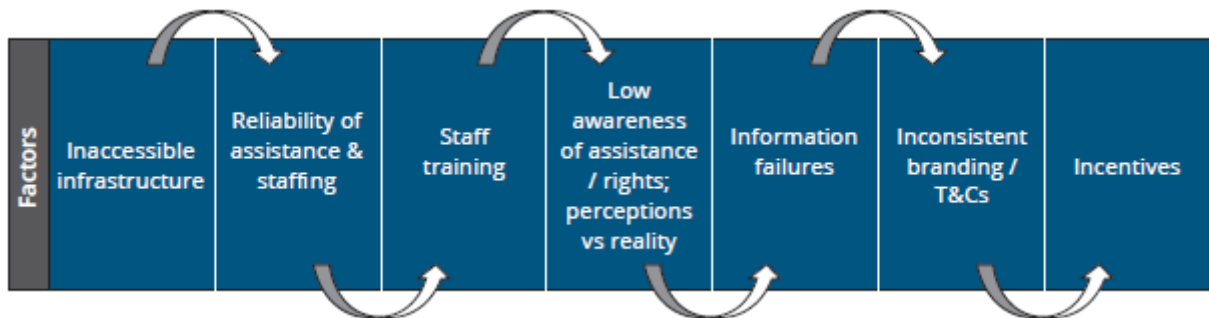


Annex D – Accessibility Evidence and Analysis

Introduction

1. This annex presents additional evidence to support the analysis contained in the main section of the report. It is structured to reflect the sequence of issues that present themselves as barriers to enabling people disabilities to access the rail network or issues that may undermine their journey experience.

Figure 1 - Mapping the passenger experience of planning or making an accessible journey



Accessible infrastructure and rolling stock

2. The foremost issue is that a significant portion of the current rail infrastructure and rolling stock is inaccessible to many passengers with disabilities or impairments, which precludes them from travelling independently and spontaneously. The two primary metrics government, ORR and the wider industry use to monitor progress in this area are: (1) the percentage of stations with step free access from street to platform, and; (2) the percentage of trains compliant with Rail Vehicle Accessibility Regulations (RVAR).
3. Step free access: The rail industry considers ‘step-free’ access to a station to equate to that station being ‘accessible’. This definition is solely predicated on consideration of passengers with mobility-related impairments who benefit from step-free access from the street into the station and onto the platform. Quantifying the precise number of mainline stations that are accessible to the optimal new build standards²⁵ is difficult because it is difficult to ascertain due to issues with the accuracy of some station data²⁶. Nevertheless, the data available indicates that approximately 20% of stations conform to step-free new build standards with 73% of all journeys passing through these stations²⁷. Another 31% of stations have some form of step-free access (e.g. step-free access to some platforms), thus classed as ‘partially accessible’.

²⁵ See the following RDG report for technical definitions of step-free access, *On Track for 2020? The Future of Accessible Rail Travel*: <https://www.raildeliverygroup.com/about-us/publications.html?task=file.download&id=469772981>

²⁶ These station data issues were explained in section [X] of this report.

²⁷ See p22 <https://www.raildeliverygroup.com/about-us/publications.html?task=file.download&id=469772981>

Figure 2: Access and provisions for passenger with disabilities at mainline stations (source – NRE knowledgebase, January 2019)²⁸

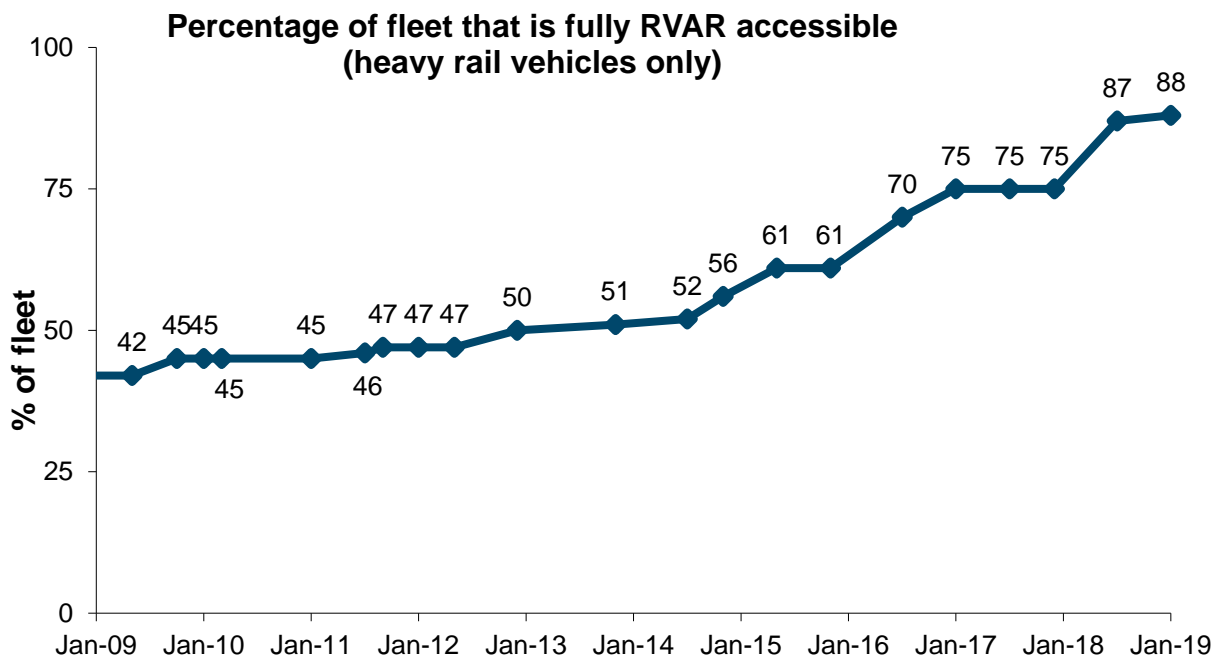
	Accessible ticket machines	Accessible ticket office	Train ramp access	National key toilets	Step free access	Mobility set down
Great Britain	53%	21%	73%	18%	61%	28%
East of England	80%	17%	73%	33%	72%	23%
East Midlands	39%	17%	41%	20%	77%	16%
London	87%	33%	60%	24%	44%	24%
North East	24%	13%	98%	13%	84%	47%
North West	16%	18%	96%	8%	63%	17%
South East	89%	24%	79%	32%	56%	46%
South West	51%	15%	74%	22%	57%	60%
West Midlands	37%	16%	82%	25%	67%	33%
Yorkshire and Humber	24%	8%	99%	8%	67%	34%
Scotland	40%	27%	35%	4%	51%	10%
Wales	37%	18%	94%	10%	79%	17%
	Lowest percentage of stations			Highest percentage of stations		

4. RVAR compliance over time: Figure 3 below illustrates the progress that has been made in increasing the percentage of passenger trains compliant with RVAR over the last decade. The latest published data (January 2019) revealed 88% of heavy rail passenger trains were RVAR compliant. The Department of Transport has a target of ensuring all passenger trains are RVAR compliant by 2020 but the DfT has indicated a small number of trains will not be fully compliant by this time, which will result in some dispensations and exemptions²⁹.

²⁸ <https://commonslibrary.parliament.uk/insights/how-accessible-are-britains-railway-stations/> NRE extract from 24 January 2019

²⁹ <https://www.gov.uk/government/publications/accessible-rail-transport/accessible-rail-transport>

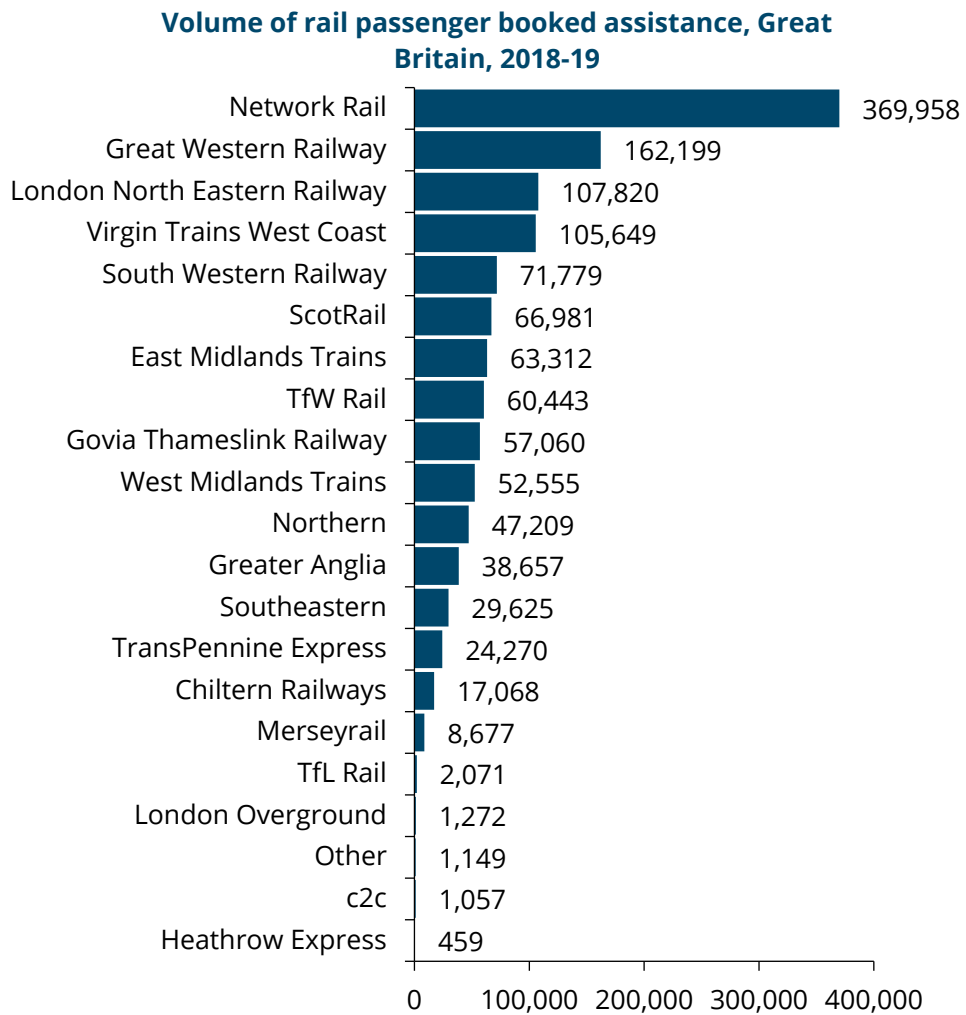
Figure 3 - RVAR compliance over time



Reliability of assistance and staffing

- Assistance provided by rail staff can be crucial in enabling disabled people to make journeys that would otherwise be impossible. Due to many stations and trains being accessible to some passengers, this is usually mitigated by the provision of assistance by rail staff. The industry's two main assistance schemes are generally known as Passenger Assist (booked assistance) and Turn-up-and-go (unbooked assistance). The provision of these assisted travel schemes is currently mandated through DPPP.
- ORR undertakes largescale compliance monitoring activity on the delivery of assisted travel to monitor both station operator performance and passenger satisfaction with assistance provision.

Figure 4 – annual volume (2018/19) of booked assistance by train and station operator



7. In terms of booked assistance, the general pattern is that user satisfaction with Passenger Assist is relatively and consistently high (85%³⁰). In the minority of cases where passengers report dissatisfaction this is usually driven by passenger frustrations about the reliability of assistance e.g. staff not being present to meet the passenger in accordance with the booking confirmation.
8. Our latest monitoring data shows that for 2018/19 11% of Passenger Assist users reported they did not receive any of the assistance they had booked³¹. The table below shows data on the key metrics which provide insight into Passenger Assist users' experiences of the service.

³⁰ ORR Passenger Assist monitoring survey 2018/19 – user satisfaction with Passenger Assist, question E1 (base 4,968)

³¹ ORR Passenger Assist monitoring survey 2018/19 – did passenger receive all assistance they had booked, question D5 (base 4,968)

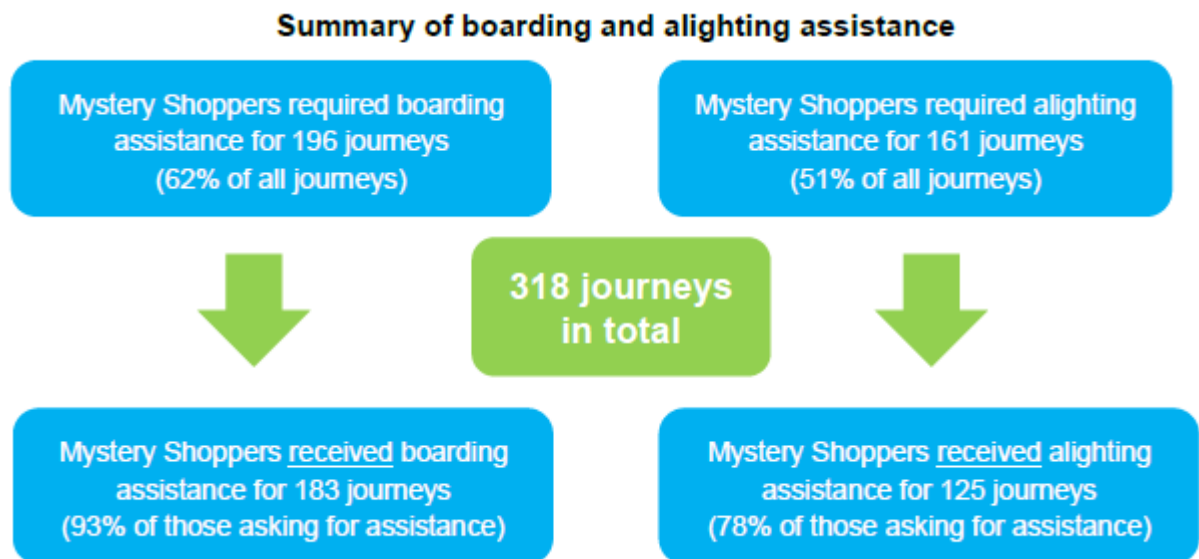
Figure 5: Passenger experiences of Passenger Assist

Company	Overall sample size	Received all assistance booked (D5)	Received none of the assistance booked (D5)	Satisfaction with assistance at station (D7)	Overall satisfaction (based on last journey) (D21)
Chiltern Railways	100	80%	11%	85%	79%
East Midlands Trains	171	78%	9%	84%	81%
Govia Thameslink Railway	153	70%	16%	83%	79%
Great Western Railway	570	76%	12%	91%	89%
Greater Anglia	155	75%	11%	87%	83%
London North Eastern Railway	495	79%	9%	91%	89%
Northern	291	64%	18%	76%	75%
ScotRail	226	76%	11%	84%	83%
South Western Railway	170	69%	14%	87%	85%
Southeastern	83	75%	11%	82%	83%
Southern	94	67%	18%	82%	78%
TfW Rail	177	69%	19%	83%	81%
TransPennine Express	150	79%	9%	90%	89%
Virgin Trains West Coast	524	78%	9%	91%	89%
West Midlands Trains	233	79%	12%	90%	85%
Total/average for train operators	3,542	75%	12%	87%	85%
Network Rail	1,426	76%	10%	89%	86%
National	4,968	76%	11%	88%	85%

Notes:

- Bracket number in table heading indicate the question number within the survey.
- TfW Rail took over the Arriva Train Wales franchise on 14 October 2018.
- London North Eastern Railway took over the Virgin Trains East Coast franchise on 24 June 2018.
- The following train companies are not shown due to low sample sizes: c2c (5 responses), London Overground (4 responses), Merseyrail (25 responses) and TfL Rail (10 responses).

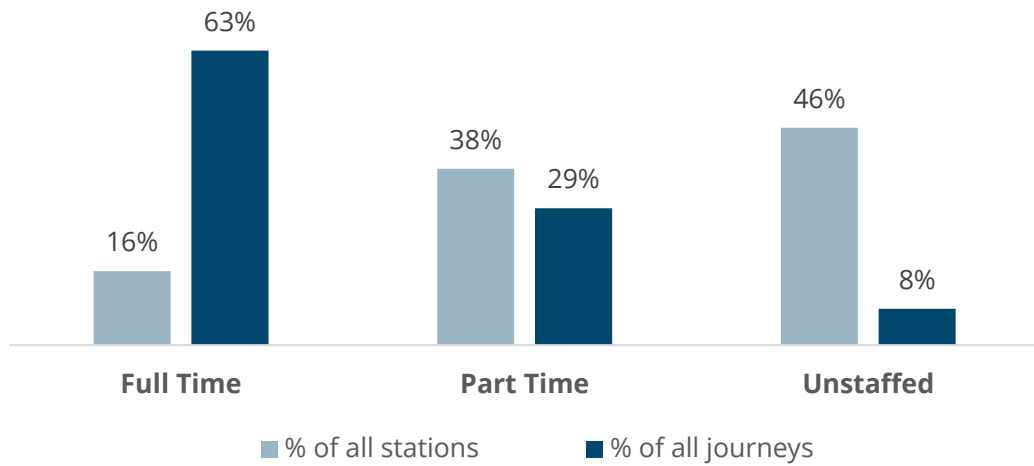
9. The graphic below illustrates the headline findings from our 2017 mystery shopping research into user experiences of Turn-up-and-go unbooked assistance.



10. In direct response to these findings ORR has developed proposals to improve the reliability of assistance, especially ‘handovers’ between boarding and alighting stations, by introducing the ‘safeguard’ measures described earlier in this report.
11. Other factors which can influence accessible journey options include station staffing and whether the train has a second member of staff on-board in addition to a driver. Both can have a direct impact upon assistance provision and have a limiting effect on the number of potential accessible journeys.
12. The absence of station staff, even if the station is step-free, can present a situation for some passengers reliant on staff help where it effectively means they are unable to use that station. For example, passengers with cognitive impairments who need help to get from the station entrance to the correct platform. Or wheelchair users who alight from a train at an unstaffed station (on-board staff could help them disembark) but need help to carry their luggage from the platform to the station exit where a taxi may be waiting. There are a number of scenarios where the absence of staff can render a station inaccessible to some passengers, and so the link between station staffing and the enablement of accessible journeys should be an important consideration for station operators.
13. The chart below shows³² that despite a small percentage (16%) of stations being staffed full time (first to last train) they nonetheless account for almost two-thirds (63%) of passenger journeys. That suggests that station footfall is a key variable in station operators’ decision-making as to which stations to staff, and how often.

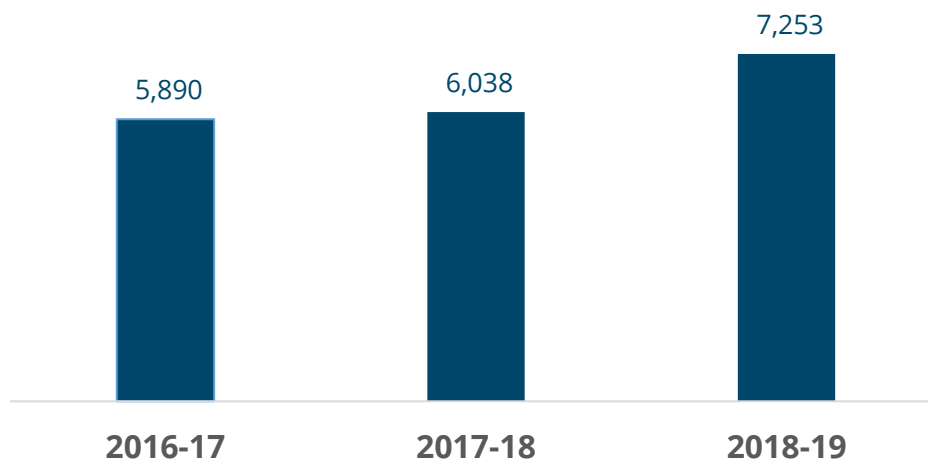
³² Based on ORR analysis of National Rail Enquiries (NRE) data. Downloaded Feb 2019.

Figure 6: Staffing levels at GB stations (%)



14. When a station is inaccessible to a passenger one of the ways a station operator can mitigate this is to offer the passenger Alternative Accessible Transport (AAT), which is usually in the form of an accessible taxi. AAT is mandated through a station operators obligations under its DPPP.

Figure 7: Provision of Alternative Accessible Transport, 2016-17 to 2018/19



15. The absence of a second member of staff on-board the train can, in some circumstances, mean that some passengers are unable to access those services. These are known as Driver Controlled Operation (DCO) and Driver Only Operation (DOO) services. For example, in a typical scenario there may be a passenger who plans board a DCO/DOO service at a staffed station using a ramp and wishes to alight at a station that is unstaffed using ramp assistance to disembark. In this situation, because there would be no station staff or on-train staff (other than the driver) to deploy the ramp,

the passenger would most likely be required to use AAT as an alternative means of completing their intended journey. However, some TOCs, such as Govia Thameslink Railway, have recently introduced mobile assistance teams to provide assistance at the point of need at some unstaffed stations.

16. The most recent available data shows that 53% of all passenger journeys are made on DCO/DOO trains, with 44% of trains being DCO/DOO³³.

Staff training

17. Staff training has a crucial bearing on the experiences of passengers with disabilities who rely on rail staff to support or enable their journeys. ORR research consistently shows that user satisfaction with assistance can vary depending on the passenger’s impairment type. Most notably, we find that passengers with hidden/cognitive disabilities in general experience poorer outcomes than those with more visible impairments.

Figure 8: Passenger experiences of Passenger Assist by impairment type

	Overall sample size	Received all assistance booked (D5)	Received none of the assistance booked (D5)	Satisfaction with assistance at station (D7)	Overall satisfaction (based on last journey) (D21)
Vision	717	77%	10%	87%	85%
Hearing	713	73%	12%	89%	87%
Physical	2,898	75%	11%	88%	84%
Learning or concentrating or remembering*	403	71%	12%	87%	81%
Mental health problems*	311	71%	11%	85%	78%
Social or behavioural issues*	88	72%	18%	84%	70%
Other long-term condition	1,101	74%	11%	86%	85%
Communication disorder/disability*	99	76%	8%	88%	85%
None of these conditions	679	76%	12%	89%	87%
Prefer not to say	173	75%	13%	87%	86%
* Net: hidden/cognitive	901	71%	12%	86%	79%
National (all passengers)	4,968	76%	11%	88%	85%

Notes:Passengers can indicate more than one disability type. Therefore, the total by disability type, will be higher than the number of people interviewed.

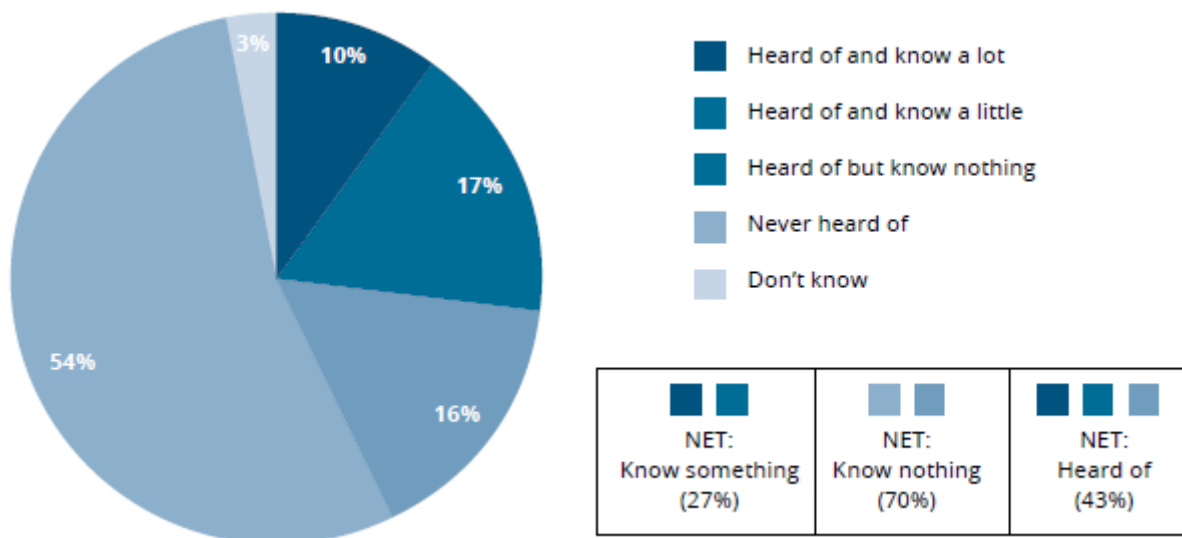
³³ Overview of DCO/DOO along with the latest data is available on the RSSB website: <https://www.rspb.co.uk/Pages/driver-controlled-operation.aspx>

18. Our analysis indicated this is often attributable to weaknesses in staff training with insufficient emphasis placed on assisting passengers with less visible impairments.

Awareness of assisted travel

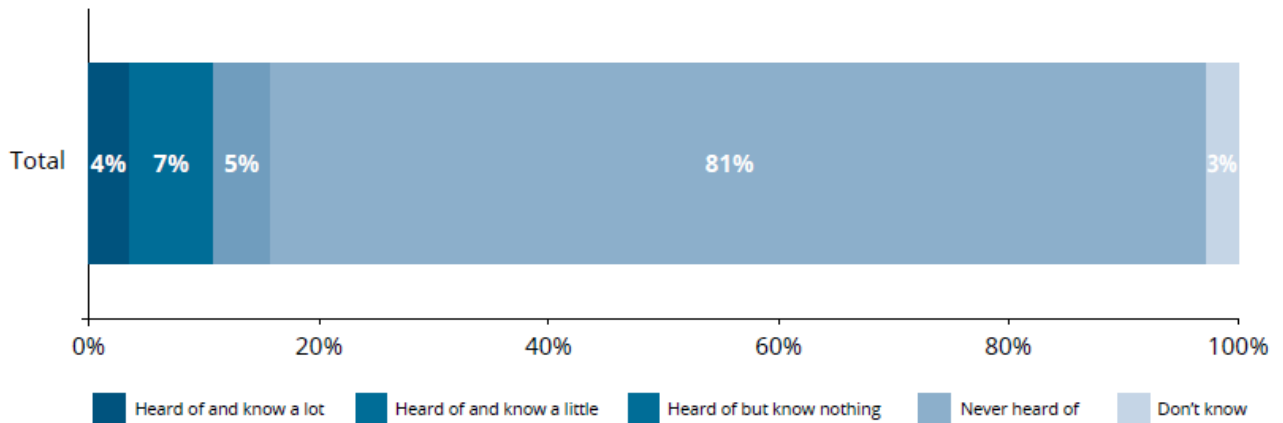
19. As the charts below indicate, awareness of assisted travel is relatively low³⁴. This serves as a significant constraint on the number of accessible journeys if those people who may require assistance to enable their rail journeys are unaware of its availability or how to access it.

Figure 9: Awareness of Passenger Assist amongst people who would require assistance to travel by rail



³⁴ 2017 ORR research: *Passenger Awareness of Assisted Travel*
https://orr.gov.uk/_data/assets/pdf_file/0008/25982/research-into-passenger-awareness-of-assisted-travel-services-april-2017.pdf

Figure 10 - Awareness of Turn-up-and-go amongst people who would require assistance to travel by rail



20. This research also highlighted that of those people who had previously used Passenger Assist, 96% of respondents stated they would be likely to use it again. Of those respondents who were unaware of Passenger Assist until it was explained to them in the course of the survey, 60% stated they would be interested in using in the future.

Figure 11 – Future use of Passenger Assist amongst current users and non-users

	TOTAL (All respondents) - n=1,000	All respondents who have used Passenger Assist - n=140	All respondents who have <u>not</u> used Passenger Assist - n=860
NET: Likely	65%	96%	60%
NET: Unlikely	25%	1%	28%
NET: Don't know	10%	2%	12%

21. As the table below indicates, respondents were slightly less enthusiastic in their support for Turn-up-and-go. The qualitative feedback from respondents suggested that this was because some disabled travellers preferred the certainty of having booked assistance in advance, premised on the belief it is less likely to result in assistance failure or things going wrong.

Figure 12: Future use of Turn-up-and-go amongst current users and non-users

	TOTAL (All respondents) – n=1,000	All respondents who have used TUAG – n=57	All respondents who have <u>not</u> used TUAG – n=943
NET: Likely	52%	96%*	49%
NET: Unlikely	34%	4%*	36%
NET: Don't know	14%	–	15%

22. As both tables further illustrate, when those who were previously 'unaware' of assisted travel had the service explained to them a significant percentage of respondents stated they would be interested in using it. This indicates significant untapped demand for both booked (60%) and unbooked (49%) assistance which could be unlocked if better efforts were made raise awareness of its availability.

Information failures affecting accessible journey planning

23. The National Rail Enquiries station webpages are a primary source of key information for both passengers and rail staff to plan and book accessible journeys. However, the information on some of these webpages contain inaccurate and sometimes conflicting information. These issues are described earlier in this report and are also covered in depth with examples of information errors in Section 3A of our 2018 Improving Assisted Travel consultation³⁵.

Inconsistent branding / T&Cs

24. Steps to increase passenger awareness of assistance is also being potentially hindered by inconsistent branding of both booked and unbooked assistance, but is a particular issue for the former. Across the network many operators use different terms to describe their booked assistance services. This is despite the system operating at an industry level as a single, coordinated national scheme with all booking confirmations issued to passenger using the 'Passenger Assist' brand.

³⁵ ORR November 2018 Improving Assisted Travel consultation: https://orr.gov.uk/data/assets/pdf_file/0004/39676/improving-assisted-travel-consultation-november-2018.pdf

Figure 12 – screenshots of different operator booked assistance pages

How to book JourneyCare

You can book assistance for your journey when you buy your tickets through our website or by using the form below. Alternatively you call our dedicated JourneyCare team to book the assistance for your journey.

We kindly ask that you give us **24 hour's notice before you intend to travel if arranging assistance online** and **24 hours' notice before you intend to travel if arranging assistance by telephone or textphone** so that we can make the necessary arrangements for you.

Please note: Our call centre closes at 8pm so you can book assistance up until 8pm the day before your journey. You do not have to give more than 24 hours' notice to book assistance.

Lines are open 08.00 - 20.00 Monday to Sunday (except Christmas Day and Boxing Day).

Telephone: **0344 811 0125**

Textphone: **0344 811 0126**

What if I can't book JourneyCare assistance in advance?

Disabled Assistance

[Share](#) [Tweet](#)

Book assistance for your journey.

Please book assistance a minimum of 12 hours before you travel. If your journey goes beyond our network and includes travel on other train operators' services, please book 24 hours before travelling so we can meet their notice period requirements. Our opening hours are 08:00-20:00 Monday to Sunday.

You can book:

- Online using this form
- By phone: 0800 028 28 78
- From a mobile: 0345 600 7245
- Textphone and minicom: 18001 0800 028 28 78

Booking assisted travel

We want to make it as easy as possible for you to travel with us and offer a range of assistance if you have access needs.

We'll always do our best to help you whether you're travelling at short notice or have booked assistance in advance. For the most effective service we recommend booking assistance 24 hours before you travel (you can book further in advance if you prefer). There are several ways to book:

- Online when you book your tickets: choose the help you need from our range of options
- Online using our **book assistance form**
- By phone: call our Passenger Assist team on 03330 050 501 (8am to 8pm everyday, except Christmas Day)
- By Next Generation Text: call our Passenger Assist team via text relay service on 18001 03330 050 501 (8am to 8pm every day, except Christmas Day)

Our Assisted Travel team can also sell you tickets and reserve seats or wheelchair spaces (on services where reservations are possible).

If you have not booked assisted travel, we will always do our best to help you, but it may take a little more time to arrange the support you need.

25. ORR intends to address this by mandating consistency in branding via new requirements in the ATP, outlined earlier in this report. This should also aid industry efforts to better inform potential users about the availability of assisted travel services via any subsequent national promotional campaign.