



CLEAR SIGNALS:

Improving Transport Accessibility for
Deaf People and People with Hearing Loss.

Technical Appendix

**RN
I:D** | Supporting people
who are deaf, have
hearing loss or tinnitus

Funded by



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Appendices



Evidence Review

To inform the development of our qualitative and quantitative research, we conducted a rapid evidence review of research relating to the experiences of deaf people and people with hearing loss using public transport in the UK.

Rapid evidence reviews are used to systematically search for, review and summarise research about a specific issue. They are faster than a full systematic literature review, designed to provide up-to-date evidence to inform decision-making. The protocol for this review was developed with input from the project working group, with feedback from the Advisory Board.

The review had two stages. In the first phase, we searched two large, multi-disciplinary databases for published academic research: Scopus and Web of Science. We then searched for grey literature using a list of websites and organisations developed by the working group. Grey literature refers to unpublished research such as reports from charities, think tanks and government, or Masters and PhD theses. We reviewed over 2,000 records, ending with a final set of 21 academic papers, and 19 pieces of grey literature.

The review identified a pressing need for research focused on the experiences of deaf people and people with hearing loss in the UK. We found

no published research focused entirely on the experiences of deaf people and people with hearing loss using public transport in the UK. Existing research is either from countries outside the UK, is not focused on public transport, or includes only a small number of deaf people and people with hearing loss as part of a wider participant group. The full review will be published in the RNID Evidence Hub.

We were able to explore barriers and enablers to public transport use, the impacts of inaccessibility, and gaps in the available evidence. We found that deaf people and people with hearing loss can and do experience barriers accessing public transport, related to systems and infrastructure, information and communication, and attitudes and awareness. The impacts of these barriers include increased stress and anxiety when using public transport, and avoiding travelling at all, or at specific times.

However, without robust research focused specifically on deaf people and people with hearing loss in the UK, we were unable to conclude how prevalent these issues are, nor could we fully explore the impact on people's lives.

To overcome these limitations and build a clearer picture of both prevalence and lived experience, we developed a research approach that combined depth with scale.

Research Design

The research adopted a mixed methods design, combining qualitative and quantitative approaches to maximise both depth and breadth of insight. The qualitative phase was conducted first to develop a grounded understanding of the experiences of deaf people and people with hearing loss. This exploratory work identified key themes and issues that were used to inform the design of the subsequent quantitative phase, ensuring the survey reflected people's lived experiences. The quantitative phase built on these insights, generating large-scale data to assess the prevalence of key issues and patterns across the population. Sequencing the research in this way strengthened the overall robustness of the findings, ensuring both rich, nuanced understanding and reliable, generalisable evidence.

Qualitative phase

From October 2025 to January 2026, the qualitative phase consisted of a series of focus groups and one-to-one interviews with deaf people and people with hearing loss.

The discussion guides were developed with input from the Advisory Board and were designed to explore the experiences of deaf people and people with hearing loss when using public transport. There was an emphasis on identifying barriers, exploring how these barriers shape travel behaviour, and identifying opportunities for improving accessibility.

Groups were structured to cover a wide and diverse range of lived experience from across the UK and reflect different travel contexts:

- Users across a range of public transport modes
- Urban and rural travellers
- London commuters
- People who avoid public transport
- People who travel with companions
- People with multiple disabilities
- People with lower digital confidence
- People who use passenger assistance services



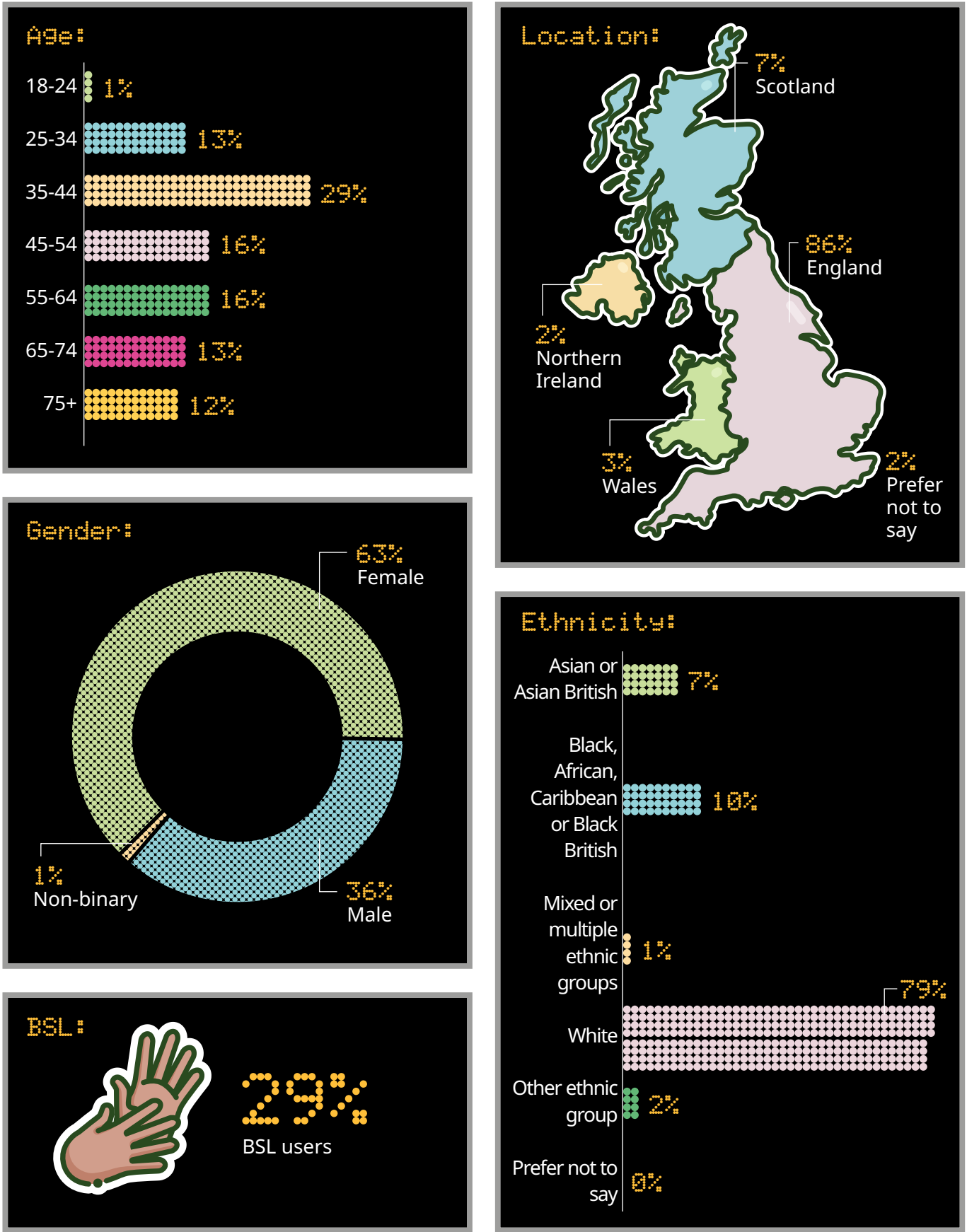
This breadth of coverage within the qualitative phase was designed to ensure that the findings would reflect the diverse needs and travel behaviours of our communities and provide a robust picture of accessibility challenges and opportunities across public transport in the UK.

Participants were recruited from RNID's Research Panel, alongside recruitment through RNID's social media channels, and sharing the opportunity with relevant contacts and organisations. We supplemented this by working alongside a research recruitment agency, Roots Research, to help fill gaps in our recruitment efforts, with a particular focus on increasing representation across the devolved nations and from a wider range of ethnic backgrounds.

In total, we spoke to 86 people during this phase of the research, which included 25 British Sign Language (BSL) users. Given the wide variation in communication needs among people who are deaf or have hearing loss, we were keen to ensure that our research methods were flexible and adaptive.

In total, we conducted 33 one-to-one interviews and 16 small focus groups. We opted to run smaller sessions where needed to ensure the research was inclusive and accessible, by enabling people to engage in the research in ways that best suited their needs. While the focus groups and interviews were predominantly online, we also ran an in-person focus group and several in-person interviews to ensure we could speak with people who are less digitally confident.

Table 1. Qualitative research phase participant demographics (n=86)



Quantitative phase

Building on the insights from the qualitative research, we developed a survey to validate the themes that emerged from the one-to-one interviews and focus groups and measure their prevalence at scale.

While the survey was predominantly quantitative, it also incorporated several open-ended questions to capture real-world examples and experiences that help contextualise the quantitative findings.

The survey was designed with input from the Advisory Board to ensure it was grounded in lived experience and fully accessible. Survey questions and answers were provided in both English and BSL. There was also the option to submit responses in BSL for open-ended questions.

Data collection took place from 16 March to 13 April 2026. The survey was shared with RNID’s Research Panel, RNID’s Charity Newsletter, social media channels, and with relevant contacts and organisations. In addition, we worked with polling agencies Survation and Norstat to achieve additional survey responses.

The findings of the survey are based on a final sample of 1,762 (see next section for further details), providing a substantial evidence base, and the first of its kind to focus specifically on public transport accessibility for deaf people and people with hearing loss.

Included within this sample are 283 people who use BSL. For analysis and reporting purposes this group has been defined as those who are deaf or have hearing loss who use BSL in any capacity, rather than only those who use BSL as their main or preferred language. This decision was made as many people who do not identify with BSL as their main or preferred language may still rely on BSL in environments where audio information is inaccessible.

Analysing BSL users as a broader group therefore ensures that the full range of people who could benefit from the provision of signed information on public transport is represented.

Throughout the report, comparisons are made between the overall sample and BSL users to highlight where barriers and impacts are in some instances intensified for sign language users.

Table 2. Demographics of survey participants

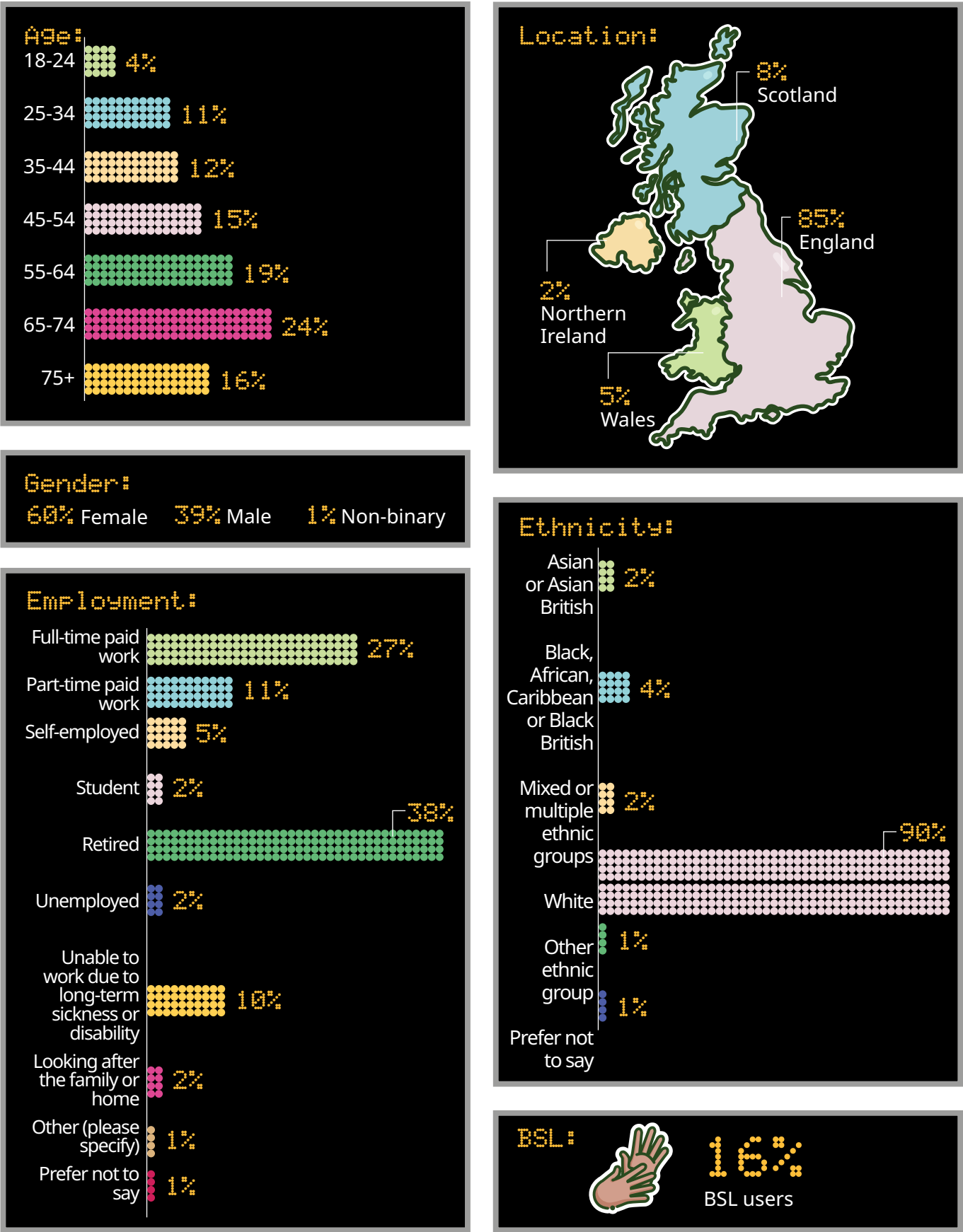


Figure 1. General use of different modes of transport

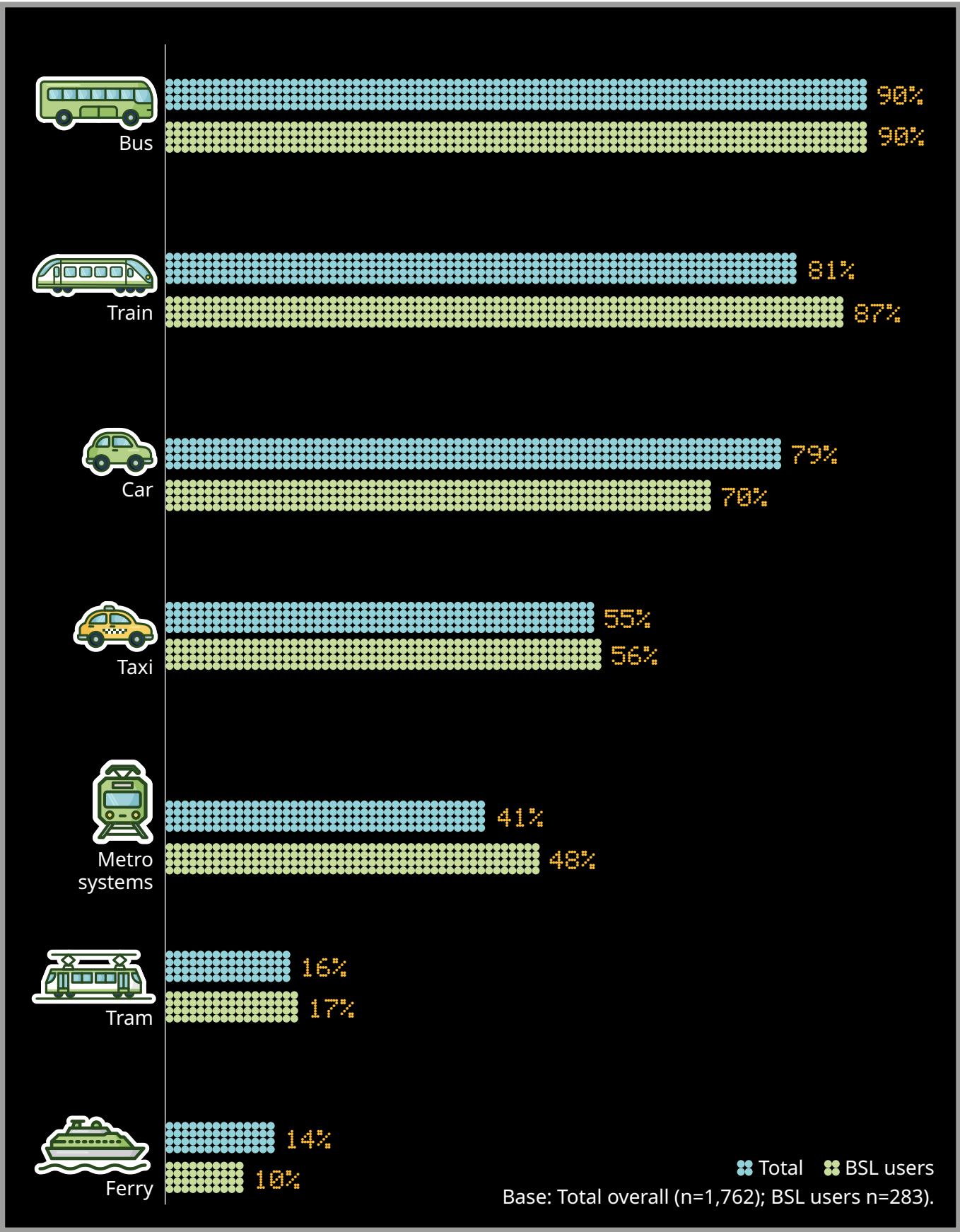
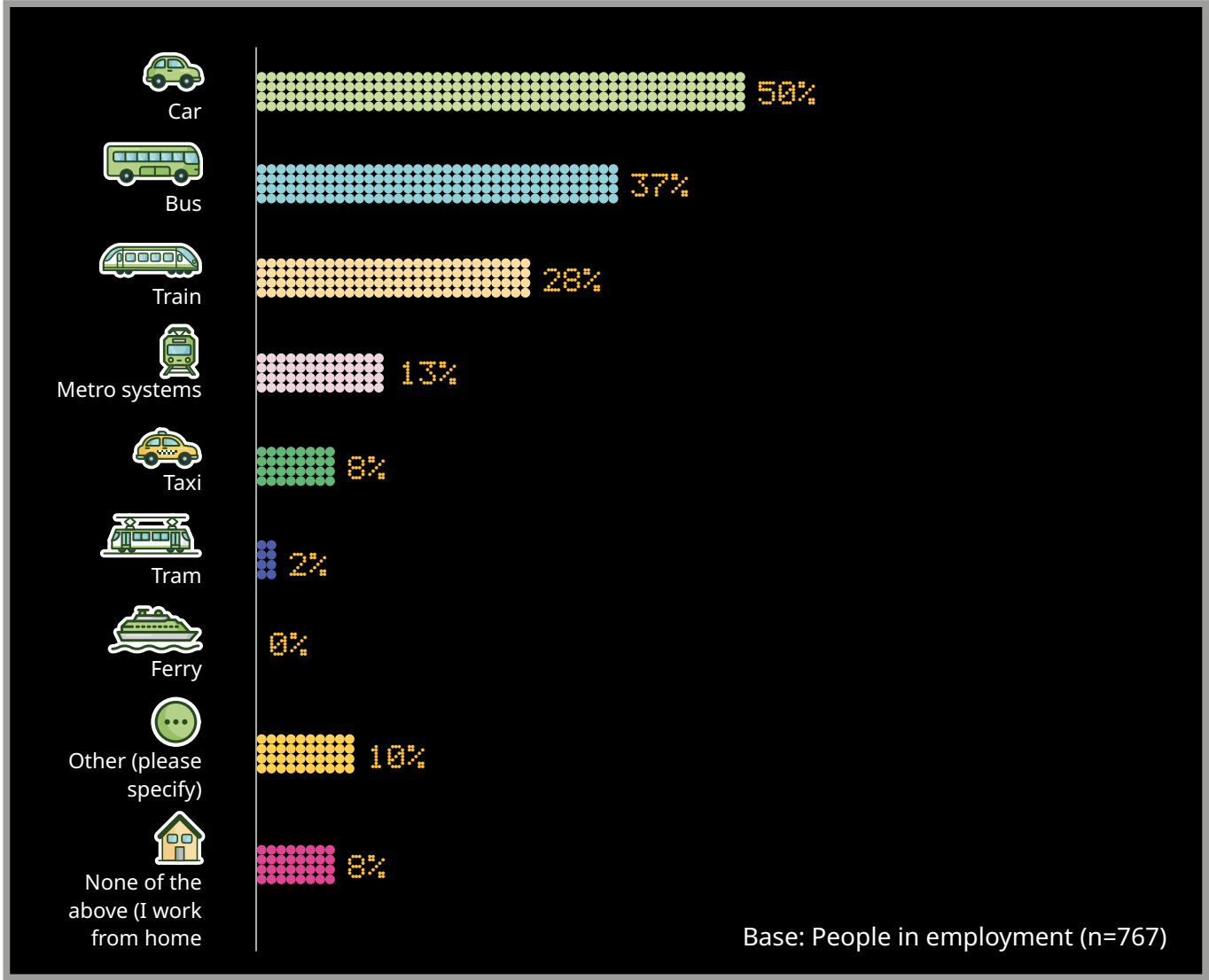


Table 3. Sample sizes broken down by modes of transport

	Total overall sample size	BSL users sample size
Bus 	1578	254
Train 	1434	246
Car 	1399	199
Taxi 	962	159
Metro systems 	728	136
Tram 	276	47
Ferry 	244	27

Table 4. Modes of transport used for journeys to and from work



Survey Data Analysis

This section describes how responses from different groups were handled in the analysis, alongside the methodological considerations that informed these decisions.

The survey also invited carers or people who support someone who is deaf or has hearing loss to respond on behalf of the person they support. Unfortunately, the number of people who completed the survey in this way was small. Due to the limited sample size (n=34), we are unable to report on this subset of the sample in isolation, therefore this group was not included in the analysis.

Finally, a subset of people reported they had not used public transport in the last two years (n=117).

These responses have not been included in the analysis as this research focuses on the experiences of recent public transport users.

The findings presented in this report are intended to reflect the experiences of people who have used public transport recently and can comment on current barriers and accessibility challenges. This approach ensures that conclusions and recommendations are grounded in relevant, recent experience, while acknowledging that the survey does not capture the full range of reasons why some deaf people or people with hearing loss do not use public transport at all.

A full list of data tables are provided at the end of this document.

Survey Demographics

Table I. Percentage of survey participants with another disability or long-term health condition in addition to being deaf or having hearing loss

Disability or long-term health condition	Percentage
Difficulty with mobility	25%
Chronic or long-term pain	24%
Mental health condition	22%
Difficulty with stamina, breathing or fatigue	16%
Neurodivergence	11%
Difficulty with memory or recall	10%
Difficulty with dexterity	10%
Difficulty with speech or communication	8%
Blind or partially sighted	6%
Difficulty with learning or concentrating	6%
Neurological condition	4%
Learning disability	3%
Another long-term condition or health issue	18%
None of these	34%
Prefer not to say	2%

Base: Overall total (n=1,762).

Concept testing

Alongside the main qualitative and quantitative research, we concept tested two new technologies which have the potential to transform the travel experience for some users of public transport who are deaf or have hearing loss. These were:

1. Auracast – A new industry-agreed standard, which allows high-quality audio to be broadcast to compatible Bluetooth audio devices, such as hearing aids, earbuds, and smartphones. It can be installed in almost any environment including on board and at stations and it is currently being piloted in various locations across the UK. You can read more about Auracast [here](#).

2. AI-enabled BSL – AI-enabled translation of BSL is a technology at an earlier stage of development but is an area receiving significant investment. Such technology could, in the future, provide a route to improved access to real-time information for the BSL community.

Auracast testing

Method
RNID organised two focus groups and real-world testing of Auracast at Bristol Temple Meads train station in March 2026.

Concept testing focused on:

- What helps or makes it harder for people to use Auracast
- How easy Auracast is to use in an urban train station
- Whether Auracast fits with people’s travel routines and the technology they already use

Each group was given a brief introduction on the purpose of the concept testing, what Auracast is, and a health and safety briefing. For testing Auracast in a live train station environment, each group were given a specific train destination and time and asked to behave like they were catching that train. Two RNID facilitators observed and used prompt questions to explore people’s initial reactions. After the station activity, participants took part in a focus group discussion.

Summary of participants
Ten people took part, with a mix of genders, ages, and hearing devices. One person already had Auracast built into their hearing device. Two people were loaned an Android phone and a smartphone dongle receiver to access Auracast. Everyone else used a Telecoil setting in their hearing device and was loaned a neckloop receiver to access Auracast. Each person was supported to set up the technology to access Auracast broadcasts.

Figure 2. Age of participants

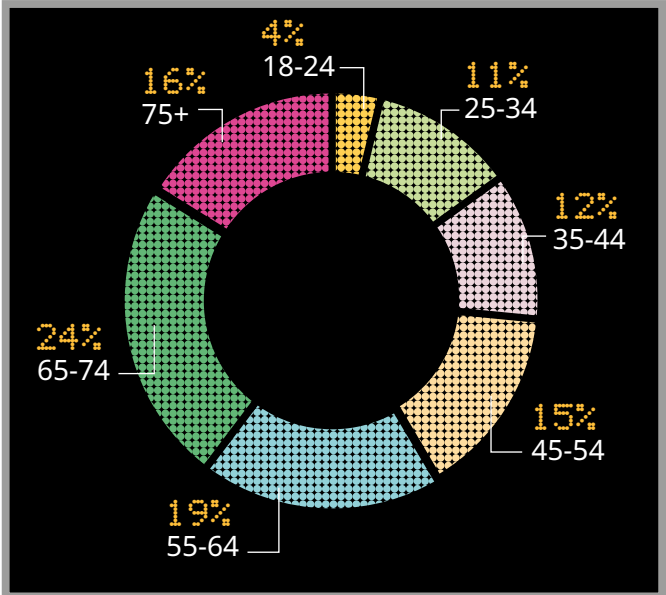
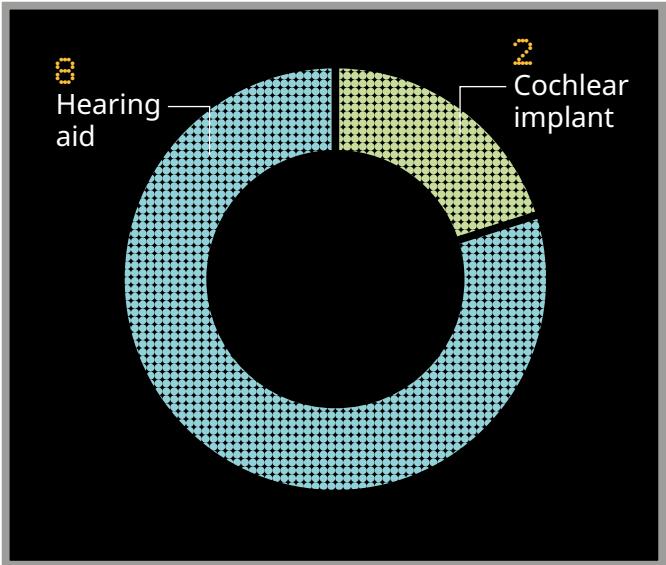


Figure 3. Types of devices used



AI-enabled BSL translation testing

Method
10 people took part in a one-to-one online interview. During the sessions, people were sent links to watch different rail disruption videos and then given the opportunity to discuss and share their thoughts in a semi-structured interview. Those who took part watched a minimum of 2 video clips. Most watched 3 video clips, and some watched a 4th faster clip. We pre-allocated the 5 clips to people varying the order, to ensure all types of disruption and place names were sufficiently tested.

Summary of Participants
Those who took part were all deaf and used BSL. Two used both BSL and spoken English to communicate. Three people had tinnitus in addition to being deaf and one participant was deafblind. The ages of those who took part varied from 25-64.

All those who took part had experience travelling by train. Some people travel by train multiple times per week whereas others only use the train monthly or more sporadically. Reasons for these journeys varied between regular work journeys to less regular travel for leisure and social purposes.



Data Tables

The following section includes supplementary data tables. Where percentages do not total 100%, the discrepancy is due to rounding. Individual percentages are rounded to the nearest whole number and the sum of these rounded percentages may not total 100%.

Demographics of survey participants

Are you:

	Total (n=1762)	BSL users (n=283)
Female	60%	51%
Male	39%	47%
Non-binary	1%	2%
Prefer another term	0%	0%
Prefer not to say	0%	0%

How old are you?

	Total (n=1762)	BSL users (n=283)
18-24	4%	9%
25-34	11%	33%
35-44	12%	28%
45-54	15%	12%
55-64	19%	12%
65-74	24%	4%
75+	16%	2%
Prefer not to say	0%	0%

Where are you based?

	Total (n=1762)	BSL users (n=283)
Northern Ireland	2%	0%
Scotland	8%	7%
Wales	5%	4%
England - North East	6%	2%
England - North West	10%	11%
England - Yorkshire and the Humber	8%	10%
England - East Midlands	8%	4%
England - West Midlands	8%	13%
England - East of England	8%	8%
England - Greater London	10%	18%
England - South East	16%	14%
England - South West	11%	8%
Prefer not to say	0%	0%

What is your ethnic group?

	Total (n=1762)	BSL users (n=283)
Asian or Asian British	2%	5%
Black, African, Caribbean or Black British	4%	13%
Mixed or multiple ethnic groups	2%	5%
White	90%	75%
Other ethnic group	1%	1%
Prefer not to say	1%	1%

Which of these statements are relevant to you? Please tick all that apply:

	Total (n=1762)	BSL users (n=283)
I use British Sign Language (BSL)	16%	100%
I use Sign Supported English	6%	23%
I use another sign language (not BSL)	1%	2%
I use English	90%	49%
I use a foreign spoken language	2%	1%

Which of the following options best describe your current employment status?

	Total (n=1762)	BSL users (n=283)
In full-time paid work	27%	51%
In part-time paid work	11%	18%
Self-employed	5%	5%
Student	2%	4%
Retired	38%	8%
Unemployed	2%	4%
Unable to work due to long-term sickness or disability	10%	10%
Looking after the family or home	2%	1%
Other (please specify)	1%	1%
Prefer not to say	1%	0%

Which of the following types of transport do you currently use or have used in the past two years? Please tick all that apply:

	Total (n=1762)	BSL users (n=283)
Bus	90%	90%
Train	81%	87%
Underground or Metro	41%	48%
Tram	16%	17%
Ferry	14%	10%
Car	79%	70%
Taxi	55%	56%

Thinking specifically about your journeys to and from work, which of the transport types you selected do you use for your commute?

	Total (n=767)	BSL users (n=209)
Bus	37%	51%
Train	28%	40%
Underground or Metro	13%	20%
Tram	2%	4%
Ferry	0%	0%
Car	50%	48%
Taxi	8%	15%
Other (please specify)	10%	3%
None of the above (I work from home)	8%	3%

Report section 3: The barriers to travelling on public transport

In general, how often, if ever, do you feel that you experience barriers when using public transport as someone who is deaf or has hearing loss?

	Total (n=1762)	BSL users (n=283)
Always	11%	18%
Often	28%	46%
Sometimes	38%	30%
Rarely	15%	5%
Never	7%	1%
Don't know	1%	0%

Thinking about your overall experience of using public transport as someone who is deaf or has hearing loss. Which of the following, if any, create barriers for you?

	Total (n=1762)	BSL users (n=283)
The way travel information is provided (such as audio announcements or visual information displays)	72%	80%
The physical environment (such as noise levels, overcrowding, lighting)	66%	58%
Communicating with staff or other passengers	55%	70%
The design of facilities (such as ticket machines or help points)	22%	29%
I do not experience any of these barriers	9%	1%

Thinking about the barriers you selected above, how do each of these affect your confidence using public transport:

The way travel information is provided

	Total (n=1272)	BSL users (n=226)
Affects my confidence a lot	41%	46%
Affects my confidence a little	48%	43%
Does not affect my confidence	10%	8%
Don't know	0%	0%
This isn't a barrier to me	1%	1%

Communicating with staff or other passengers

	Total (n=962)	BSL users (n=197)
Affects my confidence a lot	51%	63%
Affects my confidence a little	43%	28%
Does not affect my confidence	5%	8%
Don't know	0%	1%
This isn't a barrier to me	0%	1%

Thinking about the barriers you selected above, how do each of these affect your confidence using public transport:

The physical environment

	Total (n=1159)	BSL users (n=164)
Affects my confidence a lot	38%	40%
Affects my confidence a little	48%	47%
Does not affect my confidence	12%	12%
Don't know	1%	1%
This isn't a barrier to me	2%	0%

Thinking about the barriers you selected above, how do each of these affect your confidence using public transport:

The design of facilities

	Total (n=392)
Affects my confidence a lot	37%
Affects my confidence a little	46%
Does not affect my confidence	10%
Don't know	4%
This isn't a barrier to me	3%

To what extent do you agree or disagree with the following statements. Public transport relies too much on poor quality audio announcements to give important travel information, especially when there are delays or disruptions

	Total (n=1762)	BSL users (n=283)
Strongly agree	47%	39%
Somewhat agree	33%	36%
Neither agree nor disagree	11%	12%
Somewhat disagree	4%	5%
Strongly disagree	1%	1%
Don't know	2%	6%

How clear or unclear are audio announcements for you when waiting for public transport (such as at a station or stop)?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Very clear	3%	4%	3%	5%	5%
Quite clear	14%	15%	14%	14%	17%
Neither clear nor unclear	11%	10%	11%	10%	11%
Quite unclear	25%	24%	24%	21%	16%
Very unclear	29%	40%	37%	21%	22%
Don't know	7%	1%	4%	16%	18%
Not applicable (I cannot access audio announcements at all)	11%	6%	8%	14%	11%

How clear or unclear are audio announcements for you on board public transport?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Very clear	5%	5%	4%	6%	5%
Quite clear	22%	19%	17%	21%	20%
Neither clear nor unclear	13%	11%	13%	15%	15%
Quite unclear	25%	25%	22%	17%	14%
Very unclear	23%	33%	32%	18%	21%
Don't know	4%	1%	4%	15%	16%
Not applicable (I cannot access audio announcements at all)	7%	6%	8%	8%	9%

How clear or unclear are audio announcements for you when waiting for public transport (such as at a station or stop)? (BSL users)

	Bus (n=254)	Train (n=246)	Metro (n=136)
Very clear	4%	7%	6%
Quite clear	19%	19%	15%
Neither clear nor unclear	11%	9%	10%
Quite unclear	20%	16%	18%
Very unclear	22%	26%	24%
Don't know	4%	1%	3%
Not applicable (I cannot access audio announcements at all)	21%	21%	24%

How clear or unclear are audio announcements for on board public transport (BSL users)

	Bus (n=254)	Train (n=246)	Metro (n=136)
Very clear	4%	8%	5%
Quite clear	19%	15%	15%
Neither clear nor unclear	11%	9%	14%
Quite unclear	19%	19%	16%
Very unclear	24%	26%	21%
Don't know	2%	1%	3%
Not applicable (I cannot access audio announcements at all)	21%	23%	26%

How often, if at all, have you been unable to access information about delays or disruptions?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Always	9%	8%	8%	7%	6%
Often	30%	27%	23%	18%	9%
Sometimes	34%	42%	38%	26%	16%
Rarely	14%	15%	15%	18%	19%
Never	8%	5%	6%	11%	16%
Don't know	5%	2%	10%	20%	34%

How often, if at all, have you been unable to access information about the next stop?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)
Always	5%	6%	6%	8%
Often	25%	21%	19%	12%
Sometimes	41%	39%	31%	25%
Rarely	17%	22%	26%	22%
Never	7%	9%	11%	18%
Don't know	4%	3%	6%	15%

How often, if at all, have you been unable to access information about platform changes and announcements?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)
Always	7%	10%	9%	9%
Often	21%	28%	20%	13%
Sometimes	29%	39%	31%	20%
Rarely	17%	16%	19%	16%
Never	12%	5%	12%	21%
Don't know	13%	2%	10%	21%

How often, if at all, have you been unable to access information about safety or emergency announcements?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Always	9%	10%	11%	9%	9%
Often	14%	19%	15%	12%	7%
Sometimes	23%	26%	23%	14%	13%
Rarely	17%	17%	18%	14%	16%
Never	16%	14%	14%	18%	24%
Don't know	21%	14%	20%	33%	32%

Thinking about your experience of using public transport as someone who is deaf, or has hearing loss, how often, if at all, have you been unable to access information about platform changes and announcements (BSL users)

	Bus (n=254)	Train (n=246)	Metro (n=136)
Always	13%	15%	15%
Often	32%	30%	26%
Sometimes	31%	37%	30%
Rarely	13%	13%	13%
Never	6%	3%	8%
Don't know	5%	1%	7%

Thinking about your experience of using public transport as someone who is deaf, or has hearing loss, how often, if at all, have you been unable to access information about the next stop (BSL users)

	Bus (n=254)	Train (n=246)	Metro (n=136)
Always	7%	7%	13%
Often	33%	31%	28%
Sometimes	41%	43%	29%
Rarely	13%	14%	21%
Never	4%	3%	5%
Don't know	2%	1%	4%

Thinking about your experience of using public transport as someone who is deaf, or has hearing loss, how often, if at all, have you been unable to access information about delays or disruptions (BSL users)

	Bus (n=254)	Train (n=246)	Metro (n=136)
Always	16%	13%	15%
Often	35%	31%	33%
Sometimes	31%	39%	31%
Rarely	12%	11%	10%
Never	6%	4%	6%
Don't know	1%	1%	5%

Thinking about your experience of using public transport as someone who is deaf, or has hearing loss, how often, if at all, have you been unable to access information about safety or emergency announcements (BSL users)

	Bus (n=254)	Train (n=246)	Metro (n=136)
Always	20%	21%	22%
Often	21%	24%	18%
Sometimes	27%	26%	25%
Rarely	17%	17%	19%
Never	9%	7%	9%
Don't know	6%	5%	7%

To what extent do you agree or disagree with the following statements:

There is insufficient provision of live information in visual format

	Total (n=1762)	BSL users (n=283)
Strongly agree	35%	41%
Somewhat agree	37%	34%
Neither agree nor disagree	18%	16%
Somewhat disagree	6%	6%
Strongly disagree	2%	3%
Don't know	8%	1%

How often, if at all, is visual information (such as screens, signs and digital boards) available when waiting for public transport (such as at a station or stop)?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Always	11%	32%	31%	37%	11%
Often	30%	40%	39%	27%	18%
Sometimes	38%	23%	20%	19%	25%
Rarely	16%	3%	4%	4%	11%
Never	4%	0%	1%	2%	5%
Don't know	2%	1%	5%	11%	30%

How often, if at all, is visual information (such as screens, signs and digital boards) available when on board public transport?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Always	11%	20%	18%	27%	8%
Often	28%	35%	33%	28%	15%
Sometimes	38%	32%	26%	18%	23%
Rarely	17%	9%	12%	9%	14%
Never	4%	2%	5%	3%	11%
Don't know	2%	2%	6%	14%	30%

How often, if at all, is visual information (such as screens, signs and digital boards) available when on board public transport?

	Bus (n=1578)	Train (n=1434)	Metro (n=728)	Tram (n=276)	Ferry (n=244)
Screens not working	55%	40%	32%	25%	11%
Screens that are difficult to see (blocked by crowds or poorly positioned)	39%	40%	38%	25%	17%
Text that is too small or difficult to read	33%	32%	28%	16%	12%
Information provided is outdated	25%	22%	17%	12%	8%
No live updates provided about delays, disruptions or platform changes	40%	43%	33%	26%	15%
Screens only available in limited areas	36%	29%	23%	21%	24%
None of these	14%	17%	25%	42%	56%

How often, if ever, is information about tickets (such as prices, routes, validity, or accessibility) available in BSL?

	BSL users (n=283)
Always	2%
Often	14%
Sometimes	33%
Rarely	26%
Never	19%
Don't know	5%

Have you ever bought the wrong ticket because the information wasn't accessible to you?

	Total (N=1762)	BSL users (N=283)
Yes	24%	50%
No	63%	42%
Not sure	13%	8%

How often, if at all, is information available in BSL (such as on screens, signs, digital boards) when waiting for public transport?

	Bus (n=254)	Train (n=246)	Metro (n=136)
Always	1%	2%	1%
Often	13%	16%	13%
Sometimes	20%	25%	21%
Rarely	20%	25%	17%
Never	43%	29%	42%
Don't know	3%	2%	5%

How often, if at all, is information available in BSL (such as on screens, signs, digital boards) when on board public transport?

	Bus (n=254)	Train (n=246)	Metro (n=136)
Always	1%	1%	1%
Often	13%	13%	13%
Sometimes	19%	20%	18%
Rarely	19%	20%	14%
Never	47%	44%	50%
Don't know	2%	2%	4%

When you are unable to access the travel information you need, which if any, of the following strategies or workarounds do you use?

	Total (N=1762)	BSL users (N=283)
Watch other passengers to know what's happening	54%	59%
Ask other passengers for help	51%	46%
Ask staff for help	62%	57%
Check travel apps	46%	51%
Write things down on my phone to ask staff/other passengers	12%	40%
Use a speech-to-text tool on my phone	8%	26%
Rely on other people I am travelling with (including carers or companions)	46%	50%
Contact friends/family members to find out information for me	18%	25%
Other (please explain)	1%	1%
I do not use any strategies or workarounds to access travel information	4%	0%

How often, if at all, do you experience the following when using public transport?

Staff available when I need help

	Total (n=1762)	BSL users (n=283)
Always	6%	7%
Often	21%	25%
Sometimes	47%	43%
Rarely	20%	20%
Never	2%	3%
Don't know	3%	1%

Thinking about your experience as someone who is deaf, or has hearing loss, how easy or difficult is it for you to buy tickets in the following ways? Total (n=1762)

	Online through a website	Using a mobile app	At a ticket machine	From staff at a ticket office	Onboard from the driver or ticket conductor
Very easy	52%	45%	25%	19%	15%
Somewhat easy	24%	24%	31%	25%	22%
Neither easy nor difficult	9%	10%	16%	17%	18%
Somewhat difficult	6%	6%	15%	26%	22%
Very difficult	2%	4%	6%	8%	10%
Don't know	6%	12%	7%	6%	13%

Thinking about your experience as someone who is deaf, or has hearing loss, how easy or difficult is it for you to buy tickets in the following ways? BSL users (n=283)

	Online through a website	Using a mobile app	At a ticket machine	From staff at a ticket office	Onboard from the driver or ticket conductor
Very easy	49%	51%	20%	6%	7%
Somewhat easy	32%	34%	39%	20%	22%
Neither easy nor difficult	12%	9%	19%	19%	12%
Somewhat difficult	5%	4%	14%	37%	33%
Very difficult	1%	1%	7%	16%	22%
Don't know	1%	2%	1%	1%	4%

How often, if at all, do you experience the following when using public transport?

Staff that are friendly or helpful

	Total (n=1762)	BSL users (n=283)
Always	9%	8%
Often	45%	38%
Sometimes	37%	42%
Rarely	6%	8%
Never	2%	3%
Don't know	1%	1%

Have you ever felt uncomfortable asking staff for help because of communication barriers?

	Total (n=1762)	BSL users (n=283)
Yes	54%	71%
No	41%	25%
Not sure	6%	4%

How often, if at all, do you experience the following when using public transport:

Staff that are rushed or impatient

	Total (n=1762)	BSL users (n=283)
Always	4%	7%
Often	23%	33%
Sometimes	39%	39%
Rarely	23%	13%
Never	9%	6%
Don't know	2%	2%

How often, if at all, do you experience the following when using public transport:

Staff that are rude or dismissive

	Total (n=1762)	BSL users (n=283)
Always	2%	4%
Often	14%	22%
Sometimes	33%	40%
Rarely	31%	22%
Never	17%	10%
Don't know	3%	2%

How often, if at all, do you experience the following when using public transport:

Staff communicating in a way that is accessible to you

	Total (n=1762)	BSL users (n=283)
Always	6%	6%
Often	18%	16%
Sometimes	35%	39%
Rarely	25%	28%
Never	9%	10%
Don't know	7%	1%

How often, if at all, do the following make it harder for you to access the information you need?

Poor lighting

	Total (n=1762)	BSL users (n=283)
Always	12%	19%
Often	21%	26%
Sometimes	31%	35%
Rarely	19%	14%
Never	13%	5%
Don't know	4%	1%

How often, if at all, do the following make it harder for you to access the information you need?

Noise levels

	Total (n=1762)	BSL users (n=283)
Always	40%	28%
Often	32%	25%
Sometimes	19%	24%
Rarely	5%	8%
Never	3%	9%
Don't know	2%	6%

How often, if at all, do the following make it harder for you to access the information you need?

Overcrowding

	Total (n=1762)	BSL users (n=283)
Always	20%	28%
Often	32%	37%
Sometimes	32%	26%
Rarely	10%	7%
Never	4%	2%
Don't know	1%	1%

Report section 5: How journey context affects accessibility

How confident do you feel when travelling alone on public transport when making journeys that are familiar to you?

	Total (n=1762)	BSL users (n=283)
Very confident	40%	33%
Somewhat confident	41%	48%
Neither confident nor unconfident	9%	11%
Somewhat unconfident	6%	5%
Not at all confident	3%	2%
Don't know	0%	0%

How confident do you feel when travelling alone on public transport when making journeys that are new or unfamiliar?

	Total (n=1762)	BSL users (n=283)
Very confident	6%	7%
Somewhat confident	22%	17%
Neither confident nor unconfident	18%	20%
Somewhat unconfident	33%	34%
Not at all confident	20%	21%
Don't know	1%	0%

How often, if ever, do you travel with a companion or support person on journeys that are familiar to you for reasons related to being deaf or having hearing loss?

	Total (n=1762)	BSL users (n=283)
Always	7%	8%
Often	19%	31%
Sometimes	24%	34%
Rarely	18%	14%
Never	31%	12%
Don't know	1%	1%

How often, if ever, do you travel with a companion or support person on journeys that are new or unfamiliar to you for reasons related to being deaf or having hearing loss?

	Total (n=1762)	BSL users (n=283)
Always	13%	19%
Often	17%	27%
Sometimes	22%	32%
Rarely	16%	13%
Never	31%	8%
Don't know	2%	1%

In what ways, if any, does travelling with a companion or support person make a difference to your experience using public transport? Please tick all that apply:

	Total (n=1017)	BSL users (n=241)
I feel reassured	64%	64%
I feel more able to relax	68%	70%
I feel less anxious	65%	61%
I feel safer	53%	56%
I can make journeys I would otherwise avoid	39%	39%
I can enjoy the journey more	43%	38%
Other (please explain)	1%	2%
No difference	2%	0%

What, if any, are the downsides of travelling with a companion? Please tick all that apply:

	Total (n=1017)	BSL users (n=241)
It limits my independence	38%	40%
It costs more as I have to buy an extra ticket for the companion	34%	37%
Having to work around other people's availability	44%	44%
Feeling like a burden or inconvenience to someone	53%	55%
Not being able to travel spontaneously or travel when I want	37%	34%
Other (please explain)	1%	0%
There are no downsides to relying on a companion	19%	13%

You said that you rarely or never travel with a companion or support person on familiar journeys. What is your main reason for this? Please select one:

	Total (n=871)
I don't need a companion or support person	57%
I don't have someone that can travel with me	16%
It's not practical to travel with a companion or support person	8%
I don't want to feel like an inconvenience to someone	8%
I don't want to rely on others	10%
Other (please specify)	2%

You said that you rarely or never travel with a companion or support person on new or unfamiliar journeys. What is your main reason for this? Please select one:

	Total (n=818)
I don't need a companion or support person	49%
I don't have someone that can travel with me	20%
It's not practical to travel with a companion or support person	8%
I don't want to feel like an inconvenience to someone	10%
I don't want to rely on others	11%
Other (please specify)	3%

Report section 6: Accessibility needs and support when travelling

Do you consider yourself to have any of the following?

	Total (n=1762)
Chronic or long-term pain	24%
Difficulty with mobility (e.g. walking or moving around)	25%
Difficulty with dexterity (e.g. using hands or handling objects)	10%
Neurodivergence (e.g. autism or ADHD)	11%
Mental health condition	22%
Blind or partially sighted	6%
Difficulty with speech or communication	8%
Difficulty with stamina, breathing or fatigue	16%
Difficulty with learning or concentrating (e.g. dyslexia)	6%
Learning disability	3%
Difficulty with memory or recall	10%
Neurological condition (e.g. epilepsy)	4%
Another long-term condition or health issue (please specify)	18%
None of these	34%
Prefer not to say	2%

Do these other disabilities, long-term conditions, or access needs combine or overlap with your hearing loss to make travel more difficult?

	Total (n=1137)
Yes, significantly	22%
Yes, somewhat	49%
No	22%
Not sure	7%

Have you ever used formal passenger assistance services (for example booking assistance on trains)

	Total (n=1762)	BSL overall (n=283)
Yes, regularly	5%	11%
Yes, occasionally	14%	32%
Tried once, but not again	7%	17%
No, I have never used these services (but I am aware they exist)	48%	26%
No, I was not aware these services exist	26%	15%

Thinking about the times you have used passenger assistance services, how well have these services met your needs overall?

	Total (n=460)	BSL overall (n=168)
Very well	21%	12%
Quite well	44%	53%
Neither well nor poorly	18%	21%
Quite poorly	8%	7%
Very poorly	8%	6%
Don't know	0%	1%

Have you ever booked assistance, and it did not arrive / there was nobody available?

	Total (n=460)	BSL overall (n=168)
Yes	39%	39%
No	55%	55%
Not sure	6%	6%

Report section 7: The impact of inaccessible public transport

Which of the following words, if any, describe how you typically feel when using public transport? Please tick all that apply:

	Total (n=1762)	BSL overall (n=283)
Anxious	57%	60%
Overwhelmed	32%	44%
Isolated	24%	31%
Vulnerable	43%	47%
Frustrated	42%	49%
Relaxed	10%	12%
Independent	17%	18%
Reassured	4%	7%
In control	10%	10%
Safe	8%	7%
No strong feelings either way	11%	5%

To what extent do you agree or disagree with the following statement:

Inaccessible information makes travelling on public transport stressful for me

	Total (n=1762)	BSL overall (n=283)
Strongly agree	40%	49%
Somewhat agree	36%	32%
Neither agree nor disagree	15%	12%
Somewhat disagree	6%	4%
Strongly disagree	3%	2%
Don't know	1%	0%

How often, if ever, do you experience the following when using public transport?

Worrying about missing important updates or changes (such as platform changes, delays)

	Total (n=1762)	BSL overall (n=283)
Always	37%	45%
Often	26%	26%
Sometimes	25%	22%
Rarely	9%	6%
Never	4%	1%
Don't know	1%	1%

How often, if ever, do you experience the following when using public transport?

Worrying about getting on the wrong service

	Total (n=1762)	BSL overall (n=283)
Always	28%	37%
Often	24%	29%
Sometimes	27%	23%
Rarely	14%	8%
Never	7%	3%
Don't know	1%	1%

How often, if ever, do you experience the following when using public transport?

Worrying about missing my stop

	Total (n=1762)	BSL overall (n=283)
Always	26%	36%
Often	24%	25%
Sometimes	29%	27%
Rarely	15%	8%
Never	6%	2%
Don't know	0%	0%

How often, if ever, do you experience the following when using public transport?

Worrying about being stranded

	Total (n=1762)	BSL overall (n=283)
Always	23%	32%
Often	17%	24%
Sometimes	25%	24%
Rarely	22%	15%
Never	12%	3%
Don't know	1%	2%

How often, if ever, do you experience the following when using public transport?

Feeling the need to stay “on alert” so that I don’t miss my stop or an announcement

	Total (n=1762)	BSL overall (n=283)
Always	53%	59%
Often	27%	23%
Sometimes	14%	14%
Rarely	4%	3%
Never	2%	0%
Don't know	0%	1%

How often, if ever, do you experience the following when using public transport?

Fatigue from concentrating

	Total (n=1762)	BSL overall (n=283)
Always	23%	30%
Often	26%	29%
Sometimes	25%	25%
Rarely	16%	11%
Never	9%	3%
Don't know	1%	1%

How often, if ever, do you experience the following when using public transport?

Feeling like my independence is limited

	Total (n=1762)	BSL overall (n=283)
Always	21%	28%
Often	20%	29%
Sometimes	30%	29%
Rarely	16%	10%
Never	12%	2%
Don't know	1%	1%

How often, if ever, do you experience the following when using public transport?

Frustration about needing to ask others for help

	Total (n=1762)	BSL overall (n=283)
Always	20%	30%
Often	22%	25%
Sometimes	30%	30%
Rarely	15%	11%
Never	11%	3%
Don't know	1%	2%

To what extent do you agree or disagree with the following statements:

I over-prepare or plan ahead more for journeys because I can't rely on travel information being accessible

	Total (n=1762)	BSL overall (n=283)
Strongly agree	34%	46%
Somewhat agree	34%	37%
Neither agree nor disagree	17%	11%
Somewhat disagree	9%	4%
Strongly disagree	6%	1%
Don't know	1%	0%

To what extent do you agree or disagree with the following statements:

When there are disruptions to my public transport journey, I feel able to understand what is happening and plan an alternative route

	Total (n=1762)	BSL overall (n=283)
Strongly agree	12%	14%
Somewhat agree	31%	31%
Neither agree nor disagree	24%	23%
Somewhat disagree	20%	19%
Strongly disagree	10%	12%
Don't know	2%	2%

To what extent do you agree or disagree with the following statements about your experiences as someone who is deaf or has hearing loss when travelling on public transport:

I plan an alternative route in case something changes, and I can't access the information I need

	Total (n=1762)	BSL overall (n=283)
Strongly agree	18%	30%
Somewhat agree	28%	41%
Neither agree nor disagree	26%	17%
Somewhat disagree	15%	8%
Strongly disagree	9%	2%
Don't know	3%	1%

To what extent do you agree or disagree with the following statements about your experiences as someone who is deaf or has hearing loss when travelling on public transport:

I give myself extra time to make my journey or reach my destination

	Total (n=1762)	BSL overall (n=283)
Strongly agree	49%	61%
Somewhat agree	35%	29%
Neither agree nor disagree	10%	8%
Somewhat disagree	4%	2%
Strongly disagree	2%	0%
Don't know	0%	0%

Which of the following do you tend to use when planning and booking journeys on public transport? Please tick all that apply:

	Total (n=1762)	BSL overall (n=283)
Mapping apps (such as Google Maps, Citymapper)	62%	70%
Transport operator apps/websites (such as First Bus, Thameslink and Wightlink)	49%	48%
Local / transport authority apps / websites (such as Transport for London, Transport for Greater Manchester and Transport Scotland)	37%	37%
Passenger Assistance App	10%	29%
National Rail Journey Planner	38%	37%
Other journey apps/websites (such as Trainline)	38%	31%
Real-time information on screens / boards	49%	43%
Printed timetables	26%	18%
Asking staff at stations, stops or on vehicles for journey information	35%	28%
Asking family/friends for help or information	30%	36%
Other (please explain)	2%	1%
I do not usually plan in advance	4%	2%

How confident or unconfident do you feel using digital journey planning tools (such as apps and websites)?

	Total (n=1762)	BSL overall (n=283)
Very confident	28%	27%
Quite confident	44%	50%
Neither confident nor unconfident	12%	12%
Not very confident	9%	7%
Not confident at all	4%	3%
Don't know	0%	0%
I don't use digital tools	2%	1%

Thinking about your experience as someone who is deaf or has hearing loss, how often, if ever, do you avoid doing the following due to accessibility or communication concerns?

Avoid travelling at busy times

	Total (n=1762)	BSL overall (n=283)
Always	16%	23%
Often	29%	36%
Sometimes	30%	31%
Rarely	11%	5%
Never	12%	4%
Don't know	1%	1%

Thinking about your experience as someone who is deaf or has hearing loss, how often, if ever, do you avoid doing the following due to accessibility or communication concerns?

Avoid travelling on certain types of transport

	Total (n=1762)	BSL overall (n=283)
Always	13%	20%
Often	24%	35%
Sometimes	33%	33%
Rarely	15%	8%
Never	14%	4%
Don't know	2%	1%

Thinking about your experience as someone who is deaf or has hearing loss, how often, if ever, do you avoid doing the following due to accessibility or communication concerns?

Avoid travelling at night

	Total (n=1762)	BSL overall (n=283)
Always	25%	29%
Often	21%	25%
Sometimes	22%	24%
Rarely	15%	13%
Never	14%	7%
Don't know	3%	1%

Thinking about your experience as someone who is deaf or has hearing loss, how often, if ever, do you avoid doing the following due to accessibility or communication concerns?

Avoid travelling on unfamiliar routes

	Total (n=1762)	BSL overall (n=283)
Always	19%	26%
Often	26%	33%
Sometimes	27%	25%
Rarely	14%	9%
Never	12%	5%
Don't know	2%	2%

To what extent do you agree or disagree with the following statements about your experiences as someone who is deaf or has hearing loss when travelling on public transport:

I avoid travelling by public transport whenever possible

	Total (n=1762)	BSL overall (n=283)
Strongly agree	15%	19%
Somewhat agree	21%	28%
Neither agree nor disagree	18%	16%
Somewhat disagree	18%	16%
Strongly disagree	29%	20%
Don't know	0%	1%

To what extent do you agree or disagree with the following statements about your experiences as someone who is deaf or has hearing loss when travelling on public transport:

I avoid certain routes or services because I'm unsure if I'll be able to access the information I need

	Total (n=1762)	BSL overall (n=283)
Strongly agree	18%	31%
Somewhat agree	25%	36%
Neither agree nor disagree	26%	20%
Somewhat disagree	16%	8%
Strongly disagree	13%	4%

To what extent do you agree or disagree with the following statements:

I tend to buy flexible tickets, even if it costs more

	Total (n=1762)	BSL overall (n=283)
Strongly agree	16%	23%
Somewhat agree	30%	47%
Neither agree nor disagree	18%	14%
Somewhat disagree	16%	8%
Strongly disagree	15%	5%
Don't know	5%	4%

To what extent do you agree or disagree with the following statements:

I prefer direct journeys rather than changing, even if they cost more

	Total (n=1762)	BSL overall (n=283)
Strongly agree	46%	54%
Somewhat agree	32%	30%
Neither agree nor disagree	12%	11%
Somewhat disagree	6%	2%
Strongly disagree	4%	2%
Don't know	2%	1%

To what extent do you agree or disagree with the following statements:

I prefer longer routes if they are easier to navigate or involve fewer changes

	Total (n=1762)	BSL overall (n=283)
Strongly agree	29%	36%
Somewhat agree	32%	32%
Neither agree nor disagree	19%	16%
Somewhat disagree	11%	9%
Strongly disagree	7%	7%
Don't know	2%	1%

To what extent do you agree or disagree with the following statements:

I stick to routes I know well, even if they are slower or less convenient

	Total (n=1762)	BSL overall (n=283)
Strongly agree	33%	45%
Somewhat agree	32%	32%
Neither agree nor disagree	20%	16%
Somewhat disagree	9%	4%
Strongly disagree	4%	3%
Don't know	1%	0%

Have you ever made a complaint about your experiences when using public transport?

	Total (n=1762)	BSL overall (n=283)
Yes, I have made a complaint linked to accessibility	9%	22%
Yes, I have made a complaint about something else	12%	12%
No, I wanted to make a complaint but didn't know how or didn't have the support I need to make the complaint	9%	16%
No, I had a reason to complain but I didn't think it would change anything	24%	25%
No, I have not wanted or needed to make a complaint	43%	23%
Don't know	2%	2%

Did you find the complaints process accessible to you?

	Total (n=387)
Yes	74%
No	22%
Don't know	4%

Were you satisfied with the outcome of your complaint?

	Total (n=387)
Yes	44%
No	47%
I am still waiting on the outcome of my complaint	10%

Report section 8: Improvements and priorities for change

Which, if any, of the following changes would improve accessibility on public transport the most for you as someone who is deaf or has hearing loss? Please select up to five:

	Total (n=1762)	BSL overall (n=283)
Clearer audio announcements delivered directly to your hearing device	47%	37%
Visual information displays available at all stops, stations and on board	69%	59%
All audio announcements, especially disruption alerts, available in real-time on visual displays and/or on mobile devices	54%	35%
More availability of staff	29%	20%
Staff trained on how to support people who are deaf or have hearing loss	56%	63%
Passengers to know how to support people who are deaf or have hearing loss	9%	10%
Accessible ways to contact operators	19%	16%
Accessible digital journey planning information (such as apps and websites)	27%	31%
Accessible ways to make complaints	9%	15%
Accessible facilities (such as ticket machines or help points)	14%	10%
Quiet areas available at stations or on board	35%	16%
Better lighting for lipreading and signing	17%	30%
Wi-Fi access and charging points	23%	17%
Better positioning of signage so it is easy to see and read	36%	17%
Real-time BSL interpretation of announcements	5%	29%
Videos in BSL explaining ticket options	2%	13%
Videos in BSL explaining route options	3%	14%
Ability to contact operators through VRS	1%	6%
Ability to communicate with station staff and staff on public transport using VRS	1%	8%
Ability to book tickets using VRS	1%	3%
Staff who can use basic BSL	3%	17%

If this improvement was introduced, what impact would this have on your experience of using public transport? Please tick all that apply:

	Total (n=1762)	BSL overall (n=283)
I would be able to travel more independently	38%	55%
I would feel more empowered	39%	48%
I would feel more confident using public transport	62%	62%
I would feel less stressed during my journeys	52%	47%
I would use public transport more often	24%	25%
Other (please explain)	1%	2%
None of the above	4%	1%



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