PiDD-29 report

August 2019

Rail Delivery Group

National Rail

BVa BDRC

Contents

Introduction

Background and methodology

The overarching objective of the project is to have ongoing quantitative data to measure the **improvement in the quality of information to passengers** during disruption for all train operating companies (TOCs).

In May 2019, RDG awarded BVA BDRC the survey, which led to a few changes in the questionnaire and the way the survey was run and reported. This report is the first offline deliverable since that change.

This report is on the findings covering Waves 10 (July - September 2018) to Wave 13 (April – June 2019). We also report on comparisons between Wave 9 and Wave 13 to assess any change a year later.

To achieve the objective, open survey links have been posted on the National Rail Enquiry (NRE) website and some TOC websites. Links were also shared by Twitter and customer relations departments.

New this quarter – BVA BDRC and RDG introduced a panel boost to target specific disruptions and TOCs.

The survey tracks the following:

- Information about the disruption
- Quantity and quality of information provided
- Satisfaction with how passengers are kept informed
- TOC usage and passenger demographics

Changes in 2019

Questionnaire changes

- The design has been reviewed to make it easier for passengers to complete the survey

Additional questions:

- Frequency of TOC usage – to break results down by frequent and infrequent passengers
- How often passengers have been disrupted in the past 12 months
- How beneficial is the inclusion of different types of information to passengers – to evaluate what is most relevant to communicate
- Overall satisfaction with how well the TOC kept passengers informed about the delay or cancellation
- Improvements passengers would most like to see during future disruptions
- Vox-pops; selfie videos summarising what's most important to the passenger

Increasing response rate

- To achieve higher number of respondents BVA BDRC monitors activity on social media for all TOCs, monitoring disruption hashtags and delay/cancelation related posts. BVA BDRC tracks the volume of posts about disruption and, when disruption conversation increases online, tops up the survey using an online panel to increase the number of responses
- BVA BDRC have also engaged with TOCs to encourage them to share the survey link with their passengers more frequently (e.g. via social media, website, etc.)

Sample size for each TOC

Waves 10-13: Sample by TOCs

TOC	Sample	TOC	Sample	TOC	Sample
c2c	18	Hull Trains	5	TfL Rail	37
Chiltern Railways by arriva	128	LNER	208	ThamesLink	293
crosscountry by arriva	893	London Northwestern Railway	46	TransPennine Express	115
East Midlands Trains	84	Overground	29	Trafnidiaeth Cymru Transport for Wales	198
Gatwick Express	22	Merseyrail	14	Virgin Trains	166
Grand Central by arriva	78	northern by arriva	1473	West Midlands Railway	71
greateranglia	139	ScotRail	135	Don't know	167
Great Northern	227	southeastern	573	Other	63
GWR	302	Southern	320		
Heathrow Express	5	South Western Railway	685	TOTAL	6,846

Summary / Key findings

Developments

- Most respondents experience a disruption at the station which can be too late to make (informed) alternative arrangements

- Staff play a key role in keeping passengers informed

- Scores have improved despite the major timetable issue in May 2018

- Information about compensation and delay repay is what is rated the most beneficial

Pain points

- Satisfaction on how well TOCs keep passengers informed is still low

- Passengers at the station are those least satisfied

- More and better information needs to be provided when trains are cancelled

- Too many passengers are not given a reason for the disruption

- Frequent passengers who've experienced more disruptions are the most dissatisfied with how TOCs keep them informed

Priorities for improvements

- Providing more frequent updates is key especially at the station

- Improving the accuracy/reliability of information is also important

Disruptions – The five Ws

First aware of disruption – journey stage

- Over half of all respondents find out about disruption at the station which can be too late to make (informed) alternative arrangements
- There is a clear split between commuters and leisure passengers: it seems that commuters learn about disruption earlier than leisure travellers, most likely because they are better connected to getting information

Waves 10-13: When first heard about the disruption (%)

Pie chart:
- 51 — At the station
- 25 — On the train
- 19 — Before arrival
- 5 — Interchange

Legend:
- Before arrival
- At the station
- On the train
- Interchange
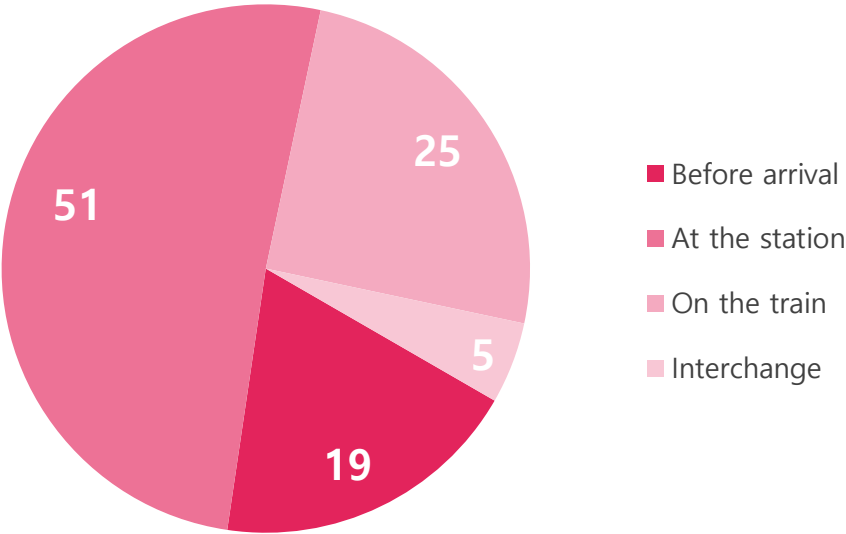
Waves 10-13: When first heard about disruption by traveller type (%)

	Commuting	Business	Leisure
Before Arrival	55	11	34
At the station	47	14	39
On the train	28	17	55
At interchange	19	13	68
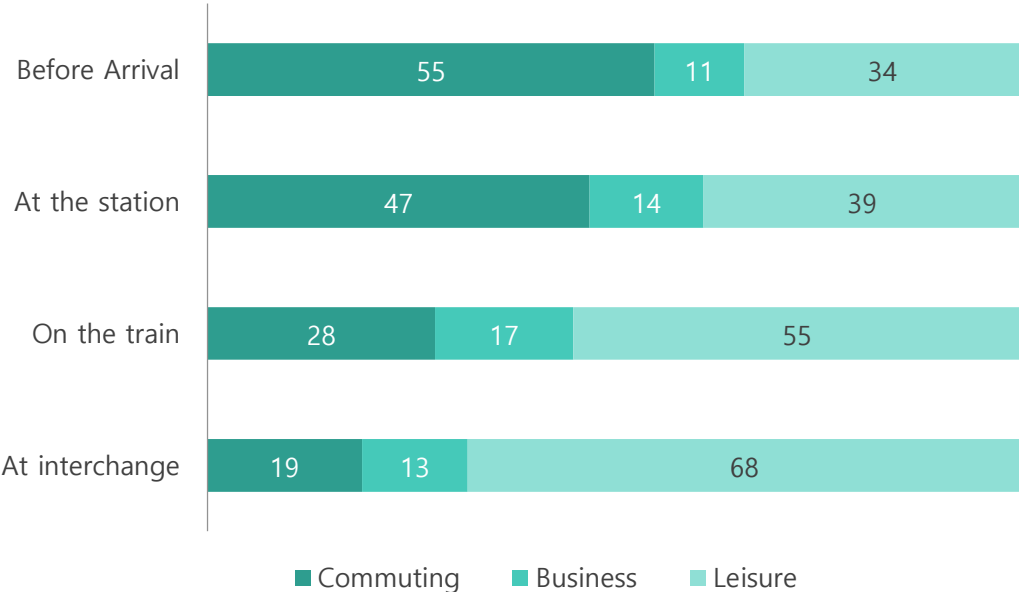
When were you first aware of a possible #DISRUPTION# to your train journey? Base: 6,846

Nature of disruption

- In most cases, the train passengers planned to catch was cancelled
- Encouraging is that the proportion of passengers affected by train cancelations has contracted compared to the year before; but more experience delays

Waves 10-13: Nature of disruption (%)

Category	Value
The train I planned to catch was cancelled	41
The train was delayed during the journey	19
The train was late arriving at the station	11
The train was late departing from the station	9
The station was closed	2
I could not get on the train as it was overcrowded	2
None of the above	16
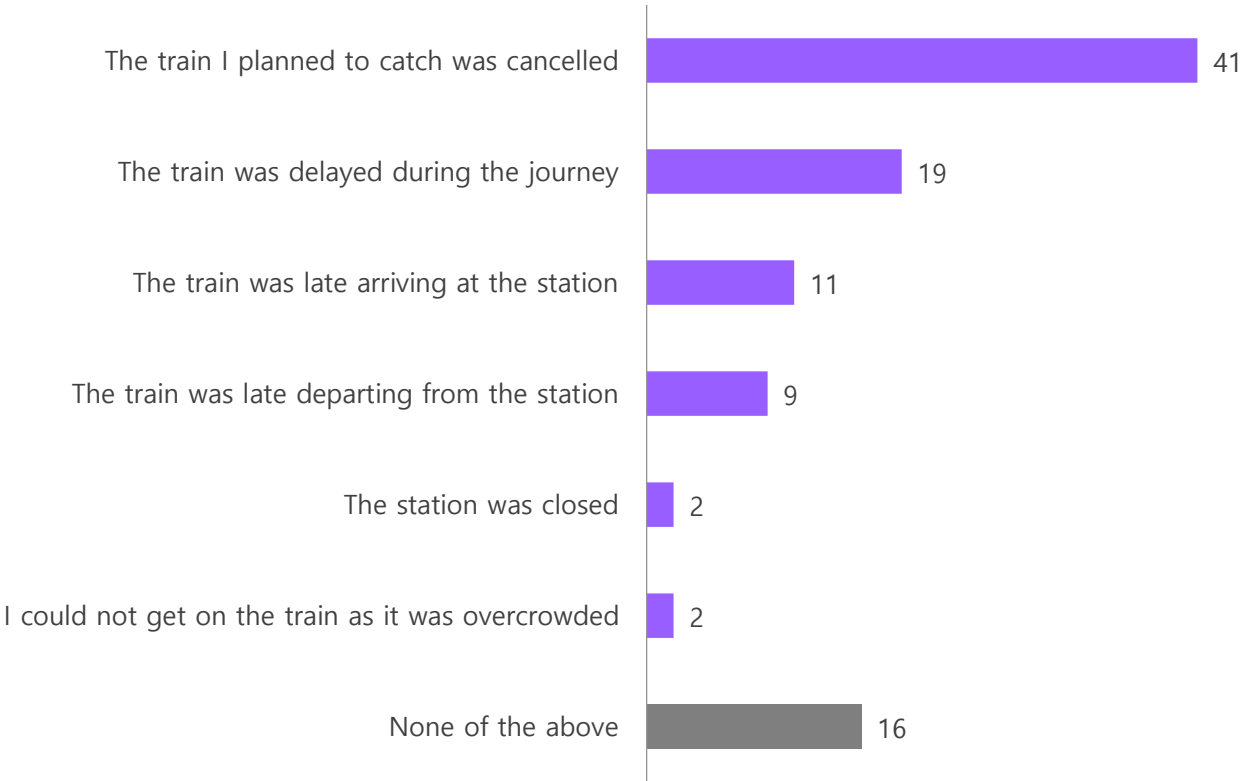
Overall year-on-year change (%)

	W 6-9	W 10-13
Train I planned to catch was cancelled	47	41
Train was delayed during the journey	16	19
Train was late arriving at the station	9	11
Train was late departing from the station	8	9
Station was closed	2	2
Train was too overcrowded	2	2
None of the above	16	16

Which of the following best describes the nature of the disruption? – Base 6,846

Nature of disruption – by journey stage and TOC sector

- The train being cancelled is the main reason for disruption at all journey stages except for those already on the train; the train being delayed is the main at that stage
- Regional TOCs are most likely to record train cancelations reflecting to some degree the recent service issues faced by Northern and ScotRail

Waves 10-13: Nature of disruption by journey stage (%)

Legend: Before arrival | At station | On train | At interchange station

The train I planned to catch was cancelled: 55, 52, 8, 50
The train was delayed during the journey: 5, 6, 10, 59
The train was late arriving at the station: 8, 14, 5, 15
The train was late departing from the station: 6, 12, 5, 9
The station was closed: 4, 2, 1, 1
I could not get on the train as it was too overcrowded: 1, 3, 1, 2
None of the above: 2, 2, 3, 2
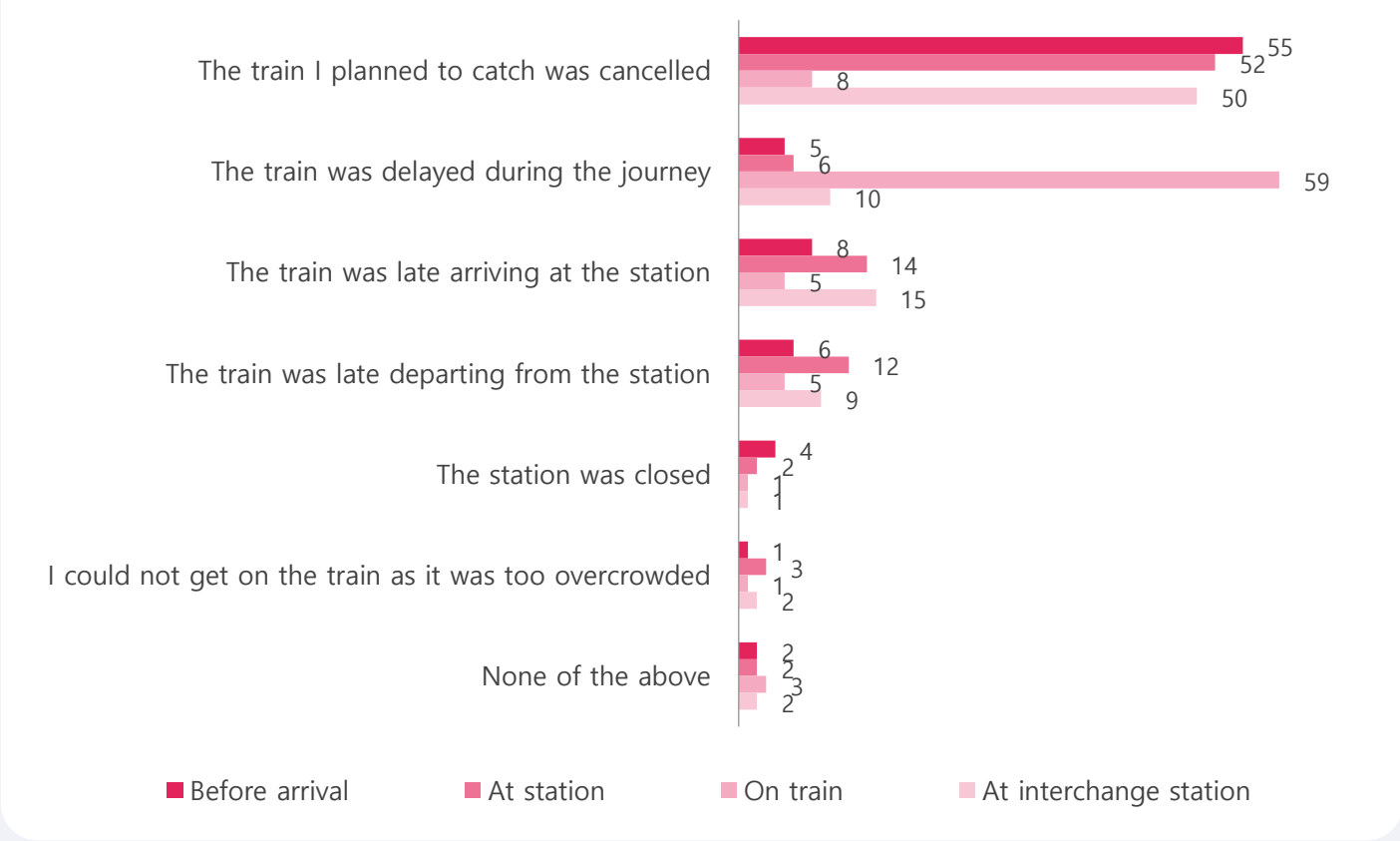
Waves 10-13: Top 3 reasons for disruption by TOC sector (%)

Legend: Long Distance | Regional | L&SE

Train was cancelled: 31, 52, 42
Train was delayed: 26, 11, 19
Late arriving at the station: 14, 10, 9
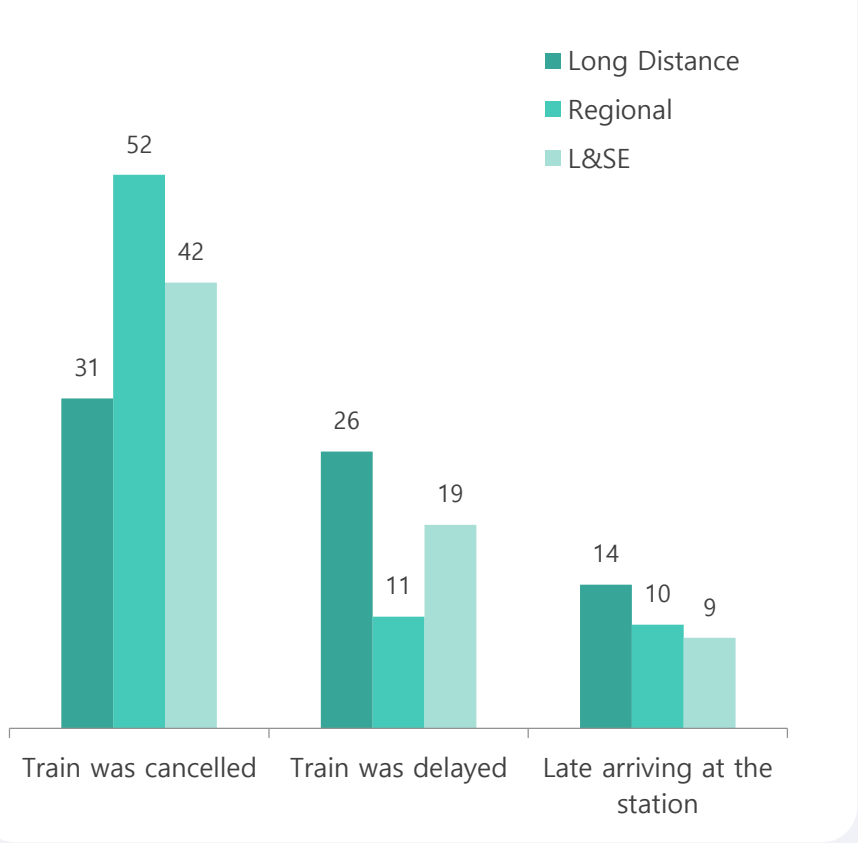
Which of the following best describes the nature of the disruption? – Base varies 6,164 to 389

Disruption length

- 4 in 10 respondents experience disruptions of an hour or more
- In the most recent wave there are more respondents who have experienced shorter disruptions (30min or less).
- Disruptions on the train are likely to be longer (more than one hour) than disruptions at other stages

Waves 10-13: Length of delay (%)

6
19
32
43

- Less than 15 min
- 15 to 30 min
- 30 to 60 min
- More than 60 min
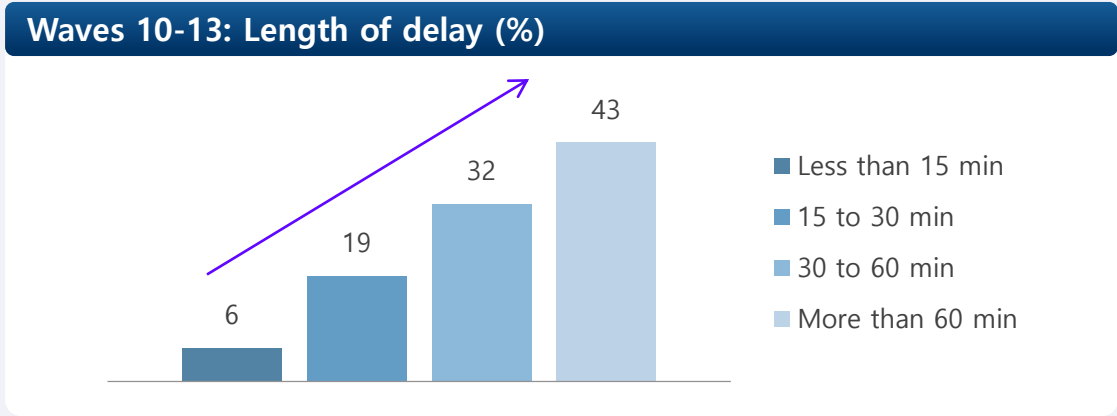
Waves 10-13: Length of delay by wave (%)

	Wave 10	Wave 11	Wave 12	Wave 13
Less than 15 min	6	7	6	7
15-30 min	18	17	16	27
30 - 60 min	32	33	31	30
More than 60 min	45	42	46	36

Waves 10-13: Length of delay by journey stage (%)

Stage	Less than 15 min	15 to 30 min	30 to 60 min	More than 60 min
Before arrival	16	24	32	28
At the station	6	22	32	38
On the train	3	13	27	56
At interchange	3	13	35	49

- Less than 15 min
- 15 to 30 min
- 30 to 60 min
- More than 60 min
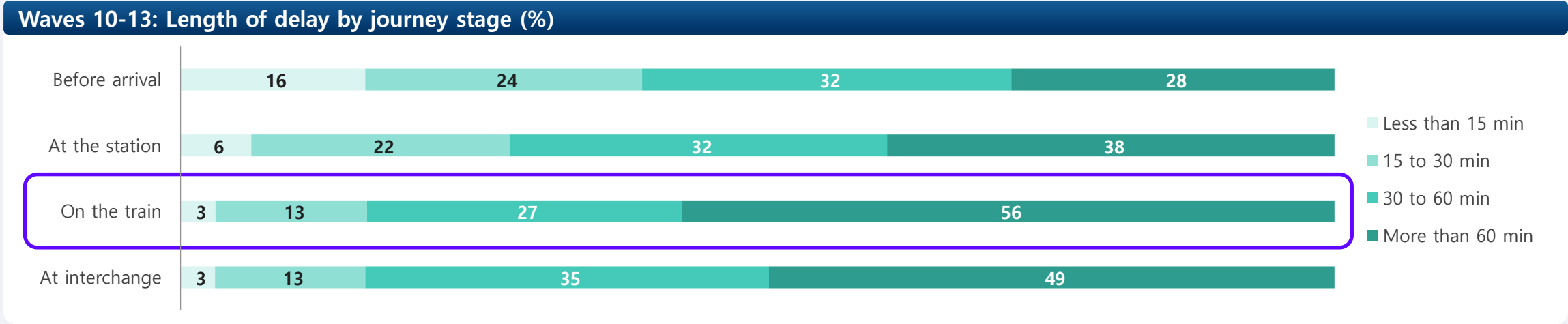
How late were you arriving at your destination station? If you don't remember please enter your best estimate. Base 4,752

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How passengers are informed about the disruption

- Overall, staff announcements and information on the departure screen are by some margin the most common channels to inform about disruptions

Waves 10-13: Ways informed (%)

Way informed	%
Announcement by staff on the train	69
Departure screen at the station	59
Announcement at the station	31
Speaking to member of staff at the station	16
National Rail app or train operator app	11
Travel news updates on radio or television	11
National Rail or train operator website	9
Speaking to member of staff on the train	9
Another app (e.g. Trainline app)	4
Word of mouth	3
Via Facebook/Twitter	2
Another website (e.g. Trainline)	1
From the clerk when buying my ticket	1
Received an email or text alert	1
Other	8
Don't know/can't remember	1

In which of the following ways were you informed of the disruption? Base 6,846

Information channel by journey stage

There is no common information channel – they vary by journey stage:

- Before arriving at the station, most respondents receive information from website and apps
- At the station and at the interchange departure screens and announcements are the most common sources; but passengers also speak to staff members
- On the train announcements are the most prevalent

Staff play a notable role during disruption as they are key contact points – via announcements and by passengers speaking to them; therefore it is important that they are well informed about what is going on but also know how to deal with passengers

Waves 10-13: Ways informed by journey stage (%)

	Before arrival	At the station	On the train	At interchange
Announcement by staff on the train			81	14
Departure screen at the station		60		50
Announcement at the station		32		33
Speaking to member of staff at the station		14	10	28
National Rail app or train operator app	34	9	6	
Travel news updates on radio or television	11			
National Rail or train operator website	38	4	5	
Speaking to member of staff on the train				4
Another app (e.g. Trainline app)	17	3	2	
Word of mouth	11	4	3	4
Via Facebook/Twitter	5	1	2	1
Another website (e.g. Trainline)	8	1	2	
From the clerk when buying my ticket		1		
Received an email or text alert	3			
Other	8	7	8	6
Don't know/can't remember	1		1	1

In which of the following ways were you informed of the disruption? Base 6,846

Reasons given for disruption

- The main reasons given for disruption are to do with the infrastructure and issues relating to the trains itself
- This year's results are in line with the previous year; encouraging that slightly fewer respondents are given no reason at all

Waves 10-13: Reasons given for the disruption (%)

Reason	Value
Infrastructure	28
Trains	22
Other	19
No reason	17
External factors	13
Engineering works	8
Weather / Seasonal	7
Don't know	3
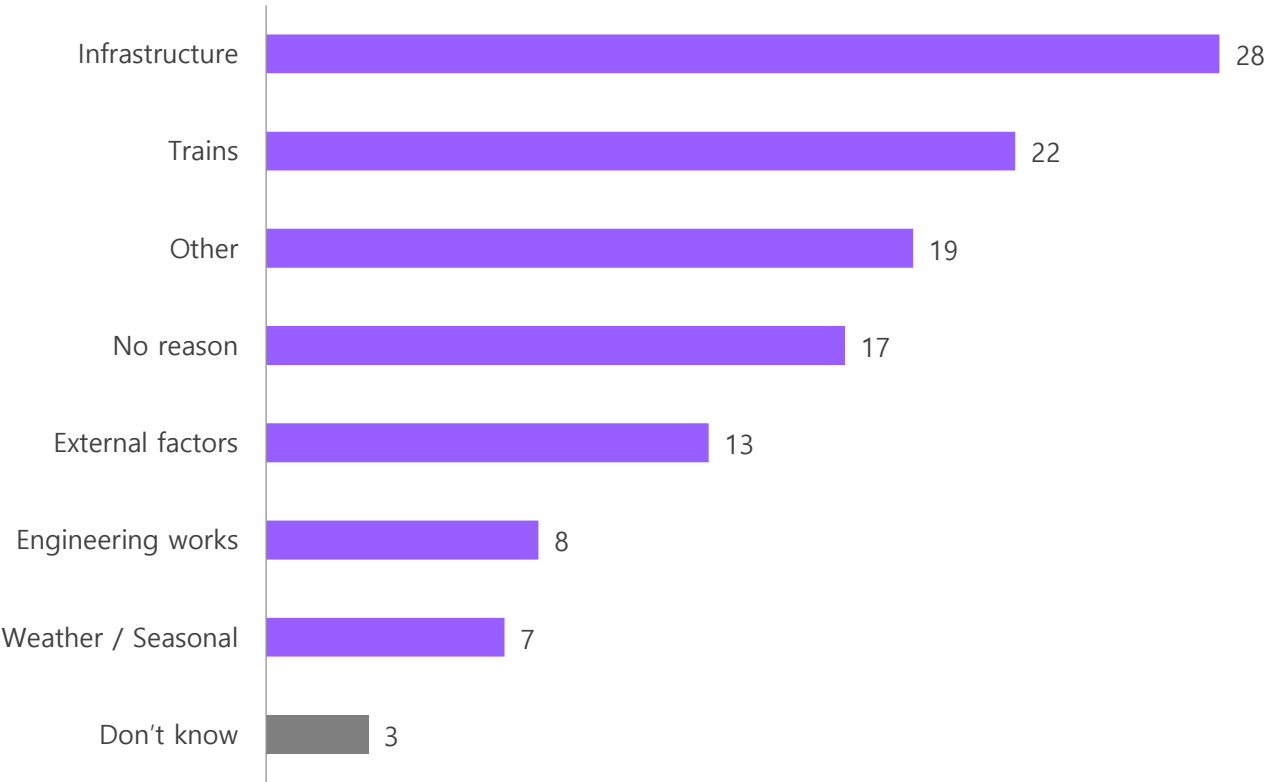
Overall year-on-year change (%)

	W 6-9	W 10-13
Infrastructure	28	28
Trains	21	22
Other	20	19
No reason	19	17
External factors	12	13
Engineering works	11	8
Weather / Seasonal	7	7
Don't know	2	3

What was/were the reason(s) given for the disruption? – Base 6,846

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Reasons given for disruption – by journey stage and TOC sector

- At both the departure station and the interchange one in five passengers are not told a reason for their disruption
- On the train infrastructure is most frequently cited which unsurprisingly is also most common in London and the Southeast – here infrastructure remains a particular challenge

Waves 10-13: Journey Stage (%)

Reason	Before arrival	At station	On train
Infrastructure	27	26	34
Trains	16	22	27
Engineering works	14	7	4
External factors (vandalism, trespass, etc.)	11	11	19
Weather/seasonal factors	10	6	7
No reason	12	22	8
Other	27	18	16
Don't know/can't remember	2	3	3
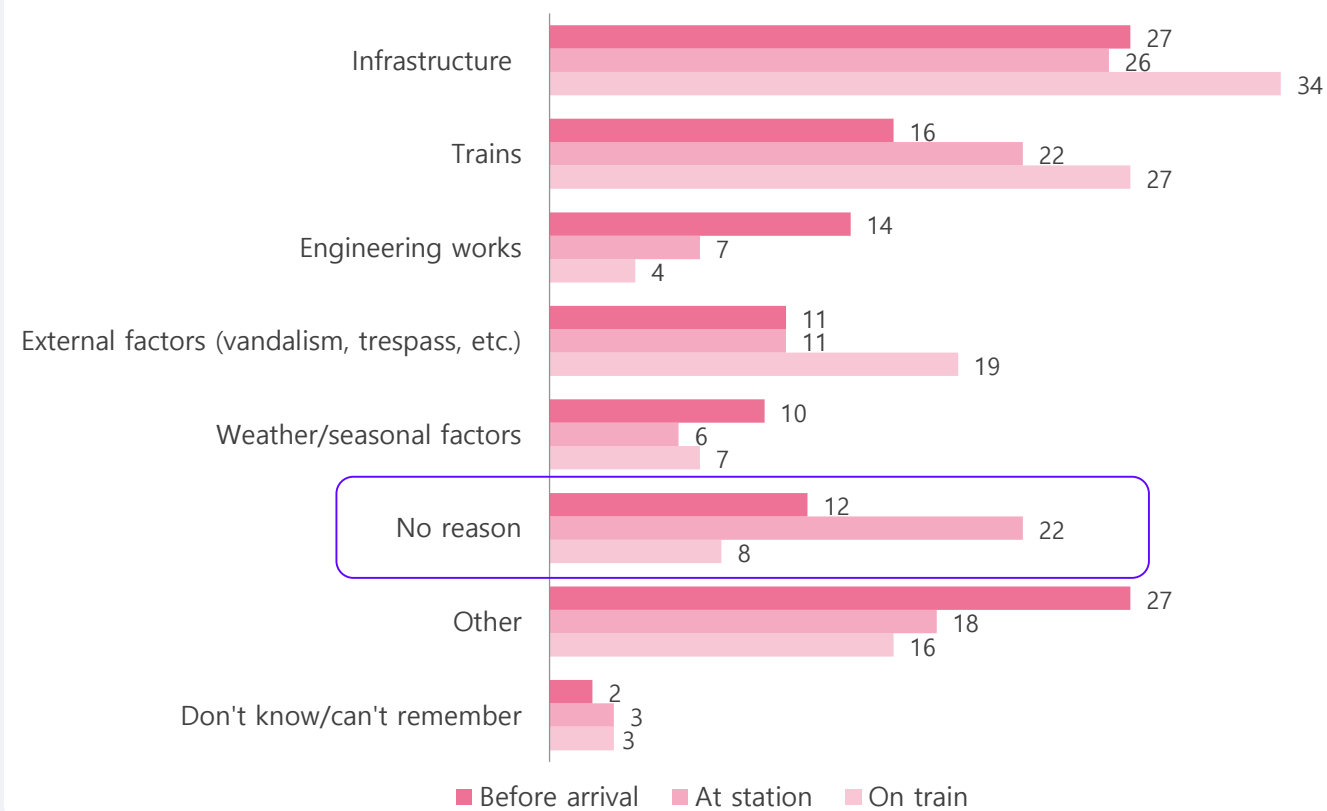
Waves 10-13: TOC Category (Top 3 Reasons) (%)
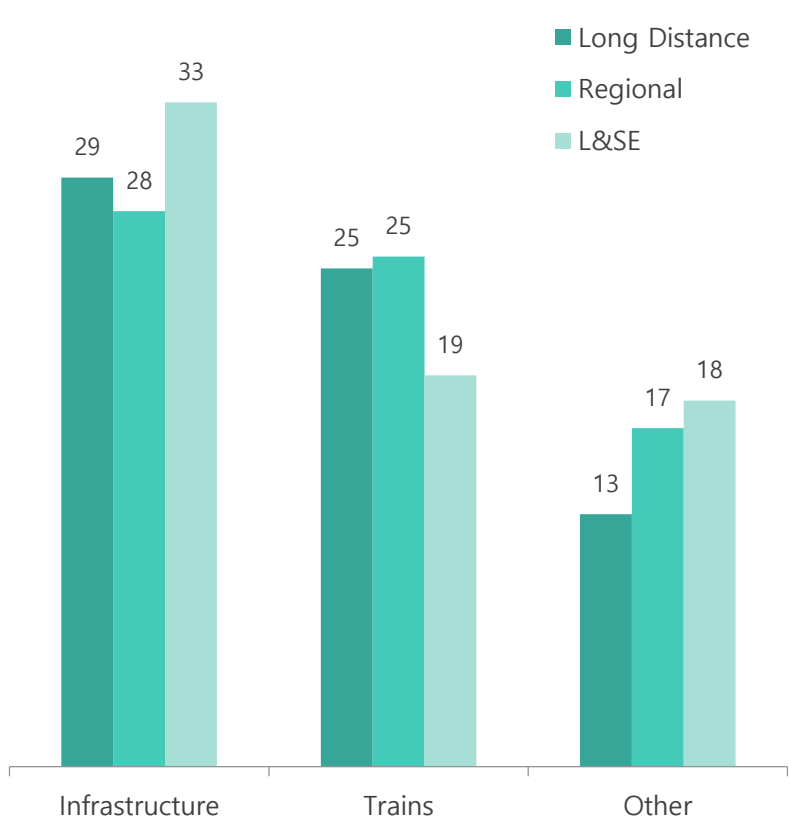
	Long Distance	Regional	L&SE
Infrastructure	29	28	33
Trains	25	25	19
Other	13	17	18

What was/were the reason(s) given for the disruption? - Base 6,846

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Satisfaction with information provision

Keeping passengers informed*

- A third of disrupted passengers feel that the TOC keeps them well informed during the disruption
- But a higher proportion feels information provision is very poor (36%), highlighting room for improvement
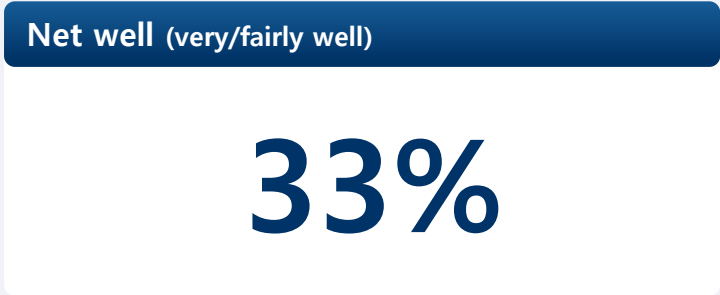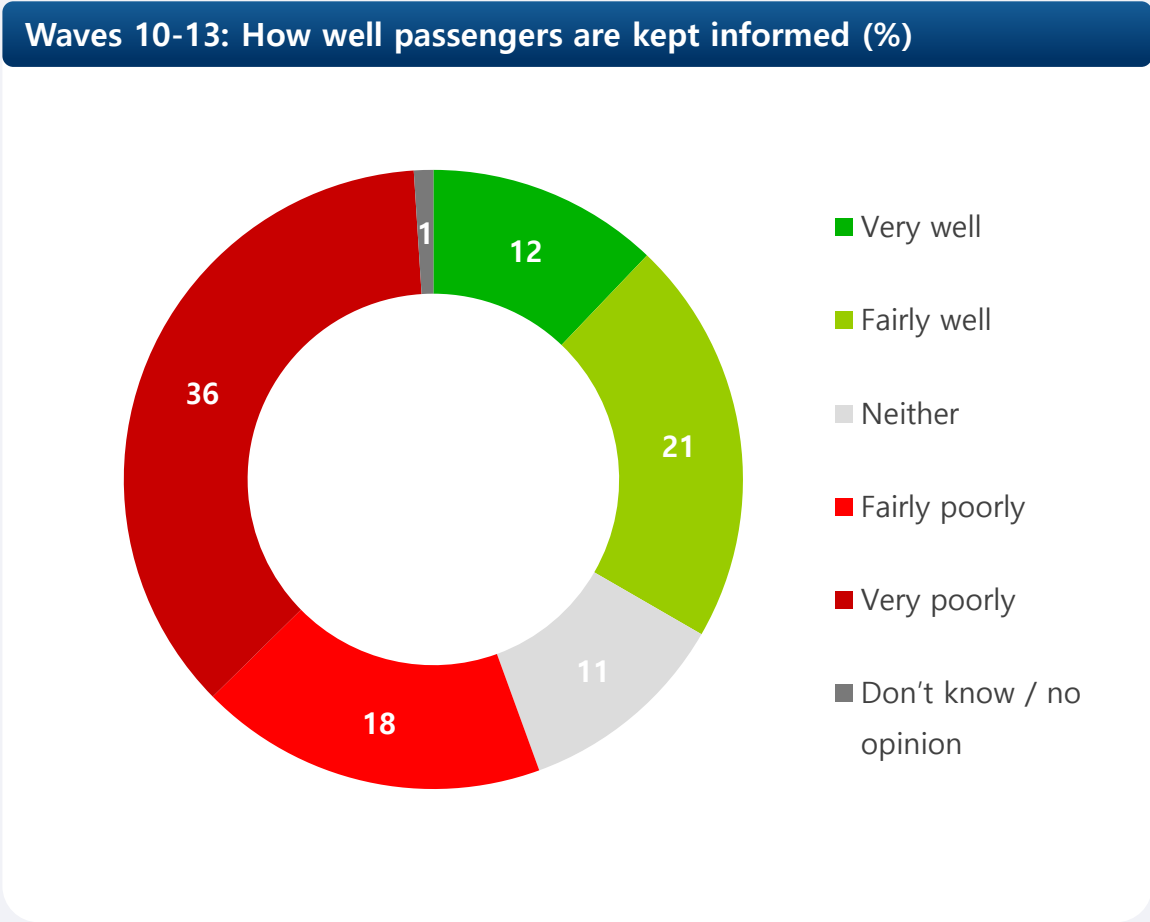
Waves 10-13: How well passengers are kept informed (%)

- Very well
- Fairly well
- Neither
- Fairly poorly
- Very poorly
- Don't know / no opinion

Values shown in chart: 12, 21, 11, 18, 36, 1

Net well (very/fairly well)

33%

Overall how well do you think the train company kept you informed about the delay or cancellation? Base 1,098

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Keeping passengers informed by journey stage*

- Passengers becoming first aware of the disruption at the station are the least satisfied with information provision
- For all journey stages the combined poorly ratings are still higher than the combined well ratings

Waves 10-13: How well passengers are kept informed by journey stage (%)

Journey stage	Don't Know/No opinion	Very poorly	Fairly poorly	Neither	Fairly well	Very well
Before arrival	3	30	17	14	22	14
At the station	1	42	18	12	19	9
On the train	1	30	17	9	25	18
At interchange	n/a					

Legend: ■ Don't Know/No opinion ■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Net well (fairly/very well)

Journey stage	Net well
Before arrival	**36%**
At the station	**27%**
On the train	**42%**
At interchange	**n/a**

Overall how well do you think the train company kept you informed about the delay or cancellation? Base 1,098

Keeping passengers informed by journey types*

- Commuters are those lease satisfied with how the TOC kept them informed during the disruption

Waves 10-13: How well passengers are kept informed by journey type (past 12M) (%)

Journey type	Don't Know/No opinion	Very poorly	Fairly poorly	Neither	Fairly well	Very well
Commuters	2	43	19	12	16	7
Business passengers	0	28	19	11	27	15
Leisure passengers	1	32	16	11	24	15

Legend: ■ Don't Know/No opinion ■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Net well (fairly/very well)

Commuters	**23%**
Business	**42%**
Leisure	**39%**

Overall how well do you think the train company kept you informed about the delay or cancellation? Base 1,098

Keeping passengers informed by number of past disruptions*

- Those less likely to think the TOC kept them well informed during the disruptions are those who've experienced most disruptions in the past 12 months
- This highlight a need to reconnect

Waves 10-13: How well passengers are kept informed by number of disruptions (past 12M) (%)

Number of disruptions	Very poorly	Fairly poorly	Neither	Fairly well	Very well
2 or less times	28	14	9	25	25
3 to 10 times	35	18	13	24	10
More than 10 times	55	18	11	11	3
Don't know	29	21	13	24	10

Legend: ■ Don't Know/No opinion ■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Net well (fairly/very well)

2 or less times	**50%**
3 to 10 times	**34%**
10 or more times	**14%**
10 or more times	**35%**

Overall how well do you think the train company kept you informed about the delay or cancellation? Base 1,098

Keeping passengers informed by nature of disruption*

- When trains are cancelled passengers do not feel well informed; almost half think the TOC did very poorly
- For other disruption types passengers rate the TOCs better but again there is room for improvement

Waves 10-13: How well passengers are kept informed by nature of disruption (%)

Legend: ■ Don't know / no opinion ■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Net well (fairly/very well)

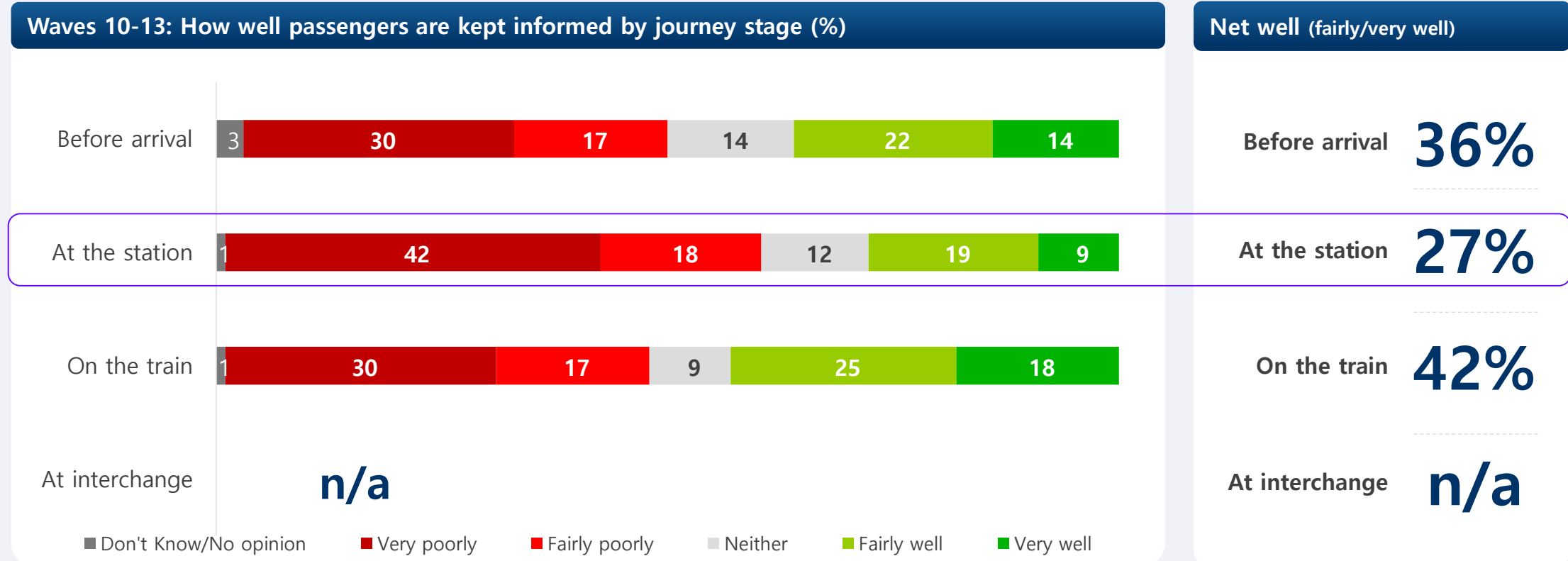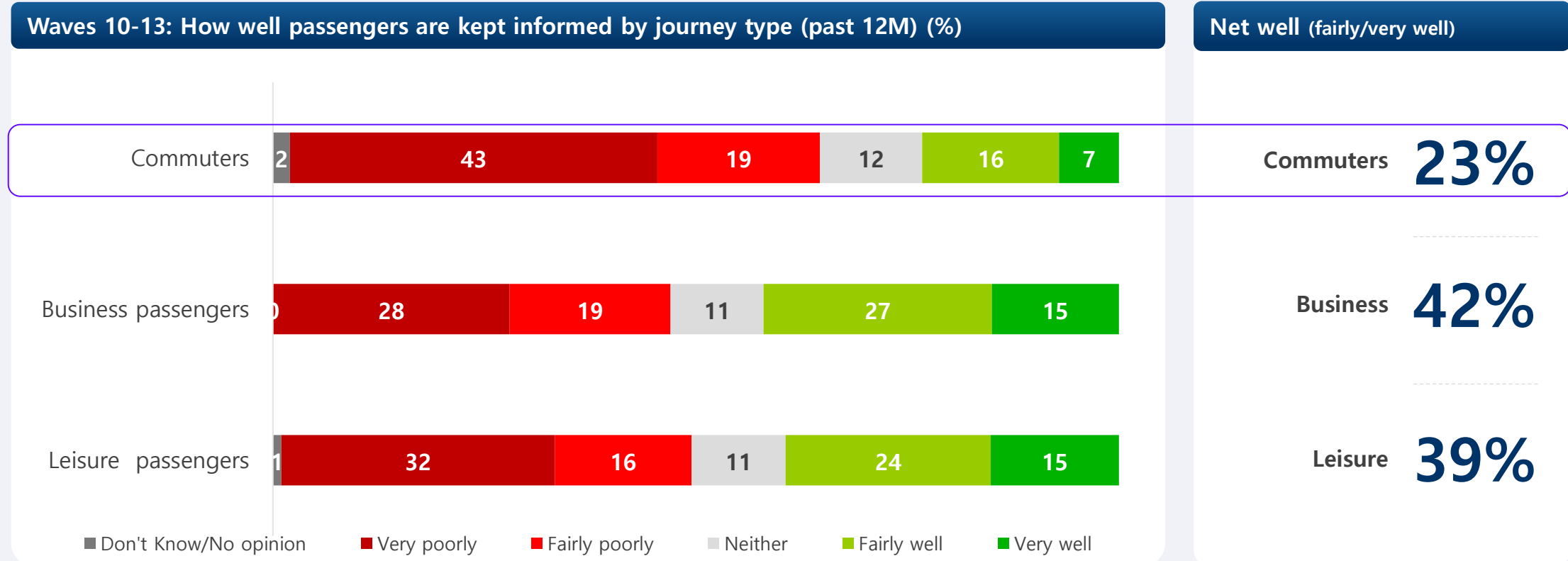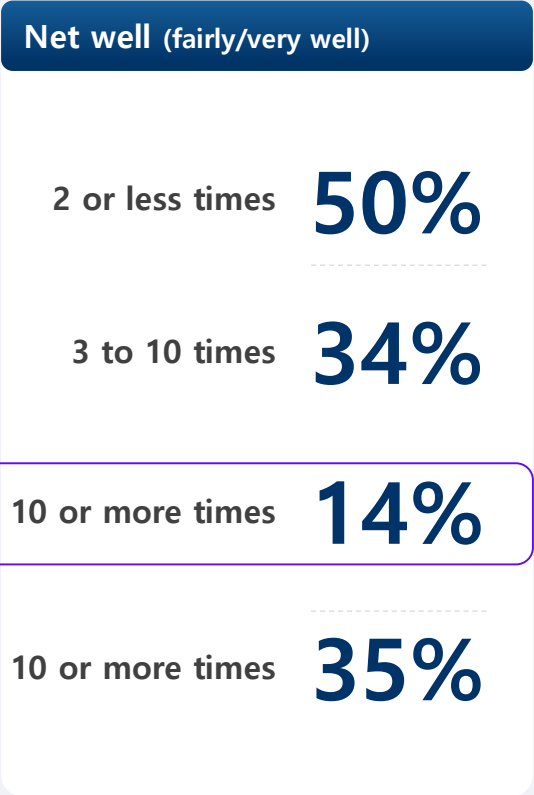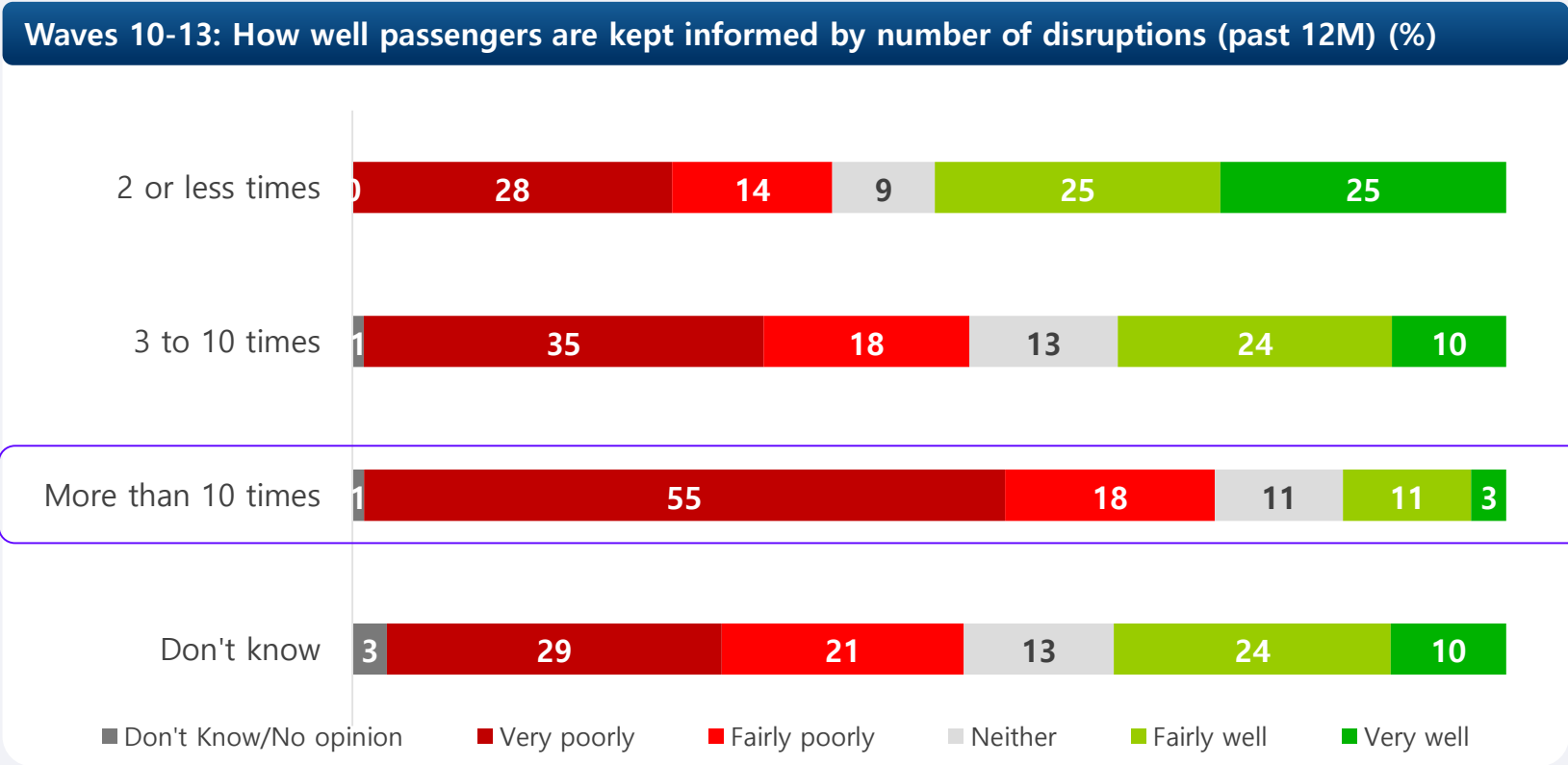| Disruption	Very poorly	Fairly poorly	Neither	Fairly well	Very well	Net well
The station was closed	*Low base size*					
The train was late arriving at the station	1 / 27	15	10	31	16	47%
The train was delayed during the journey	1 / 27	15	10	26	21	47%
The train was late departing from the station	3 / 29	18	11	27	13	40%
I could not get on the train as it was overcrowded	*Low base size*					
The train I planned to catch was cancelled	1 / 49	19	13	12	5	17%
None of the above	*n/a*					

Overall how well do you think the train company kept you informed about the delay or cancellation? Base 1,098

Keeping passengers informed by reason given*

- When no reason is given for the disruption, the large majority of passengers feel the TOCs perform poorly in keeping them informed; this highlight the importance of transparency when it comes to disruptions
- Infrastructure related reasons also score low, emphasising the fact that maybe more explaining needs to happen when these issues occur

Waves 10-13: How well passengers are kept informed by reason given for disruption (%)

Legend: ■ Don't know / no opinion ■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

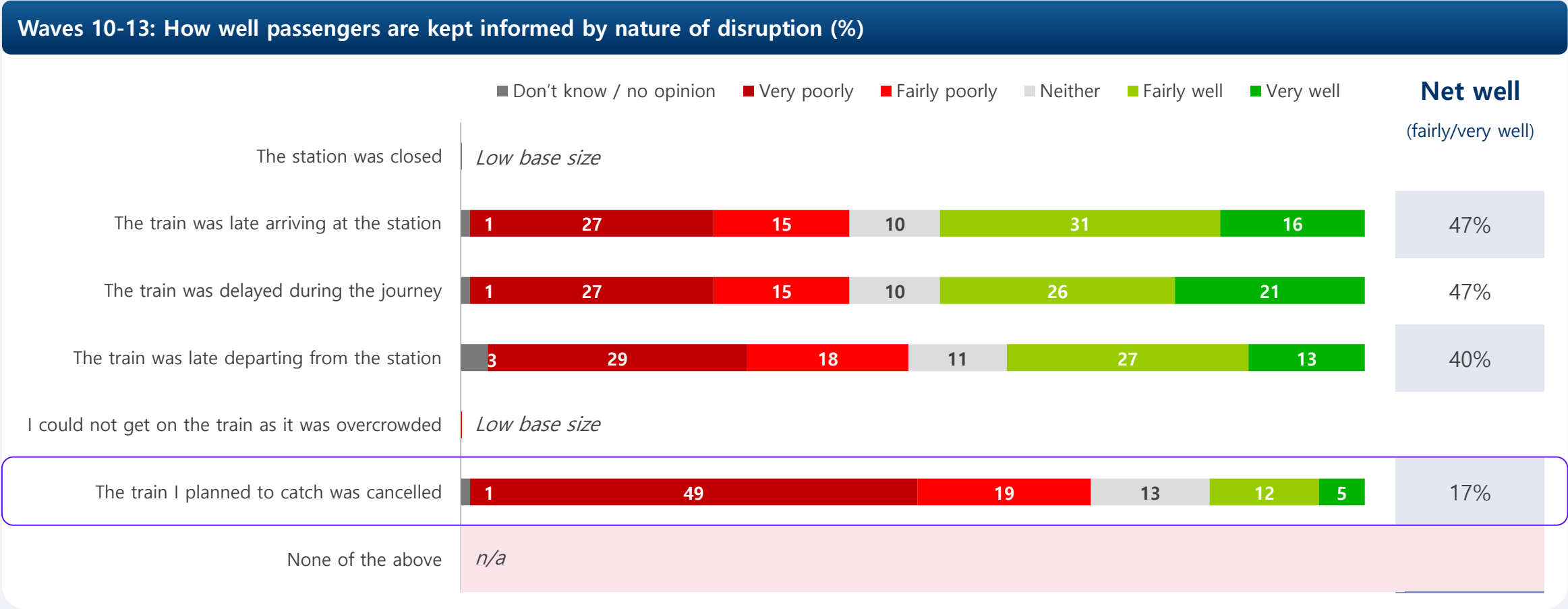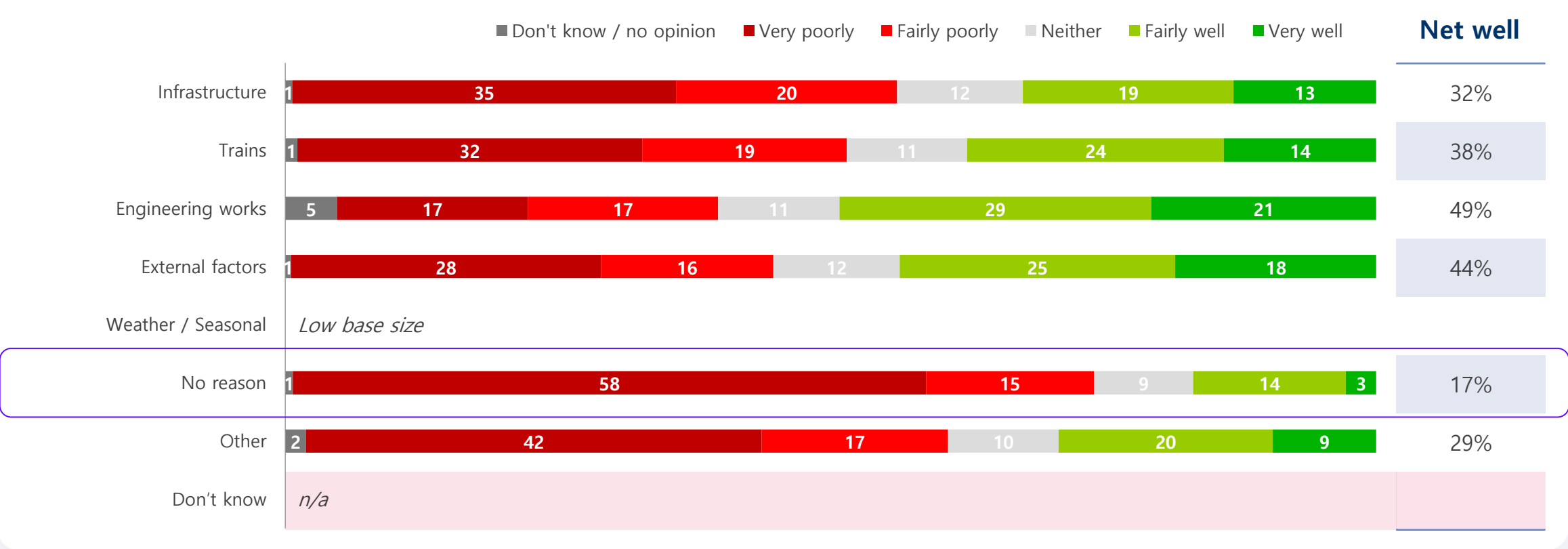| Reason	Don't know / no opinion	Very poorly	Fairly poorly	Neither	Fairly well	Very well	Net well
Infrastructure	1	35	20	12	19	13	32%
Trains	1	32	19	11	24	14	38%
Engineering works	5	17	17	11	29	21	49%
External factors	1	28	16	12	25	18	44%
Weather / Seasonal	*Low base size*						
No reason	1	58	15	9	14	3	17%
Other	2	42	17	10	20	9	29%
Don't know	*n/a*						

Overall how well do you think the train company kept you informed about the delay or cancellation? Base 1,098

Information provided

- For almost two in five no information was provided (other than that the train was delayed or cancelled)
- The good news is that this has declined throughout the year

Waves 10-13: Information provided (%)

Reason for delay*	An apology	Estimated length of delay	Alternative modes or routes	Compensation and refunds	Information about connections and onward travel	None
56	35	29	14	13	11	38
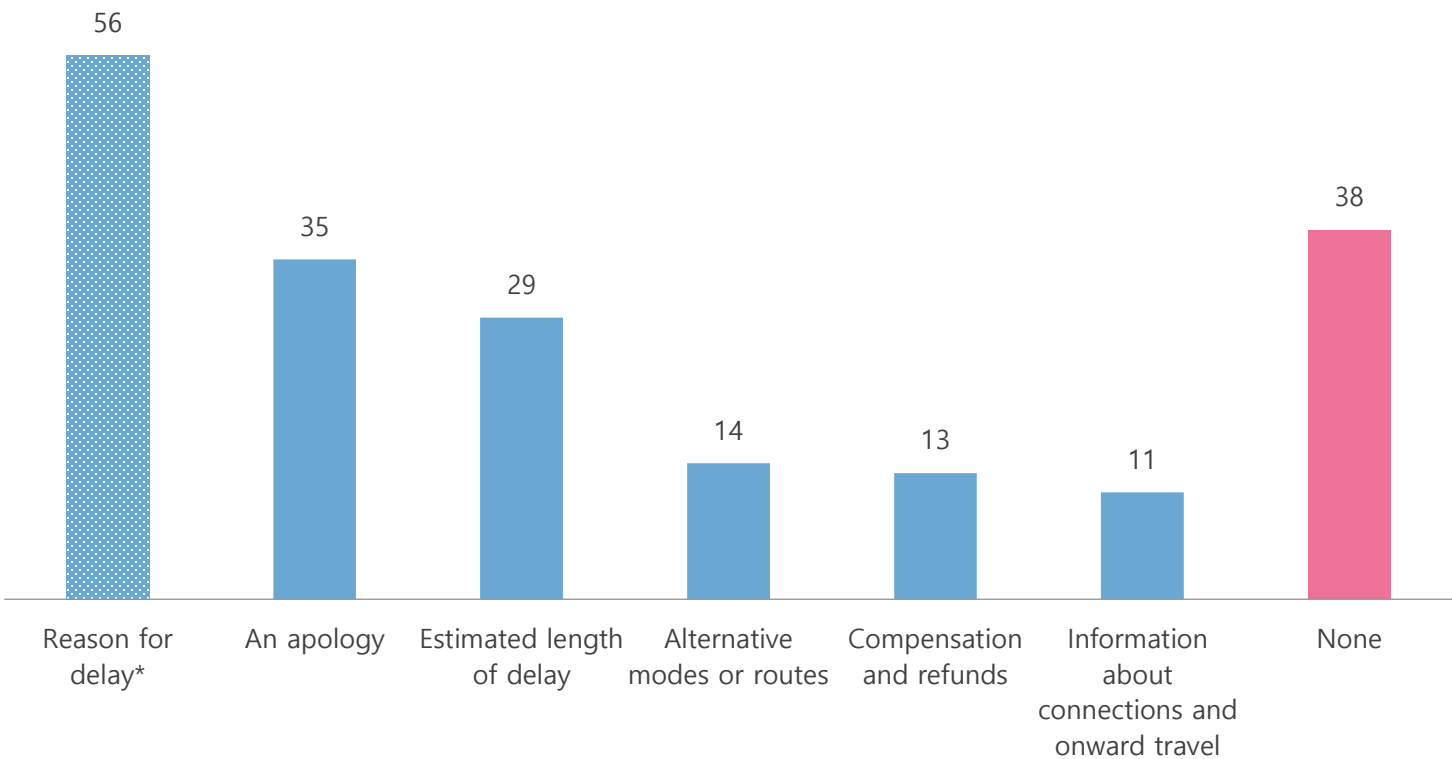
Overall year-on-year change (%)

	W10	W11	W12	W13
Reason for delay	n/a	n/a	n/a	56
An apology	35	32	38	38
Estimated length of delay	27	29	31	31
Alternative routes	12	14	17	14
Compensation and refunds	12	11	16	16
Information about connections	10	10	12	12
None	41	40	35	28

Did the information provided include any of the following? Base 5,408

Information provided by journey stage

- On the train is the stage where passengers are most likely to be provided with some information – most of them received a reason for the delay and an apology
- It is also the stage that records the highest satisfaction with information provision

Waves 10-13: Information provided by journey stage (%)

Legend: Before arrival | At the station | On the train | At interchange

	Before arrival	At the station	On the train	At interchange
Reason for delay*	49	36	74	Low base
None	43	45	15	39
An apology	13	25	68	33
Estimated length of delay	34	27	32	30
Alternative modes or routes	21	11	16	15
Compensation and refunds	17	6	26	8
Information about connections and onward travel	10	6	21	11
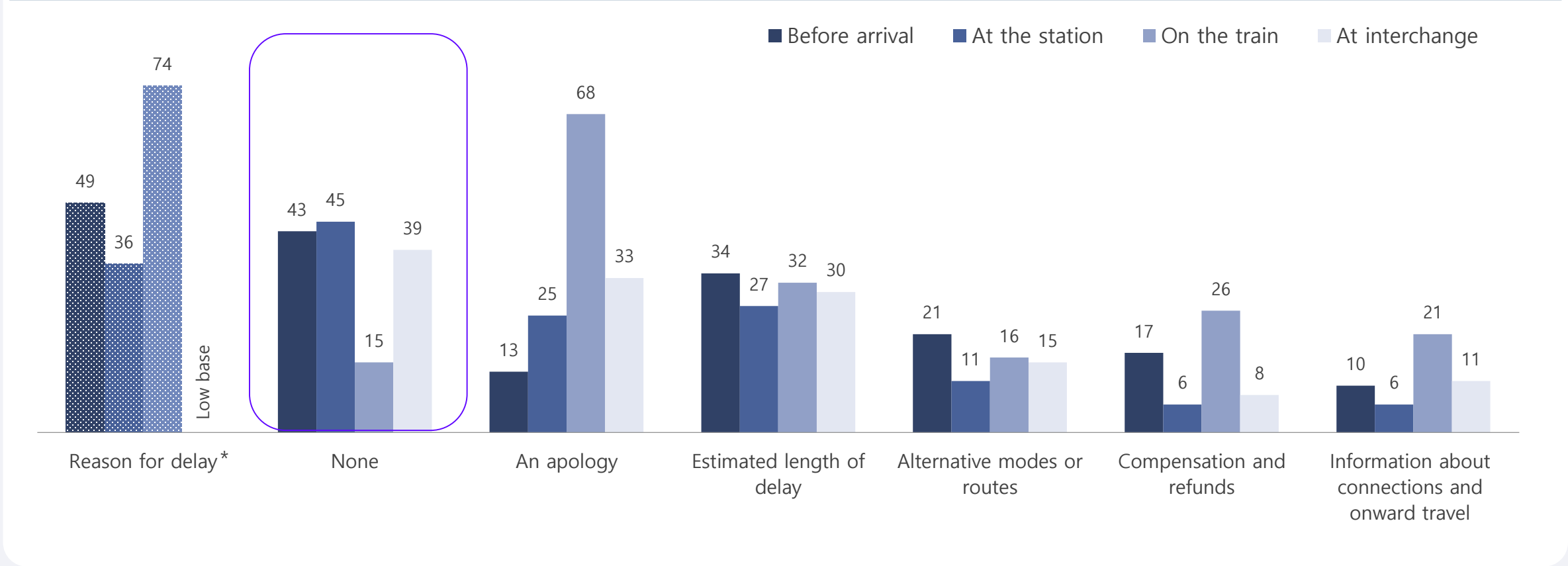
Did the information provided include any of the following? Base 5,408

* New item introduced in Wave 13 - % only showing the results for W13

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Information benefit*

- Overall information about compensation and refunds is by far the most beneficial for disrupted passengers
- It is followed by the estimated length of delay

Waves 10-13: Information benefit (%)

	Not beneficial at all	Not beneficial	Neither/Nor	Beneficial	Very beneficial
Compensation and refunds	12	4	10	43	30
Estimated length of delay	20	10	10	33	27
Reason for delay	17	8	21	35	19
Alternative modes or routes	24	12	12	35	18
An apology	20	7	24	29	21

■ Not beneficial at all ■ Not beneficial ■ Neither/Nor ■ Beneficial ■ Very beneficial

Net beneficial (very beneficial/beneficial)

Compensation and refunds **73%**

Estimated length of delay **60%**

Reason for delay **54%**

Alternative modes or routes **53%**

An apology **49%**

How beneficial for you personally was the inclusion of...? Base varies: Compensation and refunds (67), Estimated length of delay (105), Reason for delay (221), Alternative modes or routes (51), An apology (150)

Information benefit at different journey stages*

- As seen before, compensation and refund information is most likely given on the train; at that stage it is also considered the most beneficial
- For the other stages getting an estimated length for the delay is what matters most

Waves 10-13: Before arrival (%)

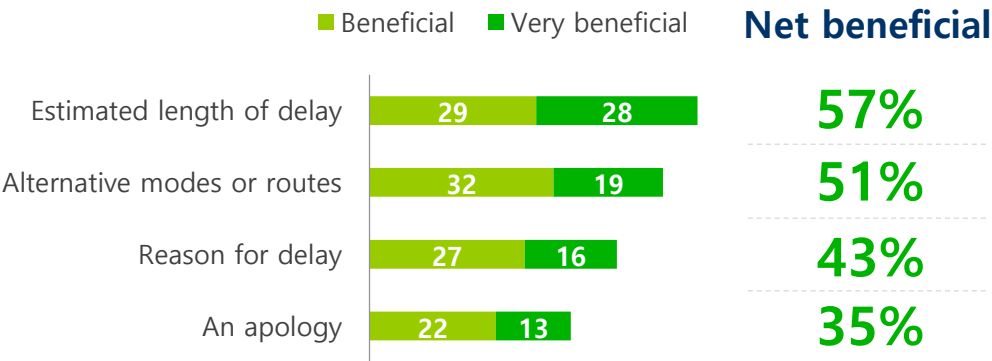Legend: ■ Beneficial ■ Very beneficial   **Net beneficial**

	Beneficial	Very beneficial	Net beneficial
Estimated length of delay	28	36	**64%**
Reason for delay	32	11	**43%**

Waves 10-13: At the station (%)

Legend: ■ Beneficial ■ Very beneficial   **Net beneficial**

	Beneficial	Very beneficial	Net beneficial
Estimated length of delay	29	28	**57%**
Alternative modes or routes	32	19	**51%**
Reason for delay	27	16	**43%**
An apology	22	13	**35%**

Waves 10-13: On the train (%)

Legend: ■ Beneficial ■ Very beneficial   **Net beneficial**

	Beneficial	Very beneficial	Net beneficial
Compensation and refunds	42	41	**83%**
Estimated length of delay	45	37	**82%**
Information about connections and onward travel	38	29	**67%**
Reason for delay	39	26	**66%**
An apology	30	27	**58%**

Overall how well do you think the train company kept you informed about the delay or cancellation? Base varies Before arrival (53), At the station (215-63), On the train (212-52), At interchange (low base size)

Rating of information provided

Rating of the information provided reveals notable gaps between journey stages:

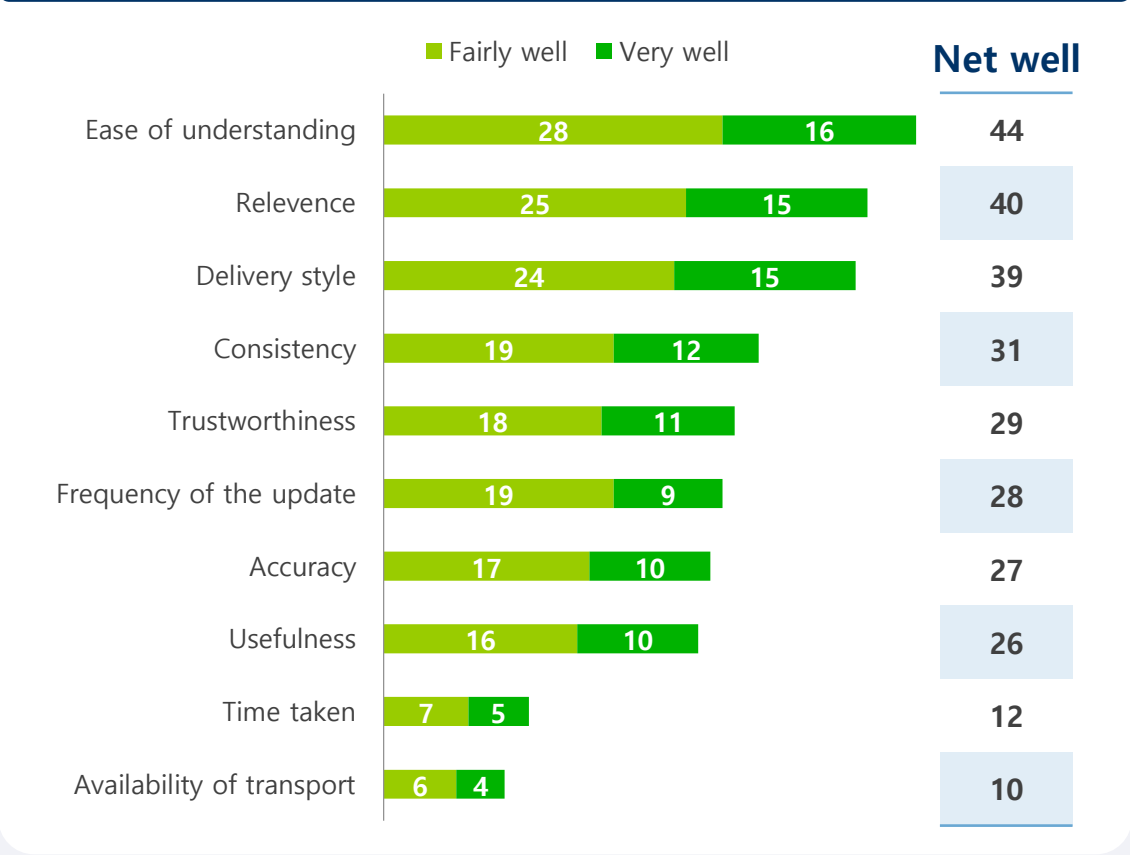- Before arrival – ease of understanding and relevance are rated the highest (tailored to passengers' needs)
- On the train – passengers are generally more satisfied than at other stages, especially with the delivery style
- At the station – this is where satisfaction is at its lowest and the journey stage to address as a priority

Waves 10-13: Rating of information provided (%)

	Fairly well	Very well	Net well
Ease of understanding	28	16	44
Relevence	25	15	40
Delivery style	24	15	39
Consistency	19	12	31
Trustworthiness	18	11	29
Frequency of the update	19	9	28
Accuracy	17	10	27
Usefulness	16	10	26
Time taken	7	5	12
Availability of transport	6	4	10

Waves 10-13: Rating of information provided by journey stage (% net well)

Before arrival	At the station	On the train	At interchange
60	37	57	46
55	34	53	45
	27	62	42
26	26	47	36
46	23	45	33
	21	45	31
24	23	41	33
24	22	40	30
26	9	21	17
	8	17	15

How do you rate the train company for the following aspects of the information provided in relation to the disruption? Base 4,500 to 5,406
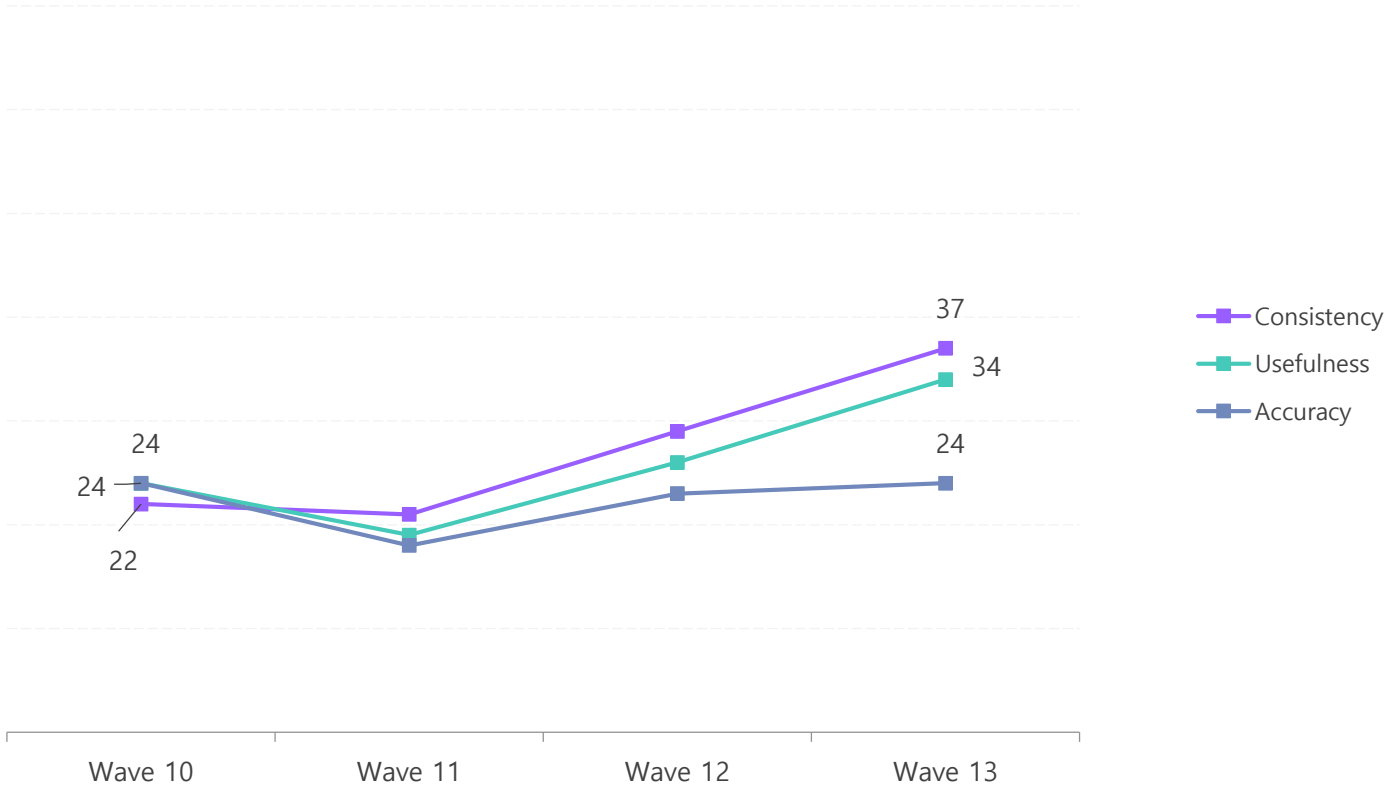
Before arrival at the station – rating of information over time

- Overall, information rating has improved compared to last year (W6-9)
- Accuracy is the only item that hasn't recorded a higher rating throughout this year; although it has remained consistent

Before arrival at the station – rating of information year-on-year change (% net well)

	W10-13	% pts changes vs. W6-9
Usefulness	24	+4
Accuracy	24	+2
Consistency	26	+6

Waves 10-13: Before arrival at the station – rating of information (% net well)

Legend: Consistency, Usefulness, Accuracy

Wave 10: 24, 24, 22
Wave 13: 37, 34, 24

How do you rate the train company for the following aspects of the information provided in relation to the disruption? Base 993

At the station – rating of information over time

At the station – rating of information year-on-year change (% net well)

	W10-13	% pts changes vs. W6-9
Ease of understanding	38	+6
Relevance	34	+6
Delivery style	28	+5
Consistency	26	+6
Trustworthiness	22	+6
Frequency of the update	21	+6
Accuracy	23	+8
Usefulness	22	+7
Time taken	10	+4
Availability of transport	9	+3

Waves 10-13: At the Station – rating of information (% net well)

Legend: Ease of understanding, Relevance, Delivery style, Consistency, Usefulness, Accuracy, Trustworthiness, Frequency of updates, Availability of transport, Time taken

How do you rate the train company for the following aspects of the information provided in relation to the disruption? Base 3,184

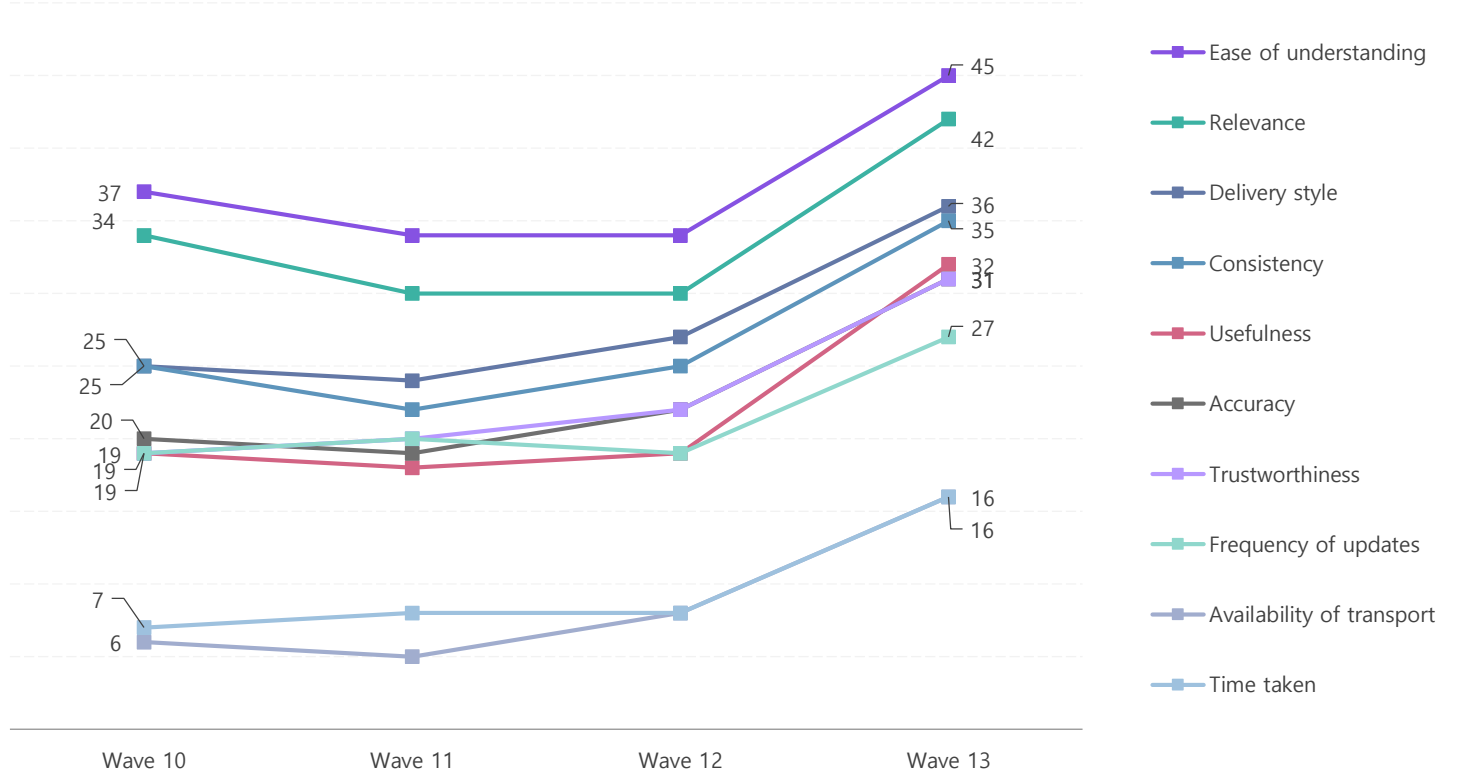# On the train – rating of information over time

On the train – rating of information year-on-year change (% net well)

	W10-13	% pts changes vs. W6-9
Ease of understanding	58	+4
Relevance	53	+6
Delivery style	62	+5
Consistency	48	+6
Trustworthiness	45	+9
Frequency of the update	44	+7
Accuracy	41	+10
Usefulness	40	+10
Time taken	22	+7
Availability of transport	17	+6

Waves 10-13: On the train – rating of information (% net well)

How do you rate the train company for the following aspects of the information provided in relation to the disruption? Base 1,577
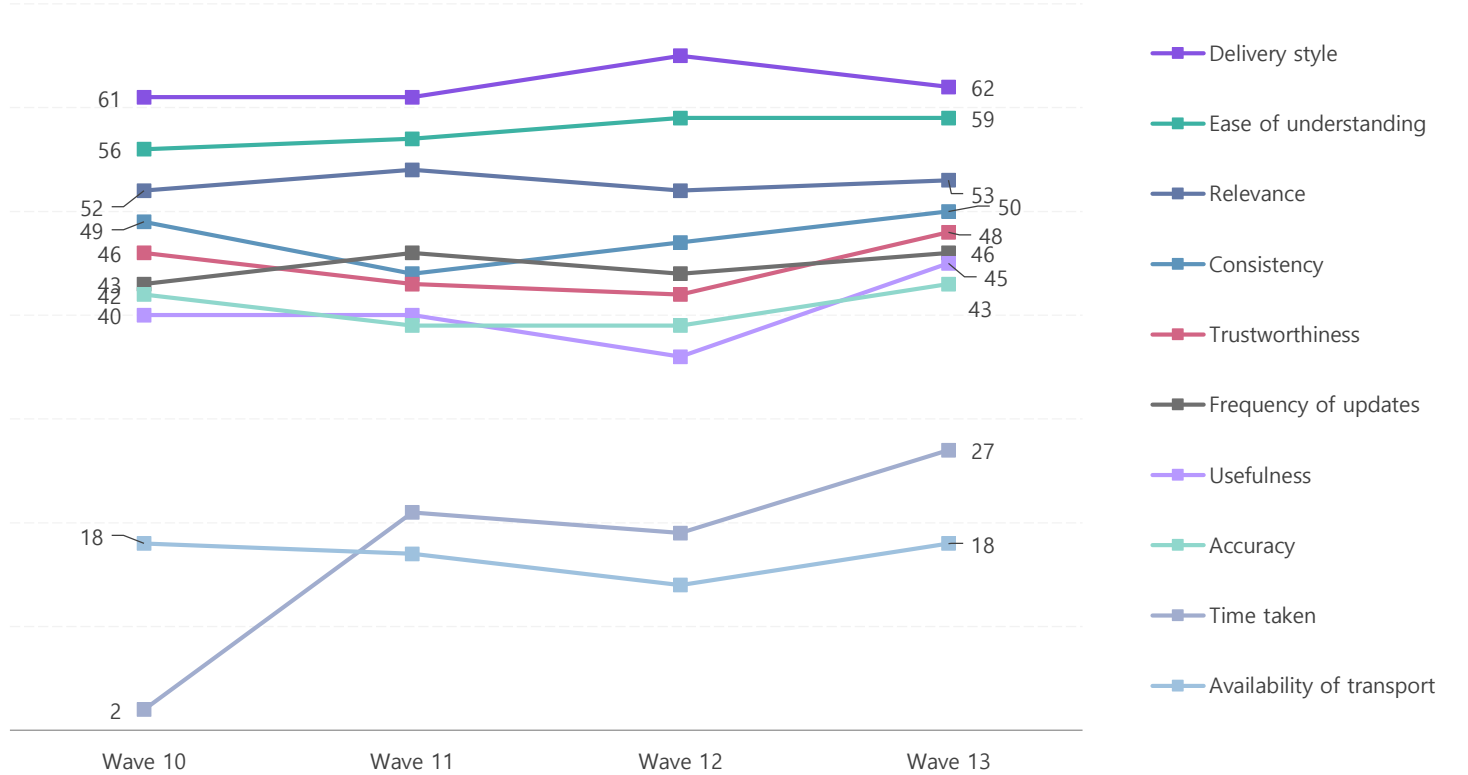
At interchange – rating of information over time

- Satisfaction with information provided progresses the most year on year compared to other stages
- Improvement is fairly continuous thought the year for most aspects of information

At interchange – rating of information year-on-year change (% net well)

	W10-13	% pts changes vs. W6-9
Ease of understanding	46	+10
Relevance	45	+8
Delivery style	43	+15
Consistency	36	+13
Trustworthiness	33	+9
Frequency of the update	31	+10
Accuracy	33	+9
Usefulness	30	+6
Time taken	17	+9
Availability of transport	15	+6

Waves 10-13: At interchange – rating of information year-on-year change (% net well)

How do you rate the train company for the following aspects of the information provided in relation to the disruption? Base 322
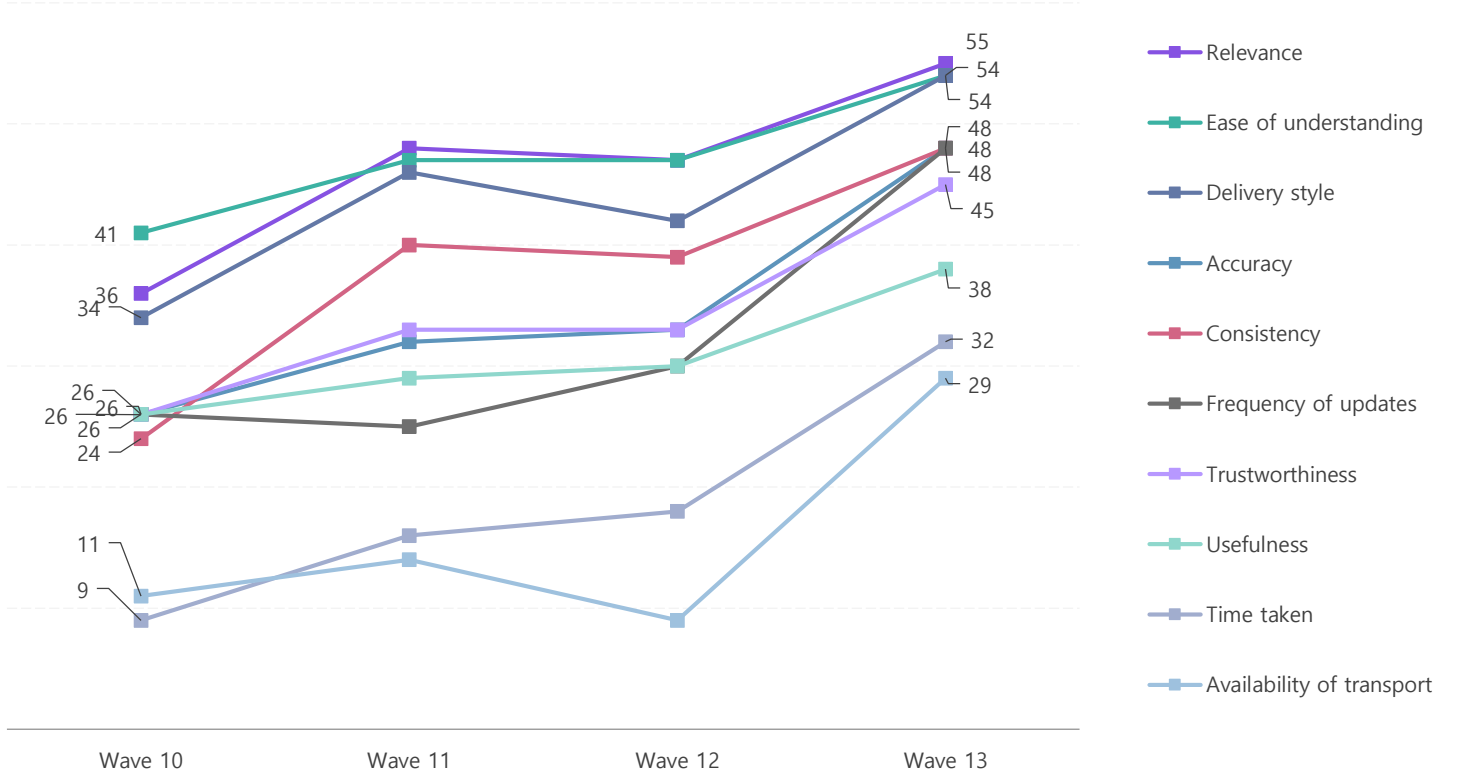
Dealing with delay/cancellation

- Overall satisfaction with how well the TOC deals with the disruption improves compared to last year but at 1 in 5 fairly/very well sits at a rather low level still
- It rates substantially lower than information provision

Waves 10-13: How well TOCs deal with delay/cancellation (%)

- Very well — 7
- Fairly well — 12
- Neither — 11
- Fairly poorly — 16
- Very poorly — 53
- Don't know / no opinion — 2
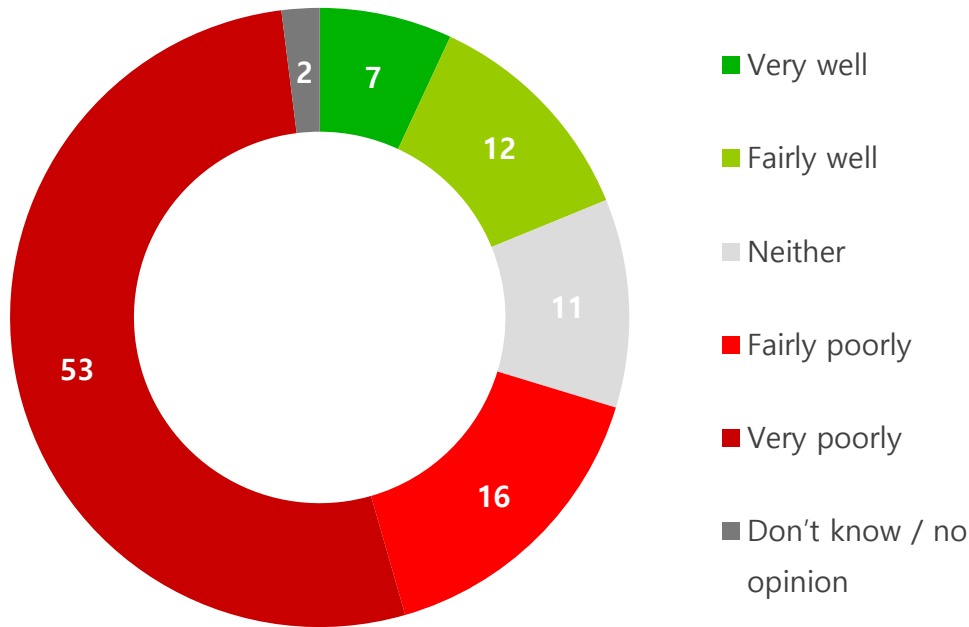
Net well (very/fairly well)

19%

(+6% vs. last year)

Year-on-year change (%)

	W10-13	% pts changes vs. W6-9
Very well	7	+2
Fairly well	12	+4
Neither	11	=
Fairly poorly	16	1
Very poorly	53	-4
Don't know	2	-1

Overall, how well do you think the train company dealt with this delay? Base 6,846

Dealing with delay/cancellation by journey stage

- Before arrival scores the lowest rating of how well the TOC dealt with the delay or cancellation
- It is also the stage that records the least progress
- All other stages improve more notably compared to the previous year

Waves 10-13: How well TOCs deal with delay/cancellation by journey stage (%)
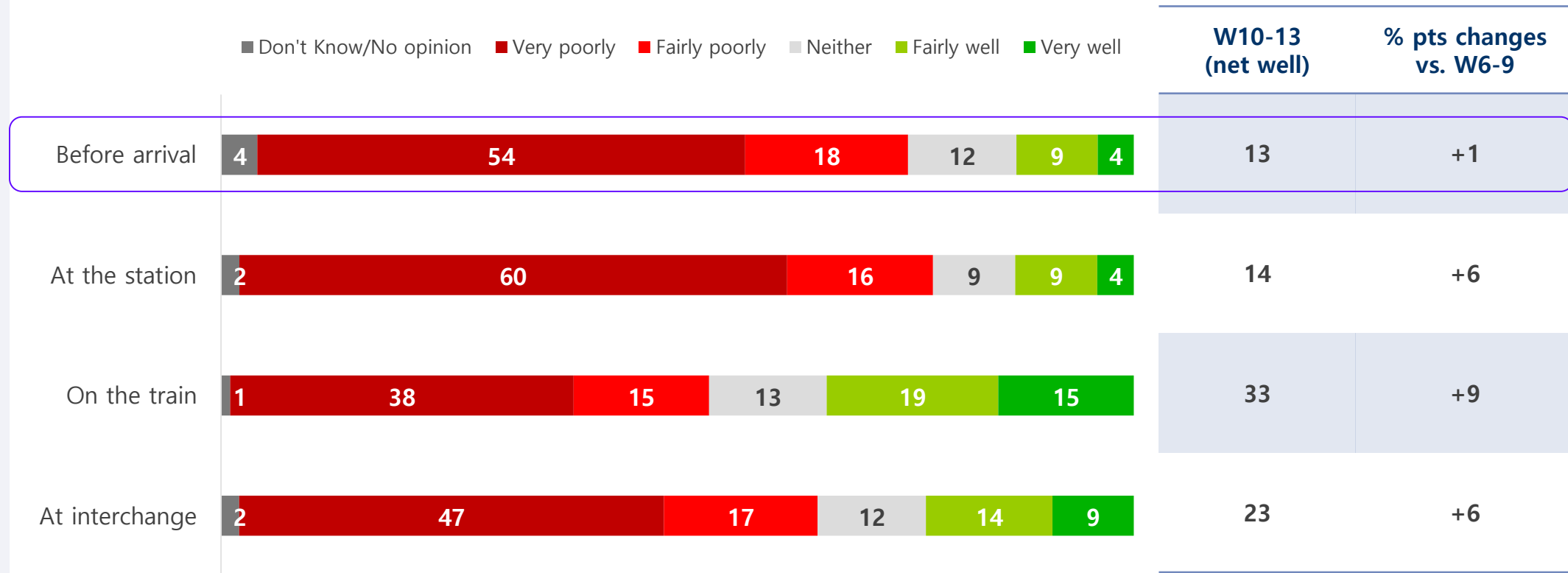
Legend: ■ Don't Know/No opinion ■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Journey stage	Don't Know/No opinion	Very poorly	Fairly poorly	Neither	Fairly well	Very well	W10-13 (net well)	% pts changes vs. W6-9
Before arrival	4	54	18	12	9	4	13	+1
At the station	2	60	16	9	9	4	14	+6
On the train	1	38	15	13	19	15	33	+9
At interchange	2	47	17	12	14	9	23	+6

Overall, how well do you think the train company dealt with this delay? Base 6,846

Dealing with delay/cancellation by nature of disruption and reason given

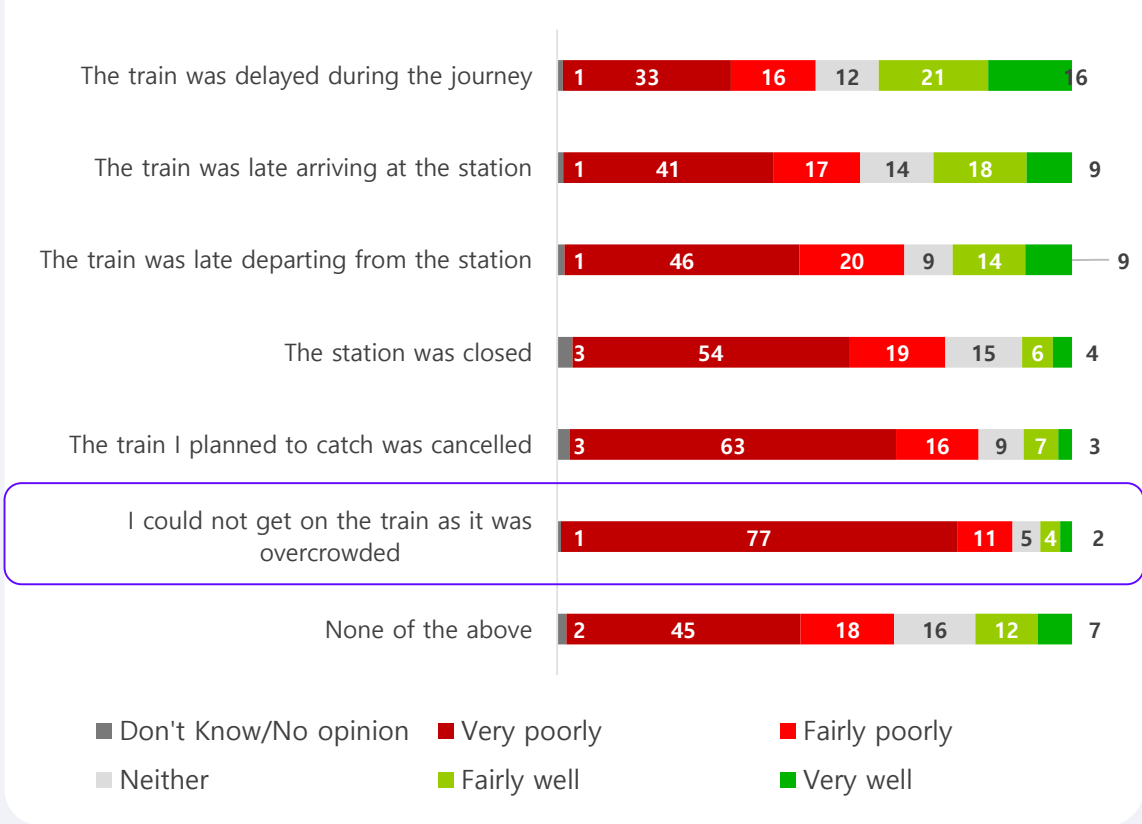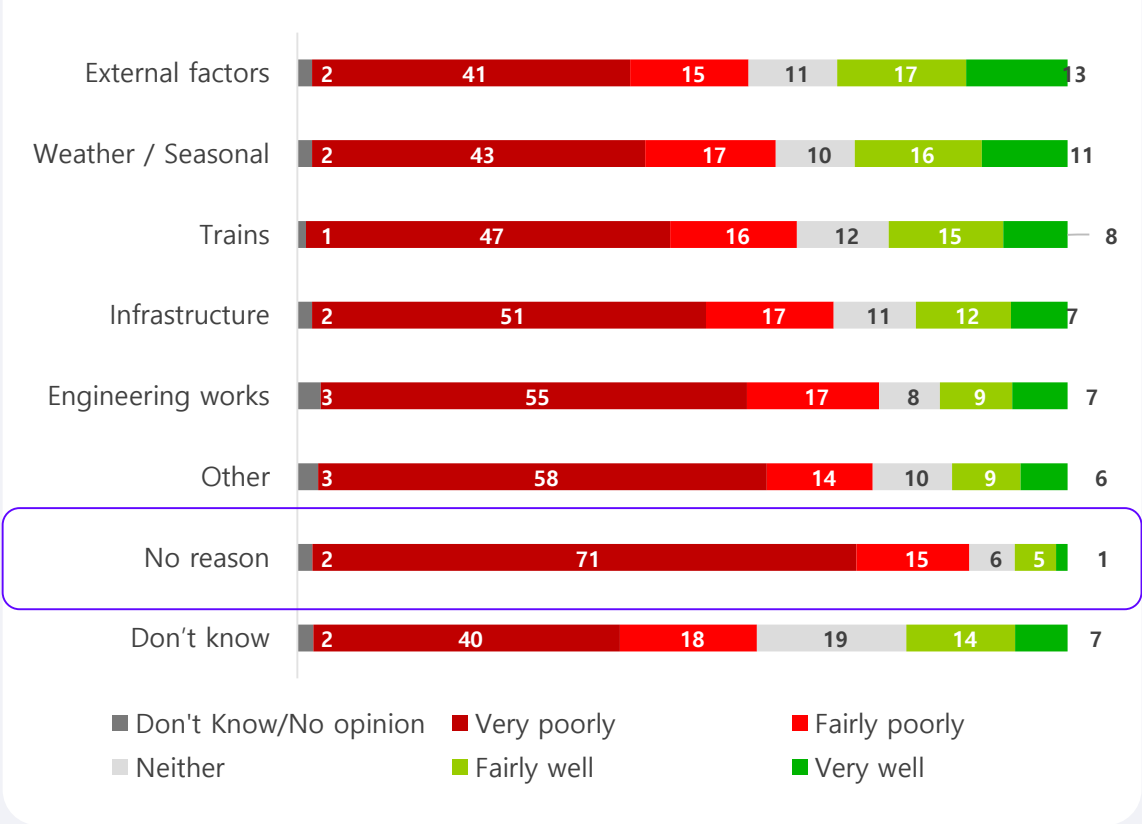- During overcrowding almost 9 in 10 disrupted passengers rate how well the TOCs deal with the delay as very or fairly poorly
- When not given any reason for the disruption dealing with the delay is rated most notably as very or fairly poorly compared to when a reason is given

## Waves 10-13: How well TOCs deal with delay/cancellation by nature of disruption (%)

	Don't Know/No opinion	Very poorly	Fairly poorly	Neither	Fairly well	Very well
The train was delayed during the journey	1	33	16	12	21	16
The train was late arriving at the station	1	41	17	14	18	9
The train was late departing from the station	1	46	20	9	14	9
The station was closed	3	54	19	15	6	4
The train I planned to catch was cancelled	3	63	16	9	7	3
I could not get on the train as it was overcrowded	1	77	11	5	4	2
None of the above	2	45	18	16	12	7

Legend: ■ Don't Know/No opinion   ■ Very poorly   ■ Fairly poorly   ■ Neither   ■ Fairly well   ■ Very well

Waves 10-13: How well TOCs deal with delay/cancellation by reason given for disruption (%)

	Don't Know/No opinion	Very poorly	Fairly poorly	Neither	Fairly well	Very well
External factors	2	41	15	11	17	13
Weather / Seasonal	2	43	17	10	16	11
Trains	1	47	16	12	15	8
Infrastructure	2	51	17	11	12	7
Engineering works	3	55	17	8	9	7
Other	3	58	14	10	9	6
No reason	2	71	15	6	5	1
Don't know	2	40	18	19	14	7

Legend: ■ Don't Know/No opinion   ■ Very poorly   ■ Fairly poorly   ■ Neither   ■ Fairly well   ■ Very well

Overall, how well do you think the train company dealt with this delay? Base 6,846

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Improvement – what matters the most
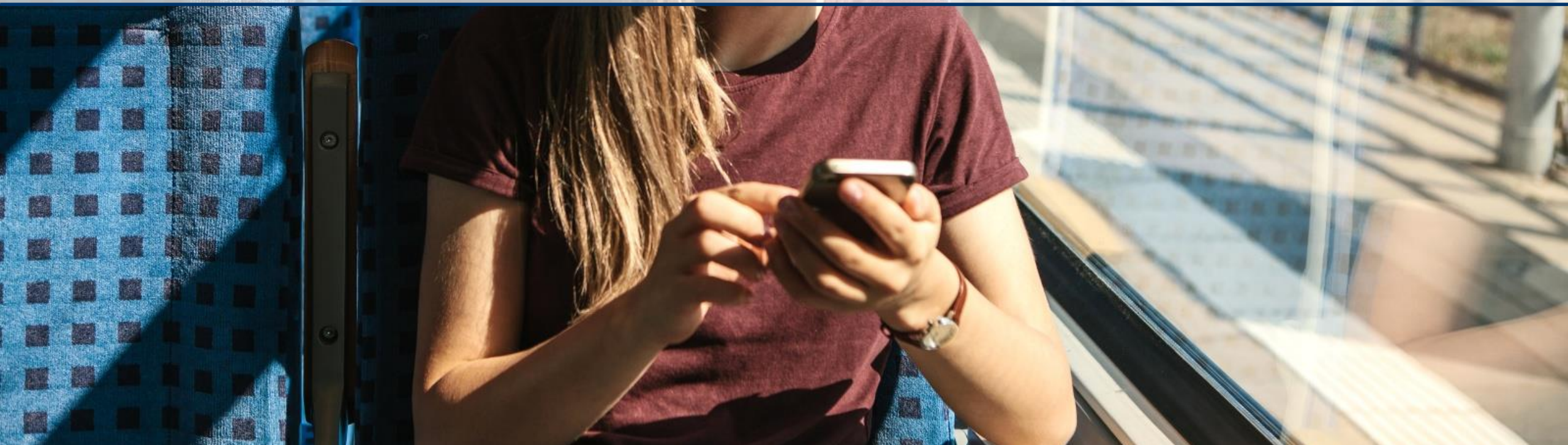
Understanding what drives passengers' satisfaction with how well TOCs keep them informed

To make findings from this study more actionable, key driver analysis has been conducted on the question 'Overall how well do you think the train company kept you informed about the delay or cancellation?'

This analysis shows which aspects of the information provided have the strongest relationships with high satisfaction.

Satisfaction on aspects on information provided
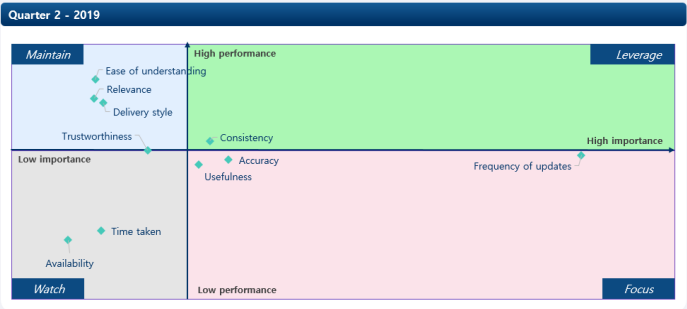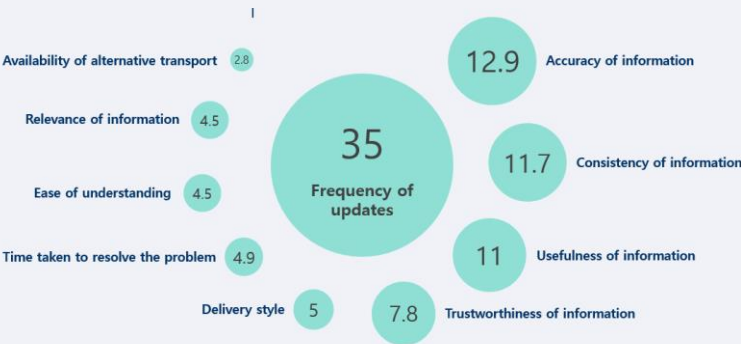
High satisfaction of information provision

Understanding which attributes have a strong relationship with satisfaction enables train operators to identify priorities for improvement that will lead to more informed passengers during disruption, and increase satisfaction in the future

Example:

As shown by the bubble chart on the left below there are 10 attributes that drive satisfaction of information provision. The score and the size of the bubble indicate driver strength.
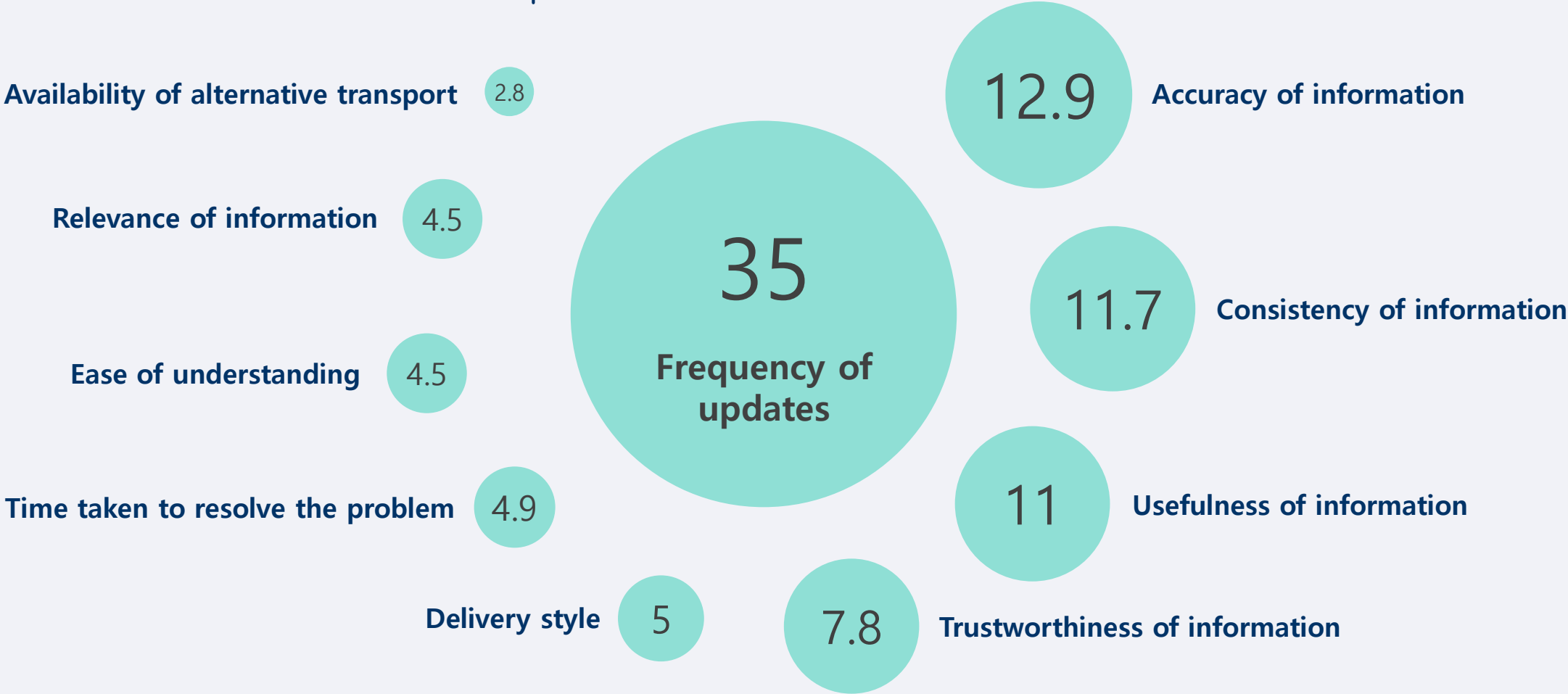
The map on the right puts the drivers into quadrants depending on their influence level and how the rail sector currently performs on each. The Focus and Leverage squares represent high influence levels on satisfaction of information provision but the sector performs less strongly on those placed in the Focus quadrant but performs well on those in Leverage. The Watch attributes have a lower impact on satisfaction of information provision and the sector performs not so well on them. But they need to be watched since they can become stronger drivers of satisfaction with information provision in the future. Maintain shows the attributes that also have a low satisfaction of information provision impact but on these the sector performs fairly strongly due to their position to the right of the chart. It is sensible to maintain the good performance on these attributes.

Bubble chart attributes:
- Availability of alternative transport 2.8
- Relevance of information 4.5
- Ease of understanding 4.5
- Time taken to resolve the problem 4.9
- Delivery style 5
- Frequency of updates 35
- Accuracy of information 12.9
- Consistency of information 11.7
- Usefulness of information 11
- Trustworthiness of information 7.8

Quadrant map — Quarter 2 - 2019: Maintain, Leverage, Watch, Focus; axes High performance / Low performance, Low importance / High importance. Attributes: Ease of understanding, Relevance, Delivery style, Trustworthiness, Consistency, Accuracy, Usefulness, Frequency of updates, Time taken, Availability.

Key Driver Analysis

Availability of alternative transport — 2.8

Relevance of information — 4.5

Ease of understanding — 4.5

35
Frequency of updates

Time taken to resolve the problem — 4.9

Delivery style — 5

12.9 Accuracy of information

11.7 Consistency of information

11 Usefulness of information

7.8 Trustworthiness of information

Key Driver Analysis

- TOCs need to focus on update frequency, accuracy and usefulness of the information
- They do well on aspects that are seen as less important by passengers like ease of understanding, relevance and delivery style

Quarter 2 - 2019

Maintain — *Leverage*

High performance

Ease of understanding

Relevance

Delivery style

Trustworthiness

Consistency

High importance

Low importance

Accuracy

Usefulness

Frequency of updates

Time taken

Availability

Watch — *Focus*

Low performance
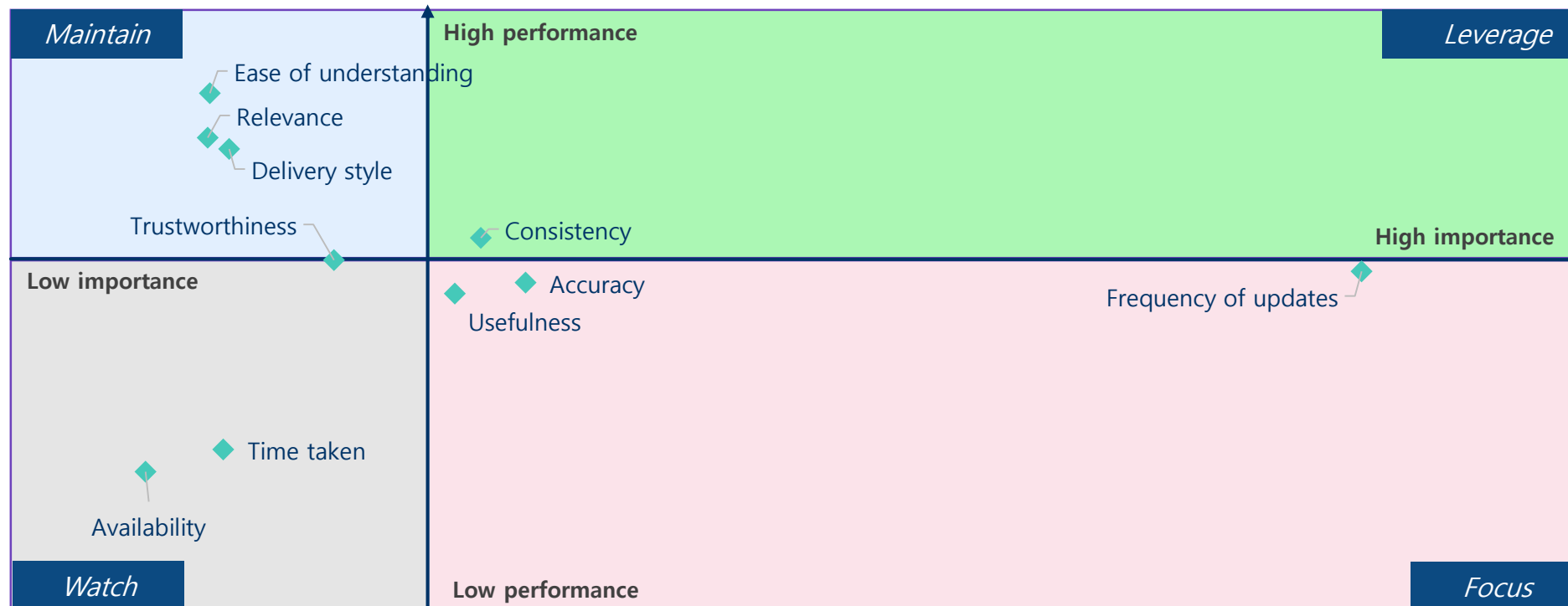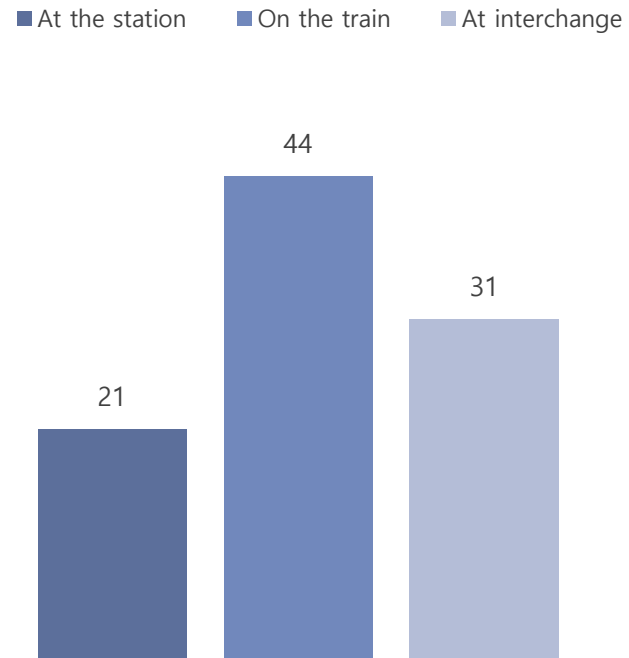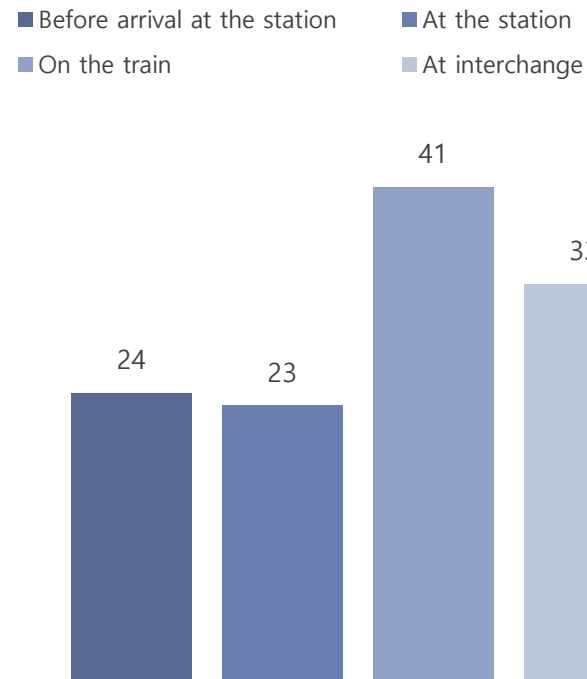
Ratings of information aspects by journey stage

- A greater focus needs to be given to the journey stages before arrival, at the station and at the interchange
- Here frequency, accuracy and usefulness ratings are particularly low
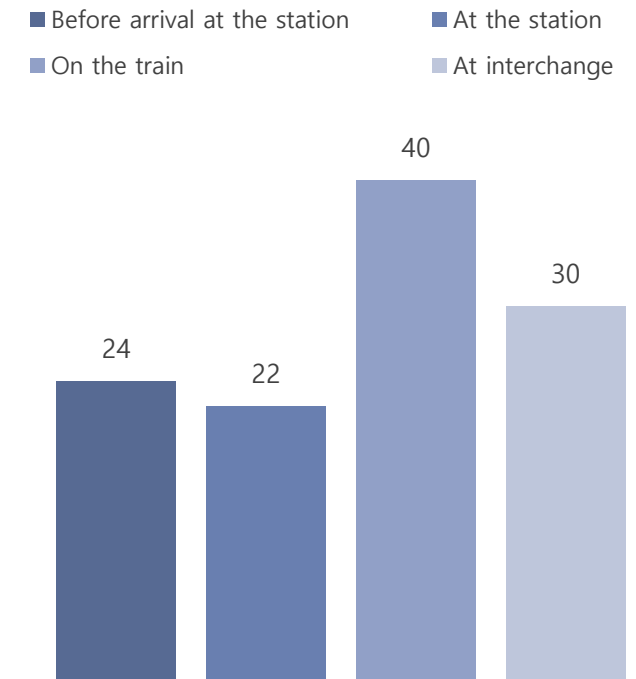
Waves 10-13: Frequency of updates (% net well)

Legend: ■ At the station ■ On the train ■ At interchange

- At the station: 21
- On the train: 44
- At interchange: 31

Waves 10-13: Accuracy of information (% net well)

Legend: ■ Before arrival at the station ■ At the station ■ On the train ■ At interchange

- Before arrival at the station: 24
- At the station: 23
- On the train: 41
- At interchange: 33

Waves 10-13: Usefulness of information (% net well)

Legend: ■ Before arrival at the station ■ At the station ■ On the train ■ At interchange

- Before arrival at the station: 24
- At the station: 22
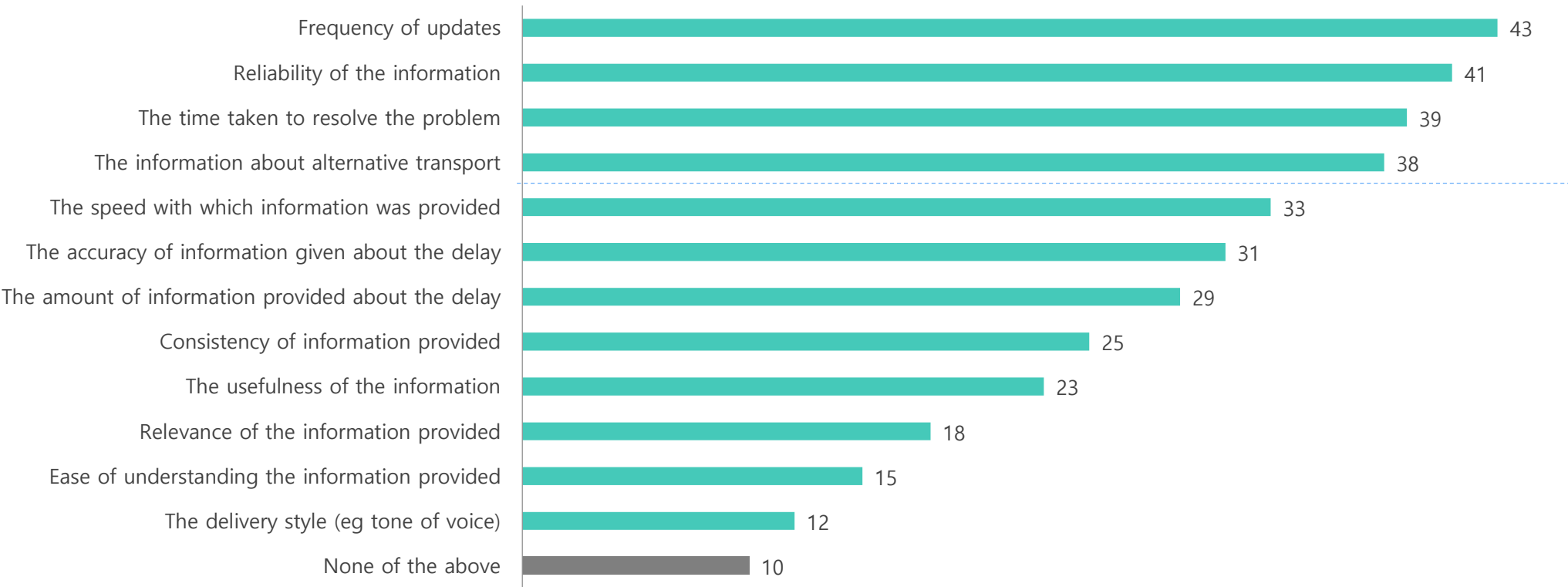- On the train: 40
- At interchange: 30

How do you rate the train company for the following aspects of the information provided in relation to the disruption? Base varies: 322 to 3,184

Information improvement desired*

- When asked directly, disrupted passengers also mention frequency of updates as the main improvement they would like to see during future disruption

Waves 10-13: Information improvement desired (%)

Category	Value
Frequency of updates	43
Reliability of the information	41
The time taken to resolve the problem	39
The information about alternative transport	38
The speed with which information was provided	33
The accuracy of information given about the delay	31
The amount of information provided about the delay	29
Consistency of information provided	25
The usefulness of the information	23
Relevance of the information provided	18
Ease of understanding the information provided	15
The delivery style (eg tone of voice)	12
None of the above	10

If you were to be disrupted again which of the following would you have liked to be improved? Base 1,098

Information improvement desired by journey stage*

- Frequency of updates tops the rankings of all journey stages for future improvement during disruption
- At the interchange is an exception where information about other modes of transport becomes more important

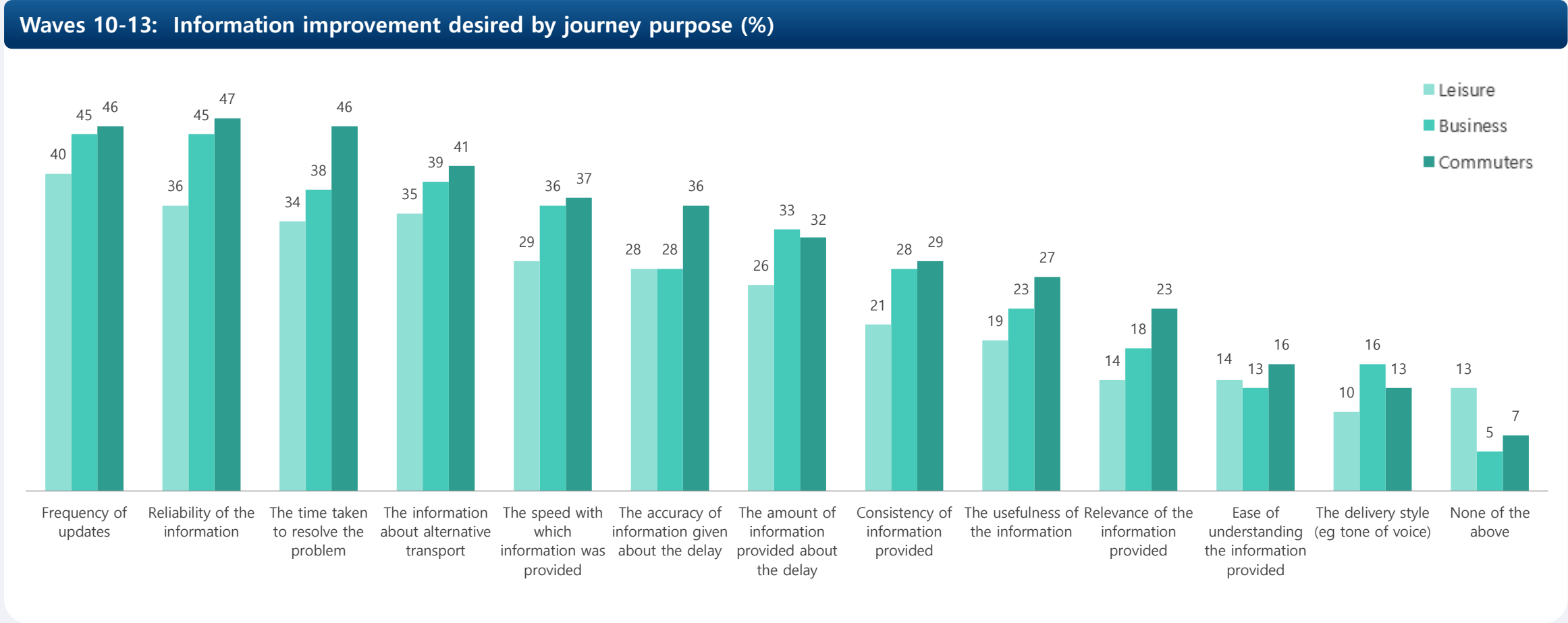## Waves 10-13: Top 5 most desired information improvements by journey stage (%)

Before arrival		At the station		On the train		At interchange	
1. Frequency	41	1. Frequency	44	1. Frequency	45	1. Info about other modes	58
2. Reliability	40	2. Reliability	44	2. Time taken	42	2. Time taken	35
3. Time taken	39	3. Time taken	39	3. Reliability	39	3. Reliability	33
4. Info about other modes	33	4. Info about other modes	38	4. Info about other modes	38	4. Frequency	29
5. Amount of info provided	32	5. Accuracy	34	5. The speed	36	5. Amount of info provided	29

If you were to be disrupted again which of the following would you have liked to be improved? Base 1,098

Information improvement desired

Waves 10-13: Information improvement desired by journey purpose (%)

Legend: Leisure, Business, Commuters

Category	Leisure	Business	Commuters
Frequency of updates	40	45	46
Reliability of the information	36	45	47
The time taken to resolve the problem	34	38	46
The information about alternative transport	35	39	41
The speed with which information was provided	29	36	37
The accuracy of information given about the delay	28	28	36
The amount of information provided about the delay	26	33	32
Consistency of information provided	21	28	29
The usefulness of the information	19	23	27
Relevance of the information provided	14	18	23
Ease of understanding the information provided	14	13	16
The delivery style (eg tone of voice)	10	16	13
None of the above	13	5	7

If you were to be disrupted again which of the following would you have liked to be improved? Base 1,098
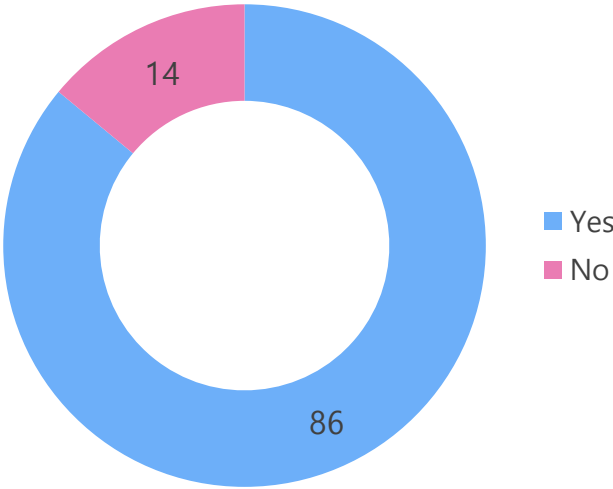
Complaints and compensation
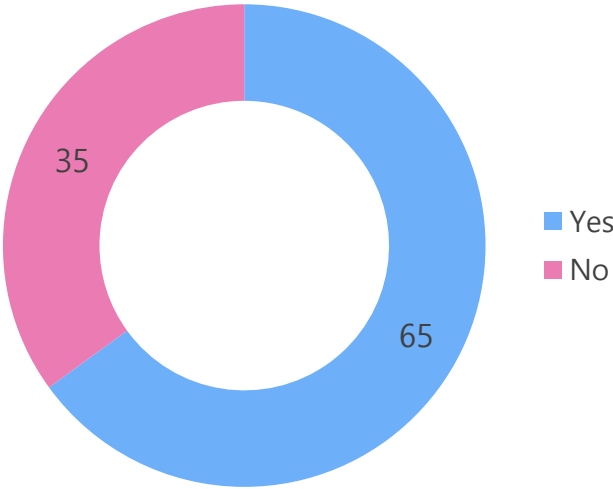
Complaints and compensation

- Almost all passengers are aware that they might be able to claim compensation, but of those only two thirds (65%) will seek compensation
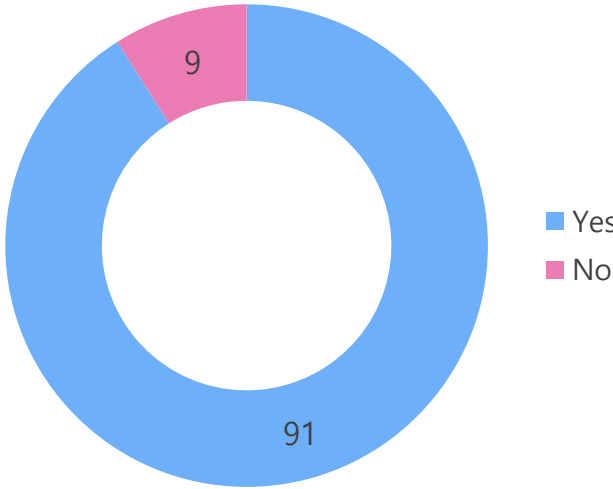
Waves 10-13: Reason to complain (%)

- Yes
- No

14
86

Yes: -2% pts vs.W6-9

Waves 10-13: Will seek compensation (%)

- Yes
- No

35
65

Yes: +12% pts vs.W6-9

Waves 10-13: Compensation awareness (%)
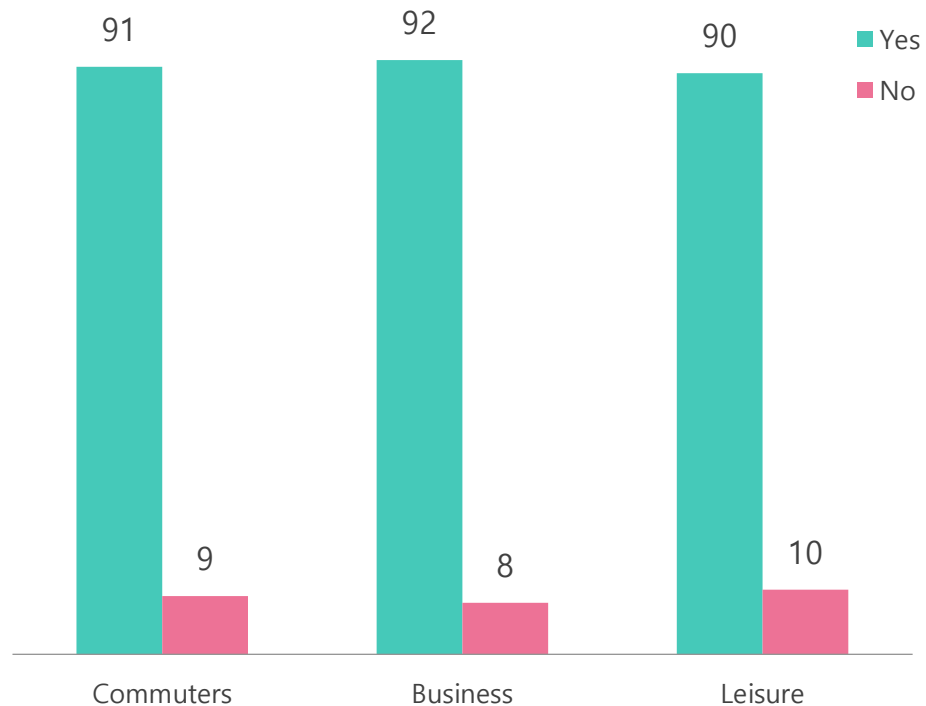

- Yes
- No

9
91

Yes: = vs.W6-9

Do you feel you had reason to complain about your train journey? Base 6,846 / Are you aware that you may be able to claim compensation if your train is delayed or cancelled? Base 6,194 Did you or will you seek compensation from the train company regarding your train journey? Base 6,369

Rail Delivery Group
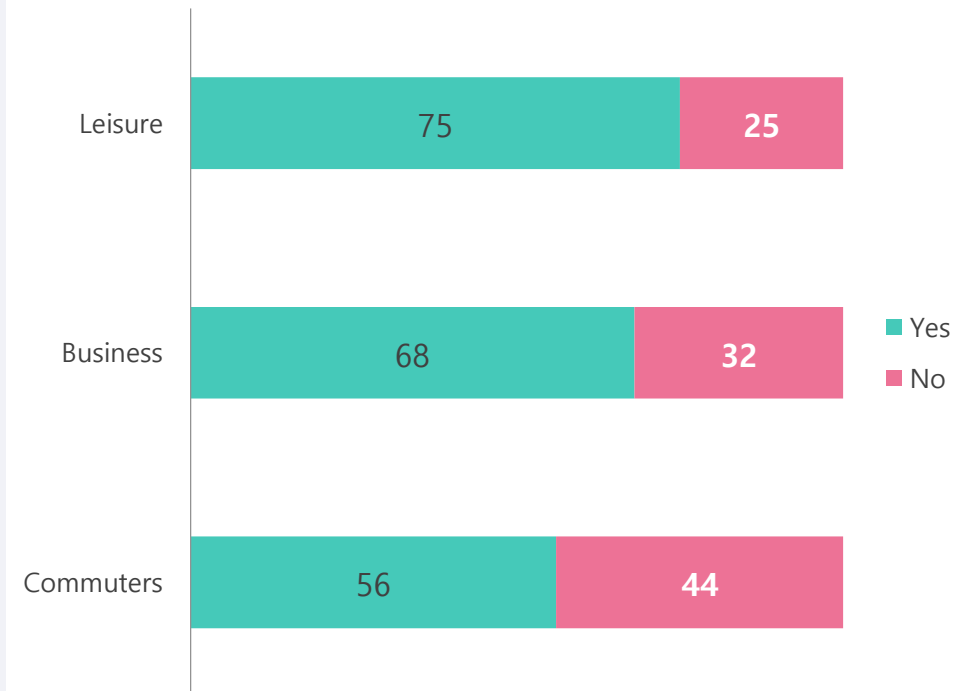National Rail

BVa BDRC

45

Complaints and compensation by journey purpose

- Awareness of the possibility to claim compensation is almost universal across all passenger groups
- Curiously commuters are the least likely to claim compensation, maybe because disruptions happen too often and they can't be bothered

Waves 10-13: Compensation awareness (%)

	Yes	No
Commuters	91	9
Business	92	8
Leisure	90	10

Waves 10-13: Will seek compensation (%)

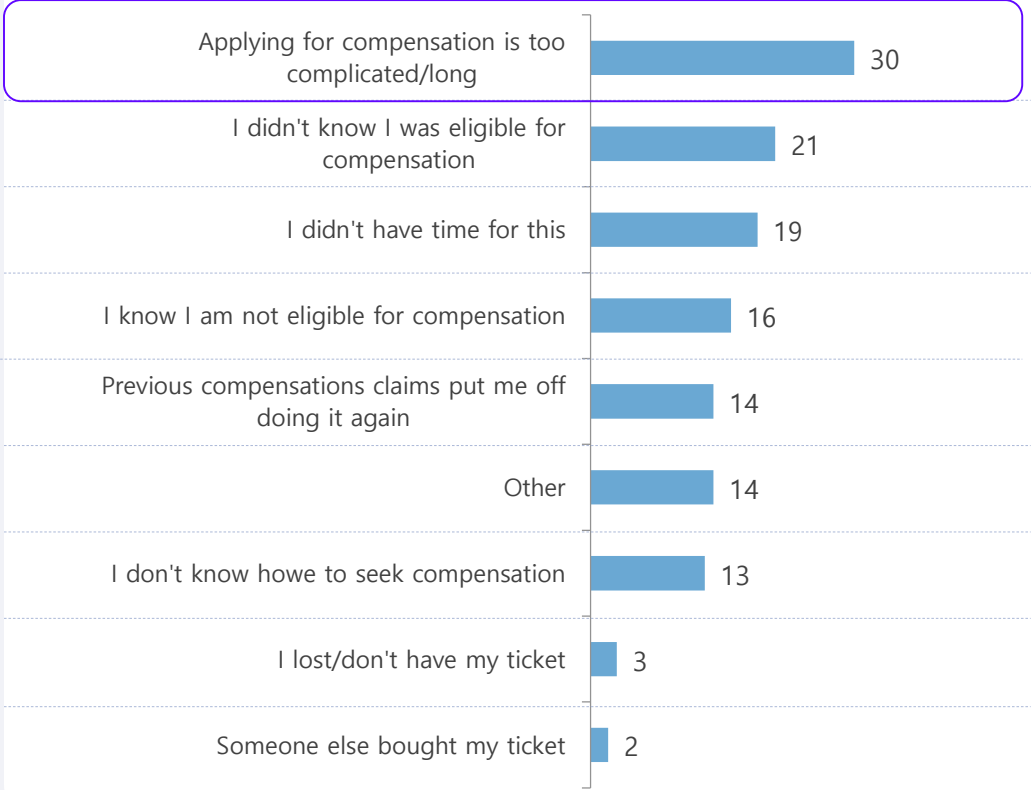|	Yes	No
Leisure	75	25
Business	68	32
Commuters	56	44

Did you or will you seek compensation from the train company regarding your train journey? Base 6,969 / Are you aware that you may be able to claim compensation if your train is delayed or cancelled? Base 6,194
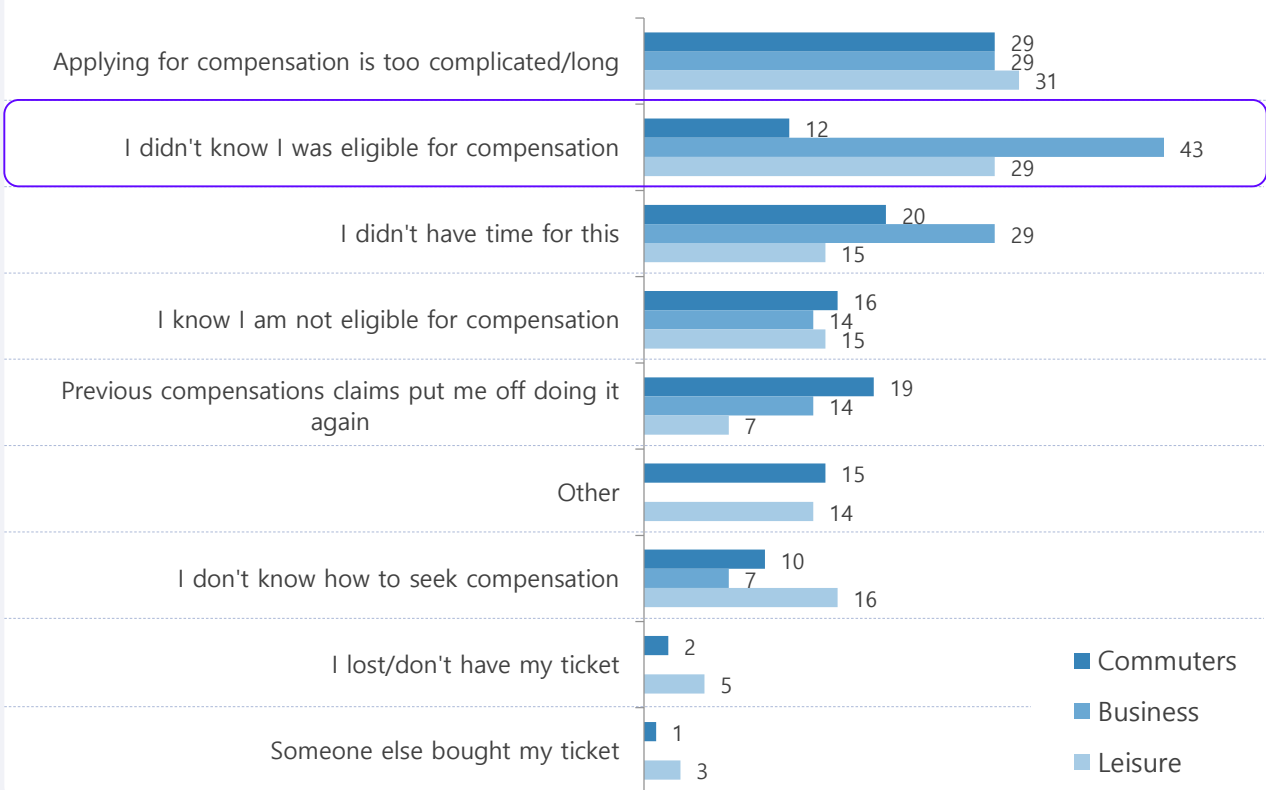
Reasons for not claiming compensation

- The main reason not to claim compensation is because the process is too cumbersome
- For business passengers the top reason not to claim is that they don't know they are eligible; this highlights the need for clearer communication/information about eligibility

Waves 10-13: Reason for not claiming compensation overall (%)

Reason	%
Applying for compensation is too complicated/long	30
I didn't know I was eligible for compensation	21
I didn't have time for this	19
I know I am not eligible for compensation	16
Previous compensations claims put me off doing it again	14
Other	14
I don't know howe to seek compensation	13
I lost/don't have my ticket	3
Someone else bought my ticket	2

Waves 10-13: Reason for not claiming compensation by journey purpose (%)

Reason	Commuters	Business	Leisure
Applying for compensation is too complicated/long	29	29	31
I didn't know I was eligible for compensation	12	43	29
I didn't have time for this	20	29	15
I know I am not eligible for compensation	16	14	15
Previous compensations claims put me off doing it again	19	14	7
Other	15		14
I don't know how to seek compensation	10	7	16
I lost/don't have my ticket	2		5
Someone else bought my ticket	1		3

■ Commuters
■ Business
■ Leisure

Reason for not claiming compensation - Why not? Base 230

Appendix

Demographics

14

44

42

■ Commuting ■ Business ■ Leisure

30

27

20

22

Less than 2 times | 3 to 10 times | More than 10 times | Don't know
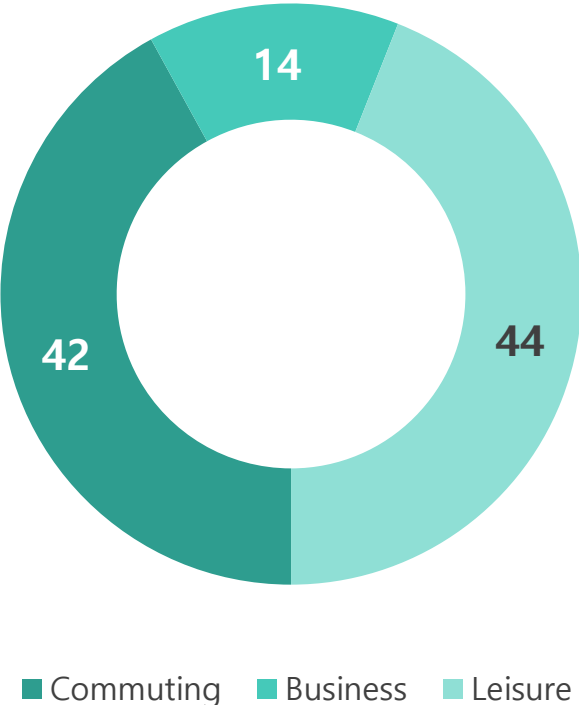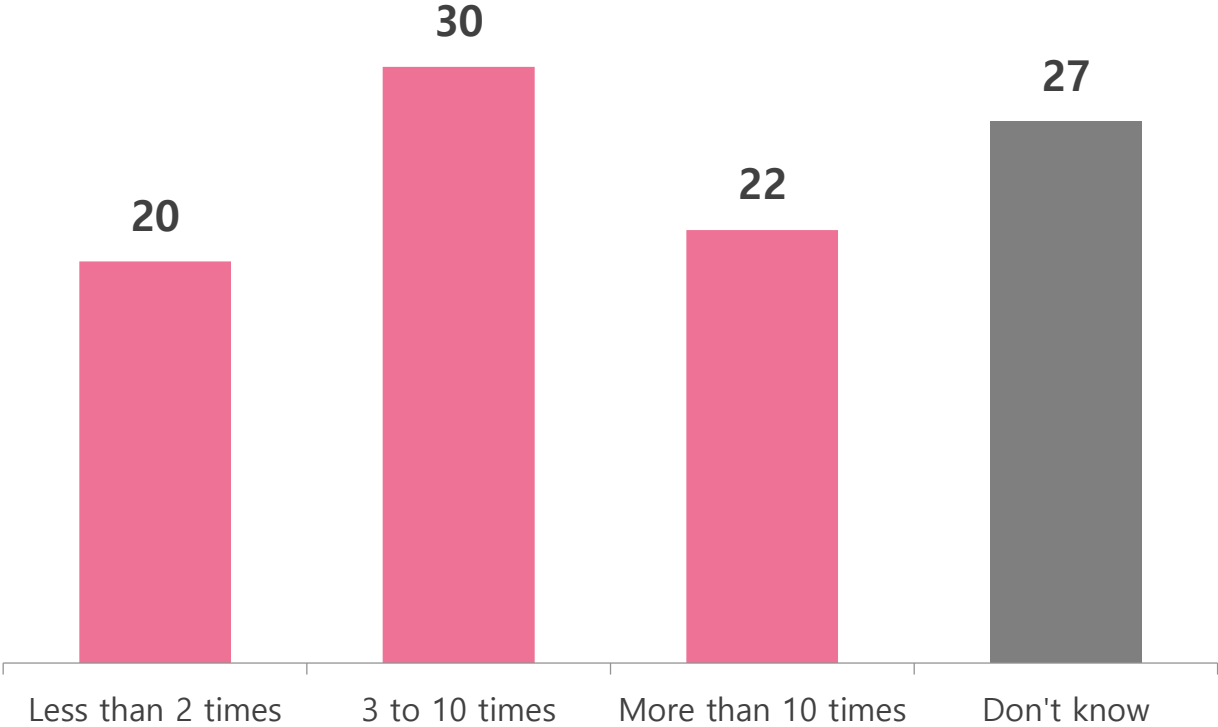
What was the main purpose of the train journey? Base 6,846, How often have you been disrupted more than 15 min by train in the past 12 months? Base 1,098

For further information

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