This is a snapshot of the Q2 2023 InfoTracker results, measuring customer satisfaction with information provision:

**Overall satisfaction with information provision is 84% (-2% pts)**

Overall satisfaction with information provision for passengers who did not experience any disruption/delay (%):
- Very/Fairly Satisfied: 95%
- Very/Fairly Unsatisfied: 2%
- Neither: 3%

Overall satisfaction with information provision for passengers who did experience any disruption/delay (%):
- Very/Fairly Satisfied: 66% (-4%)
- Very/Fairly Unsatisfied: 22%
- Neither: 12%

Overall rating with information provided about delay – focusing only on cancelled and major disruption (%):
- Planning & Booking: 86% (-1)
- Journey to the station: 82% (+)
- Waiting at the station: 86% (+3)
- On board the train: 87% (+1)
- At destination/interchange: 84% (-1)

Overall satisfaction with aspect of information provided during the journey (%):
- Personalisation: 68 (-3)
- Frequency: 79 (-1)
- Timeliness: 79 (-1)
- Amount: 80 (=)
- Ease: 80 (-2)
- Consistency: 81 (-1)
- Clarity: 82 (=)
- Accuracy: 83 (-1)
- Trustworthiness: 88 (-1)

If you have any questions or would like to access to the full report, please contact: SISJprogramme@raildeliverygroup.com