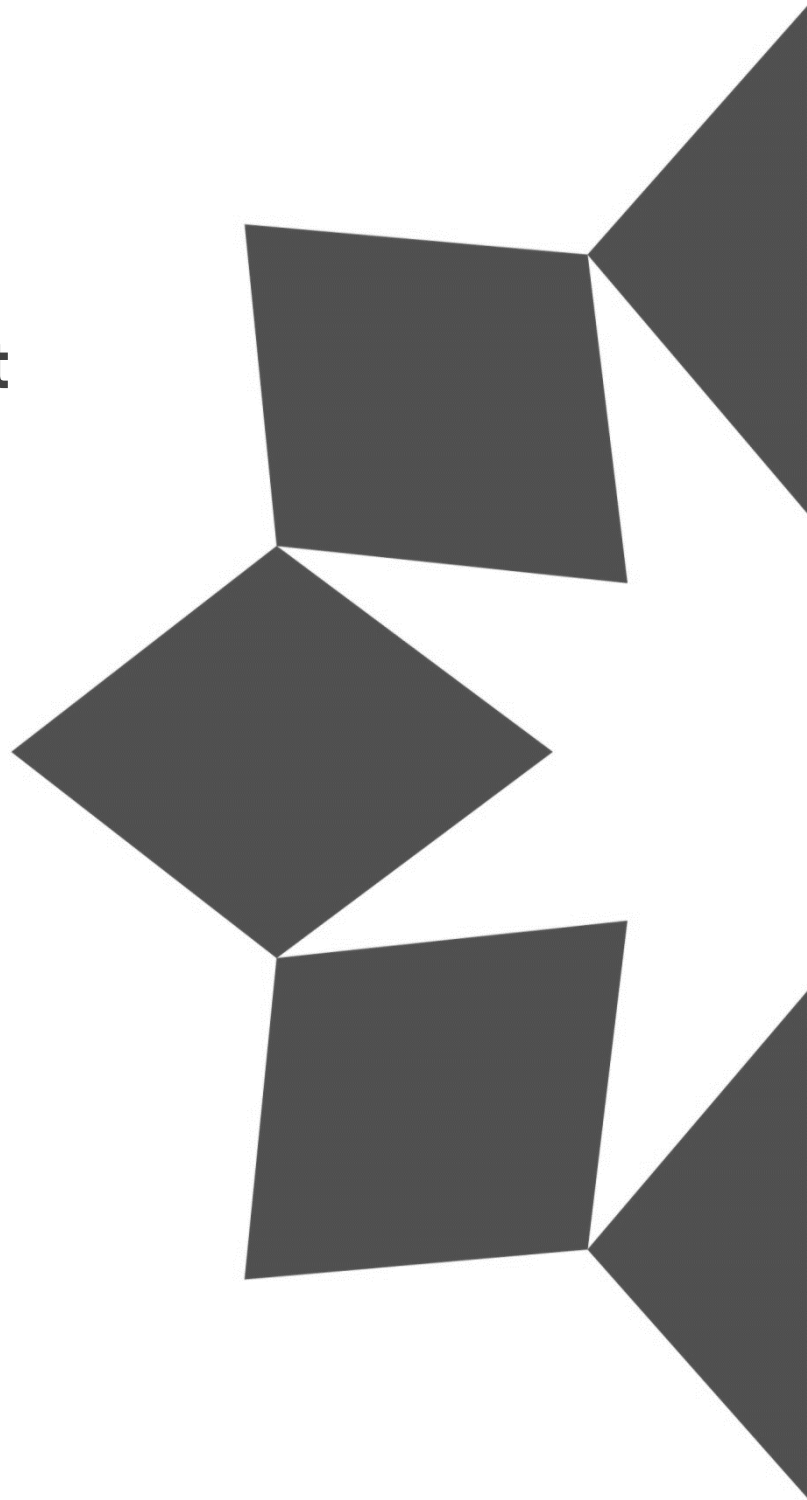




# **Experiences of Passenger Assist 2024-2025**

**Office of Rail and Road**

**July 2025**



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Title	Experiences of Passenger Assist 2024-2025
Client	Office of Rail and Road
Project number	24066
Research Manager	[Redacted]
Project Director	[Redacted]

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



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# Key Findings

**When looking at the experiences of users of Passenger Assist, many of the overall trends are consistent with the previous year, and indicate that overall satisfaction levels tend to be high:**

- Overall, 88% were satisfied with the service from booking to receiving assistance in 2024-2025, compared to 87% in 2023-2024.
- Four in five (82%) passengers who booked assistance felt they were met in an acceptable timeframe, compared to 80% in 2023-2024.
- The proportion of passengers who were not met at all stayed the same in both 2023-2024 and 2024-2025 (10%).
- Likewise, the proportion of passengers who received all of the assistance that they booked (78%) has remained comparable to 2023-2024 (76%).
- 94% of those who were met by staff were satisfied with the assistance they received, the same proportion as in 2023-2024.
- The proportion who were satisfied with the booking process is also high and consistent year-on-year (94% in 2024-2025, compared to 95% in 2023-2024).
- Most passengers who received assistance were satisfied with the helpfulness and attitude of staff (95% in 2024-2025, the same as in 2023-2024).

**However, while satisfaction does tend to be high year-on-year, the proportion who do not receive any of the assistance that they booked is also consistent (11% in 2024-2025, compared to 12% in 2023-2024). This highlights that there continue to be challenges in how Passenger Assist is delivered.**

There are some groups who are more likely to report they received none of the assistance they booked, including:

- Passengers with learning, concentrating or remembering disabilities (13%)
- Passengers with mental health conditions (13%)
- Passengers who identify as neurodiverse (15%)
- Passengers with a communication disability (15%)
- Passengers travelling on a Sunday (15%)
- Passengers travelling between 9pm and 12am (16%)
- Passengers who experienced planned (22%) or unplanned (17%) disruption on their journey

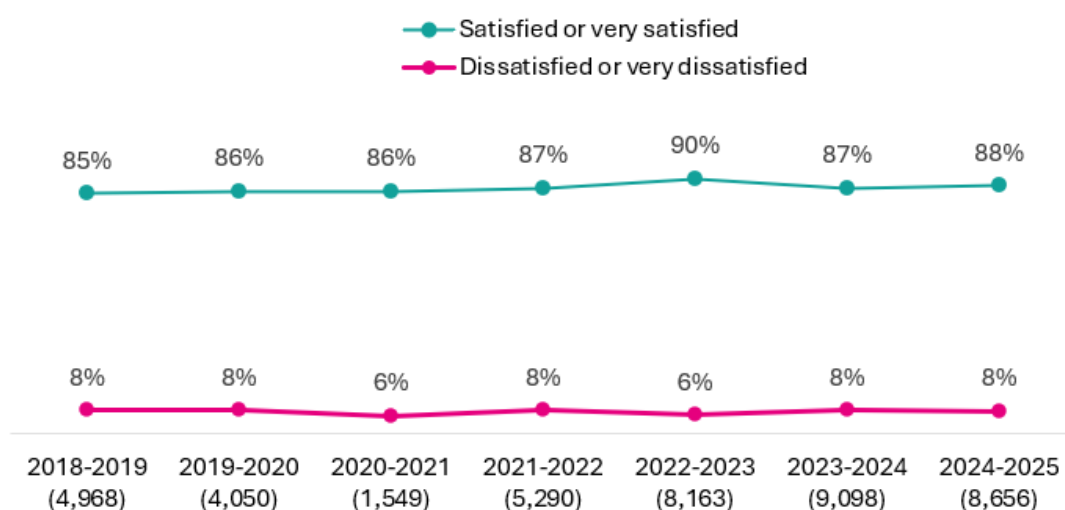
# Executive Summary

## Overall satisfaction with Passenger Assist is consistently high year-on-year.

Satisfaction with Passenger Assist in 2024-2025 has been consistent with the last seven years, with 88% satisfied with the service received from booking to receiving assistance. In the past seven years, satisfaction has ranged between 85% and 90%. However, while it can be taken as a positive that satisfaction tends to be high, 8% are dissatisfied, and there are some groups for whom satisfaction is lower, including:

- Passengers with a learning, concentrating or remembering disability (82%), with mental health conditions (82%), identifying as neurodiverse (82%), or who have a communication disorder or disability (84%).
- Passengers who experienced planned (75%) and unplanned (79%) disruption.

**Figure E.1, Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? Year-on-year results. (Unweighted sample base sizes in brackets)**



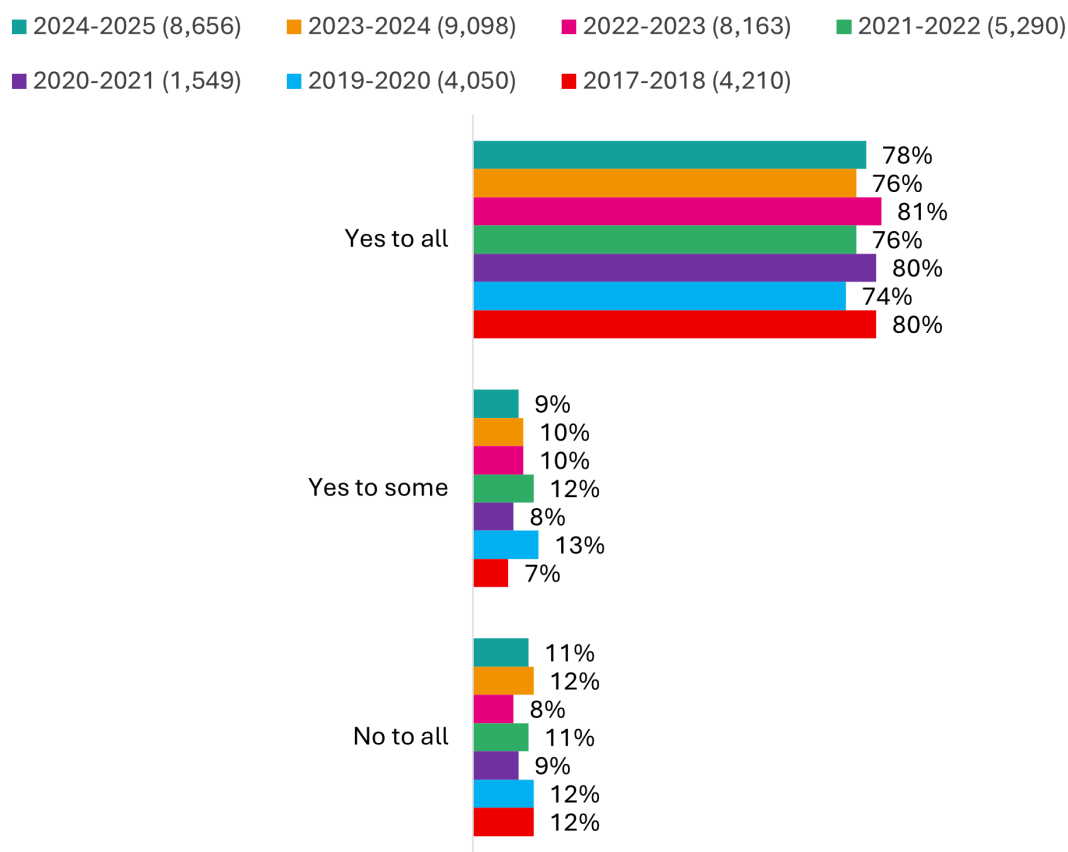
## The proportion receiving all of the assistance that they booked has remained consistent with previous years, however so has the proportion who received none of their assistance

Eighty two percent of passengers felt they were met within a reasonable timeframe this year, a result that is consistent year-on-year. Seventy eight percent of passengers in 2024-2025 received all of the

assistance that they booked, consistent with 2023-2024 when 76% reported this was the case. Since 2019-2020, this figure has consistently been between 74% and 81%.

However, 11% received none of their booked assistance, a figure which is also similar to previous years, having been either 11% or 12% in five of the last seven years, including 2024-2025.

**Figure E.2, Summary based on: And did you/your companion receive the following assistance you booked? Year-on-year results. (Unweighted sample base sizes in brackets, not showing those who selected “Don’t know / Can’t remember”)**



However, the proportion who received all the assistance they booked was lower among:

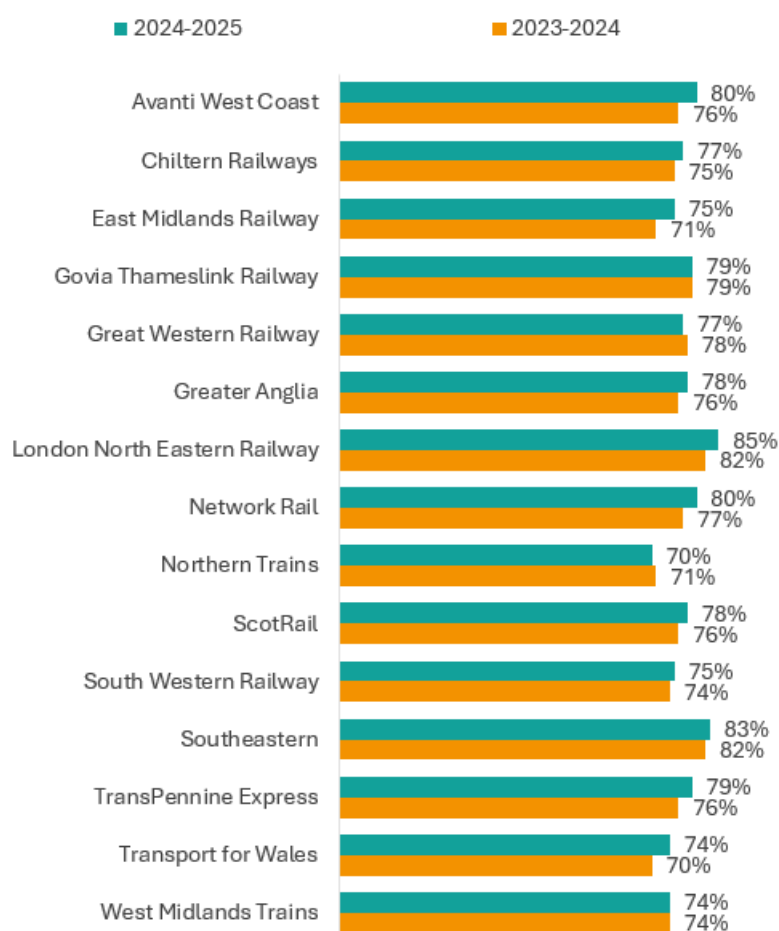
- Passengers who have a learning, concentrating or remembering disability: 73% received all the assistance they booked and 13% received none of the assistance they booked.
- Passengers with mental health conditions: 72% received all the assistance they booked and 13% received none.
- Passengers who identify as neurodiverse: 72% received all the assistance they booked and 15% received none.
- Passengers who have a communication disorder or disability: 73% received all the assistance they booked and 15% received none.

- Passengers who booked to receive assistance at a category E<sup>1</sup> station: 69% received all the assistance they booked and 20% received none.
- Passengers who booked to receive assistance at a category F station: 63% received all the assistance they booked and 30% received none.
- Passengers who booked to receive assistance at a station between 9pm and 12am: 75% received all the assistance they booked and 16% received none.
- Passengers who booked to receive assistance at a station between 4pm and 9pm: 77% received all the assistance they booked and 13% received none.
- Passengers who travelled on a Sunday: 74% received all the assistance they booked and 15% received none.
- Passengers who booked to receive assistance at an interchange station on their route: 75% received all the assistance they booked and 12% received none.
- Passengers who booked to receive assistance at their final destination station: 78% received all the assistance they booked and 12% received none.
- Passengers who booked to receive assistance at their original departure station: 80% received all the assistance they booked and 10% received none.
- Passengers who had booked assistance at a station operated by Northern Trains (70%), West Midlands Trains (74%) and Transport for Wales (74%) were least likely to state that they had received all of the assistance types that they booked, based on a minimum sample size of 50 for analysis.

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<sup>1</sup> See Appendix D for detail on definition of station categories. Category E and F stations are predominantly part-staffed or unstaffed.

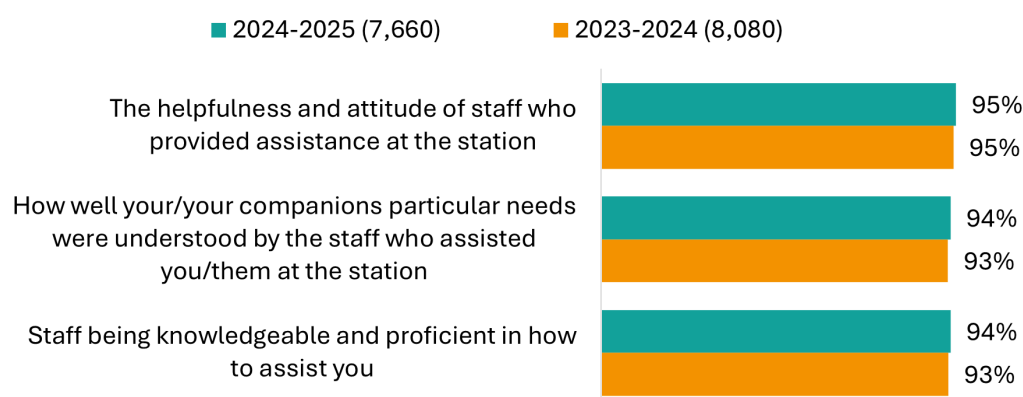
**Figure E.3, Summary based on: And did you/your companion receive the following assistance you booked? Showing the proportion who received all of the assistance they booked, split by station operator for the station at which assistance was booked, in 2023-2024 and 2024-2025. (Respondents who were met to receive assistance)**



## Consistent trends were also recorded in other metrics including high satisfaction with the staff providing assistance.

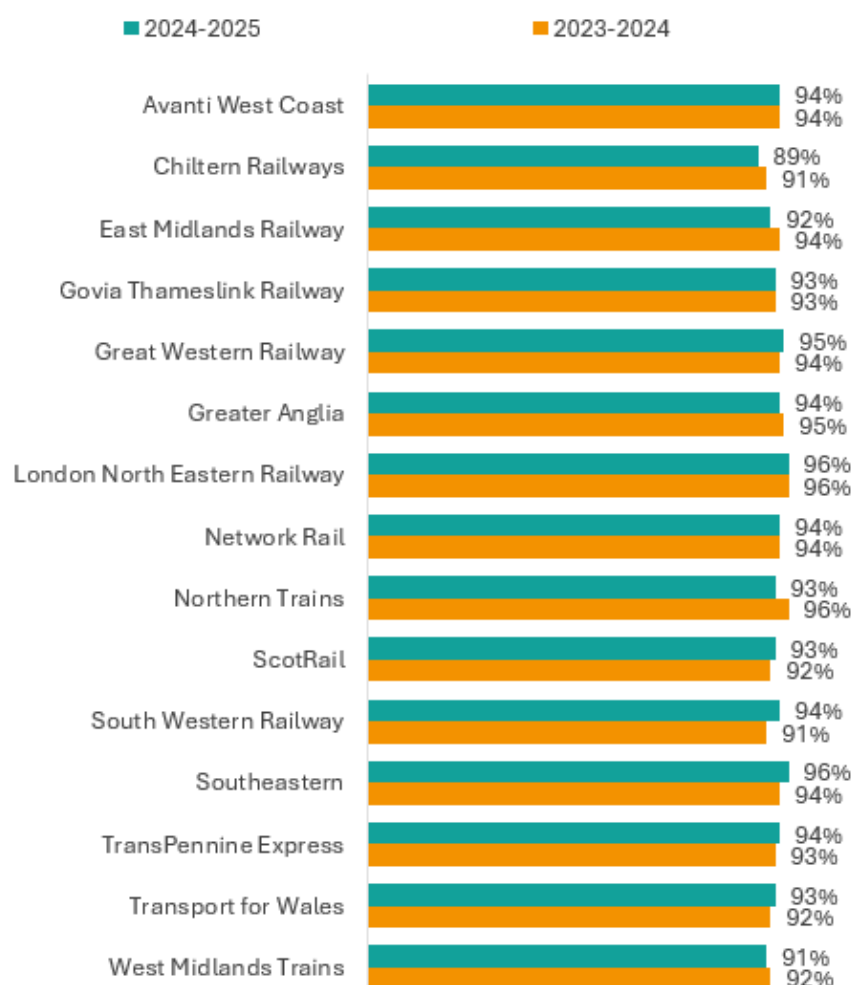
Satisfaction with the service delivered by staff has also continued to be high, with 95% satisfied with the helpfulness and attitude of staff providing assistance, 94% satisfied with how their needs were understood by staff and 94% satisfied with staff being knowledgeable and proficient in how to assist them. All figures were consistent with those seen in 2023-2024.

**Figure E.4, Thinking about the assistance at the station, how satisfied were you/they with...? Showing the proportion who were satisfied, in 2023-2024 and 2024-2025. (Unweighted sample base sizes in brackets. Respondents who were met to receive assistance)**



Likewise, 94% of those who were met at the station were satisfied with the assistance that they received, however the satisfaction level varied by station operator.

**Figure E.5, Overall how satisfied were you/was your companion with the assistance at the station? Showing the proportion who were satisfied with the assistance at the station, split by station operator for the station at which assistance was booked, in 2023-2024 and 2024-2025. (Respondents who were met to receive assistance)**

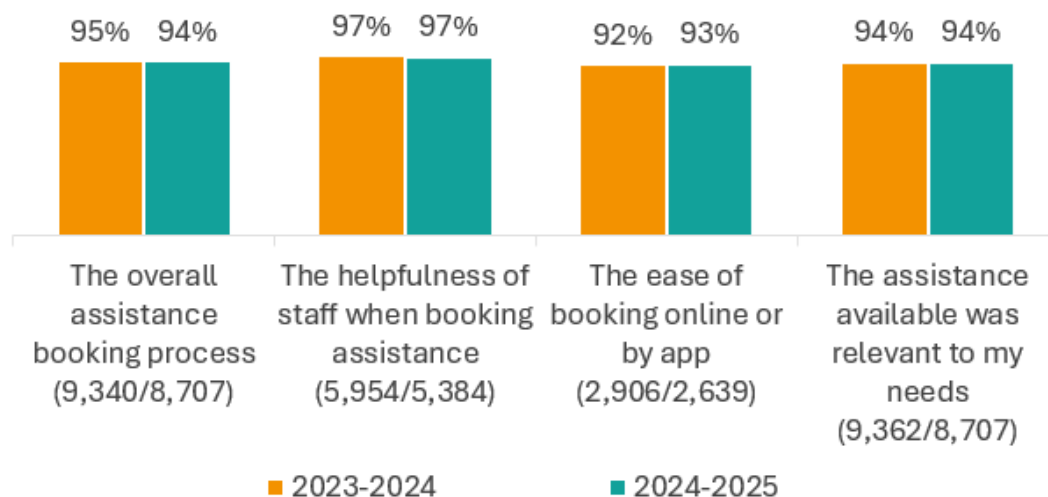


**Satisfaction with the booking process was also at a similar level to previous years. The key year-on-year trend relating to the booking process is the continued reduction of people booking by telephone.**

Telephone is the most common method of booking assistance (54%). However, this has declined from 59% in 2023-2024, and 65% in 2022-2023. The proportion of respondents to the survey who made their booking by app has increased from 4% in 2023-2024 to 9% in 2024-2025.

Satisfaction with the booking process tends to be high, as in previous years, with 94% satisfied with the overall assistance booking process, compared to 95% in 2023-2024. Furthermore, 94% are satisfied that the assistance available was relevant to their needs. Of those who booked by telephone, email or in person, 97% are satisfied with the helpfulness of staff when doing so, and of those booked online or via the app, 93% are satisfied with the ease of booking in this way.

**Figure E.6, Thinking about the booking process, how satisfied were you with the following? Showing the proportion satisfied in 2023-2024 and 2024-2025. (Unweighted sample base sizes in brackets in the format 2023-2024 base/2024-2025 base)**

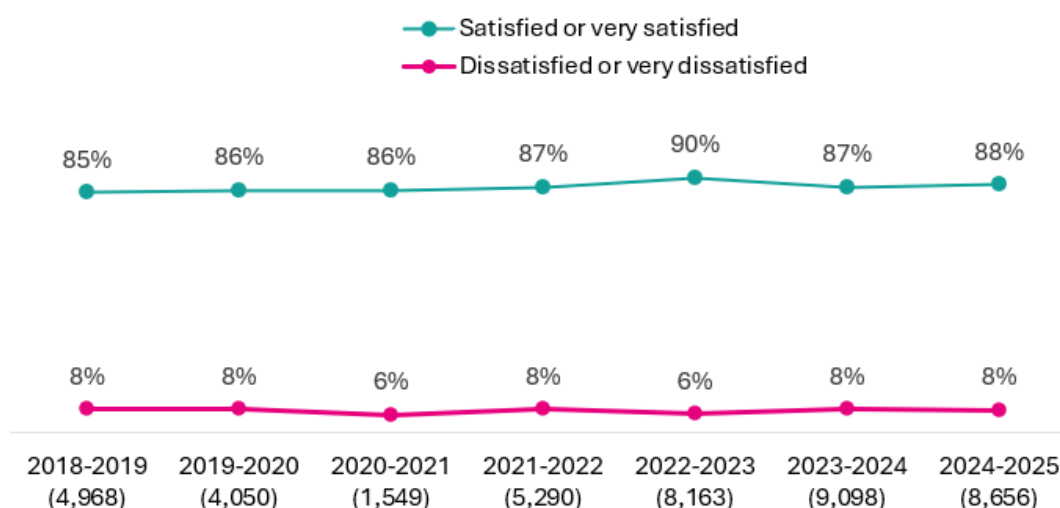


# Full Report

## Section 1: Overall experiences of Passenger Assist

Overall, the satisfaction levels among passengers using Passenger Assist, factoring in all aspects of the process from booking the assistance to the journey itself, have been consistently high across the last seven years. In 2024-2025, 88% were satisfied with the whole process of using Passenger Assist, with this figure having ranged between 85% and 90% since 2018-2019. Meanwhile, 8% were dissatisfied with the service, again sitting within the range seen since 2018-2019, when dissatisfaction levels have consistently been between 6% and 8%.

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



While it can be taken as a positive that operators have maintained a steady level of satisfaction, the equally steady level of dissatisfaction should not be ignored, particularly as some groups reported lower levels of satisfaction. This includes some with particular disabilities or health conditions, including passengers with a learning, concentrating or remembering disability (82%), those who identify as neurodiverse (82%), and those with mental health conditions (82%) or a communication disorder or disability (84%). Passengers who had four or more conditions were also less likely to be satisfied (82%).

**The experience of using Passenger Assist also varied depending upon the nature of the journey and the type of station travelled through.** Those who were receiving assistance at an interchange station on their journey (a station at which they were changing between two trains) (86%) or at the final destination station on their journey (87%) were less likely to be satisfied than those who were

receiving assistance at the original departure station on their journey (90%). It was also lowest among those who booked assistance for a Sunday (81%), those who booked assistance for a journey between 9pm and 12am (81%), and those receiving assistance at a Category E (82%) or Category F<sup>2</sup> (78%) station.

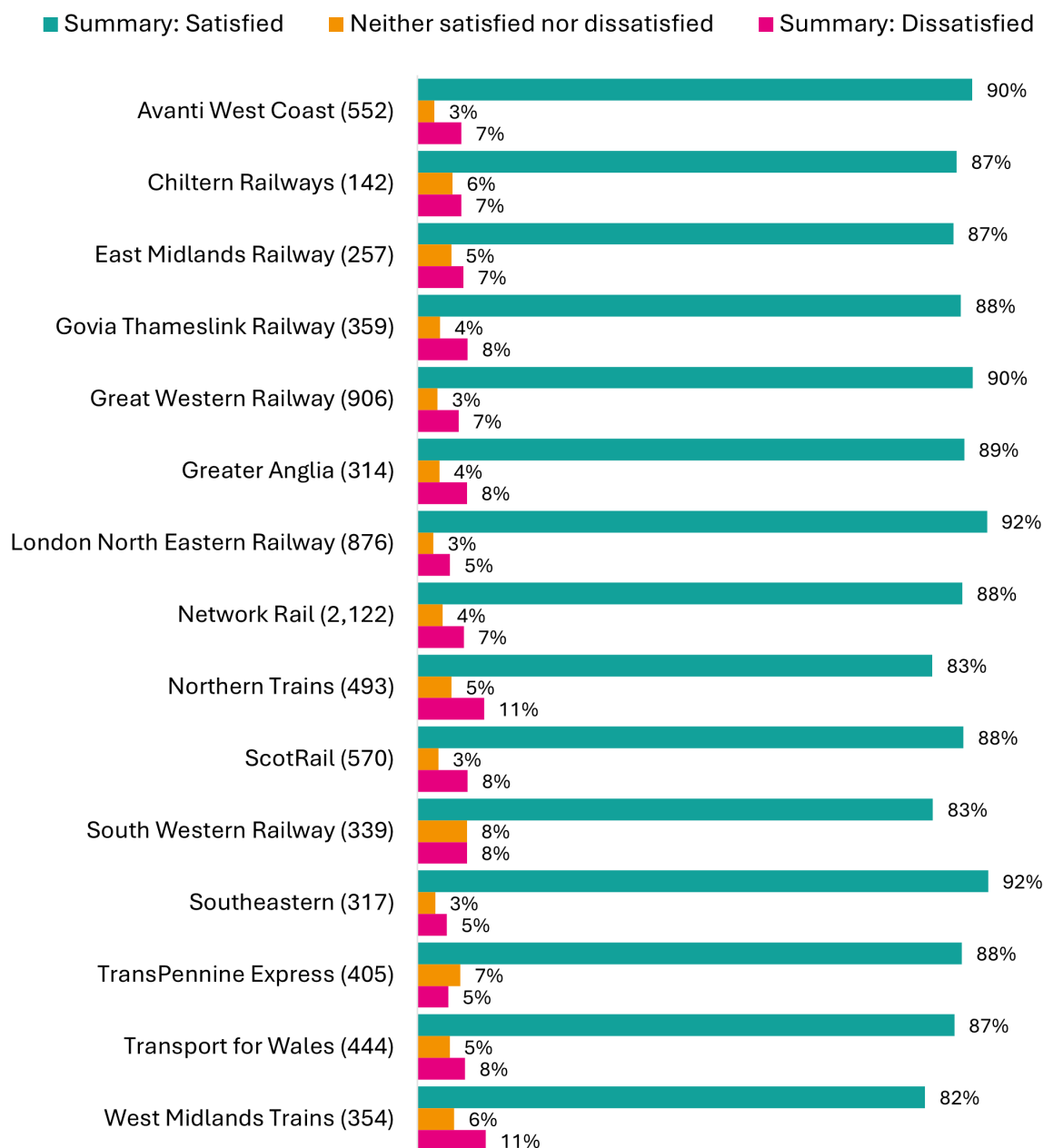
Additionally, three quarters (75%) of those experiencing planned disruption and 79% of those who experienced unplanned disruption stated that they were satisfied with the overall experience of using Passenger Assist.

The satisfaction level also varied depending on the station operator, with those receiving assistance at a station operated by South Western Railway (83%), Northern Trains (83%) and West Midlands Trains (82%) least likely to be satisfied with the whole process of Passenger Assist (based on a minimum sample size of 50).

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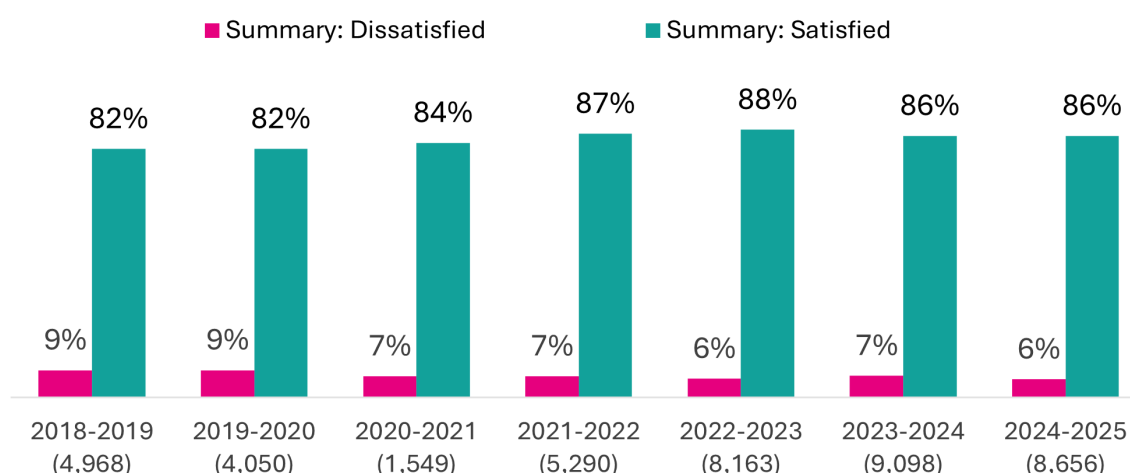
<sup>2</sup> See Appendix D for detail on definition of station categories

**Figure 1.2, Overall how satisfied are you with the whole process from booking the assistance to the assistance received at the station? Split by station operator for the station at which assistance was booked. (Unweighted sample base sizes in brackets)**



Similarly, satisfaction with Passenger Assist as a service overall (i.e. not just relating to assistance booked at a specific station) has also remained consistent year-on-year. Eighty six percent were satisfied with the service overall in 2024-2025, in keeping with the satisfaction scores recorded since 2021-2022 (86% to 88%). Although notably satisfaction since 2021-2022 has been higher than it was between 2018-2019 and 2019-2020 (82%).

**Figure 1.3, Overall, on a scale of 1 to 5, where 1 is very dissatisfied and 5 very satisfied, how satisfied are you with Passenger Assist? Year-on-year results. (Unweighted sample base sizes in brackets)**



This proportion of respondents who were satisfied with Passenger Assist, as with satisfaction with the service received, is also lower among those with learning, concentrating or remembering disabilities (81%), a mental health condition (78%) and those who identify as neurodiverse (77%), as well as those with a communication disability (77%). Passengers with four or more health conditions were less likely to be satisfied (75%) than those with one (88%) or none (93%).

Satisfaction with the overall Passenger Assist service was also lower among those aged 16 to 44 (78%) than those aged 65 to 74 (87%) or 75 or above (89%).

Satisfaction with Passenger Assist also varied by the nature of the journey undertaken. Those using Passenger Assist for commuting were least likely to be satisfied with the overall service (76%).

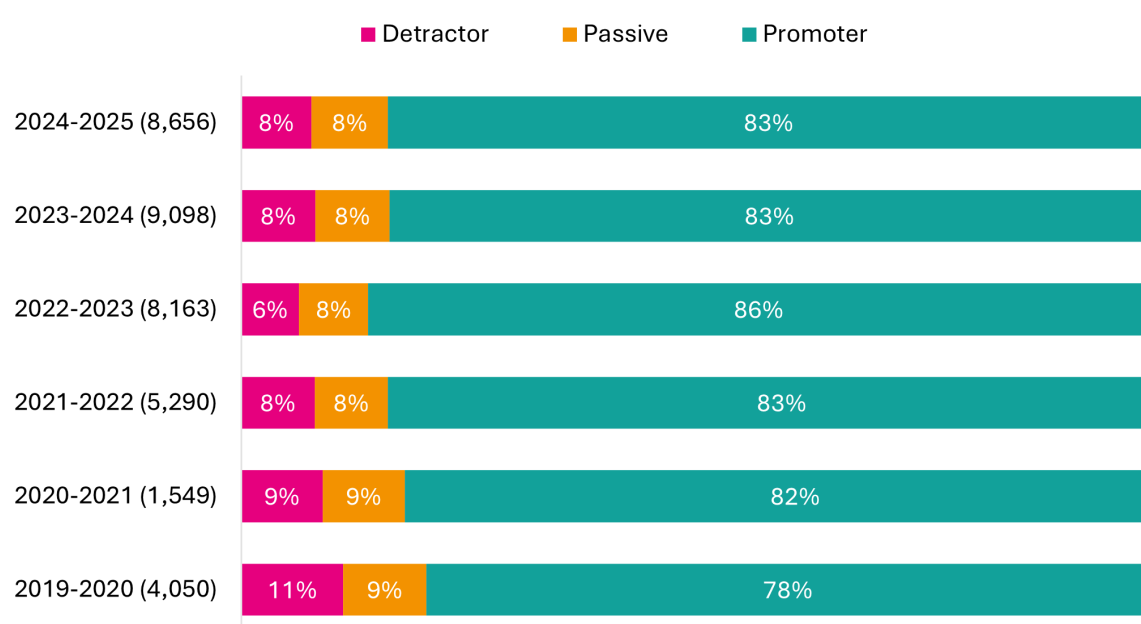
Satisfaction was also lower among those who booked to receive assistance at a station between 9pm and 12am (83%) or on a Sunday (81%). Passengers who booked assistance at a Category E<sup>3</sup> station (80%) or an interchange station on their journey (84%) also reported lower satisfaction levels, as did those who experienced either planned disruption (77%) or unplanned disruption (79%) on their journey.

**When asked if they would recommend Passenger Assist to a friend or family, the proportion who rate their likelihood as nine or ten out of ten has also remained steady, at 83%, the same figure as the previous year.**

<sup>3</sup> See Appendix D for detail on definition of station categories

Those ranking their likelihood of recommending Passenger Assist as a nine or ten out of ten are classified as ‘promoters’, while those ranking their likelihood of recommending Passenger Assist as between zero and six are classified as ‘detractors’. Using these two scores, a Net Promoter Score (NPS) is calculated, by subtracting the proportion of detractors from the proportion of promoters. For 2024-2025, this produces an NPS of +76, a similar score to in 2023-2024 (+75). The proportion ranking their likelihood of recommending as between zero and six, and as nine or ten has remained steady across both years.

**Figure 1.4, On a scale of zero to ten, where zero is very unlikely and ten very likely, how likely would you be to recommend Passenger Assist to a friend or family member who may require such a service? Year-on-year results. (Unweighted sample base sizes in brackets)**

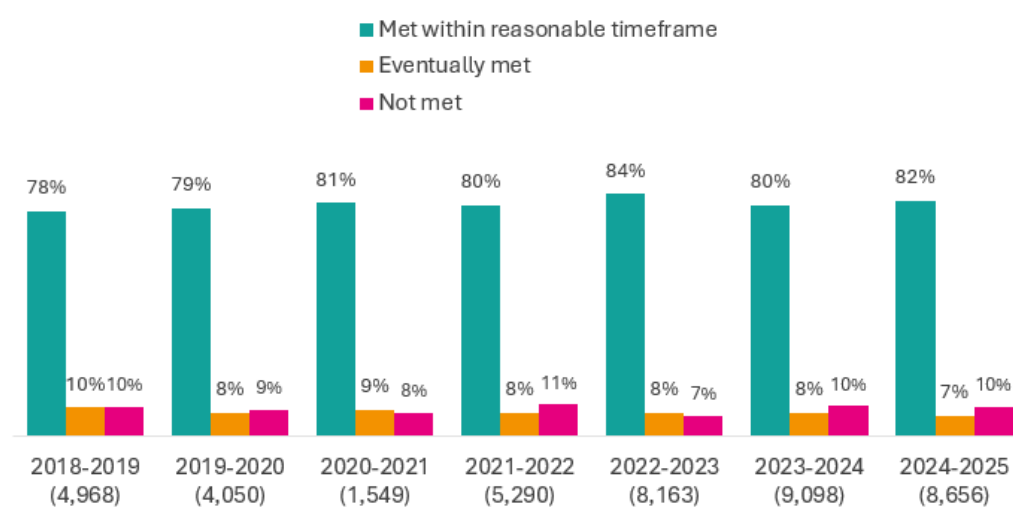


These consistent results may suggest that the rail industry has successfully scaled the service to meet the demands of rising passenger numbers. However, with a number still dissatisfied, and this figure higher among certain passenger groups, station operators must seek out ways to identify the gaps in service delivery, and how these can be addressed going forwards.

## Section 2: Assistance delivery

When evaluating the success of Passenger Assist, one of the most important metrics measured is whether passengers who booked the service were met within an acceptable timeframe to receive their assistance. When asked if they were met within what they deemed to be an acceptable timeframe, 82% stated they were in 2024-2025, a result that has been consistent year-on-year, being between 78% and 81% every year since 2018-2019, except 2022-2023 when it was 84%. The proportion who were not met at all (10%) has also stayed consistent, between 7% and 11%.

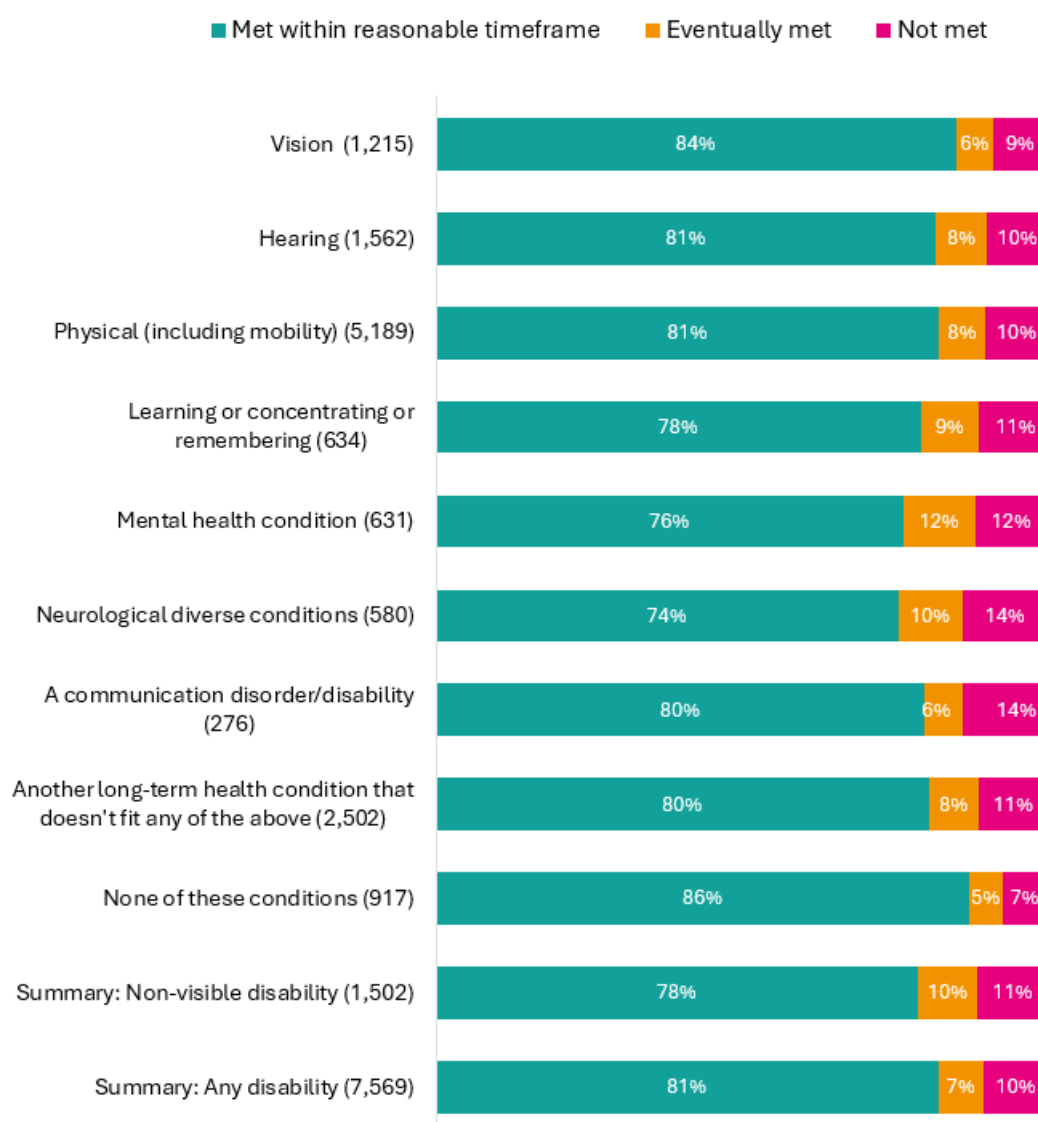
**Figure 2.1, Was a member of staff there to meet you/your companion within an acceptable timeframe? Year-on-year results. (Unweighted sample base sizes in brackets)**



It is however important to note that some groups of passengers were more likely than others to say that they were not met at all. Those who were answering the survey about their final destination station (11%) or an interchange station (11%) were more likely to have not been met at all than those who were answering about their original departure station (9%).

There were also variations in the likelihood of passengers being met, depending upon the disability or health condition they had, if any. Passengers with a learning, concentrating or remembering disability (78%), mental health condition (76%), who identified as neurodiverse (74%) or had a communication disorder or disability (80%) were less likely to be met in a reasonable timeframe than the overall sample. These groups were also more likely to have not been met at all. Those with a visible disability were more likely to be met than those with a non-visible disability, of whom 78% were not met in a reasonable timeframe, highlighting challenges faced by the latter group.

**Figure 2.2, Was a member of staff there to meet you/your companion within an acceptable timeframe?  
Split by disability or health condition. (Unweighted sample base sizes in brackets)**



The likelihood of being met in a reasonable timeframe varied by the type of assistance booked. Passengers who booked the provision of a ramp (84%) and those who used a wheelchair (84%) on their journey were more likely than other passengers to have been met in a reasonable timeframe.

The proportion who were met also differed depending on the type of stations travelled through, and nature of the journey. Those who booked assistance at a Category E (73%) or F<sup>4</sup> (62%) station were less likely to have been met in a reasonable timeframe than other passengers. Those who were commuting (79%) or travelling for business (74%) were also less likely to have been met, as were those who travelled between 9pm and 12am (76%) or on a Sunday (75%). Passengers whose journey was disrupted by planned disruption (63%), or unplanned disruption (73%) were less likely to be met than those whose journey did not experience any disruption (84%).

Some station operators performed better than others on this metric. Passengers at stations operated by London North Eastern Railway (88%) and Southeastern (86%) were most likely to have been met in a reasonable timeframe. Those at stations operated by South Western Railway (78%), West Midlands Trains (74%) and Northern Trains (72%) were least likely to have been met in a reasonable timeframe.

**Figure 2.3, Was a member of staff there to meet you/your companion within an acceptable timeframe? Split by station operator for the station at which assistance was booked. (Unweighted sample base sizes in brackets)**

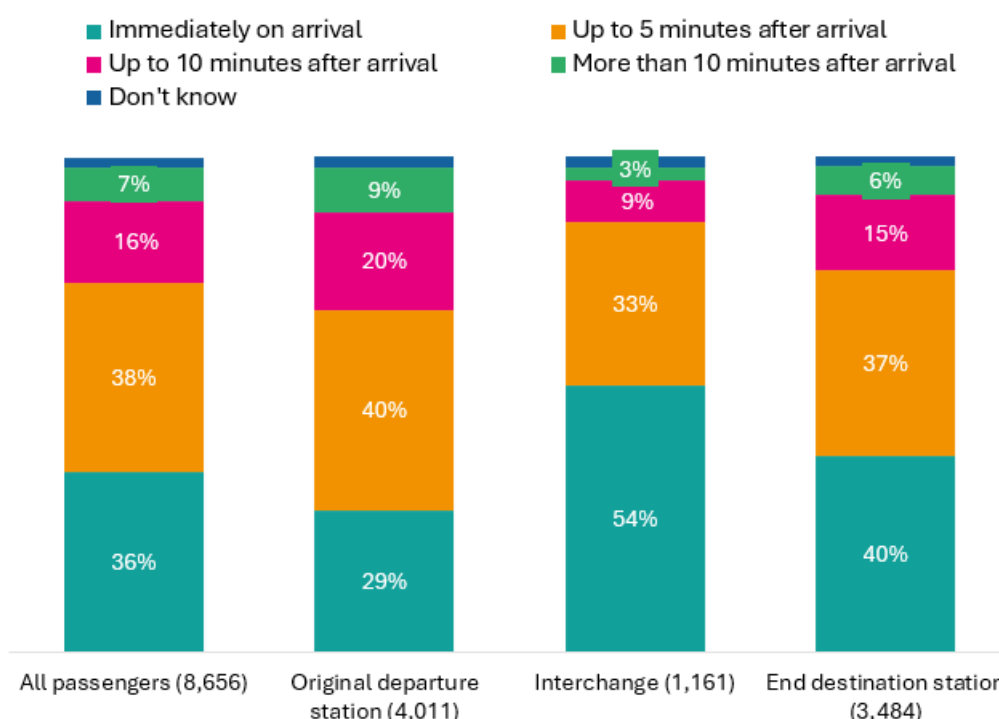


<sup>4</sup> See Appendix D for detail on definition of station categories

**To understand these results, it is useful to understand what is considered to be a ‘reasonable timeframe’ by passengers.** For three quarters (75%), this is being met up to five minutes after arrival, with 36% believing it is being met immediately.

However, what is deemed to be a ‘reasonable’ timeframe varies depending what stage of their journey they were receiving assistance at. Among those who were asked about their original departure station, 29% stated that they should be met immediately, however this rose to 54% of those asked about an interchange station, and 40% of those asked about their end destination station. It is therefore crucial for station operators to understand the different needs of passengers depending on the part of the journey they are receiving assistance for.

**Figure 2.4, Thinking specifically about the time taken to be met by staff when using Passenger Assist, what do you consider a reasonable timeframe? Split by the station on their journey that the respondent was answering the survey about. (Unweighted sample base sizes in brackets, not showing data labels for figures of 2% or less).**

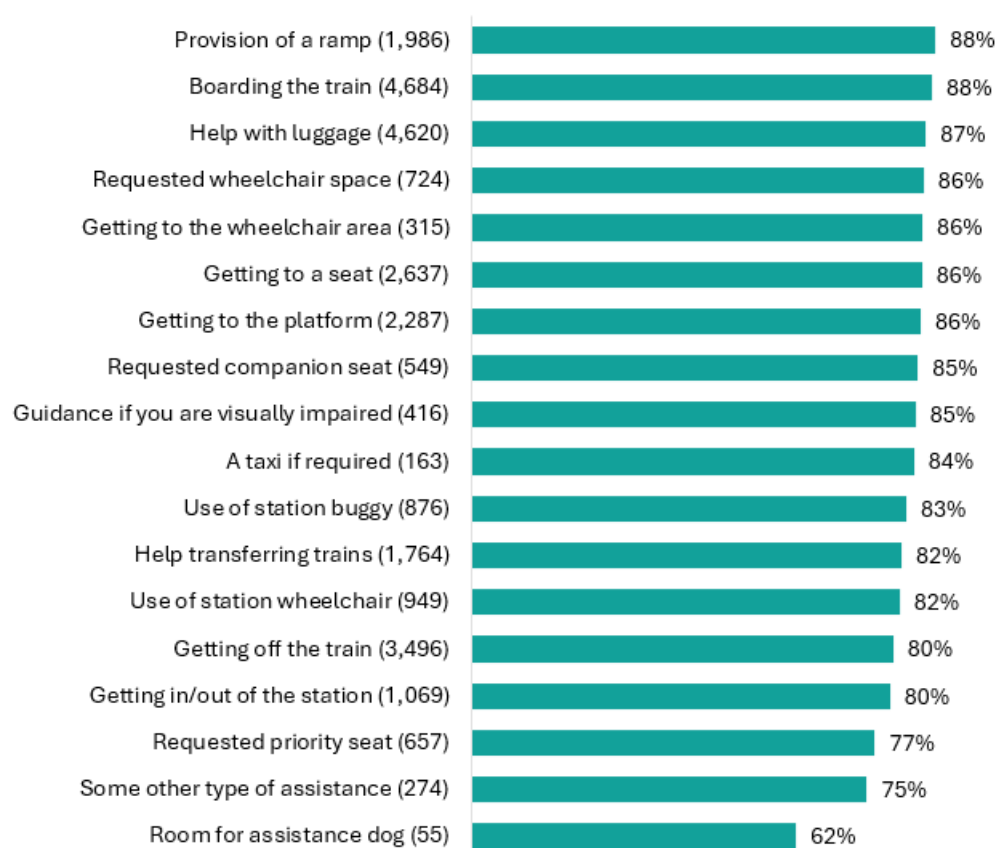


**To get a thorough understanding of the experiences of Passenger Assist, it is also important to understand which types of assistance most commonly fail to be delivered.** As such, passengers who were met to receive assistance were also asked whether they received each of the types of assistance that they booked. When including those who were not met to receive assistance, and thus did not receive any of the types of assistance they booked, the most commonly received assistance type among passengers was the provision of a ramp, which was received by 88% of passengers who booked it. Likewise, 88% of passengers who booked assistance boarding the train received this

assistance type, compared to just 80% of those who booked assistance getting off the train. The least commonly received assistance type was room for an assistance dog, which was received by 62% of those who booked it.

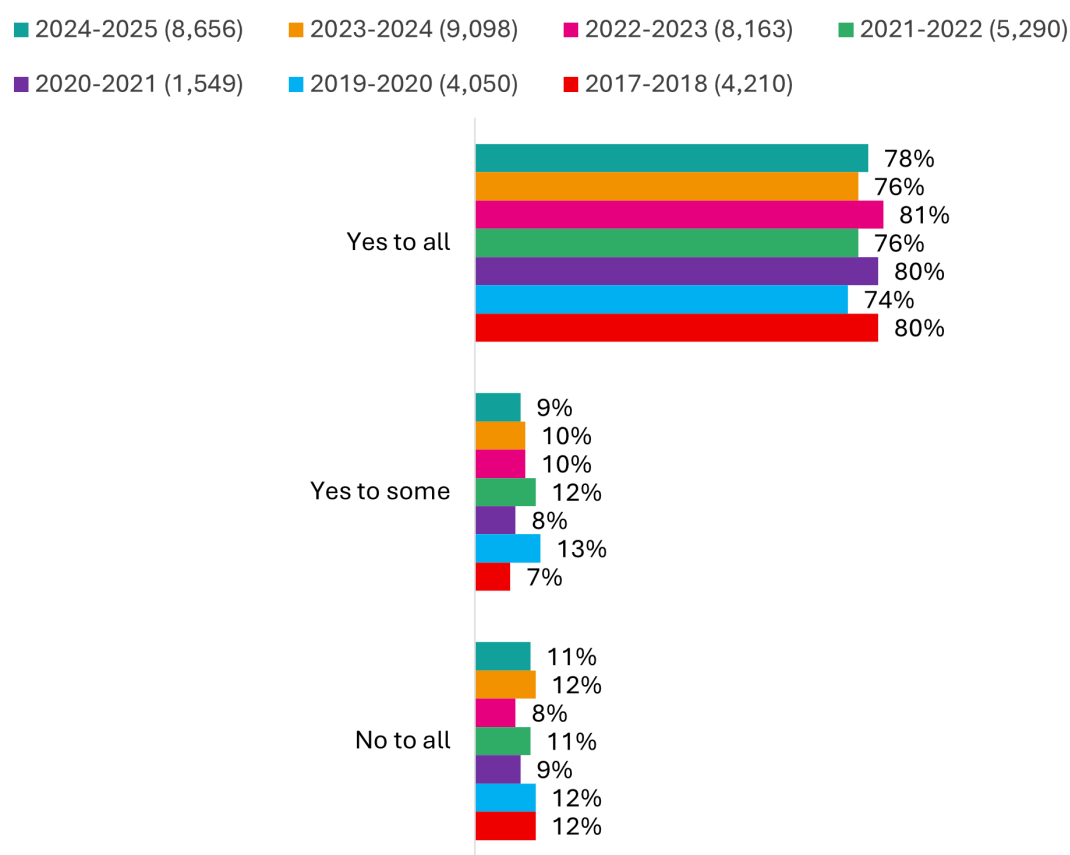
All types of assistance were received to a similar extent this year as in previous years, apart from assistance getting to the wheelchair area, which 86% received in 2024-2025, up from 82% in 2023-2024. Conversely, the proportion who stated they received room for an assistance dog was down from 73% to 62%, however the low sample size among those who booked this assistance makes this result more likely to fluctuate.

**Figure 2.5, And did you/your companion receive the following assistance you booked? Showing the proportion who received each assistance type, as a proportion of those who booked it. (Unweighted sample base sizes in brackets)**



Looking at the experience of passengers in terms of whether they were met and received assistance, 78% received all of the assistance types they booked in 2024-2025, consistent with 2023-2024 when 76% reported this was the case. Since 2019-2020, this figure has consistently been between 74% and 81%.

**Figure 2.6, Summary based on: And did you/your companion receive the following assistance you booked?**  
**Year-on-year results (Unweighted sample base sizes in brackets not showing those who selected “Don’t know / Can’t remember”)**



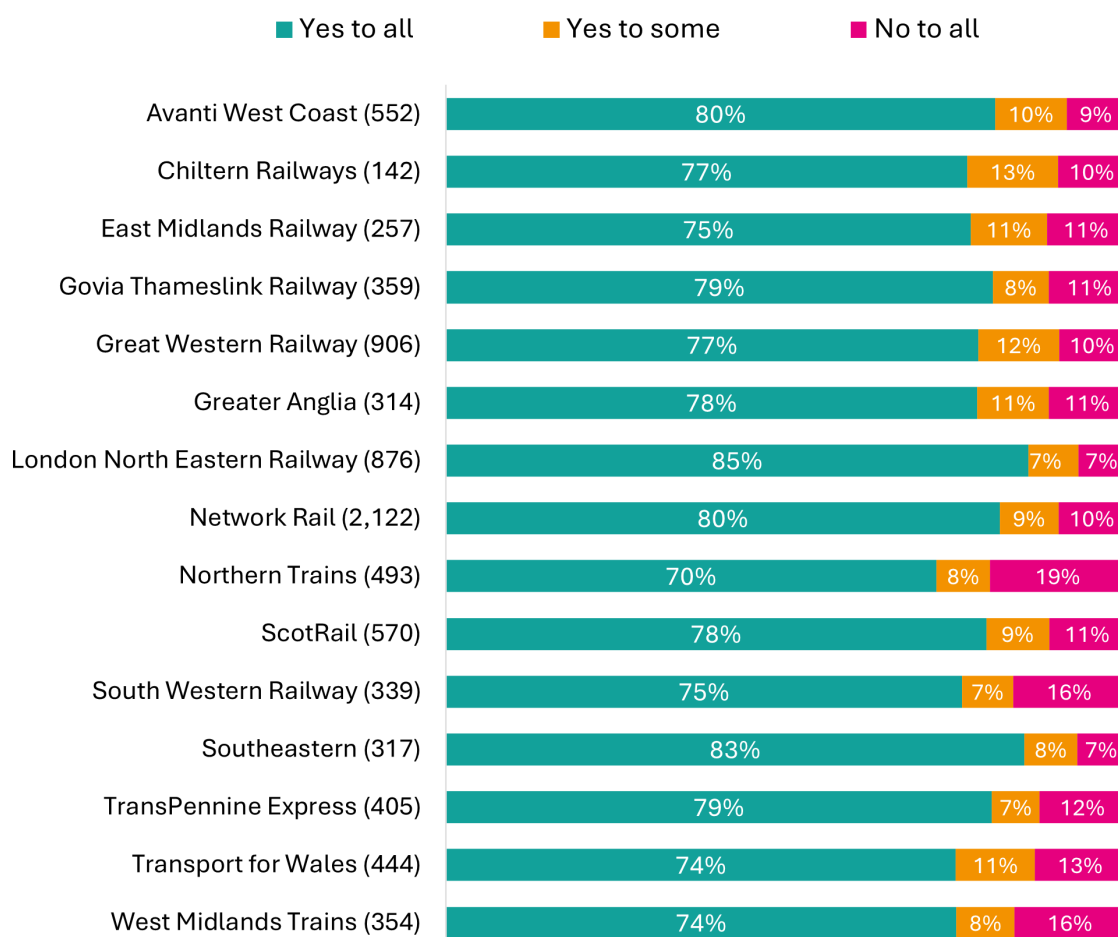
Some passengers were less likely than others to receive all of the assistance types they booked. The proportion of passengers who received all of the assistance types they booked was lower among passengers who have a learning, concentrating or remembering disability (73%), have mental health conditions (72%), identify as neurodiverse (72%), or have a communication disorder or disability (73%). Passengers who used a mobility aid (e.g. walking stick or crutches) (75%) or a hearing aid (76%) were less likely to receive all assistance that they booked, however those using a wheelchair (82%) or electric scooter (80%) were more likely to.

When looking at the nature of the journey undertaken, there were also some differences in the extent to which all assistance types were provided. Passengers who experienced planned disruption (60%) or unplanned disruption (69%) were less likely to receive all assistance types than those who did not (82%). Passengers who booked to receive assistance at a station between 9pm and 12am were least likely to receive all of the assistance that they booked (75%), particularly compared to those who travelled between 5am and 10am (80%) and 10am and 4pm (79%). Those who travelled on a Sunday were least likely to receive all the assistance they booked (74%).

When investigating how likely passengers were to be met based on the station they were asked about, those who received assistance at an interchange station (75%) were less likely to receive all of the assistance they booked than those who were answering the survey in relation to their original departure station (80%) or end destination station (78%). Those travelling through a Category E (69%) or Category F<sup>5</sup> (63%) station were least likely to receive all of the assistance they booked.

There were also differences by the operator of the station that passengers had booked assistance at. Those who had booked assistance at a station operated by Northern Trains (70%), West Midlands Trains (74%) and Transport for Wales (74%) were least likely to state that they had received all of the assistance types that they booked

**Figure 2.7 Summary based on: And did you/your companion receive the following assistance you booked? Split by station operator for the station at which assistance was booked. (Unweighted sample base sizes in brackets. Not showing those who selected “Don’t know / can’t remember”)**

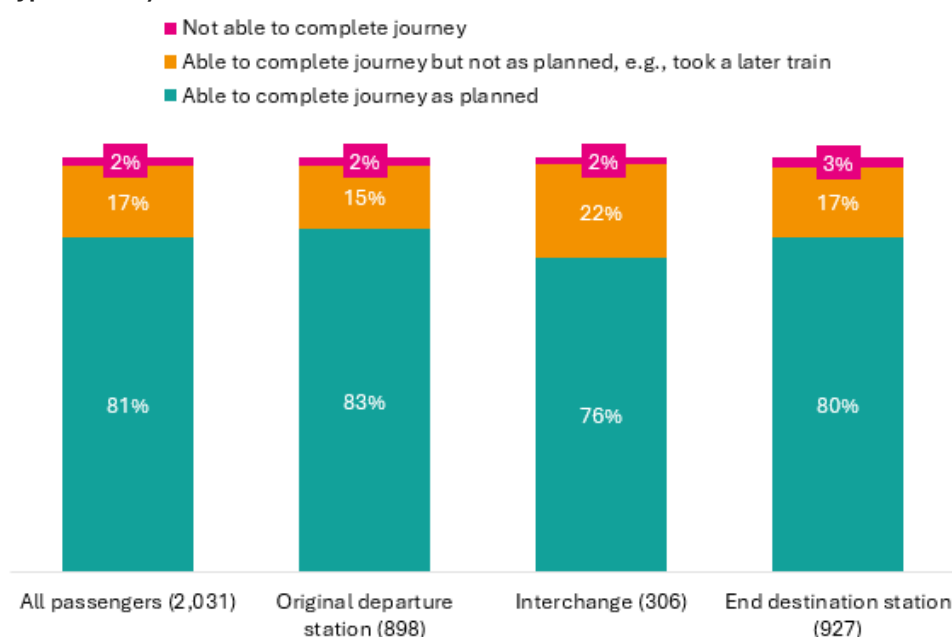


**Not being met by staff can have large impacts on the journeys that passengers are making.** Of passengers who were not met by a member of staff within a reasonable timeframe, or at all, 80% were

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

still able to complete their journey as planned, 17% were able to complete their journey but not as planned, and 3% were not able to complete their journey. However, the proportion who were able to complete their journey after not being met within a reasonable timeframe was lower among those receiving assistance at an interchange station (76%), than those who were receiving assistance at their original departure station (83%).

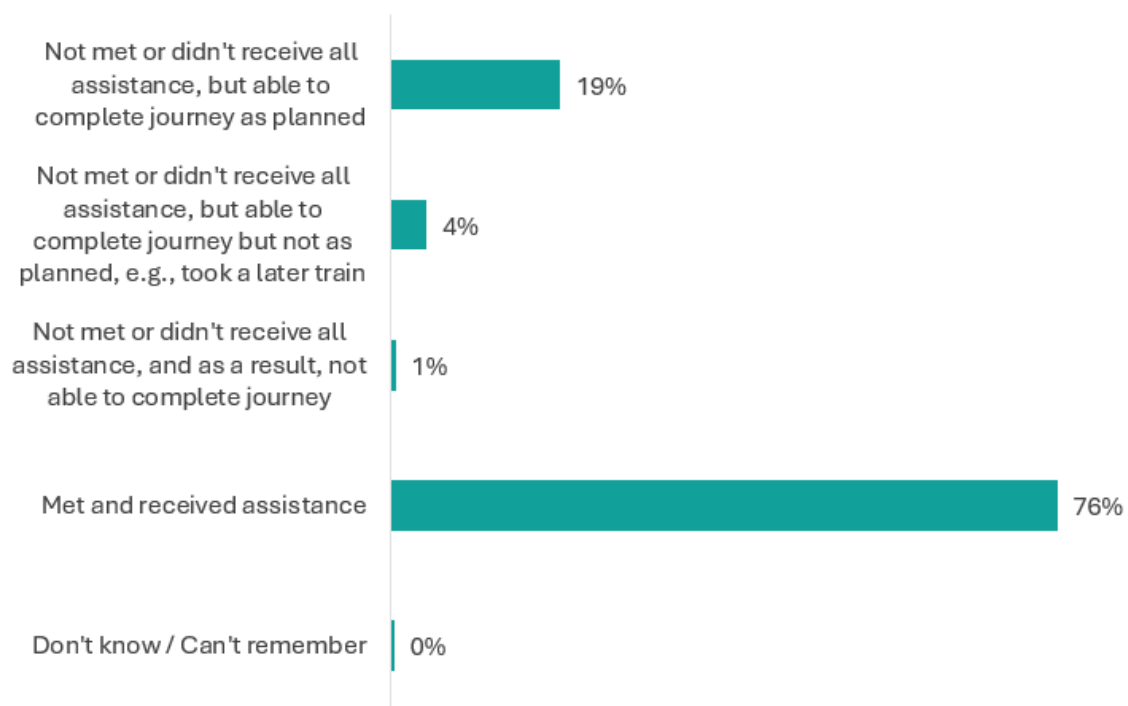
**Figure 2.8, Did this delay affect you/your companion being able to get to your final destination? / Did not receiving the assistance requested affect you/your companion being able to get to the final destination? Split by the station on their journey that the respondent was answering the survey about. Not showing those who selected “Don’t know / Not Applicable” (Unweighted sample base sizes in brackets. Showing results only for those who weren’t met within a reasonable timeframe, or didn’t receive at least one assistance type booked).**



There was also a difference in the proportion who were able to complete their journey, depending on what disability or health condition the passenger had, if any. Passengers who identified as neurodiverse and were not met to receive assistance within a reasonable timeframe were least likely to be able to continue their journey as planned (72%).

These results mean that in total, of all respondents, 4% of those were not met in a reasonable timeframe or receive all assistance, were able to complete their journey but not as a planned, and under 1% were not able to complete their journey at all.

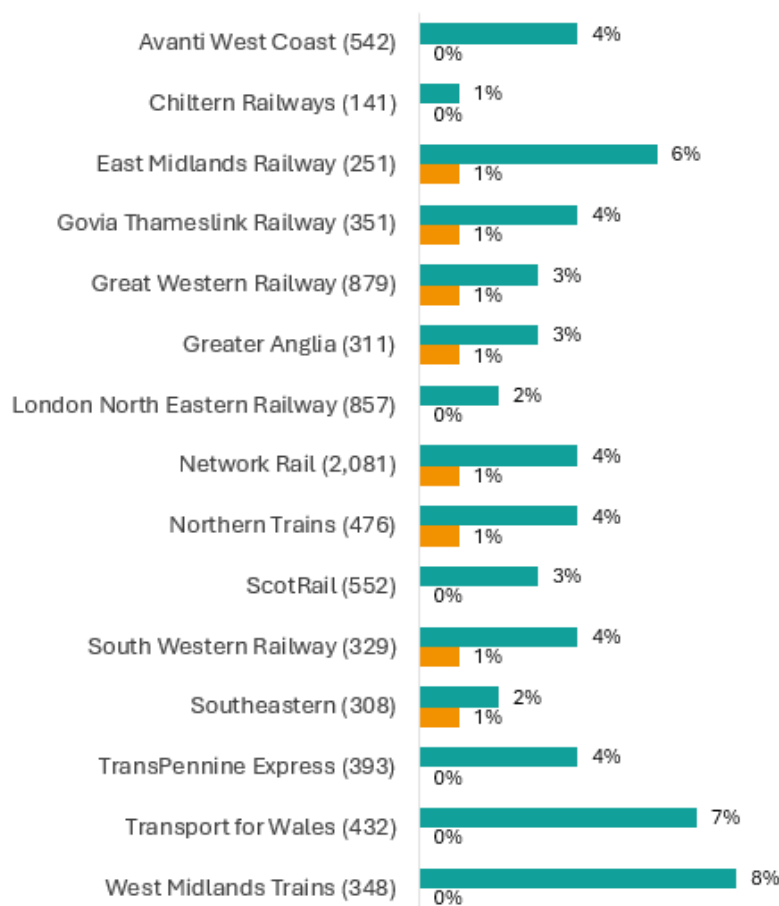
**Figure 2.9, Did this delay affect you/your companion being able to get to your final destination? / Did not receiving the assistance requested affect you/your companion being able to get to the final destination?** (Unweighted sample base size: 8,455, showing as a proportion of all respondents, excluding those who didn't know if they received all assistance types)



The proportion of passengers who were unable to complete their journey as planned varied slightly by station operator.

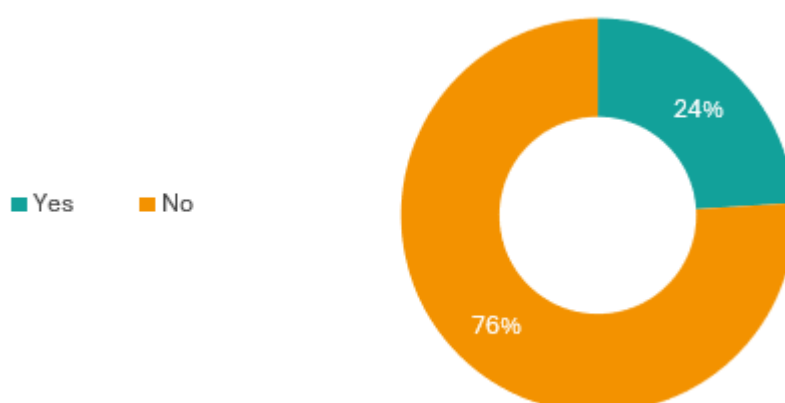
**Figure 2.10, Did this delay affect you/your companion being able to get to your final destination? By station operator. Showing the proportion who were able to complete their journey as planned, split by station operator for the station at which assistance was booked. (Unweighted sample base sizes in brackets)**

- Not met within a reasonable timeframe, or didn't receive all assistance, but able to complete journey but not as planned, e.g. took a later train
- Not met within a reasonable timeframe, or didn't receive all assistance, and as a result, not able to complete journey



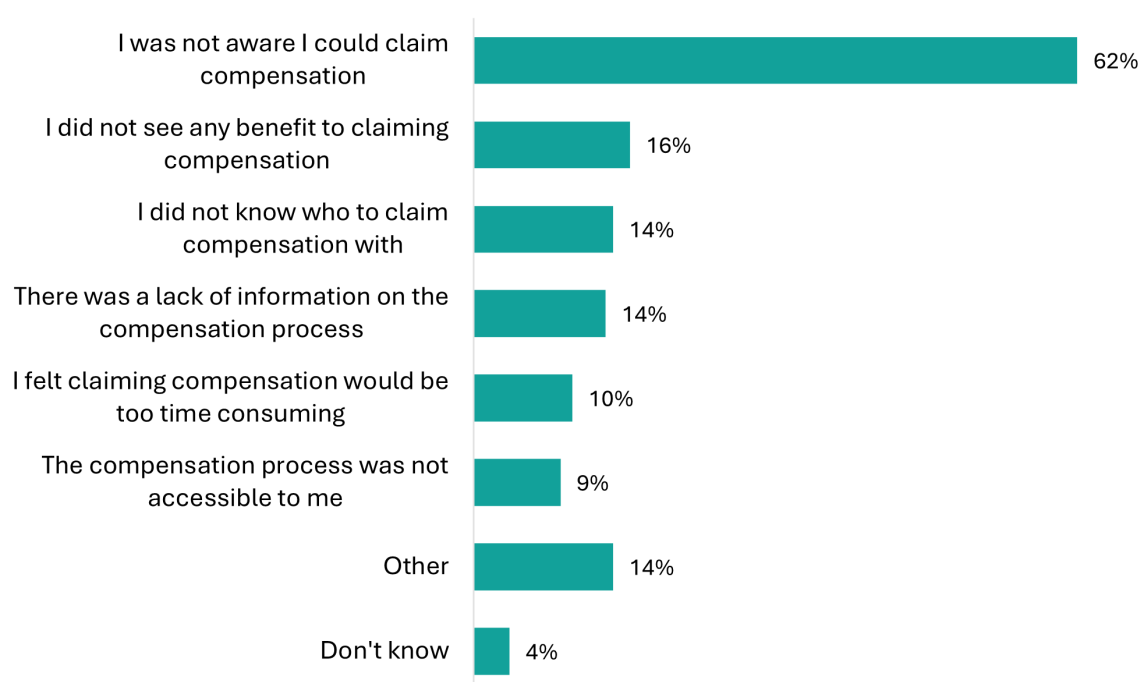
**Of passengers who were not able to complete their journey as planned due to not being met or not receiving the assistance booked, a quarter (24%) claimed compensation for this.** This compares to 23% who in 2023-2024 stated they claimed redress, although it should be noted that they were asked if they claimed redress, not compensation.

**Figure 2.11, Did you claim compensation? (Unweighted sample base size: 395. Respondents who experienced disruption to their journey)**



Among those who did not claim compensation, the most common reason for this was a lack of awareness that they could (62%), highlighting a need for further publicising of the ability to claim compensation in relation to Passenger Assist. In 2023-2024, 67% stated that the reason they did not claim redress was due to lack of awareness, however it should again be caveated here that this question asked about redress, not compensation.

**Figure 2.12, Is there a reason why you chose not to claim compensation? (Unweighted sample base size: 307. Respondents who did not claim compensation)**



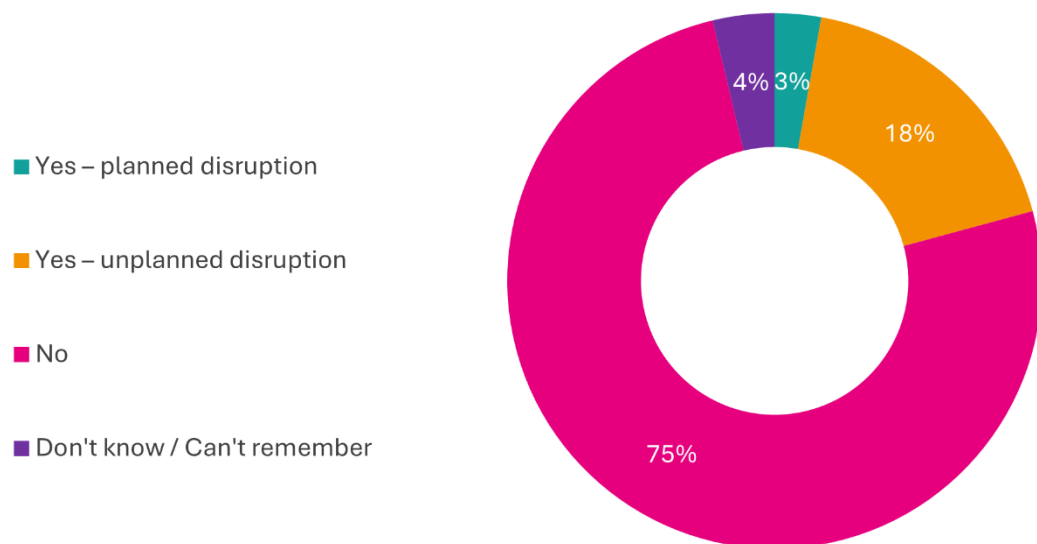
## Focus on: Experiences of disruption

Disruption also impacted on the experience of the journey, with 3% of passengers perceiving that they experienced planned disruption and 18% unplanned disruption. Disruption was most commonly perceived to have been experienced:

- On a Sunday (6% experienced planned disruption and 22% unplanned disruption).
- On journeys where the assistance was booked to be received between 9pm and 12am (5% experienced planned disruption and 20% unplanned disruption).

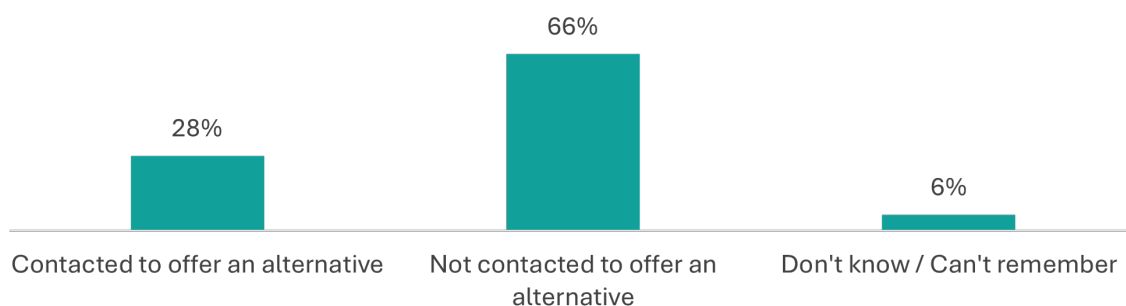
This may have contributed to the lower levels of satisfaction among passengers travelling at these times.

**Figure 2.13, Thinking about your entire journey, did you/your companion experience any disruption on the journey? (Unweighted sample base size: 8,656)**



Of those who experienced planned disruption, only 28% were contacted to offer an alternative form of travel.

**Figure 2.14, Did someone contact you/your companion to offer an alternative? (Unweighted sample base size: 235)**



The impacts of disruption on the assistance were largely negative, with those who experienced disruption experience differences in the extent to which they:

	% of those who did not experience disruption	% of those who experienced planned disruption	% of those who experienced unplanned disruption
Were met within an acceptable timeframe	84%	63%	73%
Received all of the assistance they had booked	82%	60%	69%
Received none of the assistance they had booked	9%	22%	17%
Where met, satisfied with the assistance received	95%	90%	89%
Satisfied with Passenger Assist overall	91%	75%	79%

“The journey was a nightmare. Train into [boarding station] was delayed so missed connection, I caught another train and was told that assistance would be arranged but it wasn’t. I’d booked first class but the assistant didn’t put me in there. There was no help at the other stations, and I found it extremely difficult getting on and off the trains, with a large suitcase, poor eyesight, and being unsteady on my feet.”

Female, 75 and above, visual impairment and another long-term health condition, experienced unplanned disruption

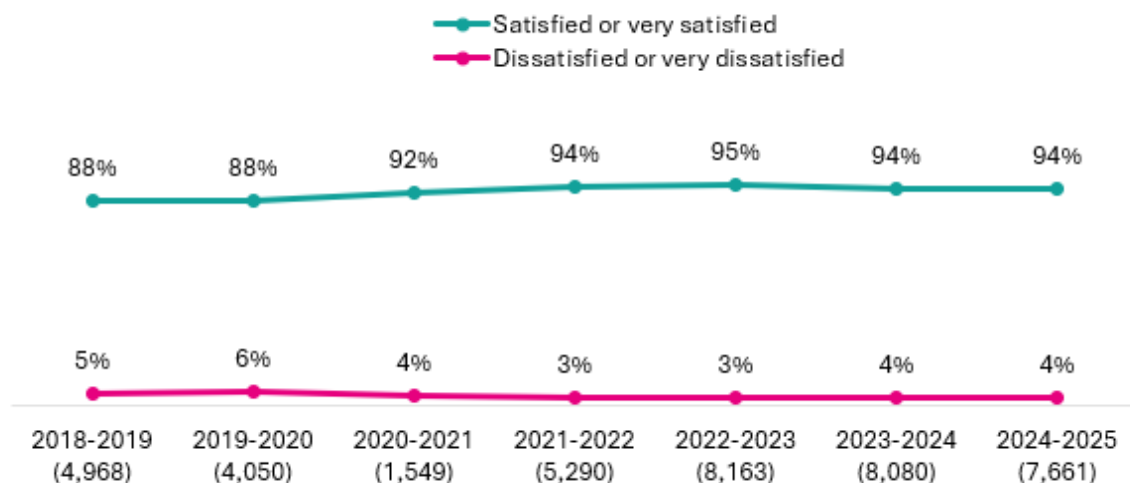
“We had booked to travel from [boarding station] to [destination station] and were aware that there would be disruption involving a substitute coach at [interchange station 1]. On arriving at [interchange station 1] we were not met by a staff member but had to argue our way to the head of the coach queue. The coach was very cramped (5 seats per row), and we were initially told by surly driver ‘NO BAGS’! After a nightmare 2-hour journey we were hopelessly late arriving at [interchange station 2] where there was no sign of any assistance. Eventually found the platform for [destination station] and onward, 2 hours late. There was no ‘fall back’ special assistance available because of delay. The service was therefore a total farce and profound disappointment.’

Male, 75 and above, physical disability, experienced planned disruption

## Section 3: Satisfaction with assistance

Overall, 94% of passengers who were met at the station they booked assistance at were satisfied with the assistance at the station, while 4% were dissatisfied. This is consistent with previous years' results, with satisfaction scores since 2021-2022 consistently being between 94% and 95%.

**Figure 3.1, Overall how satisfied were you/was your companion with the assistance at the station? (Unweighted sample base sizes in brackets. Respondents who were met to receive assistance)**



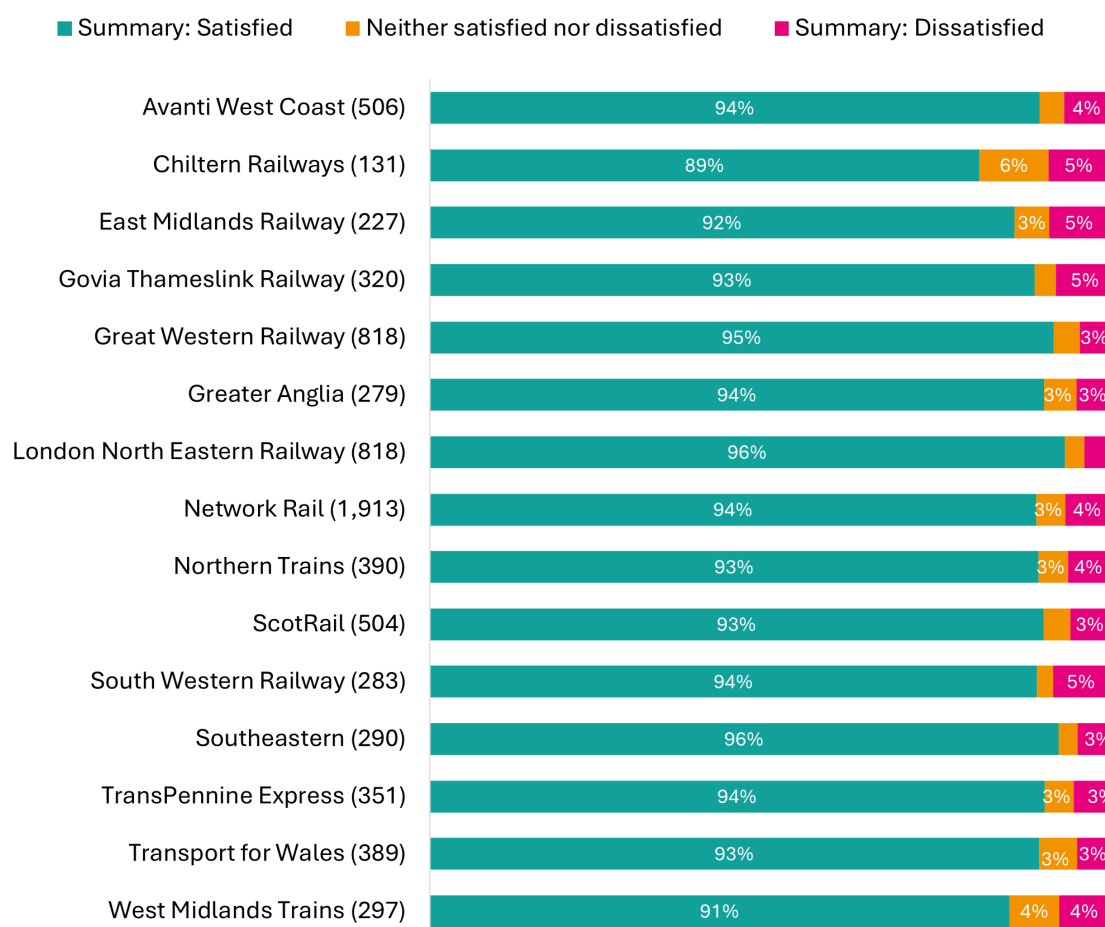
As with other aspects of the Passenger Assist service, the experience of those with non-visible disabilities often lagged behind that of other passengers. The proportion who were satisfied was lower among those with a learning, concentrating or remembering disability (90%), mental health conditions (89%), those who identify as neurodiverse (89%) or those who have a communication disorder or disability (92%).

There were also differences in the experiences of passengers depending on their journey characteristics. Passengers who experienced planned (90%) or unplanned (89%) disruption on their journey were less likely to be satisfied than other passengers. Those travelling through a Category F<sup>6</sup> size station were least likely to be satisfied (87%), as were those travelling on a Sunday (91%).

Overall satisfaction was lowest among those travelling through a station operated by Chiltern Railways (89%), West Midlands Trains (91%) and East Midlands Railway (92%).

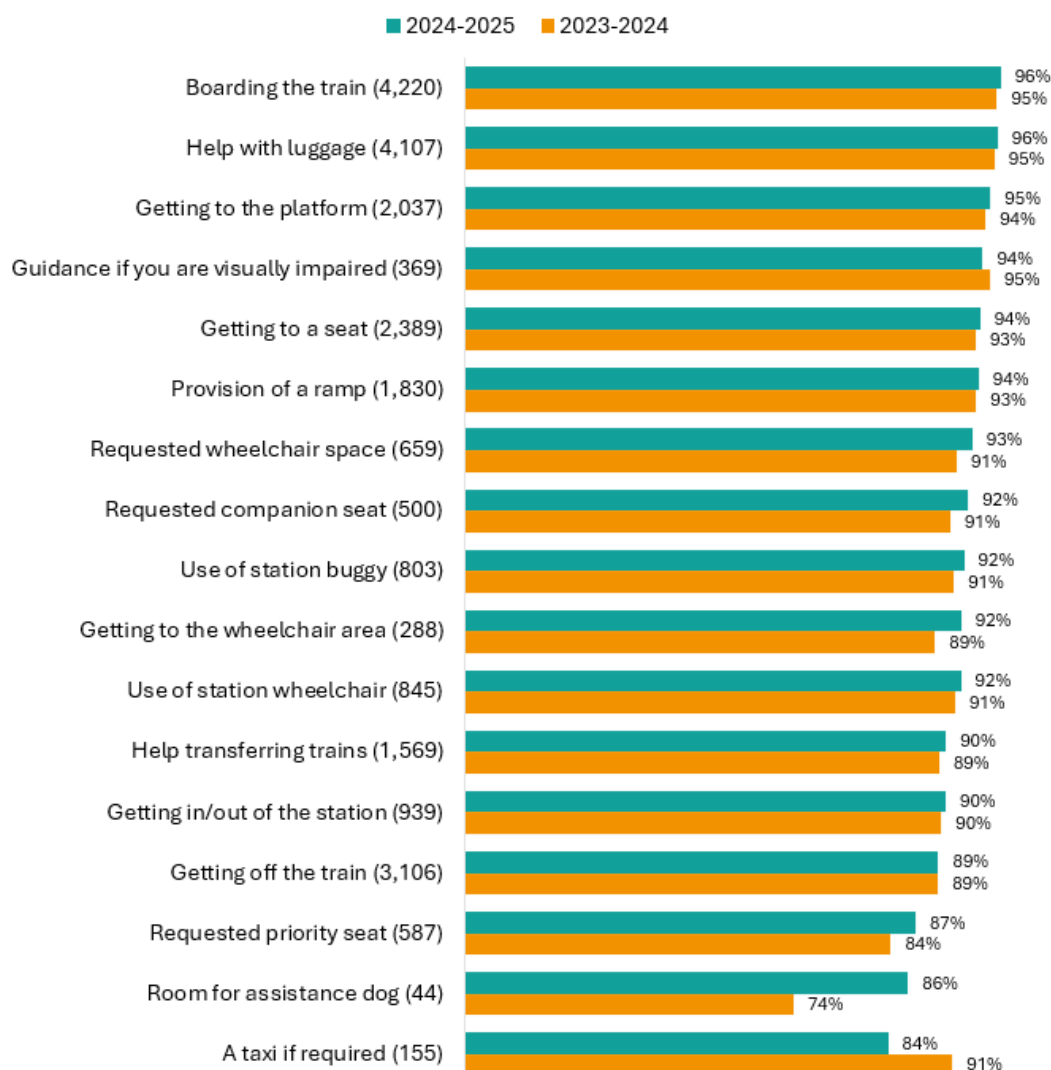
<sup>6</sup> See Appendix D for detail on definition of station categories

**Figure 3.2, Overall how satisfied were you/was your companion with the assistance at the station? Split by station operator for the station at which assistance was booked. Not showing data labels for figures of 2% of less. (Unweighted sample base sizes in brackets. Respondents who were met to receive assistance)**



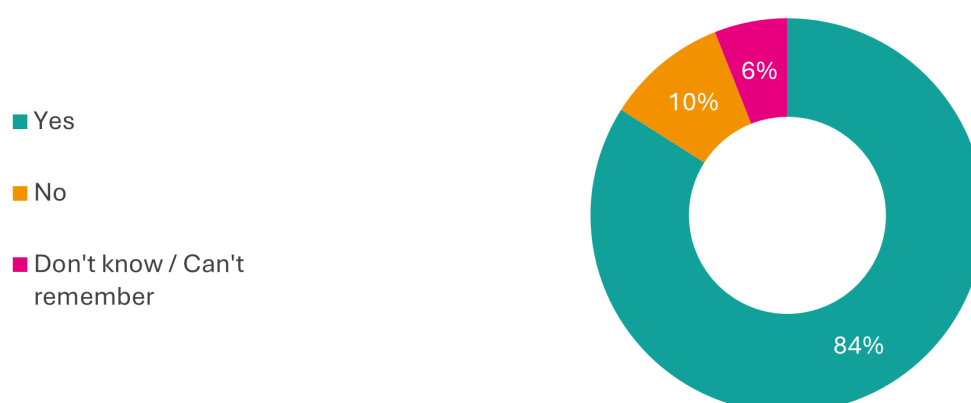
**Of those who were met and received the assistance that they had booked, most were satisfied with how this was delivered.** The type of assistance with which passengers were most satisfied was with boarding the train (96%), and they were least satisfied with the experience of requesting the priority seat (87%), room for an assistance dog (86%) and a taxi (84%). Satisfaction was largely consistent year-on-year, only rising among those who requested a priority seat and room for an assistance dog, although the latter had only a small sample size. Meanwhile satisfaction with taxis provided has decreased.

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



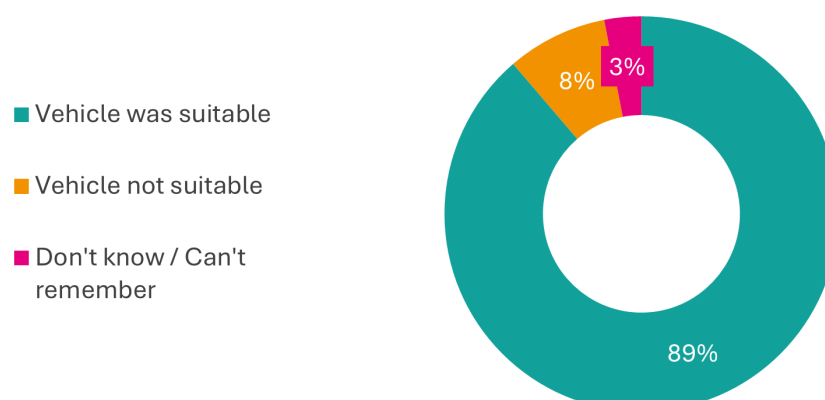
Passengers were also asked whether their assistance involved a taxi or alternative means of transport, with 84% of those who did stating that the vehicle arrived within an acceptable timeframe, although this fell to 79% among those travelling between 9pm and 12am.

**Figure 3.4, Did the vehicle arrive in an acceptable timeframe? (Unweighted sample base size: 504)**



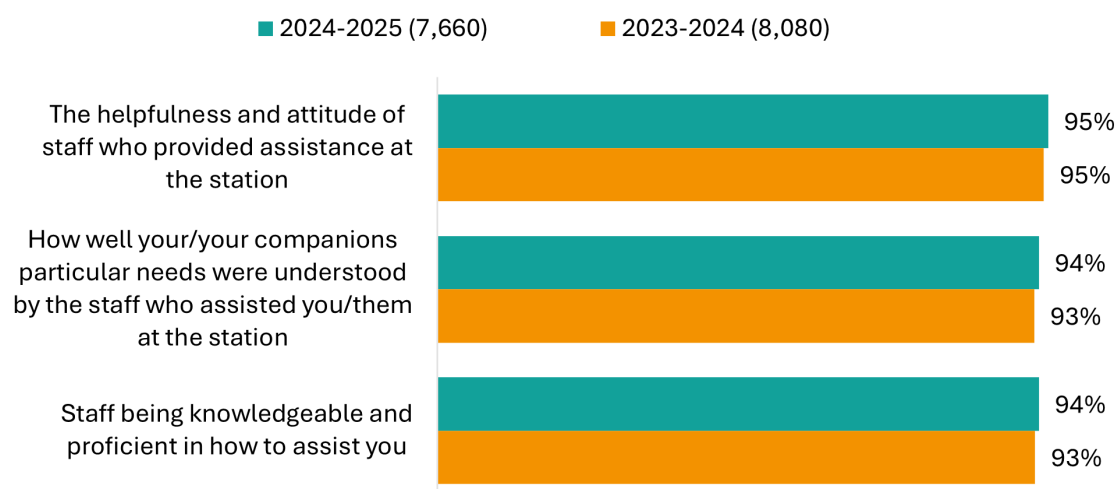
Of those who had a taxi arranged as part of the assistance, and this vehicle arrived, 89% stated that it was suitable for them and/or their companion. This figure was slightly lower among passengers with a non-visible disability (82%) than the overall sample, but those using a wheelchair (91%) were just as likely as the overall sample to state that the vehicle was suitable for them.

**Figure 3.5, Was the vehicle suitable for you/your companion? (Unweighted sample base size: 504. Respondents who booked and received a vehicle as part of their journey)**



**Satisfaction with the service delivered by staff has also continued to be high**, with 95% satisfied with the helpfulness and attitude of staff providing assistance, 94% with how their needs were understood by staff and 94% with staff being knowledgeable and proficient in how to assist them. All figures were consistent with those seen in the last two years.

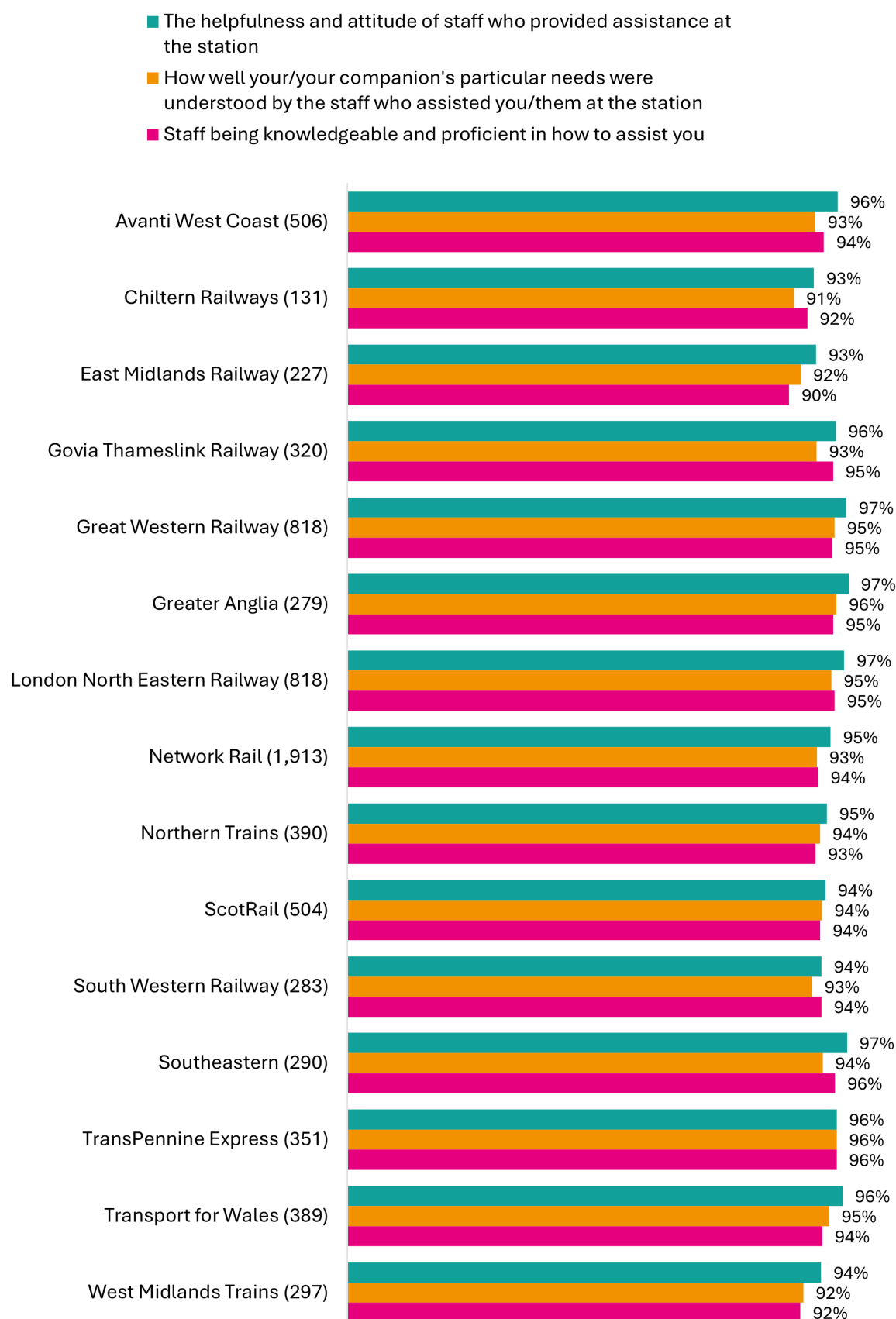
**Figure 3.6, Thinking about the assistance at the station, how satisfied were you/they with...? Showing the proportion who were satisfied in 2023-2024 and 2024-2025. (Unweighted sample base sizes in brackets. Respondents who were met to receive assistance)**



Passengers who have a learning, concentrating or remembering disability (90%), those with a mental health condition (89%), those who identify as neurodiverse (89%) or those who have a communication disability (91%) are less likely to be satisfied that staff understood their needs, perhaps indicating a need for training among staff about how to best provide assistance to these passengers, although satisfaction among these groups is still very high.

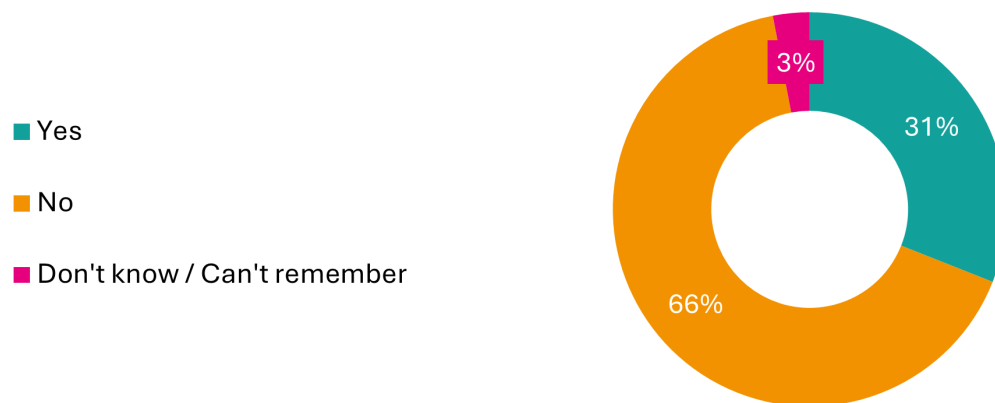
Satisfaction also varied by station operator, with those who received assistance at a station operated by Chiltern Railways, East Midlands Railway or West Midlands Trains tending to be least satisfied.

**Figure 3.7, Thinking about the assistance at the station, how satisfied were you/they with...? Split by station operator for the station at which assistance was booked. (Unweighted sample base sizes in brackets. Respondents who were met to receive assistance)**



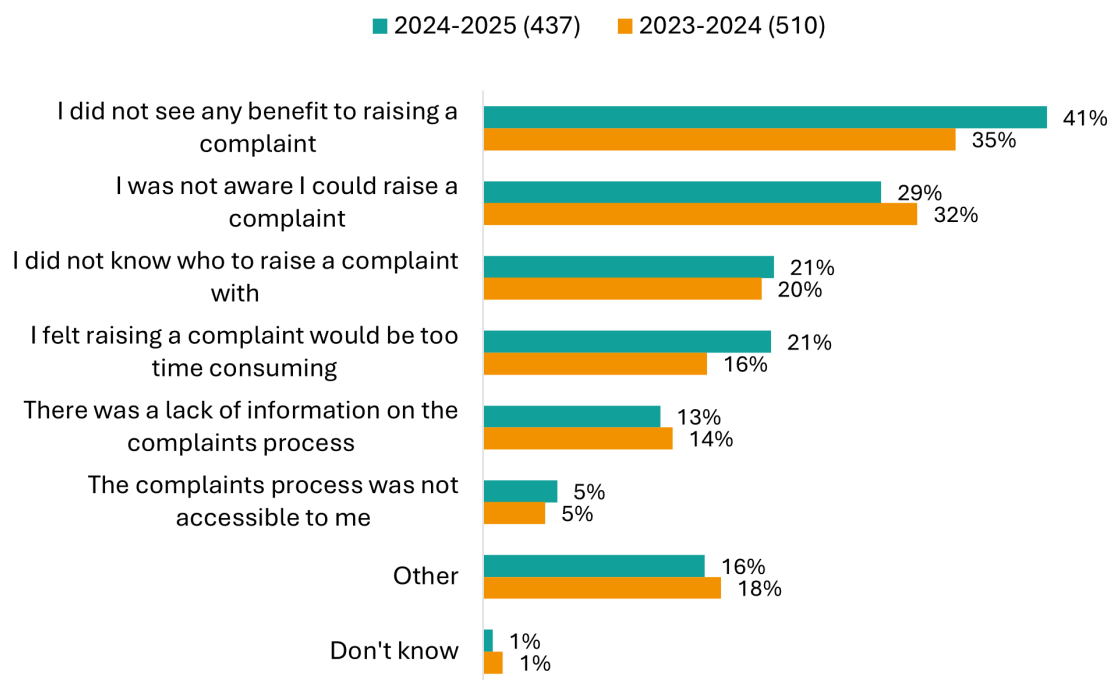
Passengers who were dissatisfied with the service they received were asked if they raised a complaint, with 31% stating they did, a slight increase from 29% in 2023-2024.

**Figure 3.8, Did you raise a complaint? (Unweighted sample base size: 671. Respondents who were dissatisfied with the service received)**



Of those who did not raise a complaint, the most common reason for this was that passengers could not see a benefit to raising a complaint (41%), however this had increased since 2023-2024 (35% to 41%).

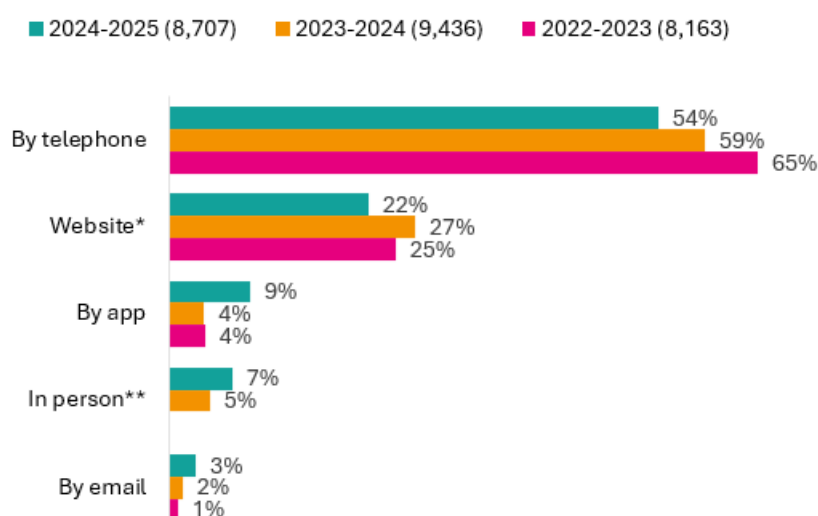
**Figure 3.9, Is there a reason why you chose not to raise a complaint? (Unweighted sample base sizes in brackets. Respondents who were dissatisfied with the service but did not make a complaint)**



## Section 4: The booking process

Telephone is the most common method of booking assistance among survey respondents (54%), however this has declined from 59% in 2023-2024, and 65% in 2022-2023. The proportion booking by app has increased significantly from 4% in 2023-2024 to 9% in 2024-2025.

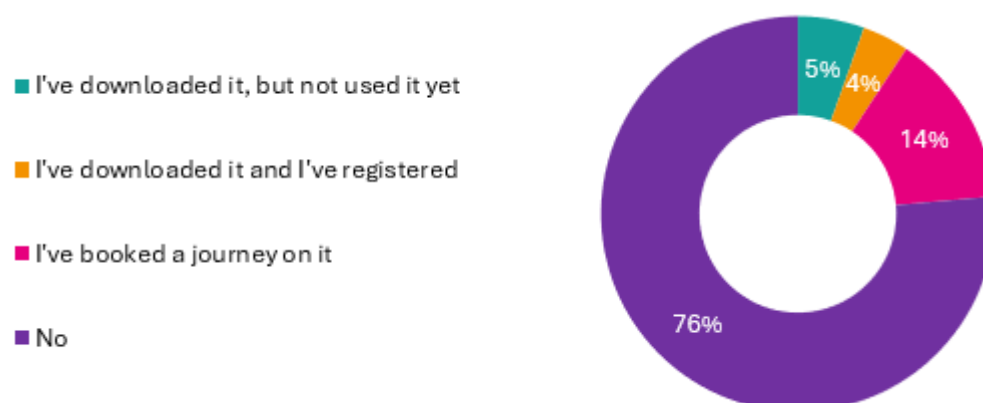
**Figure 4.1, How did you book this assistance? Not showing the proportion who selected “Don’t know”.**  
(Unweighted sample base sizes in brackets). \*the option “Website” was called “Online” in 2023-2024 and 2022-2023. \*\*the option “In person” was introduced in 2023-2024.



App usage is most common among those aged 16 to 24 (19%), 25 to 34 (25%), 35 to 44 (15%) and 45 to 54 (13%), as well as those commuting (17%). It is also more commonly used by those with mental health conditions (16%) and those who identify as neurodiverse (16%).

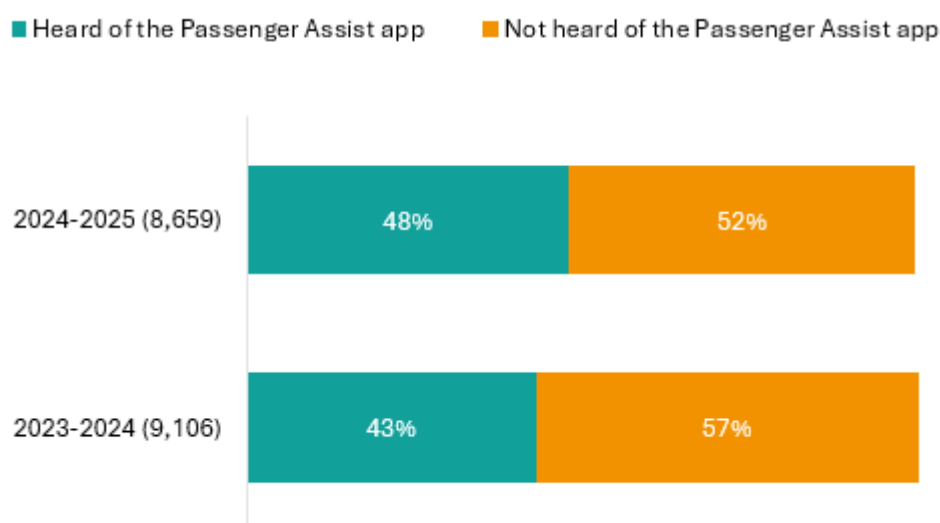
When asked if they have ever booked a journey on the app, 14% said yes (including those who booked the journey asked about in the survey on the app), up from 10% in 2023-2024. This was most common among those aged 25 to 34 (41%), those with mental health conditions (27%) and passengers who identify as neurodiverse (24%).

**Figure 4.2, Have you used the Passenger Assistance app? (Unweighted sample base size: 8,659)**



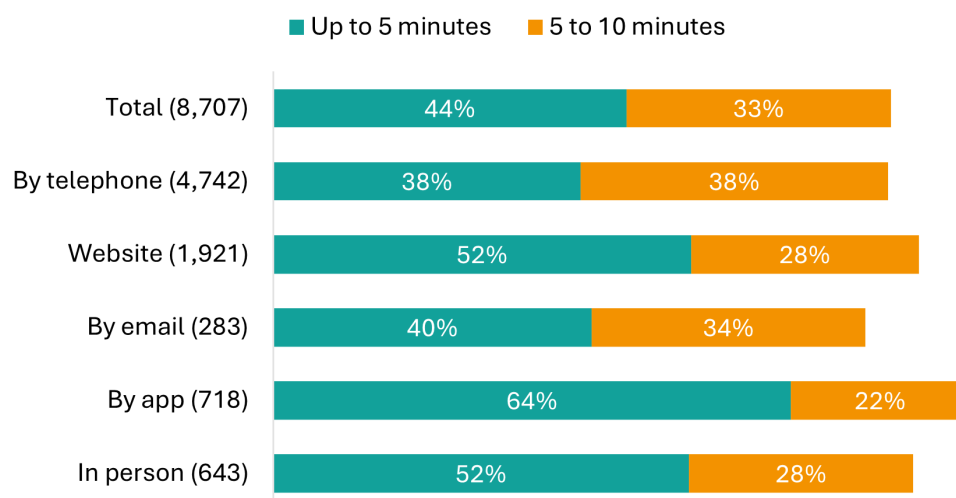
There has also been an increase in overall awareness of the Passenger Assistance app, with 49% of passengers aware of it in 2024-2025, compared to 43% in 2023-2024, a large shift in awareness.

**Figure 4.3, Heard/not heard of the app. (Unweighted sample base sizes in brackets)**



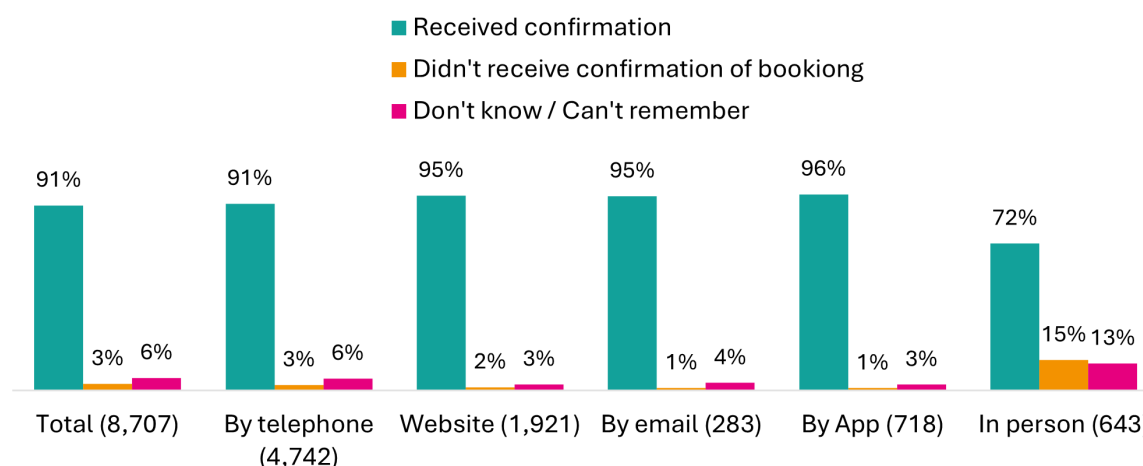
The time taken to complete a booking has stayed fairly steady year-on-year, with 44% taking less than five minutes to complete their booking, and 33% between five and ten minutes, compared to 41% and 34% in 2023-2024. Those booking by app have the shortest booking time, with 64% taking less than five minutes.

**Figure 4.4, Roughly how long did it take to book assistance? Split by booking method. (Unweighted sample base sizes in brackets)**



A small minority (3%) of passengers did not receive confirmation of their assistance booking, while 91% did and 6% were not sure. These figures remain unchanged from 2023-2024. The proportion who received confirmation of their booking was highest among those booking on the website (95%), by email (95%) or by app (96%). The proportion who did not receive booking confirmation rose to 16% among those who booked on the day.

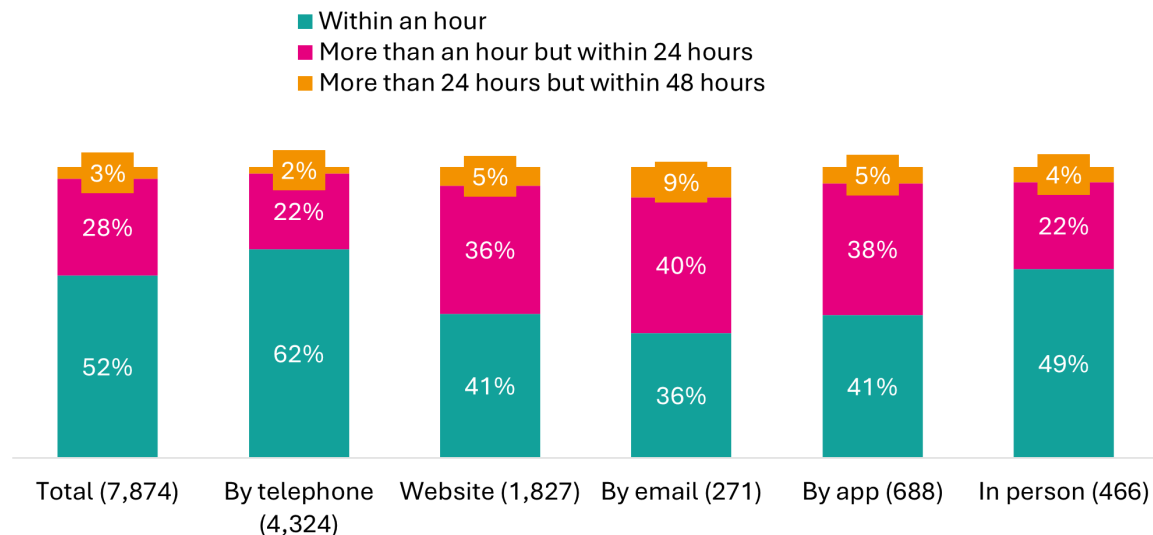
**Figure 4.5, Did you receive confirmation of the assistance booking? Split by booking method. (Unweighted sample base sizes in brackets)**



Four in five (80%) of those who received booking confirmation received it within 24 hours, although this was higher among those booking by telephone (84%), and lower among those booking by email (76%) and those booking on the website (77%).

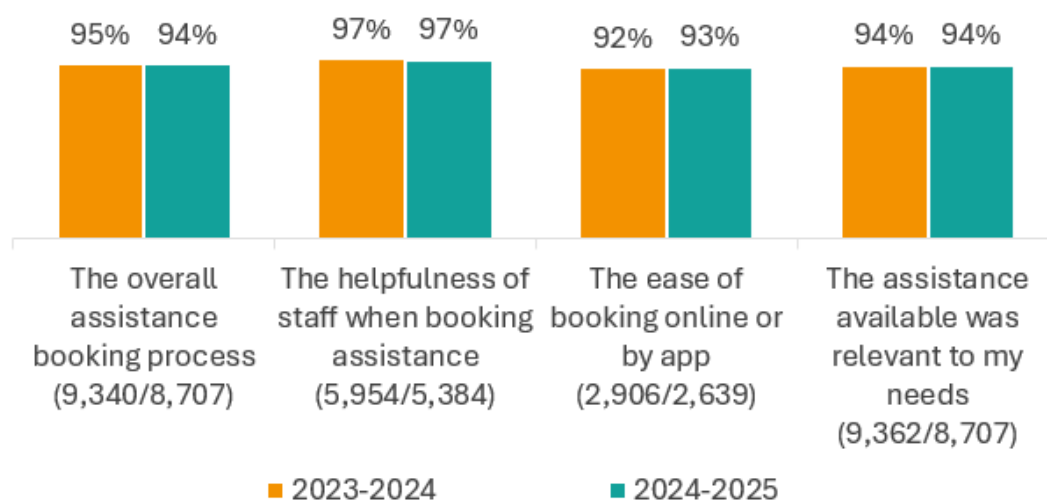
It is notable that 17% of those who did not receive booking confirmation were not met at the station they booked assistance at, and therefore did not receive any of their assistance. This could mean that their booking was not made successfully, and that the passenger did not realise this was the case.

**Figure 4.6, How long after booking did you receive confirmation? Split by booking method. (Unweighted sample base sizes in brackets. Respondents who have booked assistance and received confirmation)**



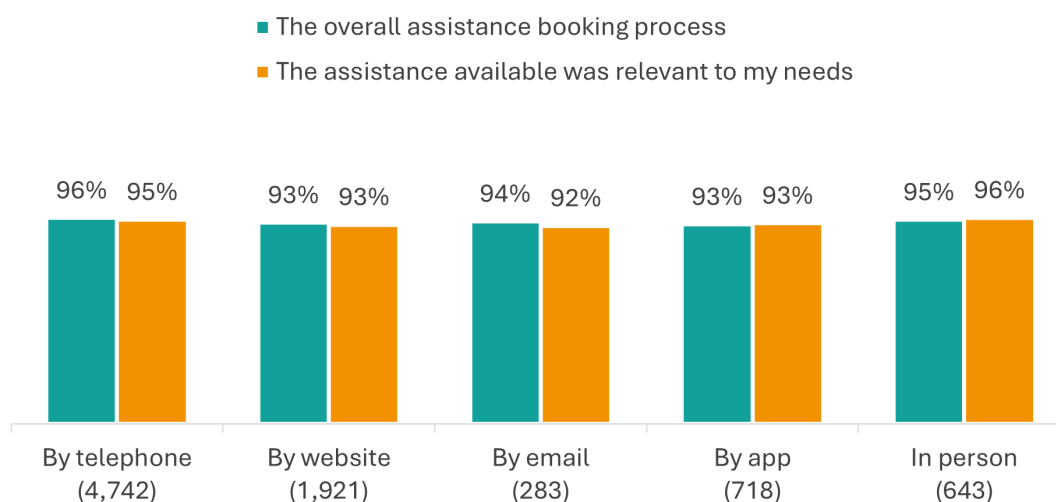
Satisfaction with the booking process tends to be high, as in previous years, with 94% satisfied with the overall assistance booking process, compared to 95% in 2023-2024. Furthermore, of those who booked by telephone, email or in person, 97% are satisfied with the helpfulness of staff, and of those who booked by website or app, 93% are satisfied with the ease of doing so. Ninety four percent of all respondents stated that the assistance available was relevant to their needs.

**Figure 4.7, Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied. (Unweighted sample base sizes in brackets in the format 2023-2024 base/2024-2025 base)**



Those who booked by telephone (96%) tended to be the most satisfied with the overall booking process, a figure which is steady year-on-year. Meanwhile satisfaction among those booking by email has increased from 89% to 94%, and among those booking by the app has increased slightly from 91% to 93%.

**Figure 4.8, Thinking about the booking process, how satisfied were you with the following? Showing the proportion who were satisfied, split by booking method. (Unweighted sample base sizes in brackets)**



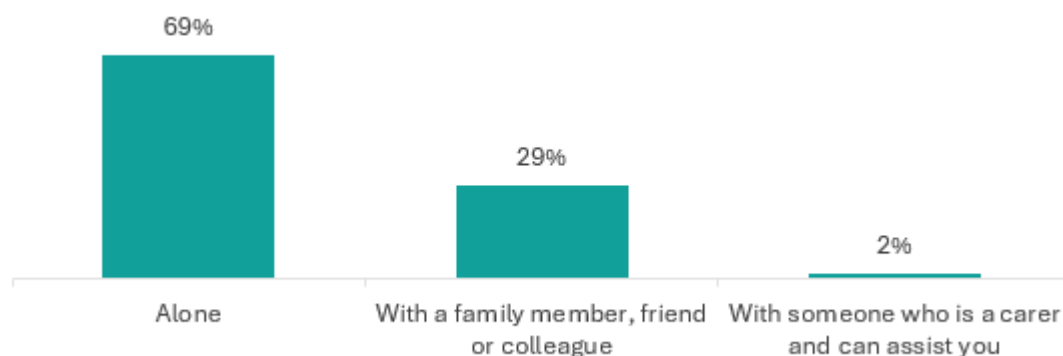
Satisfaction with the booking process was however lower among those with a learning, concentrating or remembering disability (91%), those with mental health conditions (91%), passengers who identify as neurodiverse (88%) and those with a communication disorder or disability (90%).

## Section 5: Who is using Passenger Assist?

Survey respondents were able to answer the survey as the person who required assistance (79% of all respondents) or as a companion of the person requiring assistance (21% of respondents). Among companions, 42% were the spouse or partner of the person who required assistance, 35% were another relative and 5% were a friend.

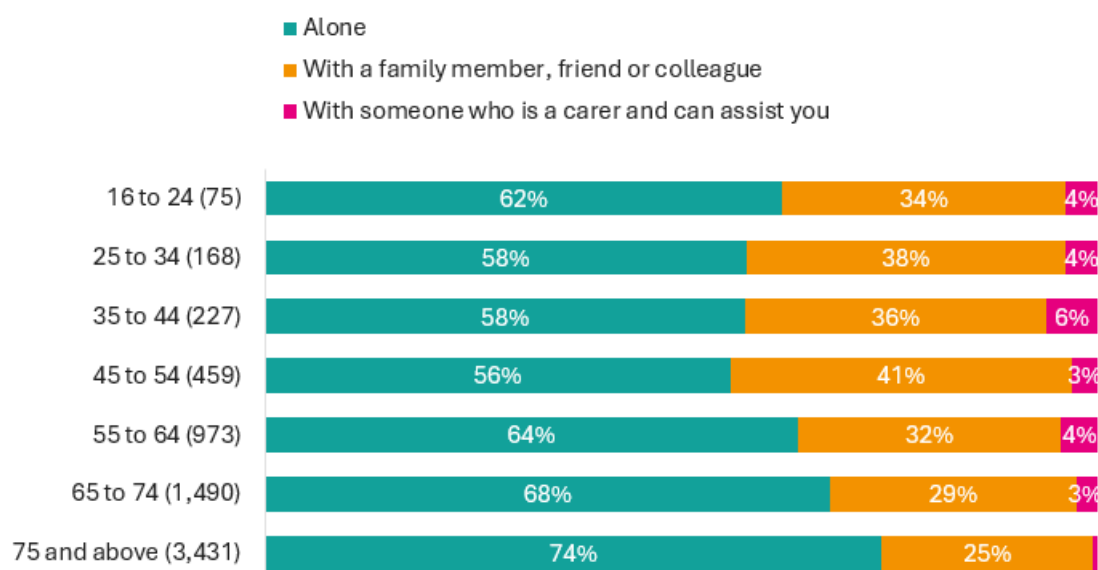
Among respondents who were the passenger who received assistance, 69% travelled alone, 29% with a family member, friend or colleague, and 2% with a carer. The proportion who travelled alone (69%) declined from 72% in 2023-2024. Among those who used a wheelchair, the proportion who travelled alone was lower at 50%, while 46% of electric scooter users travelled alone. The proportion travelling alone was also lowest among those with a physical disability (64%), those who identify as neurodiverse (60%) and those with a communication disorder or disability (64%).

**Figure 5.1, Were you travelling alone or with someone? (Unweighted sample base size: 6,898. Passengers who are the person requiring assistance)**



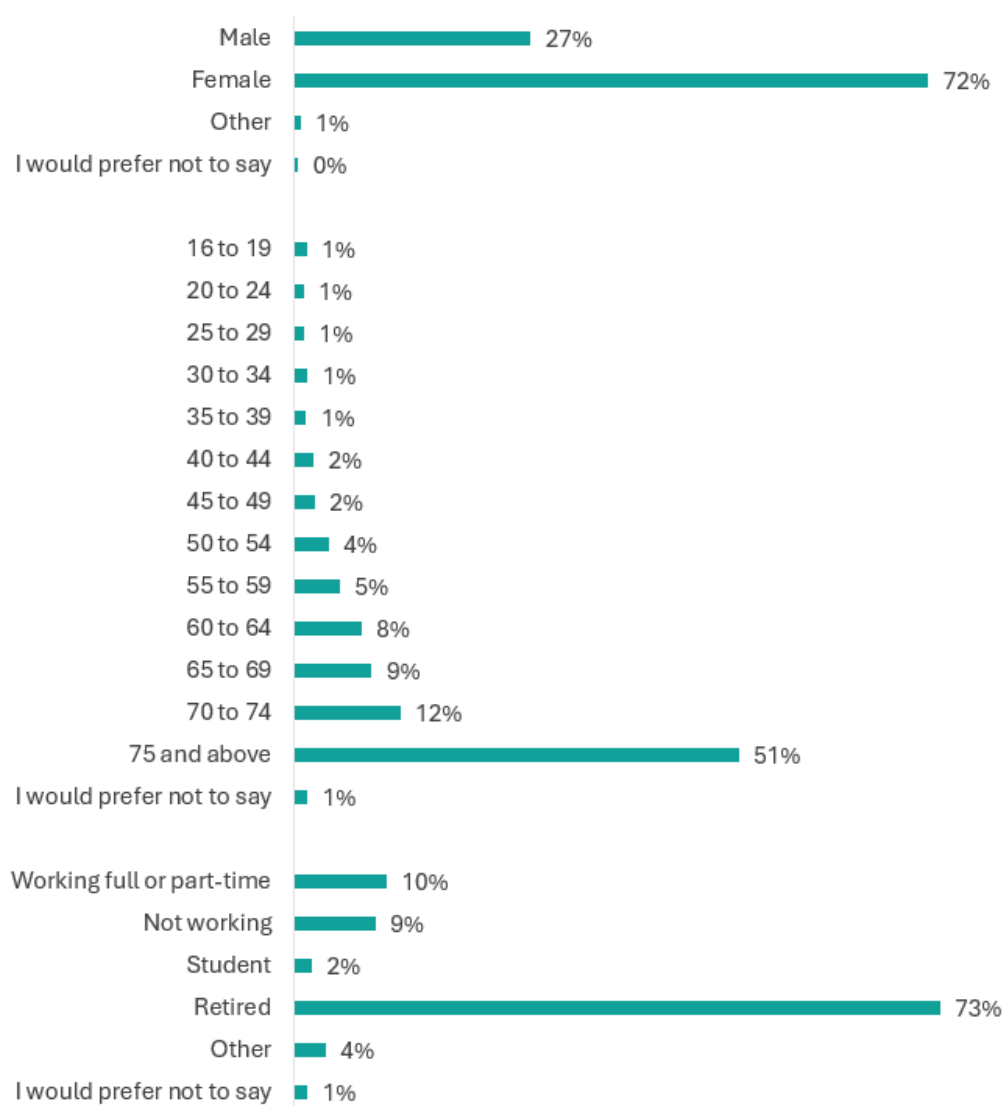
Younger passengers are generally less likely to travel alone, including 62% of those aged 16 to 24, 58% of those aged 25 to 34, 58% of those aged 35 to 44, and 56% of those aged 45 to 54, compared to 74% of those aged 75 or above.

**Figure 5.2, Were you travelling alone or with someone? Not showing data labels for figures of 2% or less. (Unweighted sample base sizes in brackets. Passengers who are the person requiring assistance)**



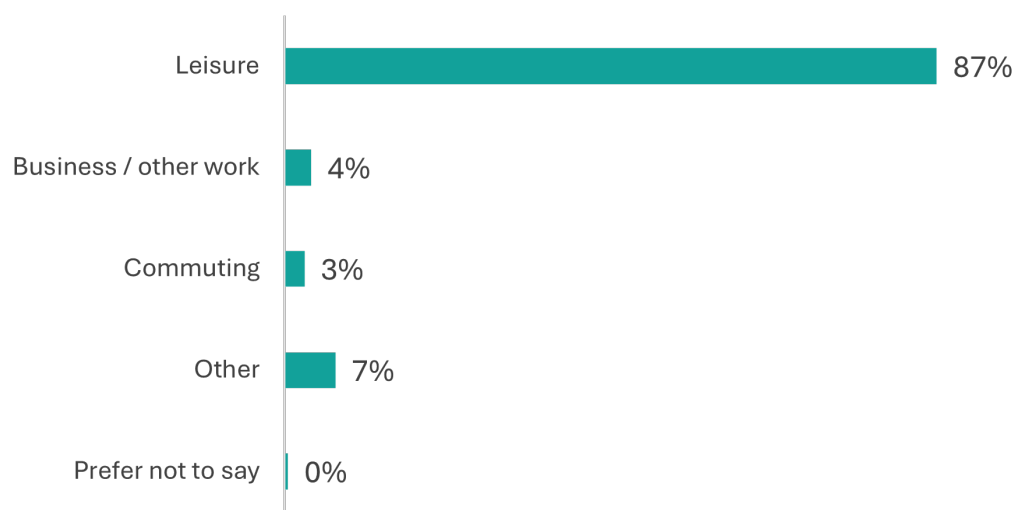
Seventy two percent of respondents to the survey were female and 27% male, the same proportion as in 2023-2024. The age profile of respondents is also relatively consistent year-on-year, with the exception of passengers aged 75 and above, who have increased from 48% to 51% of respondents. Seventy three percent of surveyed passengers were retired, with 10% working full time, 9% not working and 2% students.

**Figure 5.3, Age, gender, employment status (Unweighted sample base size: 8,707)**



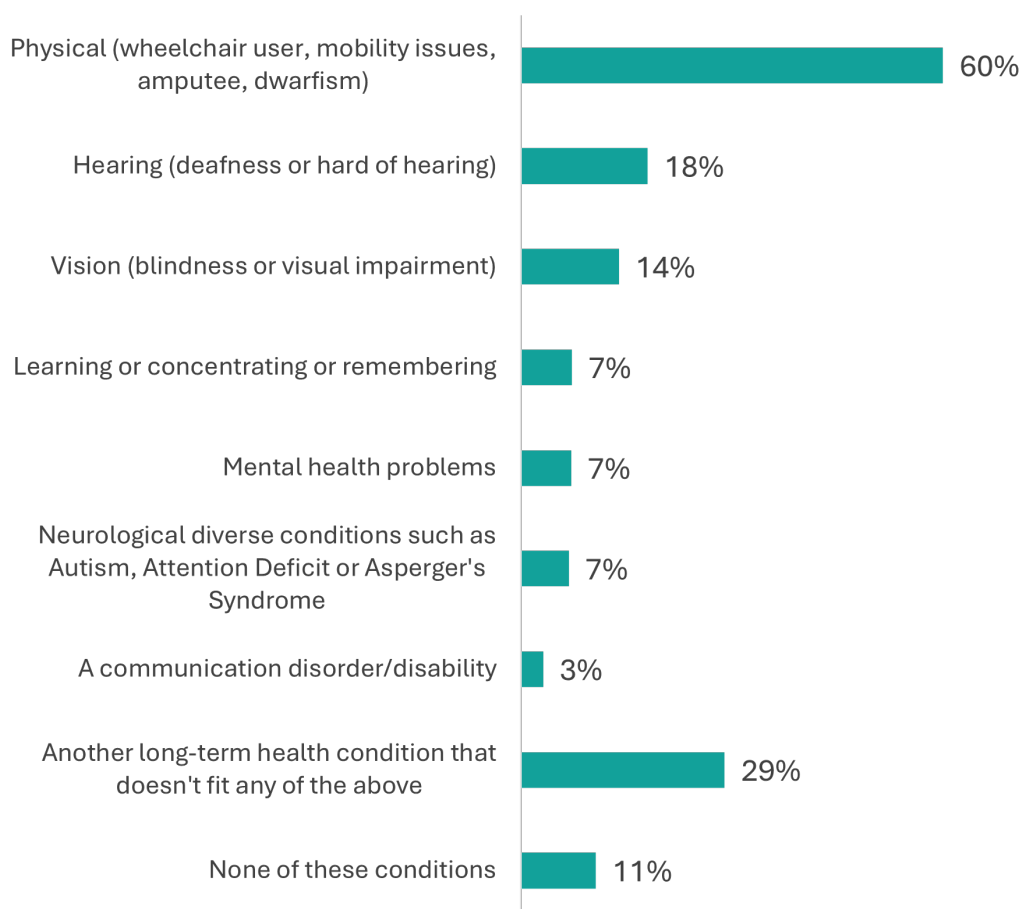
Most users made their journey for leisure reasons (87%), with 4% travelling for business and 3% for commuting. These figures are all largely consistent with previous years, however the small increase in the proportion commuting (from 1% to 3%) happened despite a decline in the proportion of passengers under the age of 75. In fact, among passengers aged 25 to 34 the proportion commuting increased from 6% to 9%, among 35 to 44 year olds it increased from 4% to 9%, and among 45 to 54 year olds it increased from 3% to 6%. This suggests that among passengers below retirement age, there has been an increase in usage of Passenger Assist for commuting, although this does not have a large impact on the overall usage figures due to the increase in the proportion of surveyed passengers who are retirement age.

**Figure 5.4, What was the main purpose of the journey? (Unweighted sample base size: 8,656)**



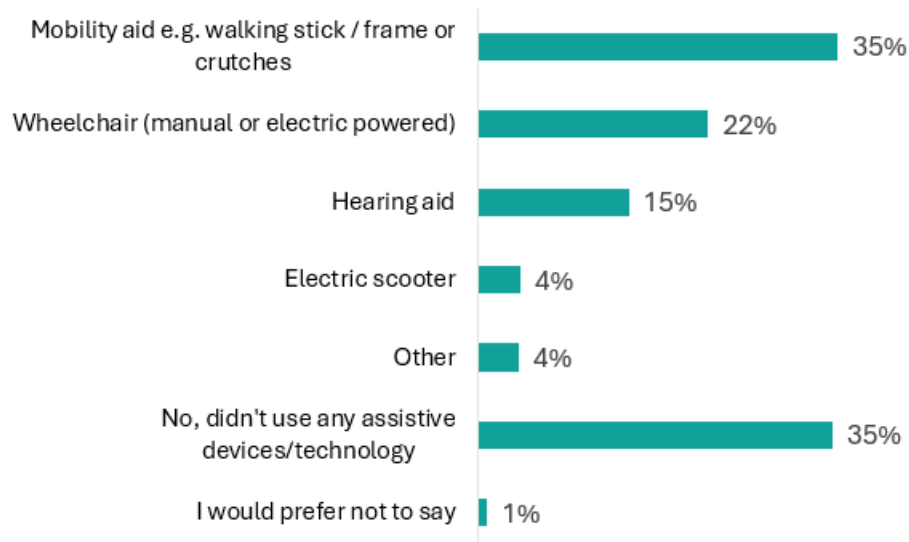
Respondents had a range disabilities and health conditions, with physical disabilities (including mobility issues) most common (60%), followed by hearing impairments (18%) and visual impairments (14%). The proportion of passengers with each condition is largely consistent with previous years.

**Figure 5.5, Do you/your companion have any of the following long-standing physical or mental health conditions? (Unweighted sample base size: 8,707. Passengers who are the person requiring assistance)**



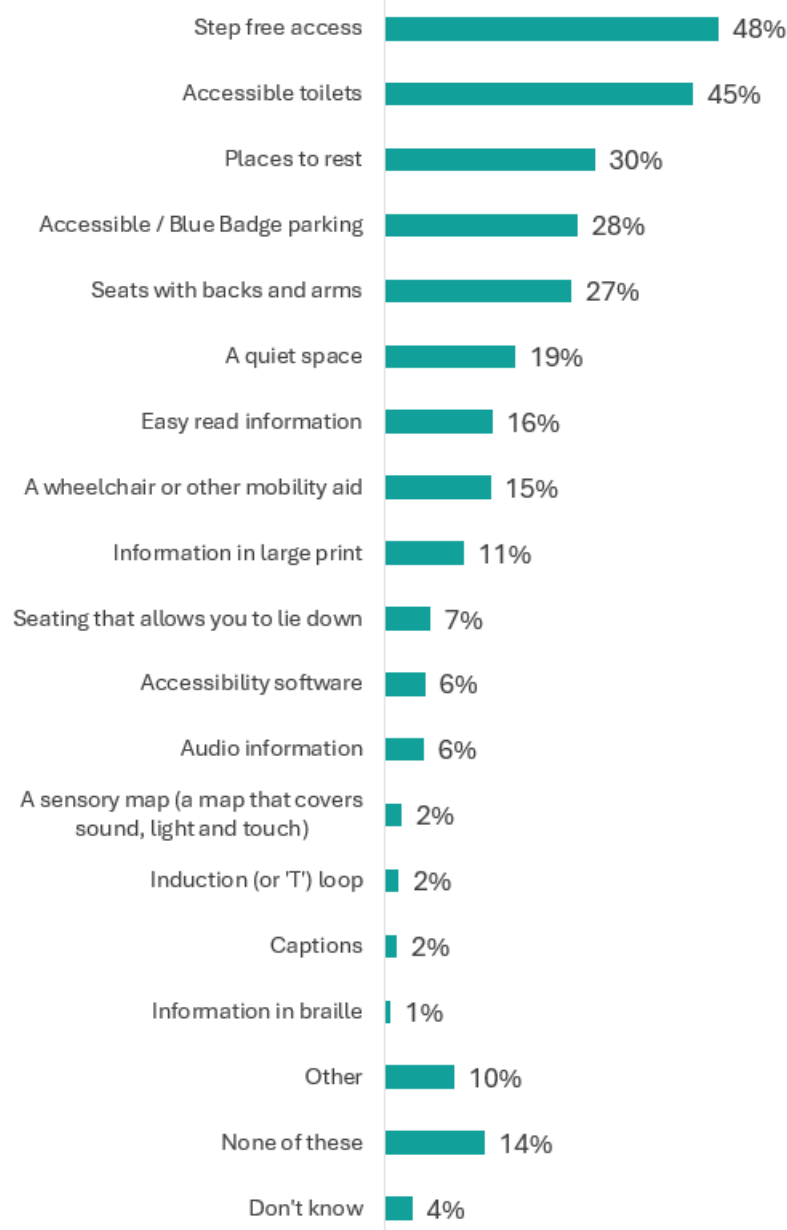
In a new question for 2024-2025, passengers were asked whether they used any assistive devices or technologies on the journey they undertook. Thirty five percent reported using an aid such as a walking stick or frame, 22% reported using a wheelchair, 15% using a hearing aid, and 4% using an electric scooter, while 35% did not use any assistive device.

**Figure 5.6. Did you/your companion use any of the following assistive devices or technologies on the journey you/they undertook? (Unweighted sample base size: 8,707)**



In addition to being asked about their disability or condition, and following the social model of disability, users were also asked what types of assistance or adaptations would improve the comfort and/or accessibility of their passenger experience. A variety of adaptations were mentioned, with step-free access (48%) and accessible toilets (45%) being the most frequently cited.

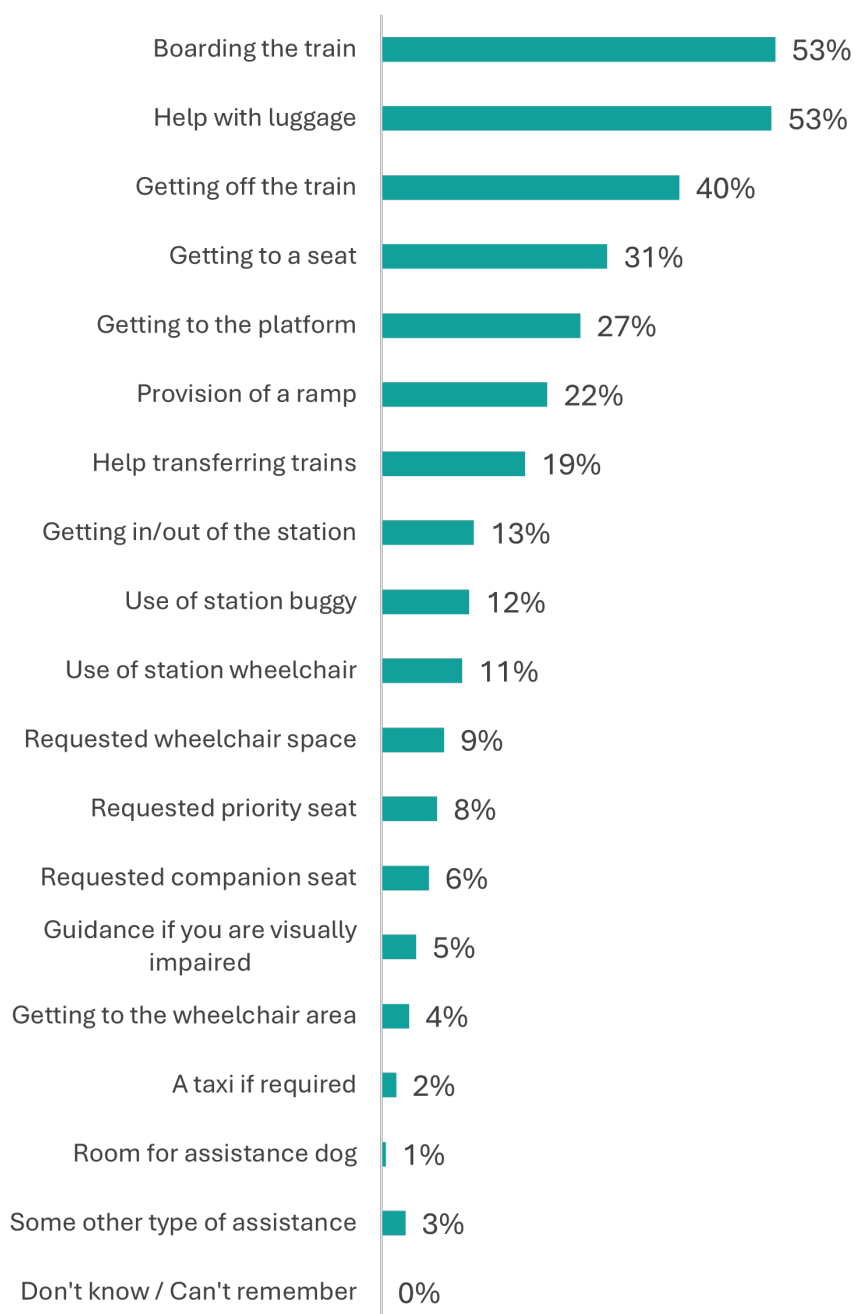
**Figure 5.7, And in addition to the assistance you requested via Passenger Assist, which, if any, of the following would help or would help make your/their passenger experience more comfortable/accessible? (Unweighted sample base size: 8,707)**



Passengers who booked Passenger Assist had most commonly booked assistance with their luggage (53%), boarding the train (53%) and getting off the train (40%). These were also the most commonly booked assistance types in 2023-2024.

Passengers with a hearing impairment were more likely to have booked assistance with boarding (59%) and getting off (45%) the train than the overall sample, as were those with a learning, concentrating or remembering disability (60% and 47%), mental health conditions (57% and 46%) or a communication disorder or disability (57% and 47%).

**Figure 5.8, Which of the following types of assistance did you request at the station? (Unweighted sample base size: 8,707)**

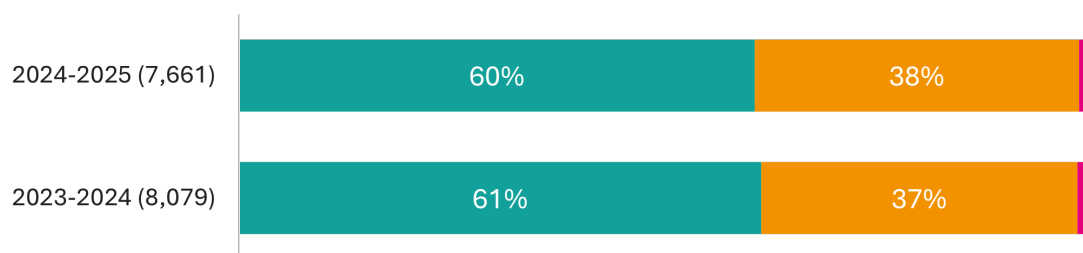


Six in ten (60%) passengers believe they could not have completed their journey without Passenger Assist, and a further 38% believe they could have completed it, but it would have been more difficult,

highlighting the importance of the service to passengers. Passengers with mental health conditions (70%), with a communication disability (66%), those who were commuting (74%) and those who used an electric scooter (81%) or wheelchair (76%) were most likely to believe they would not have been able to complete their journey without Passenger Assist.

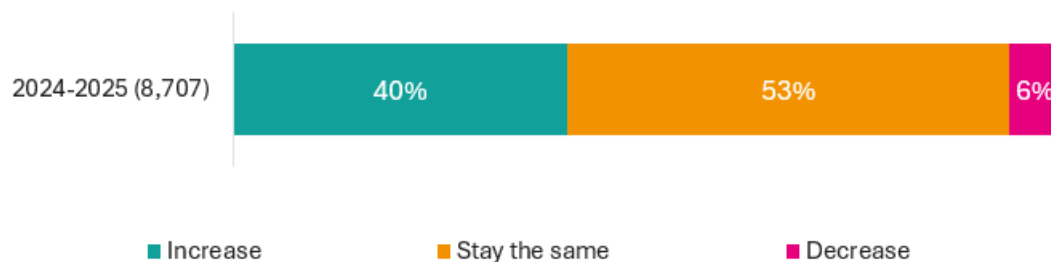
**Figure 5.9, We are keen to know how helpful you/your companion found Passenger Assist in terms of making the train journey possible or simply more convenient. Which of the following best describes your/their experience? (Unweighted sample base size: 8,707)**

- I/they could not have completed this particular train journey without Passenger Assist
- I/they could have completed this particular train journey, but it would have been more difficult
- I/they could have completed this particular train journey without Passenger Assist
- Don't know



Ninety four percent of respondents expect that their likelihood of using Passenger Assist will increase or stay the same going forwards, again highlighting the importance of Passenger Assist.

**Figure 5.10, How do you expect your/your companion's usage of Passenger Assist to change going forward? (Unweighted sample base sizes in brackets. Passengers who are the person requiring assistance)**



## Section 6: Case studies

### Focus on: Non-visible disabilities

Passengers with non-visible disabilities, including those with a learning, concentrating or remembering disability, mental health conditions, those who were neurodiverse, and those with a communication disorder or disability, generally reported different experiences to the wider population of respondents. Some of these differences include:

	Met within an acceptable timeframe	Received all assistance	Satisfied with assistance received	Satisfied their needs were understood by staff	Satisfied with the whole process
All respondents	82%	78%	94%	94%	88%
Learning, concentrating or remembering disability	78%	73%	90%	90%	82%
Mental health conditions	76%	72%	89%	89%	82%
Neurodiverse	74%	72%	89%	89%	82%
Communication disability	80%	73%	92%	91%	84%

The feedback provided by passengers or companions of passengers with these conditions reveals ways in which their needs are misunderstood by staff when receiving assistance, and the implications when assistance is not delivered:

“My mother has Alzheimer's and was left on a train ending up in [station] which was not the final destination. If we didn't track her location she would have been lost in [station] with no idea where she was or why she was there. It was absolutely appalling service. When I rang to query why she wasn't off at [destination station], the member of staff simply said 'you can put a complaint in if you like' which is all well and good but at this moment in time the priority was locating my mother and trying to get her to the correct end destination.”

Female, 75+, Learning, concentrating or remembering condition

“As an autistic person my one concern would be sometimes they are over keen to use the buggies that make loud noises. When I say I do not want the buggy, I mean I do not want it. When they turn up using the buggy it is over stimulating with the lights and sounds.”

Male, 50 to 54, Hearing and Neurological diverse condition

“My train was cancelled, when I travel with my son I get the first class tickets to be more quiet. My son is autistic, when I was going to get the next train the people at the train station they told me off saying I should have showed up on the time of my original train. I showed up 1 hour later, my son is autistic, if he would've waited that long at the station, he would have a meltdown, and they would not have been able to control him.”

Male, 16 to 19, Neurological diverse condition

“It’s a great service and I wish I’d known about it before this journey. The Assistants couldn’t have been more helpful, caring and considerate. The only thing I’d like to add is maybe if the Assistant could have a notice with the passengers name on it for ease of both them and us, it would save them having to ask people if they’ve booked assistance and us from hovering and looking distressed (as I felt when I saw the Assistants talking with other passengers). It could be helpful as my issues are mental not physical.”

Female, 55 to 59, Mental health condition and neurological diverse condition

## ***Focus on: Visual Impairments***

Passengers with visual impairments are just as likely as other passengers to receive all of the assistance that they book (78% for both), to be satisfied with the assistance they booked (94% for both), to be satisfied with how well their needs are understood (94% for both), and to be satisfied with the whole process of the Passenger Assist experience from booking to receiving assistance (89% of passengers with visual impairments and 88% for other passengers).

While the research does not identify any areas in which service delivery is not meeting the needs of passengers with visual impairments disproportionately compared to other passengers, it does identify challenges faced by these passengers which should be considered when delivering assistance:

“When it works properly it is very useful. When it doesn’t work my father, who is totally blind, was left stranded on a platform. He’s relying on members of public who may or may not be passing to take him where he needs to go this has happened on several occasions and that is a dangerous station.”

Male, 75 and above, visual impairment

“[Departure station] is an impossible station to navigate if you have limited eyesight. There is nowhere to sit and if you can not read the signs it’s hard to get through it. If you have crutches like I did people knock you over at any turn. Absence of staff make it even more difficult. I will never use it again.”

Male, 75 and above, visual impairment

## Focus on: Assistive device users

Passengers who used assistive devices had differing experiences of using Passenger Assist.

Passengers were asked if they used a wheelchair, electric scooter, aid such as a walking stick, frame or crutches, a hearing aid or another assistive device. Notably, the proportion who stated that they could not have completed their journey without Passenger Assist was higher among those who used a wheelchair (76%) or an electric scooter (81%), compared to 60% among the full sample, highlighting the importance of Passenger Assist to passengers who use these devices.

Generally, those who used a wheelchair or electric scooter were more likely to have a positive experience of Passenger Assist than other passengers. The proportion of passengers who were met to receive assistance within an acceptable timeframe was slightly higher among wheelchair users (84%) than passengers overall (82%), although it was slightly lower among those using an electric scooter (81%), mobility aid such as a walking stick, frame or crutches (81%), or hearing aid (79%).

Eighty two percent of those who used a wheelchair and 80% of those who used an electric scooter received all of the assistance types that they booked, compared to 78% of the overall sample. However those who used a mobility aid such as a walking stick, frame or crutches were less likely to state this was the case (75%), as were those who used a hearing aid (76%).

Those who used assistive devices were similarly satisfied with their experience of receiving assistance at the station as other passengers. While 94% of passengers overall were satisfied with this, 93% of those who used a wheelchair were satisfied, as well as 93% of those who used a walking frame, and 93% of those who used a hearing aid. However, satisfaction was slightly lower among those who used an electric scooter (92%).

However, there is still room for improvement in how the service is delivered to users of these devices, with a range of challenges cited by those who are less satisfied with the experience they have had in using Passenger Assist:

“It is hit and miss whether the assistance and wheelchair I have booked is available. On this journey the staff member and assistance at [departure station] was excellent, friendly, professional and prompt, however when I arrived at my final destination the staff member there was rude, surly and claimed he had not had notification that a wheelchair was required, even though staff at [departure station] had assured me they would call through to [destination station] to confirm this was required. The staff member very slowly and reluctantly did eventually get me a wheelchair and assist me out of [departure station] but his attitude was one of great annoyance and I had to wait on the platform for at least 10 minutes for him to get the wheelchair. On my return journey I requested wheelchair assistance at [interchange station] and there were no staff/wheelchair there to meet me. So sometimes the service is outstanding and staff extremely professional, other times non existent.”

Female, 50 to 54, wheelchair user

“A lot of the time they don’t have your details there and then it’s a mad rush to find somebody to put a ramp on. One time there wasn’t anyone to get us off the train. It’s a very rural station. Other passengers had to lift my husband off the train which was quite frightening. Also one time we had booked first class travel and because there was no one to put the ramp on, we had to go to the normal carriage and people were sat in the wheelchair area. My husband was left in the corridor which is unsafe in a wheelchair. A lot of times there is this mad rush so the anxiety levels rise dramatically. However, once a person does arrive, they are usually very courteous and caring and apologetic.”

Male, 55-59, wheelchair user

“The system worked perfectly until the train was taken out of service and the passengers were told to change trains. I could not as there was no ramp or personnel available to help me change with my mobility scooter! I had to move through the train banging on windows as the doors had been locked. I encountered one grumpy member of staff who reluctantly brought a lady to help me. She got a ramp and phoned ahead to change my connection as the replacement train had departed leaving me on my mobility scooter! Your system is brilliant but needs to flag up problems like this.”

Male, 75 and above, electric scooter user

## Section 7: Conclusions and findings

Continuing the trend seen in recent years, there is high satisfaction (94%) with Passenger Assist among those who were met to receive assistance. However, underpinning this, while the majority of passengers are met promptly (82%) and receive all of the assistance they booked (78%), a proportion, which while small (11%), still report receiving none of the assistance that they booked, and this has remained largely unchanged year-on-year. This issue is more pronounced at smaller stations and among certain station operators, highlighting the need for more consistent service delivery across the network.

This contributes to an overall satisfaction with Passenger Assist, from booking to assistance provision, of 88%, which while high, continues to leave room for improvement, similar to at least the last seven years.

Furthermore, the experience of Passenger Assist is not comparable among all passengers. Those with certain disabilities, such as cognitive, mental health, or communication-related conditions, tend to report slightly lower satisfaction levels. Similarly, those who encounter service disruptions or travel during less staffed times, like late evenings or Sundays, are more likely to face challenges in receiving the help they booked. Those who were due to receive assistance at their end destination station or an interchange station also report lower satisfaction with Passenger Assist, highlighting the importance of prompt provision of Passenger Assist at these stages of passengers' journeys.

A standout strength of Passenger Assist continues to be staff performance. Passengers consistently praise the helpfulness and attitude (95%), understanding of their needs (94%), and knowledge and proficiency (94%) of staff. This positive feedback has held steady year after year.

There is also high satisfaction with the process of booking assistance, particularly by telephone (96%). Satisfaction with booking by the app is lower (93%), but usage of the app continued to grow year-on-year with 9% of respondents booking in this way in 2024-2025. When it came to booking assistance, a key gap was identified when it comes to whether booking confirmations were sent, with 17% of those who did not receive booking confirmation stating that they were not met to receive assistance at the station they booked it at.

These findings reveal that while satisfaction is high, there are particular groups on whom improvement efforts should be focused, in order to bring their satisfaction and experience of Passenger Assist in line with other users. These include:

### **Passengers with non-visible disabilities**

These groups consistently report lower satisfaction and are less likely to receive all the assistance they booked, particularly those:

- **With learning, concentrating, or remembering disabilities**
- **With mental health conditions**
- **Who are neurodiverse**
- **With communication disorders or disabilities**

These passengers may face unique challenges that require more tailored and reliable support.

### **Passengers affected by disruption**

- Those who experienced **planned or unplanned service disruption** tend to report lower satisfaction, indicating that Passenger Assist is not yet responsive to the needs of passengers who face unexpected changes to their journeys.

#### **Passengers at smaller or lower-category stations**

- **Category E and F stations** show significantly lower rates of successful assistance delivery. These stations have fewer staff and fewer train journeys.

#### **Passengers traveling during off-peak hours**

- Assistance booked for **late evening hours (9pm–12am)** or **Sunday travel** is less reliably delivered. These times may coincide with reduced staffing or operational limitations.

#### **Passengers receiving assistance at their end destination station or at an interchange station**

- If assistance fails at **end destination stations** or **interchange stations** passengers can be left stranded or unable to disembark their train. Passengers may need to navigate between platforms or services quickly, which can be overwhelming without reliable support.

# Appendices



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## Appendix A: Background to research

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

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

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

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

Since 2017 ORR has commissioned annual research to investigate whether Passenger Assist meets users' needs and expectations, and to explore how well individual operators perform in terms of meeting their Passenger Assist obligations. ORR commissioned M·E·L Research Ltd to conduct further waves of this research for 2022-2023, 2023-2024 and 2024-2025 to support ongoing compliance monitoring in this area and to build on the wider body of evidence. The research from previous years has led to targeted intervention with specific operators, and can be found on the [ORR website](#).

## Appendix B: Research objectives

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

The aims of the research are to:

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

The approach taken for 2024-2025 aligns with the approach determined by ORR, with input from station operators, as in previous waves. The research assesses the specific experience of passengers travelling through a single station on their journey. This is to allow attribution at the level of a specific station operator, despite the potential for multiple instances of assistance being utilised within a journey.

New topics for inclusion in this wave of the research include questions on the use of assistive devices.

## Appendix C: Methodology and sample composition

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

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

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

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

Fieldwork was conducted between 8 July 2024 and 23 May 2025, with research including passengers using Passenger Assist between 1 April 2024 and 31 March 2025. There was a larger gap between the

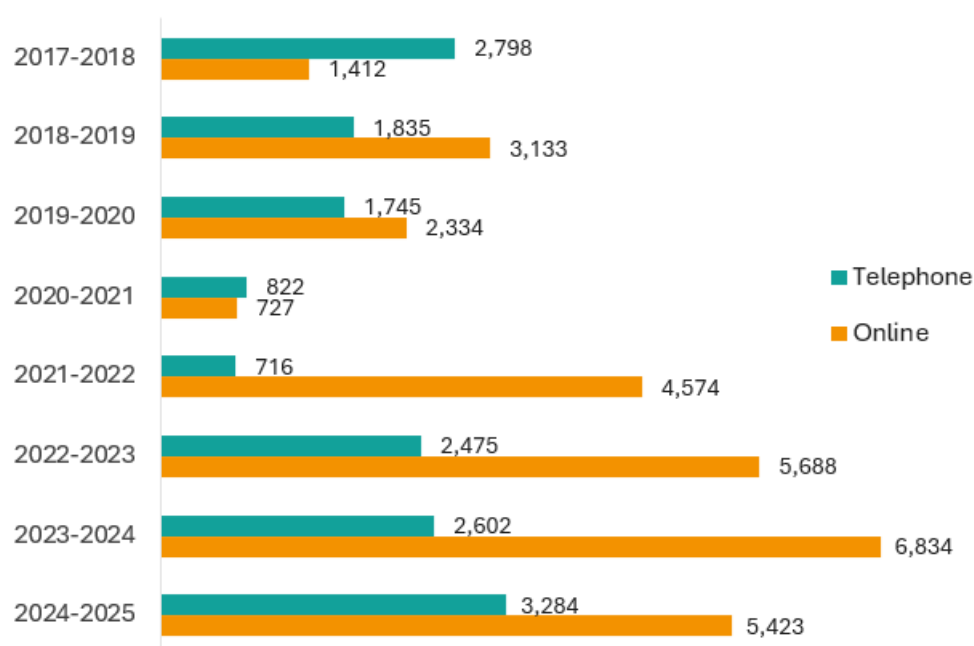
assistance taking place and the survey being completed in the early quarters due to the time needed at the start of the year to approve changes to the survey. The results from the first rail periods have been checked to ensure that the time between the assistance taking place and the interview being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

The Rail Delivery Group (RDG), who manage the Passenger Assist system, provided samples from their database on a monthly basis during this period. The sample of users of Passenger Assist who are contacted to complete the survey also does not include passengers who have only ever booked assistance via the Passenger Assist app.

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

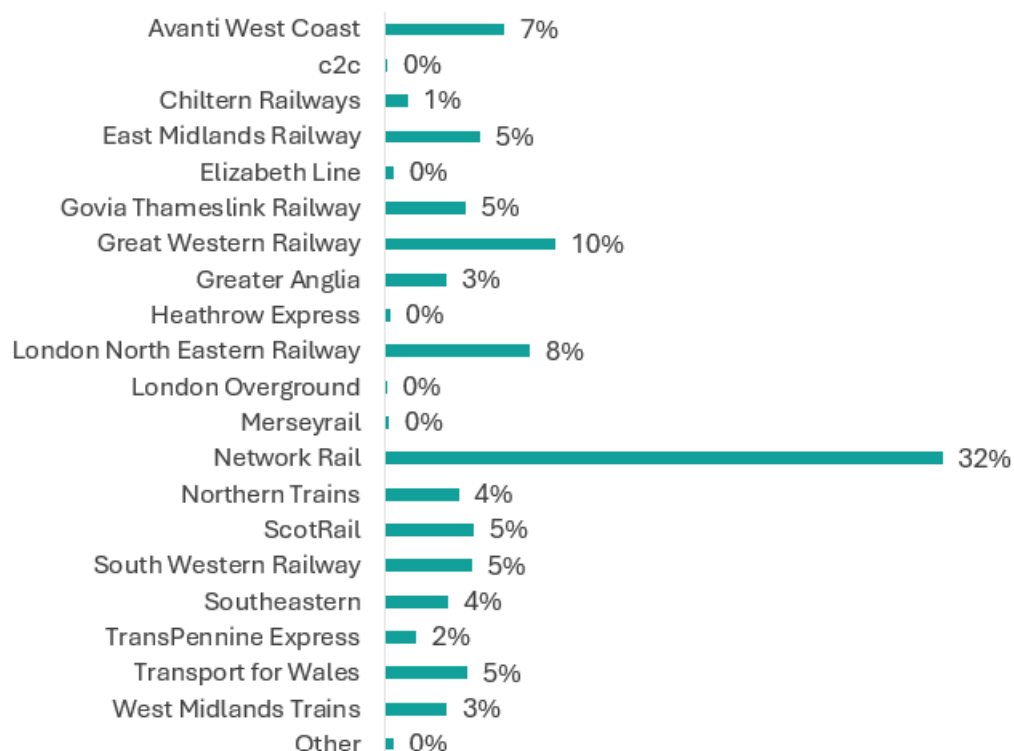
In 2024-2025, a lower proportion of respondents completed the survey online than in 2023-2024. This was despite a greater number of invitations being sent out than in 2023-2024. However more responses were collected by telephone in 2024-2025 than in previous years. In total, 8,707 respondents completed the survey in 2024-2025. 9,436 respondents completed the survey in 2023-2024, 8,163 in 2022-2023, and 5,290 in 2021-2022.

**Figure 6.1, Interview type by year (unweighted).**



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

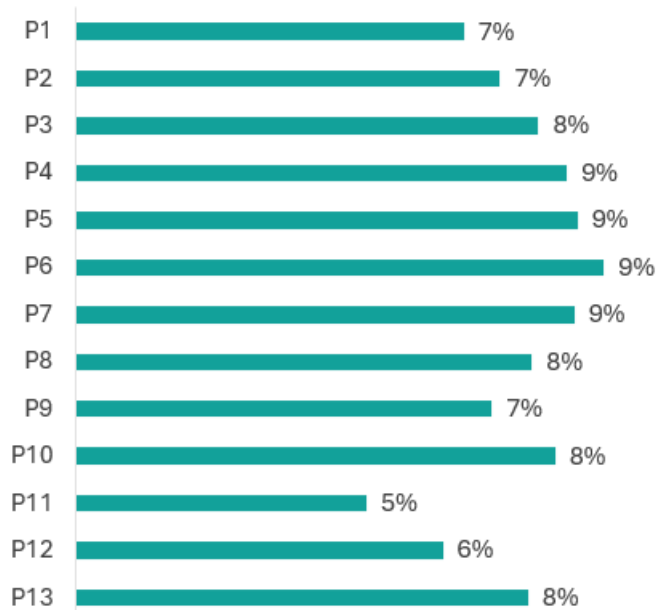
**Figure 6.2, Station operator (all respondents).**



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

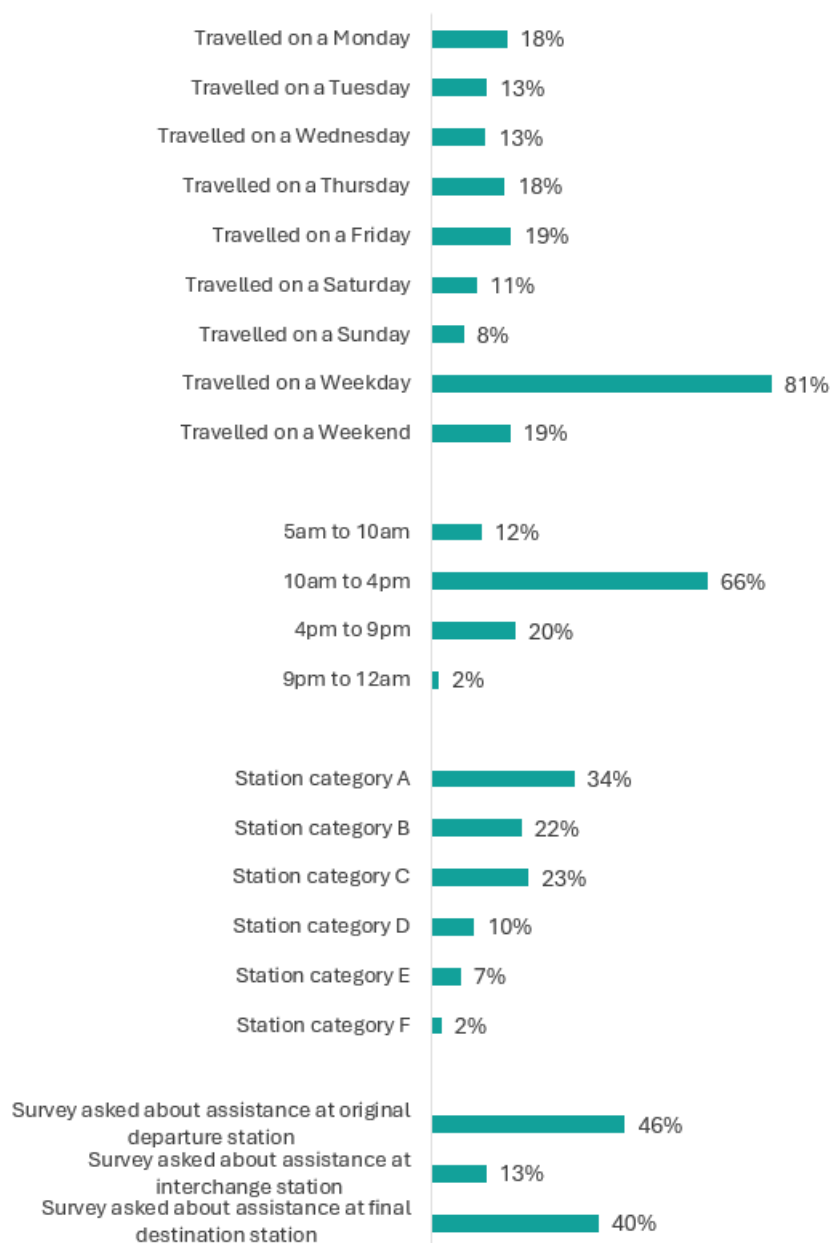
By rail period, responses were as follows:

**Figure 6.3, Rail period (all respondents).**



The proportion of respondents who travelled on each day of the week, the time of travel, the size category of the station and the part of the journey they were asked about were as follows:

**Figure 6.4, Day of the week, time of assistance, station type (all respondents).**



# Appendix D: Analysis and reporting

## Presentation of data

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

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

For brevity, when looking at trends for different groups of respondents, we have shortened or altered the text used in the questionnaire. The questionnaire is available in the appendix containing full answer text.

## Verbatims

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

## Station categories

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

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

## Appendix E: Key metrics by SFO

The table below shows the number of responses received from passengers travelling through stations managed by each station operator, and the confidence interval for results from users of each station operator, at the 95% confidence level. These mean that we can be 95% confident that the value for each station operator falls within the confidence intervals specified. For example, when looking at the results for Avanti West Coast, with a confidence interval of +/- 4.15 at the 50% statistic, we can be 95% confident that if the survey findings present a result of 50%, the value in the population falls between 45.85% and 54.15%.

**Figure 7.1, Confidence interval by station operator, at the 95% confidence level.**

	<b>Achieved</b>	<b>Answer = 50%</b>	<b>Answer = 70%</b>	<b>Answer = 90%</b>
<b>Avanti West Coast</b>	557	+/-4.15	+/-3.81	+/-2.49
<b>Chiltern Railways</b>	142	+/-8.22	+/-7.54	+/-4.93
<b>East Midlands Railway</b>	260	+/-6.08	+/-5.57	+/-3.65
<b>Govia Thameslink Railway</b>	359	+/-5.17	+/-4.74	+/-3.10
<b>Great Western Railway</b>	909	+/-3.25	+/-2.98	+/-1.95
<b>Greater Anglia</b>	316	+/-5.51	+/-5.05	+/-3.31
<b>London North Eastern Railway</b>	879	+/-3.31	+/-3.03	+/-1.98
<b>Network Rail</b>	2,134	+/-2.12	+/-1.94	+/-1.27
<b>Northern Trains</b>	496	+/-4.40	+/-4.03	+/-2.64
<b>ScotRail</b>	573	+/-4.09	+/-3.75	+/-2.46
<b>South Western Railway</b>	343	+/-5.29	+/-4.85	+/-3.18
<b>Southeastern</b>	318	+/-5.50	+/-5.04	+/-3.30
<b>TransPennine Express</b>	409	+/-4.85	+/-4.44	+/-2.91
<b>Transport for Wales</b>	448	+/-4.62	+/-4.24	+/-2.78
<b>West Midlands Trains</b>	356	+/-5.19	+/-4.76	+/-3.12

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

Figure 7.2, Proportion who received all booked assistance types, by SFO.

	Yes to all	Yes to some	No to all	Don't know / Can't remember
Avanti West Coast	80%	10%	9%	1%
Chiltern Railways	77%	13%	10%	0%
East Midlands Railway	75%	11%	11%	2%
Govia Thameslink Railway	79%	8%	11%	1%
Great Western Railway	77%	12%	10%	2%
Greater Anglia	78%	11%	11%	1%
London North Eastern Railway	85%	7%	7%	1%
Network Rail	80%	9%	10%	1%
Northern Trains	70%	8%	19%	3%
ScotRail	78%	9%	11%	1%
South Western Railway	75%	7%	16%	2%
Southeastern	83%	8%	7%	2%
TransPennine Express	79%	7%	12%	2%
Transport for Wales	74%	11%	13%	2%
West Midlands Trains	74%	8%	16%	1%
Total	78%	9%	11%	1%

Figure 7.3, Proportion who received all booked assistance types, by SFO. (\*represents base size too low to report)

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

**Figure 7.4, Proportion satisfied with assistance received at station, by SFO. (\*represents base size too low to report)**

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

**Figure 7.5, Proportion satisfied with helpfulness and attitude of staff at the station, by station operator. (\*represents base size too low to report)**

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

## Appendix F: Key metrics by disability type

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

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

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

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

	Yes to all	Yes to some	No to all	Don't know / Can't remember
<b>Vision (blindness or visual impairment)</b>	78%	10%	10%	2%
<b>Hearing (deafness or hard of hearing)</b>	77%	11%	11%	1%
<b>Physical (wheelchair user, mobility issues, amputee, dwarfism)</b>	78%	10%	11%	1%
<b>Learning or concentrating or remembering</b>	73%	13%	13%	1%
<b>Mental health conditions</b>	72%	14%	13%	1%
<b>Neurological diverse condition such as Autism, Attention Deficit or Asperger's Syndrome*</b>	72%	11%	15%	2%
<b>Communication disorder/disability</b>	73%	12%	15%	0%
<b>Another long-term health condition</b>	76%	11%	12%	1%
<b>None of these conditions</b>	86%	5%	8%	1%
<b>Total - non-visible disability</b>	75%	11%	13%	2%
<b>Total</b>	78%	9%	11%	1%

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

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

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

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

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

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

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

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

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

## Appendix G: Key metrics by station

Figure 9.1, Proportion who received all booked assistance, by station, showing unweighted data. (Stations with a base size of 50 or more only, unweighted sample sizes in parentheses)

	Yes to all	Yes to some	No to all	Don't know / Can't remember
Aberdeen (79)	78%	10%	10%	1%
Birmingham New Street (139)	79%	11%	8%	2%
Blackpool North (82)	78%	7%	13%	1%
Bristol Temple Meads (73)	75%	14%	11%	0%
Cardiff Central (110)	74%	15%	11%	0%
Carlisle (53)	75%	13%	9%	2%
Cheltenham Spa (51)	78%	8%	12%	2%
Chester (58)	71%	16%	12%	2%
Crewe (50)	70%	10%	18%	2%
Darlington (75)	88%	7%	4%	1%
Derby (53)	87%	13%	0%	0%
Doncaster (78)	79%	10%	10%	0%
Durham (74)	92%	3%	4%	1%
Edinburgh (205)	80%	8%	10%	1%
Exeter St David's (119)	80%	12%	6%	3%
Gatwick Airport (62)	74%	8%	15%	3%
Glasgow Central (121)	88%	5%	6%	1%
Hull (56)	82%	9%	5%	4%
Inverness (60)	78%	12%	10%	0%
Leeds (106)	77%	10%	11%	1%
Liverpool Lime Street (92)	83%	8%	10%	0%
London Euston (474)	82%	8%	10%	0%
London Kings Cross (350)	81%	7%	10%	1%
London Paddington (221)	81%	12%	5%	2%
Manchester Airport (80)	73%	10%	15%	3%
Manchester Piccadilly (136)	73%	14%	11%	2%
Milton Keynes Central (75)	84%	11%	5%	0%
Newark Northgate (50)	92%	8%	0%	0%
Newcastle (192)	87%	5%	7%	2%
Newport (South Wales) (76)	79%	12%	9%	0%
Norwich (83)	80%	14%	5%	1%
Peterborough (131)	87%	7%	6%	0%
Plymouth (69)	77%	14%	7%	1%
Preston (Lancs) (80)	74%	13%	11%	3%
Reading (103)	73%	14%	12%	2%
Scarborough (63)	89%	2%	10%	0%
Sheffield (63)	71%	13%	10%	6%
Southampton Central (61)	70%	8%	18%	3%
Stevenage (73)	82%	5%	12%	0%
Truro (55)	67%	18%	15%	0%
Wolverhampton (86)	66%	8%	24%	1%
York (175)	79%	10%	11%	1%
<b>Total (8,656)</b>	<b>78%</b>	<b>9%</b>	<b>11%</b>	<b>1%</b>

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

	Satisfied
Aberdeen (71)	97%
Birmingham New Street (126)	88%
Blackpool North (70)	96%
Bristol Temple Meads (65)	97%
Cardiff Central (99)	93%
Chester (52)	100%
Darlington (72)	96%
Derby (53)	92%
Doncaster (71)	96%
Durham (71)	96%
Edinburgh (183)	96%
Exeter St David's (111)	95%
Gatwick Airport (53)	89%
Glasgow Central (113)	96%
Hull (52)	94%
Inverness (54)	96%
Leeds (94)	90%
Liverpool Lime Street (85)	96%
London Euston (431)	94%
London Kings Cross (314)	96%
London Paddington (205)	94%
Manchester Airport (67)	94%
Manchester Piccadilly (121)	91%
Milton Keynes Central (72)	96%
Newark Northgate (50)	100%
Newcastle (177)	97%
Newport (South Wales) (71)	92%
Norwich (78)	95%
Peterborough (124)	95%
Plymouth (63)	94%
Preston (Lancs) (71)	90%
Reading (91)	90%
Scarborough (57)	95%
Sheffield (55)	87%
Southampton Central (50)	82%
Stevenage (65)	95%
Truro (50)	94%
Wolverhampton (67)	85%
York (158)	94%
<b>Total (8,656)</b>	<b>94%</b>

# Appendix H: Questionnaire

## Telephone Introduction

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

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

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

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

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

## WEB Link Introduction

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

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

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

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

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

1	Yes
2	No

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

1. Yes (myself) **CONTINUE AS CUSTOMER**

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

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

A2 What is your relationship to the person you were travelling with? **SINGLE CODE**

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

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

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

**SINGLE CODE**

1. Increase
2. Stay the same
3. Decrease

## Section B – Confirming journey details

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

**ASK ALL**

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

**SINGLE CODE**

1. Continue
2. Thank and close

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

Yes

No – **THANK AND CLOSE**

### Section C – The booking process

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

1. By telephone
2. Website
3. By email
4. By App
5. In person
6. Don't know / can't remember

#### ASK ALL

C1a Roughly how long did it take to book assistance?

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

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

#### ASK ALL

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

1. On the same day I/they travelled
2. 1 to 2 days before travel
3. 2 days to 1 week before travel
4. 1 week to 1 month before travel
5. More than a month before travel
6. Don't know / can't remember (DO NOT READ OUT)

#### ASK ALL

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

#### MULTICODE, RANDOMISE

2. Requested wheelchair space

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

#### **ASK ALL**

C3 Did you receive confirmation of the assistance booking?

#### **SINGLE CODE**

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

If Yes to C3,

C4 How long after booking did you receive confirmation?

1. Within an hour
2. Within 24 hours
3. Within 48 hours
4. Within 1 week

5. Within 2 weeks
6. 2 weeks or more
7. Don't know / can't remember

### ASK ALL

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

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

**REPEAT SCALE AS NECESSARY**

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied	Don't know
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- a. The overall assistance booking process
- b. The helpfulness of staff when booking assistance <ask if booked by telephone only C1aa = 1>
- c. The ease of booking online / via an App <ask if booked online or via an App C1aa = 2 or 4>
- d. The assistance available was relevant to my needs

## Section D – Journey experience

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

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

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

1. Yes
2. No

**If No to D1A**

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

1. Yes
2. No (end survey)

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

D1 Were you travelling alone or with someone?

**MULTICODE**

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

**ASK ALL**

D2 What was the main purpose of the journey?

**PROBE AS PER PRECODES, SINGLE CODE**

1. Commuting (e.g., to work, school or university)
2. Business/ other work (e.g., to a business meeting with a customer)
3. Leisure (e.g., shopping, visiting friends/ relatives, day trip/ holiday)
4. Other (please specify)
5. Prefer not to say

**ASK ALL**

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

**PROBE AS PER PRECODES, SINGLE CODE**

1. Yes
2. No, but I was/they were eventually met by staff
3. No, I was not met by staff
4. **DO NOT READ OUT:** Don't know/Can't remember

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

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

**SINGLE CODE**

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

**ASK ALL**

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

1. Immediately on arrival
2. Up to 5 minutes after arrival
3. Up to 10 minutes after arrival
4. Up to 15 minutes after arrival
5. More than 15 minutes after arrival
6. Don't know

**ASK IF D4a = 1-2**

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

**READ OUT EACH ITEM IN TURN**

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

**ASK IF D4a = 1-2**

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

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

**REPEAT SCALE AS NECESSARY**

5 = Very satisfied	4 = Satisfied	3 = Neither satisfied nor dissatisfied	2 = Dissatisfied	1 = Very Dissatisfied	6 = Don't know
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**ASK IF D4a = 1-2**

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

**REPEAT SCALE AS NECESSARY**

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

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

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

**SINGLE CODE**

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

**ASK IF D8 = 2 OR 3 or D4B = 2 or 3**

D8a Did you claim compensation?

**SINGLE CODE**

1. Yes
2. No

**ASK IF D8a = 2**

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

**MULTI CODE**

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

**ASK IF C1 DOES NOT = 12**

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

**SINGLE CODE**

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

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

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

D11 Did the vehicle arrive in an acceptable timeframe?

**SINGLE CODE**

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

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

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

**SINGLE CODE**

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

**ASK ALL**

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

**MULTICODE**

1. Yes – planned disruption. By this we mean disruption which was organised in advance of the day of travel, such as engineering works, industrial action/strikes and changes to the usual train timetable
2. Yes – unplanned disruption. By this we mean unexpected delays or cancellations which occurred on the day of travel
2. No
3. Don't know/Can't remember

**ASK IF D13 = 1**

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

**SINGLE CODE**

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

**ASK IF D16 = 1**

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

**OPEN RESPONSE, PROBE FULLY**

---

99 Don't know

**ASK IF D4a = 1-2**

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

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

**REPEAT SCALE AS NECESSARY**

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

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

**ASK IF D4a = 1-2**

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

**PROBE AS PER PRECODES, SINGLE CODE**

- 1. I/They could not have completed this particular train journey without Passenger Assist
- 2. I/They could have completed this particular train journey, but it would have been more difficult (e.g., would have taken more time, needing another person etc.)
- 3. I/They could have completed this particular train journey without Passenger Assist
- 4. Don't know

### ASK ALL

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

### SINGLE CODE

5 = Very satisfied	4 = Satisfied	3 = Neither satisfied nor dissatisfied	2 = Dissatisfied	1 = Very Dissatisfied	6 = Don't know
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### ASK IF D21 = DISSATISFIED OR VERY DISSATISFIED

D22 Did you raise a complaint?

### SINGLE CODE

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

### ASK IF D22 = 2

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

### MULTI CODE

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

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

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

### ASK ALL

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

### SINGLE CODE

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

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

**OPEN RESPONSE, PROBE FULLY**

98 None

99 Don't know

**ASK ALL**

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

**SINGLE CODE**

Very likely = 10	9	8	7	6	5	4	3	2	1	Very unlikely = 0	DK = 11
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**ASK ALL NOT BOOKING USING THE PASSENGER ASSISTANCE APP (NOT C1aa=4)**

E13a. Have you heard of the Passenger Assistance App?

**SINGLE CODE**

1. Yes

2. No

**ASK IF CODED 1 AT E13a**

E13b. Have you used the Passenger Assistance App?

**SINGLE CODE**

1. I've downloaded it, but not used it yet

2. I've downloaded it and I've registered

3. I've booked a journey on it

4. No

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

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

## OPEN RESPONSE, PROBE FULLY

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99 Don't know/unsure

## Section F – Demographics

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

### ASK ALL

F1 IF CUSTOMER AT A1: Are you...

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

### SINGLE CODE

1. Male
2. Female
4. Other (Please specify)
3. Refused

### ASK ALL

F2 IF CUSTOMER AT A1: How old are you?

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

### SINGLE CODE

1. 16-19
2. 20-24
3. 25-29
4. 30-34
5. 35-39
6. 40-44
7. 45-49
8. 50-54
9. 55-59
10. 60-64
11. 65-69
12. 70-74
13. 75+
14. DO NOT READ OUT: Refused

### ASK ALL

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

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

### READ OUT, SINGLE CODE

1. Working full or part-time
2. Not working
3. Student
4. Retired
5. Other (Please specify)
6. **DO NOT READ OUT:** Refused

### ASK ALL

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

### READ OUT, MULTICODE

1. Vision (blindness or visual impairment)
2. Hearing (deafness or hard of hearing)
3. Physical (wheelchair user, mobility issues, amputee, dwarfism)
4. Learning or concentrating or remembering
5. Mental health problems
6. Neurological diverse conditions such as Autism, Attention Deficit or Asperger's Syndrome
10. A communication disorder/disability
7. Another long-term health condition that doesn't fit any of the above
8. None of these conditions **SINGLE CODE**
9. I would prefer not to say **SINGLE CODE**

## ASK ALL

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

## READ OUT, MULTICODE

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

**IF4a.** And in addition to the assistance you requested via Passenger Assist which, if any, of the following **(IF CUSTOMER AT A1)** <help or would help make your> **(IF COMPANION AT A1)** <do you think help or would help make their> passenger experience more comfortable/accessible?

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

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

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

## HEADINGS ONLY – Facilities and seating

8. Step free access
9. Places to rest
10. Accessible / Blue Badge parking
11. Accessible toilets
12. A wheelchair or other mobility aid
13. A quiet space
14. Seats with backs and arms
15. Seating that allows you to lie down

16. Accessibility software

HEADING ONLY – other types of support

17. Other please specify....

18. None of these (EXCLUSIVE)

19. Don't know (EXCLUSIVE)

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

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

**ASK ALL**

F6 Thank you for sparing the time to help ORR with this study. Occasionally, it is very helpful for us to be able to re-contact people we have spoken to, either to clarify certain issues, or to get a bit more detail on topics that ORR is particularly interested in. Would you be happy for us to call you back briefly if necessary?

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

**MULTI CODE**

1. Yes – by telephone
2. Yes – by email
3. No

**ASK ALL**

**F7 INTERVIEWER: CAPTURE NAME AND CONTACT NUMBER**

**OPEN RESPONSE**

NAME:

TELEPHONE NUMBER:

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



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research

