

# Understanding Travel Challenges and Solutions



# ORR Data on Assistance

There were almost **1.3 million** journeys in **2018-19** with booked assistance for passengers, **an increase of 2% on the previous year.**

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While data shows that most passengers were satisfied with the service they received, a recent ORR review, informed by extensive passenger research, input from disability groups and industry experts, showed that there are problems, particularly with current industry systems and processes, which means that passengers do not receive the service they expect all the time.

# Travel Challenges

Two-thirds of disabled people have experienced problems using public transport in the last year.

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30% of disabled people say that difficulties with public transport have reduced their independence.

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Not being able to travel with confidence has a big impact on disabled passengers – four-fifths say they feel some level of anxiety or stress when they use public transport.

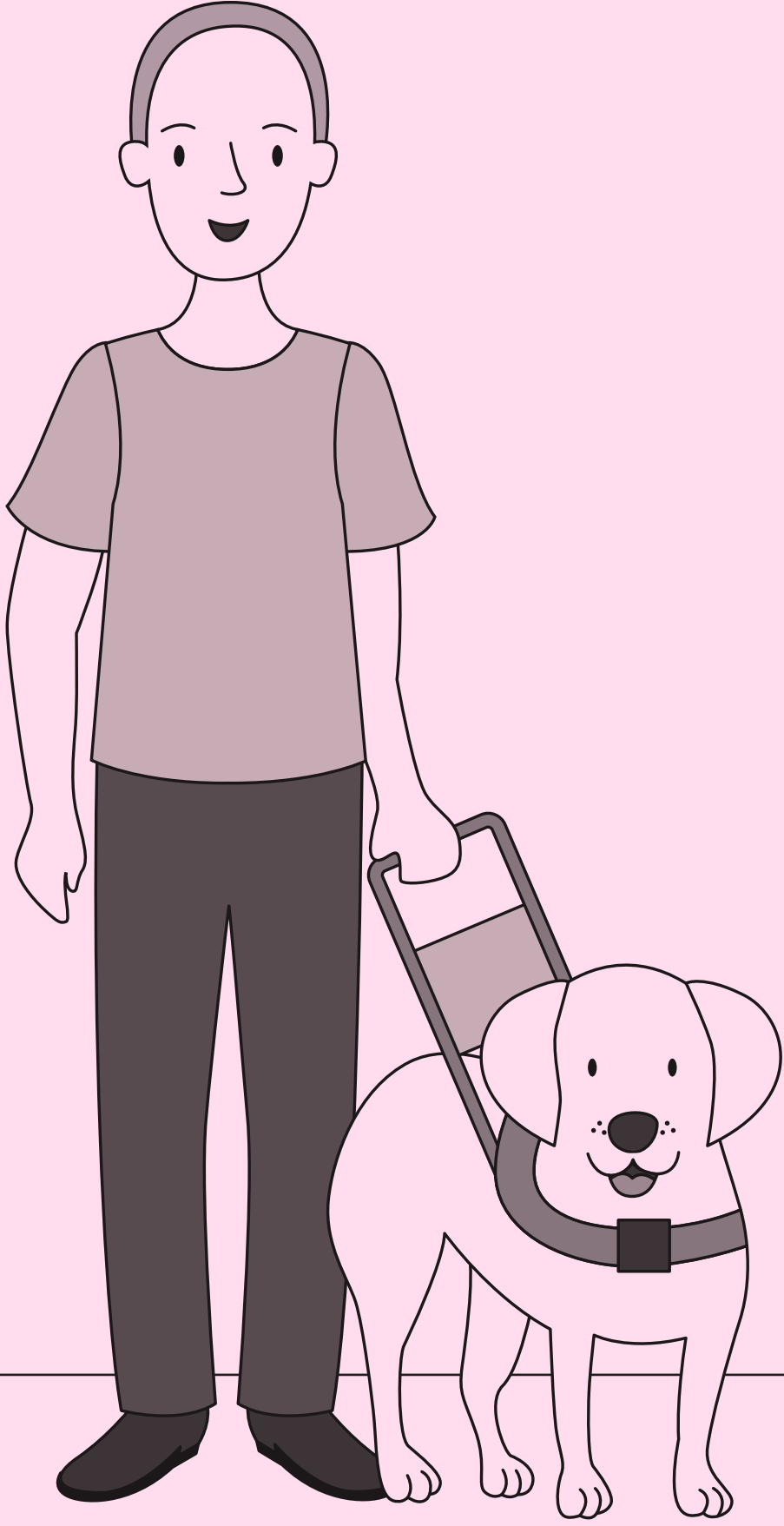
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1 in 4 disabled people say negative attitudes from other passengers prevent them from using public transport.

“I can’t just travel spontaneously; there are long waits at train stations. Having been assured at one station that they have notified my destination of my arrival time, I often arrive to find there are no staff there to assist me.”



“I travel daily on the trains, tubes and buses around London with my guide dog and two-year-old son, confident that I can get the support I need to get to where I need to go. But a negative experience can knock that confidence easily. Travel shouldn’t be a barrier to independence. All transport companies provide help for those that need it, but it’s often not well known, or the service isn’t consistent enough or flexible enough to adapt to the needs of disabled people.”



# Anxiety

Some people have a diagnosed anxiety condition. They may or may not have other impairments or health conditions.

**Many disabled people experience anxiety specifically when they travel. They may be:**

- Concerned about navigating the transport system
- Worried about delays or changes to a service
- Fearful for their safety because getting on or off a train or around a station depends on someone else
- Remembering poor behaviour from other passengers
- Concerned about becoming a victim of harassment or another crime

# Autism-spectrum conditions

# Dementia

# Information and Communication

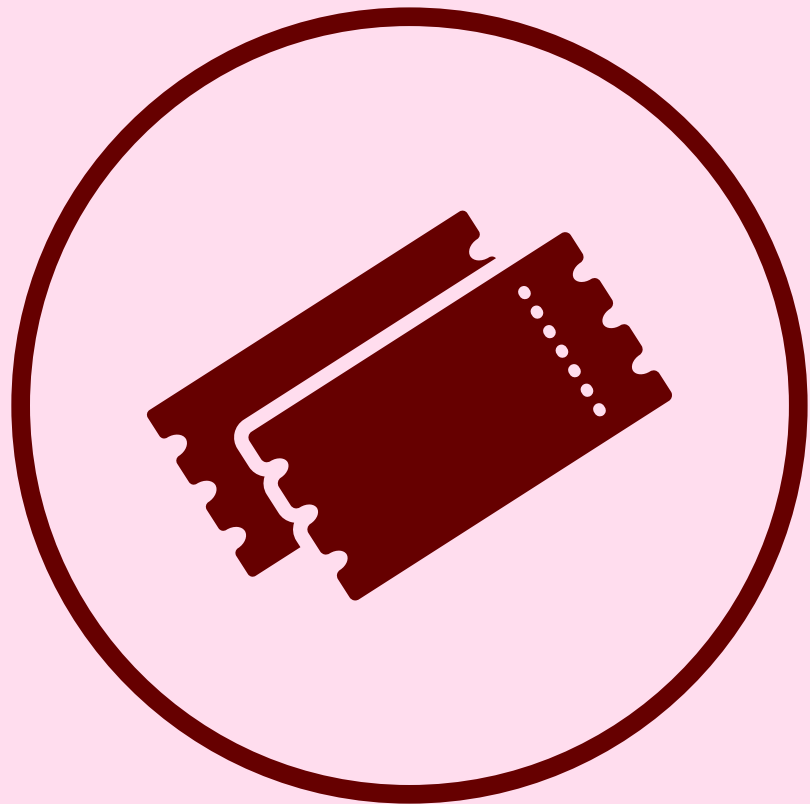
Many people may struggle to find the information to book tickets, to navigate around stations and trains, and to communicate what they need to others.

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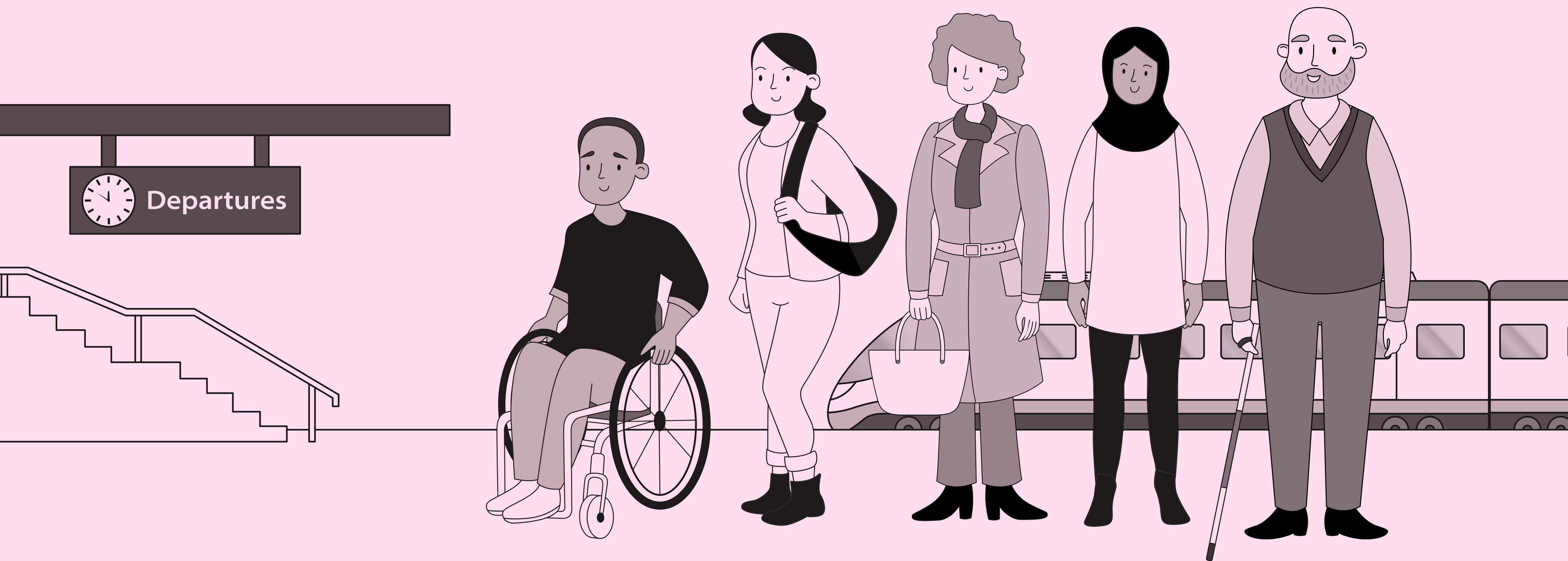
This could be because of a sensory impairment or speech difficulty, a learning disability or a language barrier.

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Making sure information is accessible and inclusive and ensuring that staff are proactive, responsive and inclusive in how they communicate can help.



# Physical Travel Barriers



# Accessible Toilets

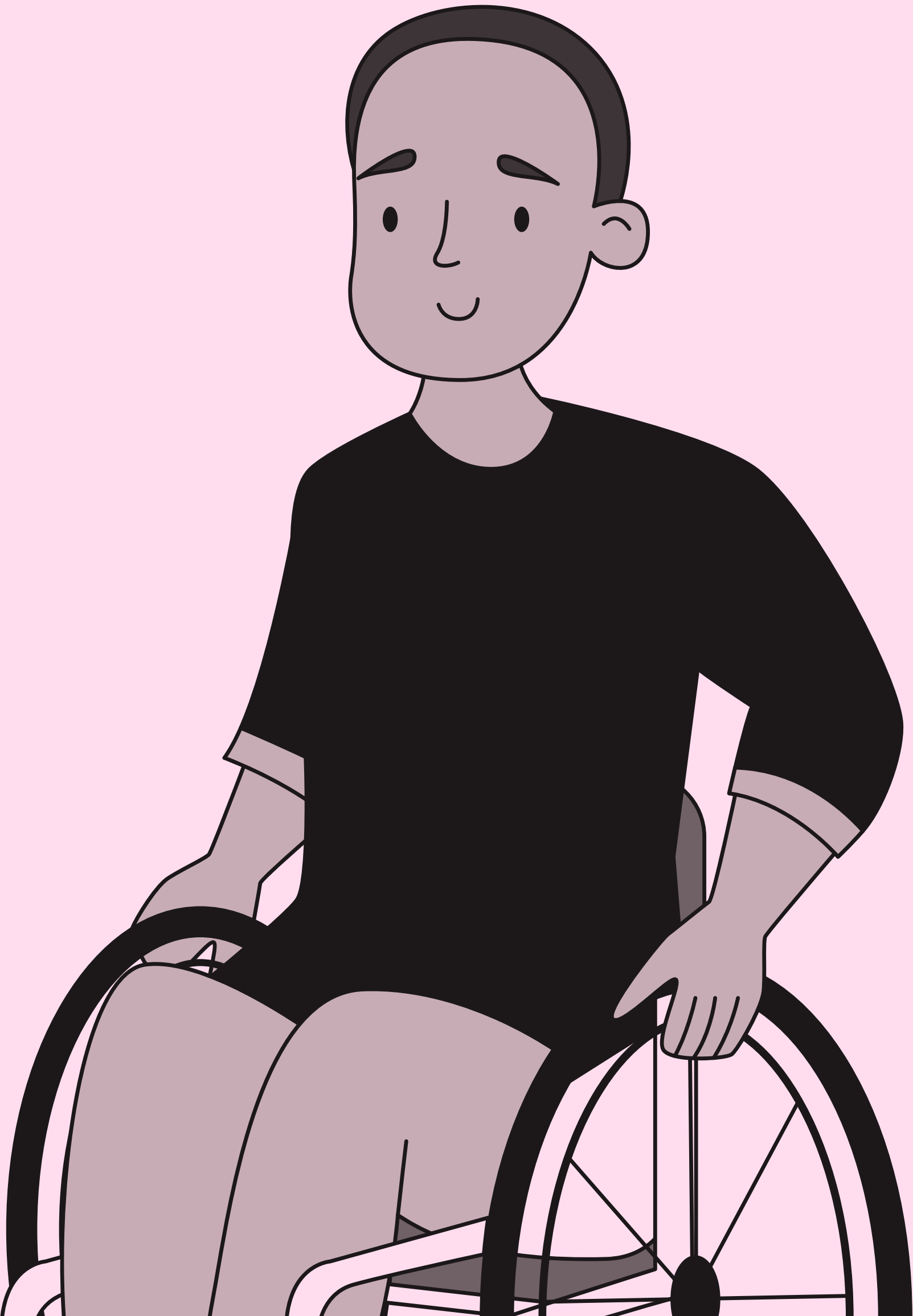
What needs to happen if toilets at stations or on trains are out of action?



# Wheelchair Space

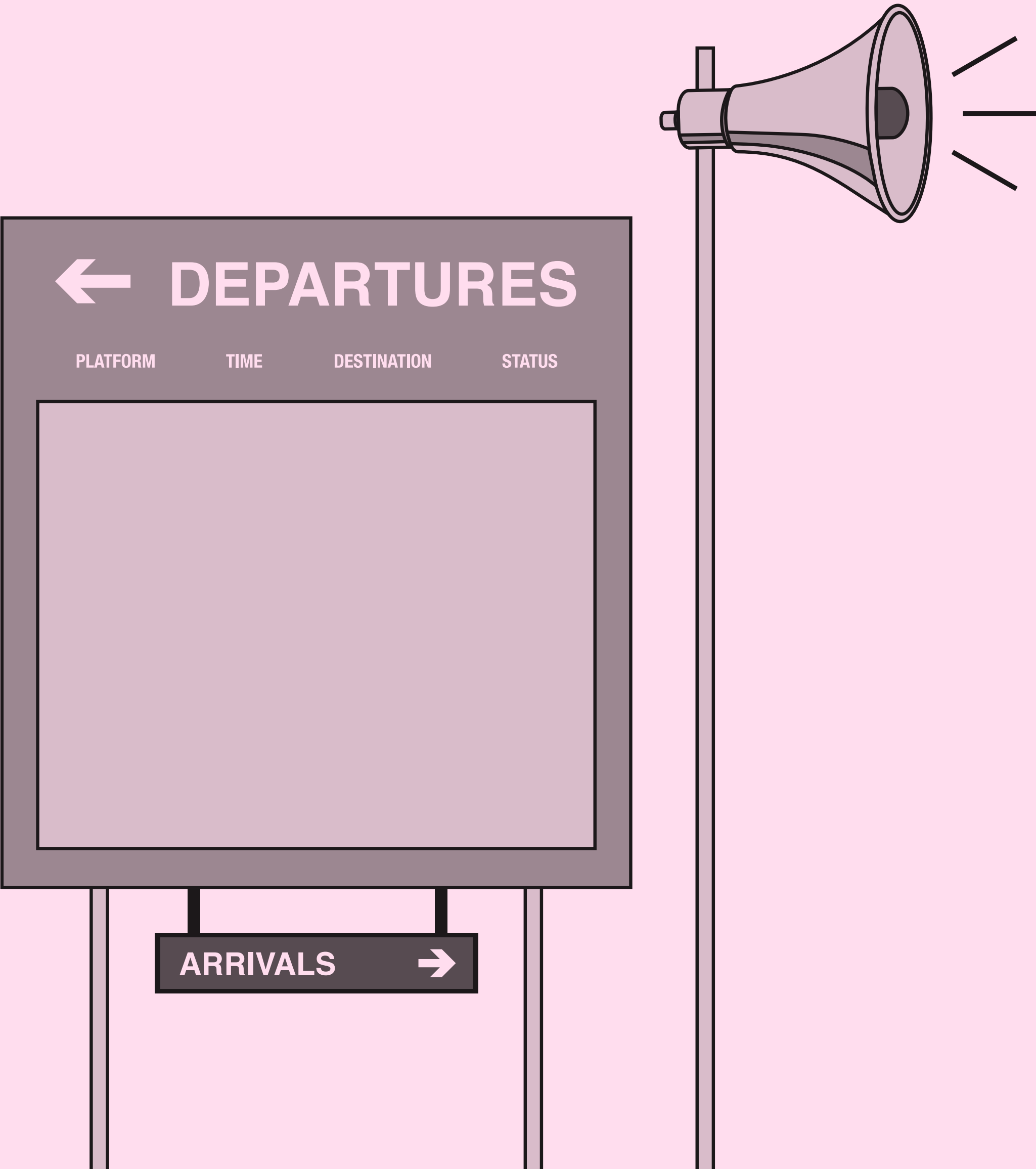
Who has the ‘right’ to the wheelchair space?  
.....

What happens if other passengers use it for  
pushchairs or luggage?



# Audio-visual Announcements

- Why it is important to use the system provided?  
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- Why is it a legal requirement?  
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- What problems can it cause for passengers when it is not used?



# Travel Solutions

The ORR review highlighted the need for:

- .....  
**Better staff training in disability awareness**, including involving disabled people in service delivery and requiring refresher training at least every two years.
- .....  
**Increased reliability of assistance** for passengers that book in advance and those that request assistance at the station, by introducing a new standardised handover process for all GB mainline stations.

Continued

**Improved ability for passengers to receive redress** when booked assistance fails.

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**Reduced notice required for booking assistance** from the current maximum of 24 hours to two hours ahead of travel, by April 2022.

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Making journey planning easier by **improving the quality of information available** to passengers on what facilities, such as step-free access and staffing, are available at key stations.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport