appendix A: Key Metrics by SFO

The table below shows the number of responses received from passengers travelling through 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  $\pm 3.99$  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 46.01% and 53.99%.

**Figure 9.1, Confidence interval by SFO, at the 95% confidence level**

SFO	Achieved	Answer = 50%	Answer = 70%	Answer = 90%
Avanti West Coast	594	$\pm 3.99$	$\pm 3.65$	$\pm 2.39$
Chiltern Railways	65	$\pm 12.06$	$\pm 11.06$	$\pm 7.24$
East Midlands Railway	204	$\pm 6.82$	$\pm 6.25$	$\pm 4.09$
Govia Thameslink Railway	223	$\pm 6.52$	$\pm 5.98$	$\pm 3.91$
Great Western Railway	960	$\pm 3.13$	$\pm 2.87$	$\pm 1.88$
Greater Anglia	232	$\pm 6.39$	$\pm 5.86$	$\pm 3.83$
London North Eastern Railway	1035	$\pm 3.02$	$\pm 2.77$	$\pm 1.81$
Network Rail	3033	$\pm 1.76$	$\pm 1.62$	$\pm 1.06$
Northern	234	$\pm 6.37$	$\pm 5.84$	$\pm 3.82$
ScotRail	329	$\pm 5.36$	$\pm 4.92$	$\pm 3.22$
South Western Railway	277	$\pm 5.85$	$\pm 5.36$	$\pm 3.51$
Southeastern	227	$\pm 6.46$	$\pm 5.92$	$\pm 3.88$
TfL Rail	26	$\pm 19.11$	$\pm 17.51$	$\pm 11.47$
TransPennine Express	159	$\pm 7.71$	$\pm 7.06$	$\pm 4.62$
Transport for Wales	323	$\pm 5.41$	$\pm 4.96$	$\pm 3.24$
West Midlands Trains	209	$\pm 6.72$	$\pm 6.16$	$\pm 4.03$
Other (includes c2c, Heathrow Express, London Overground, Merseyrail)	33	$\pm 16.97$	$\pm 15.55$	$\pm 10.18$

Figure 9.2, 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	81%	10%	7%	2%
Chiltern Railways	77%	8%	16%	0%
East Midlands Trains	82%	8%	7%	3%
Govia Thameslink Railway	76%	15%	8%	1%
Great Western Railway	81%	11%	8%	1%
Greater Anglia	81%	10%	9%	1%
London North Eastern Railway	85%	8%	5%	2%
Network Rail	81%	11%	7%	1%
Northern	79%	8%	11%	2%
ScotRail	84%	8%	9%	0%
South Western Railway	73%	13%	12%	3%
Southeastern	87%	7%	5%	1%
Transport for Wales	77%	13%	10%	0%
TransPennine Express	82%	7%	7%	4%
West Midlands Trains	76%	10%	13%	1%
<b>TOTAL</b>	<b>81%</b>	<b>10%</b>	<b>8%</b>	<b>1%</b>

Figure 9.3, Proportion who received all booked assistance types, by SFO.

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

Figure 9.4, Proportion satisfied with assistance received at station, by SFO.

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

Figure 9.5, Proportion satisfied with helpfulness and attitude of staff, by SFO.

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

## Appendix B: Key Metrics by Disability Type

Figure 10.1, Proportion satisfied with booking, by disability type

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Vision (blindness or visual impairment)	91%	91%	90%	90%	92%	92%
Hearing (deafness or hard of hearing)	95%	92%	91%	93%	93%	94%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	91%	91%	91%	92%	92%	94%
Learning or concentrating or remembering	88%	88%	89%	87%	89%	91%
Mental health conditions	87%	86%	88%	88%	90%	91%
Social or behavioural issues	81%	84%	82%	85%	85%	87%
Another long term health condition	91%	91%	93%	91%	93%	93%
Communication disorder/disability	-	88%	86%	88%	86%	90%
None of these conditions	95%	94%	94%	95%	96%	96%
Total - hidden condition	88%	88%	89%	89%	89%	92%
TOTAL	92%	92%	92%	92%	93%	94%



Figure 10.2, 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%	8%	2%
Hearing (deafness or hard of hearing)	78%	13%	8%	2%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	80%	11%	8%	1%
Learning or concentrating or remembering	72%	15%	11%	2%
Mental health conditions	74%	14%	11%	1%
Social or behavioural issues	66%	16%	16%	3%
Another long term health condition	75%	12%	10%	3%
Communication disorder/disability	76%	13%	10%	1%
None of these conditions	84%	8%	7%	1%
Total - hidden condition	75%	13%	10%	1%
TOTAL	81%	10%	8%	1%

Figure 10.3, Proportion who received all booked assistance, by disability type

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Vision (blindness or visual impairment)	79%	77%	72%	81%	74%	78%
Hearing (deafness or hard of hearing)	79%	73%	72%	78%	75%	78%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	80%	75%	73%	79%	76%	80%
Learning or concentrating or remembering	75%	7%	68%	80%	7%	72%
Mental health conditions	73%	71%	71%	76%	65%	74%
Social or behavioural issues	69%	72%	64%	76%	66%	66%
Another long term health condition	80%	74%	72%	75%	75%	76%
Communication disorder/disability	-	76%	67%	80%	64%	75%
None of these conditions	82%	76%	78%	84%	78%	84%
Total - hidden condition	75%	72%	70%	80%	69%	75%
TOTAL	80%	76%	74%	80%	76%	81%

Figure 10.4, Proportion satisfied with assistance received at the station, by disability type

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Vision (blindness or visual impairment)	91%	87%	89%	93%	94%	92%
Hearing (deafness or hard of hearing)	92%	89%	90%	90%	94%	93%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	92%	88%	87%	92%	94%	94%
Learning or concentrating or remembering	90%	87%	86%	91%	90%	92%
Mental health conditions	90%	85%	85%	90%	87%	88%
Social or behavioural issues	83%	84%	84%	91%	87%	88%
Another long term health condition	93%	86%	89%	90%	93%	94%
Communication disorder/disability	-	88%	85%	95%	88%	88%
None of these conditions	95%	89%	89%	92%	96%	96%
Total - hidden condition	90%	87%	87%	91%	89%	91%
TOTAL	92%	88%	88%	92%	94%	95%

Figure 10.5, Overall satisfaction from booking to service experience, by disability type

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Vision (blindness or visual impairment)	81%	79%	78%	82%	84%	85%
Hearing (deafness or hard of hearing)	86%	83%	82%	84%	87%	88%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	84%	80%	81%	84%	86%	88%
Learning or concentrating or remembering	82%	74%	80%	74%	80%	82%
Mental health conditions	78%	73%	74%	74%	76%	80%
Social or behavioural issues	76%	64%	66%	73%	68%	77%
Another long term health condition	85%	79%	81%	82%	85%	87%
Communication disorder/disability	-	74%	72%	73%	71%	80%
None of these conditions	89%	88%	88%	88%	92%	91%
Total - hidden condition	81%	74%	78%	76%	79%	83%
TOTAL	85%	82%	82%	84%	87%	88%

## Appendix C: Key Metrics by Station

Figure 11.1, Proportion who received all booked assistance, by station (stations with a base size of 50 or more only)

	Yes to all	Yes to some	No to all
<b>Aberdeen</b>	83%	15%	2%
<b>Birmingham New Street</b>	82%	12%	5%
<b>Bristol Temple Meads</b>	82%	11%	6%
<b>Cardiff Central</b>	77%	15%	7%
<b>Carlisle</b>	79%	14%	8%
<b>Crewe</b>	71%	17%	11%
<b>Darlington</b>	85%	11%	4%
<b>Doncaster</b>	84%	5%	10%
<b>Durham</b>	89%	9%	1%
<b>Edinburgh</b>	81%	10%	7%
<b>Exeter St David's</b>	80%	13%	4%
<b>Glasgow Central</b>	87%	3%	9%
<b>Leeds</b>	75%	13%	9%
<b>Liverpool Lime Street</b>	84%	11%	3%
<b>London Euston</b>	81%	12%	6%
<b>London Kings Cross</b>	83%	10%	5%
<b>London Paddington</b>	80%	10%	8%
<b>London St Pancras International</b>	80%	10%	10%
<b>London Waterloo</b>	76%	14%	10%
<b>Manchester Piccadilly</b>	80%	13%	6%
<b>Newark Northgate</b>	89%	5%	5%
<b>Newcastle</b>	85%	8%	5%
<b>Newport (South Wales)</b>	77%	17%	7%
<b>Peterborough</b>	89%	5%	4%
<b>Plymouth</b>	93%	3%	2%
<b>Preston (Lancs)</b>	80%	8%	8%
<b>Reading</b>	76%	13%	10%
<b>Sheffield</b>	81%	9%	3%
<b>Southampton Central</b>	69%	11%	17%
<b>York</b>	76%	14%	8%

**Figure 11.2, Proportion satisfied with assistance received at the station, by disability type (stations with a base size of 50 or more only)**

	<b>Satisfied</b>
<b>Aberdeen</b>	95%
<b>Birmingham New Street</b>	94%
<b>Bristol Temple Meads</b>	97%
<b>Cardiff Central</b>	88%
<b>Carlisle</b>	94%
<b>Crewe</b>	90%
<b>Darlington</b>	99%
<b>Doncaster</b>	91%
<b>Durham</b>	98%
<b>Edinburgh</b>	96%
<b>Exeter St David's</b>	97%
<b>Glasgow Central</b>	97%
<b>Leeds</b>	89%
<b>Liverpool Lime Street</b>	96%
<b>London Euston</b>	97%
<b>London Kings Cross</b>	95%
<b>London Paddington</b>	96%
<b>London St Pancras International</b>	89%
<b>London Waterloo</b>	92%
<b>Manchester Piccadilly</b>	93%
<b>Newark Northgate</b>	97%
<b>Newcastle</b>	95%
<b>Newport (South Wales)</b>	95%
<b>Peterborough</b>	98%
<b>Plymouth</b>	96%
<b>Preston (Lancs)</b>	90%
<b>Reading</b>	92%
<b>Sheffield</b>	84%
<b>York</b>	96%

## Appendix D: Methodology

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.

Fieldwork was conducted between 15<sup>th</sup> August 2022 and 8<sup>th</sup> May 2023, with research including passengers using Passenger Assist between 1st April 2022 and 31st March 2023. The fieldwork start date for the 2022-2023 period was later than in previous years due to the setup process required for M·E·L to be onboarded and data transfers to be set up. 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.

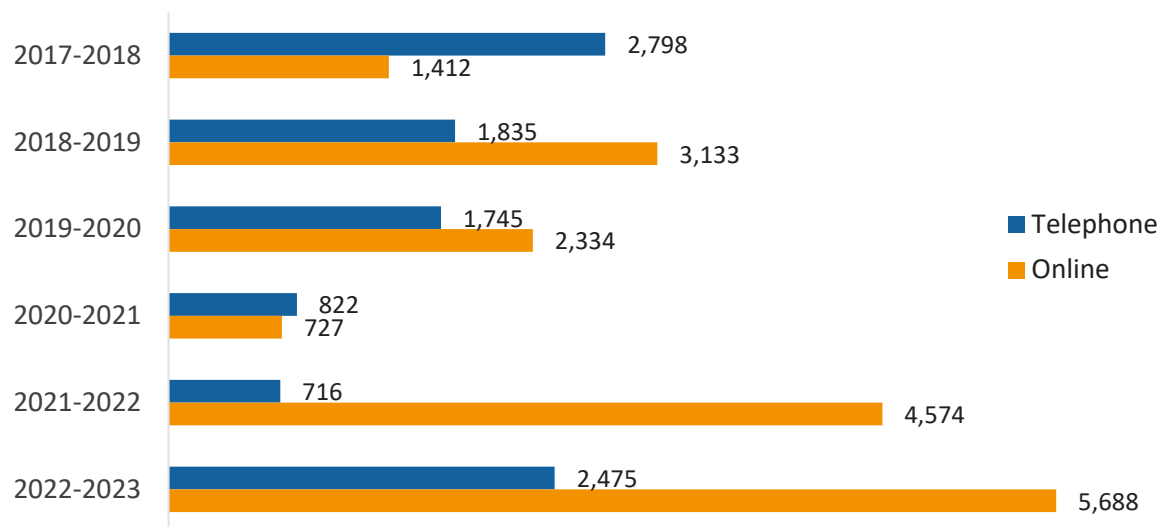
The Rail Delivery Group (RDG), who manage the Passenger Assist system, provided samples from their database on a monthly basis during this period.

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.

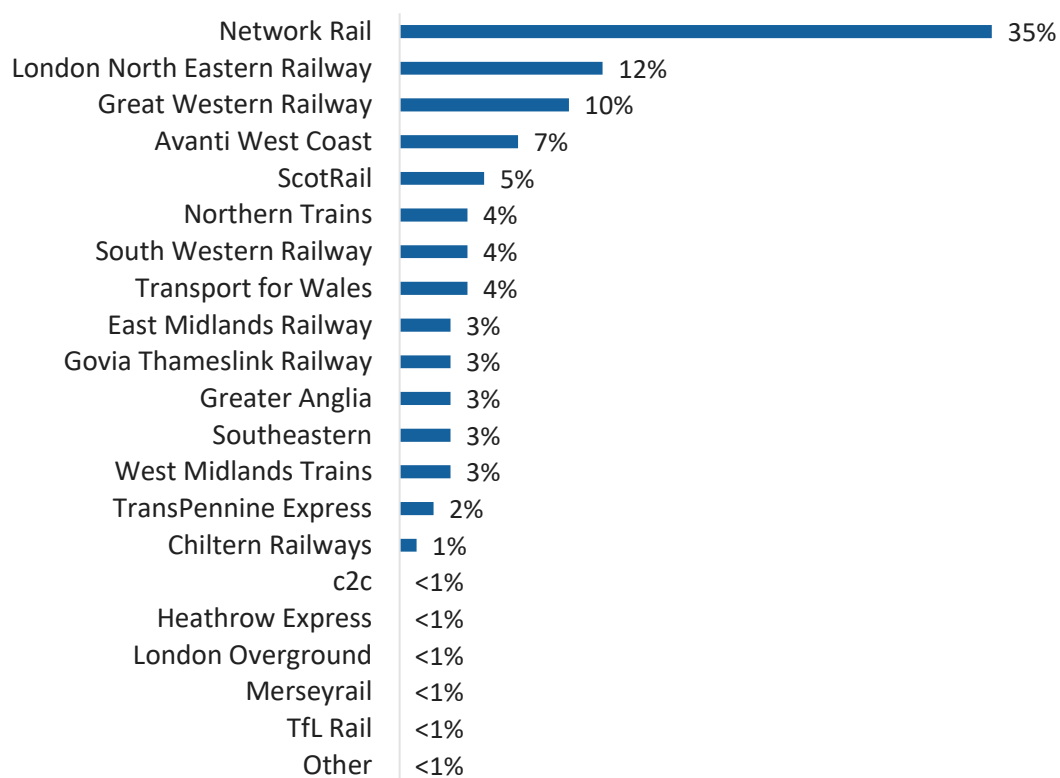
As was the case in 2021-2022, a greater proportion of respondents completed the survey online than by telephone. This was in part due to all users with an email being sent an invitation link to complete the survey online. In total, 8,163 respondents completed the survey in 2022-2023, an increase from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

**Figure 12.1, Interview type by year (unweighted)**



Following the completion of all phases of fieldwork, the sample achieved has been weighted against the proportion of booked assists for each SFO per rail period, across the year. This ensures that the data is representative of the differing number of assists booked for each SFO across the year. The proportion of responses per SFO, once the data had been weighted, is displayed below. The weighting efficiency is 95%.

**Figure 12.2, Proportion of responses by SFO - weighted (unweighted sample base size: 8,163)**





# Appendix E: 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 [melresearch.co.uk/privacy-policy/](mailto:melresearch.co.uk/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. [melresearch.co.uk/privacy-policy/](https://melresearch.co.uk/privacy-policy/)

**TELEPHONE SURVEY 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)

**CONTINUE AS CUSTOMER**

- |    |                 |                       |
|----|-----------------|-----------------------|
| 2. | Yes (companion) | CONTINUE AS COMPANION |
| 3. | No              | THANK AND CLOSE       |
| 4. | Don't know      | THANK AND CLOSE       |

#### 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)

#### ASK ALL

A3 (IF CUSTOMER AT A1): How often did you typically use Passenger Assist **before** the COVID-19 pandemic? (before 23<sup>rd</sup> March 2020)

(IF COMPANION AT A1): How often did your <ANSWER FROM A2> typically use Passenger Assist **before** the COVID-19 pandemic? (before 23<sup>rd</sup> March 2020)

#### SINGLE CODE

1. Three or more times per week
2. One to two times per week
3. One to three times per month
4. Less than once a month, more than once or twice a year
5. Once or twice a year
6. Less than once a year
8. Didn't use Passenger Assist at that time
7. Don't know

#### ASK IF CODED 1 TO 6 AT A3

A3b (IF CUSTOMER AT A1): Did you use the Passenger Assist service between March 2020 and April 2021?

(IF COMPANION AT A1): Did your <ANSWER FROM A2> use the Passenger Assist service between March 2020 and April 2021?

#### SINGLE CODE

1. Yes
2. No
3. Don't know/Can't remember

#### ASK ALL USING PASSENGER ASSIST BEFORE PANDEMIC (A3= 1 to 6)

A3e (IF CUSTOMER AT A1): How do you expect your usage of Passenger Assist going forward to compare to **before** March 2020?

(IF COMPANION AT A1): How do you expect your <ANSWER FROM A2>'s usage of Passenger Assist going forward to compare to **before** March 2020?

#### SINGLE CODE

1. Increase a lot
2. Increase a little
3. Stayed 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

1. Continue
2. 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?

1. By telephone
2. Online
3. By email
4. By App
5. 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 is now 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

2. Booking the wheelchair area
3. Help with luggage
4. Getting in/out of the station
5. Getting to the platform
6. Getting to a seat
7. Getting to the wheelchair area
8. Boarding the train
15. Alighting the train
9. Provision of a ramp
10. Assistance to and from connecting services
11. Guidance if you are visually impaired
12. A taxi if required (if the station you wanted to use was inaccessible to you)
16. Buggy service
13. Some other type of assistance (Please specify)

14. **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**

1. Yes
2. No
3. Don't know/Can't remember

New question: 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**

1. I felt confident that all requirements would be met
2. I felt confident that most requirements would be met
3. I felt doubtful that requirements would be met on the day
4. **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**

---

99 Don't know / unsure

## 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 satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Don't know
----------------	-----------	------------------------------------	--------------	-------------------	------------

- a. The overall assistance booking process
- b. The helpfulness of staff when booking assistance <ask if booked by telephone only C1aa = 1>
- c. The ease of booking online / via an App <ask if booked online or via an App C1aa = 2 or 4>
- d. 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 = 1 (CUSTOMER)

D1 Were you travelling alone or with someone?

## MULTICODE

1. 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

1. Commuting (e.g., to work, school or university)
2. Business/ other work (e.g., to a business meeting with a customer)
3. Leisure (e.g., shopping, visiting friends/ relatives, day trip/ holiday)
4. Other (please specify)
5. 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

1. Yes
2. No, but I was/they were eventually met by staff
3. No, I was not met by staff
4. **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

1. I was/they were able to complete my journey as planned
2. I was/they were able to complete my journey but not as planned, e.g., took a later train
3. I was/they were not able to complete my journey
4. Don't know/Can't remember

## 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 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**

1. I was/they were able to complete my journey as planned
2. I was/they were able to complete my journey but not as planned, e.g., took a later train
3. I was/they were not able to complete my journey
4. Don't know/Can't remember

**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**

1. Yes
2. No
3. 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**

1. Yes
2. No
3. 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**

1. Yes
2. No
3. 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**

1. Yes – planned engineering works / industrial action
5. Yes – unplanned disruption, e.g., delays and cancellations
2. No
3. 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**

1. Yes
2. No
3. This wasn't necessary because the delay had no impact upon the booking
4. 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**

- 1. I/They could not have completed this particular train journey without Passenger Assist
- 2. 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.)
- 3. I/They could have completed this particular train journey without Passenger Assist
- 4. 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
--------------------	---------------	--	------------------	-----------------------	----------------

### 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

- h. How well (IF CUSTOMER AT A1) <you> (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
- i. 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

1. Yes
2. No

### ASK IF CODED 1 AT E13a

E13b. Have you used the Passenger Assistance App?

## SINGLE CODE

1. I've downloaded it, but not used it yet
2. I've downloaded it and I've registered
3. I've booked a journey on it
4. 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

1. Male
2. 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

1. 16-19
2. 20-24
3. 25-29
4. 30-34
5. 35-39
6. 40-44
7. 45-49
8. 50-54
9. 55-59
10. 60-64
11. 65-69
12. 70-74
13. 75+
14. 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

1. Working full or part-time
2. Not working



3. Student
4. Retired
5. Other (Please specify)
6. **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

1. Vision (blindness or visual impairment)
2. Hearing (deafness or hard of hearing)
3. Physical (wheelchair user, mobility issues, amputee, dwarfism)
4. Learning or concentrating or remembering
5. Mental health problems
6. 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
7. Another long-term health condition that doesn't fit any of the above
8. None of these conditions **SINGLE CODE**
9. 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, MULTICODEHEADING ONLY – Information in various formats

1. Information in large print
2. Information in braille
3. Audio information
4. Induction (or 'T') loop
5. Captions
6. Easy read information
7. A sensory map (a map that covers sound, light and touch)

#### HEADINGS ONLY – Facilities and seating

8. Step free access
9. Places to rest
10. Accessible / Blue Badge parking
11. Accessible toilets

12. A wheelchair or other mobility aid
13. A quiet space
14. Seats with backs and arms
15. Seating that allows you to lie down
16. Accessibility software

HEADING ONLY – other types of support

17. Other please specify....
18. None of these (EXCLUSIVE)
19. Don't know (EXCLUSIVE)

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

1. Yes
2. No
3. 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**

1. Yes
2. 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.



m.e.l  
research

