m·e·l research

OFFICE OF RAIL AND ROAD

Experiences of Passenger Assist 2025-2026

Office of Rail and Road

Date: July 2026

Title	Experiences of Passenger Assist 2025-2026
Client	Office of Rail and Road
Project number	24066
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

Web: www.melresearch.co.uk

Tel: 0121 604 4664

Contents

Contents 2
Key Findings 3
Executive summary 4
Full report 11
Section 1: Overall experiences of Passenger Assist 11
Section 2: Assistance delivery 14
Section 3: Satisfaction with assistance where received 28
Section 4: Confidence in future use 37
Section 5: Experiences of disruption 40
Section 6: The booking process 42
Section 7: Who is using Passenger Assist? 46
Section 8: Case studies 52
Section 9: Conclusions and recommendations 56
Appendix A: Background to research 58
Appendix B: Research objectives 59
Appendix C: Methodology and sample composition 60
Appendix D: Analysis and reporting 67
Appendix E: Key metrics by operator 68
Appendix F: Key metrics by disability type 72
Appendix G: Key metrics by station 76
Appendix H: Use of AI in this research 78
Appendix I: Accreditations 79
Appendix J: Questionnaire 80

Key Findings

Passenger Assist continues to perform consistently year-on-year

Overall experiences of Passenger Assist remain broadly stable, with most headline measures in line with previous years. In 2025-2026, 87% were satisfied with the whole process from booking to receiving assistance, and satisfaction has remained between 85% and 90% since 2018-2019.

There are opportunities to improve reliability of assistance

The proportion of passengers met within a reasonable timeframe was 83%, broadly consistent with recent years. Similarly, 77% received all the assistance types they booked, also comparable with recent years' results. However, gaps in delivery remain persistent: 10% received none of the assistance types booked, and 12% received only some.

Pre-journey information is strongly linked to successful assistance

Around three quarters of passengers (76%), received sufficient information on how to make themselves known to staff prior to their journey. Passengers who received sufficient information were far more likely to be met by staff within a reasonable timeframe (90%) than those who didn't (50%).

Passengers with non-visible disabilities consistently have worse experiences

Passengers with non-visible disabilities were more likely to experience poorer outcomes. These groups were generally less likely to receive all assistance booked, less satisfied with Passenger Assist overall, and less likely to feel confident about future rail journeys.

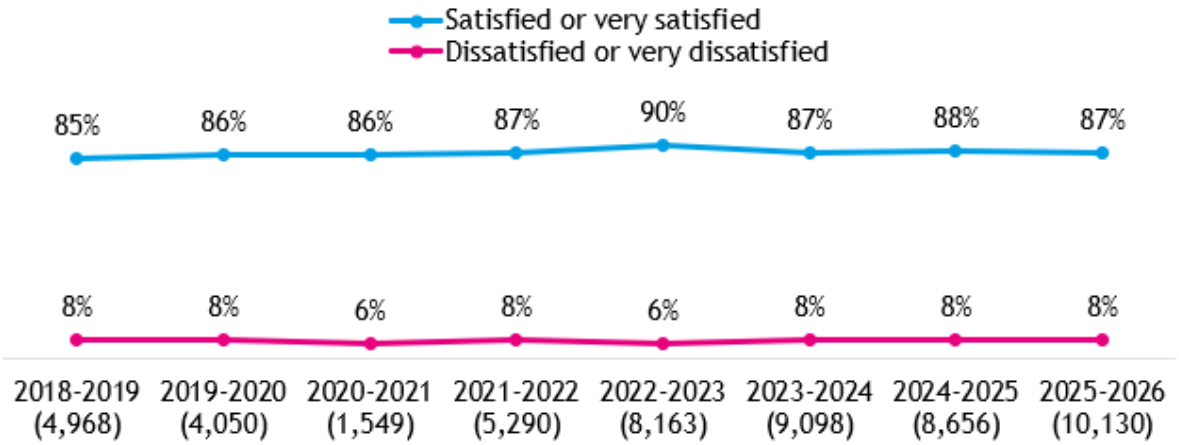
Weekend travel and disruption are key risk points

Passengers whose service was delayed or cancelled were less likely to be met, less likely to receive all assistance booked, and less likely to complete their journey when assistance was not delivered. Passengers travelling at weekends, particularly on Sundays, also had poorer delivery outcomes, being less likely to be met within a reasonable timeframe, less likely to receive all assistance booked, and less satisfied with assistance received.

Executive summary

Satisfaction with Passenger Assist continues to be high for the majority of, but not all, users, with headline results remaining broadly stable year-on-year. In 2025-2026, 87% of passengers were satisfied with the whole process from booking assistance to receiving assistance at the station. This is consistent with the long-term trend, with satisfaction having remained between 85% and 90% since 2018-2019.

Figure 0.1. Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? Year-on-year results. Not showing the proportion who were "Neither satisfied nor dissatisfied" or who selected "Don't know". (Unweighted sample base sizes in brackets.)

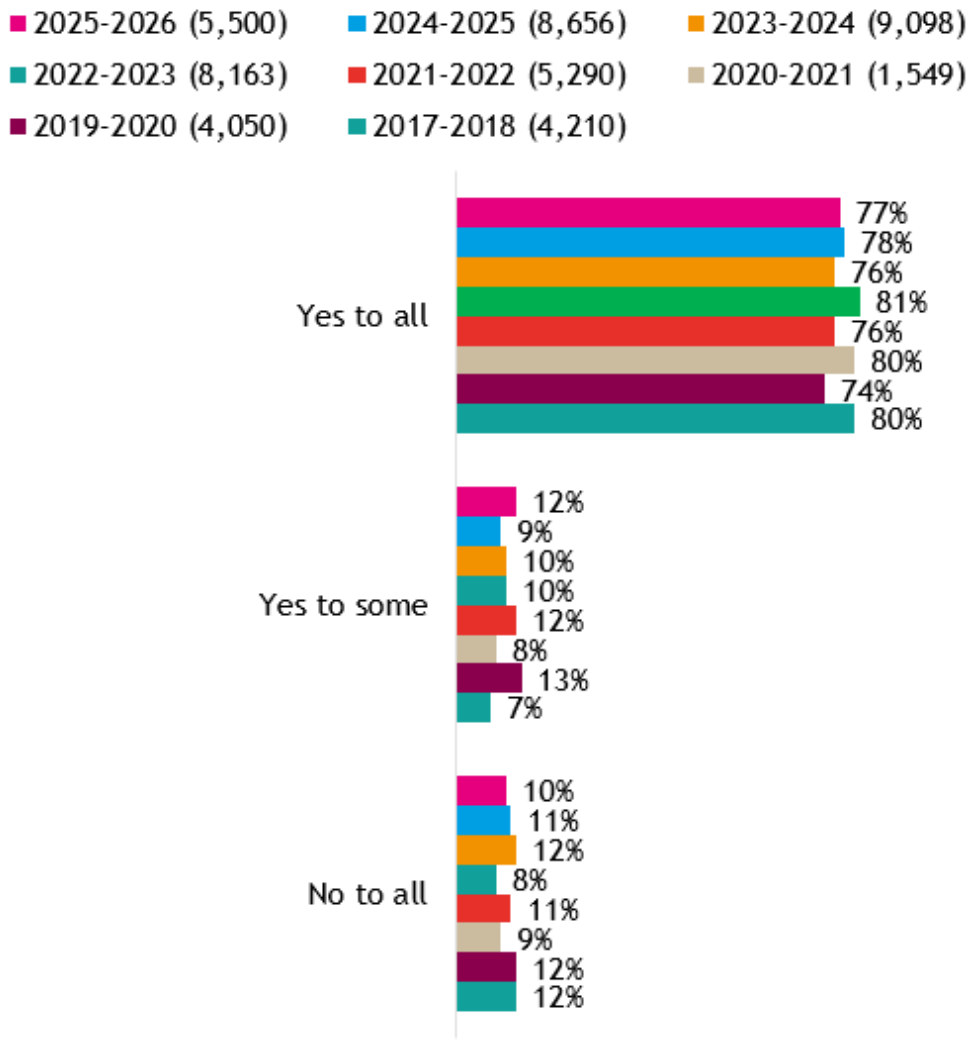


In addition to this, satisfaction with Passenger Assist as a service overall was also stable at 86%, matching the results recorded in 2023-2024 and 2024-2025.

In 2025-2026, there remained a number of passengers who did not receive all assistance types they booked. Seventy seven percent received all of the assistance types they booked, while 12% received only some and 10% received none. These figures are also consistent with previous years, but this consistency indicates that the same delivery gaps continue to affect a minority of passengers each year.

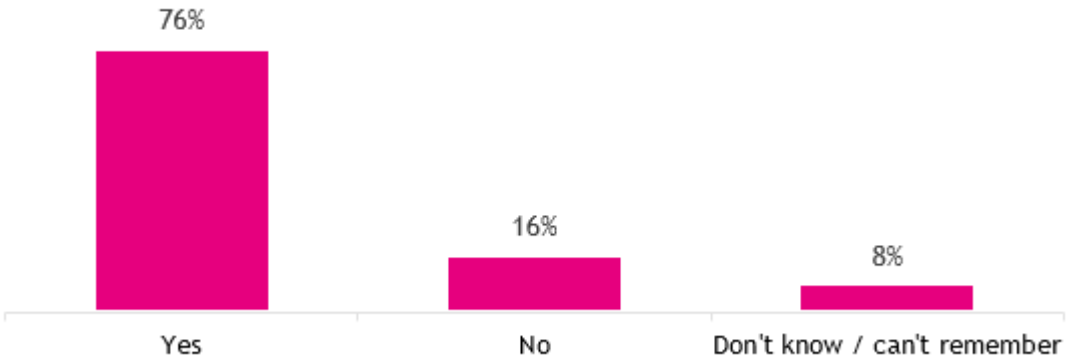
However, it should be noted that this and a selection of other questions were only asked in the last six months of the field work (from period seven onwards). Further detail can be found in the methodology section of the appendix, or Section 2 of the Full Report.

Figure 0.2. And did you/your companion receive the following assistance you booked? Year-on-year results. 2025-2026 results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



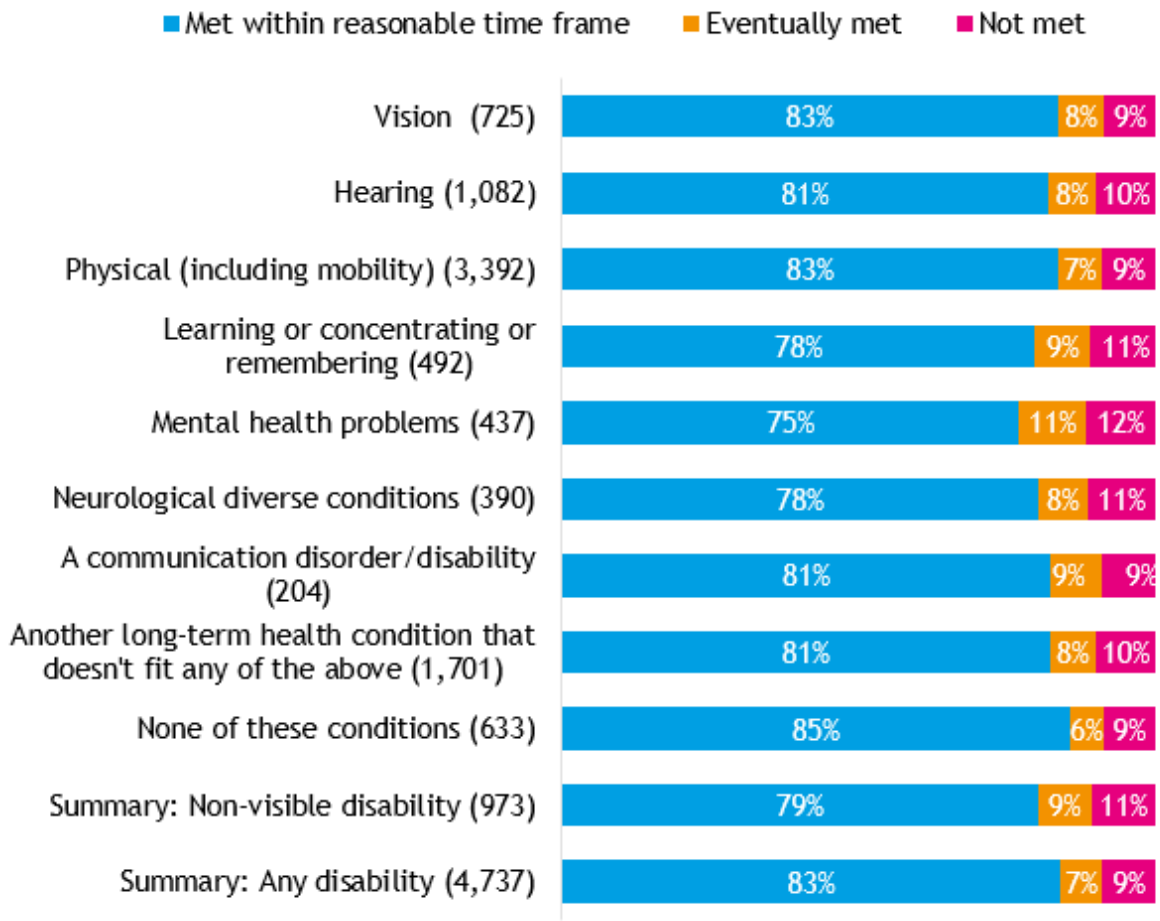
Responses make clear the importance of clear pre-journey information. Overall, 76% of passengers said the operator provided sufficient information ahead of their journey on how to make themselves known to staff at the station. This was highest among passengers who booked by telephone and lowest among those who booked by app. The relationship between information and delivery appears particularly important: 90% of passengers who received sufficient information were met within a reasonable timeframe, compared with 50% of those who did not receive sufficient information (however it should be noted that this includes respondents from period seven onwards only). This suggests that improving the consistency and clarity of pre-journey information could help improve whether passengers are met successfully.

Figure 0.3. Did the operator provide you with sufficient information ahead of your planned journey on how to make yourself known to staff at the station? (Unweighted sample base size: 10,131.)



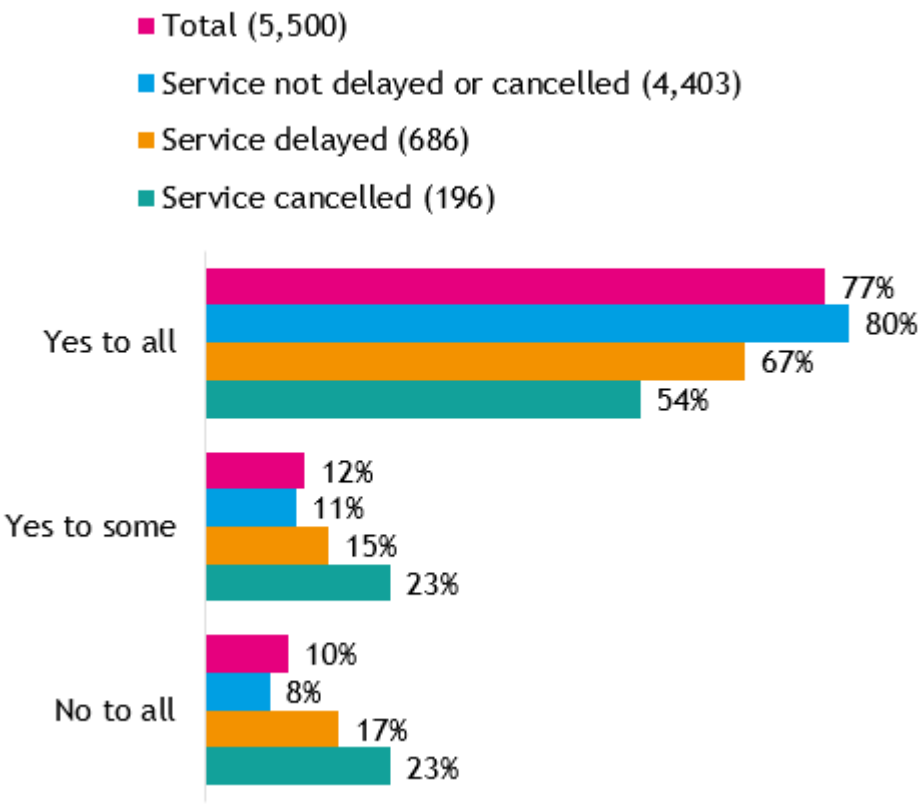
Experiences were not consistent across all passenger groups. Passengers with a mental health condition, neurodiversity, communication disabilities, and learning, concentrating or remembering disabilities tended to report poorer outcomes. These groups were less likely to receive all of the assistance they booked and, in several cases, were less satisfied with Passenger Assist overall. This indicates that passengers whose needs may be less visible, or who may require more tailored communication and support, are at greater risk of poorer experiences.

Figure 0.4. Was a member of staff there to meet you/your companion within a reasonable timeframe? Split by disability or health condition. Results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



Disruption appears to affect the reliability of Passenger Assist. Passengers who experienced disruption, either because their train was delayed or cancelled, had an even clearer negative impact. Passengers whose service was delayed or cancelled were less likely to be met, less likely to receive all assistance booked, and less likely to complete their journey as planned when assistance was not delivered. These findings suggest that Passenger Assist is more unreliable when services are disrupted.

Figure 0.5. And did you/your companion receive the following assistance you booked? Split by whether the service the passenger booked experienced any delays or disruption. Results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



The findings also show that complaints and compensation routes are often not used by passengers who experience problems. Among passengers dissatisfied with the service they received overall, only 28% raised a complaint. Among those who were not met or did not receive at least one assistance type, only 10% claimed compensation. Lack of awareness was the most common reason in both cases. This suggests that passengers may not always know what redress is available, even where assistance has not been delivered as expected.

Figure 0.6. Is there a reason why you chose not to raise a complaint? Respondents who were dissatisfied with the service but did not make a complaint. Not showing the proportion who selected "Don't know". (Unweighted sample base sizes in brackets.)

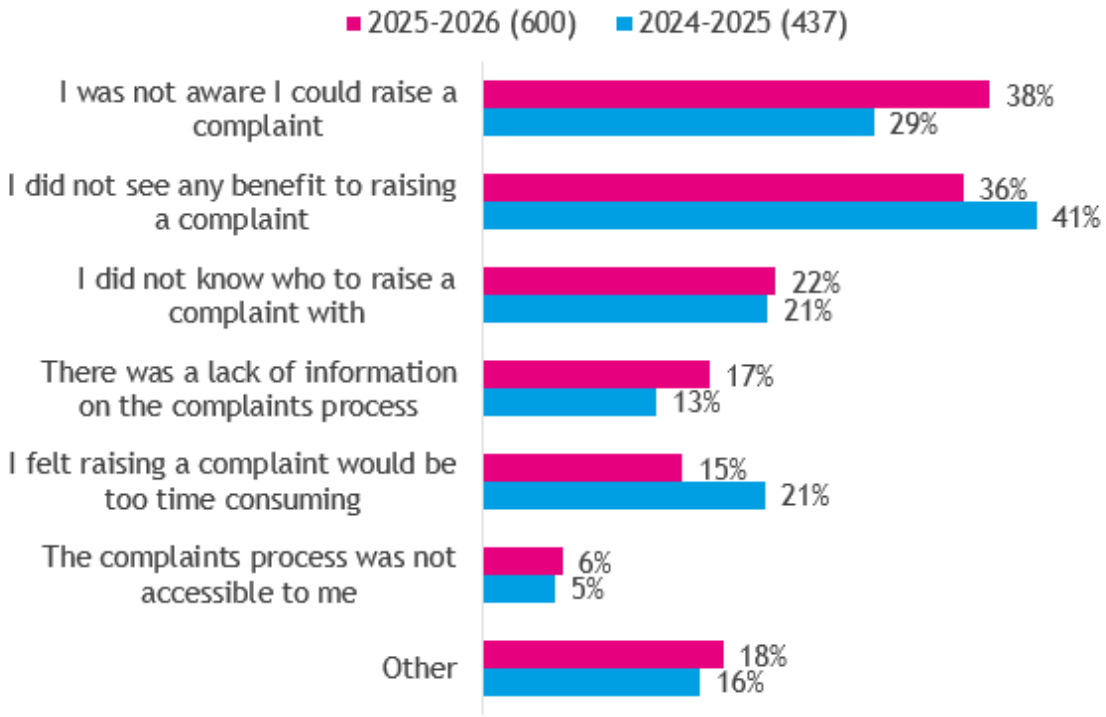
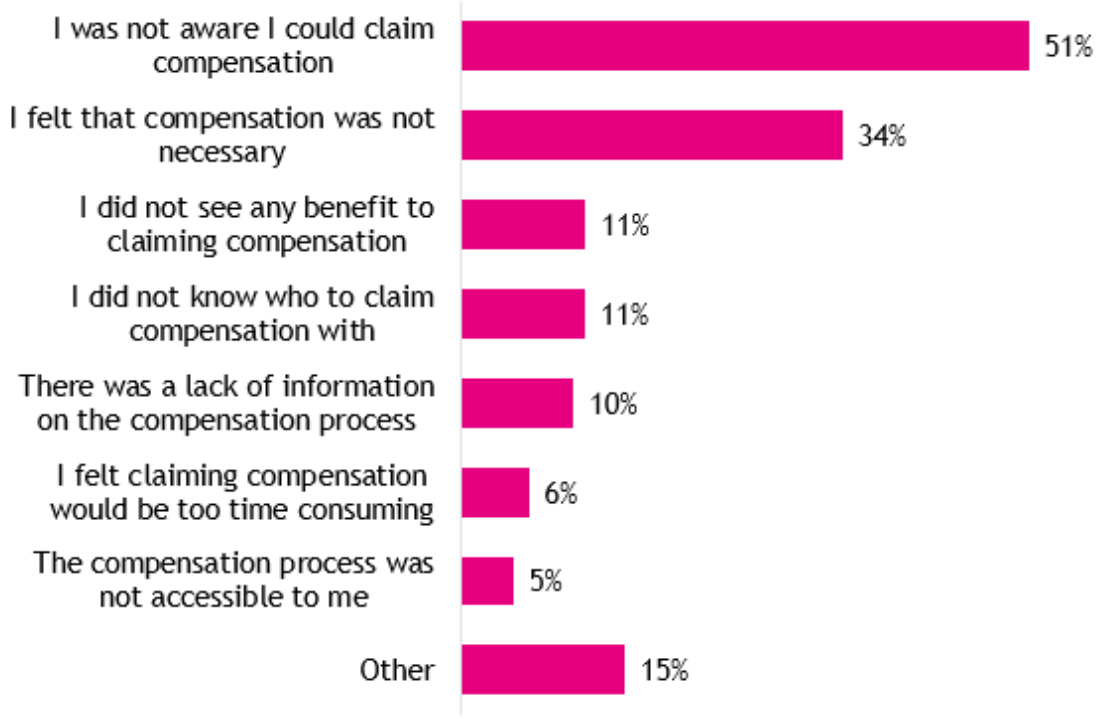
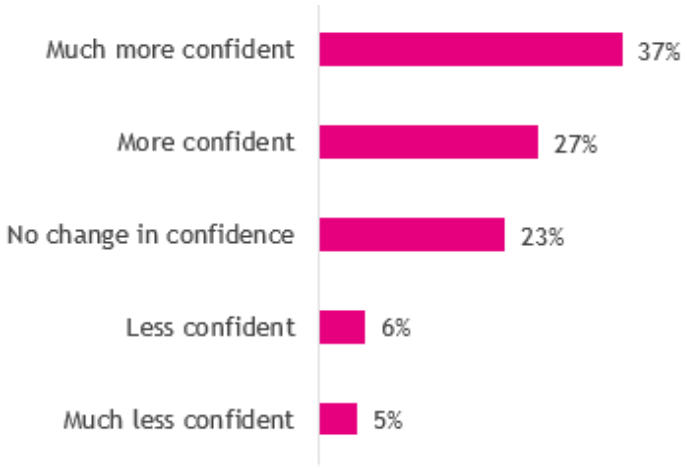


Figure 0.7. Is there a reason why you chose not to claim compensation? Respondents who did not claim compensation. Not showing the proportion who selected "Don't know. (Unweighted sample base size: 2,155.)



Overall, the importance of Passenger Assist when delivered successfully is clear. Almost two thirds (65%) say their experience made them more confident about making a similar journey in future, close to a quarter (23%) said it didn't impact their confidence, and 11% reported that they were less confident or much less confident. Passengers who were not met were more likely to feel less confident about future journeys than those who were met.

Figure 0.8. Has your experience of Passenger Assistance at the station made you more or less confident about doing a similar journey in future? Not showing the proportion who selected "Don't know / not sure". (Unweighted sample base size: 10,189.)

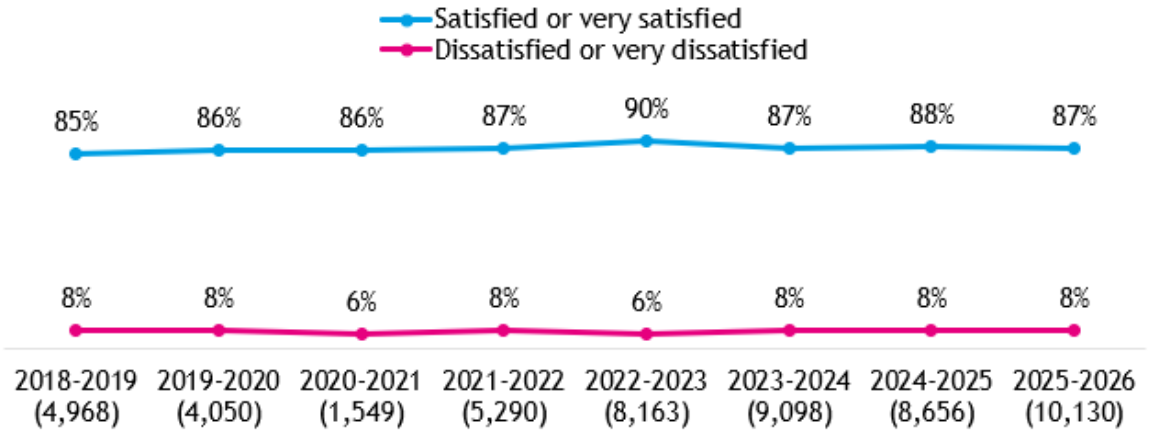


Full report

Section 1: Overall experiences of Passenger Assist

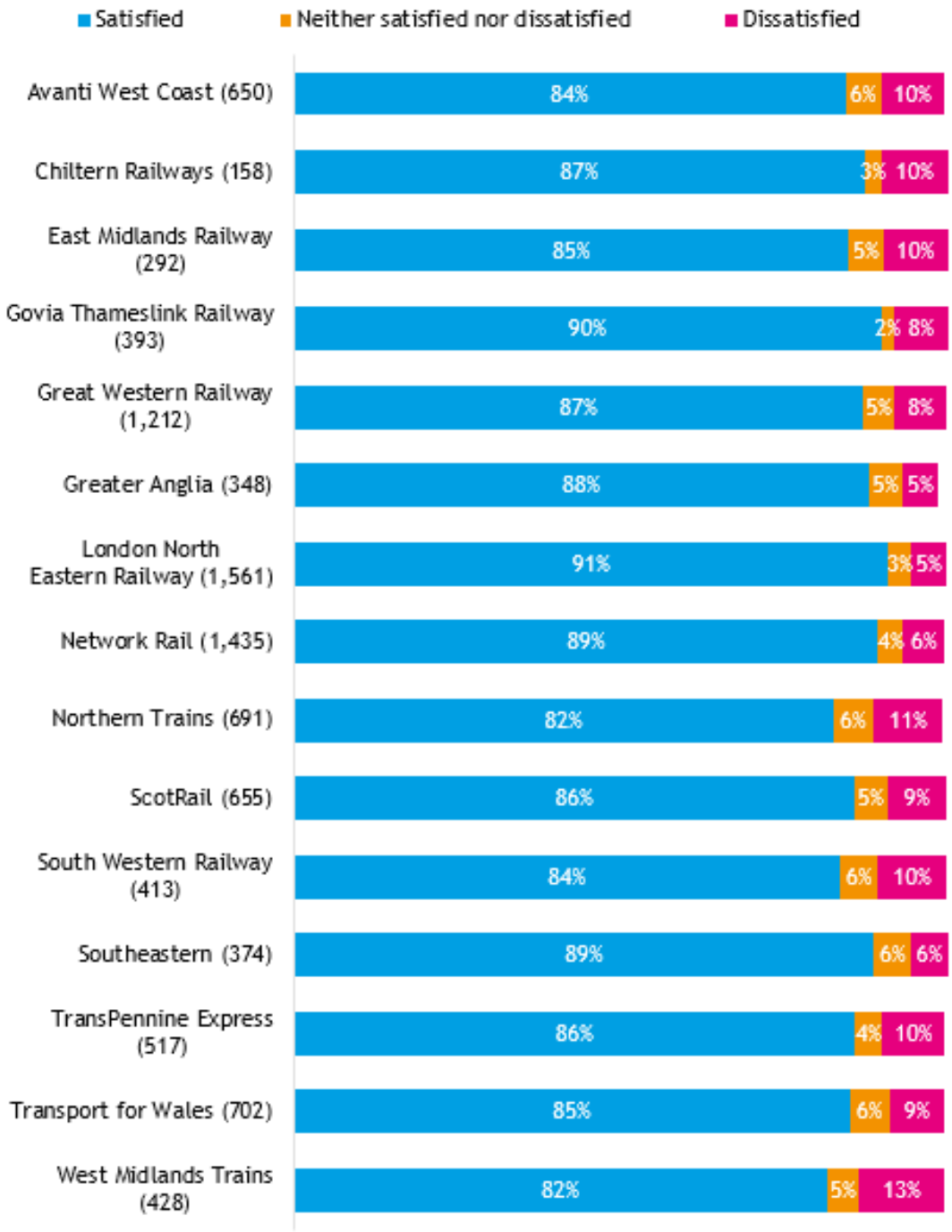
Overall satisfaction with Passenger Assist has remained stable over time, continuing the consistent pattern seen in previous waves of the research. In 2025-2026, 87% of passengers were satisfied with the whole process from booking assistance to receiving it at the station. This is in line with the long-term trend, where satisfaction has been between 85% and 90% since 2018-2019. Dissatisfaction also remained stable, at 8%, matching the level recorded in all but two years since 2018-19.

Figure 1.1. Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? Year-on-year results. Not showing the proportion who were "Neither satisfied nor dissatisfied" or who selected "Don't know". (Unweighted sample base sizes in brackets.)



Satisfaction varied by operator, with those booking assistance to be delivered by Avanti West Coast, Northern Trains, South Western Railway and West Midlands Trains less likely to be satisfied than other passengers. However, those booking assistance to be delivered by Govia Thameslink Railway, London North Eastern Railway, Network Rail and Southeastern were most likely to be satisfied.

Figure 1.2. Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? Split by operator responsible for delivering the assistance. Showing only operators with a base size of 100 or more. Not showing the proportion who selected 'Don't know'. (Unweighted sample base sizes in brackets.)



Lower levels of satisfaction were also recorded among younger passengers, than those aged 65 and above (88%). This included passengers aged 16 to 24 (79%), 25 to 34 (81%), 35 to 44 (82%), 45 to 54 (81%) and 55 to 64 (84%). Passengers with a mental health condition

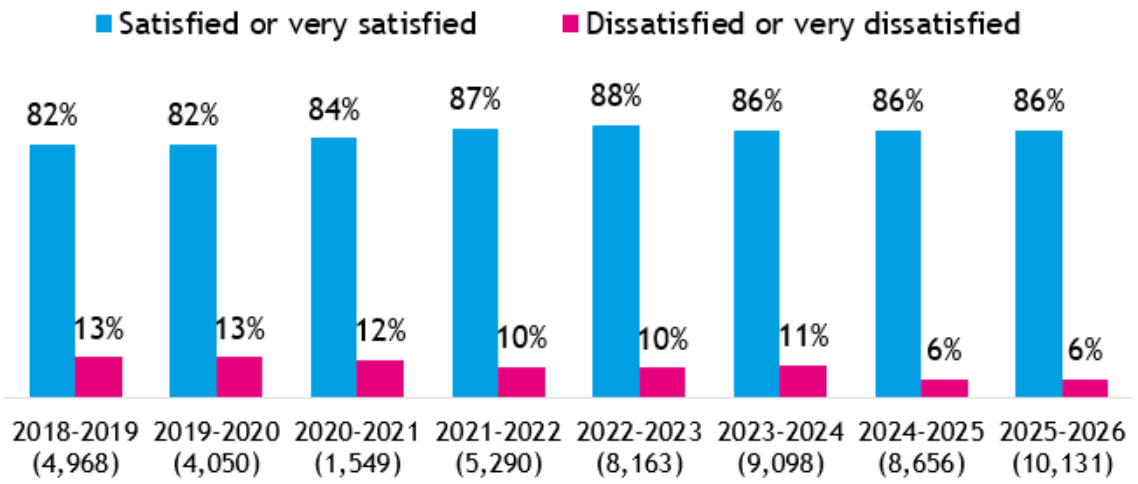
(78%), neurodiversity (78%) or a communication disability (82%) also reported lower levels of satisfaction than other passengers.

Likewise, lower satisfaction was recorded among passengers who booked by app (83%), passengers whose service was delayed (78%) or cancelled (63%), passengers alighting the train at the end of their journey (84%) and passengers who were interchanging between two trains (85%). Passengers travelling on a Sunday (84%) also reported lower satisfaction levels.

Notably, satisfaction was lowest among those who said the operator didn't provide sufficient information about how to make themselves known to staff at the station (56%).

Similarly, satisfaction with Passenger Assist as a service overall has remained consistent for the past three years (86%). It also sits only two percentage points below the highest reported level of satisfaction since 2018-2019, recorded in 2022-2023 (88%).

Figure 1.3. Overall, on a scale of 1 to 5, where 1 is very dissatisfied and 5 very satisfied, how satisfied are you with Passenger Assist? Year-on-year results. Not showing the proportion who were "Neither satisfied nor dissatisfied" or who selected "Don't know". (Unweighted sample base sizes in brackets.)



Satisfaction overall with Passenger Assist is lowest among passengers with neurodiversity (73%), a mental health condition (76%), a communication disability (80%), learning, concentrating or remembering disabilities (81%) or a physical disability (86%).

Satisfaction was also lower among those aged 16 to 24 (76%), 25 to 34 (73%), 35 to 44 (79%), 45 to 54 (81%) and 55 to 64 (81%).

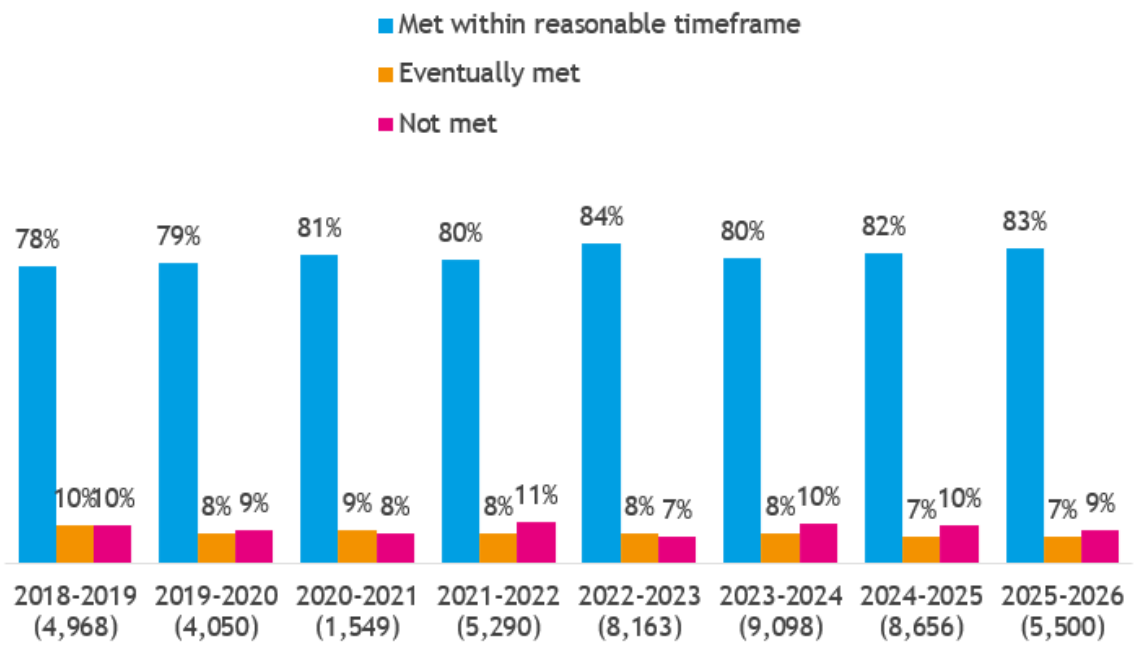
Section 2: Assistance delivery

The proportion of passengers stating they were met within what was deemed a reasonable timeframe has also stayed at a similar level since 2021-2022. The result for this year (83%) is just below the highest figure recorded in these years (84%).

However, it should be noted that a different approach to asking this question was undertaken in periods one to six of this year. Following a review in period seven, the question reverted to the original question text used in previous years for the rest of the year. Only data from this point onwards has been included in analysis of this question, and selected others used in this report that are linked to the delivery of assistance within the station. The results have been compared with full-year results reported in previous years, for consistency with previous published results.

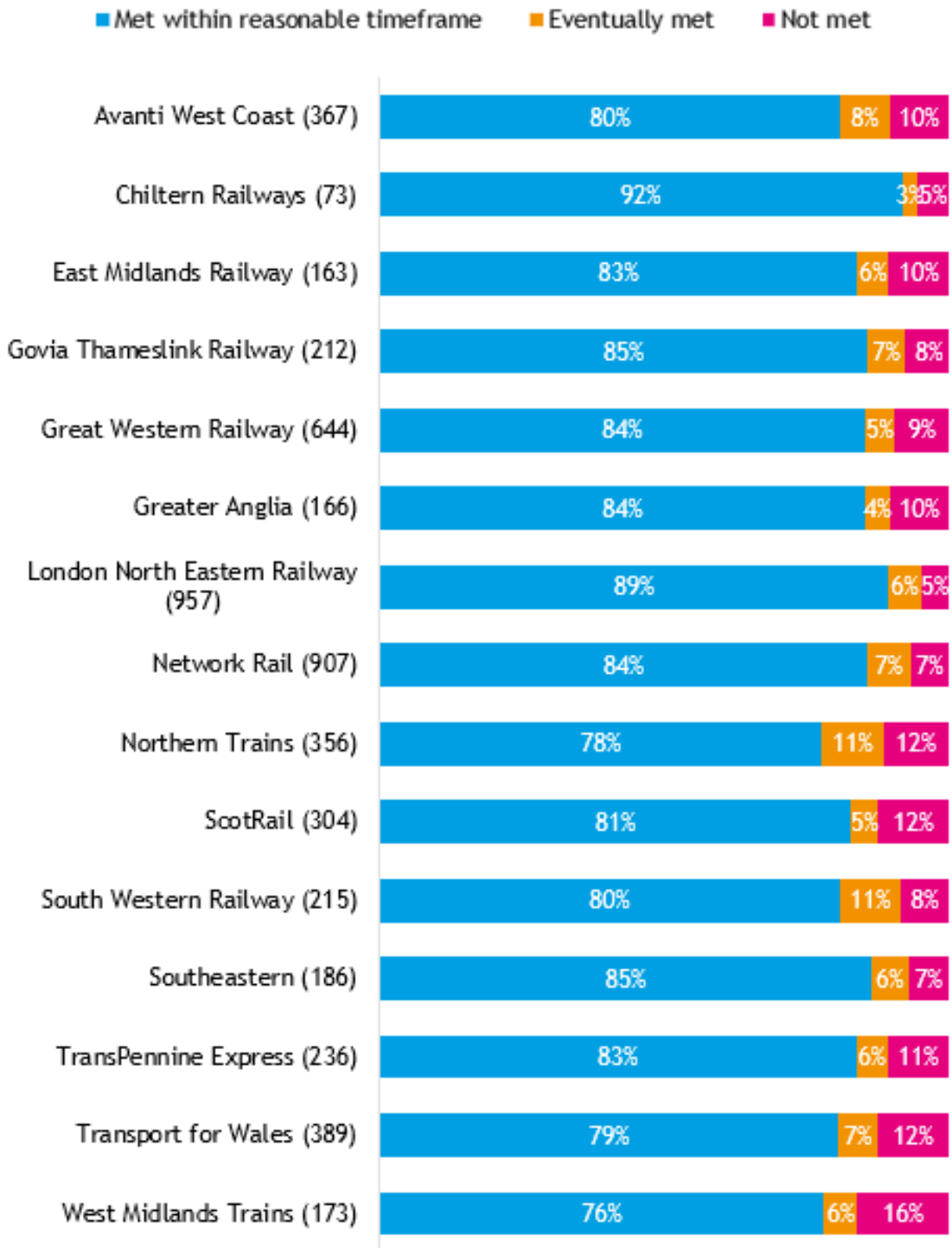
To ensure that the results reported for 2025-2026 are not biased by any seasonality, they have been checked against those recorded in period seven onwards of 2024-2025. In this time period in 2024-2025, 82% of passengers stated they were met within a reasonable timeframe, 7% were eventually met, and 10% were not met. Figures from period seven onwards therefore matched those recorded across the year as a whole, and were comparable with results recorded in period seven onwards in 2025-2026.

Figure 2.1. Was a member of staff there to meet you/your companion within a reasonable timeframe? Year-on-year results. 2025-2026 data displays results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



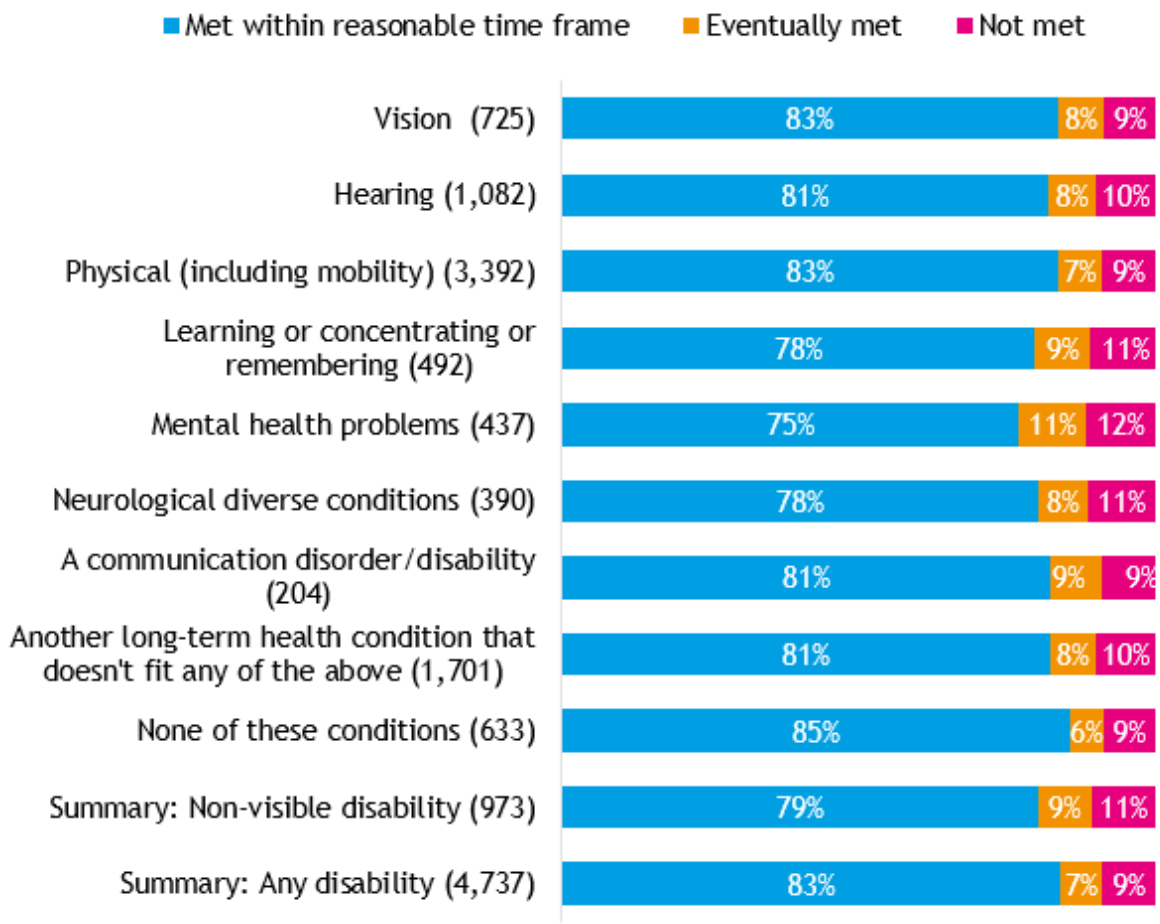
Reliability varied by operator. Those who booked assistance to be delivered by Avanti West Coast, Northern Trains, South Western Railway, Transport for Wales and West Midlands Trains were much less likely to have been met within what was deemed a reasonable timeframe. Those who booked assistance to be delivered by Chiltern Railways or London North Eastern Railway were most likely to be met within a reasonable timeframe.

Figure 2.2. Was a member of staff there to meet you/your companion within a reasonable timeframe? Split by operator responsible for delivering the assistance. Results from period seven onwards. Showing only operators with a base size of 50 or more. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



Passengers with a learning, concentrating or remembering disabilities, a mental health condition, neurodiversity , or those with a long-term health condition not listed in the survey were less likely to be met than other passengers.

Figure 2.3. Was a member of staff there to meet you/your companion within a reasonable timeframe? Split by disability or health condition. Results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



The proportion who were met within what was deemed a reasonable timeframe was also lower among passengers who used a hearing aid (81%), or who were alighting the train at the end of their journey (83%) or interchanging between two trains (83%), compared to those who were boarding their train at the start of their journey (86%). Passengers who travelled on a Saturday (77%) or Sunday (78%) were also less likely to be met.

The proportion who were met was notably lower among those who experienced disruption, with only 73% of those whose journey was delayed, and 67% of those whose journey was cancelled.

It is also of note that of those who stated the operator provided sufficient information about how to make themselves known to staff, 90% were met by staff within a reasonable timeframe, compared to 50% of passengers who were not provided sufficient information.

Figure 2.4. Was a member of staff there to meet you/your companion within a reasonable timeframe? Split by whether the passenger reported receiving sufficient information from the train operator on how to make themselves known to staff. Results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)

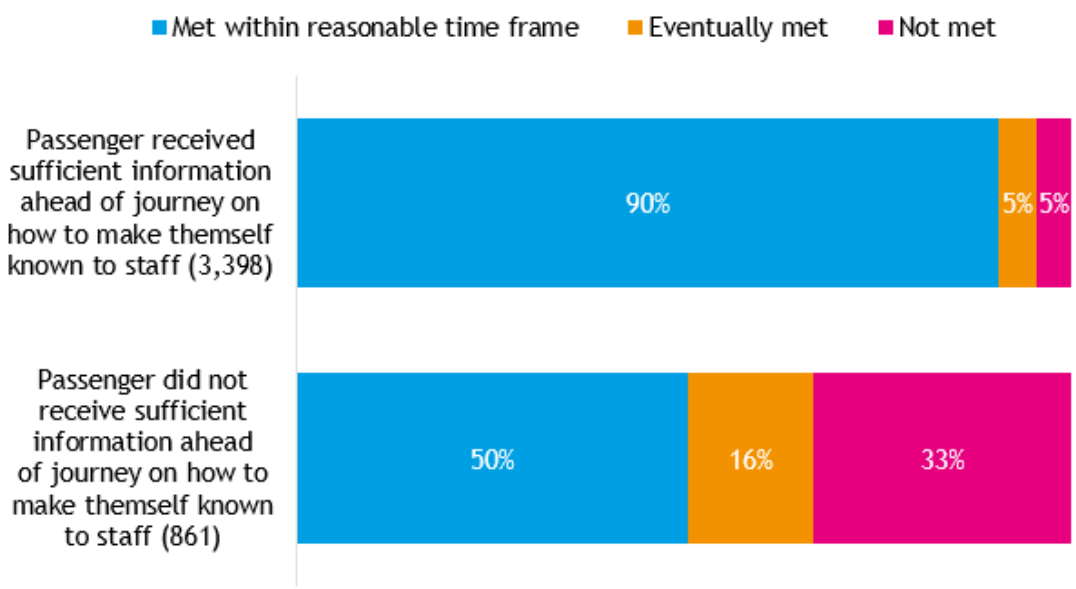


Figure 2.5. Quotes from passengers who did not receive assistance.

"The assistance did not arrive. To make ourselves known to Passenger Assistance we would have to have walked along the platform and across the concourse, which would have negated the point of the buggy."

Female, 70 to 74, physical disability

"Help was to make sure my son knew to get off the train and into the station area where he was being met by his father. Father had to phone him to tell him to get off as he became aware others had got off. We later got a phone call follow up about this and person I spoke to worked out they had met wrong train! Son has autism/learning disability, no physical help required. I don't know where he would have ended up if his father hadn't phoned."

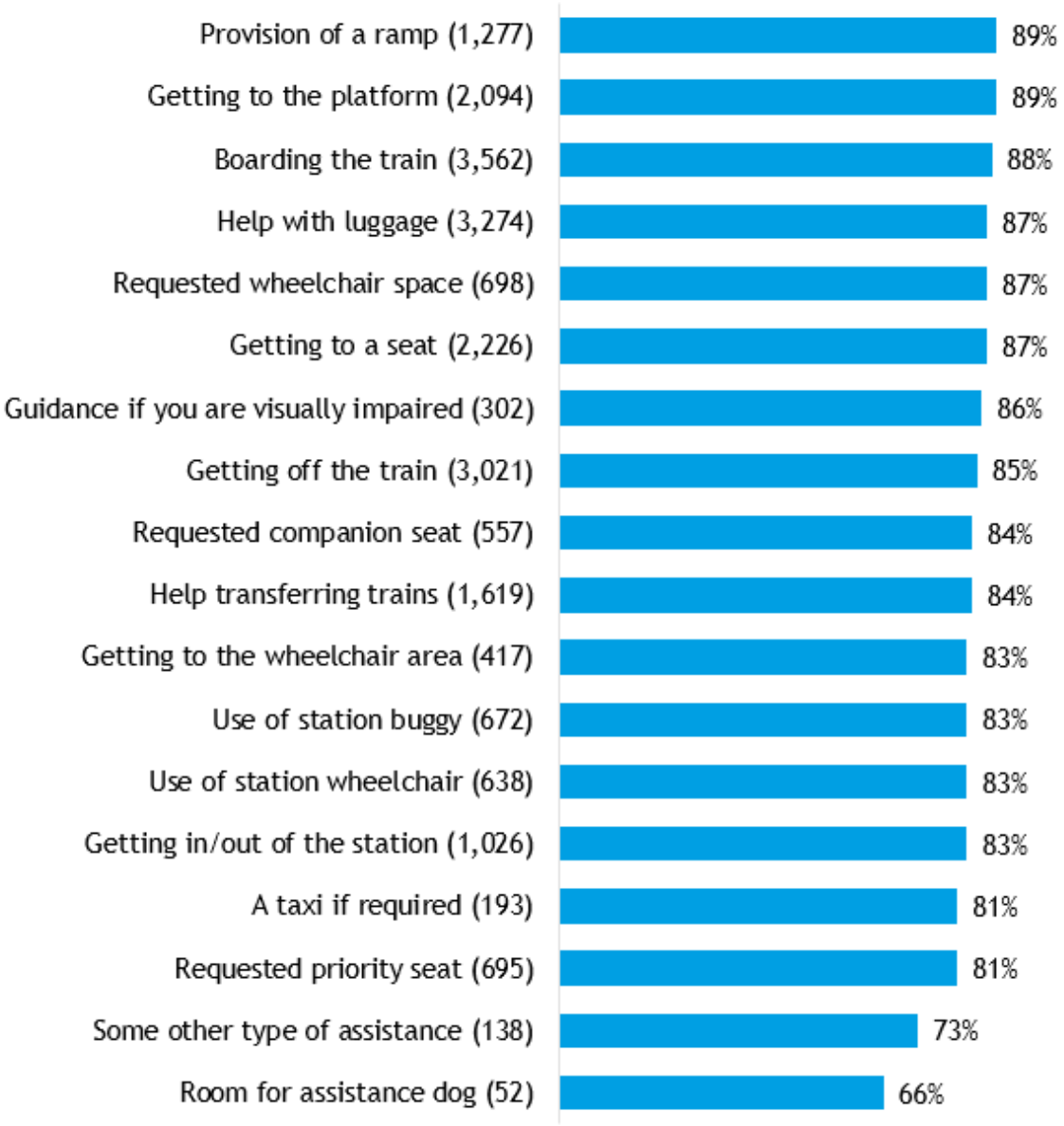
Male, 35 to 39, learning, concentrating or remember disability, mental health problems, neurodiversity, and a communication disorder/disability

"I received good assistance getting on my outbound train, but no assistance to get off the train when I returned. I was helped by fellow passengers and complained to the nearest member of staff. He was helpful and eventually found the passenger assistance. She was apologetic but explained she couldn't get to me as her priority was first to help a blind man. Having done this she tried to access my carriage but could not as too busy with many passengers leaving or boarding."

Female, 75 and above, physical disability

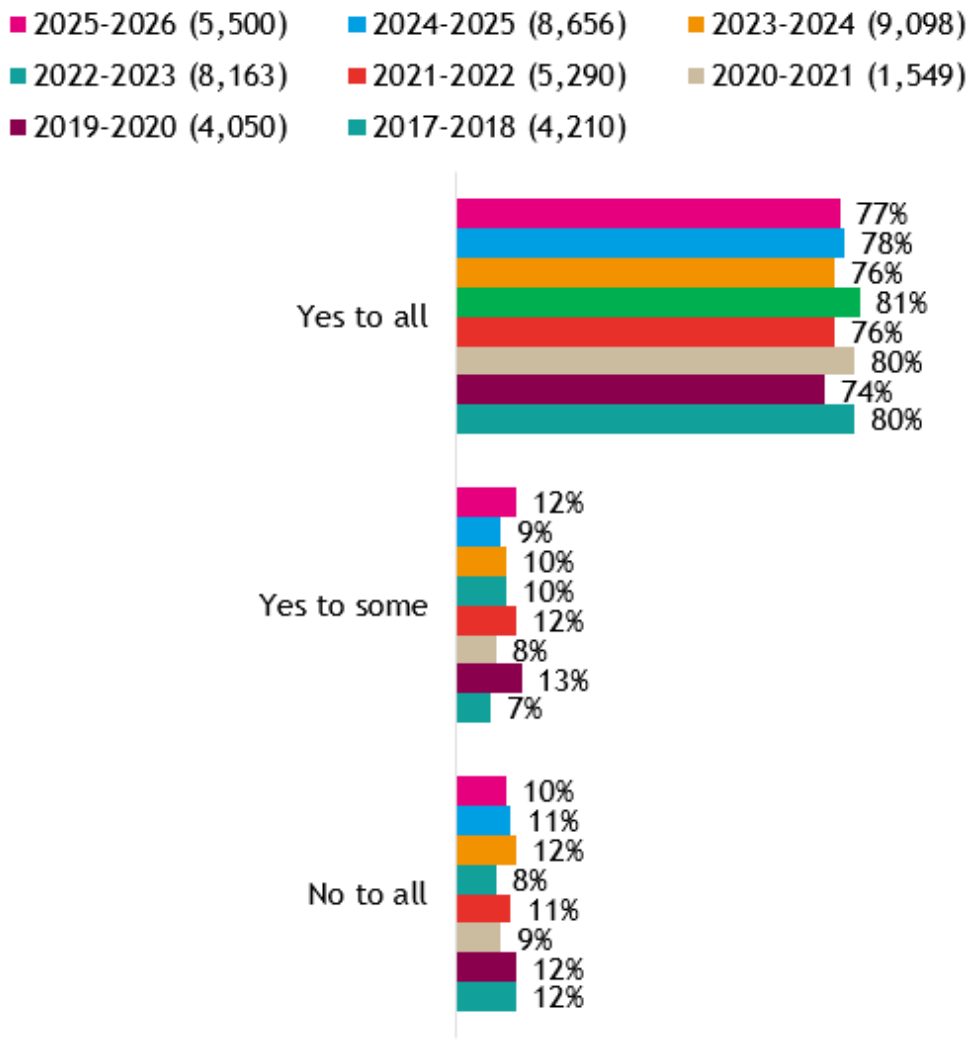
There was variation in the extent to which the different types of assistance were received. Those who booked provision of a ramp and assistance getting to the platform were most likely to say they received these assistance types. Room for an assistance dog, a priority seat, and a taxi were the least likely types of assistance to be received.

Figure 2.6. And did you/your companion receive the following assistance you booked? Showing the proportion who received each assistance type, as a proportion of those who booked it. Results from period seven onwards. (Unweighted sample base sizes in brackets.)



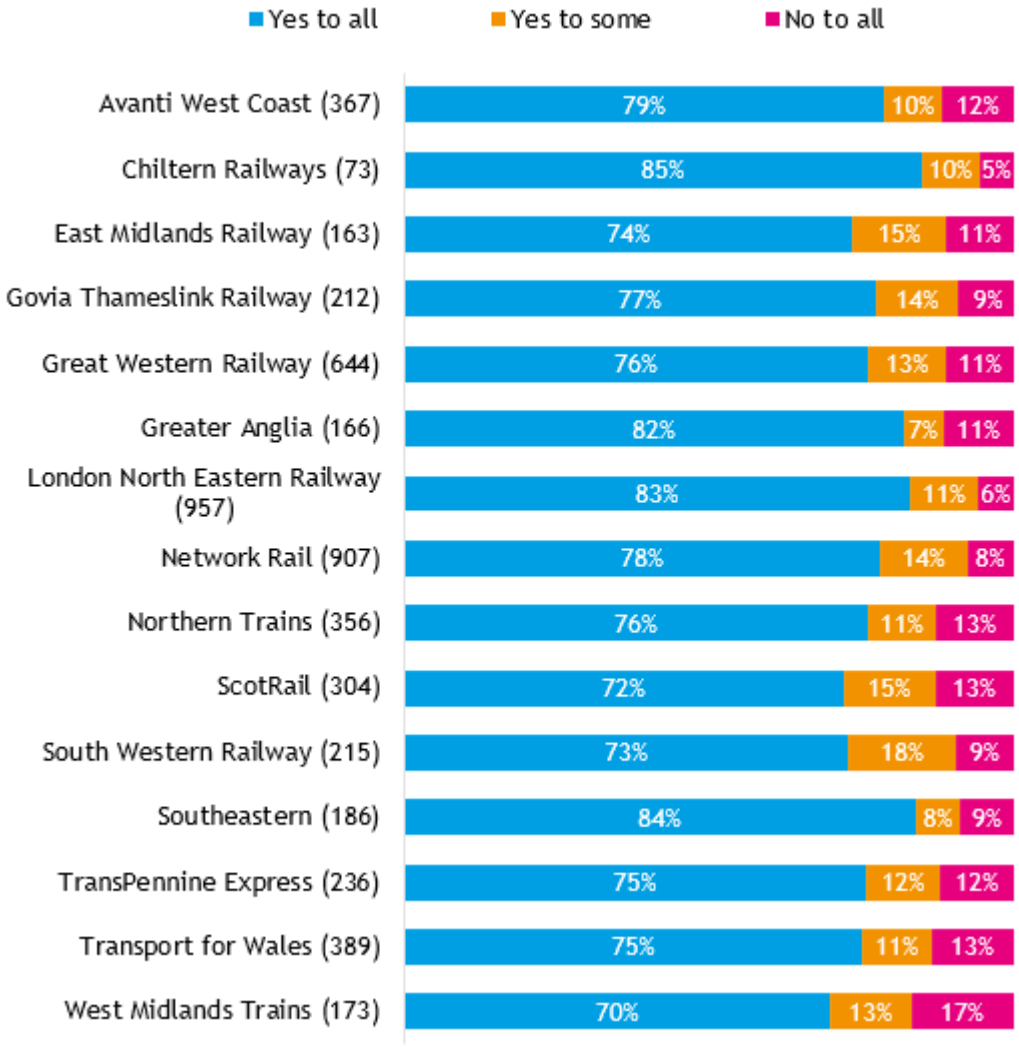
The proportion of passengers who received all (77%), some (12%) or none (10%) of the assistance types they booked is also at a similar level to previous years, with the proportion who have received all assistance types having been 78% in 2024-2025 and 76% in 2023-2024.

Figure 2.7. And did you/your companion receive the following assistance you booked? Year-on-year results. 2025-2026 results from period seven onwards. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



The proportion who received all of the assistance types they booked was lowest among those who booked assistance to be delivered by East Midlands Railway, ScotRail, South Western Railway and West Midlands Trains. It was however highest among those booking assistance to be delivered by Chiltern Railways, Greater Anglia, and London North Eastern Railway.

Figure 2.8. And did you/your companion receive the following assistance you booked? Split by operator responsible for delivering the assistance. Results from period seven onwards. Showing only operators with a base size of 50 or more. Not showing those who selected "Don't know / can't remember". (Unweighted sample base sizes in brackets.)



The proportion who received all the assistance they booked was also lower among passengers with a mental health condition (70%), a communication disability (71%), a learning, concentrating or remembering disability (72%), neurodiversity (73%) or a hearing disability (74%).

Passengers who used a mobility aid (e.g. walking stick/frame or crutches) (74%) or a hearing aid (73%) were also less likely to receive all the assistance they had booked, as were those who were alighting the train at the end of their journey (74%), and those travelling on a Saturday (74%) or Sunday (74%).

Passengers who booked a taxi were asked separately if this vehicle arrived on time, with 81% stating that this was the case, down from 84% in 2024-2025. They were also

asked if the vehicle was suitable for the passenger, with 91% saying that it was, however this figure was consistent with the previous year (89%).

Figure 2.9. Did the vehicle arrive in an acceptable timeframe? Respondents who booked a vehicle only. (Unweighted sample base size: 634.)

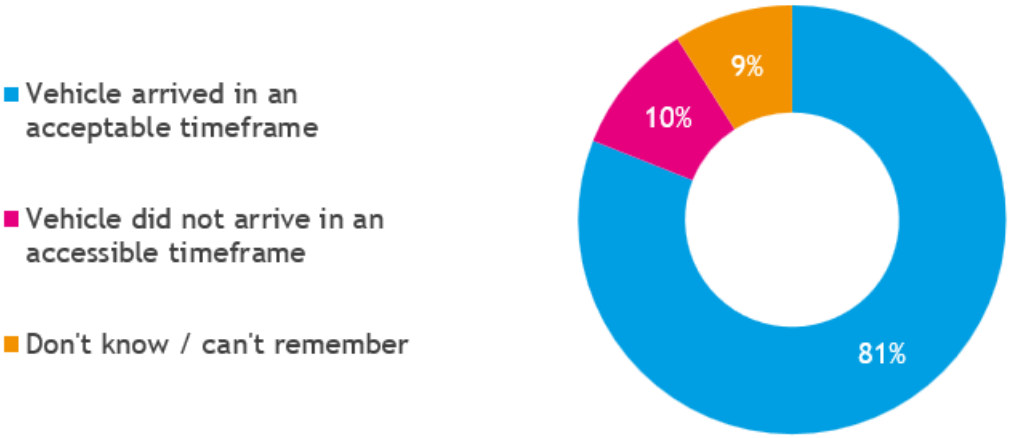
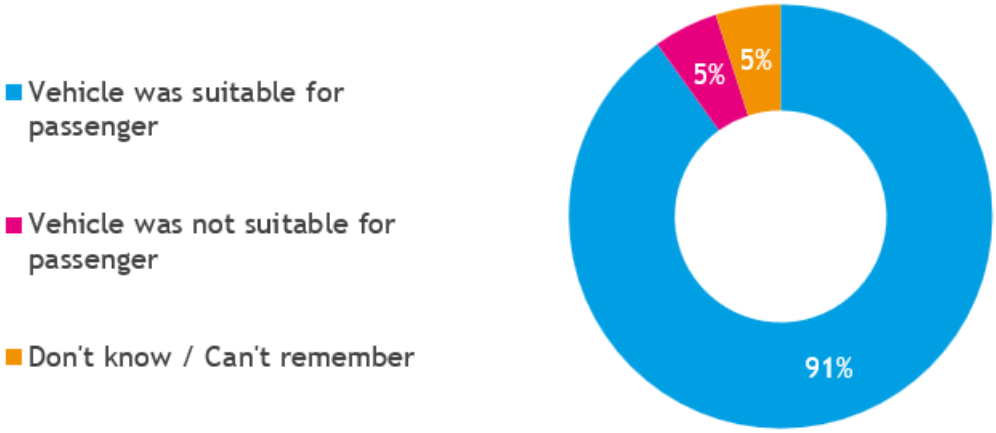


Figure 2.10. Was the vehicle suitable for you/your companion? Respondents who booked a vehicle only. (Unweighted sample base size: 635.)



Where assistance wasn't received, this had knock-on impacts on passengers' ability to complete their journey. Just under three quarters of passengers who received none or only some of the assistance they booked (74%) were able to complete their journey as planned, and 2% were not able to complete their journey at all.

The impact of not being met was highest among those who were interchanging between two trains, with 64% of these passengers who didn't receive one of the assistance types they booked stating that they were not able to complete their journey as planned as a result.

Figure 2.11. Did this delay affect you/your companion being able to get to your final destination? Split by the stage of their journey that the respondent was answering the survey about. Respondents who were not met or did not receive at least one type of assistance they booked. Results from period seven onwards. Not showing the proportion who selected "Don't know / not applicable". (Unweighted sample base sizes in brackets.)

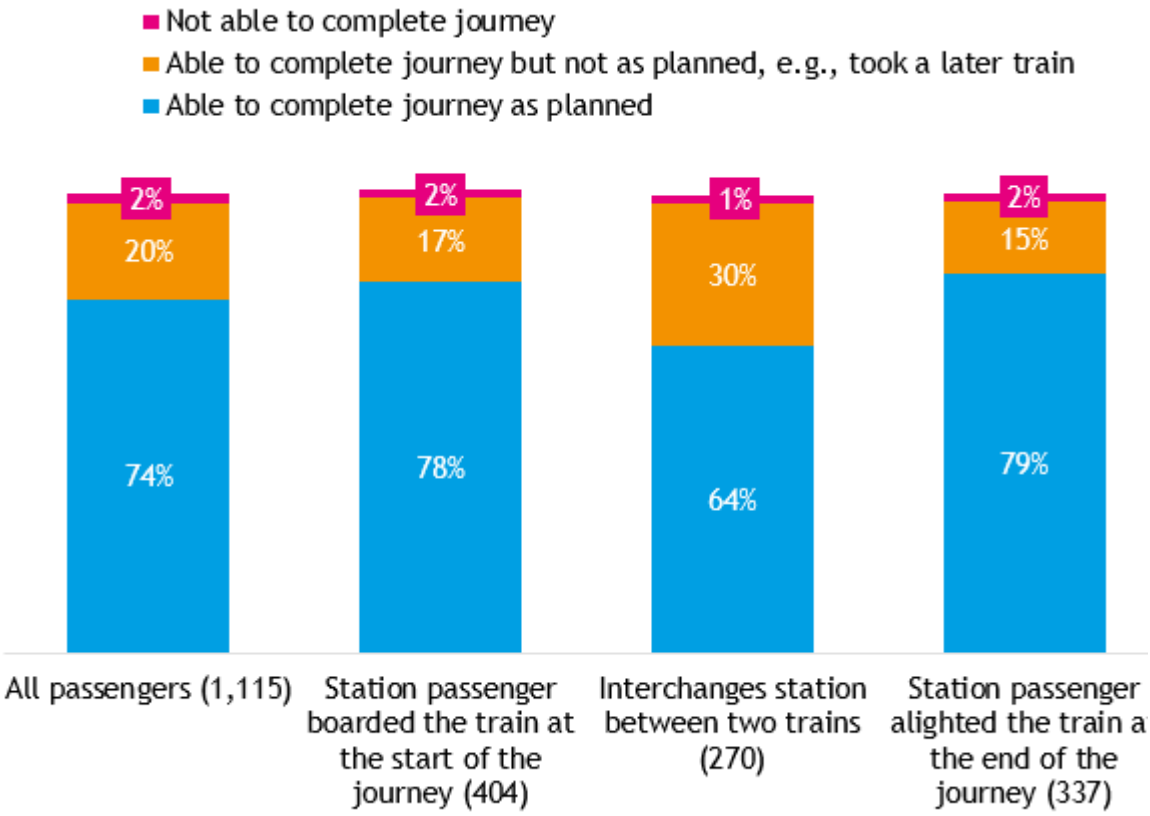


Figure 2.12. Quotes from passengers who did not receive assistance when interchanging, and were not able to complete their journey as planned as a result.

> **"There was no help leaving the train [at the station]. I was not met from the train. I was not helped with my luggage. I was not assisted to another platform and the lifts were out of order … There were many trains cancelled that day. I finally got onto a train on platform 10 but it was so crowded I had to stand, crushed, for the rest of my journey."**
>
> Female, 70 to 74, physical disability

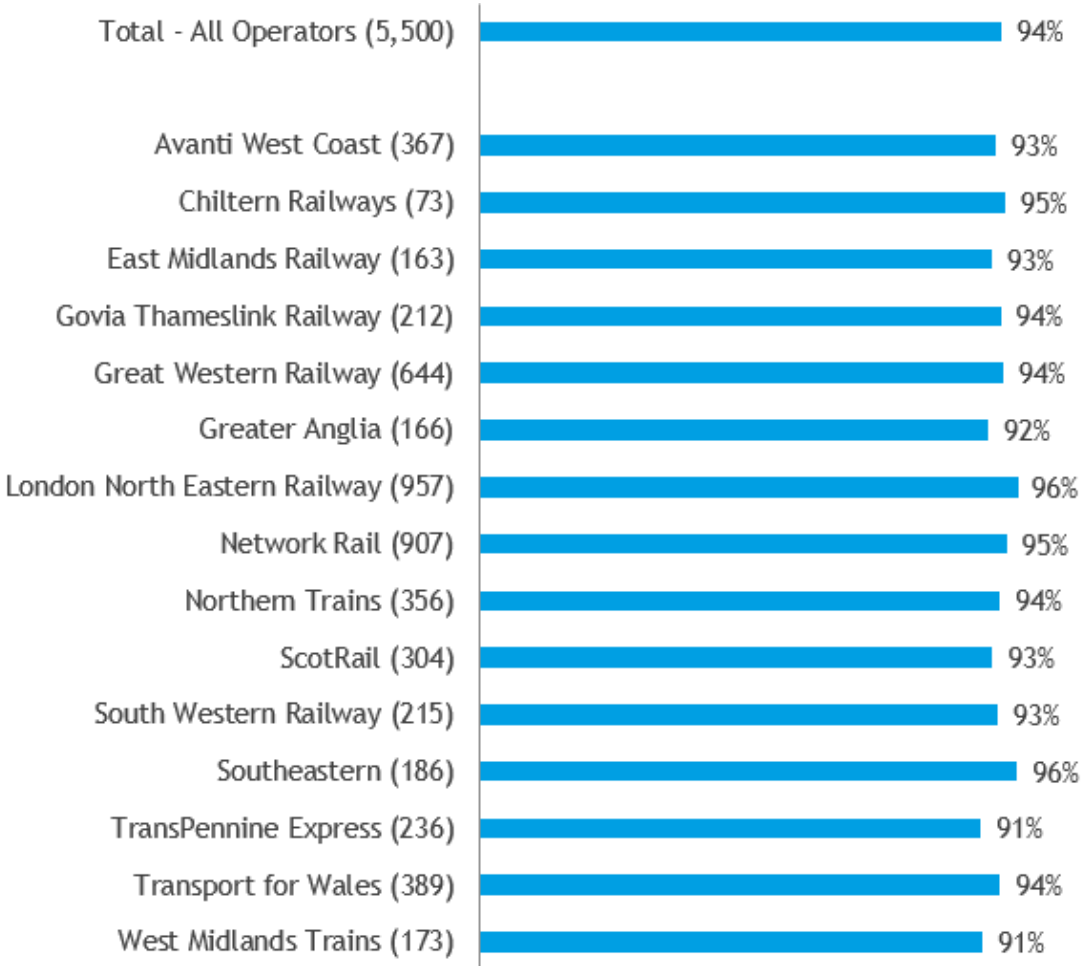
> **"Station staff did not help me, they didn't get me off the train. Two stops up the line, a guard got me off put me on a train back to the station I was supposed to get off at."**
>
> Female, 60 to 64, physical disability and another unspecified health condition

The impact of not being met or receiving assistance was also higher on some groups of passengers than others, with the proportion of passengers who were not able to complete their journey as planned being highest among those who had a learning, concentrating or remembering disability (61%), neurodiversity (62%) and a mental health condition (65%). Passengers who booked assistance boarding the train (73%), help transferring trains (69%) or use of station wheelchair (66%) were also less likely to be able to complete their journey when they were not met.

The impacts of not being met were also particularly felt by those who experienced disruption, with only 65% of those whose journey was delayed and 26% of those whose journey was cancelled able to complete their journey when they were not met. Those who travelled on a Sunday (70%) were also less likely to be able to complete their journey.

When looking at the proportion of <u>all</u> passengers who were able to complete their journey as planned without delays due to assistance types not being received, 94% stated that they were able to do so. However, this was lower among those who booked assistance to be delivered by East Midlands Railway, Greater Anglia, TransPennine Express and West Midlands Trains.

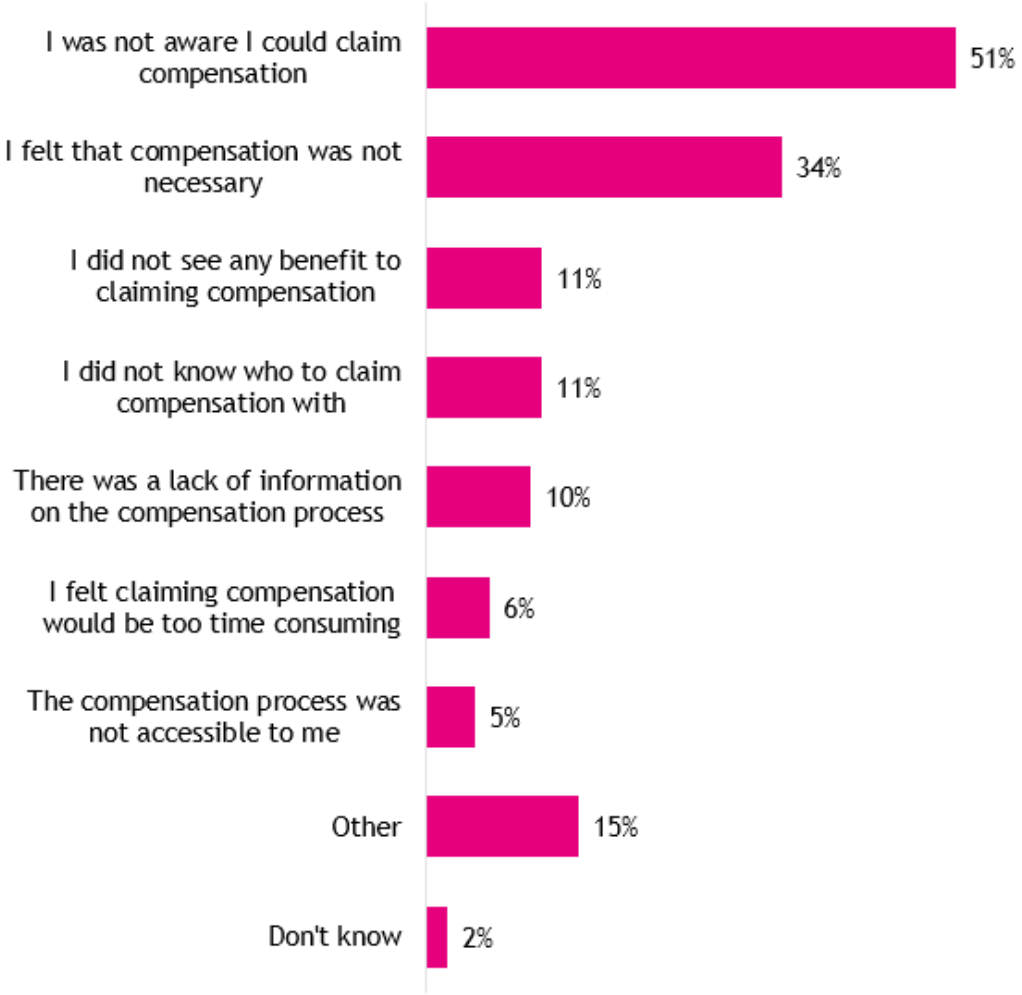
Figure 2.13. Did not receiving the assistance requested affect you/your companion being able to get to the final destination? Showing the proportion of all passengers who were met to receive all assistance types, or were able to complete their journey as planned. Results from period seven onwards. Showing only operators with a base size of 50 or more. (Unweighted sample base sizes in brackets).



Of passengers who were not met or did not receive at least one of the assistance types they booked, only 11% claimed compensation. This rose to 13% of those who did not receive any assistance types they booked.

Among those who did not claim compensation, the most common reason for this was a lack of awareness that they could (51%), or that compensation was not necessary (34%). However, among those who did not receive any of the assistance types they booked, the proportion who said that they felt compensation was not needed was lower, at 25%, with a greater proportion stating that they were not aware they could claim compensation (63%), there was a lack of information on the process (18%), or that they did not know who to claim compensation with (16%).

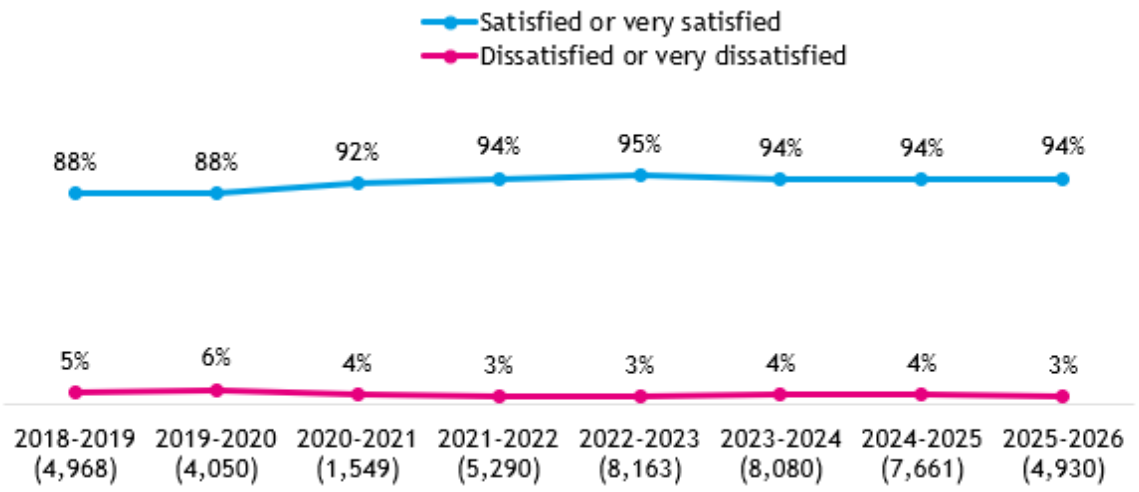
Figure 2.14. Is there a reason why you chose not to claim compensation? Respondents who did not claim compensation. (Unweighted sample base size: 2,155.)



Section 3: Satisfaction with assistance where received

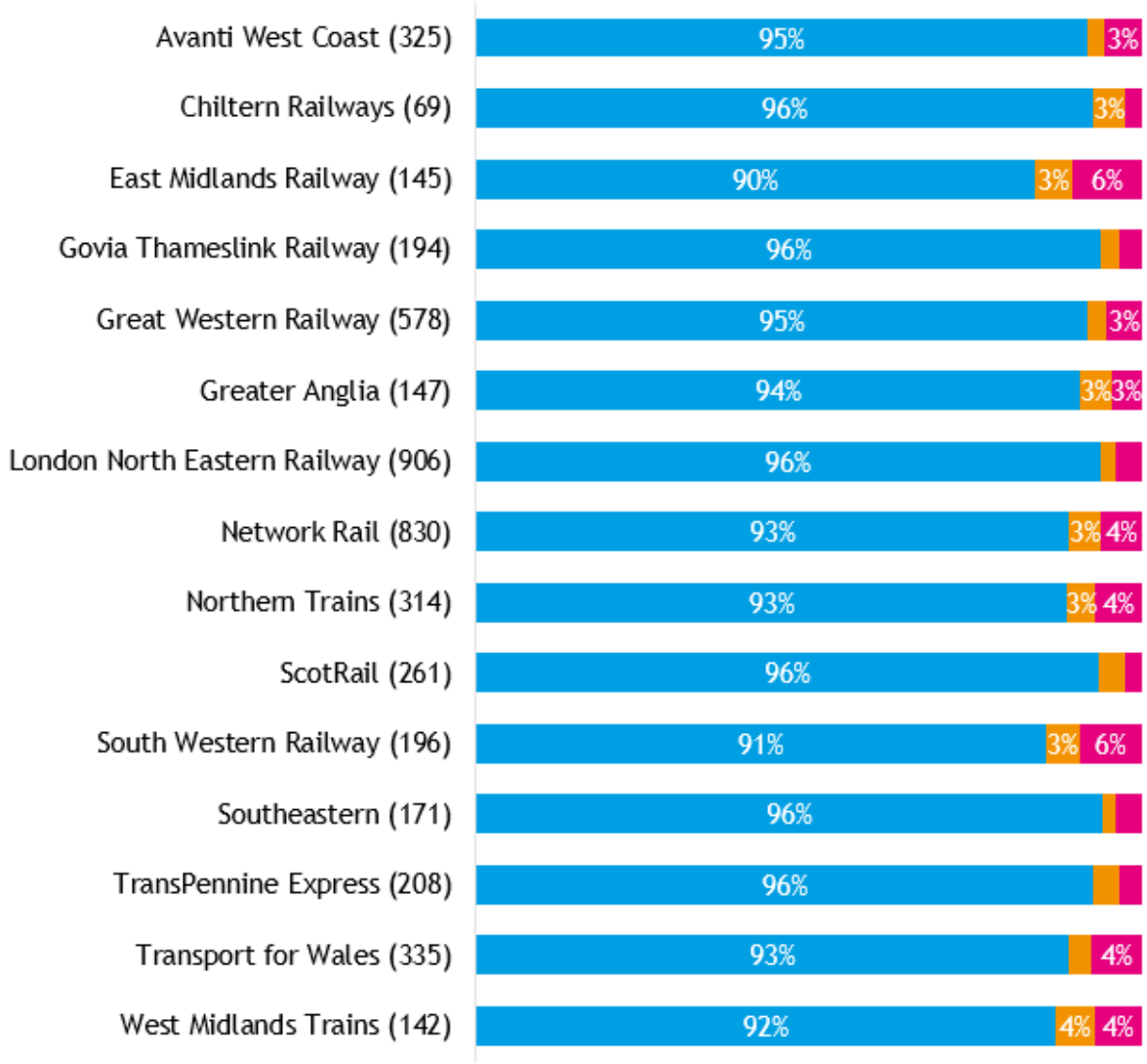
Where passengers were successfully met by a member of staff, satisfaction with the assistance received at the station remained high and in line with previous years, with 94% satisfied overall in 2025-2026.

Figure 3.1. Overall how satisfied were you/was your companion with the assistance at the station? Respondents who were met to receive assistance. Year-on-year results. 2025-2026 results from period seven onwards. (Unweighted sample base sizes in brackets.)



Satisfaction varied across station operators. Satisfaction was highest among those who received assistance from Chiltern Railways, Govia Thameslink Railway, London North Eastern Railway, ScotRail, Southeastern, and TransPennine Express. Those who received assistance from East Midlands Railway, South Western Railway, and West Midlands Trains were least likely to be satisfied.

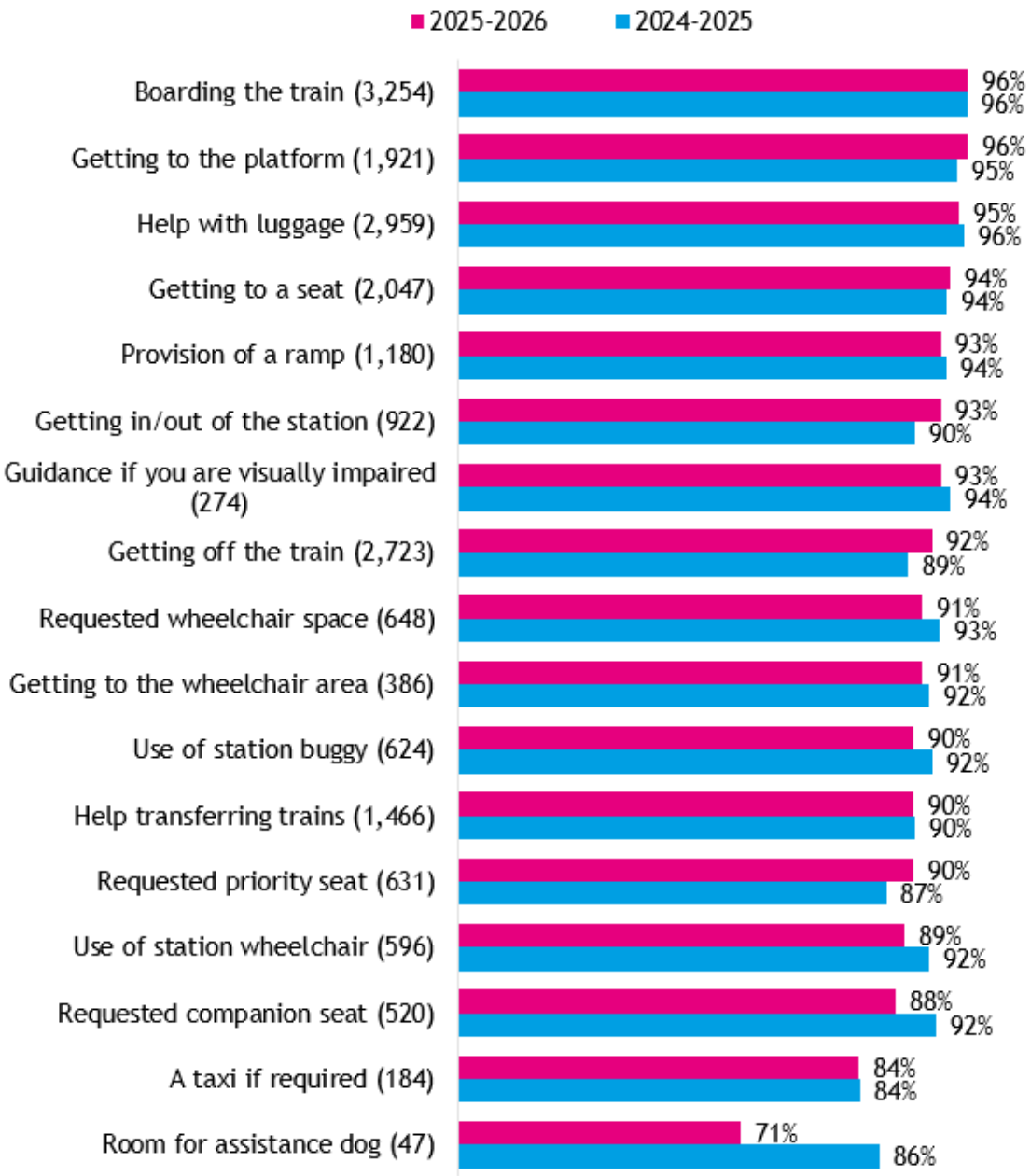
Figure 3.2. Overall how satisfied were you/was your companion with the assistance at the station? Split by operator responsible for delivering the assistance. Respondents who were met to receive assistance. Results from period seven onwards. Not showing data labels for figures of 2% or less. (Unweighted sample base sizes in brackets.)



Satisfaction was particularly high among passengers aged 75 and above (95%), and those who stated that they were provided adequate information about where to meet staff ahead of their journey (96%). It was lower among passengers who had neurodiversity (88%), a mental health condition (90%) or a learning, concentrating or remembering disability (91%).

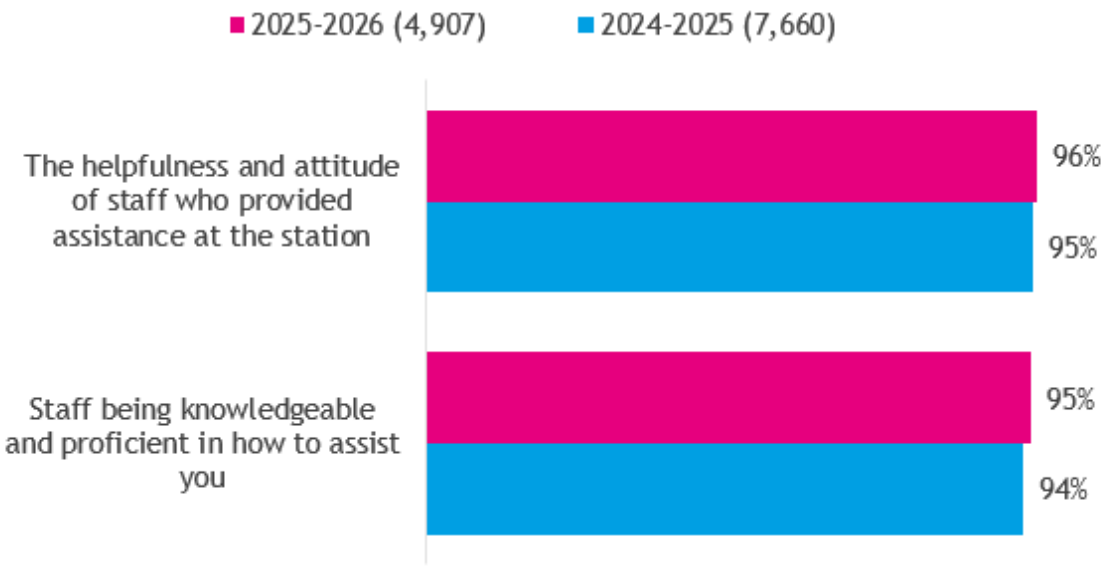
Passengers who booked assistance boarding the train, help with luggage, getting to the platform, and getting to a seat were most likely to be satisfied with these assistance types. Those who booked a taxi if required and room for an assistance dog were least likely to be satisfied with these assistance types.

Figure 3.3. And how satisfied were you/was your companion with...? Showing the proportion satisfied with each assistance type, where booked, in 2024-2025 and 2025-2026. Respondents who were met to receive assistance. 2025-2026 results from period seven onwards. (Unweighted 2025-2026 sample base sizes in brackets.)



Among those who were met, satisfaction with the service received by staff was high. The vast majority (96%) were satisfied with the helpfulness and attitude of the staff who provided assistance at the station, and 95% were satisfied with staff being knowledgeable and proficient in how to assist passengers, both figures rising 1 percentage point since 2024-2025.

Figure 3.4. Thinking about the assistance at the station, how satisfied were you/they with...? Showing the proportion who were satisfied in 2024-2025 and 2025-2026. Respondents who were met to receive assistance. 2025-2026 results from period seven onwards. (Unweighted sample base sizes in brackets.)



Passengers who were satisfied with the customer service they received often cited polite, empathetic staff, who were prompt in meeting them, and offered assistance that was relevant to the passengers' specific needs.

Figure 3.5. Quotes from passengers who were satisfied with assistance received.

"I was extremely satisfied with the assistance on arrival at my destination, as our train was delayed arriving due to a trackside fire caused by a steam train. As soon as we pulled into [the station] a lovely gentleman came on board, took my luggage and helped me down off the train. He took me to the lifts necessary to get us to the exiting platform and through to the station concourse checking that I was being picked up as I had stated on my assistance booking form. He could not have done more to help me!"

Female, 70 to 74, physical disability

"It has always been fantastic. You can tell the staff have had adequate training. They are polite. They are subtle and make it easy. Even when we had problems with a late train, they still stuck with me. It was an extremely positive experience."

Male, 30 to 34, mental health condition

"Very polite, understood not to grab someone who is visually impaired, but gave an arm to help, and took me to the seat as I can't read the labelling system, and told people at my next station what carriage I was travelling on."

Male, 60 to 64, vision condition or disability, mental health condition and neurodiverse

However, rude staff behaviour, a lack of direct communication and explanation, or an unwillingness to help, left passengers dissatisfied.

Figure 3.6. Quotes from passengers who were dissatisfied with assistance received.

"The staff member was busy chatting and asked us to go to the train on our own and then sighed when I questioned where we were to go and she took us. When we were near, I spotted a lavatory and requested to use it. I was told I could go on the train. She then proceeded to chat on the phone as I was being dumped off. Later someone came and put on the ramp. When we arrived at our destination there was no one available with the ramp. They did not know one was needed even though the staff at our departure station said she would confirm it ... I found it humiliating and demeaning."

Female, 70 to 74, physical disability

"The train was late arriving, the staff member was more concerned about moving the train on than he was with me. I was standing waiting for him when we reached my destination station, but I needed him to help with the luggage which had been placed by the previous helper. Consequently I was not sure where it was. 'I asked him to help, his reply was, 'I need to get this train moving, you'll have to leave it'. Other passengers were really kind and helped me to find it and put it on the platform for me."

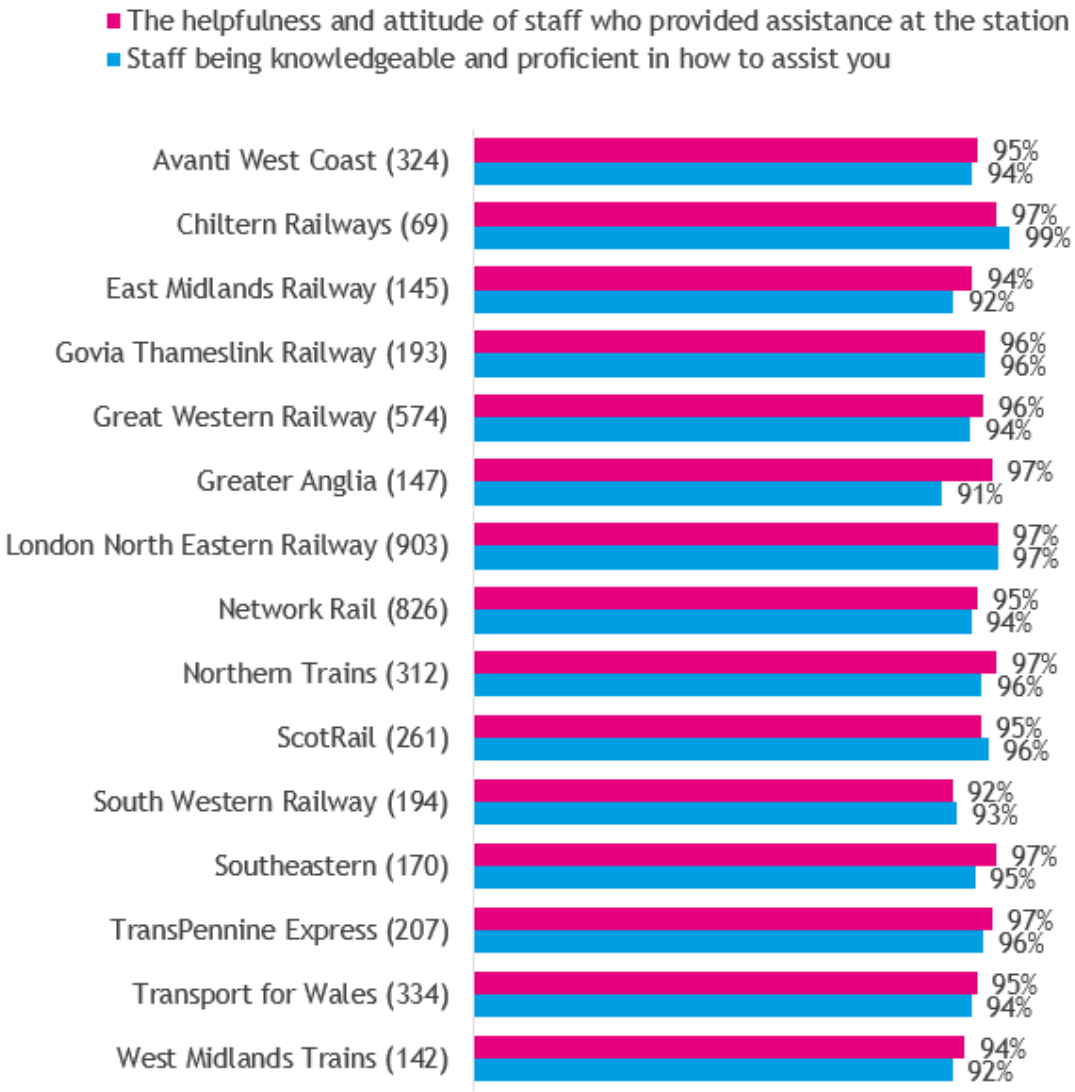
Female, 75 and above, an unspecified health condition or disability

"I went up to the desk and said where I was going and I needed a ramp to board. The member of staff did not acknowledge me or speak to me, they just continued working on some task on their computer. After some time, they finally spoke and said ok or something, then no further communication. As it was getting closer to the time of departure ... I asked if the train was at the platform. The member of staff got up and started walking towards the platform. It was very weird. They didn't say "Follow me to the train" or anything like that. Not being sure what to do … we followed him."

Male, 50 to 54, physical disability

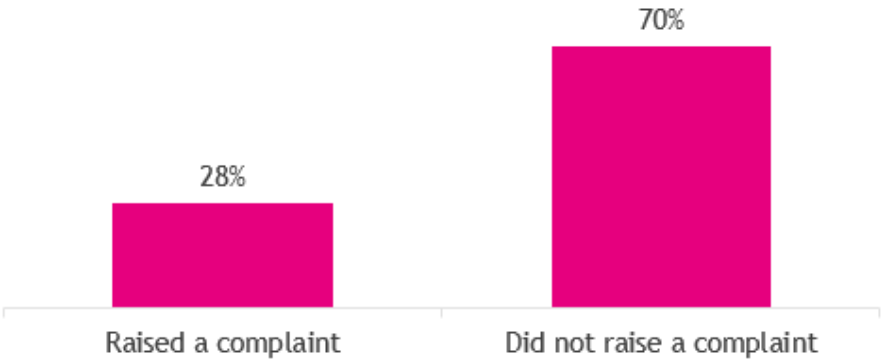
Satisfaction with staff was generally high for all operators, but was lowest for those who had booked assistance to be delivered by East Midlands Railway, Greater Anglia, South Western Railway and West Midlands Trains. It was however highest among those who had booked assistance to be delivered by Chiltern Railways, London North Eastern Railway and Northern Trains.

Figure 3.7. Thinking about the assistance at the station, how satisfied were you/they with...? Split by operator responsible for delivering the assistance. Respondents who were met to receive assistance. Results from period seven onwards. (Unweighted sample base sizes in brackets.)



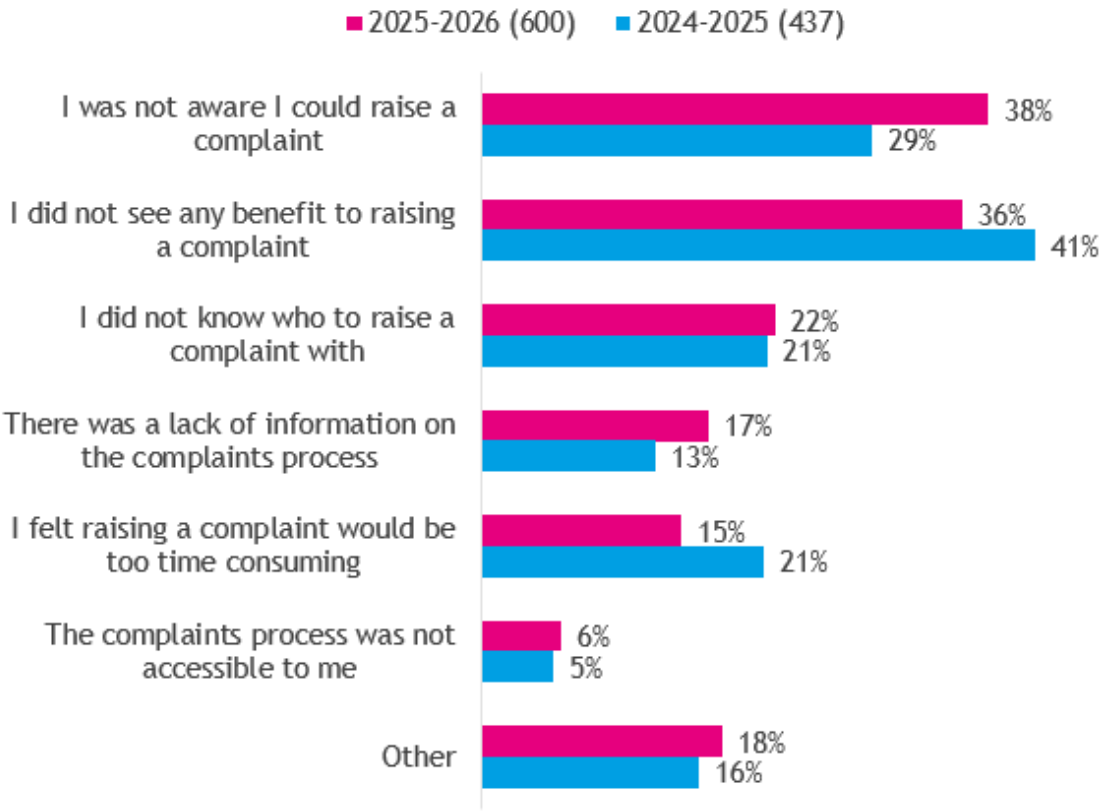
Of those who were dissatisfied with the service they received overall, 28% raised a complaint, consistent with the proportions who did this in 2024-2025 (31%) and 2023-2024 (29%).

Figure 3.8. Did you raise a complaint? Respondents who were dissatisfied with the service received. Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base size: 847.)



The most common reason for not raising a complaint was a lack of awareness that a complaint could be made (38%), with an increased proportion stating this was the case compared to 2024-2025 (29%).

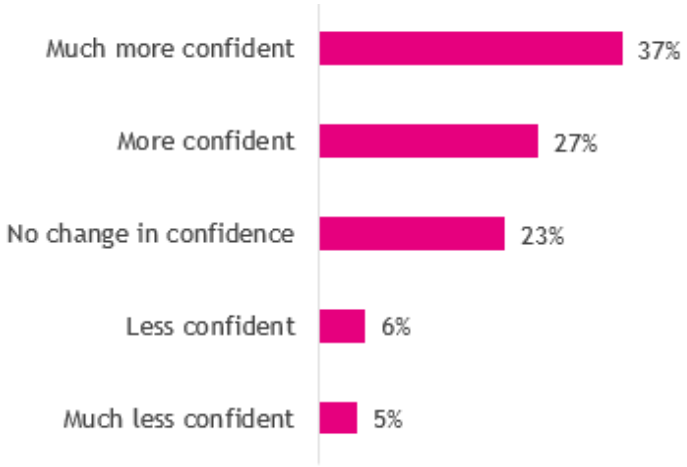
Figure 3.9. Is there a reason why you chose not to raise a complaint? Respondents who were dissatisfied with the service but did not make a complaint. (Unweighted sample base sizes in brackets.)



Section 4: Confidence in future use

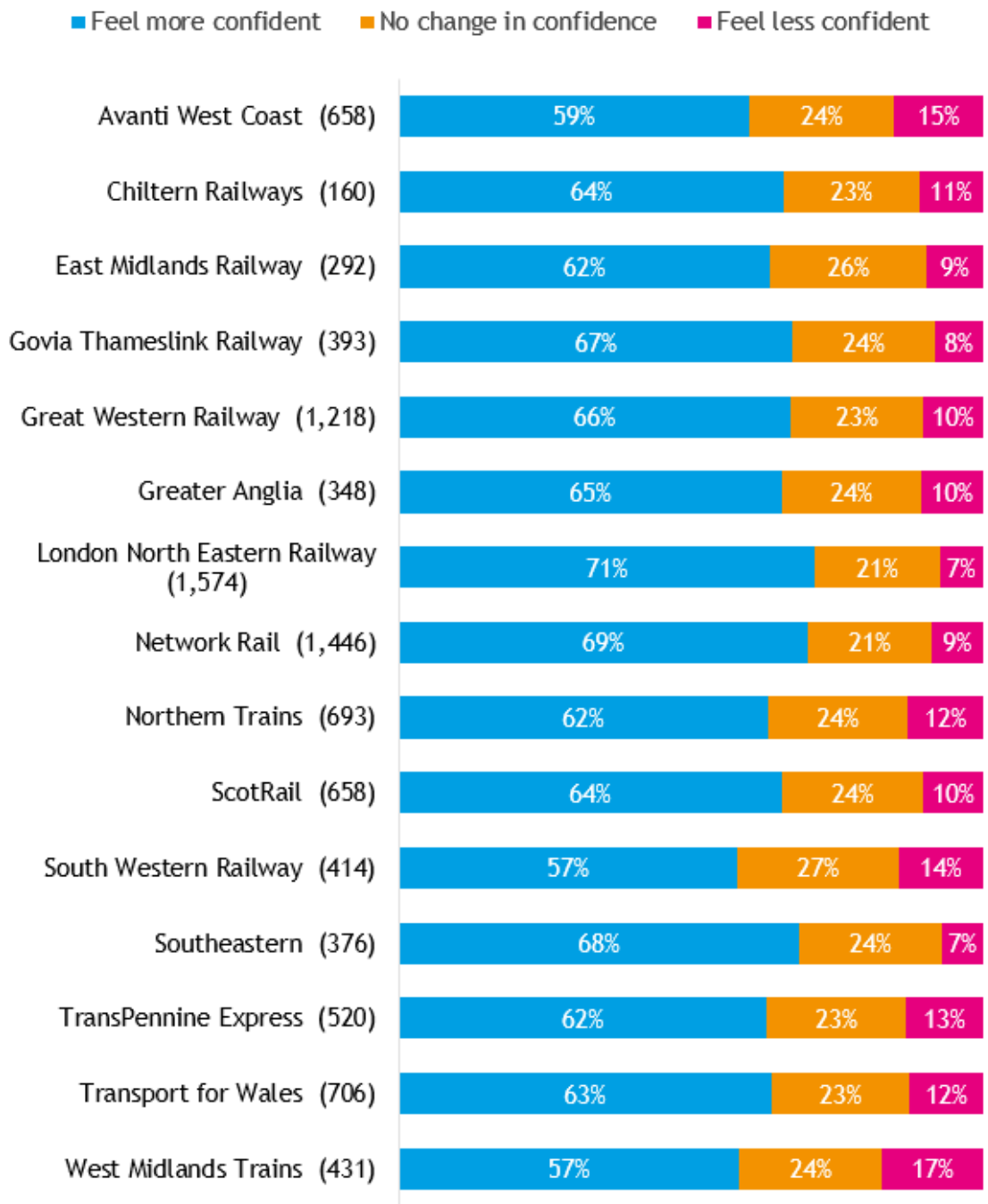
In a new question this year, passengers were asked about their confidence in doing similar journeys again in the future, based on the experience of Passenger Assist they were asked about in the survey. Overall, 65% of passengers said they felt more confident, and a further 23% reported no change in their confidence level. However, 11% stated that they were less confident or much less confident about doing a similar journey in the future after using Passenger Assist, highlighting the impacts of poorly delivered assistance. The proportion who said they felt less confident or much less confident was lower among those who were met at the station by a member of staff within a reasonable timeframe (4%) than those who weren't met at all (51%), evidencing the importance of being met at the station to the overall perception of the service.

Figure 4.1. Has your experience of Passenger Assistance at the station made you more or less confident about doing a similar journey in future? Not showing the proportion who selected "Don't know / not applicable". (Unweighted sample base size: 10,189.)



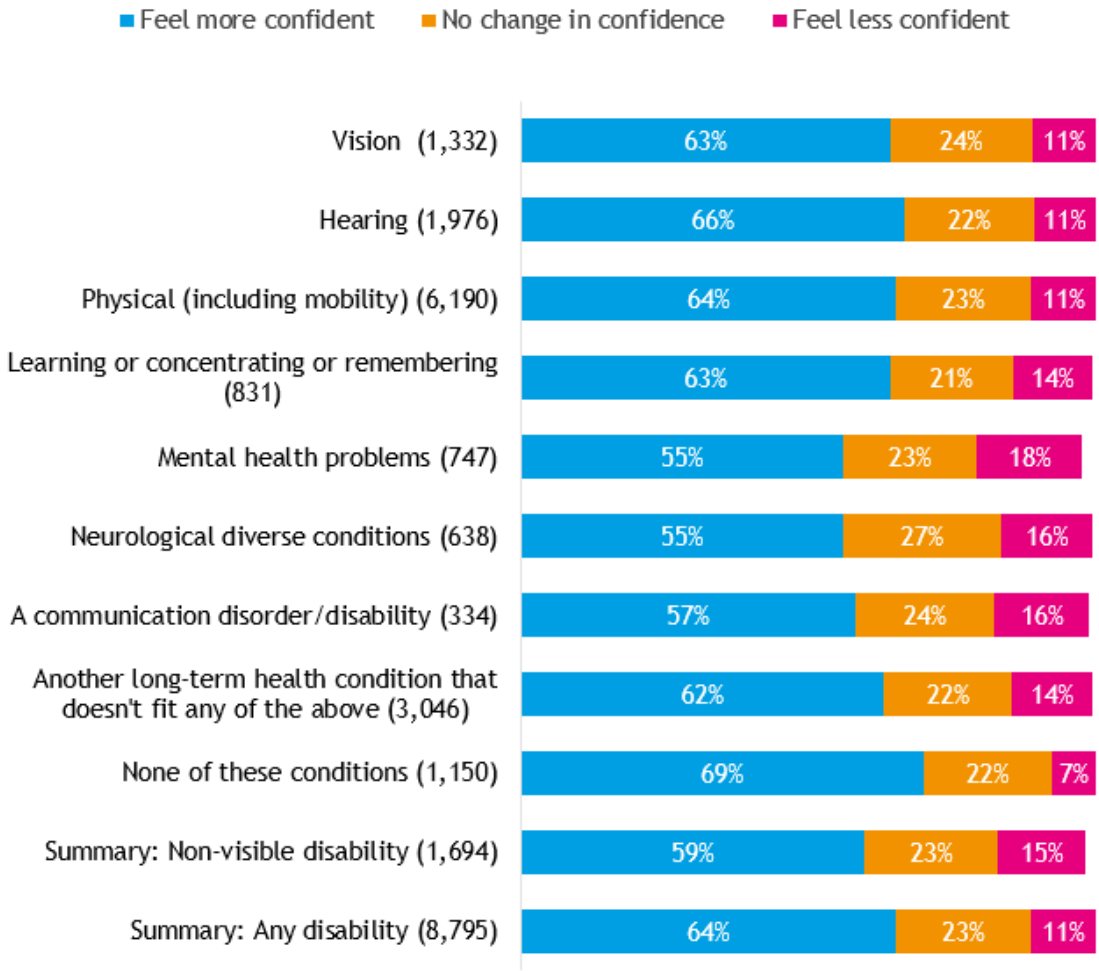
Among passengers, those who booked assistance to be delivered by Avanti West Coast, South Western Railway or West Midlands Trains were most likely to feel less confident or much less confident about future journeys after they travelled.

Figure 4.2. Has your experience of Passenger Assistance at the station made you more or less confident about doing a similar journey in future? Split by operator responsible for delivering the assistance. Showing only operators with a base size of 100 or more. Not showing the proportion who selected 'Don't know'. (Unweighted sample base sizes in brackets.)



Those who have a mental health condition, neurodiversity, or a communication disability were more likely to feel less confident or much less confident about future journeys after their experience of passenger assistance.

Figure 4.3. Has your experience of Passenger Assistance at the station made you more or less confident about doing a similar journey in future? Split by disability or health condition. Not showing the proportion who selected 'Don't know'. (Unweighted sample base sizes in brackets.)

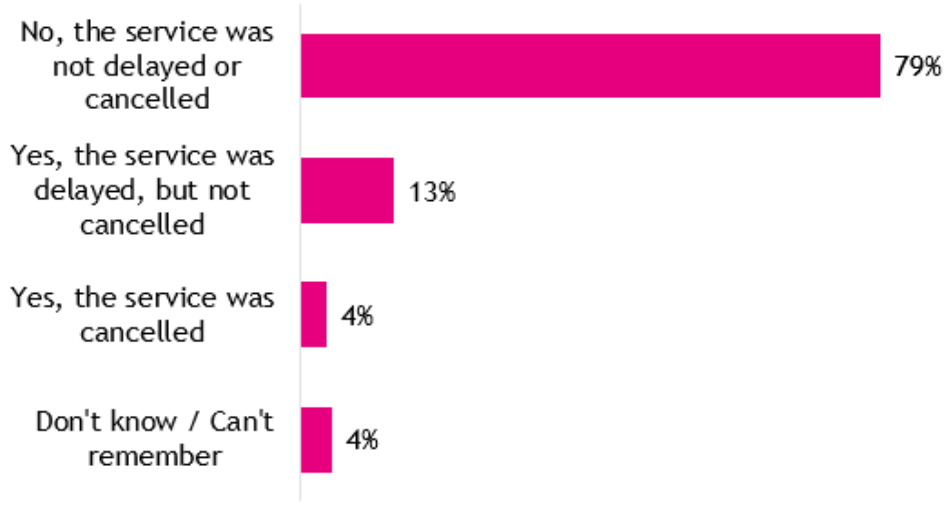


The proportion of passengers who felt less confident or much less confident about future journeys was also higher among passengers who booked by app (13%), whose journey was delayed (18%) or cancelled (23%) due to disruption, and those who were not provided sufficient information in advance of their journey (31%).

Section 5: Experiences of disruption

Four in five (79%) passengers reported that there was no disruption to their journey, however 13% stated that their journey was delayed, and 4% that their journey was cancelled.

Figure 5.1. Thinking about your entire journey, did you/your companion experience any delay or cancellation of the service you were booked onto at the station? (Unweighted sample base size: 10,131.)



The impacts of disruption on the journey were substantial, with those who experienced disruption being less likely to be met to receive assistance. Only 73% of those whose journey was delayed, and 67% of those whose journey was cancelled compared to 86% of those who experienced no delay. They were also less likely to receive all of the assistance types they booked. Sixty seven percent of those whose journey was delayed received all of the assistance types they booked, as did 54% of those whose journey was cancelled, compared to 80% of passengers who experienced no disruption. Nearly one in five (18%) of those whose journey was delayed said they received none of the assistance they booked, as did 23% of those whose journey was cancelled, compared to 8% of passengers who experienced no disruption.

Passengers who experienced disruption also were less likely to be satisfied with assistance if they were met (period seven onwards only). Only 89% of those whose journey was delayed and 84% of those whose journey was cancelled said they were satisfied with the assistance that they received at the station compared to 95% of those who experienced no disruption.

Figure 5.2. Quotes from passengers whose journey was delayed or cancelled.

"It either works very well or is a disaster. When the trains are busy it's difficult to connect with the travel assist staff. If the train is late or there is a problem this information does not seem to get updated."

Female, 70 to 74, no specified disability, train was delayed

"We arrived at the station in time for the train, I went to the booking office, I was told the train had been cancelled but there would be a train an hour later and that was it, we had to find our own way to the platform … It was only due to another passenger we eventually got to the correct platform … nobody actually offered any assistance at all asides from telling us the train had been cancelled."

Male, 70 to 74, hearing condition and physical disability, train was cancelled

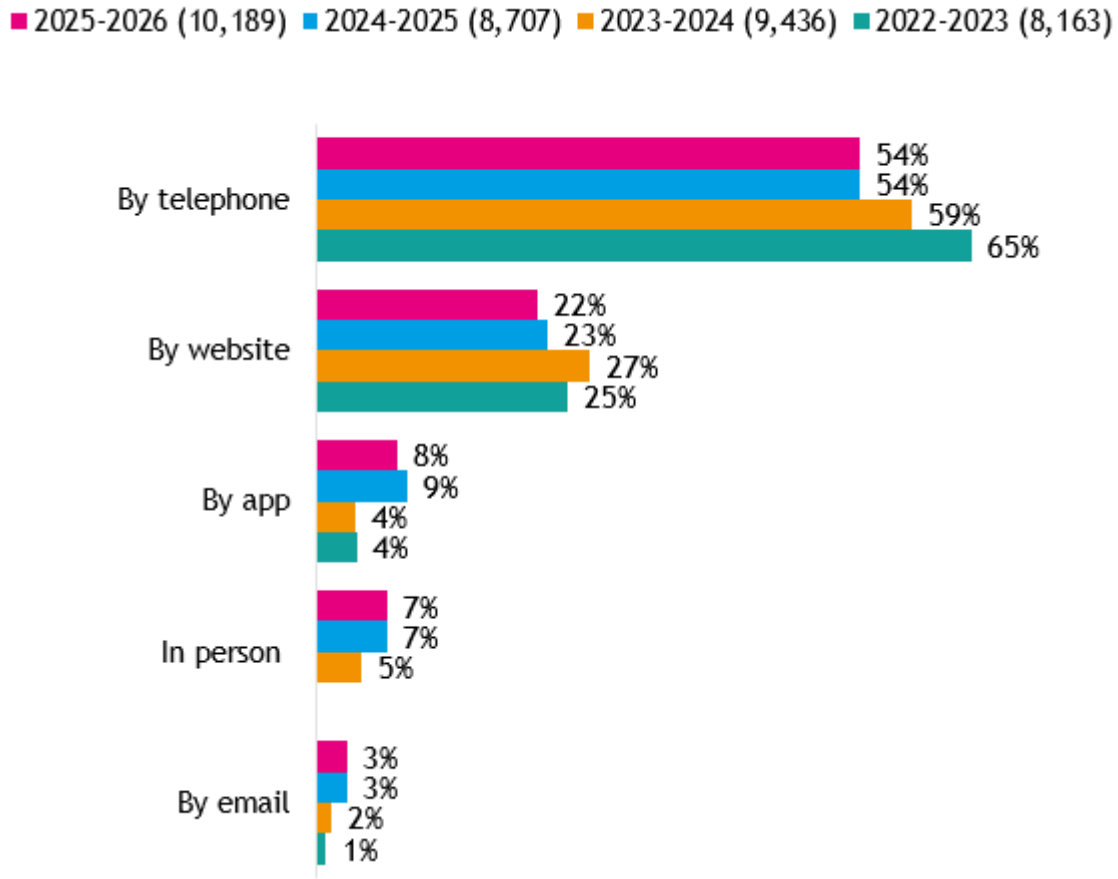
"The train I had booked was cancelled as were two others. This meant I had no seat on the train that eventually turned up and the train was declassified so I lost my first class booking. The assistance person calmed me down when this was announced and tried to get me a seat but no-one was budging. She helped get my luggage on a ram-packed train. Incredibly good service … because she waited with me for the replacement train, she was booked to help another passenger and was trying to do the best by both of us with football crowds misbehaving on the heaving platform. I would not have coped without her assistance."

Female, 60 to 64, a physical disability, a learning, concentrating or remembering disability and neurodiverse, train was cancelled

Section 6: The booking process

The method of booking assistance amongst respondents was similar to 2024-2025, with telephone (54%) the most common booking method, as it was in 2024-2025 (54%). However, the proportion booking by telephone has fallen compared to 2023-2024 and 2022-2023. The proportion of app bookers (8%) was also above that recorded in 2023-2024 and 2022-2023, but at a similar level to that recorded in 2024-2025 (9%).

Figure 6.1. How did you book this assistance? Not showing the proportion who selected "Don't know". (Unweighted sample base sizes in brackets).
The option "Website" was called "Online" in 2023-2024 and 2022-2023. The option "In person" was introduced in 2023-2024.

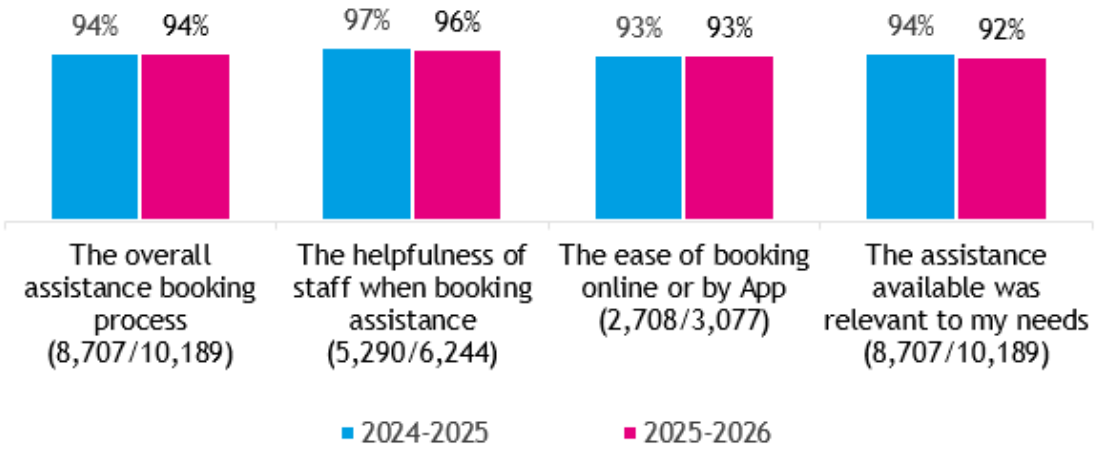


Booking by app was most common among those aged 35 to 44 (21%) and 45 to 54 (19%), and those with a mental health condition (18%).

Satisfaction with the booking process tends to be high, as in previous years. The vast majority (94%) were satisfied with the overall assistance booking process, with the helpfulness of staff when booking assistance (96%), with the ease of booking online or by

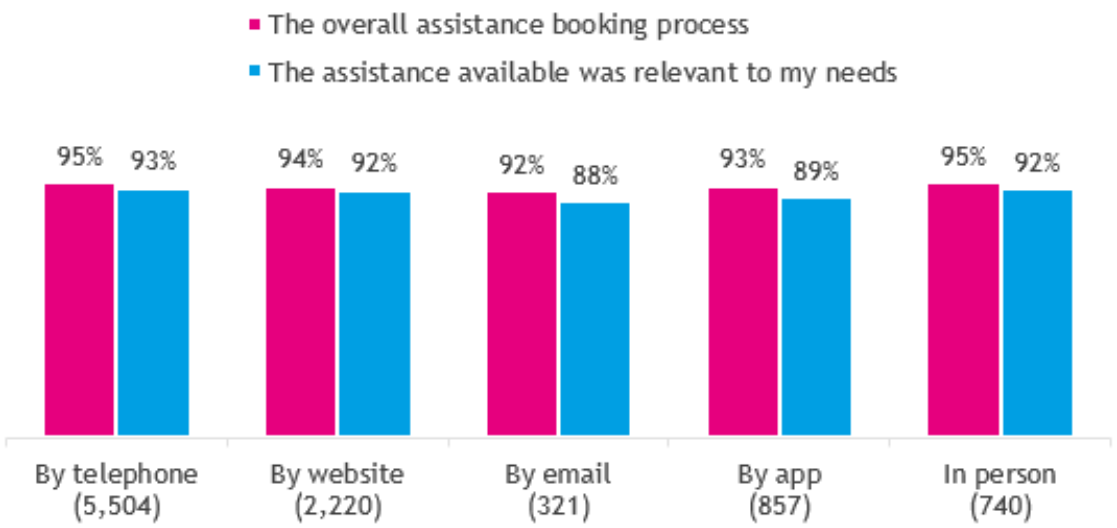
app (93%), and that the assistance available was relevant to their needs (92%). All figures were within 2 percentage points of those recorded in 2024-2025.

Figure 6.2. Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied. (Unweighted sample base sizes in brackets in the format 2024-2025 base/2025-2026 base.)



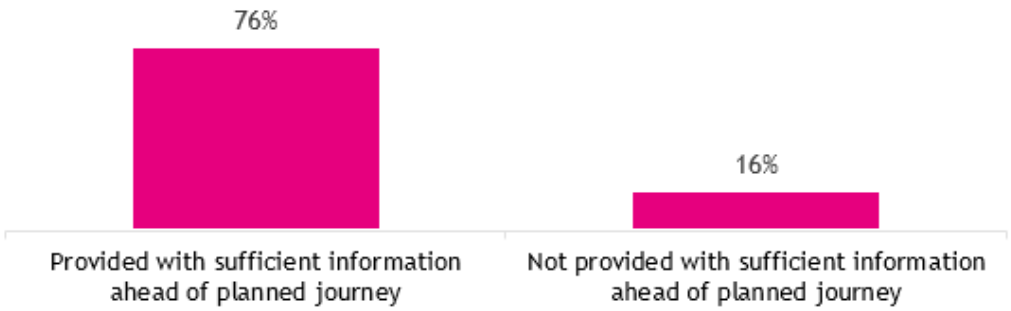
By booking method, those who booked in person, by website and by telephone tended to be most satisfied with the overall assistance booking process, and that the assistance available was relevant to their needs.

Figure 6.3. Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied, split by booking method. (Unweighted sample base sizes in brackets.)



There is room for improvement in the quality of information that passengers are given prior to their journeys. Just over three quarters (76%) felt that they were provided with sufficient information on how to make themselves known to staff at the station when they booked. This proportion was higher among those who booked by telephone (79%) and email (76%), than by website (74%), app (70%) or in person (73%).

Figure 6.4. Did the operator provide you with sufficient information ahead of your planned journey, on how to make yourself known to staff at the station? Not showing the proportion who selected "Don't know / can't remember". (Unweighted sample base size: 10,131.)



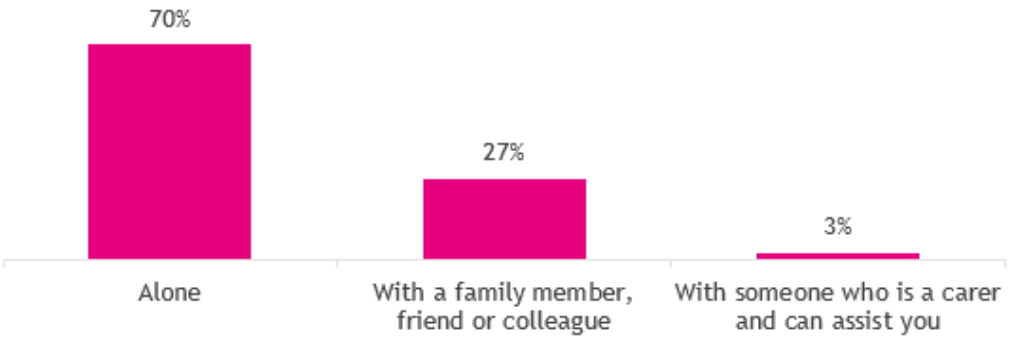
The quality of information given to passengers about how to make themselves known to staff appears to have large knock-on impacts on the experience of passenger assistance. Nine in ten (90%) passengers who received sufficient information were met within a reasonable timeframe, compared with 50% of those who did not receive sufficient information. However, it should be noted that this question was only asked from period seven onwards, so only considers the survey results for respondents who were asked this question.

Section 7: Who is using Passenger Assist?

Respondents were able to answer the survey as the person who required assistance (79% of all respondents) or as a companion of the person requiring assistance (21% of respondents). Among companions, 52% were the spouse or partner of the person who required assistance, 35% were another relative and 6% were a friend.

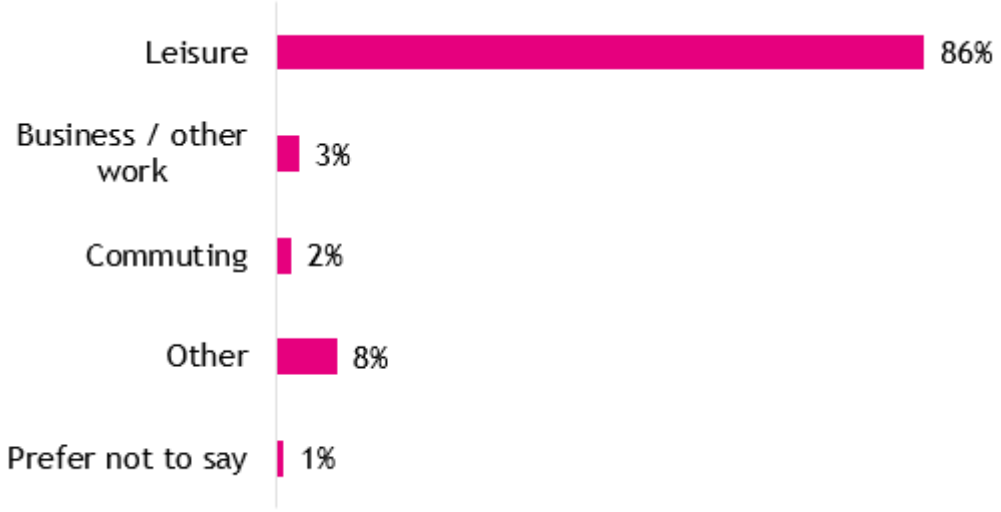
Among respondents who themselves were the passenger who received assistance, 70% travelled alone, 27% with a family member, friend or colleague, and 3% with a carer. All figures were within 2 percentage points of those recorded in 2024-2025.

Figure 7.1. Were you travelling alone or with someone? Showing passengers who are the person requiring assistance. (Unweighted sample base size: 8,030.)



The vast majority (86%) were travelling for leisure reasons, similar to in 2024-2025 (87%), however the proportion of those travelling for business or other work (3%) was highest among those aged 25 to 34 (11%) or 35 to 44 (9%), while the proportion commuting (2%) was higher among those aged 16 to 24 (11%).

Figure 7.2. What was the main purpose of the journey? (Unweighted sample base size: 10,131.)

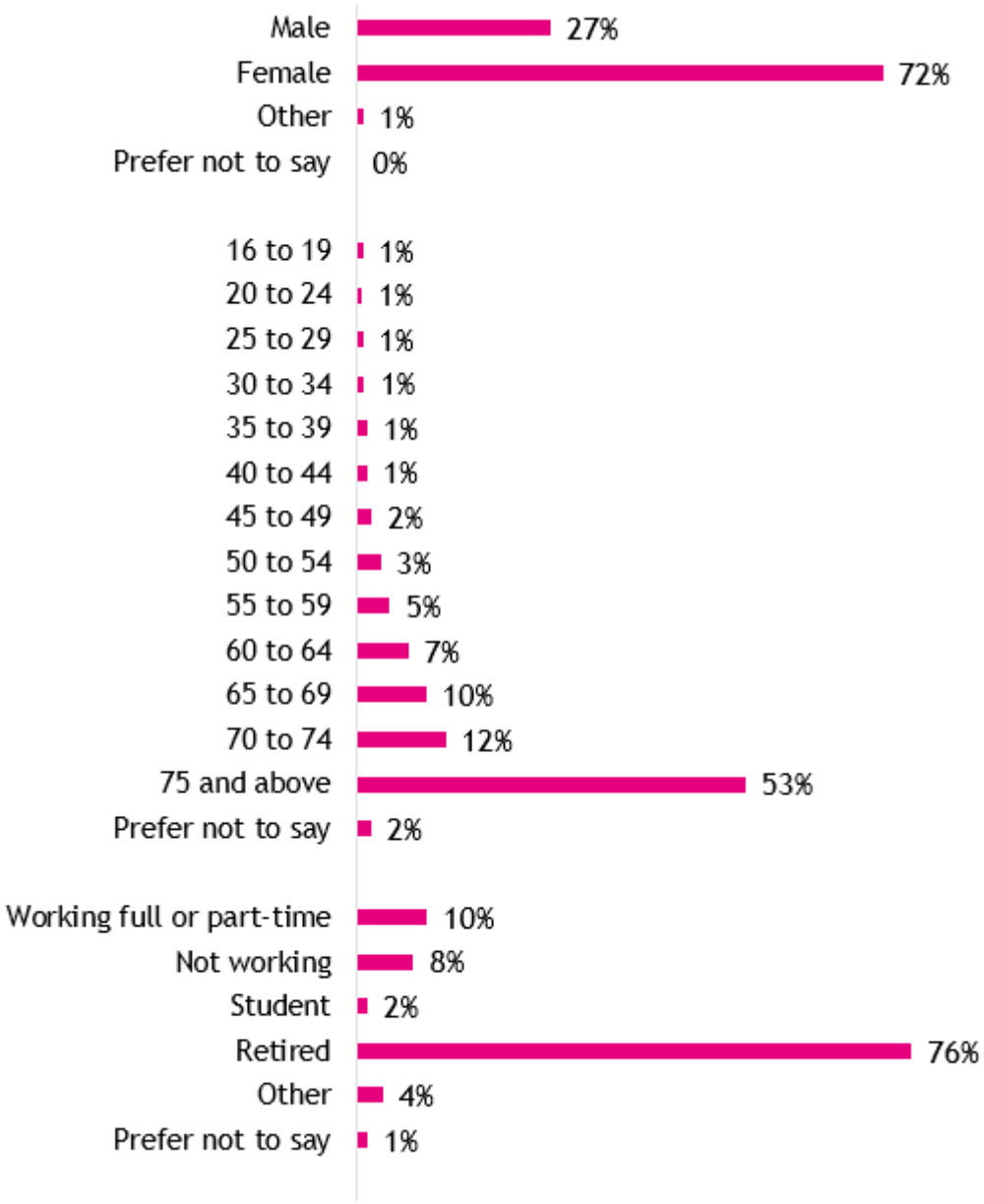


Twenty seven percent of respondents to the survey were male and 72% female, the same proportion as in 2023-2024 and 2024-2025.

The age profile of responses is also relatively consistent year-on-year, with the exception of passengers aged 75 and above, who have increased from 48% in 2023-2024 and 51% in 2024-2025 to 53% of respondents this year.

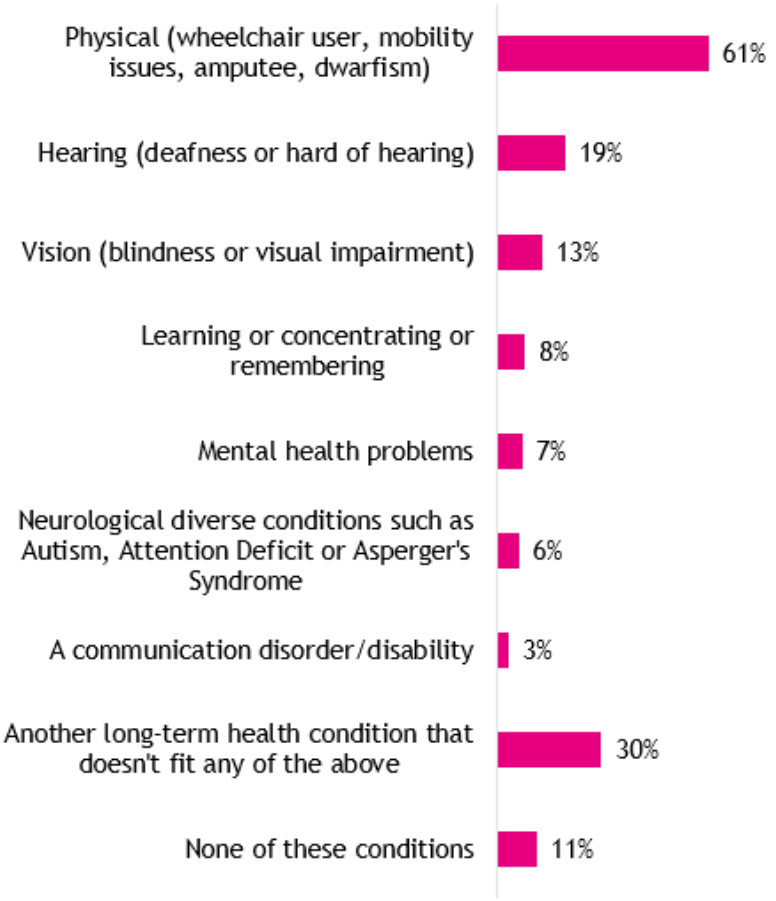
Seventy six percent of surveyed passengers were retired, with 10% working full or part time, 8% not working and 2% students.

Figure 7.3. Age, gender, employment status. (Unweighted sample base size: 10,189.)



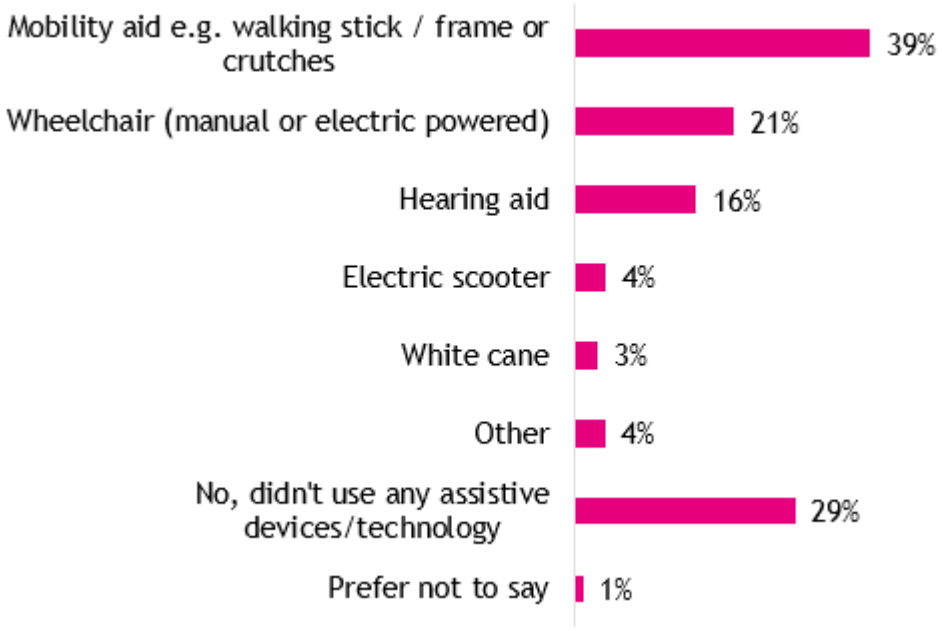
Passengers using Passenger Assist have a range of disabilities and health conditions, with physical disabilities most common (61%), followed by hearing (19%) and visual (13%) impairments. The proportion of passengers with each condition is largely consistent with previous years.

Figure 7.4. Do you/your companion have any of the following long-standing physical or mental health conditions? (Unweighted sample base size: 10,189.)



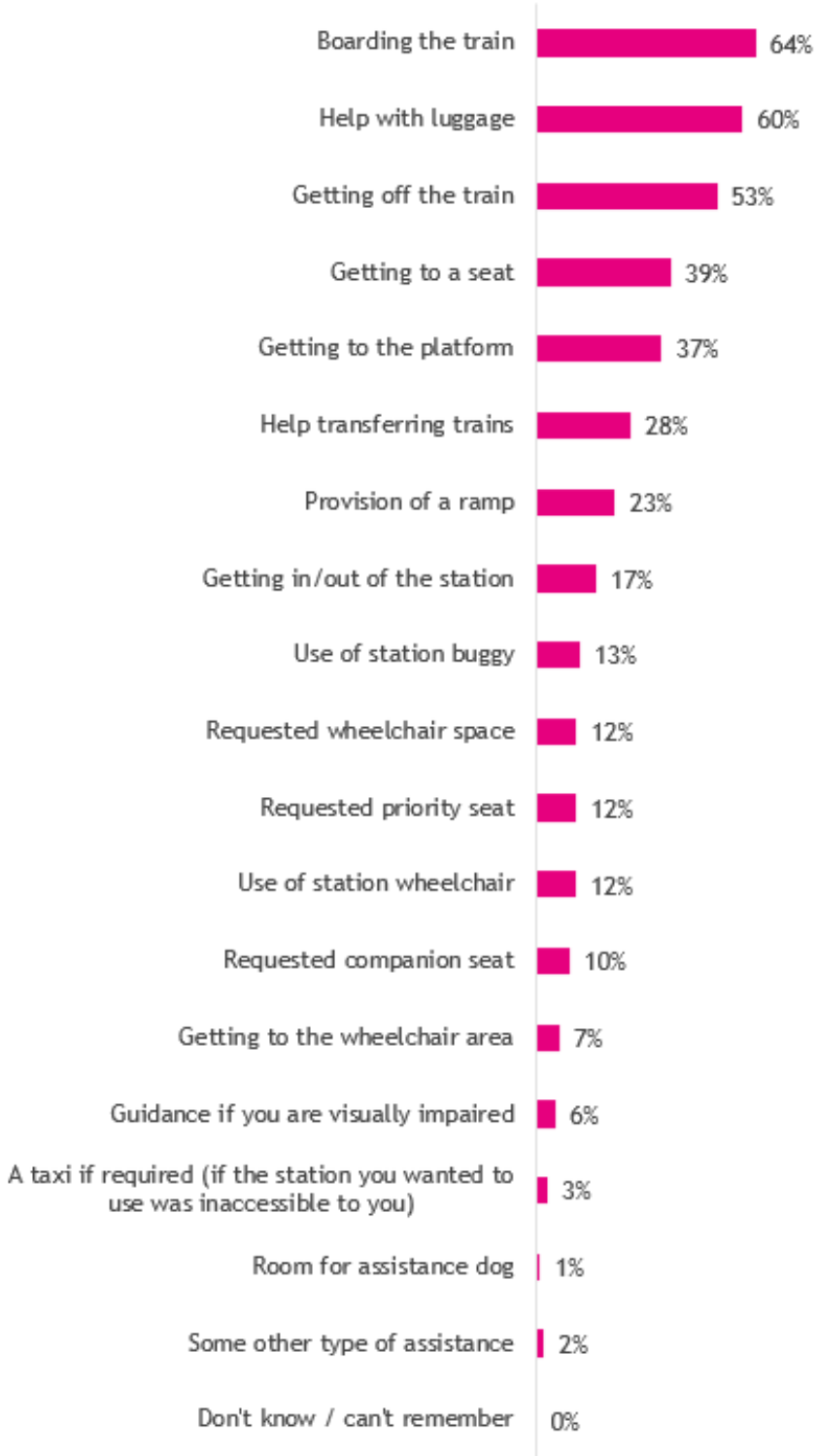
Seven in ten passengers used an assistive device on their journey, most commonly a walking stick or frame (39%), wheelchair (21%) or hearing aid (16%). The proportion who didn’t use an assistive device (29%) fell compared to 2024-2025 (35%).

Figure 7.5. Did you/your companion use any of the following assistive devices or technologies on the journey you/they undertook? (Unweighted sample base size: 10,189.)



Users most commonly booked assistance with boarding the train (64%), with their luggage (60%), and getting off the train (53%). These were also the most commonly booked assistance types in 2024-2025. However, it should be noted that the proportion who required assistance boarding or getting off the train will be in part dictated by which leg of their journey they were receiving assistance on.

Figure 7.6. Which of the following types of assistance did you request at the station? (Unweighted sample base size: 10,189.)



Section 8: Case studies

Case study: Passengers who used a mobility aid

Passengers who used a mobility aid, such as a walking stick, frame or crutches (this does not include those who used a wheelchair or electric scooter only), reported a less consistent Passenger Assist experience than passengers overall.

When it came to delivering assistance, there were particular gaps in the proportion who were provided with a ramp when they had booked one. Of passengers using a mobility aid (unweighted sample base 467), 86% of those that booked a ramp received it. For those not using a mobility aid (unweighted sample base 809), the figure was 90% (period seven onwards only). They were also less likely to be given use of a station wheelchair where they had booked it (80%, unweighted sample base 370), compared to passengers who do not use a mobility aid (86%, unweighted sample base 268).

They were consequently less likely to say they received all of the assistance types they booked (74%) than passengers as a whole (77%).

This had a knock-on effect on overall satisfaction with the assistance received, which was lower than average at 86%. This particularly compares to passengers who used other assistive devices, particularly wheelchairs (89%) or electric scooters (90%).

Figure 8.1. Quotes from passengers who used a mobility aid.

"At my interchange station there was nobody to meet me. The train conductor had to help me off the train, delaying the departure for everyone else. When the assistance did turn up, instead of there being 20 minutes which would have been ample time for me to use the lavatory, there was barely enough time for me to get on the train. This also meant that I had to use the train toilet, which is very difficult for me or anyone who needs to use two sticks to walk and whose balance is poor. Several times on my way to and from the lavatory I almost fell."

Female, 70 to 74, mobility aid user

“For the outward journey, the required assistance was fine. The gate staff were pleasant and helpful in retrieving my tickets for me and with arranging a designated staff member to meet me at the appropriate time to help with my luggage and enable me to access the train with a ramp, as the step was to deep for me to easily step up onto the train with my walking stick. I was met on the platform by a staff member who assisted me to the correct platform and helped with my luggage and indicate who would assist me on my forward journey. However, the return journey, there was no one at my destination station to help me with my luggage or depart from the carriage. The outward journey was excellent but the return was disappointing.”

Female, 65 to 69, mobility aid user

“When I arrived at the station I had to make my own way off the train with two walking sticks and a suitcase as there was nobody there to meet the train. They arrived late and with no wheelchair and as I had just had a hip replacement the chair was necessary.”

Female, 70 to 74, mobility aid user

Case study: Passengers with a non-visible disability

Passengers with a non-visible disability reported worse experiences of Passenger Assist than others.

Their experience was weaker from the booking stage, with lower satisfaction among those with a non-visible disability across multiple areas of the booking process. Only 92% were satisfied with the overall assistance booking process, compared to 94% of all passengers. Ninety four percent were satisfied with the helpfulness of staff, compared to 96% of all passengers. Ninety one percent were satisfied with the ease of booking online or via an app compared to 93% of all passengers. Ninety percent were satisfied that the assistance available was relevant to their needs compared to 92% of all passengers.

Difficulties continued at the point of travel, where passengers with a non-visible disability were less likely than average to say they were met by station staff within a reasonable timeframe (79%, compared to 83% of all passengers).

They were particularly less likely to receive help with luggage (82%, compared to 87% of all passengers who booked this service), with getting to the platform (81%, compared to 89% of all passengers who booked this service), and with getting to a seat (81%, compared to 87% of all passengers who booked this service). The largest gap was in use of the station wheelchair, with only 70% of passengers with a non-visible disability who booked this service saying that they received it, compared to 83% of all passengers. They were also less likely to receive all of the assistance they had booked, with 72% receiving everything requested, compared to 77% of all passengers.

This group was more likely to say they received only some of the assistance booked, at 16%, suggesting gaps between what was arranged and what was delivered. Where assistance wasn't received, 65% of passengers with a non-visible disability were able to complete their journey as planned, compared to 74% of passengers overall.

Satisfaction with the assistance received was lower than average, at 91%, compared to 94% of all passengers, indicating that the assistance experience itself was less positive for this group.

These experiences may have contributed to lower confidence in using the railway going forwards, as 15% stated their journey had made them less confident in doing a similar journey again, compared to 11% of all passengers.

Figure 8.2. Quotes from passengers with a non-visible disability.

"Staff need to be trained on what a disabled railcard looks like, what a sunflower lanyard means. Just because someone is young and can walk doesn't mean they are not disabled. Not getting assistance when it has been booked months in advance is just not acceptable. Operators need to make more effort to tell people who are not disabled not to use the priority seats."

Male, 45 to 49, learning, concentrating or remembering disability, mental health conditions and a communication disorder/disability

"There needs more recognition of the sunflower lanyard, because there have been some instances where it was not recognised as a symbol of being disabled. Because I don't use a wheelchair, staff are not aware I have a hidden disability."

Non-binary, 35 to 39, learning, concentrating or remembering disability, mental health conditions, a communication disorder/disability and neurodiverse

Section 9: Conclusions and recommendations

The 2025-2026 survey results show a service that continues to be effective for many passengers, with high and stable levels of satisfaction across several core measures. Satisfaction with the whole process, assistance received, staff, and Passenger Assist as a service overall across all instances used all remain broadly consistent with recent years. When Passenger Assist works as intended, it provides valued support and can help passengers feel more confident about travelling by rail.

However, while stable satisfaction levels are positive, the persistence of gaps in delivery indicates that some longstanding challenges remain unresolved. Around one in ten passengers received none of the assistance types they booked, evidencing that one of the biggest gaps in delivery is in passengers being met to receive assistance. This is particularly important because the consequences of assistance not being delivered can be significant, affecting passengers' ability to complete their journey as planned and their confidence in making similar journeys in future.

The findings also demonstrate that Passenger Assist does not work equally well for all passenger groups. Passengers with mental health conditions, neurodiversity, communication disabilities, and learning, concentrating or remembering disabilities were more likely to experience worse outcomes. These passengers were often less likely to receive all assistance booked, less satisfied with the service, and more likely to feel less confident about future journeys.

There are also clear operational risk points. Passengers travelling at weekends, particularly on Sundays, were less likely to be met and less likely to receive all booked assistance. Disruption also had a strong negative impact, with delayed and cancelled services linked to lower levels of assistance delivery. This suggests that Passenger Assist needs to be more resilient in less routine operating conditions.

Overall, the results show that Passenger Assist remains an essential and generally well-regarded service, but faces challenges in its reliability and consistency. The results of this year's survey shows that operators need to reduce the proportion of passengers whose booked assistance is not delivered, improve communication before and during travel, strengthen support for passengers with non-visible and communication-related needs, and ensure the service is resilient during disruption and weekend operations. Doing so would help move Passenger Assist from a service that works well for most passengers to one that passengers can rely on consistently, regardless of who they are, when they travel, or what assistance they require.

Appendices

Appendix A: Background to Research

Appendix B: Research Objectives

Appendix C: Methodology and Sample Composition

Appendix D: Analysis and Reporting

Appendix E: Key Metrics By Operator

Appendix F: Key Metrics By Disability Type

Appendix G: Key Metrics By Station

Appendix H: Use of AI in this research

Appendix I: Accreditations

Appendix J: Questionnaire

Appendix A: Background to research

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

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

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

Assistance can take various forms – including help entering and moving around the station, help getting on and off the train (e.g. via ramps), help with luggage (up to three items), or finding the relevant seat. For most stations, the responsibility for providing assistance is with the designated operator of each station, known as the Station Facility Operator (SFO). However, at some stations managed by Network Rail, this is the responsibility of the train operating company or companies operating at the station.

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

Appendix B: Research objectives

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

The aims of the research are to:

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

The approach taken for 2025-2026 aligns with the approach determined by ORR, with input from SFOs, as in previous waves. The research assesses the specific experience of passengers travelling through a single station on their journey. This is to allow attribution at the level of the specific operator responsible for delivering assistance at that station, despite the potential for multiple instances of assistance being utilised within a journey.

New topics for inclusion in this wave of the research include questions on whether passengers were boarding, alighting or interchanging at the station in question, whether they were given sufficient information on how to make themselves known to staff, on the impact of their experience on their confidence making journeys in the future, and on whether any disruption to their journey meant it was delayed or cancelled.

Appendix C: Methodology and sample composition

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

However, to allow attribution of the results to a specific operator, 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 assistance delivered by smaller operators, to ensure coverage. This is due to the likelihood that these operators would be underrepresented if a true random selection was made.

In the results for 2025-2026, assistance given at some stations has been attributed to a different Train Operating Company (TOC) than in previous years. In previous years, the assistance was attributed to the operator responsible for operating the station in question, the SFO. In 2025-2026, this has been updated at certain stations where a TOC other than the SFO is responsible for the delivery of assistance. Instead, the attributed TOC, is the TOC that delivered the assistance, rather than the SFO. The following stations have been impacted by this change in the attribution method.

Station	**SFO (used in reporting prior to 2025-2026)**	**Operator delivering assistance (used in reporting in 2025-2026)**
Bristol Temple Meads	Network Rail	Great Western Railway
Clapham Junction	Network Rail	Arriva Rail London, Govia Thameslink Railway or South Western Railway

		(dependent on journey origin/destination)
Ebbsfleet International	Network Rail High Speed	Southeastern up to and including 20 July 2025, Network Rail High Speed from and including 21 July 2025
Edinburgh	Network Rail	London North Eastern Railway
Guildford	Network Rail	South Western Railway
Leeds	Network Rail	Northern Trains
London Cannon Street	Network Rail	Southeastern
London Charing Cross	Network Rail	Southeastern
London Kings Cross	Network Rail	Govia Thameslink Railway or London North Eastern Railway (dependent on journey origin/destination)
London Waterloo	Network Rail	South Western Railway
Reading	Network Rail	Great Western Railway
Stratford International	Network Rail High Speed	Southeastern up to and including 20 July 2025, Network Rail High Speed from and including 21 July 2025

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 operators, including those which were under-sampled in the online survey.

Respondents could only complete the survey a maximum of two times across the year, therefore regular users were only able to provide data on a maximum of two journeys

taken across the survey period. The results therefore reflect the experiences of individual users, rather than each booking. This may mean that any behaviours or attitudes that may be more common among regular users, such as booking by app, may not align with the total number of bookings or uses of Passenger Assist in the period.

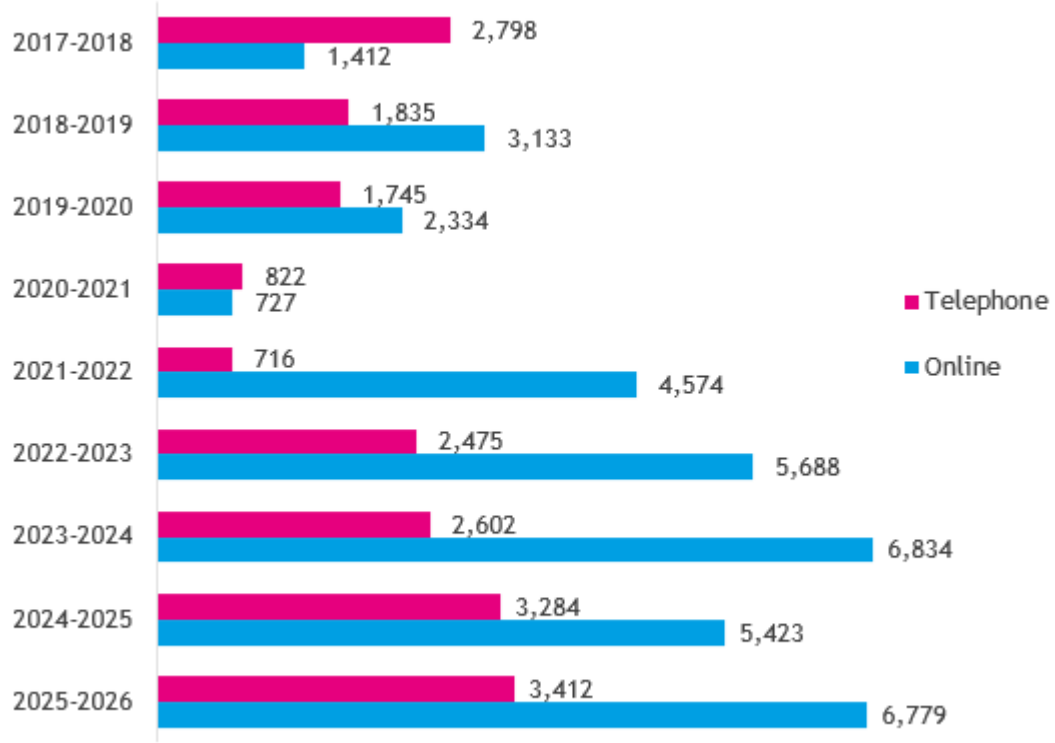
Fieldwork was conducted between 11 July 2025 and 26 May 2026, with research including passengers using Passenger Assist between 1 April 2025 and 31 March 2026. There was a larger gap between the assistance taking place and the survey being completed in the early quarters due to the time needed at the start of the year to approve changes to the survey. The results from the first rail periods have been checked to ensure that the time between the assistance taking place and the interview being conducted had no impact on the findings.

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

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

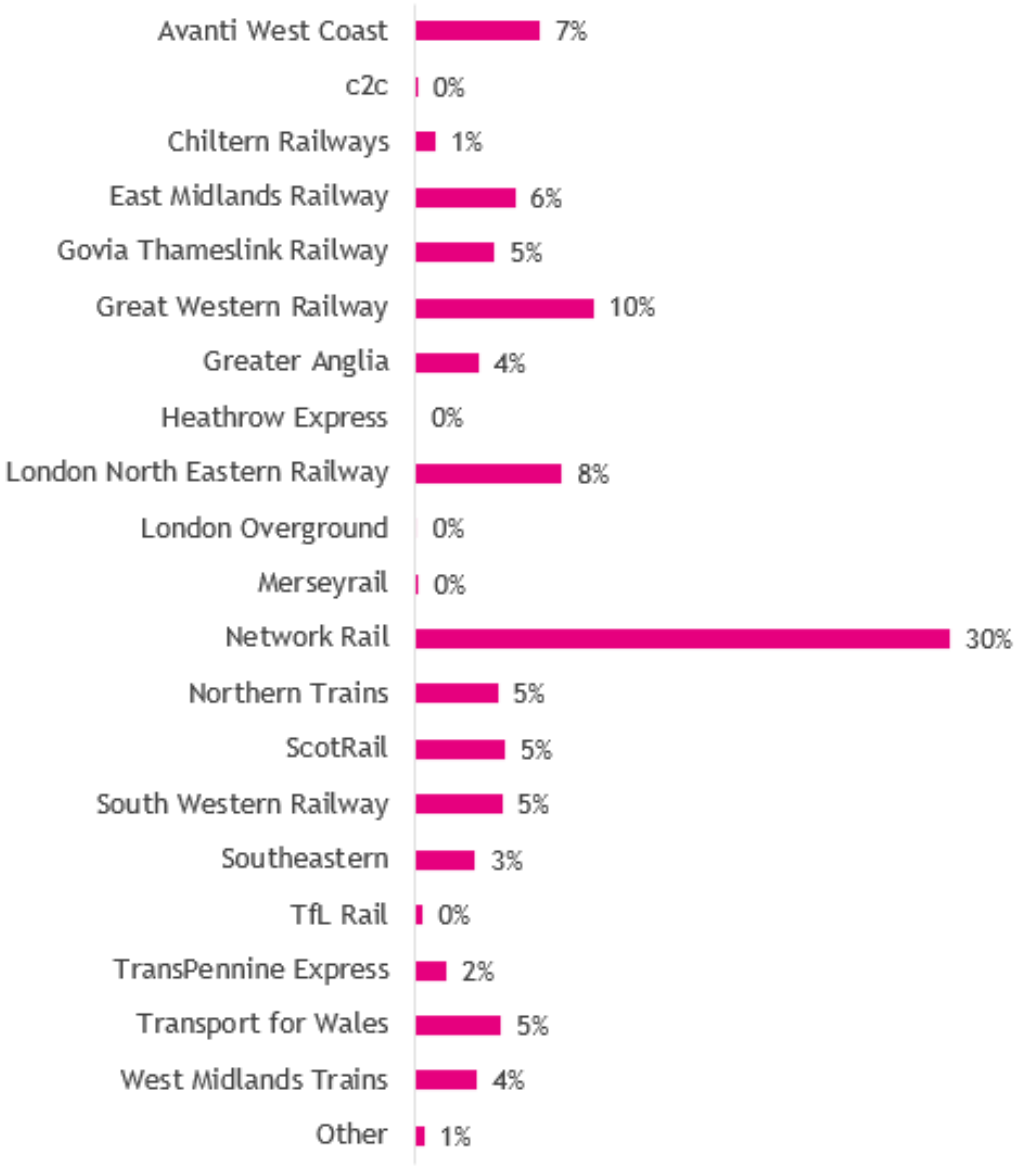
As was the case in all years since 2021-2022, a greater proportion of respondents completed the survey online than by telephone in 2025-2026. This was in part due to all users with an email being sent an invitation link to complete the survey online. In total, 10,191 respondents completed the survey 2025-2026, compared to 9,436 in 2023-2024, 8,163 in 2022-2023, and 5,290 in 2021-2022.

Figure C.1. Interview type by year. (Unweighted sample base sizes in brackets.)



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

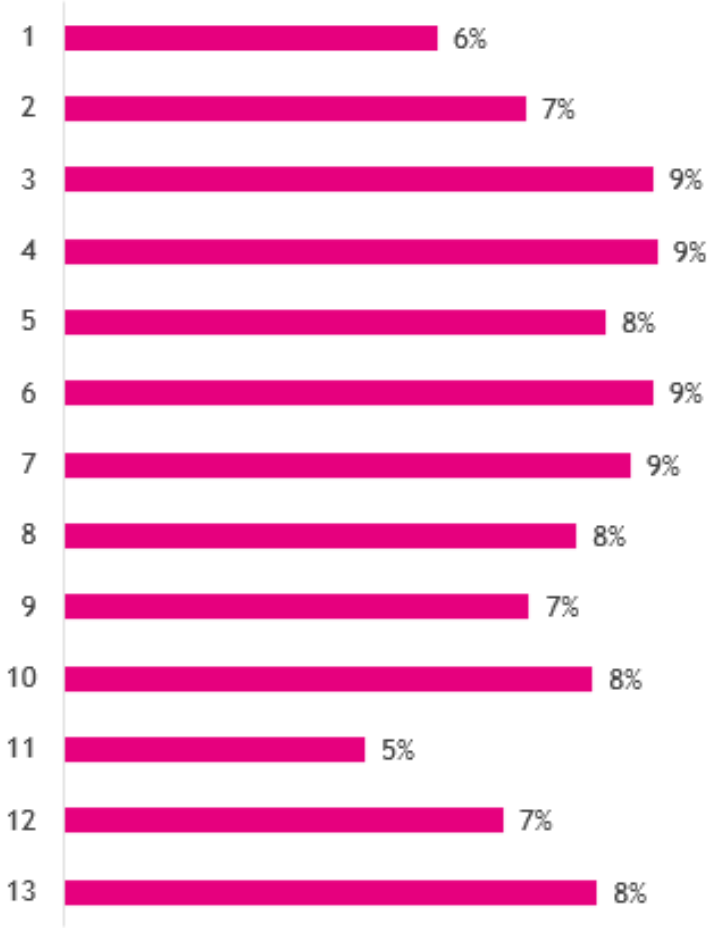
Figure C.2. Operator (all respondents).



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

By rail period, responses were as follows:

Figure C.3. Rail period (all respondents).

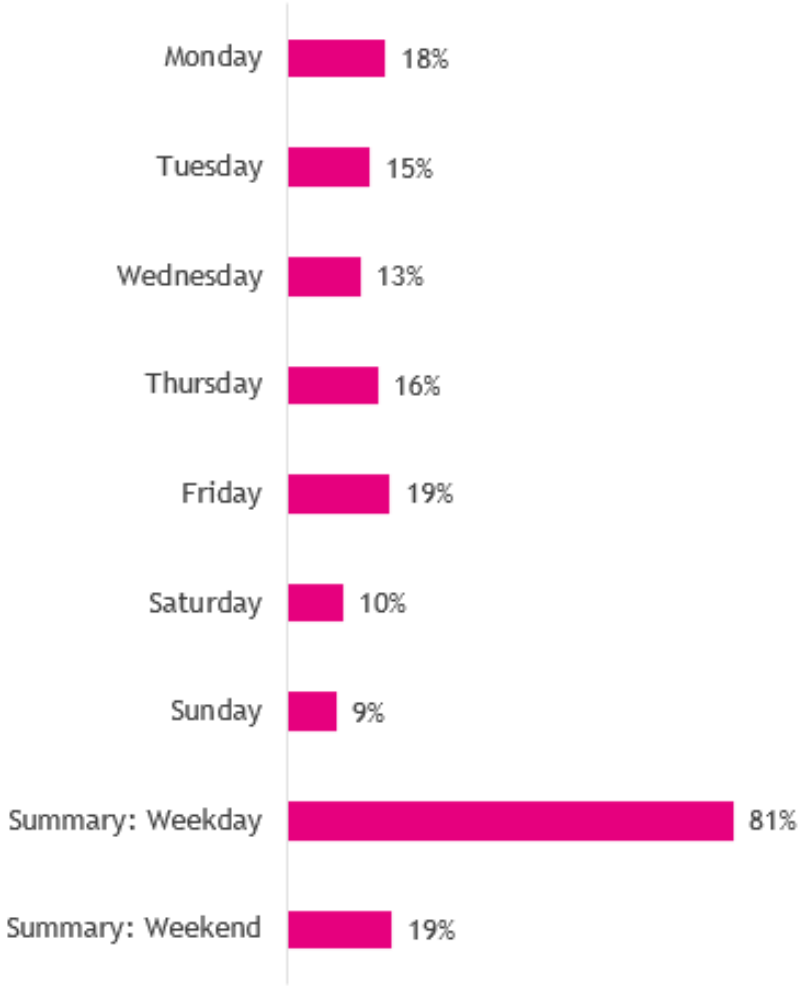


Changes to methodology compared to previous years

In 2025-2026, a different approach to asking whether respondents were met to receive assistance was undertaken in periods one to six of this year. Following a review in period seven, the question reverted to the original question text used in previous years for the rest of the year. Only data from this point onwards has been included in questions about whether assistance was received, satisfaction with assistance received, and implications of this for the remainder of the journey. The results have been compared with full-year results reported in previous years, for consistency with previous published results.

The proportion of respondents who travelled on each day of the week is displayed below.

Figure C.4. Day of the week (all respondents).



Appendix D: Analysis and reporting

Presentation of data

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

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

Verbatims

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

Station categories

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

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

Appendix E: Key metrics by operator

The table below shows the number of responses received from passengers travelling through stations managed by each station operator, and the confidence interval for results from users of each station operator, at the 95% confidence level. These mean that we can be 95% confident that the value for each station operator falls within the confidence intervals specified. For example, when looking at the results for Avanti West Coast, with a confidence interval of +/- 3.84 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 46.16% and 53.84%.

Please note that prior to 2025-2026, the operator each assistance type was attributed to was the Station Facility Operator (SF0). In 2025-2026, the assistance has been attributed to the operator responsible for delivering assistance at the station. For more detail, please see Appendix C: Methodology and sample composition.

Figure E.1. Confidence interval by operator, at the 95% confidence level.

	Achieved	Answer = 50%	Answer = 70%	Answer = 90%
Avanti West Coast	650	+/-3.84	+/-3.52	+/-2.31
Chiltern Railways	158	+/-7.80	+/-7.15	+/-4.68
East Midlands Railway	292	+/-5.74	+/-5.26	+/-3.44
Govia Thameslink Railway	393	+/-4.94	+/-4.53	+/-2.97
Great Western Railway	1,212	+/-2.81	+/-2.58	+/-1.69
Greater Anglia	348	+/-5.25	+/-4.81	+/-3.15
London North Eastern Railway	1,561	+/-2.48	+/-2.27	+/-1.49
Network Rail	1,435	+/-2.59	+/-2.37	+/-1.55
Northern Trains	691	+/-3.73	+/-3.42	+/-2.24
ScotRail	655	+/-3.83	+/-3.51	+/-2.30
South Western Railway	413	+/-4.82	+/-4.42	+/-2.89
Southeastern	374	+/-5.07	+/-4.64	+/-3.04
TransPennine Express	517	+/-4.31	+/-3.95	+/-2.59
Transport for Wales	702	+/-3.70	+/-3.39	+/-2.22
West Midlands Trains	428	+/-4.74	+/-4.34	+/-2.84

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

Figure E.2. Proportion who received all booked assistance types, by operator.

	Yes to all	Yes to some	No to all
Avanti West Coast	79%	10%	12%
Chiltern Railways	85%	10%	5%
East Midlands Railway	74%	15%	11%
Govia Thameslink Railway	77%	14%	9%
Great Western Railway	76%	13%	11%
Greater Anglia	82%	7%	11%
London North Eastern Railway	83%	11%	6%
Network Rail	78%	14%	8%
Northern Trains	76%	11%	13%
ScotRail	72%	15%	13%
South Western Railway	73%	18%	9%
Southeastern	84%	8%	9%
TransPennine Express	75%	12%	12%
Transport for Wales	75%	11%	13%
West Midlands Trains	70%	13%	17%
Total	77%	12%	10%

Figure E.3. Proportion who received all booked assistance types, by operator. (*represents base size too low to report.)

	2017-2018	2018-2019	2019 - 2020	2020-2021	2021 -2022	2022-2023	2023 -2024	2024-2025	2025 -2026
Avanti West Coast	84%	78%	74%	79%	75%	80%	75%	80%	79%
Chiltern Railways	*	80%	*	*	84%	85%	75%	77%	85%
East Midlands Railway	73%	78%	71%	80%	74%	79%	71%	75%	74%
Govia Thameslink Railway	79%	70%	73%	73%	81%	80%	79%	79%	77%
Great Western Railway	81%	76%	74%	81%	79%	81%	78%	77%	76%
Greater Anglia	77%	75%	74%	75%	66%	79%	76%	78%	82%
London North Eastern Railway	87%	79%	77%	86%	80%	84%	82%	85%	83%
Network Rail	82%	76%	78%	85%	79%	81%	77%	80%	78%
Northern Trains	73%	64%	62%	70%	62%	76%	71%	70%	76%
ScotRail	81%	76%	79%	77%	76%	84%	75%	78%	72%
South Western Railway	76%	69%	65%	80%	70%	74%	74%	75%	73%
Southeastern	78%	75%	71%	86%	82%	86%	82%	83%	84%
TransPennine Express	85%	79%	76%	*	71%	81%	76%	79%	75%
Transport for Wales	73%	69%	69%	71%	66%	76%	71%	74%	75%
West Midlands Trains	77%	79%	70%	*	76%	78%	73%	74%	70%
Total	81%	76%	74%	80%	76%	81%	76%	78%	77%

Figure E.4. Proportion satisfied with assistance received at station, by operator. (*represents base size too low to report.)

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Avanti West Coast	93%	91%	88%	92%	93%	93%	94%	94%	95%
Chiltern Railways	*	85%	*	*	96%	90%	91%	89%	96%
East Midlands Railway	90%	84%	88%	92%	89%	92%	94%	92%	90%
Govia Thameslink Railway	93%	83%	82%	95%	94%	96%	93%	93%	96%
Great Western Railway	93%	91%	92%	93%	94%	96%	94%	95%	95%
Greater Anglia	89%	87%	88%	81%	89%	93%	95%	94%	94%
London North Eastern Railway	96%	91%	91%	95%	95%	96%	96%	96%	96%
Network Rail	92%	89%	89%	95%	95%	95%	94%	94%	93%
Northern Trains	85%	76%	79%	84%	90%	93%	96%	93%	93%
ScotRail	96%	84%	89%	91%	93%	94%	92%	93%	96%
South Western Railway	91%	87%	86%	94%	92%	94%	91%	94%	91%
Southeastern	88%	82%	87%	95%	95%	98%	94%	96%	96%
TransPennine Express	93%	90%	92%	*	94%	95%	93%	94%	96%
Transport for Wales	87%	83%	85%	85%	90%	92%	92%	93%	93%
West Midlands Trains	93%	90%	85%	*	97%	96%	92%	91%	92%
Total	92%	88%	88%	92%	94%	95%	94%	94%	94%

Figure E.5. Proportion satisfied with helpfulness and attitude of staff at the station, by operator. (*represents base size too low to report.)

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Avanti West Coast	94%	93%	92%	93%	95%	94%	96%	96%	95%
Chiltern Railways	*	89%	*	*	98%	95%	91%	93%	97%
East Midlands Railway	90%	88%	89%	92%	92%	93%	95%	93%	94%
Govia Thameslink Railway	90%	90%	86%	99%	96%	96%	95%	96%	96%
Great Western Railway	95%	89%	93%	94%	94%	97%	95%	97%	96%
Greater Anglia	94%	93%	92%	83%	94%	95%	96%	97%	97%
London North Eastern Railway	96%	93%	95%	96%	96%	97%	97%	97%	97%
Network Rail	95%	92%	93%	96%	96%	96%	95%	95%	95%
Northern Trains	87%	80%	87%	88%	94%	95%	95%	95%	97%
ScotRail	96%	93%	93%	93%	94%	95%	93%	94%	95%
South Western Railway	93%	90%	92%	100%	94%	93%	93%	94%	92%
Southeastern	85%	86%	90%	95%	97%	98%	96%	97%	97%
TransPennine Express	95%	89%	94%	*	98%	94%	93%	96%	97%
Transport for Wales	89%	86%	93%	92%	91%	95%	94%	96%	95%
West Midlands Trains	91%	92%	88%	*	98%	96%	94%	94%	94%
Total	94%	91%	92%	94%	95%	96%	95%	96%	96%

Appendix F: Key metrics by disability type

Figure F.1. Proportion satisfied with booking, by disability type.

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Vision (blindness or visual impairment)	91%	91%	90%	90%	92%	92%	94%	93%	94%
Hearing (deafness or hard of hearing)	95%	92%	91%	93%	93%	94%	95%	95%	94%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	91%	91%	91%	92%	92%	94%	94%	94%	94%
Learning or concentrating or remembering	88%	88%	89%	87%	89%	91%	92%	91%	92%
Mental health conditions	87%	86%	88%	88%	90%	91%	93%	91%	91%
Neurological diverse condition such as Autism, Attention Deficit or Asperger's Syndrome*	81%	84%	82%	85%	85%	87%	89%	88%	89%
Communication disorder/disability	Not asked	88%	86%	88%	86%	90%	92%	90%	91%
Another long term health condition	91%	91%	93%	91%	93%	93%	94%	94%	92%
None of these conditions	95%	94%	94%	95%	96%	96%	96%	97%	95%
Total - non-visible disability	88%	88%	89%	89%	89%	92%	93%	91%	92%
Total	92%	92%	92%	92%	93%	94%	95%	94%	94%

*In previous years identified as 'Social or behavioural issues'

Figure F.2. Proportion who received all booked assistance, by disability type.

	Yes to all	Yes to some	No to all
Vision (blindness or visual impairment)	76%	14%	9%
Hearing (deafness or hard of hearing)	74%	15%	11%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	76%	13%	10%
Learning or concentrating or remembering	72%	16%	12%
Mental health conditions	70%	17%	13%
Neurological diverse condition such as Autism, Attention Deficit or Asperger's Syndrome*	73%	15%	12%
Communication disorder/disability	71%	20%	10%
Another long term health condition	73%	15%	11%
None of these conditions	81%	9%	10%
Total - non-visible disability	72%	16%	12%
Total	77%	12%	10%

Figure F.3. Proportion who received all booked assistance, by disability type.

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Vision (blindness or visual impairment)	79%	77%	72%	81%	74%	78%	78%	78%	76%
Hearing (deafness or hard of hearing)	79%	73%	72%	78%	75%	78%	76%	77%	74%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	80%	75%	73%	79%	76%	80%	76%	78%	76%
Learning or concentrating or remembering	75%	71%	68%	80%	71%	72%	72%	73%	72%
Mental health conditions	73%	71%	71%	76%	65%	74%	69%	72%	70%
Neurological diverse condition such as Autism, Attention Deficit or Asperger's Syndrome*	69%	72%	64%	76%	66%	66%	65%	72%	73%
Communication disorder/disability	Not asked	76%	67%	80%	64%	75%	72%	73%	71%
Another long term health condition	80%	74%	72%	75%	75%	76%	73%	76%	73%
None of these conditions	82%	76%	78%	84%	78%	84%	80%	86%	81%
Total - non-visible disability	75%	72%	70%	80%	69%	75%	72%	75%	72%
Total	80%	76%	74%	80%	76%	81%	76%	78%	77%

*In previous years identified as 'Social or behavioural issues'

Figure F.4. Proportion satisfied with assistance received at the station, by disability type.

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Vision (blindness or visual impairment)	91%	87%	89%	93%	94%	92%	94%	94%	93%
Hearing (deafness or hard of hearing)	92%	89%	90%	90%	94%	93%	93%	94%	93%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	92%	88%	87%	92%	94%	94%	93%	93%	94%
Learning or concentrating or remembering	90%	87%	86%	91%	90%	92%	90%	90%	91%
Mental health conditions	90%	85%	85%	90%	87%	88%	91%	89%	90%
Neurological diverse condition such as Autism, Attention Deficit or Asperger's Syndrome*	83%	84%	84%	91%	87%	88%	87%	89%	88%
Communication disorder/disability	Not asked	88%	85%	95%	88%	88%	92%	92%	91%
Another long term health condition	93%	86%	89%	90%	93%	94%	93%	93%	92%
None of these conditions	95%	89%	89%	92%	96%	96%	96%	96%	95%
Total - non-visible disability	90%	87%	87%	91%	89%	91%	91%	91%	91%
Total	92%	88%	88%	92%	94%	95%	94%	94%	94%

*In previous years identified as 'Social or behavioural issues'

Figure F.5. Overall satisfaction from booking to service experience, by disability type.

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Vision (blindness or visual impairment)	81%	79%	78%	82%	84%	85%	88%	89%	87%
Hearing (deafness or hard of hearing)	86%	83%	82%	84%	87%	88%	89%	89%	87%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	84%	80%	81%	84%	86%	88%	86%	87%	86%
Learning or concentrating or remembering	82%	74%	80%	74%	80%	82%	85%	82%	85%
Mental health conditions	78%	73%	74%	74%	76%	80%	82%	82%	78%
Neurological diverse condition such as Autism, Attention Deficit or Asperger's Syndrome*	76%	64%	66%	73%	68%	77%	79%	82%	78%
Communication disorder/disability	Not asked	74%	72%	73%	71%	80%	85%	84%	82%
Another long term health condition	85%	79%	81%	82%	85%	87%	86%	86%	84%
None of these conditions	89%	88%	88%	88%	92%	91%	90%	93%	88%
Total - non-visible disability	81%	74%	78%	76%	79%	83%	84%	85%	82%
Total	85%	82%	82%	84%	87%	88%	87%	88%	87%

*In previous years identified as 'Social or behavioural issues'

Appendix G: Key metrics by station

Figure G.1. Proportion who received all booked assistance, by station, showing unweighted data. (Stations with a base size of 50 or more only, unweighted sample sizes in brackets.)

	Yes to all	Yes to some	No to all
Birmingham New Street (126)	75%	12%	13%
Cardiff Central (87)	71%	15%	14%
Darlington (51)	86%	11%	3%
Edinburgh (163)	81%	15%	4%
Exeter St David's (81)	77%	13%	9%
Glasgow Central (66)	81%	16%	3%
Leeds (76)	89%	6%	6%
Liverpool Lime Street (55)	82%	13%	4%
London Euston (319)	78%	16%	6%
London Kings Cross (270)	84%	8%	8%
London Paddington (207)	80%	15%	5%
Manchester Airport (55)	71%	16%	13%
Manchester Piccadilly (79)	72%	14%	13%
Newcastle (113)	77%	16%	7%
Newport (South Wales) (66)	83%	13%	4%
Peterborough (65)	84%	12%	4%
Preston (Lancs) (60)	63%	15%	22%
Reading (82)	80%	10%	10%
Stevenage (55)	81%	14%	5%
York (134)	79%	13%	7%
Total (5,500)	77%	12%	10%

Figure G.2. Proportion satisfied with assistance received at the station, by station, showing unweighted data. (Stations with a base size of 50 or more only, unweighted base size in brackets.)

	Satisfied or very satisfied
Birmingham New Street (111)	90%
Cardiff Central (73)	95%
Edinburgh (157)	97%
Exeter St David's (74)	97%
Glasgow Central (63)	100%
Leeds (73)	94%
Liverpool Lime Street (52)	98%
London Euston (293)	92%
London Kings Cross (251)	96%
London Paddington (193)	93%
Manchester Piccadilly (71)	92%
Newcastle (103)	96%
Newport (South Wales) (64)	94%
Peterborough (62)	99%
Reading (76)	95%

Stevenage (52)	96%
York (126)	96%
Total (4,930)	94%

Appendix H: Use of AI in this research

- AI platforms were used to help analyse and synthesise data tables, which fed into analysis conducted by researchers. All analysis conducted by the platform was reviewed and checked by a researcher before being incorporated into the findings.
- AI tools were used to check the accuracy and coherence of sections of this report, in addition to a review carried out by a researcher at M·E·L Research.
- Only aggregated data tables, or written outputs, were entered into AI platforms in the course of this research. No individual responses were entered into, or analysed by, an AI platform.
- Data entered into our AI platforms is anonymised and contains no personal information.
- Data entered into our AI platforms is not used to train any AI models.
- AI use in this research and report complies fully with M·E·L's Generative Artificial Intelligence Policy, a copy of which is available on request.
- AI has not been used in this research in any way other than described above.

Appendix I: Accreditations

M·E·L Research maintains the following certifications and accreditations:



Appendix J: 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 with **[Pipe booking agent]** ORR has commissioned us to conduct research to find out how satisfied you were with your assistance on **[DATE]** It should take between 5-10 minutes to complete the survey. You may have completed this survey with us in the past, however this year we have revised the survey to be a little shorter, and your feedback will continue to help ORR understand how the assisted travel service could be improved

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

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

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

WEB Link Introduction

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

We understand that you recently booked assisted travel. **[Pipe booking agent]** and other train companies are working with the ORR to improve the way the assisted travel service works for passengers. The ORR has commissioned us to conduct research to find out how satisfied you were with your assistance on **[DATE]** and to gather your feedback on how the assisted travel service could be improved. It should take between 5-10 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.

Please click "Next" when you are ready.

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

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

1 Yes

2 No

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

YES, 16 OR OVER – CONTINUE

NO, UNDER 16 – THANK AND CLOSE

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

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

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

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

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

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

Section A – Travel Habits

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

ASK ALL

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

SINGLE CODE

1. Yes (myself) **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? **SINGLE CODE**

1. Partner/husband/wife
2. Relative other than husband/wife/partner
3. Friend
4. Neighbour
5. Colleague
6. Professional or volunteer carer or personal assistant
7. Other (Please specify)

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>s 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. Website
3. By email
4. By App
5. In person
6. Don't know / can't remember

ASK ALL

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

MULTICODE, RANDOMISE

2. Requested wheelchair space
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. Getting off the train
9. Provision of a ramp
10. Help transferring trains
11. Guidance if you are visually impaired
12. A taxi if required (if the station you wanted to use was inaccessible to you)
16. Use of station buggy
13. Requested priority seat
14. Use of station wheelchair
15. Requested companion seat
16. Room for assistance dog
17. Some other type of assistance (Please specify)
18. DO NOT READ OUT: Don't know/Can't remember THANK AND CLOSE

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 = 2 (COMPANION)

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

1. Yes
2 No

If No to D1A

D1B Are you able to answer questions about the journey experience on their behalf?

1. Yes
2. No (end survey)

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 FROM P7 ONWARDS ONLY

D4a Was a member of staff there to meet **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your ANSWER FROM A2> within a reasonable 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 ALL NOTE REPORT ONLY SHOWS RESPONSES FROM THOSE WHO SELECTED "Yes" or "No, but I was/they were eventually met by staff" at D4a

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 ALL NOTE REPORT ONLY SHOWS RESPONSES FROM THOSE WHO SELECTED "Yes" or "No, but I was/they were eventually met by staff" at D4a and received each assistance type at D5

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 ALL NOTE REPORT ONLY SHOWS RESPONSES FROM THOSE WHO SELECTED "Yes" or "No, but I was/they were eventually met by staff" at D4a

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 ALL

D7a Can you provide more detail on why you were satisfied or dissatisfied?

Please note that your response to this question may be shared in full with the Train Operating Company responsible for providing assistance at this station, so do not provide any personal information which could identify you. We will try to remove any personal information in your response before these are shared, however we can't guarantee it's removal.

FREE TEXT BOX Open response

D3 **Which of the following best describes what you were planning to do at** (FROM SAMPLE) <STATION WHERE ASSISTANCE REQUIRED>**?**

1. Getting on the train (boarding) at the start of my journey
2. Getting off the train (alighting) at the end of my journey
3. Changing between two trains during my journey (getting off one train then getting on another train).
4. Don't know / can't remember

ASK ALL

D4c Did [TOC] provide you with sufficient information ahead of your planned journey, on how to make yourself known to staff at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station ? E.g. by confirming the location of a meeting point

1. Yes

2.No

3. Don't know / can't remember

ASK IF ANY OF D5 = 2 (DID NOT RECEIVE THE ASSISTANCE REQUESTED) OR D4A = 3

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 D8 = 1, 2 OR 3

D8a Did you claim compensation?

SINGLE CODE

1. Yes
2. No

ASK IF D8a = 2

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

MULTI CODE

1. I was not aware I could claim compensation
2. There was a lack of information on the compensation process
3. The compensation process was not accessible to me
4. I did not know who to claim compensation with
5. I did not see any benefit to claiming compensation
6. I felt claiming compensation would be too time consuming
7. I felt that compensation was not necessary
8. Other (please specify)
9. Don't know

ASK IF C1 DOES NOT = 12

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

SINGLE CODE

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 delay or cancellation of the service you were booked onto at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station?

MULTICODE

1. No, the service was not delayed or cancelled
2. Yes, the service was delayed, but not cancelled
3. Yes, the service was cancelled
4. Don't know / Can't remember

ASK IF D4a = 1 or 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

c. Staff being knowledgeable and proficient in how to assist you

ASK ALL

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

SINGLE CODE

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

ASK IF D21 = DISSATISFIED OR VERY DISSATISFIED

D22 Did you raise a complaint?

SINGLE CODE

1. Yes
2. No
3. Can't remember

ASK IF D22 = 2

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

MULTI CODE

1. I was not aware I could raise a complaint
2. There was a lack of information on the complaints process
3. The complaints process was not accessible to me
4. I did not know who to raise a complaint with
5. I did not see any benefit to raising a complaint
6. I felt raising a complaint would be too time consuming
7. Other (please specify)
8. Don't know

ASK ALL

D23 Has your experience of passenger assistance at **(FROM SAMPLE)** <STATION WHERE ASSISTANCE REQUIRED> station on **(FROM SAMPLE)** <DATE> made you more or less confident about doing a similar journey in future?

MULTI CODE

1. Much less confident;
2. Less confident;
3. No change in confidence;

4. More confident;
5. Much more confident
6. Don't know / not sure

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

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

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. 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**

ASK ALL

F4b. **(IF CUSTOMER AT A1)** <Did you> **(IF COMPANION AT A1)** <Did your ANSWER FROM A2> use any of the following assistive devices or technologies on the journey **(IF CUSTOMER AT A1)** <you> **(IF COMPANION AT A1)** <your answer from A2> undertook on <<date>>?

READ OUT, MULTICODE

1. Wheelchair (manual or electric powered)
2. Electric scooter
3. Mobility aid e.g. walking stick / frame or crutches
4. Hearing aid
5. White cane
6. Other (please specify)
7. No, didn't use any of assistive devices/technology **SINGLE CODE**
8. I would prefer not to say **SINGLE CODE**

ASK ALL

F6a Can we share your individual survey results with the relevant train company? This would allow the train company to understand more about where their services could be improved. We wouldn't share your personal details, but it may allow them to link your survey responses to a specific assistance and may identify you. If you decide in the future that you would like to remove your consent for this, you can do so by emailing MEL Research to remove your consent, after which your response will be removed.

1. Yes
2. No

If F6a = Yes

F6a(i) If you wish to exercise your right remove your consent in the future please contact info@melresearch.co.uk. In order to remove your consent, you will need the unique reference number quoted in your email invitation to this survey, or here: **[REF]**
If you aren't able to provide this reference number, we can't guarantee that your response will be able to removed, as your response will not be linked back to your personal information or email address.

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, unless you consent to them being shared with the train operator

MULTI CODE

1. Yes – by telephone
2. Yes – by email
3. 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

Contact Us

Tel: +44 (0)121 604 4664

Email: info@melresearch.co.uk

Website: www.melresearch.co.uk

Follow us

X: @MELResearch

LinkedIn: MEL Research