

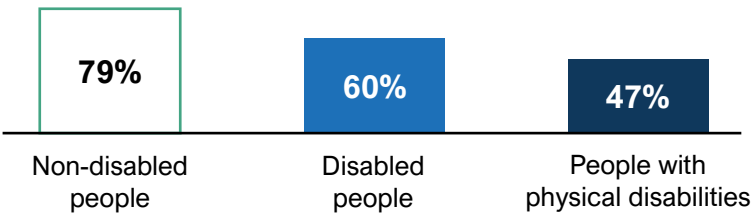


How do disabled people use rail?

32% of adult (16+) rail users in Great Britain are disabled or have a health condition.*

Disabled people are less likely to travel by rail than non-disabled people, especially those with physical disabilities.

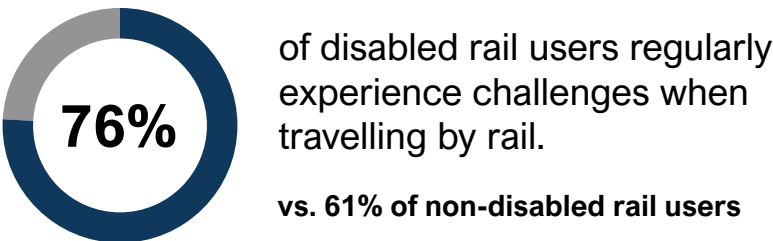
Travel by rail in the past 18 months



Among disabled people who do use rail, 28% travel by rail weekly: just as often as non-disabled users (29%).

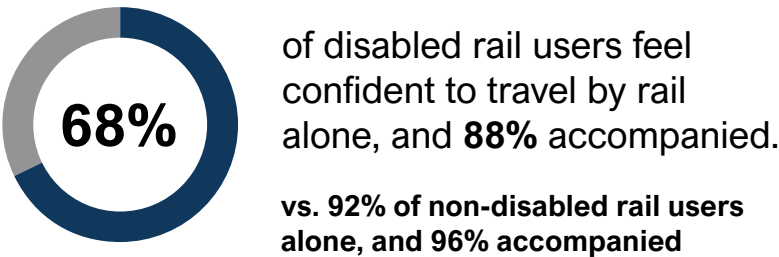
Disabled people who travel by rail more frequently tend to be **younger, male** and living in **urban areas**.

What challenges do disabled people experience?



Most common challenges include:

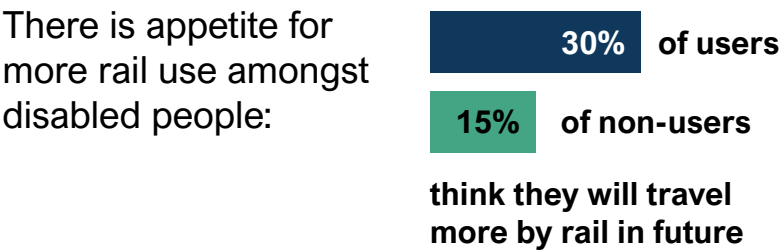
- 1 Anxiety or stress
- 2 Expensive train tickets
- 3 Delays and inaccessible replacement services
- 4 Lack of suitable waiting areas or seats
- 5 Experiencing sensory overload



Many feel less confident with certain parts of the journey

- i Accessing information at the station
- ? Accessing assistance at the station
- Getting around the station or platform

What would improve rail accessibility?



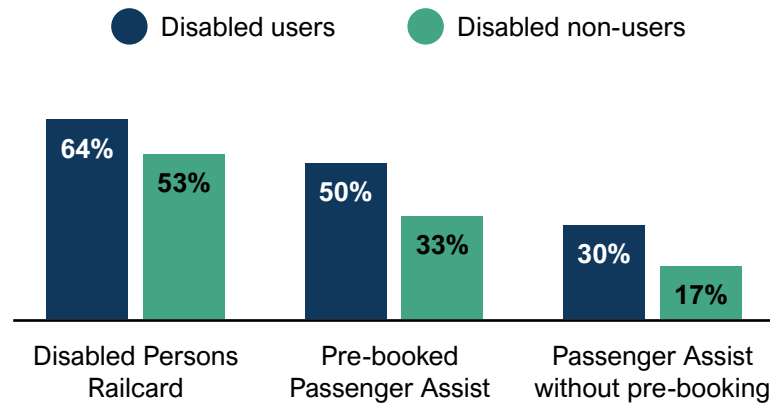
Many of the measures to improve accessibility, such as step-free access, would **also help other rail users**:



** Short-term injury or travel with pram or large luggage

There is also opportunity to increase awareness of schemes and initiatives, especially for disabled non-users.

Awareness of schemes



These findings are drawn from representative samples of disabled rail users, disabled non-users and all adults in Great Britain. For more information, the full research report can be found at www.gov.uk/transport/rail-accessibility.
*This research allowed people to self-identify as disabled, either through their responses to the Government Statistical Service harmonised questions on disability, or by declaring a health condition, illness or access need.