Maritime & Coastguard Agency

# Summary of the MCA disabled passenger satisfaction survey 2018

#### Content:

Background Summary

High level summary

Detailed analysis

Next Steps

### 1. Background summary

1.1 Due to a lack of evidence of maritime disabled passenger satisfaction in line with **regulation EU1177/2010** it was agreed the Maritime & Coastguard Agency (MCA) would carry out an annual survey to find out from disabled passengers and those of reduced mobility, their personal experiences of voyages using -ferries or cruise ships and how effective the provision of assistance has been. Identified areas of concerns from the survey will be targeted during future passenger rights inspections.

1.2 The MCA will monitor how well port terminal and vessel operators are complying with regulation EU1177/2010

1.3 The disabled passenger survey ran for 3 months between 1<sup>st</sup> August 2018 to 31<sup>st</sup> October 2018. This is the first year the survey has been carried out.

1.4 We received 250 returns, of these 221 had travelled in the last 12 months. Being an annual survey, we will exclude anyone that hasn't travelled in the last 12 months. The reason for excluding those that have not travelled in the last 12 months is so we can track progress year on year

### 2. High level summary

For a more detailed summary and charts, please see the detailed analysis section.

#### 2.1 Compare satisfaction of those who travelled by ferry vs those by cruise

Summary:

- In general, respondents who travelled only on cruises showed higher satisfaction levels (71%) compared to respondents who travelled only on ferries (56%). Although trends indicate cruise ship passengers have higher satisfaction levels, it should be noted that there were only 23 cruise ship passengers respondents, as opposed to 162 ferry passengers respondents.

- Both cruise disabled passenger and ferry disabled passenger satisfaction levels (64%) were higher than dissatisfaction levels (16%), and satisfaction levels were slightly higher during booking and at the port, compared to when on the ship.

# 2.2 Compare satisfaction of those who have a visible disability vs those with non-visible disability.

Summary:

- Respondents who had 'visible' disability had higher satisfaction levels (64%), compared to respondents who had both (53%) or non-visible (57%) forms of disability.

#### 2.3 Compare satisfaction levels between different disabilities

Summary:

- Passengers with memory problems had the lowest satisfaction levels across the three measures during booking, at the port, and on the ship.
- It should be noted that number of respondents that fall under each category is relatively small, making it hard to see any obvious trends.

#### 2.4 Compare satisfaction of those who asked for assistance vs those who didn't.

Summary:

- Passengers who had requested assistance had higher satisfaction levels (62%) than those who did not request r assistance (53%).

# 2.5 See if satisfaction levels have any bearing on disabled passengers' desire to travel more or less.

Summary:

- Disabled passengers that expected to travel the same amount in the next 12 months, had the highest level of satisfaction (63%) and also had the least dissatisfaction level (14%). Disabled passengers that wanted to travel less, in general, had the highest dissatisfaction levels (28%).

# 2.6 How aware are you of the specialist assistance available to disabled and reduced mobility passengers in ports and on-board ships?

Summary:

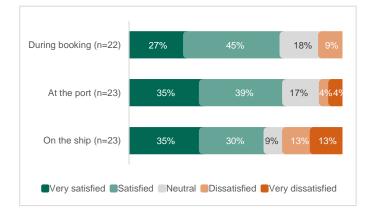
- In general passengers that were fully aware had higher satisfaction level (74%), compared to passengers that were 'not at all aware' (25%).

### 3. Detailed analysis

# 3.1 Compare satisfaction of those who travelled by ferry vs those by cruise

#### **Overall cruise and ferry trends:**

- **During booking -** cruise passengers had a higher satisfaction level than ferry passengers.
- At the port cruise passengers had a higher satisfaction level than ferry passengers.
- **On the ship** cruise passengers had a higher satisfaction level than ferry passengers, however ferry passengers had a lower dissatisfaction levels.
- Overall on average, 71% of disabled passengers on cruises (across the three measures: during booking, at the port, and on the ship), were either very satisfied or satisfied, a 14 percentage point higher than respondents who travelled by ferry (56%). Cruise passengers also had a 4 percentage points lower dissatisfaction levels compared to ferry passengers.
- **Caveats** there were 23 (small sample) distinct cruise passengers (from which N/A responses have been excluded) and 162 distinct ferry passengers (from which N/A responses have been excluded), therefore any comparisons should be made with caution.
- Percentages may not add to 100 due to rounding.



		At	On
	During	the	the
Table 1 (n=23)	booking	port	ship
Not Applicable	1	0	0
Very dissatisfied	0	1	3
Dissatisfied	2	1	3
Neutral	4	4	2
Satisfied	10	9	7
Very satisfied	6	8	8
Total (excluding			
NAs)	22	23	23

#### Chart 2: ferry

Chart 1: cruise

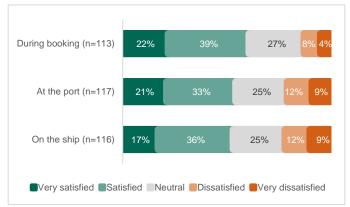


Table 2 (n=162)	During booking	At the port	On the ship
Not applicable	49	45	46
Very dissatisfied	5	10	11
Dissatisfied	9	14	14
Neutral	30	29	29
Satisfied	44	39	42
Very satisfied	25	25	20
Total (excluding NAs)	113	117	116

# 3.2 Compare satisfaction of those who have a visible disability vs with non-visible

#### Overall visible and non-visible disability trends:

- **During booking, at the port and on the ship** passengers with a visible disability had a higher satisfaction level compared to non-visible and both forms of disability. Dissatisfaction level was highest amongst respondents with both forms of disability.
- **Overall** on average, passengers with visible disability (across the three measures: during booking, at the port and on the ship) had the highest satisfaction level. Passengers that had both forms of disability had the lowest satisfaction level as well as the highest dissatisfaction level.
- **Caveats** there were 84 passengers with disability that fell under both the 'visible' and 'both' category' (from which N/A responses have been excluded) and 53 passengers with disability that fell under the category 'non-visible' (from which N/A responses have been excluded), therefore any comparison should be done with a little caution.
- Percentages may not add to 100 due to rounding.

#### Chart 3: during booking



Table 3	Both	Visible	Non-
(n=221)			visible
Not applicable	23	10	20
Very	3	1	3
dissatisfied			
Dissatisfied	9	4	3
Neutral	16	19	8
Satisfied	26	27	12
Very satisfied	7	23	7
Total	61	74	33
(excluding			
NAs)			

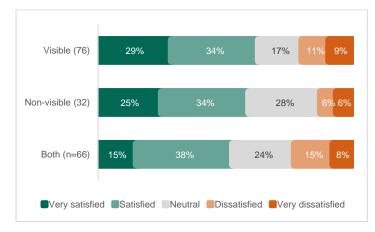


Table 4 (n=221)	Both	Visible	Non- visible
Not applicable	18	8	21
Very dissatisfied	5	7	2
Dissatisfied	10	8	2
Neutral	16	13	9
Satisfied	25	26	11
Very satisfied	10	22	8
Total (excluding NAs)	66	76	32

#### Chart 4: at the port



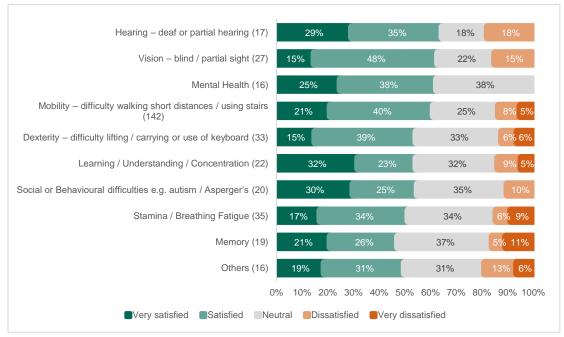


Table 5 (n=221)	Both	Visible	Non- visible
Not applicable	17	11	20
Very dissatisfied	5	7	3
Dissatisfied	12	9	1
Neutral	16	12	11
Satisfied	23	26	11
Very satisfied	11	19	7
Total (excluding NAs)	67	73	33

#### 3.3 Compare satisfaction levels between different disabilities

#### Overall trends of satisfaction level by different disabilities:

- **Overall** Passengers with memory problems had the lowest satisfaction levels across the three measures during booking, at the port, and on the ship. Also the very same respondents had one of the highest dissatisfaction level during booking and at the port, however not on the ship.
- **Caveats** Total response will not add up to 221, as some respondents checked more than one option. All 'N/As' have been excluded. Comparison of disability types by satisfaction should be done with caution as the number of respondents under each category is small.
- Totals may not add up to a 100 due to rounding.



#### Chart 6: during booking

Table 6	Visi	Heari	Mobil	Dext	Learni	Mem	Mental	Stam	Social	Other
(n=221)	on	ng	ity	erity	ng	ory	Health	ina		
Not applicable	6	5	37	8	11	5	5	13	16	4
Very dissatisfied	0	0	7	2	1	2	0	3	0	1
Dissatisfied	4	3	12	2	2	1	0	2	2	2
Neutral	6	3	36	11	7	7	6	12	7	5
Satisfied	13	6	57	13	5	5	6	12	5	5
Very satisfied	4	5	30	5	7	4	4	6	6	3
Total (excluding NAs)	27	17	142	33	22	19	16	35	20	16

#### Chart 7: at the port

Mental Health (16)	38%	38	%	19% 6%
Social or Behavioural difficulties e.g. autism / Asperger's (22)	23%	50%	1	9% 5%
Learning / Understanding / Concentration (24)	29%	42%	1	7% 8% 4%
Hearing – deaf or partial hearing (17)	29%	29%	24%	18%
Dexterity - difficulty lifting / carrying or use of keyboard (34)	21%	38%	29%	9% 3%
Stamina / Breathing Fatigue (37)	22%	38%	27%	14%
Mobility – difficulty walking short distances / using stairs (142)	23%	34%	22%	12% 9%
Vision – blind / partial sight (26)	19%	35%	27%	15% 4%
Memory (19)	32%	11% 3.	2%	16% 11%
Others (18)	17%	39%	17%	22% 6%
C	0% 10% 20%	30% 40% 50%	60% 70% 8	30% 90% 100%
Very satisfied Satisfied	utral <b>D</b> issat	isfied <b>E</b> Very dissa	tisfied	

Table 7	Visi	Heari	Mobil	Dext	Learni	Mem	Mental	Stam	Social	Other
(n=221)	on	ng	ity	erity	ng	ory	Health	ina		
Not applicable	7	5	33	7	9	5	5	11	14	2
Very dissatisfied	1	0	13	1	1	2	0	5	1	1
Dissatisfied	4	3	17	3	2	3	1	0	2	4
Neutral	7	4	32	10	4	6	3	10	3	3
Satisfied	9	5	50	13	10	2	6	14	11	7
Very satisfied	5	5	34	7	7	6	6	8	5	3
Total (excluding NAs)	26	17	146	34	24	19	16	37	22	18

#### Chart 8: on the ship

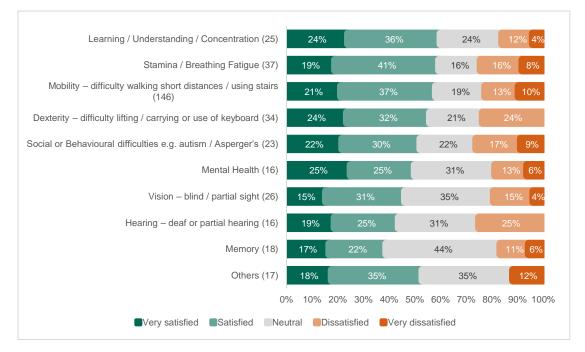


Table 8	Visi	Heari	Mobil	Dext	Learni	Mem	Mental	Stam	Social	Other
(n=221)	on	ng	ity	erity	ng	ory	Health	ina		
Not applicable	7	6	33	7	8	6	5	11	13	3
Very dissatisfied	1	0	14	0	1	1	1	3	2	2
Dissatisfied	4	4	19	8	3	2	2	6	4	0
Neutral	9	5	28	7	6	8	5	6	5	6
Satisfied	8	4	54	11	9	4	4	15	7	6
Very	4	3	31	8	6	3	4	7	5	3
satisfied										
Total (excluding NAs)	26	16	146	34	25	18	16	37	23	17

#### 3.4 Compare satisfaction of those who asked for assistance v those who didn't

# Overall trends of satisfaction level by passengers who requested assistance compared to who did not:

- **During booking** passengers who had requested for assistance were generally more satisfied however, also had a higher dissatisfaction level compared to passengers who did not ask for assistance.
- At the port passengers who had requested for assistance were generally more satisfied however, also had a higher dissatisfaction level compared to passengers who did not ask for assistance.
- **On the ship** passengers who had requested for assistance were generally more satisfied and had a lower dissatisfaction level compared to passengers who did not ask for assistance.
- **Overall** Passengers that did not request for assistance, had the highest dissatisfaction levels on the ship, 11 and 6 percentage points higher than during booking and at the port.
- **Caveats** Total response used for this analysis excludes 'N/As'. Any comparisons should be done with caution as number of responses between groups are not equal.
- Totals may not add up to a 100 due to rounding.

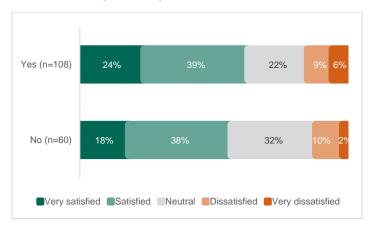


Table 9 (n=221)	Yes	No
Not applicable	7	46
Very dissatisfied	6	1
Dissatisfied	10	6
Neutral	24	19
Satisfied	42	23
Very satisfied	26	11
Total	108	60
(excluding		
NAs)		

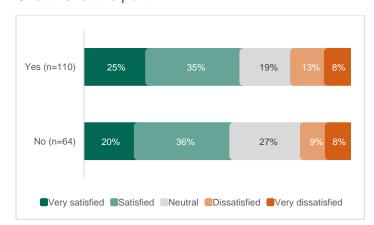


Table 10	Yes	No
(n=221)		
Not applicable	5	42
Very dissatisfied	9	5
Dissatisfied	14	6
Neutral	21	17
Satisfied	39	23
Very satisfied	27	13
Total	110	64
(excluding		
NAs)		

#### Chart 10: at the port

Chart 9: during booking



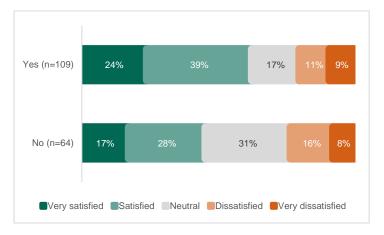


Table 11	Yes	No
(n=221)		
Not applicable	6	42
Very dissatisfied	10	5
Dissatisfied	12	10
Neutral	19	20
Satisfied	42	18
Very satisfied	26	11
Total	109	64
(excluding		
NAs)		

# 3.5 Satisfaction bearings on passengers' expectation of future travel (i.e. the next 12 months)

Overall trends of satisfaction bearings on passenger's expectation of future travel:

- During booking Disabled passengers who expected to travel the same amount in the next 12 months, had the highest satisfaction level and the lowest dissatisfaction level.
- At the port Disabled passengers who expected to travel the same amount in the next 12 months, had the highest satisfaction level and the lowest dissatisfaction level. Passengers that wanted to travel less had the highest dissatisfaction level.
- **On the ship** Disabled passengers who expected to travel the same amount in the next 12 months, had the highest satisfaction level and the lowest dissatisfaction level. Passengers that wanted to travel less had the highest dissatisfaction level.
- **Caveats** percentages may not add to 100 due to rounding. NAs have been excluded from the 221 respondents. Different groups have different sample sizes.

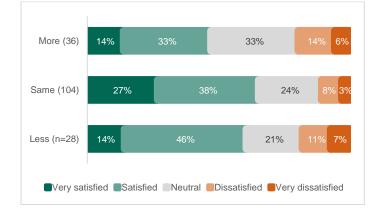


Table 12	Less	Same	More
(n=221)			
Not applicable	5	33	15
Very dissatisfied	2	3	2
Dissatisfied	3	8	5
Neutral	6	25	12
Satisfied	13	40	12
Very satisfied	4	28	5
Total	28	104	36
(excluding			
NAs)			

#### Chart 12: during booking

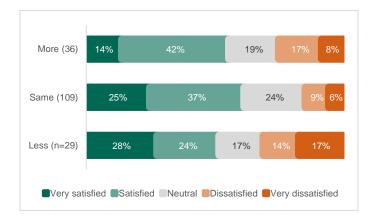


Table 13	Less	Same	More
(n=221)			
Not applicable	4	28	15
Very dissatisfied	5	6	3
Dissatisfied	4	10	6
Neutral	5	26	7
Satisfied	7	40	15
Very satisfied	8	27	5
Total	29	109	36
(excluding			
NAs)			

### Chart 14: on the ship

Chart 13: at the port

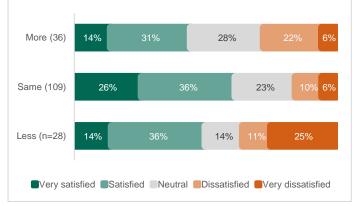


Table 14	Less	Same	More
(n=221)			
Not applicable	5	28	15
Very dissatisfied	7	6	2
Dissatisfied	3	11	8
Neutral	4	25	10
Satisfied	10	39	11
Very satisfied	4	28	5
Total	28	109	36
(excluding			
NAs)			

# 3.6 How aware are you of the specialist assistance available to disabled and reduced mobility passengers in ports and on-board ships?

# Overall trends of satisfaction by passenger's awareness of specialist assistance availability:

- **During booking, at the port and on the ship** passengers that were fully aware had a higher satisfaction level compared to the other respondents. Passengers that were 'not at all aware' had a higher dissatisfaction level.
- **Overall** on average (across the three measures), passengers that were fully aware had a 74% satisfaction level, passengers that were somewhat aware had a 60% satisfaction level, passengers that were not sure had a 54% satisfaction level, and the passengers that were not at all aware had a 25% satisfaction level.
- Passengers that were fully aware were most satisfied during booking, compared to at the port and on the ship. Passengers that were 'not at all aware' had the highest dissatisfaction on the port compared to during booking and at the port.
- **Caveats** percentages may not add to 100 due to rounding. NAs have been excluded from the 221 respondents. Different groups have different sample sizes.

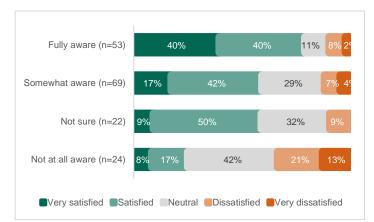
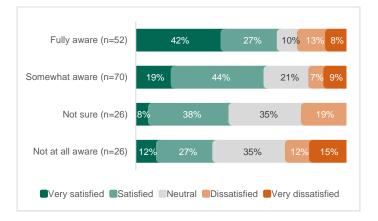


Table 15 (n=221)	Fully awar e	Some- what aware	Not sure	Not at all sure
Not applicable	1	11	10	31
Very dissatisfie d	1	3	0	3
Dissatisfie d	4	5	2	5
Neutral	6	20	7	10
Satisfied	21	29	11	4
Very satisfied	21	12	2	2
Total (excludin g NAs)	53	69	22	24

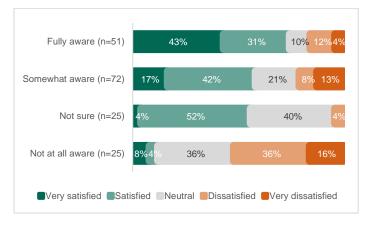
#### Chart 15: during booking

#### Chart 16: at the port



		Some-		Not at
Table 16	Fully	what	Not	all
(n=221)	aware	aware	sure	aware
Not				
Applicable	2	10	6	29
Very				
dissatisfied	4	6	0	4
Dissatisfied	7	5	5	3
Neutral	5	15	9	9
Satisfied	14	31	10	7
Very				
satisfied	22	13	2	3
Total				
(excluding				
NAs)	52	70	26	26

Chart 17: on the ship



		Some-		Not at
Table 17	Fully	what	Not	all
(n=221)	aware	aware	sure	aware
Not				
Applicable	3	8	7	30
Very				
dissatisfied	2	9	0	4
Dissatisfied	6	6	1	9
Neutral	5	15	10	9
Satisfied	16	30	13	1
Very				
satisfied	22	12	1	2
Total				
(excluding				
NAs)	51	72	25	25

### 4. Next Steps

4.1 It has been agreed between DfT and the MCA to run the Disabled Passenger Survey annually, this will enable us to plan & target future port and vessel inspections to help us understand good and bad experiences faced by passengers.

4.2 It has been decided that the same questions will be used year on year to ensure consistency. Additional questions may be added to improve the information gathered.

- Identify improvements in passenger satisfaction
- Identify continual areas of dissatisfaction
- Use survey results to plan, inform and target future inspections

4.3 Over the next 12 months the MCA Passenger Rights inspections will target the top 10 ferry routes & ports with over 100,000 passenger movements each year.

4.4 We will look to target ferry passengers ahead of cruise passengers due to levels of satisfaction identified, but we will maintain awareness of any cruise operator issues.

4.5 We will continue to raise awareness of hidden disabilities with operators, encourage promotion of accessibility information & the publishing passenger rights information on operator websites.

4.6 We need to identify ways to increase passenger awareness of assistance available. We will do this by working closely with operators and discussing the need to publish & inform passengers of what assistance is available.

4.7 We will arrange passenger experience visits with disability support groups. This will enable the MCA to identify concerns and issues faced by passengers with a disability.

4.8 Analysis of survey identifies more needs to be done to raise awareness of passenger rights, the MCA will work with DfT Accessibility team to promote passenger rights & how to raise concerns/complaints.

4.9 The next Disabled Passenger Survey will be launched in August 2019.

4.10 For further information or enquires please contact infoline@mcga.gov.uk