InfoTracker Survey

Q4 2023-24 (Jan-Mar 24)

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Background and methodology

Background
The overarching objective is to measure customer satisfaction with the provision of information by the rail industry, particularly during times of disruption, with the aim of assessing how the industry performs against their customer pledges.
Information plays a vital role in all stages of the customer journey, so the research assesses the provision from when a customer is booking their journey, through to arrival at their end destination (end to end journey rather than station to station).

Fieldwork
The current report presents the findings covering Quarter 4 2023/2024 among n=2,570 respondents.

The fieldwork was conducted from 1st January to 31st March 2024.

Where possible, we report on comparisons to the equivalent quarter a year ago **(YoY)** and to the previous quarter **(QoQ)** to assess any change in trends.

*Strikes continued throughout this period.

Sample
The online questionnaire was completed by n=2,570 online panellists. The sample was split by TOC and by disruption type, with the fieldwork aiming to deliver:
- 100 respondents for each of the 26 TOCs where possible, with up to 10 for Lumo
- We aimed for 50% of respondents who experienced no disruption, 25% of those who experienced a disruption of less than 15 minutes and 25% who experienced a disruption of more than 15 minutes or a cancellation.

Weighting
The data was weighted to the average passenger volumes that train companies cover (based on the average across the last 5 rail periods). The weighting for the GTR TOCs is based on the Autumn 2019 NRPS split to work out the percentage weighting for each TOC.

Reporting on disruption:
In the report, we classify disruption type as follows:
- Minimum disruption = a disruption of less than 15 minutes
- Major disruption = a disruption of more than 15 minutes or cancellation

Significant differences compared to the equivalent quarter a year ago
+/- in red refers to a significant decrease compared to a year ago, while **+/- in green** refers to a significant increase compared to a year ago.

Summary

Overall satisfaction and rating ☑

Overall satisfaction improved – driven by the disrupted and by all journey purposes. On a monthly basis, the results are more changeable as those with a minor disruption shown declines during the quarter. By journey purpose, satisfaction is similar and infers the information is consistent across purposes.

Satisfaction is high across the journey stages and aspects of information, and these are stable over time. More perceive the information to be trustworthy and personalised compared to a year ago.

At journey purpose level, business views have improved the most. They show significant increases across several journey stages. Commuters also note improvements with information when planning/ booking, and at the station.

Generally, the more disrupted a passenger is the lower their satisfaction is. One example is for on board the train information where it is not consistently rated across the disruption type. Among those with no disruption, information is rated highly, while for the disrupted this is the weakest journey stage. Information needs to be tailored during times of disruption.

7 in 10 passengers rate the information provided well during a delay, and roughly a similar amount are satisfied with the aspects of information during a delay. Although similar to a year ago, ratings are slow to improve on the declines experienced in December 2023.

Information channels used ☑

The National Rail website/app information continues to be the most used source for planning/booking, the journey to the station and after the journey has finished. It is also now equally used as much as station signage and wayfinding when at the destination station. For the departure station and on board, screens, station signage and announcements are most important for assisting passengers.

The ratings of the different information channels remain high, and generally correlate with incidence of use. Channel satisfaction does, however, change month-on-month. Experiencing a disruption can have a knock-on effect on ratings here, as shown by ratings dipping in March 2024 for information received via a member of staff when planning, journey planning website or apps on the way to the station and for screens used at the station.

It's imperative that the information from channels used is tailored towards the end user. The disrupted passenger's experience of the channels can have an impact on satisfaction at a granular level, which can impact perception of the information overall. Therefore, it's important that channels can provide accessible and appropriate information to meet their needs.

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Pledges ☑

When planning and booking, passengers remain very satisfied with the information provided. Information on different aspects of the journey are more widely seen, and satisfaction with this information is improving versus a year ago. More are provided with information on station facilities in advance of the journey. Also, satisfaction is higher for information on how and why train times have changed. Majority are informed about rail replacement buses when booking and was easy to find where the bus replacement was located.

At the station, platform information and staff assistance are rated highly. The latter shows improvements in the helpfulness of information provided by staff but could further improve during disruptions. Announcements are key at this point, though the major disrupted are more dissatisfied with the timing of announcements, and for minor disruptions frequency could be improved. Both are crucial for future planning.

Of those delayed, frequency and how long the delay fell to their lowest levels for the minor disrupted and is an area for improvement for this group who saw declining satisfaction at an overall level during the last quarter. Compensation is still an area that could be addressed to make it clearer who is eligible and to make the process as efficient as possible. For future journeys, reliable and frequent updates are most sought after. With particular focus to announcements and the delivery of information in a timely way to enable disrupted passengers to make decisions on the remainder of their journey.

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Overall satisfaction

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Overall satisfaction with information provision (1/3)

Overall, passengers' satisfaction with information provision (% very + fairly satisfied) significantly increased in January-March 2024 compared to a year ago. This was driven by a major uplift in satisfaction across disrupted passengers. On a month-to-month level, the major disrupted improved in their perceptions of the information provided after the drop in December following a series of disruptions and storms, while for the minor it was more changeable.

Overall satisfaction with information provision by disruption (%)

	Overall	Minor disruption	Major disruption	No disruption
Total satisfied	**86**	**77**	**63**	**96**
YoY	(+5)	(+5)	(+8)	(+2)
QoQ	(-1)	(-4)	(-1)	(-1)

Overall bars: Very satisfied 47, Fairly satisfied 39, Neither 6, Fairly dissatisfied 6, Very dissatisfied 2
Minor disruption bars: Very satisfied 32, Fairly satisfied 45, Neither 9, Fairly dissatisfied 11, Very dissatisfied 3
Major disruption bars: Very satisfied 28, Fairly satisfied 35, Neither 14, Fairly dissatisfied 16, Very dissatisfied 8
No disruption bars: Very satisfied 58, Fairly satisfied 38, Neither 3, Fairly dissatisfied 1, Very dissatisfied 0

Legend: Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied

Total satisfied trend

No disruption: 94, 94, 94, 94, 93, 95, 95, 96, 94, 96, 95, 95, 96, 97, 97, 95, 96, 95
Overall: 83, 80, 75, 81, 81, 80, 86, 85, 86, 85, 82, 84, 87, 89, 83, 85, 88, 85
Minor disruption: 76, 79, 66, 73, 69, 73, 78, 73, 82, 78, 76, 73, 81, 85, 76, 80, 75, 74
Major disruption: 57, 47, 51, 56, 61, 48, 65, 61, 62, 59, 48, 64, 67, 66, 57, 60, 65, 63

Months: Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sep Oct Nov Dec Jan Feb Mar

Legend: Overall, Minor disruption, Major disruption, No disruption

Overall, how satisfied were you with the information provided during your journey? (excl DK) Jan-Mar 24 (2556/508/471/1577); Jan/Feb/Mar 24 – Overall (855/851/850)
Disruption type: Major (172/143/156), Minor (191/126/191), None (492/582/503)

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Overall satisfaction with information provision (2/3)

During January-March 2024, satisfaction in information provision increased across all journey purposes compared to a year ago. Compared to earlier tracking, the views by passenger type on information provision are converging, meaning there is more agreement among passengers and infers the experience of information is consistently good and tailored for all purposes. This is most notable among business passengers.

Overall satisfaction with information provision by passenger type (%)

	Overall	Business	Commuter	Leisure
Total satisfied	**86**	**86**	**83**	**87**
YoY	(+5)	(+12)	(+6)	(+3)
QoQ	(-1)	(0)	(-1)	(0)

Overall
- Very satisfied: 47
- Fairly satisfied: 39
- Neither: 6
- Fairly dissatisfied: 6
- Very dissatisfied: 2

Business
- Very satisfied: 47
- Fairly satisfied: 39
- Neither: 5
- Fairly dissatisfied: 7
- Very dissatisfied: 2

Commuter
- Very satisfied: 44
- Fairly satisfied: 39
- Neither: 7
- Fairly dissatisfied: 8
- Very dissatisfied: 2

Leisure
- Very satisfied: 49
- Fairly satisfied: 38
- Neither: 6
- Fairly dissatisfied: 4
- Very dissatisfied: 2

Legend:
■ Very dissatisfied ■ Fairly dissatisfied ■ Neither
■ Fairly satisfied ■ Very satisfied

Total satisfied trend

Months: Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sep Oct Nov Dec Jan Feb Mar

Legend: — Overall — Business — Commuter — Leisure

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Key performance indicators

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Overall satisfaction with information provision at each journey stage (1/4)

Overall, passengers are satisfied with the information they receive at different stages throughout their rail journeys. Views are stable over time – consistent with last quarter and when compared to a year ago.

Overall satisfaction with information provided at each journey stage (%)

	Planning and booking	Journey to the station	At the station	On board the train	At destination/ interchange
Total Satisfied	**86**	**81**	**85**	**85**	**86**
YoY	(+2)	(+2)	(+1)	(0)	(+2)
QoQ	(-2)	(-2)	(-1)	(-1)	(-1)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Planning and booking	52	34	9	4	2
Journey to the station	46	35	13	5	1
At the station	52	34	7	6	2
On board the train	50	35	8	5	1
At destination/interchange	52	33	9	4	1

■ Very dissatisfied   ■ Fairly dissatisfied   ■ Neither   ■ Fairly satisfied   ■ Very satisfied

Overall, how satisfied were you with the information provided…? (excl DK) Jan-Mar 24 – planning and booking (2480), journey to station (2207), at the station (2447), on board the train (1832), at destination/interchange (2268)

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Overall satisfaction with aspects of information provided (2/4)

Business passengers' ratings across most of the journey stages have significantly improved on a year ago, and this aligns with the changes among this group noted on slide 7. Leisure scores are stable over time, while commuters are more positive about information at the planning and booking and at station stage.

Overall satisfaction with aspects of information provided during the journey by passenger type (%)
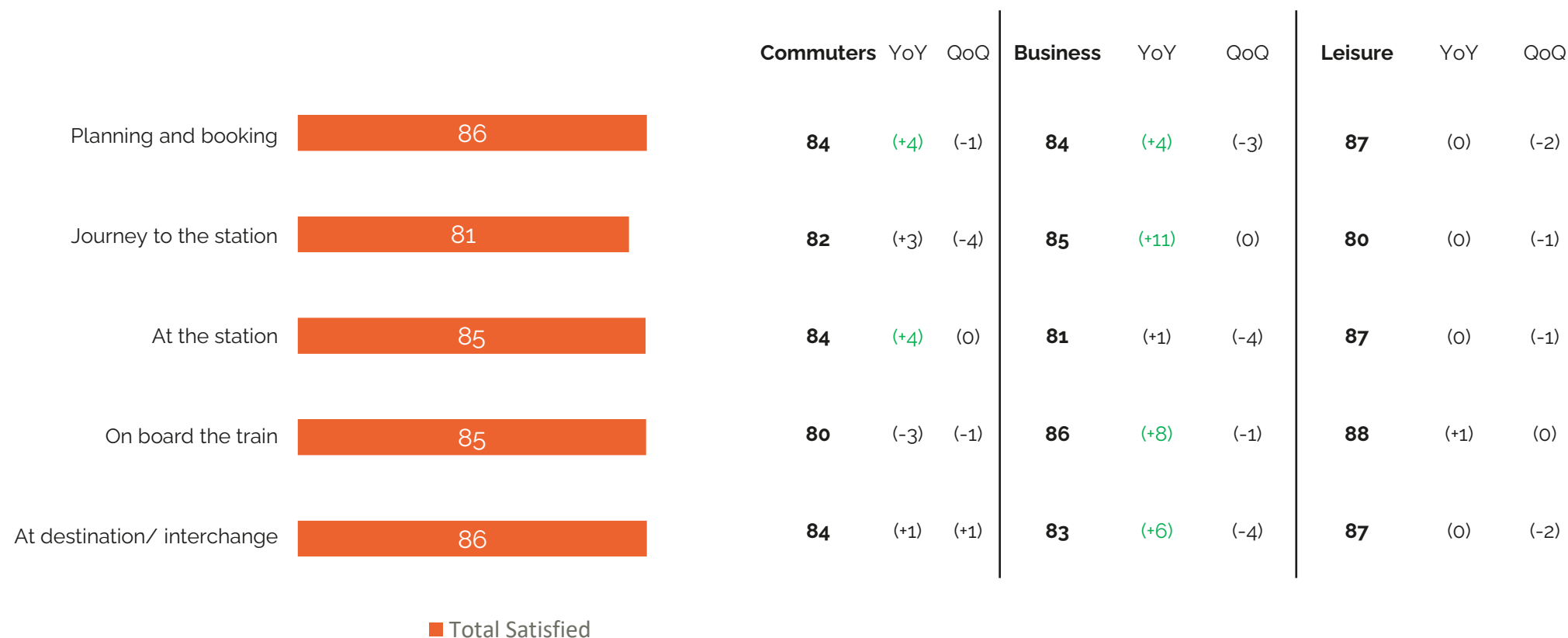
	Total Satisfied	Commuters	YoY	QoQ	Business	YoY	QoQ	Leisure	YoY	QoQ
Planning and booking	86	84	(+4)	(-1)	84	(+4)	(-3)	87	(0)	(-2)
Journey to the station	81	82	(+3)	(-4)	85	(+11)	(0)	80	(0)	(-1)
At the station	85	84	(+4)	(0)	81	(+1)	(-4)	87	(0)	(-1)
On board the train	85	80	(-3)	(-1)	86	(+8)	(-1)	88	(+1)	(0)
At destination/ interchange	86	84	(+1)	(+1)	83	(+6)	(-4)	87	(0)	(-2)

■ Total Satisfied

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Overall satisfaction with aspects of information provided (3/4)

Two thirds or more within each disruption type are satisfied with information provision at each of the 5 journey stages. Nevertheless, information on board the train is the weakest stage among those experiencing disruption, though is rated highly by those experiencing no disruption, which infers information could be more tailored during times of disruption. Similarly, at station is a weaker stage among the major disrupted.

Overall satisfaction with aspects of information provided during the journey by disruption (%)

	Total Satisfied	Minor disruption	YoY	QoQ	Major disruption	YoY	QoQ	No disruption	YoY	QoQ
Planning and booking	86	80	(+1)	(–3)	71	(0)	(–6)	92	(+1)	(–1)
Journey to the station	81	79	(+1)	(–4)	69	(+6)	(–4)	86	(0)	(–1)
At the station	85	80	(+1)	(0)	67	(+1)	(–8)	92	(0)	(–1)
On board the train	85	70	(–4)	(–1)	68	(–5)	(–1)	91	(+1)	(–2)
At destination/ interchange	86	78	(+3)	(–4)	71	(–2)	(–4)	92	(+1)	(0)

■ Total Satisfied

How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 24 (Overall/Minor/Major/No disruption) – planning and booking (2480/498/461/1521), journey to station (2207/483/421/1303), at the station (2447/504/405/1538), onboard the train (1832/276/189/1367), at destination/interchange (2268/483/347/1438)

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Overall satisfaction with information provision at each journey stage (4/4)

The lower rating of information provision on board the train among the disrupted is apparent when tracking over time, as figures show a steady decline since Q2 23/24. Satisfaction amongst the non-disrupted remains high.

Overall total satisfaction with information provided at each journey stage by disruption – trended (%)

Legend: Total satisfied · Minor disruption · Major disruption · No disruption

Overall, how satisfied were you with the information provided…? (excl DK) Jan-Mar 24– planning (2480), journey to station (2207), at the station (2447), onboard the train (1832), at destination/interchange (2268),

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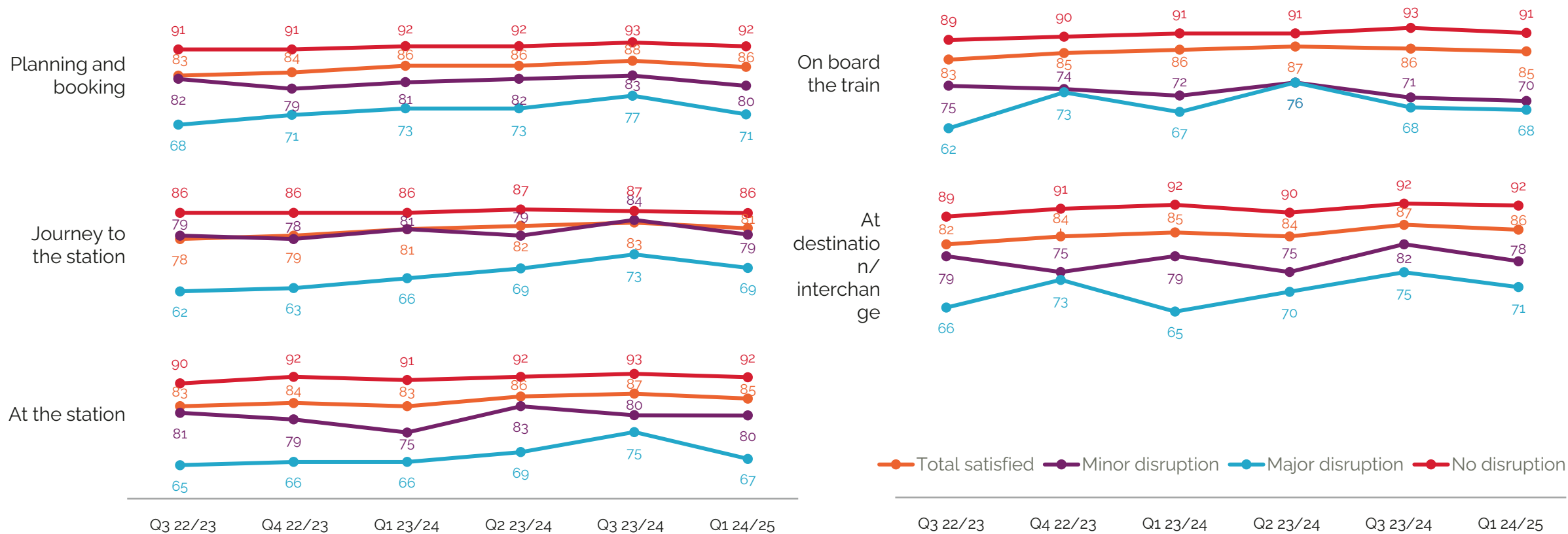
Overall satisfaction with aspects of information provided (1/5)

Satisfaction for all aspects of information provided remains high and shows strong improvements on a year ago.

Overall satisfaction with aspect of information provided during the journey (%)
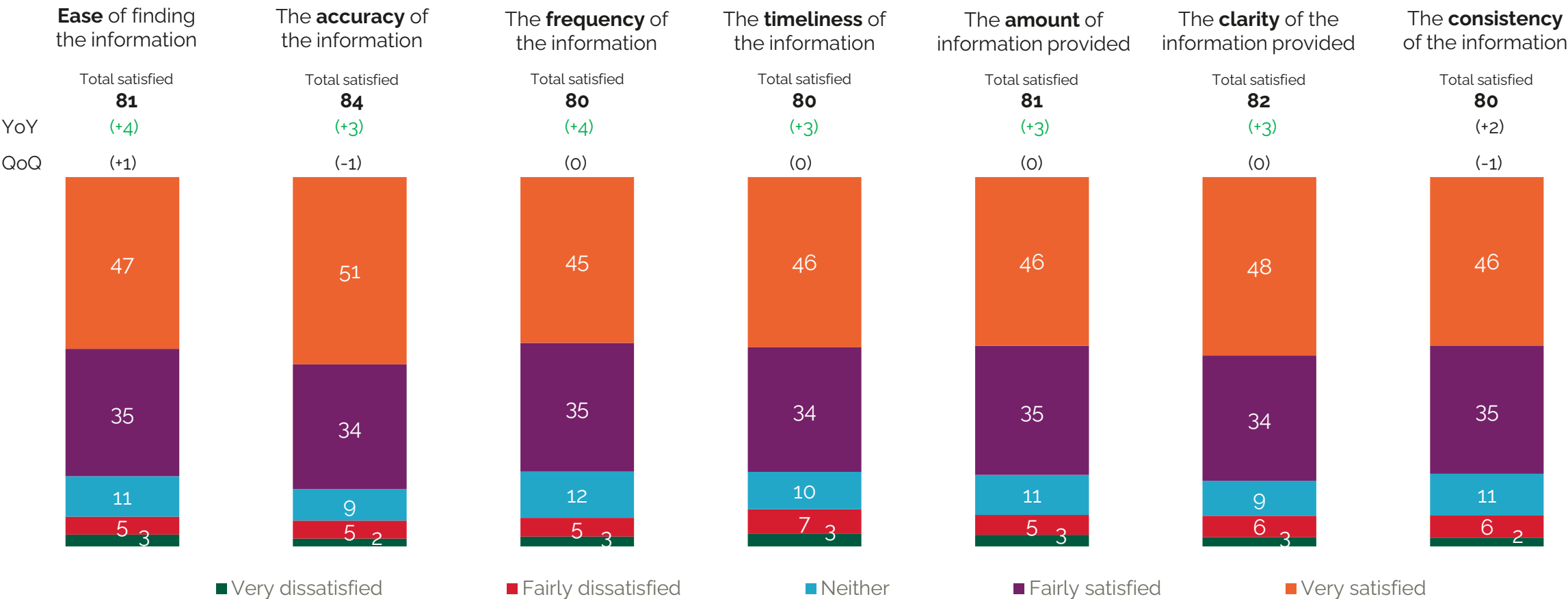
	Ease of finding the information	The accuracy of the information	The frequency of the information	The timeliness of the information	The amount of information provided	The clarity of the information provided	The consistency of the information
Total satisfied	81	84	80	80	81	82	80
YoY	(+4)	(+3)	(+4)	(+3)	(+3)	(+3)	(+2)
QoQ	(+1)	(−1)	(0)	(0)	(0)	(0)	(−1)

Stacked bar values:

	Ease	Accuracy	Frequency	Timeliness	Amount	Clarity	Consistency
Very satisfied	47	51	45	46	46	48	46
Fairly satisfied	35	34	35	34	35	34	35
Neither	11	9	12	10	11	9	11
Fairly dissatisfied	5	5	5	7	5	6	6
Very dissatisfied	3	2	3	3	3	3	2

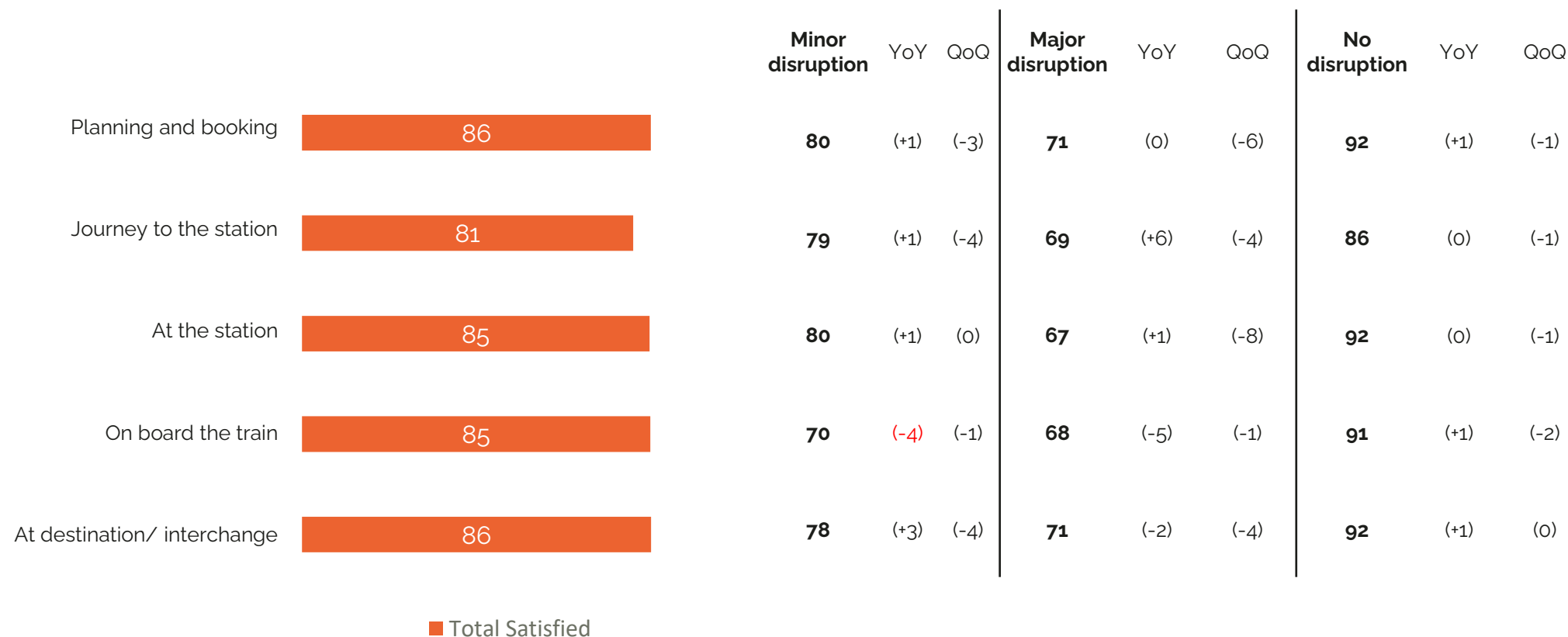■ Very dissatisfied   ■ Fairly dissatisfied   ■ Neither   ■ Fairly satisfied   ■ Very satisfied

How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 24 – ease (2541), accuracy (2546), frequency (2545), timeliness (2545), amount (2546), clarity (2550), consistency (2553)

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Overall satisfaction with aspects of information provided (2/5)

Passengers feel satisfied with the aspects of information provided during their journey. Those who were major disrupted show lower scores, however ease of finding information and the frequency of the provision has significantly improved compared to a year ago.

Overall satisfaction with aspects of information provided during the journey by disruption (%)

	Total Satisfied	Minor disruption	YoY	QoQ	Major disruption	YoY	QoQ	No disruption	YoY	QoQ
Ease of finding the information	81	71	(+1)	(-4)	61	(+7)	(0)	91	(+3)	(+2)
The accuracy of the information	84	75	(+3)	(-2)	68	(+5)	(-1)	92	(+1)	(-1)
The frequency of the information	80	72	(0)	(-2)	65	(+12)	(+4)	88	(+2)	(-1)
The timeliness of the information (i.e. did it arrive at the right time)	80	66	(-2)	(-5)	57	(+5)	(+1)	90	(0)	(-2)
The amount of information provided	81	71	(+1)	(0)	58	(+1)	(-4)	90	(+1)	(-1)
The clarity of the information provided	82	72	(+4)	(-4)	62	(+1)	(-4)	92	(+2)	(+1)
The consistency of the information	80	70	(-3)	(-2)	63	(+5)	(+1)	89	(0)	(-2)

■ Total Satisfied

How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 24 (Overall/Minor/Major/No disruption) – ease (2541/368/288/1403), accuracy (2546/388/311/1452), frequency (2545/367/294/1369), timeliness (2545/346/263/1423), amount (2546/367/274/1412), clarity (2550/367/292/1438), consistency (2553/357/296/1399).

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Overall satisfaction with aspects of information provided (3/5)

At an overall level, satisfaction has remained quite stable across all the aspects of information provided, with the major disrupted showing an uplift since the equivalent quarter a year ago.

Overall satisfaction with aspect of information provided during the journey by disruption – trended (%)

Ease of finding the information

	Q3 22/23	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24	Q1 24/25
No disruption	88	88	90	89	89	91
Total satisfied	76	77	82	80	80	81
Minor disruption	71	70	71	71	75	71
Major disruption	54	54	65	59	61	61

The **accuracy** of the information

No disruption	90	91	93	93	94	92
Total satisfied	79	81	84	83	85	84
Minor disruption	71	72	76	75	77	75
Major disruption	61	63	64	64	69	68

The **frequency** of the information

No disruption	85	86	89	89	89	88
Total satisfied	74	76	80	79	80	80
Minor disruption	72	72	71	73	74	72
Major disruption	53	53	58	56	60	65

The **timeliness** of the information

No disruption	90	90	90	90	92	90
Total satisfied	75	77	80	79	80	80
Minor disruption	64	68	69	70	71	66
Major disruption	50	52	56	53	56	57

The **amount** of information provided

No disruption	88	89	89	90	91	90
Total satisfied	75	78	80	80	81	81
Minor disruption	69	70	71	71	71	71
Major disruption	54	57	60	59	62	58

The **clarity** of the information provided

No disruption	89	90	90	92	91	92
Total satisfied	78	79	82	82	83	82
Minor disruption	70	68	74	72	76	72
Major disruption	59	61	61	63	66	62

The **consistency** of the information

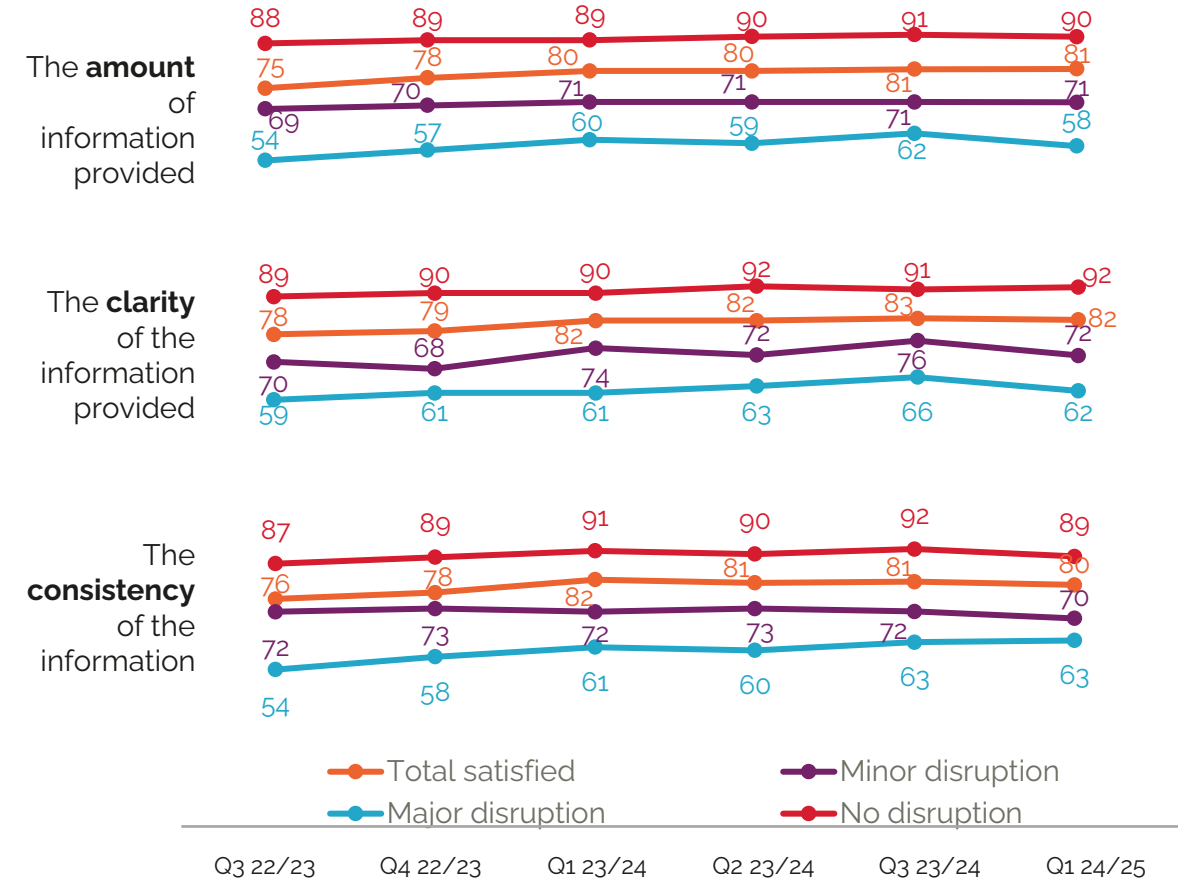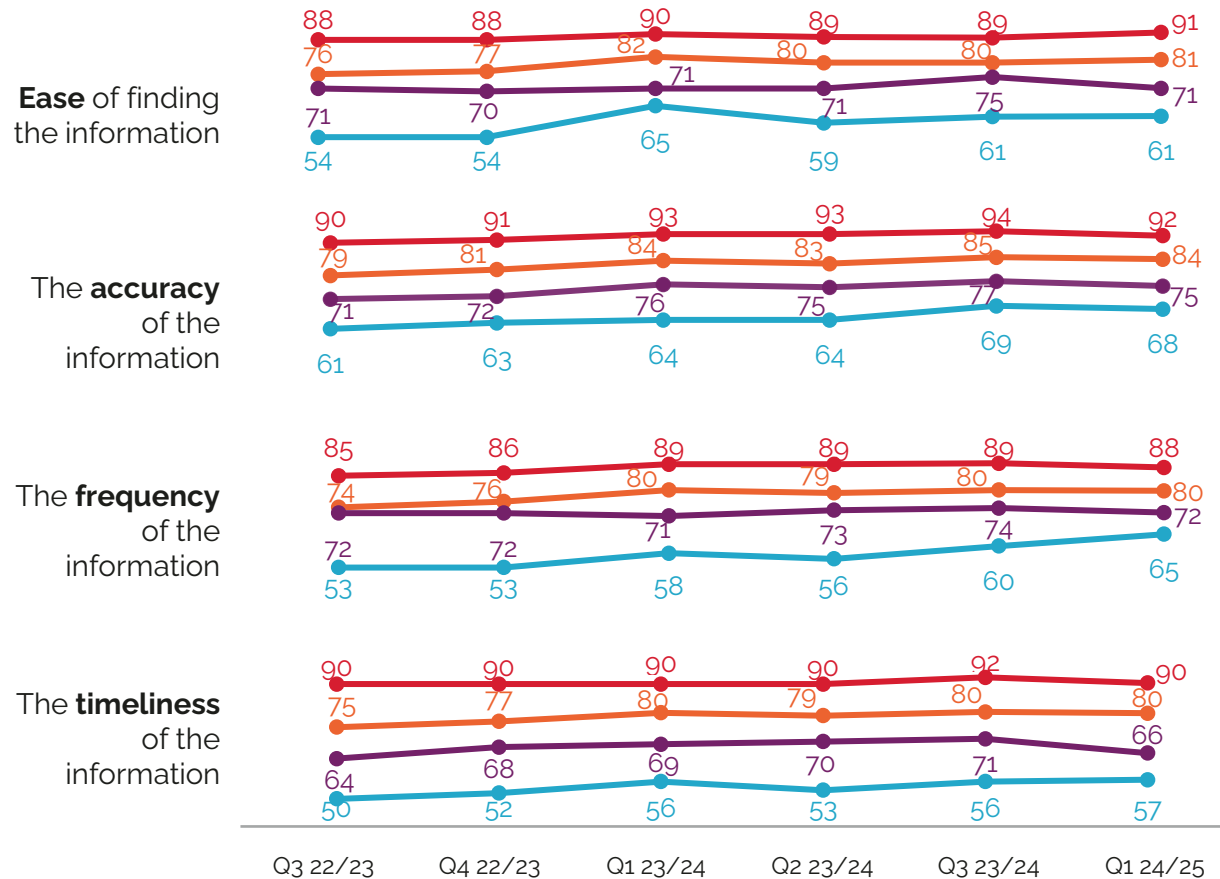|						
No disruption	87	89	91	90	92	89
Total satisfied	76	78	82	81	81	80
Minor disruption	72	73	72	73	72	70
Major disruption	54	58	61	60	63	63

Legend: Total satisfied · Minor disruption · Major disruption · No disruption

How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 24 – ease (2541), accuracy (2546), frequency (2545), timeliness (2545), amount (2546), clarity (2550), consistency (2553)

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Rating of trustworthiness of information provided

The trust level of the information given to rail passengers remains high, with 9 out of 10 expressing confidence in the information they received. Figures for trust appear to be converging in the latest month, though trust is more changeable among the disrupted.

Overall rating of trustworthiness of information provided by disruption (%)

Trust

Total Trust
90
YoY (+3)
QoQ (−1)

Stacked bar values:
- I trusted it a lot — 59
- I trusted it a little — 31
- Neither nor — 7
- I didn't trust it much — 3
- I didn't trust it at all — 1

Legend:
- I trusted it a lot
- I trusted it a little
- Neither nor
- I didn't trust it much
- I didn't trust it at all

Overall

Total Trust
90
YoY (+3)
QoQ (−1)

Minor disruption

Total Trust
87
YoY (+2)
QoQ (0)

Major disruption

Total Trust
75
YoY (−1)
QoQ (−3)

No disruption

Total Trust
95
YoY (+2)
QoQ (−1)

Trust (Total trust trend)

Legend: Total Trust — Minor disruption — Major disruption — No disruption

Month	Total Trust	Minor disruption	Major disruption	No disruption
Oct-22	86	86	68	92
Nov-22	85	87	68	92
Dec-22	88	90	75	95
Jan-23	89	87	80	94
Feb-23	87	80	79	92
Mar-23	86	86	68	93
Apr-23	90	85	78	95
May-23	92	87	82	97
Jun-23	86	80	71	93
Jul-23	89	92	70	94
Aug-23	86	81	68	94
Sep-23	84	87	77	95
Oct-23	90	87	81	95
Nov-23	92	91	82	95
Dec-23	89	86	74	96
Jan-24	90	91	72	95
Feb-24	89	83	71	95
Mar-24	90	87	82	94

To what extent did you trust the information that was provided to you? q1 2024 Jan-Mar 24 (Overall/Minor/Major/No disruption) - (2571/510/476/1585), Jan/Feb/Mar 24 (857/857/857),

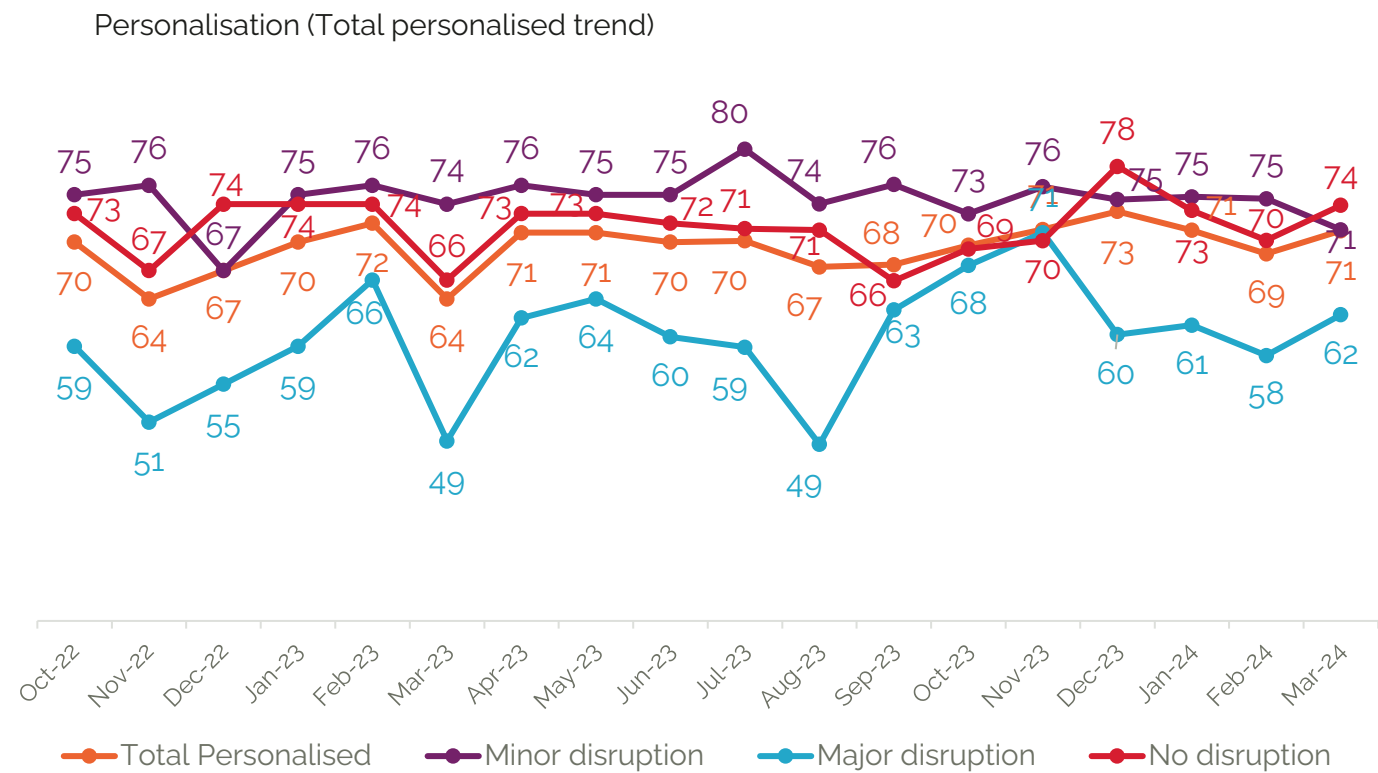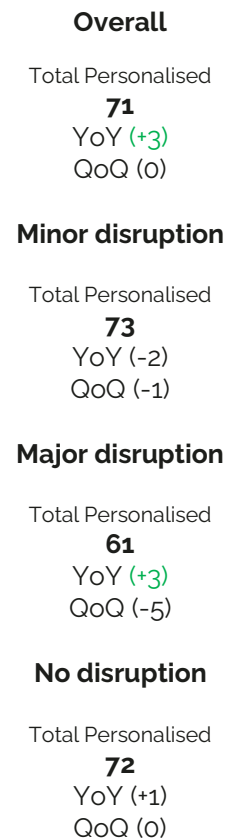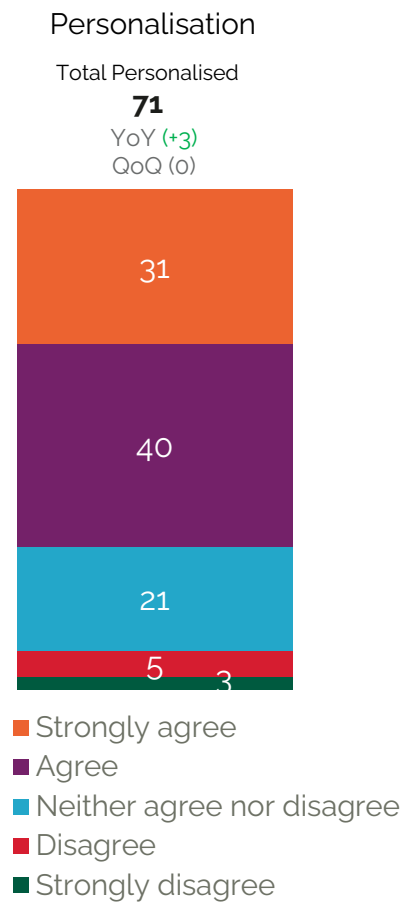Rail Delivery Group
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Rating personalisation of the information provided

Overall, 7 in 10 passengers think the information was personalised to them and their journey – a significant improvement on a year ago. The major disrupted perceive information to be more personalised, which is a good sign as disrupted passengers require more tailored information related to their disruption.

Overall rating of personalisation of information provided (%)

Personalisation

Total Personalised
71
YoY (+3)
QoQ (0)

Overall

Total Personalised
71
YoY (+3)
QoQ (0)

Minor disruption

Total Personalised
73
YoY (-2)
QoQ (-1)

Major disruption

Total Personalised
61
YoY (+3)
QoQ (-5)

No disruption

Total Personalised
72
YoY (+1)
QoQ (0)

Legend:
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Trend legend: Total Personalised · Minor disruption · Major disruption · No disruption

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Planning and booking

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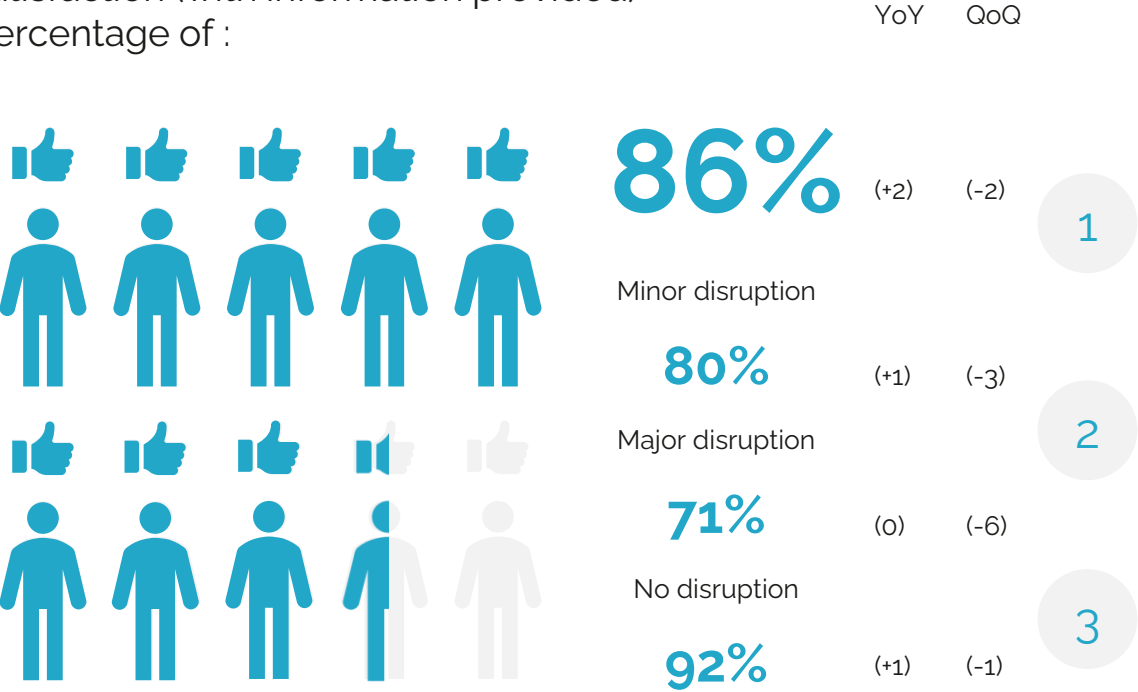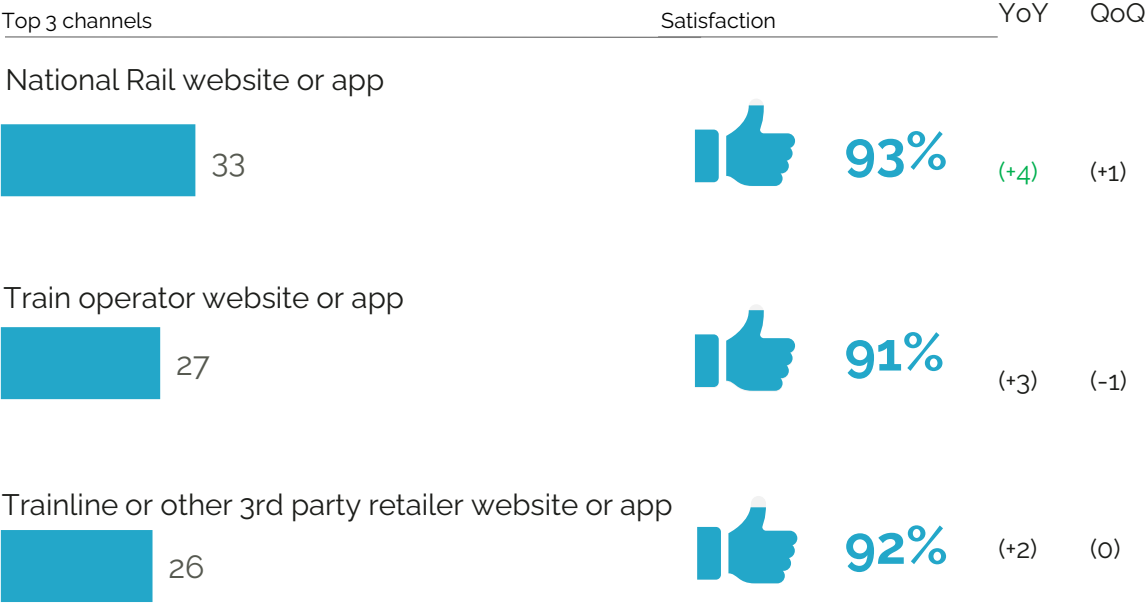
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Planning and booking – Key satisfaction metrics

Rail passengers planning and booking their journeys continue to be very satisfied with the information provided (86%) at that stage. The top channel used remains National Rail website or app (33%), second is the train operator website or app (27%), then Trainline or other 3rd party retailer website or app (26%) . All three channels are rated very highly.

Overall, this quarter, passengers gave a satisfaction (with information provided) percentage of :

	YoY	QoQ
86%	(+2)	(–2)
Minor disruption		
80%	(+1)	(–3)
Major disruption		
71%	(0)	(–6)
No disruption		
92%	(+1)	(–1)

Top 3 channels used during planning and booking and their satisfaction (%):

Top 3 channels	Satisfaction	YoY	QoQ
National Rail website or app — 33	93%	(+4)	(+1)
Train operator website or app — 27	91%	(+3)	(–1)
Trainline or other 3rd party retailer website or app — 26	92%	(+2)	(0)

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Overall satisfaction with information provided when planning and booking

Satisfaction with information provided at the planning and booking stage in the last 3 months is similar to the same period a year ago, suggesting information at this stage is consistent in its support for passengers.

Overall satisfaction with information provided when planning and booking – trended (%)

Total satisfied

Oct-22: 84, Nov-22: 84, Dec-22: 81, Jan-23: 84, Feb-23: 85, Mar-23: 82, Apr-23: 85, May-23: 89, Jun-23: 86, Jul-23: 88, Aug-23: 84, Sep-23: 86, Oct-23: 88, Nov-23: 88, Dec-23: 88, Jan-24: 85, Feb-24: 87, Mar-24: 85

20
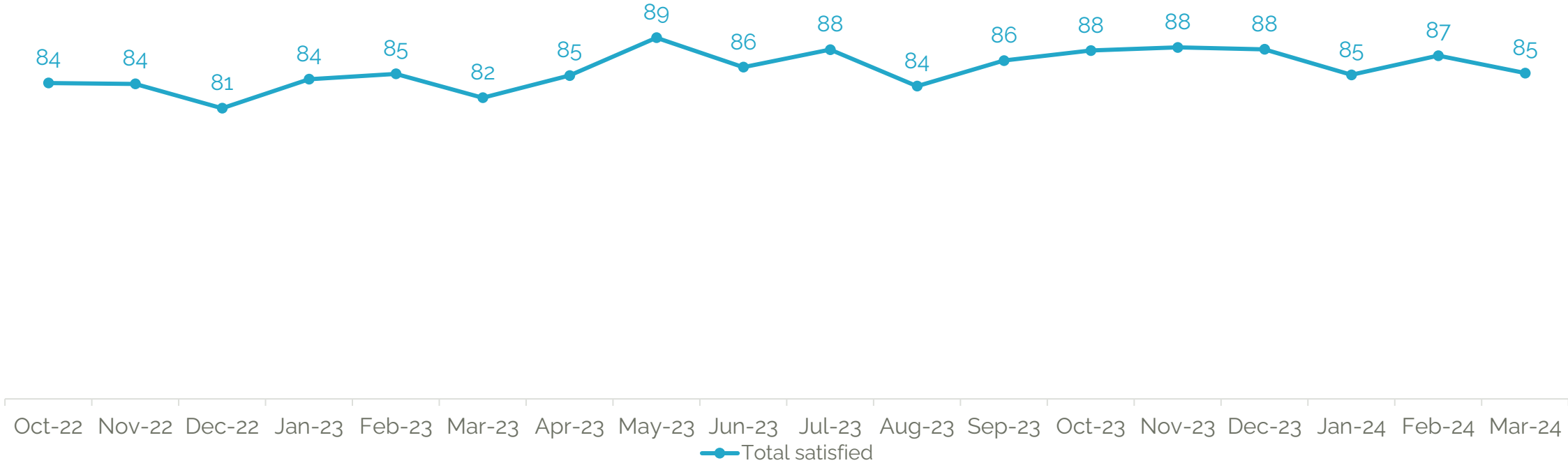
Overall, how satisfied were you with the information provided about your upcoming rail journey when planning and booking your journey? (excl DK) Oct/Nov/Dec 22/Jan 23/Feb/Mar/Apr/May/Jun /July/Aug/Sept/ Oct/Nov/Dec 23/Jan/Feb/Mar 24 (834/815/847/821/716/873/780/773/1002/822/828/807/822/830/828/827/828/825)

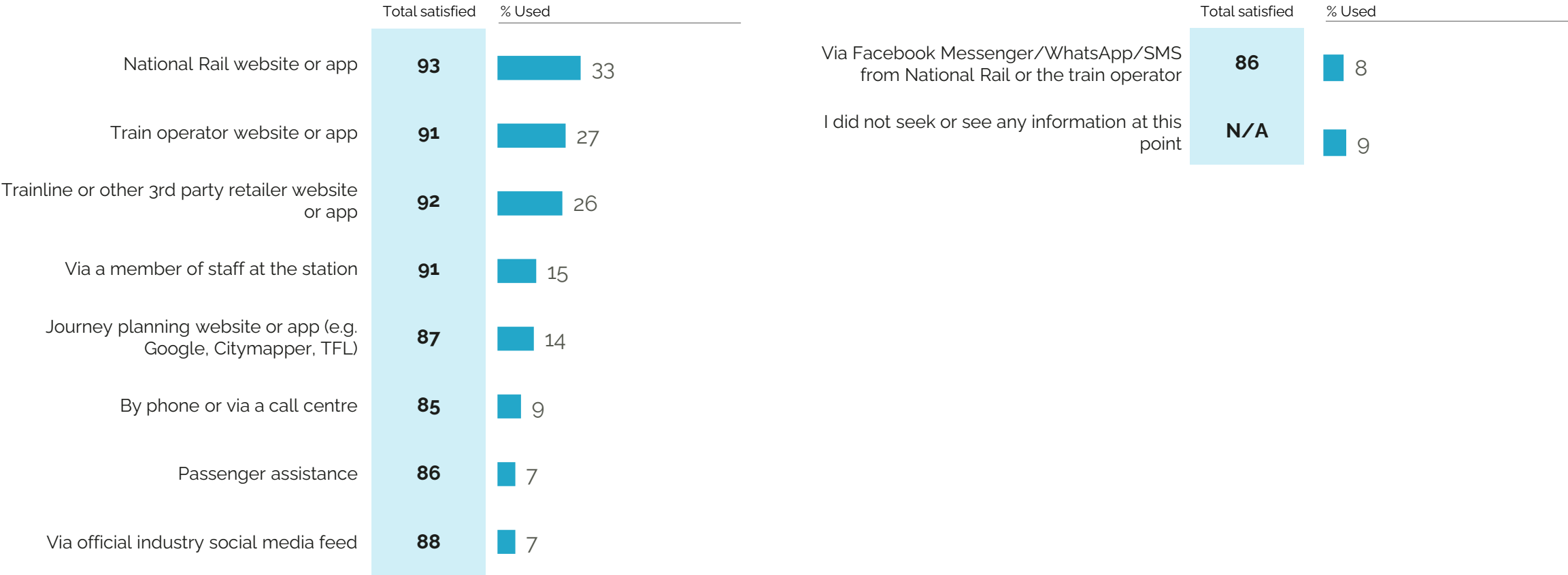Rail Delivery Group
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Information channels used and their satisfaction

The satisfaction of the information channels when planning and booking journeys continues to receive high satisfaction ratings across the board. There is also a positive story among those used less so by everyone, such as via a social media feed, which has improved on ratings since the same period a year ago (from 78% to 88%).

Information channels used and satisfaction with each when planning and booking a journey (%)

	Total satisfied	% Used
National Rail website or app	93	33
Train operator website or app	91	27
Trainline or other 3rd party retailer website or app	92	26
Via a member of staff at the station	91	15
Journey planning website or app (e.g. Google, Citymapper, TFL)	87	14
By phone or via a call centre	85	9
Passenger assistance	86	7
Via official industry social media feed	88	7

	Total satisfied	% Used
Via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator	86	8
I did not seek or see any information at this point	N/A	9

Which of the following information channels did you utilise when planning and booking your journey? How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Jan-Mar 24 (2571)

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Satisfaction with information channels

The top 3 channels perform consistently well over time. Receiving information via a member of staff fluctuates in January and March, which were when disrupted passengers used these channels more and therefore relied more on the information given. A similar story is true for journey planning website or apps where they were less able to support disrupted passengers and subsequently satisfaction has gone down compared to a year ago.

Satisfaction of information channels when planning and booking a journey – trended (%)
(Top 5)

National Rail website or app
88, 85, 89, 94, 86, 95, 93, 90, 93, 89, 87, 91, 93, 91, 91, 94, 93

Train operator website or app
90, 89, 86, 89, 89, 92, 91, 90, 91, 92, 92, 94, 93, 90, 91, 92, 89

Trainline or other 3rd party retailer website or app
90, 90, 91, 87, 93, 94, 92, 91, 94, 89, 95, 90, 97, 90, 92, 93, 92

Via a member of staff at the station
91, 86, 93, 84, 87, 83, 87, 89, 92, 90, 90, 95, 89, 98, 89, 96, 89

Those experiencing a disruption were more likely to seek information from staff members during January and March 2024. Their satisfaction ratings of the channels was lower during these months.

Journey planning website or app (e.g. Google, Citymapper, TFL)
94, 85, 84, 94, 91, 91, 95, 93, 91, 91, 91, 97, 91, 94, 87, 89, 87

Similarly, journey planning tools are used more among the disrupted, and they were less able to support this group of passengers this quarter.

X-axis: Nov-22, Dec-22, Jan-23, Feb-23, Mar-23, Apr-23, May-23, Jun-23, Jul-23, Aug-23, Sep-23, Oct-23, Nov-23, Dec-23, Jan-24, Feb-24, Mar-24

—●— Total satisfied

How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Jan/Feb/Mar 24 - National rail website or app (279/294/273), Train operator website or app (217/260/258), Trainline or other 3rd party retailer website or app (210/207/230), Via a member of staff (147/121/108), Journey planning website or app (97/98/131)

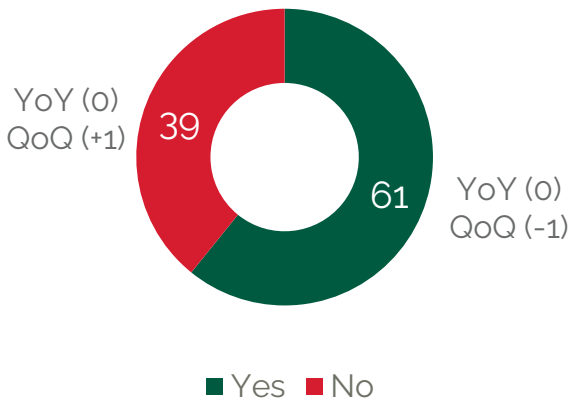Rail Delivery Group
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Information about facilities available

There has been a significant improvement in the number of passengers receiving information about facilities at the station (now 66%) in advance of their journey. Passengers are also significantly more satisfied with the information they are provided, and the same is true of information of facilities on board the train

Found information about the facilities available **at the station** (%)

YoY (-4)
QoQ (+1)
34

66
YoY (+4)
QoQ (-1)

■ Yes ■ No
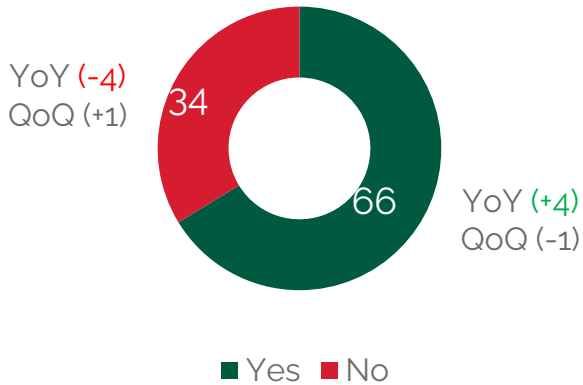
Found information about the facilities available **on board the train** (%)

YoY (0)
QoQ (+1)
39

61
YoY (0)
QoQ (-1)

■ Yes ■ No

Usefulness of information about the facilities at the station (%)

1	7	39	52

Total useful
92
YoY (+2)
QoQ (+1)

■ Not at all useful ■ Somewhat not useful ■ Neither nor ■ Somewhat useful ■ Very useful

Satisfaction of information about the facilities available* (%)

Facilities at the station and on board - combined: 1 3 29 67 — Total satisfied **95** YoY (-1) QoQ (-2)

Facilities on-board the train: 3 9 48 40 — Total satisfied **88** YoY (+4) QoQ (+3)

Facilities available at the station: 1 5 12 43 39 — Total satisfied **82** YoY (+6) QoQ (+4)

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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Changes to train times

Two thirds of passengers received information relating to changes to train times at the planning and booking stage which was received, on average, around 5 days in advance. Passengers are very satisfied with the information on changes to train times, with the highest ratings for information on how and why it has changed.

Found changes to train times (%)

YoY (−1)
QoQ (+1)

36
64

YoY (+1)
QoQ (−1)

- ■ Yes ■ No
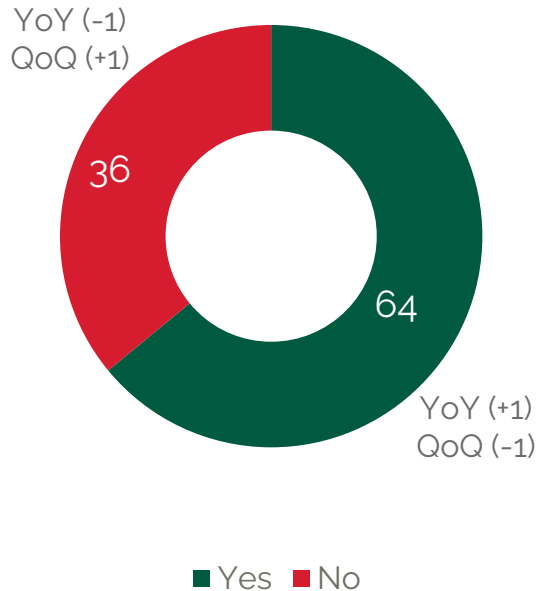
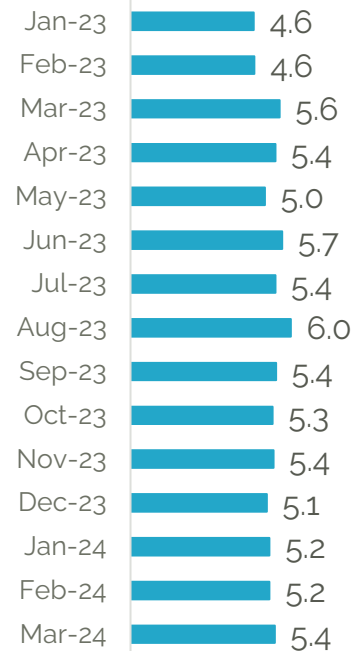## Average time information about the change to train times is received before journey (days)

Jan-23	4.6
Feb-23	4.6
Mar-23	5.6
Apr-23	5.4
May-23	5.0
Jun-23	5.7
Jul-23	5.4
Aug-23	6.0
Sep-23	5.4
Oct-23	5.3
Nov-23	5.4
Dec-23	5.1
Jan-24	5.2
Feb-24	5.2
Mar-24	5.4

Satisfied with the following (%)

Information on how and why your train time changed

61	31	5	3

Total satisfied
91
YoY (+3)
QoQ (−1)
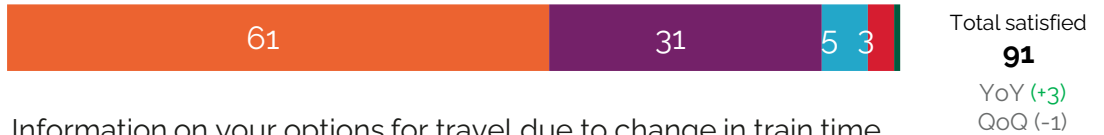
Information on your options for travel due to change in train time

49	35	10	4	1

Total satisfied
84
YoY (+1)
QoQ (−)
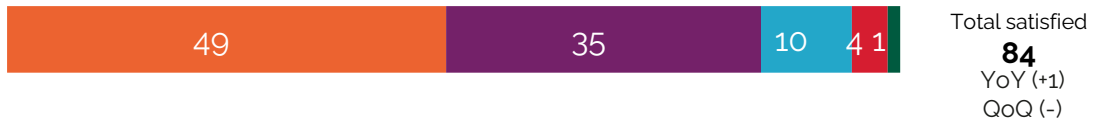
Information on how your journey will be impacted due to the change in train time

47	38	11	4	1

Total satisfied
84
YoY (+2)
QoQ (−)
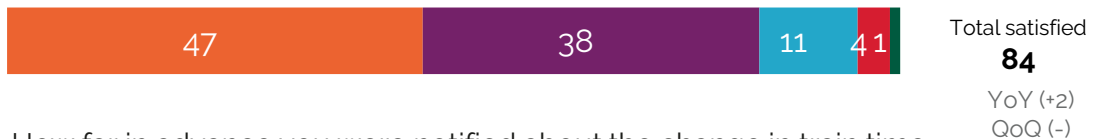
How far in advance you were notified about the change in train time

50	33	10	6	1

Total satisfied
83
YoY (+1)
QoQ (−2)

- ■ Very satisfied
- ■ Fairly satisfied
- ■ Neither nor
- ■ Fairly dissatisfied
- ■ Very dissatisfied

Did you find information on any of the following before your departure? And how satisfied were you with the following…? (excl DK) - Changes to train times, How quickly was the information you received regarding the change to your train times? Jan-Mar 24 (2155/1339/1286-1400)

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Date provision and seat availability for advance ticket booking

Two thirds received information on dates available for advance ticket booking, and these passengers continue to be very positive about the range of information and how well they were kept informed about the dates available (87%-93%). 63% receive information on seat availability and the majority are satisfied with this information.

Found list of dates currently available for advance ticket booking (% yes)

34
66

68%

YoY (–1)
QoQ (–2)
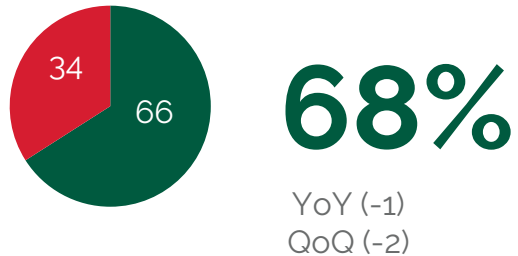
Found seat availability on the train (% yes)

38
62

63%

YoY (+1)
QoQ (–1)

■ Yes ■ No
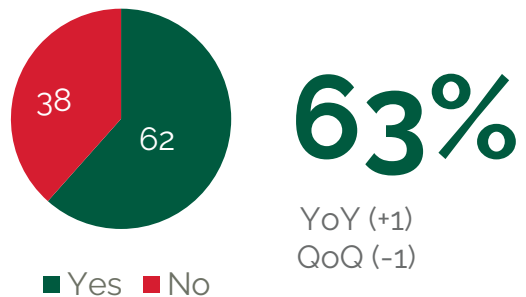
Satisfaction with advance booking information and seat availability (%)

The range of dates available to book

Total satisfied
93

YoY (+1)
QoQ (0)

60
33
6

Kept informed about dates available

Total satisfied
87

YoY (+2)
QoQ (–2)

51
36
10
3 1

Seat availability information

Total satisfied
89

YoY (–1)
QoQ (–3)

57
32
8
2

YoY
QoQ

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither nor ■ Fairly satisfied ■ Very satisfied

Did you find information on any of the following before your departure? And how satisfied were you with the following…? (excl DK) - A list of dates that were currently available for advance ticket booking. Jan-Mar 24 (2014/1313); Seat Availability. Jan-Mar 24 (2094/1318)

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Stage informed about rail replacement bus and ease in finding such information

Passengers are more likely to receive information about rail replacements in advance of their journey, with nearly two thirds stating this to be the case. The provision of this information is made significantly easier, enabling passengers to easily locate where their bus replacement will be.

Stage at which passengers were informed about the rail replacement bus (%)

- Q4 2022/23
- Q1 2023/24
- Q2 2023/24
- Q3 2023/24
- Q4 2023/24

At the planning and booking stage: 61, 59, 59, 60, 63

At the station: 39, 41, 41, 40, 37
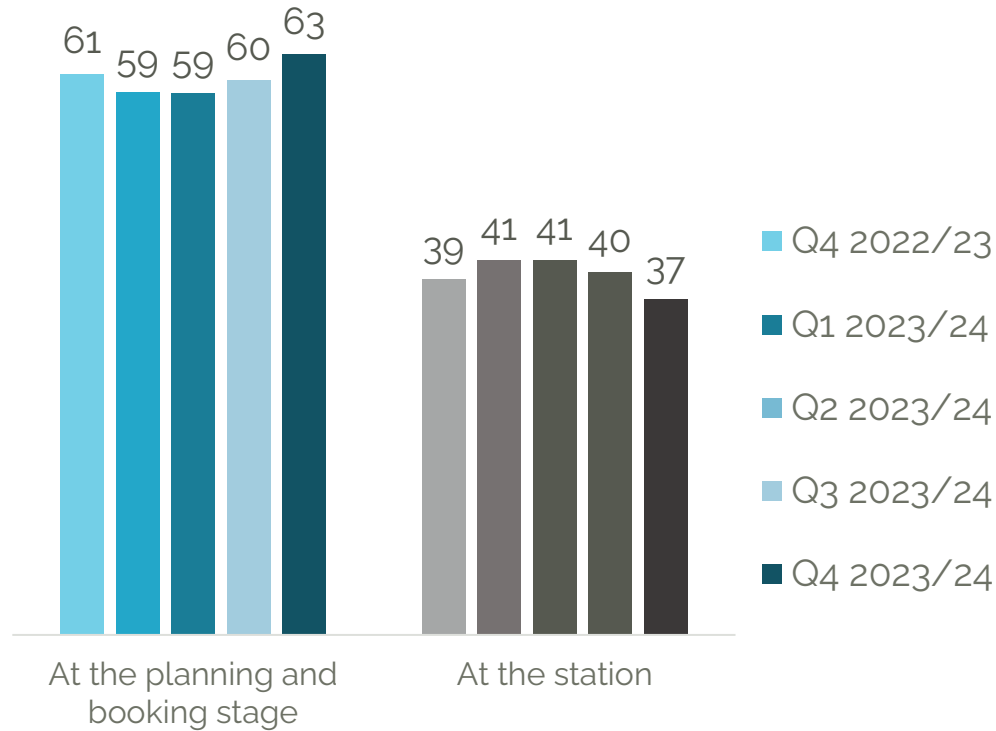
Ease with finding information on where bus replacement is located (%)

Total ease
87

YoY (+6)
QoQ (–2)

62
25
7
4 1

- Very difficult
- Fairly difficult
- Neither nor
- Fairly easy
- Very easy

What stage were you informed about the rail replacement bus for your journey? Jan-Mar 24 (575) When planning and booking your journey, how easy was it to find information about where to find the bus replacement at the station? (Excl. I did not seek) Jan-Mar 24 (368)

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Journey to the station

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Journey to the station – Key satisfaction metrics

At an overall level, 4 in 5 are satisfied with information during the journey to the station. This stage receives slightly lower satisfaction ratings than other points, though shows signs of improvement among those disrupted compared to a year ago. NR website or app is most used at this stage and continues to perform very highly among passengers.

Overall, this quarter, passengers gave a satisfaction (with information provided) percentage of:

Top 3 channels used and their satisfaction (%):

	YoY	QoQ
81%	(+2)	(-2)
Minor disruption		
79%	(+1)	(-5)
Major disruption		
69%	(+6)	(-4)
No disruption		
86%	(0)	(-1)
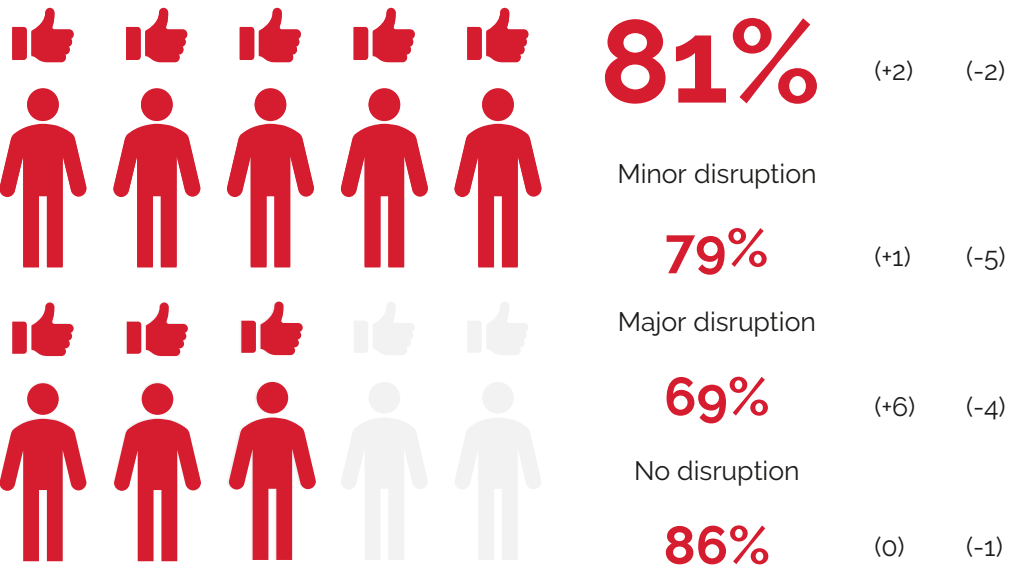
	Top 3 channels	Satisfaction	YoY	QoQ
1	National Rail website or app — 30	93%	(+3)	(-1)
2	Trainline or other 3rd party retailer website or app — 19	91%	(+5)	(+1)
3	Train operator website or app — 18	91%	(+3)	(+2)

Overall, how satisfied were you with the information provided about your upcoming rail journey when on your way to the station? Which of the following information channels did you utilise when on your way to the station? How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK) Jan-Mar 24 (2207)

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Overall satisfaction with information provided and information channels used when making the journey to the station

Information at this point in the journey is broadly the same as a year ago. Channel usage correlates to perceived satisfaction, with very high satisfaction reported for all channels used.

Overall satisfaction with information provided when making the journey to the station – trended (%)

Oct 81
Nov 76
Dec 78
Jan 79
Feb 80
Mar 78
Apr 79
May 84
Jun 81
July 82
Aug 80
Sep 83
Oct 84
Nov 84
Dec 81
Jan 81
Feb 83
Mar 80
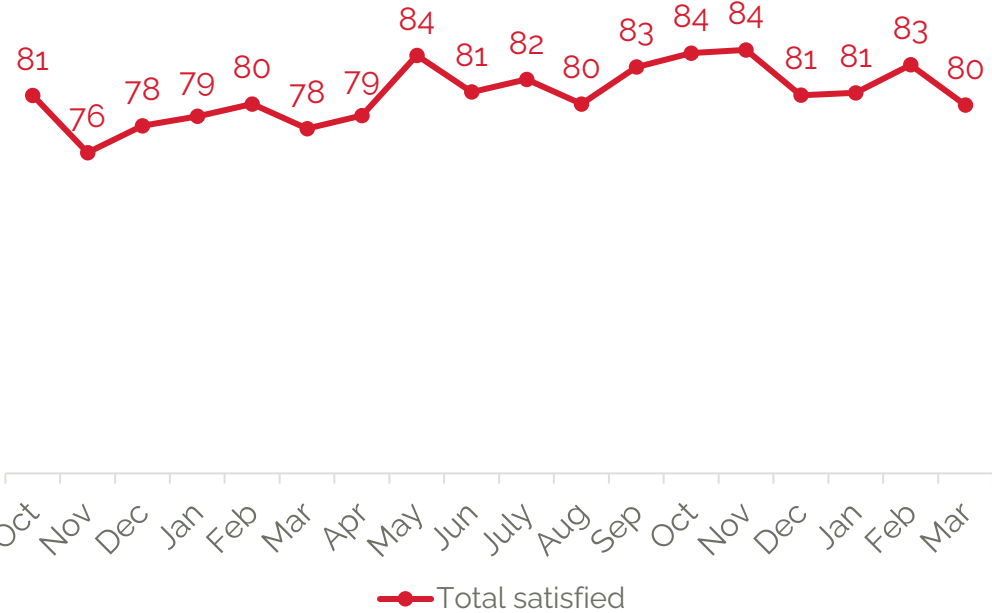
Total satisfied

Information channels used and satisfaction with each when making the journey to the station (%)

	Total satisfied	% Used
National Rail website or app	93	30
Trainline or other 3rd party retailer website or app	91	19
Train operator website or app	91	18
Journey planning website or app (e.g. Google, Citymapper, TFL)	90	17
Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator	91	11
Via official industry social media feed i.e. The train operator's Facebook page, Network Rail Twitter	87	10
Video on National Rail X (formerly Twitter) with a presenter explaining disruption	88	8
I did not seek or see any information at this point	N/A	26

Overall, how satisfied were you with the information provided about your upcoming rail journey when on your way to the station? Oct/Nov/Dec 22/ Jan/Feb/Mar/Apr/May/Jun/July/Aug/ Sep/ Oct/Nov/Dec 23/Jan'24/Feb'24/Mar'24 (788/746/770/742/668/779/724/732/921/735/757/733/728/753/773/742/711/754). Which of the following information channels did you utilise when on your way to the station? How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK) Jan-Mar 24 (2512)

29

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Satisfaction with information channels

Satisfaction with NR website or app improves significantly in February which drives the improvements in satisfaction with this channel as seen on slide 29. NR was better able to support those experiencing major disruptions, which is a positive sign given this is the top channel used by these passengers. Alike at the planning stage, journey planning tools were more utilised by the disrupted during January and March 2024, and this drives satisfaction scores down here.

Satisfaction of information channels when making the journey to the station – trended (%)
(Top 5)

National Rail website or app

88 87 93 91 88 92 89 92 92 89 92 93 96 91 91 96 92

The NR channel is the top channel used by the major disrupted, and in February 2024 nearly all of these passengers were satisfied with the information.

Journey planning website or app (e.g. Google, Citymapper, TFL)

88 88 89 88 83 90 88 91 93 86 92 95 83 87 88 95 87

Journey planning tools are used more among the disrupted, and they were less able to support this group of passengers in January and March 2024.

Trainline or other 3rd party retailer website or app

91 85 87 85 83 90 87 90 89 90 89 93 93 88 92 92 89

Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator

92 85 81 83 80 85 87 81 88 84 90 84 90 86 91 94 88

Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24

Train operator website or app

86 84 87 89 88 87 96 90 91 88 89 84 91 91 92 90 90

Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24

—●— Total satisfied

How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK) Jan'24/Feb'24/Mar'24 - National rail website or app (247/237/278), Train operator website or app (164/151/181), Trainline or 3rd party website or app (186/136/186), Journey planning website or app (e.g. Google, Citymapper, TFL) (147/109/131), Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator (95/84/114)

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At the station

At the station – Key satisfaction metrics

At the station, 85% were satisfied with the information they are provided about their upcoming rail journey. The top 3 channels used are screens on the platform area, followed by announcements at the station and screens showing train times and platform numbers. Satisfaction with these channels is very high – between 90-93%.

Overall, this quarter, passengers gave a satisfaction (with information provided) percentage of:

Top 3 channels used and their satisfaction (%):

	YoY	QoQ
85%	(+1)	(-2)
Minor disruption		
80%	(+1)	(0)
Major disruption		
67%	(+1)	(-8)
No disruption		
92%	(0)	(-1)

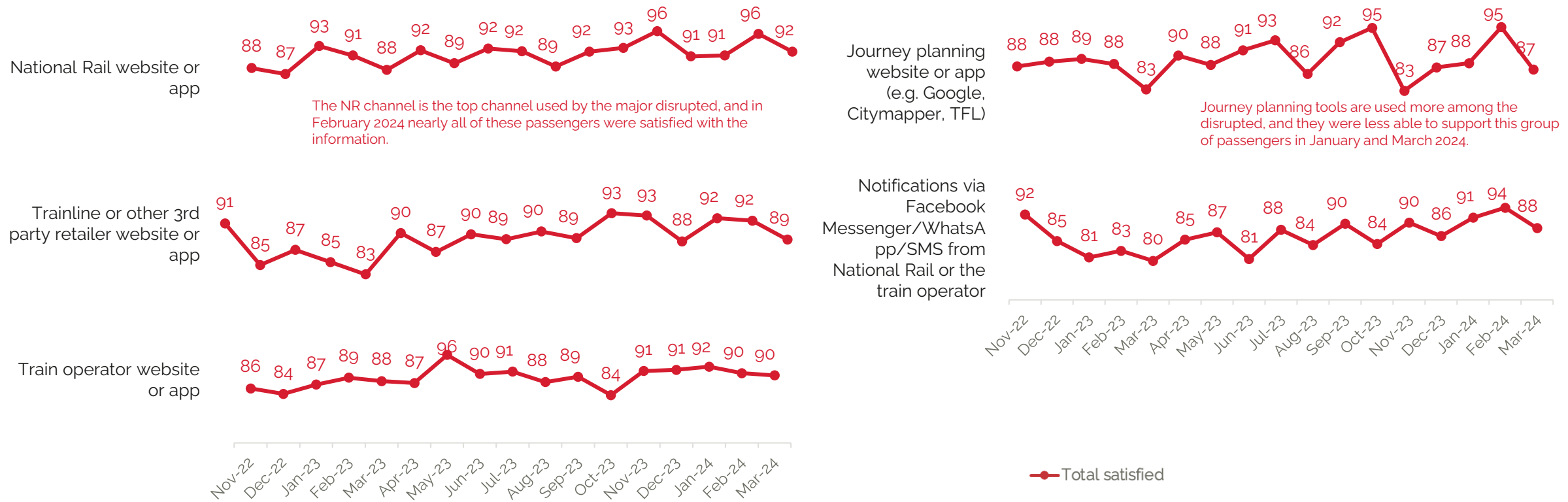| Top 3 channels		Satisfaction	YoY	QoQ
1	Screens on the platform area — 30	93%	(+2)	(-1)
2	Announcements at the station — 26	90%	(-2)	(-1)
3	Screens showing trains times and platform numbers — 24	93%	(+2)	(-1)

Overall, how satisfied were you with the information provided about your upcoming rail journey when at the station? Which of the following information channels did you utilise when at the station? How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) Jan-Mar 24 (2447)

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Overall satisfaction with information provided when at the station

Looking at the trended satisfaction with information provided when at the station, after the drop in satisfaction in December that was impacted by those experiencing a disruption, figures have not recovered to levels seen at the peak in November 2023.

Overall satisfaction with information provided when at the station – trended (%)

●— Total satisfied

Overall, how satisfied were you with the information provided about your about your upcoming rail journey when at the station? (excl DK) Oct/Nov/Dec 22 /Jan/Feb/Mar/Apr/May/Jun /July/Aug/Sep/ Oct/Nov/Dec 23/Jan-24/Feb-24/Mar-24 (813/797/815/787/697/851/776/759/987/808/809/809/817/820/821/824/804/819)

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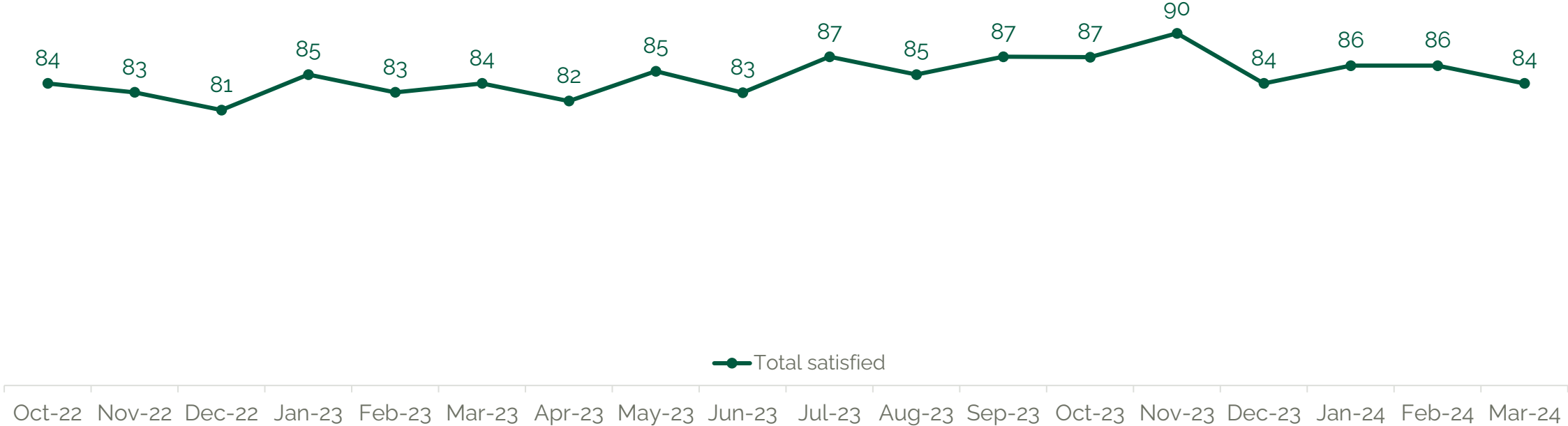
Information channels used and their satisfaction

The majority of passengers are using information channels at this stage, with few not seeking information at this point (7%). Channels used for information when at the station are rated highly, even among channels that are less utilised, such as messenger service and social media feeds.

Information channels used and satisfaction with each when at the station (%)

	Total satisfied	% Used		Total satisfied	% Used
Screens on the platform area	93	30	Trainline or other 3rd party retailer website or app	90	11
Announcements at the station	90	26	Help points on the platform area	91	11
Screens showing trains times and platform numbers	93	24	Journey planning website or app (e.g. Google, Citymapper, TFL)	87	9
National Rail website or app	92	19	Notifications via Facebook Messenger /WhatsApp/SMS from National Rail or the train operator	88	8
TV Screens in main departure hall / area	92	18	Via official industry social media feed i.e. The train operator's Facebook page, Network Rail Twitter	88	6
Station signage, posters and wayfinding	92	16	Video on National Rail X (formerly Twitter) with a presenter explaining disruption	81	6
Via a member of staff at the station	95	13	I did not seek or see any information at this point	N/A	7
Train operator website or app	90	12			

Which of the following information channels did you utilise when at the station? How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) Jan-Mar 24 (2506)

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Satisfaction with information channels

Nevertheless, monthly tracking provides evidence that the channels are changeable in the ratings among passengers. This is most notable for announcements at the station, where in March 2024 passengers were not as satisfied by the information provided. NR website or app shares a positive story, as the app is able to recover after December 2024.

Satisfaction of information channels when at the station – trended (%)
(Top 5)

Screens on the platform area
91 86 89 94 89 91 96 94 93 94 93 93 97 92 90 96 93

The non-disrupted drives the peak in satisfaction in February. The disrupted have a larger voice in March, and this drives ratings down

Announcements at the station
90 91 91 93 91 91 89 91 91 87 86 91 94 89 90 94 86

Screens showing trains times and platform numbers
90 91 92 87 89 90 94 89 90 94 92 96 95 92 93 94 92

Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24

National Rail website or app
90 85 87 92 92 87 90 84 89 85 91 95 92 84 90 94 93

TV screens in the main departure hall/area
91 94 92 89 92 86 96 91 92 90 94 93 92 92 89 96 91

Nov Dec Jan Feb Mar Apr May Jun July Aug Sept Oct Nov Dec Jan-24 Feb-24 Mar-24

—●— Total satisfied

How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) Jan'24/Feb'24/Mar'24 - Screens on the platform area (226/246/200), Announcements at the station (191/200/167), National Rail website or app (141/124/171), Screens showing train times and platform numbers (179/171/165), TV screens in the main departure hall/area (89/96/91)

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Satisfaction with experiences at the station

Looking at the type of information passengers receive; they continue to be satisfied with their experiences at the station. Timeliness of platform information remains the most highly rated. Staff assistance at the station continues to improve, particularly on the ability to provide helpful information.
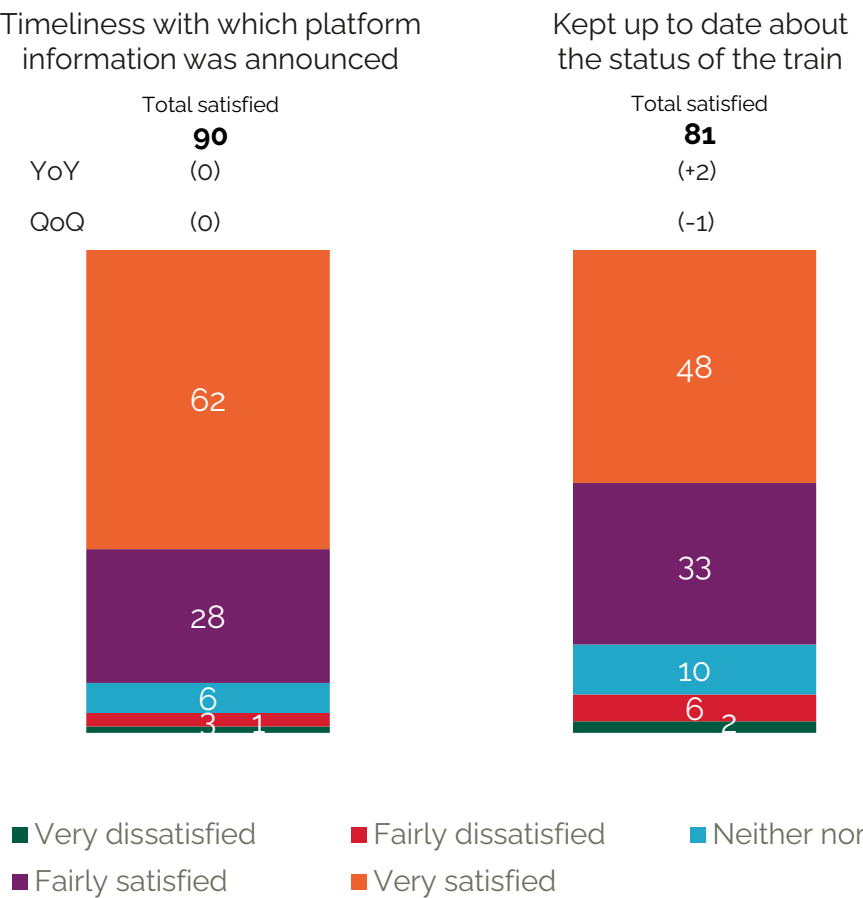
Updates on the platform and train (%)

Timeliness with which platform information was announced

Total satisfied
90

YoY (0)

QoQ (0)

- 62
- 28
- 6
- 3 1

Kept up to date about the status of the train

Total satisfied
81

(+2)

(−1)

- 48
- 33
- 10
- 6 2

Staff (%)

Were able to answer questions

Total satisfied
85

YoY (0)

QoQ (−1)

- 60
- 26
- 10
- 3 2

Provided me with helpful information

Total satisfied
72

(+3)

(−3)

- 42
- 31
- 15
- 8
- 4

Available to help me

Total satisfied
77

(+2)

(−2)

- 46
- 32
- 13
- 5 3

Legend:
- ■ Very dissatisfied
- ■ Fairly dissatisfied
- ■ Neither nor
- ■ Fairly satisfied
- ■ Very satisfied

How satisfied were you with your experience with the following when at the station? (excl DK) (Timeliness with which platform information was announced /Kept up to date about the status of the train) Jan-Mar 24 (2457/2454) Focusing on the staff at the station, how satisfied were you with the following? Jan-Mar 24 (Were able to answer questions/Provided me with helpful information/Available to help me) - (1963/1979/2137)

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Satisfaction with experiences at the station – disruption type (1/2)

Timeliness of platform information is high for all passengers. Keeping passengers up to date on the status of the train continues to improve among the major disrupted.

Updates on the platform and train (%)

Major disruption

Timeliness with which platform information was announced

Total satisfied
81

YoY (+3)

QoQ (−1)

51	
29	
11	
5	

Kept up to date about the status of the train

Total satisfied
64

(+3)

(0)

31
34
18
11
7

- ■ Very dissatisfied   ■ Fairly dissatisfied
- ■ Neither nor   ■ Fairly satisfied
- ■ Very satisfied

Minor disruption

Timeliness with which platform information was announced

Total satisfied
87

YoY (−2)

QoQ (−1)

52
34
6
4

Kept up to date about the status of the train

Total satisfied
74

(−1)

(−3)

31
43
13
9
4

- ■ Very dissatisfied   ■ Fairly dissatisfied
- ■ Neither nor   ■ Fairly satisfied
- ■ Very satisfied

No disruption

Timeliness with which platform information was announced

Total satisfied
93

YoY (−1)

QoQ (−1)

66
27
5

Kept up to date about the status of the train

Total satisfied
88

(+1)

(−2)

58
30
9

- ■ Very dissatisfied   ■ Fairly dissatisfied
- ■ Neither nor   ■ Fairly satisfied
- ■ Very satisfied

How satisfied were you with your experience with the following when at the station? (excl DK) Jan-Mar 24 Major (408/405), Minor (503/503), No disruption (1546/1546)

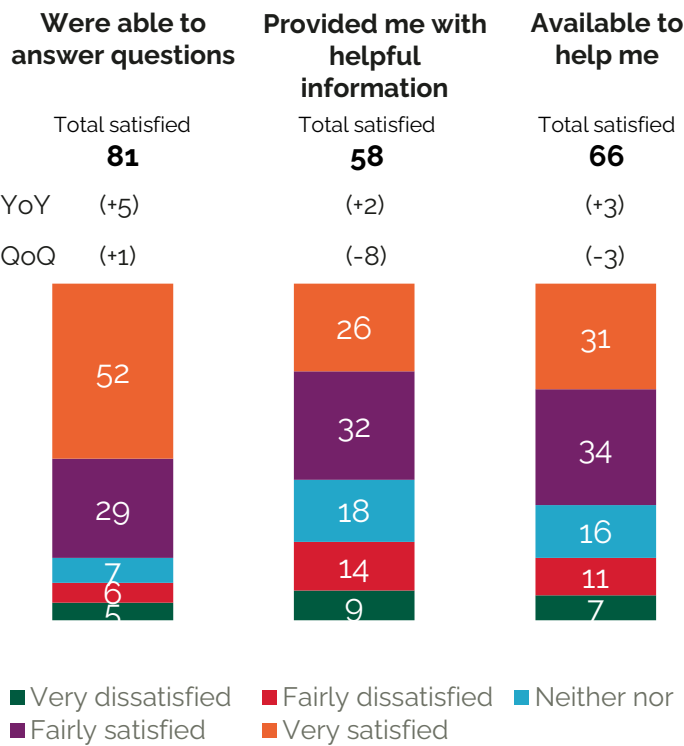**Rail Delivery Group**
National Rail

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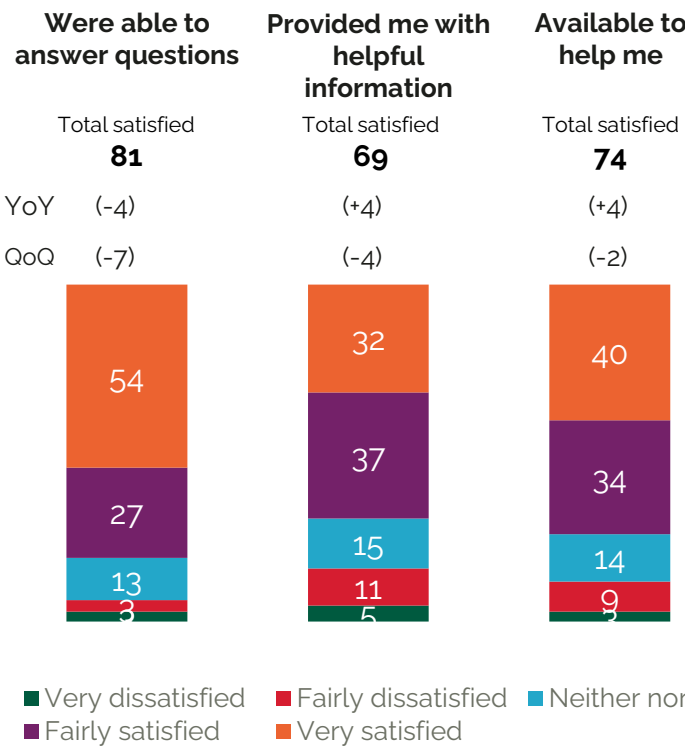# Satisfaction with experiences at the station – disruption type (2/2)

Staff are able to answer questions that passengers have regardless of the type of experience they are having with their rail journey. The helpfulness of their information could still be improved among the major disrupted, particularly as these passengers will be requiring more information than usual to understand the impact to their upcoming journey.

Staff (%)

Major disruption

	Were able to answer questions	Provided me with helpful information	Available to help me
Total satisfied	81	58	66
YoY	(+5)	(+2)	(+3)
QoQ	(+1)	(-8)	(-3)
Very satisfied	52	26	31
Fairly satisfied	29	32	34
Neither nor	7	18	16
Fairly dissatisfied	6	14	11
Very dissatisfied	5	9	7

Minor disruption

	Were able to answer questions	Provided me with helpful information	Available to help me
Total satisfied	81	69	74
YoY	(-4)	(+4)	(+4)
QoQ	(-7)	(-4)	(-2)
Very satisfied	54	32	40
Fairly satisfied	27	37	34
Neither nor	13	15	14
Fairly dissatisfied		11	9
Very dissatisfied	3	5	3

No disruption

	Were able to answer questions	Provided me with helpful information	Available to help me
Total satisfied	88	78	82
YoY	(0)	(+2)	(+1)
QoQ	(0)	(-1)	(-3)
Very satisfied	62	49	50
Fairly satisfied	26	29	32
Neither nor	10	14	12
Fairly dissatisfied		6	4
Very dissatisfied			

Legend: Very dissatisfied, Fairly dissatisfied, Neither nor, Fairly satisfied, Very satisfied

Focusing on the staff at the station, how satisfied were you with the following? (excl DK) Jan-Mar 24 (Were able to answer questions/Provided me with helpful information/Available to help me) - Major (372/374/380), Minor (459/459/478), No disruption (1132/1146/1279)

Rail Delivery Group — National Rail — bva Bdrc
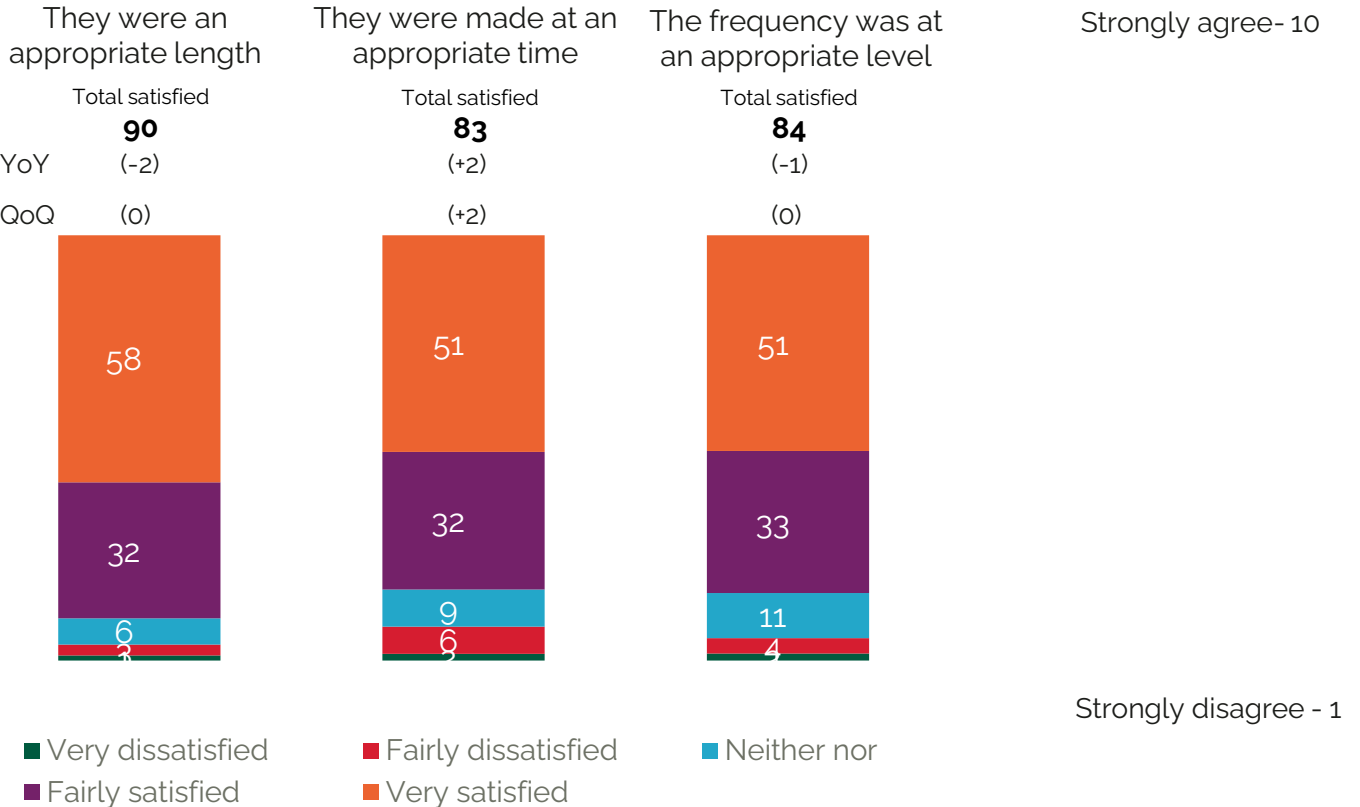
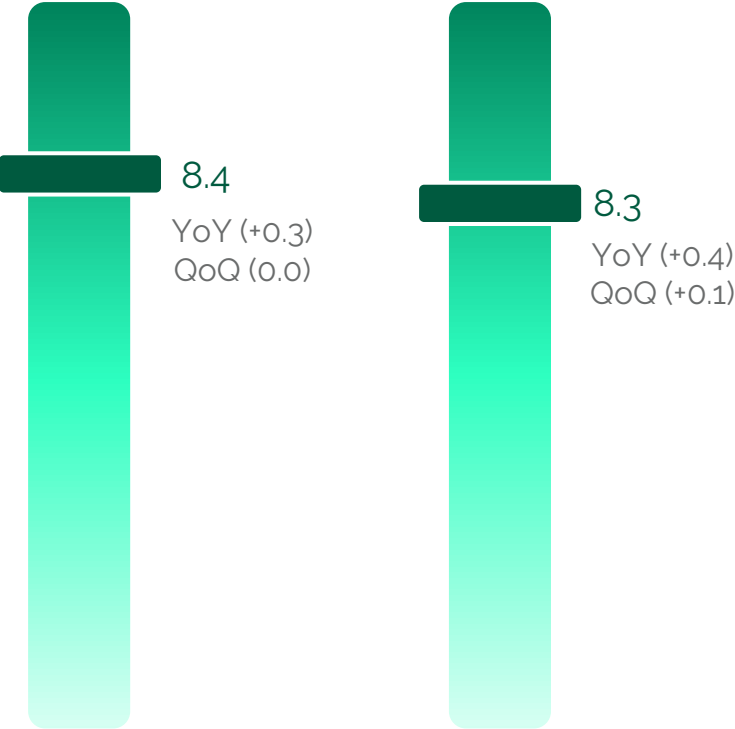# Satisfaction with and ratings of announcements at the station (1/3)

Announcements are second most used among passengers for information. At an overall level passengers are satisfied and agree with the length, timing and frequency.

Announcements at the station (%)

	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level
Total satisfied	**90**	**83**	**84**
YoY	(-2)	(+2)	(-1)
QoQ	(0)	(+2)	(0)

	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level
Very satisfied	58	51	51
Fairly satisfied	32	32	33
Neither nor	6	9	11
Fairly dissatisfied		6	4

Legend:
- ■ Very dissatisfied
- ■ Fairly dissatisfied
- ■ Neither nor
- ■ Fairly satisfied
- ■ Very satisfied

Announcements are useful, they keep me informed at the right time

Strongly agree- 10

8.4
YoY (+0.3)
QoQ (0.0)

Strongly disagree - 1

The frequency of announcements is right, they are repeated appropriately

8.3
YoY (+0.4)
QoQ (+0.1)

Thinking about the announcements that were given at the station, to what extent were you satisfied with the following? (excl DK) Jan-Mar 24 (607-619) Thinking about all the announcements you were given at the station, to what extent do you agree or disagree with these statements? Jan-Mar 24 (627)

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National Rail

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Satisfaction with and ratings of announcements at the station (2/3)

However, announcements were not always well received among passengers. There is still a level of dissatisfaction among the major disrupted with regards to the timing of announcements. Also, compared to a year ago, the minor disrupted rated announcements significantly lower on their frequency, suggesting the delivery of information could be more frequent

Announcements at the station (%)

Major disruption

	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level
Total satisfied	**77**	**59**	**63**
YoY	(-4)	(+3)	(-3)
QoQ	(+7)	(+12)	(+6)

Minor disruption

	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level
Total satisfied	**85**	**71**	**72**
YoY	(-5)	(-11)	(-12)
QoQ	(-2)	(-4)	(-2)

No disruption

	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level
Total satisfied	**93**	**90**	**90**
YoY	(-2)	(+2)	(-1)
QoQ	(-2)	(-1)	(-3)

Major disruption bars:
- They were an appropriate length: 45, 32, 16, 3
- They were made at an appropriate time: 27, 32, 14, 20, 7
- The frequency was at an appropriate level: 28, 35, 23, 9, 5

Minor disruption bars:
- They were an appropriate length: 46, 39, 9, 4
- They were made at an appropriate time: 32, 39, 14, 12
- The frequency was at an appropriate level: 38, 35, 12, 9, 7

No disruption bars:
- They were an appropriate length: 63, 30, 4
- They were made at an appropriate time: 59, 31, 7
- The frequency was at an appropriate level: 57, 33, 8

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither nor ■ Fairly satisfied ■ Very satisfied

Thinking about the announcements that were given at the station, to what extent were you satisfied with the following? (excl DK) Jan-Mar 24 Major (83/83/82), Minor (104/104/104), No disruption (431/420/433)

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Satisfaction with and ratings of announcements at the station (3/3)

For the non-disrupted announcements are perceived to have been about right, and for the major disrupted this has improved. For any passengers experiencing disruption it is key that announcements are useful, frequent and at the right time to enable future journey planning.

Announcements at the station (%)

Major disruption

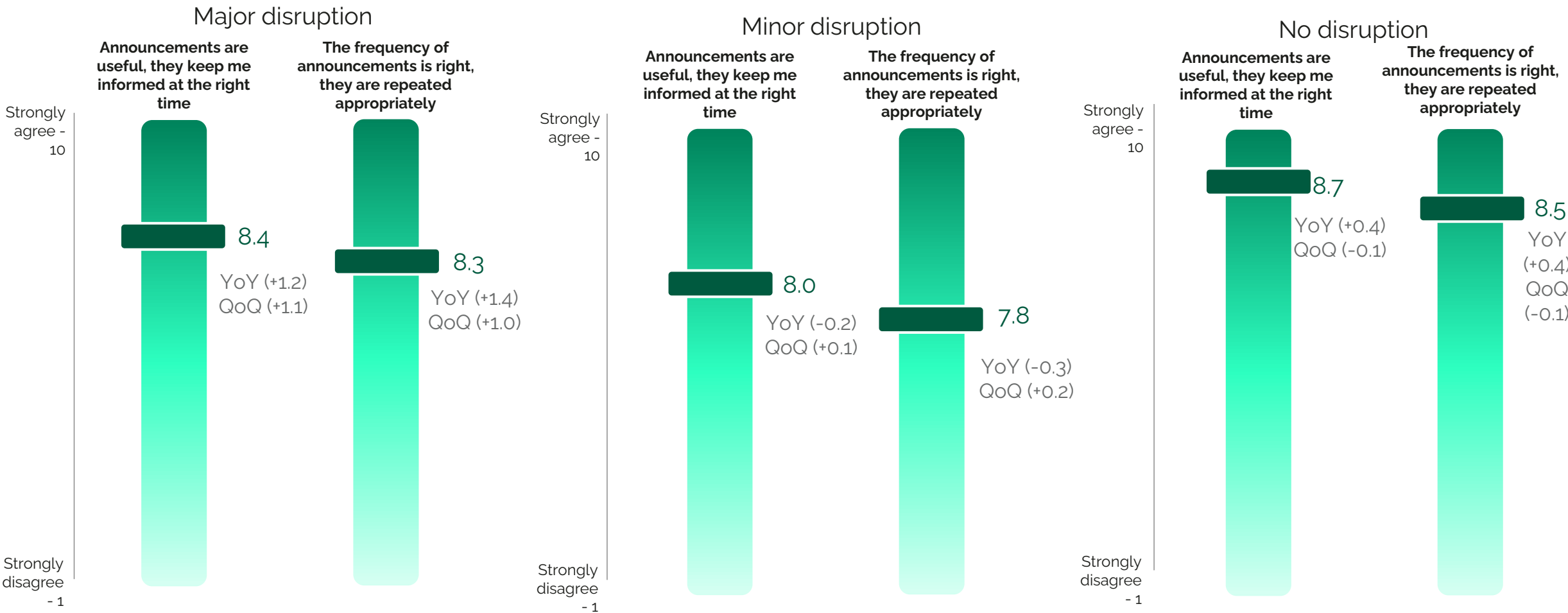**Announcements are useful, they keep me informed at the right time**

Strongly agree - 10

8.4

YoY (+1.2)
QoQ (+1.1)

Strongly disagree - 1

The frequency of announcements is right, they are repeated appropriately

8.3

YoY (+1.4)
QoQ (+1.0)

Minor disruption

Announcements are useful, they keep me informed at the right time

Strongly agree - 10

8.0

YoY (-0.2)
QoQ (+0.1)

Strongly disagree - 1

The frequency of announcements is right, they are repeated appropriately

7.8

YoY (-0.3)
QoQ (+0.2)

No disruption

Announcements are useful, they keep me informed at the right time

Strongly agree - 10

8.7

YoY (+0.4)
QoQ (-0.1)

Strongly disagree - 1

The frequency of announcements is right, they are repeated appropriately

8.5

YoY (+0.4)
QoQ (-0.1)

Thinking about all the announcements you were given at the station, to what extent do you agree or disagree with these statements? Jan-Mar 24 Major (627), Minor (107), No disruption (436)
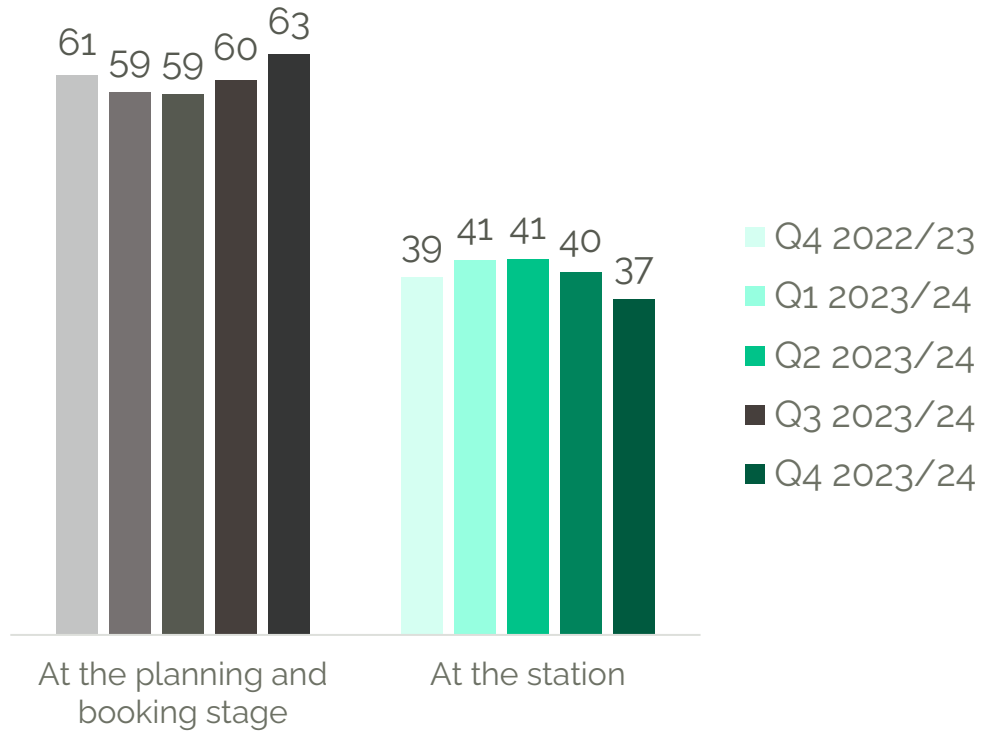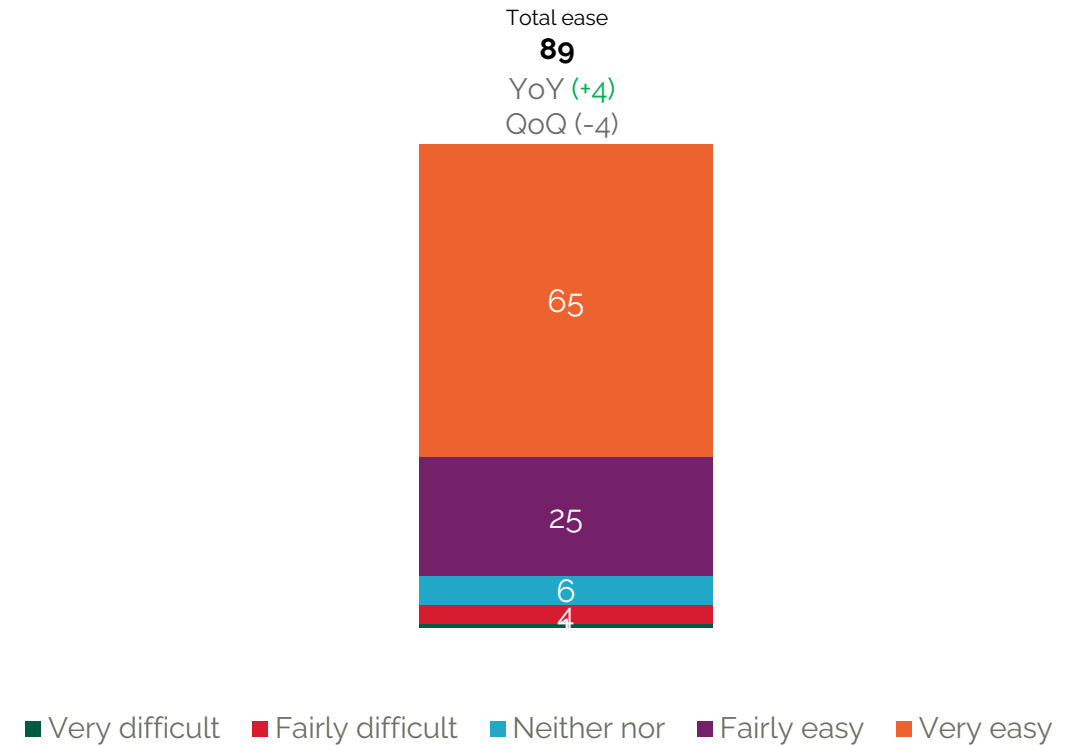
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Stage informed about rail replacement bus and ease in finding such information

Positively, the trend shows that fewer passengers are receiving rail replacement bus information at the station and in advance of their journey. Where information was provided about the upcoming bus replacement, 9 in 10 felt this information was easy to find and a significant improvement on the same period a year ago.

Stage informed about the rail replacement bus (%)

At the planning and booking stage:
- 61
- 59
- 59
- 60
- 63

At the station:
- 39
- 41
- 41
- 40
- 37

Legend:
- Q4 2022/23
- Q1 2023/24
- Q2 2023/24
- Q3 2023/24
- Q4 2023/24

Ease with finding bus departure point (%)

Total ease
89
YoY (+4)
QoQ (-4)

- 65
- 25
- 6
- 4

Legend:
- Very difficult
- Fairly difficult
- Neither nor
- Fairly easy
- Very easy

What stage were you informed about the rail replacement bus for your journey? Jan-Mar 24 (575) When at the station, how easy was it to find information about the following...? (Excl. I did not seek) Jan-Mar 24 (553)

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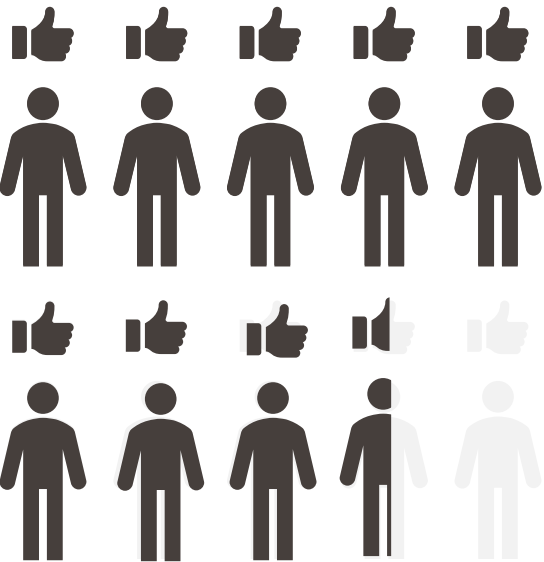
bva Bdrc

On board the train

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National Rail

bva Bdrc

On board the train – Key satisfaction metrics

Overall, the satisfaction score given to information provided on the train was 85%. Similar to at the station, passengers rely on the screens and announcements as their main sources of information. All of these share a very high satisfaction rating of 91-96%.

Overall, this quarter, passengers gave a satisfaction (with information provided) percentage of:

Top 3 channels used and their satisfaction (%):

YoY   QoQ

85% (0) (-1)

Minor disruption
70% (-4) (-1)

Major disruption
68% (-5) (-1)

No disruption
91% (+1) (-2)

Top 3 channels		Satisfaction	YoY	QoQ
1	Screens on the train — 35	96%	(+1)	(+2)
2	Automated announcement on the train — 24	93%	(-1)	(-1)
3	Live announcement delivered by member of staff on the train — 24	91%	(-2)	(-2)

Overall, how satisfied were you with the information provided about your about your rail journey when on board the train? Which of the following information channels did you utilize when on board the train? How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Jan-Mar 24 (1832)

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Overall satisfaction with information provided when on board the train

Satisfaction with information on board the train is generally quite positive, with limited change at an overall level and figures that are similar to a year ago.

Overall satisfaction with information provided when on board the train – trended (%)
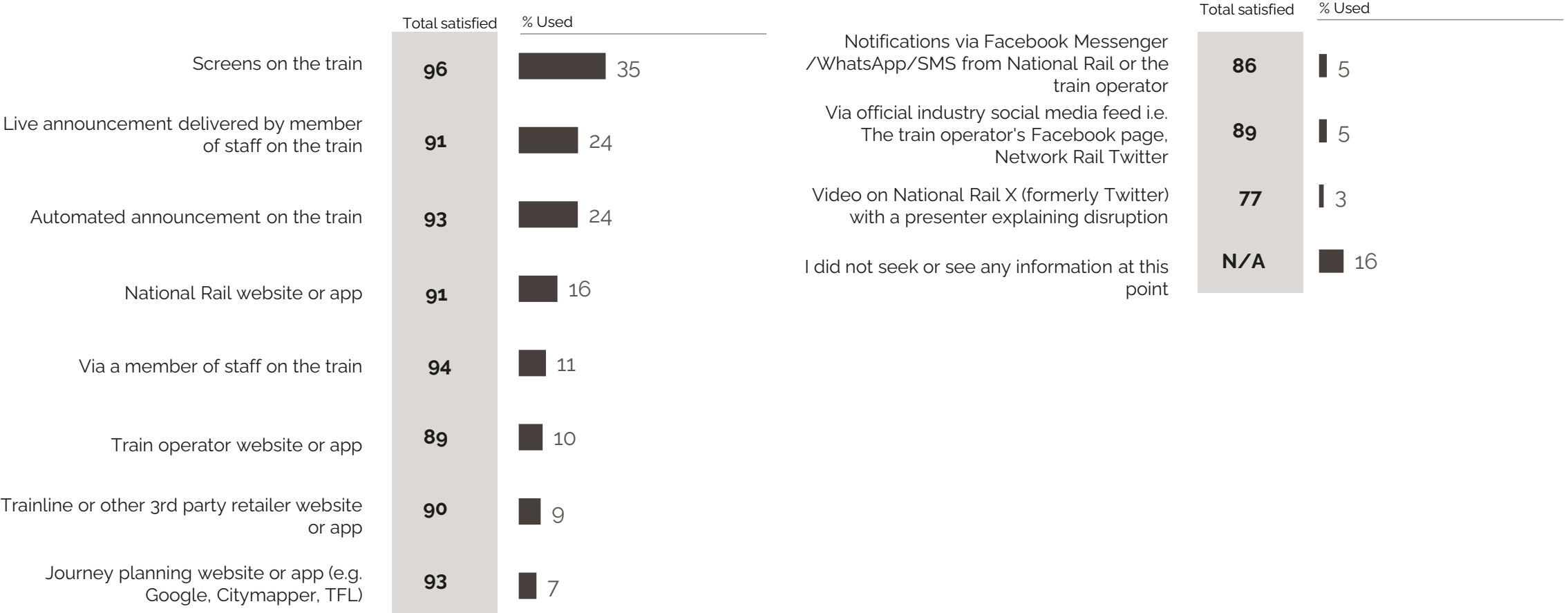

Total satisfied
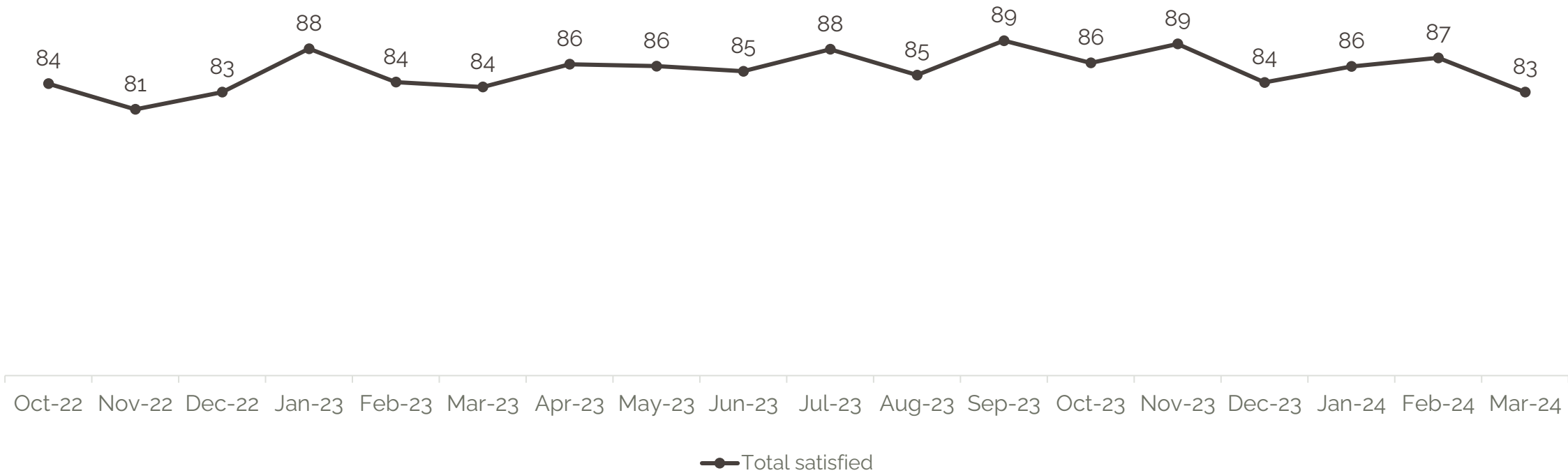
Overall, how satisfied were you with the information provided about your about your rail journey when on board the train? (excl DK) Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun/ July /Aug/ Sep/ Oct/Nov/Dec 23/ Jan-24/Feb-24/Mar-24 (607/609/596/593/529/698/603/585/764/622/622/629/626/574/580/597/646/589)

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Information channels used and their satisfaction

Information channels used on board the train generally achieve a high satisfaction rating, particularly when focusing on the top 3 used channels – screens, live announcements and automated announcements. NR videos on X do not perform as highly, though this could be driven by unfamiliarity to this channel (as reflected by the limited usage).
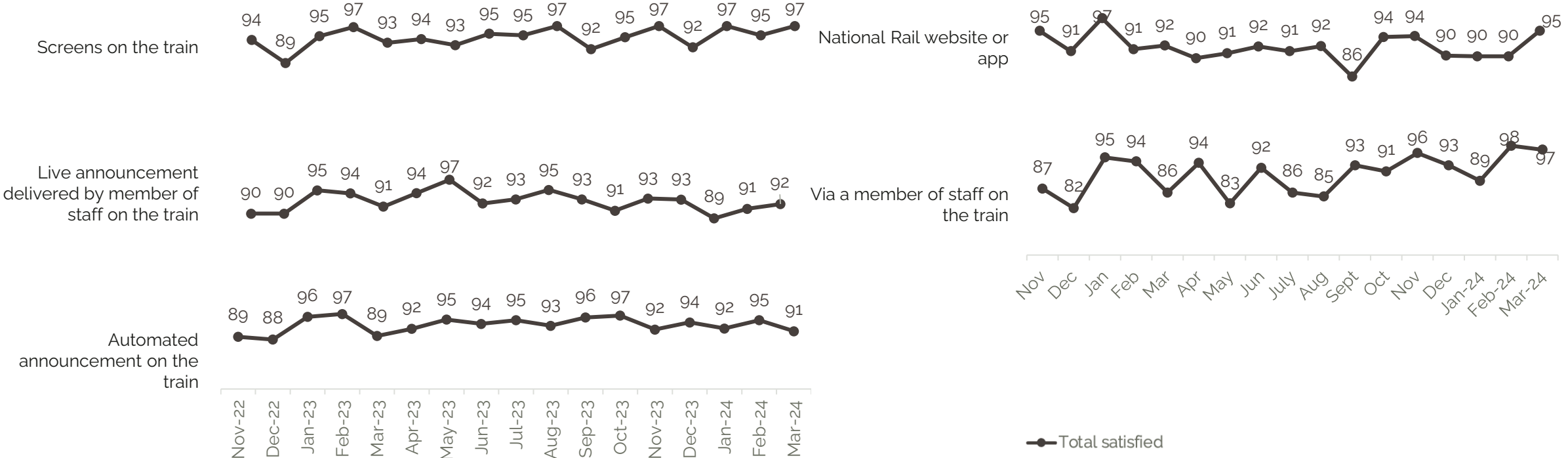
Information channels used and satisfaction with each when on board the train (%)

	Total satisfied	% Used
Screens on the train	96	35
Live announcement delivered by member of staff on the train	91	24
Automated announcement on the train	93	24
National Rail website or app	91	16
Via a member of staff on the train	94	11
Train operator website or app	89	10
Trainline or other 3rd party retailer website or app	90	9
Journey planning website or app (e.g. Google, Citymapper, TFL)	93	7

	Total satisfied	% Used
Notifications via Facebook Messenger /WhatsApp/SMS from National Rail or the train operator	86	5
Via official industry social media feed i.e. The train operator's Facebook page, Network Rail Twitter	89	5
Video on National Rail X (formerly Twitter) with a presenter explaining disruption	77	3
I did not seek or see any information at this point	N/A	16

Which of the following information channels did you utilise when on board the train? How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Jan-Mar 24 (1917)

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Satisfaction with information channels

Nearly all passengers are happy with the information they receive from screens on the train. Announcements show to improve, albeit not to the same levels as a year ago. The remaining channels in the top 5 show improvements over the quarter, particularly receiving information from members of staff.

Satisfaction of information channels when on board the train – trended (%)
(Top 5)

How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Jan'24/Feb'24/Mar'24 - Screens on the train (204/233/184), Live announcement delivered by member of staff on the train (136/144/117), Automated announcement on the train (131/156/129), National Rail website or app (89/88/83), Via a member of staff on the train (69/75/64)
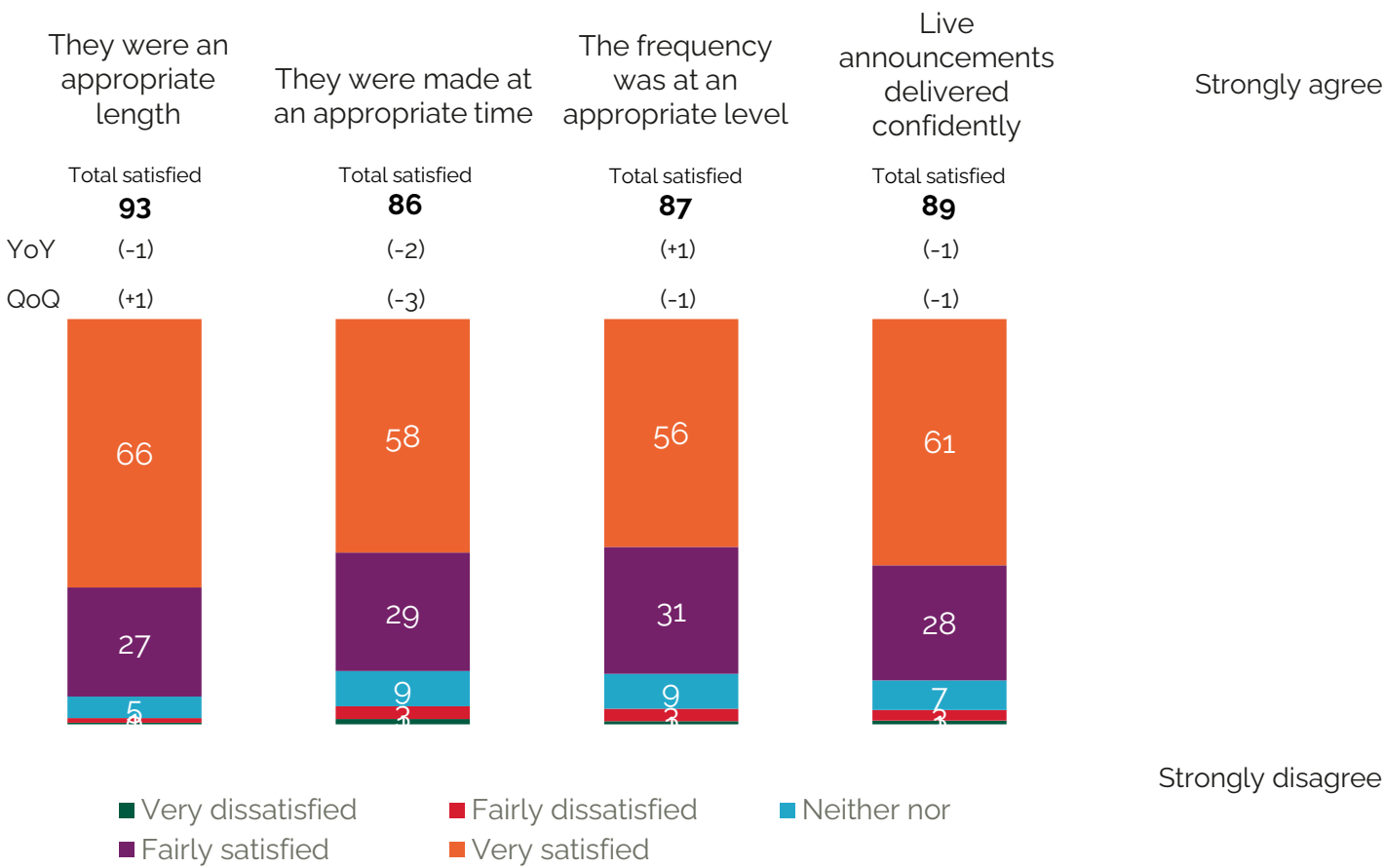
Satisfaction and ratings of announcements on board the train (1/3)

At an overall level, satisfaction with announcements on board remains high and in line with the same period a year ago.
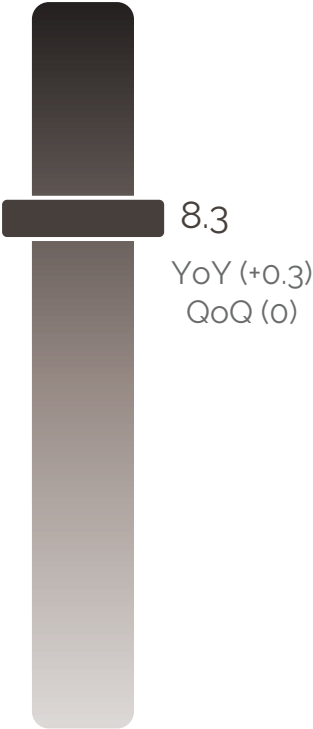
Announcements on board the train (%)

	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level	Live announcements delivered confidently		
	Total satisfied **93**	Total satisfied **86**	Total satisfied **87**	Total satisfied **89**	Strongly agree	
YoY	(−1)	(−2)	(+1)	(−1)		
QoQ	(+1)	(−3)	(−1)	(−1)		

Announcements are useful, they keep me informed at the right time

The frequency of announcements is right, they are repeated appropriately

8.6
YoY (0)
QoQ (+1)

8.3
YoY (+0.3)
QoQ (0)

66	58	56	61
27	29	31	28
5	9	9	7

Strongly disagree

- ■ Very dissatisfied
- ■ Fairly dissatisfied
- ■ Neither nor
- ■ Fairly satisfied
- ■ Very satisfied

Thinking about the announcements that were given on board the train, to what extent were you satisfied with the following? (excl DK) Jan-Mar 24 (767/757/767/708) Thinking about all the announcements you were given on board the train, to what extent do you agree or disagree with these statements? Jan-Mar 24 (770)

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Satisfaction and ratings of announcements on board the train (2/3)

Similar to announcements given at the station, the timing of announcements is a key issue during major disruptions. Minor disruption of 15 minutes or less still requires frequent and timely announcements, and of an appropriate length. For both groups, announcements are a key to understanding what will happen next with their journey.
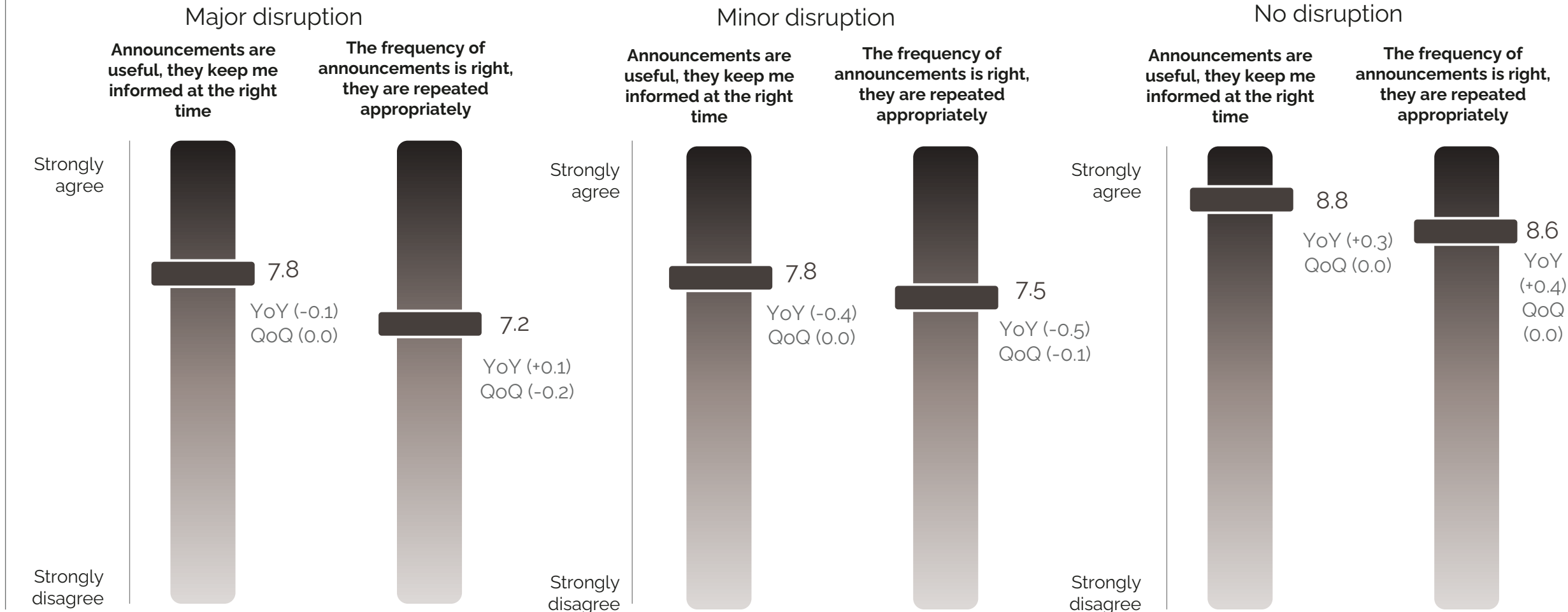
Announcements on board the train (%)

	Major disruption				Minor disruption				No disruption			
	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level	Live announcements delivered confidently	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level	Live announcements delivered confidently	They were an appropriate length	They were made at an appropriate time	The frequency was at an appropriate level	Live announcements delivered confidently
Total satisfied	80	63	81	83	83	67	71	75	96	93	91	92
YoY	(-5)	(-10)	(+8)	(+3)	(-11)	(-7)	(-2)	(-4)	(-1)	(0)	(0)	(-2)
QoQ	(-6)	(-13)	(+1)	(+3)	(-8)	(-4)	(-6)	(-10)	(+2)	(-1)	(0)	(-1)

Very satisfied	40	27	28	34	55	38	34	37	71	65	65	69
Fairly satisfied	40	35	52	49	27	29	37	38	25	28	26	23
Neither nor	17	19	14	12	13	16	17	16		6	7	5
Fairly dissatisfied		14	3		12	12	7					

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither nor
■ Fairly satisfied ■ Very satisfied

Thinking about the announcements that were given on board the train, to what extent were you satisfied with the following? (excl DK) Jan-Mar 24 Major (81/82/81/78), Minor (97/97/96/94), No disruption (589/578/590/536)

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Satisfaction and ratings of announcements on board the train (3/3)

Announcements are meeting the majority of the non-disrupted passengers expectations. For those experiencing a disruption, and in particular a minor, frequency and timing could be improved to better keep passengers informed.
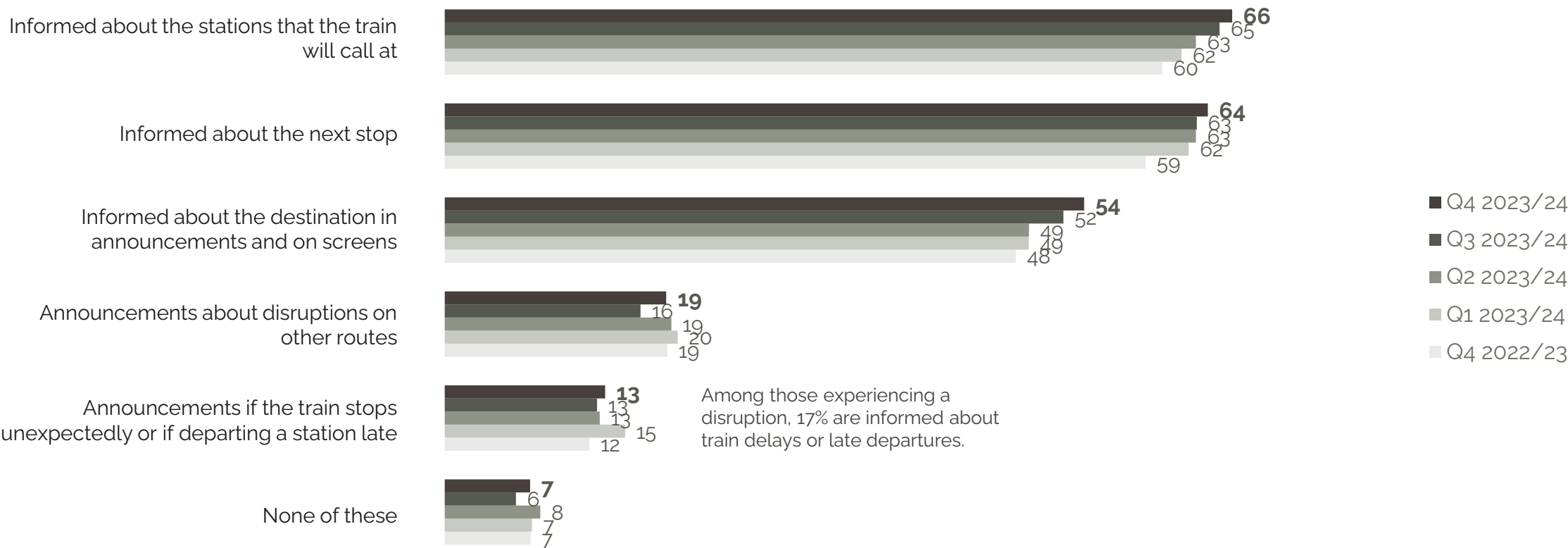
Announcements on board the train (%)

Major disruption

Announcements are useful, they keep me informed at the right time

Strongly agree

7.8
YoY (-0.1)
QoQ (0.0)

Strongly disagree

The frequency of announcements is right, they are repeated appropriately

7.2
YoY (+0.1)
QoQ (-0.2)

Minor disruption

Announcements are useful, they keep me informed at the right time

Strongly agree

7.8
YoY (-0.4)
QoQ (0.0)

Strongly disagree

The frequency of announcements is right, they are repeated appropriately

7.5
YoY (-0.5)
QoQ (-0.1)

No disruption

Announcements are useful, they keep me informed at the right time

Strongly agree

8.8
YoY (+0.3)
QoQ (0.0)

The frequency of announcements is right, they are repeated appropriately

8.6
YoY (+0.4)
QoQ (0.0)

Strongly disagree

Thinking about all the announcements you were given on board the train, to what extent do you agree or disagree with these statements? Jan-Mar 24 Major (82), Minor (97), No disruption (591)

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Type of information provided on board the train

Train calling points and next stops are the main pieces of information provided on board the train. Train companies could benefit from providing more information about stops or delays to journey during times of disruption, as only a small minority are provided with this information.

Information provided when on board the train (%)

Informed about the stations that the train will call at: 66, 65, 63, 62, 60

Informed about the next stop: 64, 63, 63, 62, 59

Informed about the destination in announcements and on screens: 54, 52, 49, 49, 48

Announcements about disruptions on other routes: 19, 16, 19, 20, 19

Announcements if the train stops unexpectedly or if departing a station late: 13, 13, 13, 15, 12

Among those experiencing a disruption, 17% are informed about train delays or late departures.

None of these: 7, 6, 8, 7, 7

Legend: Q4 2023/24, Q3 2023/24, Q2 2023/24, Q1 2023/24, Q4 2022/23

When on board the train, were you provided with any of the following…? Jan-Mar 24 (1917)

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At destination/ interchange

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At destination/interchange station – Key satisfaction metrics

At the destination/interchange station, 86% of passengers are satisfied with the information received. The information channel used most at this stage is the National Rail website or app, followed by automated announcements and the station signage, posters and wayfinding. Passengers continue to be very satisfied with these channels for receiving information.

Overall, this quarter, passengers gave a satisfaction (with information provided) percentage of:

	YoY	QoQ
86%	(+2)	(-1)
Minor disruption **78%**	(+3)	(-4)
Major disruption **71%**	(-2)	(-4)
No disruption **92%**	(+1)	(0)
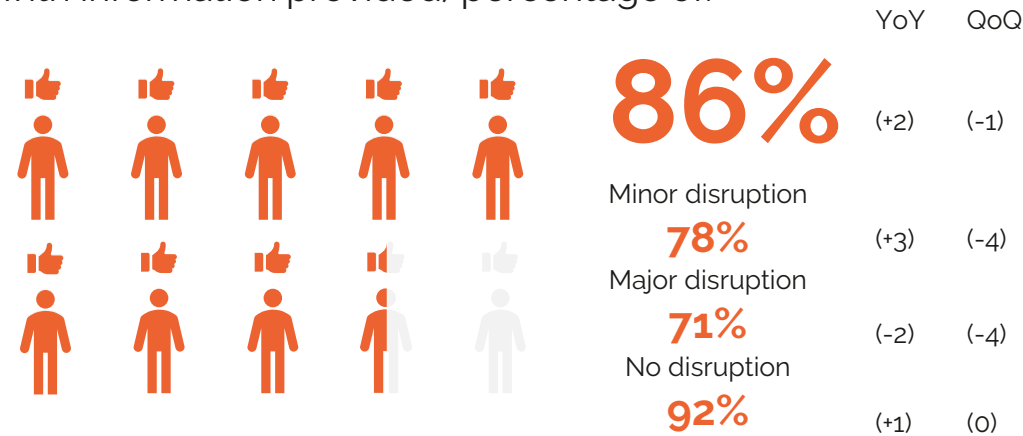
Information provided following the rail journey (%)

40% Connecting train services

28% Onward travel options

Top 3 channels used and their satisfaction (%):

Top 3 channels	Satisfaction	YoY	QoQ
1 Automated announcement at a station — 20	91%	(-2)	(-2)
2 Station signage, posters and wayfinding — 18	90%	(+2)	(-5)
3 National Rail website or app — 18	90%	(+1)	(0)

Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? Jan-Mar 24 (2268) Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Jan-Mar 24 (2457) Following your rail journey, were you provided with any of the following information…? Jan-Mar 24 (2457)

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Overall satisfaction with information provided when at destination/interchange station

Satisfaction with information provision at this stage remains fairly consistent with former waves, and in line with the same point a year ago.

Overall satisfaction with information provided when at destination/interchange station – trended (%)

Total satisfied

Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? (excl DK) Aug/Sep/Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun/July/Aug/Sep/Oct/Nov/Dec 23 /Jan/Feb/Mar 24 (1,253/968/754/729/753/728/672/792/715/713/923/754/761/749/752/750/772/752/748/768)

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National Rail

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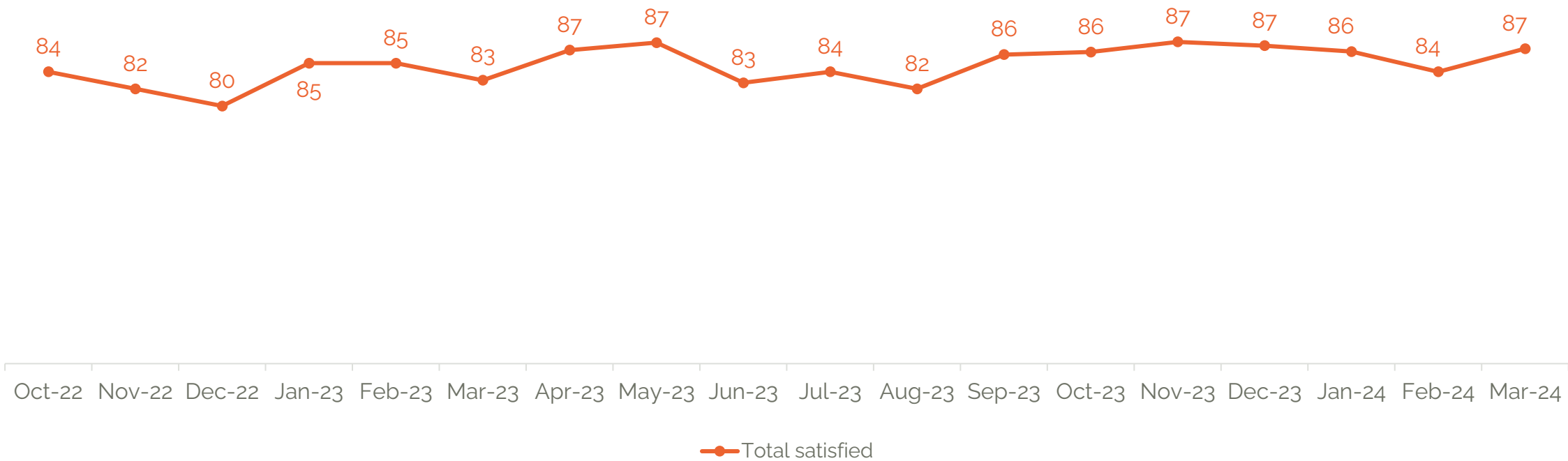
Information channels used and their satisfaction

The destination/interchange station continues to be a stage where passengers use a variety of information channels. Most channels have a high level of satisfaction in their information provision.

Information channels used and satisfaction with each when at destination/interchange station (%)

	Total satisfied	% Used
Automated announcement at a station	91	20
Station signage, posters and wayfinding	90	18
National Rail website or app	90	18
Live announcement delivered by a member of staff at the station	91	18
Via a member of staff at the station	90	13
Train operator website or app	93	13
Trainline or other 3rd party retailer website or app	91	13

	Total satisfied	% Used
Journey planning website or app (e.g. Google, Citymapper, TFL)	87	11
Notifications via Facebook Messenger /WhatsApp/SMS from National Rail or the train operator	89	9
Via official industry social media feed i.e. The train operator's Facebook page, Network Rail Twitter	89	8
I did not seek or see any information at this point	N/A	27

Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Jan-Mar 24 (2457)

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Satisfaction with information channels

Focusing on the top 5 used, majority of the channels have recovered in the satisfaction of the information provided since the dip in satisfaction experienced in December.

Satisfaction of information channels when at destination/interchange station – trended (%)
(Top 5)
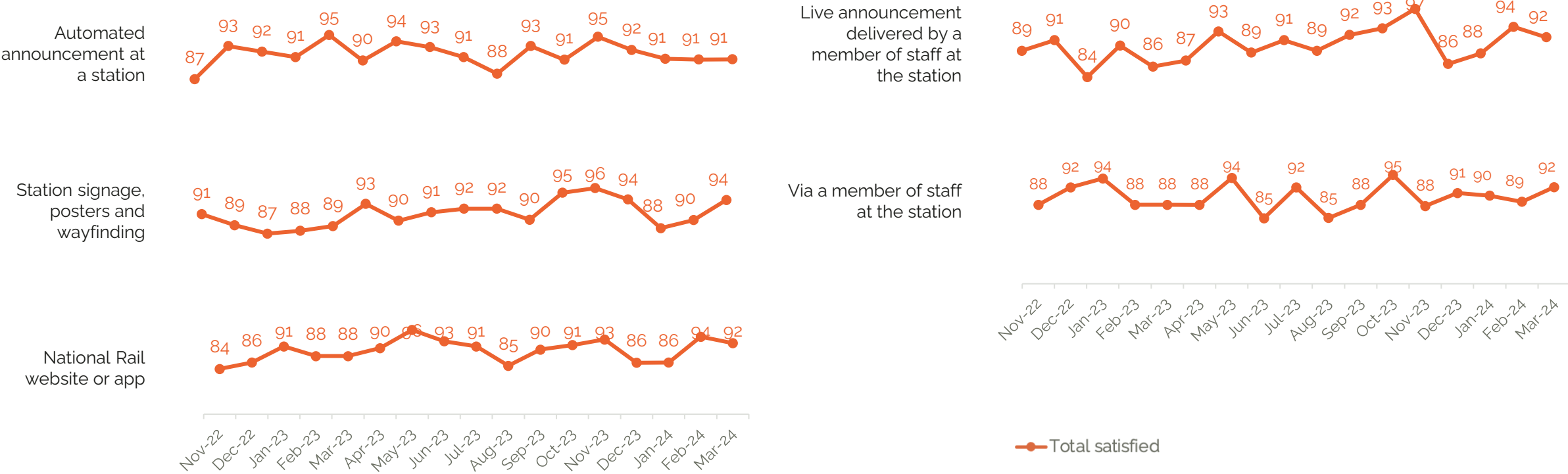
How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Jan/Feb/Mar 24– National Rail website or app (129/130/136) Automated announcement (137/145/142), Station signage, posters and wayfinding (146/132/137), Live announcement (119/126/131), Via a member of staff at the station (105/79/109).

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After journey

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Information channels used and their satisfaction

After finishing their journey, 2 in 5 of passengers do not actively seek or encounter information regarding their trip. Among those who do seek such information, the National Rail website or app remains the primary source, while few seek automatic delay repay. At this stage passengers are very satisfied with the channels they use.

Information channels used and satisfaction with each after the journey (%)

	Total satisfied	% Used
National Rail website or app	92	23
Train operator website or app	88	20
Trainline or other 3rd party retailer website or app	92	17
By phone or via a call centre	89	12
Automatic delay repay	87	9
I did not seek or see any information at this point	N/A	43

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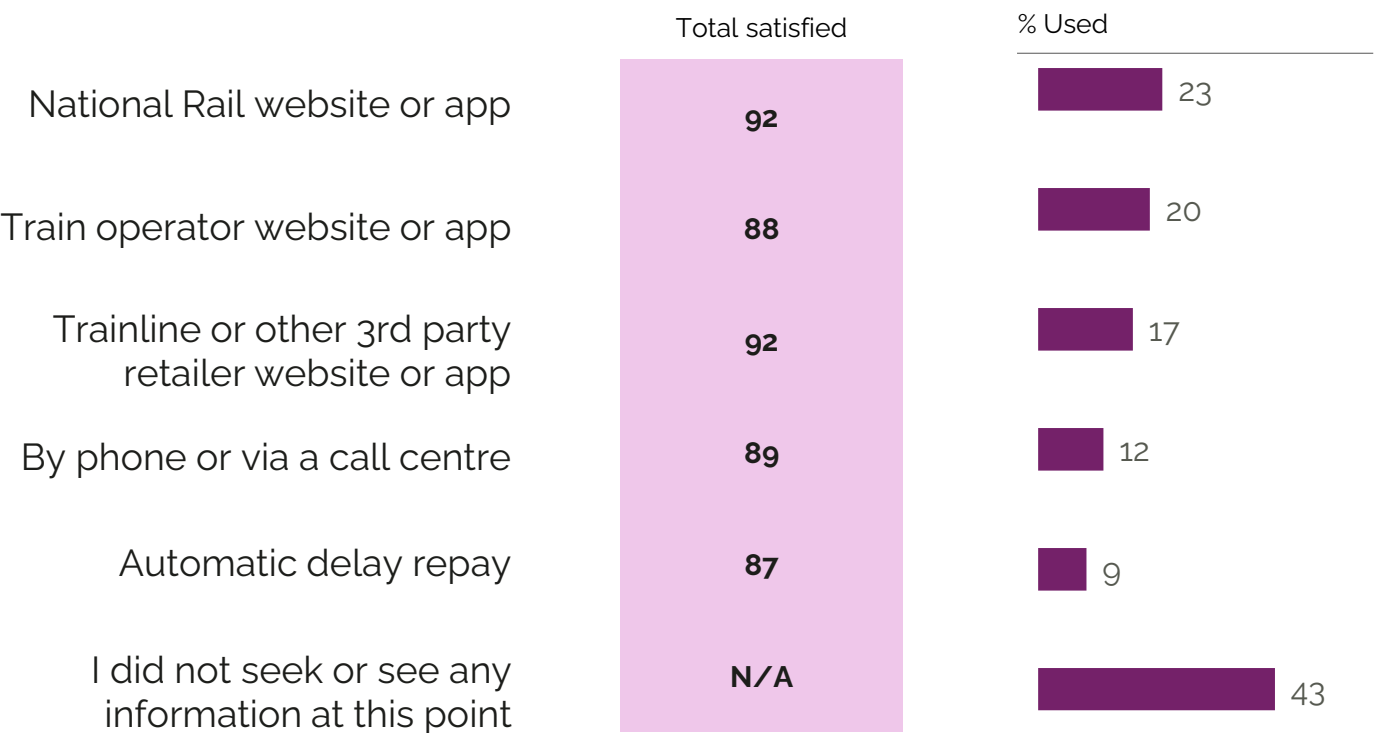
Satisfaction with information channels

Looking at the trended data for information channels after the journey, January 2024 was a month where information via the phone or call centre was heavily impacted, driving scores significantly lower for this channel versus a year ago.

Satisfaction of information channels after the journey – trended (%)
(Top 5)

National Rail website or app: 88, 88, 90, 93, 91, 92, 90, 90, 92, 87, 89, 91, 91, 92, 88, 93, 95

By phone or via a call centre: 90, 88, 90, 92, 90, 89, 84, 81, 90, 84, 88, 93, 91, 92, 82, 92, 93

Train operator website or app: 87, 88, 89, 83, 90, 90, 87, 90, 90, 86, 89, 92, 95, 88, 87, 89, 89

Automatic delay repay: 93, 85, 89, 85, 76, 81, 87, 88, 88, 80, 87, 89, 90, 84, 93, 86, 84

Trainline or other 3rd party retailer website or app: 90, 86, 87, 92, 81, 93, 88, 90, 92, 81, 92, 89, 91, 92, 95, 94, 88

Nov-22, Dec-22, Jan-23, Feb-23, Mar-23, Apr-23, May-23, Jun-23, Jul-23, Aug-23, Sep-23, Oct-23, Nov-23, Dec-23, Jan-24, Feb-24, Mar-24

Total satisfied

How satisfied were you with the information that was provided on the channels you used after you had completed the journey? (excl DK) Jan/Feb/Mar 24 - National Rail website or app (187/180/226), Train operator website or app (196/165/196), Trainline or 3rd party retailer website (164/128/162), By phone or via a call centre (116/82/101), Automatic delay repay (88/58/88).

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Experience with disruptions

Overall rating of information provided about the delay (1/2)

Overall, 7 in 10 customers rated that the TOC had kept them fairly or well informed about the delay. On a monthly outlook, since the drop in rating seen in December 2023, overall ratings are slow to recover. This is due to lower perceptions among each of the respective disrupted groups at different points over the last quarter.

Overall rating with information provided about delay by disruption (%)
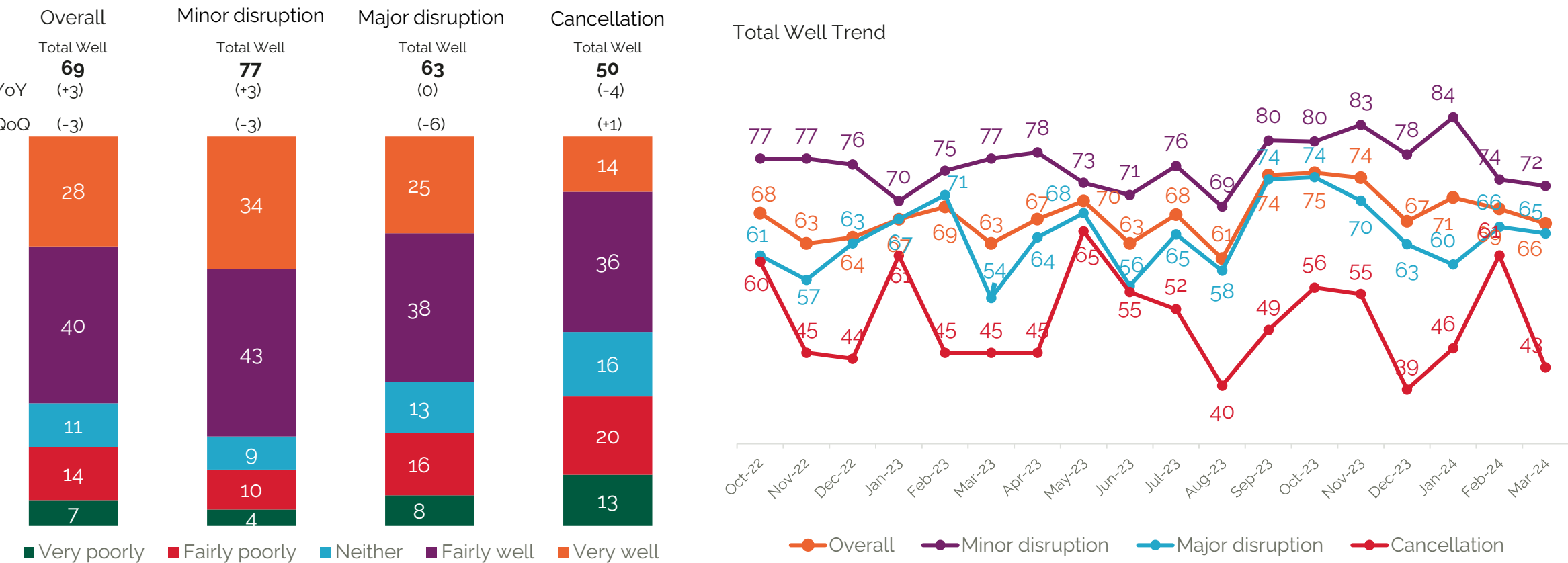
	Overall	Minor disruption	Major disruption	Cancellation
Total Well	69	77	63	50
YoY	(+3)	(+3)	(0)	(-4)
QoQ	(-3)	(-3)	(-6)	(+1)

Stacked bar values:

	Overall	Minor disruption	Major disruption	Cancellation
Very well	28	34	25	14
Fairly well	40	43	38	36
Neither	11	9	13	16
Fairly poorly	14	10	16	20
Very poorly	7	4	8	13

■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Total Well Trend

— Overall — Minor disruption — Major disruption — Cancellation

Overall, how well do you think the train company kept you informed about the delay or cancellation? (excl DK) Jan-Mar 24 (979/506/357/116) Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun/July/Aug/Sep/ Oct/Nov/Dec 23/Jan/Feb/Mar 24 – Overall (351/345/433/363/297/365/289/299/389/321/365/347/346/314/374/360/270/349); Disruption: Minor (141/146/168/145/126/154/126/299/168/138/186/169/161/143/179/189/125/192), Major (182/144/182/134/131/163/117/112/168/136/125/135/138/129/145/132/103/122), Cancellation (59/55/83/84/40/48/46/37/53/47/54/43/ 47/42/50/39/42/35)

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Overall rating of information provided about the delay (2/2)

Focusing solely on cancelled and majorly disrupted passengers, recovery in ratings is slow as information in January 2024 did not improve beyond those received in December 2023. February saw a jump to figures seen in the equivalent period in 2023, however March worsens as cancelled passengers are more affected on rail.

Overall rating with information provided about delay including PiDD historic data –
focusing only on cancelled and major disruption (%)

Total Well Trend
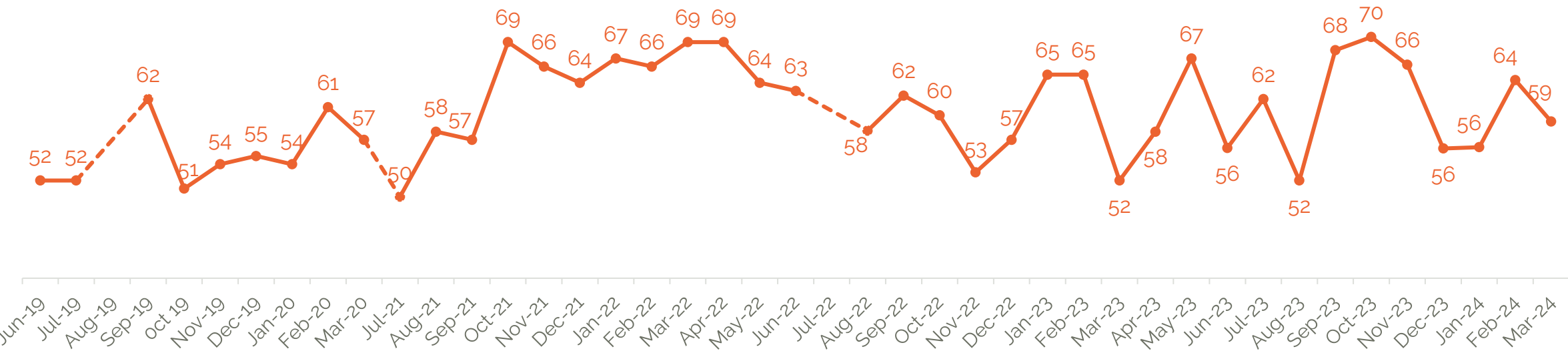
Overall, how well do you think the train company kept you informed about the delay or cancellation? Aug/Sept/Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun/July/Aug/Sep /Oct/Nov/Dec 23/Jan/Feb/Mar 24 – Overall (701/364/210/199/265/363/297/365/289/299/389/163/149/221/183/179/178/185/171/195/171/145/157), Disruption: *Dotted lines refer to data where responses were not possible due to no panel data for this period of time or pause in fieldwork during the pandemic*

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Overall satisfaction with aspects of information provided during the delay (1/4)

At an overall level, satisfaction with aspects of the delay information are similar to levels reported a year ago. Compared to last quarter, satisfaction has stayed the same or worsened.

Overall satisfaction with aspects of information provided during the delay (%)
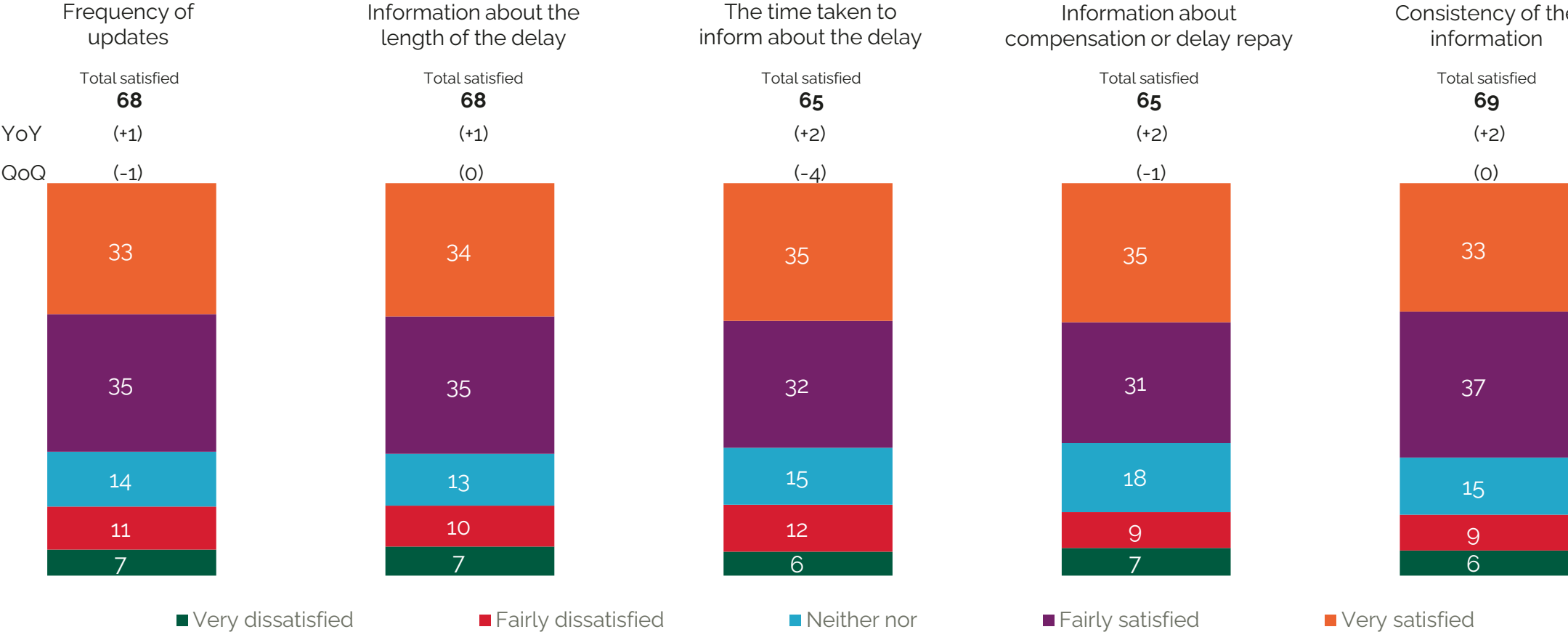
	Frequency of updates	Information about the length of the delay	The time taken to inform about the delay	Information about compensation or delay repay	Consistency of the information
Total satisfied	**68**	**68**	**65**	**65**	**69**
YoY	(+1)	(+1)	(+2)	(+2)	(+2)
QoQ	(−1)	(0)	(−4)	(−1)	(0)
Very satisfied	33	34	35	35	33
Fairly satisfied	35	35	32	31	37
Neither nor	14	13	15	18	15
Fairly dissatisfied	11	10	12	9	9
Very dissatisfied	7	7	6	7	6

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither nor ■ Fairly satisfied ■ Very satisfied

How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK) (Frequency/Length/Time Taken/Compensation/Consistency). Jan-Mar/Apr-Jun/July-Sep/ Oct-Dec 23/Jan-Mar 24 (1024/1025/1023/991/1023/979/973/975/952/971/1023/1021/1024/994/1026/1035/979)

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Overall satisfaction with aspects of information provided during the delay (2/4)

The experiences of disrupted passengers have been changeable the last three months, with a slow recovery in satisfaction at an overall level, and this is reflected by no strong improvements in satisfaction for some of the key metrics in the last quarter – information about the length of delay, frequency, and consistency of the information.

Overall satisfaction with aspects of information provided during the delay – trended (%)

Frequency of updates: 69, 64, 64, 73, 63, 69, 64, 73, 70, 73, 66, 72, 67, 66

Information about compensation or delay repay: 65, 63, 59, 62, 60, 64, 57, 69, 66, 74, 61, 68, 61, 65

Information about the length of the delay: 71, 61, 70, 71, 70, 72, 58, 70, 68, 71, 64, 72, 68, 64

Consistency of the information: 69, 65, 67, 74, 69, 70, 62, 72, 68, 73, 65, 72, 69, 65

The time taken to inform about the delay: 69, 59, 65, 73, 69, 69, 61, 73, 74, 71, 67, 65, 67, 66

Months axis: Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar
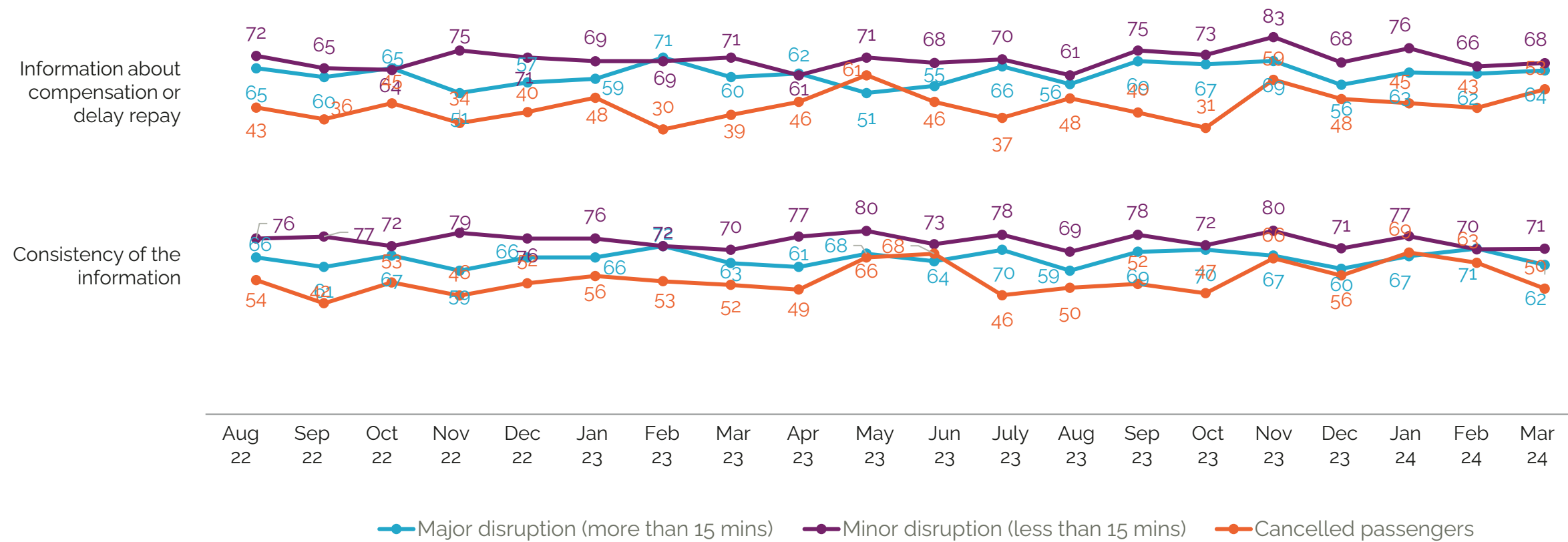
Legend: Total satisfied

How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK) Aug/Sep/Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun/July/Aug/Sep/Oct/Nov/Dec 23/Jan/Feb/Mar 24 – Frequency of updates (701/361/345/340/433/359/301/364/291/299/389/216/230/250/347/313/375/360/269/349), Length of delay (696/359/350/342/430/362/299/364/289/295/389/224/217/238/345/312/375/359/265/346), Time taken (697/366/350/342/431/360/299/364/287/300/388/213/220/242/346/313/376/362/268/348), Compensation (679/352/344/329/414/347/295/349/281/291/380/187/202/229/333/304/365/344/254/340), consistency (698/364/350/341/431/360/300/363/287/297/387/215/231/246/347/313/373/361/269/349)

64

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Overall satisfaction with aspects of information provided during the delay (3/4)

Tracking the aspects of information provided during a delay highlights areas that could have been better for each disruption type. For cancelled passengers, informing passengers earlier enough and providing a length for the delay is crucial. For the minor disrupted, frequency and how long the delay would be dropped to some of its lowest levels, suggesting information was not forthcoming for all those experiencing a minor disruption.

Overall satisfaction with aspects of information provided during the delay – trended (%)

Frequency of updates

Minor disruption: 73, 77, 74, 72, 77, 76, 73, 73, 76, 67, 76, 70, 78, 78, 82, 72, 78, 73, 68
Major disruption: 42, 66, 43, 51, 68, 69, 61, 59, 73, 62, 70, 63, 52, 48, 56, 61, 59, 54, 60
Cancelled passengers: 68, 64, 59, 65, 51, 43, 44, 53, 61, 54, 40, 50, 73, 67, 69, 55, 67, 64, 65

Information about the length of the delay

Minor disruption: 74, 76, 71, 70, 73, 76, 72, 73, 78, 77, 74, 79, 66, 78, 70, 80, 72, 79, 75, 67
Major disruption: 65, 43, 62, 35, 52, 65, 70, 54, 68, 68, 70, 57, 47, 48, 55, 53, 61, 42
Cancelled passengers: 49, 65, 54, 52, 66, 62, 66, 43, 44, 58, 58, 49, 39, 64, 72, 67, 44, 69, 64, 66

The time taken to inform about the delay

Minor disruption: 70, 64, 74, 70, 77, 76, 66, 76, 78, 74, 75, 66, 78, 80, 80, 74, 76, 73, 72
Major disruption: 43, 64, 38, 43, 51, 75, 57, 59, 75, 68, 69, 60, 46, 47, 56, 64, 46, 61, 41
Cancelled passengers: 64, 67, 55, 68, 61, 26, 36, 47, 48, 56, 48, 50, 74, 65, 65, 51, 54, 61, 65

Aug 22 · Sep 22 · Oct 22 · Nov 22 · Dec 22 · Jan 23 · Feb 23 · Mar 23 · Apr 23 · May 23 · Jun 23 · July 23 · Aug 23 · Sep 23 · Oct 23 · Nov 23 · Dec 23 · Jan 24 · Feb 24 · Mar 24

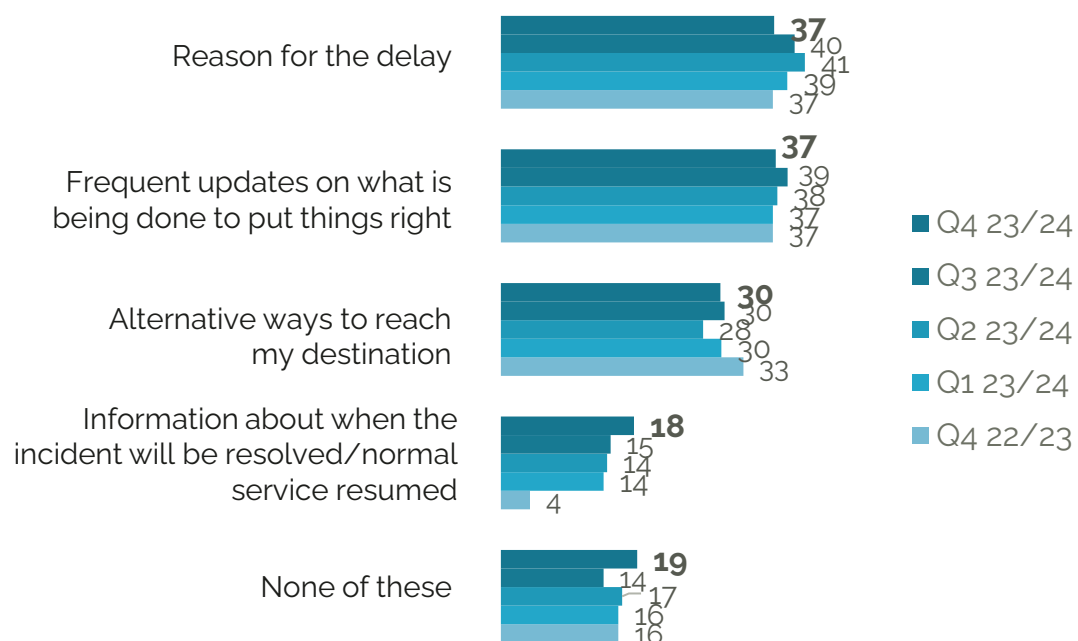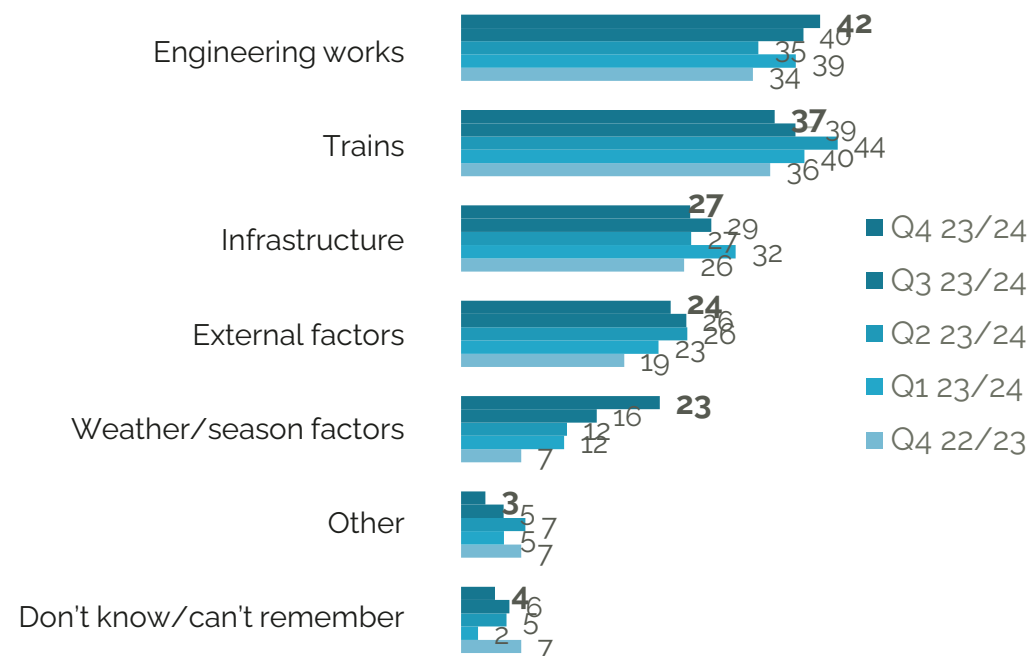● Major disruption   ● Minor disruption   ● Cancelled passengers

How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK)
Aug/Sep/Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun/July/Aug/Sep/Oct/Nov/Dec 23/Jan/Feb/Mar 24 – Frequency of updates
(701/361/345/340/433/359/301/364/291/299/389/216/230/250/347/313/375/360/269/349), Length of delay
(696/359/350/342/430/362/299/364/289/295/389/224/217/238/345/312/375/359/265/346), Time taken
(697/366/350/342/431/360/299/364/287/300/388/213/220/242/346/313/376/362/268/348),

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Overall satisfaction with aspects of information provided during the delay (4/4)

Consistency is also an area that could be improved for all disruption types – after the impact of storms in December and ratings impacted during this period, levels recovered in January though declined again by March 2024. This is most noticeable among the minor disrupted.

Overall satisfaction with aspects of information provided during the delay – trended (%)

Information about compensation or delay repay

Consistency of the information

Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24

— Major disruption (more than 15 mins) — Minor disruption (less than 15 mins) — Cancelled passengers

66

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Provision of information during disruption and the reason given

Of the information provided to passengers, the reason for delay and frequent updates are the main types of information provided to disrupted passengers. Engineering works was the biggest disruptor this quarter, followed by issues affecting trains. Weather related issues were noted more often than they were a year ago.

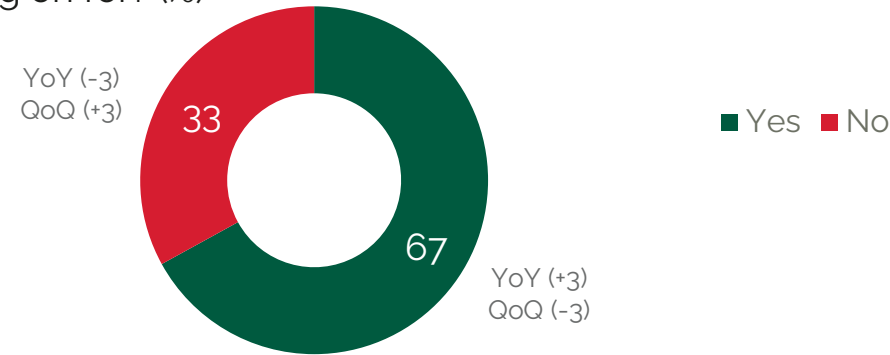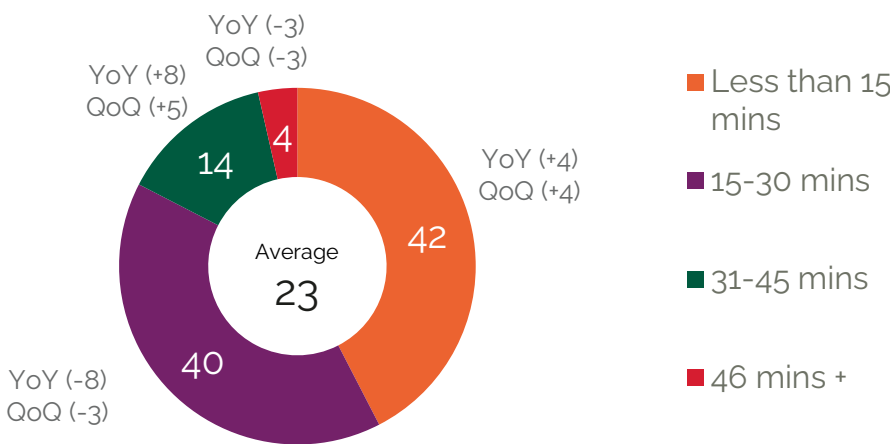## Type of information provision during the disruption (%)

Reason for the delay
- 37
- 40
- 41
- 39
- 37

Frequent updates on what is being done to put things right
- 37
- 39
- 38
- 37
- 37

Alternative ways to reach my destination
- 30
- 30
- 28
- 30
- 33

Information about when the incident will be resolved/normal service resumed
- 18
- 15
- 14
- 14
- 4

None of these
- 19
- 14
- 17
- 16
- 16

Legend:
- Q4 23/24
- Q3 23/24
- Q2 23/24
- Q1 23/24
- Q4 22/23

Reasons for the given disruption (%)

Engineering works
- 42
- 40
- 35
- 39
- 34

Trains
- 37
- 39
- 44
- 40
- 36

Infrastructure
- 27
- 29
- 27
- 32
- 26

External factors
- 24
- 26
- 26
- 23
- 19

Weather/season factors
- 23
- 16
- 12
- 12
- 7

Other
- 3
- 5
- 7
- 5
- 7

Don't know/can't remember
- 4
- 6
- 5
- 2
- 7

Legend:
- Q4 23/24
- Q3 23/24
- Q2 23/24
- Q1 23/24
- Q4 22/23

During the disruption, were you provided with any of the following…? Jan-Mar/Apr-Jun/July-Sep/Oct-Dec 23/Jan-Mar 24 (1020/952/1038/1041/986). What was/were the reason(s) given for the disruption? Jan-Mar/Apr-Jun/July-Sep/Oct-Dec 23/Jan-Mar 24 (378/377/428/405/372) *new code added this quarter

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Delay length

Two thirds of disrupted passengers were given an estimate for the length of their delay. For the majority of passengers, the delay was less than 30 minutes, though there is a growing minority who are late by 31-45 minutes.
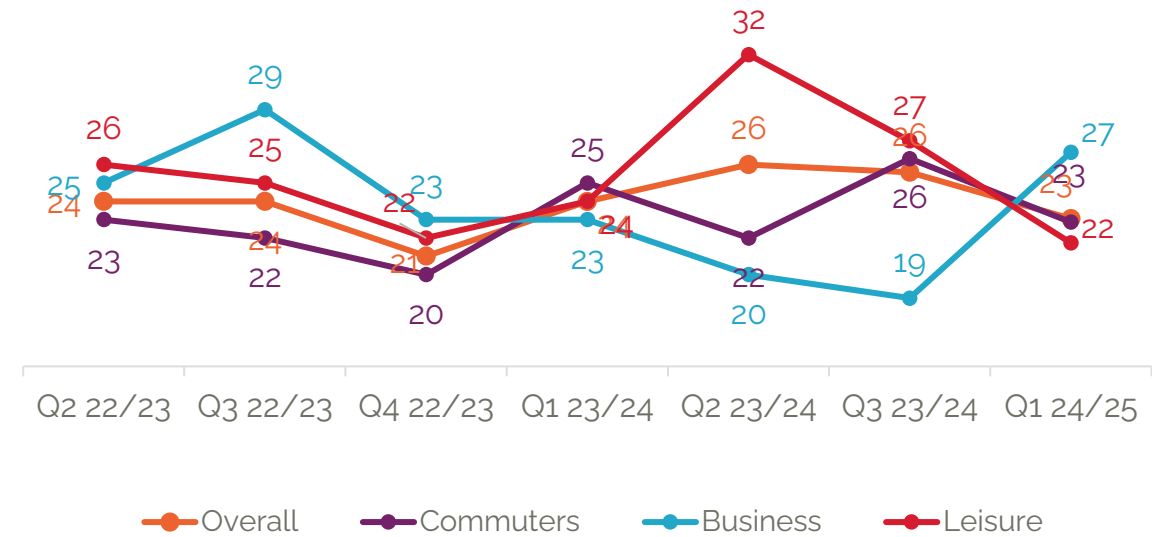
Were you given an estimate for how long the delay will be going on for? (%)

YoY (-3)
QoQ (+3)

33

67

YoY (+3)
QoQ (-3)

■ Yes ■ No

How late was the arrival to the destination station? (%)

YoY (-3)
QoQ (-3)

YoY (+8)
QoQ (+5)

4

14

42

YoY (+4)
QoQ (+4)

Average
23

40

YoY (-8)
QoQ (-3)

■ Less than 15 mins
■ 15-30 mins
■ 31-45 mins
■ 46 mins +

How late was the arrival to the destination station trend? (average in minutes)

| | Q2 22/23 | Q3 22/23 | Q4 22/23 | Q1 23/24 | Q2 23/24 | Q3 23/24 | Q1 24/25 |

Overall: 24, 25, 21, 24, 26, 26, 23
Commuters: 23, 22, 20, 25, 22, 26, 23
Business: 25, 29, 22, 23, 20, 19, 27
Leisure: 26, 25, 23, 24, 32, 27, 22

—●— Overall —●— Commuters —●— Business —●— Leisure

Were you given an estimate for how long the delay will be going on for? Jan-Mar/Apr-Jun/July-Sep/Oct-Dec 23/Jan-Mar 24 (1036/991/1038/1041/986) How late did you arrive at your destination station? Jan-Mar/Apr-Jun/July-Sep/Oct-Dec 23/Jan-Mar 24 (691/684/727/769/719)

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Compensation for delayed journeys

While the majority are aware they could maybe seek compensation regarding their disruption, only 45% will do so. There is still clarity that is required on making it clear when passengers are eligible for compensation as 30% did not realise they were eligible. A further quarter could benefit from a smoother, efficient process that avoids too much time being spent on arranging the compensation claim.
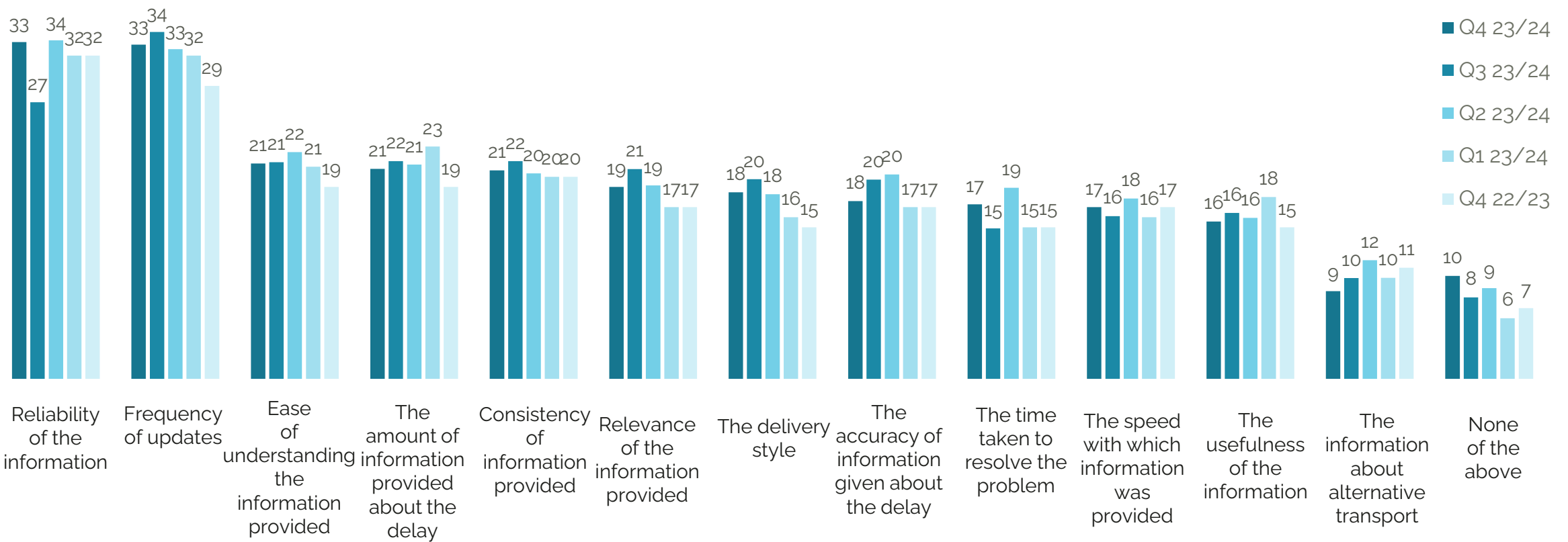
Compensation (%)

Did you or will you seek compensation from the train company?

YoY (+1)
QoQ (−1)

45

55

YoY (−1)
QoQ (+1)

■ Yes ■ No

Are you aware that you may be able to claim compensation?

70

30

YoY (−2)
QoQ (−1)

YoY (+2)
QoQ (+1)

■ Yes ■ No
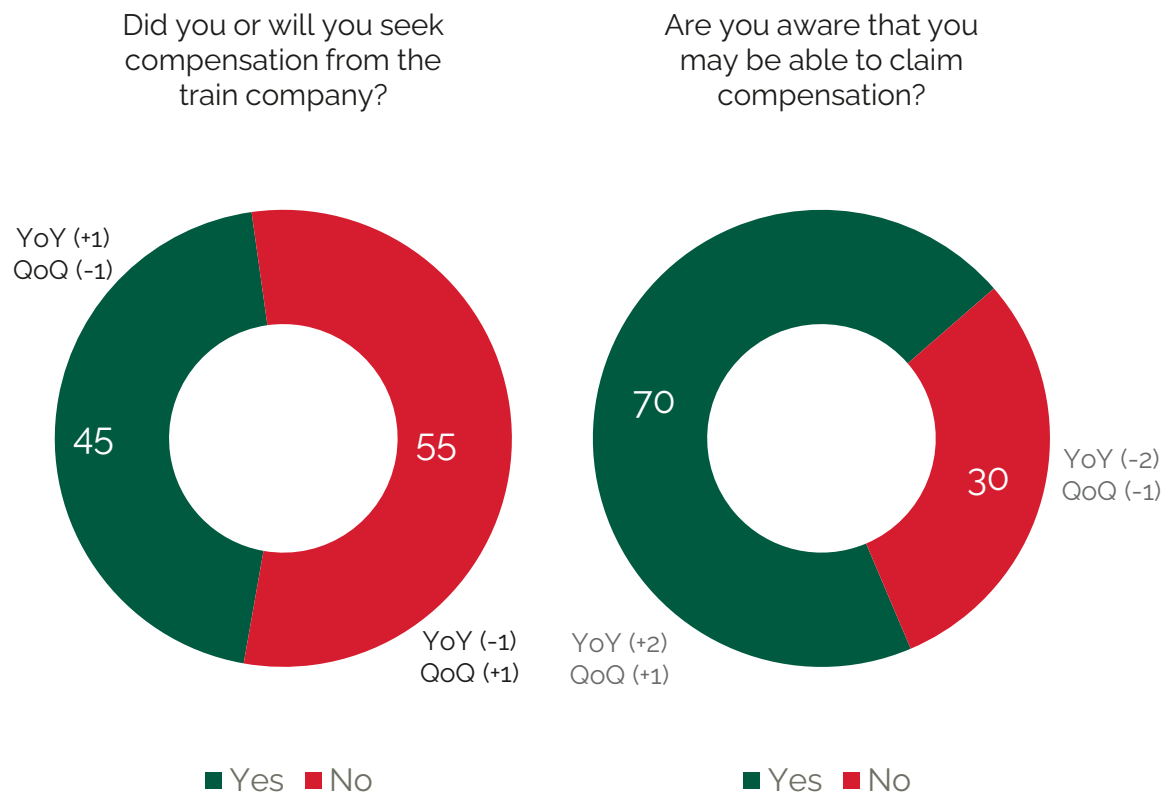
Reasons why they won't claim compensation (%)

I didn't know I was eligible for compensation — **30**, 29, 36, 34, 29

I don't have time for this — **23**, 18, 20, 20, 20

Applying for compensation is too complicated/too long — **21**, 20, 18, 20, 21

I don't know how to seek compensation — **18**, 17, 18, 17, 16, 18

I know I am not eligible for compensation — **16**, 16, 12, 16, 15

Previous compensation claims put me off doing it again — **12**, 13, 13, 12, 11

I lost/don't have my ticket — **4**, 3, 4, 6, 6

Other — **5**, 5, 5, 7, 7

Someone else bought my ticket — **2**, 3, 3, 2, 2

■ Q4 23/24
■ Q3 23/24
■ Q2 23/24
■ Q1 23/24
■ Q4 22/23

Did you or will you seek compensation from the train company regarding your train journey? Jan-Mar 24 (986) Why not? Jan-Mar 24 (476) Are you aware that you may be able to claim compensation if your train is delayed or cancelled? Jan-Mar 24 (531)

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Improvements desired for information on disruptions in the future

Reliable and frequent updates are most desired when handling future disruptions. This mirrors trends conveyed earlier in the report, particularly with focus to announcements and the delivery of information in a timely way to enable disrupted passengers to make decisions on the remainder of their journey.

Information improvement desired for future disruptions or cancellations (%)

Legend:
- Q4 23/24
- Q3 23/24
- Q2 23/24
- Q1 23/24
- Q4 22/23

Categories and values:

Reliability of the information: 33, 27, 34, 32, 32
Frequency of updates: 33, 34, 33, 32, 29
Ease of understanding the information provided: 21, 21, 22, 21, 19
The amount of information provided about the delay: 21, 22, 21, 23, 19
Consistency of information provided: 21, 22, 20, 20, 20
Relevance of the information provided: 19, 21, 19, 17, 17
The delivery style: 18, 20, 18, 16, 15
The accuracy of information given about the delay: 18, 20, 20, 17, 17
The time taken to resolve the problem: 17, 15, 19, 15, 15
The speed with which information was provided: 17, 16, 18, 16, 17
The usefulness of the information: 16, 16, 16, 18, 15
The information about alternative transport: 9, 10, 12, 10, 11
None of the above: 10, 8, 9, 6, 7

If you were to be disrupted again which of the following would you have liked to be improved? Jan-Mar 24 (986)

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Appendix

Best parts of information provision during the journey

Overall, passengers appreciate the straightforward information provided by the channels during their journeys, which allows them to navigate with ease and confidence. Announcements and conductors are noted as providing clear and easy to understand information about each stop and time throughout the journey. They also value the accurate information during disruptions; with the offer of advice and suggestions of alternative routes.

Best parts of information provision during your journey

> Having clear and concise information helps me navigate the train system with ease and confidence. I love how straightforward and smooth it makes my journey. So the best part was definitely the simplicity and efficiency of the information
> **No disruption/Elizabeth Line/Commuter**

> Each stop and times were displayed throughout my journey
> **No disruption/c2c/Leisure**

> The information was clear and easy to understand, both from the conductor and the automated announcements.
> **No disruption/ScotRail/Business**

> It was explained fairly accurately how long the delay would be
> **Minor disruption/CrossCountry/Business**

> Giving meaningful reason about disruption problem with good advice on it
> **Minor disruption/South Western Railway/Leisure**

> I like the real time updates you see on the screen
> **Minor disruption/Avanti West Coast/Commuter**

> Letting me know there was going to be bus replacement so I knew I'd get to work
> **Major disruption/Great Northern/Commuter**

> It was due to a landslide so not the company's fault, and they suggested alternative train route
> **Major disruption/Chiltern Railways/Leisure**

> The instructions about the situation and how to resume the journey in other places.
> **Major disruption/Transpennine Expresss/Business**

What was the best part about the information provided during your journey and why? Jan-Mar 24 – Overall (2571),

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Parts of information provision requiring improvement

Passengers expect a quicker response to delays and cancellations, with quick alternatives to be provided, and more updates as things develop. Passengers also mention that this information should come earlier so that they have time to change their plans if needed. There should be greater consistency between information provide at station and then on board, and providing options on both screens and announcements would address accessibility issues.

Improvements needed for information provision based on your journey

"
Quick response to delays or cancellation and providing a quick alternative
Major disruption/Gatwick Express/Business

"
Should have been available to see at the train station, as I found out via a phone app as no news at all at the station
Major disruption/Avanti West Coast/Leisure

"
More updates and earlier information so I could change my plans
Major disruption/Southeastern/Commuter

"
Being informed why there was a delay would be better to understand the situation.
Minor disruption/Merseyrail/Commuter

"
To inform passengers on the speaker, rather than expecting them to read the board
Minor disruption/Greater Anglia/Leisure

"
Any impact on onward journeys
Minor disruption/East Midlands Railway/Business

"
Consistency between on platform information and on train information could be improved
No disruption/c2c/Business

"
Maybe sign up for text updates prior to journey. This would save me checking if times had changed or if there were any problems with journey
No disruption/Great Northern/Leisure

"
Could have overhead announcements written on board for the deaf
No disruption/Great Western Railway/Commuter

How could the information provided during your journey be improved and why? Jan-Mar 24 – Overall (2571),

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Information tailored to their needs

Of those who felt the information they were given was tailored to their needs, it was because it gave them exact details that were relevant to their journey, such as destination, stops on route, alternative routes for their intended journey if disrupted, and the timing of the journey. Passengers particularly valued when staff members provided additional information or kept them updated in real-time.

How was information tailored to their needs?

"
It was relevant to the stations we stopped at and updated the next station announcements which was helpful
No disruption/c2c/Commuter

"
Gave the estimated arrival time and this was kept updated by the train manager
No disruption/Avanti West Coast/Leisure

"
It was tailored to my need, because I was attended to in terms of the enquiry I made
No disruption/GTR/Business

"
It told me about my connection
Minor disruption/Lumo/Business

"
Information regarding delays or disruptions between my starting station and my end destination.
Minor disruption/Great Northern/Leisure

"
Was told about other services that can help me reach my destination
Minor disruption/Southern/Commuter

"
It told me when my train was going to arrive in York so I knew when to look for a bus
Major disruption/LNER/Commuter

"
The staff at Truro personally pointed out a leaflet regarding the signalling works and rail replacement service, along with the closure of the rail car park
Major disruption/Great Western Railway/Leisure

"
Because it relays everything about my journey and delays faced and reasons why.
Major disruption/London Overground/Business

How was the information tailored to your needs? Jan-Mar 24 – Overall (2571),

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Information that was not tailored to their needs

Where passengers felt it was not tailored was due to difficulties in sourcing the information, meaning it was not forthcoming and hard to access efficiently. These passengers would appreciate information on connections, platform information, or station location. Delays in delivering information during a disruption can also impact the personalisation, as if it is offered too late or is too generic, passengers will not be able to make the necessary changes to their journey.

How was information not tailored to their needs?

> No underground information
> **No disruption/c2c/Commuter**

> I wish the platform of my train journey would be included in my ticket where I could easily find it
> **No disruption/Avanti West Coast/Leisure**

> Sometimes took a while to find my journeys information.
> **No disruption/Southeastern/Business**

> Was just generic and didn't even answer everything we needed to know
> **Minor disruption/LNER/Business**

> It didn't say anything about connections
> **Minor disruption/Southern/Leisure**

> It came too late for me to make necessary adjustments
> **Minor disruption/Transport for Wales/Commuter**

> The bus didn't stop where it should have in Flitwick and there was no information why, then it came back to station making my journey 20 minutes longer
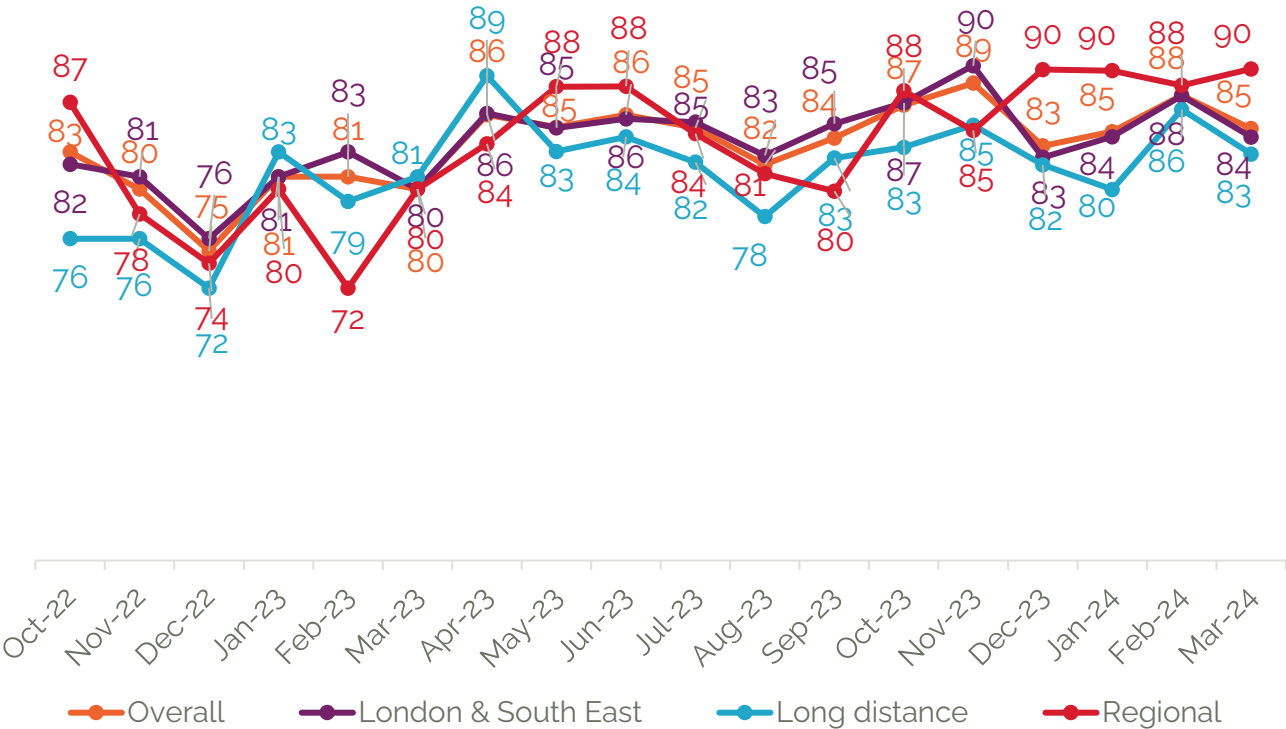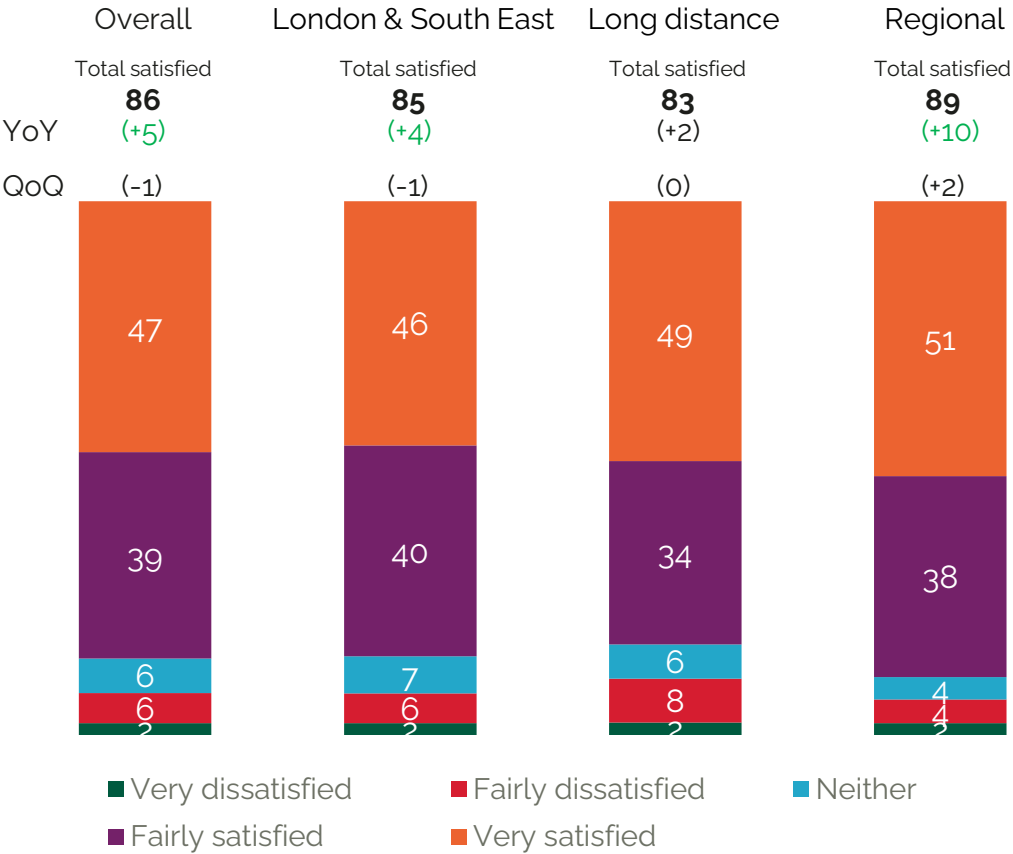> **Major disruption/Thameslink/Commuter**

> There was barely any information as it was and what info we did receive was just about having to wait and that they would not be providing an alternative means of transport
> **Major delay/Great Western Railway/Business**

> The replacement did not go to the location I desired to go to.
> **Major disruption/Elizabeth Line/Business**

How was the information not tailored to your needs? Jan-Mar 24 – Overall (2571),

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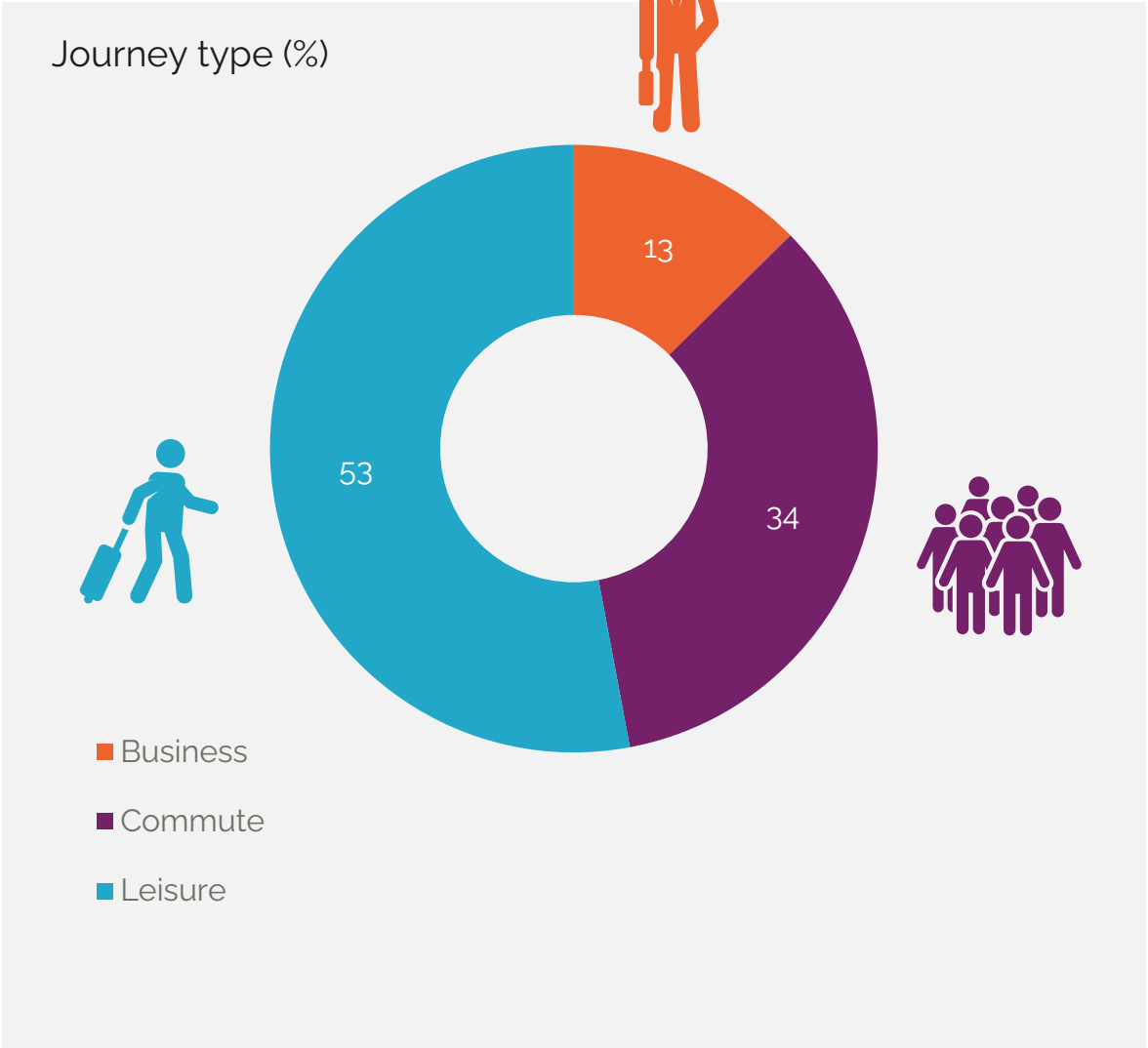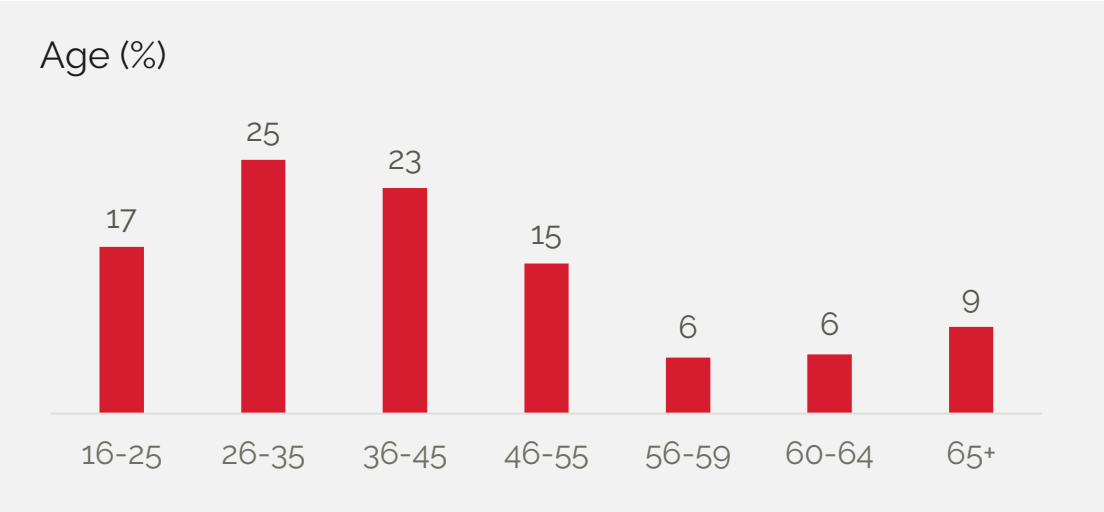# Overall satisfaction with information provision

Satisfaction with the information provided increased across London and South East, and Regional TOCs.

Overall satisfaction with information provision by sectors (%)

	Overall	London & South East	Long distance	Regional
Total satisfied	**86**	**85**	**83**	**89**
YoY	(+5)	(+4)	(+2)	(+10)
QoQ	(−1)	(−1)	(0)	(+2)
Very satisfied	47	46	49	51
Fairly satisfied	39	40	34	38
Neither	6	7	6	4
Fairly dissatisfied	6	6	8	4
Very dissatisfied				

Legend:
- ■ Very dissatisfied
- ■ Fairly dissatisfied
- ■ Neither
- ■ Fairly satisfied
- ■ Very satisfied

Line chart legend: Overall, London & South East, Long distance, Regional (Oct-22 to Mar-24)

Overall, how satisfied were you with the information provided during your journey? (excl DK)
Oct/Nov/Dec 22/Jan/Feb/Mar/Apr/May/Jun 23/July/Aug/Sep/Oct/Nov/Dec 23/Jan/Feb/Mar 24 – Overall
(852/834/870/694/590/710/811/786/1037/854/858/847/851/848/853/855/851/850), London + SE (488/475/503/392/326/374/464/439/589/503/499/487/480/470/513/507/487/501),
Long Distance (197/179/178/152/143/180/176/178/218/182/181/185/188/184/184/178/179/184), Regional (165/180/189/150/121/154/170/168/228/169/178/175/183/194/154/168/184/163)

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Demographics

Age (%)

16-25	26-35	36-45	46-55	56-59	60-64	65+
17	25	23	15	6	6	9

Journey type (%)

- 13 Business
- 34 Commute
- 53 Leisure

Which of the following age groups are you in? Jan-Mar 24 (2571) What was the main purpose of the train journey you took or planned on taking on…? Jan-Mar 24 (2571)

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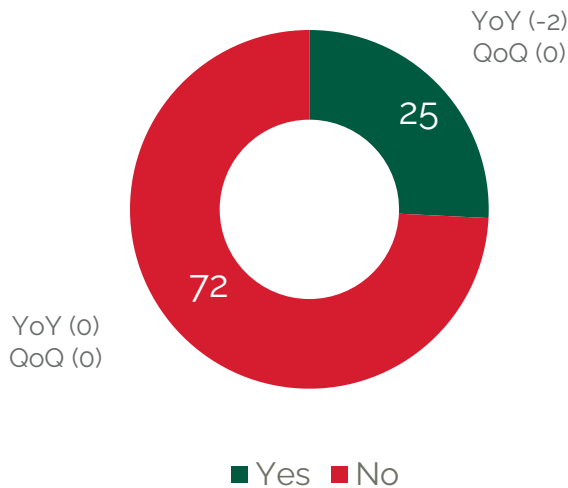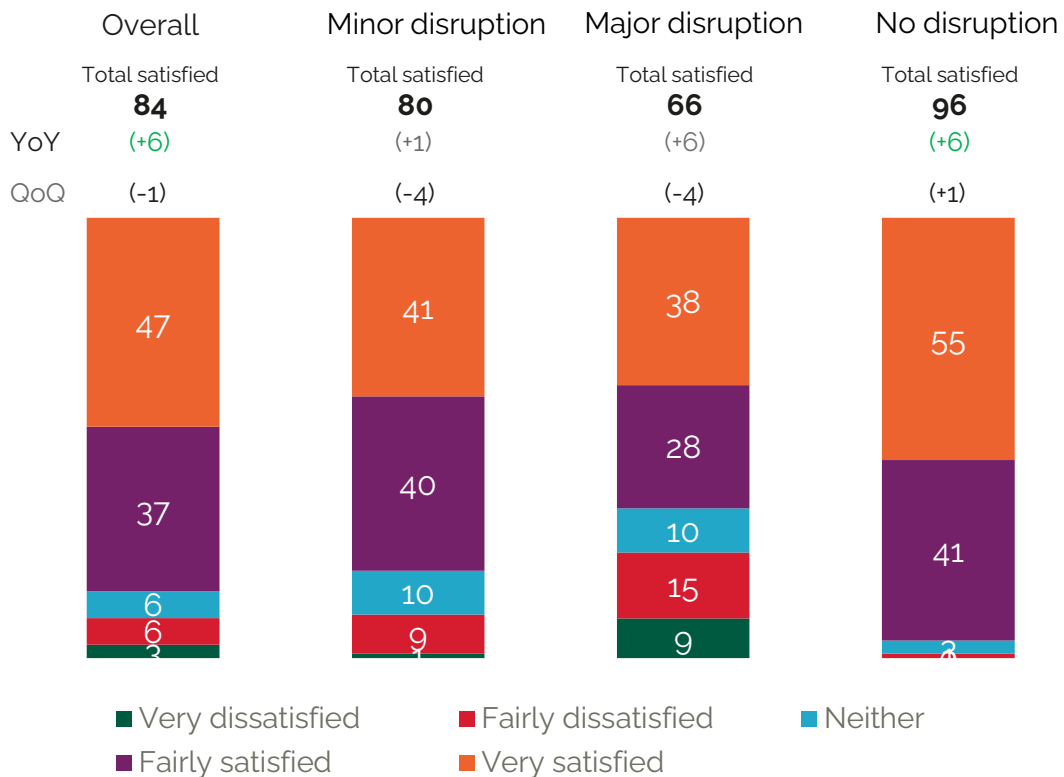
Overall satisfaction with information provision by disability

A quarter of passengers travelling as part of this survey had a disability. Ratings of information provision among those with a disability are high.

Those with a disability (%)

YoY (–2)
QoQ (0)

25

72

YoY (0)
QoQ (0)

■ Yes ■ No

Among those disabled, overall satisfaction with information provision by disruption (%)

	Overall	Minor disruption	Major disruption	No disruption
	Total satisfied **84**	Total satisfied **80**	Total satisfied **66**	Total satisfied **96**
YoY	(+6)	(+1)	(+6)	(+6)
QoQ	(–1)	(–4)	(–4)	(+1)

	Overall	Minor disruption	Major disruption	No disruption
Very satisfied	47	41	38	55
Fairly satisfied	37	40	28	41
Neither	6	10	10	
Fairly dissatisfied	6	9	15	
Very dissatisfied	3	1	9	

■ Very dissatisfied   ■ Fairly dissatisfied   ■ Neither
■ Fairly satisfied   ■ Very satisfied

Do you have a physical, sensory, neurological or mental impairment (including those age-related) which limit your daily activities? (624)
Overall, how satisfied were you with the information provided during your journey? Overall/Minor/Major/No disruption (616/153/171/292)

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Overall satisfaction with information provision across journey stages by disability

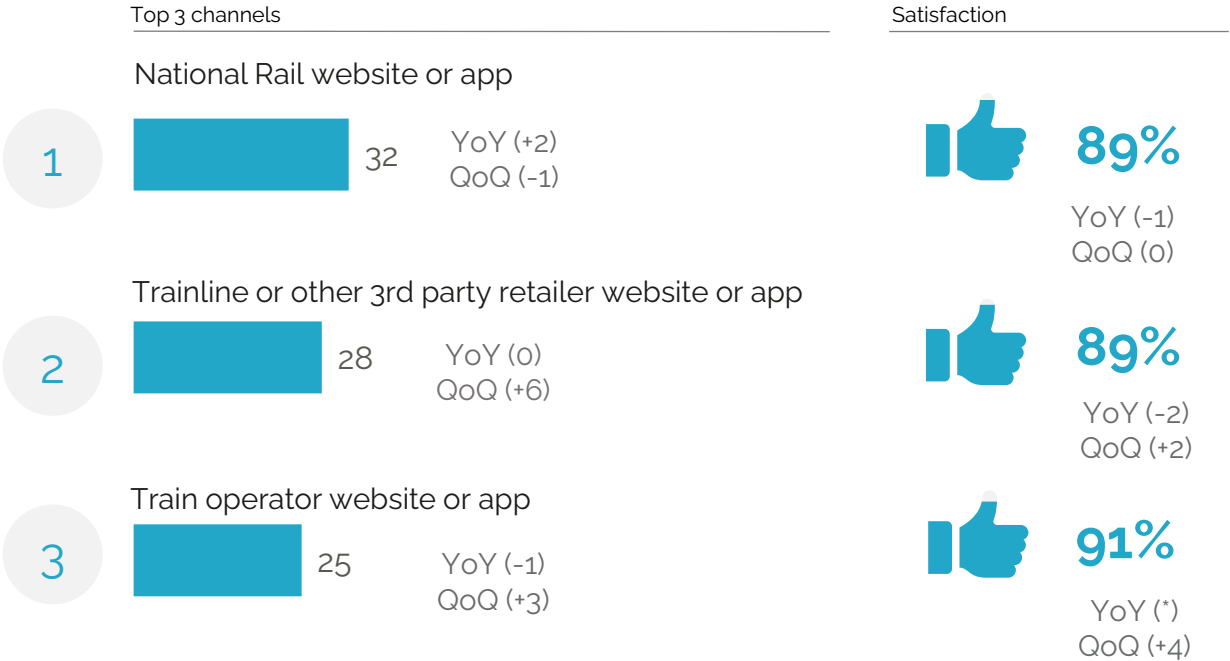Satisfaction ratings are high for each journey stage among disabled passengers. Although the lowest of the 5 journey stages, satisfaction with information on the way to the station is improving and this apparent across disruption type.

Planning and booking	Journey to the station	At the station	On board the train	At destination/ interchange
82%	**81%**	**82%**	**84%**	**84%**
YoY (–1) QoQ (–4)	YoY (+5) QoQ (0)	YoY (+3), QoQ (–3)	YoY (+4), QoQ (–3)	YoY (+4), QoQ (–1)
Minor disruption	Minor disruption	Minor disruption	Minor disruption	Minor disruption
78% YoY (–8) QoQ (–7)	**81%** YoY (+3) QoQ (–3)	**78%** YoY (–1) QoQ (–2)	**68%** YoY (–6) QoQ (–11)	**79%** YoY (+2) QoQ (–6)
Major disruption	Major disruption	Major disruption	Major disruption	Major disruption
67% YoY (–5) QoQ (–12)	**69%** YoY (+3) QoQ (–8)	**65%** YoY (+2) QoQ (–12)	**66%** YoY (–2) QoQ (–12)	**70%** YoY (–1) QoQ (–8)
No disruption	No disruption	No disruption	No disruption	No disruption
93% YoY (+2) QoQ (+2)	**87%** YoY (+5) QoQ (+5)	**92%** YoY (+3) QoQ (0)	**91%** YoY (+7) QoQ (–1)	**93%** YoY (+7) QoQ (+4)

We'd now like you to think about the information your received when ………. your journey. Overall, how satisfied were you with the information provided about your upcoming rail journey when …….. Overall (Planning and booking/Journey to the station/At the station/On board the train/At destination/interchange) (609/570/595/345/568)

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Top channels used at each journey stage by disability

NR website or app is the most used channel when planning the journey and on the way to the station. Disabled passengers are very satisfied with the information provided by the top channels they use.

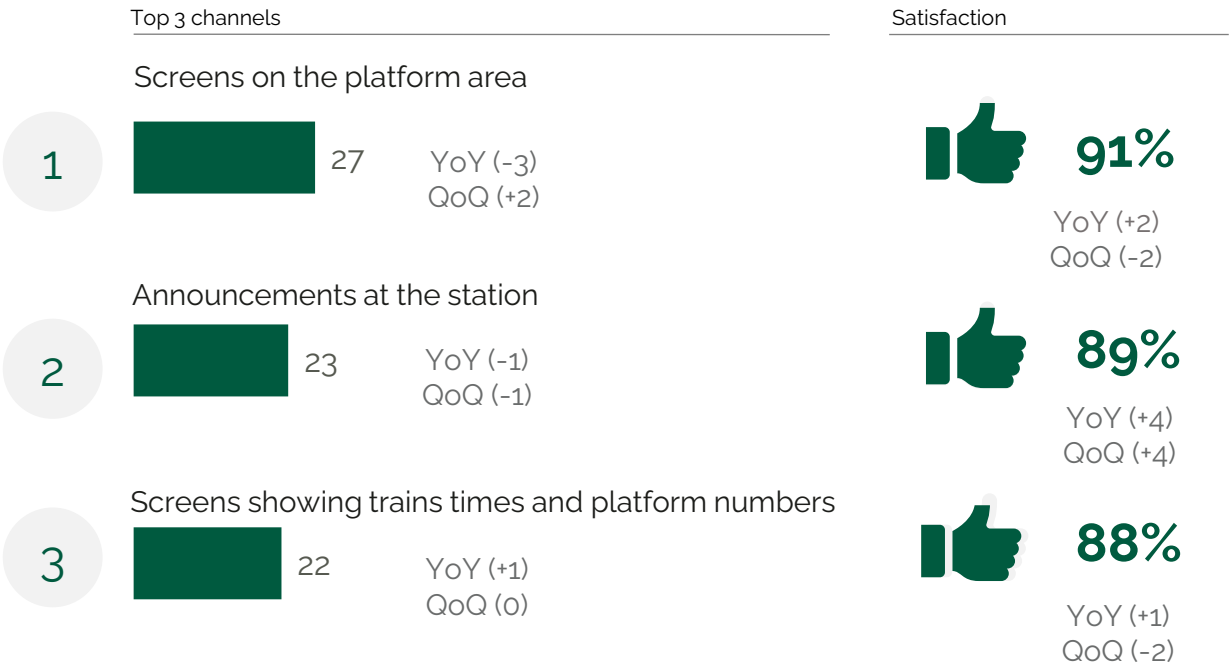## Top 3 channels used during planning and booking and their satisfaction (%):

Top 3 channels		Satisfaction

National Rail website or app

1 — 32 — YoY (+2) QoQ (−1)

👍 **89%** YoY (−1) QoQ (0)

Trainline or other 3rd party retailer website or app

2 — 28 — YoY (0) QoQ (+6)

👍 **89%** YoY (−2) QoQ (+2)

Train operator website or app

3 — 25 — YoY (−1) QoQ (+3)

👍 **91%** YoY (*) QoQ (+4)

Top 3 channels used during the journey to the station and their satisfaction (%):

Top 3 channels		Satisfaction

National Rail website or app

1 — 32 — YoY (+4) QoQ (+2)

👍 **91%** YoY (+3) QoQ (−1)

Trainline or other 3rd party retailer website or app

2 — 22 — YoY (−2) QoQ (0)

👍 **87%** YoY (+5) QoQ (−6)

Journey planning website or app

3 — 19 — YoY (−2) QoQ (0)

👍 **88%** YoY (+10) QoQ (−4)

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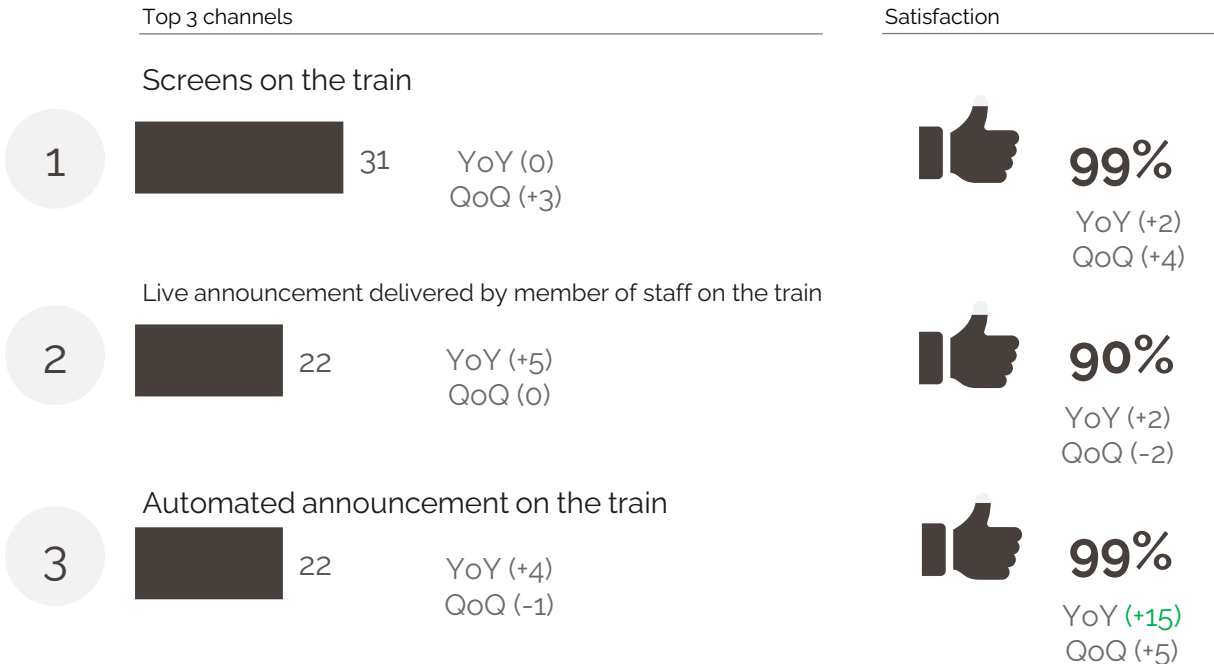National Rail

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Top channels used at each journey stage by disability

Screens are most used at the station and on board the train. Announcements are also key, particularly on board when both live and automated are used. The automated announcements generate significantly higher satisfaction than a year ago, suggesting they are better able to support passengers with disabilities.

Top 3 channels used at the station and their satisfaction (%):

Top 3 channels		Satisfaction
Screens on the platform area		
1	27 YoY (-3) QoQ (+2)	👍 **91%** YoY (+2) QoQ (-2)
Announcements at the station		
2	23 YoY (-1) QoQ (-1)	👍 **89%** YoY (+4) QoQ (+4)
Screens showing trains times and platform numbers		
3	22 YoY (+1) QoQ (0)	👍 **88%** YoY (+1) QoQ (-2)

Top 3 channels used on board the train and their satisfaction (%):

Top 3 channels		Satisfaction
Screens on the train		
1	31 YoY (0) QoQ (+3)	👍 **99%** YoY (+2) QoQ (+4)
Live announcement delivered by member of staff on the train		
2	22 YoY (+5) QoQ (0)	👍 **90%** YoY (+2) QoQ (-2)
Automated announcement on the train		
3	22 YoY (+4) QoQ (-1)	👍 **99%** YoY (+15) QoQ (+5)

Which of the following information channels did you utilise when at the station? (603)
Which of the following information channels did you utilise when on board the train? (357)
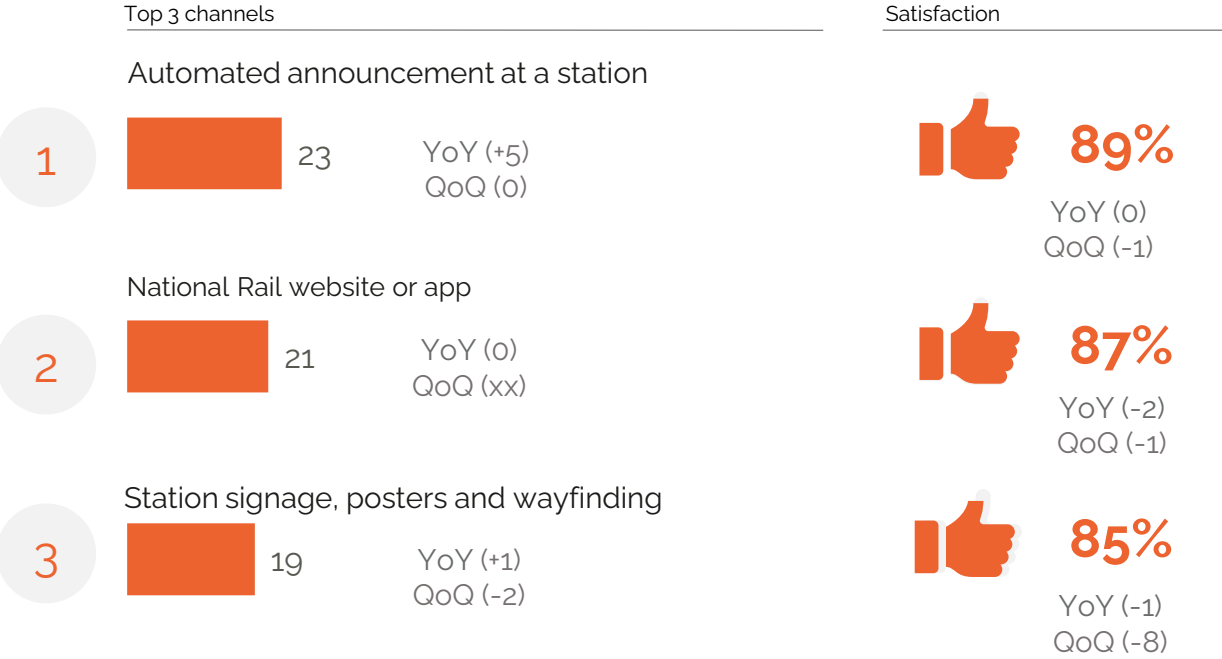
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Top channels used at each journey stage by disability

When at the destination or interchange station, announcements are most key to passengers with a disability. Alongside this, passengers will use the NR app or website, or station signage and wayfinding to continue with their journey.
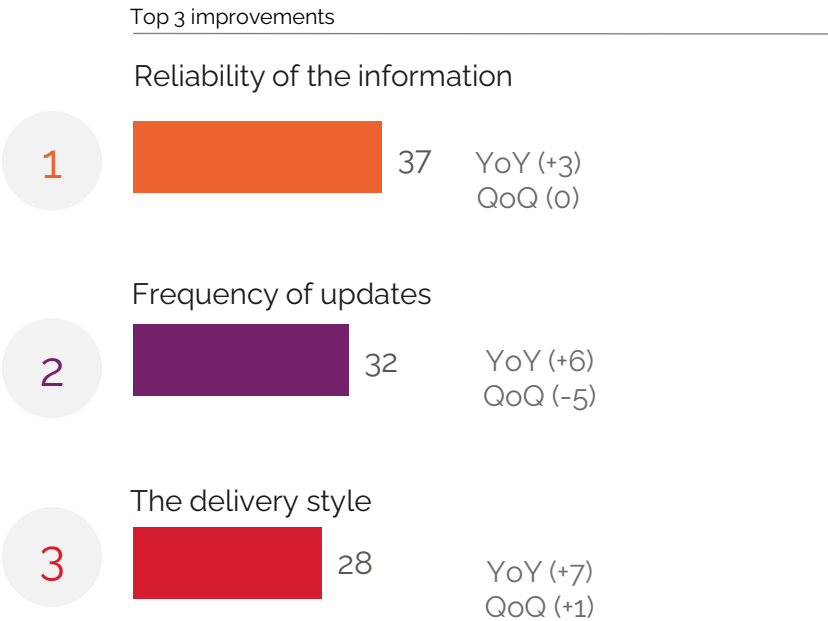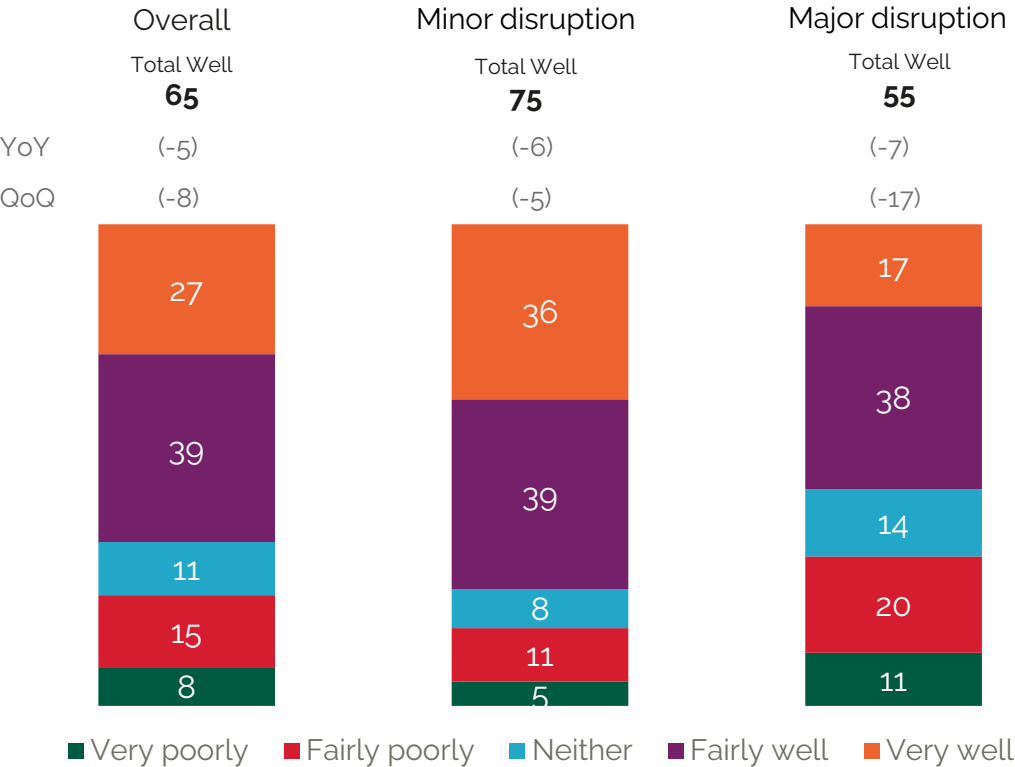
Top 3 channels used at the destination/ interchange and their satisfaction (%):

Top 3 channels		Satisfaction

Automated announcement at a station

1   23   YoY (+5)   QoQ (0)

👍 **89%**
YoY (0)
QoQ (-1)

National Rail website or app

2   21   YoY (0)   QoQ (xx)

👍 **87%**
YoY (-2)
QoQ (-1)

Station signage, posters and wayfinding

3   19   YoY (+1)   QoQ (-2)

👍 **85%**
YoY (-1)
QoQ (-8)

Which of the following information channels did you utilise when at the intermediary or destination station? (589)

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Overall rating of information provided about the delay and key improvements

Overall, two thirds perceive the information provided during a delay as being provided 'well'. In line with the views of other passengers, when there is a longer disruption the rating drops. Reliability is key among disabled passengers, followed by frequency and the delivery style of the information.

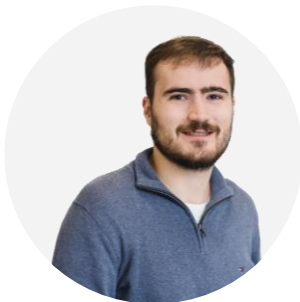## Overall rating with information provided about delay for those with disabilities (%)

	Overall	Minor disruption	Major disruption
Total Well	**65**	**75**	**55**
YoY	(-5)	(-6)	(-7)
QoQ	(-8)	(-5)	(-17)

Overall: Very well 27, Fairly well 39, Neither 11, Fairly poorly 15, Very poorly 8

Minor disruption: Very well 36, Fairly well 39, Neither 8, Fairly poorly 11, Very poorly 5

Major disruption: Very well 17, Fairly well 38, Neither 14, Fairly poorly 20, Very poorly 11

■ Very poorly ■ Fairly poorly ■ Neither ■ Fairly well ■ Very well

Top 3 improvements

1. **Reliability of the information** — 37
   YoY (+3)
   QoQ (0)

2. **Frequency of updates** — 32
   YoY (+6)
   QoQ (-5)

3. **The delivery style** — 28
   YoY (+7)
   QoQ (+1)

If you were to be disrupted again which of the following would you have liked to be improved? (329)

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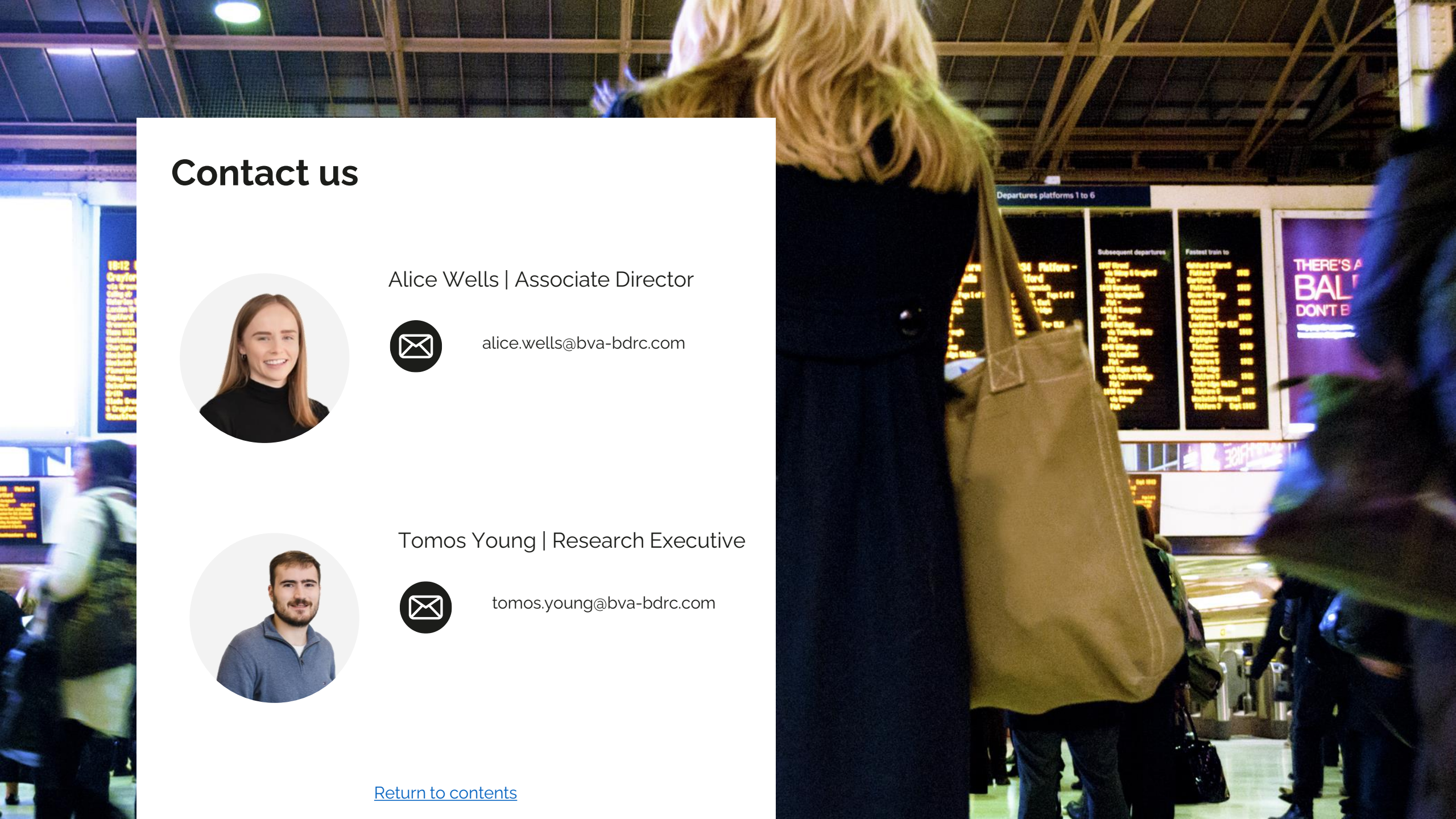
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Quality standards and other details

BVA BDRC is certified to ISO 20252:2012 and 27001:2013, the recognised international quality standards for market research and information security, thus the project has been carried out in accordance with these standards.

- We are working towards ISO 20252:2019 and expect to be fully certified to that by February 2023
- Adherence to the standard is independently audited once per year

- This project has also been carried out in conformity to the MRS Code of Conduct, GDPR, the UK's Data Protection Act, and all other relevant industry codes, legal and ethical requirements

- Where subcontractors are used by BVA BDRC, they are assessed to ensure any outsourced parts of the research are conducted in adherence with these same standards.

Full methodological details relevant to the project are available upon request.

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