Experiences of Passenger Assist

Research report 2021-2022

Office of Rail and Road

July 2022

2CV

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1. Executive summary

Background

Passenger Assist is a service offered by rail companies providing free assistance to passengers with disabilities, or anyone else who may require help, to enable them to make their journey. Rail companies' participation in Passenger Assist is mandated through their regulatory requirement to have an Accessible Travel Policy (ATP) approved by the Office of Rail and Road (ORR). The intent of Passenger Assist is to make rail travel accessible to everyone.

Passenger Assist is open to anyone who needs assistance; this could be due to a disability or long-term health condition, a temporary health issue or old age. No proof is required to demonstrate eligibility to use the service. Assistance can take various forms – from being assisted into the station and help getting on and off the train, to help with luggage and moving around stations. The responsibility for the assistance at each station is with the designated operator of each station, known as the Station Facility Operator (SFO).

2CV (previously Breaking Blue) has undertaken annual research since 2017 on behalf of ORR, to investigate the extent to which Passenger Assist meets users' needs and expectations overall and how well individual operators perform in terms of meeting their Passenger Assist obligations. ORR commissioned another wave of this research to cover the period 2021-22.

Headline results

- Overall satisfaction with Passenger Assist based on all past usage has increased to 87 per cent this year, and the Net Promotor Score (likelihood to recommend Passenger Assist) has risen to 75. For the specific journey assessed in the interview 94 per cent those either satisfied or very satisfied. These scores have all risen since 2020-21, and steadily over the past 5 years.

- Around three in five (61 per cent) stated they could not have completed their journey without Passenger Assist. Around a third (36 per cent) could have completed their journey, but it would have been more difficult for them without Passenger Assist.

- The proportion of passengers either fairly or very satisfied with the overall booking process remains high, with over nine in ten (93 per cent) satisfied.

- Almost all passengers are able to complete their journey leg as planned (95 per cent). Of the remainder, three per cent are able to continue their journey but not as planned, and just one per cent are unable to continue their journey due to a lack of available staff.

Areas for improvement

- Almost a quarter (23 per cent) do not receive all of the assistance that they booked.

- 11 per cent of passengers are not met by staff, and a further 7 per cent have to wait too long at the station to receive the assistance that they have booked.

- Booking by telephone is taking longer than in previous years - 11 minutes and 36 seconds on average - a significant increase from 9 minutes and 41 seconds last year. Passenger comments suggest there are often long wait times to speak to an agent.

- There is still a concern that 28 per cent of passengers do not feel confident all elements of the assistance they booked will be delivered on the day of travel. This increases to 35 per cent when booking online.

- As in previous years, some passenger types (especially those with non-visible disabilities) give lower satisfaction scores, suggesting that staff may not have enough knowledge to meet their needs - both during the booking process and when assisting passengers.

- Some passengers report having issues when using the Passenger Assist app. These problems need to be rectified before raising awareness and promoting use of the app further.

- As in previous years, a number of passengers say it would be preferable if they could book Passenger Assist and their train tickets at the same time.

2. Introduction

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

A primary element of the ATP is the requirement for train and station operators to participate in Passenger Assist, which obligates them to assist, free of charge, passengers with disabilities, and anyone else who may require help, to enable them to make their journey. Passenger Assist therefore plays a crucial role in making rail travel accessible to all irrespective of their circumstances.

Since 2017 ORR has commissioned annual research by 2CV (previously Breaking Blue) to investigate the extent to which 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 another wave of this research for 2021-22 to support its ongoing compliance monitoring in this area and to build on the wider body of evidence about how well Passenger Assist is meeting user needs and expectations.

3.   Background and objectives

Passenger Assist allows passengers who need assistance to book it in advance of their journey. Bookings can be made by email or online, although the majority of bookings are made by telephone using a Freephone number. Passengers are also now able to book via the Passenger Assist "app" that was launched in May 2021.

There is also a 'Turn up and Go' service whereby passengers can arrive at the station and request assistance that has not been booked in advance. Station operators are required to provide assistance to passengers, even if this has not been arranged in advance, where this is reasonably practicable. This type of unbooked assistance is commonly known as 'Turn up and go'. This type of unbooked assisted is outside the scope of this research.

Passenger Assist is available to anyone who needs assistance; for example, due to a disability or long-term health condition, temporary health issue or old age, and no proof is required to demonstrate eligibility to use the service. The service can take various forms, being assisted into the station, help getting on and off the train and help with luggage. The responsibility for the assistance at each station is with the designated operator of that station, the Station Facility Operator (SFO). However, the provision of assistance in the station can be subcontracted, for example, from Network Rail to a TOC, or this responsibility can be shared between TOCs. Nevertheless, the SFO, from a regulatory perspective, remains responsible for the station and is accountable for any assistance provided within it.

Consistent with this, for the purposes of this research ORR decided that the assistance provided at each station would be allocated to the relevant SFO, regardless of which company the staff providing the assistance worked for. Since it may not be apparent to the passenger who the SFO is for a station, the assignment of results to SFOs is based on the Passenger Assist booking records, rather than by the passengers' recall of who they booked or travelled with.

The overall aim of this research is to explore passenger experiences of Passenger Assist across all aspects of the service, and to seek feedback on any potential areas for improvement. The specific research objectives are as follows:

- Profile assisted travel service users, including their demographic characteristics, impairment type, the journey purpose, frequency of use of the train and the assisted travel service.

- Evaluate a recent journey, from booking assistance through to the actual journey and experience on the day.

- Measure overall satisfaction when travelling by train using Passenger Assist and reasons for any dissatisfaction.

In 2017-18 ORR and 2CV (previously Breaking Blue), with input from Network Rail and a number of TOCs (especially those TOCs with experience of using surveys to measure Passenger Assist satisfaction on their own services and stations), developed a quantitative questionnaire addressing the above objectives. In 2018-19 minor changes were made to the questionnaire (notably measuring assistance with boarding and alighting the train as separate categories). In 2019-20 no changes were made to the questionnaire, ensuring it remained comparable to 2018-19 and to the original wave.

When the research re-started for 2020-21 the questionnaire was amended to capture the effect of COVID-19 on passengers and their journeys. However, no changes were made to the questions measuring satisfaction with Passenger Assist.

For the 2021-22 research, fewer questions relating to COVID-19 were included and additional questions were added to understand awareness, usage and feedback on the Passenger Assist app.

Questionnaire coverage - how and why?

What?	How?	Which questions?
Screening and introduction	Concise, precise questions	• Whether booked for self or other • Frequency of using Passenger Assist during COVID-19 pandemic • Frequency of using Passenger Assist post COVID-19 • Confirmation recall journey
Experience booking assisted travel	Combination of closed questions and open end	• Booking mode used and length of time taken to book • Types of assistance booked • Confirmation of booking • Confidence in booking • Satisfaction with booking process, ease of booking, helpfulness of staff
Journey experience	Combination of closed questions and open end	• Journey purpose, whether travelling alone, if a repeat journey • Whether met by a member of staff • Assistance received and satisfaction with assistance • Whether experienced disruption and impact on journey • Satisfaction with staff
Satisfaction with service	Combination of closed questions and open end	• Overall satisfaction with Passenger Assist • Likelihood to recommend Passenger Assist
Awareness and use of the app	Combination of closed questions and open end	• Awareness of the Passenger Assistance app • Use of the app and experiences using it
Classification data	Concise, precise questions	• Demographics – gender, age, employment status and disability type

4. Methodology

When booking assistance, a record is created in the Passenger Assist database for each assist 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 and alighting the train would have a record created for each assistance type requested at each station (so there would be four records created for the outbound journey – two at London Euston and two at Birmingham New Street – and a further four for any return journey – two at Birmingham New Street and two at London Euston).

However, to allow attribution of the results to a specific SFO, in this survey passengers are asked about assistance given at a particular station rather than across the entire journey (or indeed instead of their experience of the entire service over a period of time).

In order to ensure that the sample is representative of the rail industry as a whole, interview targets were set for each SFO based on the proportion of total booked assists they received.
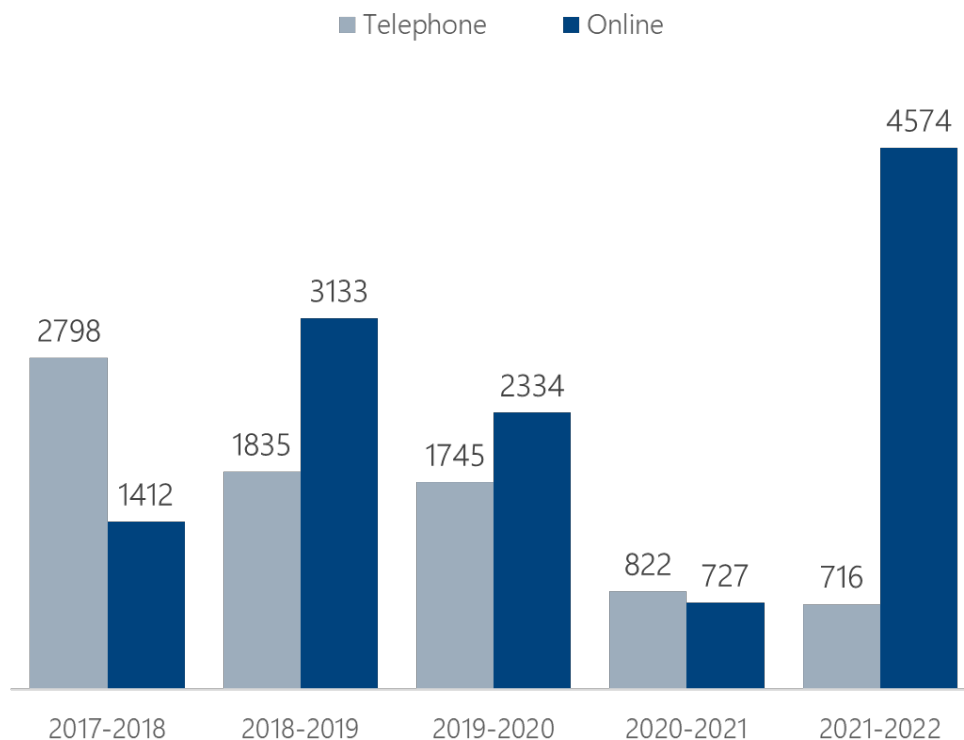
Fieldwork was conducted between 7th July 2021 and 30th April 2022, with research including those using Passenger Assist between 1st April 2021 to 31st March 2022.The Rail Delivery Group (RDG), who manage the Passenger Assist system, provided samples from their database on a monthly basis during this period.

The sample files contained a record for each assist booking rather than each passenger, which meant they needed to be de-duplicated. All elements were randomly selected for each participant to avoid sample bias: the leg of the journey; the station (start, finish, or interchange); and the type of assist. In addition, for each sample file, passengers who had been contacted previously were removed from the new sample.

A combined approach of online and telephone interviews was used to give everyone the opportunity to participate in the manner they felt most comfortable with. The initial approach for all records containing an email address is by email. The telephone sample is drawn from those not supplying an email address at the time of the booking and those who indicated a preference to be interviewed by telephone.

The balance between telephone and online interviews has changed during 2021-22 with more passengers completing online than by telephone compared to 2020-21, when more interviews were conducted by telephone. We do not believe this has had a significant effect on the trends shown in the results. Telephone interviews seemed to be more popular during 2020-21 with passengers more willing to talk on the telephone. Uptake in participation online this year could be due to increased usage and familiarity with technology / online surveys post the COVID-19 pandemic.

Figure 4.1   Interview type

Telephone   Online

Year	Telephone	Online
2017-2018	2798	1412
2018-2019	1835	3133
2019-2020	1745	2334
2020-2021	822	727
2021-2022	716	4574

This report details the findings overall and any differences between relevant sub-groups (such as age, disability type, and how the booking was made). Certain sub-groups are only reported for questions that are directly relevant to them.

Significance testing is conducted at a level of +/- 95 per cent and where there are differences between sub-groups with a large enough sample size and/or difference in results to be significant, these have been reported. We have generally avoided reporting differences between sub-groups which are not statistically significant, however in a small number of cases we have done so (mainly where they are consistent with other data points which are statistically significant). If there is no mention of the sub-groups then this is because there are no meaningful differences to be reported.

Within the report, figures that have significantly increased this year are shown in green or using a green arrow in the charts and tables, and figures that have significantly decreased are shown in red or using a red arrow. Note that due to rounding, some totals may not correspond with the sum of the separate figures.

5.   Who we spoke to

A total of 5,290 passengers were interviewed. Over four in five (83 per cent) of people we spoke to are passengers using Passenger Assist themselves, and just under one in five (17 per cent) are companions who accompanied someone using Passenger Assist.

Figure 5.1   Interviews achieved by station facility operator

SFO	Achieved
Network Rail	1717
LNER	666
Great Western Railway	523
Avanti West Coast	434
Northern	281
ScotRail	266
Transport for Wales	234
South Western Railway	179
Greater Anglia	178
Southeastern	159
West Midlands Railway	147
East Midlands Trains	124
TransPennine Express	122
Chiltern Railways	55
Great Northern	*83*
Southern	*83*
Thameslink	*16*
Total: Govia Thameslink	182
Other small SFO's	23
TOTAL	5290

Frequency of using Passenger Assist

Before the COVID-19 pandemic, (pre 23rd March 2020) the majority of passengers using Passenger Assist did so infrequently. In 2021-2022 less than one in ten (7 per cent) used Passenger Assist at least monthly and half (50 per cent) used Passenger Assist less often than once a month, but more often than twice a year. A third (34 per cent) were not using Passenger Assist before the pandemic but are now.

Figure 5.2   Frequency of travel before the Covid-19 pandemic

Three or more times per week	1%
One to two times per week	1%
One to three times per month	5%
Less than once a month, more than once or twice a year	22%
Once or twice a year	28%
Less than once a year	8%
Didn't use Passenger Assist at that time	34%
Don't know	2%
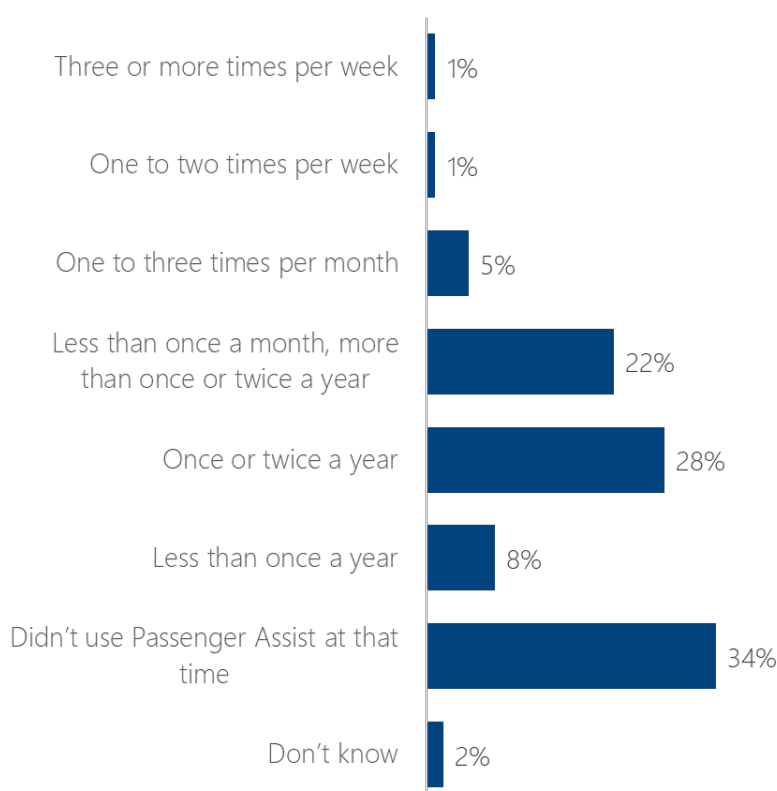
A3. How often did you / your companion typically use Passenger Assist before the COVID-19 pandemic? (before 23rd March 2020) Base: All respondents (21-22: 5290)

One in four (25 per cent) used passenger assist during the peak of the pandemic (between March 2020 and April 2021). Those most likely to have used the Passenger Assist service during the COVID-19 pandemic were younger passengers aged 25 to 34 (32 per cent).

In the future, just under two thirds (63 per cent) expect to use Passenger Assist more than they did during the peak of the COVID-19 pandemic. One in four (26 per cent) are not sure about their future use of Passenger Assist, while only one in ten (11 per cent) expect their usage to decrease.

Figure 5.3   Frequency of travel going forward
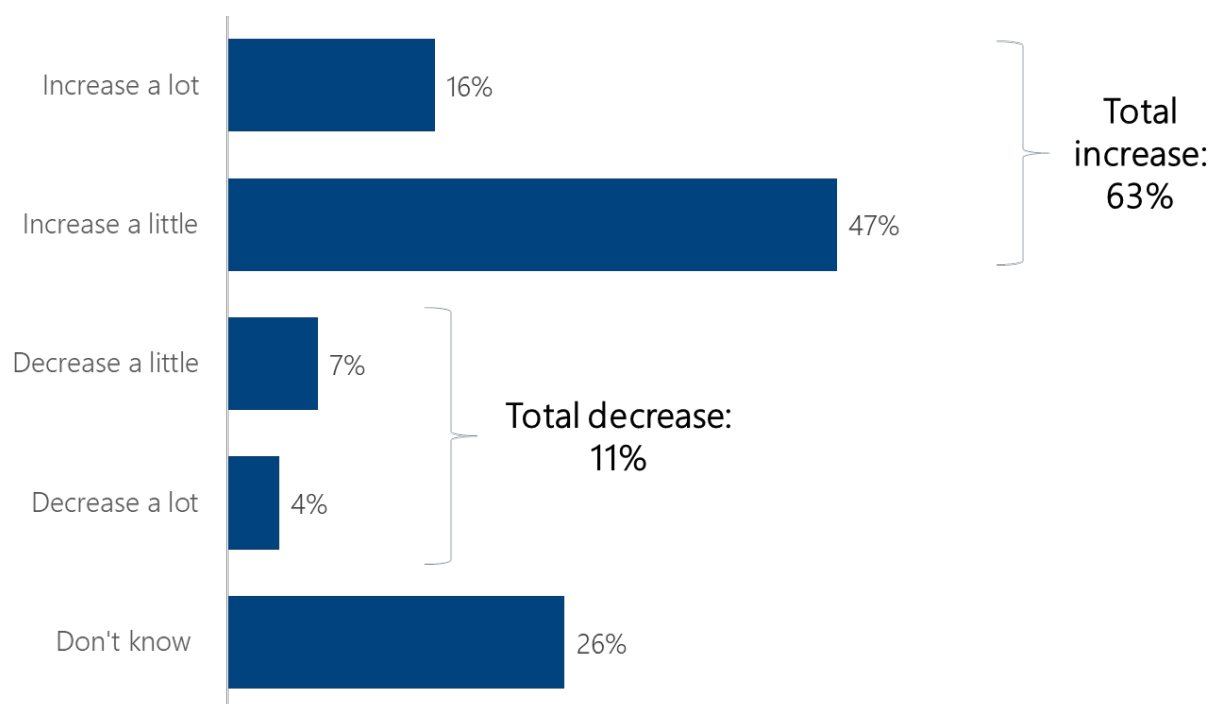
A3e. How do you expect your usage of Passenger Assist going forward to compare to before March 2020? Base: All using Passenger Assist before the pandemic (2021-22: 3,415)

Profile of users

Females continue to make up the majority of those taking part in our survey (73 per cent) with a significant increase from 65 per cent in 2020-21 although this proportion is similar to previous waves prior to the COVID-19 pandemic. The proportion of males taking part in our survey has now fallen below pre-COVID proportions. (25 per cent versus 34 per cent in 2020-21 and 29 per cent in 2019-20).

Figure 5.4   Gender
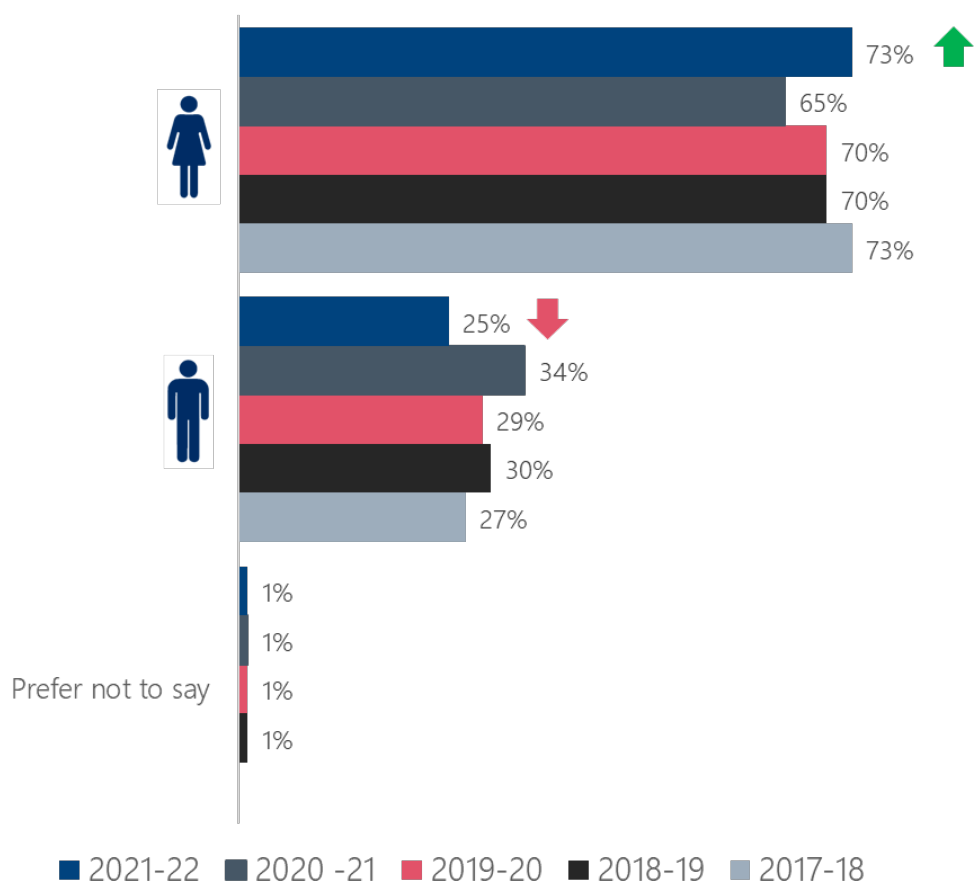
F1. Are you… Base: All respondents (2017-18: 4,210; 2018-19: 4,968; 2019-20: 4,073; 2020-21: 1,549; 2021-22: 5290)

Most passengers booking assistance are aged over 65 (71 per cent), with the proportion under 50 years old booking assistance around one in ten (10 per cent).

The proportion interviewed aged 75 and over has increased this year from 29 per cent to 48 per cent; a significant increase compared to last year (29 per cent) and the highest proportion so far. The number booking assistance from all other age groups has fallen. This is in contrast to the pandemic, when fewer older people were travelling.

Figure 5.5   Age
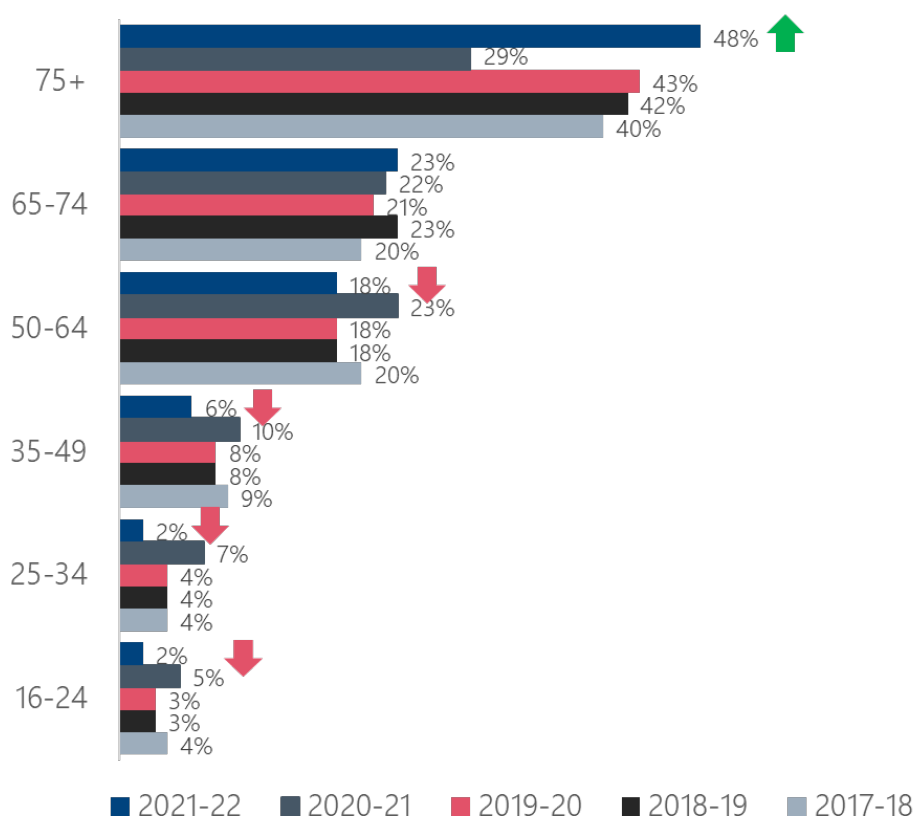
F2. How old are you? Base: All respondents (2017-18: 4,210, 2018-19: 4,968; 2019-20: 4,050; 2020-21: 1549; 2021-22: 5,290)

Reflecting the older average age of passengers in the survey, there has been a significant increase in the proportion of passengers who are retired (from 55 per cent in 2020-21 to 74 per cent in 2021-22). All other working statuses have fallen back to below pre-pandemic levels, with eight per cent not working and just two per cent studying.

Figure 5.6   Employment status
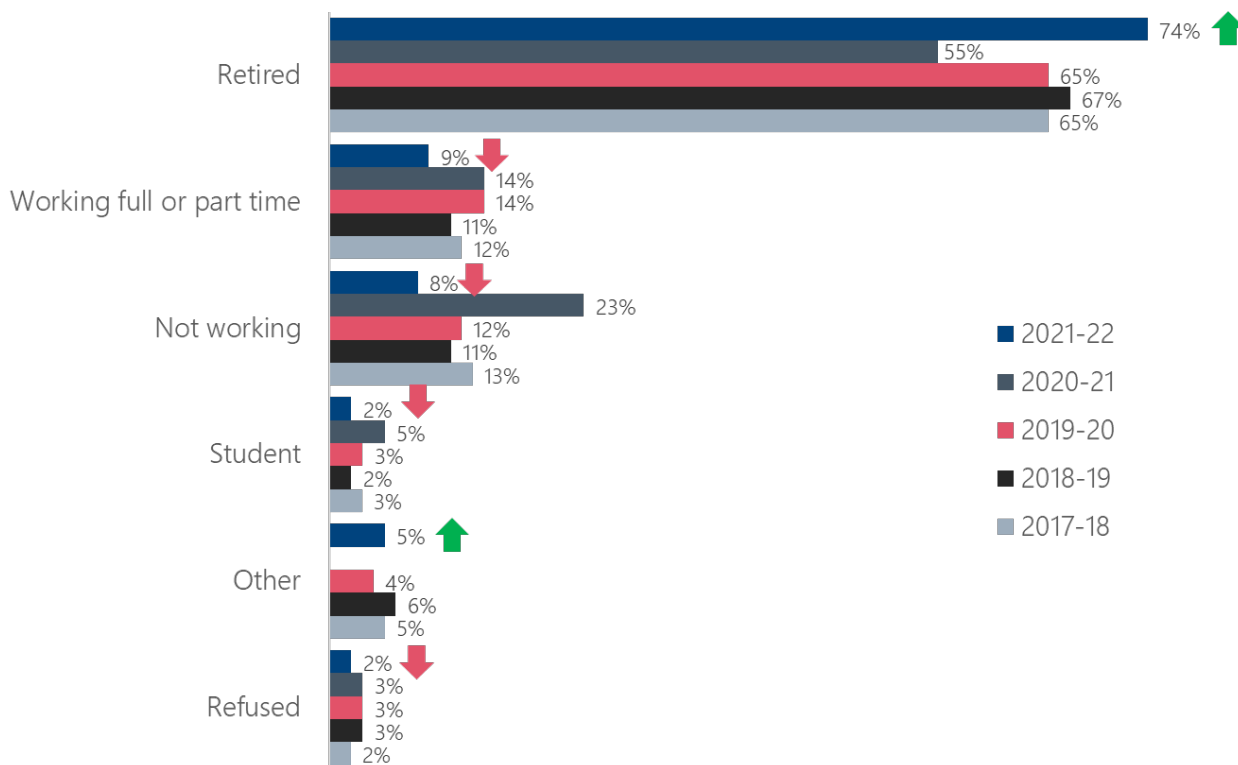
F3. Which of the following best describes your current circumstances? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,048; 2020-21: 1549; 2021-22: 5,290)

Type of disability or condition

The most common type of disability is a physical one, although this has dropped significantly (58 per cent in 2021-22 versus 62 per cent in 2020-21). The proportion with a non-visible disability (learning, concentrating or remembering, mental health problems, social or behavioural issues and/or communication disorder or disability) has dropped significantly this year (15 per cent this year versus 22 per cent in 2020-21 and 18 per cent in 2019-20). The proportion of passengers with other long-term conditions has risen significantly this wave (from 19 per cent to 26 per cent), as has the proportion with a hearing impairment (18 per cent this year versus 14 per cent in 2020-21).

Figure 5.7   Disability type
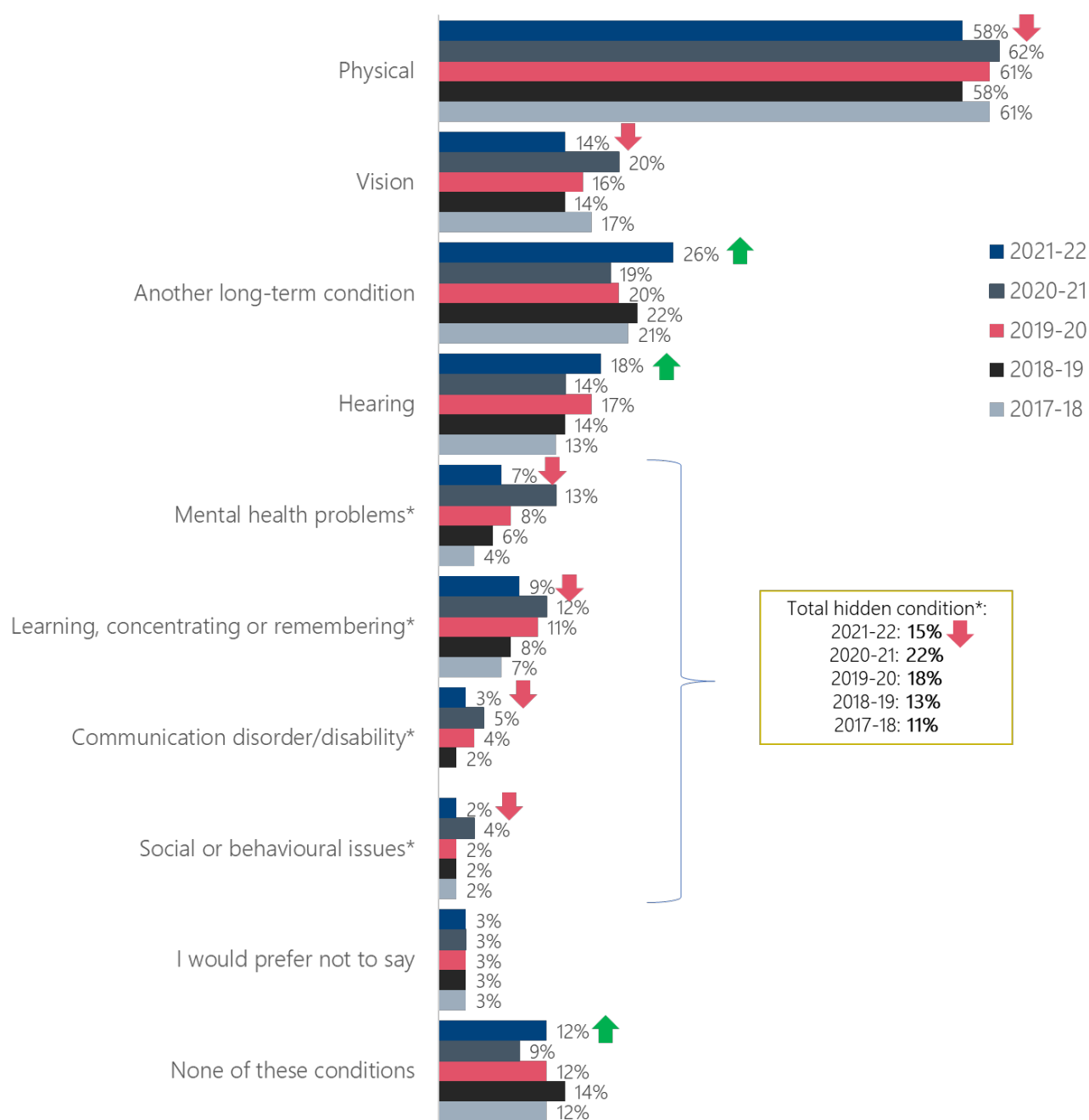
F4. Do you have any of the following long-standing physical or mental health conditions? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,045; 2020-21: 1549; 2021-22: 5,290)

Compared to last year's survey, there has been a significant decrease in the proportion of passengers with visual impairments (14 per cent this year versus 20 per cent in 2020-21) and those with difficulty learning, concentrating or remembering (9 per cent compared to 12 per cent in 2020-21)

When looking at disability type by age, those aged 75+ are most likely to have hearing impairments. Younger age groups (those under 65) are more likely to have physical disabilities or vision impairments, while the youngest age groups (under 35s) are the most likely to have non-visible disabilities.

Figure 5.8   Disability type by age

Disability or condition	16-24 (91)	25-34 (111)	35-49 (304)	50-64 (927)	65-74 (1238)	75+ (2531)
Physical	59%	71%	66%	69%	60%	53%
Vision	23%	20%	16%	19%	12%	11%
Hearing	7%	10%	8%	11%	15%	25%
Learning or concentrating or remembering	26%	30%	18%	12%	6%	6%
Mental health problems	19%	33%	26%	14%	5%	2%
Communication disorder or disability	16%	18%	6%	5%	3%	1%
Social or behavioural issues	16%	26%	8%	3%	1%	0%
Another long-term health condition	18%	22%	27%	27%	30%	24%
None of these conditions	11%	7%	4%	6%	10%	17%
I would prefer not to say	0%	0%	3%	2%	2%	2%
NET: Non-visible disability	46%	57%	39%	24%	11%	7%

F4. Do you have any of the following long-standing physical or mental health conditions? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,045; 2020-21: 1549; 2021-22: 5,290)

Those travelling for leisure purposes has increased significantly from 70 per cent in 2020-21 to 85 per cent in 2021-22. A small proportion surveyed use Passenger Assist for business or commuting purposes.

Figure 5.9   Journey purpose

Leisure
85%
70%
80%
81%
82%

Business/other work
2%
4%
5%
5%
6%

2021-22
2020-21
2019-20
2018-19
2017-18

Commuting
1%
5%
1%
2%
2%

Other
11%
19%
12%
11%
10%
Medical appointments, Family / personal matters

Prefer not to say
1%
2%
1%
1%
1%
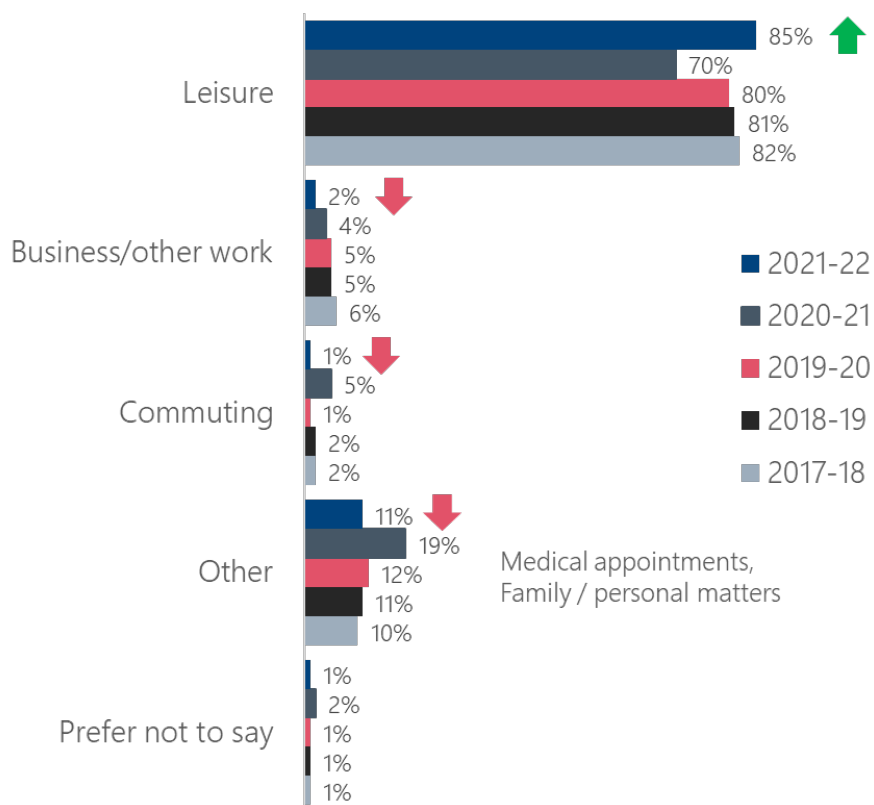
D2. What was the main purpose of the journey? Base: All respondents (2017-18: 4,210, 2018-19: 4,968; 2019-20: 4,079; 2020-21: 1549; 2021-22: 5,290)

6.   Importance of Passenger Assist

Although the proportion of passengers who would otherwise have been unable to travel has significantly decreased this year from 68 per cent to 61 per cent, Passenger Assist continues to be vital to those who use the service. Results suggest having Passenger Assist available is more of a necessity during 2020-21. The proportion of passengers who say they could have completed their journey without Passenger Assist, but it would have been more difficult, has returned to levels seen before 2020-21 (36 per cent).

Figure 6.1   Importance of Passenger Assist
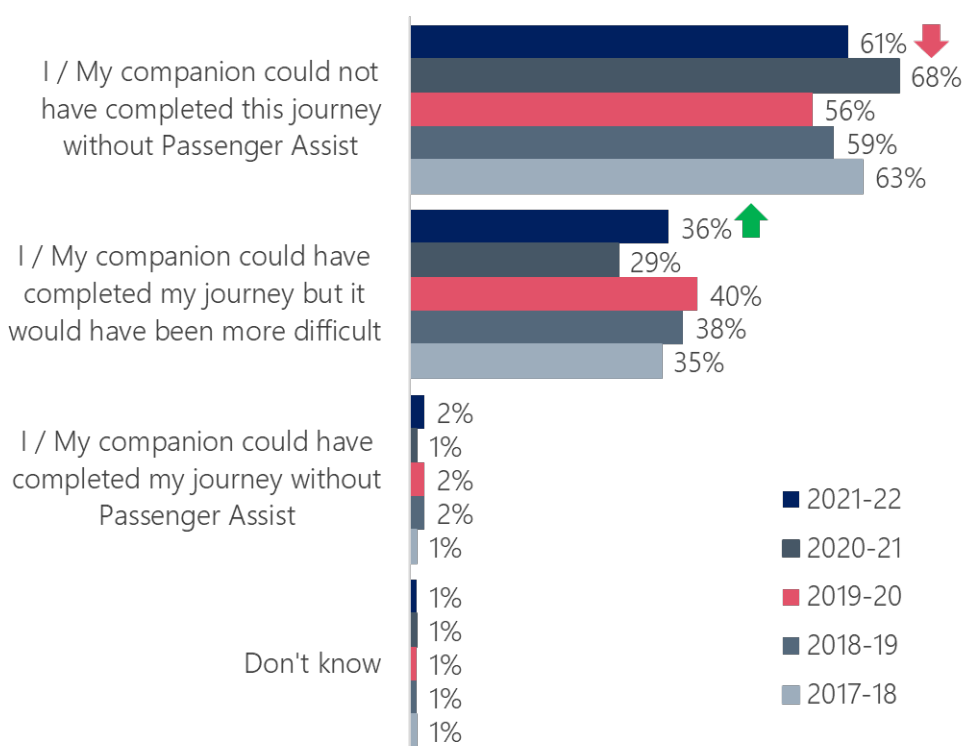
D20. We are keen to know how helpful you found Passenger Assist in terms of making the train journey possible or simply more convenient. Which of the following best describes your experience? Base: All met by staff (2017-18: 3,716, 2018-19: 4,402, 2019-20: 3,634, 2020-21: 1,390; 2021-22: 4,639)

Passenger Assist is of particular importance to wheelchair users. Passengers who booked assistance getting to the wheelchair area, requesting a ramp or booking the wheelchair area are more likely to say they could not have completed their journey without Passenger Assist (84 per cent, 83 per cent and 84 per cent respectively).

7. What assistance are passengers booking?

Type of assistance booked

At the assistance booking stage passengers are able to request a range of different types of assistance. Whilst there is no centralised record of the mix of assists, the interview data allows us to make reliable inferences about their general composition.

Figure 7.1   Type(s) of assistance booked

Help with luggage
- 63% ▲
- 54%
- 61%
- 55%
- 49%

Boarding the train*
- 61% ▼
- 74%
- 69%
- 57%

Alighting the train*
- 53% ▼
- 66%
- 59%
- 45%

Getting to the platform
- 44% ▼
- 48%
- 50%
- 37%
- 29%

Getting to a seat
- 37% ▼
- 42%
- 45%
- 31%
- 25%

Assistance to/from connecting services
- 31% ▼
- 37%
- 39%
- 26%
- 21%

Getting in/out of the station
- 24% ▼
- 33%
- 31%
- 20%
- 19%

Provision of a ramp
- 22% ▼
- 36%
- 27%
- 26%
- 28%

Booking the wheelchair area
- 16% ▼
- 20%
- 21%
- 16%
- 11%

Buggy service**
- 10%

Getting to the wheelchair area
- 9% ▼
- 16%
- 15%
- 9%
- 9%

Guidance if you are visually impaired
- 7% ▼
- 12%
- 10%
- 6%
- 6%

A taxi if required
- 6%
- 7%
- 5%
- 4%

Some other type of assistance
- 4% ▼
- 6%
- 5%
- 10%
- 9%

Legend:
- 2021-22
- 2020-21
- 2019-20
- 2018-19
- 2017-18

*In 2017-18, boarding the train and alighting the train was one code
** Buggy service added in 2021-22

C1 – Which of the following types of assistance did you request at <INSERT STATION>? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079; 2020-21: 1549; 2021-22: 5,290)

The most common type of assistance booked is help with luggage (63 per cent) and this has risen significantly from 54 per cent last year. This rise is likely to be related to the increase in the number of leisure journeys being made in 2021-22. After luggage assistance, boarding the train is the most common form assistance, despite numbers being significantly lower this year (61 per cent versus 74 per cent last year), and this is followed by assistance alighting the train (53 per cent, down from 66 per cent in 2020-21).

There are significant decreases in most forms of assistance booked, with notable drops in the number booking provision of a ramp (22 per cent compared to 36 per cent in 2020-21) and help getting to a seat (37 per cent, down from 42 per cent in 2020-21).

Booking help with luggage is highest amongst older passengers (73 per cent aged 75 or older and 63 per cent aged 65-74). Help getting to a seat is also requested more frequently by those aged 75 and over (42 per cent). Booking the wheelchair area and help accessing this area is highest amongst younger passengers and tends to decrease with age – only 12 per cent of those aged 75+ are booking the wheelchair area, versus 38 per cent of those aged 25-34.

Those traveling alone (rather than with a companion) are significantly more likely to book help with luggage and help alighting and boarding the trains. Those booking assistance as a companion are significantly more likely to be booking access to wheelchair areas (23 per cent versus 14 per cent for customers), provision of a ramp (34 per cent versus 20 per cent), and assistance getting to the wheelchair area (13 per cent versus 8 per cent). As in previous years, this finding suggests that the those in wheelchairs tended to be travelling with a companion more frequently than those who are not using a wheelchair.

Number of assists booked

The number of assists per customer has dipped again this year, with an average of 3.60 assists booked per station (4.07 in 2020-21). Reflecting this change, the number booking one or two types of assistance has increased significantly this year, rising to almost one in five booking just one type of assistance (18 per cent) and around one in six booking two types of assistance (16 per cent). Despite the increased proportion of those booking fewer types of assistance, it is still common for most passengers to book multiple types of assistance per journey.

Passengers with visual impairments book the most types of assistance (average number of assists 4.36), significantly more than passengers with no disabilities or long-term health conditions (average number of assists 3.10).

It is important to note that this data relates to the assistance required at a single station; therefore, the total number of assists requested on a typical journey will be a multiple of these numbers. For example, this suggests a journey from Glasgow Central to York via a change at Edinburgh Waverley could, on a routine basis, reasonably involve around five or six different types of assistance being required overall to complete the journey in each direction.

Figure 7.2   Number of assists booked
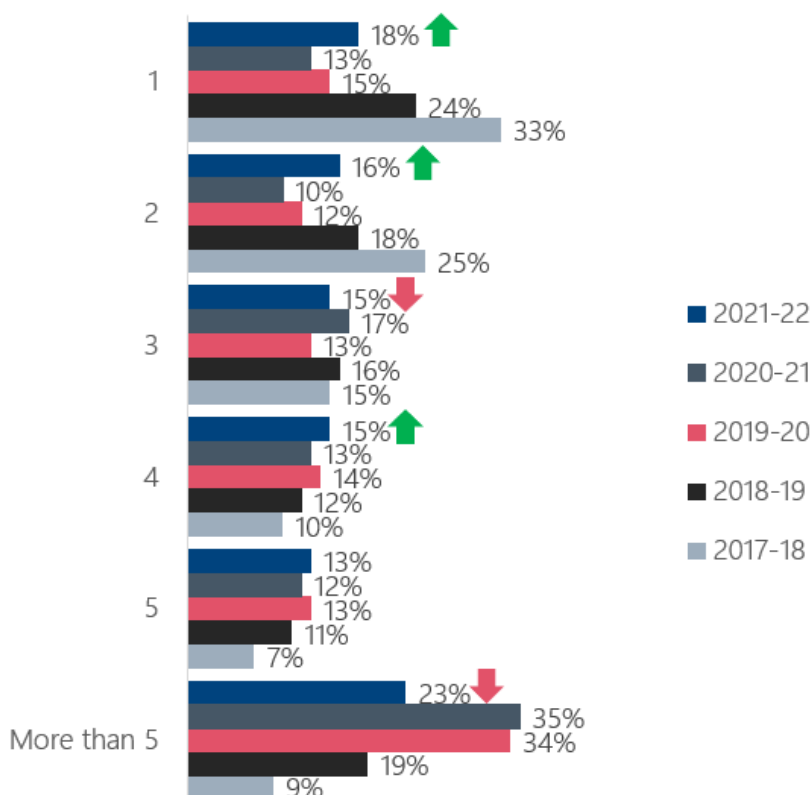
C1 – Which of the following types of assistance did you request at <INSERT STATION>? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079; 2020-21: 1549; 2021-22: 5,290)

8. Experience of booking Passenger Assist

Time taken to book

Passengers booking by telephone take on average 11 minutes and 36 seconds to book their assistance; a significant increase compared to last year (9 minutes and 41 seconds). Passenger comments suggest there are often long wait times when booking by telephone.

Average booking time

2021-2022:	11 mins 36 secs 🔼
2020-2021:	9 mins 41 secs
2019-2020:	8 mins 46 secs

Those with communication issues, mental health conditions or social or behavioural issues take the longest to book.

Experience with the Passenger Assist app

Just under a third (30 per cent) are aware of the Passenger Assist app. The majority overall however have not used the app (91 per cent).

Just under one in ten overall have either downloaded it, registered or booked a journey via the app. Passengers with social or behavioural issues and mental health problems are most likely to have already booked a journey via the app (11 per cent and 10 percent respectively).

Figure 8.1   Awareness and use of the Passenger Assist app

Awareness

30%
Are aware of the passenger assist app

Use

No - have not used it	91%
I've booked a journey on it	4%
I've downloaded it, but not used it yet	4%
I've downloaded it and I've registered	1%
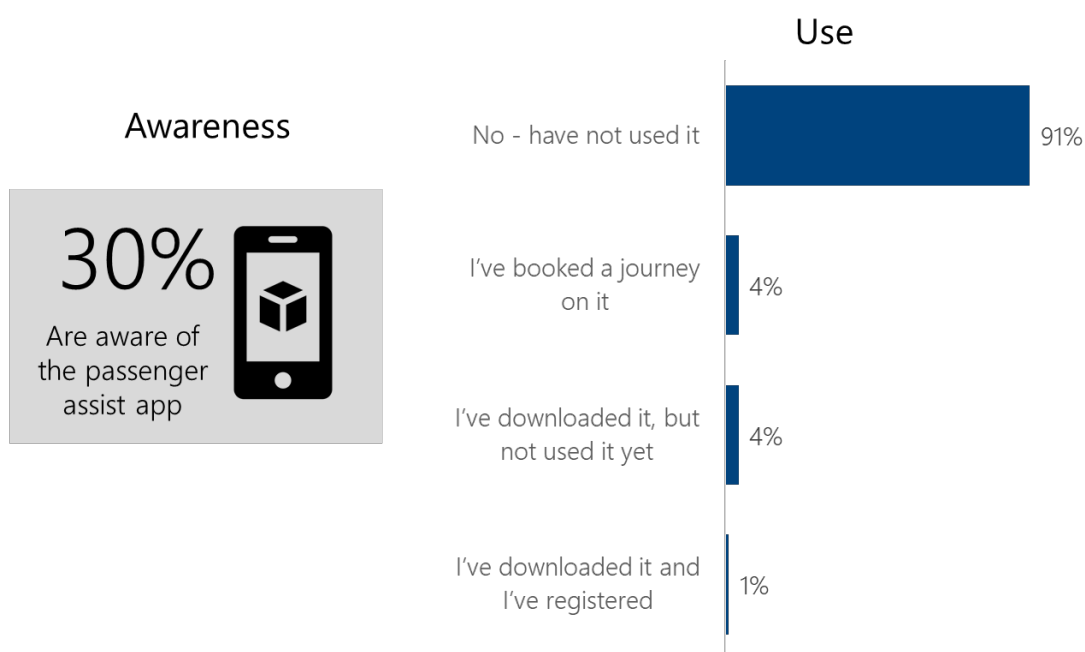
E13a. Have you heard of the Passenger Assistance App? Base: All (2021-22: 5,290)
E13b. Have you used the Passenger Assistance App? Base: All respondents (5,290)

For those using the app, almost half had a positive experience (48 per cent), while almost one in five experienced issues using the app. Some of the negative experiences highlighted when using the passenger assist app include the reservations not working properly, and staff being unaware of the booking.

Figure 8.2   Feedback on the Passenger Assist app
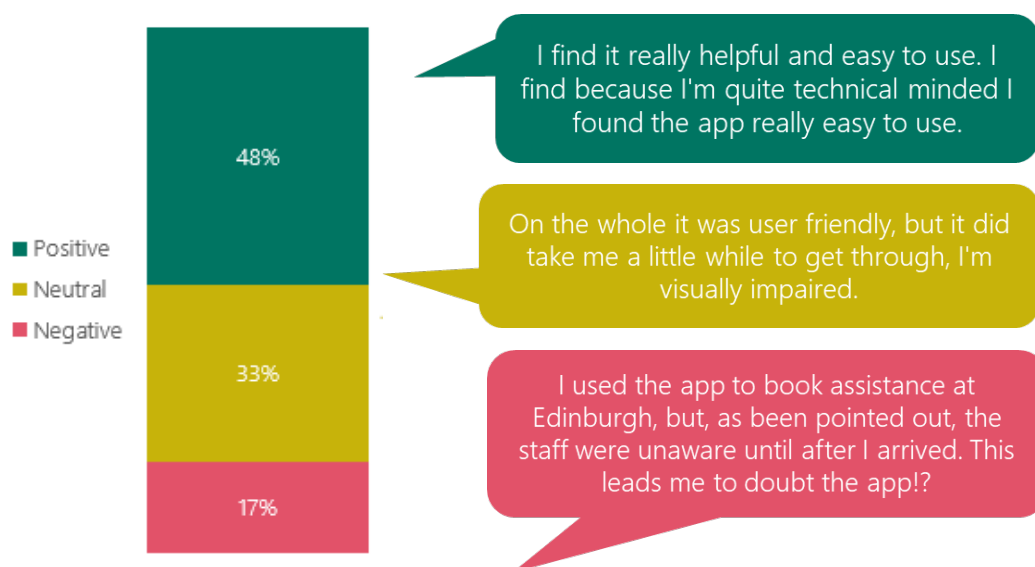
E14. Can you tell us a bit about your experience(s) using the Passenger Assistance App so far? Base: All who have registered or booked via the App (149)

Booking confirmation received

Confirmation of the booking is received by nine in ten passengers we spoke to; an increase on last year (90 per cent in 2021-22 versus 88 per cent in 2020-21). Those booking online, via email or via the app are more likely to receive a booking confirmation (95 per cent, 97 per cent and 96 per cent respectively) compared to those booking by telephone (89 per cent).

C3. Did you receive confirmation of the assistance booking? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1549; 2021-22: 5,290)

Booking confirmation received

2021-22:	90% ⬆
2020-21:	88%
2019-20:	89%
2018-19:	87%
2017-18:	82%

"Overall, very happy with the service but there have been occasions where I haven't received a confirmation e-mail to confirm the booking.
35-49, Another long-term health condition

"Confirmation of Assistance bookings was received by e-mail - reassuring. All this help was arranged by Thameslink."
75+, physical disability

"A small point. I tried to print off the confirmation e-mail but was unable to. Instead, I showed the message on my phone to the ticket office. Would be useful if I could print off the confirmation. Belt and braces!"
75+, physical disability

Confidence in booking

Seven in ten passengers (70 per cent) are confident after booking that **all** of their requirements would be met on the day of travel. The number who feel confident **most** (but not all) of their requirements would be met remains stable (21 per cent in both 2020-21 and 2021-22).

Figure 8.3   Confidence requirements would be met
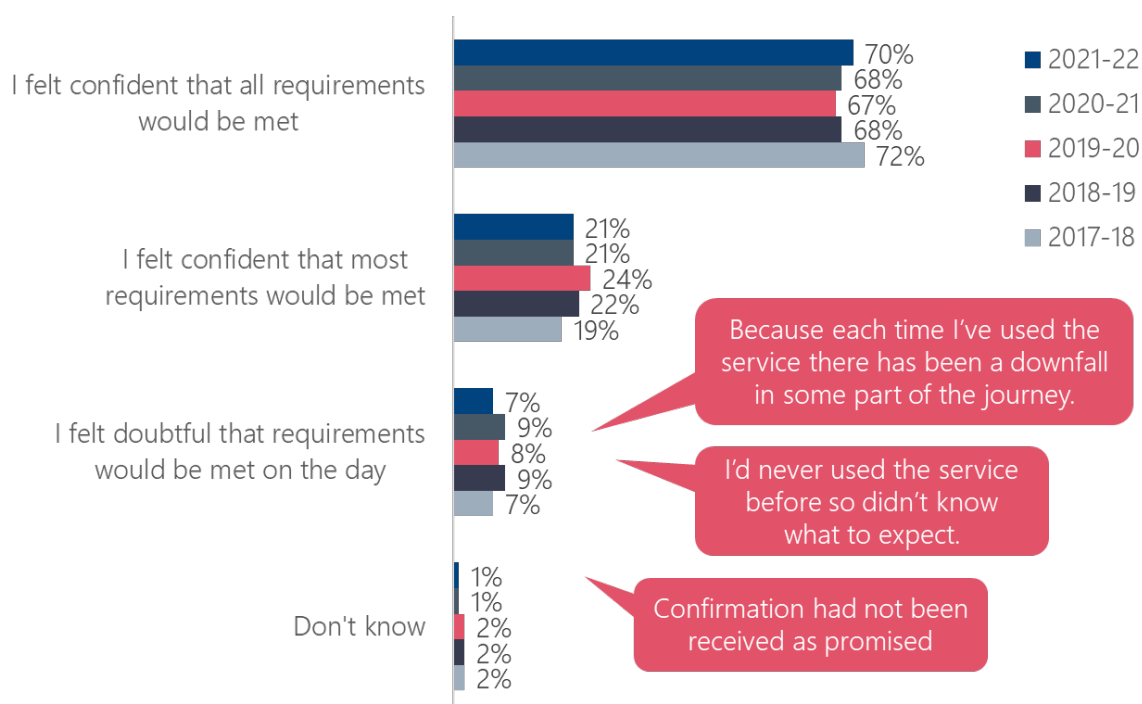
C6. Before we go on to discuss the actual day of your journey, please tell us which of the following best describes how you felt after making your booking? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549)

As was the case in 2020-21, those with a social or behavioural issue are least likely to feel confident in their requirements being met (17 percent).

Those booking by telephone are more likely to feel confident all of their requirements would be met (74 per cent) than those booking online (63 per cent). This could be a reflection of having spoken to someone about their booking.

Where passengers feel doubtful that requirements would be met, reasons include previous experience of failed Passenger Assistance and lack of booking confirmations. Using the Passenger Assist service for the first time can also create a sense of doubt in the passengers' minds that they will receive all of the assistance they booked.

Satisfaction with the booking process

The proportion of passengers either fairly or very satisfied with the overall booking process remains very high, with over nine in ten (93 per cent) satisfied. Those booking assistance are most satisfied with the helpfulness of staff (97 per cent). They also have high satisfaction with the relevance and ease of booking through the app (93 per cent and 91 per cent respectively).

Figure 8.4   Satisfaction with the booking process

C7. Thinking about the booking process, how satisfied were you with the following… ? Base: for overall (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549, 2021-22: 5,290), see chart for base sizes where it varies by booking method.

Overall satisfaction with the booking process ranges from 85 per cent among those with social or behavioural issues to 96 per cent of those with no long-term illness or disability.

Figure 8.5   Satisfaction with the overall booking process by disability type
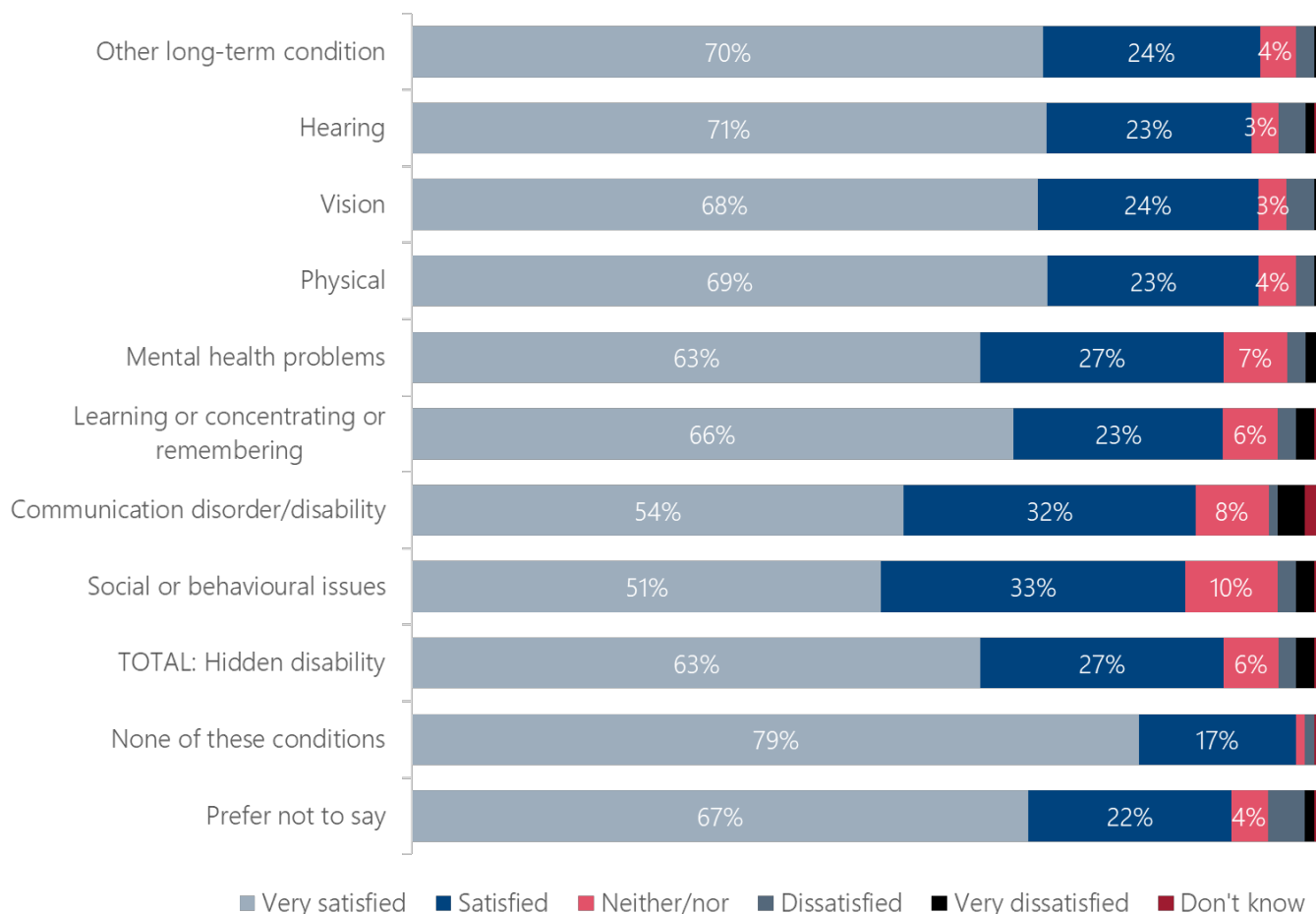
C7. Thinking about the booking process, how satisfied were you with the overall booking process? What score out of 5 would you give where 1 is very dissatisfied and 5 very satisfied? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549, 2021-22: 5,290)

As in previous years, passengers with social or behavioural issues are also less likely to be satisfied with the <u>helpfulness of staff when booking assistance</u> (91 per cent compared to an average of 97 per cent), followed by those with communication disorders (94 per cent).
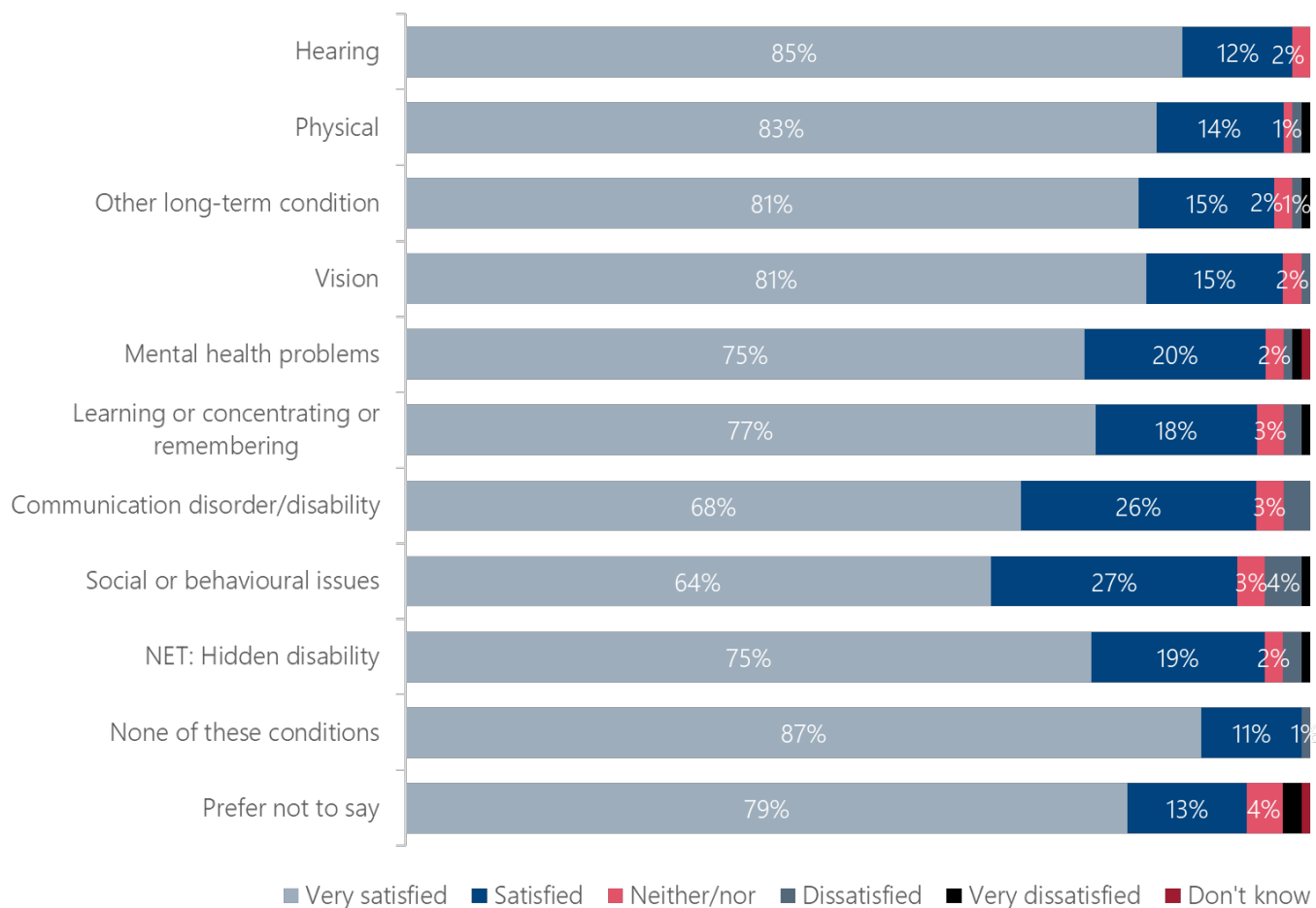
Figure 8.5　　Satisfaction with helpfulness of staff when booking by disability type

C7. Thinking about the booking process, how satisfied were you with the following... The helpfulness of staff when booking assistance. Base: Respondents interviewed by telephone only (3,431)

Passengers with social or behavioural issues are least likely to be satisfied with the ease of booking online/using the app (84 per cent satisfied compared to an average of 91 per cent). This is followed by those with visual impairments (85 per cent satisfied).

Figure 8.6   Satisfaction with ease of booking online by disability type

	Very satisfied	Satisfied	Neither/nor	Dissatisfied	Very dissatisfied	Don't know
Hearing	58%	34%	3%	3%		
Mental health problems	66%	25%	5%	3%	0%	
Other long-term condition	60%	30%	5%	2%		
Physical	61%	29%	4%	3%		
Learning or concentrating or remembering	62%	27%	5%	4%		
Communication disorder/disability	63%	22%	5%	5%	2%	
Vision	48%	36%	4%	4%	3%	5%
Social or behavioural issues	49%	35%	7%	5%	0%	
NET: Hidden disability	60%	28%	6%	3%		
None of these conditions	66%	30%	1%			
Prefer not to say	46%	43%	4%	4%	4%	

■ Very satisfied   ■ Satisfied   ■ Neither/nor   ■ Dissatisfied   ■ Very dissatisfied   ■ Don't know

C7. Thinking about the booking process, how satisfied were you with the following… The ease of booking online/via an App. Base: All booking online/via an app: 1,470

The average satisfaction with assistance being relevant to needs is 93 per cent. Those most satisfied are those with visual impairments (94 per cent satisfied), while those least satisfied are those with social or behavioural issues (85 per cent), or those with a communication disorder/disability (86 per cent).

Figure 8.7   Satisfaction with the assistance being relevant to needs by disability type
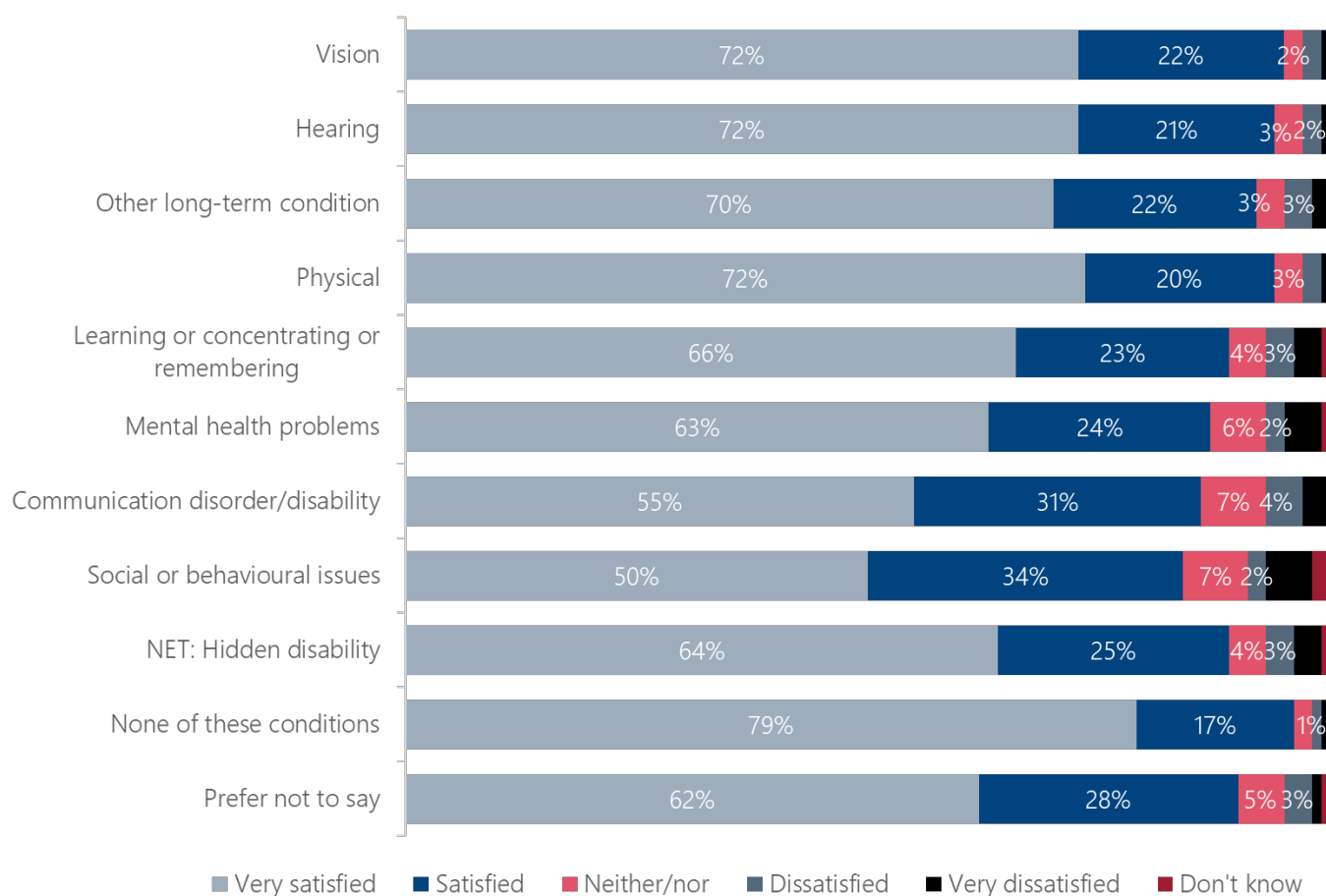
C7. Thinking about the booking process, how satisfied were you with the following… The assistance available was relevant to my needs. Base: All respondents: 5,290

9. Experience on the day of travel

Proportion of passengers met by staff

Remaining largely consistent with previous years, eight in ten passengers (80 per cent) are met by rail staff in what they considered to be a reasonable timeframe, although one in five are still not being met within a reasonable timeframe.

Passengers with communication disorders or mental health problems are least likely to say staff are available within a reasonable timeframe (71 per cent and 73 per cent respectively).

Those booking by telephone are most likely to say staff are available within a reasonable timeframe (81 per cent) compared to those booking by email (72 per cent) or via the app (78%).

Figure 9.1   Passengers met by staff within a reasonable timeframe
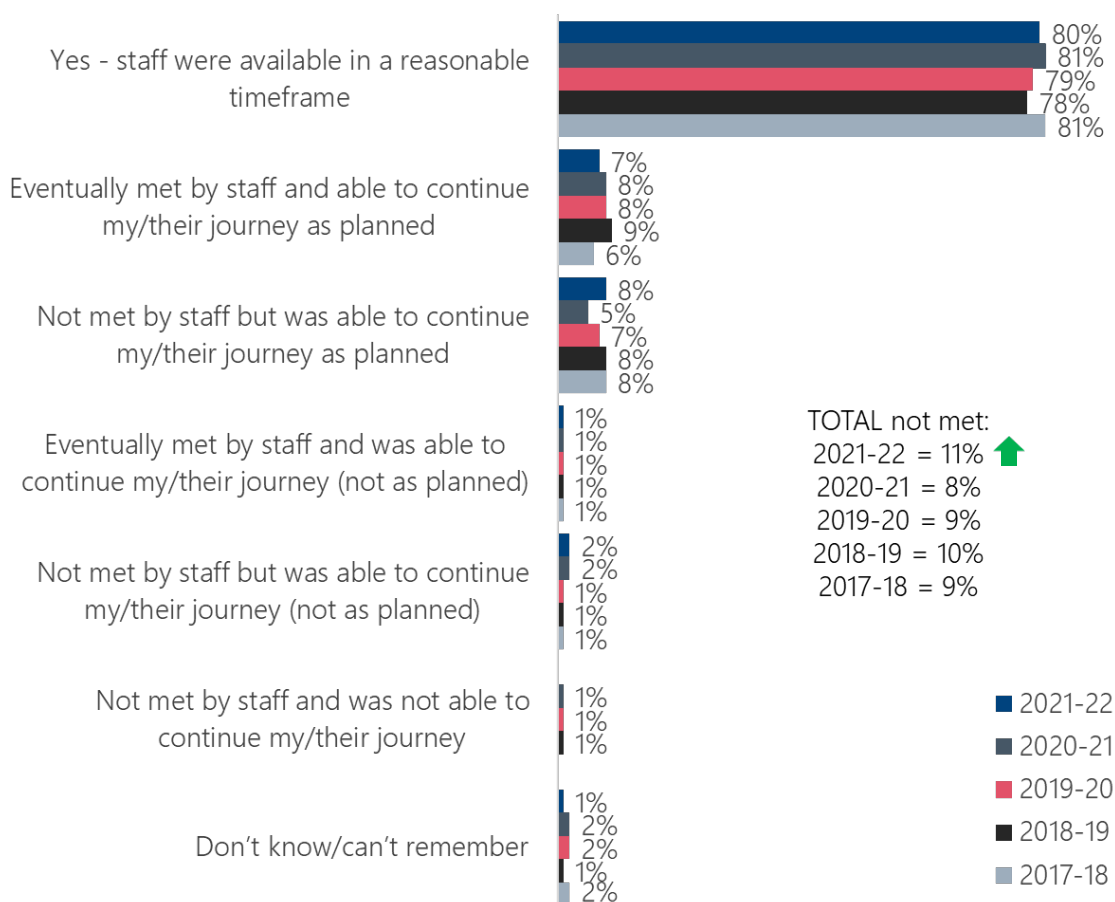
D4. Was a member of staff available to meet you within an acceptable time frame? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1549, 2021-22: 5,290)

Station facility operators where passengers are least likely to be met within a reasonable timeframe include Northern (67 per cent met within a reasonable timeframe), Transport for Wales (71 per cent), TransPennine Express (72 per cent), South Western (73 per cent) and Greater Anglia (74 per cent).

Assistance received

As in previous years, the majority of passengers receive the assistance they booked, with all types of assists scoring 80 per cent or higher. For the assist type booked most often (boarding the train), 88 per cent of those who booked this assistance received it. There have been decreases since 2020-21 in the proportions of passengers receiving help with luggage, getting to a seat, receiving assistance to and from connecting services, and getting in/out of the station.

Figure 9.2   Assistance types received
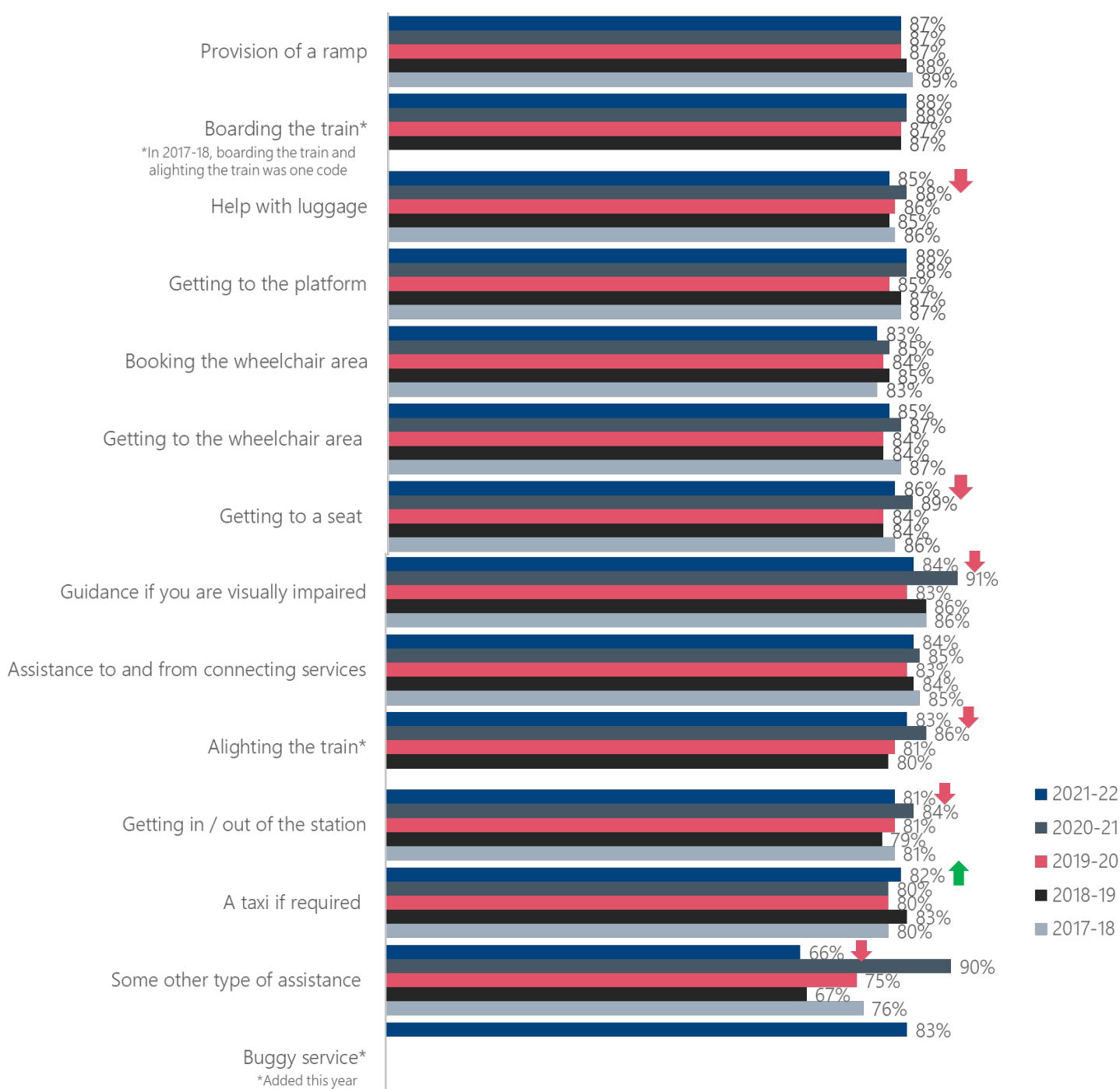
D5. And did you actually receive the following assistance? Base: All who booked that type of assistance (2017-18: varies between 166 and 2,372; 2018-19: varies between 250 and 2,855; 2019-20: varies between 211 and 2,829; 2020-21: varies between 89 and 1,033; 2021-22 varies between 214 and 3,320)

33

"Passenger Assistance at Glasgow Central station always go above and beyond. My partner would struggle to walk the platform to get to our carriage for our prebooked seats. The staff take our luggage and place on the buggy, once at our carriage they take the luggage onto the train and see that my partner is seated. I can't fault them in any way, they are polite, respectful and very helpful at every occasion we've booked them."
50-64, physical disability

"This was the first time I had used it; I didn't know about it. I've been using assistance at airports for some years. This was my first journey since the COVID lockdown started, and I found everyone at Edinburgh very reassuring, and very good at Coventry too. Both stations staff went out of their way to make sure I was OK. Very grateful... journey would not have been possible without you."
65-74, mental health problems and social or behavioural issues

Amount of assistance received

As noted above, many passengers book multiple types of assistance for each journey leg meaning that it is important that all the different aspects of assistance are delivered for a satisfactory journey. Around three quarters overall (76 per cent) receive all of the assistance they booked; this is a significant decrease from four in five (80 per cent) in 2020-21, although results seem to be returning to pre-2020-21 levels. 11 per cent of passengers reported that they had received none of the assistance booked. With 12 per cent receiving only some of the booked assistance.

Figure 9.3   Amount of assistance received
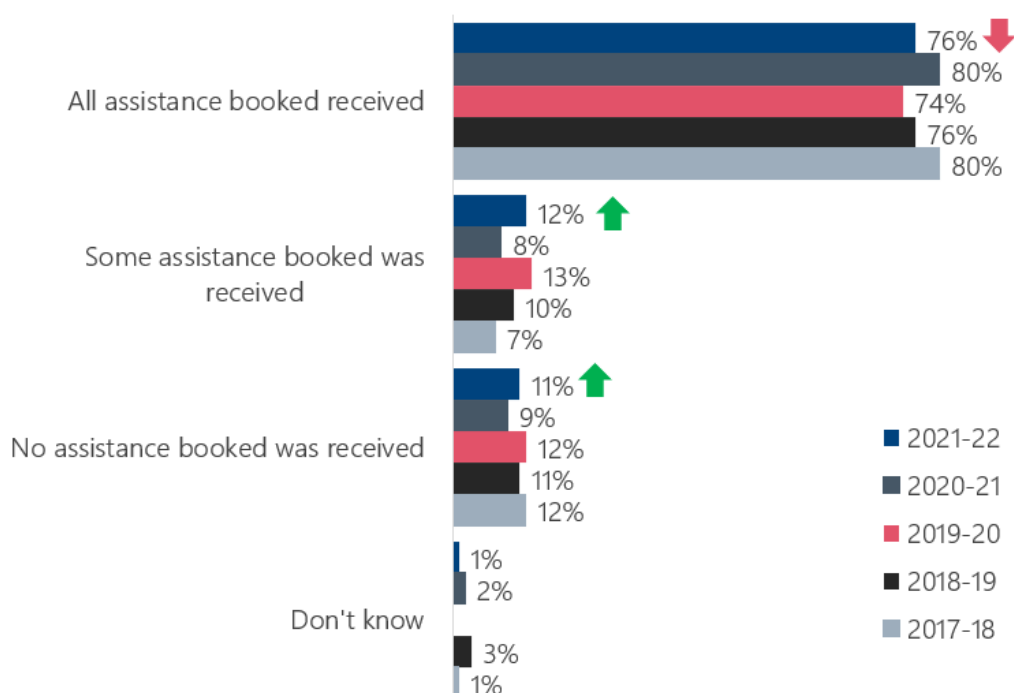
D5. And did you actually receive the following assistance? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549, 2021-22: 5,290)

Comparing results by disability type or condition, the highest proportion who receive all assistance are passengers with no disability (78 per cent), which is in line with 2020-21. Far fewer of those with communication disorders and social or behavioural issues say they received all of the assistance they booked (64 per cent and 66 per cent respectively).

Figure 9.4   Amount of assistance received by disability type

Disability type	All assistance booked received	Some assistance booked was received	No assistance booked was received
Hearing	75%	14%	11%
Vision	74%	15%	11%
Physical	76%	13%	10%
Other long-term condition	75%	13%	11%
Learning or concentrating or remembering	71%	14%	14%
Communication disorder/disability	64%	20%	14%
Mental health problems	65%	15%	19%
Social or behavioural issues	66%	12%	20%
NET: Hidden disability	69%	14%	15%
None of these conditions	78%	11%	10%
Prefer not to say	79%	9%	12%

■ All assistance booked received   ■ Some assistance booked was received
■ No assistance booked was received   ■ Don't know
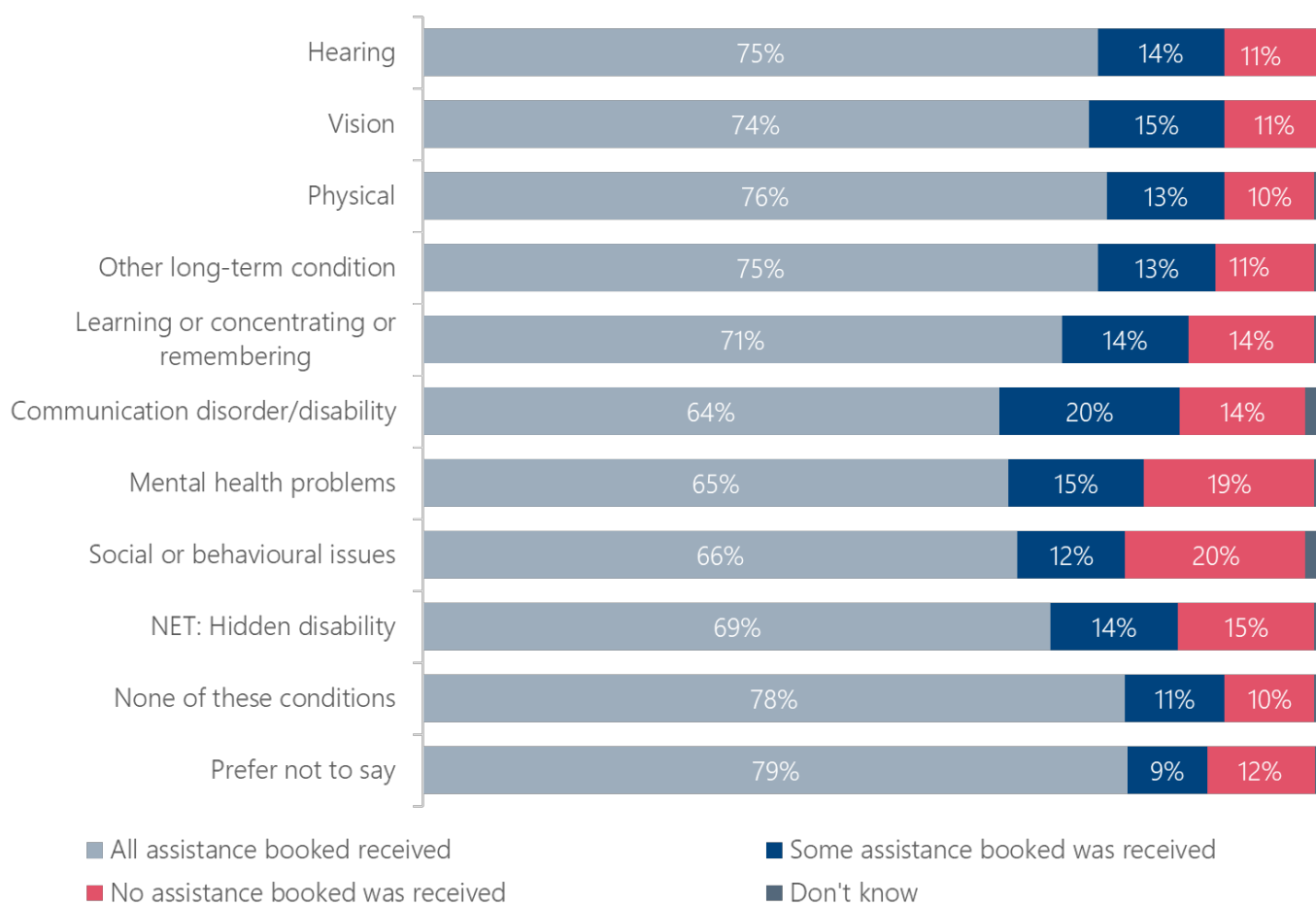
D5. And did you actually receive the following assistance? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549, 2021-22: 5,290)

Journey leg completion

In addition to asking whether staff met the passenger and if they received their assistance, passengers are also asked if they were able to continue their journey. By combining this with data on whether passengers were met by staff, this allows us to measure the proportion of those using Passenger Assist who completed their journey leg.

Figure 9.5   Journey leg completion
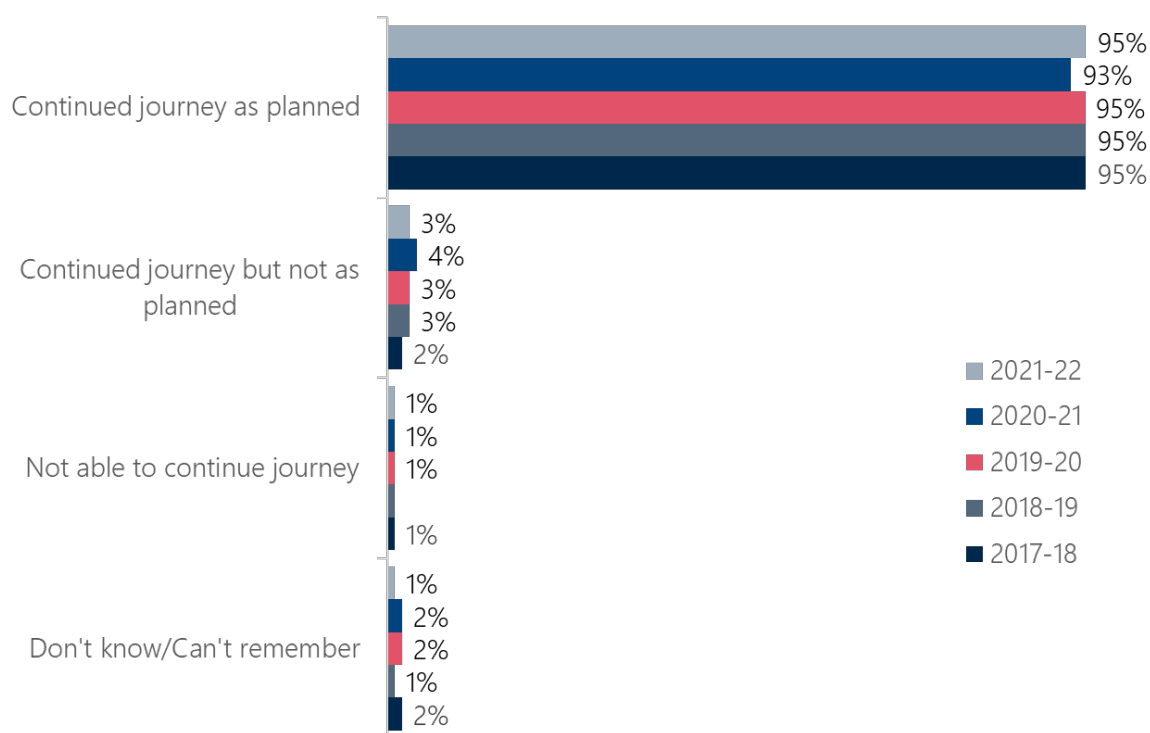
D4. Was a member of staff available to meet you within an acceptable time frame? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1549, 2021-22: 5,290)

The vast majority of passengers are able to continue their journey as planned, increasing to 95 per cent this year, back to pre- 2020-21 levels. Of the remainder, three per cent are able to continue their journey but not as planned, and just one per cent are unable to continue their journey due to a lack of available staff.

Those with other social or behavioural issues or a communication disorder are the least likely to continue their journey as planned (both at 88 per cent), followed by passengers with mental health problems (91 per cent).

Alternative accessible transport

Train and station operators are obligated under the requirements of their ATP to provide Alternative Accessible Transport (AAT) to passengers, usually in the form of an accessible taxi, when a station or train service the passenger wants to use is inaccessible to them. For example, if a passenger is a wheelchair user and their local station has no step-free access to the platform, then AAT should be provided to take the passenger to the nearest or most convenient accessible station to allow them to continue their journey.

For the majority of passengers using AAT, the vehicle arrives on time (81 per cent) and vehicles are thought to be suitable by 91 per cent of users.

Figure 9.6   Rating alternative accessible transport provided
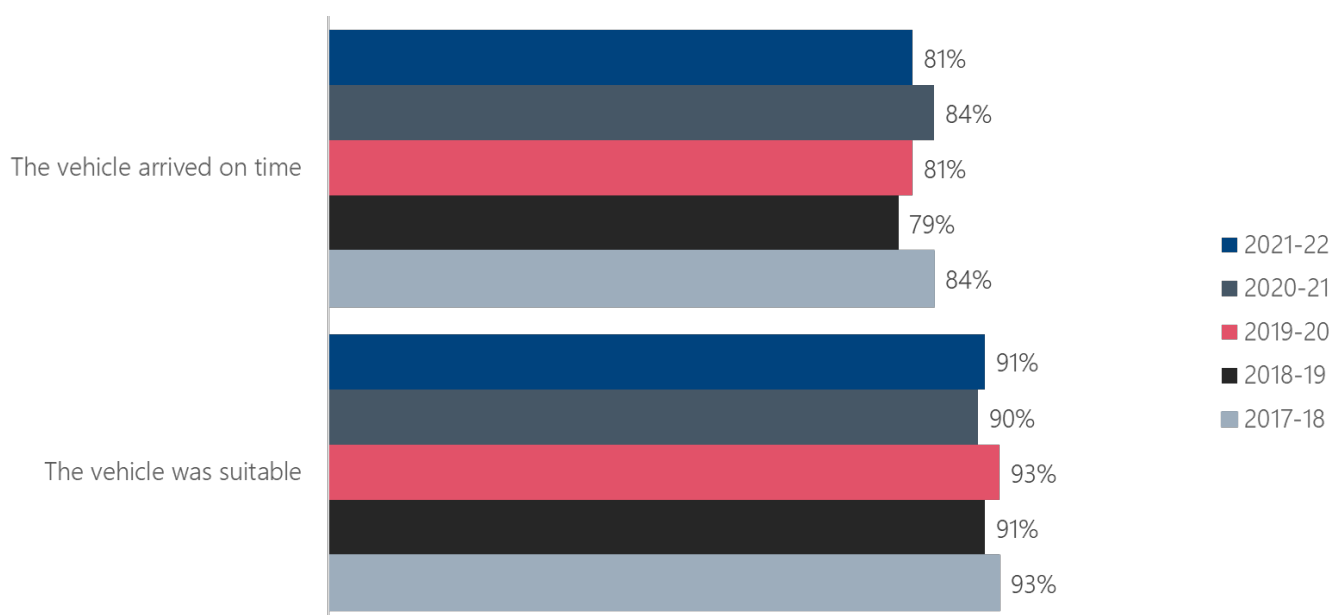
D11. Did the vehicle arrive on time? Base: All who used a taxi (2017-18: 300, 2018-19: 447, 2019-20: 401, 2020-21: 147, 2021-22: 540). D12. Was the vehicle suitable for you? Base: All who used a taxi (2017-18: 300, 2018-19: 447, 2019-20: 401, 2020-21: 147, 2021-22: 540)

"The assistance we received in Euston station on the 8 Sept. was great. The train never reached Glasgow - it had to stop at Carlisle due to the line being blocked. We were looked after very well at Carlisle Station. We were taken to a taxi to continue the journey to Glasgow, which was brilliant and saved us any worry about getting home. My daughter met us at Glasgow station."
75+, No disability

10. Satisfaction with assistance on journey measured

Overall satisfaction with assistance at the station

It is important to note that overall satisfaction with the assistance received on the journey leg measured is not asked of everyone who had booked assistance, but only those who were <u>met by staff</u> (88 per cent). The remaining respondents who were <u>not met by staff</u> are assumed not to have received the assistance they booked and therefore that the assistance had failed, meaning questions about their satisfaction with assistance received are not applicable.

The majority of passengers who received assistance at the station are satisfied, at 94 per cent. This is a significant increase from 92 per cent in 2020-21. The two lowest scoring SFOs with a representative sample size are East Midlands Railway and Greater Anglia (both at 89 per cent total satisfied).

Those with social / behavioural issues are least likely to be satisfied (87 per cent) as are those with mental health problems (87 per cent).

Figure 10.1   Satisfaction with assistance received at the station
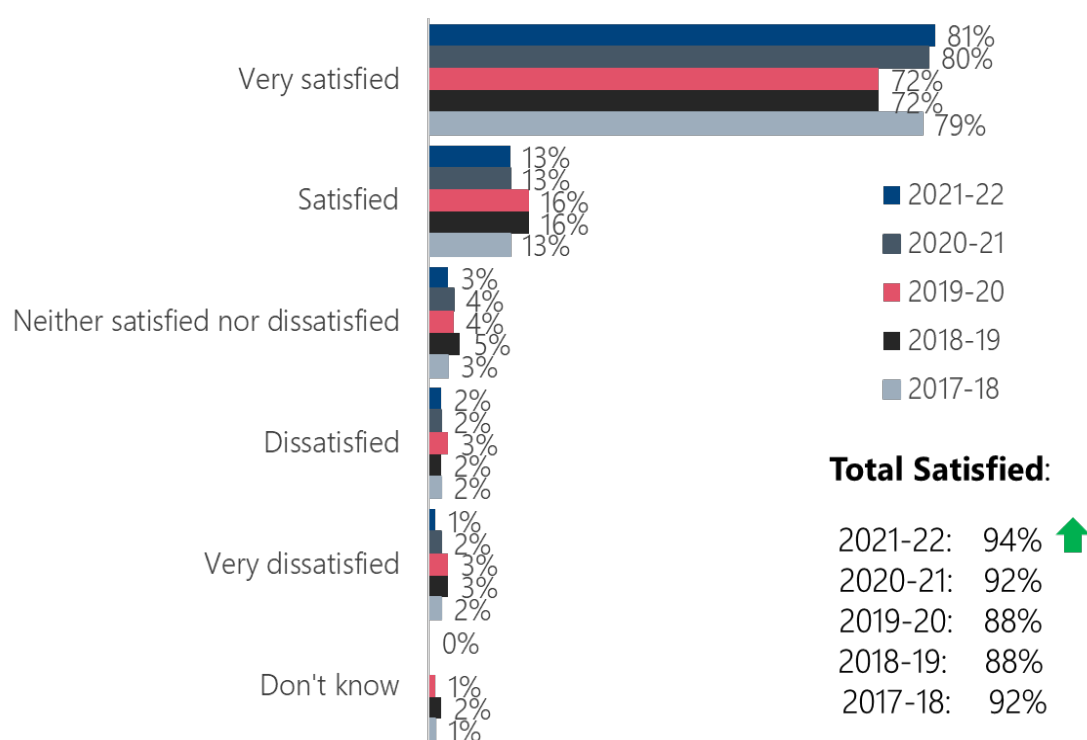
D7. And how satisfied were you with the overall assistance? Base: All respondents met by staff (2017-18: 3,716, 2018-19: 4,402, 2019-20: 3,634, 2020-21: 1,390, 2021-22: 4,639)

Overall satisfaction with each type of assistance booked

Satisfaction levels are relatively high across all types of assistance received (around or above 8 in 10). There has been a significant increase this year in the proportion expressing satisfaction with assistance getting in/out of the station, and assistance getting a taxi. There has however been a significant decrease in satisfaction with assistance received if visually impaired, which seems to peak at 86 percent during 2020-21 but has returned to previously-seen levels (now 81 per cent).

Those with social or behavioural issues are least likely to be satisfied with help with luggage (62%), getting to the platform (64%), and assistance to and from connecting platforms (62%).

Figure 10.2   Satisfaction with each type of assistance booked

*In 2017-18, boarding the train and alighting the train was one code

**New for 2021-22

D6. And how satisfied were you with…? Base: All who booked that type of assistance (2017-18: varies between 166 and 2,372; 2018-19: varies between 250 and 2,855; 2019-20: varies between 211 and 2,829; 2020-21 varies between 97 and 1140; 2021-22 varies between 142 and 2,836)

"It goes above and beyond its fantastic. It's absolutely amazing and the fact they give it to mothers with young children is really really good."
25-34, visual impairment

"This was the first time I have used Passenger Assist. Every member of staff was exceptionally helpful, going out of their way to provide assistance. An example of this was to confirm that Poole station (final destination) did not have a wheelchair. To alleviate this a wheelchair was embarked at Bournemouth to accommodate my needs."
50-64, physical disability

Satisfaction with staff at the station

Satisfaction with staff has increased this year, as in 2020-21. The vast majority of Passenger Assist users are satisfied with the helpfulness and attitude of staff providing assistance at the station (95 per cent), staff being knowledgeable and proficient to assist (94 per cent) and how well particular needs are understood by staff (94 per cent); the latter by a statistically significant margin (up from 92 per cent in 2020-21).

Figure 10.3   Satisfaction with staff at the station

Total satisfied

The helpfulness and attitude of staff who provided assistance at the station
95%
94%
92%
91%
94%

Being knowledgable and proficient in how to assist you*
*Statement wording changed for 2018-19 so not comparable with 2017-18
94%
93%
91%
89%

How well particular needs were understood by the staff who assisted you / them at the station
94%
92%
90%
89%
93%

Legend:
■ 2021-22
■ 2020-21
■ 2019-20
■ 2018-19
■ 2017-18

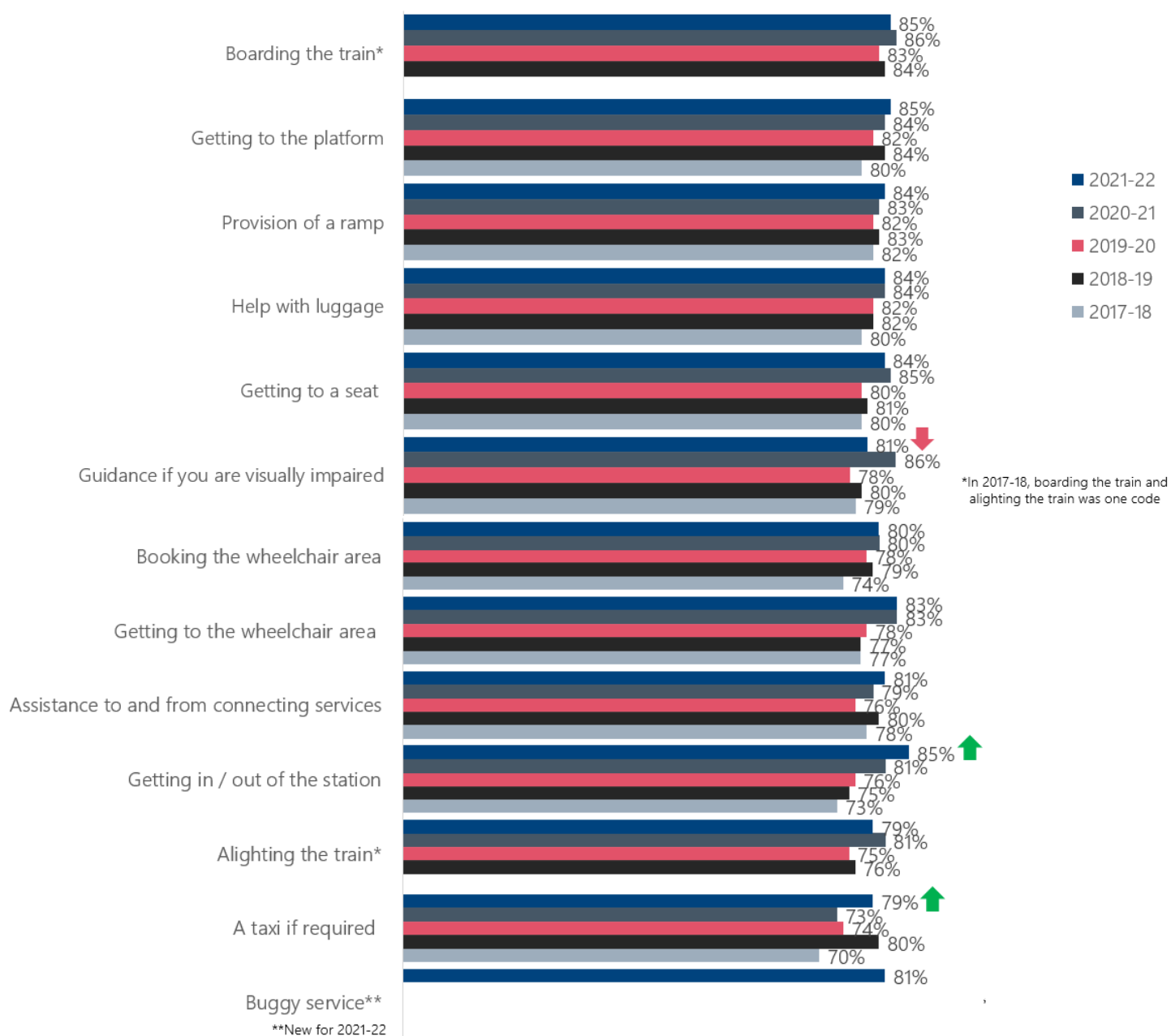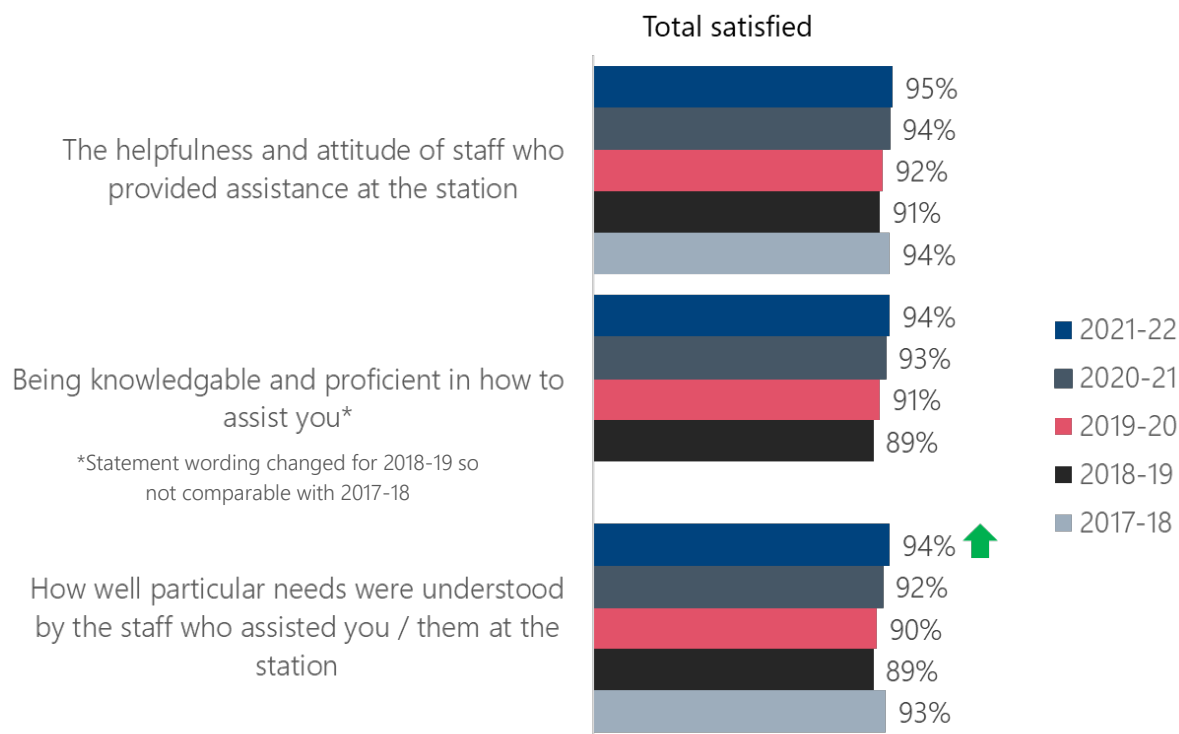*D17. Thinking about the journey assistance at <INSERT STATION>, how satisfied were you with... Base: All respondents met by staff (2017-18: 3,716, 2018-19: 4,402, 2019-20: 3,634, 2020-21: 1,390, 2021-22: 4,639)*

Passengers with mental health problems and those with communication disorders are least satisfied with how well staff assisting them understood their particular needs (87 and 88 per cent respectively).

11. Overall satisfaction with Passenger Assist, staff, and station facilities

Satisfaction with the whole process – booking and assistance

In addition to satisfaction with individual aspects of assistance, those using Passenger Assist also rate their overall satisfaction with the whole process from booking process to the assistance received. The majority (87 per cent) are satisfied (either fairly or very satisfied) with the overall process from their initial booking to receiving assistance at the station, an increase versus 2020-21 (86 per cent). The number saying they are satisfied has increased significantly this wave (to 16 per cent, up from 14 per cent in 2020-21), while the proportion who are very satisfied is largely consistent this wave (71 per cent this year versus 72 per cent in 2020-21).

Figure 10.4   Satisfaction with the whole process (booking to delivery)
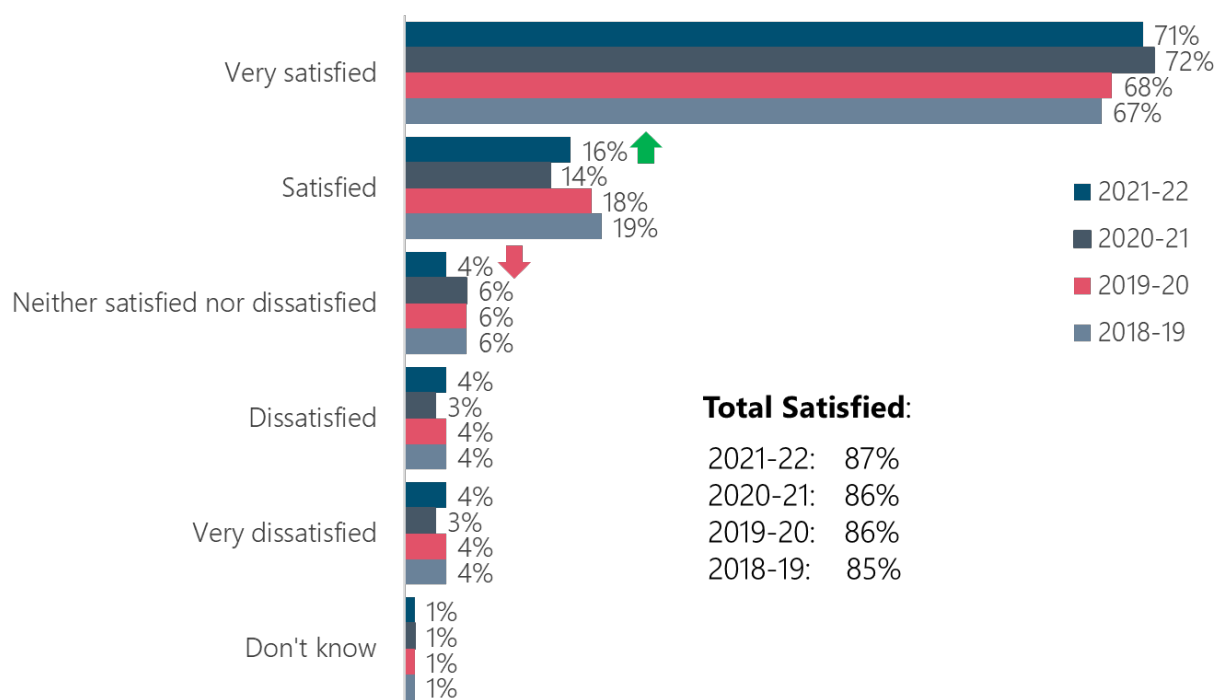
QD21. Overall, how satisfied are you with the whole process from booking the assistance to the assistance received at <INSERT STATION> on <INSERT DATE>? Base: All respondents (2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549, 2021-22: 5,260)

Passengers with social or behavioural issues are least likely to express satisfaction with the whole process (67 per cent). Those most satisfied with the whole process are those without a long-term illness or disability (91 per cent)), followed by those with hearing issues (87 per cent). This question was added to the survey in in 2018-19.

Figure 10.5   Satisfaction with the whole process by disability type

	Very satisfied	Satisfied	Neither/nor	Dissatisfied	Very dissatisfied	Don't know
Hearing	71%	16%	5%	5%		
Vision	67%	20%	5%	5%	4%	
Physical	70%	17%	4%	5%	4%	
Other long-term condition	69%	16%	5%	5%	4%	
Learning or concentrating or remembering	61%	18%	7%	7%	6%	
Mental health problems	56%	20%	8%	8%	7%	
Communication disorder/disability	51%	24%	7%	11%	7%	
Social or behavioural issues	53%	15%	11%	11%	11%	
NET: Hidden disability	59%	20%	7%	7%	6%	
None of these conditions	80%	12%	2%	4%		
Prefer not to say	66%	17%	4%	6%	4%	

Overall satisfaction with Passenger Assist

This second total satisfaction measure aims to measure satisfaction across all journeys made by the customer / companion booking Passenger Assist. This measure is designed to take into account the fact that previous negative experiences may impact overall perceptions of Passenger Assist, even if the most recent went well. As such, lower scores are generally recorded for this measure.

Overall satisfaction (those replying 'satisfied' or 'very satisfied') with Passenger Assist based on all past usage is at 87 per cent this year; a significant increase versus 2020-21 and also building on the increase from 2019-20 (84 per cent in 2020-21, 82 per cent in 2019-20). As was the case last year, this increase comes from passengers being significantly more likely to say they are 'very satisfied', rather than just 'satisfied' (62 per cent in 2021-22, up from 58 in 2020-21).

Figure 10.6   Overall satisfaction with Passenger Assist
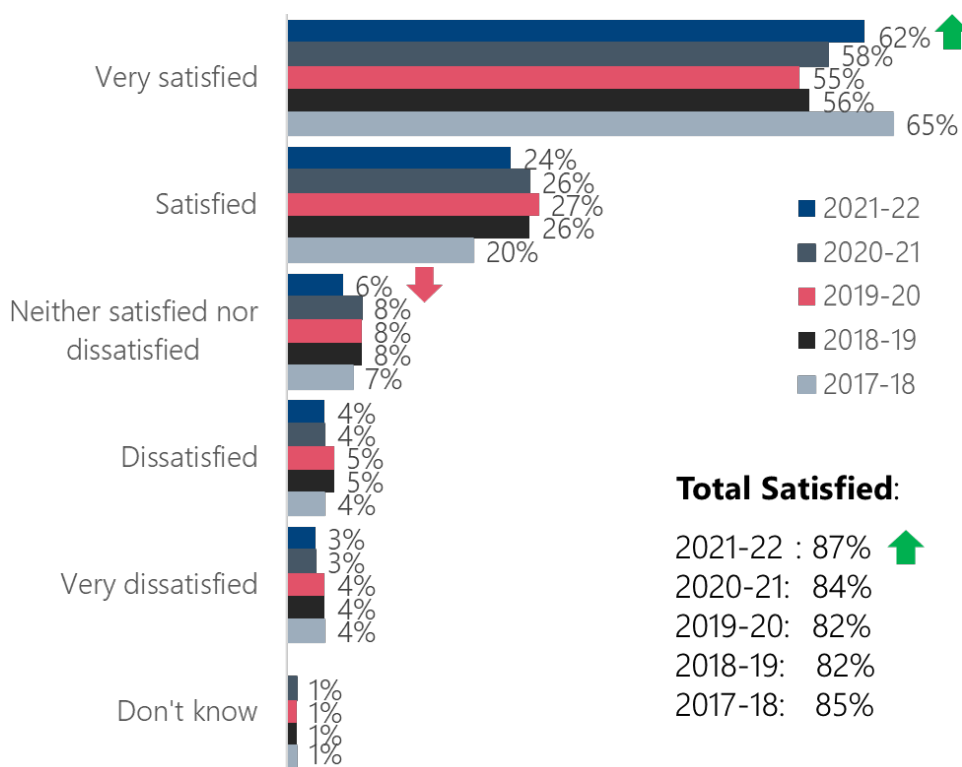
E1. Overall, on a scale of 1 to 5, where 1 is very dissatisfied and 5 very satisfied, how satisfied are you with Passenger Assist? Base: All respondents (2017-18: 4,210, 2018-19: 4,968, 2019-20: 4,079, 2020-21: 1,549, 2021-22: 5,290)

Overall satisfaction with Passenger Assist sits between 92 per cent for those without a disability, and 68 per cent among those with social / behavioural problems. Among those with a disability, those most likely to be satisfied are those with a hearing impairment (87 per cent) or a physical disability (86 per cent).

Figure 10.7   Overall satisfaction with Passenger Assist by disability type
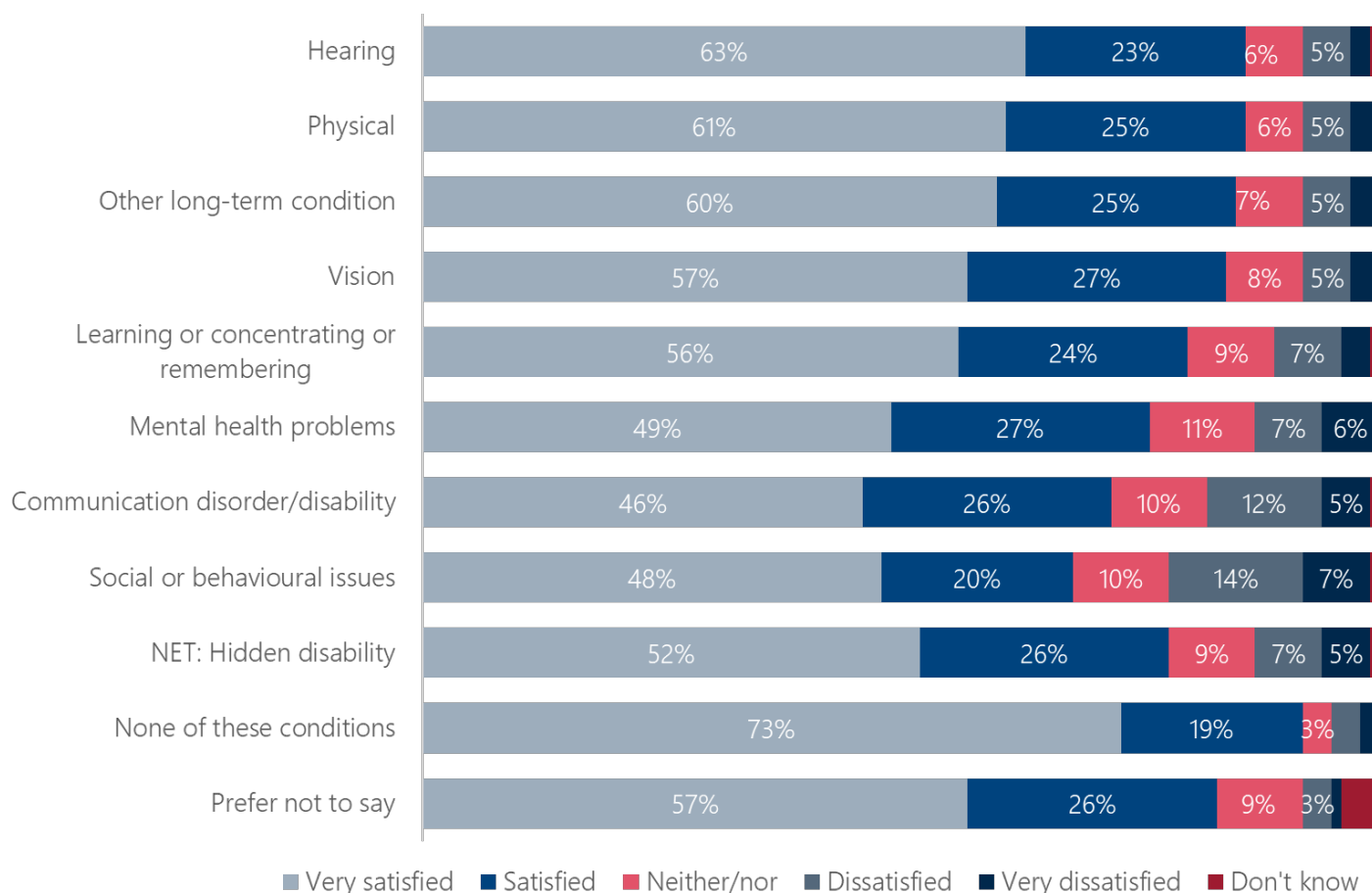
Disability type	Very satisfied	Satisfied	Neither/nor	Dissatisfied	Very dissatisfied	Don't know
Hearing	63%	23%	6%	5%		
Physical	61%	25%	6%	5%		
Other long-term condition	60%	25%	7%	5%		
Vision	57%	27%	8%	5%		
Learning or concentrating or remembering	56%	24%	9%	7%		
Mental health problems	49%	27%	11%	7%	6%	
Communication disorder/disability	46%	26%	10%	12%	5%	
Social or behavioural issues	48%	20%	10%	14%	7%	
NET: Hidden disability	52%	26%	9%	7%	5%	
None of these conditions	73%	19%	3%			
Prefer not to say	57%	26%	9%	3%		

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? Base: All respondents (2020-21: 1,549, 2021-22: 5,290)

Likelihood to recommend Passenger Assist

The third overall satisfaction measure is the Net Promotor Score (NPS). NPS is a customer loyalty score, ranging from -100 to 100, calculated by asking passengers one question: "On a scale from 0 to 10, how likely would you be to recommend Passenger Assist to a friend or family member who may require such a service?"

Customers that give a 6 or below are Detractors, a score of 7 or 8 are called Passives, and a 9 or 10 are Promoters. To calculate your Net Promoter Score, subtract the percentage of Detractors from the percentage of Promoters. So, if 82 per cent of respondents were Promoters and 9 per cent were Detractors, your Net Promoter is a score of 73.

The NPS for Passenger Assist is at 75 this year, a non-significant increase from 73 in 2020-21 but a marked increase over pre-pandemic levels. Passengers with social or behavioural issues have the lowest NPS scores (40), followed by those with a communication disorder (52) and those with mental health problems (55).

Figure 10.8   Likelihood to recommend Passenger Assist

Net Promotor Score (NPS):

2021-22: 75
2020-21: 73
2019-20: 67
2018-19: 66
2017-18: 71

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/ family member who may require such a service? Base: All respondents (2019-20: 4,062, 2020-21: 1,549)

"I was delighted with the level of help and assistance and have recommended the service to several friends. Excellent service from friendly and helpful staff from the booking through to the help on the journey."
65-74, physical disability

"I have recommended it to people, the thought of changing platforms was very… I can't run, you see, and I decided I was going and heard about the assistance and thought 'That's for me', and it was. It was a great success. Very nice gentleman."
75+, hearing and physical disability

12. Conclusions and recommended improvements to Passenger Assist

Conclusions

The importance of Passenger Assist to the passenger and the difference it makes in terms of enabling them to make a journey, means there are huge implications when Passenger Assist does not work well. Passengers who have bad experiences when using Passenger Assist may choose not to travel by train in future if the service has not met their needs or expectations, or in extreme cases not allowed them to complete their journey as planned, or indeed at all. This can lead to social isolation and can undermine the rail industry's investment in making rail accessible for all.

The Covid-19 pandemic had a significant impact on Passenger Assist numbers, like all journeys, with fewer people travelling and/or people travelling less frequently. We are now seeing an increase in passenger numbers and Passenger Assist bookings.

The Passenger Assist service continues to play a crucial role in making rail travel accessible, with three in five (61 per cent) stating they would not have been able to travel without it.

Bookings by telephone are taking longer than in previous years. Despite this, satisfaction with the booking process remains high (93 per cent) and confidence after booking remains stable (70 per cent confident all of their requirements would be met); in particular, among those booking by telephone.

There is, however, still a concern that 28 per cent of passengers do not feel confident all elements of the assistance they booked will be delivered on the day of travel. This increases to 35 per cent when booking online. Those doubtful their requirements would be met, tend to be either first time users, those who have had previous bad experiences using the service, or those that did not receive a booking confirmation.

Eight in ten passengers (80 per cent) are met by staff at the station within what they consider an acceptable time frame. For those met by staff either late or not at all, only a very small proportion are unable to complete their journey.

The proportion of passengers receiving all of the assistance they booked peaked in 2020-21 at 80 per cent. However, this has now returned to a level similar to those seen in previous years (76 per cent). When assistance is received, passengers are generally satisfied with the quality provided.

The first of three overall satisfaction measures cover the entirety of the particular journey discussed in detail in the interview. The majority (87 per cent) were satisfied with the overall process from their initial booking to receiving assistance at the station, and this is consistent with 2020-21 findings.

The second overall satisfaction measure is designed to track satisfaction with Passenger Assist as a whole, in other words summing the passenger experience across all or multiple journeys. This is recognising the fact that if a passenger is taking multiple journeys, their experience will be adversely affected if any one of those journeys is unsatisfactory. Although this is a more demanding measure, scores have significantly improved, with 87 per cent either satisfied or very satisfied overall with Passenger Assist.

The third overall satisfaction measure is the Net Promotor Score (NPS). The NPS for Passenger Assist is at 75 this year, up (although not significantly) from 73 in 2020-21, and significantly improved from prior years. Passengers with social or behavioural problems have the lowest NPS (40 per cent) followed by those with a communication disorder / disability (52).

Finally, satisfaction with rail staff providing assistance is high and has significantly increased to at least 94 per cent across all aspects. As in previous years, passengers with non-visible disabilities are less likely to express satisfaction with staff understanding their particular needs.

Suggestion for improvements

Improved communication between stations

As in previous years passengers still report issues when approaching an alighting station. It can be a particularly stressful time for a passenger when approaching an alighting station if they are unsure whether assistance will be waiting for them. Passengers continue to report problems where staff are not there to meet them off their train. This can be particularly stressful for those using wheelchairs and requiring a ramp to alight the train.

"Communication between stations sometimes gets confused or the information not given"
75+, hearing impairment, another long-term health conditions

"Sometimes there's a lack of communication between stations and there isn't a ramp, they didn't know I was coming and they don't ring them up to let the know."
75+, visual impairment, hearing impairment, physical disability learning or concentrating difficulties

"The only problem I have come across is in communication between the boarding station and arrival station. For example, recently I was told on boarding that a message would be sent to my destination indicating where I would be sitting but the person meeting me did not seem to have received it. The same thing happened when I had to get off one train unexpectedly on another occasion - a member of staff said a message would be sent saying I would not be in the expected seat but it did not seem to have reached the relevant people at the arrival station."
75+, physical disability

Phone wait times

When providing further comments on the Passenger Assist service some mentioned long wait times when trying to book by telephone (although satisfaction levels remain high). These comments tie in with the increased average booking time by telephone. Passengers would like their calls to be answered faster, and some even suggest that this is deliberate to encourage passengers to book online or via the app.

"You have got to make it easier for older people to book assistance. Waiting 45 mins on the telephone is too long."
75+, physical disability

"Booking assistance by telephone is quite hard. Calls are not answered promptly. When someone finally picks up the phone, it takes at least 20 minutes to book everything. It seems online booking or the use of the app is favoured."
35-49, visual impairment, hearing impairment, another long-term health condition

Staff training in understanding different passenger needs

As in previous years, some passenger types (especially those with non-visible disabilities such as learning or concentrating difficulties, mental health problems and communication disorders) give lower satisfaction scores, suggesting that staff do not have enough knowledge to provide adequate help - both during the booking process and when assisting passengers.

> *"There needs to be more awareness of autism as I often have to explain just why I have booked assistance and I should not have to do this each time. Not all disabilities are visible."*
> **35-49, social or behavioural problems and another long-term illness or condition**

> *"More training needs to be provided to ALL station staff as there is still a lack of understanding of hidden disabilities."*
> **Refused, another long-term health condition**

> *"Staff at train stations are quite dismissive of Hidden-Disability despite wearing the Sunflower Lanyard. Onboard staff wished to argue rather than assisting me to available seating. Reserved seating had been scrapped. Not a satisfactory service."*
> **35-49, learning or concentrating difficulties and another long-term illness or condition**

Booking tickets and assistance at the same time

As in previous years, a number of passengers mention having to book assistance and train tickets separately which makes the booking process longer and more complicated for them to deal with. It would be easier if both could be booked in one sitting either via telephone or online.

> *"I think that the actual booking process could be speeded up again, if you get a ticket and are trying to get a seat reserved it can be a bit difficult so I think the assisted service should be intertwined with the booking service so you don't have to call up twice to then book the assistance after the booking."*
> **50-64, visual impairment**

> *"I would like when we book our tickets for the person who sells us the ticket be able to tell us how to book the Passenger Assist then. I've got a guide dog and you have problems booking tickets and seats on the one where I have to book a seat, I have to have two seats otherwise I haven't got room for the dog and I can end up with two separate seats which is absolutely useless. When I buy a ticket, I can't buy a seat for my guide dog - I can only book a seat for the dog with Passenger Assist and they can't necessarily book a seat for it next to me as it might be gone so then I have to book it from Passenger Assistance and it's a nightmare."*
> **65-74, visual impairment, hearing impairment, physical disability, learning or concentrating difficulties and a communication disorder / disability**

> *"I couldn't book the tickets with Passenger Assist, so I had to book the tickets online and choose a seat number even though I needed a wheelchair space. I then had to phone back and get it changed to a space with a companion seat. So, my tickets showed one carriage and seats, assistance confirmation showed another! Very long winded & time consuming."*
> **50-64, physical disability**

Some refinements to the Passenger Assist app

Some passengers report having issues when using the Passenger Assist app. General navigation seems to cause some difficulty with passengers not being able to figure out how to access information they need. These problems should be ironed out before raising awareness and promoting use of the app further.

"Could not find on the app how to cancel my trip."
65-74, visual impairment, hearing impairment

"The Passenger Assist app needs a section to book seating- the confirmation always says that seating is only available if booked as part of the Passenger Assistance- but there's nowhere to book it!."
50-64, physical disability, hearing impairment, mental health problems, another long-term health condition

"It should have been easy via the app, but in the end there was a double booking on the app. The original booking I made could not be accessed by the person on the phone."
35-49, physical disability

"The App is clunky, each TOC takes a different amount of time to confirm. Some quick, some not."
50-64, physical disability

Appendix 1 – Margins of error crib sheet

SFO	Achieved	Answer = 50%	Answer = 70%	Answer = 90%
Network Rail	1717	+/-2.3	+/-2.1	+/-1.4
LNER	666	+/-3.8	+/-3.5	+/-2.3
Great Western Railway	523	+/-4.3	+/-3.9	+/-2.6
Avanti West Coast	434	+/-4.8	+/-4.3	+/-2.8
Northern	281	+/-5.8	+/-5.4	+/-3.5
ScotRail	266	+/-6.0	+/-5.5	+/-3.6
Transport for Wales	234	+/-6.4	+/-5.9	+/-3.8
South Western Railway	179	+/-7.3	+/-6.7	+/-4.4
Greater Anglia	178	+/-7.3	+/-6.7	+/-4.4
Southeastern	159	+/-7.8	+/-7.1	+/-4.7
West Midlands Railway	147	+/-8.0	+/-7.4	+/-4.8
East Midlands Trains	124	+/-8.8	+/-8.1	+/-5.3
TransPennine Express	122	+/-8.9	+/-8.1	+/-5.3
Chiltern Railways	55	+/-13.2	+/-12.1	+/-7.9
Great Northern	*83*	+/-10.8	+/-9.9	+/-6.5
Southern	*83*	+/-10.8	+/-9.9	+/-6.5
Thameslink	*16*	+/-24.5	+/-22.5	+/-14.7
Total: Govia Thameslink	182	+/-7.3	+/-6.7	+/-4.4
Other small SFO's	23	+/-20.4	+/-18.7	+/-12.3
TOTAL	**5290**	**+/-1.3**	**+/-1.2**	**+/-0.8**

*Other small SFO's include: Heathrow / Gatwick Express (9), MerseyRail (5), TfL Rail (4), c2c (2), Eurostar (2), London Overground (1)

Appendix 2 – All assistance received by Station facility operator (all interviews)

SFO	All assistance received (D5)				
	2017-18	2018-19	2019-20	2020-21	2021-22
Avanti West Coast	84%	78%	74%	79%	75%
Chiltern Railways	*	80%	*	*	84%
East Midlands Trains	73%	78%	71%	80%	74%
Govia Thameslink Railway	%	70%	73%	73%	81%
Great Western Railway	81%	76%	74%	81%	79%
Greater Anglia	77%	75%	74%	75%	66%
London North Eastern Railway	87%	79%	77%	86%	80%
Network Rail	82%	76%	78%	85%	79%
Northern	73%	64%	62%	70%	62%
ScotRail	81%	76%	79%	77%	76%
South Western Railway	76%	69%	65%	80%	70%
Southeastern	78%	75%	71%	86%	82%
Transport for Wales	73%	69%	69%	71%	66%
TransPennine Express	85%	79%	76%	*	71%
West Midlands Trains	77%	79%	70%	*	76%
Southern	78%	67%	*	68%	71%
Great Northern	*	*	*	*	88%
TOTAL	81%	76%	74%	80%	76%

D5. And did you actually receive the following assistance? Base: All respondents (5,290)

* Base size too low to report

Appendix 3 – Key metrics by Station facility operator (all met by staff)

Figure A: Satisfaction at station vs. proportion receiving all assistance booked
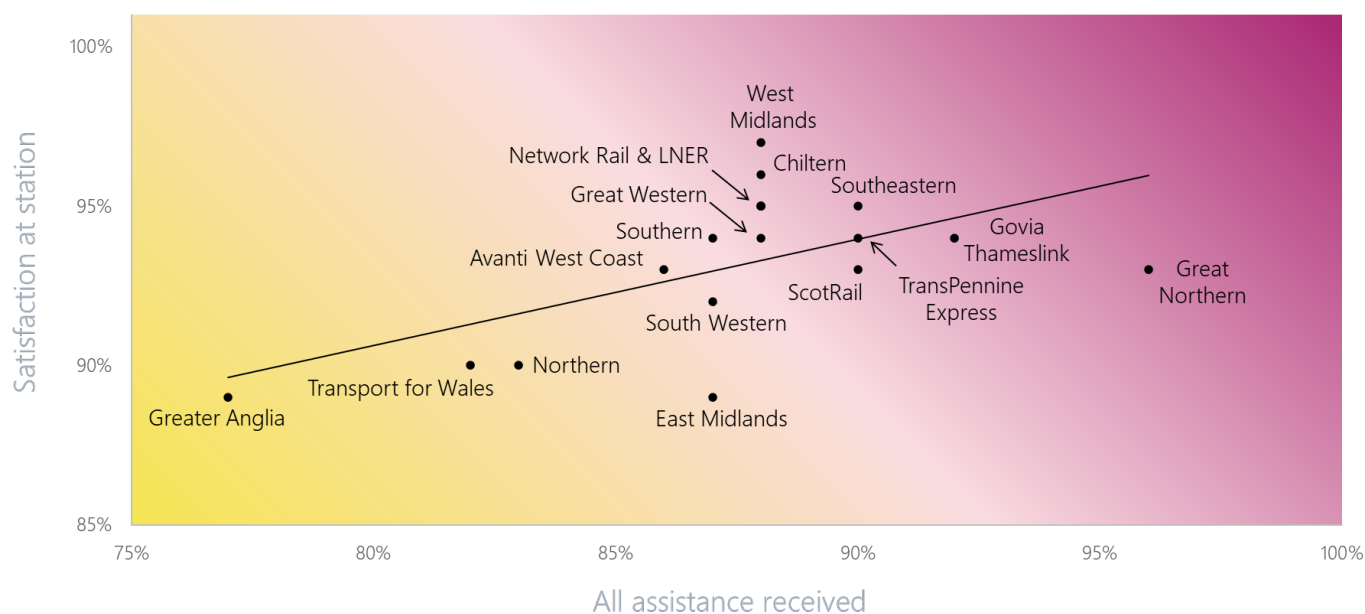
D5. And did you actually receive the following assistance? Base: All respondents met by staff (4,639)
D7. And how satisfied were you with the overall assistance? Base: All respondents met by staff (4,639)

SFO	All assistance received (D5)					Satisfaction with assistance at station (D7)				
	2017-18	2018-19	2019-20	2020-21	2021-22	2017-18	2018-19	2019-20	2020-21	2021-22
Avanti West Coast	91%	84%	80%	88%	86%	93%	91%	88%	92%	93%
Chiltern Railways	*	85%	*	*	88%	*	85%	*	*	96%
East Midlands Trains	89%	88%	87%	88%	87%	90%	84%	88%	92%	89%
Govia Thameslink Railway	95%	80%	83%	91%	92%	93%	83%	82%	95%	94%
Great Western Railway	92%	85%	82%	90%	88%	93%	91%	92%	93%	94%
Greater Anglia	91%	83%	81%	84%	77%	89%	87%	88%	81%	89%
London North Eastern Railway	91%	85%	84%	91%	88%	96%	91%	91%	95%	95%
Network Rail	92%	84%	84%	92%	88%	92%	89%	89%	95%	95%
Northern	87%	78%	77%	82%	83%	85%	76%	79%	84%	90%
ScotRail	92%	83%	90%	91%	90%	96%	84%	89%	91%	93%
South Western Railway	92%	82%	84%	93%	87%	91%	87%	86%	94%	92%
Southeastern	90%	78%	79%	95%	90%	88%	82%	87%	95%	95%
Transport for Wales	90%	84%	88%	82%	82%	87%	83%	85%	85%	90%
TransPennine Express	92%	86%	87%	*	90%	93%	90%	92%	*	94%
West Midlands Trains	77%	79%	70%	*	88%	93%	90%	85%	*	97%
Southern	94%	80%	*	89%	87%	93%	82%	*	94%	94%
Great Northern	*	*	*	*	96%	*	*	*	*	93%
TOTAL	91%	84%	83%	89%	87%	92%	88%	88%	92%	94%

D5. And did you actually receive the following assistance? Base: All respondents met by staff (4,639)
D7. And how satisfied were you with the overall assistance? Base: All respondents met by staff (4,639)
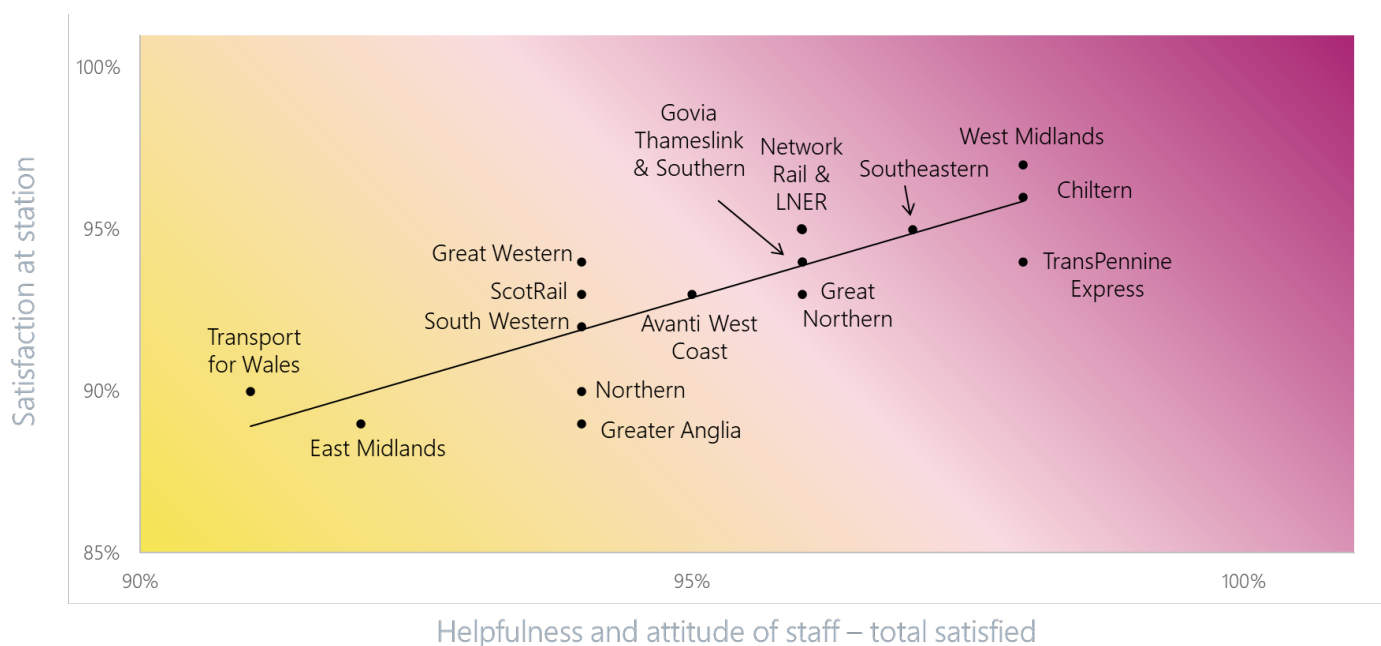
* Base size too low to report

Figure B: Satisfaction at station vs. total satisfied with helpfulness of staff

D7. And how satisfied were you with the overall assistance? Base: All respondents met by staff (4,639)
D17. Thinking about the journey assistance at <INSERT STATION>, how satisfied were you with… the helpfulness and attitude of staff who provided assistance at the station? Base: All respondents met by staff (4,639)

SFO	Helpfulness and attitude of staff (D17)					Satisfaction with assistance at station (D7)				
	2017-18	2018-19	2019-20	2020-21	2021-22	2017-18	2018-19	2019-20	2020-21	2021-22
Avanti West Coast	94%	93%	92%	93%	95%	93%	91%	88%	92%	93%
Chiltern Railways	*	89%	*	*	98%	*	85%	*	*	96%
East Midlands Trains	90%	88%	89%	92%	92%	90%	84%	88%	92%	89%
Govia Thameslink Railway	90%	90%	86%	99%	96%	93%	83%	82%	95%	94%
Great Western Railway	95%	89%	93%	94%	94%	93%	91%	92%	93%	94%
Greater Anglia	94%	93%	92%	83%	94%	89%	87%	88%	81%	89%
London North Eastern Railway	96%	93%	95%	96%	96%	96%	91%	91%	95%	95%
Network Rail	95%	92%	93%	96%	96%	92%	89%	89%	95%	95%
Northern	87%	80%	87%	88%	94%	85%	76%	79%	84%	90%
ScotRail	96%	93%	93%	93%	94%	96%	84%	89%	91%	93%
South Western Railway	93%	90%	92%	100%	94%	91%	87%	86%	94%	92%
Southeastern	85%	86%	90%	95%	97%	88%	82%	87%	95%	95%
Transport for Wales	89%	86%	93%	92%	91%	87%	83%	85%	85%	90%
TransPennine Express	95%	89%	94%	*	98%	93%	90%	92%	*	94%
West Midlands Trains	91%	92%	88%	*	98%	93%	90%	85%	*	97%
Southern	93%	89%	*	98%	96%	93%	82%	*	94%	94%
Great Northern	*	*	*	*	96%	*	*	*	*	93%
TOTAL	94%	91%	92%	94%	95%	92%	88%	88%	92%	94%

D17. Thinking about the journey assistance at <INSERT STATION>, how satisfied were you with… the helpfulness and attitude of staff who provided assistance at the station? Base: All respondents met by staff (4,639)
D7. And how satisfied were you with the overall assistance? Base: All respondents met by staff (4,639)

* Base size too low to report

Figure C: Satisfaction with helpfulness of staff vs. all assistance received

D5. And did you actually receive the following assistance? Base: All respondents met by staff (4,639)

D17. Thinking about the journey assistance at <INSERT STATION>, how satisfied were you with... the helpfulness and attitude of staff who provided assistance at the station? Base: All respondents met by staff (4,639)

SFO	All assistance received (D5)					Helpfulness and attitude of staff (D17)				
	2017-18	2018-19	2019-20	2020-21	2021-22	2017-18	2018-19	2019-20	2020-21	2021-22
Avanti West Coast	91%	84%	80%	88%	86%	94%	93%	92%	93%	95%
Chiltern Railways	*	85%	*	*	88%	*	89%	*	*	98%
East Midlands Trains	89%	88%	87%	88%	87%	90%	88%	89%	92%	92%
Govia Thameslink Railway	95%	80%	83%	91%	92%	90%	90%	86%	99%	96%
Great Western Railway	92%	85%	82%	90%	88%	95%	89%	93%	94%	94%
Greater Anglia	91%	83%	81%	84%	77%	94%	93%	92%	83%	94%
London North Eastern Railway	91%	85%	84%	91%	88%	96%	93%	95%	96%	96%
Network Rail	92%	84%	84%	92%	88%	95%	92%	93%	96%	96%
Northern	87%	78%	77%	82%	83%	87%	80%	87%	88%	94%
ScotRail	92%	83%	90%	91%	90%	96%	93%	93%	93%	94%
South Western Railway	92%	82%	84%	93%	87%	93%	90%	92%	100%	94%
Southeastern	90%	78%	79%	95%	90%	85%	86%	90%	95%	97%
Transport for Wales	90%	84%	88%	82%	82%	89%	86%	93%	92%	91%
TransPennine Express	92%	86%	87%	*	90%	95%	89%	94%	*	98%
West Midlands Trains	77%	79%	70%	*	88%	91%	92%	88%	*	98%
Southern	94%	80%	*	89%	87%	93%	89%	*	98%	96%
Great Northern	*	*	*	*	96%	*	*	*	*	96%
TOTAL	91%	84%	83%	89%	87%	94%	91%	92%	94%	95%

D5. And did you actually receive the following assistance? Base: All respondents met by staff (4,639)

D17. Thinking about the journey assistance at <INSERT STATION>, how satisfied were you with... the helpfulness and attitude of staff who provided assistance at the station? Base: All respondents met by staff (4,639)

* Base size too low to report

Appendix 4 – Key metrics by disability type

Disability type	Satisfaction with booking (C7)					All assistance received (D5)				
	2017-18	2018-19	2019-20	2020-21	2021-22	2017-18	2018-19	2019-20	2020-21	2021-22
Vision (blindness or visual impairment)	91%	91%	90%	90%	92%	79%	77%	72%	81%	74%
Hearing (deafness or hard of hearing)	95%	92%	91%	93%	93%	79%	73%	72%	78%	75%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	91%	91%	91%	92%	92%	80%	75%	73%	79%	76%
Learning or concentrating or remembering	88%	88%	89%	87%	89%	75%	71%	68%	80%	71%
Mental health conditions	87%	86%	88%	88%	90%	73%	71%	71%	76%	65%
Social or behavioural issues	81%	84%	82%	85%	85%	69%	72%	64%	76%	66%
Another long-term health condition	91%	91%	93%	91%	93%	80%	74%	72%	75%	75%
Communication disorder/disability	-	88%	86%	88%	86%	-	76%	67%	80%	64%
None of these conditions	95%	94%	94%	95%	96%	82%	76%	78%	84%	78%
Prefer not to say	94%	91%	86%	88%	90%	78%	75%	75%	79%	79%
Total – hidden condition	*88%*	*88%*	*89%*	*89%*	*89%*	*75%*	*72%*	*70%*	*80%*	*69%*
TOTAL	92%	92%	92%	92%	93%	80%	76%	74%	80%	76%

C7. Thinking about the booking process, how satisfied were you with the overall assistance booking process? Base: All respondents (5,290)

D5. And did you actually receive the following assistance? Base: All respondents met by staff (4,639)

Disability type	Satisfaction with assistance at station (D7)					Overall satisfaction (E1)				
	2017-18	2018-19	2019-20	2020-21	2021-22	2017-18	2018-19	2019-20	2020-21	2021-22
Vision (blindness or visual impairment)	91%	87%	89%	93%	94%	81%	79%	78%	82%	84%
Hearing (deafness or hard of hearing)	92%	89%	90%	90%	94%	86%	83%	82%	84%	87%
Physical (wheelchair user, mobility issues, amputee, dwarfism)	92%	88%	87%	92%	94%	84%	80%	81%	84%	86%
Learning or concentrating or remembering	90%	87%	86%	91%	90%	82%	74%	80%	74%	80%
Mental health conditions	90%	85%	85%	90%	87%	78%	73%	74%	74%	76%
Social or behavioural issues	83%	84%	84%	91%	87%	76%	64%	66%	73%	68%
Another long-term health condition	93%	86%	89%	90%	93%	85%	79%	81%	82%	85%
Communication disorder/disability	-	88%	85%	95%	88%	-	74%	72%	73%	71%
None of these conditions	95%	89%	89%	92%	96%	89%	88%	88%	88%	92%
Prefer not to say	94%	87%	89%	93%	95%	87%	82%	77%	75%	83%
Total – hidden condition	*90%*	*87%*	*87%*	*91%*	*89%*	*81%*	*74%*	*78%*	*76%*	*79%*
TOTAL	92%	88%	88%	92%	94%	85%	82%	82%	84%	87%

D7. And how satisfied were you with the overall assistance? Base: All respondents met by staff (4,639)

E1. Overall how satisfied are you with Passenger Assist? Base: All respondents (5,290)

Appendix 5 – Questionnaire

Introduction

Good morning/afternoon/evening. My name is _____ from Teamsearch. We are working on behalf of 2CV, a professional research company. 2CV are working with the Office of Rail and Road (ORR). 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.

Please be assured that the survey is conducted under the terms of the 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. We will also ask for your contact details, and if you give us these, they will only be used for back-checking (making sure our interviewers are doing a good job) and then deleted.

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 (https://www.2cv.com/privacy-policy and <insert link to Teamsearch's privacy policy>)

Consent to all the above must be recorded electronically (or on paper and then scanned) and retained as long as personal data is kept.

1   Yes

2   No

Permission to record must be obtained. Respondent must be told who will have access to the recording, and what it will be used for.

1   Yes

2   No

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

YES, 16 OR OVER – CONTINUE; NO, UNDER 16 – THANK AND CLOSE

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

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

Would you have some time now to answer some questions? The interview will take approximately 15 minutes.

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

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

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

IF YES: INTERVIEWER ARRANGE TIME

IF NO: You can complete the interview online within the next week, and the link is: INSERT WEBLINK

Section A – Travel Habits

ASK ALL
A1   Have you used Passenger Assist, either on your own or as a companion accompanying someone requiring the service?
SINGLE CODE
1. Yes (myself)   CONTINUE AS CUSTOMER
2. Yes (companion)   CONTINUE AS COMPANION
3. No   THANK AND CLOSE
4. Don't know   THANK AND CLOSE

ASK IF A1 = 2 (COMPANION)
A2   What is your relationship to the person you were travelling with? They are my…
SINGLE CODE
1. Wife
2. Husband
3. Partner
4. Son (including step-son and son-in-law)
5. Daughter (including step-daughter and daughter-in-law)
6. Mother (including step-mother and mother-in-law)
7. Father (including step-father and father-in-law)
8. Brother (including step-brother and brother-in-law)
9. Sister (including step-sister and sister-in-law)
10. Grandparent
11. Grandchild
12. Other relative
13. Friend
14. Neighbour
15. Colleague
16. Other (Please specify)

ASK ALL

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

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

SINGLE CODE

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

ASK ALL

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

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

SINGLE CODE

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

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

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

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

SINGLE CODE

1. Increase a lot
2. Increase a little
3. Decrease a little
4. Decrease a lot
5. Don't know/unsure

Section B – Confirming journey details

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

ASK ALL

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

SINGLE CODE

1. Continue

2. Thank and close

Section C – The booking process

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

1. By telephone

2. Online

3. By email

4. By App

5. Don't know / can't remember

ASK IF CODE 1 AT C1aa

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

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

MULTICODE

2. Booking the wheelchair area

3. Help with luggage

4. Getting in/out of the station

5. Getting to the platform

6. Getting to a seat

7. Getting to the wheelchair area

8. Boarding the train

15. Alighting the train

9. Provision of a ramp

10. Assistance to and from connecting services

11. Guidance if you are visually impaired

12. A taxi if required (if the station you wanted to use was inaccessible to you)

16.   Buggy service

13. Some other type of assistance (Please specify)

14. DO NOT READ OUT: Don't know/Can't remember   THANK AND CLOSE

ASK ALL

C3   Did you receive confirmation of the assistance booking?

SINGLE CODE

1. Yes

2. No

3. Don't know/Can't remember

ASK ALL

C6   Before we go on to discuss the actual day of your journey, please tell us which of the following best describes how you felt after making your booking…

READ OUT, SINGLE CODE

1. I felt confident that <u>all</u> requirements would be met

2. I felt confident that <u>most</u> requirements would be met

3. I felt doubtful that requirements would be met on the day

4. DO NOT READ OUT: Don't know

ASK IF CODED 3 AT C6

C6b   Why were you doubtful that requirements would be met?

OPEN RESPONSE, PROBE FULLY

_____

_____

99   Don't know / unsure

ASK ALL

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

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

REPEAT SCALE AS NECESSARY

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

a. The overall assistance booking process

b. The helpfulness of staff when booking assistance <ask if booked by telephone only C1aa = 1>

c. The ease of booking online / via an App <ask if booked online or via an App C1aa = 2 or 4>

d. The assistance available was relevant to my needs

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

ASK IF A1 = 1 (CUSTOMER)

D1   Were you travelling alone or with someone?

SINGLE CODE

1. Alone

2.   With a family member, friend or colleague

3.   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 (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <they were> eventually met by staff

3. No, (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <they were>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 <u>final</u> destination?

SINGLE CODE

1. (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <They were> able to complete (IF CUSTOMER AT A1) <my> (IF COMPANION AT A1) <their> journey as planned

2. (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <Yhey were>able to complete (IF CUSTOMER AT A1) <my> (IF COMPANION AT A1) <their>journey but not as planned, e.g., took a later train

3. (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <They were> not able to complete my journey

4. Don't know/Can't remember

ASK IF D4a = 1-2

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

READ OUT EACH ITEM IN TURN

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

ASK IF D4a = 1-2

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

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

REPEAT SCALE AS NECESSARY

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

ASK IF D4a = 1-2

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

REPEAT SCALE AS NECESSARY

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

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

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

SINGLE CODE

1. (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <They were> able to complete (IF CUSTOMER AT A1) <my> (IF COMPANION AT A1) <their> journey as planned

2. (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <They were> able to complete (IF CUSTOMER AT A1) <my> (IF COMPANION AT A1) <their> journey but not as planned, e.g., took a later train

3. (IF CUSTOMER AT A1) <I was> (IF COMPANION AT A1) <They were> not able to complete CUSTOMER AT A1) <my> (IF COMPANION AT A1) <their>journey

4. Don't know/Can't remember

ASK IF C1 DOES NOT = 12

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

SINGLE CODE

1. Yes

2. No

3. Don't know/Can't remember

ASK IF D10 = 1 OR D5_12 = 1 (ASSISTANCE INVOLVED A TAXI OR ALTERNATIVE TRANSPORT)

You said that your assistance involved a taxi.

D11   Did the vehicle arrive in an acceptable timeframe?

SINGLE CODE

1. Yes

2. No

3.   Don't know/Can't remember

ASK IF D10 = 1 OR D5_12 = 1 (ASSISTANCE INVOLVED A TAXI OR ALTERNATIVE TRANSPORT)

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

SINGLE CODE

1. Yes

2. No

3.   Don't know/Can't remember

ASK ALL

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

MULTICODE

1. Yes – planned engineering works / industrial action

5. Yes – unplanned disruption, e.g., delays and cancellations

2. No

3. Don't know/Can't remember

ASK IF D13 = 1 OR 5

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

SINGLE CODE

1. Yes

2. No

3. This wasn't necessary because the delay had no impact upon the booking

4. Don't know/can't remember

ASK IF D16 = 1

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

OPEN RESPONSE, PROBE FULLY

_____

_____

99   Don't know

ASK IF D4a = 1-2

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

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

REPEAT SCALE AS NECESSARY

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

a. The helpfulness and attitude of staff who provided assistance at the station

b. How well (IF CUSTOMER AT A1) <your> (IF COMPANION AT A1) <your ANSWER FROM A2's> particular needs were understood by the staff who assisted (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <them> at the station

c. Staff being knowledgeable and proficient in how to assist (IF CUSTOMER AT A1) <you> (IF COMPANION AT A1) <them>

ASK IF D4a = 1-2

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

PROBE AS PER PRECODES, SINGLE CODE

1. I/They could not have completed this particular train journey without Passenger Assist

2. I/They could have completed this particular train journey, but it would have been more difficult (e.g., would have taken more time, needing another person etc.)

3. I/They could have completed this particular train journey without Passenger Assist

4. Don't know

ASK ALL

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

SINGLE CODE

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

Section E – General views on the assisted travel service

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

ASK ALL

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

SINGLE CODE

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

ASK ALL

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

OPEN RESPONSE, PROBE FULLY

_____

_____

98   None

99   Don't know

ASK ALL

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

SINGLE CODE

Very likely = 10	9	8	7	6	5	4	3	2	1	Very unlikely = 0	DK = 11

ASK ALL NOT BOOKING USING THE PASSENGER ASSISTANCE APP (NOT C1aa=4)

E13a. Have you <u>heard of</u> the Passenger Assistance App?

SINGLE CODE

1. Yes
2. No

ASK IF CODED 1 AT E13a

E13b. Have you <u>used</u> the Passenger Assistance App?

SINGLE CODE

1. I've downloaded it, but not used it yet
2. I've downloaded it and I've registered
3. I've booked a journey on it
4. No

ASK IF CODED 2-3 AT E13b

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

OPEN RESPONSE, PROBE FULLY

_____

_____

99   Don't know/unsure

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: DO NOT ASK AND CODE GENDER

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. 16-24

2. 25-34

3. 35-49

4. 50-64

5. 65-74

6. 75+

7. 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

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

READ OUT, MULTICODE

1. Vision (blindness or visual impairment)

2. Hearing (deafness or hard of hearing)

3. Physical (wheelchair user, mobility issues, amputee, dwarfism)

4. Learning or concentrating or remembering

5. Mental health problems

6. Social or behavioural issues, for example, due to neurological diverse conditions such as Autism, Attention Deficit or Asperger's Syndrome

10. A communication disorder/disability

7. Another long-term health condition that doesn't fit any of the above

8. None of these conditions SINGLE CODE

9. I would prefer not to say SINGLE CODE

F5 Do you currently own a smartphone?

1. Yes

2. No

3. Don't know / unsure

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

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

SINGLE CODE

1. Yes

2. No

ASK ALL

F7   INTERVIEWER: CAPTURE NAME AND CONTACT NUMBER

        OPEN RESPONSE

NAME:
TELEPHONE NUMBER:

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

Stay in touch

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