

# PIDD-29 RESEARCH WAVES 7-10

Interim Report

December 2018

 Accent

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File name: 3104rep03v2 Waves 7-10 Interim Report.docx



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# EXECUTIVE SUMMARY

## Introduction and background

The rail industry wishes to understand better the extent to which each train operator is providing effective communications about disruption to their customers and what improvements might be made. The Rail Delivery Group (RDG), commissioned quantitative research to answer PIDD-29 out of 46 PIDD objectives:

*“Ongoing quantitative research should be commissioned to measure the improvement in the quality of information during disruption for all train companies and that the results are published.”*

The research was designed to collect responses from rail users on a national (Great Britain) basis by passenger type and by TOC sector. This report is on the findings covering Waves 7 to 10 (October 1 2017 to September 30 2018) and covers 9,871 responses.

## Source of information

The main sources of information about disruptions or cancellations were departure screens at stations (33%), announcements by staff on train (21%), via an app (18%), announcements at the station (17%) and online via a website (16%). Social media is relatively unimportant as a source with just 3% learning about the disruption or cancellation from Twitter/Facebook.

## Information content

The main information content provided to customers varied by journey stage:

- ‘Estimated Length of delay’, ‘compensation and refunds’ and ‘alternative modes or routes’ were the main content **before arrival at station**
- ‘An apology’ and ‘estimated length of delay’ were the main content **at station, at interchange station and on train.**

## Overall rating

The overall rating of how the train company deals with delays/cancellations is very poor, with more than five times as many negative ratings as positive: 72% fairly or very poorly compared to 14% fairly or very well.

Information provision is rated poorly, particularly when given before arrival at the station and at stations. All aspects of information provision on the train were rated higher than at the station or before arrival at the station.



The areas of information provision that perform worse and which we would therefore recommend are given most attention are:

- The availability of alternative transport if the train service could not continue
- The time taken to resolve the problem
- The delivery style
- Frequency of updates.

All aspects of information provision on the train were rated higher than at the station or before arrival at the station.

Information provided by staff on train was best rated overall. Information provided through social emails or text alerts and travel news were also well rated in comparison to other information sources and notably, better rated than information provided by staff at stations (announcements and speaking to staff).

### Feelings about disruption and delay length

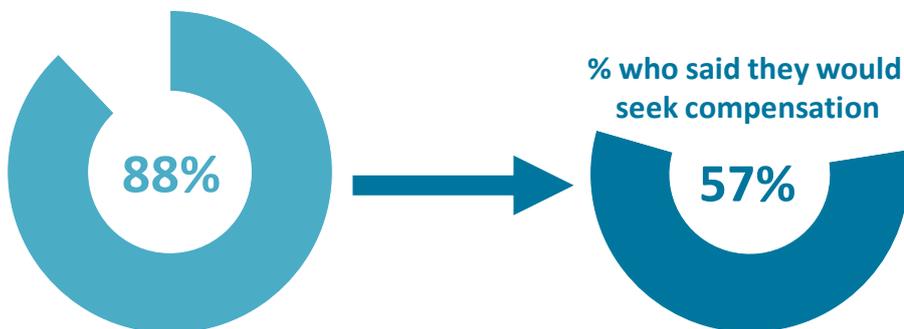
When asked how they felt when they learnt of the disruption or cancellation ‘frustration’ dominated feelings with nearly four fifths (79%) mentioning this; 50% per cent mentioned ‘anger’ and 31% ‘resignation’. All other feelings were relatively insignificant.

Over half (54%) suffered delays of over an hour and over a quarter (29%) suffered delays of between 30 minutes and an hour. The mean delay was 75 minutes.

### Compensation

Nearly nine tenths felt they had reason to complain about the train journey but only 57% of them said they would seek compensation.

**% who felt they had reason to complain about their train journey**



The main reason for not seeking compensation (mentioned by 31%) was that they could not be bothered or thought it would be a waste of time.

Of particular concern is the 24% who said that previous negative experience in trying to seek compensation put them off doing so again and the 21% who complained that the train company did not provide information on how to receive compensation. We recommend making the process of seeking compensation easier.

Eighteen per cent said that they did not believe they were entitled to compensation based on the length of delay even though the delay was inconvenient to them.

Awareness of claiming compensation for a delayed or cancelled train was higher in Wave 10 than Wave 6: 91% v 87%.

## Comparison with other modes

Passengers were asked if they had suffered delay of 20+ minutes or a cancellation to an air, bus or coach journey in the previous three months. Overall, 13% had for air, 6% for bus and 3% for coach.

These modes were compared to rail on the following four aspects of information provision:

- Speed with which information provided
- Usefulness of information
- Accuracy of information
- Frequency of updates.

On balance rail was rated better than bus and coach on all four aspects. However, rail was rated much worse than air for all these aspects.

## Drivers of satisfaction

Regression analysis was undertaken to provide guidance on how best to mitigate the disbenefits of customer dissatisfaction with respect to information provision during disruptions. Overall, the results show that the content of the information had a more consistent and larger impacts than the specific channel through which it is received.

Information about connections and onward travel has the greatest positive impact on customer satisfaction. Length of delay and an apology are the second and third most important drivers of customer satisfaction, so this information should be provided by TOCs where possible. Information on compensation and refunds and alternative routes have similar but lower impacts on satisfaction.

Our recommendation is that National Rail and train operating companies focus on providing relevant information content and disseminating this content through a range of channels.

# 1 INTRODUCTION

## 1.1 Background

The rail industry wishes to understand better the extent to which each train operator is providing effective communications about disruption to their customers and what improvements might be made.

RDG commissioned quantitative research to answer PIDD-29 out of 46 PIDD objectives:

*“Ongoing quantitative research should be commissioned to measure the improvement in the quality of information during disruption for all train companies and that the results are published.”*

## 1.2 Objectives

The research has three key objectives with a further optional objective:

- To identify the information passengers, recall as being provided during disruption and the extent to which each is seen as satisfactory, both overall and in terms of specific considerations such as:
  - quantity;
  - quality of content;
  - quality of use;
  - quality of delivery style; and
  - repetition (this may be seen as good and/or bad).
- To compare the experiences of passengers during different types/severity of delay (e.g. single train failure/line blockage/major station closure/weather events).
- To provide a benchmark against which to measure future changes in satisfaction.
- Optionally, to compare experiences on rail with those on bus, plane, coach, etc. and as a car driver (we don't expect alternative modes to constitute robust data in a single wave).

# 2 METHODOLOGY

## 2.1 Introduction

The research was designed to collect responses from rail users on a national (Great Britain) basis by passenger type (Commuter v Business v Leisure User) and also by TOC sector (Long Distance v Regional v London South East), with the TOCs being allocated to one of these three sectors as per the Transport Focus National Rail Passenger Survey.

There is not a requirement to analyse the data robustly at an individual TOC level, however RDG requires the research to cover the operations of all train companies.

Given that disruption on the railway is subject to seasonal variation, the period for fieldwork is lengthy to enable the work agency to take account of this and four waves are scheduled each year.

Following an initial benchmark wave (early December 2015-end February 2016) there have been ten waves as follows:

- **Wave 1** March to end June 2016
- **Wave 2** July to end September 2016
- **Wave 3** October to end December 2016
- **Wave 4** January to end March 2017
- **Wave 5** April to end June 2017
- **Wave 6** July to end September 2017
- **Wave 7** October to end December 2018
- **Wave 8** January to end March 2018
- **Wave 9** April to end June 2018
- **Wave 10** July to end September 2018.

This report is on the findings covering Waves 7 to 10. We also report on comparisons between Wave 6 and Wave 10 to assess any change a year later.

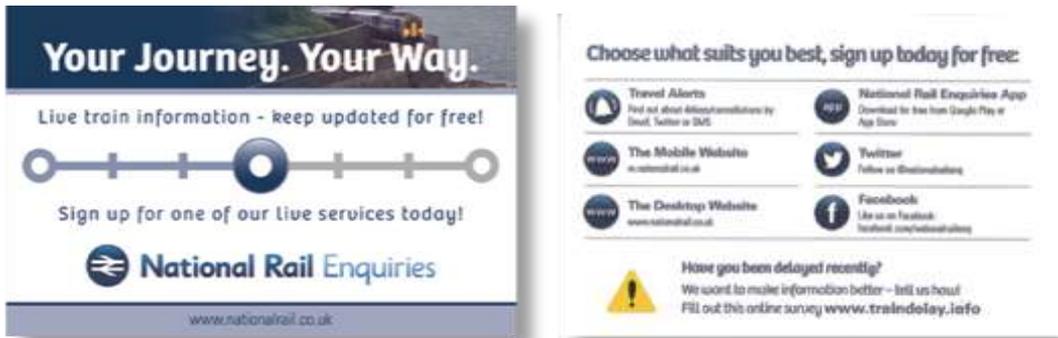
## 2.2 Method

As the passage of time is likely to have an impact on attitudes to passenger information during disruptions, the research approach aimed to minimise that impact.

A key aspect of the research methodology was to facilitate completion of the questionnaire including when in the course of the rail journey to ensure that responses were as far as possible made during or close to the disrupted rail journey.

A number of methods were employed to promote the survey and encourage participation. This included:

- card hand outs (with following link [www.traindelay.info](http://www.traindelay.info) to online questionnaire).



- Tweets (sent to those registered to receive tweets if there was a disruption<sup>1</sup>)



- a link on the National Rail website
- from November 17, 2017 referrals Customer Relations at six Arriva TOCs referred relevant callers to the online survey.

All channels led participants to an online survey.

### Card hand outs

RDG appointed Fabrik to undertake the distribution of PIDD Survey leaflets at stations across the National Rail network at major hub stations. There were two waves over the course of 2018 both were two weeks in duration with one wave taking place in Spring (Wave 8) and the other in Autumn (Wave 10).

In both waves, all TOCs were represented in the chosen locations to allow us the best opportunity to get a sample for all TOCs. A mixture of timings of when the leaflets were distributed also enabled us to get a sample of both peak and off-peak customers.

The table overleaf shows the date, location and times of when the leaflet was distributed for Wave One (survey Wave 8) and Wave Two (survey Wave 10).

<sup>1</sup> Sent for P1 and P0 events

**Wave One – Monday 19 March to Thursday 29 March 2018**

Station	Date	Timings
Birmingham New Street (ATW, LNW, VT, WMR, XC)	19 – 29 March	15.30 to 19.30
Brighton (GTR, GWR)	19 – 29 March	07.30 to 11.30
Bristol Temple Meads (GWR, SWR, XC)	19 – 29 March	15.30 to 19.30
Cambridge (GA, GN, XC)	19 – 29 March	15.30 to 19.30
Cardiff Central (ATW, GWR, XC)	19 – 29 March	15.30 to 19.30
Glasgow Central (CS, EC, SR, TP, VT, XC)	19 – 29 March	12.00 to 18.00
Leeds (EC, EM, NT, TP, XC)	19 – 29 March	15.30 to 19.30
London Bridge (GTR, SE)	19 – 29 March	07.30 to 11.30
London Euston (CS, LNW, LO, VT)	19 – 29 March	07.30 to 11.30
London Fenchurch Street (c2c)	19 – 29 March	07.30 to 11.30
London Liverpool Street (GA, LO, Tfl)	19 – 29 March	07.30 to 11.30
London Marylebone (CR)	19 – 29 March	07.30 to 11.30
London Paddington (CR, GWR, HC, HX)	19 – 29 March	07.30 to 11.30

**Wave Two – Monday 17 September to Friday 28 September 2018**

Station	Date	Timings
Birmingham New Street (ATW, LNW, VT, WMR, XC)	17 – 28 September	15.30 to 19.30
Brighton (GTR, GWR)	17 – 28 September	07.30 to 11.30
Cardiff Central (ATW, GWR, XC)	17 – 28 September	15.30 to 19.30
Edinburgh (CS, EC, SR, TP, VT, XC)	17 – 28 September	12.00 to 18.00
Haywards Heath (GTR)	17 – 28 September	07.30 to 11.30
Liverpool Lime Street (EM, LNW, ME, NT, TP, VT)	17 – 28 September	15.30 to 19.30
London Bridge (GTR, SE)	17 – 28 September	07.30 to 11.30
London Fenchurch Street (c2c)	17 – 28 September	07.30 to 11.30
London Liverpool Street (GA, LO, Tfl)	17 – 28 September	07.30 to 11.30
London Marylebone (CR)	17 – 28 September	07.30 to 11.30
London Victoria (GTR, SE)	17 – 28 September	07.30 to 11.30
Reading (GWR, SWR, XC)	17 – 28 September	15.30 to 19.30
Woking (SWR)	17 – 28 September	07.30 to 11.30
Three Bridges (GTR)	17 – 28 September	07.30 to 11.30
York (EC, GC, NT, TP, XC)	17 – 28 September	15.30 to 19.30

Plans for distributing these leaflets in 2019 are yet to be confirmed.

A Word version of the online questionnaire used for Wave 8 is included as Appendix A.

# 3 FINDINGS

## 3.1 Introduction

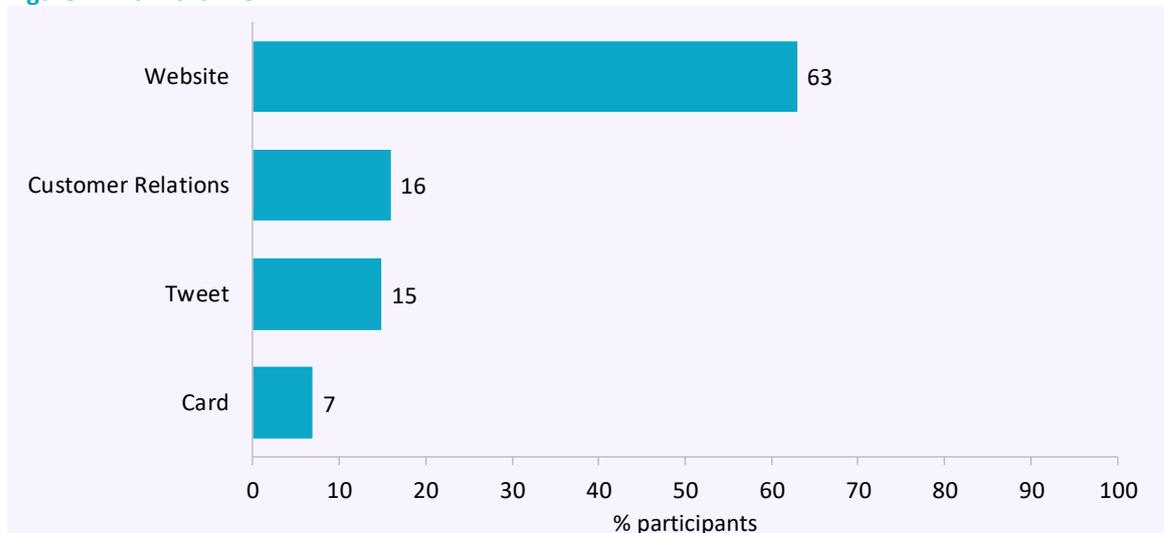
This chapter sets out the findings for Waves 7-10 of the research. The sample comprises 9,871 completed questionnaires.

For the comparison between Waves 6 and Waves 10 the sample sizes are 1,235 and 2,170 respectively.

### Channel

The channel for nearly two thirds of participants (63%) was a website, with a further 16% from referrals for Customer Relations (mainly from six Arriva TOCs).

Figure 1: Main channel



Base: 9,871

### Structure

The findings are organised into the following sections:

- Details of disruption/cancellation
- How Informed of disruption/cancellation
- Information content
- Rating of information provision
- Overall rating of how well the delay was handled
- Length of delay
- Compensation
- Comparative experience
- Demographics
- Drivers of Satisfaction.

See Appendix B for trip details.

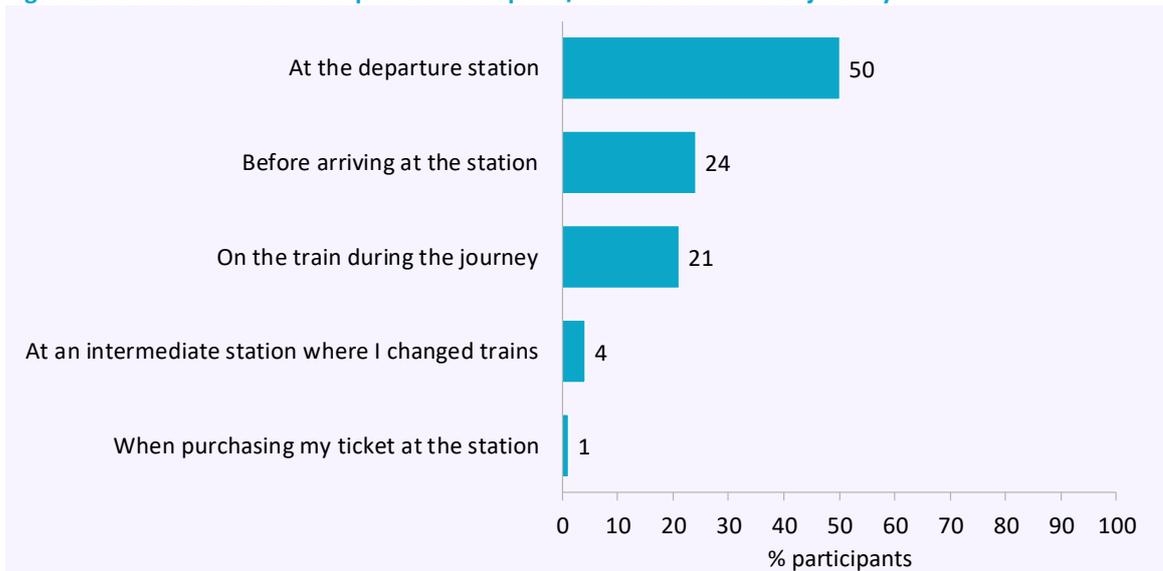
### 3.2 Details of Disruption/Cancellation

#### When first aware of a possible disruption/cancellation to train journey

Customers were asked when they were first aware of a possible disruption or cancellation to their train journey:

- 24% were first aware of disruption/cancellation before arriving at the station
- 51% at the departure station (1% while purchasing a ticket)
- 25% during the journey (4% at an interchange station).

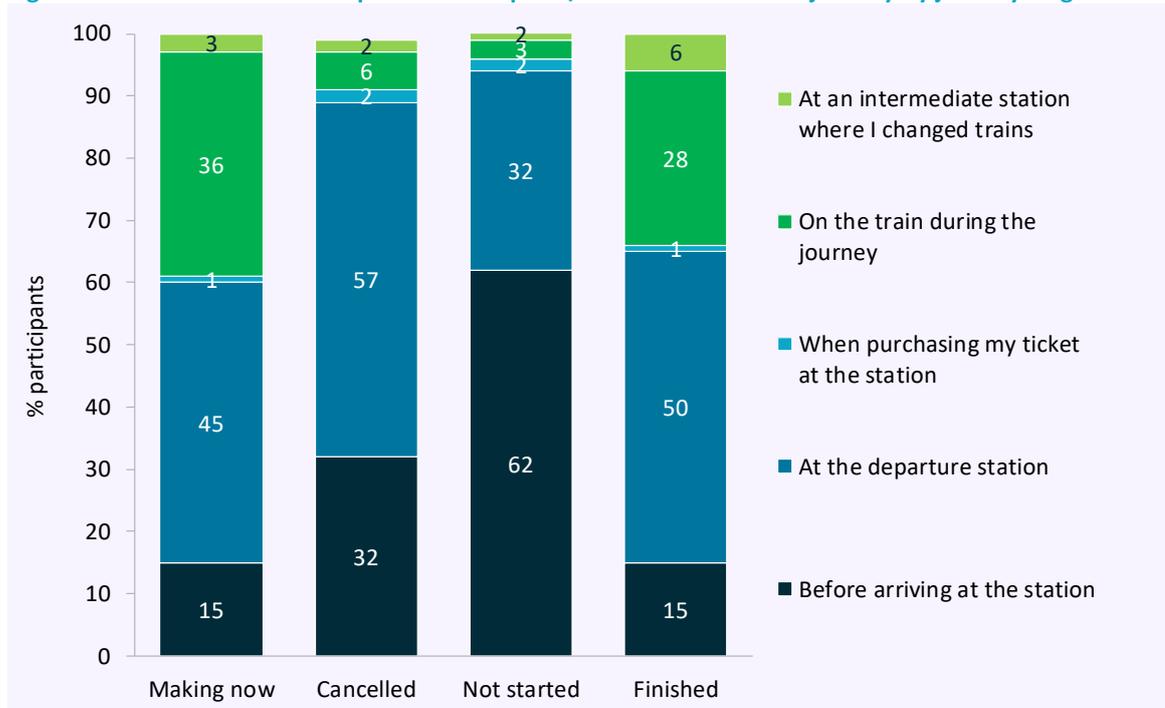
**Figure 2: When first aware of a possible disruption/cancellation to train journey**



Base: 9,871

Analysis by journey stage shows that 32% of those who said their train was cancelled heard about it before arriving at the station and a further 59% at the departure station (2% when purchasing ticket at station). See Figure 3.

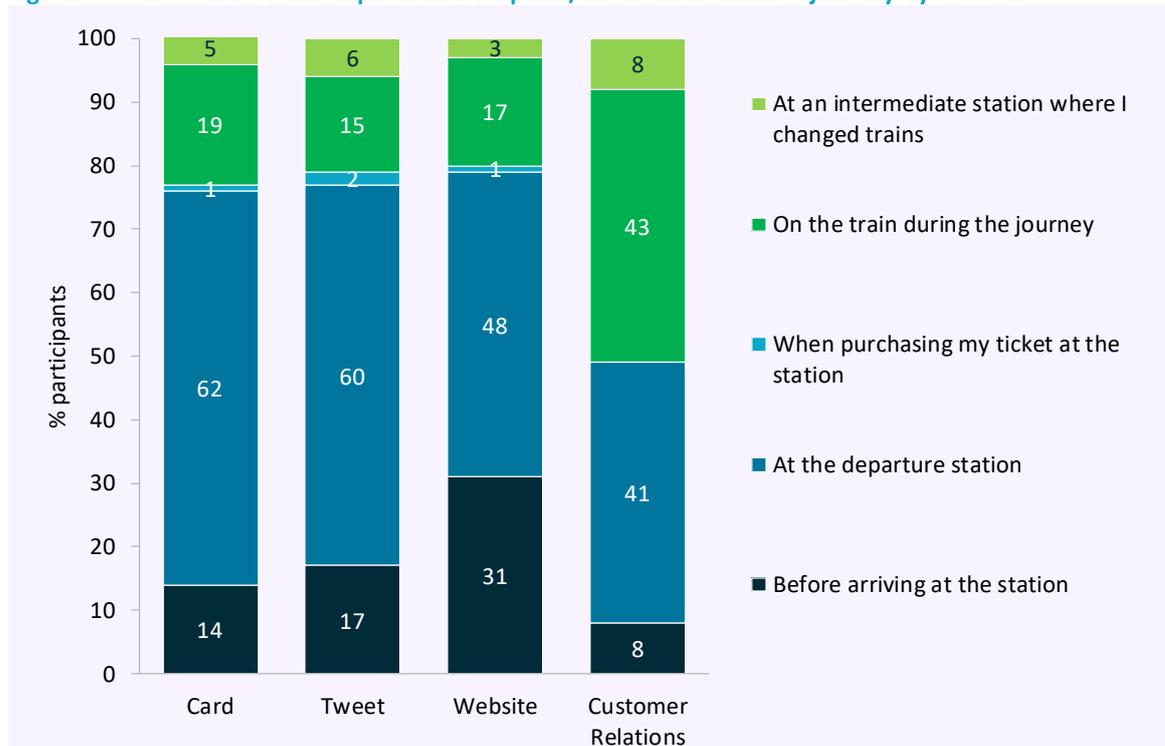
Figure 3: When first aware of a possible disruption/cancellation to train journey by journey stage



Base: Making now 1,713, Cancelled 2,842, Not started 868, Finished 4,448

Over a quarter of the website sample (31%) were first aware of a possible disruption or cancellation to their train journey before arriving at the station, more than twice the proportion for card sample. See Figure 4.

Figure 4: When first aware of a possible disruption/cancellation to train journey by channel

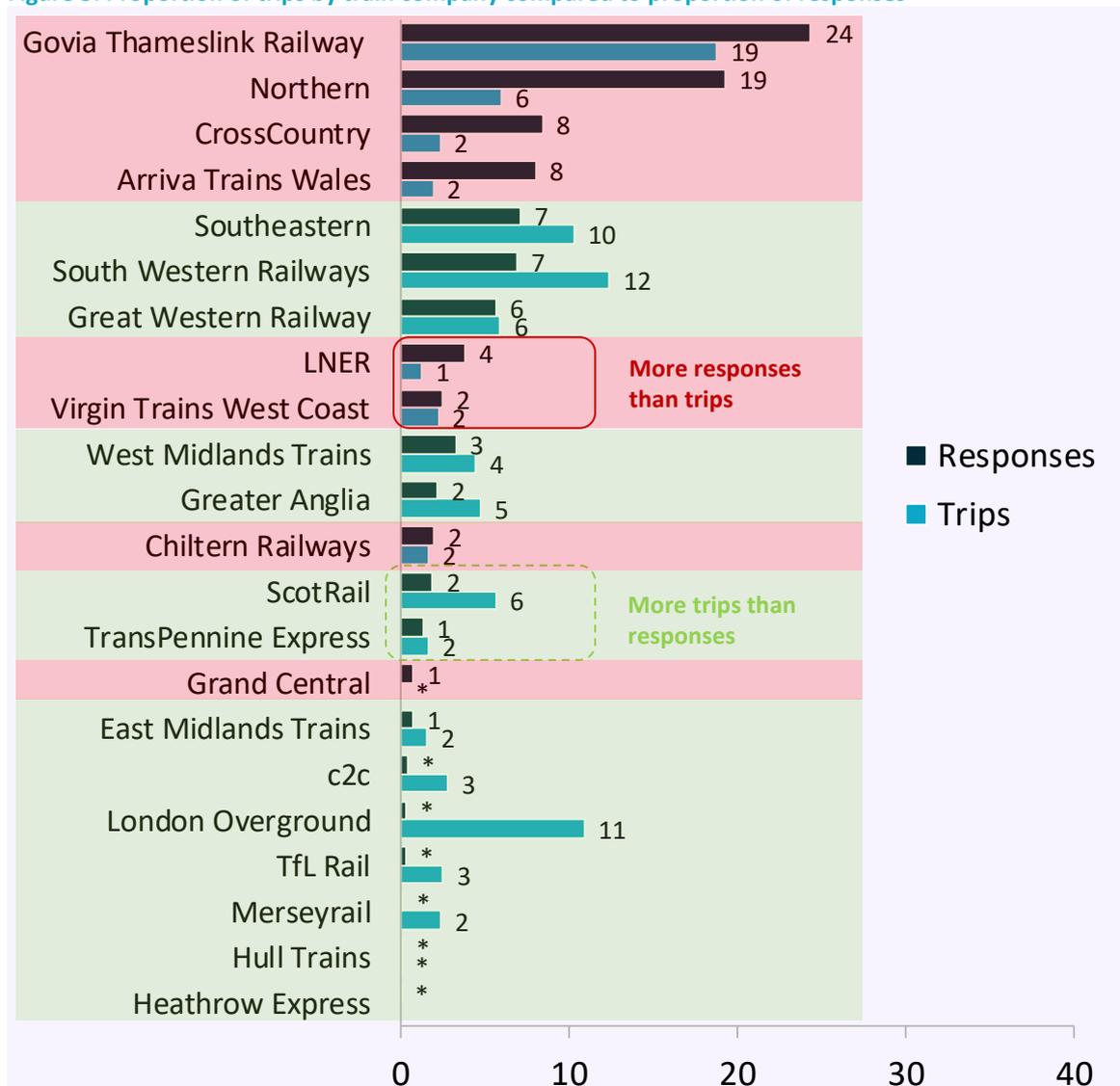


Base: Card 652, Tweet 1,483, Website 6,186, Customer Relations 1,550

## TOC which operated disrupted service (compared to overall TOC usage)

Data on the Train Operating Company (TOC) operating the disrupted service is dominated by the large London & South East region TOCs: South Western Railways, GoVia Thameslink Railway and Southeastern since they also dominate the numbers of rail trips made. Figure 5 compares the proportion of trips made on each TOC (using 2017-18 Q3 to 2018-19 Q1 data, as 2018-19 Q2 was not available at the time of writing) from ORR<sup>2</sup> with the proportion of responses. All things being equal, if there is a greater proportion of responses than trips then that TOC performs badly and if there is smaller proportion of responses than trips then that TOC performs well. However, it should be noted that Arriva TOCs positively encouraged survey response with referrals for Customer Relations.

Figure 5: Proportion of trips by train company compared to proportion of responses



Base: 9,645 responses and 1,294.4 million trips

Note: GoVia Thameslink Railway comprises Southern, Great Northern, Thameslink and Gatwick Express. West Midlands Trains comprises London Northwestern Railway and West Midlands Railway (replacing London Midland on December 10 2017)

\* = less than 0.5%

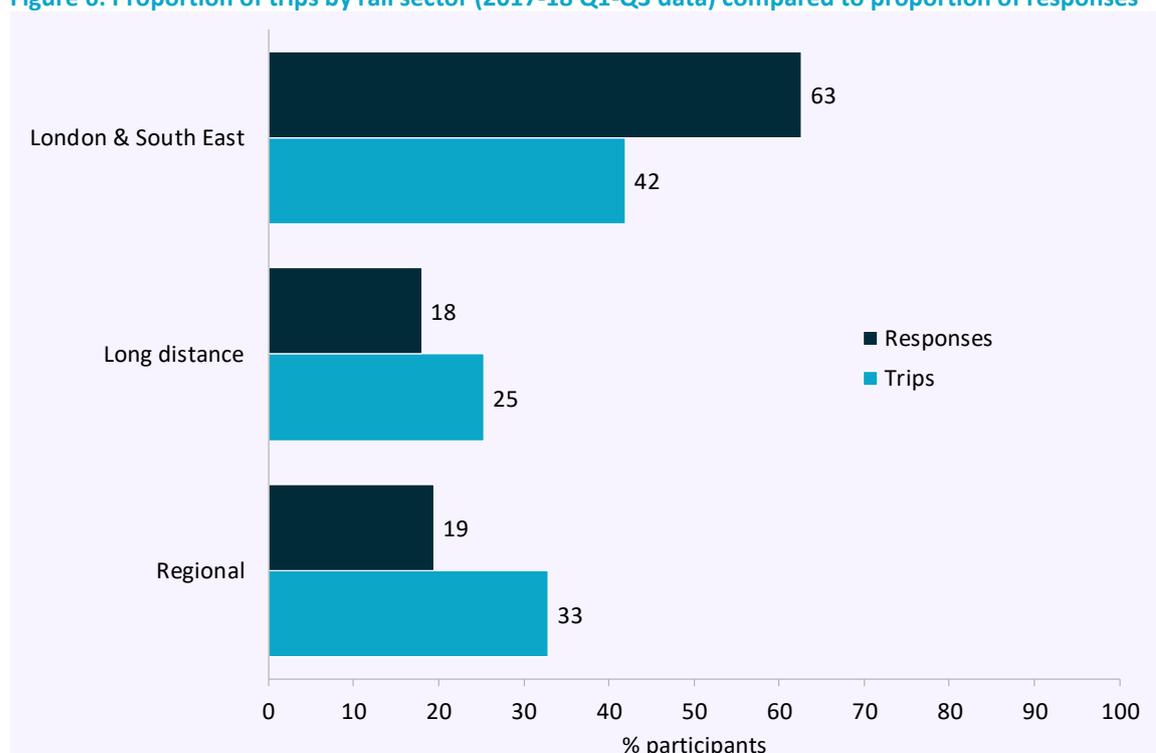
<sup>2</sup> <http://dataportal.orr.gov.uk/displayreport/report/html/2b2e2c38-c822-4e1f-9fb4-b049b3c13899>

The best performing TOCs (i.e. those with a higher proportion of trips than questionnaires on disruptions) were London Overground, South Western Railways, ScotRail, Southeastern, Greater Anglia, Merseyrail, TfL Rail, C2C, East Midlands Trains and West Midlands Trains.

The worst performing TOCs (those with a higher proportion of questionnaires on disruptions than trips) were Northern, GoVia Thameslink Railway, Arriva Trains Wales, CrossCountry, LNER and Grand Central.

The distribution of questionnaires on disruptions by rail sector compared to actual usage<sup>3</sup> shows that there are proportionately more responses than trips for London & South East and fewer for Long Distance and Regional. See Figure 6.

**Figure 6: Proportion of trips by rail sector (2017-18 Q1-Q3 data) compared to proportion of responses**



Base: 9,645 responses and 1,294.4 million trips

Note: West Midlands Trains has been classified as Long Distance although it includes West Midlands Railways which is a Regional TOC.

### Comparison over time

The point in time when customers were first made aware of disruptions was similar between Wave 6 and Wave 10. Fewer were informed before arriving at the station and more were informed on the train and at the interchange station in Wave 10 compared to Wave 6.

	Wave 6	Wave 10
Before arriving at the station	22%	17%
At the departure station	50%	51%
When purchasing my ticket at the station	1%	2%
On the train during the journey	23%	25%
At an interchanging station	4%	6%

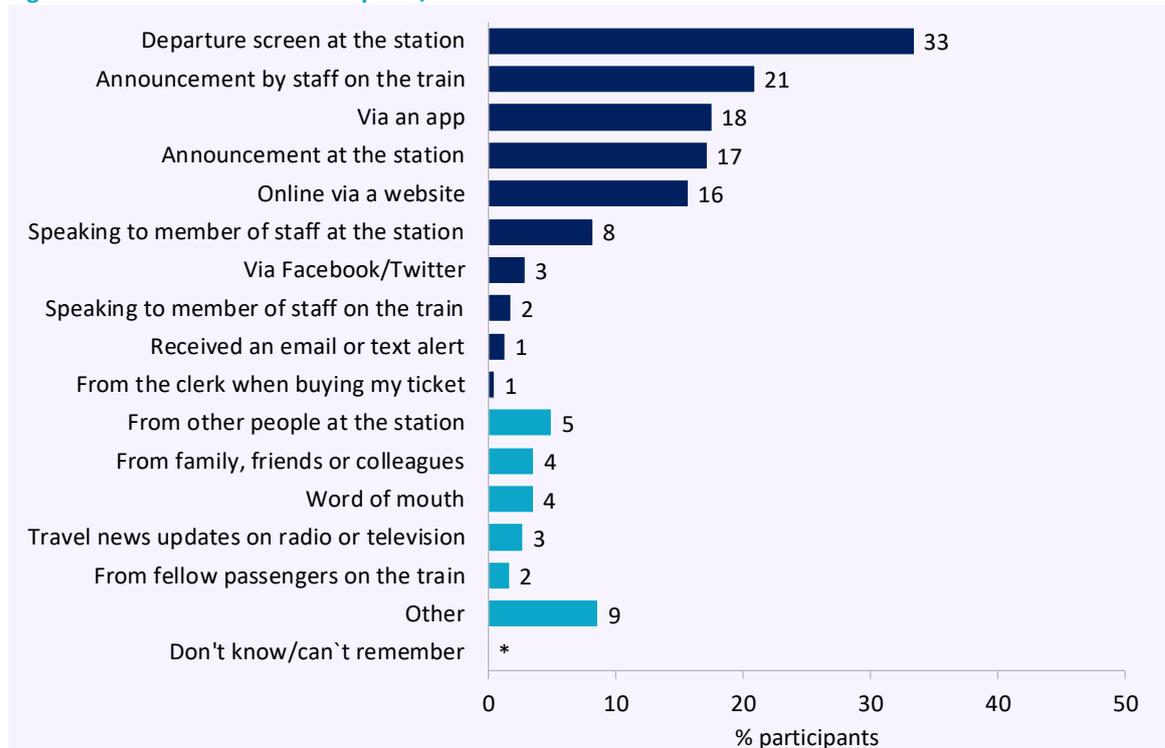
<sup>3</sup> <http://dataportal.orr.gov.uk/displayreport/report/html/2b2e2c38-c822-4e1f-9fb4-b049b3c13899>

### 3.3 How Customers were Informed of Disruption/Cancellation

Customers were asked how they were informed of the disruption or cancellation. The main sources of information were departure screens at stations (33%), announcements by staff on train (21%), via an app (18%), announcements at the station (17%) and online via a website (16%).

Social media is relatively unimportant as a source with just 3% learning about the disruption or cancellation from Twitter/Facebook. See Figure 7.

**Figure 7: How informed of disruption/cancellation**



Base: 9,891

\* = less than 0.5%

Note: dark shaded information sources potentially provided by National Rail/TOCs

As Table 1 shows, the information source varied significantly by journey stage:

- Online and apps were most important for before arrival at the station
- Departure screen at station and announcements at station were most important at departure and interchange station
- On train announcements were most important on train.

**Table 1: How informed of disruption/cancellation by journey stage**

	before arrival at station %	at station %	on the train %	at inter-change station %
Announcement by staff on the train		7	79	13
Announcement at the station		29	5	30
Departure screen at the station		61	3	51
Speaking to member of staff on the train			8	2
Speaking to member of staff at the station		14		26
From the clerk when buying my ticket		1		
Online via a website	47	5	7	7
Via an app	40	12	7	12
Received an email or text alert	4	*	*	*
Via Facebook/Twitter	6	1	4	*
Word of mouth	4	4	2	3
From other people at the station		9		7
From fellow passengers on the train			7	3
From family, friends or colleagues	10	1	2	1
Travel news updates on radio or television	10	*	*	3
Other	9	8	9	6
Don't know/can't remember	*	*	*	1
<b>Base</b>	<b>2,379</b>	<b>5,024</b>	<b>2,071</b>	<b>417</b>

\* = less than 0.5%

Note: grey shaded information sources potentially provided by National Rail/TOCs

**Key:** Most mentions   
 2<sup>nd</sup> most mentions   
 3<sup>rd</sup> most mentions 

**Comparison over time**

The source of information remained relatively unchanged between Waves 6 and 10. Overall, fewer were informed via a website and via an app in Wave 10 compared to Wave 6 and more were informed by a station departure screen and an announcement from ion train staff.

	Wave 6	Wave 10
Departure screen at the station	32%	34%
Announcement by staff on the train	23%	26%
Announcement at the station	20%	18%
Via an app	15%	14%
Online via a website	17%	12%
Speaking to member of staff at the station	8%	9%
From other people at the station	7%	5%
From family, friends or colleagues	4%	3%
Via Facebook/Twitter	5%	2%
Word of mouth	3%	4%
From fellow passengers on the train	3%	2%
Travel news updates on radio or television	3%	2%
Speaking to member of staff on the train	1%	3%
Received an email or text alert	2%	1%
From the clerk when buying my ticket	1%	1%
Other	7%	8%

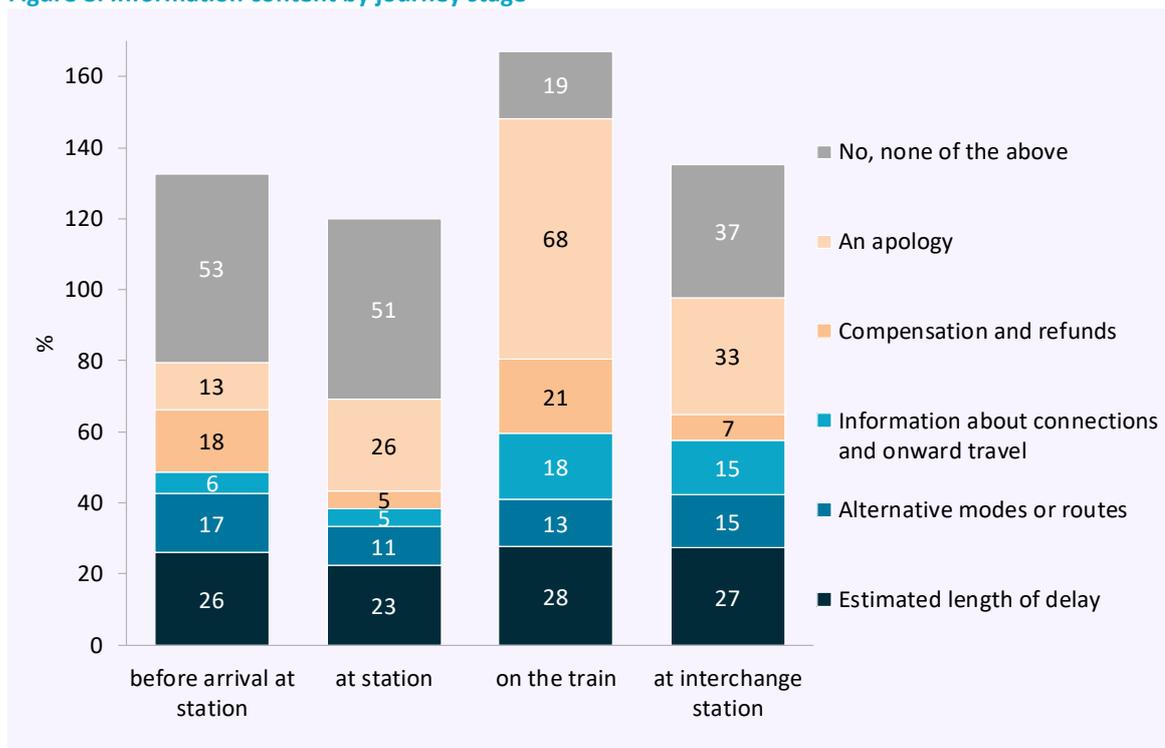
### 3.4 Information Content

For customers who received information about the disruption/cancellation from a potential rail company source (the grey shaded sources in Table 1 above), the content of the information was asked for.

The main content provided to customers varied by journey stage:

- ‘Estimated Length of delay’, ‘compensation and refunds’ and ‘alternative modes or routes’ were the main content **before arrival at station**
- ‘An apology’ and ‘estimated length of delay’ were the main content **at station, at interchange station and on train.**

Figure 8: Information content by journey stage



Base: before arrival at station 1,919, at station 4,439, on train 1,868, at interchange station 382

Note: more than one response could be given so percentages add to more than 100%

The information content, aggregated across journey stage, is shown against the information channel for National Rail or TOC sources or potential sources in Figure 9.

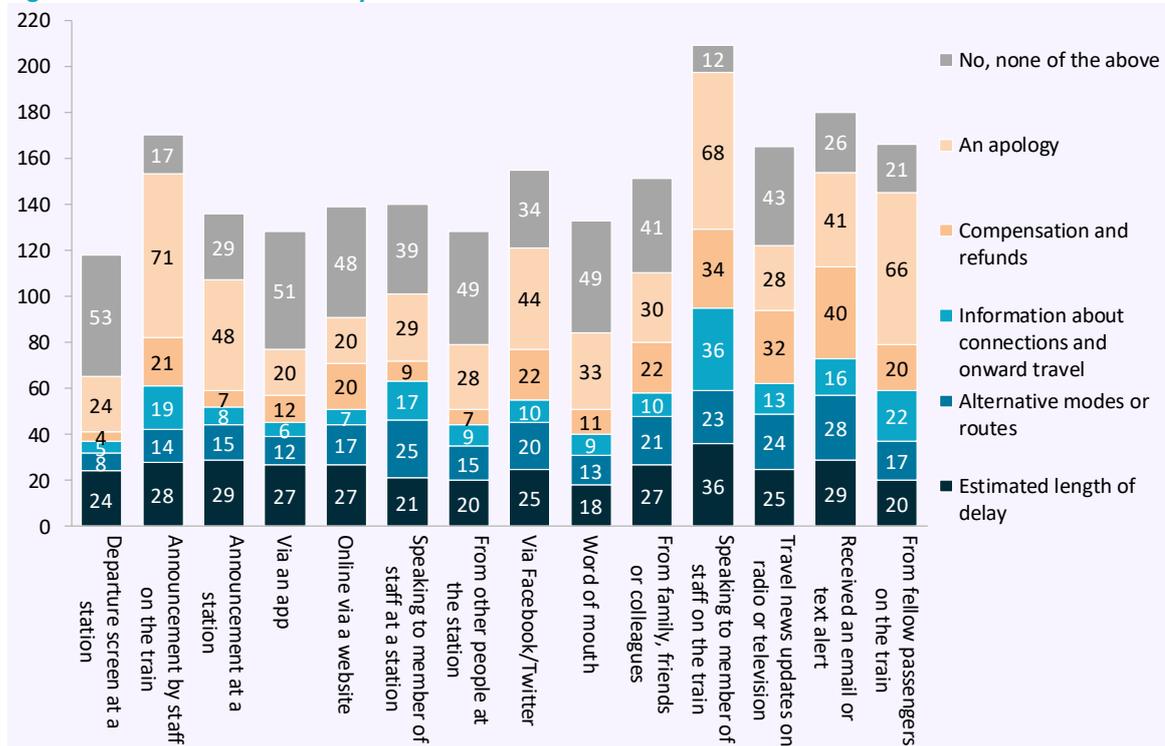
An apology is far more likely to be given when the information is provided by staff on train compared to other sources:

- 71% announcements by staff **on the train**
- 68% speaking to member of staff **on the train**
- 66% from fellow passengers on the train
- 48% announcements **at station**
- 44% via Facebook/Twitter
- 41% received an email or text alert
- Between 20% and 33% for other information channels.

Information about alternative modes or routes was most likely to be given via an email/text alert (28%) or staff at station (25%).

Information about estimated length of delay was most likely to be given by speaking to member of staff on the train (36%).

**Figure 9: Information content by information channel**



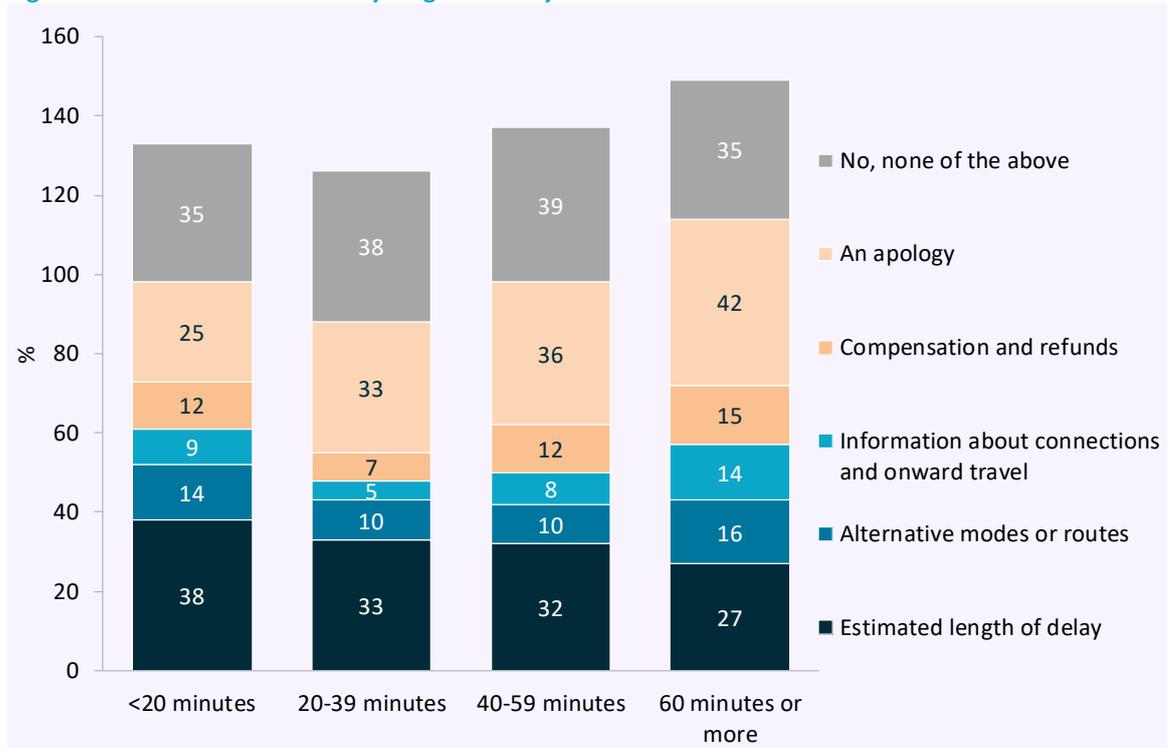
Base: departure screen at a station 3308, announcement by staff on the train 2068, announcement at a station 1698, via an app 1683, online via a website 1553, speaking to member of staff at a station 809, from other people at the station 313, via Facebook/Twitter 284, word of mouth 203, from family, friends or colleagues 202, speaking to member of staff on the train 188, travel news updates on radio or television 152, received an email or text alert 129, from fellow passengers on the train 119

To assess the impact of length of delay on the information content, information content has been aggregated across journey stages.

The shorter the delay the more likely that the information included the estimated length of delay: 38% for delays under 20 minutes compared to 27% for delays of an hour or more.

An apology and information about compensation and refunds, connections and onward travel and alternative modes or routes tended to increase as the delay got longer.

Figure 10: Information content by length of delay



Base: <20 minutes 345, 20-39 minutes 872, 40-59 minutes 521, 60 minutes or more 2,114

**Comparison over time**

Significantly more were given an estimated length of delay but significantly fewer were given information on alternative modes or routes in wave 10 compared to wave 6.

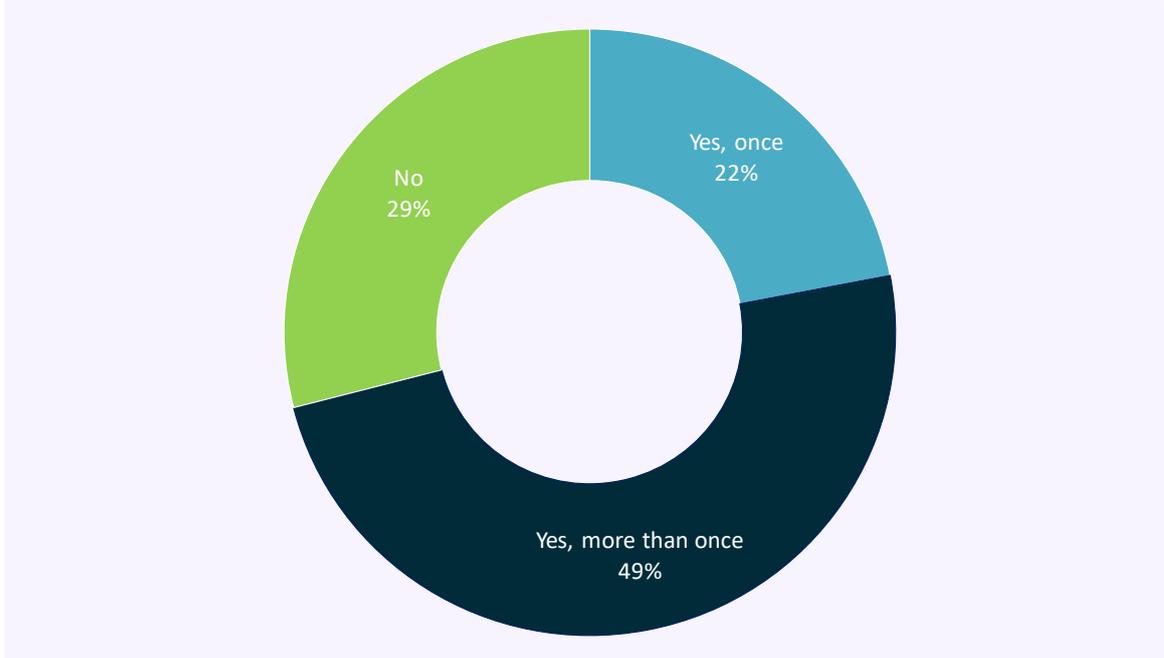
Information content has been aggregated across journey stages:

	Wave 6	Wave 10
Estimated length of delay	23%	27%
Alternative modes or routes	18%	12%
Information about connections and onward travel	9%	10%
Compensation and refunds	11%	12%
An apology	34%	35%
No, none of the above	41%	40%

## Announcements for stops between stations

For the 19% of the sample who were informed about the disruption on the train, the train stopped between stations: 22% once and 49% more than once.

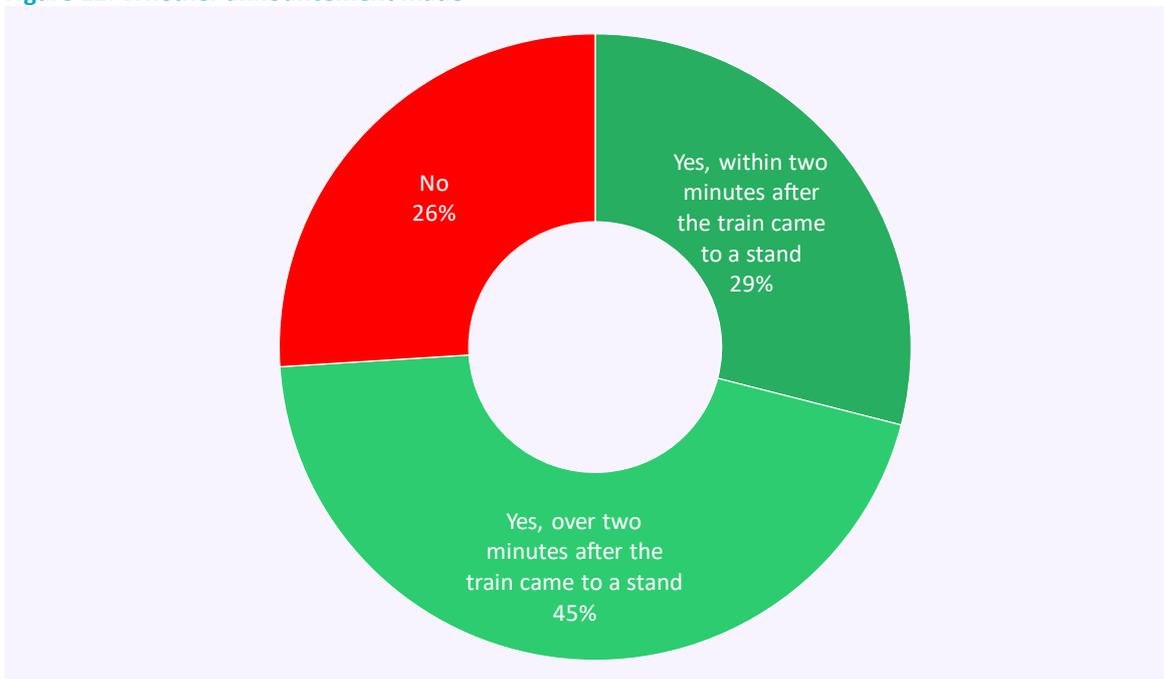
**Figure 11: Whether train stopped between stations**



Base: 1,895

For 71% who experienced a stop between stations, an announcement was made: 27% within two minutes and 47% over two minutes after the train stopped.

**Figure 12: Whether announcement made**



Base: 1,344 whose train stopped between stations

## 3.5 Rating of Information Provision

Customers were asked to rate the TOC operating the service on the information provision for one of the following four stages of the journey where they first heard about the possible disruption or cancellation of their journey:

- Before arrival
- At station
- On train
- At interchange station.

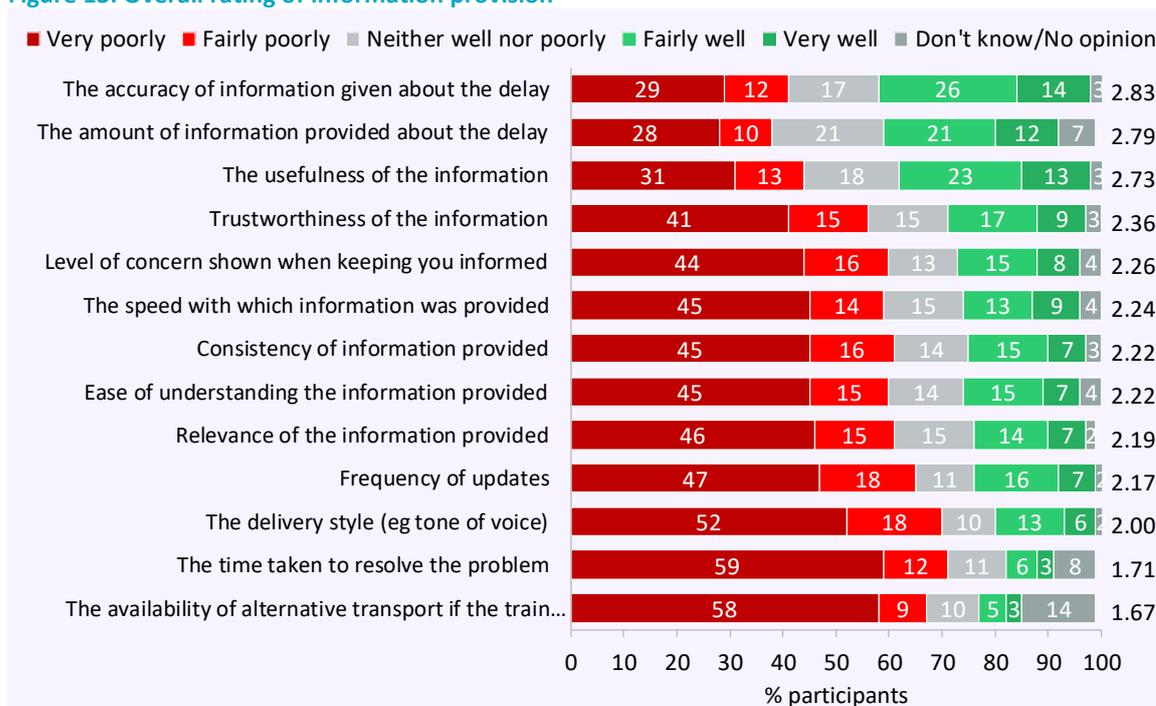
The following aspects of information were rated:

- Frequency of updates
- Trustworthiness of the information
- The delivery style (e.g. tone of voice)
- Ease of understanding the information provided
- Relevance of the information provided
- Consistency of information provided\*
- Level of concern shown when keeping you informed
- The amount of information provided about the delay\*
- The accuracy of information given about the delay\*
- The usefulness of the information\*
- The speed with which information was provided\*
- The time taken to resolve the problem
- The availability of alternative transport if the train service could not continue.

Customers who received information about the disruption or cancellation **before arrival at the station** were asked to rate the five aspects marked with an asterisk.

The ratings for the overall sample, aggregated over the four journey stages, are shown in Figure 13.

Figure 13: Overall rating of information provision



Base: 8,597

The best rated aspects were:

- The accuracy of information
- The amount of information provided about the delay
- The usefulness of the information.

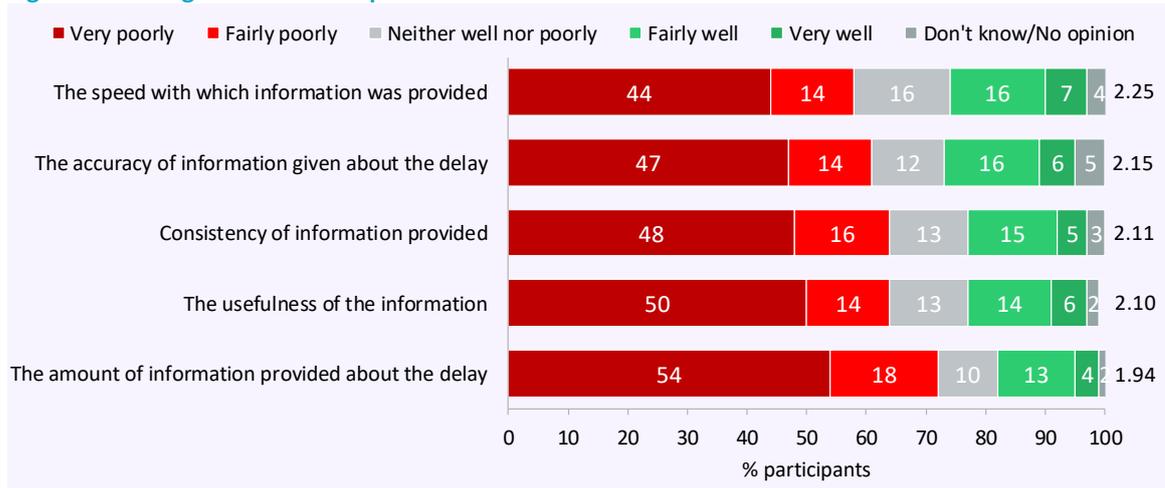
The worst rated aspects were:

- The availability of alternative transport if the train service could not continue
- The time taken to resolve the problem
- The delivery style.

The ratings by journey stage are shown in Figure 14, Figure 15, Figure 16 and Figure 17.

All five aspects of information provided **before arrival at the station** were rated negatively on balance, with the amount of information particularly poorly rated.

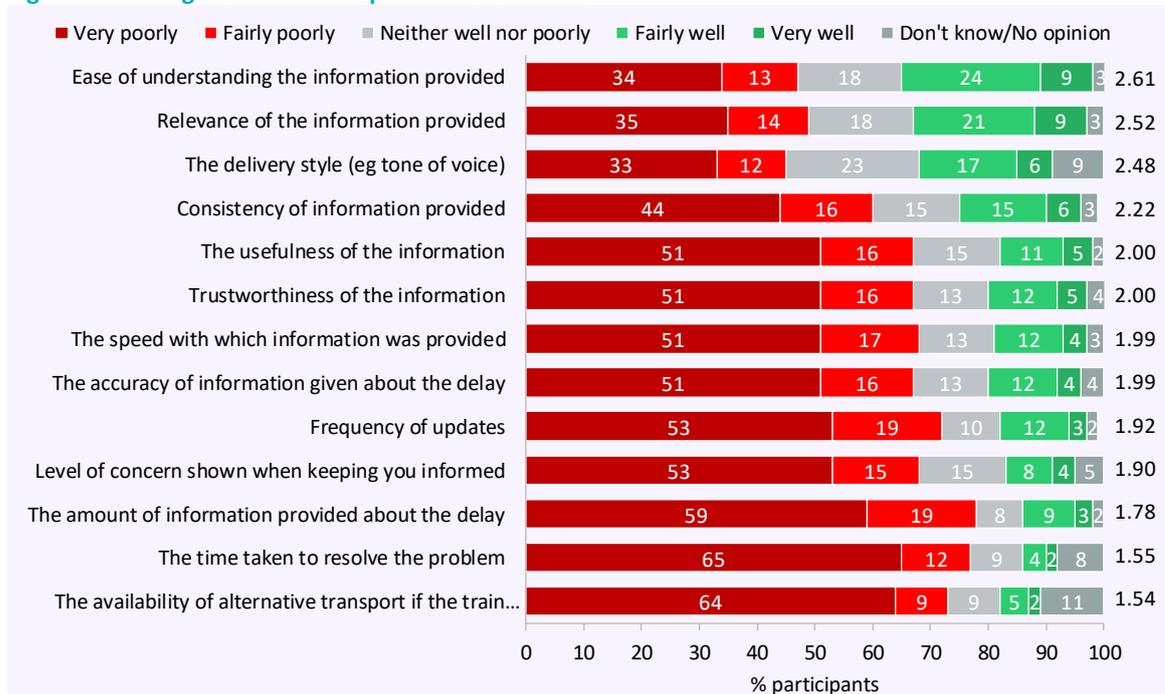
Figure 14: Rating of information provision before arrival at station



Base 1,919

All aspects of information provided **at the station** were rated negatively on balance with availability of alternative transport, time taken to resolve the problem and amount of information particularly poorly rated.

Figure 15: Rating of information provision at station

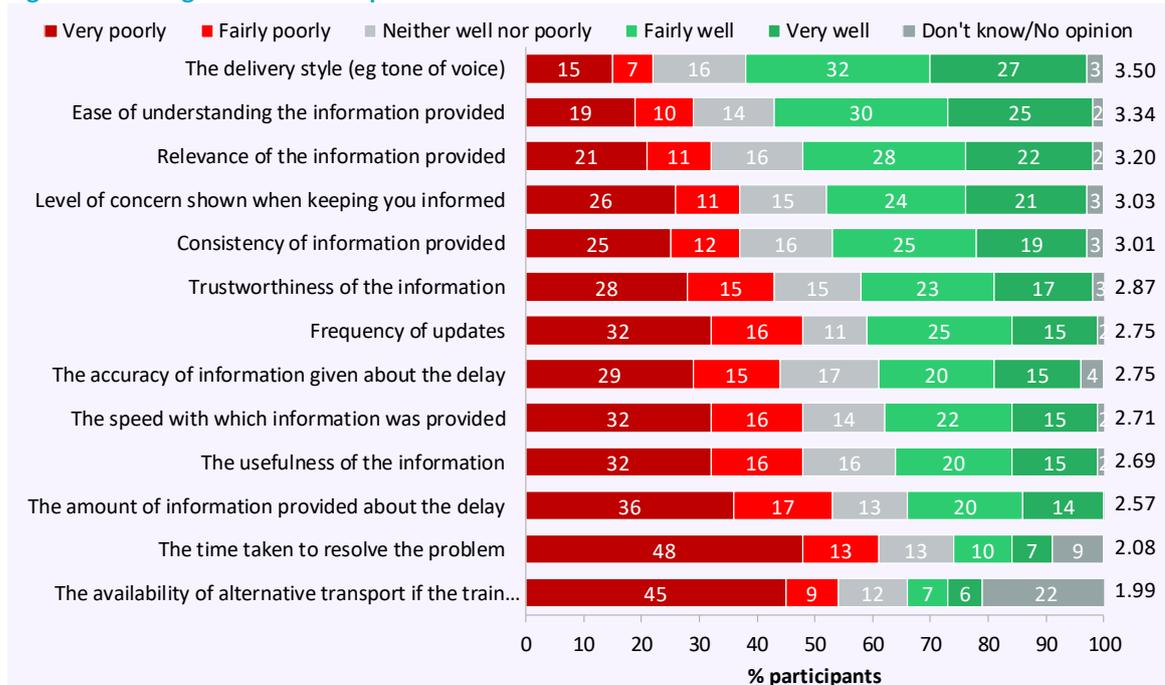


Base: 4,436

All aspects of information provision were rated higher **on the train** than elsewhere. Five aspects of information on train gained positive ratings on balance (mean scores over 3) whereas none of the ratings were positive elsewhere. Ease of understanding the information, relevance of information and delivery style were best rated.

The availability of alternative transport and time taken to resolve the problem were worst rated.

Figure 16: Rating of information provision on train

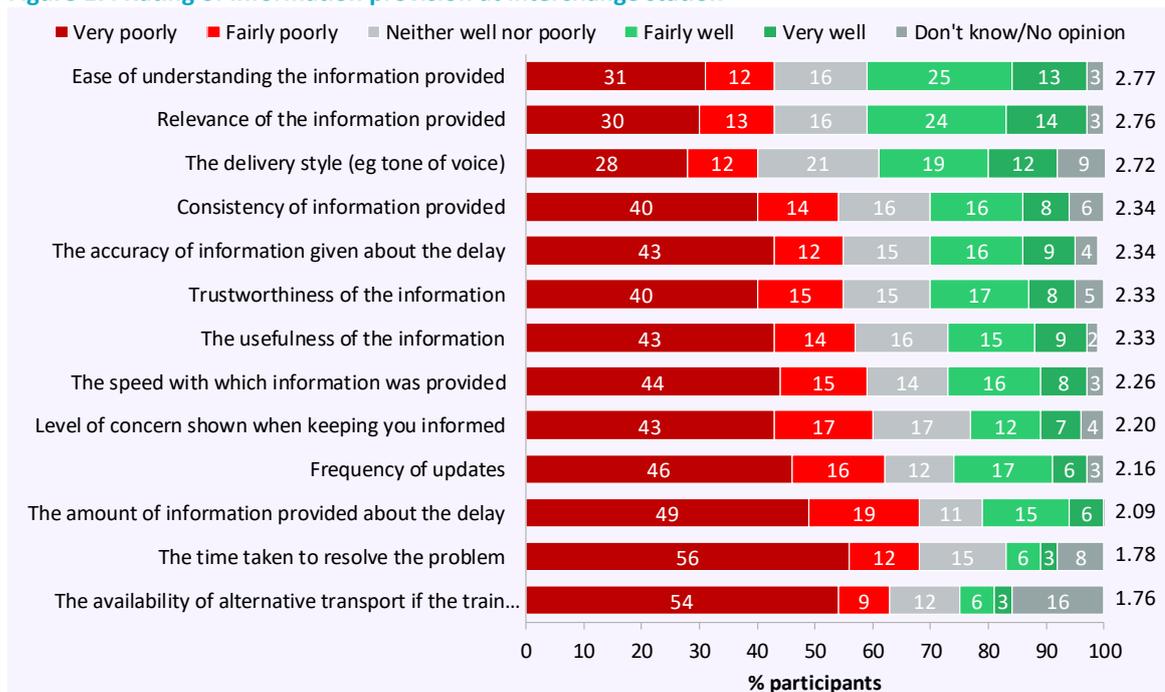


Base: 1,861

All aspects of information provided **at the interchange station** were rated negatively on balance with availability of alternative transport, time taken to resolve the problem and amount of information provided particularly poorly rated.

The ratings at the interchange station were a little higher than those at the starting station.

Figure 17: Rating of information provision at interchange station

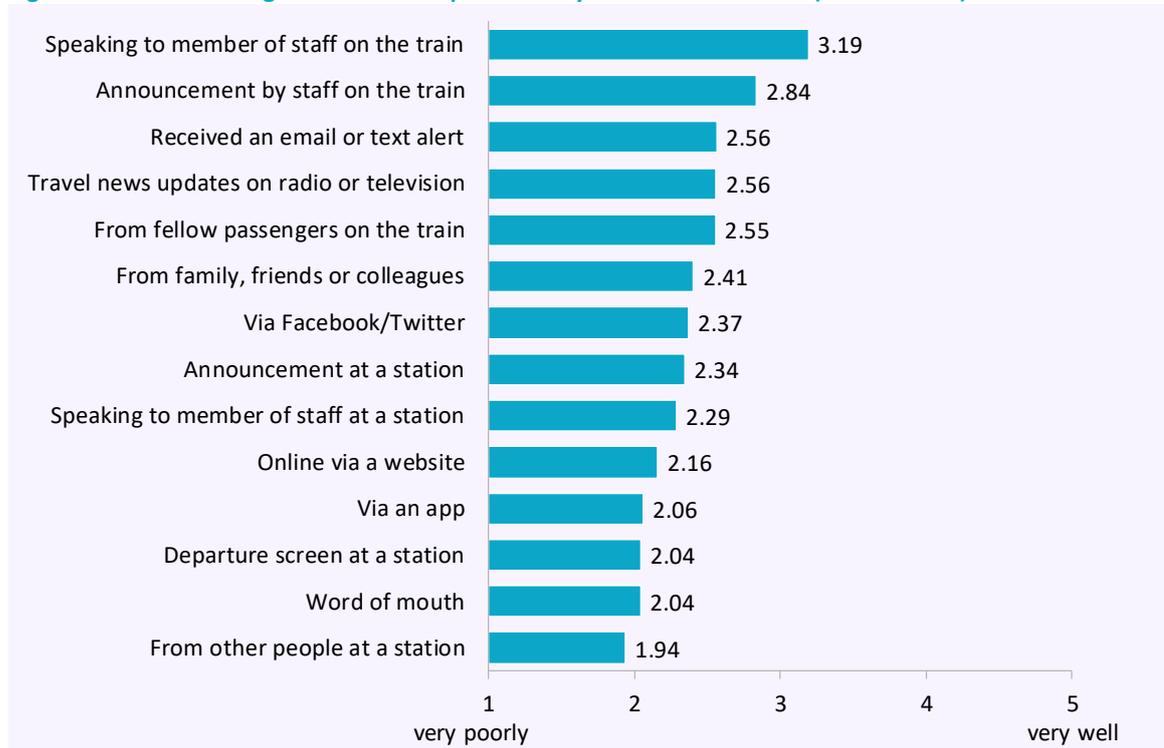


Base: 381

## Ratings by information source

Information provided by staff on train received the most positive rating with information provided through emails or text alerts and travel news also well rated in comparison to other information sources and notably, better rated than information provided by staff at stations (announcements and speaking to staff).

**Figure 18: Overall rating of information provision by information source (mean scores)**



Base: 8,597

A detailed breakdown of the rating by information source by each aspect of information provision is shown in Table 2. This shows the mean scores and uses colour coding to highlight the top three rated aspects and the worst rated aspect.

Speaking to a member of staff on the train was rated best for all aspects.

Those who receive information about disruptions or cancellations from departure screens at station (the primary source of information – see Figure 7) give relatively low ratings for all aspects. This implies that information provided on screens should be improved (if technically possible) and/or more timely information is provided through announcements at stations.

**Table 2: Rating of information provision by information source (mean scores)**

	Speaking to member of staff on the train	Announcement by staff on the train	Received an email or text alert	Travel news updates on radio or television	From fellow passengers on the train	From family, friends or colleagues	Via Facebook/Twitter	Announcement at a station	Speaking to member of staff at a station	Online via a website	Via an app	Departure screen at a station	Word of mouth	From other people at a station
The amount of information provided about the delay	3.86	3.53	3.10	2.59	3.29	2.99	2.97	2.90	2.83	2.60	2.57	2.48	2.72	2.47
The accuracy of information given about the delay	3.67	3.38	2.86	2.50	2.97	2.83	2.79	2.94	2.83	2.66	2.66	2.62	2.54	2.44
The usefulness of the information	3.61	3.24	3.00	2.86	2.95	2.74	2.76	2.83	2.76	2.59	2.58	2.54	2.47	2.36
Trustworthiness of the information	3.25	3.05	2.92	2.68	2.59	2.46	2.54	2.51	2.38	2.19	2.11	2.20	2.07	2.03
The speed with which information was provided	3.54	3.04	2.41	2.36	2.81	2.44	2.52	2.25	2.29	2.11	1.96	1.90	2.09	1.89
Relevance of the information provided	3.17	2.72	2.87	2.65	2.50	2.31	2.36	2.26	2.26	2.14	2.02	2.00	1.96	1.93
Consistency of information provided	3.06	2.75	2.96	2.61	2.41	2.34	2.35	2.32	2.28	2.22	2.07	2.03	1.90	1.85
Level of concern shown when keeping you informed	3.29	2.87	2.23	2.67	2.73	2.39	2.36	2.30	2.24	2.18	2.01	2.02	1.96	1.86
Ease of understanding the information provided	3.12	2.77	2.84	2.68	2.53	2.40	2.34	2.27	2.22	2.17	2.01	1.99	1.88	1.83
Frequency of updates	3.05	2.82	2.27	2.64	2.46	2.36	2.18	2.36	2.03	2.05	1.92	1.96	1.93	1.88
The delivery style (eg tone of voice)	3.00	2.60	2.64	2.54	2.29	2.09	2.17	2.12	2.02	1.97	1.86	1.77	1.73	1.69
The time taken to resolve the problem	2.45	2.09	1.70	2.16	1.90	2.00	1.77	1.72	1.81	1.62	1.51	1.54	1.60	1.51
The availability of alternative transport if the train service could not continue	2.40	2.02	1.50	2.35	1.77	1.92	1.70	1.69	1.78	1.59	1.50	1.52	1.68	1.47
<b>Total</b>	<b>3.19</b>	<b>2.84</b>	<b>2.56</b>	<b>2.56</b>	<b>2.55</b>	<b>2.41</b>	<b>2.37</b>	<b>2.34</b>	<b>2.29</b>	<b>2.16</b>	<b>2.06</b>	<b>2.04</b>	<b>2.04</b>	<b>1.94</b>
<b>Base</b>	188	2,067	22	22	119	80	144	1,698	809	445	779	3,306	159	312



### Before arrival at station

Although passengers mainly received information about the disruption or cancellation from a website (47%) or from an app (40%) before arrival at the station, the smaller proportion checking their emails (4%) gave significantly<sup>4</sup> more positive ratings for all aspects, particularly with respect to speed and consistency of information.

In the light of this, it would be advisable to promote the email service to help provide timely information about potential disruptions before travel.

<sup>4</sup> At the 95% confidence level

**Table 3: Rating of information provision by information source before arrival at station (mean scores)**

	Received an email or text alert	Travel news updates on radio or	Via Facebook/ Twitter	From family, friends or colleagues	Online via a website	Via an app
The speed with which information was provided	3.13	2.60	2.55	2.41	2.29	2.18
The accuracy of information given about the delay	3.00	2.70	2.50	2.49	2.21	2.06
Consistency of information provided	3.00	2.71	2.53	2.36	2.16	2.02
The usefulness of the information	2.95	2.64	2.38	2.33	2.16	2.03
The amount of information provided about the delay	2.78	2.57	2.39	2.12	1.99	1.90
<b>Base</b>	<b>104</b>	<b>125</b>	<b>136</b>	<b>115</b>	<b>1,073</b>	<b>885</b>

Note: yellow shading indicates significantly higher than orange shading

Sources with over 75 responses shown

## At station

The main sources of information about disruptions or cancellations at the station are departure screens (61%), announcements at station (29%) and speaking to member of staff at a station (14%).

Two of these three (speaking to a member of staff and announcement at station) are significantly<sup>5</sup> better rated than the main source of information: departure screen at station. These two were also significantly better rated than other people at a station and via an App for all aspects, and via a website and word of mouth for most aspects.

The poor performance of departure screens, apps and websites for information provision is of concern.

<sup>5</sup> At the 95% confidence level

**Table 4: Rating of information provision by information source at station (mean scores)**

	Announcement by staff on the train	Announcement at a station	Speaking to member of staff at a station	Departure screen at a station	Online via a website	Via an app	From other people at a station	Word of mouth
Ease of understanding the information provided	3.09	2.95	2.80	2.60	2.48	2.54	2.41	2.38
The delivery style (eg tone of voice)	3.13	2.88	2.81	2.44	2.30	2.43	2.43	2.51
Relevance of the information provided	2.96	2.84	2.73	2.52	2.44	2.48	2.35	2.35
Consistency of information provided	2.63	2.52	2.36	2.18	2.15	2.11	2.02	2.01
The usefulness of the information	2.38	2.24	2.20	1.98	1.93	1.91	1.91	1.87
Trustworthiness of the information	2.44	2.28	2.21	1.98	1.97	1.86	1.83	1.79
Level of concern shown when keeping you informed	2.56	2.22	2.28	1.86	1.82	1.82	1.88	1.86
The speed with which information was provided	2.39	2.29	2.24	2.00	1.87	1.83	1.84	1.78
The accuracy of information given about the delay	2.36	2.26	2.16	1.97	1.90	1.85	1.84	1.80
Frequency of updates	2.48	2.35	2.02	1.93	1.87	1.83	1.86	1.77
The amount of information provided about the delay	2.24	2.11	1.98	1.75	1.74	1.73	1.67	1.64
The availability of alternative transport if the train service could not continue	1.85	1.66	1.76	1.50	1.53	1.45	1.46	1.61
The time taken to resolve the problem	1.82	1.70	1.78	1.53	1.51	1.45	1.50	1.49
<b>Base</b>	<b>316</b>	<b>1,269</b>	<b>629</b>	<b>2,664</b>	<b>245</b>	<b>525</b>	<b>272</b>	<b>114</b>

Note: yellow shading indicates significantly higher than at least two aspects (shaded orange)

Sources with over 100 responses shown

## On train

The main source of information about disruptions or cancellations on the train is announcements by staff on the train (79%) and this was also the second best rated aspect with significantly<sup>6</sup> higher ratings than other information sources for most aspects.

Speaking to member of staff on the train was the best rated source with aspect with significantly higher ratings for all aspects than via an app and announcement at a station for all aspects and significantly higher ratings for most aspects than online via a website.

The higher ratings for announcements made by staff on the train than for station announcements might be explained by on train announcements being specific to the train and personalised whereas station announcements are more general and likely to include automated announcements. Secondly, customers may be more positive towards information provided once on the train as they are likely to feel more reassured about completing their journey than when waiting for a train.

<sup>6</sup> At the 95% confidence level

**Table 5: Rating of information provision by information source on train (mean scores)**

	Speaking to member of staff on the train	Announcement by staff on the train	Departure screen at a station	From fellow passengers on the train	Online via a website	Via Facebook/Twitter	Via an app	Announcement at a station
The delivery style (eg tone of voice)	3.90	3.62	3.39	3.30	3.22	3.21	3.06	2.90
Ease of understanding the information provided	3.72	3.45	3.34	3.01	3.00	2.98	2.99	2.65
Relevance of the information provided	3.65	3.31	3.14	2.97	2.92	2.80	2.87	2.50
Level of concern shown when keeping you informed	3.56	3.16	2.92	2.75	2.70	2.83	2.52	2.47
Trustworthiness of the information	3.34	2.97	2.80	2.78	2.62	2.47	2.53	2.29
Consistency of information provided	3.30	3.14	2.57	2.61	2.56	2.64	2.53	2.32
The usefulness of the information	3.20	2.79	2.56	2.55	2.38	2.35	2.33	2.13
The accuracy of information given about the delay	3.14	2.86	2.52	2.55	2.44	2.35	2.27	2.14
Frequency of updates	3.09	2.90	2.51	2.43	2.43	2.29	2.21	2.19
The speed with which information was provided	3.09	2.83	2.53	2.39	2.38	2.22	2.32	2.25
The amount of information provided about the delay	3.02	2.68	2.25	2.27	2.25	2.07	2.11	2.03
The time taken to resolve the problem	2.48	2.15	1.78	1.90	1.90	1.86	1.72	1.69
The availability of alternative transport if the train service could not continue	2.40	2.06	1.96	1.76	1.76	1.74	1.68	1.76
<b>Base</b>	<b>139</b>	<b>1,280</b>	<b>51</b>	<b>86</b>	<b>96</b>	<b>69</b>	<b>106</b>	<b>83</b>

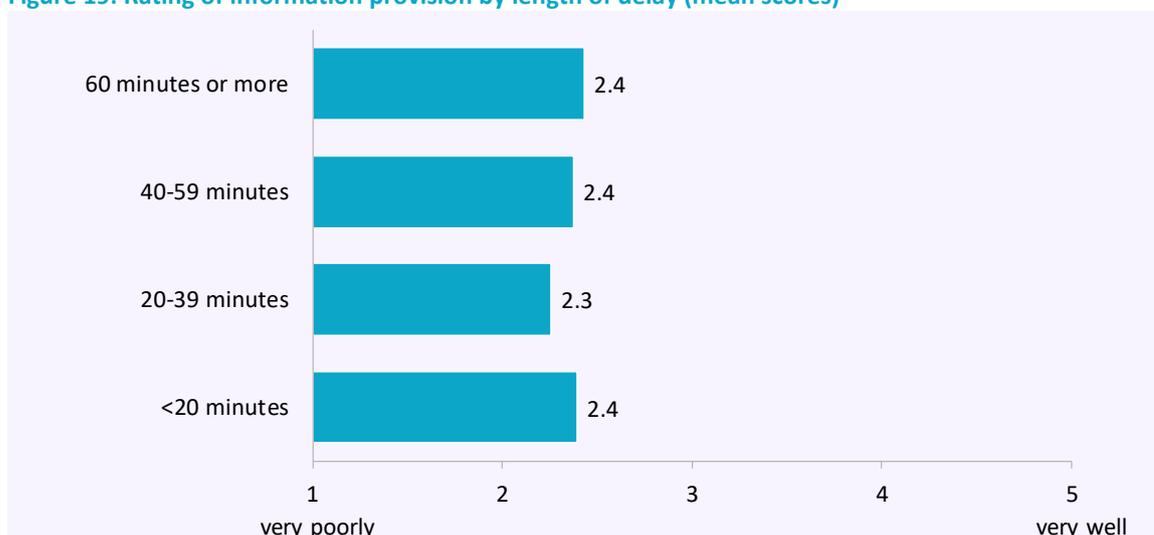
Note: yellow shading indicates significantly higher than orange shading  
Sources with over 50 responses shown

### Ratings by length of delay

To assess the impact of length of delay on the ratings scores, they have been aggregated across journey stage and across information aspects.

There is little difference by length of delay. In previous waves the shortest delays had the best rating. See Figure 19.

**Figure 19: Rating of information provision by length of delay (mean scores)**



Base: 60 minutes or more 2,724, 40-59 minutes 1,175, 20-39 minutes 734, <20 minutes 357

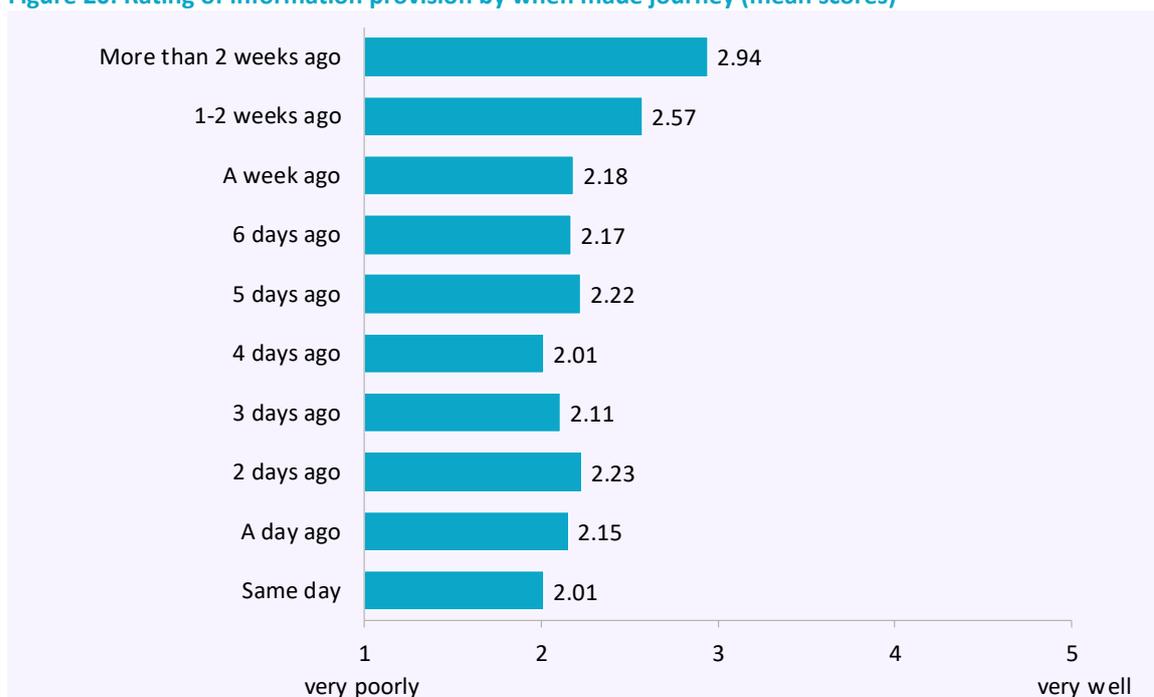
## Ratings by how long ago the journey was made

As recall of details of information provision was considered likely to fade over time and since the longer the gap between the disruption and the research, the more likely the customer was to only remember (a possibly exaggerated version of) the negative, the research method aimed to collect as much ‘in the moment’ data as possible.

To assess whether the passage of time impacted on the ratings of the information provision they have been aggregated across journey stage and across information aspects in Figure 20 below.

This does not show much of a pattern although the best two ratings are for trips made over a week ago.

**Figure 20: Rating of information provision by when made journey (mean scores)**



Base: Same day 3,425, A day ago 833, 2 days ago 223, 3 days ago 154, 4 days ago 95, 5 days ago 83, 6 days ago 79, A week ago 74, 1-2 weeks ago 243, More than 2 weeks 1463

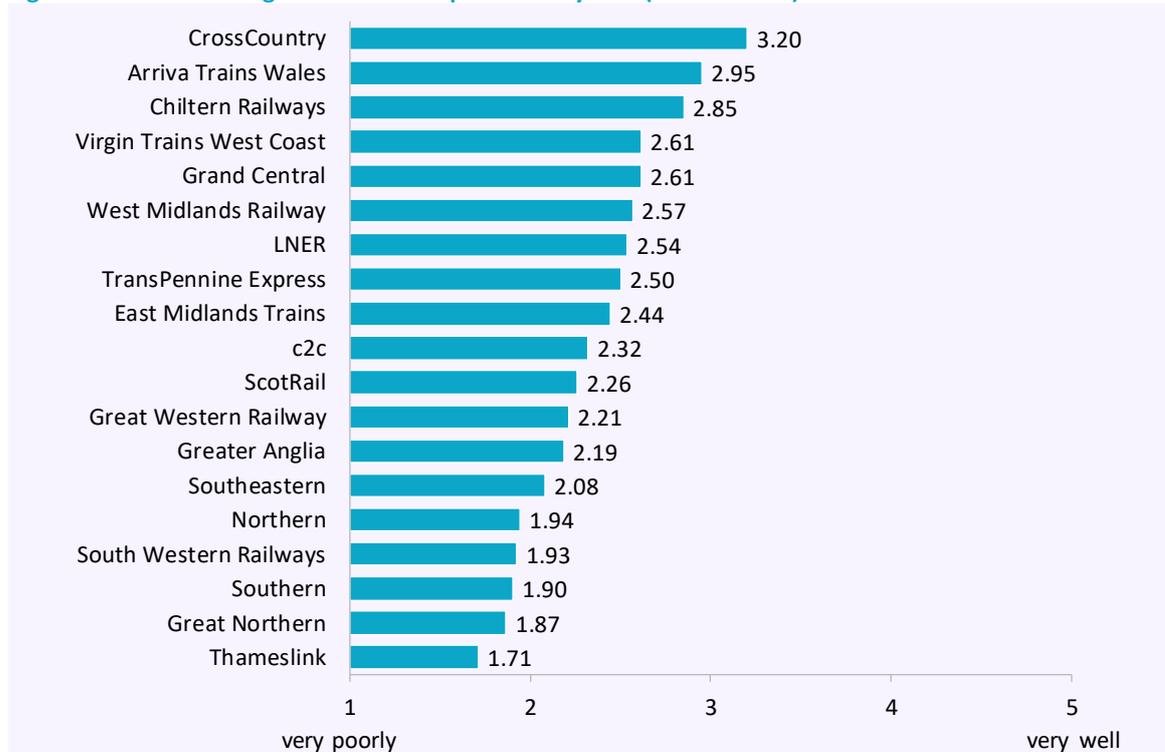
## Ratings by TOC and sector

The best rated TOCs with respect to information provision were CrossCountry, Arriva Trains Wales, Chiltern Trains, Virgin Trains West Coast and Grand Central.

The worst rated were Thameslink, Great Northern and Southern. See Figure 21.

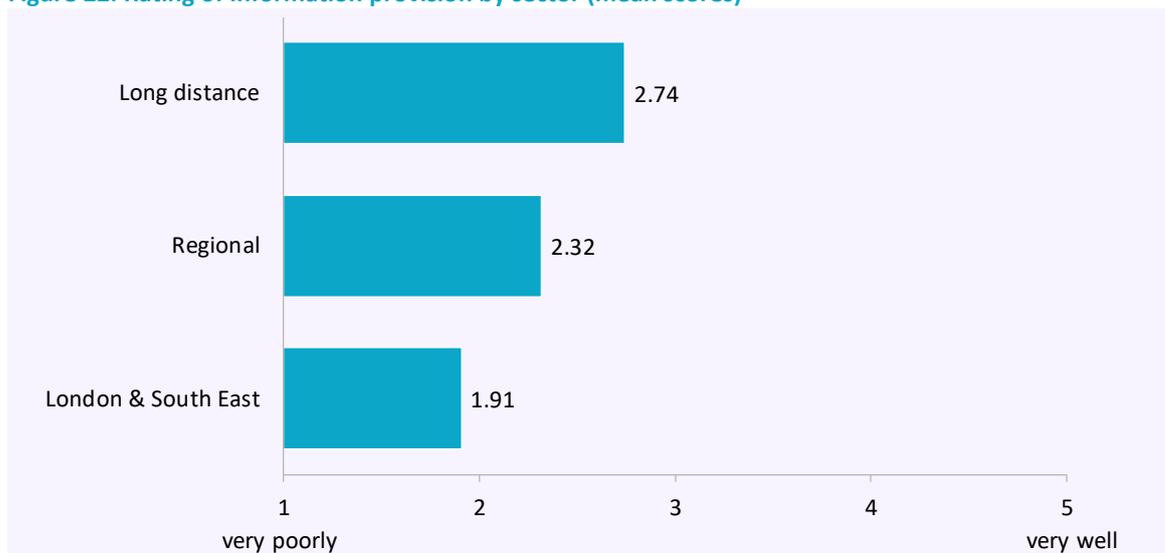
When grouped into sector (See Figure 22) all aspects of information provision rated highest for the Long-Distance sector and lowest for the London & South East sector.

**Figure 21: Overall rating of information provision by TOC (mean scores)**



Base: CrossCountry 671, Arriva Trains Wales 638, Chiltern Railways 168, Virgin Trains West Coast 166, Grand Central 63, West Midlands Railway 30, LNER 246, TransPennine Express 79, East Midlands Trains 46, c2c 30, ScotRail 91, Great Western Railway 349, Greater Anglia 118, Southeastern 463, Northern 1321, South Western Railways 417, Southern 352, Great Northern 428, Thameslink 585  
 Note: TOCs with over 30 responses shown

**Figure 22: Rating of information provision by sector (mean scores)**



Base: Long distance 1,571, Regional 2,336, London & South East 2,450

## Ratings by journey purpose

To assess the impact of journey purpose on the ratings scores, they have been aggregated across journey stage and across information aspects.

The ratings given by commuters are lower than those for other purposes, particularly leisure.

**Figure 23: Ratings by journey purpose (mean scores)**



Base: Leisure 1,516, Special event 509, Business 985, Commuting 3,263, Other 399

### Comparison over time

There has been a marked improvement in all the ratings in Wave 10 compared to Wave 6 with most of the differences being significantly higher.

The aspects have been aggregated across journey stages:

	Wave 6	Wave 10
The accuracy of information given about the delay	2.71	2.91
The amount of information provided about the delay	2.74	2.90
The usefulness of the information	2.58	2.81
Trustworthiness of the information	2.41	2.51
Level of concern shown when keeping you informed	2.18	2.41
Ease of understanding the information provided	2.10	2.38
The speed with which information was provided	2.25	2.35
Relevance of the information provided	2.09	2.31
Consistency of information provided	2.24	2.31
Frequency of updates	2.10	2.30
The delivery style (eg tone of voice)	1.99	2.16
The time taken to resolve the problem	1.57	1.82
The availability of alternative transport if the train service could not continue	1.60	1.78
<b>Total</b>	<b>2.20</b>	<b>2.38</b>

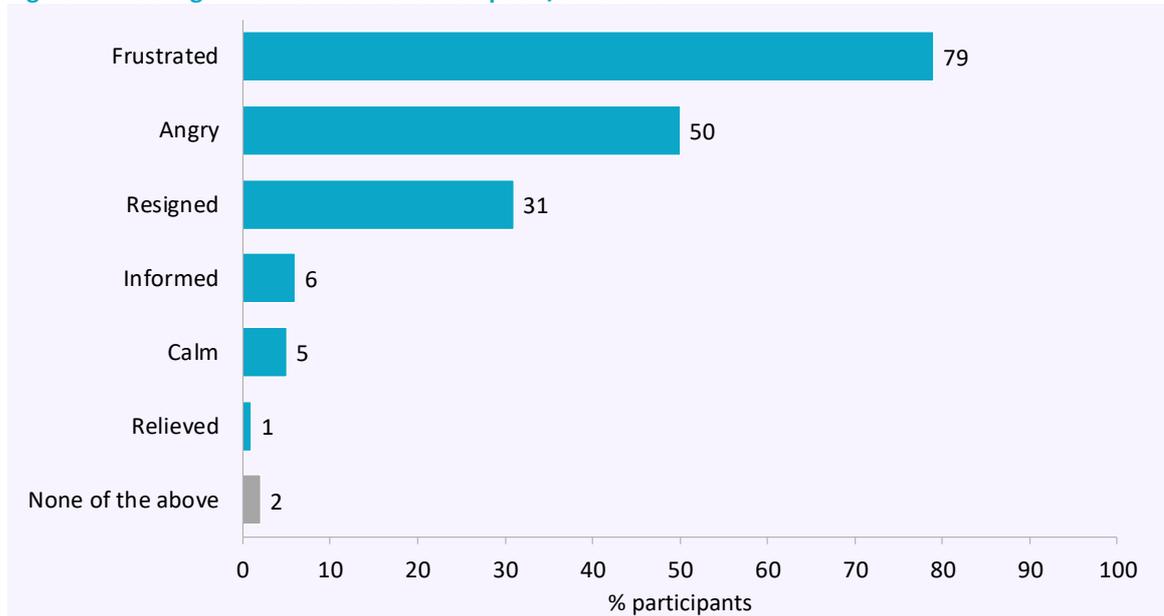
### 3.6 Feelings when learnt of the disruption/cancellation

Customers were shown a list of feelings and asked to select those they felt when they learnt of the disruption or cancellation. This was asked for each stage of the journey.

The aggregated values over the four journey stages are shown in Figure 24.

'Frustration' dominates feelings with nearly four fifths (79%) mentioning this; half the sample mention 'anger' and 31% 'resignation'. All other feelings are relatively insignificant.

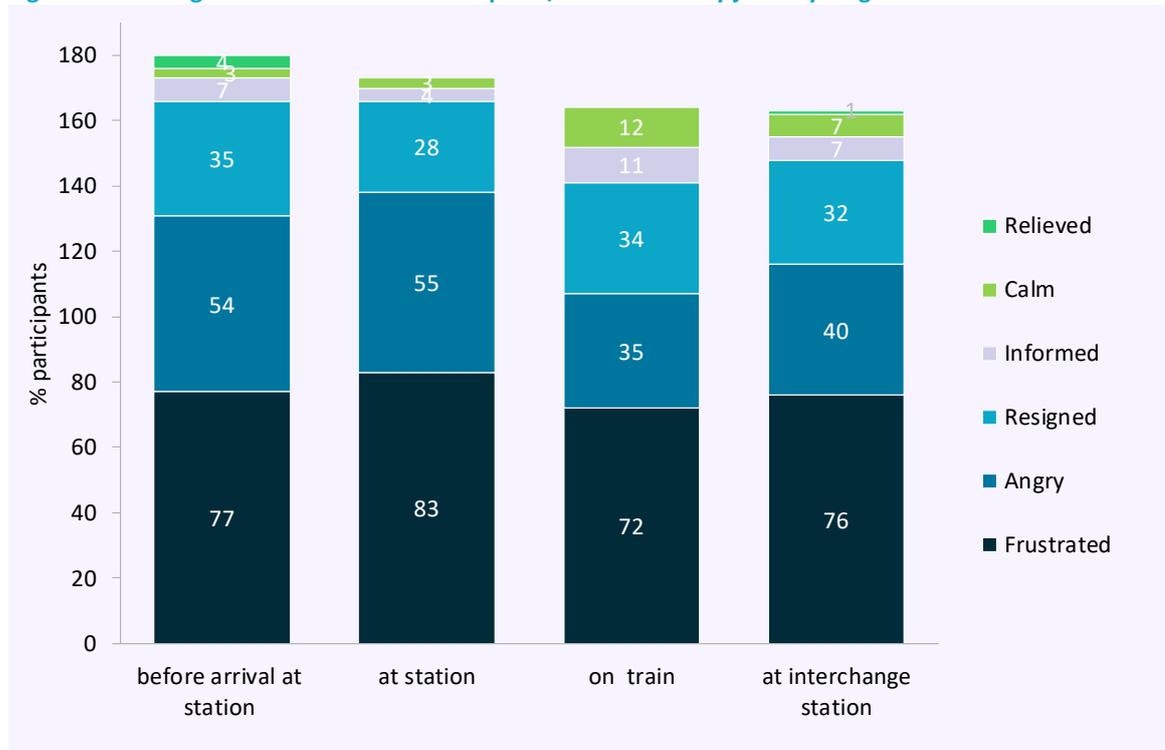
**Figure 24: Feelings when learnt of the disruption/cancellation**



Base: 9,871

Those who learnt of the disruption **before arrival at the station** were most likely to be resigned (35%). Those who learnt of the disruption **at the station** and **before arrival at the station** were most likely to be angry (55% and 54% respectively) and frustrated (83% and 77% respectively). Those who learnt of the disruption **on the train** were least likely to be angry or frustrated and most likely to be calm (12%). See Figure 25.

Figure 25: Feelings when learnt of the disruption/cancellation by journey stage

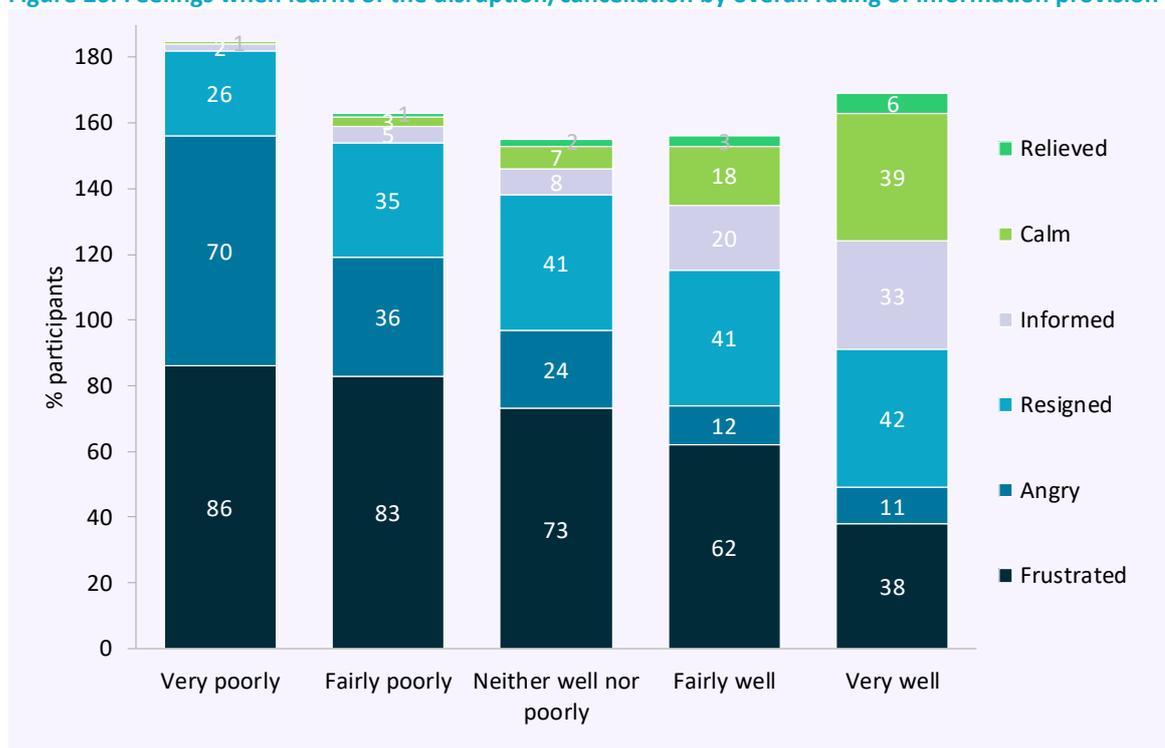


Base: before arrival at station 2,379, at station 4,889, on train 2,060, at interchange station 415

Note: more than one response could be given so percentages add to more than 100%

There is a strong correlation between the negative emotions of frustration and anger and poor ratings of how well the company dealt with the disruption or cancellation as can be seen in Figure 26. The positive feelings of relief, calmness and being informed correlate strongly with positive ratings of how well the company dealt with the disruption or cancellation.

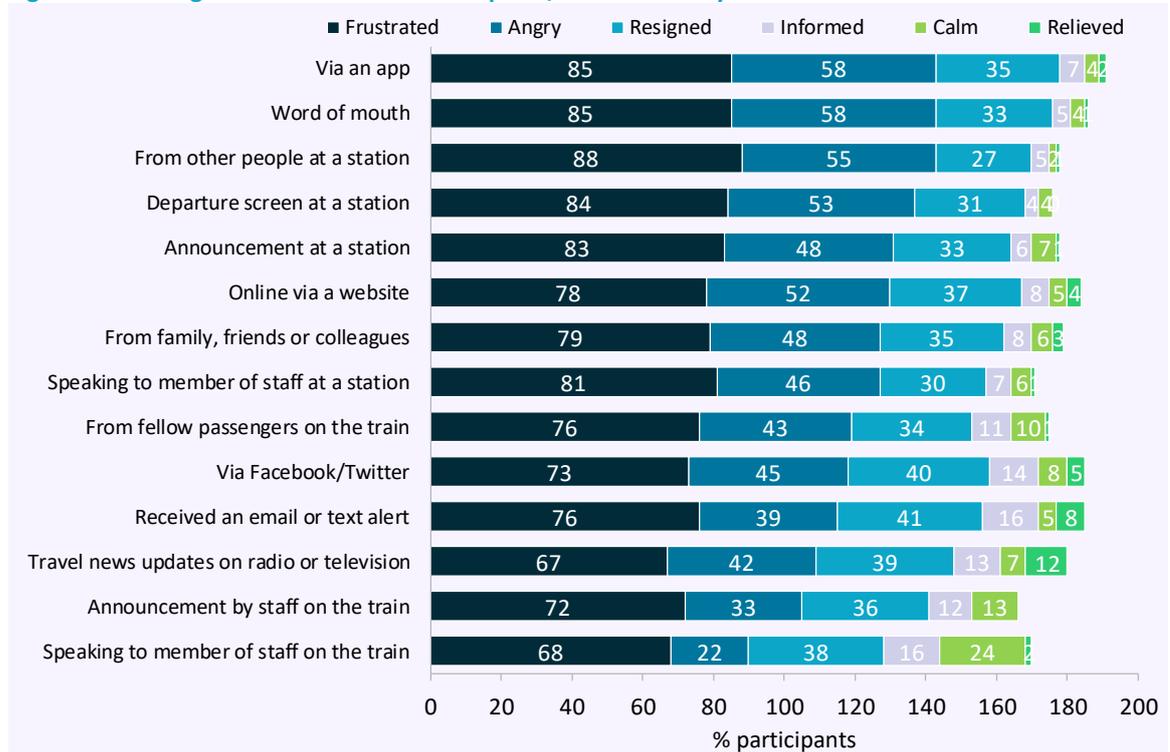
Figure 26: Feelings when learnt of the disruption/cancellation by overall rating of information provision



Base: Very poorly 5,629, Fairly poorly 1,472, Neither well nor poorly 1,070, Fairly well 846, Very well 481

Feelings of frustration and anger are lowest for those who received information about the disruption or cancellation through speaking to a member of staff on the train or an announcement on the train and highest for information provided through an app, word of mouth, other people at the station and departure screens at a station.

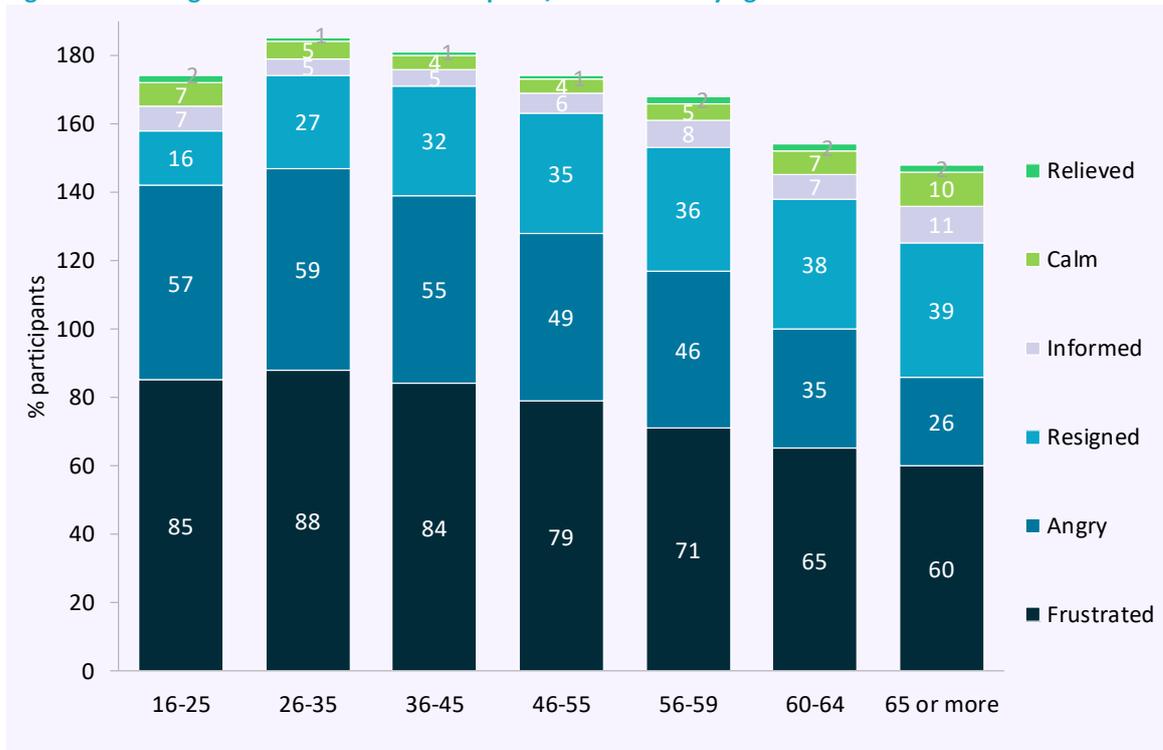
**Figure 27: Feelings when learnt of the disruption/cancellation by information source**



Base: Via an app 1733, Word of mouth 347, From other people at a station 494, Departure screen at a station 3308, Announcement at a station 1698, Online via a website 1553, From family, friends or colleagues 355, Speaking to member of staff at a station 809, From fellow passengers on the train 163, Via Facebook/Twitter 284, Received an email or text alert 129, Travel news updates on radio or television 256, Announcement by staff on the train 2068, Speaking to member of staff on the train 188

There are notable variations in the feelings felt when learnt of the disruption or cancellation by age. Frustration and anger is highest for those aged between 16 and 45 years old and falls with age. Feeling resigned tends to increase with age. See Figure 28.

Figure 28: Feelings when learnt of the disruption/cancellation by age



Base: 16-25 1,237, 26-35 1,845, 36-45 2,024, 46-55 2,217, 56-59 799, 60-64 706, 65 or more 795

**Comparison over time**

There was a little change in the emotions felt when informed of the disruption between Wave 6 and Wave 10.

Feelings have been aggregated across journey stages:

	Wave 6	Wave 10
Angry	47%	48%
Frustrated	79%	77%
Relieved	2%	1%
Resigned	34%	30%
Informed	6%	7%
Calm	5%	6%

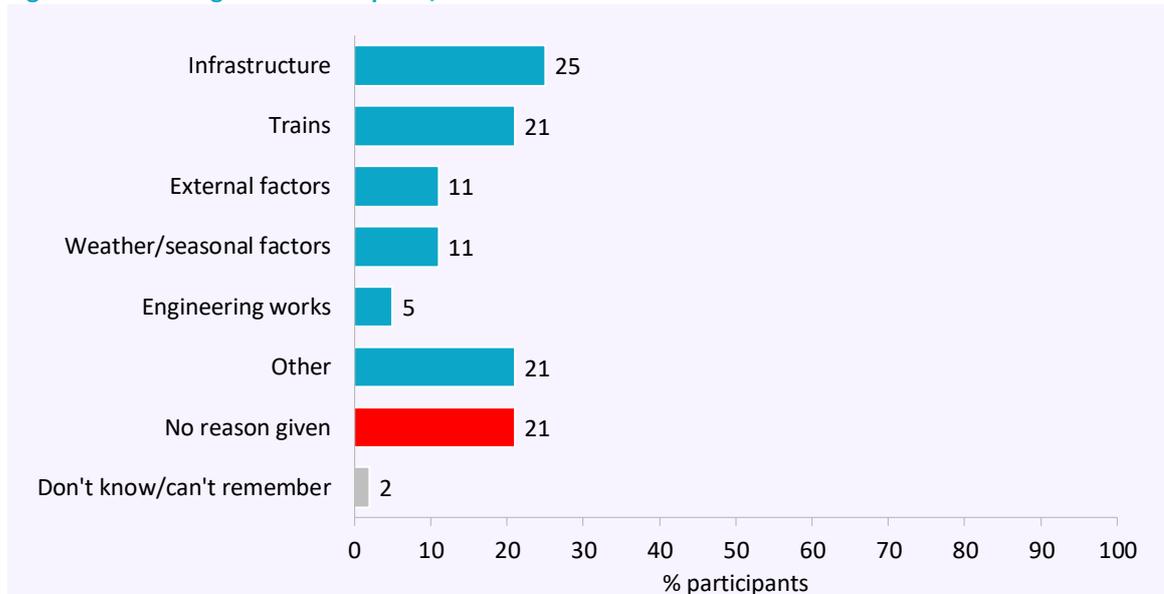
**Reason given for disruption**

Customers were asked the reason given for the disruption. Possible reasons were grouped in the questionnaire as follows:

- **Infrastructure** (e.g. signalling problem, broken or buckled rail, overhead wire problems)
- **Trains** (e.g. broken-down train, waiting for a platform, staff unavailable)
- **Engineering works** (e.g. emergency engineering works, planned engineering work over running)
- **External factors** (e.g. vandalism, trespass, fire, passenger taken ill, obstruction on the line)
- **Weather/seasonal factors** (e.g. flooding, leaves, snow and ice).

The main reason given, mentioned by 25%, was 'Infrastructure'. 'Trains' was cited by 21%. Twenty one per cent said no reason was given. See Figure 29.

**Figure 29: Reason given for disruption/cancellation**

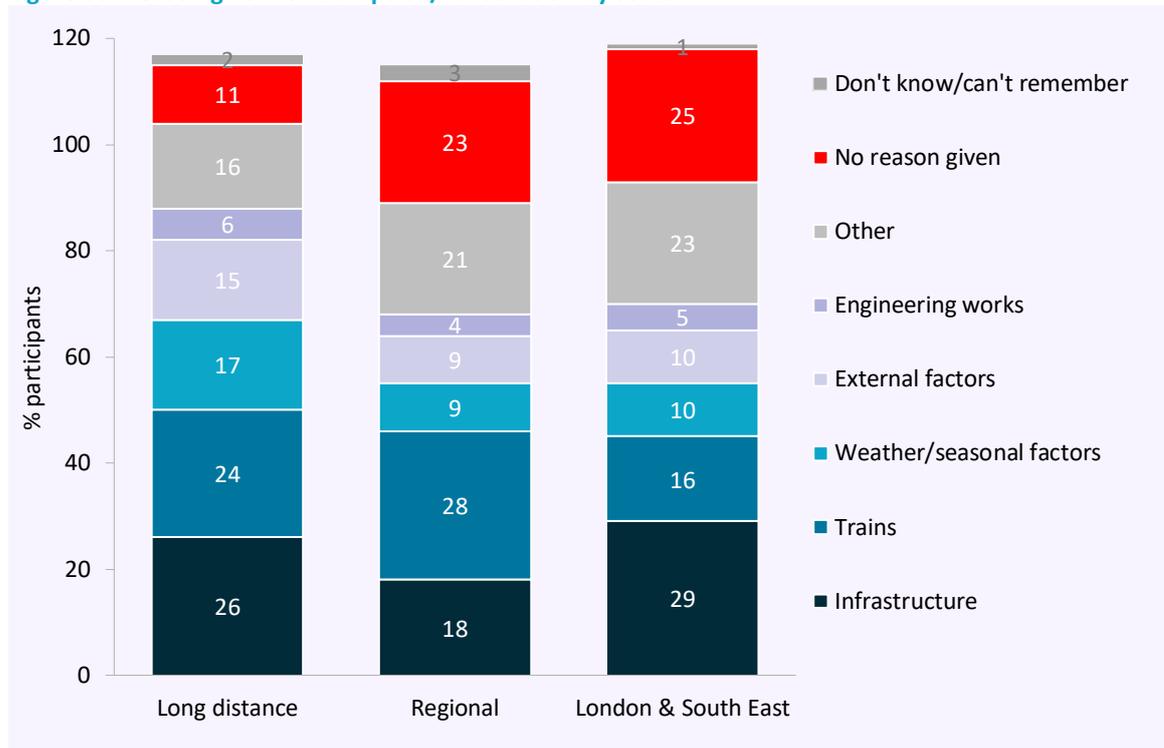


Base: 9,871

Note: more than one response could be given so percentages add to more than 100%

'Infrastructure' was much more likely to be given as a reason for disruption/cancellation on the London & South East than Regional. For the Long-distance sector 'Trains' and 'External factors' were more likely to be given as a reason for disruption/cancellation than on the London & South East and Regional sectors. See Figure 30.

**Figure 30: Reason given for disruption/cancellation by sector**

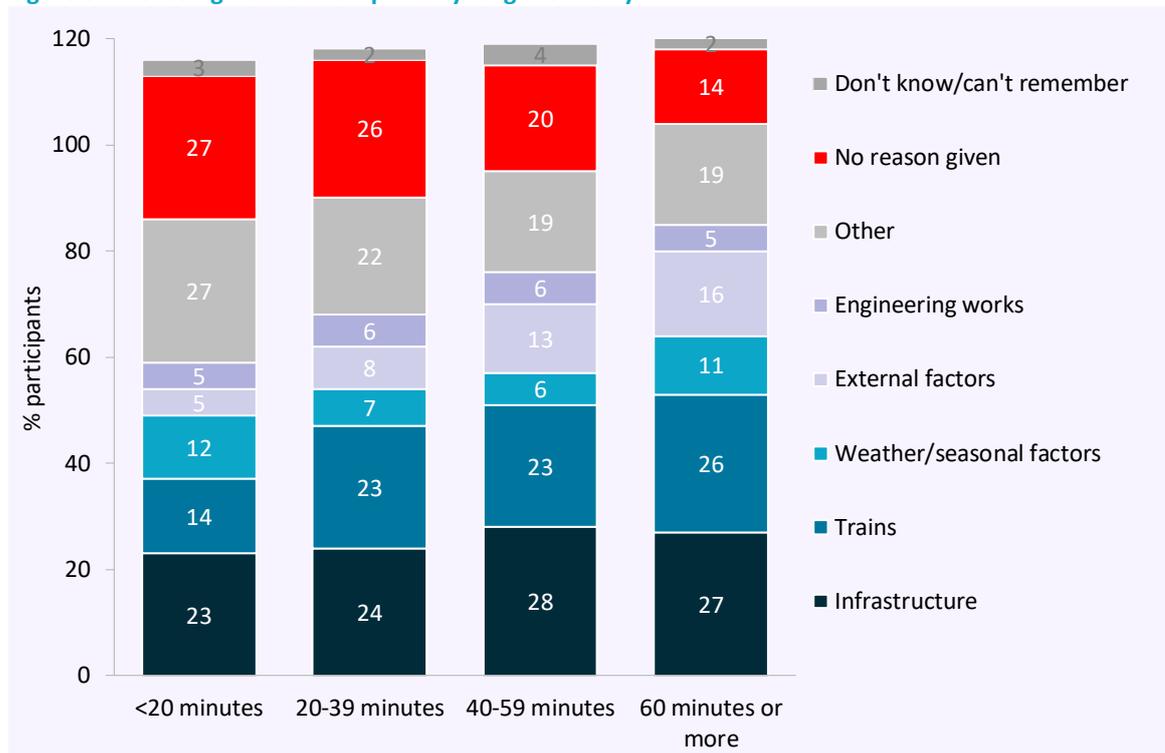


Base: Long distance 2,157, Regional 3,196, London & South East 4,037

Note: more than one response could be given so percentages add to more than 100%

The longer the delay the higher the likelihood that a reason was given. ‘Trains’ and ‘External factors’ were mentioned more the longer the delay. See Figure 31.

**Figure 31: Reason given for disruption by length of delay**



Base: <20 minutes 654, 20-39 minutes 1,693, 40-59 minutes 1,008, 60 minutes or more 3,674

Note: more than one response could be given so percentages add to more than 100%

**Comparison over time**

Disruption due to ‘infrastructure’ was about half the level in wave 10 as in wave 6. ‘Engineering works’ fell from 15% to 4% from wave 6 to 10. Over twice as many said no reason was given in wave 10 than in wave 6.

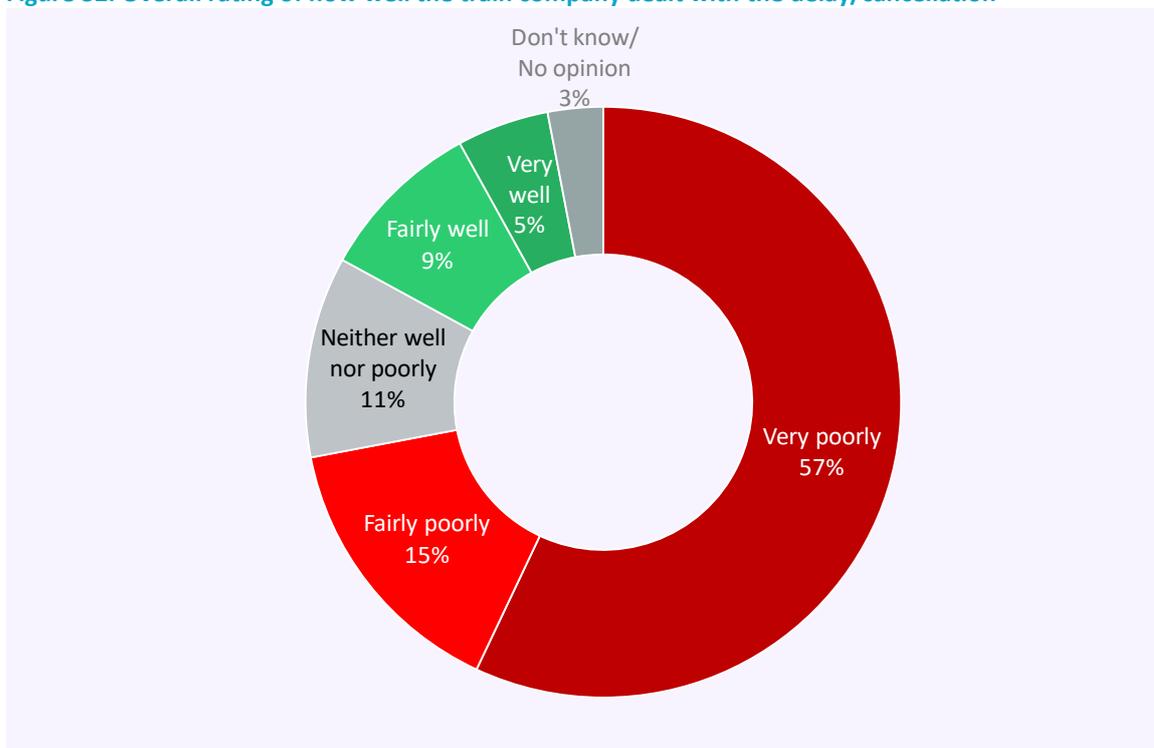
	Wave 6	Wave 10
Infrastructure	50%	26%
Trains	21%	23%
Engineering works	15%	4%
External factors	16%	13%
Weather/seasonal factors	2%	7%
No reason given	9%	20%
Other	15%	22%

### 3.7 Overall rating of how well the delay was handled

Customers who suffered a delay were asked “Overall, how well do you think the train company dealt with this delay?” Customers who suffered a cancellation were asked “Overall, how well do you think the train company dealt with this cancellation?”

The overall rating of how the train company dealt with the delay or cancellation was very poor, with over five times as many negative ratings as positive: 72% fairly poorly or very poorly compared to 14% fairly well or very well.

**Figure 32: Overall rating of how well the train company dealt with the delay/cancellation**



Base: 9,871

**Comparison over time**

The overall mean rating of how the train company dealt with the delay or cancellation improved from wave 6 (1.87) to wave 10 (1.95) although the difference was not significant. A larger proportion in wave 10 than in wave 6 gave positive scores (18% compared to 13%) although 2% more said 'very poorly'.

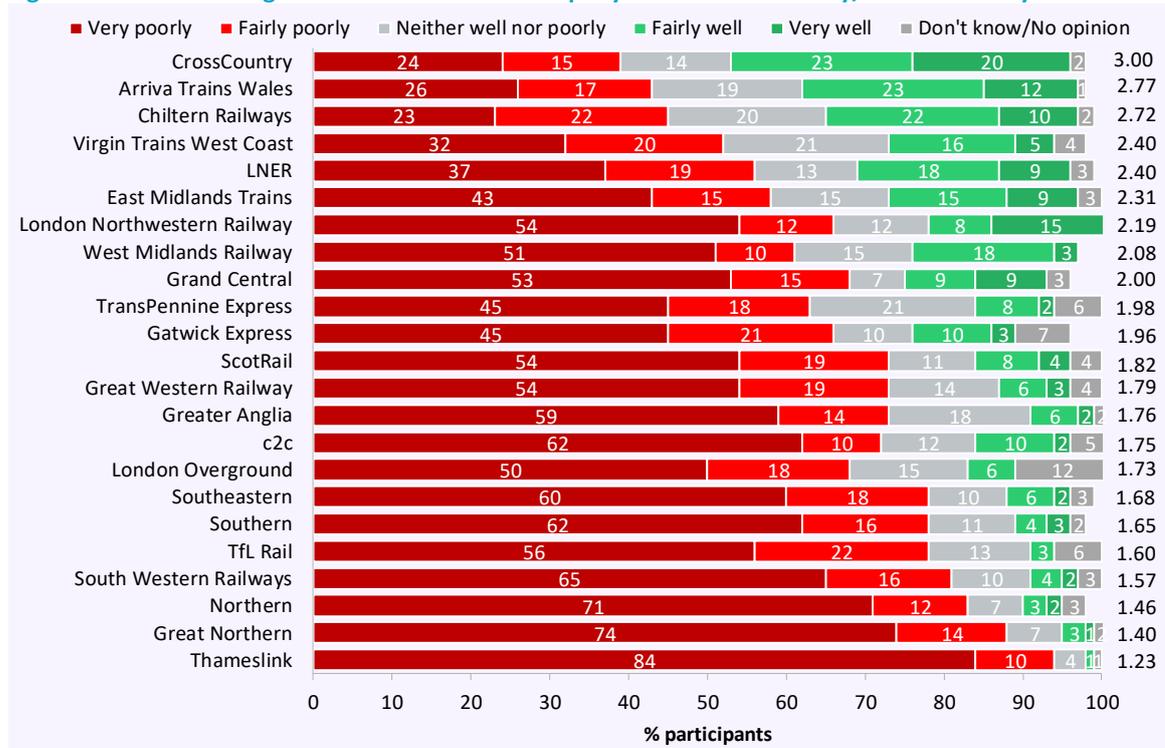
	Wave 6	Wave 10
Very well	4%	7%
Fairly well	9%	11%
Neither well nor poorly	13%	10%
Fairly poorly	18%	15%
Very poorly	54%	56%

**Ratings by TOC**

Cross Country, Arriva Trains Wales and Chiltern Trains were rated best for how they dealt with the delay or cancellation. On the other end of the spectrum, Thameslink, Great Northern, Northern and South Western Railways were rated worst.

Long distance sector TOCs were rated best and London & South East sector TOCs worst.

**Figure 33: Overall rating of how well the train company dealt with the delay/cancellation by TOC\***



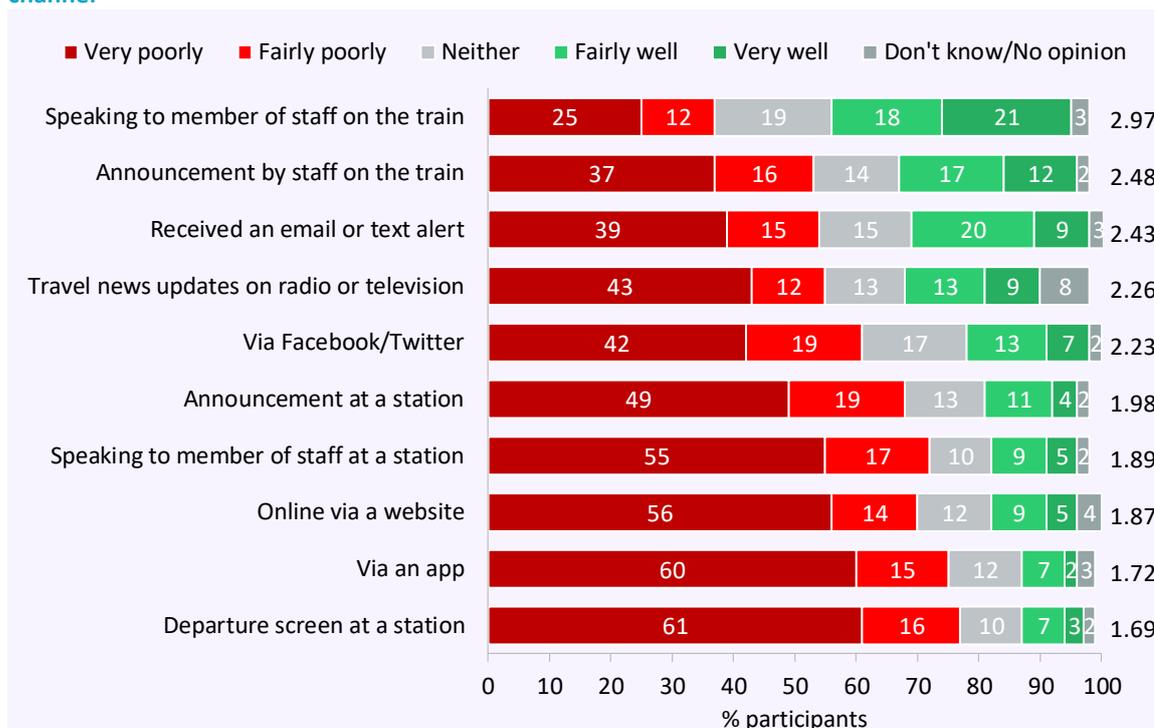
\*All TOCs with 25 or more responses

Thameslink 1090, Great Northern 669, Northern 1768, South Western Railways 646, TfL Rail 30, Southern 528, Southeastern 668, London Overground 30, c2c 40, Greater Anglia 209, Great Western Railway 522, ScotRail 176, Gatwick Express 26, TransPennine Express 122, Grand Central 70, West Midlands Railway 38, London Northwestern Railway 26, East Midlands Trains 72, LNER 357, Virgin Trains West Coast 226, Chiltern Railways 188, Arriva Trains Wales 741, CrossCountry 784

### Ratings by Information Channel

Analysis by information channel for National Rail or TOC sources or potential sources is shown in Figure 34. The mean rating is highest for information received through speaking to a member of staff on the train, followed by announcement by staff on the train and email or text alert. Departure screen at station was worst rated followed by an app and online via a website.

**Figure 34: Overall rating of how well the train company dealt with the delay/cancellation by Information channel**



Base: Departure screen at a station 3199, Via an app 1674, Online via a website 1486, Speaking to member of staff at a station 778, Announcement at a station 1637, Via Facebook/Twitter 278, Travel news updates on radio or television 231, Received an email or text alert 125, Announcement by staff on the train 1989, Speaking to member of staff on the train 179

Note: information channels for National Rail or TOC sources or potential sources

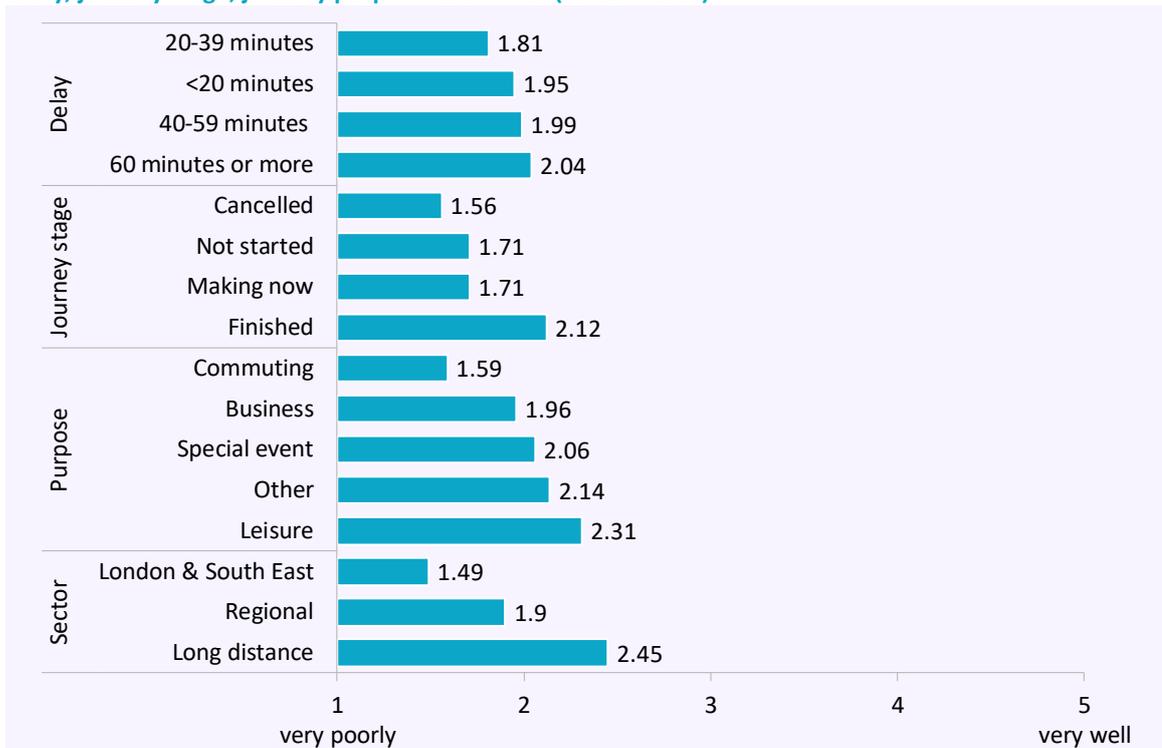
## Ratings by length of delay, journey stage, journey purpose and sector

The overall mean rating (where 1 = very poorly and 5 = very well) was 1.85.

The mean scores for the overall rating of how well the train company dealt with the delay or cancellation by length of delay, journey stage, journey purpose and sector are shown in Figure 35.

- The mean ratings were better the longer the delay which is a change on earlier waves where the shorter delays gained better overall ratings.
- The mean ratings were significantly worse for cancelled journeys (mean of 1.56) than for all journeys that were not started, being made or finished. Those who finished their trips gave the best ratings (2.12)
- Leisure travellers gave the best ratings (2.31), significantly better than all other purposes. Commuters gave the worst rating (1.59), significantly worse than all other purposes
- Travellers on Long Distance sector trains gave significantly better ratings than those on Regional and London and South East sectors.

**Figure 35: Overall rating of how well the train company dealt with the delay/cancellation by length of delay, journey stage, journey purpose and sector (mean scores)**



Base: Sector: Long distance 2,067, Regional 3,045, London & South East 3,941; Purpose: Leisure 1927, Other 531, Special event 704, Business 1302, Commuting 5,034; Journey stage: Finished 4,297, Making now 1,670, Not started 790, Cancelled 2,741; Length of delay: 60 minutes or more 3529, 40-59 minutes 975, <20 minutes 609, 20-39 minutes 1,644

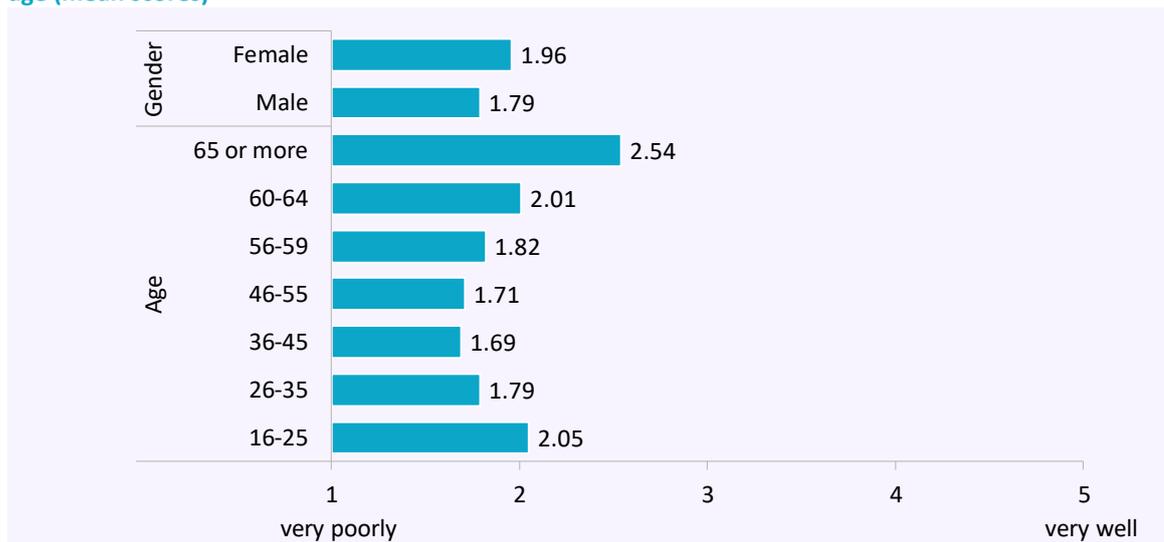
## Ratings by gender and age

The mean scores for the overall rating of how well the train company dealt with the delay or cancellation by gender and age are shown in Figure 36.

- Women gave significantly<sup>7</sup> higher scores than men
- Travellers aged over 60 and younger than 25 gave significantly higher scores than travellers aged between 26 and 59 years old.

<sup>7</sup> At the 95% confidence level

**Figure 36: Overall rating of how well the train company dealt with the delay/cancellation by gender and age (mean scores)**



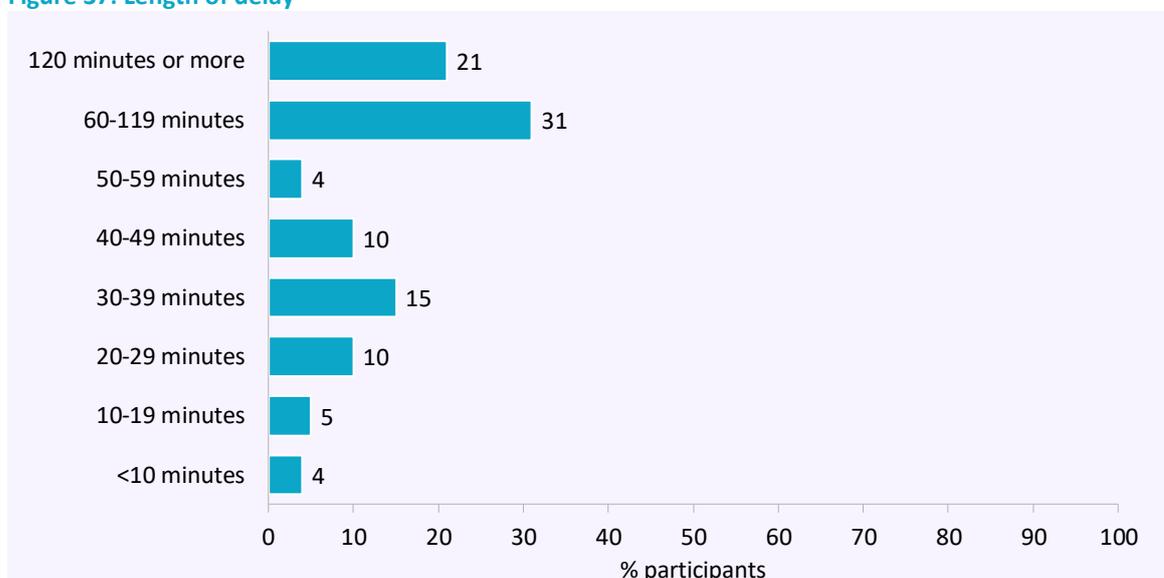
Base: Age: 16-25 1174, 26-35 1,782, 36-45 1,962, 46-55 2,147, 56-59 761, 60-64 674, 65 or more 753;  
 Gender: Male 4,662, Female 4,25

### 3.8 Length of delay

Customers who had arrived at their destination were asked how late they were arriving at their destination station. Customers who hadn't started or who were still travelling when they were answering the questionnaire (26% of the sample) were asked what time they expected to be arriving at their destination station.

Over half (54%) suffered delays of over an hour and over a quarter (29%) suffered delays of between 30 minutes and an hour. The mean delay was 75 minutes.

**Figure 37: Length of delay**

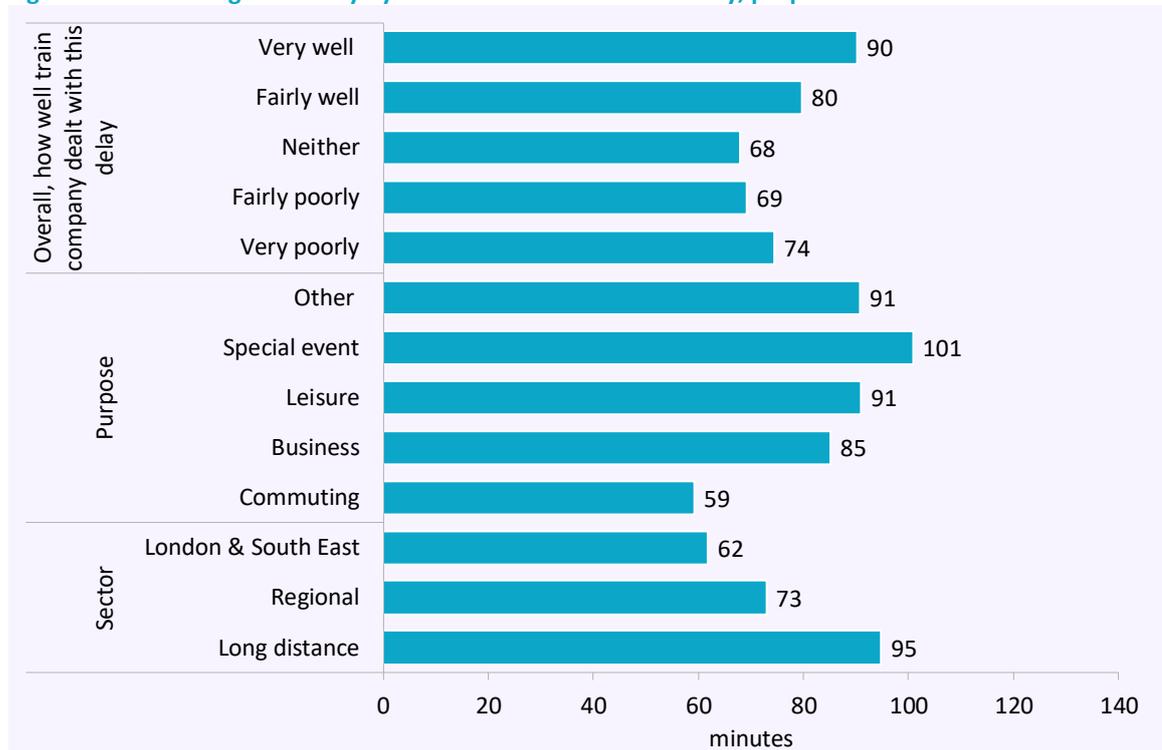


Base: 7,029 who suffered a delay (excludes cancellations)

Rather surprisingly those who rate the train company well had the longest delay length.

Those making commuting trips suffered the shortest delays whereas travellers making trips for special events and on leisure trips suffered the longest delays. Long distance sector travellers suffered longer delays than Regional or London & South East sector travellers. The impact of the delay length is relative to the overall schedule journey length so a 30-minute delay on a 30-minute commuting journey is likely to be more impactful than a 30 minute delay on a three hour journey.

**Figure 38: Mean length of delay by how well TOC dealt with delay, purpose and sector**



Base: Sector: Long distance 1,675, Regional 2222, London & South East 2,730; Purpose: Commuting 3,521, Business 954, Leisure 1576, Special event 507, Other 374; Overall, how well train company dealt with this delay: Very poorly 3,656, Fairly poorly 1073, Neither 815, Fairly well 708, Very well 417

### 3.9 Compensation

All participants were asked if they felt they had reason to complain about the train journey. Over four fifths (88%) said they did.

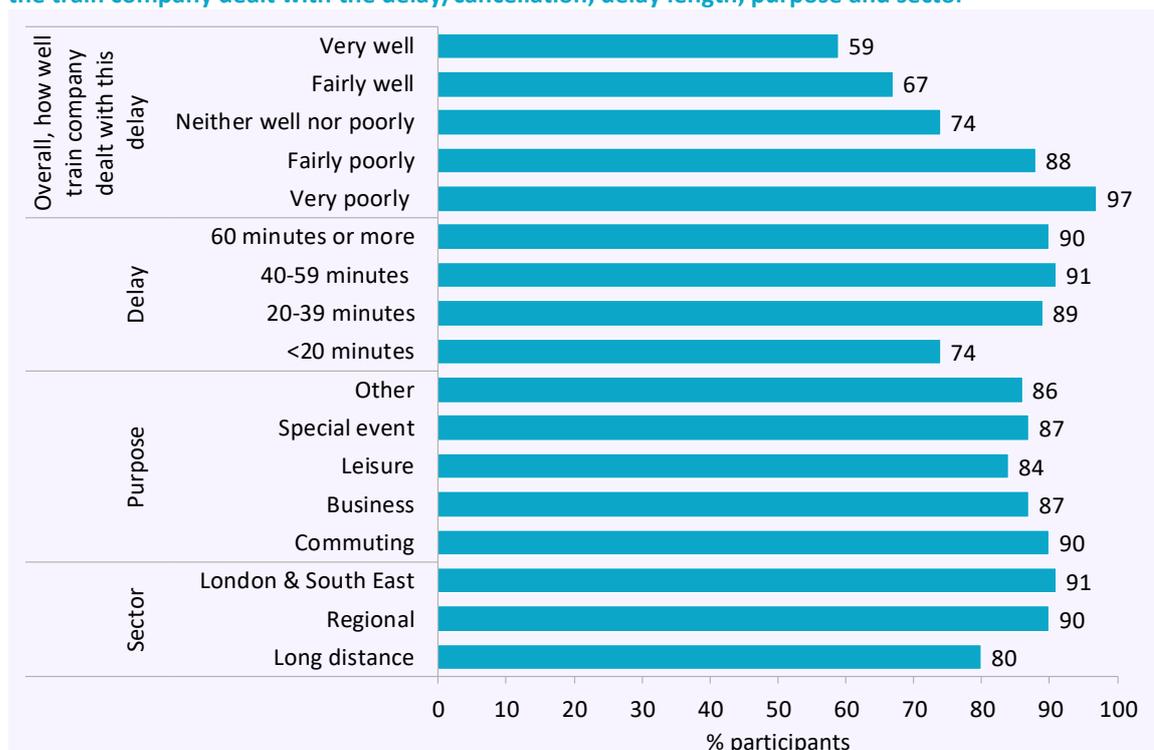
Analysis by rating of how well the train company dealt with the delay/cancellation shows an extremely strong correlation between negative ratings and saying they had a reason to complain: 97% who gave a ‘very poorly’ rating said they felt they had a reason to complain compared to 59% who gave a ‘very well’ rating.

There was also a correlation with delay length, with longer delays (particularly those over 20 minutes) more likely to prompt a feeling that they had reason to complain about the train journey.

Analysis by purpose show that those on commuting trips were most likely to say they felt they had reason to complain about the train journey with leisure travellers least likely.

Travellers on London & South East sector trains were most likely to say they felt they had reason to complain about the train journey with Long distance sector travellers least likely.

**Figure 39: Proportion who felt they had reason to complain about the train journey by rating of how well the train company dealt with the delay/cancellation, delay length, purpose and sector**



Base: Sector: Long distance 2157, Regional 3196, London & South East 4037; Purpose: Commuting 5175, Business 1350, Leisure 2035, Special event 746, Other 565; Delay: <20 minutes 654, 20-39 minutes 1693, 40-59 minutes 1008, 60 minutes or more 3674; Overall, how well train company dealt with this delay: Very poorly 5629, Fairly poorly 1472, Neither well nor poorly 1070, Fairly well 846, Very well 481

## Whether Customers sought compensation

Those who felt they had reason to complain about the train journey and whose journey was delayed by 30 minutes or more were asked if they sought or would seek compensation. Over half (57%) said they would.

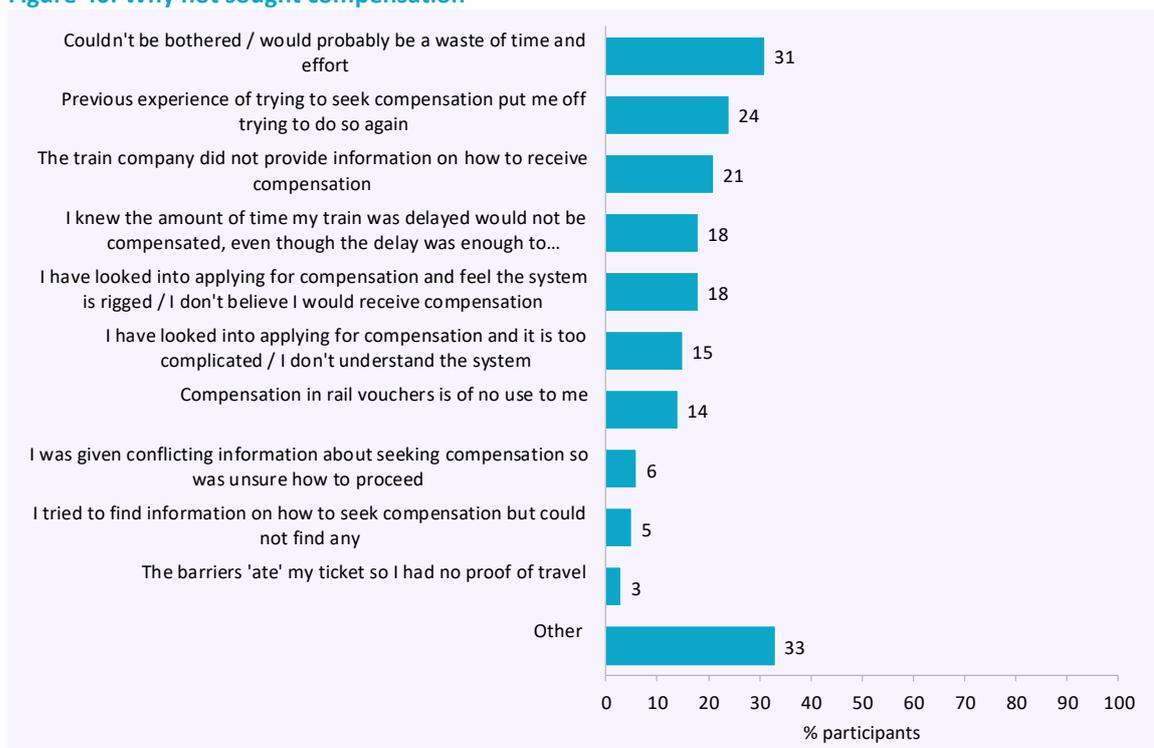
The highest proportion was for those on Long distance sector trips (68%) compared to 49% for London & South East and 62% for Regional.

The 43% who said they would not seek compensation were asked why not. Almost three tenths (31%) said they ‘could not be bothered’ or thought it would be a ‘waste of time’.

Of particular concern is the 24% who said that previous negative experience in trying to seek compensation put them off doing so again and the 21% who complained that the train company did not provide information on how to receive compensation.

Eighteen per cent said that they did not believe they were entitled to compensation based on the length of delay even though the delay was inconvenient to them. See Figure 40.

**Figure 40: Why not sought compensation**



Base: 4,010 who said they would not seek compensation

**Comparison over time**

Significantly more felt they had reason to complain in wave 10 than in wave 6: 88% compared to 85%.

The reasons for not seeking compensation were more or less unchanged between wave 6 and wave 10.

	Wave 6	Wave 10
Couldn't be bothered / would probably be a waste of time and effort	28%	30%
Previous experience of trying to seek compensation put me off trying to do so again	24%	23%
The train company did not provide information on how to receive compensation	23%	25%
I knew the amount of time my train was delayed would not be compensated, even though the delay was enough to inconvenience me	16%	18%
I have looked into applying for compensation and feel the system is rigged / I don't believe I would receive compensation	18%	20%
Compensation in rail vouchers is of no use to me	13%	14%
I have looked into applying for compensation and it is too complicated / I don't understand the system	15%	14%
I was given conflicting information about seeking compensation so was unsure how to proceed	10%	7%
I tried to find information on how to seek compensation but could not find any	6%	6%
The barriers 'ate' my ticket so I had no proof of travel	2%	3%

## Awareness that they may be able to claim compensation if their train is delayed or cancelled

Those who had not said they were aware that they could seek compensation earlier in the questionnaire were asked if they were aware that they may be able to claim compensation if their train is delayed or cancelled.

Awareness was high: 91% said they were aware.

### Comparison over time

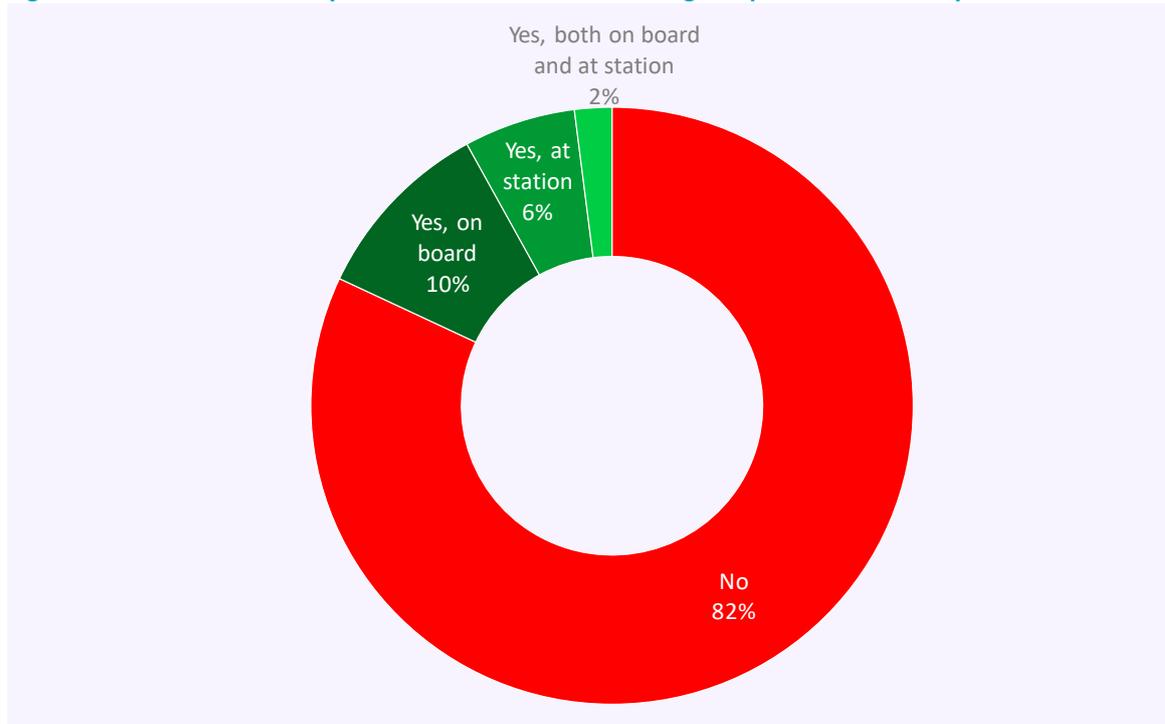
Awareness of claiming compensation for a delayed or cancelled train has increased significantly in Wave 10 compared to Wave 6.

	Wave 6	Wave 10
Yes	87%	91%
No	13%	9%

## Whether Customers heard any announcements about claiming compensation for delays or cancellations

Eighteen per cent heard announcements about claiming compensation for delays or cancellations: 12% on the train and 8% at the station. See Figure 41.

**Figure 41: Whether heard any announcements about claiming compensation for delays or cancellations**



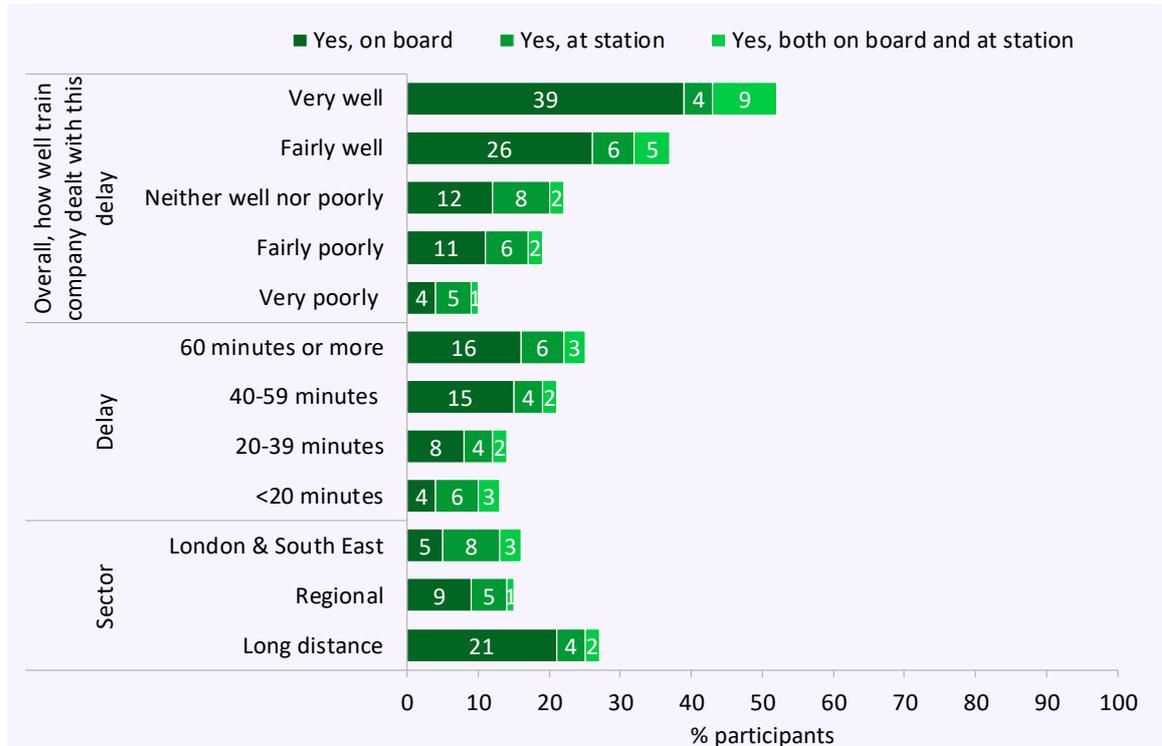
Base: 9,871

Hearing announcements about claiming compensation for delays or cancellations correlates positively with the overall rating of how well the train company is perceived to deal with the delay or cancellation: 52% who rate the train company 'very well' and 37% who rate the train company

‘fairly well’ heard announcements compared to 10% for ‘very poorly’. This implies that providing such announcements may improve ratings of how well the train company deals with the delay or cancellation.

Long distance sector TOCs are more likely than Regional or London & South East sector TOCs to provide announcements about claiming compensation for delays or cancellations (although they also tend to have longer delays).

**Figure 42: Proportions that heard announcements about claiming compensation for delays or cancellations by rating of how well the train company dealt with the delay/cancellation, delay length and sector**



Base: Sector: Long distance 2157, Regional 3196, London & South East 4037; Delay: <20 minutes 654, 20-39 minutes 1693, 40-59 minutes 1008, 60 minutes or more 3674; Overall, how well train company dealt with this delay: Very poorly 5629, Fairly poorly 1472, Neither well nor poorly 1070, Fairly well 846, Very well 481

## Rating of announcements about claiming compensation for delays or cancellations

Those who had heard announcements (18% of the whole sample) about claiming compensation for delays or cancellations were asked to rate those announcements on the following:

- The usefulness of the information
- Relevance of the information provided
- Ease of understanding the information provided

All three aspects were rated similarly and positively on balance.

**Figure 43: Rating of announcements about claiming compensation for delays or cancellations**



Base: 1,769 who had heard announcements

**Comparison over time**

Hearing announcements about claiming compensation for delays or cancellations on board has increased significantly from Wave 6 to Wave 10.

	Wave 6	Wave 10
No	85%	79%
Yes, on board	8%	13%
Yes, at station	4%	5%
Yes, both on board and at station	2%	2%

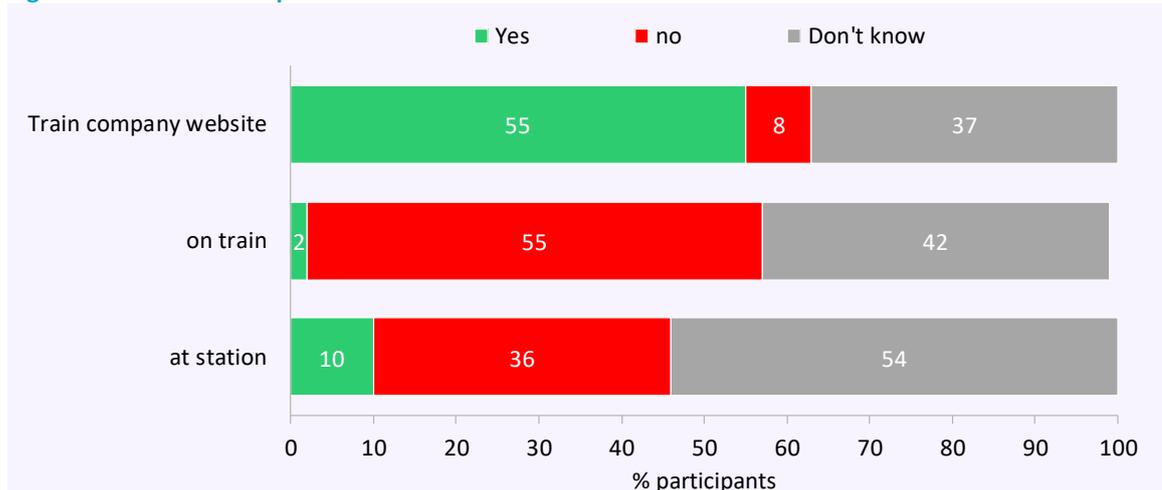
Ratings of announcements about claiming compensation for delays and cancellations have significantly improved from Wave 6 to Wave 10.

**Whether compensation claim forms available**

Customers who had suffered a delay of 30 minutes or longer or had a cancelled train (80% of the sample) were asked whether compensation claim forms were available at station, on train or on the train company website.

Over half (55%) thought the forms were available on the train company website, 10% at the station and 2% on the train. Around a half did not know either way.

**Figure 44: Whether compensation claim forms available**



Base: 7,916 who had delay of 30 minutes or longer or had a cancelled train

**Comparison over time**

A significantly higher proportion of customers thought that compensation forms were available at the station, on the train on the train company website in Wave 10 compared to Wave 6.

		Wave 6	Wave 10
At station	Yes	8%	11%
	No	39%	37%
On Train	Yes	*	4%
	No	55%	55%
Train company website	Yes	38%	56%
	No	10%	8%

\* = less than 0.5%

### 3.10 Comparative Experience

To understand how well the rail industry dealt with disruptions compared to other transport operators, passengers who suffered delays or cancellations were asked if they had also suffered delay of 20 minutes or more or a cancellation to an air, bus or coach journey in the previous three months.

Overall, 21% had suffered a delay of 20 minutes or more or a cancellation to an air, bus or coach journey in the last three months: 13% air, 6% bus and 3% coach.

Bus, coach and air were compared to rail on the following four aspects of information provision:

- Speed with which information provided
- Usefulness of information
- Accuracy of information
- Frequency of updates.

On balance rail was rated better than bus and coach on all four aspects.

However, rail was rated much worse than air for all these aspects.

**Figure 45: Rail compared to bus and coach for frequency of updates, accuracy of information, usefulness of information, and speed with which information provided**



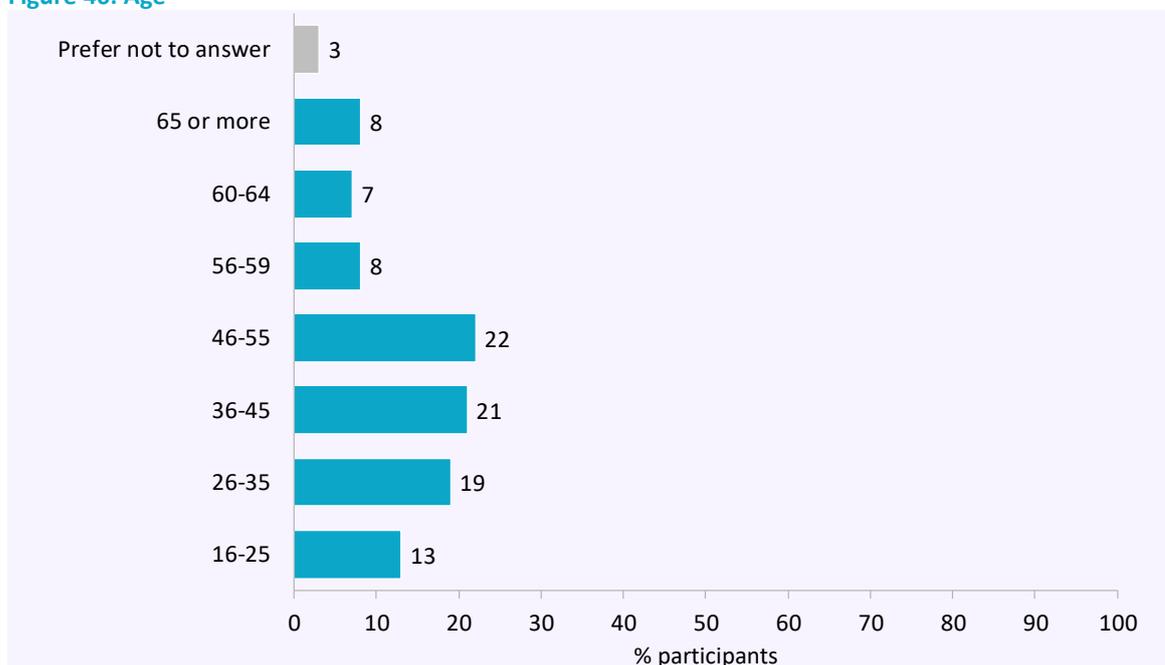
Base: Bus 740, Coach 263, Air 1238

### 3.11 Demographics

#### Gender

The age distribution of the sample is shown below. 15% were over 60 years old.

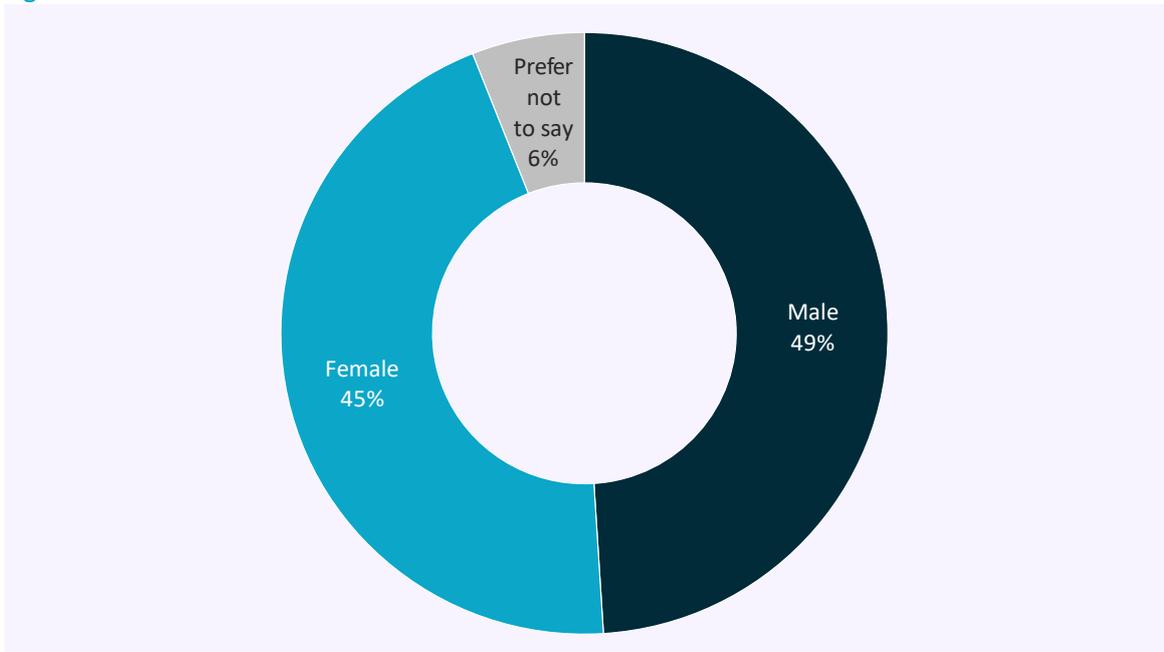
**Figure 46: Age**



Base: 9,871

Nearly half the sample (49%) was male and 45% female.

**Figure 47: Gender**



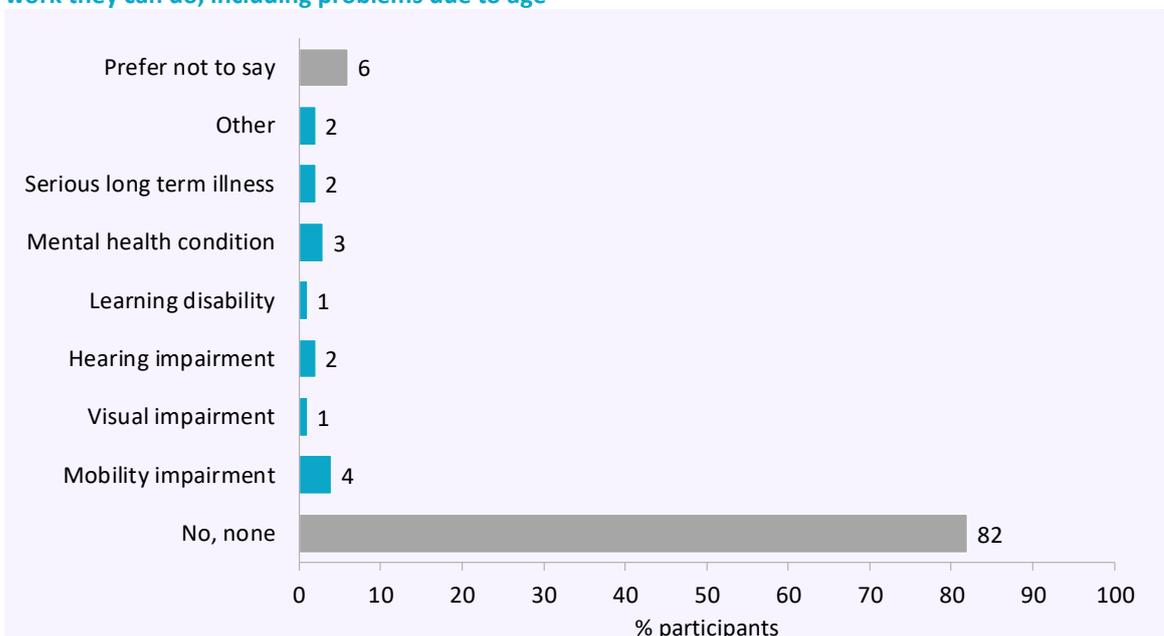
Base: 9,871

## Disability/mobility

Customers were asked if they had any long term physical or other impairment which limits their daily activities or the work they can do, including problems due to age.

Overall, 12% said they did as shown in Figure 48.

**Figure 48: Whether has any long term physical or other impairment which limits daily activities or the work they can do, including problems due to age**



Base: 9,871

## 3.12 Drivers of Satisfaction

To provide guidance on how best to mitigate the disbenefits of customer dissatisfaction with respect to information provision during disruptions, we undertook regression analysis with the data to explore which channels or types of information currently performed best with respect to customer satisfaction.

This section summarises the results of regression analysis conducted to examine the drivers of overall satisfaction. The main benefit of multivariable regression is that it takes relationships between drivers into account.

The main research question leading the analysis was how information content and information channels could be optimised to improve overall satisfaction. Since the availability of channels and the relevance of content could vary by journey stage, the content and channels driving satisfaction were examined separately for each of the journey stages. The analysis also controlled for other potential drivers of satisfaction (i.e. journey purpose, the nature of the disruption and passenger demographics), so that any observed impact could be uniquely attributed to the information content and/or information channel.

### Information Content and Channel by Journey Stage

It should be noted that the analysis cannot draw firm conclusions about information channels that were only used by small numbers of passengers, as sample size affects the ability of the statistical analysis to detect differences. Overall, the channels with the smallest sample sizes were text alerts and Facebook.

Although we have reported that age and gender are related to overall satisfaction (see Figure 36), these demographic effects are not independent of other drivers such as journey purpose and the nature of the disruption. Following preliminary analyses, we excluded age and gender from the final models on which the results below are based.

#### Before arriving at the station

For those who were made aware of a disruption before arrival at the station, the following content, in order of importance, was positively associated with satisfaction, after controlling for journey purpose and nature of the disruption:

- An apology (+)
- Connections and onward travel (+)
- The length of the delay (+)
- Compensation and refunds (+)
- Alternative routes (+).

Three channels showed an association with satisfaction, all with a positive association with overall satisfaction:

- Travel news updates on radio or television (+)
- Email or text alert (+)
- Word of mouth (-).

In the tested model, the positive effects of information content generally appear larger than the effects of information channel. Detailed results are provided in Table 6. 'B', the beta coefficient,

indicates the average estimated increase or decrease in the overall satisfaction score (scale: 1-5) that is associated with each information content or channel predictor. Only beta coefficients marked with a p-value below .05 are considered statistically significant, meaning that any differences found are unlikely to be due to chance variations in the sample. The 95% confidence interval is a measure of precision for the estimated beta coefficient.

**Table 6: Information content and channel as predictors of overall satisfaction for passengers made aware of disruption before arriving at the station, controlling for journey purpose and disruption type (n=1,173)**

	B	95% Confidence Interval
<b>INFORMATION CONTENT</b>		
<b>Estimated length of delay</b>	<b>0.30***</b>	<b>0.14 – 0.45</b>
Alternative modes or routes	0.10	-0.06 – 0.25
<b>Connections and onward travel</b>	<b>0.33**</b>	<b>0.11 – 0.55</b>
<b>Compensation and refunds</b>	<b>0.17*</b>	<b>0.02 – 0.32</b>
<b>An apology</b>	<b>0.58***</b>	<b>0.41 – 0.75</b>
<b>INFORMATION CHANNEL</b>		
Website	0.04	-0.10 – 0.18
App	-0.04	-0.18 – 0.10
<b>Email or text alert</b>	<b>0.37**</b>	<b>0.15 – 0.58</b>
Facebook/Twitter	0.15	-0.04 – 0.34
<b>Word of mouth</b>	<b>-0.42</b>	<b>-0.76 – -0.07</b>
Family, friends or colleagues	0.19	-0.01 – 0.40
<b>Travel news updates on radio or TV</b>	<b>0.45**</b>	<b>0.25 – 0.65</b>

p<.05; \*\* p<.01; \*\*\* p<.001

### At the station before departure

For those who were made aware of a disruption at the station before departure, all types of information content were positively associated with satisfaction (similar results to the previous period), controlling for journey purpose and nature of the disruption (shown in order of importance):

- Connections and onward travel (+)
- Compensation and refunds (+)
- An apology (+)
- The length of delay (+)
- Alternative routes (+).

Three of the channels performed significantly better than other channels, all with a positive association with overall satisfaction:

- Announcement at the station (+)
- Announcement by staff on the train (+)
- Family, friends or colleagues (+).

Detailed results are provided in Table 7. Similar to Table 6, the results show the estimated increase or decrease in the overall satisfaction score (scale: 1-5) associated with each information content or channel.

**Table 7: information content and channel as predictors of overall satisfaction for passengers made aware of disruption at the station before departure, controlling for journey purpose and disruption type (n=2,588)**

	B	95% Confidence Interval
<b>INFORMATION CONTENT</b>		
<b>Estimated length of delay</b>	<b>0.40***</b>	<b>0.30 – 0.50</b>
<b>Alternative modes or routes</b>	<b>0.39***</b>	<b>0.28 – 0.50</b>
<b>Connections and onward travel</b>	<b>0.61***</b>	<b>0.47 – 0.75</b>
<b>Compensation and refunds</b>	<b>0.48***</b>	<b>0.34 – 0.62</b>
<b>An apology</b>	<b>0.44***</b>	<b>0.34 – 0.54</b>
<b>INFORMATION CHANNEL*</b>		
<b>Announcement by staff on the train</b>	<b>0.13*</b>	<b>0.02 – 0.24</b>
<b>Announcement at the station</b>	<b>0.17***</b>	<b>0.11 – 0.24</b>
Departure screen at the station	0.06	0.00 – 0.13
Speaking to member of staff at the station	0.03	-0.06 – 0.11
From the clerk when buying my ticket	-0.04	-0.31 – 0.24
Website	-0.02	-0.14 – 0.10
Via an app	-0.01	-0.10 – 0.07
Facebook/Twitter	0.20	-0.06 – 0.46
Word of mouth	-0.09	-0.29 – 0.10
Other people at the station	0.01	-0.11 – 0.13
<b>Family, friends or colleagues</b>	<b>0.39**</b>	<b>0.11 – 0.66</b>

<sup>a</sup> Please note that email or text alerts and travel updates on radio/TV were excluded from the analysis due to the small number of cases (n<30)

\* p<.05; \*\* p<.01; \*\*\* p<.001

## Whilst on train

For those who were made aware of a disruption whilst on the train, four types of information content were positively associated with satisfaction controlling for journey purpose and nature of the disruption (shown in order of importance):

- Connections and onward travel (+)
- The length of delay (+)
- An apology (+)
- Compensation and refunds (+)

Two of the channels performed significantly better than other channels, with a positive association with overall satisfaction however fellow passengers on the train had a negative but significant impact on overall satisfaction:

- Speaking to member of staff at the station (+)
- Announcement by staff on train (+)
- Fellow passengers on the train (-)

Detailed results are provided in Table 8. As in Table 6, the results show the estimated increase or decrease in the overall satisfaction score (scale: 1-5) associated with each information content or channel predictor.

**Table 8: information content and channel as predictors of overall satisfaction for passengers made aware of disruption whilst on the train, controlling for journey purpose and disruption (n=1,233)**

	B	95% Confidence Interval
<b>INFORMATION CONTENT</b>		
<b>Estimated length of delay</b>	<b>0.58***</b>	<b>0.44 – 0.72</b>
Alternative modes or routes	0.15	-0.03 – 0.33
<b>Connections and onward travel</b>	<b>0.69***</b>	<b>0.53 – 0.85</b>
<b>Compensation and refunds</b>	<b>0.58***</b>	<b>0.42 – 0.73</b>
<b>An apology</b>	<b>0.49***</b>	<b>0.31 – 0.68</b>
<b>INFORMATION CHANNEL<sup>a</sup></b>		
<b>Announcement by staff on the train</b>	<b>0.34**</b>	<b>0.11 – 0.51</b>
Announcement at the station	0.07	-0.33 – 0.23
Departure screen at the station	0.25	-0.33 – 0.43
<b>Speaking to member of staff at the station</b>	<b>0.01**</b>	<b>0.13 – 0.54</b>
Website	0.10	-0.17 – -0.27
App	0.23	-0.30 – 0.15
Facebook/Twitter	0.34*	-0.08 – 0.45
Word of mouth	0.28	-0.19 – 0.74
<b>Fellow passengers on the train</b>	<b>-0.45**</b>	<b>-0.65 – -0.12</b>
Family, friends or colleagues	-0.30	-0.83 – 0.22

<sup>a</sup> Please note that email or text alerts and travel updates on radio/TV were excluded from the analysis due to the small number of cases (n<30)

\* p<.05; \*\* p<.01; \*\*\* p<.001

## At an interchange

For those who were made aware of a disruption at an interchange, three types of information content were positively associated with satisfaction controlling for journey purpose and nature of the disruption (shown in order of importance):

- An apology (+)
- Alternative routes (+)
- Connections and onward travel (+)
- The length of delay (+).

No channels performed significantly better or worse than other channels.

Detailed results are provided in Table 9. As in Table 6, the results show the estimated increase or decrease in the overall satisfaction score (scale: 1-5) associated with each information content or channel predictor.

**Table 9: information content and channel as predictors of satisfaction when made aware of disruption at an interchange, controlling for journey purpose and disruption (n=211)**

	B	95% Confidence Interval
<b>INFORMATION CONTENT</b>		
<b>Estimated length of delay</b>	<b>0.52**</b>	<b>0.17 – 0.86</b>
<b>Alternative modes or routes</b>	<b>0.60**</b>	<b>0.23 – 0.97</b>
<b>Connections and onward travel</b>	<b>0.56**</b>	<b>0.19 – 0.94</b>
Compensation and refunds	0.11	-0.37 – 0.59
<b>An apology</b>	<b>0.65***</b>	<b>0.30 – 0.99</b>
<b>INFORMATION CHANNEL<sup>a</sup></b>		
Announcement by staff on the train	-0.12	-0.52 – 0.27
Announcement at the station	-0.01	-0.29 – 0.26
Departure screen at the station	0.10	-0.16 – 0.35
Speaking to member of staff at the station	-0.02	-0.32 – 0.27
Website	-0.14	-0.57 – 0.30
App	0.13	-0.24 – 0.49

<sup>a</sup> Please note that speaking to member of staff on the train, email or text alert, Facebook/Twitter, text word of mouth/other people/family, friends and colleagues, and travel updates on radio/TV were excluded from the analysis due to the small number of cases (n<30)

\* p<.05; \*\* p<.01; \*\*\* p<.001

## Conclusions

Overall, the results show that the content of the information had more consistent and larger impacts than the specific channel through which it is received.

There does not seem to be specific channels that perform consistently worse than others, other than those not under the control of train companies, such as word of mouth.

The type of content that has the greatest positive impact on customer satisfaction is information about connections and onward travel. Length of delay and an apology are the second and third most important drivers of customer satisfaction. Information on compensation and refunds and information on alternative routes have similar but lower impacts on satisfaction.

### 3.13 What RDG are doing to address challenges in this report

RDG is still committed to improving customer information during disruption and understands the frustrations that customers have when communication isn't as detailed or as timely as it should be. To demonstrate this commitment, the remaining PIDD actions will now sit under a new Customer Information Board. With line of sight right up to the RDG Board, the most strategic board hosted at RDG, the Customer Information Board will monitor the progress and aim to complete the outstanding PIDD actions.

RDG are also looking to deliver Personalised Customer Information to customers which will allow them to receive customised disruption information from their National Rail Enquiries App depending on their journey purpose or type. The PIDD-29 data will put a value on how, when and where customers receive information and how well we are communicating this information to them.

Furthermore, in collaboration with the RSSB, we will also be using the data compiled from PIDD-29 to underline the research currently been conducted on passenger information, entitled

*“Optimising technologies for effective staff and customer communication during disruption”*. A sub-working group from the Customer Information Group will be focusing on this project and will use the PIDD-29 data to inform their decision making.

Going forward, RDG are looking to use the PIDD-29 data and compare it with other publicly available data such as PPM (Public Performance Measure), and with our Digital channels insights strategy. RDG are not surprised by the negative responses to our current customer information provision. We are pressing ahead with the above initiatives to reduce the negative responses by customers and to ultimately improve their customer journey.

# APPENDIX A

## QUESTIONNAIRE

SYSTEM INFORMATION:

Date:

Time interview started:

Sample source:

Card

Tweet

Email

Website



Thank you for opening this survey about rail disruption. It is being conducted by Accent on behalf of National Rail.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society

The questionnaire will take about 5 minutes to complete. For convenience you can stop and return to complete the questionnaire as many times as you wish, although once submitted you will not be able to enter again.

All respondents completing this survey will be entered into a prize draw with five prizes of £50\*.

**We want to make information better – tell us how.**



\* Click here for the terms and conditions of the prize draw!

**Q1** This questionnaire is about a rail journey which has a delay of 20 minutes or more or has been cancelled.

Are you making the rail journey now?

Yes

No, it is cancelled

No, I haven't started it

No, I have finished it

SCHEDULED

IF Q1=2 OR 3 SCHEDULED="you were intending to make"

IF Q1=1 or 4 SCHEDULED=""

TENSE1

IF Q1=1 OR 3 TENSE1="Are"

IF Q1=2 OR 4 TENSE1="Were"

TENSE2

IF Q1=1 OR 3 TENSE2="does"

IF Q1=2 OR 4 TENSE2="did"

TENSE3

IF Q1=1 OR 3 TENSE3="is"

IF Q1=2 OR 4 TENSE3="was"

DISRUPTED

IF Q1=1, 3 or 4 DISRUPTED="disrupted"

IF Q1=2 DISRUPTED ="cancelled"

DISRUPTION

IF Q1=1, 3 or 4 DISRUPTION="disruption"

IF Q1=2 DISRUPTION="cancellation"

**IF SOFTWARE DETECTS MOBILE DEVICE SCREEN THAT SAYS:**

This questionnaire is displayed in a format for mobile devices. You may find it better to answer in desktop mode. You can switch how you view the questionnaire by clicking on the link at the bottom of any page.

**Q2** Now we would like to ask you some questions about your rail journey, or if you were unable to make it, please answer these questions about the planned rail journey.

#TENSE1# you on the outward or return part of the train journey #SCHEDULED#?

Outward

Return

Single journey only

**Q3** **IF Q2=1 or 2:** At which rail station #TENSE2# the #Q2# part of the train journey #SCHEDULED# start?  
**IF Q2=3:** At which rail station #TENSE2# the train journey start?

**Q4** **IF Q2=1 or 2:** At which rail station #TENSE2# the #Q2# part of the train journey #SCHEDULED# end?  
**IF Q2=3:** At which rail station #TENSE2# the train journey end?

**Q5** What #TENSE3# the **main** purpose of the train journey #SCHEDULED#?

Commuting

Business

Leisure

Special event

Other (please type in)

**Q5b** What #TENSE3# the date of the train journey #SCHEDULED#?

DATEPICKER

**Q6** At what time #TENSE3# the train scheduled to depart? **24 HOUR CLOCK, for example 2pm is 14:00**

Don't know / can't say

**Q7** Which train company operates the train service that is #DISRUPTED#? *If more than one company please show the first*

Arriva Trains Wales

c2c

Chiltern Railways

CrossCountry

East Midlands Trains

Gatwick Express

Grand Central

Great Northern

Great Western Railway

Greater Anglia

Heathrow Express

Hull Trains

London and Northwestern Railway

London Overground

Merseyrail

Northern

ScotRail

Southeastern  
 Southern  
 South Western Railways  
 TfL Rail  
 Thameslink  
 TransPennine Express  
 Virgin Trains East Coast  
 Virgin Trains West Coast  
 West Midlands Railway  
 Don't know  
 Other

## Details of #DISRUPTION#

- Q8** When were you **first** aware of a possible #DISRUPTION# to your train journey?
- Before arriving at the station
  - At the departure station
  - When purchasing my ticket at the station
  - On the train during the journey
  - At an intermediate station where I changed trains

## Information about #DISRUPTION# before arriving at station

- Q9** **IF Q8=1 ASK OTHERWISE GO TO Q13:** In which of the following ways were you informed of the #DISRUPTION# before you arrived at the station? *Multi response possible*

- Online via a website
- Via an app
- Received an email or text alert
- Via Facebook/Twitter
- Word of mouth
- From family, friends or colleagues
- Travel news updates on radio or television
- Other (please type in)
- Don't know/can't remember

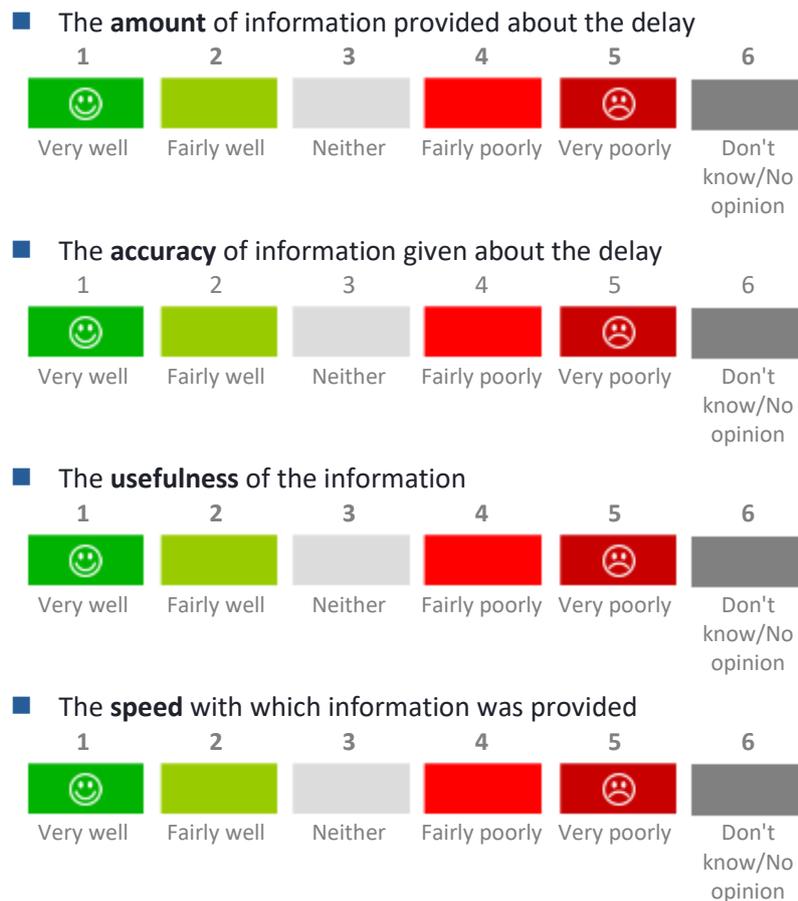
- Q10** **IF Q9 =1-4 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK:** Did the information provided include any of the following? *Multi response possible*

- Estimated length of delay
- Alternative modes or routes
- Information about connections and onward travel
- Compensation and refunds
- An apology
- No, none of the above

- Q11** **IF Q9 =1-4 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK:** How do you rate the train company for the following aspects of the information provided in relation to the #DISRUPTION# before you arrived at the station?

■ **Consistency** of information provided





- Q12 Which, if any, of the following words describe your feelings when you learnt of the #DISRUPTION#? *Multi response possible*
- Angry
  - Frustrated
  - Relieved (due to advance warnings)
  - Resigned
  - Informed
  - Calm
  - None of the above
  - Don't know

## Information about #DISRUPTION# at station before departure

- Q13 IF Q8=1 GO TO Q27  
IF Q8=2-3 ASK OTHERWISE GO TO Q17: In which of the following ways were you informed of the #DISRUPTION# whilst at the station before the train departed? *Multi response possible*
- Announcement by staff on the train
  - Announcement at the station
  - Departure screen at the station
  - Speaking to member of staff at the station
  - From the clerk when buying my ticket
  - Online via a website
  - Via an app
  - Received an email or text alert
  - Via Facebook/Twitter
  - Word of mouth
  - From other people at the station
  - From family, friends or colleagues
  - Travel news updates on radio or television

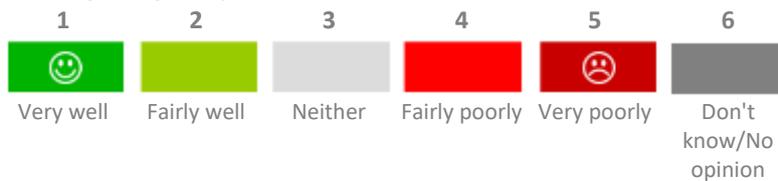
Other (please type in)  
 Don't know/can't remember

**Q14 IF Q13=1-9 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK:** Did the information provided include any of the following? *Multi response possible*

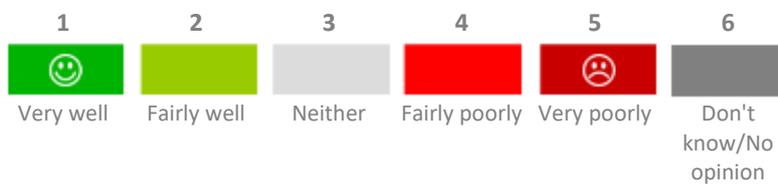
- Estimated length of delay
- Alternative modes or routes
- Information about connections and onward travel
- Compensation and refunds
- An apology
- No, none of the above

**Q15 IF Q13=1-9 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK:** How do you rate the train company for the following seven aspects of the information provided in relation to the #DISRUPTION# whilst at the station before the train departed?

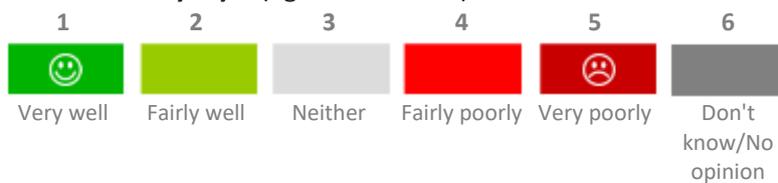
■ **Frequency of updates**



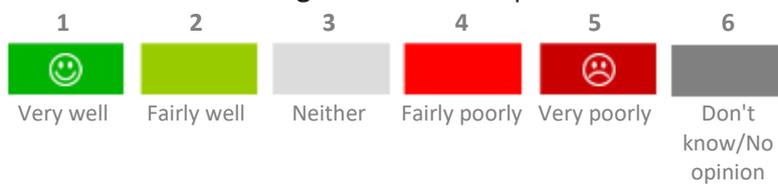
■ **Trustworthiness of the information**



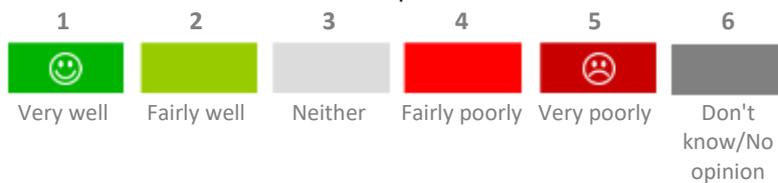
■ **The delivery style (eg tone of voice)**



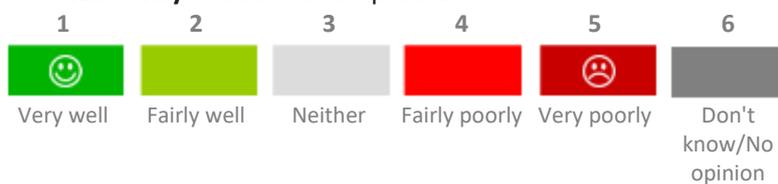
■ **Ease of understanding the information provided**



■ **Relevance of the information provided**



■ **Consistency of information provided**



■ **Level of concern** shown when keeping you informed

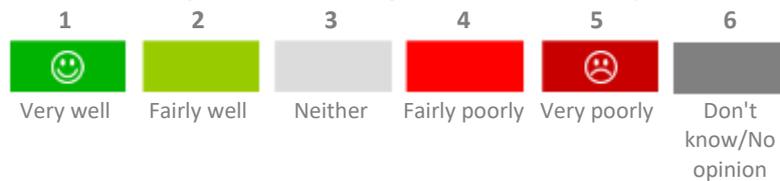


And how do you rate the train company for the following six aspects of the information provided in relation to the #DISRUPTION# whilst at the station before the train departed?

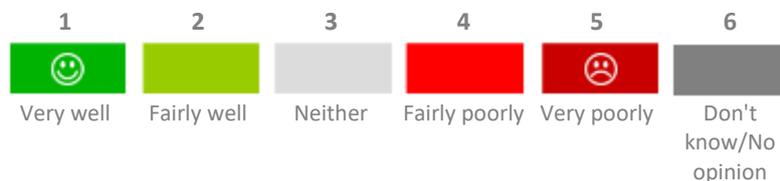
■ The **amount** of information provided about the delay



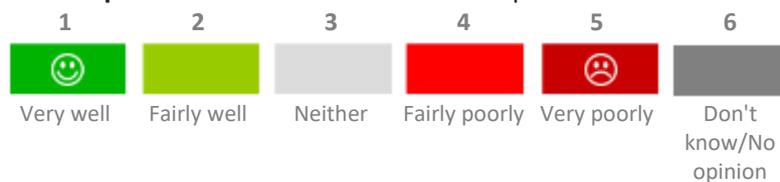
■ The **accuracy** of information given about the delay



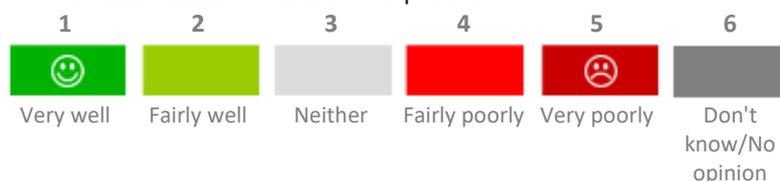
■ The **usefulness** of the information



■ The **speed** with which information was provided



■ The **time taken** to resolve the problem



■ The **availability of alternative transport** if the train service could not continue



Q16 IF Q8=2 OR 3 ASK: Which, if any, of the following words describe your feelings when you learnt of the #DISRUPTION#?

- Angry
- Frustrated
- Relieved (due to advance warnings)

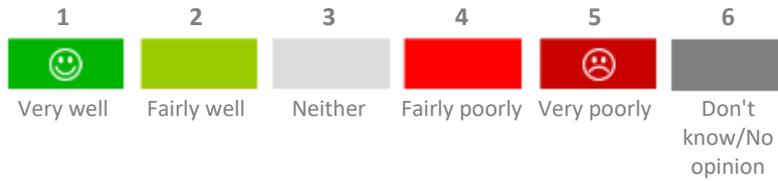
Resigned  
 Calm  
 Informed  
 None of the above  
 Don't know

## Information about #DISRUPTION# whilst on train

- 
- Q17** **IF Q8=2-3 GO TO Q27**  
**IF Q8=4 ASK OTHERWISE GO TO Q23:** In which of the following ways were you informed of the #DISRUPTION# whilst on the train? *Multi response possible*
- Announcement by staff on the train
  - Announcement at the station
  - Departure screen at the station
  - Speaking to member of staff on the train
  - Online via a website
  - Via an app
  - Received an email or text alert
  - Via Facebook/Twitter
  - Word of mouth
  - From fellow passengers on the train
  - From family, friends or colleagues
  - Travel news updates on radio or television
  - Other (please type in)
  - Don't know/can't remember
- 
- Q18** **IF Q17=1-8 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK:** Did the information provided include any of the following? *Multi response possible*
- Estimated length of delay
  - Alternative modes or routes
  - Information about connections and onward travel
  - Compensation and refunds
  - An apology
  - No, none of the above
- 
- Q19** **IF Q1=2 'TRAIN CANCELLED' GO TO Q21:** Did the train stop between stations?
- Yes, once
  - Yes, more than once
  - No **GO TO Q21**
- 
- Q20** **IF Q19=1 ASK:** Was an announcement made after the train unexpectedly stopped between stations?  
**IF Q19=2 ASK:** Was an announcement made after the first time the train unexpectedly stopped between stations?
- Yes, within two minutes after the train came to a stand
  - Yes, over two minutes after the train came to a stand
  - No

**Q21 IF Q17=1-8 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK:** How do you rate the train company for the following seven aspects of the information provided in relation to the #DISRUPTION# whilst on the train?

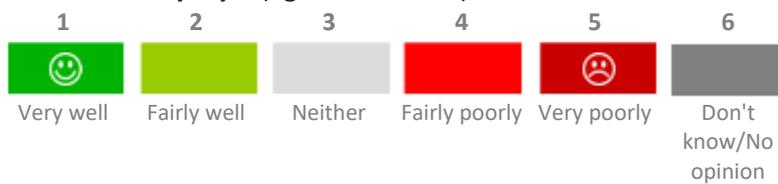
**Frequency of updates**



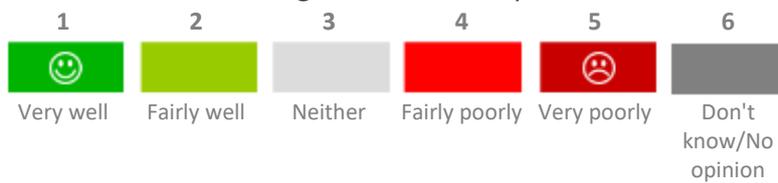
**Trustworthiness of the information**



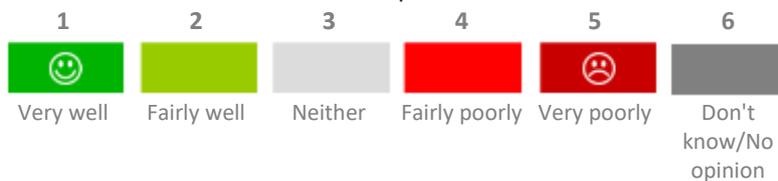
**The delivery style (eg tone of voice)**



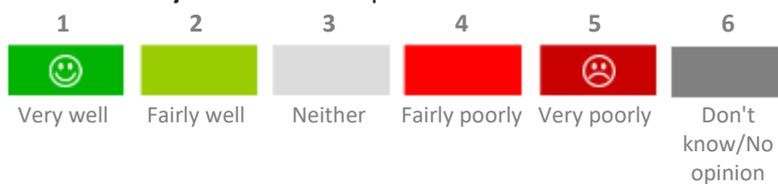
**Ease of understanding the information provided**



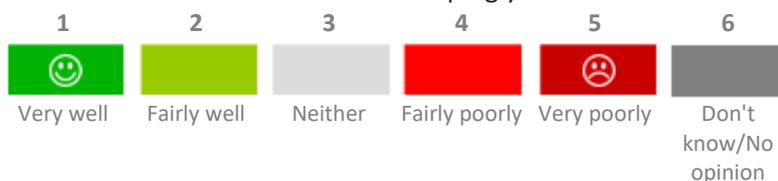
**Relevance of the information provided**



**Consistency of information provided**

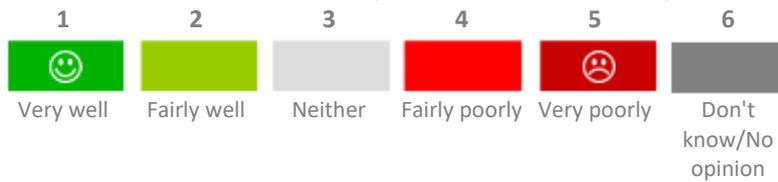


**Level of concern shown when keeping you informed**

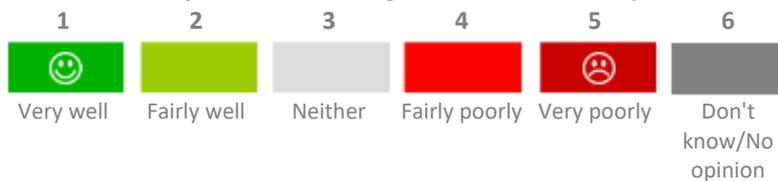


And how do you rate the train company for the following six aspects of the information provided in relation to the #DISRUPTION# whilst on the train?

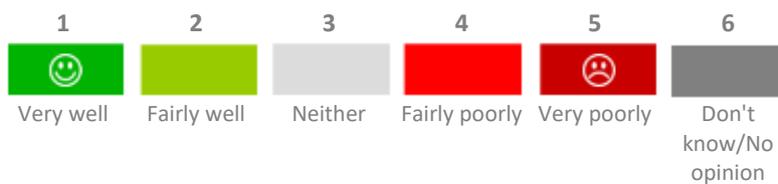
■ The **amount** of information provided about the delay



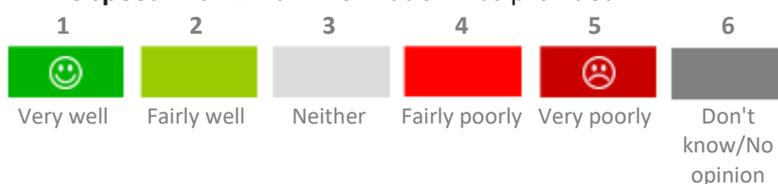
■ The **accuracy** of information given about the delay



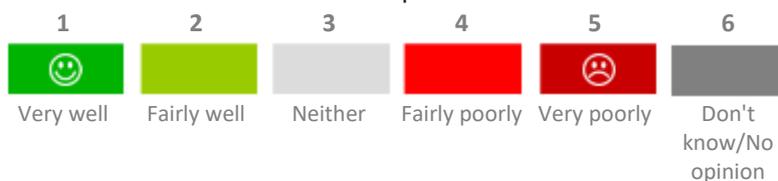
■ The **usefulness** of the information



■ The **speed** with which information was provided



■ The **time taken** to resolve the problem



■ The **availability of alternative transport** if the train service could not continue



Q22 IF Q8=4 ASK: Which, if any, of the following words describe your feelings when you learnt of the #DISRUPTION#?

- Angry
- Frustrated
- Relieved
- Resigned
- Calm
- Informed
- None of the above
- Don't know

## Information about #DISRUPTION# at interchange station

**Q23** IF Q8=5 ASK OTHERWISE GO TO Q27: In which of the following ways were you informed of the #DISRUPTION# at the interchange station? *Multi response possible*

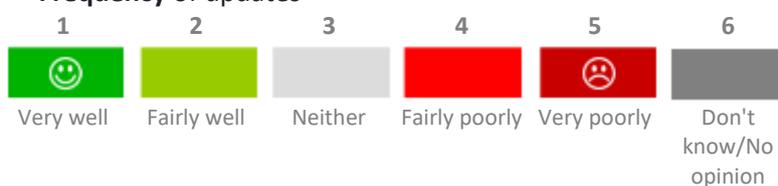
- Announcement by staff on the train
- Announcement at a station
- Departure screen at a station
- Speaking to member of staff on the train
- Speaking to member of staff at a station
- Online via a website
- Via an app
- Received an email or text alert
- Via Facebook/Twitter
- Word of mouth
- From other people at a station
- From fellow passengers on the train
- From family, friends or colleagues
- Travel news updates on radio or television
- Other (please type in)
- Don't know/can't remember

**Q24** IF Q23=1-9 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK: Did the information provided include any of the following? *Multi response possible*

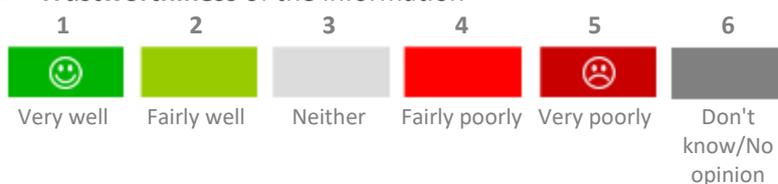
- Estimated length of delay
- Alternative modes or routes
- Information about connections and onward travel
- Compensation and refunds
- An apology
- No, none of the above

**Q25** IF Q23=1-9 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK: How do you rate the train company for the following seven aspects of the information provided in relation to the #DISRUPTION# at the interchange station?

■ **Frequency of updates**

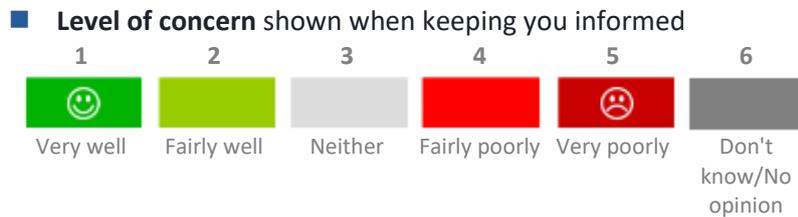
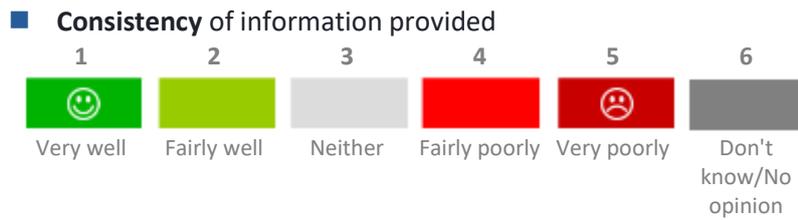
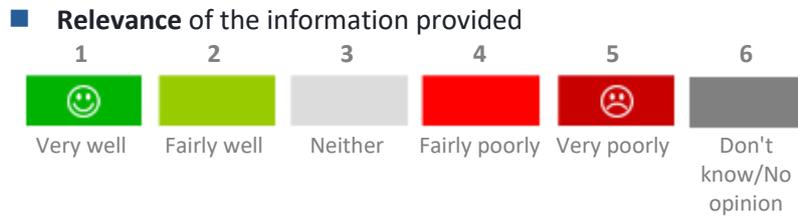
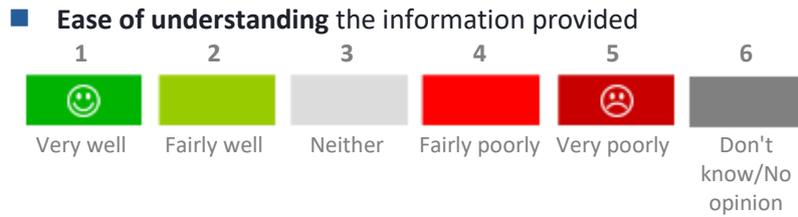


■ **Trustworthiness of the information**

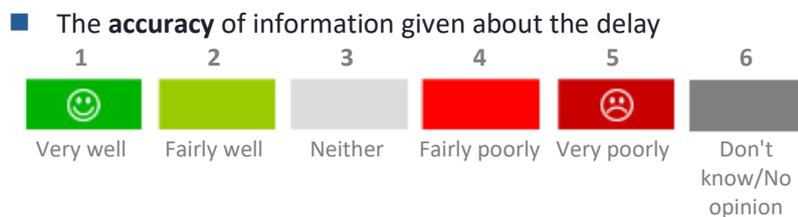
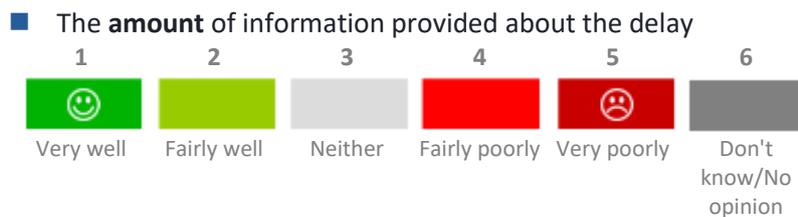


■ **The delivery style (eg tone of voice)**





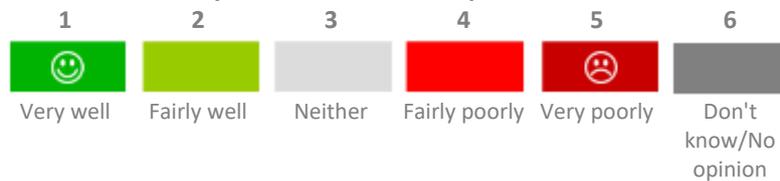
And how do you rate the train company for the following six aspects of the information provided in relation to the #DISRUPTION# at the interchange station?



■ The **time taken** to resolve the problem



■ The **availability of alternative transport** if the train service could not continue



Q26 Which, if any, of the following words describe your feelings when you learnt of the #DISRUPTION#? *Multi response possible*

- Angry
- Frustrated
- Relieved
- Resigned
- Calm
- Informed
- None of the above
- Don't know

## Details of #DISRUPTION#

Q27 Which of the following best describes the nature of the #DISRUPTION#?

- The train was late departing from the station
- The train was late arriving at the station
- The train was delayed during the journey
- The train I planned to catch was cancelled
- I could not get on the train as it was overcrowded
- The station was closed
- None of the above

Q28 What was the reason given for the #DISRUPTION#? *Multi response possible*

- Infrastructure** (e.g. signalling problem, broken or buckled rail, overhead wire problems)
- Trains** (e.g. broken down train, waiting for a platform, staff unavailable)
- Engineering works** (e.g. emergency engineering works, planned engineering work over running)
- External factors** (e.g. vandalism, trespass, fire, passenger taken ill, obstruction on the line)
- Weather/seasonal factors** (e.g. flooding, leaves, snow and ice)
- No reason given
- Other (Please type in)
- Don't know/can't remember

Q29 IF Q1=2 (CANCELLED) GO TO Q30A

IF Q1=4 GO TO Q30

IF Q1=1 OR 3 ASK: Have you arrived at your destination station yet?

- Yes
- No

- 
- Q30** IF Q1=4 or Q29=1 ASK: How late were you arriving at your destination station? **IF YOU DON'T REMEMBER PLEASE ENTER YOUR BEST ESTIMATE**  
 IF Q29=2 ASK: How late do you expect to be arriving at your destination station? **PLEASE ENTER YOUR BEST ESTIMATE**  
 ENTER MINUTES

## Compensation

- 
- Q30a** Do you feel you had reason to complain about your train journey?  
 Yes  
 No

- 
- Q30b** IF Q30a = 1 OR IF Q30 >=30 MINS ASK: Did you seek compensation from the train company regarding your train journey?  
 IF Q29=2 AND IF Q30a = 1 OR IF Q30 >=30 MINS ASK: Will you seek compensation from the train company regarding your train journey?  
 Yes  
 No

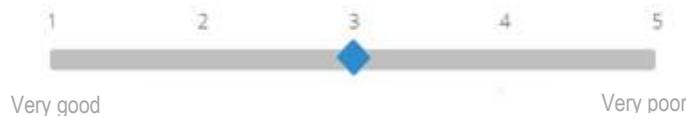
- 
- Q30c** IF Q30b = 2 (NO) ASK: Why not? *RANDOMISE ANSWER LIST, MULTI-RESPONSE*  
 The train company did not provide information on how to receive compensation  
 I tried to find information on how to seek compensation but could not find any  
 I was given conflicting information about seeking compensation so was unsure how to proceed  
 Couldn't be bothered / would probably be a waste of time and effort  
 Compensation in rail vouchers is of no use to me  
 I have looked into applying for compensation and it is too complicated / I don't understand the system  
 I have looked into applying for compensation and feel the system is rigged / I don't believe I would receive compensation  
 The barriers "ate" my ticket so I had no proof of travel  
 I knew the amount of time my train was delayed would not be compensated, even though the delay was enough to inconvenience me  
 Previous experience of trying to seek compensation put me off trying to do so again  
 Other (please type in)

- 
- Q30d** IF Q10 AND Q14 AND Q18 AND Q24<>4 (compensation and refunds) OR IF Q30B=2 (did not seek compensation)ASK: Are you aware that you may be able to claim compensation if your train is delayed or cancelled?  
 Yes  
 No

- 
- Q30f** Did you hear any announcements on-board or at stations about claiming compensation for delays or cancellations?  
 No  
 Yes, on board  
 Yes, at station  
 Yes, both on board and at station

Q30g IF Q30f=2-4 ASK: How do you rate the following aspects of the announcements about claiming compensation for delays or cancellations?

■ The **usefulness** of the information



Don't know/not applicable

■ **Relevance** of the information provided



Don't know/not applicable

■ **Ease of understanding** the information provided



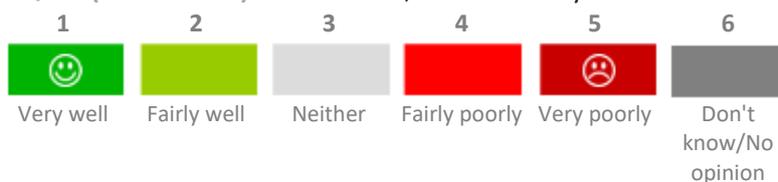
Don't know/not applicable

Q30h IF TRAIN MORE THAN 30 MINUTES LATE (Q30 >30) OR TRAIN CANCELLED (Q1=2) ASK: Were compensation claim forms available from any of the following?

	yes	no	Don't know
At station			
On train			
Train company website			
Other (please type in)			<input style="width: 150px; height: 15px;" type="text"/>

## Rating of information provision

Q31 IF Q1<>2 ASK: Overall, how well do you think the train company dealt with this delay?  
 IF Q1=2 (CANCELLED) ASK: Overall, how well do you think the train company dealt with this cancellation?



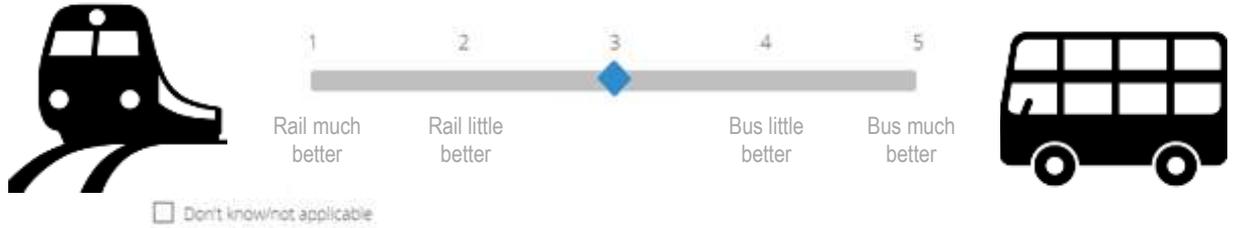
## Comparative experience

Q32 Have you experienced a delay of 20 minutes or more or a cancellation to a bus, coach or air journey in the last three months? *Multi response possible*

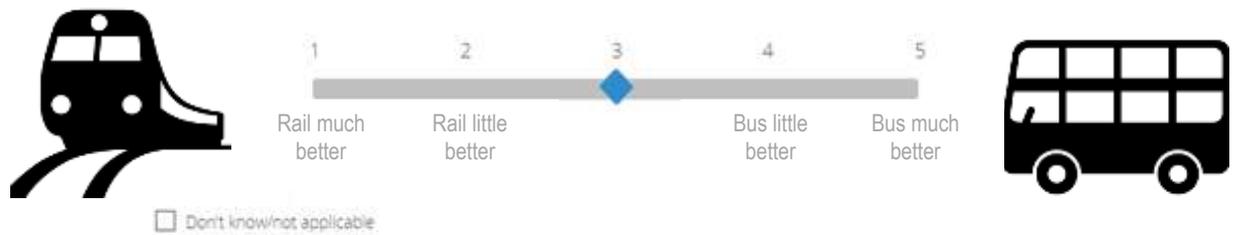
- Yes, bus
- Yes, coach
- Yes, air
- No

**Q33 IF Q32=1 ASK:** How would you compare the information provision provided between the **bus** and the rail journey with respect to:

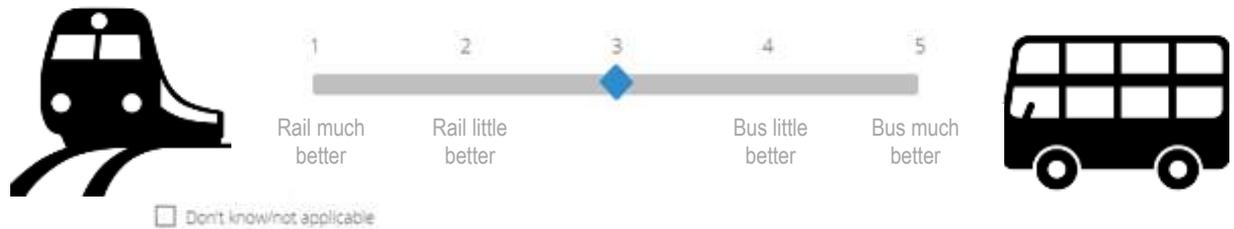
- Frequency of updates



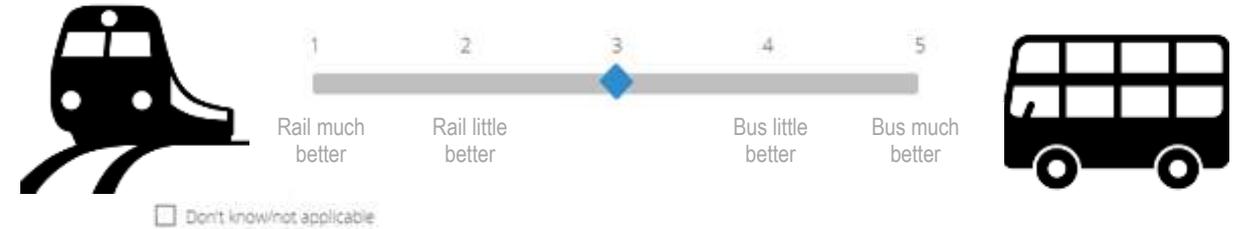
- The accuracy of information given



- The usefulness of the information

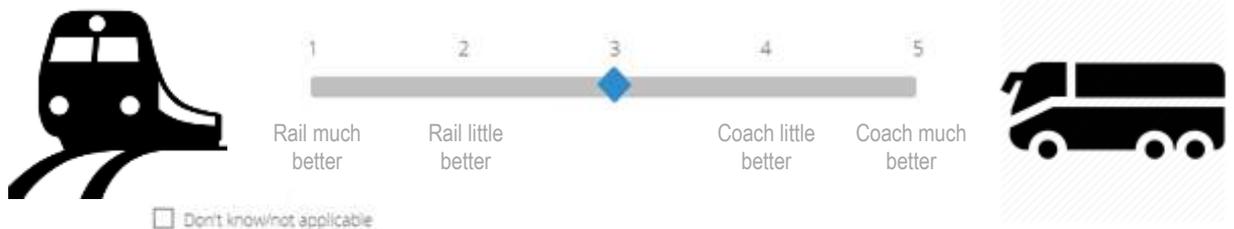


- The speed with which information was provided

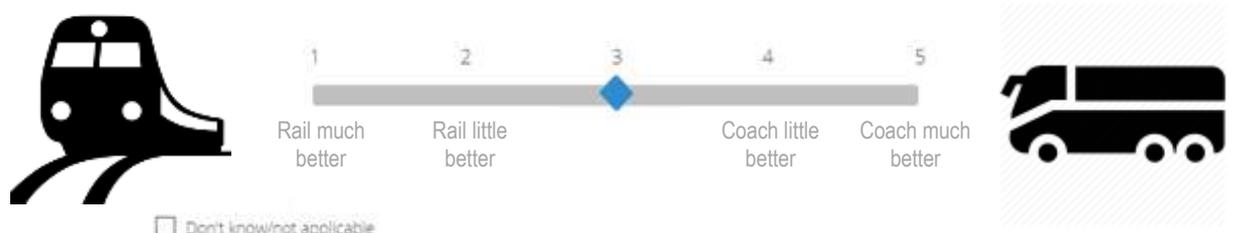


**Q34 IF Q32=2 ASK:** How would you compare the information provision provided between **coach** and the rail journey with respect to:

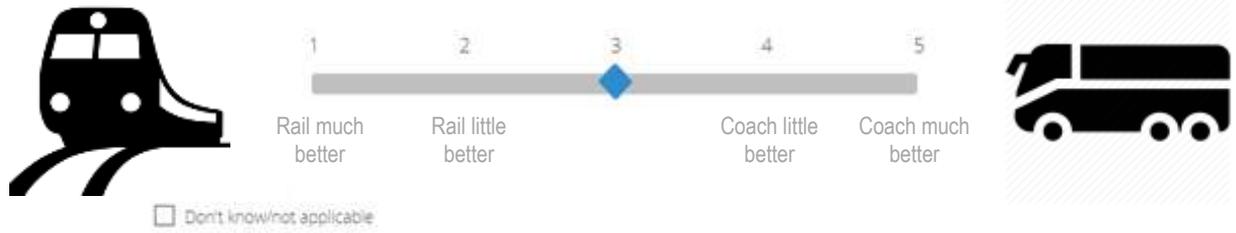
- Frequency of updates



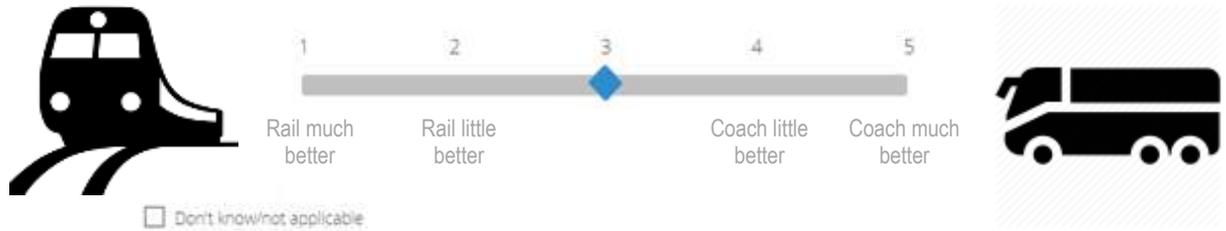
- The accuracy of information given



■ The usefulness of the information

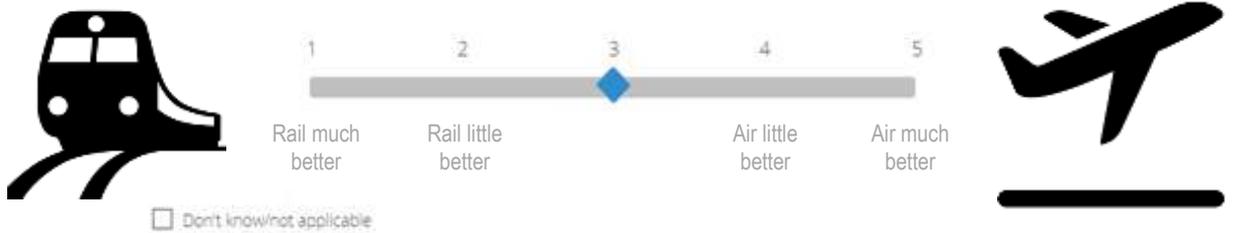


■ The speed with which information was provided

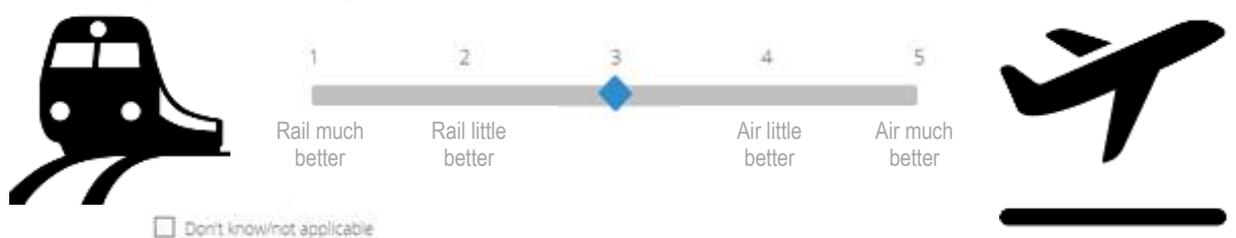


Q34b IF Q32=3 ASK: How would you compare the information provision provided between air and the rail journey with respect to:

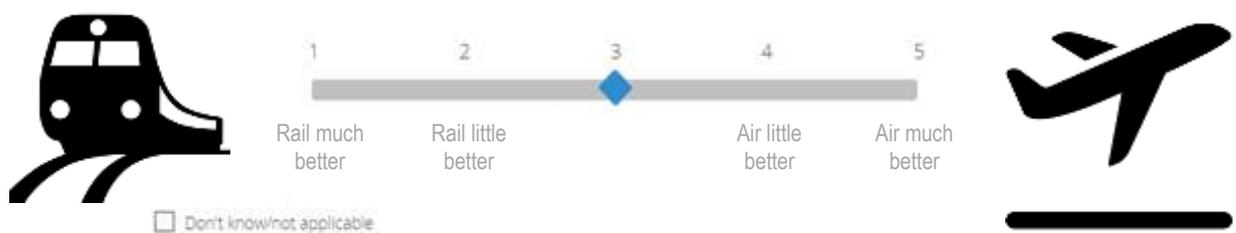
■ Frequency of updates



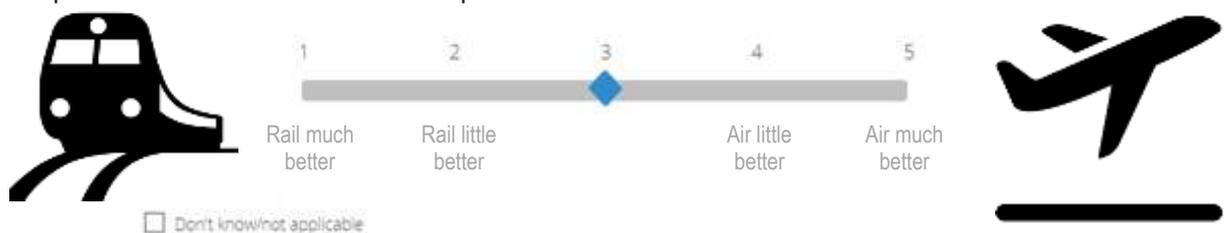
■ The accuracy of information given



■ The usefulness of the information



■ The speed with which information was provided



## Classification Questions

**Q36** Finally, would you please answer some questions about yourself. You do not have to answer any of these questions that you do not wish to and if you do you can withdraw your consent for us to process this information at any time. The personal information you provide during this survey will be held securely and will not be shared with any third party unless you give permission (or unless we are legally required to do so). Our privacy statement is available at [www.accent-mr.com/privacy/](http://www.accent-mr.com/privacy/).

It will be used by Accent only for this study, which is being undertaken for National Rail.

Which of the following age groups are you in?

- 16-25
- 26-35
- 36-45
- 46-55
- 56-59
- 60-64
- 65 or more
- Prefer not to answer

**Q37** What is your gender?

- Male
- Female
- Prefer not to answer

**Q37x** Do you have a physical or mental impairment (including those age-related) which limit your daily activities or the work you can do?

- No, none
- Mobility impairment
- Visual impairment
- Hearing impairment
- Learning disability
- Mental health condition
- Serious long term illness
- Other
- Prefer not to say

**Q37b** In order to receive entry into the prize draw, you will need to enter your e-mail address in the box below. This information will be used for no other purposes than administering the prize draw, will not be shared with any third parties, and will be stored securely for 12 months before being deleted. Should you not wish to be give us your email address and consequently not be entered into the prize draw, please select "Do not wish to be entered into the prize draw"

Click here for the terms and conditions of the prize draw.

[Enter e-mail address]

Do not wish to be entered into the prize draw

**Q38** Would you be willing to be contacted again for clarification purposes or be invited to take part in other research for National Rail?

- Yes, for both clarification and further research
- Yes, for clarification only
- Yes, for further research only
- No

If YES to q38 but no to Q37B: [Enter e-mail address]

Thank you for taking part in this research.

This research was conducted under the terms of the MRS code of conduct and is completely confidential.

**Any additional comments**

SYSTEM INFORMATION

Time interview completed:

# APPENDIX B

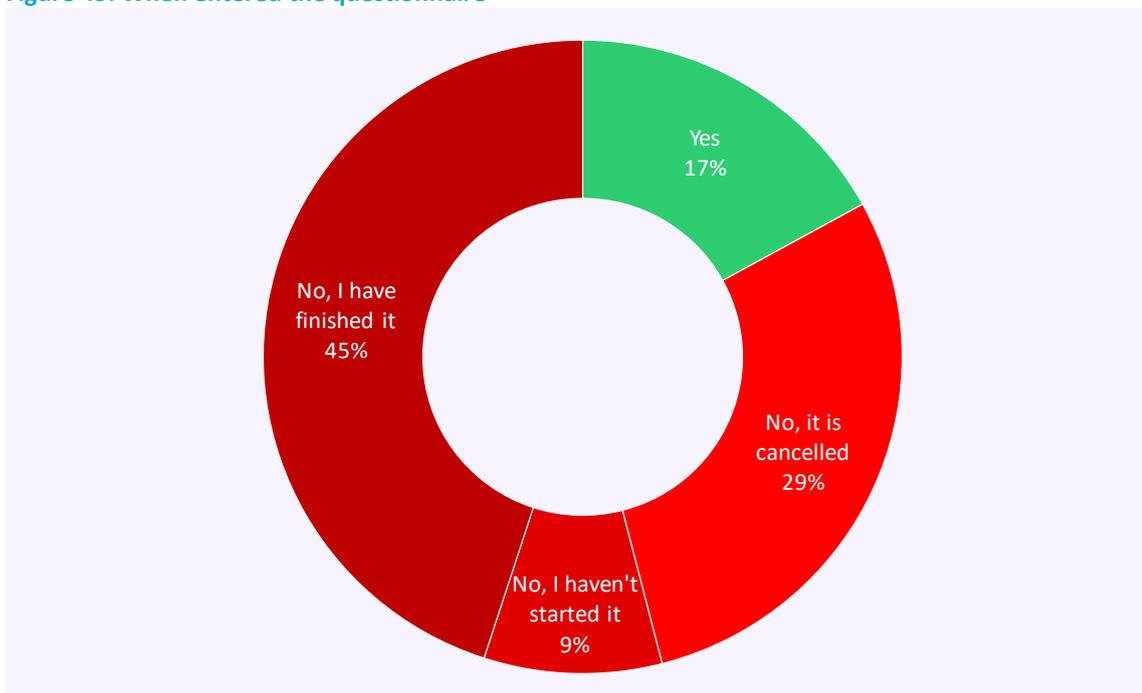
## TRIP DETAILS

## Trip Details

### When responded to the survey

Participants were asked if they were making the rail journey now. 17% were doing so, 9% hadn't started it and for 29% it was cancelled. Forty five percent had completed the trip when they answered the questionnaire.

**Figure 49: When entered the questionnaire**

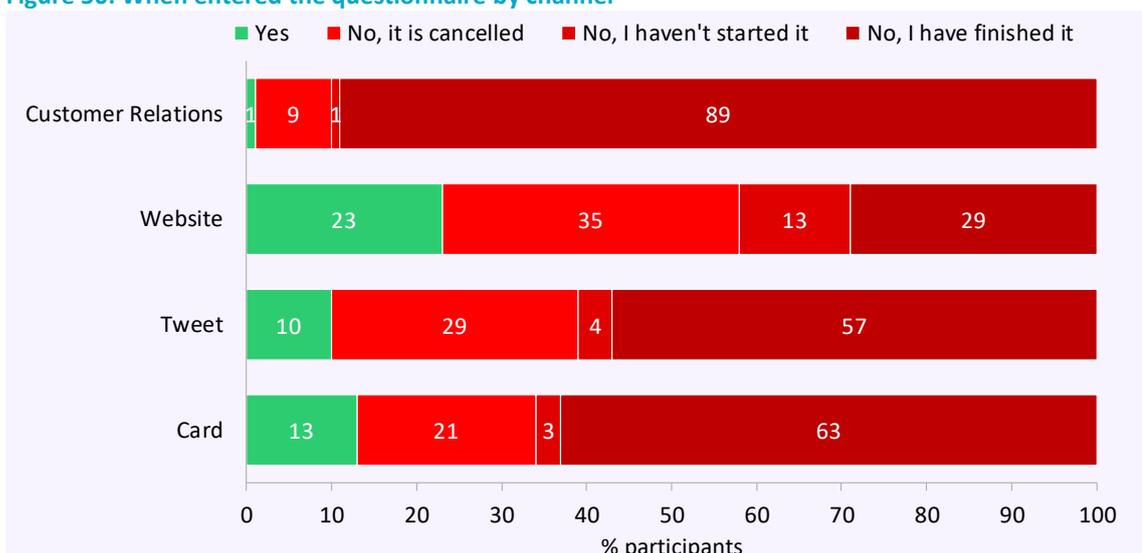


Base: 9,871

Overall, 57% completed the questionnaire on the day of the disruption and a further 23% within a week of the disruption.

Those who used the website and tweets to respond were much more likely to be making the trip when they responded.

**Figure 50: When entered the questionnaire by channel**

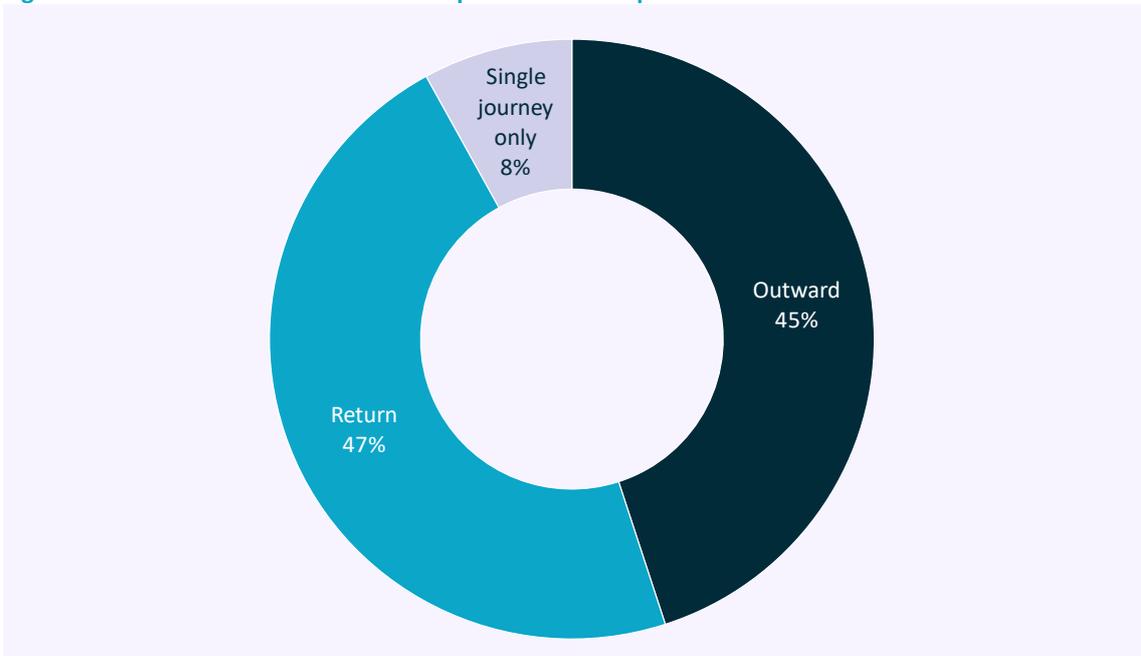


Base: Card 652, Tweet 1,483, Website 6,186, Customer Relations 1,550

## Leg of trip

There was a fairly evenly split between outward and return legs as shown in Figure 51.

**Figure 51: Whether outward or return trip and time of trip**

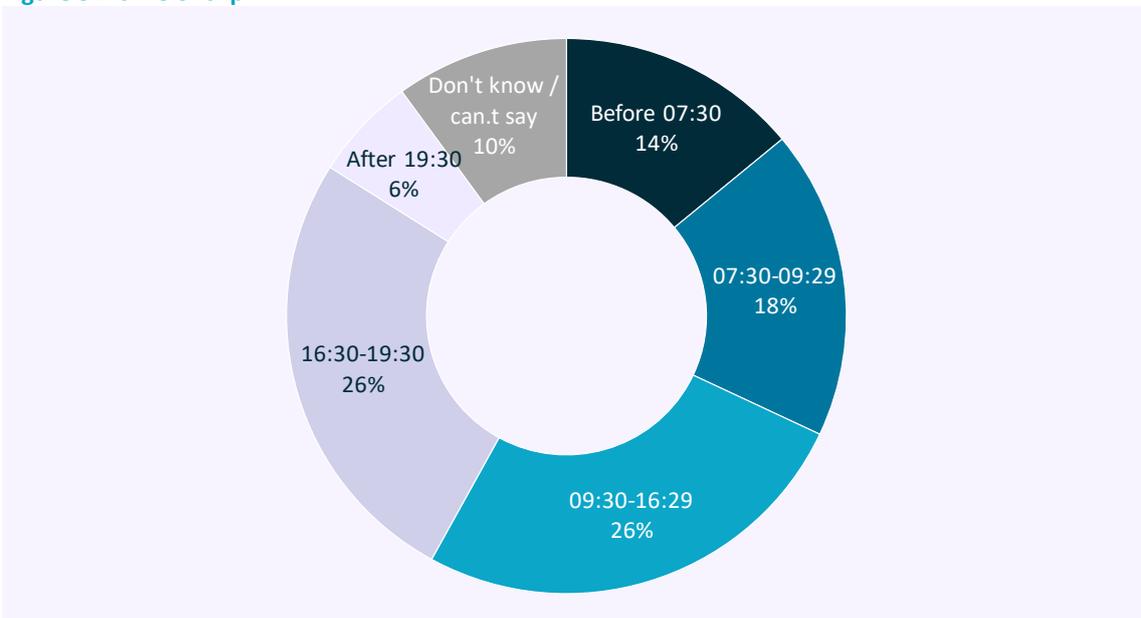


Base: 9,871

## Time of trip

Over four fifths of trips were made at peak times: 18% 07:30-09:29 and 26% 16:30-19:30. It should be noted that the trip could be made at a weekend so some of the peak times were not weekday peaks.

**Figure 52: time of trip**

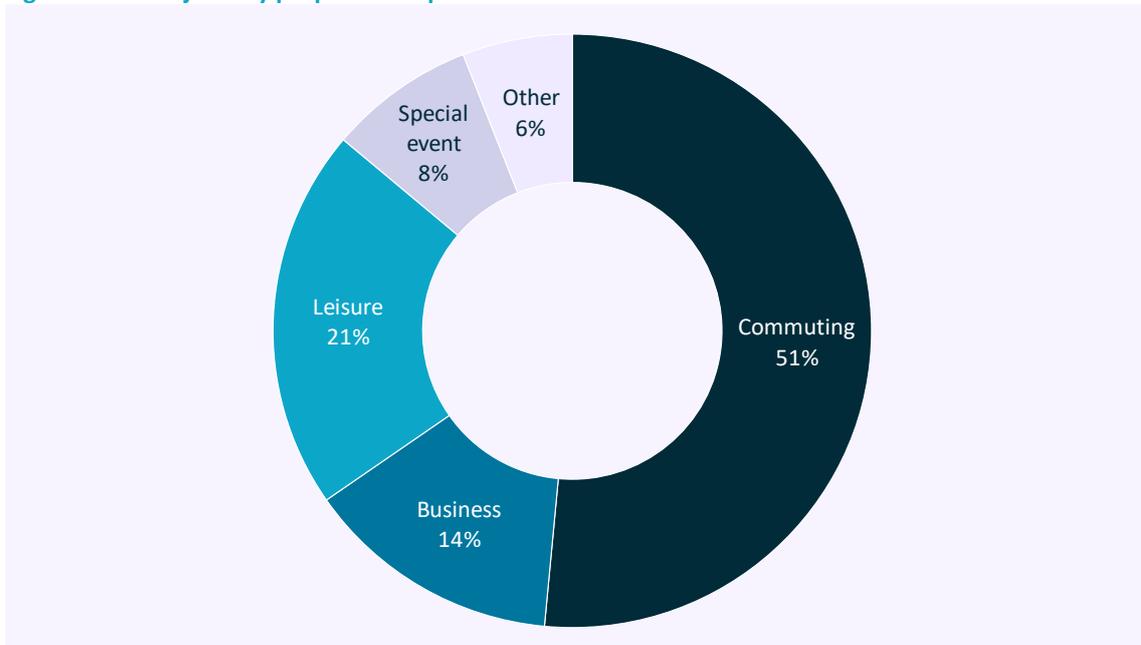


Base: 9,871

## Journey purpose

Participants were asked what the **main** purpose of the disrupted or cancelled train journey.

**Figure 53: Main journey purpose of trip**



Base: 9,871

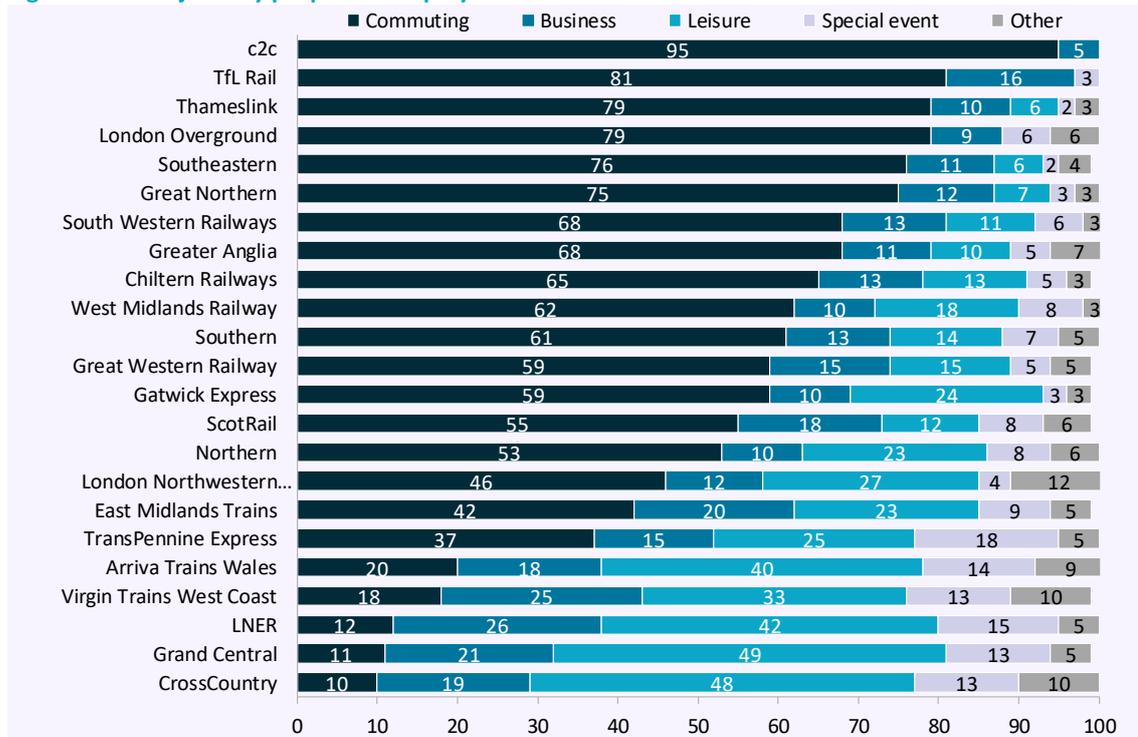
The responses were dominated by commuting and leisure traffic.

The National Travel Survey data<sup>8</sup> for 2014 shows that 48% of rail trips are for commuting (slightly less than the 51% for the sample) and 9% are for employers' business (less than the 14% recorded here).

Analysis of journey purpose by TOC (for TOCs with sample sizes of over 25) is shown in Figure 54 and shows that the London & South East commuter TOCs carry large proportions of commuters and the long distance TOCs carry large proportions of leisure and business travellers.

<sup>8</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/457752/nts2014-01.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/457752/nts2014-01.pdf)

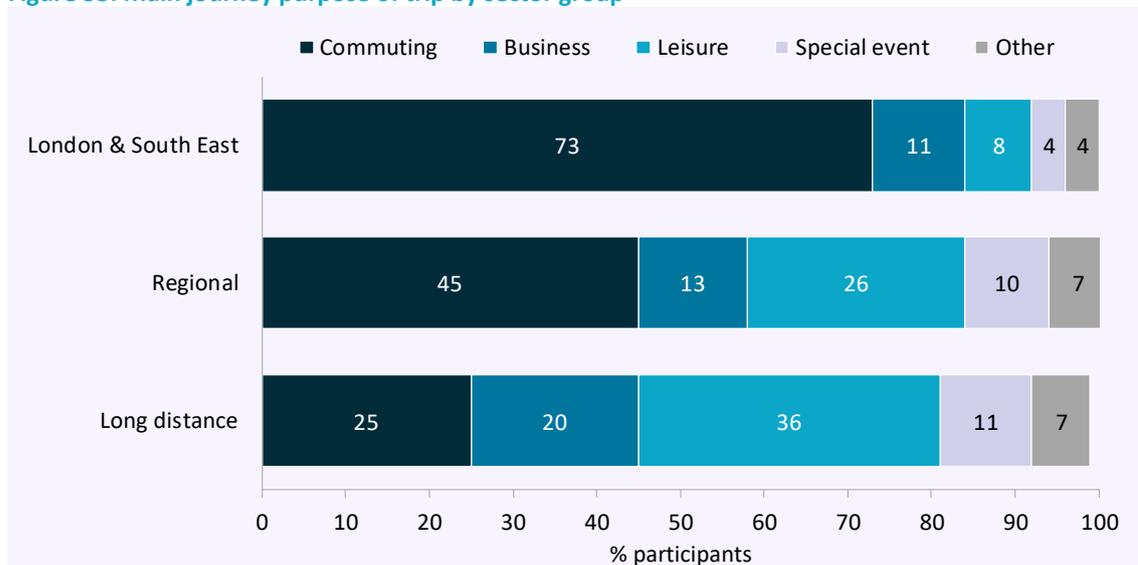
Figure 54 Main journey purpose of trip by TOC



Base: CrossCountry 814, Grand Central 75, LNER 371, Virgin Trains West Coast 240, Arriva Trains Wales 775, TransPennine Express 130, East Midlands Trains 74, London Northwestern Railway 26, Northern 1862, ScotRail 185, Gatwick Express 29, Great Western Railway 547, Southern 541, West Midlands Railway 39, Chiltern Railways 193, Greater Anglia 213, South Western Railways 669, Great Northern 685, Southeastern 688, London Overground 34, Thameslink 1099, TfL Rail 32, c2c 42

This variation of purpose by type of TOC is highlighted in Figure 55 which shows purpose by sector group. For example, 73% of travellers on the London & South East sector group were commuting compared to 45% for Regional and 25% for Long Distance. Thirty six per cent of travellers on the Long Distance sector group were making leisure trips compared to 26% on Regional and 8% on London & South East.

Figure 55: Main journey purpose of trip by sector group

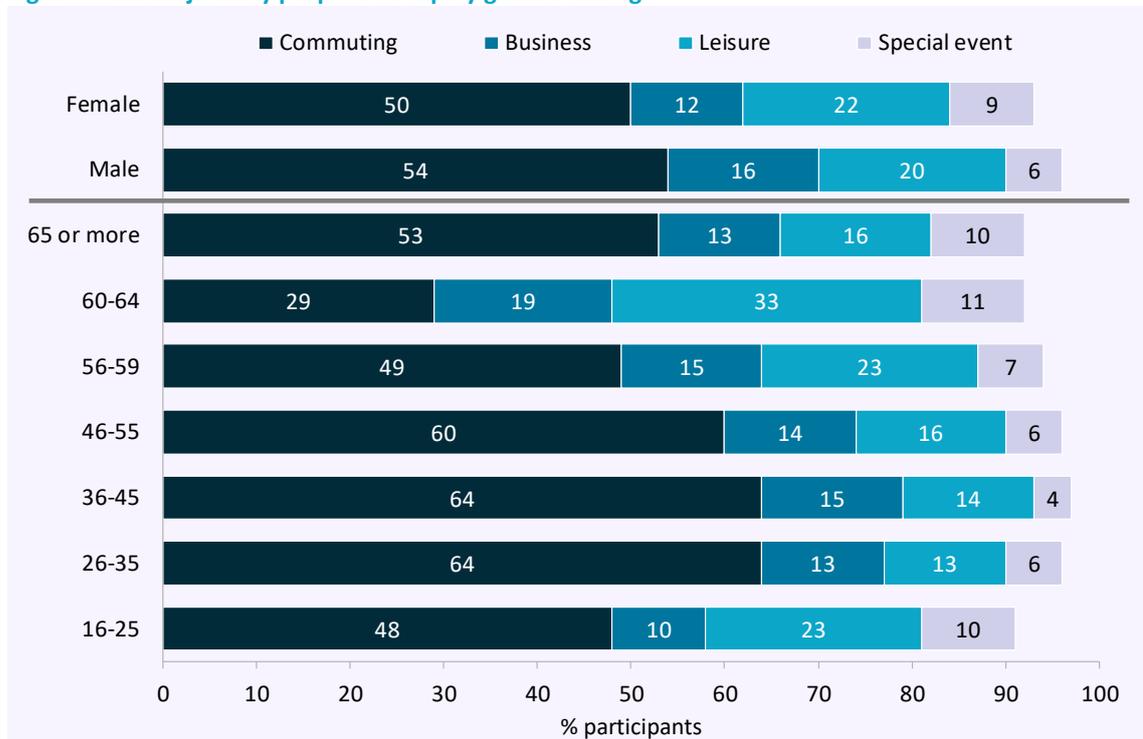


Base: Long distance 2,157, Regional 3,196, London & South East 4,037

Analysis of purpose by gender and age (see Figure 56) shows that male sample was more likely to make commuting and business trips than the female sample and a little less likely to make leisure trips.

Commuting was the main purpose for travellers aged under 60 and leisure was the main purpose for those aged over 60. Nearly two thirds of travellers aged between 26 and 45 years were making commuting trips.

**Figure 56: Main journey purpose of trip by gender and age**



Base: Age: 16-25 1,237 26-35 1,845, 36-45 2,024, 46-55 2,217, 56-59 799, 60-64 706, 65 or more 248;  
 Gender: Male 4,831, Female 4,433