



PIDD-29 Research Wave 3-6

Report

December 2017

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Executive Summary

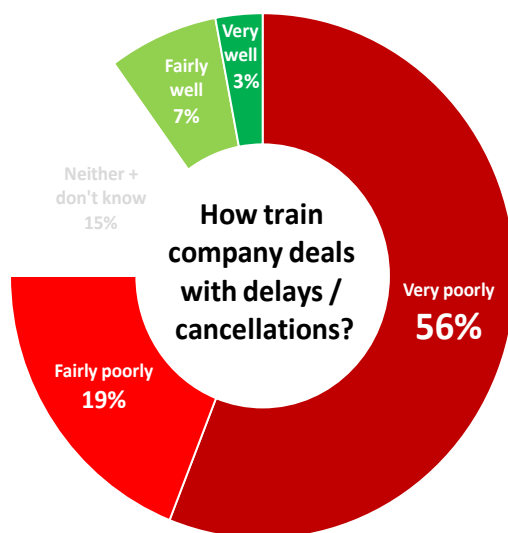
The rail industry wishes to understand better the extent to which each train operator is providing effective communications about disruption to their customers and what improvements might be made.

ATOC, now 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 3 to 6 (October 1 2016-September 31 2017) and covers 6,919 responses.



The overall rating of how the train company deals with delays/cancellations is very poor, with more than seven times as many negative ratings as positive: 75% fairly poorly or very poorly compared to 10% fairly well or very well.

There has been a significant improvement in the latest wave (Wave 6) compared to a year earlier (Wave 2): 13% compared to 10% well or fairly well and 72% compared to 75% poorly or very poorly.

Information provision is rated poorly, particularly when given at stations. The

areas of information provision that need most attention are:

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

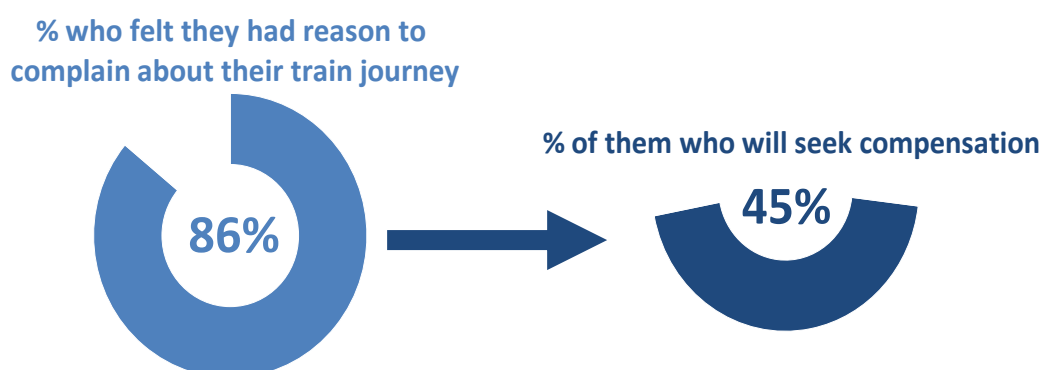
Almost all aspects of information provision on the train were rated higher than at the station or before arrival at the station.

Information provided by text alerts was best rated overall. Information provided by staff on train tended to receive more positive ratings than information provided through social media, websites, apps or station departure screens. Information provided by email was 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).

Those who receive information about disruptions or cancellations from departure screens at station (the primary source of information) 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.

Over four fifths felt they had reason to complain about the train journey but less than half of them said they would seek compensation.



Significantly fewer felt they had reason to complain in Wave 6 than Wave 2: 85% compared to 88%.

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

Of particular concern is the 22% who complained that the train company did not provide information on how to receive compensation and the 25% who said that previous negative experience in trying to seek compensation put them off doing so again.

A fifth 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 was high that they may be able to claim compensation if their train is delayed or cancelled: 87% said they were aware.

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 more consistent and larger impacts than the specific channel through which it is received. The worst performing channels tended to be word of mouth and to a lesser extent the website, possibly due to the passenger needing to pro-actively look for information about the disruption.

Information on length of delay has the greatest positive impact on customer satisfaction. Information about connections is the second most important driver of customer satisfaction. An apology and information on compensation and refunds have similar impacts.

We recommend focusing 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:

1. 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:
 - a. quantity;
 - b. quality of content;
 - c. quality of use;
 - d. quality of delivery style; and
 - e. repetition (this may be seen as good and/or bad).
2. To compare the experiences of passengers during different types/severity of delay (e.g. single train failure/line blockage/major station closure/weather events).
3. To provide a benchmark against which to measure future changes in satisfaction.
4. 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 six 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.

This report is on the findings covering Waves 3 to 6 – a full year. We also report on comparisons between Wave 2 and Wave 6 to assess any change a year later.

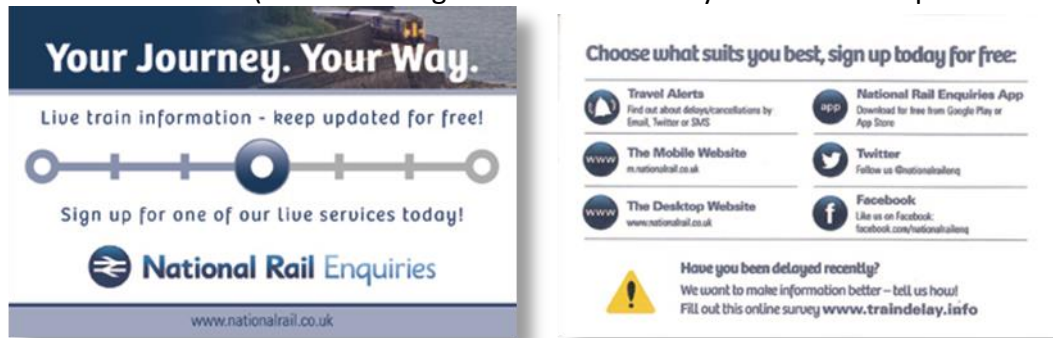
2.2 Method

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 to online questionnaire).



- Tweets (sent to those registered to receive tweets if there was a disruption¹)



- a link on the National Rail website.

All channels led participants to an online survey.

A Word version of the online questionnaire used for waves 3-6 is included as Appendix A.

¹ Sent for P1 and P0 events

3. FINDINGS

3.1 Introduction

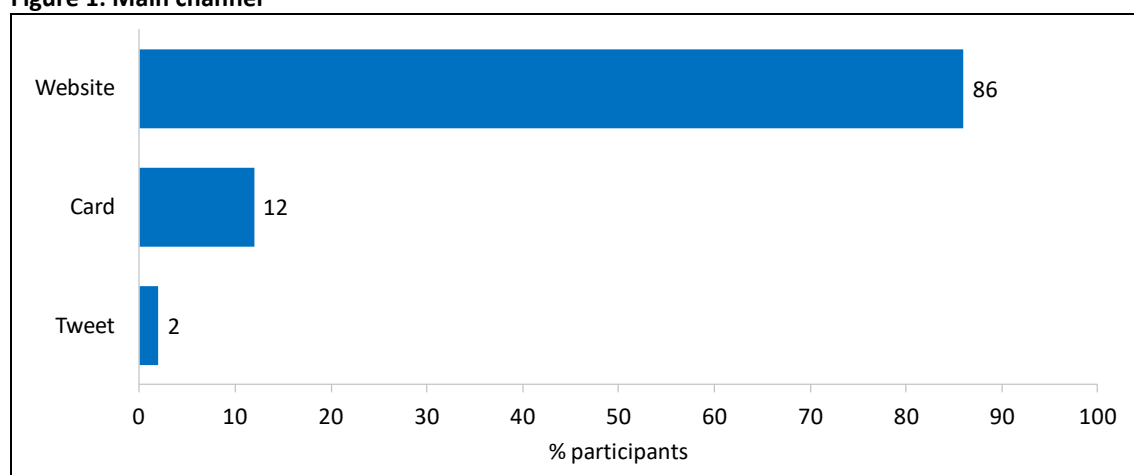
This chapter sets out the findings for Waves 3-6 of the research. The sample comprises 6,919 completed questionnaires.

For the comparison between Waves 2 and 6 (1 July-30 September 2016 v 1 July-30 September 2017) the sample sizes are: 2,286 for Wave 2 and 1,232 for Wave 6.

Channel

The channel for the majority of participants (86%) was a website, with a further 12% responding to card handouts.

Figure 1: Main channel



Base: 6,919

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.

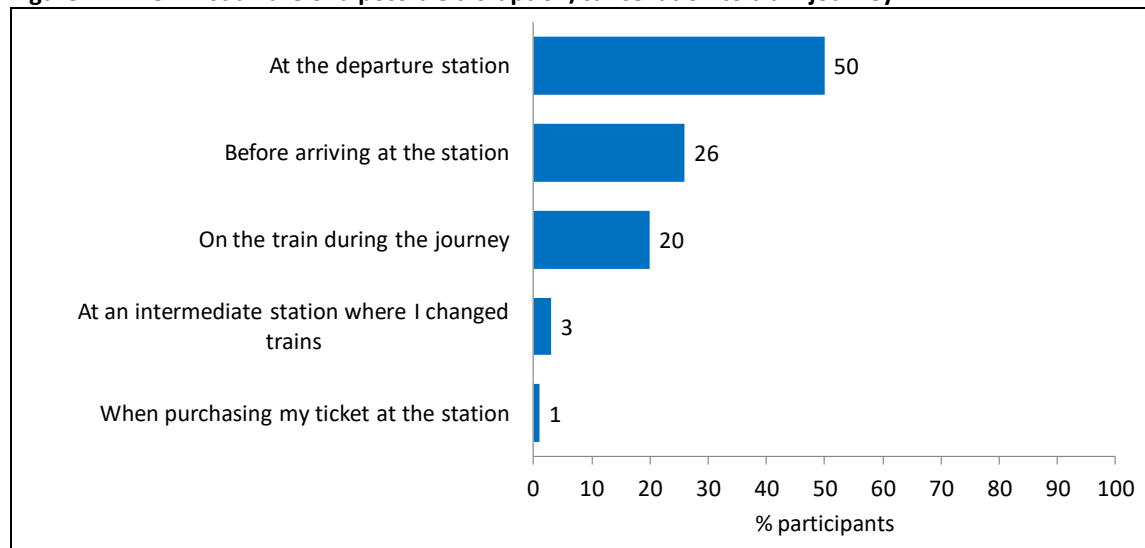
3.2 Details of Disruption/Cancellation

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:

- 26% were first aware of disruption/cancellation **before** arriving at the station
- 51% at the departure station (1% while purchasing a ticket)
- 23% during the journey (3% at an interchange station).

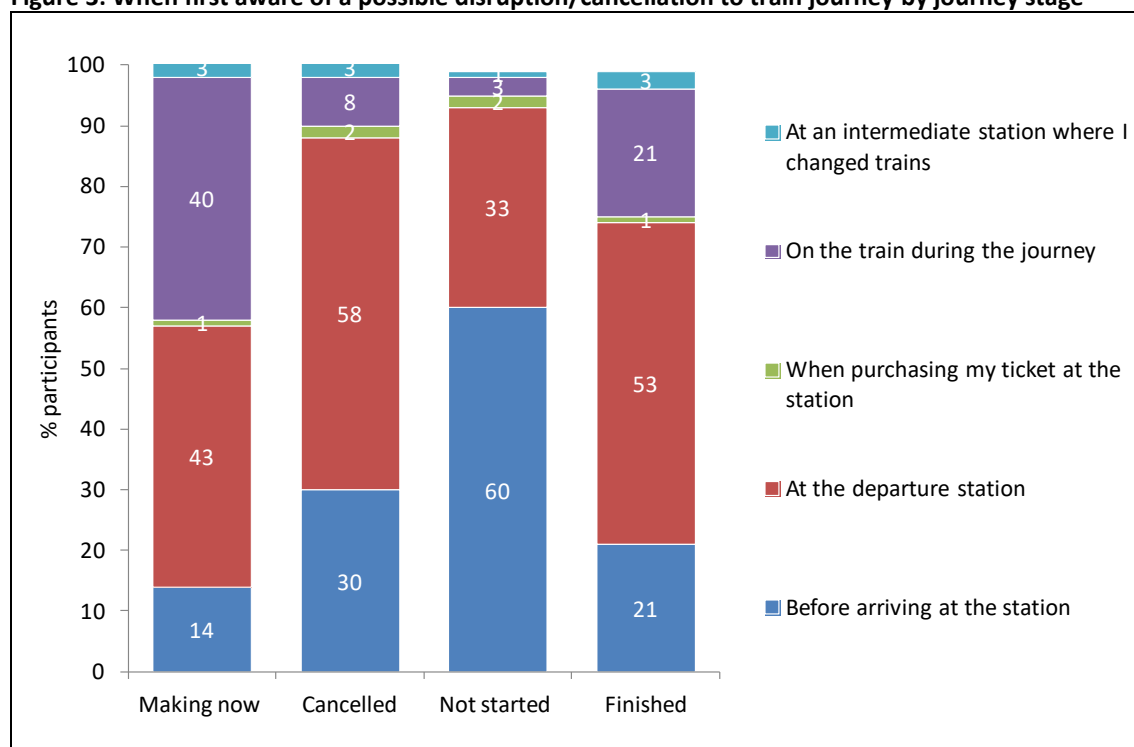
Figure 2: When first aware of a possible disruption/cancellation to train journey



Base: 6,919

Analysis by journey stage shows that 30% of those who said their train was cancelled heard about it before arriving at the station and a further 60% at the departure station (2% when purchasing ticket at station). See Figure 3.

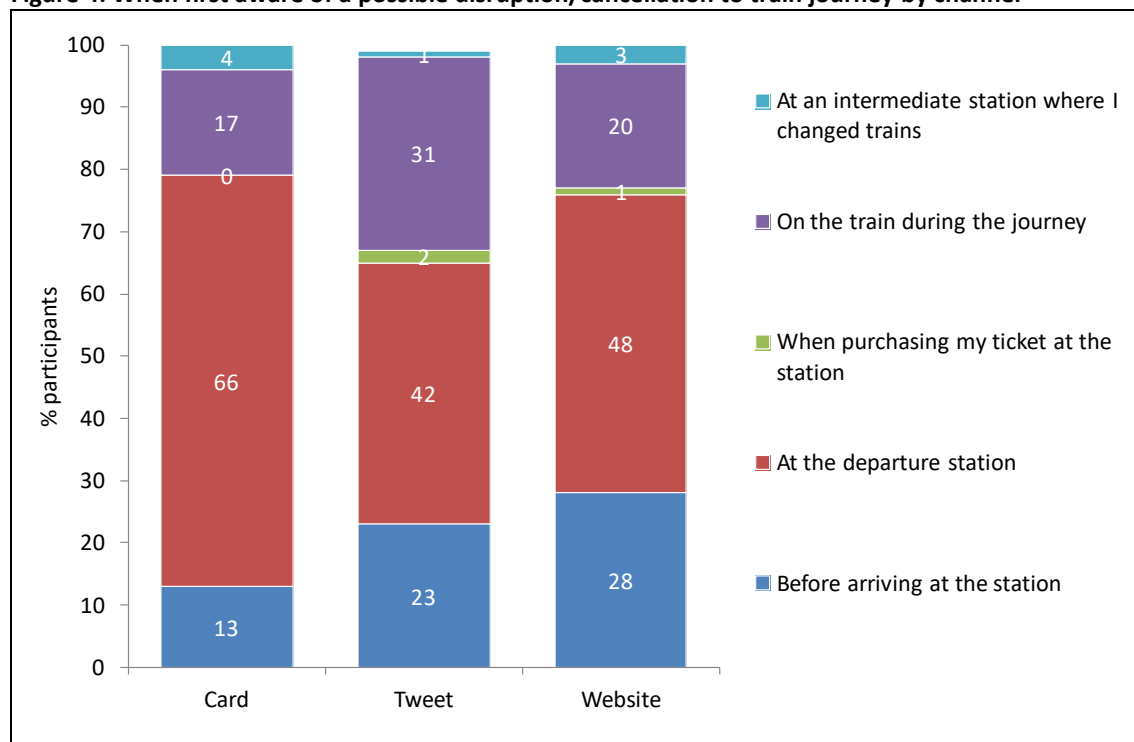
Figure 3: When first aware of a possible disruption/cancellation to train journey by journey stage



Base: Making now 1,620, Cancelled 1,873, Not started 773 Finished 2,653

Over a quarter of the website sample (28%) 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

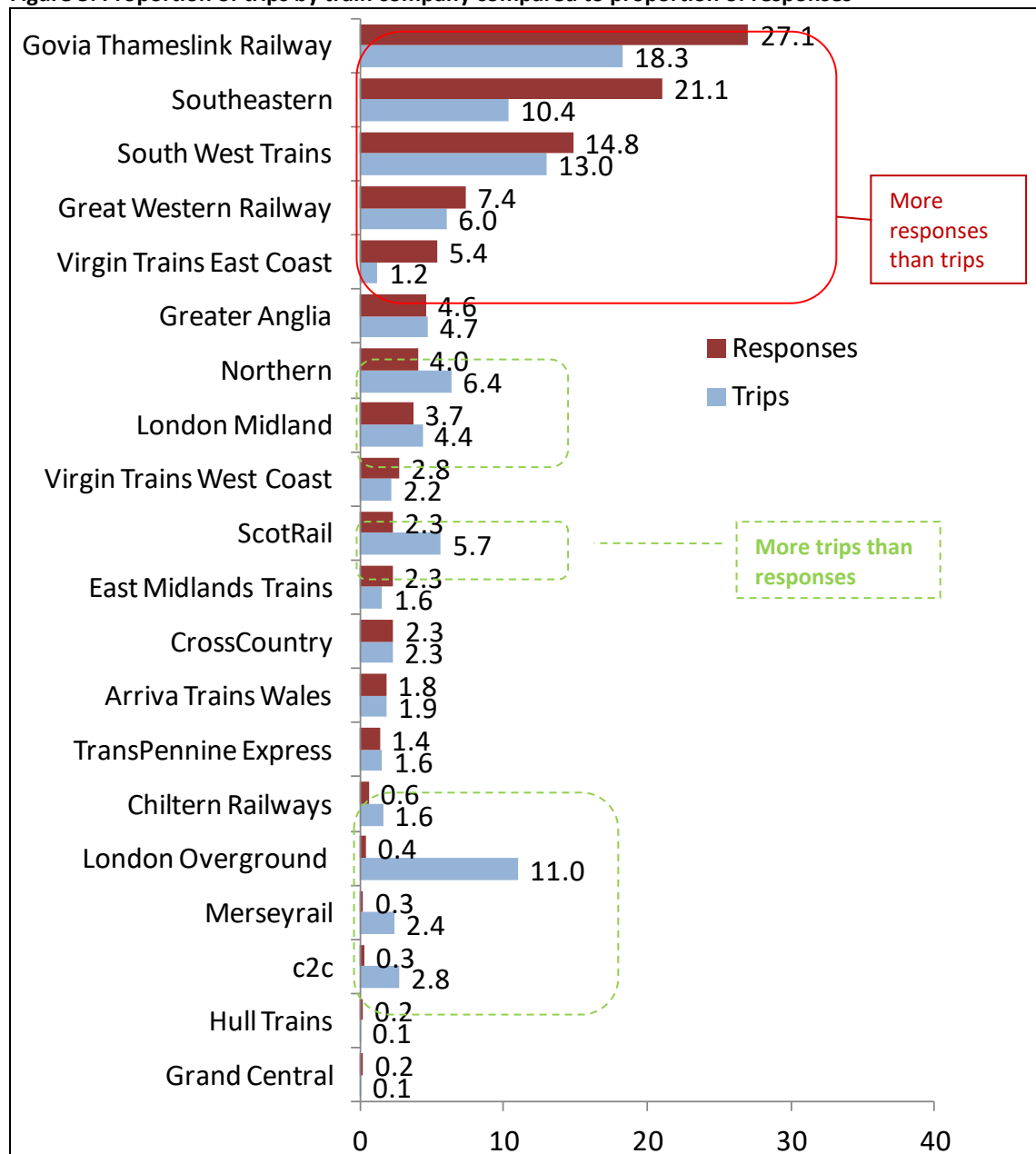


Base: Card 859, Tweet 121, Website 5,938

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: Southern, South West Trains² and Southeastern since they also dominate the numbers of rail trips made. Figure 5 compares the proportion of trips made on each TOC (using 2016-17 Q3, 2016-17 Q4 and 2017-18 Q1 data, as 2017-18 Q2 was not available at the time of writing) from ORR³ with the proportion of responses. 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.

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



² Became South Western Railway at the end of the survey period

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

Base: 6,919 responses and 1,292.2 million trips

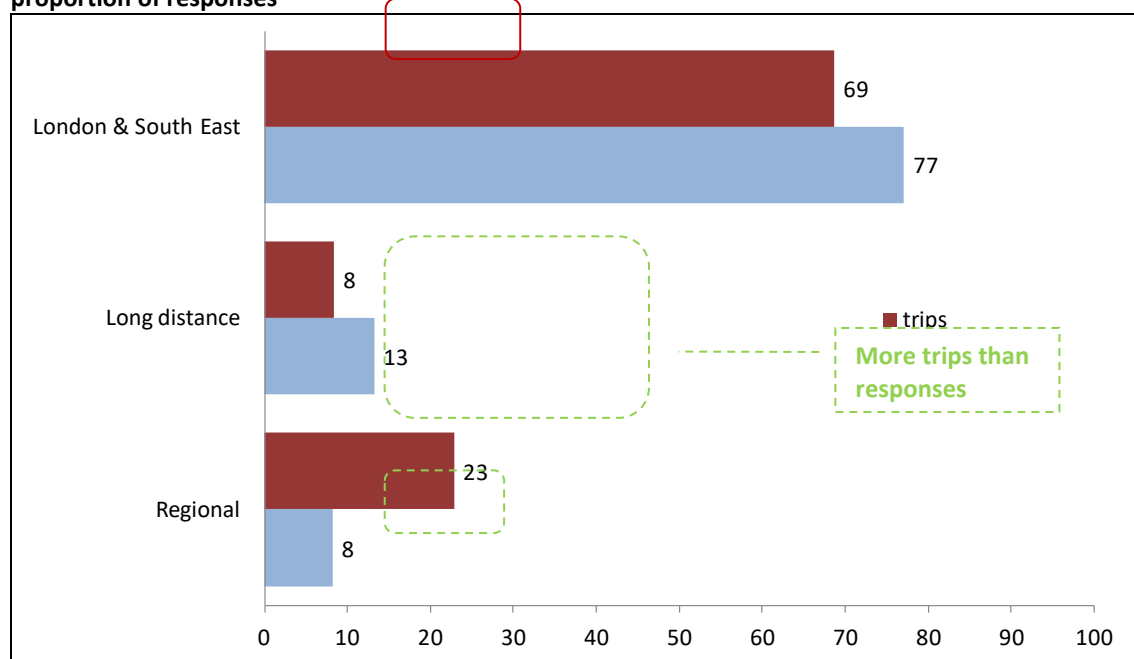
Note: GoVia Thameslink Railway comprises Southern, Great Northern, Thameslink and Gatwick Express

The best performing TOCs (i.e. those with a higher proportion of trips than questionnaires on disruptions) were London Overground, C2C, Merseyrail, ScotRail, Northern, Chiltern Railways and London Midland.

The worst performing TOCs (those with a higher proportion of questionnaires on disruptions than trips) were Virgin Trains East Coast, Southeastern, Govia Thameslink Railway, South West Train and Great Western Railway.

The distribution of questionnaires on disruptions by rail sector compared to actual usage⁴ 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 (2016-17 Q3, 2016-17 Q4 and 2017-18 Q1 data) compared to proportion of responses



Base: 6,825 responses and 1,292.9 million trips

⁴ <http://dataportal.orr.gov.uk/displayreport/report/html/a10e3c7b-7766-40ae-a87a-14c56cf85a63>

Comparison over time

The point in time when customers were first made aware of disruptions was more or less unchanged between Wave 2 and Wave 6. Slightly less were informed before arriving at the station in Wave 6 compared to Wave 2.

	Wave 2	Wave 6
Before arriving at the station	25%	22%
At the departure station	48%	50%
When purchasing my ticket at the station	1%	1%
On the train during the journey	22%	23%
At an interchanging station	3%	4%

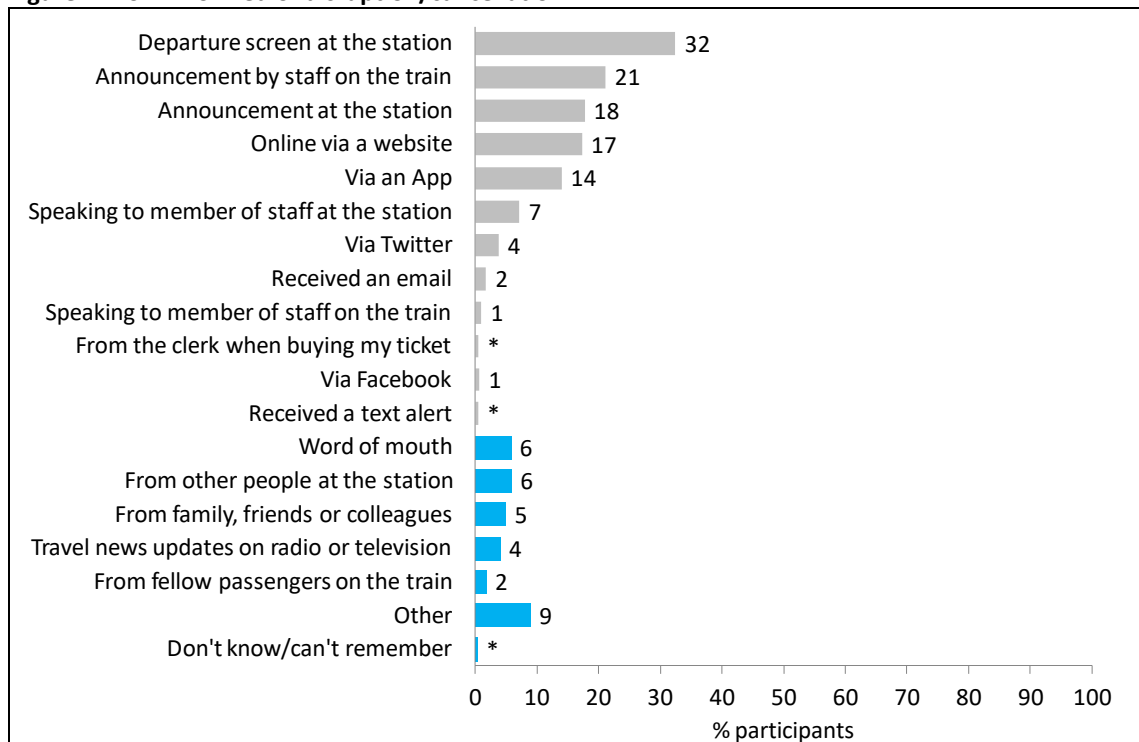
3.3 How Customers were Informed of Disruption/Cancellation

Customers were asked how they were informed of the disruption or cancellation. The main sources of information were departure screens at stations (32%), announcements by staff on train (21%) and announcements by staff on a station (18%).

Online via a website was the source of information for 17% and an app for 14%.

Social media is relatively unimportant as a source with just 5% learning about the disruption or cancellation from Twitter or Facebook. See Figure 7.

Figure 7: How informed of disruption/cancellation



Base: 6,919

* = less than 0.5%

Note: grey 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		10	79	20
Announcement at the station		31	6	33
Departure screen at the station		61	2	47
Speaking to member of staff at the station		14	5	12
Speaking to member of staff on the train				2
From the clerk when buying my ticket		1		
Online via a website	50	5	9	7
Via an app	32	9	6	10
Received an email	6	*	*	*
Via Facebook	2	*	*	
Via Twitter	8	2	4	2
Received a text alert	1	*	*	
Word of mouth	12	4	2	3
From other people at the station		11		7
From fellow passengers on the train			8	4
From family, friends or colleagues	13	2	2	1
Travel news updates on radio or television	14	1	*	1
From journey made previously	1			
Ongoing issues/ regular disruption	2			
No train/ train late to arrive		1	1	
Crowding/ queues/ chaos		1		
Train stopped on route/ moving slowly			3	
Other	1	*	1	3
Don't know/can't remember	*	*	*	
Base	1,811	3,522	1,374	212

* = less than 0.5%

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

Key:

Most mentions

2nd most mentions

3rd most mentions



Comparison over time

Source of information remained relatively unchanged between Waves 2 and 6, with very few significant differences. Overall, slightly more were informed via an app and social media in Wave 6 compared to Wave 2; this increase was significant for those informed of the disruption before arriving at station.

	Wave 2	Wave 6
Departure screen at station	32%	32%
Announcement by staff on the train	22%	23%
Announcement at the station	18%	20%
Online via a website	18%	17%
Via an app	11%	13%
Speaking to member of staff at station	7%	8%
Via Twitter	2%	5%
Received an email	2%	2%
Speaking to member of staff on train	0%	1%
From the clerk when buying a ticket	0%	1%
Via Facebook	0%	1%
Received a text alert	0%	1%
Word of mouth	6%	6%
From other people at the station	5%	7%
From family, friends or colleagues	5%	4%
Travel news updates on radio or television	5%	3%
From fellow passengers on the train	2%	3%
Other	10%	7%

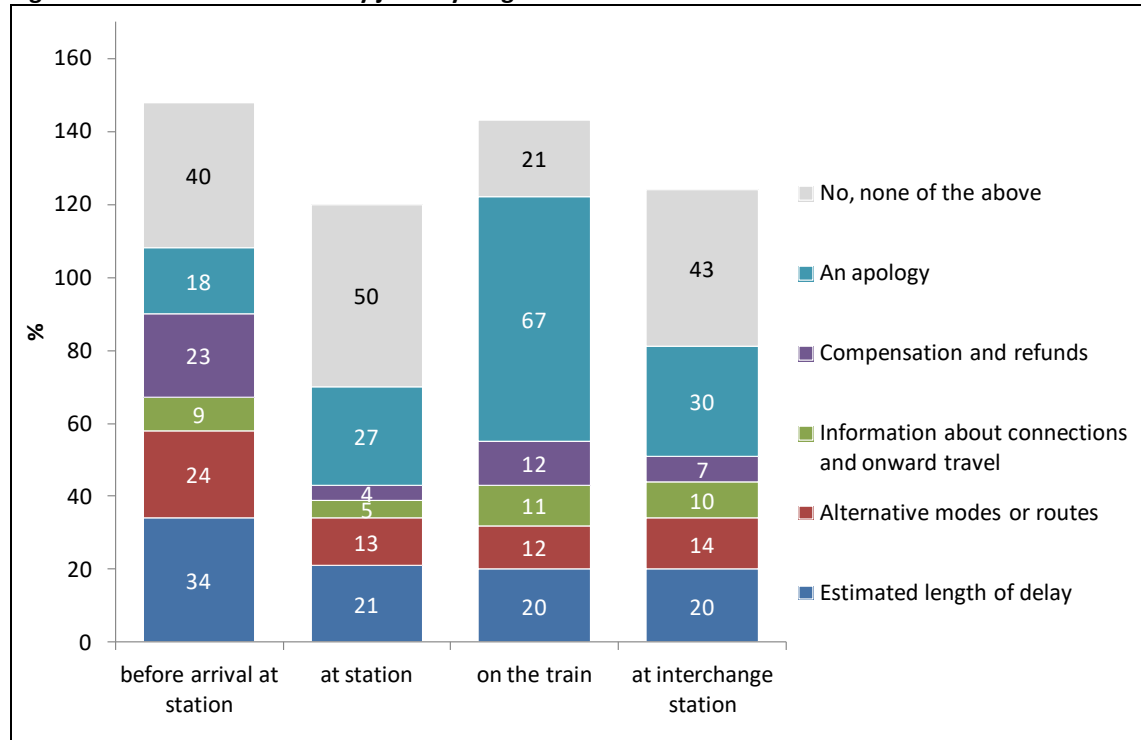
3.4 Information Content

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’ and ‘alternative modes/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 1,413, at station 3,087, on train 1,234, at interchange station 186

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

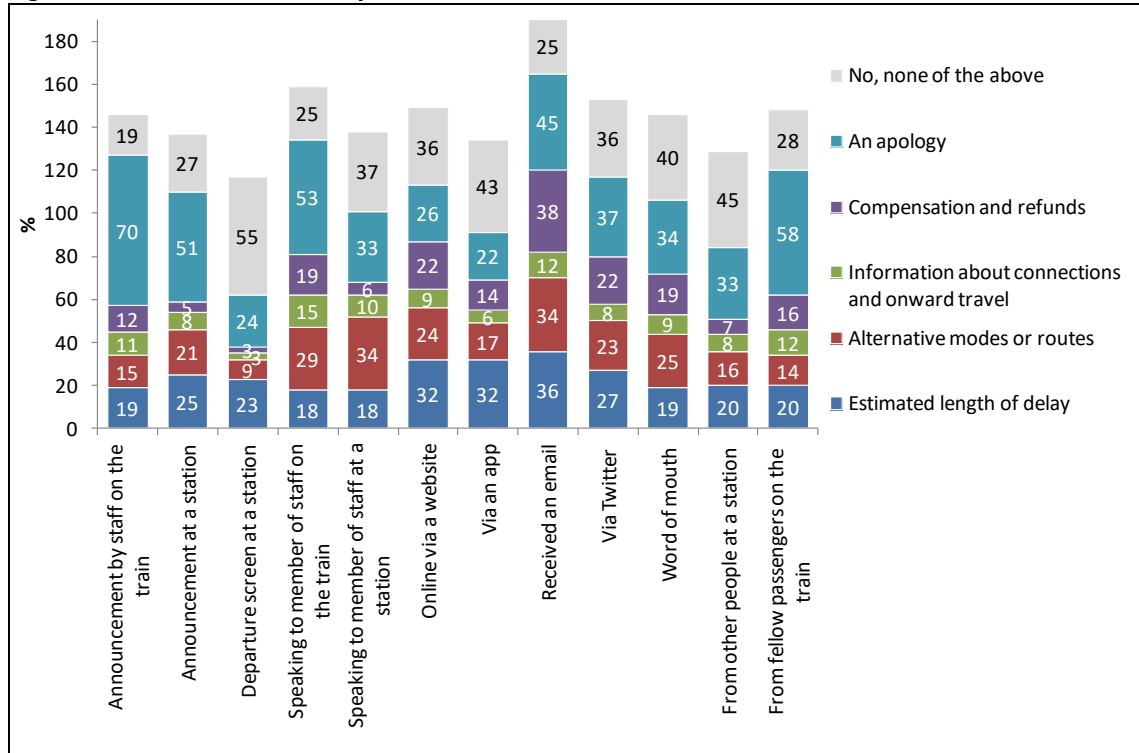
The information content, aggregated across journey stage, is shown against the information channel for National Rail or TOC sources or potential sources in Figure 9.

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

- 70% announcements by staff **on train**
- 53% speaking to a member of staff **on train**
- 51% announcements **at station**
- Between 22% and 45% for other information channels.

Information about connections was most likely to be given when speaking directly to staff on train.

Figure 9: Information content by information channel



Base: announcement by staff on the train 1,462, announcement at a station 1,157, departure screen at a station 2,148, speaking to member of staff on the train 68, speaking to member of staff at a station 468, online via a website 1,196, via an app 970, received an email 121, via Twitter 260, word of mouth 238, from other people at a station 226, from fellow passengers on the train 83, from family, friends or colleagues 180

Information channels with over 50 responses included

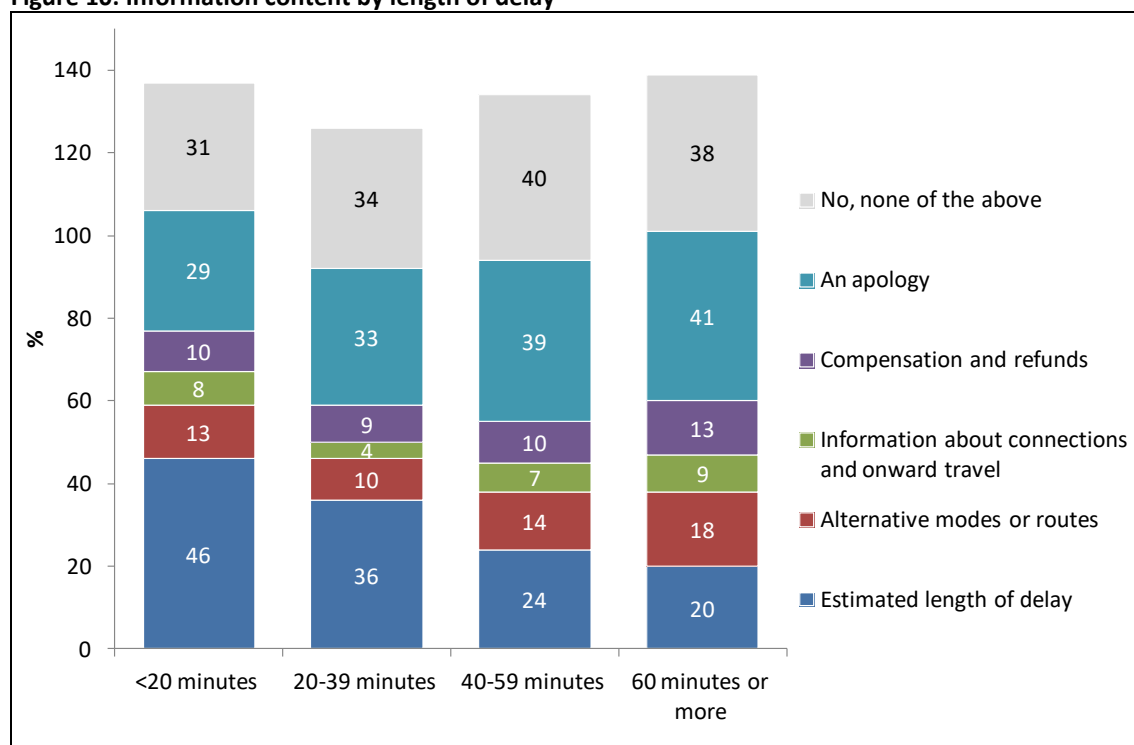
To assess the impact of length of delay on the information content, information content has been aggregated across journey stages.

The shorter the delay the more likely that the information included the estimated length of delay: 46% for delays under 20 minutes compared to 20% for delays of an hour or more.

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

An apology was slightly more likely to be given for longer delays than for shorter delays.

Figure 10: Information content by length of delay



Base: 60 minutes or more 2,234, 40-59 minutes 649, 20-39 minutes 1,120, <20 minutes 356

Comparison over time

The information content provided remained relatively unchanged between Wave 2 and Wave 6 (across all journey stages). However, significantly more were given alternative modes or routes in Wave 6 compared to Wave 2.

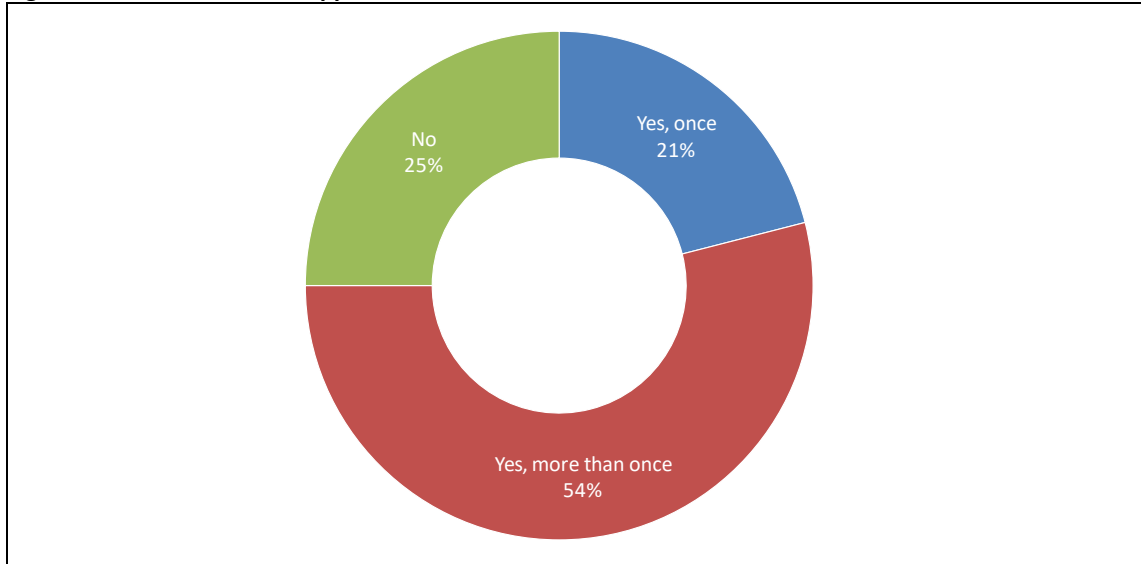
Information content has been aggregated across journey stages:

	Wave 2	Wave 6
Estimated length of delay	23%	23%
Alternative modes or routes	14%	18%
Information about connections and onward travel	8%	9%
Compensation and refunds	10%	11%
An apology	35%	34%
No, none of the above	43%	41%

Announcements for stops between stations

For the three quarters of the sample who were informed about the disruption on the train, the train stopped between stations: 21% once and 54% more than once.

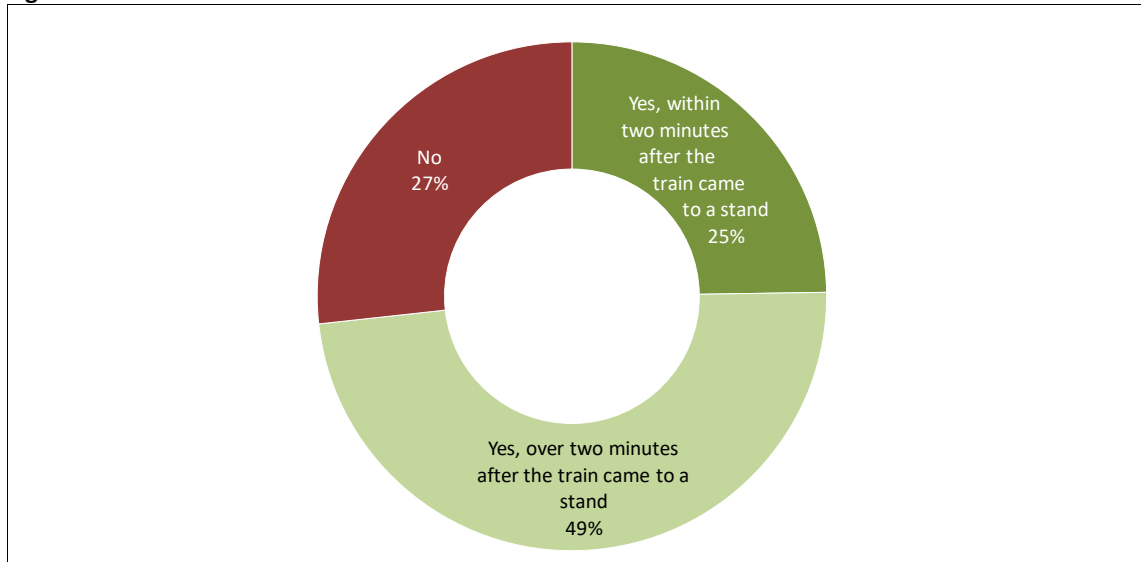
Figure 11: Whether train stopped between stations



Base: 1,229

For 74% who experienced a stop between stations, an announcement was made: 25% within two minutes and 49% over two minutes after the train stopped.

Figure 12: Whether announcement made



Base: 917 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.

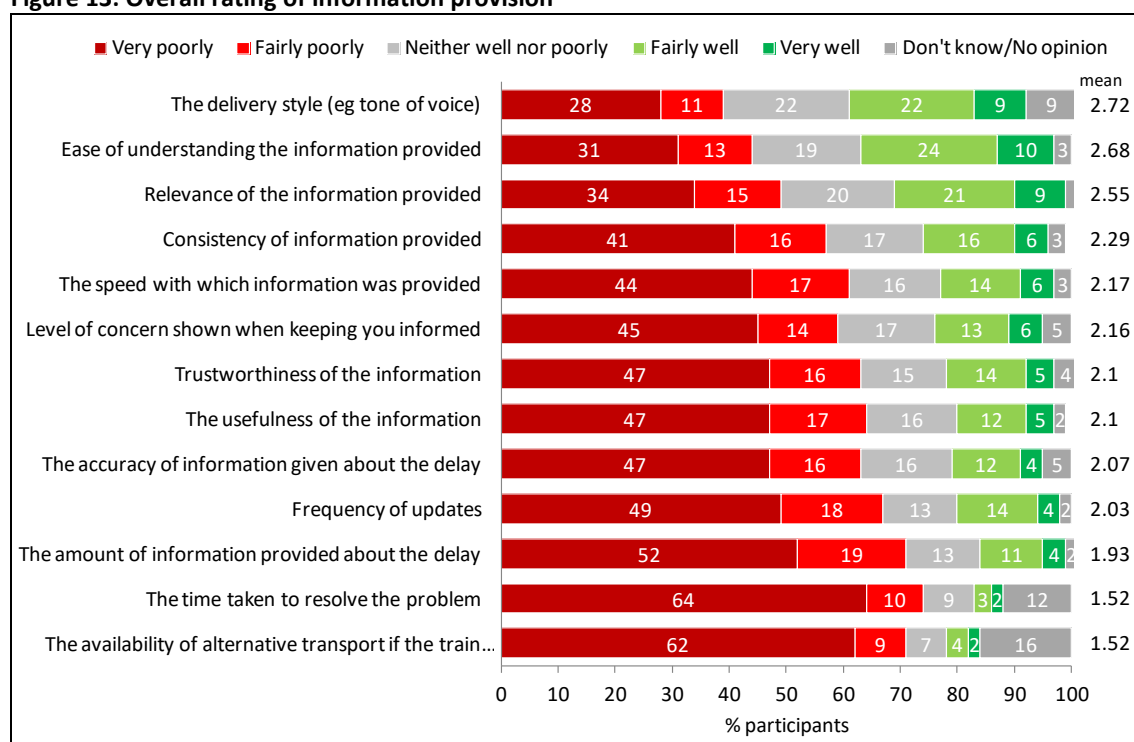
The following aspects of information were rated:

- 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: 6,919

The best rated aspects were:

- The delivery style
- Ease of understanding the information provided
- Relevance of the information provided.

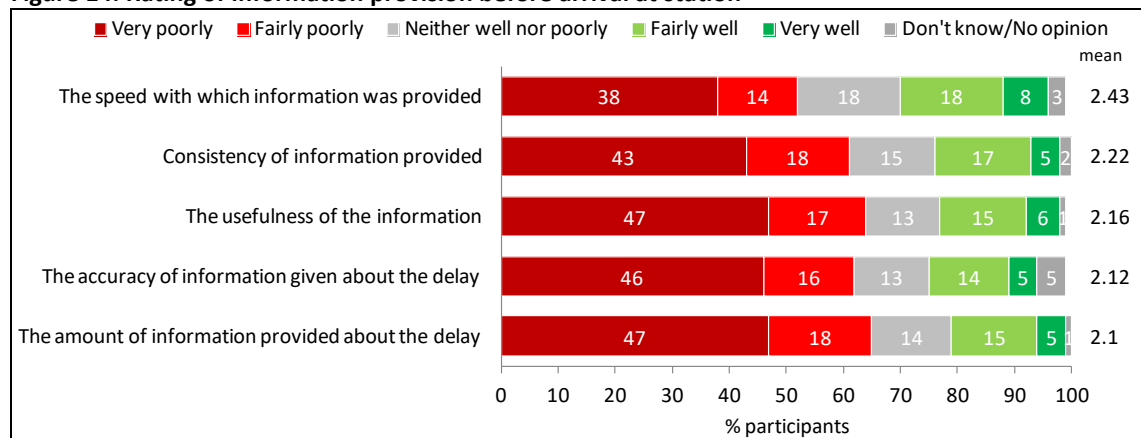
The worst rated aspects were:

- The availability of alternative transport if the train service could not continue
- The time taken to resolve the problem
- The amount of information provided.

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 and the accuracy particularly poorly rated.

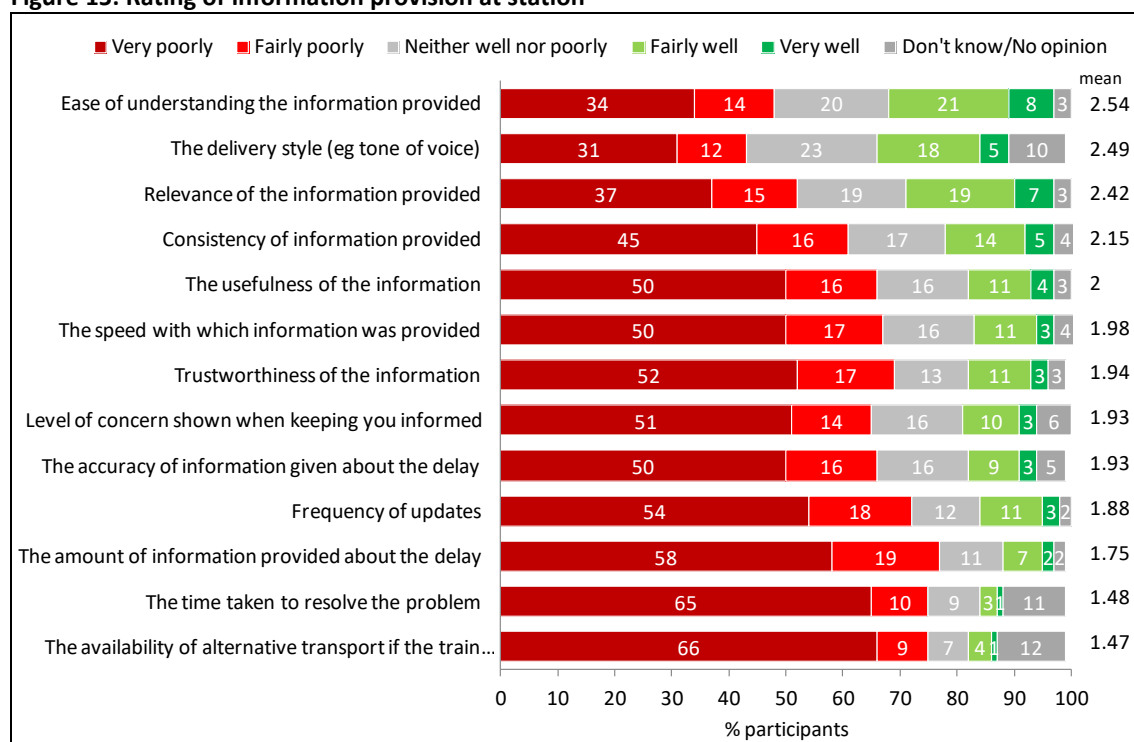
Figure 14: Rating of information provision before arrival at station



Base 1,413

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

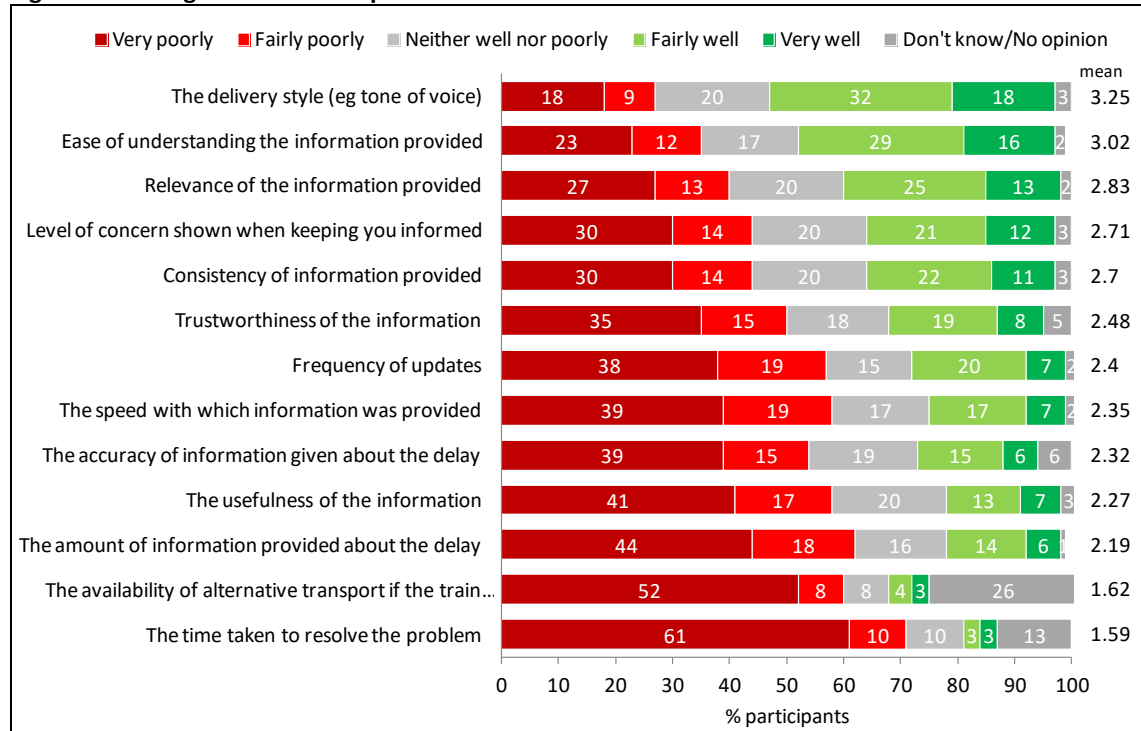


Base: 3,087

Almost all aspects of information provision were rated higher **on the train** than elsewhere. Two aspects of information on train gained positive ratings on balance (mean scores over 3) whereas none of the ratings were positive elsewhere. Delivery style, ease of understanding the information and relevance of information 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

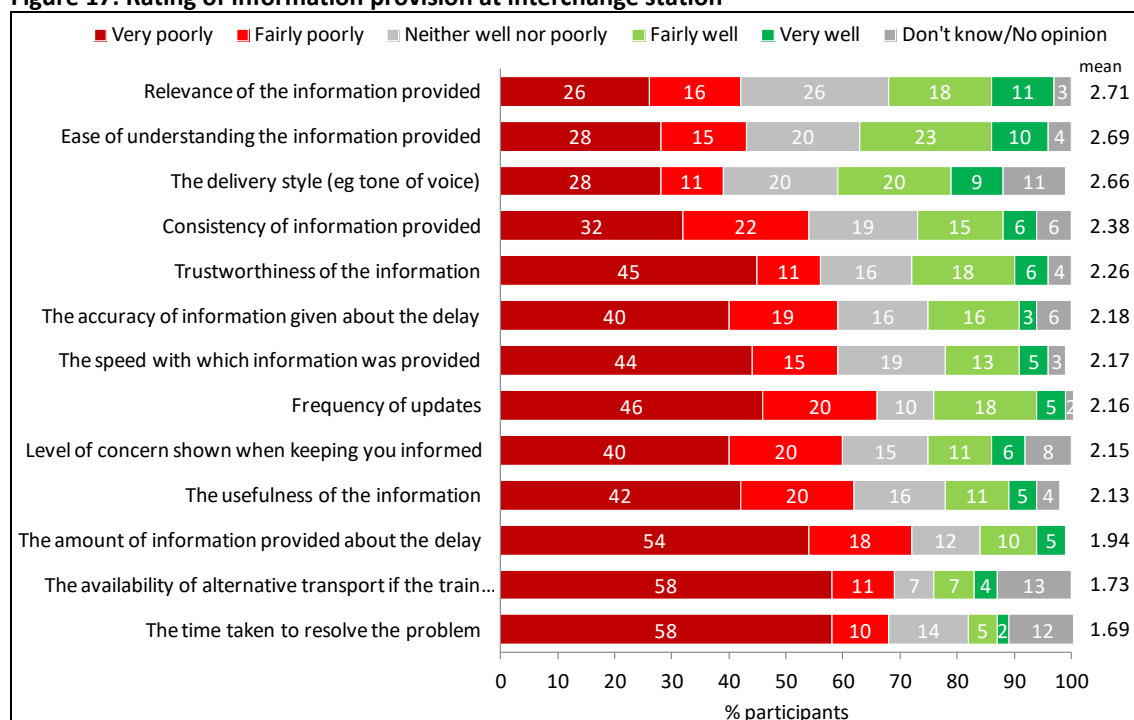


Base: 1,234

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

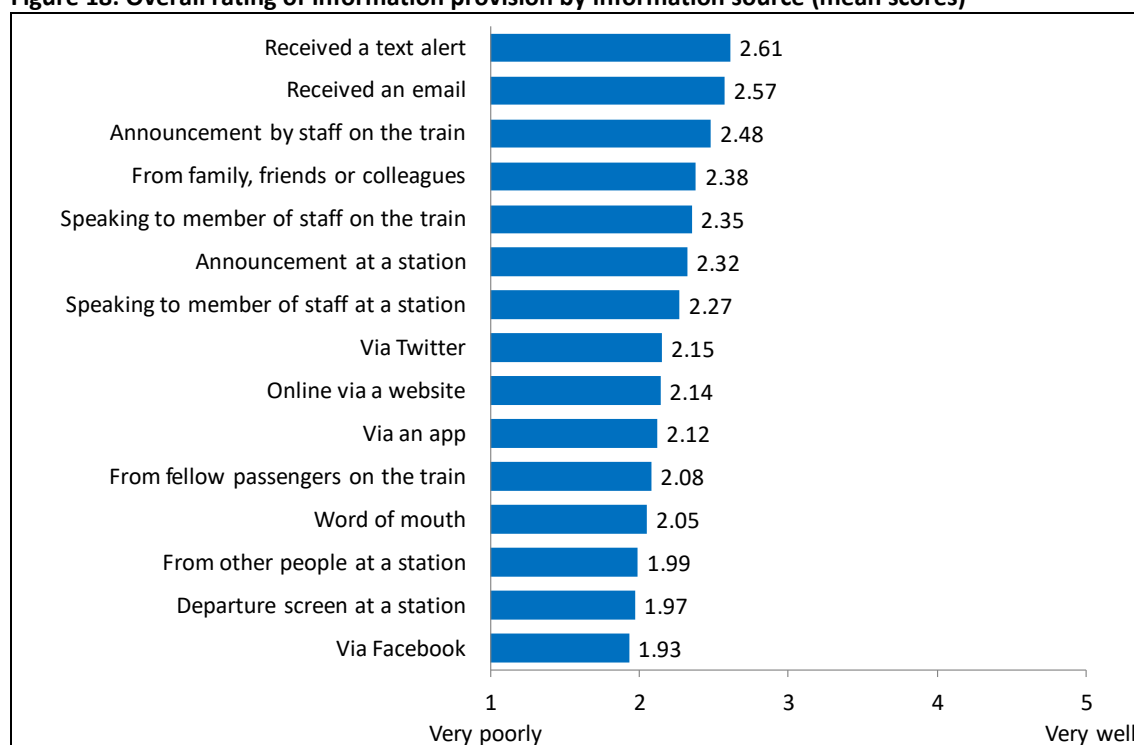


Base: 186

Ratings by information source

Information provided by text alerts was best rated overall. Information provided by staff on train tended to receive more positive ratings than information provided through social media, websites, apps or station departure screens. Information provided by email was 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: 6,919

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.

- Text alerts were rated best for the frequency of updates, the accuracy of information given about the delay, the usefulness of the information, trustworthiness of the information, the speed with which information was provided, the consistency of information provided and relevance of the information provided
- Announcements by staff on the train were rated best for ease of understanding and the delivery style (e.g. tone of voice)
- Speaking to a member of staff on the train was rated best for the availability of alternative transport if the train service could not continue and level of concern shown when keeping you informed
- Emails were rated best for the time taken to resolve the problem and the amount of information provided.

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)

	Received a text alert	Announcement by staff on the train	Speaking to member of staff on the train	Received an email	Announcement at a station	Speaking to member of staff at a station	From family, friends or colleagues	From fellow passengers on the train	Online via a website	Via Twitter	Via an app	Departure screen at a station	Via Facebook	Word of mouth	From other people at a station
The availability of alternative transport if the train service could not continue	1.56	1.63	1.75	1.69	1.65	1.74	1.74	1.37	1.43	1.39	1.4	1.45	1.00	1.43	1.42
The time taken to resolve the problem	1.50	1.62	1.58	1.87	1.66	1.74	1.64	1.34	1.53	1.48	1.51	1.47	1.08	1.44	1.40
The amount of information provided about the delay	2.37	2.23	2.09	2.49	2.04	1.99	2.22	1.70	2.01	1.99	2.03	1.71	2.09	1.89	1.72
Frequency of updates	2.67	2.45	2.31	2.56	2.32	2.05	2.32	2.06	2.04	1.97	1.96	1.89	1.50	1.95	1.94
The accuracy of information given about the delay	2.70	2.35	2.16	2.54	2.23	2.16	2.25	1.75	2.05	2.19	2.09	1.91	2.28	1.91	1.89
The usefulness of the information	2.81	2.32	2.28	2.68	2.26	2.29	2.35	1.89	2.11	2.11	2.16	1.97	2.17	2.06	1.97
Trustworthiness of the information	3.38	2.5	2.25	2.5	2.25	2.24	2.37	2.07	2.13	2.03	2.06	1.91	1.50	2.02	2.00
The speed with which information was provided	3.03	2.41	2.3	2.95	2.34	2.27	2.50	1.96	2.28	2.29	2.30	1.96	2.51	2.09	1.94
Consistency of information provided	2.76	2.74	2.61	2.72	2.54	2.36	2.42	2.36	2.19	2.37	2.27	2.13	2.36	2.12	2.16
Level of concern shown when keeping you informed	1.89	2.74	2.83	2.47	2.31	2.36	2.38	2.29	2.12	2.15	2.01	1.87	1.67	2.16	2.01
Relevance of the information provided	3.44	2.90	2.61	3.13	2.76	2.69	2.72	2.57	2.54	2.58	2.56	2.4	2.42	2.45	2.45
Ease of understanding the information provided	2.89	3.08	2.73	3.07	2.89	2.73	2.98	2.74	2.70	2.58	2.61	2.52	2.25	2.43	2.47
The delivery style (eg tone of voice)	2.89	3.28	3.03	2.69	2.94	2.88	3.00	2.96	2.71	2.76	2.55	2.43	2.25	2.67	2.50
Total	2.61	2.48	2.35	2.57	2.32	2.27	2.38	2.08	2.14	2.15	2.12	1.97	1.93	2.05	1.99
Base	33	1,462	68	121	1,157	468	338	117	1,196	260	970	2,148	46	394	387

Key:

Best
2nd best
3rd best
Worst



Before arrival at station

Although passengers mainly received information about the disruption or cancellation from a website (50%) or from an app (32%) before arrival at the station, the smaller proportion checking their emails (6%) gave significantly⁵ 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.

⁵ At the 95% confidence level

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

	Received an email	From family, friends or colleagues	Via Twitter	Online via a website	Via an app	Word of mouth
The speed with which information was provided	3.02	2.54	2.55	2.37	2.50	2.18
The usefulness of the information	2.63	2.46	2.26	2.12	2.23	2.15
Consistency of information provided	2.70	2.39	2.33	2.18	2.26	2.10
The accuracy of information given about the delay	2.56	2.29	2.30	2.15	2.08	1.97
The amount of information provided about the delay	2.47	2.36	2.15	2.07	2.18	2.04
Base	105	118	140	883	561	137

Note: yellow shading indicates significantly higher than orange shading

Sources with over 100 responses shown

At station

The main sources of information about disruptions or cancellations at the station are departure screens (61%), announcements at station (31%), 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 significantly⁶ better rated than the main source of information: departure screen at station. These two were also significantly better rated than online via an App and other people at a station for almost all aspects, and online via a website for some aspects.

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

⁶ 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	Departure screen at a station	Speaking to member of staff at a station	Online via a website	Via an app	From other people at a station
The delivery style (e.g. tone of voice)	3.01	2.95	2.42	2.88	2.64	2.41	2.50
Ease of understanding the information provided	2.91	2.92	2.51	2.73	2.65	2.48	2.47
Relevance of the information provided	2.75	2.78	2.40	2.69	2.49	2.42	2.45
Consistency of information provided	2.55	2.56	2.12	2.36	2.15	2.13	2.16
The usefulness of the information	2.27	2.28	1.96	2.29	2.11	1.97	1.97
The speed with which information was provided	2.32	2.36	1.95	2.27	2.03	1.93	1.94
Trustworthiness of the information	2.27	2.26	1.91	2.24	2.01	1.95	2.00
Level of concern shown when keeping you informed	2.55	2.30	1.86	2.36	1.90	1.84	2.01
The accuracy of information given about the delay	2.21	2.24	1.9	2.16	1.90	1.87	1.89
Frequency of updates	2.29	2.34	1.89	2.05	1.95	1.87	1.94
The amount of information provided about the delay	2.07	2.05	1.7	1.99	1.89	1.74	1.72
The time taken to resolve the problem	1.56	1.67	1.47	1.74	1.55	1.45	1.40
The availability of alternative transport if the train service could not continue	1.57	1.65	1.45	1.74	1.42	1.41	1.42
Base	346	1,071	2,118	468	179	312	226

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 best rated aspect with significantly⁷ higher ratings than online for three aspects.

Those who receive information about disruptions from announcements made by staff on the train give higher ratings than for station announcements made by staff particularly with respect to ease of understanding. This 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.

⁷ At the 95% confidence level

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

	Announcement by staff on the train	Announcement at a station	Speaking to member of staff on the train	Online via a website	Via an app	Via Twitter	From fellow passengers on the train
The delivery style (eg tone of voice)	3.38	2.90	3.09	2.85	3.10	2.95	2.99
Relevance of the information provided	2.94	2.50	2.61	2.62	3.04	2.77	2.56
Ease of understanding the information provided	3.15	2.49	2.78	2.81	3.01	2.86	2.79
Trustworthiness of the information	2.58	2.08	2.27	2.28	2.39	2.12	2.05
Consistency of information provided	2.81	2.31	2.63	2.34	2.83	2.61	2.35
The accuracy of information given about the delay	2.40	2.12	2.15	2.03	2.34	2.25	1.7
Level of concern shown when keeping you informed	2.82	2.40	2.85	2.46	2.74	2.40	2.32
The usefulness of the information	2.33	2.01	2.28	2.04	2.44	2.00	1.87
Frequency of updates	2.51	2.09	2.3	2.17	2.25	2.08	2.05
The speed with which information was provided	2.45	2.05	2.34	2.07	2.34	2.08	1.96
The amount of information provided about the delay	2.28	1.90	2.10	1.81	2.11	1.83	1.66
The availability of alternative transport if the train service could not continue	1.65	1.65	1.78	1.40	1.40	1.37	1.36
The time taken to resolve the problem	1.63	1.63	1.58	1.47	1.72	1.55	1.31
Base	1,076	86	63	119	75	60	77

Note: yellow shading indicates significantly higher than orange shading

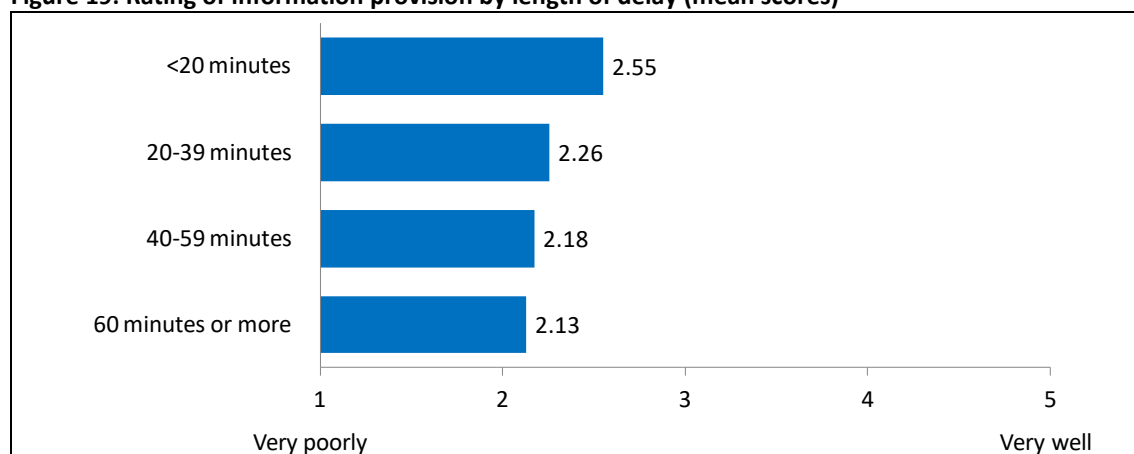
Sources with over 50 responses shown

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.

Figure 19 shows that the longer the delay the worst the ratings.

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



Base: 60 minutes or more 1,855, 40-59 minutes 550, 20-39 minutes 904, <20 minutes 260

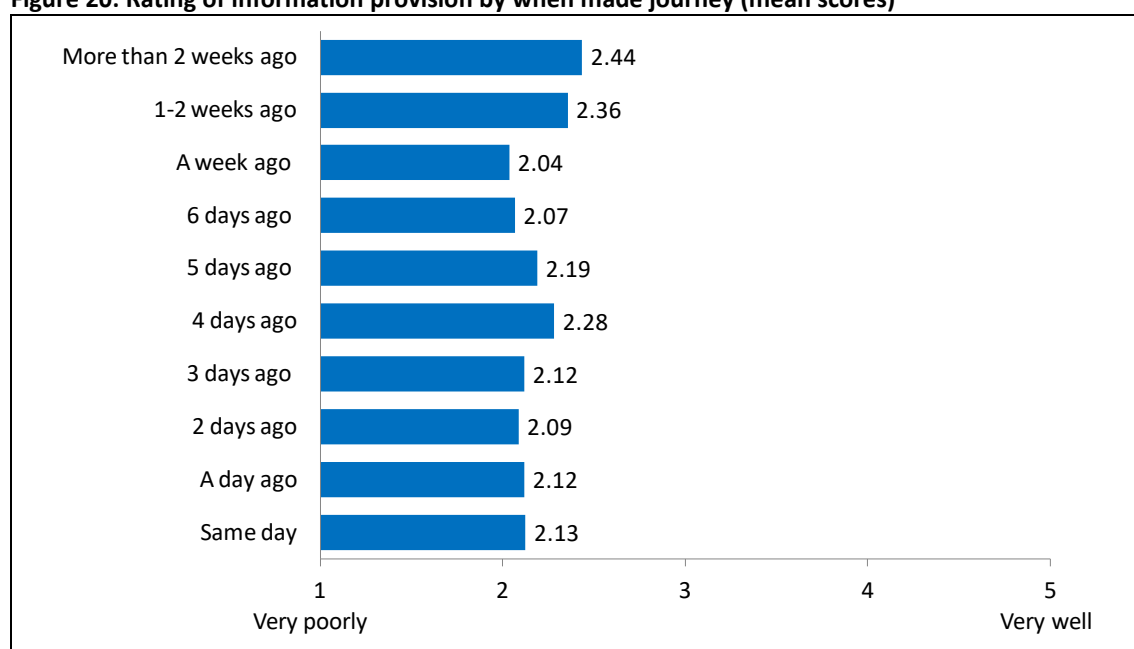
Ratings by how long ago the journey was made

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 shows a tendency for ratings to be higher the longer the time between the disrupted or cancelled rail journey and completing the questionnaire.

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



Base: Same day 3,377, A day ago 597, 2 days ago 145, 3 days ago 98, 4 days ago 78, 5 days ago 57, 6 days ago 46, A week ago 42, 1-2 weeks ago 161, More than 2 weeks 195

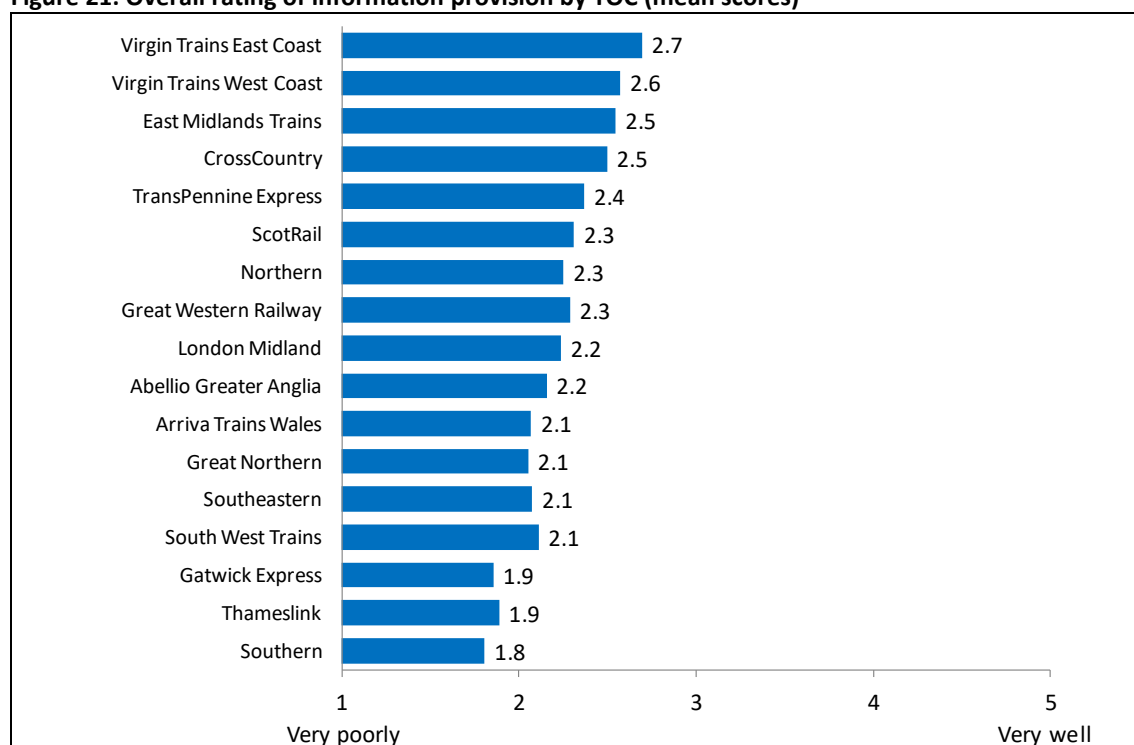
Ratings by TOC and sector

The best rated TOCs with respect to information provision were the long distance TOCs: Virgin Trains West and East Coast, Cross Country and East Midlands Trains.

The worst rated were the London & South East TOCs: Southern, Thameslink and Gatwick Express. See Figure 21.

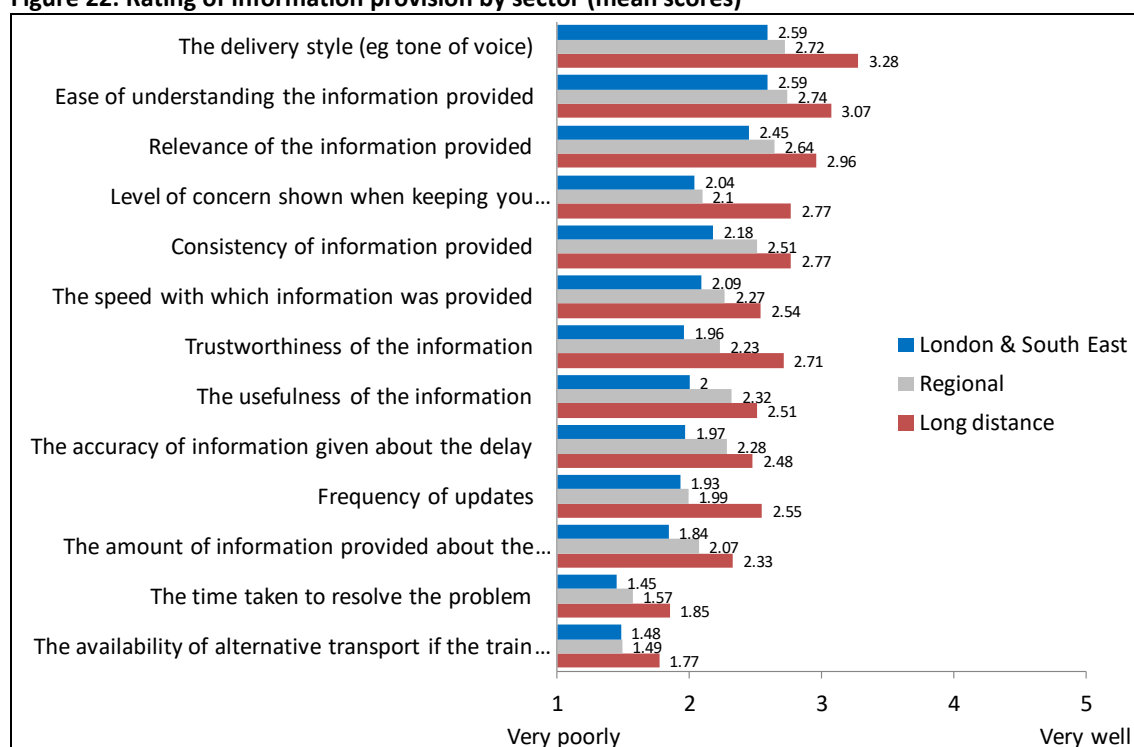
When grouped into sector (See Figure 22) all aspects of information provision rated highest for the Long Distance sector and lowest for the London & South East sector.

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



Base: Virgin Trains East Coast 372, Virgin Trains West Coast 191, CrossCountry 162, East Midlands Trains 157, TransPennine Express 96, ScotRail 160, Northern 280, Great Western Railway 509, London Midland 256, Abellio Greater Anglia 319, Arriva Trains Wales 127, Great Northern 165, Southeastern 1,458, South West Trains 1,027, Gatwick Express 51, Thameslink 680, Southern 977

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



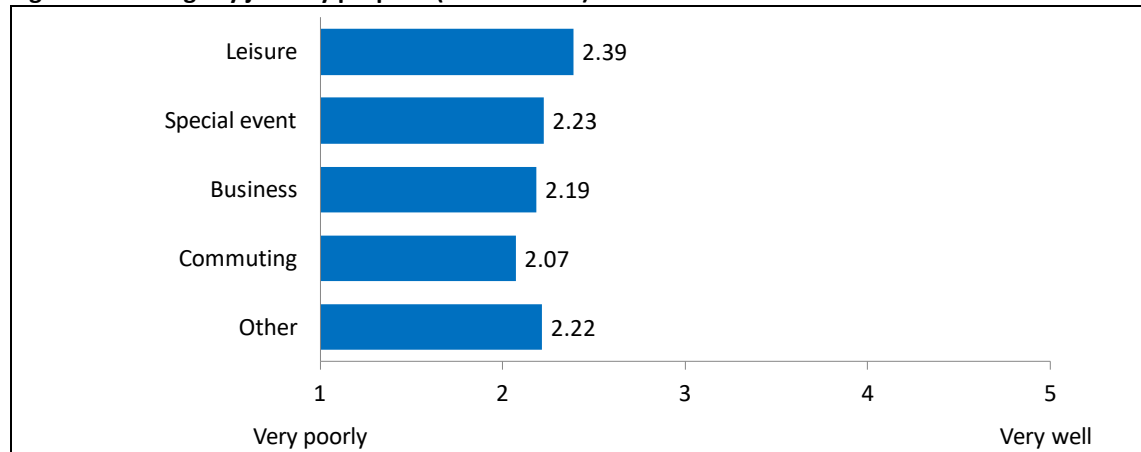
Base: Long distance 923, Regional 568, London & South East 5,334

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 669, Special event 215, Business 690, Commuting 3,017, Other 205

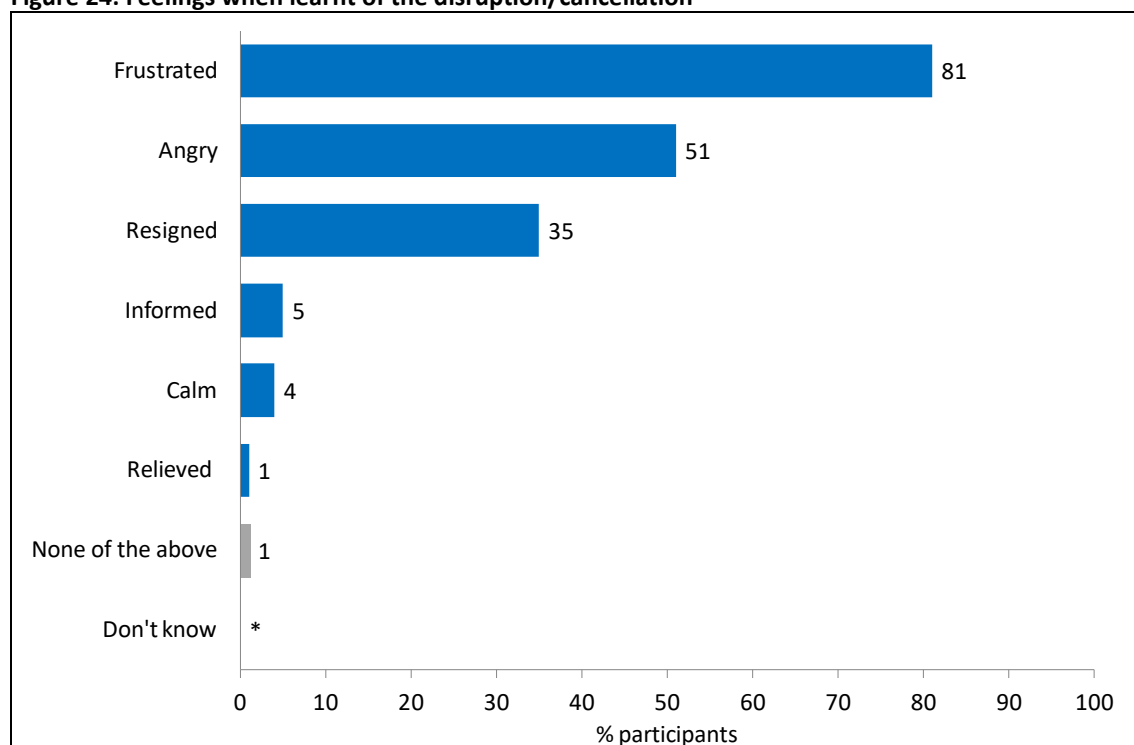
3.6 Feelings when learnt of the disruption/cancellation

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 over four fifths mentioning this; 51% per cent mention ‘anger’ and 35% ‘resignation’. All other feelings are relatively insignificant.

Figure 24: Feelings when learnt of the disruption/cancellation

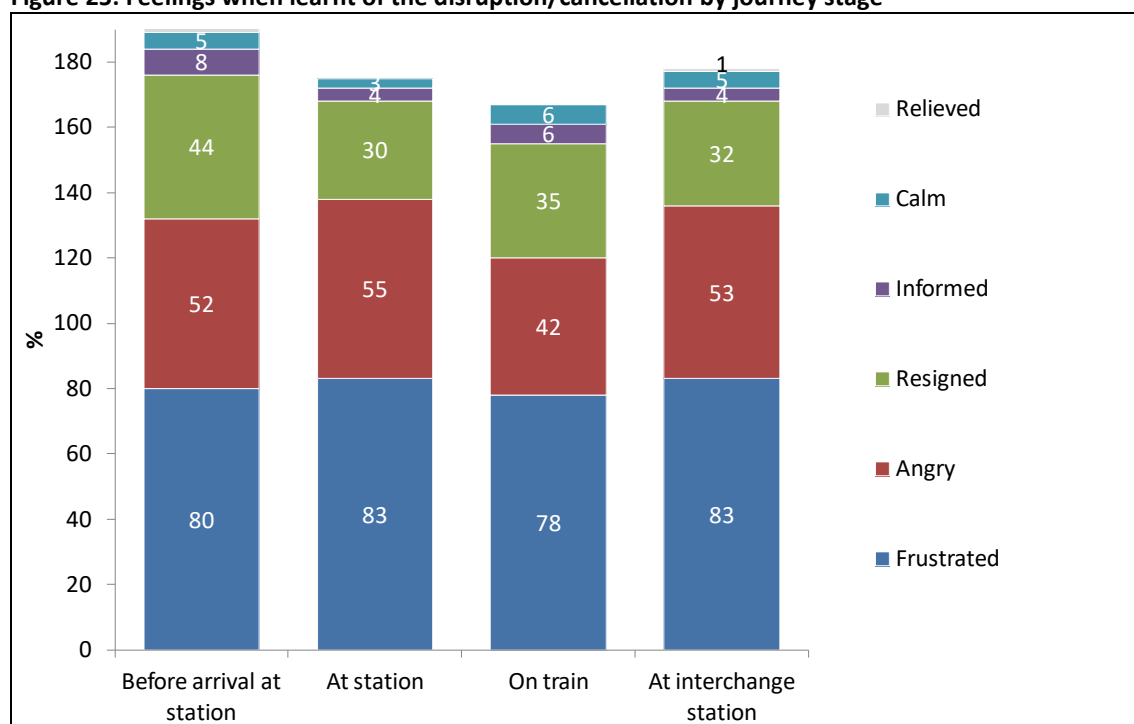


Base: 6,919

* = less than 0.5%

Those who learnt of the disruption **at the station** were most likely to be angry (55%), and those who learnt of the disruption **at the station** or **at an interchange** station were most likely to be frustrated (83%). Those who learnt of the disruption **on the train** were least likely to be frustrated or angry. See Figure 25.

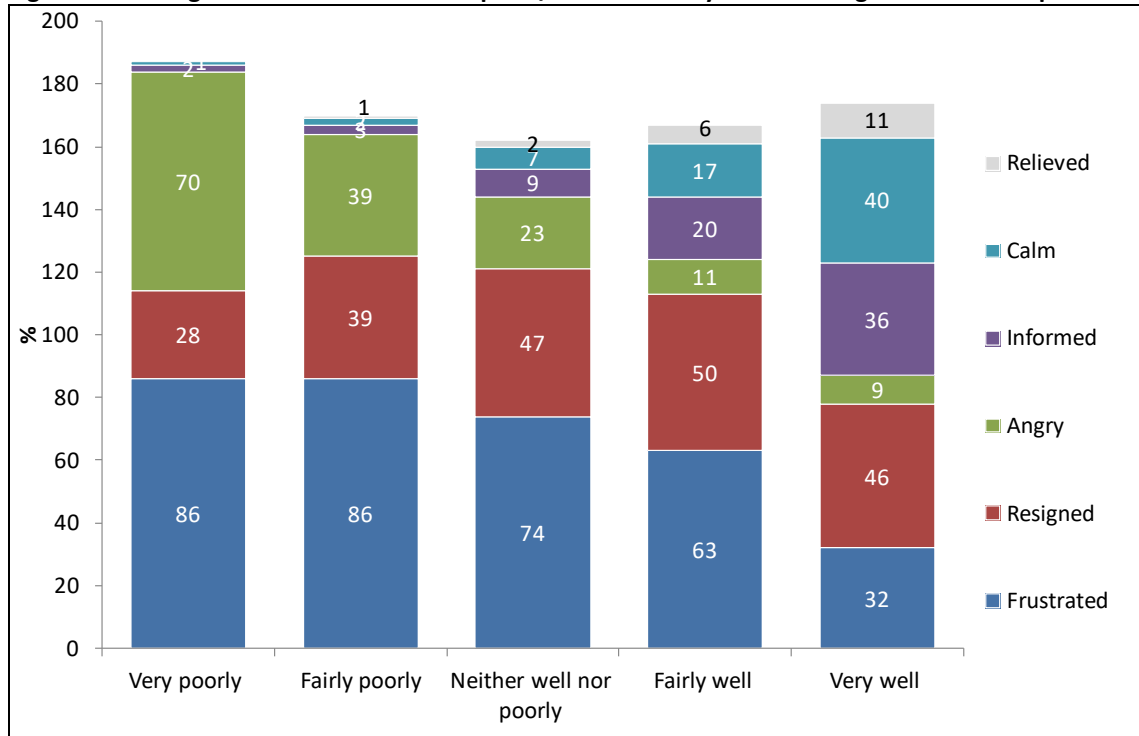
Figure 25: Feelings when learnt of the disruption/cancellation by journey stage



Base: before arrival at station 1,811, at station 3,522, on train 1,374, at interchange station 212
 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 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

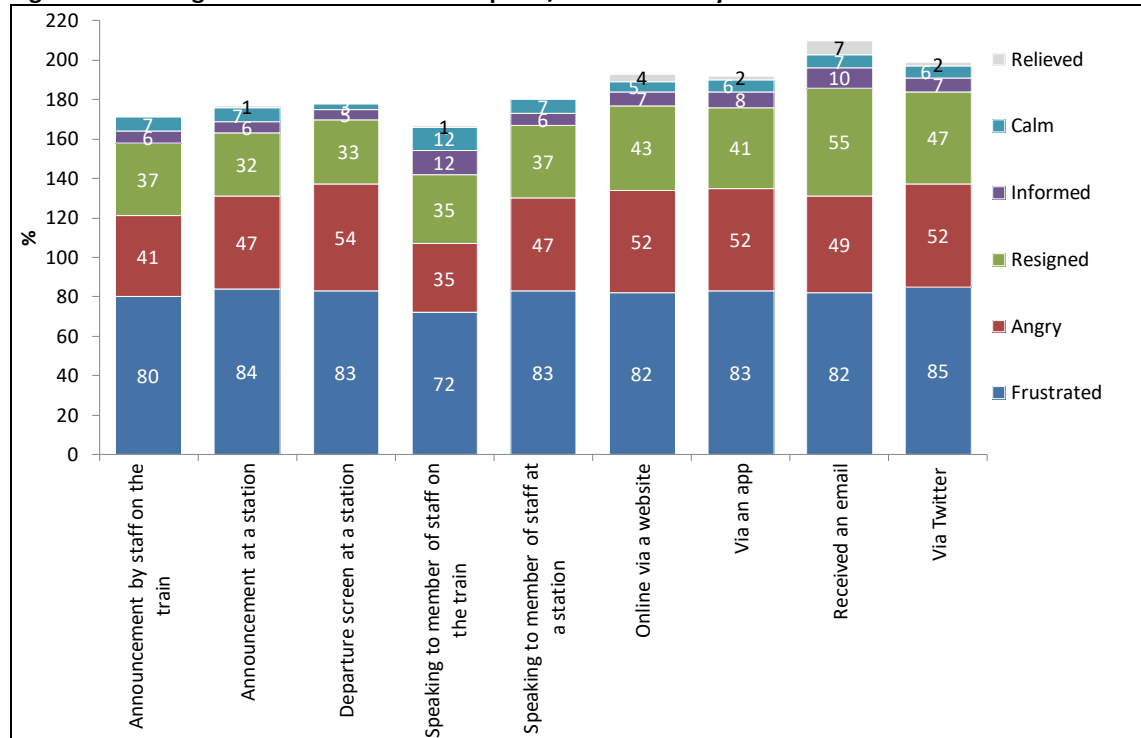


Base: Very poorly 3,868, Fairly poorly 1,330, Neither well nor poorly 878, Fairly well 494, Very well 177

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, a website, departure screens and Twitter – all four mechanical means.

Interestingly, the levels of anger and frustration for those who received information about the disruption or cancellation through emails are similar to information provided by staff on train.

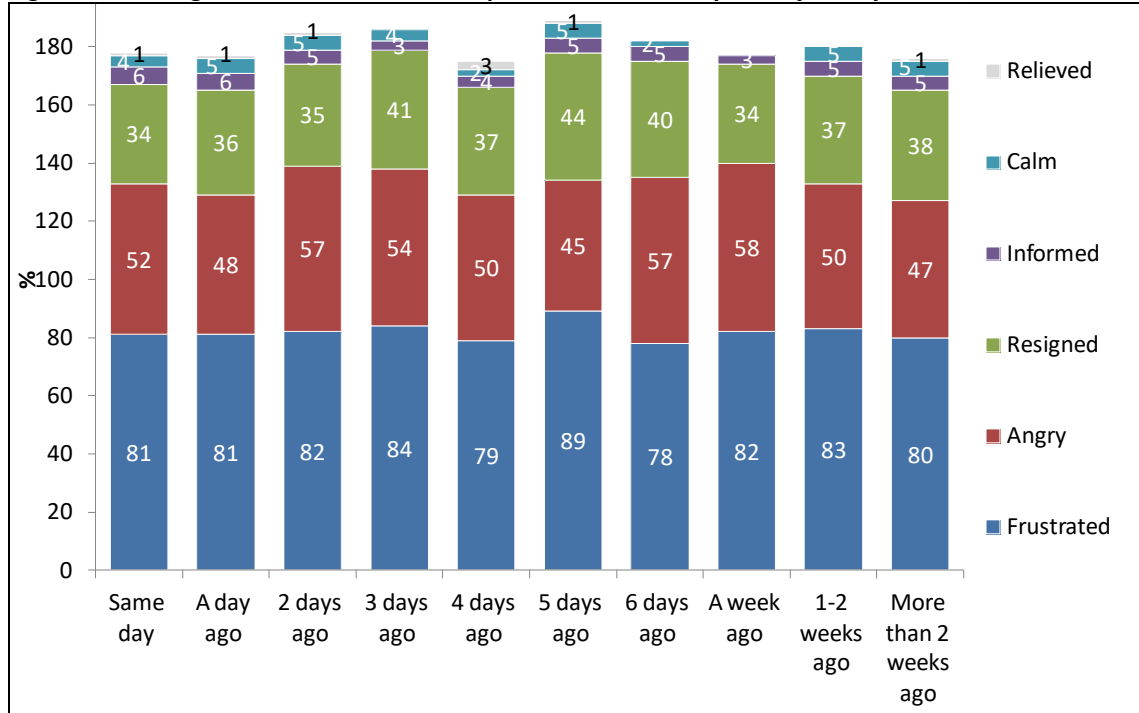
Figure 27: Feelings when learnt of the disruption/cancellation by information source



Base: Announcement by staff on the train 1,462, Announcement at a station 1,157, Departure screen at a station 2,148, Speaking to member of staff on train 68, Speaking to member of staff at a station 468, Online via a website 1,196, Via app 970, Received email 121, Via Twitter 260
Sources with over 50 responses shown

Feelings of anger and frustration remain relatively constant over time. Slightly more report feelings of anger on the day of disruption compared to those having made the journey more than two weeks ago. See Figure 28.

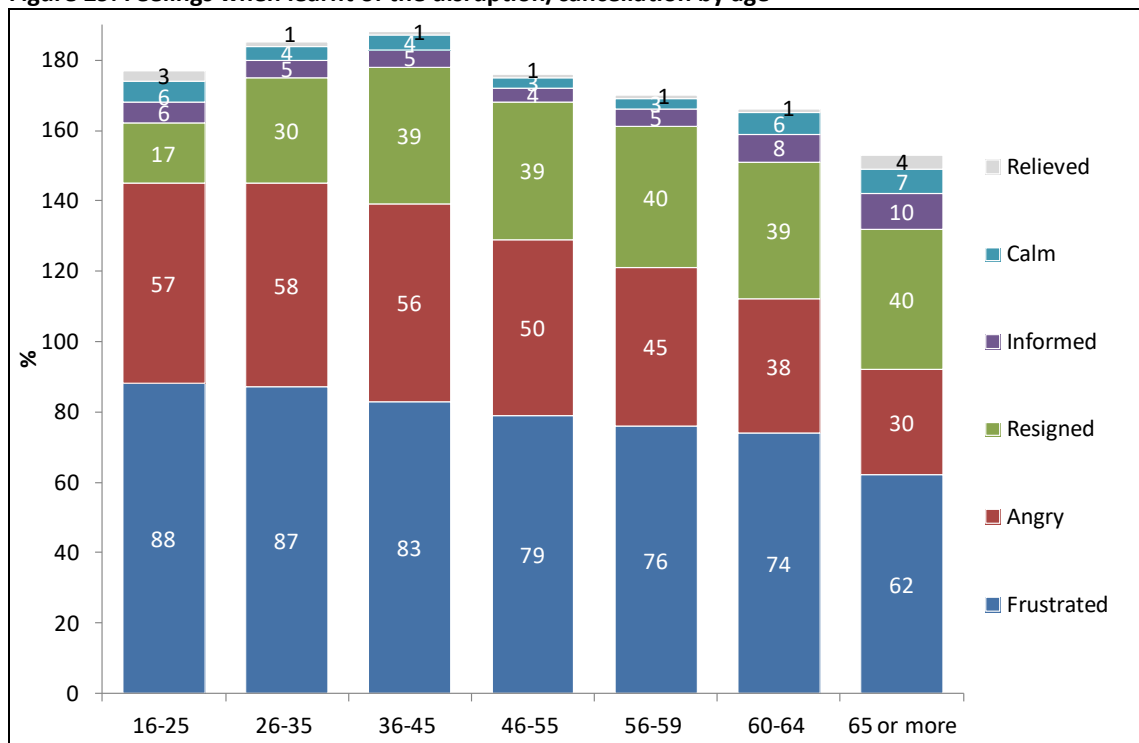
Figure 28: Feelings when learnt of the disruption/cancellation by when journey made



Base: Same day 4,949, A day ago 869, 2 days ago 201, 3 days ago 136, 4 days ago 98, 5 days ago 73, 6 days ago 63, A week ago 62, 1-2 weeks ago 208, More than 2 weeks ago 260

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 year old and falls with age. Feeling resigned tends to increase with age. See Figure 29.

Figure 29: Feelings when learnt of the disruption/cancellation by age



Base: 16-25 833, 26-35 1,391, 36-45 1,576, 46-55 1,733, 56-59 576, 60-64 472, 65 or more 338

Comparison over time

Overall, customer's feelings when they learnt of the disruption were slightly more positive in Wave 6 compared to Wave 2. There was a significant decrease in anger for those customers who were informed of the disruption before arrival (Wave 2 58% vs. Wave 6 50%) and frustration for those customers informed whilst on the train (Wave 2 85% vs. 81% Wave 6).

Feelings have been aggregated across journey stages:

	Wave 2	Wave 6
Angry	58%	47%
Frustrated	83%	79%
Relieved (due to advance warnings)	1%	2%
Resigned	33%	34%
Informed	4%	5%
Calm	4%	6%

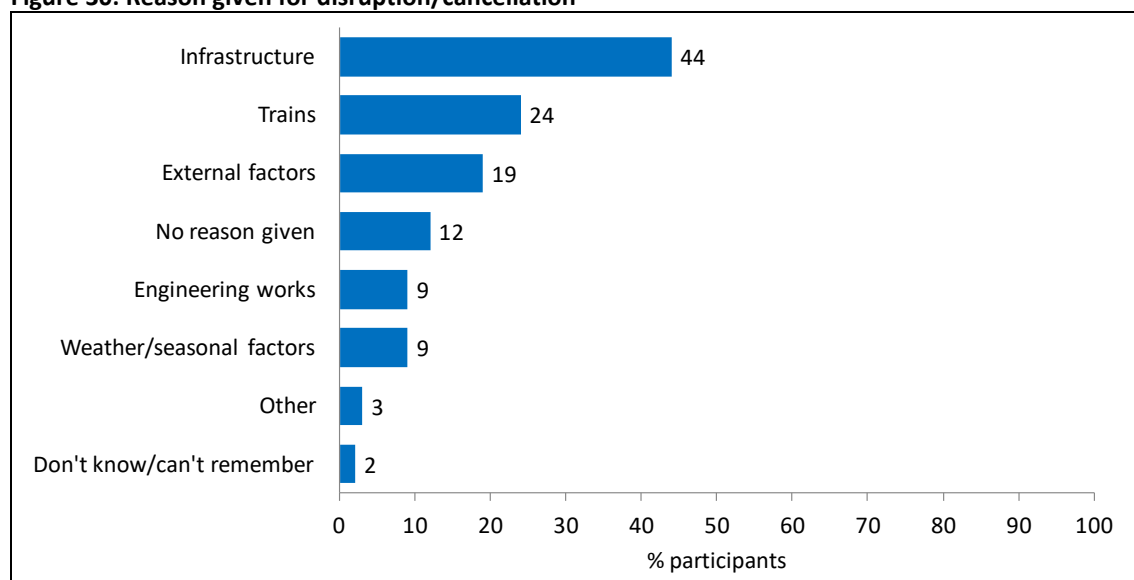
Reason given for disruption

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 44%, was 'Infrastructure'. 'Trains' was cited by 24%. Twelve per cent said no reason was given. See Figure 30.

Figure 30: Reason given for disruption/cancellation

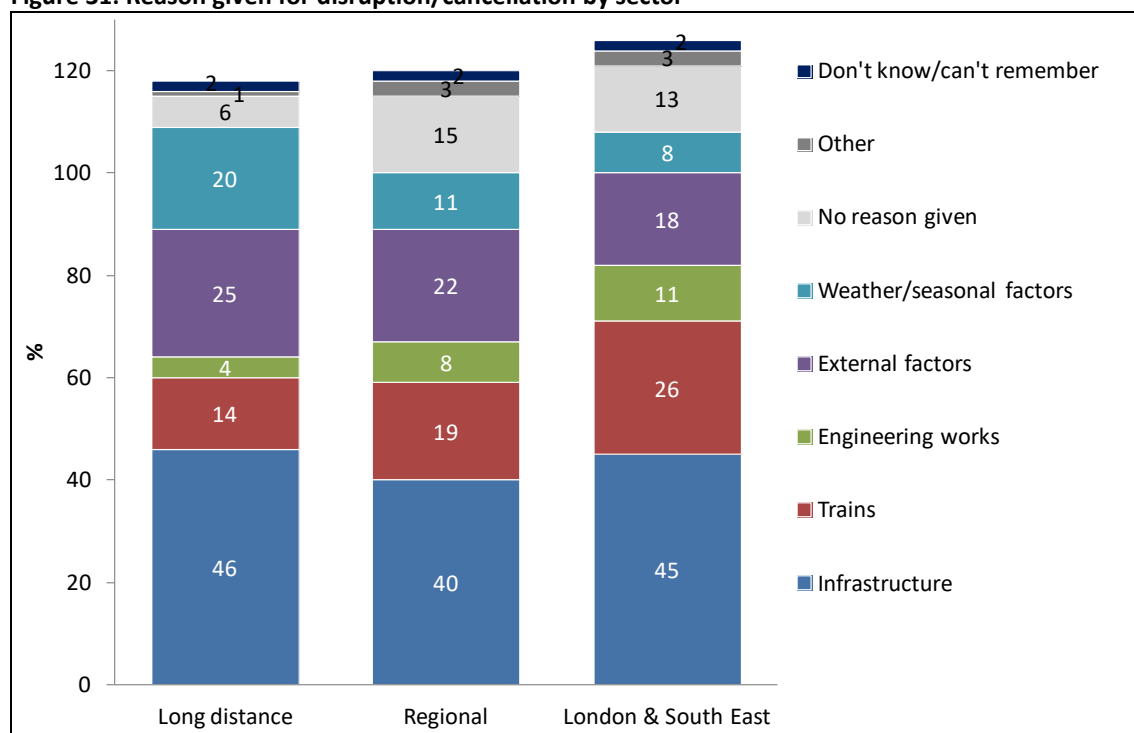


Base: 6,919

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

'Trains' was much more likely to be given as a reason for disruption/cancellation on the London & South East than Long distance or Regional. For the Long distance sector 'External factors' and 'Infrastructure' were more likely to be given as a reason for disruption/cancellation than on the London & South East and Regional sectors. See Figure 31.

Figure 31: Reason given for disruption/cancellation by sector

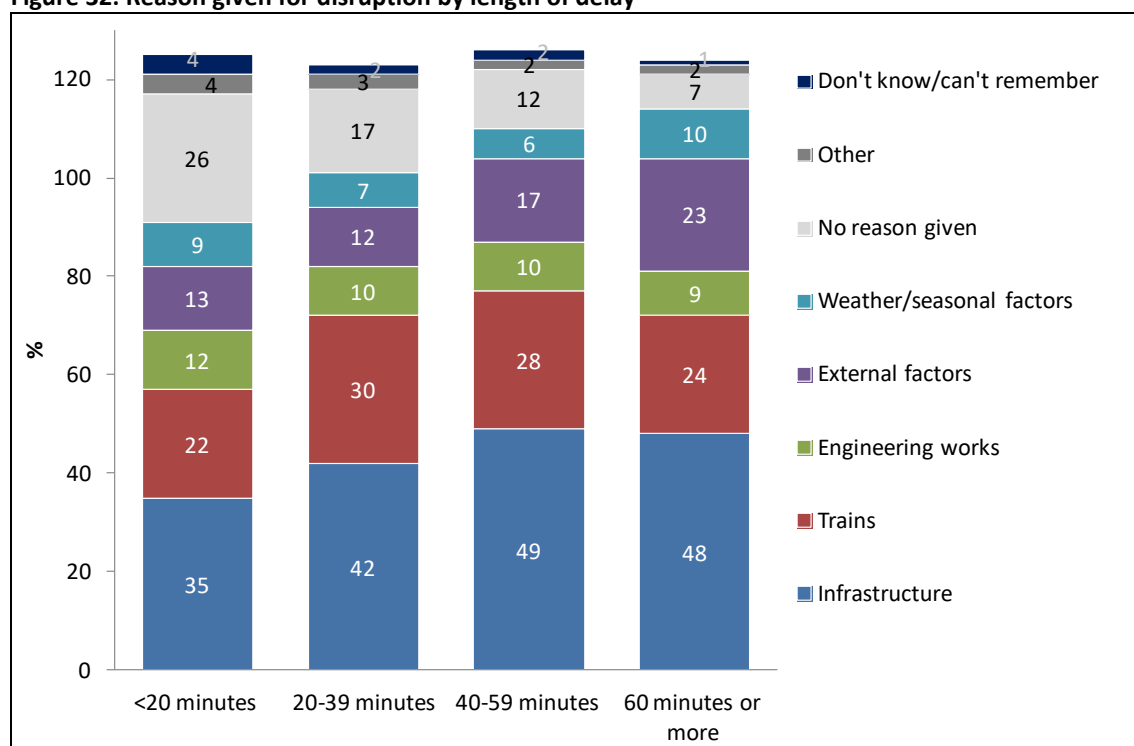


Base: Long distance 923, Regional 568, London & South East 5,334

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

The reason given for the disruption varied by length of delay. 'Infrastructure' and 'External factors' were mentioned more the longer the delay. See Figure 32.

Figure 32: Reason given for disruption by length of delay



Base: <20 minutes 421, 20-39 minutes 1,270, 40-59 minutes 736, 60 minutes or more 2,619

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

Comparison over time

Reasons given for disruption varied significantly between Wave 2 and Wave 6. Disruption due to 'Trains' was significantly higher in Wave 2 (34%) than in Wave 6 (24%). In Wave 6, a significantly higher proportion of customers stated 'infrastructure' (52%), 'engineering works' (16%) and 'external factors' (21%) as the reason given compared to 45%, 6% and 13% in Wave 2 respectively. Weather/seasonal factors were also mentioned by a significantly higher proportion of customers (6%) in Wave 2 than in Wave 6 (2%).

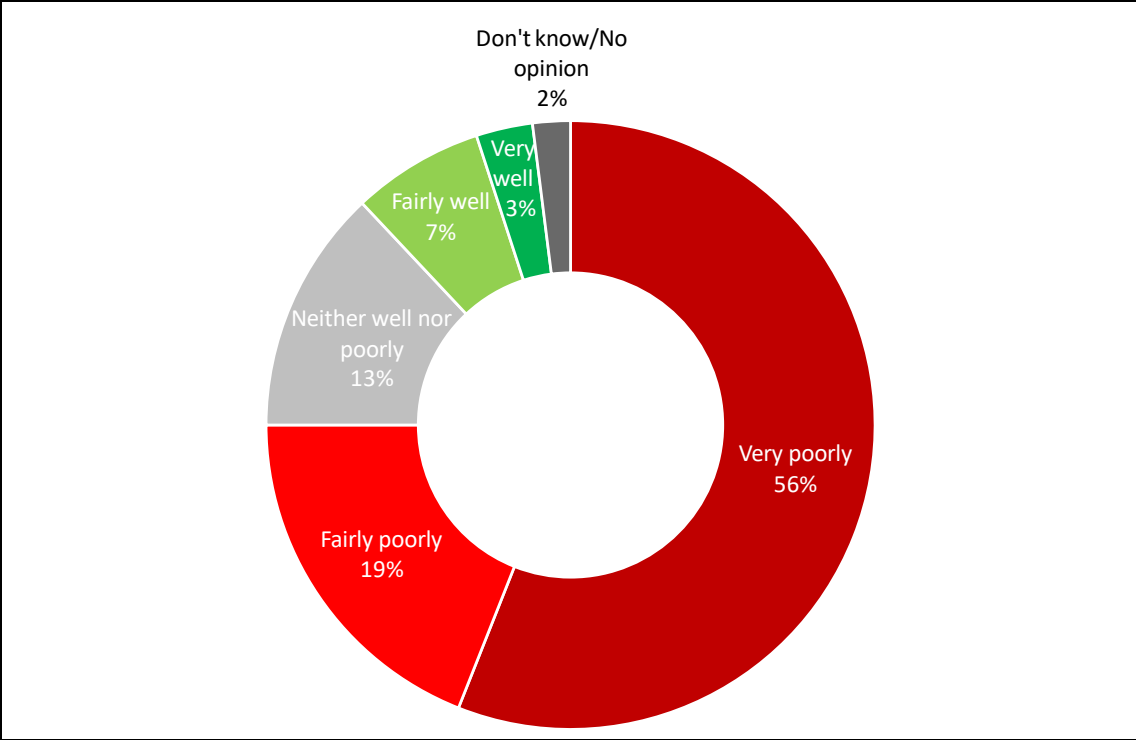
	Wave 2	Wave 6
Infrastructure	45%	52%
Trains	34%	24%
Engineering works	6%	16%
External factors	13%	21%
Weather/seasonal factors	6%	2%

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 more than seven times as many negative ratings as positive: 75% fairly poorly or very poorly compared to 10% fairly well or very well.

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



Base: 6,919

Comparison over time

The overall rating of how the train company dealt with the delay or cancellation was very poor although it has improved significantly in Wave 6 compared to Wave 2.

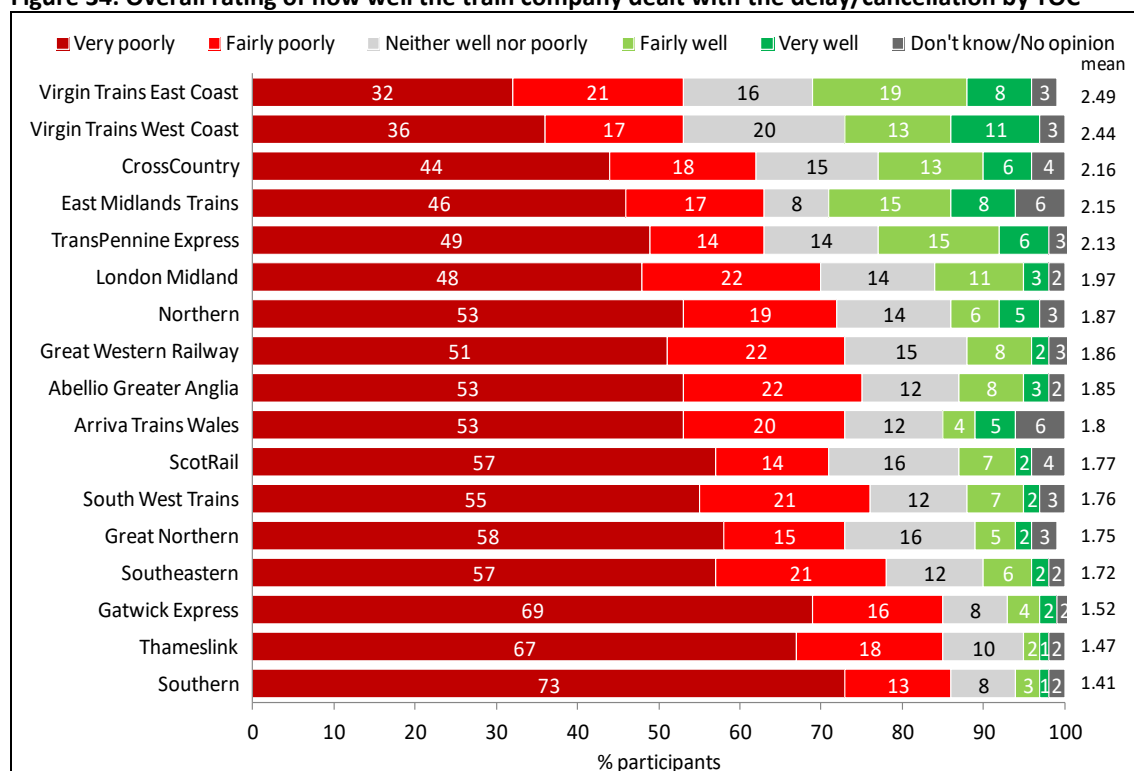
	Wave 2	Wave 6
Very well	2%	4%
Fairly well	8%	9%
Neither well nor poorly	13%	13%
Fairly poorly	17%	18%
Very poorly	58%	54%

Ratings by TOC

Virgin Trains East Coast was rated best for how they dealt with the delay or cancellation. On the other end of the spectrum, Gatwick Express, Thameslink and Southern are rated worst.

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

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



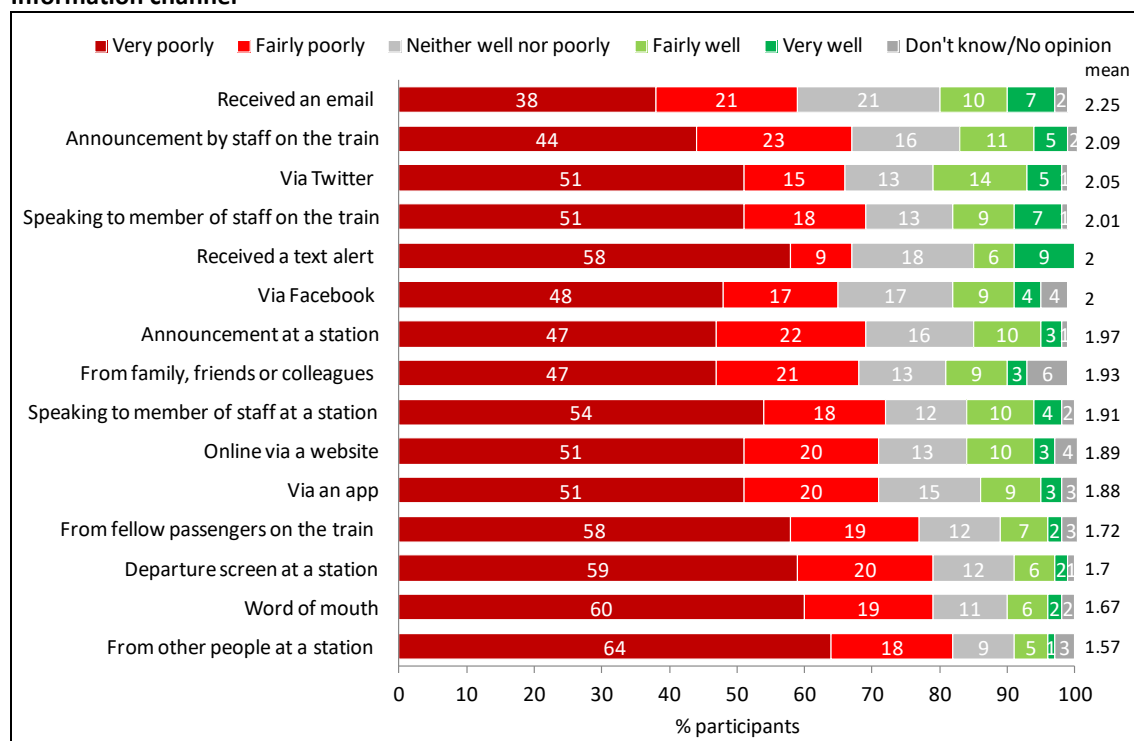
*All TOCs with 50 or more responses

Base: Southern 977, Thameslink 680, Gatwick Express 51, Southeastern 1,458, Great Northern 165, South West Trains 1,027, ScotRail 160, Arriva Trains Wales 127, Abellio Greater Anglia 319, Great Western Railway 509, Northern 280, London Midland 256, TransPennine Express 96, East Midlands Trains 157, CrossCountry 162, Virgin Trains West Coast 191, Virgin Trains East Coast 372

Ratings by Information Channel

Analysis by information channel for National Rail or TOC sources or potential sources is shown in Figure 35. The mean rating is highest for information received through an email followed by announcements by staff on the train. Those who received information about the disruption or cancellation through word of mouth, from other people at a station or a departure screen at the station give the lowest ratings.

Figure 35: Overall rating of how well the train company dealt with the delay/cancellation by Information channel



Base: From other people at a station 387, word of mouth 394, departure screen at a station 2,148, from fellow passengers on the train 117, via an app 970, online via a website 1,196, speaking to a member of staff at a station 468, from family, friends or colleagues 338, announcement at a station 1,157, via Facebook 46, received a text alert 33, speaking to a member of staff on the train 68, via Twitter 260, announcement by staff on the train 1,462, received an email 121,

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 36.

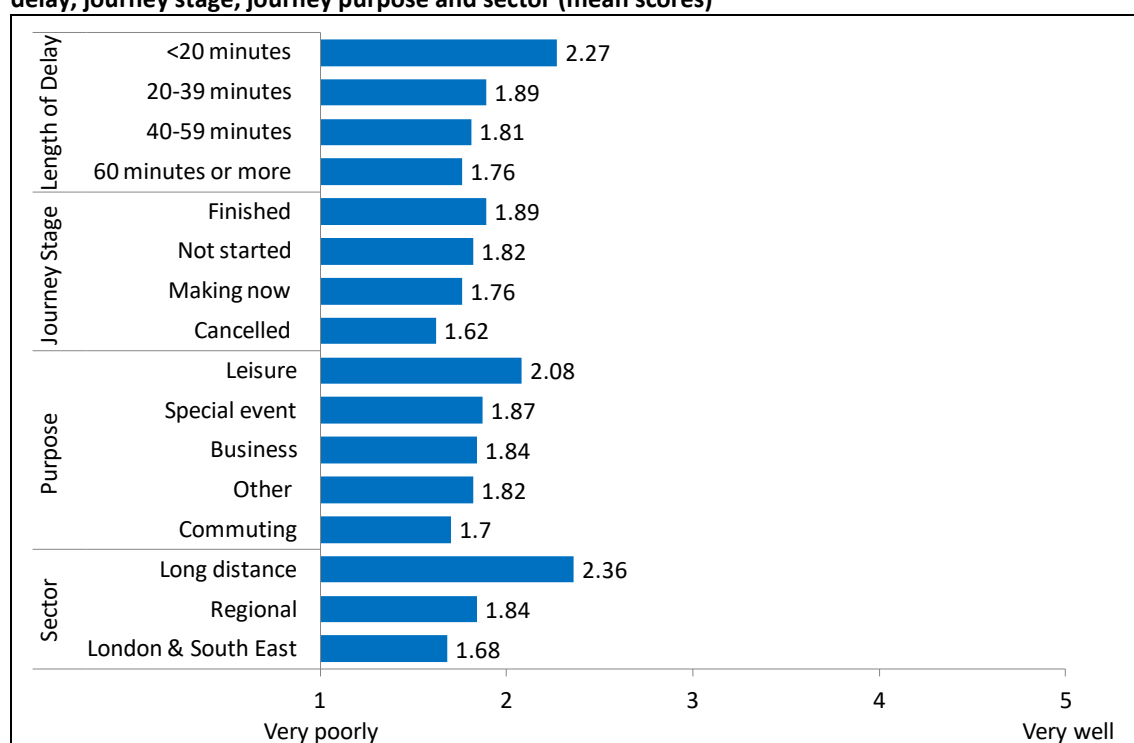
- The mean ratings were significantly⁸ better for those whose delay were less than 20 minutes compared to those with longer delays. In addition, those with delays of

⁸ At the 95% confidence level

between 20 and 39 minutes gave a significantly better rating than those with delays of 60 minutes or more

- The mean ratings were significantly worse for cancelled journeys (mean of 1.62) than for 'live' trips or journeys that were not started or finished. Those who finished their trips gave the best ratings (1.89)
- Leisure travellers gave the best ratings (2.08), significantly⁴ better than all other purposes. Commuters gave the worst rating (1.7), significantly worse than business and leisure purposes
- Travellers on Long Distance sector trains gave significantly better ratings than those on Regional and London and South East sectors.

Figure 36: 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: London & South East 5,219, Regional 548, Long distance 890; Purpose: Commuting 3,346, Business 940, Special event 299, Other 287, Leisure 875; Journey stage: Cancelled 1,821, Making now 1,591, Not started 724, Finished 2,611; Length of delay: <20 minutes 393, 20-39 minutes 1,243, 40-59 minutes 722, 60 minutes or more 2,568

Ratings by gender, age and when journey made

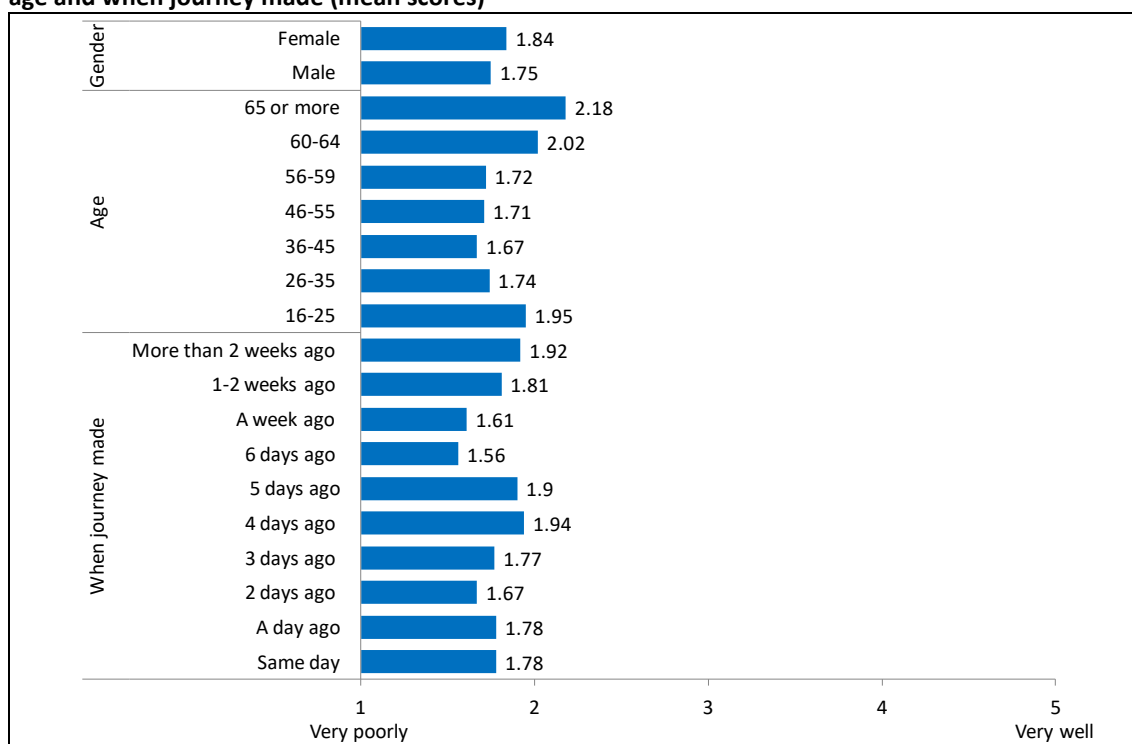
The mean scores for the overall rating of how well the train company dealt with the delay or cancellation by gender, age and when journey made are shown in Figure 37.

- Women gave significantly⁹ higher scores than men

⁹ At the 95% confidence level

- Travellers aged over 60 and younger than 25 gave significantly higher scores than travellers aged between 26 and 59 years old
- Those who travelled 4 days ago gave the highest rating, however there were no significant differences

Figure 37: Overall rating of how well the train company dealt with the delay/cancellation by gender, age and when journey made (mean scores)



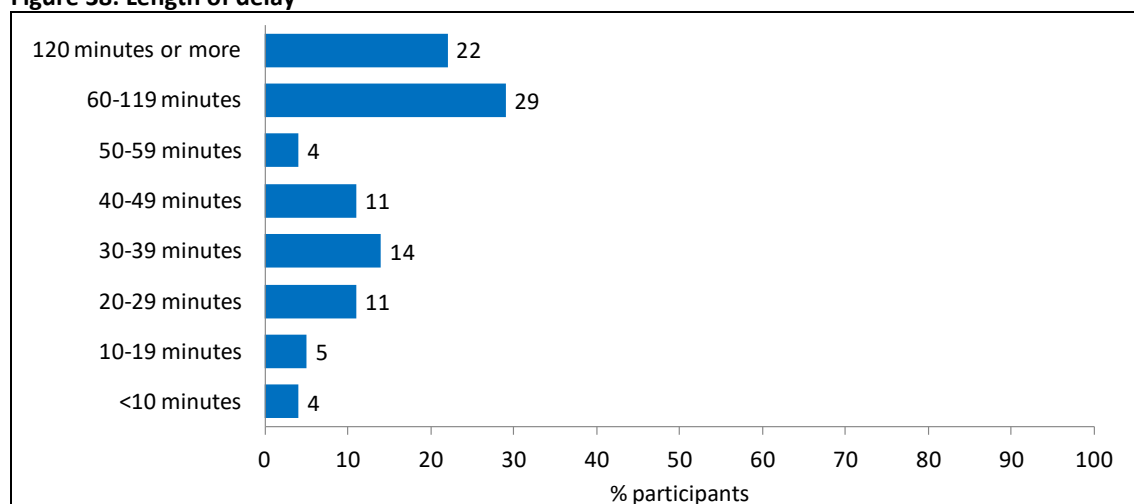
Base: When journey made: Same day 4,949, A day ago 869, 2 days ago 201, 3 days ago 136, 4 days ago 98, 5 days ago 73, 6 days ago 63, A week ago 62, 1-2 weeks ago 208, More than 2 weeks ago 260; Age: 16-25 833, 26-35 1,391, 36-45 1,576, 46-55 1,733, 56-59 576, 60-64 472, 65 or more 338; Gender: Male 3,527, Female 3,030

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 (34% of the sample) were asked what time they expected to be arriving at their destination station.

Over half (51%) suffered delays of over an hour and over a quarter (29%) suffered delays of between 30 minutes and an hour. The mean delay was 78 minutes.

Figure 38: Length of delay

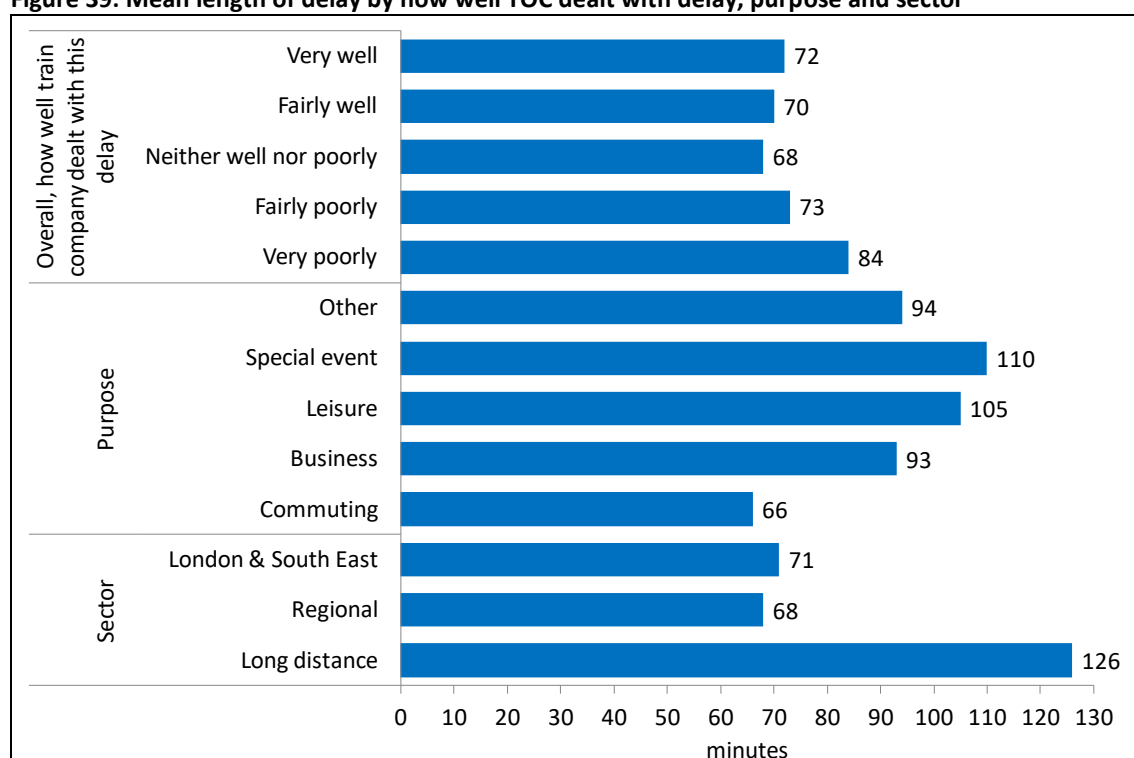


Base: 5,002 who suffered a delay (excludes cancellations)

Those who had the longest delay lengths were more likely to rate the train company very poorly.

Those making commuting trips suffered the shortest delays whereas travellers on leisure trips and making trips for special events suffered the longest delays. Long distance sector travellers suffered longer delays than Regional or London & South East sector travellers.

Figure 39: Mean length of delay by how well TOC dealt with delay, purpose and sector



Base: Those who suffered a delay (excludes cancellations): Sector: Long distance 707, Regional 365, London & South East 3,889; Purpose: Commuting 3,231, Business 655, Leisure 696, Special event 214, Other 206; Rating: Very poorly 2,658, Fairly poorly 1,024, Neither 665, Fairly well 391, Very well 146

3.9 Compensation

All participants were asked if they felt they had reason to complain about the train journey. Over four fifths (86%) said they did.

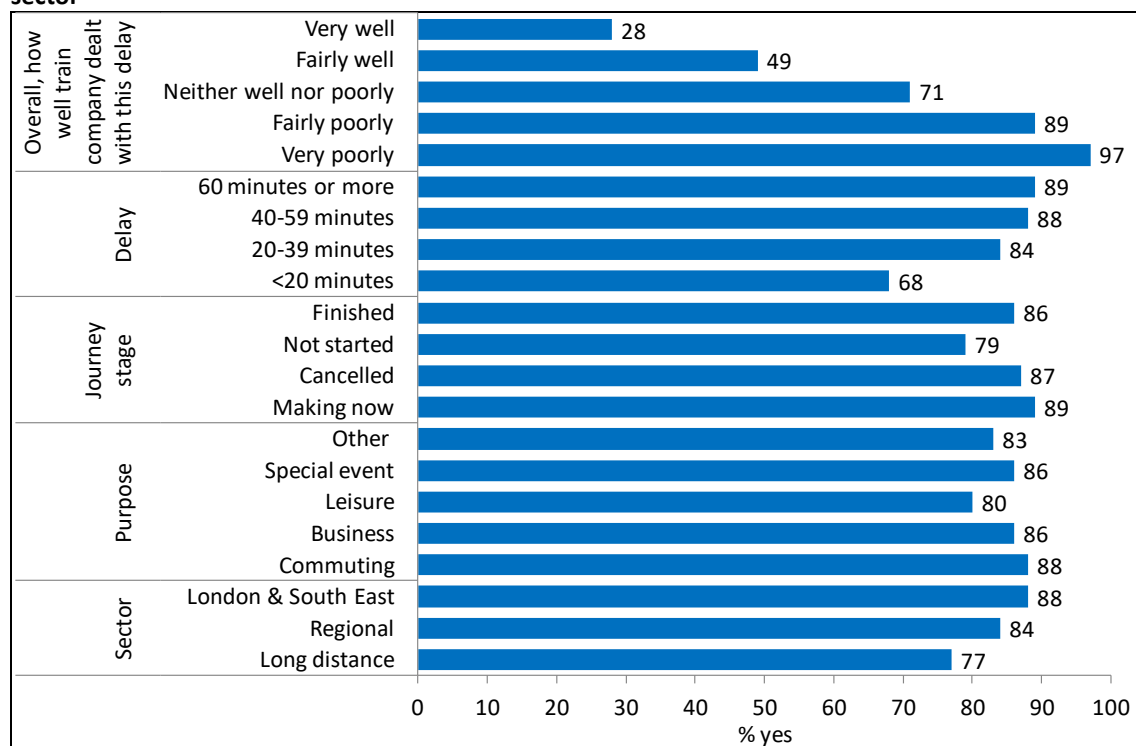
Analysis by rating of how well the train company dealt with the delay/cancellation shows an extremely strong correlation between negative ratings and saying they had a reason to complain: 97% who gave a 'very poorly' rating said they felt they had a reason to complain compared to just 28% who gave a '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.

Cancelled, finished and 'live' journeys were more likely than journeys that did not start 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.

Figure 40: 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, journey stage, purpose and sector



Base: Sector: Long distance 923, Regional 568, London & South East 5,334; Purpose: Commuting 4,427, Business 970, Leisure 910, Special event 312, Other 300; Journey stage: Making now 1,620, Cancelled 1,873, Not started 773, Finished 2,653; Delay: <20 minutes 421, 20-39 minutes 1,270, 40-59 minutes

736, 60 minutes or more 2,619: Overall, how well train company dealt with this delay: Very poorly 3,868, Fairly poorly 1,330, Neither 878, Fairly well 494, Very well 177

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 travellers least likely.

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. 45% said they would.

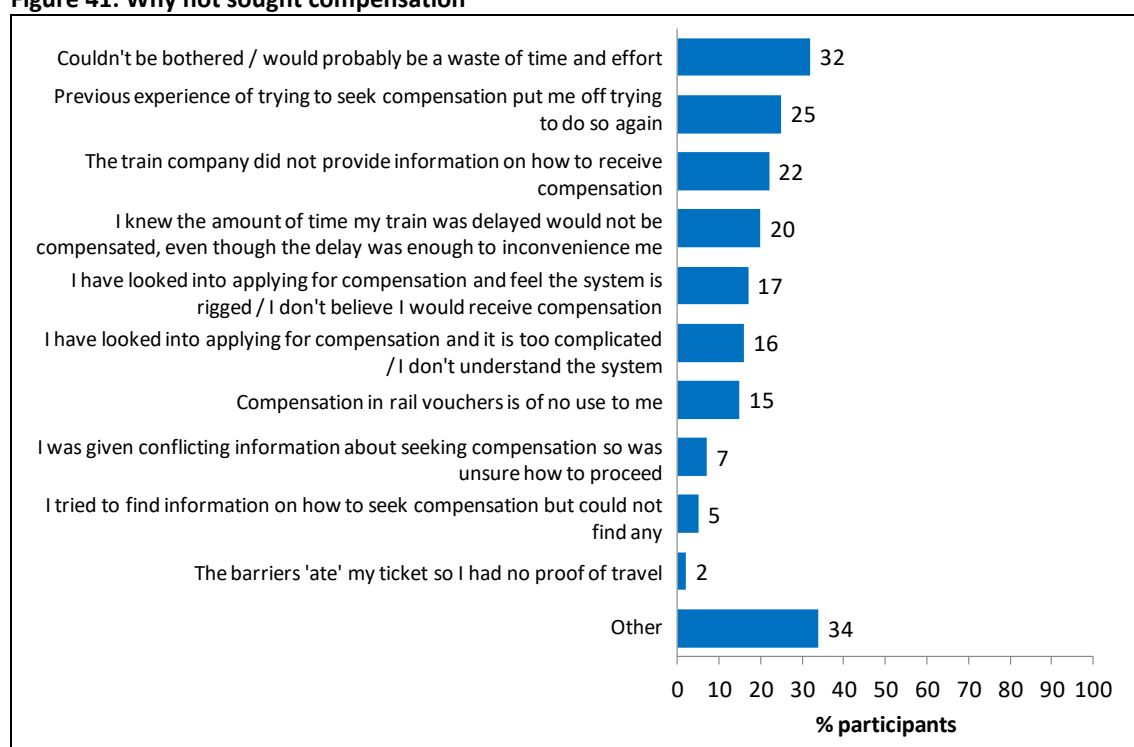
The highest proportion was for those on Long distance sector trips (60%) compared to 45% for London & South East and 31% for Regional.

The 55% who said they would not seek compensation were asked why not. Just under a third said they 'could not be bothered' or thought it would be a 'waste of time'.

Of particular concern is the 22% who complained that the train company did not provide information on how to receive compensation and the 25% who said that previous negative experience in trying to seek compensation put them off doing so again.

A fifth 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 41.

Figure 41: Why not sought compensation



Base: 3,540 who said they would not seek compensation

Comparison over time

Significantly fewer felt they had reason to complain in Wave 6 than Wave 2: 85% compared to 88%.

The reasons for not seeking compensation were more or less unchanged between Wave 2 and Wave 6. A significantly lower proportion of customers couldn't be bothered in Wave 6 (28%) compared to Wave 2 (35%).

In addition, the following were significantly lower in Wave 6 than in Wave 2:

- 'compensation in rail vouchers is of no use to me' (13% compared to 18%)
- 'knew the amount of time my train was delayed would not be compensated, even though the delay was enough to inconvenience me' (16% compared to 24%)

"I was given conflicting information about seeking compensation so was unsure how to proceed" was significantly higher in Wave 6 than in Wave 2 (10% compared to 6%).

	Wave 2	Wave 6
The train company did not provide information on how to receive compensation	21%	23%
I tried to find information on how to seek compensation but could not find any	5%	6%
I was given conflicting information about seeking compensation so was unsure how to proceed	6%	10%
Couldn't be bothered / would probably be a waste of time and effort	35%	28%
Compensation in rail vouchers is of no use to me	18%	13%
I have looked into applying for compensation and it is too complicated / I don't understand the system	17%	15%
I have looked into applying for compensation and feel the system is rigged / I don't believe I would receive compensation	21%	18%
The barriers 'ate' my ticket so I had no proof of travel	3%	2%
I knew the amount of time my train was delayed would not be compensated, even though the delay was enough to inconvenience me	24%	16%

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: 89% said they were aware.

Comparison over time

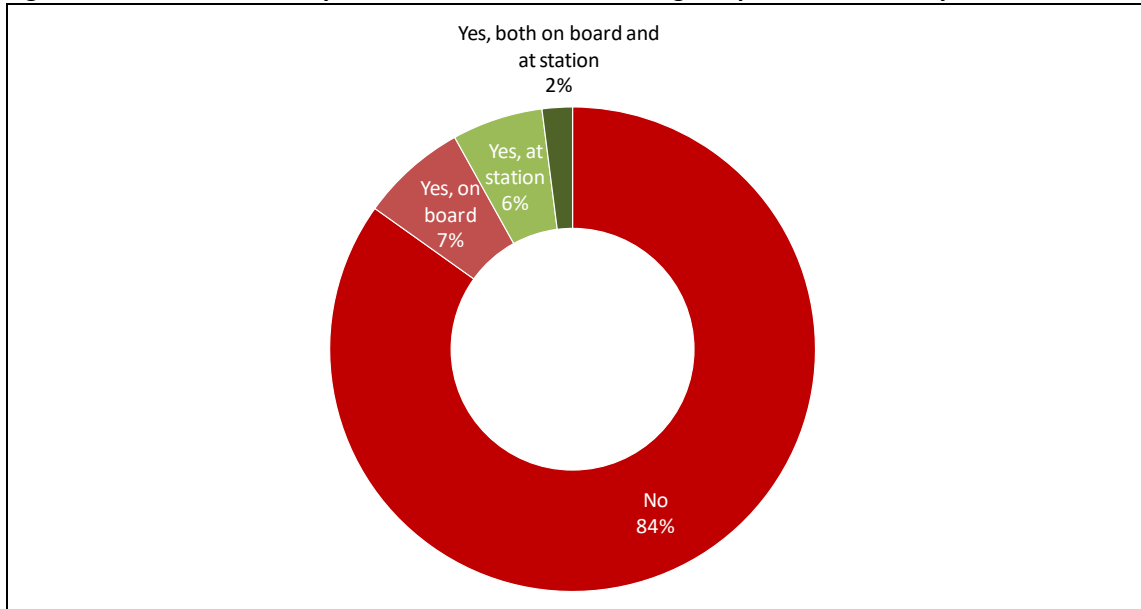
Awareness of claiming compensation for a delayed or cancelled train was slightly lower in Wave 6 compared to Wave 2, although difference was not significant.

	Wave 2	Wave 6
Yes	89%	87%
No	11%	13%

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

Fifteen per cent heard announcements about claiming compensation for delays or cancellations: 9% on the train and 8% at the station. See Figure 42.

Figure 42: Whether heard any announcements about claiming compensation for delays or cancellations

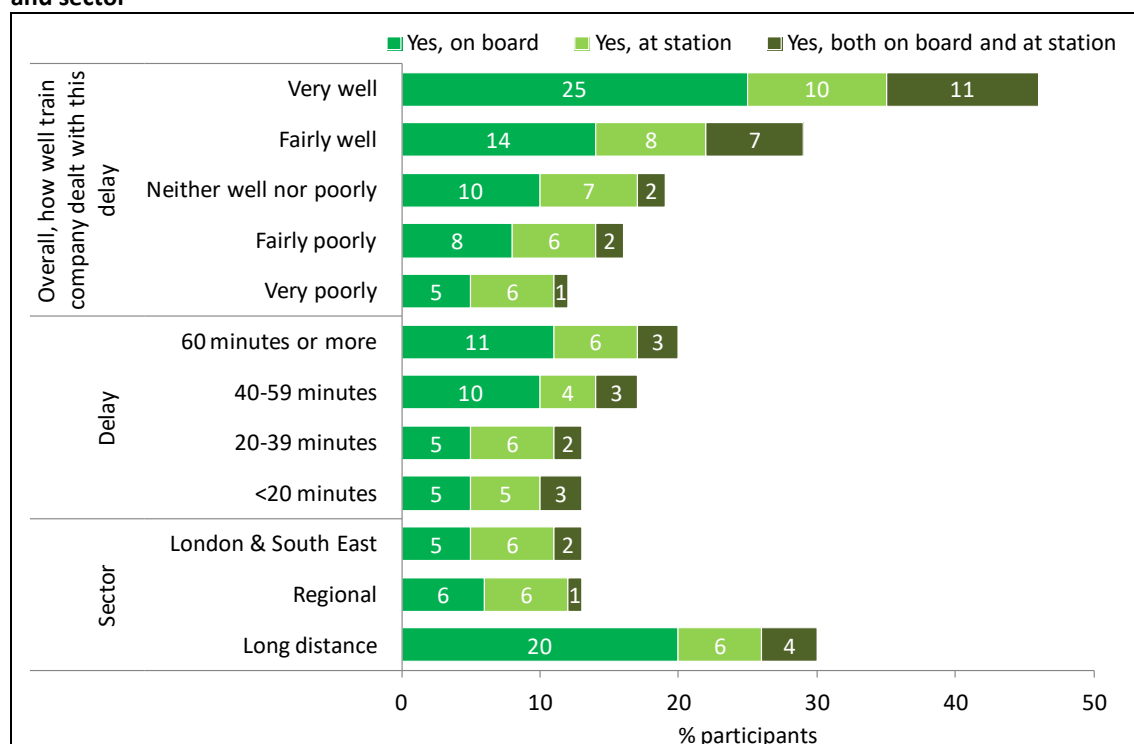


Base: 6,919

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: 46% who rate the train company 'very well' and 29% who rate the train company 'fairly well' heard announcements compared to 12% 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 much 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 43: 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 923, Regional 568, London & South East 5,334; Delay: <20 minutes 421, 20-39 minutes 1,270, 40-59 minutes 736, 60 minutes or more 2,619; Overall, how well train company dealt with this delay: Very poorly 3,868, Fairly poorly 1,330, Neither 878, Fairly well 494, Very well 177

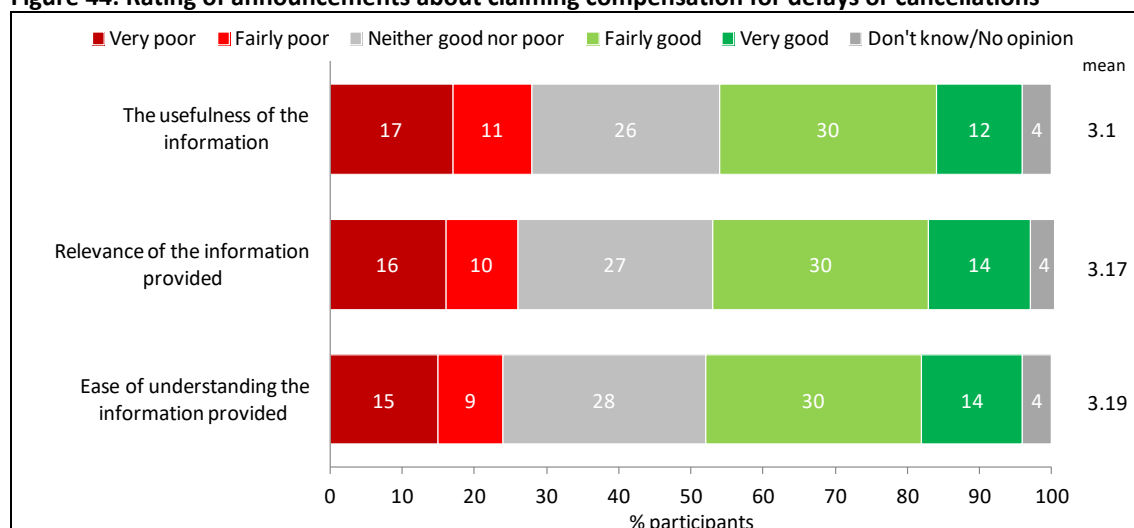
Rating of announcements about claiming compensation for delays or cancellations

Those who had heard announcements (15% 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 44: Rating of announcements about claiming compensation for delays or cancellations



Base: 1,094 who had heard announcements

Comparison over time

Hearing announcements on board or at stations about claiming compensation for delays or cancellations was more or less unchanged between Wave 2 and Wave 6.

	Wave 2	Wave 6
No	86%	85%
Yes, on board	7%	8%
Yes, at station	5%	4%
Yes, both on board and at station	2%	2%

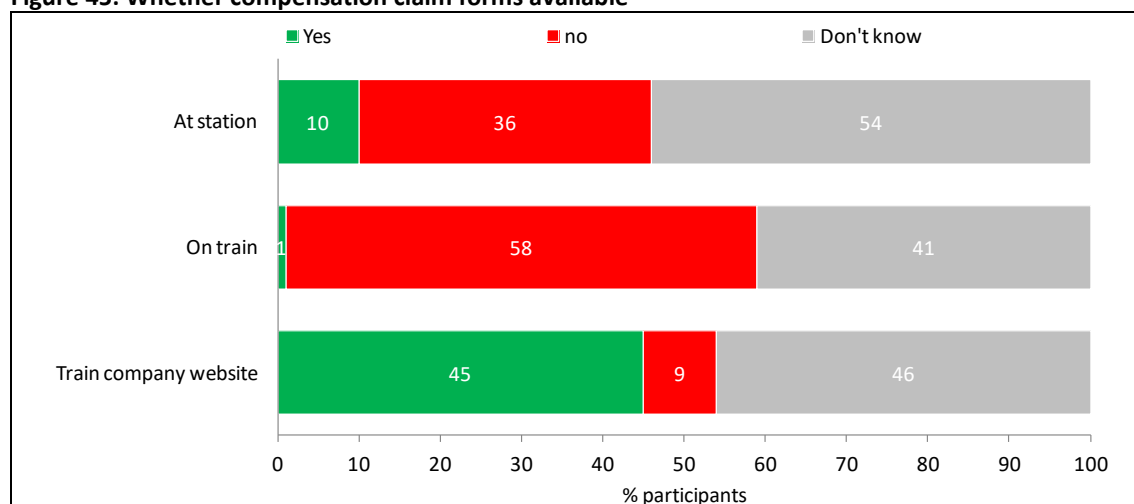
Ratings of announcements about claiming compensation for delays and cancellations also remained consistent between Wave 2 & Wave 6, with no significant differences.

Whether compensation claim forms available

Customers who had suffered a delay of 30 minutes or longer or had a cancelled train (78% of the sample) were asked whether compensation claim forms were available at station, on train or on the train company website.

Over four tenths (45%) thought the forms were available on the train company website, 10% at the station and 1% on the train. Around a half did not know either way.

Figure 45: Whether compensation claim forms available



Base: 5,430 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, and on the train company website in Wave 2 compared to Wave 6.

		Wave 2	Wave 6
At station	Yes	11%	8%
	No	36%	39%
On Train	Yes	1%	0%
	No	58%	55%
Train company website	Yes	45%	37%
	No	10%	10%

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, 25% had suffered a delay of 20 minutes or more or a cancellation to an air, bus or coach journey in the last three months: 14% air, 9% bus and 2% coach.

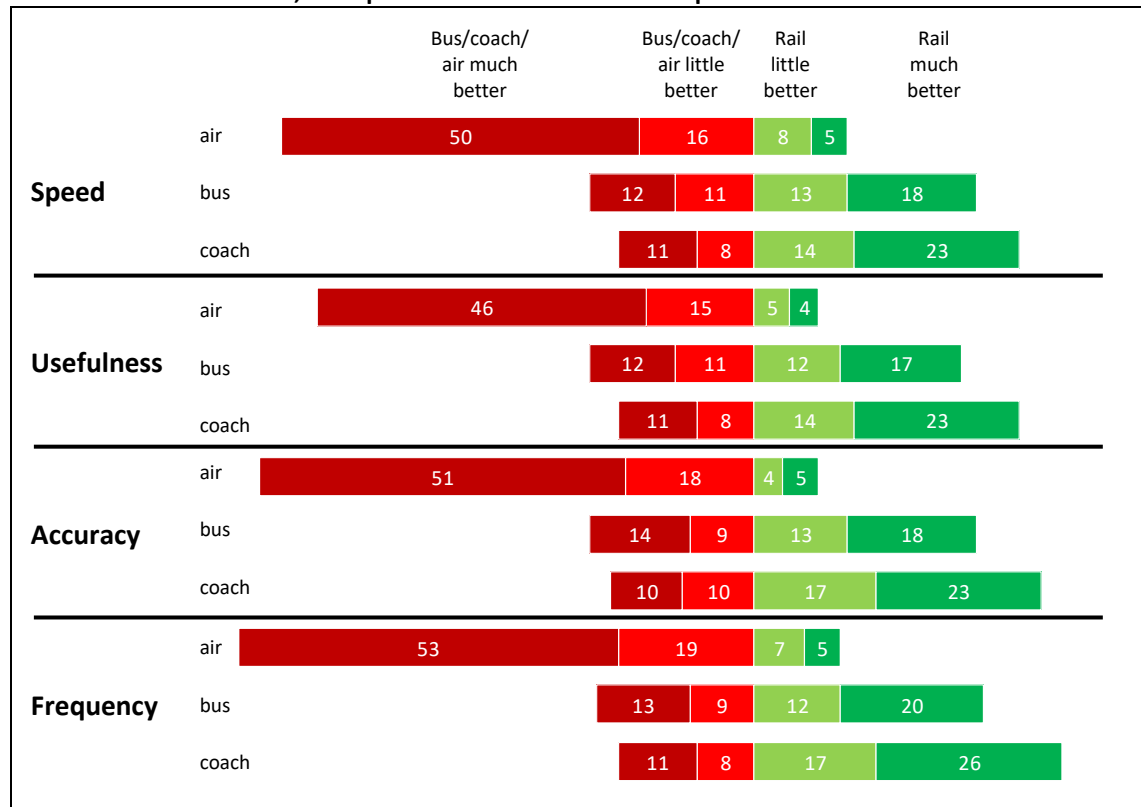
Bus, coach and air were compared to rail on the following four aspects of information provision:

- 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 46: Rail compared to bus and coach for frequency of updates, accuracy of information, usefulness of information, and speed with which information provided



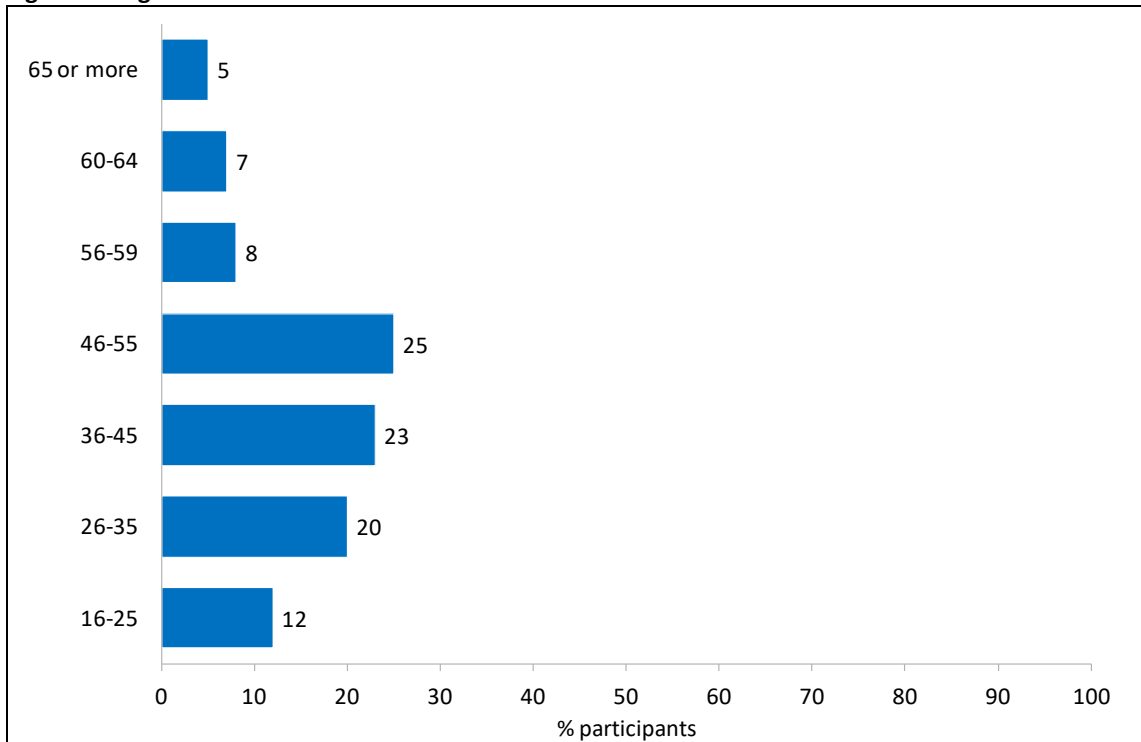
Base: Bus 1,181, Coach 378, Air 1,017

3.11 Demographics

Gender

The age distribution of the sample is shown below. 12% were over 60 years old.

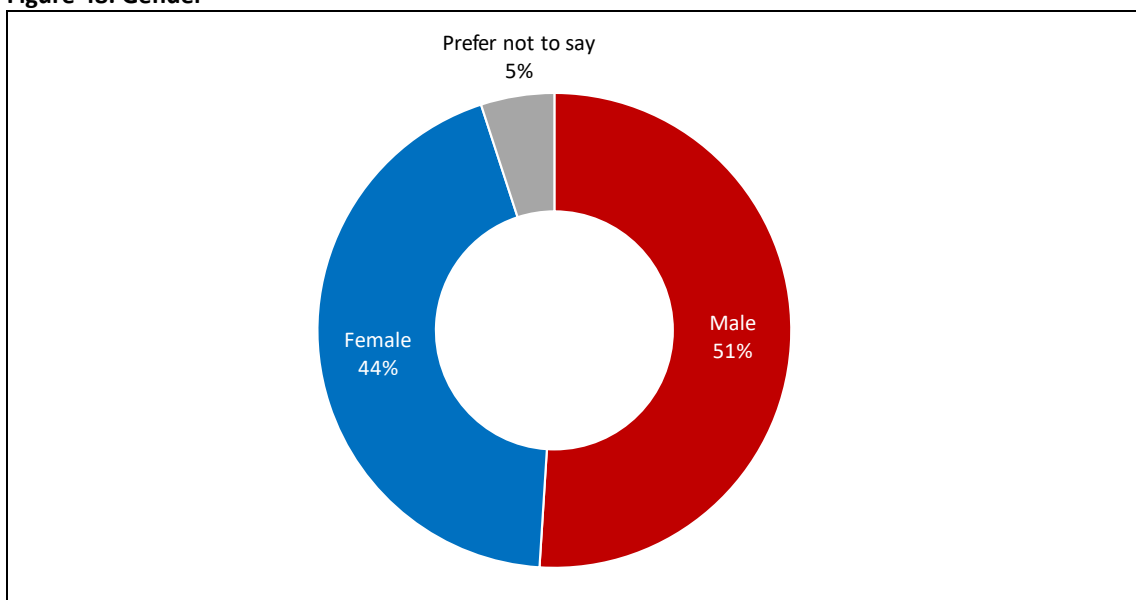
Figure 47: Age



Base: 6,919

Over half the sample (51%) was male and 44% female.

Figure 48: Gender



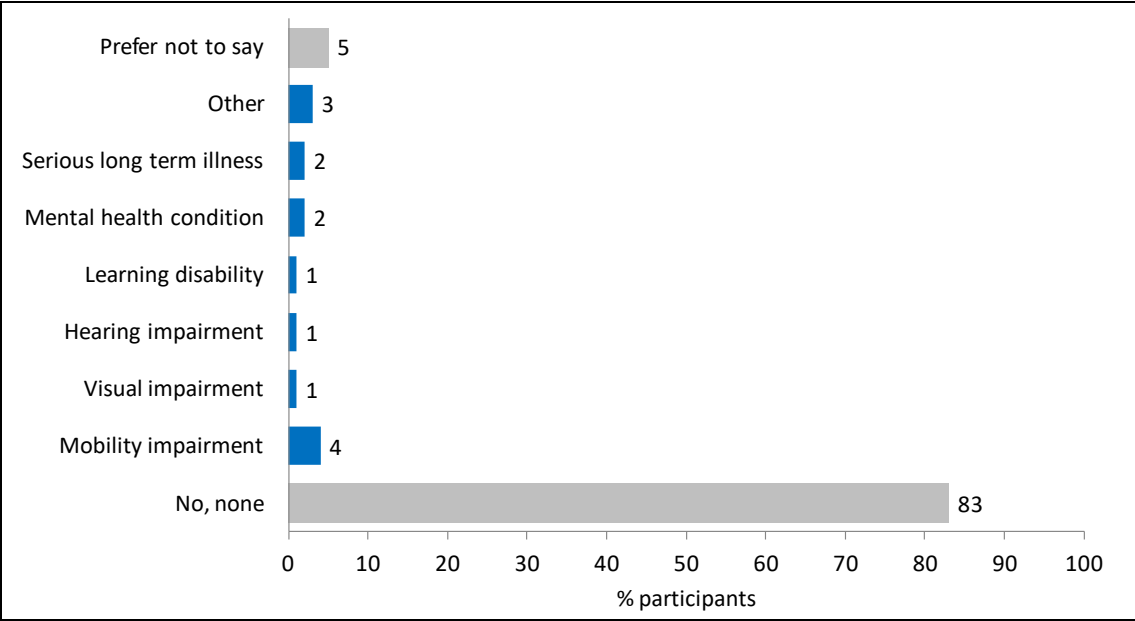
Base: 6,919

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, 13% said they did as shown in Figure 49.

Figure 49: 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: 6,919

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. We compare the models obtained for the current dataset with those from the previous report. As shown below results are very consistent.

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. In addition, we examined whether the type of disruption had an impact on any of the associations between content and channel on the one hand and overall satisfaction on the other hand. Finally, differences in the use of various channels were explored by passenger characteristics (i.e. journey purpose and demographics).

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 page 42), 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:

- Alternative routes (+)
- The length of the delay (+)
- An apology (+)

The same content, as in the report for the previous period, is significantly associated with overall satisfaction. Coefficients are very similar.

Few channels showed an association with satisfaction (i.e. few were performing significantly worse or better than other channels) once we controlled for journey purpose and nature of the disruption. The exceptions were two, small effects of channel on overall satisfaction with family, friends or colleagues being the only positive driver:

- Family, friends or colleagues (+)
- Word of mouth (-)

In comparison to the results from the previous period 'website' is no longer significantly associated with the overall satisfaction. Word of mouth, on the other hand, has still maintained the same small negative impact on the overall satisfaction.

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=1020)

	B	95% Confidence Interval
INFORMATION CONTENT		
Estimated length of delay	0.45***	0.26 – 0.63
Alternative modes or routes	0.50***	0.31 – 0.69
Connections and onward travel	0.06	-0.20 – 0.31
Compensation and refunds	0.01	-0.17 – 0.20
An apology	0.31***	0.11 – 0.50
INFORMATION CHANNEL^a		
Website	-0.09	-0.28 – 0.09
App	0.04	-0.15 – 0.22
Email	0.26	-0.01 – 0.52
Twitter	0.13	-0.09 – 0.35
Word of mouth	-0.33**	-0.56 – -0.10
Family, friends or colleagues	0.40**	-0.15 – -0.53
Travel news updates on radio	0.19	-0.15 – -0.53
Travel news updates on TV	0.12	-0.22 – -0.46

^a Please note that Facebook and text alerts were excluded from the analysis due to the small number of cases (n<30)

* 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):

- Compensation and refunds (+)
- The length of delay (+)
- An apology (+)
- Information about connections (+)
- Alternative routes (+)

The coefficients have changed in comparison with the previous period but only one change exceeds the confidence interval from the previous report. This change is associated with estimated length of delay with the coefficient dropping from 0.65 to 0.38.

Most channels did not perform significantly better or worse than other channels. Exceptions were announcements by staff on the train and at the station, which showed a small, but statistically significant, positive association with overall satisfaction:

- Announcement at the station (+)
- Departure screen at the station (+)

In the report for the previous period, 'website' and 'word of mouth' were the channels significantly associated with the overall satisfaction. The coefficients were also small but negative. Both of these channels do not appear as significant in the current model.

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=2158)

	B	95% CI
INFORMATION CONTENT		
Estimated length of delay	0.38***	0.25 – 0.52
Alternative modes or routes	0.31***	0.16 – 0.45
Connections and onward travel	0.35***	0.13 – 0.56
Compensation and refunds	0.39***	0.18 – 0.59
An apology	0.36***	0.22 – 0.49
INFORMATION CHANNEL^a		
Announcement by staff on the train	0.06	-0.07 – 0.19
Announcement at the station	0.17***	0.08 – 0.26
Departure screen at the station	0.12*	0.02 – 0.21
Speaking to member of staff at the station	0.08	-0.04 – 0.20
From the clerk when buying my ticket	-0.21	-0.59 – 0.16
Website	0.05	-0.14 – 0.23
Twitter	0.09	-0.22 – 0.40
Word of mouth	0.03	-0.24 – 0.31
Other people at the station	-0.02	-0.19 – 0.14
Family, friends or colleagues	0.01	-0.32 – 0.34

^a Please note that Facebook, email, 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, all types of information content were positively associated with satisfaction (again similar results to the previous period of analysis), controlling for journey purpose and nature of the disruption (shown in order of importance):

- The length of delay (+)
- Alternative routes (+)
- Information about connections (+)
- An apology (+)
- Compensation and refunds (+)

The coefficients have changed in comparison with the previous report but the changes are in range of the confidence intervals.

Only one channel performed significantly better than other channels:

- Announcement by staff on train (+)

In the previous report, 'announcement by staff on train' also proved to be significant but in addition there were three other channels with negative association to overall satisfaction (website -0.27, fellow passengers on the train -0.26, family, friends or colleagues -0.39). This change might be explained by the lower sample for this model in comparison to the previous set of results (n=781 vs. n=1,609).

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=781)

	B	95% CI
INFORMATION CONTENT		
Estimated length of delay	0.71***	0.50 – 0.91
Alternative modes or routes	0.49***	0.24 – 0.73
Connections and onward travel	0.40**	0.13 – 0.66
Compensation and refunds	0.41**	0.15 – 0.66
An apology	0.40**	0.14 – 0.65
INFORMATION CHANNEL^a		
Announcement by staff on the train	0.53***	0.25 – 0.81
Announcement at the station	-0.02	-0.34 – 0.30
Departure screen at the station	-0.08	-0.55 – 0.39
Speaking to member of staff at the station	0.10	-0.25 – 0.45
Website	-0.03	-0.32 – -0.25
App	0.16	-0.17 – 0.49
Twitter	0.17	-0.19 – 0.54
Word of mouth	-0.30	-1.02 – 0.43
Fellow passengers on the train	-0.21	-0.70 – -0.08
Family, friends or colleagues	-0.48	-1.16 – 0.19

^a Please note that Facebook, email, 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

As for the previous report only a small proportion of survey participants were made aware of the disruption at an interchange. The statistical power to detect any effects was therefore much lower than for the other journey stages and results should therefore be interpreted with caution. It is possible that meaningful drivers could not be identified in this analysis due to the small sample size.

For those who were made aware of a disruption whilst at an interchange no type of information content was positively associated with satisfaction, controlling for journey purpose and nature of the disruption:

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=113)

	B	95% CI
INFORMATION CONTENT		
Estimated length of delay	0.15	-0.55 – 0.85
Alternative modes or routes	-0.02	-0.81 – 0.77
Connections and onward travel	0.17	-0.64 – 0.99
Compensation and refunds	0.00	-0.83 – 0.84
An apology	0.27	-0.37 – 0.90
INFORMATION CHANNEL^a		
Announcement by staff on the train	0.12	-0.49 – 0.74
Announcement at the station	-0.04	-0.48 – 0.39
Departure screen at the station	-0.04	-0.51 – 0.43
Speaking to member of staff at the station	0.47	-0.17 – 1.10
App	-0.33	-0.92 – 0.26

^a Please note that speaking to member of staff on the train, website, email, Facebook, Twitter, text alerts, 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

Impact of the Disruption Type on the Relevance of the Information Content and Channel

We examined the impact of disruption type on the relevance of information content and channel on overall satisfaction. The main types of disruption were late departure, late arrival, delayed during journey and cancelled service.

In general, the type of disruption tended not to impact on any associations between information channel and overall satisfaction. This means that, for instance, receiving information via an announcement by staff on the train is a positive driver of overall satisfaction (for those made aware during a train journey), irrespective of the disruption type. The exceptions were the negative association between overall satisfaction and announcements at the station and on the departure screen and when the train was delayed during the journey.

Similarly, disruption type did not impact on any of the associations between the information content and overall satisfaction. This suggests that receiving information about the length of the delay, alternative routes, connections compensation and an apology are all positive drivers of overall satisfaction, irrespective of the disruption type.

Information Channel by Journey Purpose

The source of information differed by passengers' journey purpose, with most differences observed between commuters and passengers with other journey purposes.

Commuters were much *less likely* to have picked up information from announcements from staff on the train, a clerk when buying a ticket or a fellow passenger than all other journey purposes. Whilst only 17% of commuters had received information via announcements from staff on the train, 23-29% of business, leisure and special event passengers did.

Commuters were significant *more likely* to have received information via an app than all other types of travellers (17% and 7-9% respectively for other types of passengers).

Information Channel by Age

There were not many consistent differences by age group. Younger passengers were *more likely* to have received information via an app or via family, friends or colleagues than older passengers. As for the previous report, frequency of App use decreases with age, from 21% among 16-25 year-olds to 4% among those 65 or older. Passengers aged 60-64 were more likely to have received information via an email than younger and older age groups however the percentage for all the groups was very low (between 1%-3%) which is similar to the figures presented for the previous report.

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. The worst performing channels tended to be word of mouth and to a lesser extent the website, possibly due to the passenger needing to pro-actively look for information about the disruption or the issues experienced with looking up information on the website. The comparison of the results obtained from the current dataset and the results from the previous report show that the regression models are stable. Most of the differences in the correlation coefficients are in the range of the confidence intervals, or can be explained by the change in the base size.

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. Sample sizes for some channels were relatively small (e.g. email, text alert, Facebook, Twitter), so we cannot be sure about the impact these channels could have.

The types of content that has the greatest positive impact on customer satisfaction is length of delay. Information about connections is the second most important driver of customer satisfaction. An apology and information on compensation and refunds have similar impacts on satisfaction.

4. CONCLUSIONS AND RECOMMENDATIONS

The main sources of information about disruptions or cancellations were departure screens at stations (32%), announcements by staff on train (21%), announcements by staff on a station (18%), Online via a website (17%) and an app (14%). Social media is relatively unimportant as a source (5%)

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

- 'Estimated Length of delay' and 'alternative modes/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**.

The overall rating of how the train company deals with delays/cancellations is poor, with four times as many negative ratings as positive. A comparison between Waves 6 and Wave 2 (a year earlier) shows a slight improvement in scores.

Information provision is rated poorly, particularly when given at stations. The areas of information provision that need most attention are:

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

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

Information provided by text alerts was best rated overall. Information provided by staff on train received more positive ratings than information provided through social media, websites, apps or station departure screens. Information provided by email was also well rated compared to other information sources and notably, better rated than information provided by staff at stations (announcements and speaking to staff).

- Text alerts were rated best for the frequency of updates, the accuracy of information given about the delay, the usefulness of the information, trustworthiness of the information, the speed with which information was provided, the consistency of information provided and relevance of the information provided
- Announcements by staff on the train were rated best for ease of understanding and the delivery style (e.g. tone of voice)
- Speaking to a member of staff on the train was rated best for the availability of alternative transport if the train service could not continue and level of concern shown when keeping you informed
- Emails were rated best for the time taken to resolve the problem and the amount of information provided.

Those who receive information about disruptions or cancellations from departure screens at station (the primary source of information) gave 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.

When asked how they felt when they learnt of the disruption or cancellation 'frustration' dominated with 81% mentioning this; 51% mentioned 'anger' and 35% 'resignation'. Overall, customer's feelings were slightly more positive in Wave 6 compared to Wave 2.

Over half (51%) suffered delays of over an hour and over a quarter (29%) suffered delays of between 30 minutes and an hour. The mean delay was 78 minutes. Those who had the longest delay lengths were more likely to rate the train company very poorly. Over four fifths (86%) felt they had reason to complain about the train journey but only 45% of them said they would seek compensation.

The main reason for not seeking compensation (mentioned by 32%) was that they could not be bothered or thought it would be a waste of time.

Of particular concern is the 22% who complained that the train company did not provide information on how to receive compensation and the 25% who said that previous negative experience in trying to seek compensation put them off doing so again.

A fifth 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 was high that they may be able to claim compensation if their train is delayed or cancelled: 89% said they were aware.

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, 14% had for air, 9% for bus and 2% 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.

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. The

worst performing channels tended to be word of mouth and to a lesser extent the website, possibly due to the passenger needing to pro-actively look for information about the disruption.

Information on length of delay has the greatest positive impact on customer satisfaction. Information about connections is the second most important driver of customer satisfaction. An apology and information on compensation and refunds have similar impacts.

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.

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 a first prize of £500 and five prizes of £100*.

We want to make information better – tell us how.



* Click here for the terms and conditions of the prize draw¹.

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=1OR 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 ACCIS 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*
Abellio Greater Anglia
Arriva Trains Wales
c2c
Chiltern Railways
CrossCountry
East Midlands Trains

Great Western Railway
First Hull Trains
TransPennine Express
Gatwick Express
Grand Central
Great Northern
Heathrow Express
London Midland
London Overground
Merseyrail
Northern
ScotRail
Southeastern
Southern
South West Trains
Thameslink
Virgin Trains East Coast
Virgin Trains West Coast
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
 - Via Facebook
 - Via Twitter
 - Received a text alert
 - Word of mouth
 - From family, friends or colleagues
 - Travel news updates on radio
 - Travel news updates on television
 - Other (please type in)
 - Don't know/can't remember

-
- Q10 **IF Q9 =1-6 (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 =1-6 (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?

	Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
Consistency of information provided						
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						

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
- Via Facebook
- Via Twitter
- Received a text alert
- 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=1-11 (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=2-12 (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# whilst at the station before the train departed?
	<div> <div>Very well</div> <div>Fairly well</div> <div>Neither well nor poorly</div> <div>Fairly poorly</div> <div>Very poorly</div> <div>Don't know/No opinion</div> </div> <div> 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 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 </div>

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? <i>Multi response possible</i>
	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 Via Facebook Via Twitter Received a text alert 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=1-10 (POTENTIALLY RAIL COMPANY PROVIDED INFORMATION) ASK: Did the information provided include any of the following? <i>Multi response possible</i> 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=2-11 (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# whilst on the train?

	Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
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						
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
 Via Facebook
 Via Twitter
 Received a text alert
 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=1-11 (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=1-11 (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# at the interchange station?

	Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
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						
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						

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?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/No opinion
The usefulness of the information						
Relevance of the information provided						
Ease of understanding the information provided						

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)			

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?
Very well
Fairly well
Neither well nor poorly
Fairly poorly
Very poorly
Don't know/No opinion

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:						
		Rail much better	Rail little better	No difference	Bus little better	Bus much better	Not applicable/ don't know
	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:						
		Rail much better	Rail little better	No difference	Coach little better	Coach much better	Not applicable/ don't know
	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:						
		Rail much better	Rail little better	No difference	Air little better	Air much better	Not applicable/ don't know
	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. The personal information you provide during this survey will be kept confidential by Accent and will not be disclosed to third parties. 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
-

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. 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

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

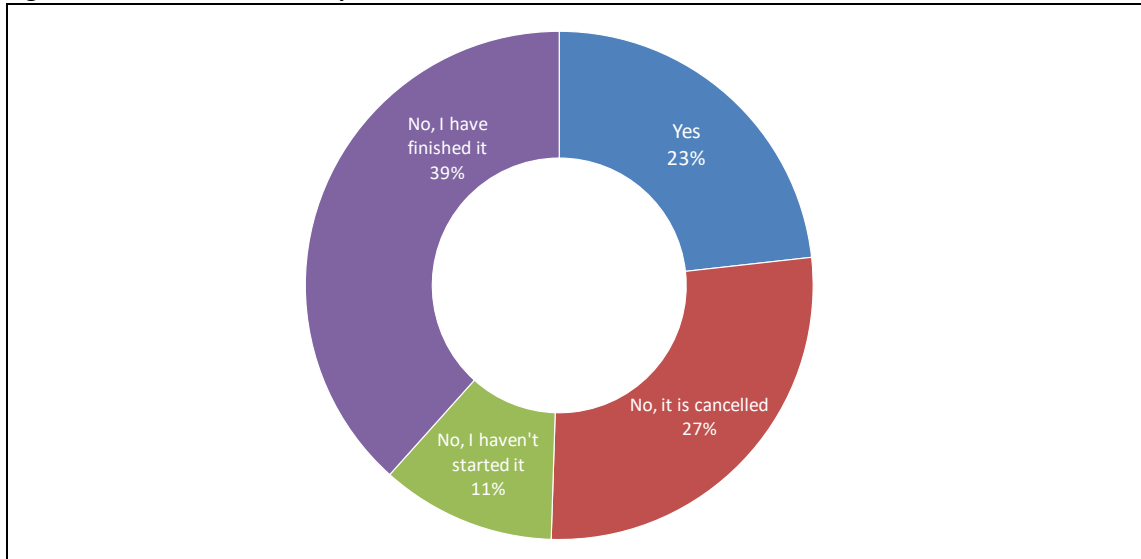
Trip Details

When responded to the survey

Participants were asked if they were making the rail journey now. 23% were doing so, 11% hadn't started it and for 27% it was cancelled.

Thirty nine percent had completed the trip when they answered the questionnaire.

Figure 50: When entered the questionnaire

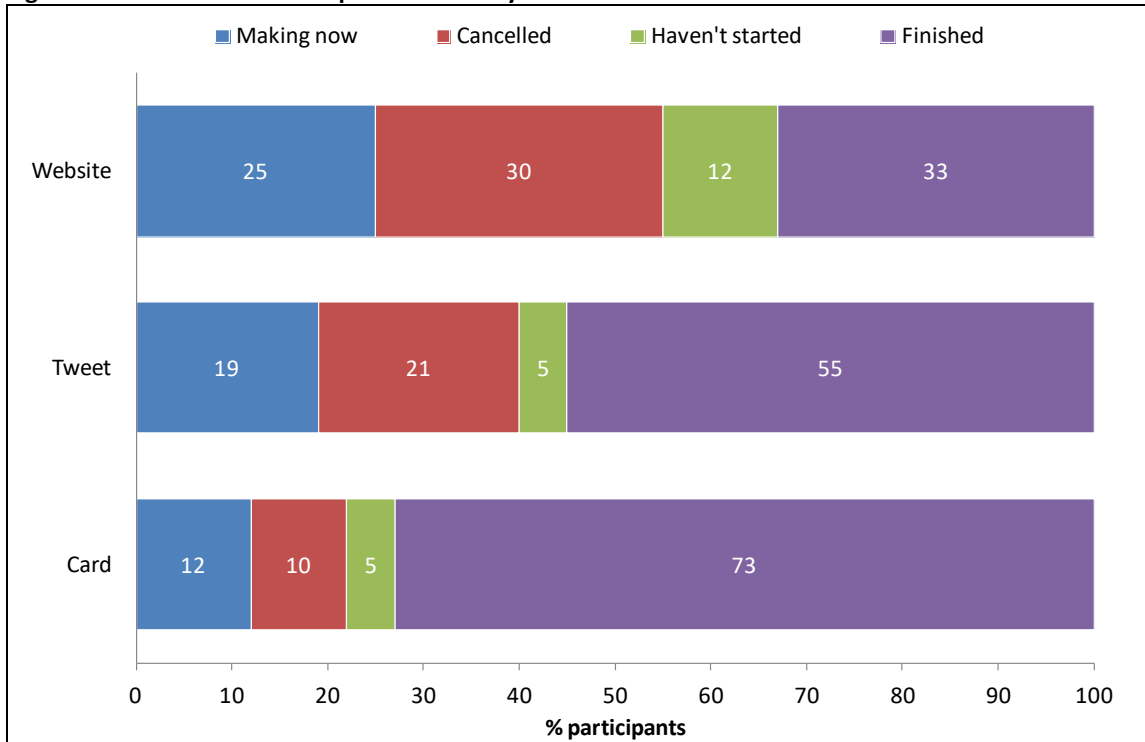


Base: 6,919

Overall, 60% completed the questionnaire on the day of the disruption and a further 24% 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: 23% website, 21% tweets compared to 12% card and 7% email.

Figure 51: When entered the questionnaire by channel

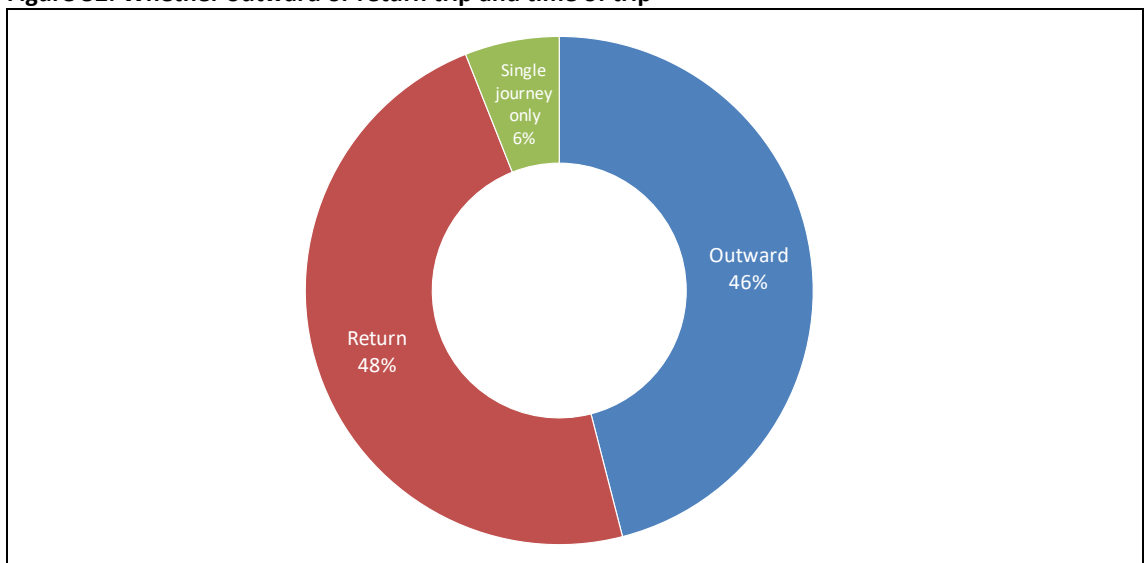


Base: Card 859, Tweet 121, Website 5,938

Leg of trip

There was a fairly evenly split between outward or single leg and return legs as shown in Figure 52.

Figure 52: Whether outward or return trip and time of trip

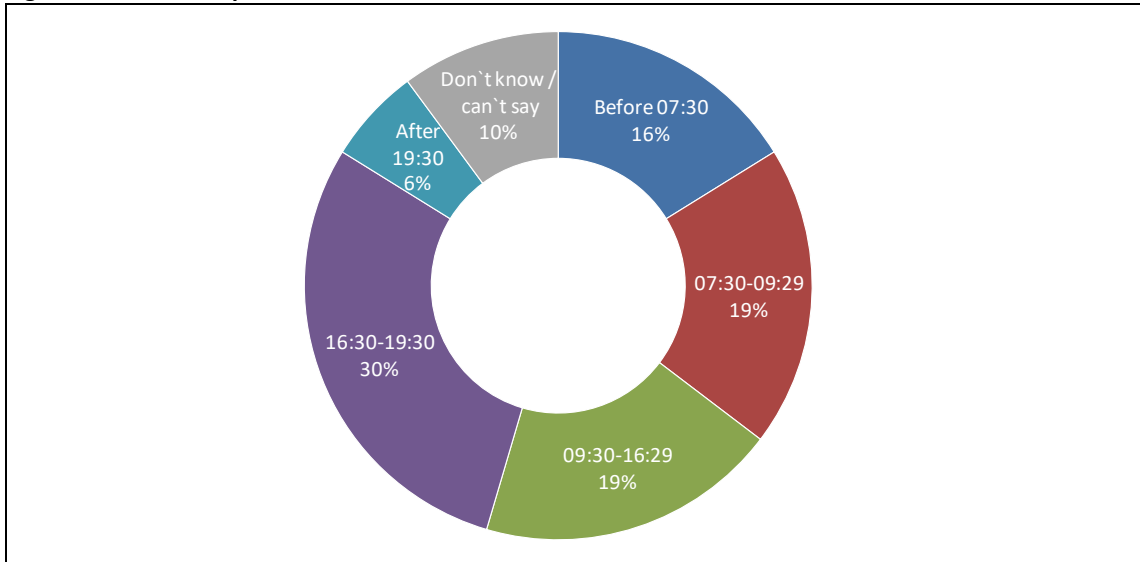


Base: 6,919

Time of trip

Over a third of trips were made at peak times: 17% 07:30-09:29 and 27% 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 53: time of trip

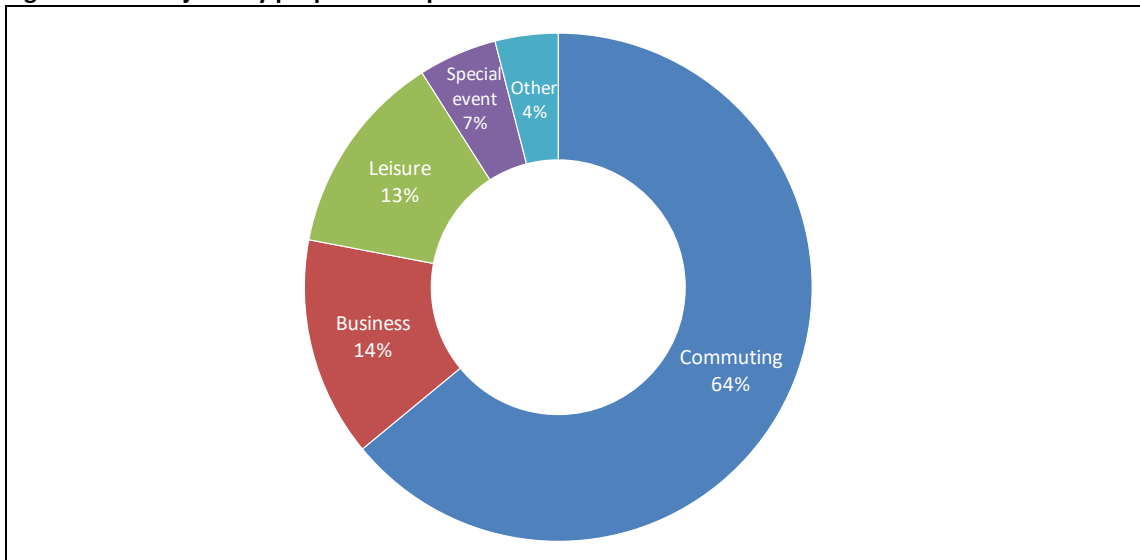


Base: 6,914

Journey purpose

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

Figure 54: Main journey purpose of trip



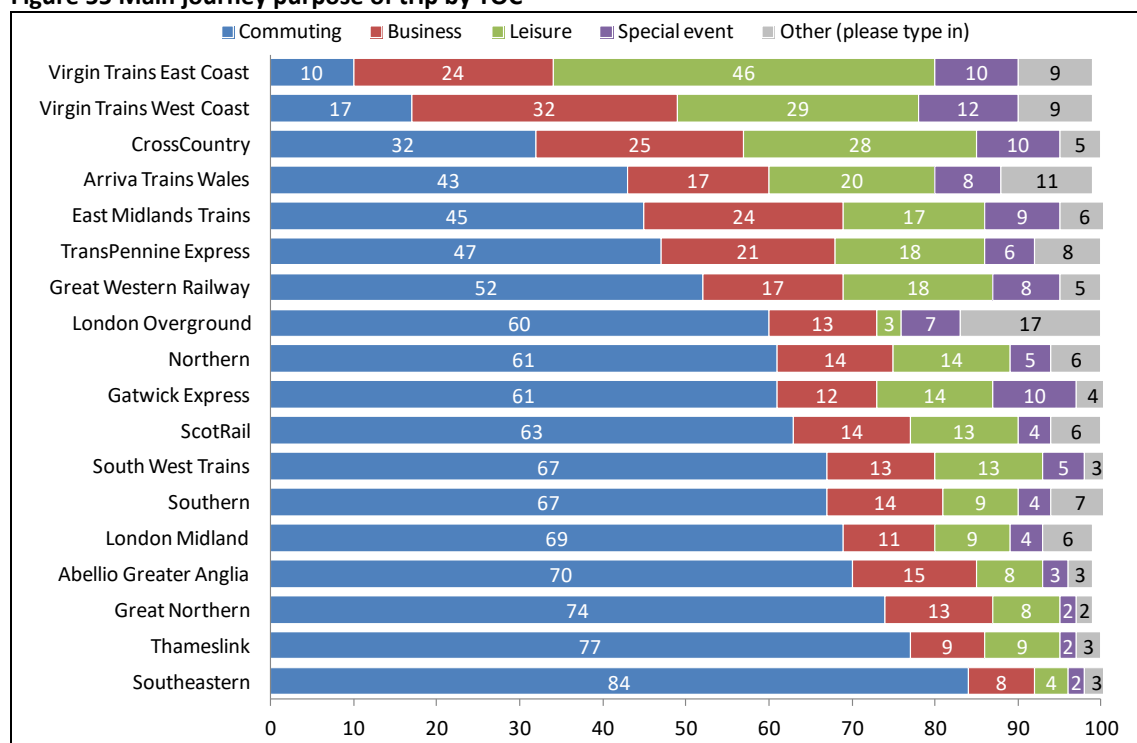
Base: 6,919

The responses were dominated by commuting and leisure traffic:

The National Travel Survey data¹⁰ for 2014 shows that 48% of rail trips are for commuting (less than the 64% 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 50) is shown in Figure 55 and shows that the London & South East commuter TOCs such as Southeastern and Thameslink carry large proportions of commuters and the long distance TOCs such as Virgin Trains East Coast and West Coast carry large proportions of leisure and business travellers.

Figure 55 Main journey purpose of trip by TOC

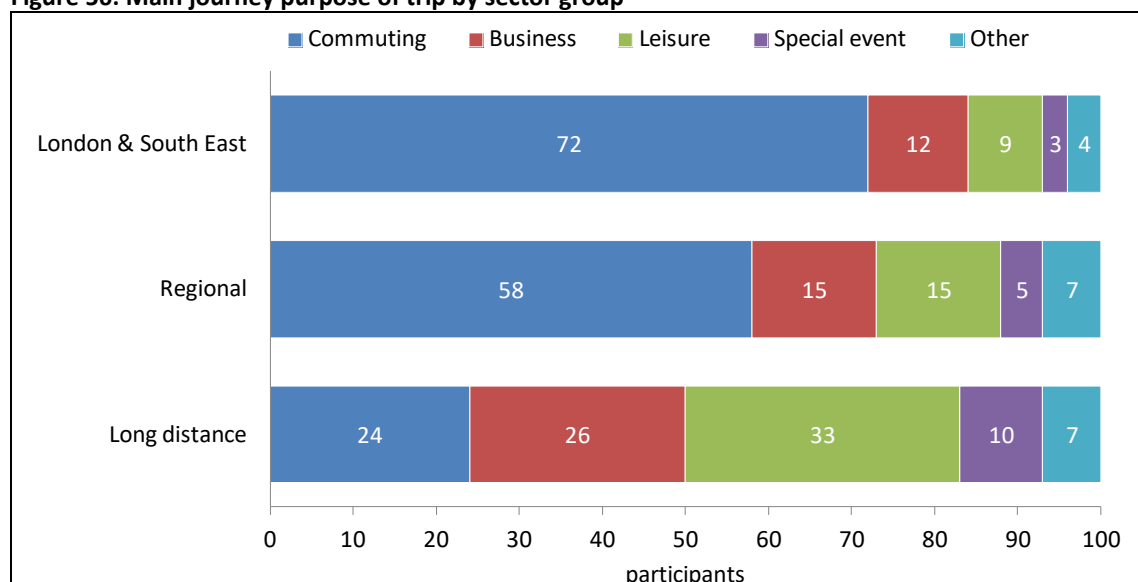


Base: Southeastern 1,458, Thameslink 680, Great Northern 165, Abellio Greater Anglia 319, London Midland 256, Southern 977, South West Trains 1,027, ScotRail 160, Gatwick Express 51, Northern 280, Great Western Railway 509, TransPennine Express 96, East Midlands Trains 157, Arriva Trains Wales 127, CrossCountry 162, Virgin Trains West Coast 191, Virgin Trains East Coast 372

This variation of purpose by type of TOC is highlighted in Figure 56 which shows purpose by sector group. For example, 72% of travellers on the London & South East sector group were commuting compared to 58% for Regional and just 24% for Long Distance. Thirty three per cent of travellers on the Long Distance sector group were making leisure trips compared to 15% on Regional and 9% on London & South East.

¹⁰ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/457752/nts2014-01.pdf

Figure 56: Main journey purpose of trip by sector group

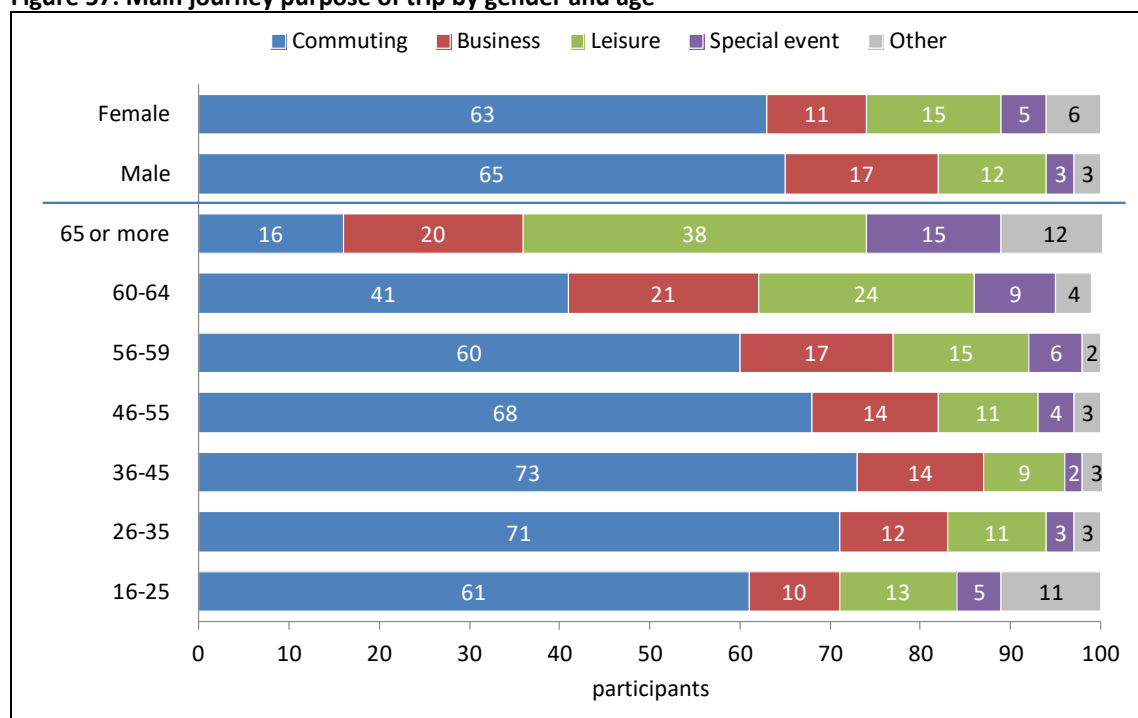


Base: Long distance 923, Regional 568, London & South East 5,334

Analysis of purpose by gender and age (see Figure 57) shows that male sample was more likely to make commuting and business trips than the female sample and 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. About two thirds of travellers aged between 26 and 45 years were making commuting trips.

Figure 57: Main journey purpose of trip by gender and age



Base: Age: 16-25 833, 26-35 1,391, 36-45 1,576, 46-55 1,733, 56-59 576, 60-64 472, 65 or more 338;
Gender: Male 3,527, Female 3,030
