

A Mystery Shop of Turn-up-and-go Services

Office of Rail and Road

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Prepared for:

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Executive Summary

1.1 Study Overview

The independent safety and economic regulator for Britain's railways is the Office of Rail and Road (ORR). A condition of the operating licences that ORR grants to mainline train and station operators requires them to establish and comply with a Disabled People's Protection Policy (DPPP). This DPPP sets out in detail the arrangements that an operator will put in place to support disabled people using its services. A key aspect of ORR's regulatory work is to oversee that train operating companies (TOCs) and Network Rail fulfil the commitments they make to passengers in their DPPP.

A primary element of the DPPP requires that, where reasonably practicable, all train and station operators should provide assistance to disabled passengers who arrive at a station and require assistance to enable them to travel, even when assistance has not been arranged in advance. This type of 'un-booked' assistance provided to passengers with disabilities is commonly known as 'Turn-up-and-go' (TUAG).

ORR commissioned AECOM to undertake a mystery shopping exercise to provide insight into the quality of assistance that is being provided across the network via TUAG. The research objectives set out to investigate aspects of the passenger experience of TUAG including station access, ticket buying facilities, staff helpfulness, information provision and the reliability of actual assistance provision.

In total, 59 Mystery Shoppers undertook at least four train journeys each across the rail network over two days in March and April 2017; travelling with all mainline operators in England, Scotland and Wales. Mystery Shoppers undertook local and long distance trips across the day, making use of staffed and unstaffed stations both on driver controlled operation trains and trains with a second member of staff¹, and provided data on over 300 journeys. After each journey, Mystery Shoppers completed a questionnaire which captured their observations and experiences on each leg of their trip. The review of the completed questionnaires revealed that some Mystery Shoppers had experiences on their trips that were of analytical interest to ORR and required further investigation. Consequently, 20 Mystery Shoppers were re-contacted for follow-up qualitative discussions, quotations from which are included in this report.

Results of the study showed many positive experiences of TUAG, demonstrating that, when implemented correctly, the scheme generally delivers good outcomes for users. Indeed, a number of Mystery Shoppers expressed how taking part in this study had given them the confidence to travel by train more often as their experience had demonstrated that their assistance needs could be met. However, results also highlighted areas for improvements, particularly the lack of communication between staff (and how this impacts upon reliability of the service), the need to improve staff attitudes, and how staff engaged with passengers with hidden disabilities.

1.2 Key findings:

The study objectives were to investigate station access and ticket purchase, asking for assistance, the passenger journey and staff interactions. Key findings for each of these four elements follow.

1.2.1 Station Access and Ticketing

For 83% of journeys, the Mystery Shopper was able to access the ticket machine. For the 17% where this was not possible, this was either due to the Mystery Shopper's disability – e.g. an inability to see

¹ As we explain in section 5.2.2 there were some significant challenges generating accurate quantitative measures for this aspect of the study.

or use the touch screen – or the machine was broken. Ninety three percent of Mystery Shoppers had no problems finding the ticket office.

1.2.2 Asking for assistance and general information provision

- Just over a quarter (28%) of Mystery Shoppers were approached by a member of staff to proactively offer assistance, this being more likely at large termini.
- Of the Mystery Shoppers who had to ask for travel assistance, 76% received this from the first person that they spoke to.
- 81% of Mystery Shoppers found it easy to find a member of staff and 78% described staff as ‘positive and happy to assist’.

There was a clear link between the perceived knowledge level of staff and the level of detail provided about the assistance options available to the passenger. Of the journeys made where the Mystery Shopper felt the staff member was very knowledgeable, 79% felt they were given very clear details. Meanwhile, of the 25 journeys made for which the staff member was considered to have limited or no knowledge, Mystery Shoppers on 22 of these journeys said they received limited detail and no options.

With regards to confidence in making the same journey again without pre-booking, for more than half of the journeys (54%) Mystery Shoppers said they were very confident whilst for a further third (32%) they were fairly confident. Those with hidden disabilities were less likely to be confident to repeat the journey without pre-booking than those with more visible disabilities. The difference in confidence to make the same journey again between those with cognitive disabilities and those with physical impairments is significant at the 95% confidence level.

- The passenger DPPP leaflet was available over the counter for just over a quarter (27%) of journeys². The leaflet was more likely to be available at staffed than unstaffed stations. This difference is significant at the 99% confidence level. More general information relating to accessibility/helping those with disabilities was displayed at staffed stations than unstaffed stations; this difference being significant at the 95% confidence level.
- 88% of Mystery Shoppers were able to locate accessibility information within five minutes of arriving at the station and 81% found this information helpful.

The buttons on Help Points were pressed by Mystery Shoppers on 21 journeys to ask for assistance; however, only six of these Mystery Shoppers received assistance via this method. Five went unanswered and a further five Mystery Shoppers were told, via the Help Point, that they could not get assistance. One Mystery Shopper was unable to hear as the hearing loop was not working and the assistance that was offered to four Mystery Shoppers via the Help Point did not materialise.

1.2.3 Passenger Journey

All Mystery Shoppers were able to complete their journey – including those whose assistance request had not been met. However, two Mystery Shoppers were put on the wrong train; one sought help to get off and return to the required journey and the other, who had been put on the wrong loop, made their own way off the train.

- 93% of Mystery Shoppers who asked for help boarding the train received it.
- 37% of those given boarding assistance were also provided with additional information such as the location of accessible toilets, the buffet car and what to do in an emergency.
- 78% of Mystery Shoppers who asked for help alighting the train received it and in 53% of cases staff came to their seats to collect them.
- 79% of Mystery Shoppers who asked for assistance both with boarding and alighting on the same journey leg received it.

² Operators must ensure that copies of the DPPP passenger document are provided on leaflet racks and at ticket offices at all staffed stations called at by their services.

- 16% of Mystery Shoppers who asked for assistance both with boarding and alighting on the same journey leg only received assistance with boarding.
- 5% of Mystery Shoppers who asked for assistance both with boarding and alighting on the same journey leg did not receive any assistance. Reasons given for this include staff being unable to help, poor communication between staff, and being promised assistance that did not materialise.
- 83% of all Mystery Shoppers stated that they would repeat their journey based on their experience of it.
- 71% would recommend TUAG based on their journey experience.
- 72% of Mystery Shoppers were satisfied with their journey.

Mystery Shoppers who were very dissatisfied with their journey, in general, did not receive the assistance they requested. This left several of them relying on other passengers for help. Some Mystery Shoppers also described incidents where staff displayed a negative attitude or told them they needed to pre-book assistance. This serves to emphasise how important both the reliability of assistance and good customer service are in meeting passenger expectations of TUAG.

1.2.4 Staff Interactions

Whilst the majority of Mystery Shoppers reported positive staff interactions, issues with communication between staff at stations were raised by Mystery Shoppers on various journeys. Some felt there was a lack of communication between station staff, platform staff and on-board staff causing inadequate full support for the entirety of their journey.

- Eight out of the 27 Mystery Shoppers who needed assistance on-board the train did not receive it, whilst a further three required assistance but there was no member of staff on board to ask.
- For interchange journeys, seven of the 19 Mystery Shoppers who asked for help alighting from their first train did not receive it, six did not receive the assistance they required whilst waiting for their connecting train and eight did not receive the assistance they had requested to board their onward train.

Some Mystery Shoppers with hidden disabilities felt 'judged' or 'slighted' because their disabilities were not obvious or visible to the member of staff from whom they were requesting assistance, and others were given the wrong type of assistance by well-meaning staff. Ensuring that staff have the awareness to recognise different types of impairments and possess the knowledge and skills to engage with all passengers and offer appropriate assistance should lead to a better quality of experience for TUAG users.

1.2.5 Improvements to TUAG

Based on their experiences from their journeys, Mystery Shoppers were asked what changes would make the TUAG service better. Over a quarter of Mystery Shoppers felt no improvements were needed.

Over half of Mystery Shoppers (56%) made reference to rail staff. Comments included the need for better staff training, improved staff attitudes and more staff at stations. A key issue raised by Mystery Shoppers was an apparent lack of communication between different members of staff, within the same TOC, between different TOCs, and also between stations and how this weakness in communication affected the reliability of the service.

Mystery Shoppers with cognitive and hearing impairments were the most likely to suggest that better signage and more visible written material such as leaflets would improve the TUAG service. Those with long-term health, physical and visual impairments cited staff related issues such as having more staff available, better staff attitudes and better training.

1.3 Recommendations

As a consequence of this study, it is recommended that:

- Signage to indicate how to request assistance at stations should be more visible, perhaps including the disability logo. This could be extended to ticket offices to make them stand out better.
- Staff to wear a contrasting sash or some means of making them easily identifiable to separate them from the general public.
- Rail operators' DPPP leaflets should be displayed at all stations being easy to locate.
- Assistance information provision at unstaffed stations is improved.
- Improved reliability and quality of service from station Help Points.
- Staff to have regular training to improve their understanding of their obligations under the TUAG service; to better understand the challenges faced by assistance users; and the skills and awareness to engage with and assist all passengers irrespective of their impairment or assistance requirements.
- Rail staff especially need to be made aware that not all disabilities are visible and people with hidden disabilities should be treated with as much urgency or care as people with more visible or obvious impairments.
- Staff communication needs to be improved within the same TOC, between different TOCs, and also between stations when dealing with disabled passenger assistance issues to offer full support for the entirety of the journey and to improve the reliability of the service.

1. Introduction

1.1 Background

The Office of Rail and Road (ORR) is the independent safety and economic regulator of Britain's railways. One of ORR's key roles is to oversee, via the operating licences that they grant, that operators of trains and stations enable passengers with a disability to make their journey easily and confidently, whether those journeys are made independently or with assistance. Train and station operators are obliged to establish and comply with a Disabled People's Protection Policy (DPPP) that ORR approves. A DPPP sets out in detail the arrangements that an operator will put in place to support disabled people using its services. Ensuring that ORR's licensees fulfil the commitments they make to disabled passengers in their DPPPs is a key aspect of ORR's regulatory work.

Each DPPP includes a requirement that all licensed operators must:

'Provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but assistance has not been arranged in advance, where reasonably practicable.'

This type of 'un-booked' assistance is commonly referred to as 'Turn-up-and-go' (TUAG). All ORR's licensees with a DPPP are expected to offer this service.

ORR commissioned AECOM to undertake a mystery shopping exercise to provide insight into the quality of assistance that is being provided across the network via this Turn-up-and-go scheme. This will help ORR to determine if the industry's obligations in this area are being met and assess whether users are being provided with a level of service that meets their needs and expectations.

1.2 Study Objectives

The research objectives involved investigating the following aspects of the passenger experience of Turn-up-and-go:

- Station access, including access to ticket buying facilities;
- Asking for assistance and general information provision about assistance both at staffed and unstaffed stations, including the use of Help Points;
- The passenger journey - requesting assistance and reporting on how effectively it was subsequently provided at the station, when boarding and alighting the train, whilst on the train and testing the arrangements for assistance at journey interchange points e.g. changing trains. The arrangements for assistance during disruption (if disruption occurs) are also to be tested as well as specialist services such as Eurostar, Gatwick Express, Caledonian Sleeper and Tyne and Wear Metro; and
- Staff interactions to assess the helpfulness of staff during any interactions and test station and on-train staff knowledge by way of pre-agreed lines of questioning.

There was also a requirement to understand, where possible, how experiences of the above vary in relation to the following factors:

- Geography (e.g. a regional breakdown);
- Journey type e.g. short commuter journey vs long distance;
- Disability type e.g. physical impairment, visual impairment, cognitive impairment, etc.;
- Assistance requirement e.g. ramps, visual assistance, hearing assistance, etc.;
- Station type e.g. staffed vs. unstaffed stations and Network Rail managed stations vs TOC managed stations; and
- Train staffing arrangements e.g. staffed trains vs driver controlled operation trains.

1.3 Layout of Report

Following this introduction: Section Two explains how the study was undertaken; Section Three covers ticketing; Section Four details asking for assistance and information provision; Section Five explains the passenger journey; and Section Six covers the overall passenger experience. Conclusions and recommendations are provided in Section Seven.

2. Methodology

In order to address the requirements of the brief, it was agreed that mystery shopping was the most suitable approach. This enabled AECOM to specify the trips to be undertaken so that the network could be covered including staffed and unstaffed stations, quotas could be met for disability, time and day of travel and journey length and the success of each pre-determined trip measured. In total 75 Mystery Shoppers were to be recruited (although actually 59 took part – see 2.2 below), each willing to undertake at least four train journeys over two days between the specified stations. Mystery Shoppers completed a questionnaire which captured their observations and experiences on each leg of their trip. Some also took part in a follow-up qualitative discussion; some of these are detailed as case studies in **Appendix E** of this report.

2.1 Sampling

ORR required a minimum of 300 trips to be undertaken by the Mystery Shoppers covering every large mainline train operator in England, Scotland and Wales. Mystery Shoppers were to undertake local and long distance trips across the day, making use of staffed and unstaffed stations both on driver controlled operation (DCO) trains and trains with a second member of staff. AECOM used information provided by ORR and from the National Rail Enquires website to determine the following:

- whether the station was staffed and at what times;
- had a Help Point;
- was wheelchair accessible;
- had an induction loop; and
- whether or not the train was staffed.

ORR provided AECOM with station and operator details; this information was used, in conjunction with rail timetables, to determine the trips Mystery Shoppers were to undertake. **Table 2.1** shows the coverage achieved.

It should also be noted that a full Turn-up-and-go service (i.e. no requirement for a passenger to book) was trialled in London at some stations throughout 2016 and 2017 as part of an industry initiative and some of these stations were included in the sample.

Table 2.1: Trip and station type

		Frequency (n)	Percent (n)
Driver controlled operation train ³	Yes	118	37
	No	200	63
	Total	318	-
Long or short distance journey	Long distance	53	17
	Short distance	250	79
	Unclassified	15	5
	Total	318	-
Turn up and go station	Yes	30	9
	No	288	91
	Total	318	-
Staffed or unstaffed station	Staffed	254	80
	Unstaffed	64	20
	Total	318	-

³ It was difficult to verify which services were actually DCO and those where the mystery shopper simply did not see a second member of staff on board. More detail on this is provided in section 5.2.2.

The following assumptions were made:

- Unclassified journeys include Gatwick Express and Great Northern;
- Trains classed as 'sometimes' or 'mostly'⁴ unstaffed were classed as driver controlled operation⁵; and
- Long distance journeys were based on the British Rail InterCity services which were long-haul express services and short distance services were based on the British Rail Network South East and Regional Railway Services.

In order to provide coverage of the rail network, hub areas for recruitment were specified. **Table 2.2** shows quotas applied and the number of Mystery Shoppers actually recruited. Outline trips were devised and then tailored once the Mystery Shoppers had been recruited to take account of their local stations.

Table 2.2: Recruitment hubs

Area	Intended quota for Mystery Shoppers	Actual number recruited
London	23	22
Manchester	16	12
Birmingham	11	7
Edinburgh	4	3
Glasgow	4	3
Chester	3	1
Cardiff	4	4
Peterborough	2	2
Doncaster	2	1
Bristol	2	2
Aberdeen	2	1
Newcastle	1	1
Eurostar*	1	-
Total	75	59

*Eurostar trips were undertaken by a Mystery Shopper from London.

A minimum of 15% of trips were designed as interchange trips, and in total 17% of Mystery Shoppers undertook interchange trips. Here the Mystery Shopper would specify their final destination at the outset of their first trip and the journey would be designed to require the Mystery Shopper to interchange. Ten percent of Mystery Shoppers were also asked to take luggage with them to understand how this was dealt with; overall 15% of Mystery Shoppers took luggage with them.

⁴ But may or may not have been DCO at the time the Mystery Shopper was travelling.

⁵ ORR provided data on routes and services across GB reported by train operators as sometimes running as DCO, but often there can be a second member of staff on board.

Table 2.3 shows the geographical and Train Operating Company (TOC) coverage.

Table 2.3: Coverage

	Train operator for leg	Departure station management	Arrival station management
Arriva Trains Wales	16	20	20
C2C	5	3	4
Chiltern Railways	6	7	5
Cross Country	14	0	0
East Midlands Trains	5	3	3
Gatwick Express	6	0	0
Grand Central	4	0	0
Great Northern	9	6	6
Great Western Railway	22	17	15
Greater Anglia	13	12	12
Heathrow Connect	2	0	0
Heathrow Express	6	4	4
Hull Trains	3	0	0
London Midland	29	33	33
London Overground	10	6	6
London Underground	1	6	5
Mersey Rail	5	5	5
Northern	26	24	22
ScotRail	27	22	23
South West Trains	18	18	18
Southeastern	11	12	12
Southern	10	11	11
Stansted Express	2	0	0
TfL Rail	4	5	5
Thameslink	10	2	3
Transpennine Express	20	11	10
Virgin Trains	13	17	18
Virgin Trains East Coast	9	12	12
Eurostar	2	0	0
Tyne and Wear Metro	8	8	8
Caledonian Sleeper	2	0	0
Gare du Nord	-	1	1
Network Rail	-	53	57

2.2 Recruitment

In total, 59 Mystery Shoppers were recruited to undertake this work. The intention was that 75 people would be recruited but due to illness and drop outs some Mystery Shoppers who had already worked on the project were asked to conduct further trips. Minimum quotas were set for disability types; these are shown in **Table 2.4**.

Table 2.4: Disability minimum quotas

Disability type	Min quota	Actual recruited
Vision (blindness or visually impaired)	10 – 3 with assistance dogs	23 – 3 with assistance dogs
Hearing (deafness or hard of hearing)	5	8
Physical (wheelchair user, mobility issues, amputee, dwarfism)	24 – 11 wheelchair users	37 – 11 wheelchair users
Cognitive impairment (including learning or concentrating or remembering, mental health problems, social or behavioural issues)	10	19
I suffer from a long term health condition, that doesn't fit any of the above	5	16

Some Mystery Shoppers were not able to complete all elements of the Mystery Shopper questionnaire due to their disability. For example, those with visual impairments could not always assess the provision of information (posters and leaflets) and some with hearing impairments were unable to capture audio station announcements. Those with cognitive impairments also struggled with some aspects of the questionnaire. All Mystery Shoppers were given the option of having a member of AECOM staff shadow their trips to help with questionnaire completion; no one required this.

2.3 Questionnaire Design

The Mystery Shopper questionnaire was designed by AECOM in conjunction with ORR and covered all aspects of the trip enabling each aspect of the research brief to be investigated.

Where a specific measure was to be evaluated, such as whether a copy of the operator's DPPP was on display or whether the Help Point was accessible, simple yes/no answers were required. This allowed pass or fail scoring to be determined for key success measures.

In addition to the structured questions, Mystery Shoppers also asked members of staff specific questions and recorded their response. A copy of the questionnaire can be seen in **Appendix A**.

In order to provide greater insight into the travel experiences of the Mystery Shoppers, 20 were selected to take part in further questioning via qualitative depth interviews. A discussion guide was used to assist with the interviews but was sufficiently flexible to ensure the discussion was also led by the Mystery Shopper's experiences whilst conducting the research. The discussion guide can be found in **Appendix B**.

2.4 Fieldwork Procedures and Dates

Each Mystery Shopper was contacted and given a personal briefing which explained the aims of the research, what was required of them and the specific trips they were to undertake. This included the time of train they were to catch and the route they were to follow. Mystery Shoppers were also advised whether they were travelling to a station at a time when the ticket office would be closed or if the station was unstaffed. Each Mystery Shopper was given a personalised trip sheet (**Appendix C**), which included all details for each trip, including departure times, accessibility to stations, train operator, expected cost of the ticket, and emergency AECOM staff contact numbers. Mystery Shoppers were encouraged to contact AECOM should any issues arise. Following each trip Mystery Shoppers submitted their completed questionnaires either on paper, online or by telephone. Each completed questionnaire was reviewed and the Mystery Shopper re-contacted should anything be unclear or if more information was required.

Fieldwork began on 1st March 2017 and ended on 29th April 2017.

Mystery Shoppers were asked to arrive at the station around half an hour prior to their first departure. On average, Mystery Shoppers arrived 26 minutes prior to the departure of their train.

2.5 Qualitative Follow-up Depths

The review of the completed questionnaires revealed some Mystery Shoppers to have had some experiences on their trips that were of significant analytical interest to ORR and which required some further investigation. As a result, 20 Mystery Shoppers were re-contacted for follow-up discussions. These included Mystery Shoppers who had experienced issues whilst travelling associated with the weather, their disability or mistakes being made by train or station staff. Feedback was sought both from Mystery Shoppers who had had positive experiences as well as those whose trips had been less positive. Findings from these discussions are included in the main body of the report to support the quantitative data, with further qualitative information provided in **Appendix E**.

2.6 Mystery Shopper's Pre Travel Rail Use and Awareness

Prior to the research commencing the Mystery Shoppers were asked about their rail travel habits. The majority (59%) of Mystery Shoppers travelled by train once a month or more, with one-fifth (20%) travelling by train three or more times per week; only 3% of Mystery Shoppers travelled by train less than once a year. Sixty three percent usually travel alone and 61% either always or sometimes pre-book assistance before travelling.

Table 2.5: Frequency of travel by train

Frequency of travel by train	Frequency (n)	%
Three or more times per week	12	20.3
One to two times per week	10	16.9
One to three times per month	13	22.0
Less than once a month, more than once or twice a year	15	25.4
Once or twice a year	6	10.2
Less than once a year	2	3.4
Total	58	-

Table 2.6: Who travel with when travelling by train

Who travel with when travelling by train	Frequency (n)	%
Alone	37	62.7
With others	22	37.3
Total	59	-

Table 2.7: Booked assistance

Booked assistance	Frequency (n)	%
Always	9	15.3
Sometimes	27	45.8
Never	23	39.0
Total	59	-

Before starting each journey, Mystery Shoppers were asked how confident they were that they would be able to complete their assigned leg. Almost all Mystery Shoppers were confident they could complete their assigned journey leg (90%).

Table 2.8: Confidence will be able to complete assigned leg

Confidence	Frequency (n)	%
Very confident	170	53.6
Fairly confident	116	36.6
Not very confident	19	6
Not at all confident	12	3.8
Total	317	-

2.7 Comment Key

Within the report are some verbatim comments made by Mystery Shoppers which are intended to give some deeper insight into their experiences. Following each comment is information regarding their disability, region, whether they had a guide dog, whether they were in a wheelchair, whether they were on an interchange journey, whether they had luggage with them, and how frequently they travelled on the network. A key for the codes used after the comments is in **Table 2.9** below.

Table 2.9: Comment details key

Code	Description
GD	Guide Dog
WC	Wheelchair
I	Interchange
L	Took Luggage
F	Frequent Rail User (Once a week or more)
IF	Infrequent Rail User (Less than once a week)

In total 318 journeys were completed by Mystery Shoppers. Of the 265 journeys that were not interchange journeys, 229 were at staffed stations and 36 were at unstaffed stations.

3. Ticketing

This chapter presents data on the availability and accessibility of ticket machines and ticket offices at stations visited by Mystery Shoppers. For those stations where Mystery Shoppers experienced difficulties, further detail is presented to help identify opportunities for improving and enhancing journey quality for those passengers requiring assistance purchasing tickets.

The questions in this chapter were completed for all journeys whether made from staffed or unstaffed stations (n=265) but naturally exclude interchange journeys (n=53).

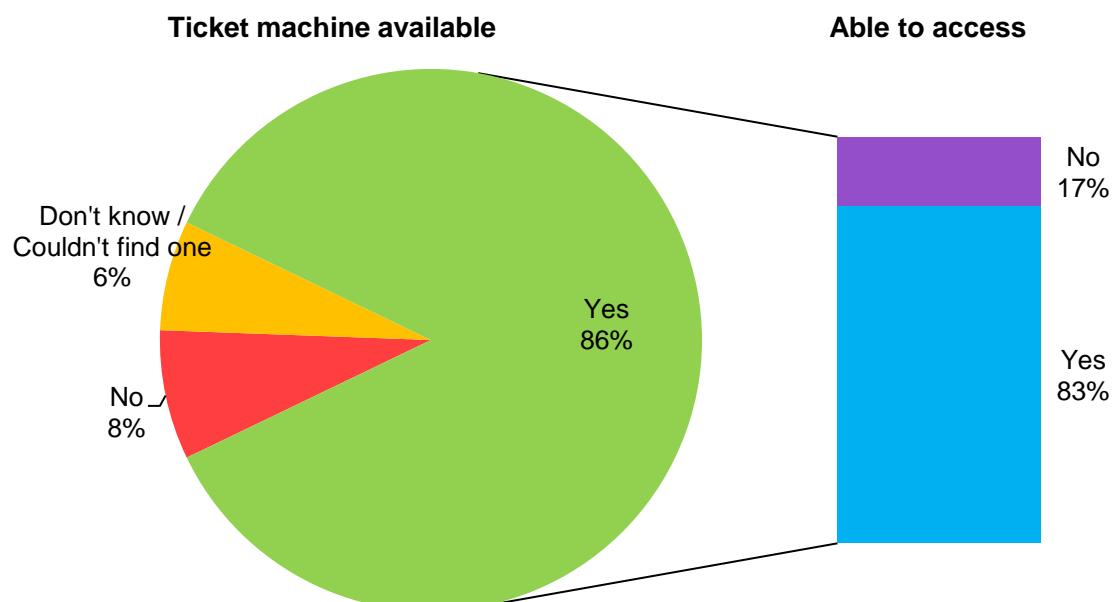
3.1 Ticket Vending Machines

Of the 265 journeys made, **Figure 3.1** shows Mystery Shoppers noted 86% of departure stations had a ticket vending machine, whilst 8% did not and for 6% of journeys Mystery Shoppers did not know if there was or could not find a ticket machine.

Figure 3.1 also highlights that for those journeys made from a station with a ticket machine (n=227), on more than four-fifths (83%) of these journeys the Mystery Shopper was able to access the machine. There were 38 journeys (17%) where Mystery Shoppers noted they were unable to access the ticket machine; of these, 18 were made by Mystery Shoppers with a physical disability, 13 had a visual impairment and the remaining seven Mystery Shoppers had a long term health problem, cognitive or hearing impairments. Machines were classified as inaccessible if the Mystery Shopper was unable to operate the machine to purchase a ticket. This could be because the machine was broken or because of the Mystery Shopper's disability. For example, one respondent with a physical disability was unable to operate the touchscreen, whilst several with visual impairments were unable to see the screen.

"[I need assistance] ticket buying, I'm not used to the machine, it can be difficult to see"
Vision, Newcastle, IF

Figure 3.1: Availability and access to ticket machines at stations



Base: 264. Did the station have a ticket machine? (1 Mystery Shopper did not answer); 226 Could you access the ticket machine? (1 Mystery Shopper did not answer). N.B. Both questions not answered for one journey.

"Navigating [the] station was easy enough, the customer service desk is somewhat hidden and not signed very well but the ticket machines are easily accessible and directly in front of you as you enter." *Cognitive, Manchester, IF*

3.2 Ticket Office

Of the 265 non-interchange journeys, 88% of the departure stations were found to have a ticket office whilst 12% did not. Of the journeys made from a station with a ticket office (n=234), the ticket office was open for 92% of journeys.

Of those journeys made from a station with a ticket office, 93% of Mystery Shoppers experienced no problems finding the ticket office. Of the 7% (n=16) that did have difficulties finding the ticket office, eight had a visual impairment, four had a physical disability, two had cognitive difficulties and one each had a hearing impairment or long-term health problem.

Mystery Shoppers were able to access the ticket office for 93% of the journeys from a station with a ticket office. Of the remaining 16 journeys (7%) two ticket offices were inaccessible to the Mystery Shopper due to their impairment whilst 14 of the ticket offices were closed. Two Mystery Shoppers were unable to access open ticket offices; one required assistance from the ticket office staff because the counter was too high, whilst the other stated the queues were too long for them to get into the office with their condition:

"At [the] station the member of staff had to come out to give me my ticket as the counter is too high for someone in a wheelchair" **Physical, London, WC, F**

"There was a long queue for the ticket office, with my condition I can't stand for a very long periods. I was unable to access the office due to having to stand for too long, so I explained to a member of staff who took me over to a ticket machine and step by step helped me buy a ticket there." **Longterm health, Manchester, IF**

The selection of quotes below highlight some of the difficulties faced by Mystery Shoppers when accessing the ticket machine and/or ticket office.

"The ticket office was closed after I had climbed 52 steps."

Physical, Birmingham, I, F

"Unfortunately [the station] is a Victorian building and it is very hard to see the ticket office background, therefore you do struggle buying a ticket."

Vision, Birmingham, GD, F

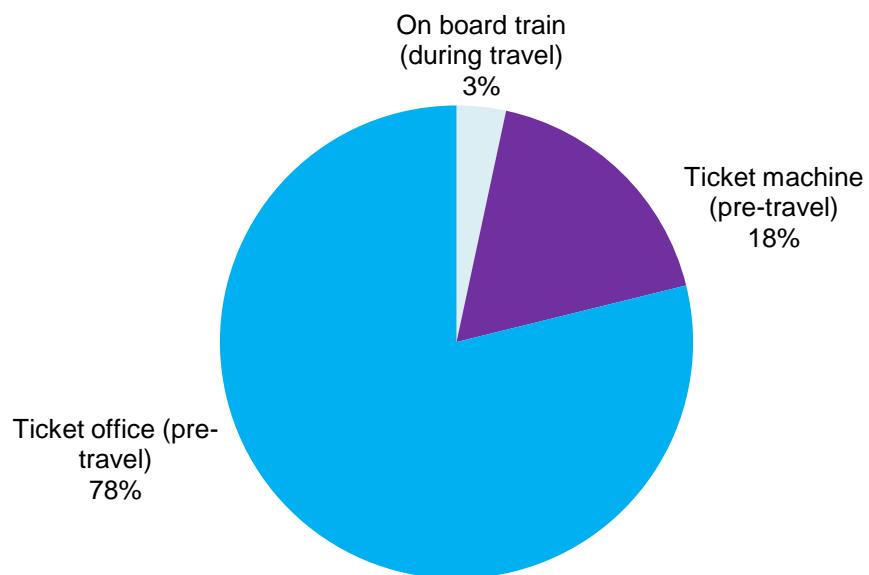
"Both the ticket machine and the ticket office were not accessible – the ticket machine was broken and the ticket office was shut."

Hearing, London, L, F

3.3 Ticket Purchase

Mystery Shoppers were free to determine how they would purchase their ticket for travel. Of the 229 journeys made from staffed departure stations, **Figure 3.2** highlights the majority (78%) purchased their ticket from the ticket office. The Mystery Shopper bought their ticket on board the train for 3% of journeys (n=7); five of these journeys were made by a Mystery Shopper with a physical disability.

Figure 3.2: Location of ticket purchase



Base: 208. *Where did you buy your ticket?* (19 Mystery Shoppers did not provide an answer).

Of the 36 journeys made from unstaffed departure stations, 15 Mystery Shoppers indicated where they had purchased their ticket. For eight of these journeys the ticket was purchased on board the train, seven were from a ticket machine.

4. Asking for Assistance and General Information Provision

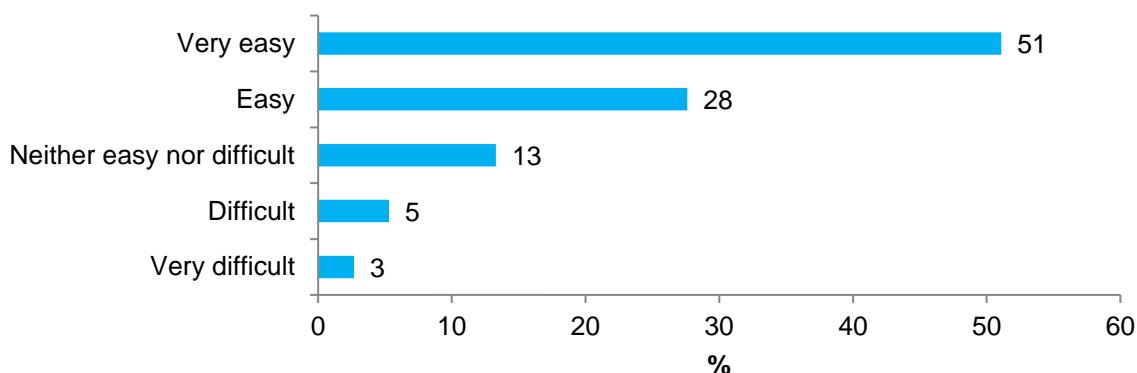
This chapter presents the findings with regards to the Mystery Shoppers' ability to ask for assistance and seek information to support them with their journey, prior to boarding the train.

4.1 Assistance at Staffed Stations

A total of **229 out of the 318 journeys** departed from a staffed station and this section considers the assistance offered to Mystery Shoppers by staff either proactively or upon request.

4.1.1 Arriving at the Station and Finding Staff

Figure 4.1: Ease of determining where to go to request assistance



Base: 225. *On arrival at the station, how easy did you find it to determine where you should go to request assistance to travel (4 Mystery Shoppers did not provide an answer)*

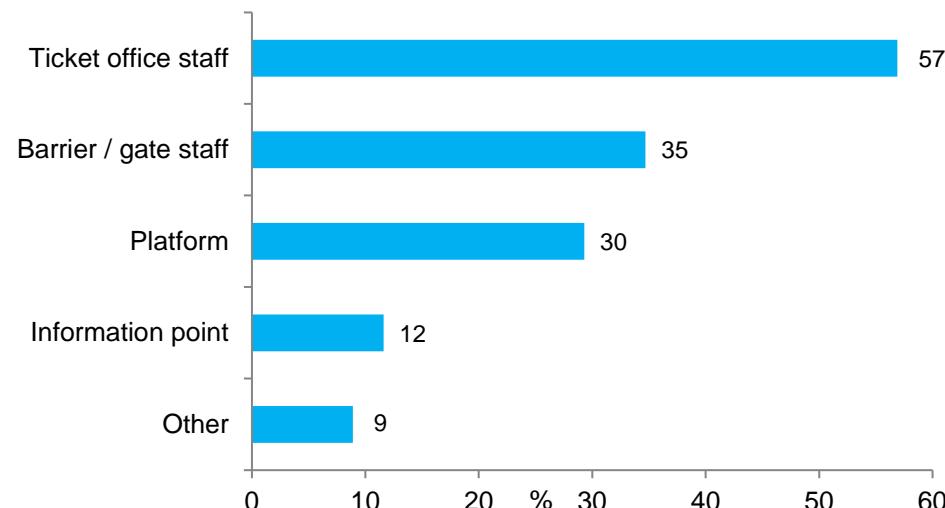
On arriving at the station, for the majority of journeys (79%) Mystery Shoppers said it was very easy (51%) or easy (28%) to determine where to go to request assistance to travel (**Figure 4.1**). Mystery Shoppers felt it was difficult (5%, n=12) or very difficult (3%, n=6) to find where they should go for just 8% of journeys. No specific disability group were more likely to state it was difficult or very difficult.

For just over a quarter of journeys (28% n = 62), Mystery Shoppers were approached by a member of staff to proactively offer assistance prior to asking for any help. Also, staff at large termini were more likely to approach Mystery Shoppers to offer assistance than at other stations. Mystery Shoppers were approached and offered assistance for 39% of trips from large termini compared with 24% of trips from other stations.

For over three-quarters of journeys (76%) Mystery Shoppers received travel assistance from the first person they spoke to. A further 18% needed to speak to two people before they found the assistance they needed. For 5% of journeys (n=12), Mystery Shoppers spoke to three people and for one journey, the Mystery Shopper spoke with four people before finding the person able to assist them.

When asked how easy it was to find a member of staff, for 61% of journeys the Mystery Shoppers found it very easy whilst a further 20% noted it had been easy. Meanwhile, for 7% of journeys Mystery Shoppers said it was difficult (6%, n=13) or very difficult (1%, n=3).

Figure 4.2 shows the location of staff who provided assistance to Mystery Shoppers at the station. For more than half (57%) of the journeys Mystery Shoppers received help from ticket office staff, whilst for 35% they received help from barrier / gate staff, and for 30% it was at the platform. Nine percent said 'other' and this included several locations such as; the staff member approached them in the station (n=2), at the ticket machines (n=2), and customer service / help desk (n=2).

Figure 4.2: Location of staff who provided the assistance

Base: 225. *Where did you receive this help?* N.B. Question not answered for four journeys. Mystery Shoppers were able to state more than one location as they may have received help from more than one member of staff.

4.1.2 Staff Knowledge and Attitude

Table 4.1: Staff attitude

	Frequency (n)	Percent (%)
Positive, happy to assist	173	78
Some obstacles to overcome but felt achievable	31	14
Negative, unable to provide assistance to make journey on the day	9	4
Other	8	4
Total	221	-

Mystery Shoppers were asked how the staff member responded to their requests for assistance (**Table 4.1**). For more than three-quarters (78%) of journeys this was described as 'positive, happy to assist', whilst Mystery Shoppers described the response for 14% of journeys as having 'some obstacles to overcome but felt to be achievable'. On 4% journeys it was 'negative, unable to provide assistance to make journey leg on the day'. The remaining 4% said 'other' and the quotes below summarise these responses.

"I met two Transport Police Officers on patrol who took me to a member of staff...the officers were gracious enough to take the initiative of walking me to the gate / barrier at the other side of the station and handing me over to a member of staff there. They were very polite and very willing to assist."
Vision, London, F

"Extremely negative from start to finish. Ticket office staff member was not interested at all in helping me. First he said no assistance was available, then he said go and speak to staff member on barriers. He then pointed me to a lift to the platform I needed."
Hearing, Manchester, F

"I approached the operative at the ticket office and purchased my ticket, having asked about disabled assistance literature he produced a 'Turn up and Go' leaflet, but when I requested assistance to the platform, he said there was none available! So much for the Turn Up and Go leaflet he provided me with. At this stage he became rather obnoxious, stating it wasn't his problem and offered to refund my ticket cost. Rather defeats the object! I feel he should have closed his position for 5 minutes to assist me, considering there was a bank of ticket machines for able bodied folk to access. Fortunately, another passenger assisted me. Shame on [the operator] I say!"

Hearing, London, F

During the follow-up depth discussions, the manner of staff was raised by several Mystery Shoppers. For example:

"I went to the ticket office which was full of staff and only one other customer, I spoke to a guy who just grunted and said that they didn't have assistance." Hearing, Manchester.

"They answer the questions but don't seem to put much effort into it." Hearing, Birmingham

However, the majority had a positive experience, for example:

"The minute I got to the stations [which were unstaffed] a man got off a train to help me get to the train, he shouted over to the driver to make sure he didn't leave without me and he took me down the ramp, over the tracks and up the other side and onto the train." Physical, Cardiff

"The staff were generally very helpful, they helped me throughout and couldn't be more helpful." (Vision, London, GD, F)

"The member of staff at the ticket office was excellent." (Physical, Edinburgh, WC, IF).

Upon requesting assistance from staff, Mystery Shoppers on 21% of journeys (n=43) reported being asked if they had booked assistance in advance. Mystery Shoppers on 17 journeys said staff stated this was with the intention of seeing if there were any details for them on the system. However, for 15 journeys Mystery Shoppers stated they felt staff were asking this to suggest they should have booked in advance. Mystery Shoppers on five journeys did not know why they were asked if they had booked in advance. The quotes below summarise the positive experience of these Mystery Shoppers who felt the staff member was being particularly helpful.

"She was so helpful I don't think it mattered either way if I had booked in advance."
Physical, Edinburgh, WC, IF

"[the staff member] was being helpful and further when I asked 'should I have booked in advance' I was told it is fine to do so but you will still get full service even if you have not."
Physical, London, WC, F

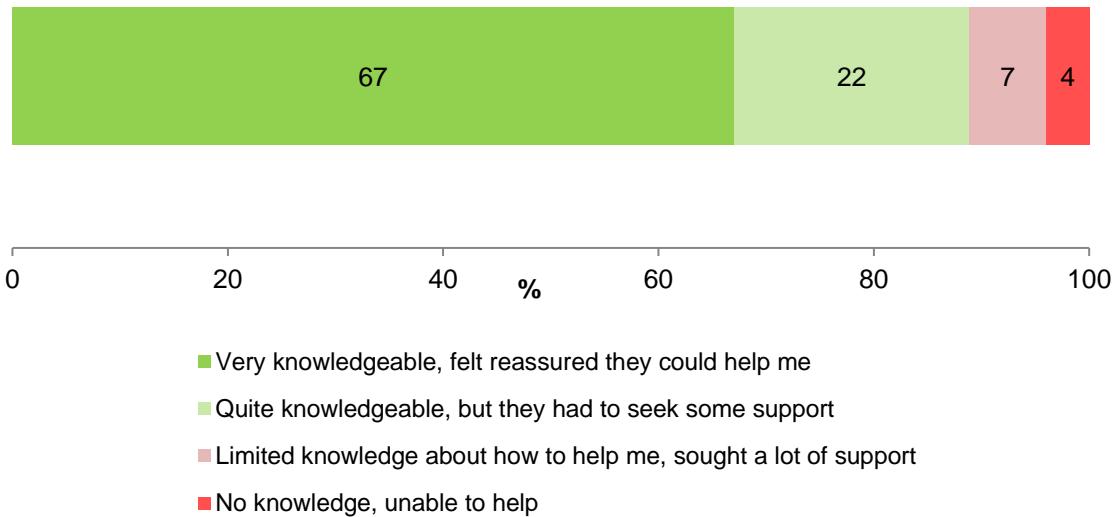
"I believe the member of staff would have assisted me whether I had booked in advance or not."
Physical, Edinburgh, WC, IF

Of all those who spoke to a member of staff, Mystery Shoppers on two-thirds (67%) of journeys felt they were very knowledgeable and were reassured they could help (**Figure 4.3**). On a further 22% of

journeys staff had been quite knowledgeable though they had to seek some support. However, Mystery Shoppers on 7% of journeys felt the staff member had limited knowledge about how to help and they sought a lot of support. A further 4% said the staff member had no knowledge and was unable to help.

One Mystery Shopper described how they felt staff they encountered at one station had a “*pre-script which they used to offer assistance and this gave the impression that they did not want to help.*” (*Physical, Edinburgh*).

Figure 4.3: Staff knowledge



Base: 224. *In general, how knowledgeable did you feel this member of staff was...? (5 Mystery Shoppers did not provide an answer)*

In terms of the quality of information received, the majority (57%) felt they received very clear details about how they could be assisted and knew all possible options available to them. However, a fifth (20%) felt they were provided with limited detail and no options, whilst 23% said that although they were given a few options, some things were not clear to them. For example, one Mystery Shopper at a station provided the following quote:

“When I asked for assistance they didn’t tell me how inaccessible [the destination station] is and refused to offer any alternatives.”

Hearing, Manchester

There was a clear link between the perceived knowledge level of staff and the level of detail provided. Of the 150 journeys made where the Mystery Shopper felt the staff member was very knowledgeable, 79% (n=118) felt they were given very clear details. Meanwhile, of the 25 journeys made which the staff member was considered to have limited or no knowledge, 22 said they received limited detail and no options.

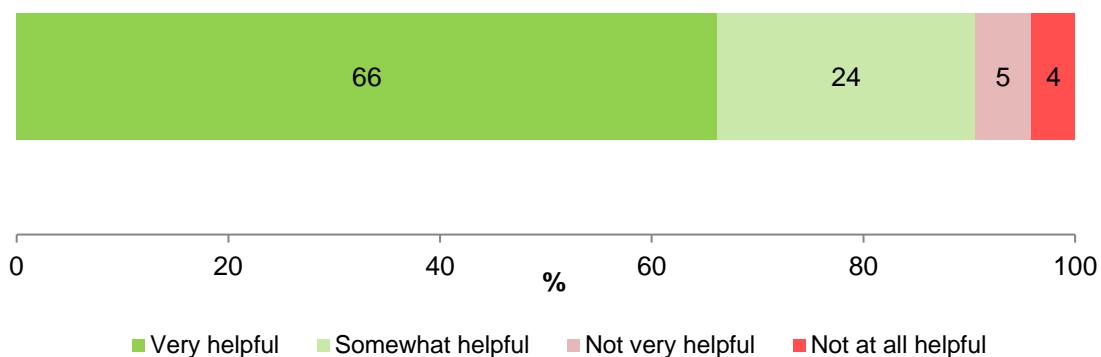
Figure 4.4 presents the overall results for how helpful the member of staff assisting them was. The results show two-thirds (66%) felt staff were very helpful and a further 24% said they were somewhat helpful. All of the journeys made by Mystery Shoppers with a visual impairment (n=39) reported staff members as being very helpful or helpful. Meanwhile, of the 23 journeys made by those with a hearing impairment, five felt staff had been not very helpful or not at all helpful, and of the 26 journeys made by those with a cognitive impairment four Mystery Shoppers felt staff had not been helpful.

"I tried to explain I had an illness that was not obvious and that I needed help boarding the train with my luggage. I was quickly summoned towards the correct platform (as the platform had altered at the last minute). When I further tried to explain for a second time round I needed assistance he seemed to completely dismiss me and ushered me with his hands to rush to Platform 19 despite having more than enough time to board. I was completely stunned."

Hearing, London, F

"The first time I went to [that station] it was very, very good. The next time I went it was very, very bad. I told the lady at the ticket office that I wanted some assistance and she said that there might be a lady or a man standing at the platform that might help me. I went to one of the ladies standing there and asked for assistance and she said sorry, I can't help you, you'll have to do it yourself." Cognitive, Glasgow, IF

Figure 4.4: Helpfulness of staff



Base: 222 Overall, how helpful was this member of staff? N.B. Question not answered for seven journeys. Mystery Shoppers undertaking interchange journeys were not required to answer this question

[the station staff] couldn't have possibly been more helpful."
Hearing, Manchester

"All staff I encountered were exceptionally helpful. The queue at the ticket office was long and [the staff member] brought me to the manual machine and did it for me. I just made the train, would definitely have missed it if it wasn't for [his] help!"
Long term health, Manchester, I, IF

"Initial staff at ticket office very polite and helpful, subsequent member of staff whilst polite took me to [another ticket] office and left me without explain[ing] what was happening. Platform staff were very helpful and obliging."
Cognitive, Manchester, F

"Great staff at both stations - provided me with all the information I needed and the support I needed with a smile"
Hearing, Manchester, F

"Staff at [that] station are exceptional and they all work together. [Their] trained staff have a very high standard."
Vision, Birmingham, GD, I, F

Nine Mystery Shoppers felt staff had been unable to offer them assistance when it had been asked for. A selection of their comments of the reasons why are below. On all journeys the Mystery Shopper described the manner of the person who assisted them as negative or very negative.

"Very busy at the time, unable to show me to the platform due to delays on the lines."
Physical, Glasgow, WC, F

"The ticket officer was very dismissive. When I asked any questions about disabled toilets in the station or on board, she looked at me like 'why are you asking, you're not disabled'. I felt judged and she told me to speak to someone on the station platform instead."
Long term health, London, I, F

"The man refused to help me around the station and threatened to put me back on a train to [origin]. A member of the public had to rescue me."
Physical, Edinburgh, WC, IF

"The lady in the ticket office was very rude to me and ignorant."
Physical, Edinburgh, WC, IF

"Staff said they did not know [about turn up and go] and told me to get a leaflet from the stand as she was busy as people were queuing to buy tickets."
Cognitive, Manchester, IF

"I went to the buzzer to call for help, the buzzer didn't work. I went back to the ticket office and told them I want assistance, they said the guys at the platform with a walkie talkie can help you. I went to the lady there and asked her if she could help me with my luggage and my buggy, she said no I can't help you. I asked her where can I find a disable buggy space, she said it's coach B and D but you can't sit there it's only for wheelchair whereas it said on the seats for expectant mothers as well. The lady was rude, I was very excited about my last journey but this broke my heart"
Cognitive, Glasgow, L, IF

4.1.3 Alternative Arrangements

Train and station operators are also obligated under the requirements of their DPPP to provide Alternative Accessible Transport (AAT) to passengers, which is usually in the form of an accessible taxi, as an alternative mode of transport for the passenger in a situation where the station they intended to travel to or from was inaccessible to them. For example, in a scenario where the passenger is a wheelchair user and the station they want to travel to or from has no step-free access to the platform and the station lift is out of order, then AAT could be provided to take the passenger to the next accessible station to allow them to continue their journey.

Only one Mystery Shopper required the use of AAT (a taxi) due to an out of order lift at their destination station which made it inaccessible to them. The Mystery Shopper set out on their journey as planned however, at a station on the way, a member of station staff came on board asking for someone in his name. They informed him that due to an out of order lift at his destination station he would be unable to leave the platform. To avoid this they asked him to disembark and would arrange for a taxi to take him to his destination station instead. After waiting for around 10-15 minutes the Mystery Shopper was put on a wheelchair accessible taxi and taken to his destination station as promised. The Mystery Shopper was very understanding about the situation and praised the staff who assisted him on his journey.

"It's the first time it's ever happened to me and I've been using trains for a long time, but I thought it was very well done, it was very efficient, I couldn't complain about it to tell you the truth...the staff member at [the station where I had to unexpectedly disembark] was a young guy, he got a little bit flustered because the first taxi he booked I couldn't get on... I said take your time I'm in no rush."

Physical, London, WC, F

When he later returned to station the lift had been fixed and he was able to make his journey as normal. This example illustrates that when communication between staff works well then it can help deliver a good outcome for the passenger even in circumstances where there is some disruption or inconvenience to their journey.

4.1.4 Satisfaction with Assistance Offered

When asked about satisfaction with the arrangements offered by the member of staff to support them with their journey, the question was answered by Mystery Shoppers for 119 journeys. Of these, almost half (46%) were very satisfied whilst a further (25%) were satisfied. 12% were dissatisfied (9%, n=11) or very dissatisfied (3%, n=4). The main reason given for dissatisfaction was the attitude of staff, as summarised in the quotes below.

"This member of staff was the most ignorant and disinterested person I have encountered on the network so far."

Hearing, London, F

"General attitude was very negative, he didn't provide any assistance and wasn't giving clear instructions."

Physical, Edinburgh, WC, IF

"Member of staff did not seem to understand why I needed assistance. They seemed to assume that I should be able to manage."

Cognitive, Glasgow, L, IF

4.1.5 Information Provision (Staffed and Unstaffed Stations)

The Disabled People's Protection Policy (DPPP) is a statement of practices and policies on the arrangements to assist older people and those with reduced mobility to travel by train. The DPPP consists of two documents produced by each train operating company; one details the arrangements

for passengers and should be a suitable size and displayed in racks at staffed stations where the operator's trains call. The DPPP passenger-facing document is titled 'Making Rail Accessible'. It explains to the passenger the types of assistance available to them and how to access it, and is displayed in racks at staffed stations where the operator's trains call. The other document is generally not available to the public and contains a guide to the company's policies, processes and procedures and is used more for regulatory purposes.

The availability of this passenger-facing document is important as it is one of the primary ways for passengers who may require assistance to find out about the support available to them and how to access it.



Excluding interchange journeys, Mystery Shoppers on all journeys (n=265) were asked to check if there was a copy of the operator's DPPP 'Making Rail Accessible' leaflet available at the station. Some stations were visited more than once by different Mystery Shoppers; all asked for a copy of the DPPP leaflet. Mystery Shoppers said this leaflet was available on just over a quarter (27%) of journeys. This proportion was considerably higher at staffed stations (30%) compared with unstaffed stations (8%). This difference is significant at the 99% level. During the depth discussions, one Mystery Shopper described how the first two members of staff at one of the large London termini did not know what the DPPP leaflet was and a third member of staff had to check what it was before directing them to the main concourse.

"First two guys didn't know about it, third guy looked up what it was and said they didn't have one but they are available on the main concourse" Physical, London

Mystery Shoppers were also asked to identify any other information that was on display at the station regarding accessibility and assistance for those with disabilities. This question was not answered by Mystery Shoppers on 14 journeys; often due to their visual impairment. Of the remaining 251 journeys, **Table 4.2** shows the other information regarding accessibility / assistance for those with disabilities split by stations which were staffed and unstaffed. The results show a greater proportion of Mystery Shoppers at staffed stations saw other information on display (55%) compared with unstaffed stations (29%). The difference between those that saw no other information at staffed stations compared with unstaffed stations is significant at the 95% level.

Table 4.2: Other information available, by staffed and unstaffed

	Staffed Station (%)	Unstaffed Station (%)	Total (%)
Posters	36	40	37
Other leaflets	48	30	47
Notices / signs containing contact information	43	60	45
Station plans	25	20	25
Other	2	0	2
Sub-total (n)	118	10	128
Any other information	55	29	51
Nothing	45	71	49
Base (n)	216	35	251

N.B. Low bases for Unstaffed Stations. Question not answered for 14 journeys.

At staffed stations, on almost half (48%) of the journeys made, Mystery Shoppers saw other leaflets, 43% observed notices / signs with contact information and 36% noted there were posters. 'Other' information was recorded by the Mystery Shoppers on two journeys, this was:

"I spotted that the information booth on the main concourse had 'Mobility Assistance'. Maybe the disabled logo would make this service more obvious?" Physical, Edinburgh, WC, IF

"An entire room staffed by two people for accessible travel. Not obvious to find if you've never been to [the station] before, but when I bought my ticket I asked one of the customer services staff in the ticket hall if assistance was available and he immediately pointed it out to me. Signage should be much clearer." Physical, London, IF

The mean time for finding other information at the station was four minutes. The longest time taken to find information was 15 minutes and this occurred for four of the journeys whilst the quickest time was instantly on arrival. **Table 4.3** shows for 88% of journeys, the Mystery Shoppers were able to find the information within five minutes. Of the remaining 12%, it took 4% (n=5) six to nine minutes whilst it took 8% (n=11) ten minutes or more; all these Mystery Shoppers were at staffed stations.

Of the 11 journeys which took Mystery Shoppers 10 minutes or more to find information; four were made by Mystery Shoppers with a physical disability, three had vision impairments, two had a hearing impairment, and one each had a long-term health problem or cognitive disability.

Table 4.3: Time to find information

	Staffed Station (%)	Unstaffed Station (%)	Total (%)
0-2 minutes	41	60	43
3-5 minutes	46	40	46
6-9 minutes	4	0	4
10 minutes or more	9	0	8
Base (n)	126	10	136

N.B. Low bases for Unstaffed Stations. Question not answered for 16 journeys.

In terms of the quality of the information available, for 81% of journeys where information was found Mystery Shoppers felt the information was very helpful (37%) or somewhat helpful (44%). Meanwhile, for 12% of journeys it was considered not very helpful and a further 7% said it was not at all helpful.

4.2 Help Points

A total of 36 journeys departed from 'unstaffed' stations; this comprised of a mixture of entirely unstaffed stations and those unstaffed between certain hours. Of these:

- Mystery Shoppers reported there was a Help Point at the departure station for 23 journeys;
- there was no Help Point for eight journeys; and
- for five journeys the Mystery Shopper did not know or could not find a Help Point at their departure station.

This meant that a Help Point was located at around two-thirds of unstaffed departure stations.

All those but one Mystery Shopper, who had a physical disability, said the Help Point was accessible to them (n=22).

Of the 23 journeys where there was a Help Point:

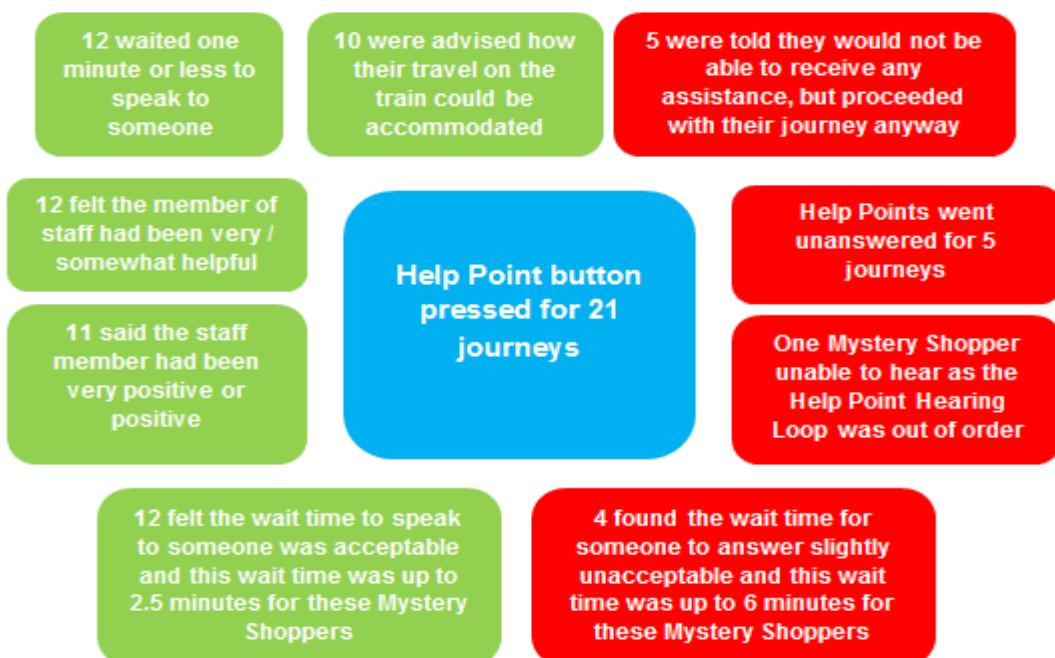
- Mystery Shoppers on 21 journeys pushed the help button and this was answered for 16 of the journeys. Five went unanswered.
- Of the 16 calls that were answered, 10 were told how they could be accommodated on their trip, one Mystery Shopper could not hear the response due to the hearing loop being broken, and five Mystery Shoppers were told that assistance could not be offered.
- Of the 10 Mystery Shoppers who were told how they could be accommodated, assistance only materialised for 6 of them.
- This means only 6 of the 21 Mystery Shoppers that used a Help Point received the assistance they required.

Some mystery shoppers were frustrated with how long they had to wait for a response after pressing the button:

- For 12 journeys, the Mystery Shopper waited for one minute or less whilst for three journeys they waited 2-3 minutes.
- For one journey the Mystery Shopper waited six minutes before someone answered.

Figure 4.5 summarises the communication with staff via the help button for the 21 journeys when the Help Point was pressed.

Figure 4.5: Summary of staff assistance at Help Points



"If I had had bags I would have been stuck as no taxi was offered." *Longterm health, Birmingham, IF*

"I asked for help if had bags I said no staff at station he said I have to book a day in advance."
Longterm health, Birmingham, IF

"Unable to hear due to the loop system not working"
Hearing, Birmingham, L, IF

"Told me to look for the conductor when the train arrived but I was unsure if I would find the conductor in time."
Physical, Edinburgh, WC, IF

"I was given a number to contact for assistance at station if needed."
Long term health, Birmingham, IF

"Help with baggage if needed."
Long term health, Birmingham, IF

"Told me to press button 15 mins before train came for assistance if I wanted help with getting my baggage onto the train."
Long term health, Birmingham, IF

5. Passenger Journey

5.1 Journey Success

All Mystery Shoppers were able to complete their journeys, with no trips having to be abandoned. However, there were a number of Mystery Shoppers who missed trains or had to travel to an alternative station.

Nearly all journeys (94%) were completed as planned, with an additional 6% of journeys not travelling on their assigned train. There were a variety of reasons for missing the assigned train, including health issues, delays to the first train, and reduced services.

"I missed the assigned train [due to their own fault] by a few minutes, had to wait for the next one. Vision, Cardiff, L, IF

"I missed it due to suffering an epileptic fit prior to boarding my intended departure which was at 12pm." Hearing, London, L, F

"Signalling problems meant that there was a reduced service operating." Long term health, London, L, F

One Mystery Shopper was placed on the incorrect train. When the Mystery Shopper realised they were boarding her onto the incorrect train she alerted the member of staff and was assisted back off.

A different Mystery Shopper was also put on the wrong train, which actually departed, and then realised it did not go to their destination station. The Mystery Shopper had to alight the train at the next station of their own accord and board the correct train to get to their planned station. This Mystery Shopper was critical of the staff at the station where he had originally departed from and felt staff needed to be more diligent when dealing with people who have both physical and visual impairments.

"The member of staff assisting, put me on the wrong train which went on a different loop, not stopping at my first planned port of call!" Vision, London, F

Two journeys involved travelling on an alternative service, for which the Mystery Shoppers received assistance. Each journey is outlined in more detail below.

One Mystery Shopper had completed the first leg of her journey when she had a two hour wait before her return journey. The weather was particularly cold and it was snowing heavily. A member of staff came over to her, asked her if she was okay and suggested she board the next train as the weather was so bad. The staff were concerned for her welfare and suggested it would be best for her to get on the train that was just arriving. Following a conversation with a member of AECOM staff, it was decided it was best for this Mystery Shopper to return home early as suggested by the member of staff. The Mystery Shopper was full of praise for the staff at the station, describing them as "perfect".

On a separate journey the Mystery Shopper was supposed to travel on a direct train from one station to another, however, due to a late arrival at their origin station they missed their intended service. The Mystery Shopper was informed by a member of staff that it would be quicker for them to travel on a different indirect route involving an interchange and so was put on an alternative service to save them time.

5.2 Requesting Assistance Boarding and Alighting

Figure 5.1 summarises the assistance Mystery Shoppers asked for and received when boarding and alighting. They were free to request the type of assistance they felt they needed. The results show a greater proportion of Mystery Shoppers asked for assistance boarding compared with alighting (62% and 51% respectively). Some Mystery Shoppers had impairments which meant they required assistance boarding but were able to alight on their own, and vice versa. **Figure 5.1** shows that of those who asked for assistance, Mystery Shoppers were more likely to receive assistance when boarding (93%) compared with alighting (78%).

"It would have been helpful when boarding for the staff member to contact the train guard to assist me on arrival / destination."
Hearing, London, I, F

Figure 5.1: Summary of boarding and alighting assistance



5.2.1 Boarding Assistance

Overall, on **196 journeys**, Mystery Shoppers asked for assistance with boarding, and this was received on **183 journeys** (93%). Assistance was not received on 13 journeys⁶. Reasons for not receiving assistance included staff suggesting they were unable to help, poor communication between staff members, and assistance not being provided despite being informed it would be. A selection of comments from those Mystery Shoppers affected by an assistance failure are below.

"I was informed someone would come to help me find a seat but no one showed up."

Vision, Manchester, IF

"Assistance promised in boarding train but not provided. I had to ask member of public to assist, similarly upon alighting train at destination promised assistance did not materialise"

Physical, London, IF

"I used the Help Point on the platform. It was a long wait for a reply and I was told that they couldn't hear me (there were trains coming in and lots of people around). I repeated and they asked where I was, kept saying they couldn't hear. Train arrived so I got on it (without the assistance I really required)."

Longterm health, London, L, F

For the boarding assistance to be considered successful it could be provided by any station staff or train staff. On four-fifths (80%) of journeys, Mystery Shoppers received assistance from station staff, on 29% of journeys train staff assisted them and on 2% of journeys another passenger / member of the public assisted them⁷. Mystery Shoppers on the 2% of journeys (n=4) which had assistance from another passenger / member of the public also received assistance from station or train staff.

⁶ This excludes assistance requested from Help Points which is reported in Section 4.2.

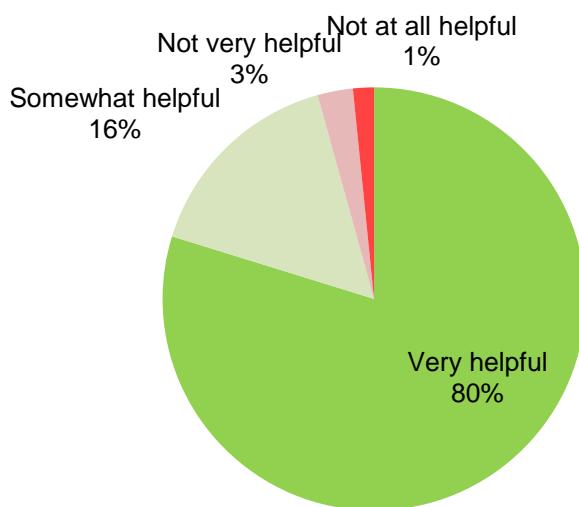
⁷ Mystery Shoppers could be helped by multiple people, therefore figures total more than 100%.

Therefore, no journeys, where help was received, required the Mystery Shoppers to rely completely on the public for boarding assistance. However, for the 13 Mystery Shoppers who received no assistance at all this occurred because they were either told that no help was available or being promised assistance that did not arrive. All of these Mystery Shoppers boarded the train on their own despite feeling they should have had assistance doing so.

"I told the lady at the ticket office that I wanted some assistance and she said that there might be a lady or a man standing at the platform that might help me. I went to one of the ladies standing there and asked for assistance and she said sorry, I can't help you, you'll have to do it yourself." Cognitive, Glasgow, F

Figure 5.2 illustrates how helpful Mystery Shoppers felt staff were when they boarded the train. On four-fifths (80%) of journeys, staff were recorded as very helpful, whilst on a further 16% of journeys staff were somewhat helpful. Just 4% (n=8) of journeys were reported by Mystery Shoppers as having staff that were not very helpful or not at all helpful when boarding the train.

Figure 5.2: Helpfulness of staff assisting with boarding train



Base: 182. Overall, how helpful was the member of staff who helped you board the train? Question not answered for one journey.

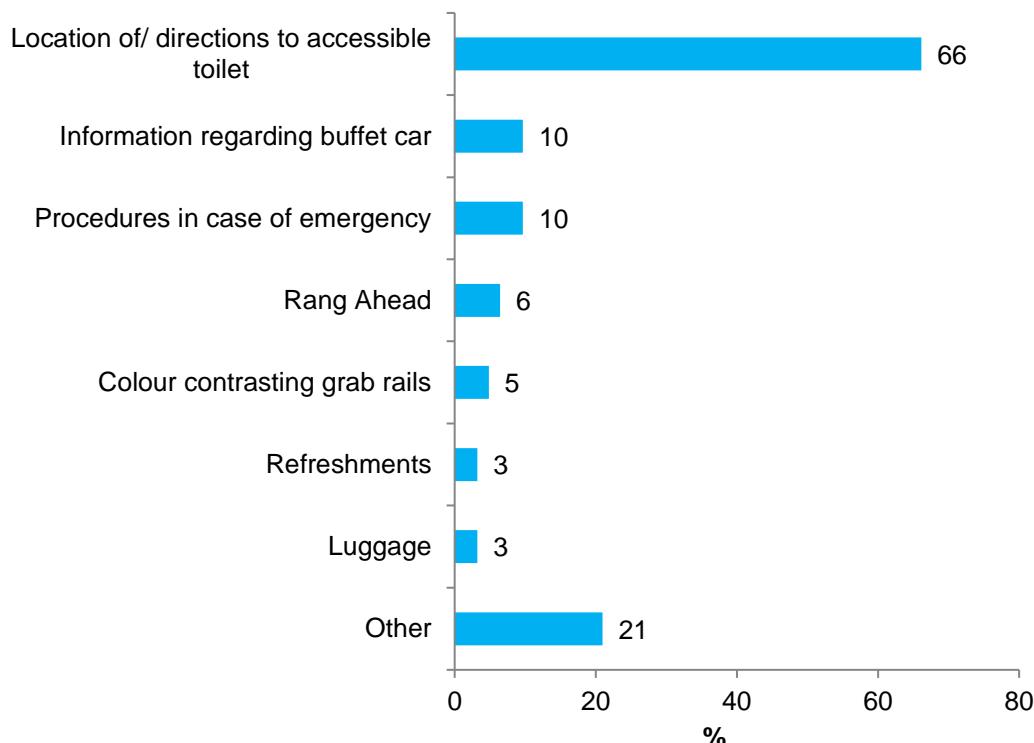
Seven of the eight journeys made for which staff assistance was considered not helpful were made by Mystery Shoppers with a physical disability whilst the other journey was made by someone with a long-term health problem.

On almost two-thirds (64%) of journeys, the Mystery Shoppers were taken to their seat. This was a priority seat⁸ on 54% of journeys. Almost three quarters (74%) of the journeys made where they were taken to a priority seat were undertaken by a Mystery Shopper with a physical disability.

⁸ Most trains have specially designated priority seats available to customers that have a greater need to sit down (defined as people with disabilities, expectant mothers, elderly passengers and those carrying infants).

Mystery Shoppers on 172 of the journeys stated whether they were provided with additional information or assistance when boarding. Mystery Shoppers on 37% (n=62) of these journeys said they were provided with additional information and **Figure 5.3** provides a breakdown of what they were provided with. On two-thirds (66%) of these journeys the Mystery Shopper was told the location of the accessible toilet or given directions to it. The 'other' information or assistance Mystery Shoppers were provided with is summarised in the quotes below **Figure 5.3**.

Figure 5.3: Additional information and assistance offered by staff



Base: 62. *Were you provided with any additional information or assistance?* N.B. Mystery Shoppers could identify multiple types of additional information / assistance. Chart excludes 110 journeys where Mystery Shoppers indicated no other information / assistance was provided. Question not answered for 11 journeys.



When asked whether they were told what to expect at their destination station, Mystery Shoppers on 177 journeys answered the question. Just under two-thirds (61%) of Mystery Shoppers on these journeys were told what to expect on arrival at their destination.

5.2.2 Driver Controlled Operation (DCO) trains

Driver controlled operation (DCO) trains are services where there is no second member of staff on-board. One of the research objectives was to investigate, if possible, any differences in the Mystery Shoppers' experiences of requesting assistance on journeys taken on DCO services versus non-DCO services.

ORR provided a database which identified train services which were defined as 'sometimes' or 'mostly' unstaffed and so for the purposes of the study were classified as DCO trains. By this definition, this gave us a potential sample of 118 journeys made on 'DCO services'.

Mystery Shoppers were not made aware in advance as to whether their journeys would be made on DCO trains but were simply asked to report on whether they had found or observed a member of staff on their train for each journey they made.

Table 5.1 shows Mystery Shoppers' observations with regards to there being a member of staff on board. Mystery Shoppers stated they observed a second member of staff on-board **a third** (33%) of the expected 'DCO trains'. A further quarter (25%) said they 'did not know' if there was a second member of staff on the train. Even on non-DCO trains, 43% of Mystery Shoppers either said they believed there was no second member of staff on-board (16%) or they did not know (27%).

Table 5.1: Was there a member of staff on the train in case you experienced any problems whilst travelling?

Did you observe a second member of staff on-board?				
	DCO train (118)	Non-DCO train (200)		
	Count	%	Count	%
Yes – member of staff on-board	39	33.1	114	57
No member of staff on-board	49	41.5	32	16
Don't know	30	25.4	54	27

This meant it was difficult to analyse differences in the experiences of Mystery Shoppers between DCO and non-DCO services because there was a general lack of certainty as to whether there was a second member of staff on-board. We therefore felt unable to produce any reliable quantitative measures around this aspect of the research beyond what the Mystery Shopper observed with regards to staff presence.

Of all 318 journeys undertaken as part of the study, Mystery Shoppers on 48% of these said there was a second member of staff on-board the train. On 26% of journeys they stated they observed no staff on the train and on a further 26% Mystery Shoppers did not know.

As a general point of learning therefore, what was perhaps most noticeable was many Mystery Shoppers' lack of awareness and potential misunderstanding about the presence of a second member of staff on trains. It was not within the scope of this study to explore how important information about staffing levels on trains is to Assisted Travel users. Further research would be required to establish if having that knowledge could enable them to make more informed choices about the specific routes or services they travel on.

5.2.3 Luggage

Fifteen percent of journeys (n=47) were made by a Mystery Shopper travelling with luggage⁹. When asked where they had requested assistance with their luggage, Mystery Shoppers on 15 journeys said it was on the platform, on 12 journeys they visited the ticket office, and on seven journeys they had been to the Help Point. Other locations where Mystery Shoppers asked for assistance were: information desk / point (n=5), via phone (n=1), and on the train (n=1). Six respondents did not state where they asked for assistance. The majority of Mystery Shoppers requiring luggage assistance said it was to help them get their luggage on and/or off the train or transporting it to the platform.

Of the 47 respondents who were travelling with luggage, 10 did not receive the assistance they required. Reasons for not receiving assistance included a lack of staff on the station, a lack of staff on board the train, and the unwillingness of one member of train staff to assist.

⁹ Base: 312. Were you travelling with luggage today? Question not answered for six journeys.

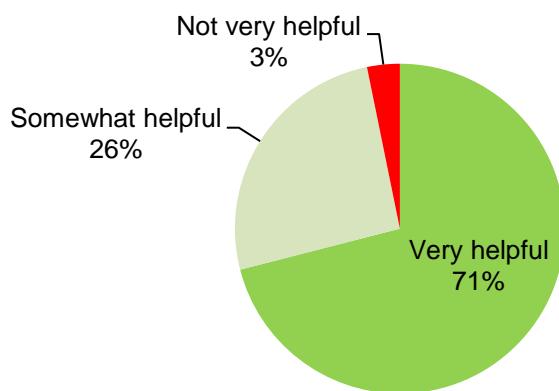
5.2.4 Alighting Assistance

In total, Mystery Shoppers on **161 journeys** asked for assistance with alighting from the train, and this was received on **125 journeys** (78%). Twenty two percent ($n=36$) did not receive assistance but managed to alight on their own even though they would have preferred to have had assistance doing so. **All Mystery Shoppers travelling in a wheelchair received assistance alighting where required.** Mystery Shoppers with hearing impairments ($n=6$) and visual impairments ($n=9$) were less likely to receive the assistance they had requested. However, sample sizes are low so this information should be treated with caution as it may not be representative.

Of the 125 journeys where Mystery Shoppers received assistance alighting, a member of staff came to their seat to assist them on 53% of journeys ($n=70$).

Mystery Shoppers who had assistance alighting and received it from a different member of staff from that whom had helped them board assessed how helpful this second member of staff was. **Figure 5.4** shows how for 71% of journeys, Mystery Shoppers said they were very helpful, on 25% of journeys they were somewhat helpful whilst on 3% ($n=3$) of journeys staff were not very helpful.

Figure 5.4: Helpfulness of alighting staff



Base: 93. How helpful was this member of staff?

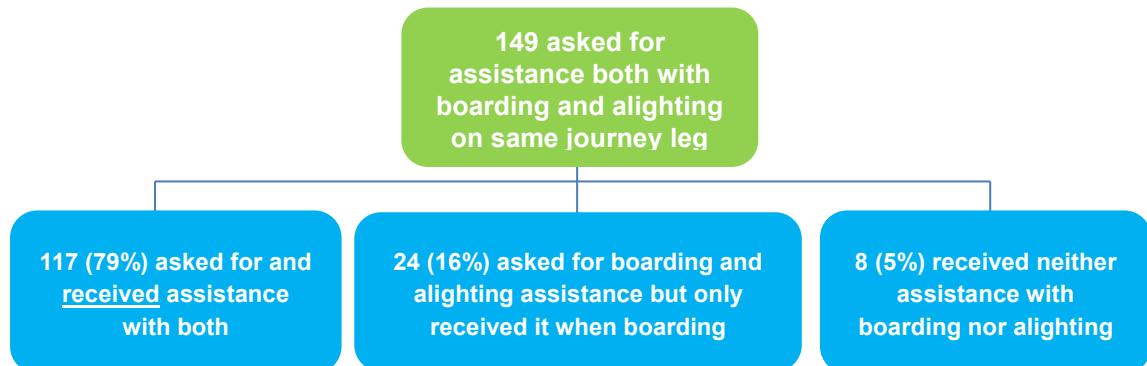
5.2.5 Boarding and Alighting: 'Journey Completion'

A key area of analysis was to establish how reliable the assistance was throughout a journey. One way of measuring this was to examine individual journeys where a Mystery Shopper requested help to both board and alight a train for a single journey leg. This was predicated on the assumption that they needed both types of assistance to be provided for their journey to be successfully completed i.e. assumed they were unable to board or disembark without being assisted by staff. This allowed us to generate a 'journey completion rate' as an overall gauge on the reliability of assistance if the purpose of the service is to get a passenger from A to B.

Figure 5.5 shows that assistance with boarding **and** alighting was requested on just under half of all journeys (47%) and was **received in 79% of cases**. For 24 journeys (16%), when the Mystery Shoppers asked for both types of assistance they only received boarding assistance, and for eight journeys (5%) no assistance was received.

"I am a very understanding person but somebody else might have got annoyed waiting 10 minutes to exit a train."
Physical, London, WC, F

"Lack of communication and poor attitude towards helping me to get off the train."
Physical, Doncaster, WC, IF

Figure 5.5 Journey completion

5.2.6 Station Exit Assistance

Mystery Shoppers were asked whether they needed help on their journey to exit their destination station. For 28% ($n=89$) of journeys Mystery Shoppers stated they did need help; the main reasons stated for requiring assistance were:

- To find and guide me to the exit (43% of those who required assistance to exit);
- Support with onward travel (18% of those who required assistance to exit);
- Assistance with the lift (14% of those who required assistance to exit); and
- To carry luggage (10% of those who required assistance to exit).



5.2.7 Interchange

39 interchange journeys were completed by Mystery Shoppers. These required Mystery Shoppers to change trains at some point between their originating departure station and the destination station; the whole journey was completed using one ticket. 19 Mystery Shoppers required assistance when alighting from the first train; 12 of them received this assistance. The lack of requested assistance received adversely affected the Mystery Shoppers confidence about travelling by train.

5.3 On-train Assistance

For 27 journeys (8%), Mystery Shoppers required assistance whilst on board the train. This section presents the results regarding the assistance they requested and whether it was provided.

5.3.1 On-train Assistance Required

A breakdown by disability can be found in **Table 5.2** for the 27 journeys for which Mystery Shoppers required assistance.

Table 5.2: On-train assistance required, by disability

Disability	Required assistance on board (n)
Cognitive	10
Vision	7
Physical	6
Hearing	3
Long term health problem	1
Total	27

Reasons for requiring assistance included directions to an accessible toilet, further information regarding their journey, help with luggage, and assistance to a seat. A selection of quotes regarding this additional assistance can be found below.



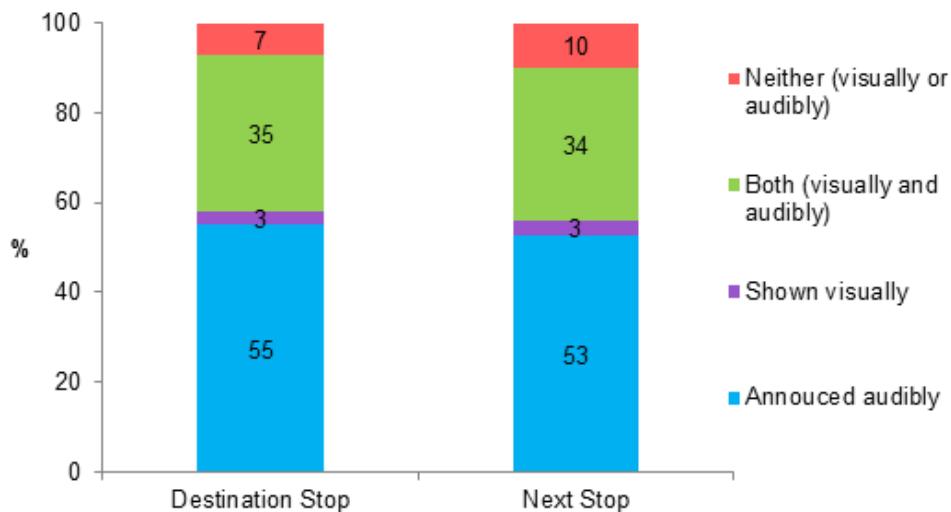
5.3.2 Assistance Received

Of the 27 Mystery Shoppers that required assistance on board the train:

- 16 received the assistance they needed.
- Of the 16 Mystery Shoppers that received assistance, 12 had assistance from staff and four had help from members of the public.
- Of the 12 journeys for which Mystery Shoppers received assistance from on-train staff, Mystery Shoppers on eight of these journeys said it had been very easy to speak to staff.
- Of the four Mystery Shoppers that received help from the public one gave an explanation for this stating that no staff were on board to help them.
- 11 Mystery Shoppers did not receive the help they required from staff; of these, three Mystery Shoppers noted there was no member of staff present on the train.
- Therefore, of the 27 Mystery Shoppers that required assistance on board the train, 12 received assistance from staff.

5.3.3 On-Train Announcements

All Mystery Shoppers were asked to record whether destination and next stop announcements were announced audibly or visually, if they were able to assess it, for each journey made. Of those who were able to assess the announcements (313 for destination stops, 300 for next stops), on 93% of journeys Mystery Shoppers indicated there was an announcement of some form for the destination stop, and on 90% of journeys this was provided for the next stop. **Figure 5.6** shows on just over a third of journeys, the destination (35%) and next stop (34%) were announced both visually and audibly. For more than half of the journeys it was announced audibly only (*Destination stop: 55%, Next stop: 53%*) whilst for just 3% of journeys the information was shown visually only.

Figure 5.6: Destination and next stop announcements

Base: Destination Stop: 313. *When the train stopped at a station, was the destination stop...?; Next Stop: 300. When the train was stationary, was the next stop...?*

Chart excludes those who were unable to assess this aspect.

NB: Some Mystery Shoppers were unable to assess if they were announced both audibly and visually due to their impairment.

One Mystery Shopper who was on a journey where no destination stop was announced commented:

"They announced they were doing limited stops as the train was delayed but didn't say which stops they were actually going to stop at and there was no one to ask...I think all trains should be staffed so there is someone to ask for advice and to guarantee that there was someone to help you off the train."
Cognitive, Manchester

One Mystery Shopper who suffered from a hearing impairment stressed the importance of also having visual announcements:

"The trains were fairly quiet so I was able to hear but it isn't the case when it is busy." Hearing, Birmingham

5.4 Disruption

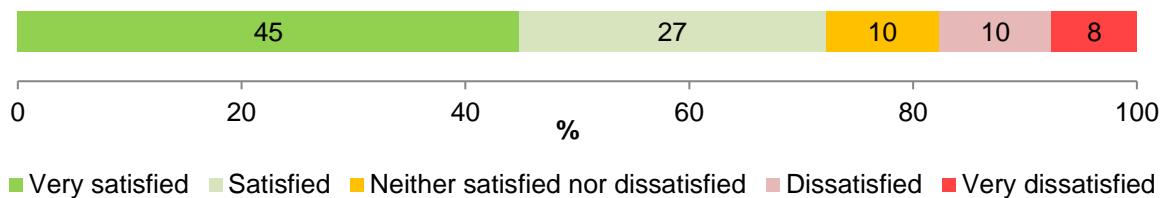
Six percent of journeys (n=20) were disrupted by unforeseen circumstances, this included vandalism, landslips and technical issues. The majority of Mystery Shoppers were informed of the disruption via general public announcements, with Mystery Shoppers on two journeys being told in person by a member of staff. Mystery Shoppers on four journeys were not informed at all about the disruption. Of the two Mystery Shoppers who were told personally by a member of staff, one found the member of staff who assisted them to be very helpful and the other found the member of staff to be somewhat helpful.

5.5 Overall Satisfaction with Journey Leg

Figure 5.7 presents overall satisfaction with an individual journey. Mystery Shoppers on 45% of journeys were very satisfied, and 27% satisfied – in other words 72% of Mystery Shoppers were

satisfied/very satisfied with their journey leg. On almost a fifth (18%) of journeys, Mystery Shoppers were dissatisfied (10%) or very dissatisfied (8%).

Figure 5.7: Satisfaction with journey leg



Base: 317. *Overall, how satisfied were you with this leg of your journey?* Question not answered for one journey.

Mystery Shoppers on **229 journeys** were **satisfied**. When asked why they felt this way:

- 41% referred to helpful staff and being able to access help if they needed it
- 25% said they received good quality assistance
- 17% said there were no problems or the journey was enjoyable.

A summary of quotes describing why Mystery Shoppers were very satisfied are provided below.

Reasons for being very satisfied with the journey:

"Helpful members of staff, I didn't feel like I was in the way."
Physical, Peterborough, IF

"Staff were easily visible to ask for help."
Long term health, Manchester, IF

"The ticket office was, if anything, too helpful giving me quicker and cheaper options to everything I asked for making it very difficult to refuse. The assistance on board was exceptional. He came and sat at the table and went through my journey, the times, best route and where I would get the transfer from and which platform."
Physical, Manchester, I, IF

"Journey was flawless, quality service was provided."
Physical, London, WC, F

*"The gentleman who helped me couldn't do enough for me and I was confident he would let [the destination station] know I would need assistance.
The gentleman who assisted me off was first class too. Having confidence that staff do what they say they will do is a top priority when travelling."*
Physical, Edinburgh, WC,

"Should I need help, I was confident I could access it."
Long term health, London, IF

"Very eager to help in any way, I felt very happy, I'm not worried to go on a train alone again."
Physical, Cardiff, WC, IF

"[The staff] went above and beyond for a relatively small station, good communication."
Vision, Manchester, IF

"The [train] guard was made aware of my needs at [departure station], he politely made himself known early into the journey, asked about my needs at [my destination station], and met me as I disembarked [there]. As no station staff were about [once I got off the train] he kindly accompanied me through the station as per my needs." *Cognitive, Manchester, F*

"Staff went above what I expected and they were very nice."
Vision, Cardiff, L, IF

"Train staff were very helpful and made time for you. You were not rushed."
Vision, Birmingham, GD, F

"Lots of very friendly, helpful staff. Filled me with confidence. They went above and beyond their duty of care."
Vision, Manchester, IF

Mystery Shoppers on **56 journeys** were **dissatisfied**. When asked why they felt this way¹⁰:

- 65% referred to a lack of assistance, or poor quality assistance
- 56% said there was a lack of help from staff, or that they were rude
- 48% blamed a lack of staff presence at the station

In general, Mystery Shoppers on these journeys did not receive the assistance they needed with several relying on other passengers to help them. Some Mystery Shoppers also described incidents where staff displayed a negative attitude or told them they needed to pre-book assistance. This serves to emphasise how important both the reliability of assistance and good customer service are in meeting passenger expectations of TUAG.

Communication between staff at stations was raised by Mystery Shoppers on various journeys. Some felt there was a lack of communication between station staff, platform staff and on-board staff causing inadequate full support for the entirety of their journey. There were occasions where Mystery Shoppers were left waiting while communications were passed between staff; on one journey a Mystery Shopper waited for 30 minutes before assistance arrived. Meanwhile, others described a lack of confidence in knowing if the message for assistance would pass from the start station to the alighting station.

The quotes below explain why Mystery Shoppers felt very dissatisfied:

"Help Point at the start station arranged help with conductor, the conductor did not know about this and was very unhelpful and negative. The conductor did not come to help me off the train. The conductor was very rude stating I should have booked assistance, a passenger helped me off."
Physical, Bristol, L, IF

"No staff at either station even though these are supposed to be staffed stations."
Vision, Birmingham, F

"Very upset and angry with level of service I received from [station] staff."
Hearing, Manchester, F

"I was so upset with the lady's behaviour."
Cognitive, Glasgow, L, IF

"The staff were all very rude and made me feel humiliated."
Physical, Edinburgh, WC, IF

"I felt the member of staff put me on the train and then left me to it."
Physical, Edinburgh, WC, IF

"I was placed on the wrong train."
Vision, London, F

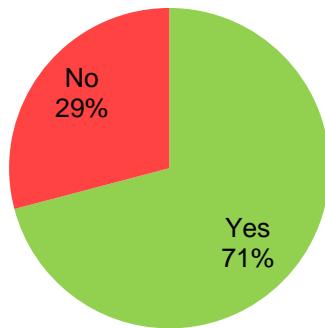
"There was no audible or electronic information on train."
Physical, Edinburgh, WC, IF

¹⁰ This was an open ended question allowing multiple views so responses exceed 100%.

Would they repeat the journey based on their experience?

When asked if they would repeat this journey, Mystery Shoppers on 83% of journeys said they would. Mystery Shoppers were also asked if they would recommend the TUAG service based on their experience on this journey (**Figure 5.8**). For seven out of ten journeys (71%) Mystery Shoppers said they would, whilst 29% said they would not.

Figure 5.8: Recommend Turn-Up-and-Go service



Base: 316. *Base on your experience on this journey leg, would you recommend the turn-up-and-go service provided to others with your disability? Question not answered for two journeys.*

During the depth discussions, one Mystery Shopper said undertaking the trips for the study had:

“...given me the confidence to travel again and I have reapplied for my railcard.” (*Physical, Cardiff*).

Similarly, another described the staff at two stations they travelled from as particularly nice and said:

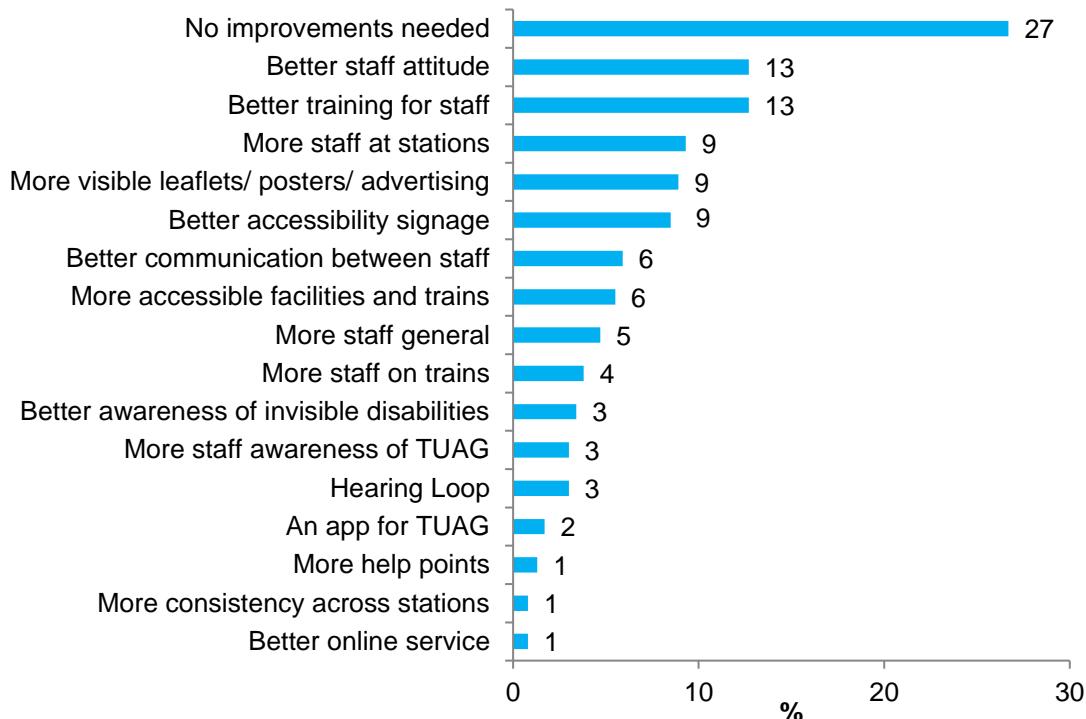
“I would happily go to these stations again because the staff there were lovely.” (*Physical, Edinburgh*).

6. Overall Passenger Experience

6.1 Further comments and suggestions for making TUAG work better

Following their experience on their journey, Mystery Shoppers had the opportunity to suggest one change they thought would make the TUAG service better. This was an open ended question but the results have been coded up for analysis purposes and are presented in **Figure 6.1**.

Figure 6.1 – One thing that would make TUAG better



Base: 236. *In light of your experience today, is there one thing that would make Turn Up and Go better?* Question not answered for 82 journeys. Unprompted. NB: Mystery Shoppers completed more than one journey and may have suggested the same improvement more than once. Despite only being asked for one improvement, some respondents suggested more than one change.

When asked for one thing that would make TUAG better, 56% (n=131) of responses made reference to staff. Comments included 'better staff attitude', 'better training', 'better communication between staff', and a higher staff presence. Improved awareness of hidden disabilities and of TUAG were also cited along with consistency of service provision across stations.

"Staff on hand either on stations or on board to ensure safe departure from the last stage of a journey."
Vision, London, F

"Have the station manned by a sufficient amount of available staff for people like me who suffer from Invisible illnesses and who need on board and off board assistance." Hearing, London, L, F

Over a quarter (27%) of Mystery Shoppers felt no improvements were needed. Mystery Shoppers with a physical impairment were the most likely to suggest no improvements were needed (33%), whilst those with a hearing impairment were the least likely (7%).

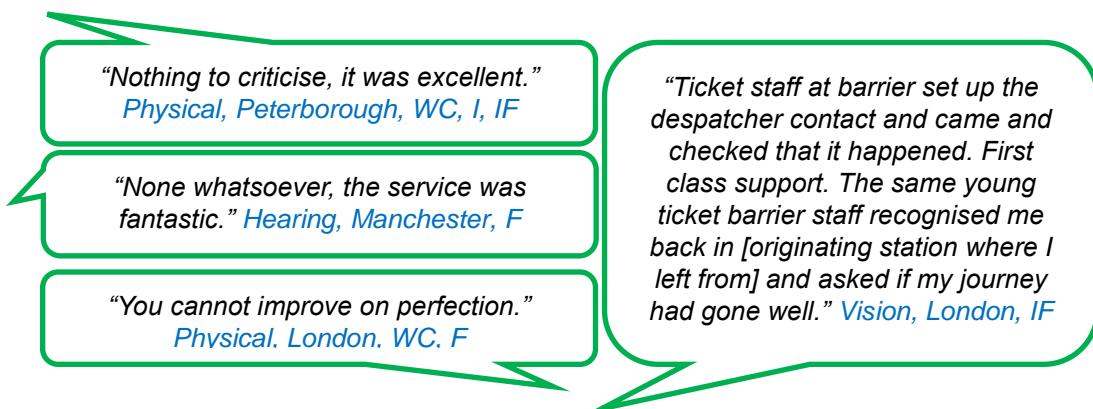
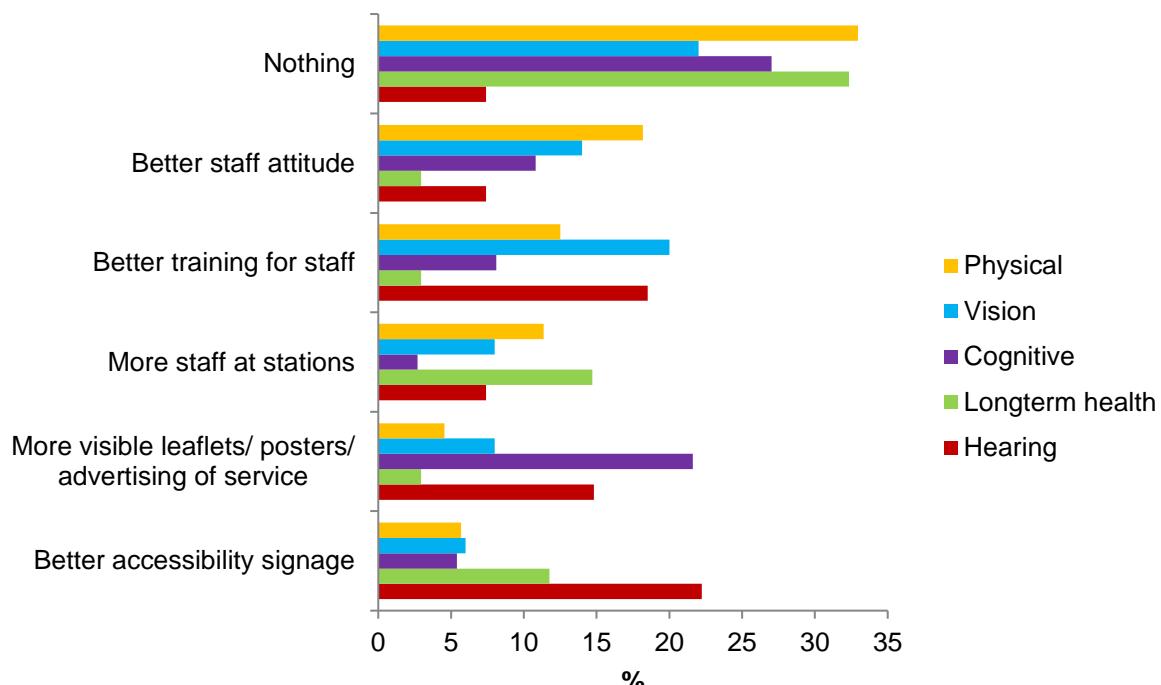


Figure 6.2: One thing that would make TUAG better by disability (top 6 suggestions).



Base: 88 (Physical), 50 (Vision), 37 (Cognitive), 34 (Long term Health), 27 (Hearing). *In light of your experience today, is there one thing that would make Turn Up and Go better?*

N.B. Low bases for some disabilities

Thirteen percent of Mystery Shoppers each indicated that the service could be improved by better staff attitudes and better training for staff.

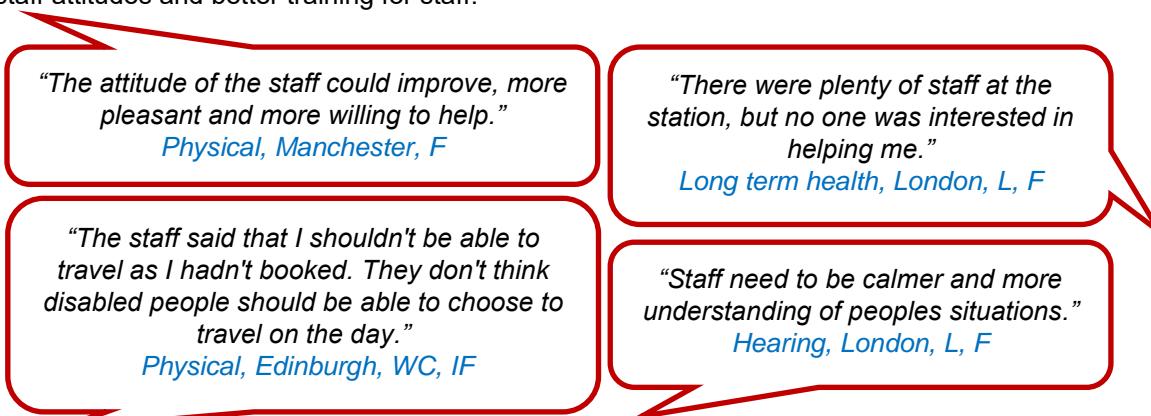


Table 6.1 below shows the priorities for improvement grouped based on their disability. Base sizes are low so this information should be treated with caution; only the hearing loop improvement is statistically significant.

Table 6.1: TUAG most commonly suggested improvement by disability

Disability	Most frequently suggested improvement
Hearing	Hearing loop / better accessibility signage
Long term health	More staff at stations
Cognitive	More visible leaflets / posters / advertising
Physical	Better staff attitude
Vision	Better training for staff

Mystery Shoppers with cognitive impairments were particularly keen on there being more visible leaflets / posters / advertising of the accessibility assistance that is available, with 22% of them suggesting this was an area for improvement.

"Advertising more widely that there is so much help available, which I've only found out from doing this and picking up leaflets. Posters would be good" **Physical, London, IF**

Those with hearing impairments suggested there needed to be more accessibility signage, and improved hearing loop facilities. One Mystery Shopper suggested not enough staff knew whether the hearing loop systems were working or not.

"A hearing loop system that every member of staff knew worked so that the onus was on the customer's equipment. Also, a larger area that the loop worked in"
Hearing, Birmingham, L, IF

Another Mystery Shopper with a hearing impairment indicated there was not enough signage to indicate how to request assistance at stations.

"Have better signage with regards to attaining assistance for passengers with disabilities..."
Hearing, London, L, F

Mystery Shoppers with visual impairments wanted better training for staff so they could be more understanding of the struggles faced by those who are visually impaired. Those with physical impairments wanted a better attitude from staff towards those who have a disability.

An important point raised by a number of Mystery Shoppers was how some staff members can be dismissive of those without an obvious disability, suggesting that because their disability was not visible they sometimes felt they were not treated with as much urgency or care as they might have otherwise received.

"Train the platform staff to be a little more considerate to those who may not be obviously disabled to the naked eye. It was very challenging trying to get any help or someone to listen to me. In the end I was unsuccessful in getting any help and just boarded my train with no assistance"
Hearing, London, L, F

Mystery Shoppers felt that some staff were unaware of TUAG and were surprised that they had turned up without pre-booking. Not all staff members were aware of the service and suggested to Mystery Shoppers that they needed to pre-book before travelling by train if they required assistance.

"The staff said that I shouldn't be able to travel as I hadn't booked. They don't think disabled people should be able to choose to travel on the day." **Physical, Edinburgh, WC, IF**

"I feel I need to make sure I ring for the assistance travel prior to travel as there's no guarantee of staff on board to help you or answer any questions" **Cognitive, Manchester, IF**

As referred to in Section 5, a key issue raised by several Mystery Shoppers throughout the study was an apparent lack of communication between different members of staff, both within the same TOC as well as between different TOCs and between stations. A number stated they were informed at their departure station by a staff member that their assistance needs would be communicated to staff at their arrival station. However, when they arrived at their destination expecting assistance, there was no-one in place to offer it.

"Breakdown in communication between the stations regards me exiting train at [destination station]. I was waiting 10 minutes to get off before somebody turned up. Driver was very helpful and said don't worry train won't go before I was taken off train. A simple mix up, no big deal in my opinion, these things happen from time to time. Staff were very apologetic saying [my departure station] did not ring through and say I was arriving" **Physical, London, WC, F**

"I asked the ticket barrier staff if they would alert the platform staff for me. Clearly he didn't get contacted." **Physical, Bristol, L, IF**

"When staff call ahead to my destination it would be good to actually be met on arrival as promised - this is why I travel alone so infrequently. 9 times out of 10 this happens and it's frightening and physically painful" **Physical, London, IF**

"They need to improve communication and give assurance that staff at destination station had been notified" **Physical, Edinburgh, WC, IF**

There were also instances of inconsistency between the service provided between members of staff at the same station.

"(First trip) The staff at that station were really helpful [on my first trip there]...It was rush hour and was really busy, she took me to the waiting room but the waiting room was packed so she took me to the office and got me a seat there which I thought was a really good touch so she didn't just leave me in the waiting room, and she stayed with me for quite a while. So I found the staff there really exemplary, I couldn't fault them at all."

"(Second trip) A different member of staff took me straight to the same office this time but he didn't explain what was happening, he just left me sitting there, whereas his colleague a few days before had explained everything to me... if I hadn't done the journeys before I'd have been quite anxious" **Cognitive, Manchester, F**

"The first time I went to [that station] it was very, very good. The next time I went it was very, very bad. I told the lady at the ticket office that I wanted some assistance and she said that there might be a lady or a man standing at the platform that might help me. I went to one of the ladies standing there and asked for assistance and she said sorry, I can't help you, you'll have to do it yourself." Cognitive, Glasgow, IF

Other suggestions included the implementation of an app service where passengers who require help can alert a station that they will require assistance.

"Maybe have a mobile phone app, an alert system where I can inform them I need assistance"
Physical, London, F

Several Mystery Shoppers indicated they found it very hard to identify or locate members of staff due to the uniforms they were wearing. It was suggested the colours of the uniforms did not stand out enough for those with visual impairments which could make locating a member of staff very difficult. One Mystery Shopper suggested station staff should wear a high visibility sash so they could be easily identified by those who were visually impaired.

"I noticed that staff wear a dark blue coat: this doesn't make it easy for us to spot them especially when the platform is really busy (I don't have sight problems), so it would be good if there was something really visible that would help to pick them out especially when it is crowded."

Long term health, London, L, F

7. Conclusions

This chapter discusses the overall conclusions which can be drawn from the Turn Up and Go Mystery Shopping study. Whilst all Mystery Shoppers completed their trips, enabled by the majority finding the assistance they needed from rail staff, not everyone received the help they had asked for.

The research showed that when Turn-up-and-go is implemented well then it leaves a majority of users (72%) satisfied with their journey experience and the quality of assistance they received. However, it was also clear there were some recurring themes in the causes of dissatisfaction with those who had less positive experiences. The following sections highlight some issues identified by the research and some potential areas for improvements.

7.1 Reliability and the Co-ordination of Assistance

A key theme which emerged from the research concerned the often weak and ineffective communication and co-ordination of assistance between railway staff. This inability to ensure that assistance was reliable and 'joined-up' manifested itself both when a Mystery Shopper was travelling from one station to another with the same TOC, or where they were arriving at a station operated by a different TOC. A pattern became evident where requests for assistance boarding trains was met on the overwhelming majority of occasions (93%), but this level of reliability dropped markedly to 79% for those same passengers who had been expecting assistance to alight at the destination station. The Mystery Shoppers reported that, from their observations, this seemed to be caused by staff at their destination station being unaware or unprepared for their arrival meaning the message had either not been adequately passed on or simply not sufficiently acted upon. Irrespective of the reason, it nonetheless resulted in an unsatisfactory outcome for the Mystery Shopper.

These miscommunications may be due to:

- **failures of staff members at departure station to adequately alert the destination station of the passenger's impending arrival, including accurate information on their specific location on the train and their assistance requirements; or**
- **staff members at destination stations not passing messages on to those staff tasked with delivering the assistance (e.g. staff in the control room did receive a call from the passenger's originating station but this information was not passed on to assistance staff within the station); or**
- **messages not being acted upon by the relevant staff member at the destination station who was tasked with providing the assistance.**

However, it is an issue which causes clear concern and apprehensiveness among disabled travellers and requires additional procedures to improve assistance coordination to be put in place.

In a number of instances, there was also evidence of some rail staff expressing views or providing information that contradicted their company's regulatory obligations. For example, ORR guidance on assistance provision states that operators should provide assistance to disabled passengers who arrive at a station and require assistance to allow them to travel, but assistance has not been arranged in advance, where reasonably practicable. However, nine Mystery Shoppers requests for assistance made them feel that this was not the case and were told that no assistance could be provided to them.

Problems trying to access assistance via Help Points at unstaffed stations (including those stations only staffed part-time) was also apparent. Of the 36 journeys made from unstaffed stations Mystery Shoppers only managed to locate a Help Point at 23 of them. 21 of these Mystery Shoppers subsequently tried to request assistance via the Help Point but were only assisted on six occasions. To improve reliability, station operators need to ensure that each unstaffed station has a Help Point, that it is easy to locate and access, and that when assistance is requested via this channel then processes are in place to ensure it is provided.

7.2 Staff Training

Another key area of concern raised by Mystery Shoppers was a lack of consistency both in assistance provision and staff attitudes.

In some cases, Mystery Shoppers were told that no assistance could be offered to them and it is felt that staff training, both for awareness of the TUAG requirements and staff attitudes when dealing with passengers with disabilities would be beneficial and greatly reduce this issue.

Improved staff training was also suggested by Mystery Shoppers relating to strengthening awareness on hidden disabilities. Some felt 'judged' or 'slighted' because their disabilities were not obvious or visible to the member of staff they were asking for assistance, while others were given the wrong type of assistance by well-meaning staff. Ensuring that staff have the awareness to recognise different types of impairments and possess the knowledge and skills to engage with all passengers and offer appropriate assistance should lead to a better quality of experience for TUAG users.

7.3 Recommendations

Recommendations for TOCs and station operators going forward would be for greater training and consistency across their services. While the evidence indicates that for the vast majority of the time TUAG works well and delivers a positive user experience, there are clear areas where improvements can be made and the needs of the disabled passengers can be better met.

Specifically:

- Signage to indicate how to request assistance at stations should be more visible, perhaps including the disability logo. This could be extended to ticket offices to make them stand out from other station buildings.
- Staff to wear a contrasting sash or some means of making them easily identifiable to separate them from the general public.
- Rail operators' DPPP leaflets should be displayed at all stations being easy to locate.
- Assistance information provision at staffed and unstaffed stations is improved.
- Improved reliability and quality of service from station Help Points.
- Staff to have regular training to improve their understanding of their obligations under the TUAG service, to better understand the challenges faced by assistance users and the skills and awareness to engage with and assist all disabled passengers irrespective of their impairment or assistance requirements.
- Rail staff especially need to be made aware that not all disabilities are visible and people with hidden disabilities should be treated with as much urgency or care as people with more visible disabilities.
- Staff communication needs to be improved within the same TOC, between different TOCs, and also between stations when dealing with disabled passenger assistance issues to offer full support for the entirety of the journey and to improve the reliability of the service.

Appendix A Questionnaire

Your ID		Intended departure time:	
Start station:		Expected journey leg time (mins):	
Destination station:		Actual journey leg time (mins):	
Journey Number:		Do you have luggage with you?	Yes / No
Leg number:		Ticket price	£
Date of journey:			

Section A - Pre Travel Questions

A1	On average, how frequently do you travel by train? Tick one box only			
	Three or more times per week	<input type="checkbox"/> 1	Less than once a month, more than once or twice a year	<input type="checkbox"/> 4
	One to two times per week	<input type="checkbox"/> 2	Once or twice a year	<input type="checkbox"/> 5
	One to three times per month	<input type="checkbox"/> 3	Less than once a year	<input type="checkbox"/> 6
A2	When you travel by train do you usually travel... Tick one box only			
	Alone	<input type="checkbox"/> 1	With others	<input type="checkbox"/> 2
A3	When travelling by train, do you usually pre-book assistance? Tick one box only			
	Always	<input type="checkbox"/> 1	Sometimes	<input type="checkbox"/> 2
A4	How confident are you that you will be able to make this leg of the journey you've been assigned today? Tick one box only			
	Very confident	<input type="checkbox"/> 1	Not at all confident	<input type="checkbox"/> 4
	Fairly confident	<input type="checkbox"/> 2	Don't know/ unsure	<input type="checkbox"/> 5
	Not very confident	<input type="checkbox"/> 3		
INT	Did you need to buy a new ticket for this leg of your journey or did you already have one because you were interchanging at this station? Tick one box only			
	New ticket	<input type="checkbox"/> 1 CONTINUE	Already had one	<input type="checkbox"/> 2 GO TO SECTION C

Section B – Departure Station Access and Information

ALL STATIONS

PLEASE TAKE A FEW MOMENTS WHEN ARRIVING AT THE STATION TO LOOK FOR ANY INFORMATION DISPLAYED RELATING TO ACCESSIBILITY/ ASSISTANCE AND TAKE PHOTOS IF POSSIBLE OF THIS INFORMATION.

B1	How long before your train was due to depart did you arrive at the station? Write in		
	_____ minutes		

B2	Was there a copy of the operator's DPPP leaflet called 'Making rail accessible: helping older and disabled passengers' on display in a leaflet rack? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B3	Was there any other information on display regarding accessibility/ assistance for those with disabilities? Tick all that apply			
	Yes – posters	<input type="checkbox"/> 1 Continue	Yes – station plans	<input type="checkbox"/> 4 Continue
	Yes – other leaflets	<input type="checkbox"/> 2 Continue	No – nothing	<input type="checkbox"/> 5 Go to B6
	Yes – notices/ signs containing contact information for accessible travel	<input type="checkbox"/> 3 Continue	Other (please specify)	<input type="checkbox"/> 6 Continue

B4	How long did it take you to find this information? Write in		
	_____ minutes		

B5	Did you find this information helpful? Tick one box only			
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
	Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4

ALL ANSWER

B6	Did the station have a ticket machine? Tick one box only					
	Yes	<input type="checkbox"/> 1 Continue	No	<input type="checkbox"/> 2 Go to B8	Don't know/ couldn't find one	<input type="checkbox"/> 3 Go to B8

B7	Could you access the ticket machine? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B8	Did the station have a ticket office? Tick one box only			
	Yes	<input type="checkbox"/> 1 Continue	No	<input type="checkbox"/> 2 Go to B12

B9	Could you access the ticket office? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2
B10	Did you experience any problems finding the ticket office? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2
B11	Was the ticket office open? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

STAFFED DEPARTURE STATIONS ONLY

ANSWER THIS SECTION ONLY IF YOU VISITED A STATION WHERE A MEMBER OF STAFF WAS PRESENT

B12	On arrival at the station, how easy did you find it to determine where you should go to request assistance to travel? Tick one box only			
	Very easy	<input type="checkbox"/> 1	Difficult	<input type="checkbox"/> 4
	Easy	<input type="checkbox"/> 2	Very difficult	<input type="checkbox"/> 5
	Neither easy nor difficult	<input type="checkbox"/> 3		

B13	Did a member of staff approach you to offer assistance without being asked? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B14	How many staff did you speak to before finding the person that could help you with your travel? <i>Write in</i>			
	<hr/> _____ people			

B15	How easy was it to find a member of staff? Tick one box only			
	Very easy	<input type="checkbox"/> 1	Difficult	<input type="checkbox"/> 4
	Easy	<input type="checkbox"/> 2	Very difficult	<input type="checkbox"/> 5
	Neither easy nor difficult	<input type="checkbox"/> 3		

B16	Where did you receive this help? Tick all that apply			
	Ticket office staff	<input type="checkbox"/> 1	Information point	<input type="checkbox"/> 4
	Barrier/ gate staff	<input type="checkbox"/> 2	Other (please specify)	<input type="checkbox"/> 5
	Platform	<input type="checkbox"/> 3		

B17	How did the member of staff respond? Tick one box only			
	Positive, happy to assist			<input type="checkbox"/> 1 CONTINUE
	Some obstacles to overcome but felt to be achievable			<input type="checkbox"/> 2 CONTINUE
	Negative, unable to provide assistance to make journey leg on the day			<input type="checkbox"/> 3 GO TO B20
	Other (please specify)			<input type="checkbox"/> 4 CONTINUE

B18	Were you asked whether you had booked assistance in advance? Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B20

B19	If you were asked whether you had booked in advance, was this...? Tick one box only	
	With the intention of seeing if there were any details for you on the system	<input type="checkbox"/> 1
	Suggesting you should have booked in advance	<input type="checkbox"/> 2
	Other (please specify)	<input type="checkbox"/> 3
	Don't know	<input type="checkbox"/> 4

B20	In general, how knowledgeable did you feel this member of staff was...? Tick one box only	
	Very knowledgeable, felt reassured they could help me	<input type="checkbox"/> 1
	Quite knowledgeable, but they had to seek some support	<input type="checkbox"/> 2
	Limited knowledge about how to help me, sought a lot of support	<input type="checkbox"/> 3
	No knowledge, unable to help	<input type="checkbox"/> 4

B21	How much detail were you provided with by the member of staff? Tick one box only		
	Very clear details, I knew all possible options available to me	<input type="checkbox"/> 1	
	Quite clear detail, I was given a few options but some things not clear to me	<input type="checkbox"/> 2	
	Limited detail, no options	<input type="checkbox"/> 3	

B22	Thinking about the manner of the person who assisted you, were they...? Tick one box only			
	Very positive	<input type="checkbox"/> 1	Negative	<input type="checkbox"/> 4
	Positive	<input type="checkbox"/> 2	Very negative	<input type="checkbox"/> 5
	Indifferent	<input type="checkbox"/> 3		

B23	Overall, how helpful was this member of staff? Tick one box only			
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
	Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4

ONLY COMPLETE B24 if staff could not help you.

B24	What was the reason given for why you could not be provided with assistance to make this leg of your journey? Write in		

If no suitable solution is offered to help you make this leg of your journey, please ask whether there is anything else the member of staff could do e.g. provide a taxi or other form of transport to get you to your nearest accessible station/ destination. Ask only once.

B25	Were you provided with a taxi or another form of alternative transport to enable you to complete this leg of your journey? E.g. either to your intended destination or to an alternative station Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B28

B26	Was the taxi or other form of alternative transport provided suitable for your needs e.g. wheelchair accessible? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B27	Did the taxi or other form of alternative transport provided arrive in a timely manner? Tick one box only			
	Yes	<input type="checkbox"/> 1 GO TO B29	No	<input type="checkbox"/> 2 GO TO B29

ONLY COMPLETE B28 If 'no' answered at B25

B28	What was the reason given for why you could not be provided with a taxi or alternative transport to enable you to make this leg of your journey, if different reason given in B24? Write in			

ALL ANSWER

B29	How satisfied were you with the arrangements suggested by the member of staff? Tick one box only			
	Very satisfied	<input type="checkbox"/> 1 GO TO B31	Dissatisfied	<input type="checkbox"/> 4 CONTINUE
	Satisfied	<input type="checkbox"/> 2 GO TO B31	Very dissatisfied	<input type="checkbox"/> 5 CONTINUE
	Neither satisfied nor dissatisfied	<input type="checkbox"/> 3 GO TO B31		

B30	Why were you dissatisfied/ very dissatisfied? Write in			

B31	Were you asked about a return leg? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B32	If this leg of your journey requires you to change onto another service during the journey, how well were you advised about what would happen in terms of being assisted? Tick one box only		
	Very clear instructions, I knew exactly what would happen at each stage		<input type="checkbox"/> 1
	Quite clear instructions, I had an idea what would happen		<input type="checkbox"/> 2
	Limited instructions, it was not at all clear what the arrangements were which made me doubtful about the success of this leg of the journey		<input type="checkbox"/> 3
	No instructions, did not know what would happen		<input type="checkbox"/> 4
	No interchange or connection on this leg of the journey		<input type="checkbox"/> 5

B33	Having spoken to the member of staff, how confident were you that your needs would be met for the duration for this leg of your journey? Tick one box only			
	Very confident	<input type="checkbox"/> 1	Not at all confident	<input type="checkbox"/> 4
	Fairly confident	<input type="checkbox"/> 2	Don't know/ unsure	<input type="checkbox"/> 5
	Not very confident	<input type="checkbox"/> 3		

B34	Overall, did you feel that the assistance arrangements that were offered to you would meet your needs? Tick one box only		
	Yes	<input type="checkbox"/> 1	No

B35	Where did you buy your ticket? Tick one box only			
	Ticket office (pre-travel)	<input type="checkbox"/> 1 CONTINUE	On board train (during travel)	<input type="checkbox"/> 3 CONTINUE
	Ticket machine (pre-travel)	<input type="checkbox"/> 2 CONTINUE	N/A didn't purchase a ticket as wasn't able to make journey leg	<input type="checkbox"/> 4 GO TO B91

B36	At this point, how confident did you feel about making the same journey leg again without pre-booking? Tick one box only			
	Very confident	<input type="checkbox"/> 1	Not at all confident	<input type="checkbox"/> 4
	Fairly confident	<input type="checkbox"/> 2	Don't know/ unsure	<input type="checkbox"/> 5
	Not very confident	<input type="checkbox"/> 3		

If travelling on EUROSTAR, please ask a member of staff if you can have a copy of their DPPP. Staff should be available at either the 'Assistance Welcome Point' or the information desk.

B37	Where did you ask the staff member for their Special Assistance Guide/ Making Rail Accessible policy? Tick one box only		
	At the assistance welcome point	<input type="checkbox"/> 1	At the information point

B38	Was the member of staff able to provide you with a copy of their Special Assistance Guide/ Making Rail Accessible policy? Tick one box only		
	Yes	<input type="checkbox"/> 1	No

UNSTAFFED DEPARTURE STATIONS ONLY**ANSWER THIS SECTION ONLY IF YOU VISITED A STATION WHERE THERE WAS NO STAFF PRESENT**

B39	Did the station have a help point? Tick one box only					
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B60	Don't know/ couldn't find one	<input type="checkbox"/> 3 GO TO B60

if help point available

B40	Was it easy to find? Tick one box only					
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2		

B41	How long did it take you to find the help point? Write in					
	_____ minutes					

B42	Was this time... Tick one box only					
	Acceptable	<input type="checkbox"/> 1	Slightly unacceptable	<input type="checkbox"/> 2	Very unacceptable	<input type="checkbox"/> 3

B43	Was the help point accessible to you? Tick one box only					
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2		

B44	How many buttons were there on the help point? Write in					
	_____ buttons					

B45	Was it clear which buttons to press at the help point? Tick one box only					
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2		

B46	What did the button that you pressed look like e.g. size, colour, shape etc.? Write in					

B47	Was the help point answered? Tick one box only					
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B50		

B48	How long did you have to wait to speak to someone after pressing the button on the help point? Write in				
	_____ minutes				

B49	Was this waiting time... Tick one box only				
	Acceptable	<input type="checkbox"/> 1	Slightly unacceptable	<input type="checkbox"/> 2	Very unacceptable

IF THE HELP POINT WAS NOT ANSWERED PLEASE HANG UP AND TRY AGAIN. PLEASE TRY AT LEAST THREE TIMES BEFORE GIVING UP.

B50	Was the help point answered... Tick one box only				
	Second time	<input type="checkbox"/> 1 CONTINUE	Third time	<input type="checkbox"/> 2 CONTINUE	Not answered

PLEASE EXPLAIN TO THE MEMBER OF STAFF WHO ANSWERS THE HELP POINT THE JOURNEY LEG YOU WISH TO MAKE AND THE ASSISTANCE YOU WILL NEED

B51	Were you told how your travel on the train could be accommodated? Tick one box only				
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B53	

B52	How much detail were you provided with by the member of staff who answered the help point? Tick one box only				
	Very clear details, knew all train times, waiting locations, assistance options			<input type="checkbox"/> 1	
	Quite clear detail, knew some information			<input type="checkbox"/> 2	
	Limited detail, no information			<input type="checkbox"/> 3	

B53	Were you told about train running times? Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	

B54	How helpful was the member of staff you spoke to? Tick one box only				
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3	
	Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4	

B55	Thinking about the manner of the person you spoke to on the help point, were they...? Tick one box only				
	Very positive	<input type="checkbox"/> 1	Negative	<input type="checkbox"/> 4	
	Positive	<input type="checkbox"/> 2	Very negative	<input type="checkbox"/> 5	
	Indifferent	<input type="checkbox"/> 3			

B56	What assistance were you offered? Tick one box only		
	Assistance boarding train at current station		<input type="checkbox"/> 1 GO TO B59
	Provided taxi or alternative transport to another station		<input type="checkbox"/> 2 GO TO B59
	Provided taxi to end destination		<input type="checkbox"/> 3 GO TO B59
	Unable to provide any assistance		<input type="checkbox"/> 4 CONTINUE
	Other (please specify)		<input type="checkbox"/> 5 CONTINUE

If no suitable solution is offered to help you make this leg of your journey, please ask whether there is anything else the member of staff could do e.g. provide a taxi or other alternative transport to get you to your nearest accessible station/ destination. Ask only once.

B57a	Were you provided with a taxi or other form of alternative transport to enable you to complete this leg of your journey? Tick one box only		
	Yes	<input type="checkbox"/> 1 CONTINUE	No
B57b	Was the taxi or other form of alternative transport suitable for your needs e.g. wheelchair accessible? Tick one box only		
	Yes	<input type="checkbox"/> 1	No
B57c	Did the taxi or other form of alternative transport arrive in a timely manner? Tick one box only		
	Yes	<input type="checkbox"/> 1 GO TO B59	No

ONLY COMPLETE B58 If 'no' answered at B57a

B58	What was the reason given for why you could not be provided with a taxi or other alternative transport to enable you to make this leg of your journey (if different to previous)? Write in		
	GO TO B91		

ALL ANSWER

B59	Following your interaction with the member of staff at the help point, how confident were you that you would be able to make this leg of your journey? Tick one box only			
	Very confident	<input type="checkbox"/> 1	Not at all confident	<input type="checkbox"/> 4
	Fairly confident	<input type="checkbox"/> 2	Don't know/ unsure	<input type="checkbox"/> 5
	Not very confident	<input type="checkbox"/> 3		

If no help point available...

B60	What information was provided e.g. poster, sign, leaflet, electronic display? Write in		

B61	Was there other information available giving you a number to ring? Tick one box only		
	Yes	<input type="checkbox"/> 1 CONTINUE	No

B62	Were you able to contact anyone using the phone number provided? Tick one box only		
	Yes	<input type="checkbox"/> 1 GO TO B64	No

B63	What did you do without any help information/when you rang the number provided and no one answered the phone? Write in		

IF NO INFORMATION OR NO ONE ANSWERED THE PHONE PLEASE GO TO B91 OTHERWISE CONTINUE

B64	Were you told about train running times? Tick one box only		
	Yes	<input type="checkbox"/> 1	No

B65	Were you told how your travel on the train could be accommodated? Tick one box only		
	Yes	<input type="checkbox"/> 1	No

B66	How much detail were you provided with by the member of staff ? Tick one box only		
	Very clear details, knew all train times, waiting locations, assistance options	<input type="checkbox"/> 1	
	Quite clear detail, knew some information	<input type="checkbox"/> 2	
	Limited detail, no information	<input type="checkbox"/> 3	

B67	Thinking about the manner of the person you spoke to on the telephone, were they...? Tick one box only			
	Very positive	<input type="checkbox"/> 1	Negative	<input type="checkbox"/> 4
	Positive	<input type="checkbox"/> 2	Very negative	<input type="checkbox"/> 5
	Indifferent	<input type="checkbox"/> 3		

B68	How helpful was the member of staff you spoke to? Tick one box only			
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
	Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4

B69	Following your interaction with the member of staff, how confident were you that you would be able to make this leg of your journey? Tick one box only			
	Very confident	<input type="checkbox"/> 1	Not at all confident	<input type="checkbox"/> 4
	Fairly confident	<input type="checkbox"/> 2	Don't know/ unsure	<input type="checkbox"/> 5
	Not very confident	<input type="checkbox"/> 3		

B70	What assistance were you offered? Tick one box only			
	Assistance boarding train at current station			<input type="checkbox"/> 1 GO TO B73
	Provided taxi to another station			<input type="checkbox"/> 2 GO TO B71b
	Provided taxi to end destination			<input type="checkbox"/> 3 GO TO B71b
	Unable to provide any assistance			<input type="checkbox"/> 4 CONTINUE
	Other (please specify)			<input type="checkbox"/> 5 CONTINUE

If no suitable solution is offered to help you make this leg of your journey, please ask whether there is anything else the member of staff could do e.g. provide a taxi or other alternative transport to get you to your nearest accessible station/ destination. Ask only once.

B71a	Were you provided with a taxi or other form of alternative transport to enable you to complete this leg of your journey? Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B72

B71b	Was the taxi or other form of alternative transport suitable for your needs e.g. wheelchair accessible? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B71c	Did the taxi or other form of alternative transport arrive in a timely manner? Tick one box only			
	Yes	<input type="checkbox"/> 1 GO TO B73	No	<input type="checkbox"/> 2 GO TO B73

ONLY COMPLETE B72 If 'no' answered at B71a

B72	What was the reason given for why you could not be provided with a taxi or other form of alternative transport to enable you to make this leg of your journey (if different to previous)? Write in			

IF YOU WERE NOT ABLE TO MAKE YOUR JOURNEY LEG SUCCESSFULLY AS YOU COULD NOT GET TO AN ALTERNATIVE STATION, PLEASE GO TO B91, OTHERWISE CONTINUE

B73	Did the station have a ticket machine? Tick one box only				
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B75	Don't know/ couldn't find one

B74	Could you access the ticket machine? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B75	Where did you buy your ticket? Tick one box only			
	Ticket office (pre-travel)	<input type="checkbox"/> 1 CONTINUE	On board train (during travel)	<input type="checkbox"/> 3 CONTINUE
	Ticket machine (pre-travel)	<input type="checkbox"/> 2 CONTINUE	N/A didn't purchase a ticket as wasn't able to make journey leg	<input type="checkbox"/> 4 GO TO B91

B76	Due to accessibility/ assistance issues, did you have to start this leg of your journey at an alternative station i.e. not the one you were supposed to start from? Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B91

If journey leg required you to START at an alternative station...

B77	Why did you have to start at an alternative station? Tick all that apply, and remember to answer about the original station you intended to travel from		
	Station inaccessible to me	<input type="checkbox"/> 1	
	Station platform inaccessible to me	<input type="checkbox"/> 2	
	Station platform temporarily inaccessible due to station renovation/ improvement works	<input type="checkbox"/> 3	
	Station platform inaccessible to me due to broken lift	<input type="checkbox"/> 4	
	Station platform inaccessible to me as no staff member available to help	<input type="checkbox"/> 5	
	Unable to board train due to lack of accessibility from platform	<input type="checkbox"/> 6	
	Other (please specify)	<input type="checkbox"/> 7	

B78	How did you get to this alternative station? Tick one box only		
	Provided with accessible taxi or other form of accessible transport from original station	<input type="checkbox"/> 1	
	Had to get train in opposite direction to next accessible station and then change platforms to continue with this leg of the journey	<input type="checkbox"/> 2	
	Other (please specify)	<input type="checkbox"/> 3	

B79	What was the alternative station? Write in			

B80	Was this the most convenient/ nearest accessible station? Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	Don't know

B81	Had the staff there been told in advance of your arrival? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B82	What support were you given on arrival? Write in			

B82a	Were provisions made/ were you asked about your return leg? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

If journey leg required you to END at an alternative station...

B83	Due to accessibility/ assistance issues, did you have to end this leg of your journey at an alternative station i.e. not the one you were supposed to end at? Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO B90

B84	Why did you have to use an alternative station? Tick all that apply, and remember to answer about the original station you intended to travel from	
	Station exit inaccessible to me	<input type="checkbox"/> 1
	Station exit temporarily inaccessible due to station renovation/ improvement works	<input type="checkbox"/> 2
	Station exit inaccessible to me due to broken lift	<input type="checkbox"/> 3
	Station exit inaccessible to me as no staff member available to help	<input type="checkbox"/> 4
	Unable to alight train due to lack of accessibility to platform	<input type="checkbox"/> 5
	Other (please specify)	<input type="checkbox"/> 6

B85	What was the alternative station? Write in	

B86	Was this the most convenient/ nearest accessible station? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B87	Had the staff there been told in advance of your arrival? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B88	What support were you given on arrival? Write in			

B89	Were provisions made/ were you asked about your return leg? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

B90	Were you able to successfully make this leg of your journey from this alternative station? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

ALL STATIONS

B91	Could you travel on the train you wanted to travel on? Tick one box only	
	Yes, travelled on assigned train	<input type="checkbox"/> 1 GO TO C1
	No, had to wait for next train	<input type="checkbox"/> 2 GO TO B93
	No, but received assistance to alternative station where travelled on first available train	<input type="checkbox"/> 3 GO TO B93
No, could not make this journey leg		<input type="checkbox"/> 4 GO TO B92

B92	If no, why could you not travel? Write in
	GO TO G1

B93	Were you able to complete your this leg of your journey within a reasonable timeframe? Tick one box only		
	Yes	<input type="checkbox"/> 1	No <input type="checkbox"/> 2

B94	How long did you have to wait to travel on another train that took you to your destination? Write in		
	_____ minutes		

B95	Was this waiting time... Tick one box only				
	Acceptable	<input type="checkbox"/> 1	Slightly unacceptable	<input type="checkbox"/> 2	Very unacceptable <input type="checkbox"/> 3

B96	Were you provided with sufficient information to reassure you that this leg of your journey could be made successfully? Tick one box only				
	Yes	<input type="checkbox"/> 1	No		<input type="checkbox"/> 2

DURING YOUR BRIEFING YOU WILL HAVE BEEN ALLOCATED ONE OF THE QUESTIONS BELOW TO ASK DURING YOUR JOURNEY, PLEASE ONLY ANSWER THE ONE YOU HAD TO ASK

Additional enquiries – please ask the member of staff who is helping you:

I'm thinking of visiting my friend and the nearest station to them is [insert inaccessible station on their network]. How would I go about getting there?

The staff member should state that the station is inaccessible and then explain how to travel there.

Addit1	Did they provide the correct response and advise an alternative route for getting there? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

If I had luggage with me today, would someone be able to help me carry it onto the train?

Addit2	What response did you receive? Write in			

At unstaffed station, if you are offered a taxi to take you to another station, please ask the member of staff on the help point/ over the phone, whether they would be able to send a member of staff to you to aid you instead, rather than having you take a taxi to another station.

Addit3a	Was the staff member able to accommodate your request to send someone to assist you? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

Addit3b	What was the response of the staff member on the help point/ over the phone to your request e.g. unwilling to accommodate, happy to negotiate etc.? Write in			

Section C - Boarding and Getting Off the Train

Journey number:		Leg number:	
-----------------	--	-------------	--

C1	Did you receive assistance from a member of staff when boarding the train? Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No, did not ask	<input type="checkbox"/> 2 GO TO C9
	No, asked but was not provided	<input type="checkbox"/> 3 GO TO C9	No, not required	<input type="checkbox"/> 4 GO TO C9

C2	Who did you receive assistance from? Tick all that apply			
	Member of station staff	<input type="checkbox"/> 1 CONTINUE	Another passenger/ member of public	<input type="checkbox"/> 3 GO TO C9
	Member of train staff	<input type="checkbox"/> 2 CONTINUE		

C3	Thinking about the manner of the person who helped you board the train, were they...? Tick one box only			
	Very positive	<input type="checkbox"/> 1	Negative	<input type="checkbox"/> 4
	Positive	<input type="checkbox"/> 2	Very negative	<input type="checkbox"/> 5
	Indifferent	<input type="checkbox"/> 3		

C4	Overall, how helpful was the member of staff who helped you board the train? Tick one box only			
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
	Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4

C5	Were you taken to a seat? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

C6	Was it priority seating? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

C7	Were you provided with any additional information or assistance? Tick all that apply			
	Location of accessible toilet	<input type="checkbox"/> 1		
	Directions to accessible toilet	<input type="checkbox"/> 2		
	Location of visual display information	<input type="checkbox"/> 3		
	Colour contrasting grab rails	<input type="checkbox"/> 4		
	Procedures in case of emergency	<input type="checkbox"/> 5		
	Information regarding buffet cart	<input type="checkbox"/> 6		
	Other (please specify)	<input type="checkbox"/> 7		
	None	<input type="checkbox"/> 8		

C8	Were you told what to expect at your destination station? Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	
C9	Was there a member of staff on the train in case you experienced any problems while travelling... Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	Don't know
C10	Were you travelling with luggage today? Tick one box only				
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO C13	
C11	Where did you ask for assistance with your luggage? Tick one box only				
	At ticket office	<input type="checkbox"/> 1	On platform	<input type="checkbox"/> 4	
	At help point	<input type="checkbox"/> 2	Other (please specify)	<input type="checkbox"/> 5	
	On phone (where number provided if no help point available)	<input type="checkbox"/> 3			
C12	What assistance did you require? Write in				
C13	Did you receive the assistance you required? Tick one box only				
	Yes	<input type="checkbox"/> 1 GO TO C15	No	<input type="checkbox"/> 2 CONTINUE	
C14	If no, what was the reason given for why you could not receive the assistance you required? Write in				
C15	Did you receive assistance from a member of staff when getting off the train? Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	
C16	Did someone come to your seat to help you get off the train? Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	
C17	Was it the same person who helped you board? Tick one box only				
	Yes	<input type="checkbox"/> 1 GO TO C19	No	<input type="checkbox"/> 2 CONTINUE	
C18	How helpful was this member of staff? Tick one box only				
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3	
Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4		
C19	Was this assistance to help you get off the train provided? Tick one box only				

	Yes	<input type="checkbox"/> 1	No, did not ask	<input type="checkbox"/> 2
	No, asked but was not provided	<input type="checkbox"/> 3	No, not required	<input type="checkbox"/> 4

C20	Did you need help to exit your destination station? Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO C22

C21	What assistance did you need to exit the station? Write in			

C22	Overall, how satisfied with were you with this leg of your journey? Tick one box only			
	Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
	Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
	Neither satisfied nor dissatisfied	<input type="checkbox"/> 3		

C23	Why do you say this? Write in			

C24	Would you repeat this leg of your journey? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

C25	Based on your experience on this journey leg, would you recommend the turn-up-and-go service provided to others with your disability? Tick one box only			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

Section D – On Train Assistance

D1	Please record the train number if visible (either inside or outside the train)? Write in		

D2	Did you need assistance while on-board the train? Tick one box only		
Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO D9

D3	What assistance did you need? Write in		

D4	Was this assistance provided? Tick one box only		
Yes, by on train staff	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 3 CONTINUE
Yes, by member of public	<input type="checkbox"/> 2 CONTINUE	No, no member of staff present on train	<input type="checkbox"/> 4 GO TO D9

D5	Overall, how easy was it to speak to a member of staff to get assistance? Tick one box only		
Very easy	<input type="checkbox"/> 1	Quite difficult	<input type="checkbox"/> 4
Quite easy	<input type="checkbox"/> 2	Very difficult	<input type="checkbox"/> 5
Neither easy nor difficult	<input type="checkbox"/> 3		

D6	Did you have to ask anyone to help you make contact with staff? Tick one box only		
Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2

D7	If yes, how helpful was the member of staff when you got in contact? Tick one box only		
Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4

D8	How well was your request dealt with? Tick one box only		
Very well	<input type="checkbox"/> 1	Not very well	<input type="checkbox"/> 3
Fairly well	<input type="checkbox"/> 2	Not at all well	<input type="checkbox"/> 4

ALL COMPLETE

D9	When the train stopped at a station, was the destination stop... Tick one box only		
Announced audibly	<input type="checkbox"/> 1	Neither	<input type="checkbox"/> 4
Shown visually	<input type="checkbox"/> 2	Unable to assess this	<input type="checkbox"/> 5
Both	<input type="checkbox"/> 3		

D10	While the train was stationary, was the next stop... Tick one box only			
	Announced audibly	<input type="checkbox"/> 1	Neither	<input type="checkbox"/> 4
	Shown visually	<input type="checkbox"/> 2	Unable to assess this	<input type="checkbox"/> 5
	Both	<input type="checkbox"/> 3		

IF YOU WOULD REQUIRE AN ACCESSIBLE TOILET...

D11	Did a staff member tell you unprompted whether there was an accessible toilet on board? Tick one box only				
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO D13	No member of staff on board <input type="checkbox"/> 3 GO TO D15

D12	Did they tell you where it was located? Tick one box only				
	Yes	<input type="checkbox"/> 1 GO TO D15	No		<input type="checkbox"/> 2 GO TO D14

D13	When asked, could a staff member tell you whether there was an accessible toilet on board? Tick one box only				
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2	N/A was told unprompted <input type="checkbox"/> 3

D14	When asked, could a staff member tell you the location of the accessible toilet? Tick one box only				
	Yes	<input type="checkbox"/> 1	No		<input type="checkbox"/> 2

D15	Did you travel on the Gatwick Express? Tick one box only				
	Yes	<input type="checkbox"/> 1 CONTINUE	No		<input type="checkbox"/> 2 GO TO E1

If travelling on Gatwick Express

D16	If you had a ticket for the Gatwick Express, did you... Tick one box only			
	Travelled on Gatwick Express	<input type="checkbox"/> 1 GO TO D18	Travelled on Southern train	<input type="checkbox"/> 2 CONTINUE

D17	Why did you travel on a Southern train service? Write in			

D18	Was the ramp used to help you board/ alight the train... Tick one box only			
	In-built and operates automatically	<input type="checkbox"/> 1	Stand alone and manually fitted	<input type="checkbox"/> 2

Section E – Interchange Journeys

E1	Having spoken to staff at your origin station, how confident did you feel at the start of your journey leg that you would make your connection? Tick one box only			
	Very confident	<input type="checkbox"/> 1	Not very confident	<input type="checkbox"/> 3
	Fairly confident	<input type="checkbox"/> 2	Not at all confident	<input type="checkbox"/> 4
E2	What was the name of your interchange station? Write in			
E3	If required, when you got off the first train were you given any assistance? Tick one box only			
	Yes, was required	<input type="checkbox"/> 1 CONTINUE	No, assistance not given	<input type="checkbox"/> 3 GO TO E6
	No, not required	<input type="checkbox"/> 2 GO TO E6		
E4	What assistance were you given? Write in			
E5	Do you know which train operator the member of staff who helped you exit the first train worked for? Write in			
E6	How confident did you feel then that you would make your connecting train? Tick one box only			
	Very confident	<input type="checkbox"/> 1 GO TO E8	Not very confident	<input type="checkbox"/> 3 CONTINUE
	Fairly confident	<input type="checkbox"/> 2 GO TO E8	Not at all confident	<input type="checkbox"/> 4 CONTINUE
E7	If you answered not confident, was this due to... Tick one box only			
	First train being late running			<input type="checkbox"/> 1
	Poor assistance with interchange			<input type="checkbox"/> 2
	Other (please specify)			<input type="checkbox"/> 3
E8	If required, were you offered any assistance during your wait? Tick one box only			
	Yes, was required	<input type="checkbox"/> 1 CONTINUE	No assistance not given	<input type="checkbox"/> 3 GO TO E11
	No, not required	<input type="checkbox"/> 2 GO TO E11		

E9	What assistance were you given? E.g. shown to seating, toilets, refreshment areas <i>Write in</i>			
E10	Do you know which train operator the member of staff who helped you during your wait worked for? <i>Write in</i>			
E11	Did you make your connection? <i>Tick one box only</i>			
	Yes	<input type="checkbox"/> 1	No	<input type="checkbox"/> 2
E12	If required, were you given assistance to board your connection? <i>Tick one box only</i>			
	Yes, was required	<input type="checkbox"/> 1 CONTINUE	No, assistance not given	<input type="checkbox"/> 3 GO TO E14
E13	Do you know which train operator the member of staff who helped you board your connection worked for? <i>Write in</i>			
E14	Overall, how helpful were the staff at your interchange station? <i>Tick one box only</i>			
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
E15	And how satisfied with were you with your interchange experience? <i>Tick one box only</i>			
	Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
	Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
	Neither satisfied nor dissatisfied	<input type="checkbox"/> 3		

Section F – Assistance during Disruption

F1	Was this leg of your journey disrupted? e.g. unexpectedly due to poor weather, broken down train, vandalism etc Tick one box only			
	Yes	<input type="checkbox"/> 1 CONTINUE	No	<input type="checkbox"/> 2 GO TO G1

F2	What was the cause of the disruption (if known)? Write in

F3	How were you told about the disruption? Tick one box only			
	General public announcement	<input type="checkbox"/> 1	Was not told	<input type="checkbox"/> 4
	Told personally by a member of staff	<input type="checkbox"/> 2	Other (please specify)	
	Sought assistance/ information myself	<input type="checkbox"/> 3		

F4	If you were told by a member of staff, how helpful were they? Tick one box only			
	Very helpful	<input type="checkbox"/> 1	Not very helpful	<input type="checkbox"/> 3
Somewhat helpful	<input type="checkbox"/> 2	Not at all helpful	<input type="checkbox"/> 4	

Section G – Further Comments

AND FINALLY...

G1	What assistance did you <u>think</u> you would need on this leg of your journey? Write in

G2	What assistance did you <u>actually</u> need on this leg of your journey? Write in

G3	What assistance were you <u>given</u> on this leg of your journey? Write in

G4	Is there anything else you would like to tell us about this leg of your journey? Write in

G5	In light of your experience today, is there one thing that would make Turn Up and Go better? Write in

Appendix B Discussion Guide

Journey Experience Depth Interview

Respondent ID:	
Respondent Disability:	
Date of Journey:	
Departure station:	
Destination station:	
Luggage taken:	
Interchange leg:	

- Please could you talk us through the journey you made?

ONLY ASK THE BELOW QUESTIONS IF RELEVANT – NEED TO ASCERTAIN WHERE THE PROBLEM WITH THE JOURNEY WAS.

- What assistance, if any, were you given when you got to the **station**?
- How did this make you feel?
- **(NEGATIVE)** Why do you think the staff failed to provide you with the assistance you needed?
- **(NEGATIVE)** Were you provided a reason as to why you were not provided with this assistance?
- **(POSITIVE)** How did this make your journey more accessible?
- How did the staff members help you with your luggage (IF RELEVANT)?

- What assistance were you given to get **on** the train?
- How did this make you feel?
- **(NEGATIVE)** Why do you think the staff failed to provide you with the assistance you needed?
- **(NEGATIVE)** Were you provided a reason as to why you were not provided with this assistance?
- **(POSITIVE)** How did this make your journey more accessible?
- How did the staff members help you with your luggage (IF RELEVANT)?

- What assistance were you given to get off the train?

- How did this make you feel?

- **(NEGATIVE)** Why do you think the staff failed to provide you with the assistance you needed?

- **(NEGATIVE)** Were you provided a reason as to why you were not provided with this assistance?

- **(POSITIVE)** How did this make your journey more accessible?

- How did the staff members help you with your luggage (IF RELEVANT)?

- Did you experience any communication between staff regarding your needs? If yes, how efficient did you feel this was?

- Overall, how appropriate did you feel staff members' attitude was towards you throughout your journey?

- What was the most standout aspect of your journey – positive or negative? Why?
- **(NEGATIVE)** What could have been done to improve your journey?
- **(POSITIVE)** Did the train operator staff do anything that exceeded your expectations?
- How would the level of service/ assistance you received on this journey impact you in the future with regard to any journeys you might/ could make by rail?
- Is there any one thing train operating companies could do which would make you a more confident traveller?
- Is there any other feedback you feel would be useful for ORR when setting minimum standards for train operators on service levels for disabled passengers?

Key areas of interest/ to probe:

- **DOO** (driver operator only) trains
- **Alternative accessible transport** e.g. if respondent had to get a taxi to a station etc – what type of vehicle offered, other options offered, situation where it arose – why inaccessible, satisfied or not, how long had to wait for it
- If used **help point/ phone number** – any issues?
- Fares inspector and not able to buy ticket
- Comments on **audio/ visual at stations/ trains** e.g. signage/ announcements – scrolling signs on trains, knowing which stop to get off
- Probe anyone who **experienced disruption**?

Appendix C Example Trip Sheet

Journey Start Time		11:20:00	Journey End Time	14:32:00	Journey Length		03:12:00
Journey ID	(ID_No.)	Mystery Traveller	Aecom Emergency Contact	Out of hours Emergency Contact	Notes		Traveller ID
Total Ticket Cost	£22.00	(Name)	(Telephone Number)	(Telephone Number)			(Traveller ID)
Leg ID	Journey Start Time	Leg Start Location	Staffed station	Wheelchair accessible	Leg End Time	Leg End Location	Train operator
LD103.1	11:20:00	West Ham	No	Yes	11:56:00	East Tilbury	C2C
Time between legs:		01:00:00	Interchange				
LD103.2	12:56:00	East Tilbury	Limited	Yes	13:16:00	Leigh-on-Sea	C2C
Time between legs:		00:41:00	Not an Interchange				
LD103.3	13:57:00	Leigh-on-Sea	Yes	Yes	14:32:00	Fenchurch Street	C2C
Journey end							

Appendix D: Additional Question Summaries

Mystery Shoppers were given one of three questions to ask a member of staff on each leg of their journey to test their responses to some basic assistance-related queries. However, a number of Mystery Shoppers were keen to ask more than one question. The three questions were:

- **Question 1:** “I’m thinking of visiting my friend and the nearest station to them is [inaccessible station]. How would I go about getting there?”
- **Question 2:** “If I had luggage with me today, would someone be able to help me carry it onto the train?”
- **Question 3:** At an unstaffed station, if you are offered a taxi to take you to another station, please ask the member of staff on the help point / over the phone, whether they would be able to send a member of staff to you to aid you instead, rather than having you take a taxi to another station.

Question 1

In response to Question 1, staff should have stated the station Mystery Shoppers wanted to travel to was inaccessible and then offered the Mystery Shopper advice about how to travel there. It was up to the Mystery Shopper to determine whether the response was correct. This question was asked on 68 journeys; over two-thirds of staff members (68%) were deemed to have provided the correct response by the Mystery Shopper. For 32% of journeys the Mystery Shopper felt that an unsatisfactory response was provided.

Question 2

Question 2 was asked on 143 journeys. The Mystery Shoppers on nearly all of these journeys received a positive response, with staff suggesting it would not be a problem for them to bring luggage on their journeys.

“Yes, asked the person standing on the platform. The person on the platform said that they would or any other member of staff doing the same job as them would.” *Long term health, London, F*

“It would be fine, they would have helped me onto the train with any luggage.”
Physical, Manchester, I, F

Some Mystery Shoppers were told they would be able to bring their luggage, but there would be a few caveats. For example, a number of staff members indicated it would be best for anyone travelling who required assistance with luggage to book in advance.

“I was informed that somebody would be available to carry luggage onto the train if required however some warning prior to departure would be needed.” *Cognitive, Manchester, IF*

“I was given a leaflet on advice, and was told if I call the day before they would arrange help for me.” *Cognitive, London, IF*

Several Mystery Shoppers were also informed of restrictions on the amount of luggage they could be assisted with, including restrictions on the amount of cases and restrictions on the weight of the luggage.

“They’d be more than happy to help as long as there were no more than two suitcases.”
Vision, London, IF

“Yes they would be happy to help as long as it wasn’t extremely heavy.” *Vision, Birmingham, F*

At some stations Mystery Shoppers were informed assistance would be provided as long as there were members of staff available, especially at smaller stations where there may not be many or any members of staff at times.

"Would depend on availability of staff." Hearing, London, F

"When staff are available to help they will help, otherwise the train guard will help you on to the train." Hearing, Chester, F

However, a number of Mystery Shoppers were critical of the responses given to them by members of staff, feeling the answers were unhelpful or unclear. Some staff members did not give a straight answer when asked, whereas others were dismissive of the query.

*"An indifferent answer, weren't willing to send a member of staff if needed."
Physical, Manchester, L, F*

"Didn't get a straight answer, very unhelpful" Physical, Manchester, F

One Mystery Shopper was told that they would not be helped and that they should instead rely on the assistance of a friend or carer.

"No - bring friend/carer with you!" Physical, London, WC, IF

6.1.2 Luggage Assistance

A selection of Mystery Shoppers were given the option of taking luggage with them on their journey. Mystery Shoppers took luggage on 15% (n=53) of all journeys. Of these, 81% (n=43) received the assistance with luggage they required.

"He requested I sit at the middle of the carriage and he would radio the driver to arrange to meet me at my departure station." Hearing, London, L, F

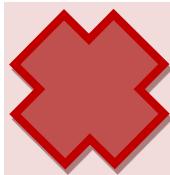
"Do you need it carrying to the seat or just help onto the carriage? Shall I give you an arm up sir?" Physical, Bristol, L, IF

"I'll take your bags to the first seat; there are plenty of unreserved seats on Carriage F." Physical, Bristol, L, IF

Mystery Shoppers struggled to ask question 3 as no Mystery Shoppers at unstaffed stations were offered a taxi to take them to another station.

Appendix E: Case Summaries

There were a number of cases of staff members going above and beyond their duty, and also cases where members of staff behaved inappropriately. These are explained below:



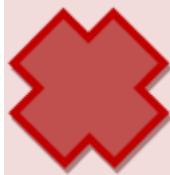
One notable incident involved a Mystery Shopper who had both a physical and cognitive impairment. When asking a member of staff if they would accompany them in a lift at a station to another platform, they claimed the member of staff responded by saying

"If you can't get to the other platform I'll put you back on a train to [origin station]."

The Mystery Shopper felt threatened by this and was quite upset following the experience:

"I can't get to the platform without staff, they usually help but sometimes feel like they hold a grudge against you."

They were due to complete another journey from the same station but requested a change in station due to their fear that they would encounter this member of staff again.



One Mystery Shopper who has a physical impairment and is wheelchair bound discussed how they had an unpleasant experience at a station. Due to this traveller's impairment they were unable to count out the cash to give to the member of staff at the ticket office, so in order to overcome this they provide the cash to the staff member in a ziplock bag and ask if the member of staff can take the appropriate amount of money out to pay for the ticket.

"As the lady handed it back to me it all fell out. She called her colleague to help me and seemed annoyed to have to do this. The second lady huffed and puffed over it and asked the first lady to help. They both seemed quite put out over this and even more so when I asked if I could have a money bag as mine had a hole in."



On a positive note, one Mystery Shopper with a cognitive impairment completed their journeys whilst caring for their grandchildren, which meant they were not only carrying luggage but also had a double pram to push around. This Mystery Shopper was full of praise for the staff on her journey where she felt the staff went above and beyond what was required of them. She received assistance on to the train, where station staff informed the train staff that she would require assistance off the train. The porter on the train provided the grandchildren with free lollipops, and when the Mystery Shopper had to leave the station, she was assisted with her pram down 50 steps as there was not a ramp at the station. This Mystery Shopper was full of praise for the service she received on this journey.



Another Mystery Shopper who is wheelchair bound was quite apprehensive about completing their journey as they were leaving from unstaffed stations and were unsure whether they would be able to get on the train.

"The minute I got to the stations a man [train staff] got off a train to help me get to the train ... he shouted over to the driver to make sure he didn't leave without me and he took me down the ramp, over the tracks and up the other side and onto the train"

The Mystery Shopper was not currently a frequent traveller but was so encouraged by the level of service they received whilst carrying out this research that they indicated they would be travelling by train much more often.

"These trips have given me the confidence to travel again and I have reapplied for my railcard"

Additionally, quite a number of Mystery Shoppers expressed how taking part in this study had given them the confidence to travel by train more often. Where before they may have been wary of travelling by train with their assistance needs, now passengers felt more confident that their needs will be met during the journey.

"Because my condition fluctuates it makes a difference as to whether I go out and use public transport... Knowing that I can get that assistance without having to take someone with me does make a difference, which I wasn't aware of before. Sometimes when you've got a mental health disability you sometimes feel that "oh no one's going to believe that I've got a disability" but actually I found all the staff to be polite whilst not always understanding of my needs." **Cognitive, Manchester**

A common theme throughout the study was that Mystery Shoppers noted that the National Rail Enquiries website was very unhelpful due to information being out of date, unclear, or in some cases totally incorrect. For example stating incorrect ticket office opening hours, inaccurate accessibility options and whether there was availability of disabled parking.

