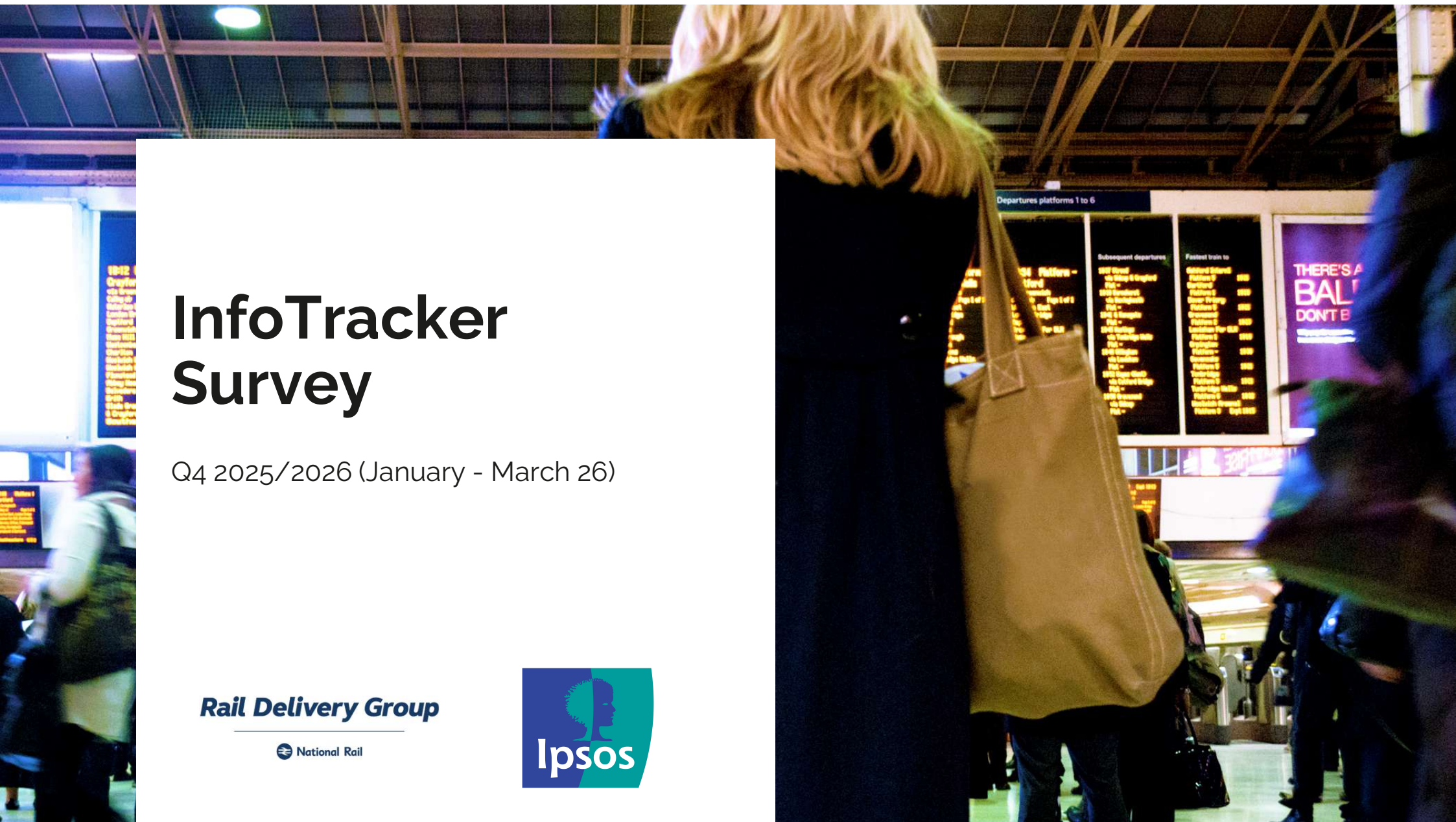


InfoTracker Survey

Q4 2025/2026 (January - March 26)

Rail Delivery Group



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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 2025/2026 among n=2,571 respondents.

The fieldwork was conducted from 1st January to 31st March 2026. To note strikes were ongoing during the comparison YoY period in 2025.

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.



Sample

The online questionnaire was completed by n=2,571 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 customer 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

Summary

Overall satisfaction and rating

Overall satisfaction with information provision has shown a slight improvement against last year however satisfaction for those with no disruption has significantly decreased compared to a year ago. Compared to last quarter satisfaction is down overall and across all disruption types.

Commuter and business customers are now much closer aligned with leisure travellers in their overall satisfaction levels. Commuters see the biggest uplift in satisfaction compared to a year ago. However, all groups see a decrease in satisfaction compared to last quarter.

Satisfaction across all stages of the journey stays fairly consistent compared to a year ago. We see slight uplifts for the planning and booking and on board the train stages but a slight decrease in the journey to the station leg of the journey.

Accuracy remains the strongest information metric and also sees the biggest satisfaction increase compared to a year ago. All metrics have decreased compared to last quarter though.

Trust has increased compared to this time last year however personalisation sees a significant decrease. Both are down on last quarter but again personalisation sees a more prominent decrease.

Of those disrupted, three quarters of customers report information about their delay is handled well. Satisfaction with different aspects of information during a delay has decreased compared to last year most notably for information about delay repay.

Information channels used

Customers use a variety of different information channels depending on the stage of the journey. High satisfaction ratings across digital, in-station and on board the train channels highlights these as strong assets for guiding customers to their destination.

Notably this quarter the National Rail website/app has seen a decrease in satisfaction across multiple stages of the journey. This may be worth investigating further as this channel is commonly used by customers for information across many of the different journey stages.

While used less frequently, staff interactions remain critical during the journey. Staff are most commonly asked about departure times, tickets and platform numbers at the station with the satisfaction for all rated highly. Customers are less satisfied with staff when asking about the cause of disruptions and estimated delay length as a result of the disruption.

TOC website/apps and journey-planning tools continue to perform well, and across some stages of the journey are now the most used channel for information.

Overall, customers are accessing information through a broad mix of channels, and performance is strong across them.

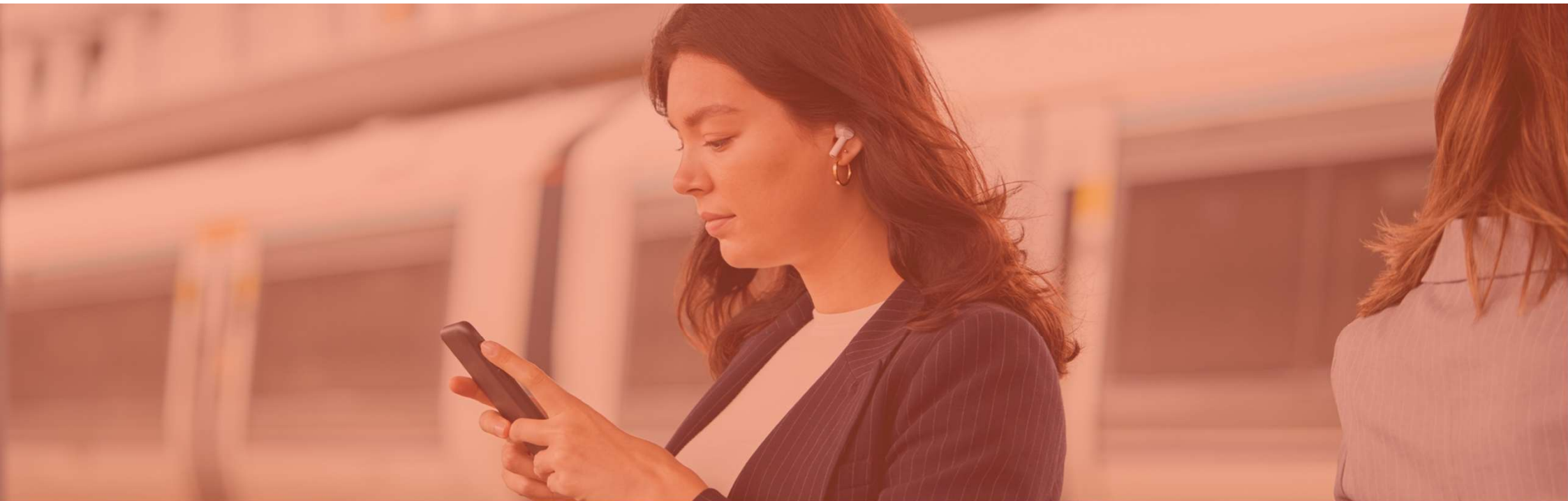
Pledges

The planning and booking stage is key for customers when receiving information. - particularly details about station and train facilities. When provided together (information on station and train facilities) satisfaction reached 98% this quarter. This is supported by visibility of information on accessibility features, like lift availability, of which is rated very highly.

Generally, the majority of customers are satisfied with the information they receive ahead of their journey, such as changes to train times or seat reservation options. However, we have seen significant decreases in satisfaction here compared to a year ago.

Notably this quarter the amount of customers receiving information on rail replacement buses at the planning and booking stage dropped considerably. Satisfaction with the ease of finding the location of the rail replacement bus dropped significantly compared to a year ago.

Onboard announcements continue to be effective in providing ongoing travel updates at the right time and at an appropriate frequency. Customers are generally very satisfied with the information they receive at this stage.



Overall satisfaction

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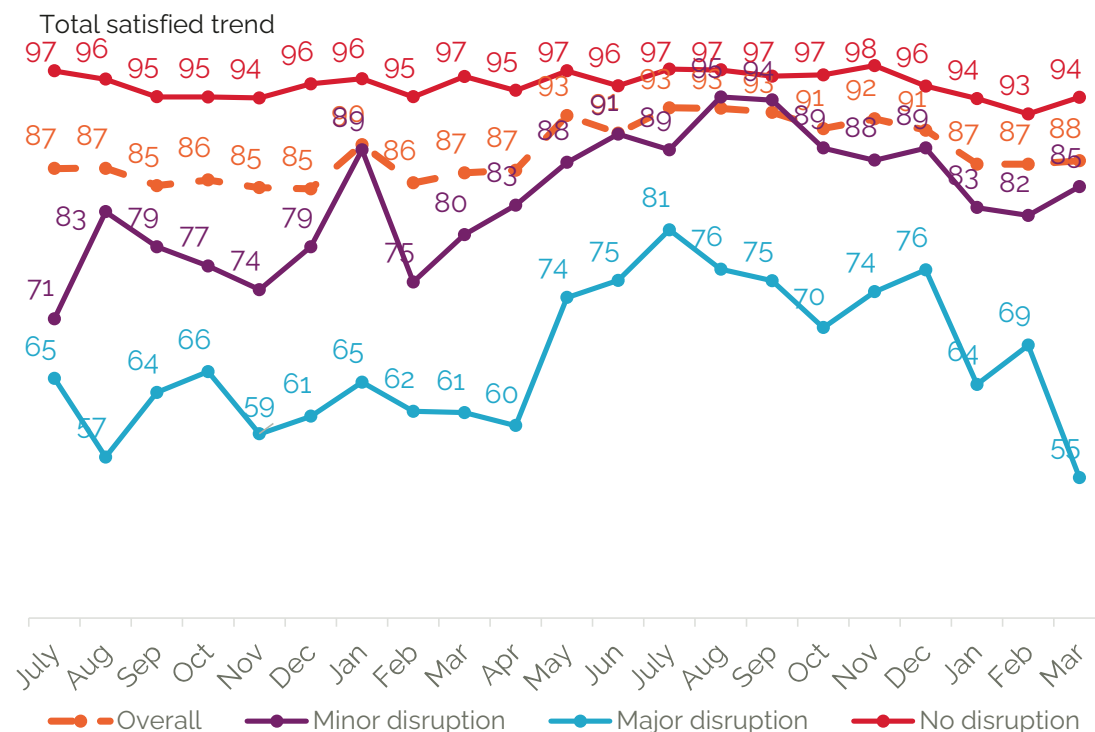
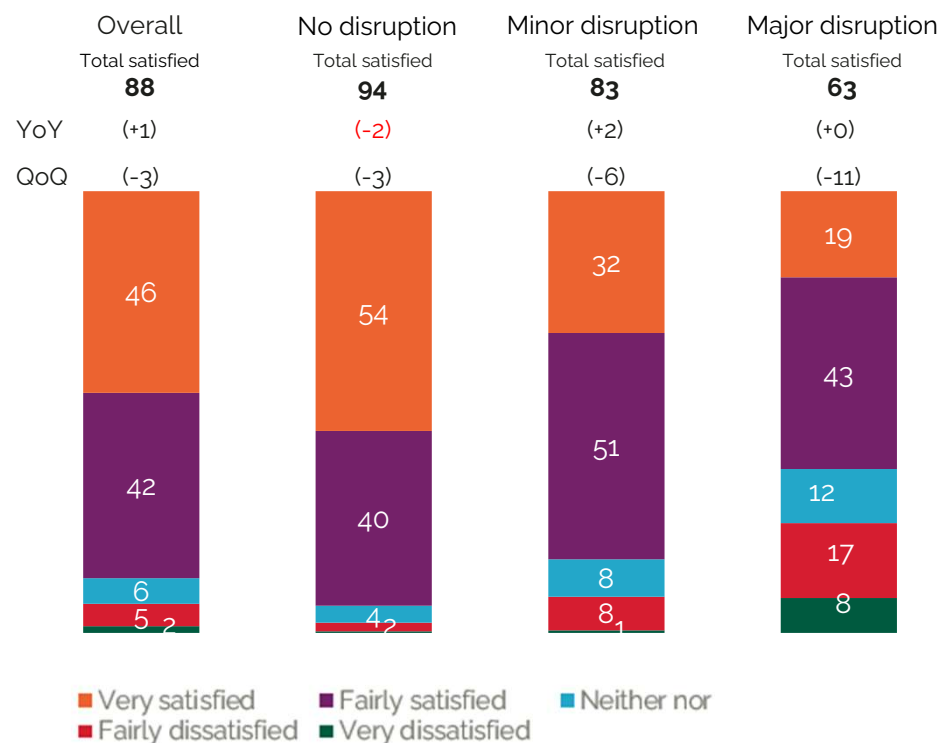


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Overall satisfaction with information provision (1/4)

Overall satisfaction with information provision (% very + fairly satisfied) has levelled off year-on-year, as we've seen a decrease in satisfaction compared to last quarter. Quarter-on-quarter, scores are down across all disruption types — most sharply for major disruption (-11), which fell to 55% in March, its lowest point in the past year. Passengers experiencing no disruption continue to report high and stable satisfaction (94%), so the deterioration is concentrated in how information is communicated when things go wrong, rather than in business-as-usual conditions.

Overall satisfaction with information provision by disruption (%)



Overall satisfaction with information provision (2/4)

Satisfaction remains high across all journey types and sectors (86–89%), however we have seen drops this quarter compared to last. Business customers show the clearest concern, with the sharpest drop both quarter-on-quarter (-8) and year-on-year (-5) — a group whose travel decisions and advocacy carry disproportionate weight. Commuters, by contrast, are up year-on-year (+3), indicating that information on familiar, repeat journeys continues to improve. Long distance held up best by sector (+1 QoQ), while London & South East fell the most (-4). The data suggests information provision is landing with regular users but not yet reaching passengers on less predictable or more disrupted journeys, similar to previous findings.

Overall satisfaction with information provision by customer type (%)

Overall satisfaction with information provision by TOC sectors (%)

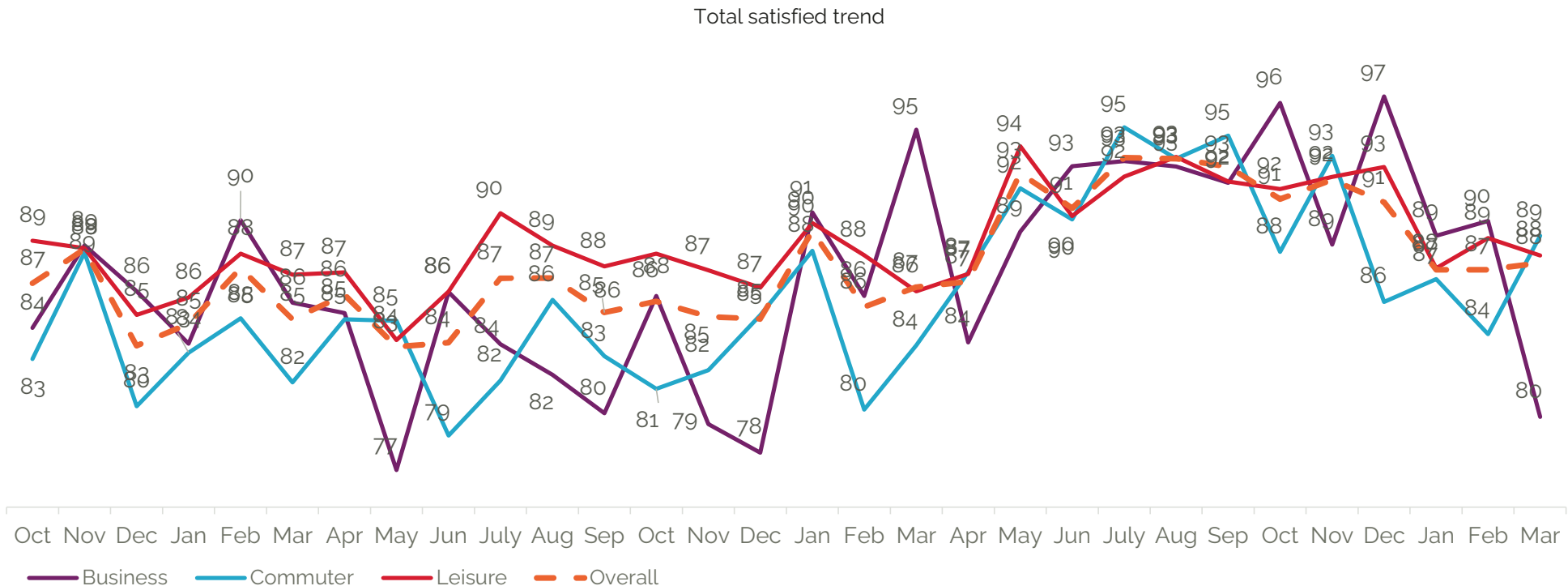


Overall, how satisfied were you with the information provided during your journey? (excl DK) Jan-Mar 26 – Overall/Business/Commuter/Leisure (2,552/232/799/1,521)
London + SE /Long Distance/Regional (1,359/634/558)

Overall satisfaction with information provision (3/4)

Business customers' satisfaction has fallen sharply since December (97% → 80%), now the lowest of any group — a reversal of the stability seen through most of last year. Leisure held steady around 89% across the quarter, similar to previous years for the same period, and commuters recovered in March (+5 on February), however still not back to the high points we saw at the end of 2025. This will need to be monitored in the coming months.

Overall satisfaction with information provision by customer type (%)



Overall satisfaction with information provision (3/3)

Most TOCs score highly on information provision, but specific TOCs scores may have been impacted by station and route specific disruption. But year-on-year changes are mixed: CrossCountry (+6) and West Midlands (+6) made the biggest gains, while London Northwestern (-10), c2c (-7) and ScotRail (-7) fell most sharply.

Overall satisfaction with information provision by TOC (%) with YoY change

	Total Satisfied (vs. a year ago)	Share of disruption type %				Total Satisfied (vs. a year ago)	Share of disruption type %				Total Satisfied (vs. a year ago)	Share of disruption type %		
		Minor	Major	None			Minor	Major	None			Minor	Major	None
 AVANTI WEST COAST	85 (-4)	16 (-3)	34 (+16)	50 (-13)	 Great Northern	85 (-2)	23 (-8)	21 (-5)	56 (+13)	 NORTHERN	86 (+2)	13 (-4)	15 (+2)	72 (+2)
 c2c	88 (-7)	14 (-5)	17 (-7)	70 (+11)	 GWR	82 (-4)	16 (+3)	18 (-1)	66 (-2)	 ScotRail SCOTLAND'S RAILWAY	85 (-7)	14 (-1)	8 (+1)	78 (+1)
 Chiltern Railways by arriva	84* (-3)	9 (-8)	13 (-2)	78 (+11)	 Heathrow Express	**	Base size too low			 southeastern	88 (+4)	18 (-4)	15 (0)	67 (4)
 crosscountry by arriva	89 (+6)	6 (-13)	30 (+8)	64 (+4)	 Hull Trains Your local link to London	**	Base size too low			 SOUTHERN	85 (-2)	16 (-1)	14 (-5)	70 (+7)
 E M R	94 (+2)	10 (-1)	22 (+2)	68 (-1)	 LNER LONDON NORTH EASTERN RAILWAY	92 (+3)	15 (+2)	13 (-8)	73 (+7)	 South Western Railway	88 (+4)	16 (-7)	18 (+1)	67 (+6)
 ELIZABETH LINE	94 (+5)	14 (-3)	12 (-10)	74 (+13)	 London Northwestern Railway	82 (-10)	19 (+6)	19 (+1)	62 (-6)	 ThamesLink	91 (+5)	18 (+2)	11 (-13)	71 (+11)
 GX GATWICK EXPRESS	**	Base size too low			 OVERGROUND	84 (-4)	16 (-7)	13 (-4)	70 (+11)	 TRANSPENNINE EXPRESS	83 (-3)	18 (+5)	17 (+3)	64 (-9)
 GRAND CENTRAL by arriva	**	Base size too low			 lumo	**	Base size too low			 TRAFNIDIAETH CYMRU TRANSPORT FOR WALES	86 (+2)	10 (-6)	21 (+4)	69 (+2)
 greateranglia	89 (-3)	12 (-10)	10 (-6)	79 (+16)	 Merseyrail	88 (0)	12 (+1)	4 (-6)	84 (+5)	 West Midlands Railway	91 (+6)	16 (-9)	15 (-4)	68 (+13)

Overall, how satisfied were you with the information provided during your journey? (excl DK) Jan-Mar 26 – Overall (2552), Disruption type: Minor (375), Major (421), None (1756).

*Refers to TOCs where the base is between 30-50. **Refers to TOCs where the base is below 30 and too low to show

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National Rail





Key performance indicators

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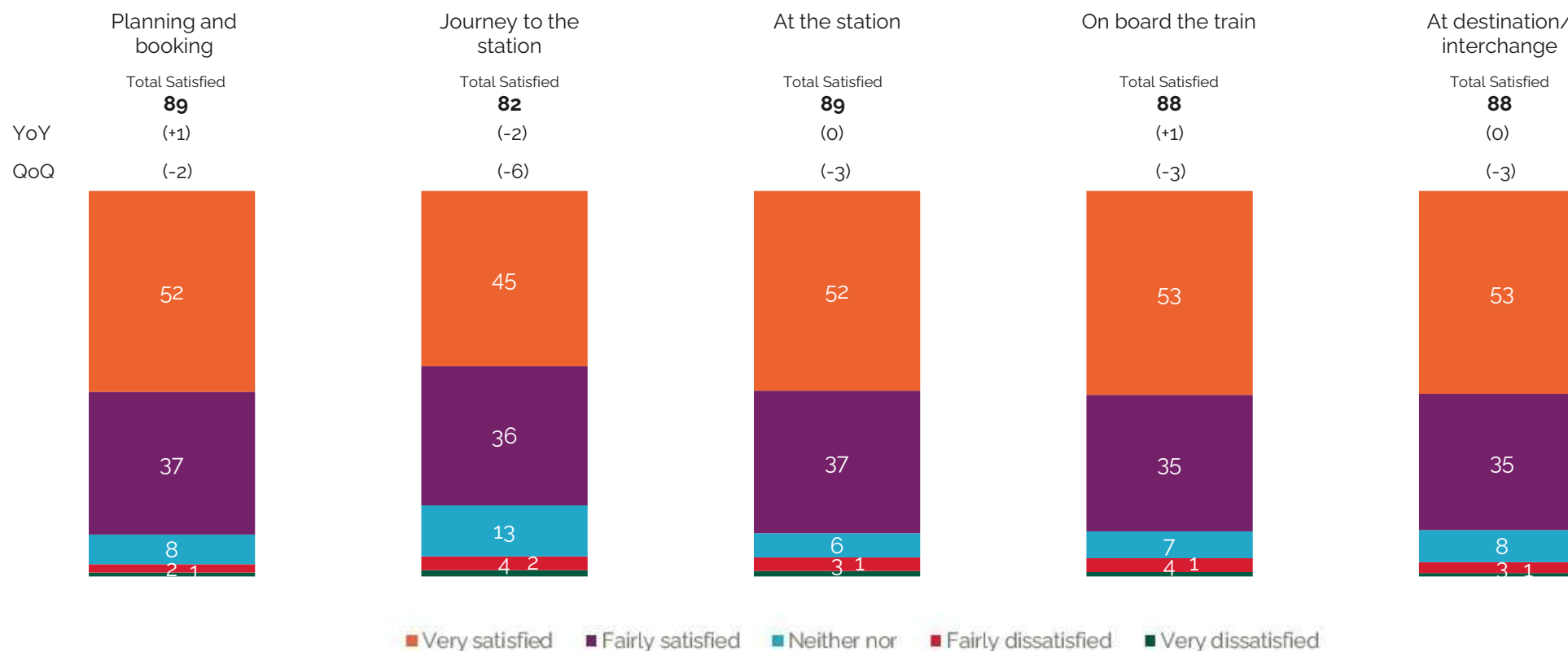
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Overall satisfaction with information provision at each journey stage (1/4)

Satisfaction with information is broadly consistent across journey stages (82–89%), but all stages are down quarter-on-quarter. Journey to the station remains the weakest stage and saw the sharpest decline (-6), widening the gap with other stages. This is the one touchpoint where passengers rely most on information pushed to them rather than sought out at the station or on board, keeping it as a priority area to address.

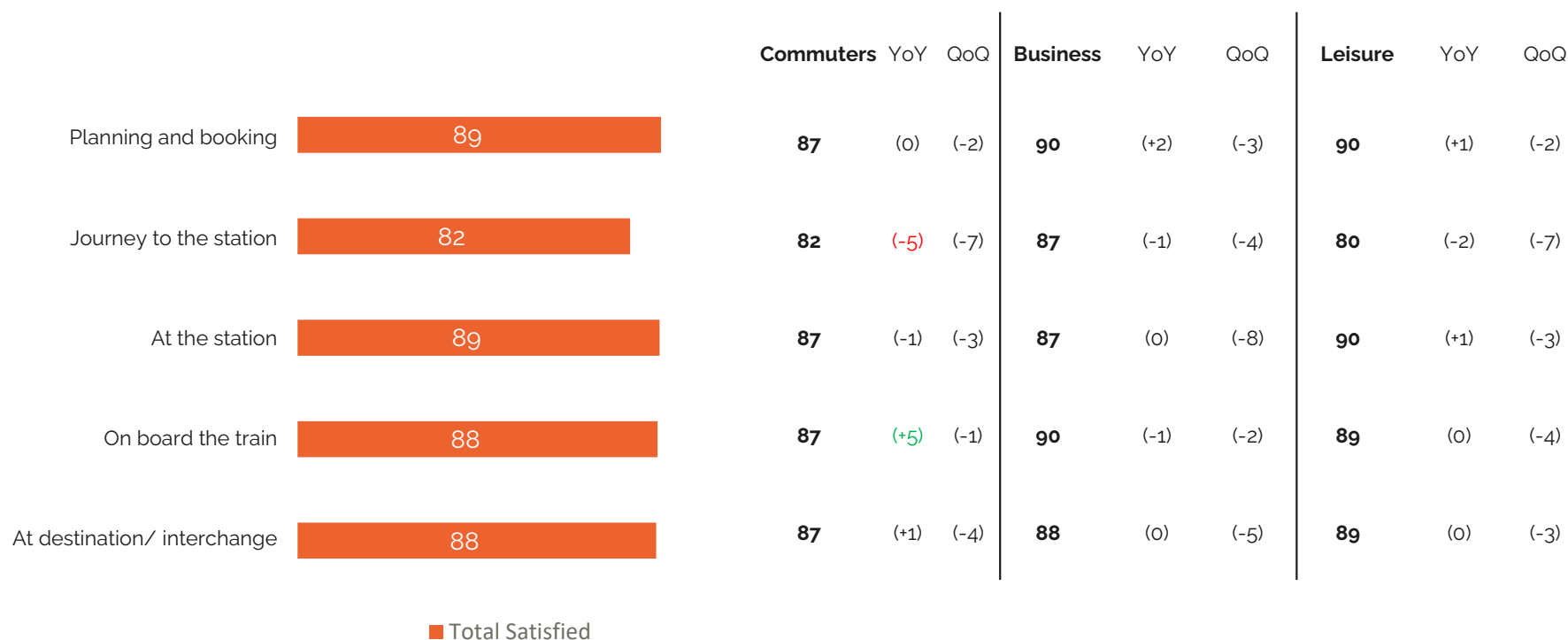
Overall satisfaction with information provided at each journey stage (%)



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

Ratings are broadly similar across customer types at each stage, but the quarterly pressure points differ. Business customers saw the sharpest drop at the station (-8), commuters and leisure both fell most on the journey to the station (-7). Commuters are the only group where information on board has improved year-on-year (+5), suggesting real-time updates during journeys are landing well with regular users even as pre-journey touchpoints weaken.

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

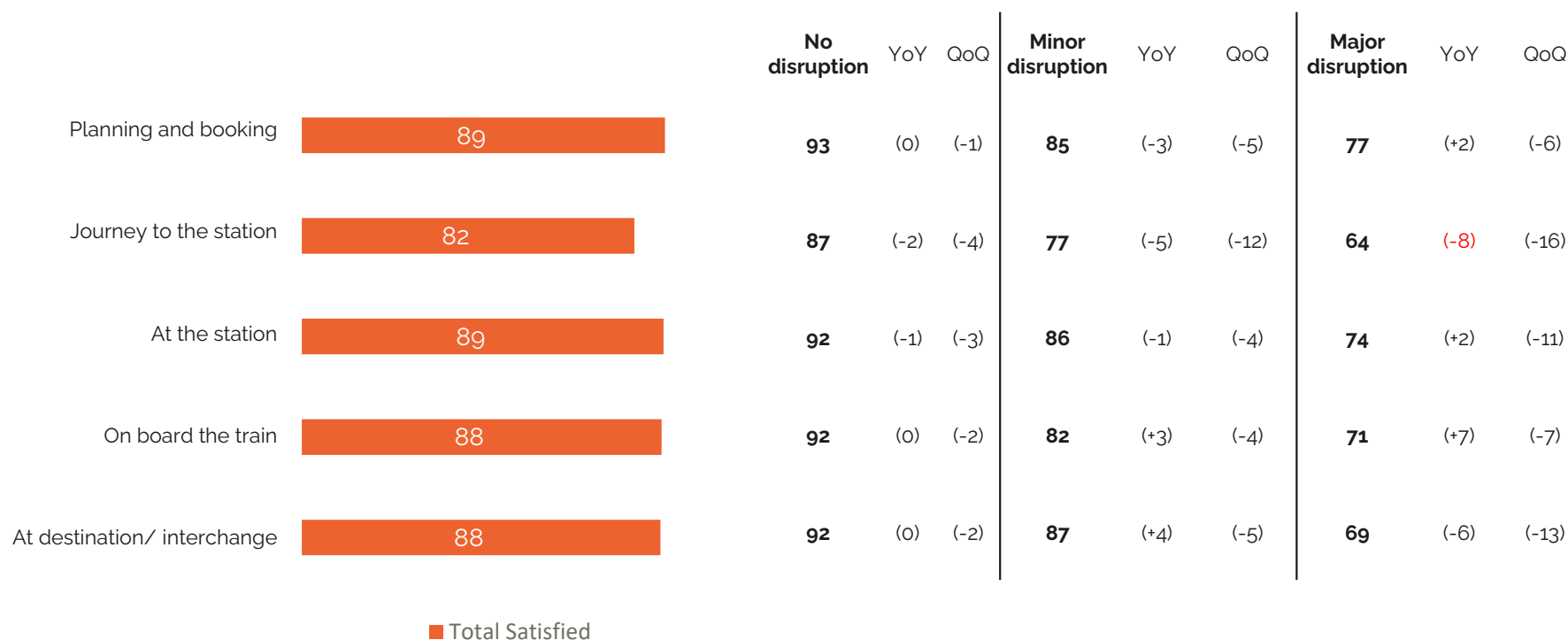


How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 26 (Overall/Commuters/Business/Leisure) – planning and booking (2484/778/228/1478), journey to station (2119/720/200/1199), at the station (2465/774/226/1465), onboard the train (2162/643/183/1336), at destination/interchange (2261/746/208/1307).

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

The gap between disrupted and non-disrupted passengers has widened sharply this quarter. Major-disruption passengers rate every stage lower than last quarter, with journey to the station falling hardest (64%, -16 QoQ, -8 YoY) — the only stage also down year-on-year at an overall level. Minor-disruption passengers show a similar pattern at a smaller scale (-12 at journey to station). Non-disrupted passengers remain stable at 87–93%. Information before passengers reach the station is where disruption hits satisfaction hardest and where most focus should remain..

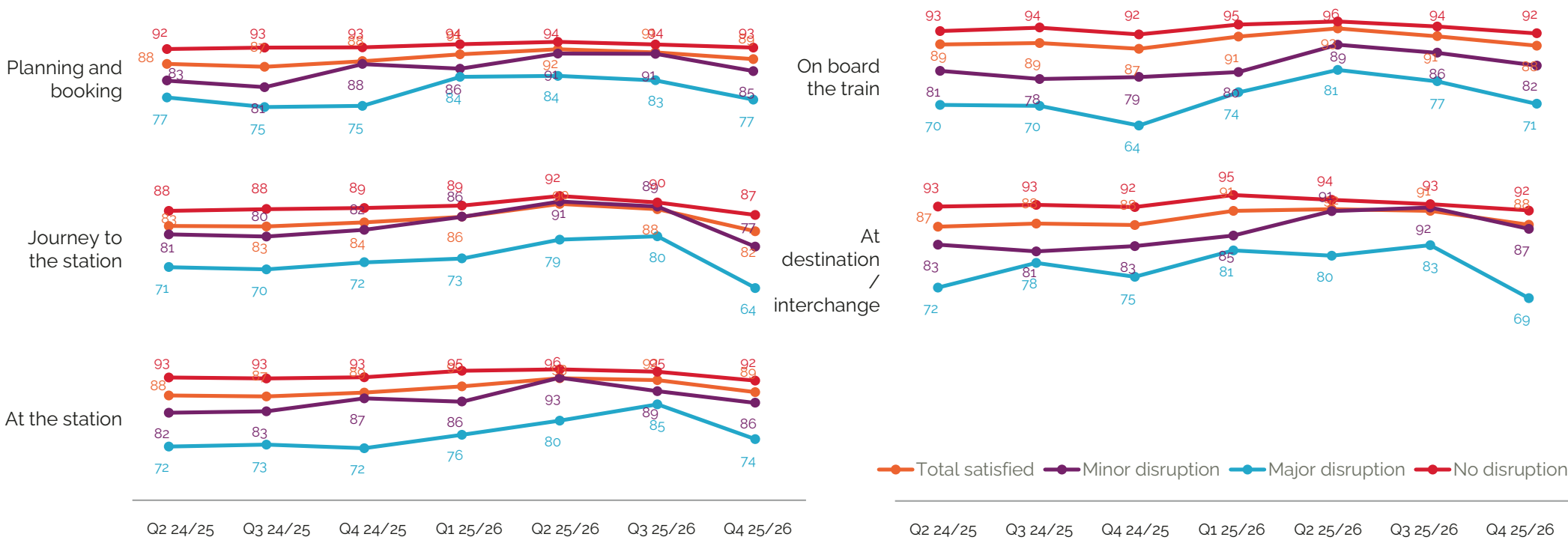
Overall satisfaction with aspects of information provided during the journey by disruption (%)



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

No-disruption and minor-disruption ratings remain steady. But the gains built up for major-disruption passengers over the past year have largely reversed this quarter, with journey to the station falling furthest (80 → 64). The improvements delivered during smoother journeys aren't holding up when disruption intensifies — suggesting information during major disruption needs to be more resilient.

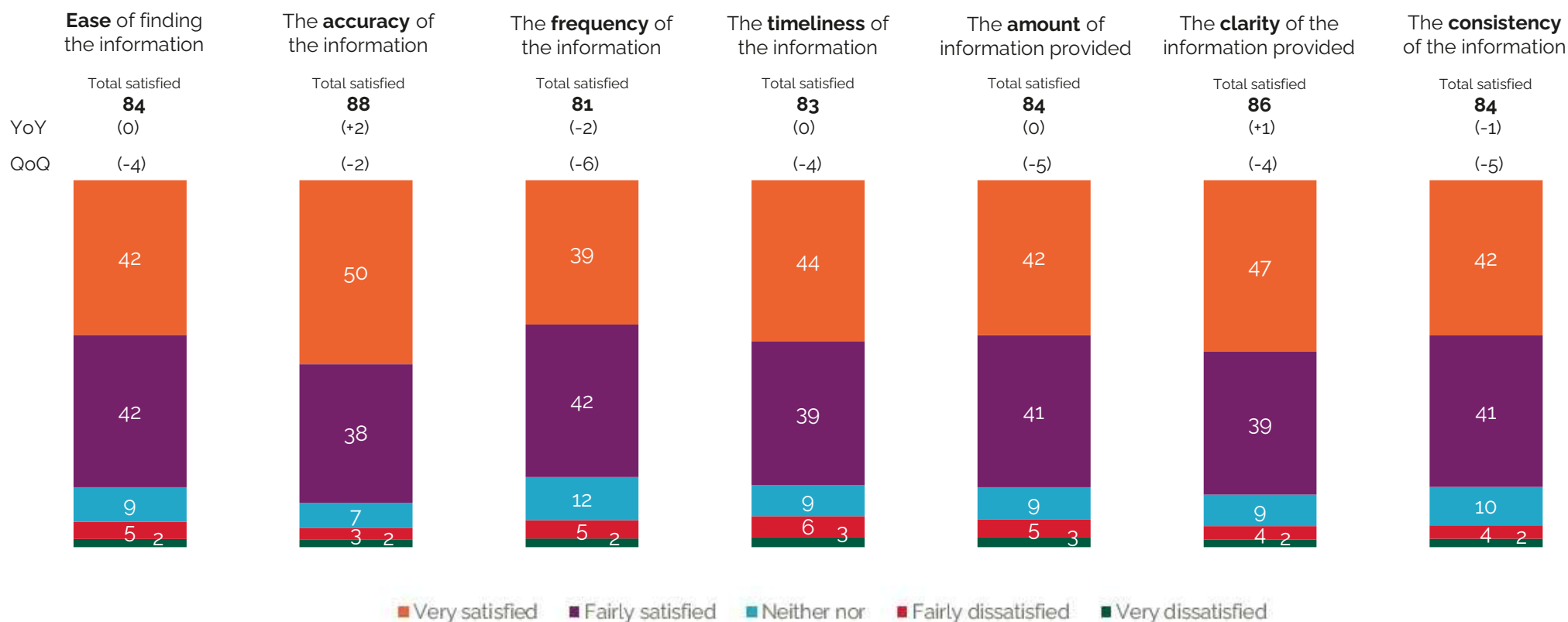
Overall total satisfaction with information provided at each journey stage by disruption – trended (%)



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

All aspects of information remain highly rated (81–88%) but are down quarter-on-quarter. Accuracy and clarity are holding up best, both still up year-on-year. Frequency is the weakest aspect and saw the sharpest drop (-6 QoQ, -2 YoY) — when disruption hits, less passengers are satisfied with the frequency of updates.

Overall satisfaction with aspect of information provided during the journey (%)



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

Non-disrupted passengers rate every aspect highly (87–93%). For disrupted passengers, scores have fallen steeply across the board — most sharply on the amount and frequency of information (-12 to -14 QoQ for both minor and major disruption). Timeliness is the weakest aspect for major-disruption passengers at 59%. When things go wrong, passengers aren't getting updates fast enough, in enough detail or often enough.

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

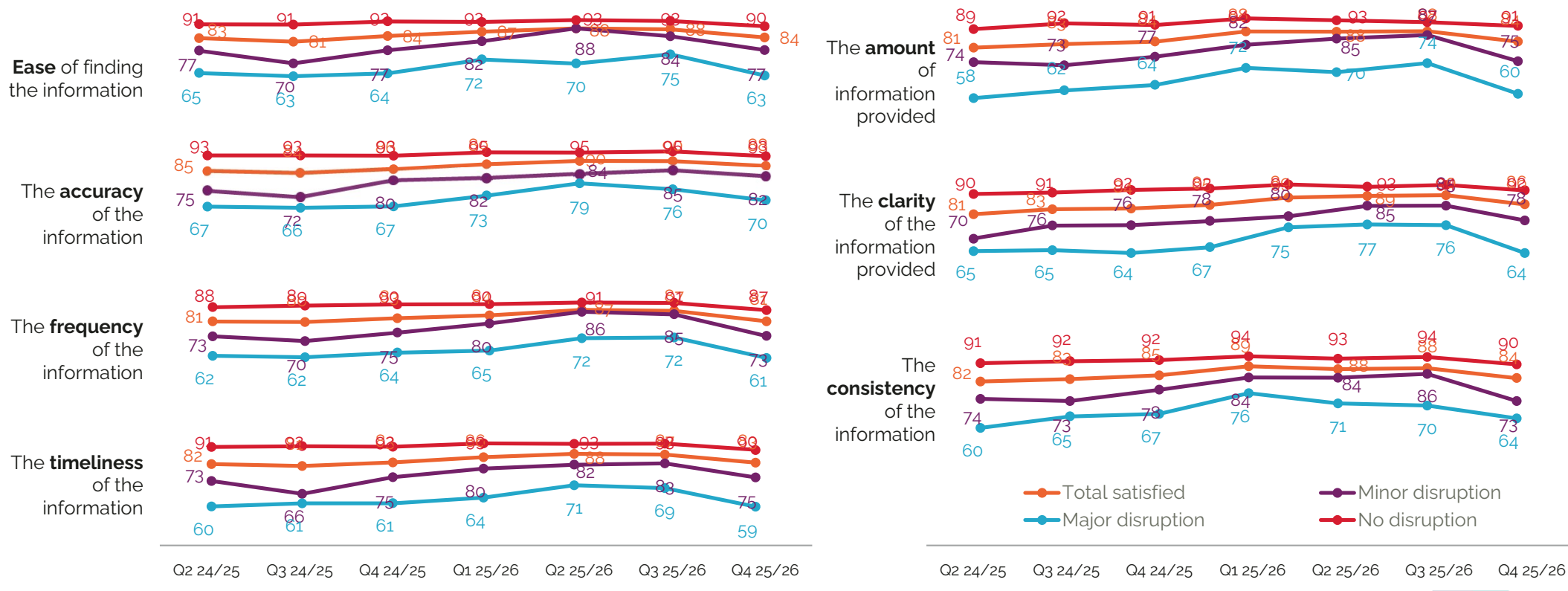
		No disruption	YoY	QoQ	Minor disruption	YoY	QoQ	Major disruption	YoY	QoQ
The accuracy of information	88	93	(0)	(-2)	82	(+2)	(-3)	70	(+3)	(-6)
The clarity of the information provided	86	92	(-1)	(-2)	78	(+1)	(-7)	64	(-3)	(-12)
Ease of finding the information	84	90	(-2)	(-3)	77	(0)	(-7)	63	(-1)	(-11)
The amount of information provided	84	91	(0)	(-2)	75	(-2)	(-12)	60	(-4)	(-14)
The consistency of the information	84	90	(-2)	(-4)	73	(-5)	(-13)	64	(-2)	(-6)
The timeliness of the information	83	90	(-2)	(-3)	75	(0)	(-8)	59	(-2)	(-10)
The frequency of the information	81	87	(-3)	(-4)	73	(-2)	(-12)	61	(-3)	(-11)

■ Total Satisfied

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

No-disruption ratings have held steady across all aspects. But for passengers who were majorly disrupted, the improvements built up through 2025 have reversed this quarter on every aspect and are more in line with what we saw in 2024 — timeliness, clarity and amount have each fallen around 10 points. The gap between disrupted and non-disrupted passengers that had been closing on all statements is now widening again, with progress made during times of less disruption not carrying through when disruption returns.

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



How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 26 – ease (2538), accuracy (2549), frequency (2546), timeliness (2554), amount (2552), clarity (2555), consistency (2539)

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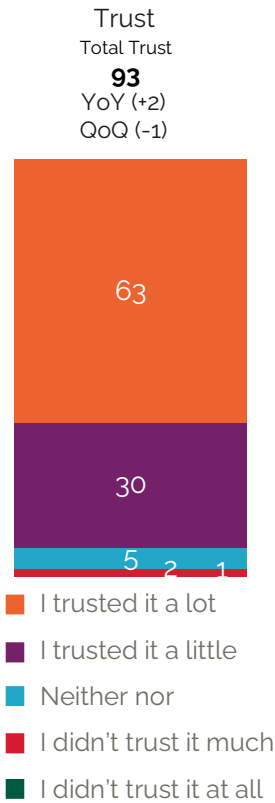
National Rail



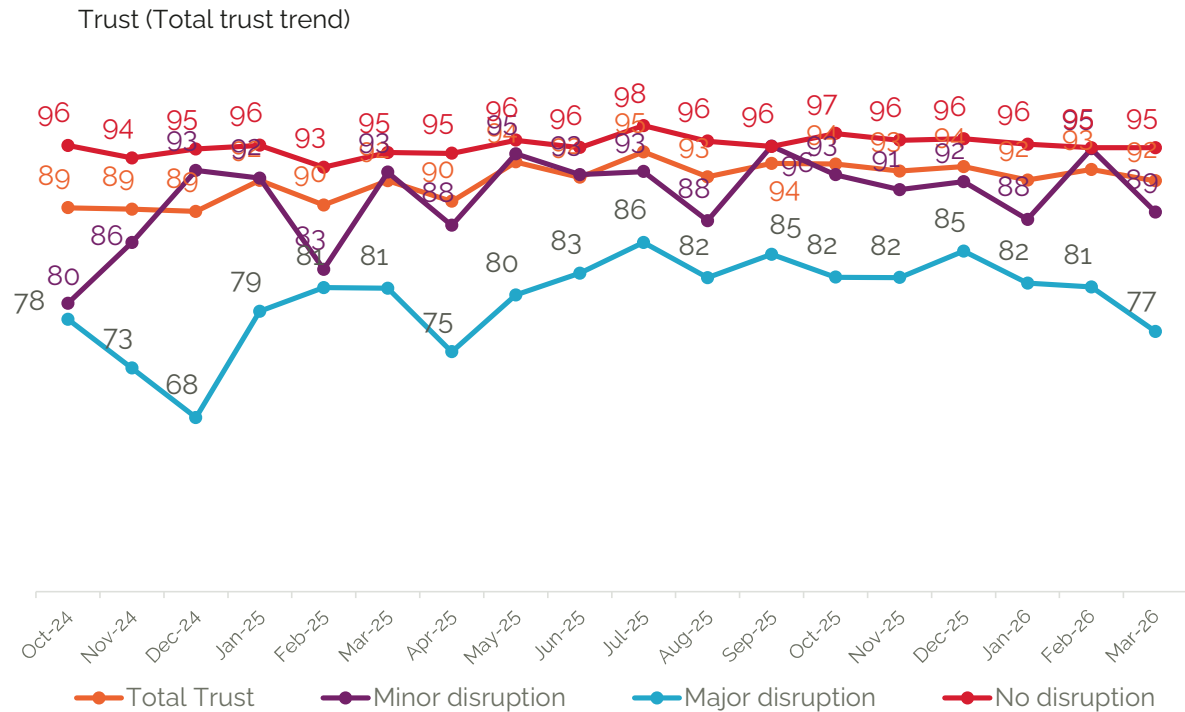
Rating of trustworthiness of information provided

Trust in information remains high overall (93%) and stable for passengers experiencing no and minor disruption. Trust for those that have experienced major disruption has slipped to 80% (-3 QoQ), falling to 77% in March — the lowest point in the last year. Trust also declined in the same month last year before rebounding and we will need to monitor this result in the coming months to understand if this is a seasonal effect.

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



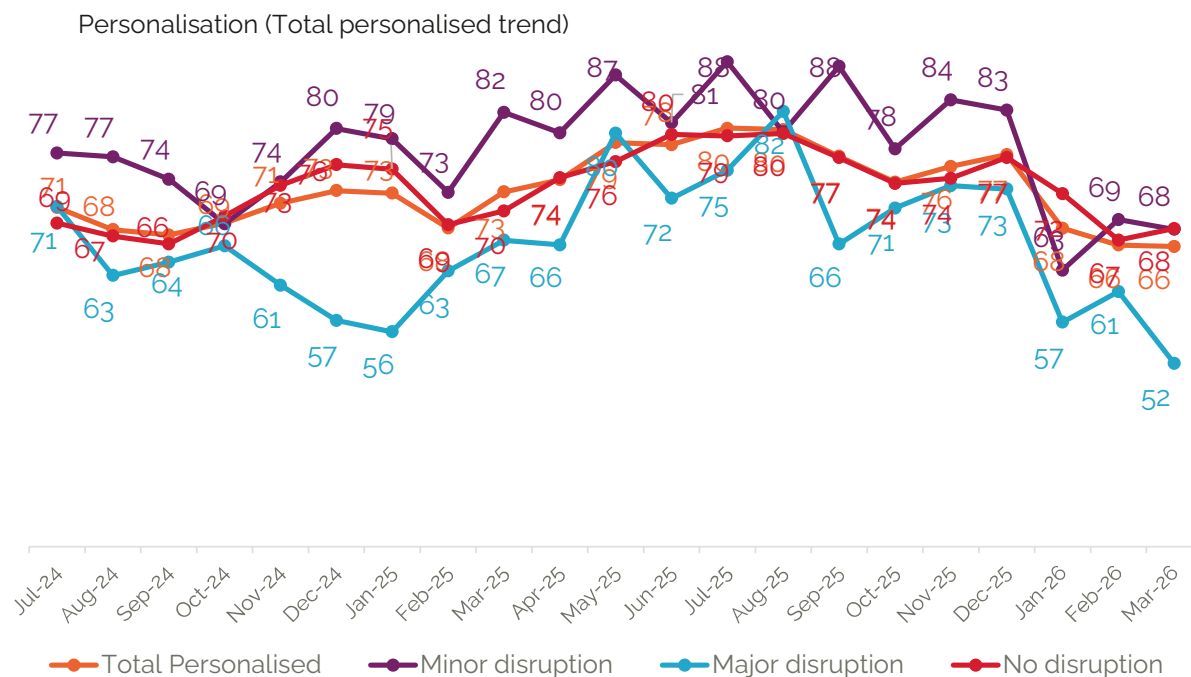
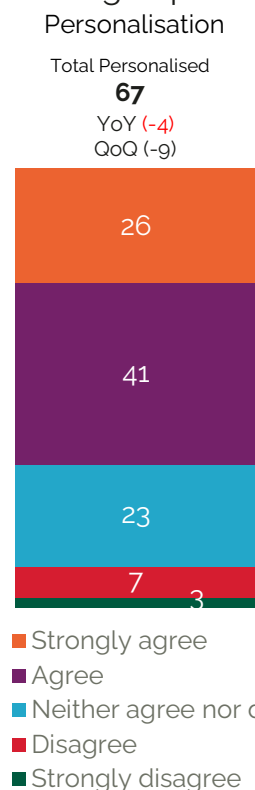
Overall
Total Trust
93
YoY (+2)
QoQ (-1)
No disruption
Total Trust
96
YoY (+1)
QoQ (-1)
Minor disruption
Total Trust
91
YoY (+1)
QoQ (-1)
Major disruption
Total Trust
80
YoY (0)
QoQ (-3)



Rating personalisation of the information provided

Personalisation is the lowest aspect of information provision (67% overall) and has fallen sharply this quarter across every group. Passengers experiencing minor disruption saw the steepest decline (-15 QoQ, -12 YoY), and personalisation of information provided for those experiencing major disruption dropped to 52% in March — the lowest point in the trend. Unlike trust, which remains high, passengers increasingly feel information isn't tailored to their journey — a gap that we've seen matters most to those experiencing major disruption.

Overall rating of personalisation of information provided (%)





Planning and booking

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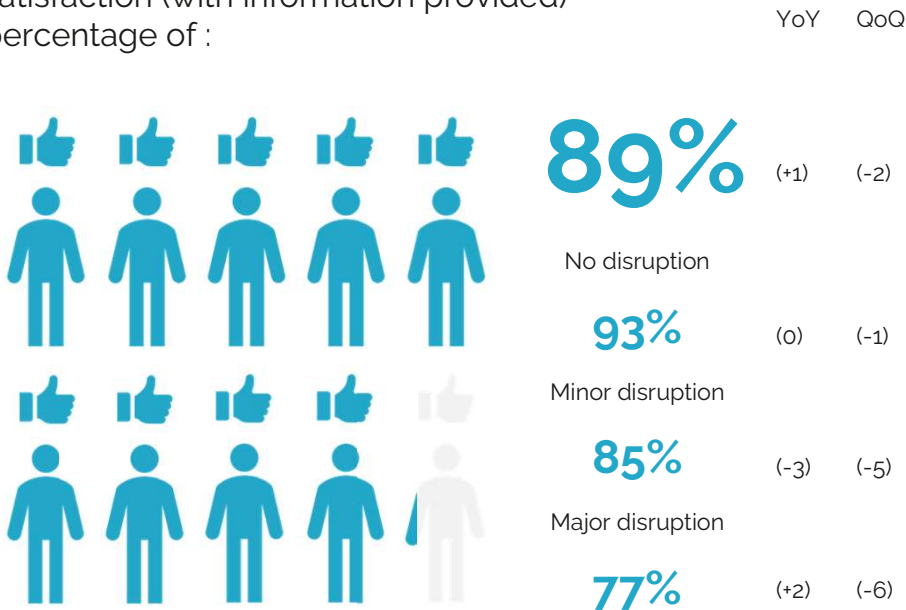
Rail Delivery Group



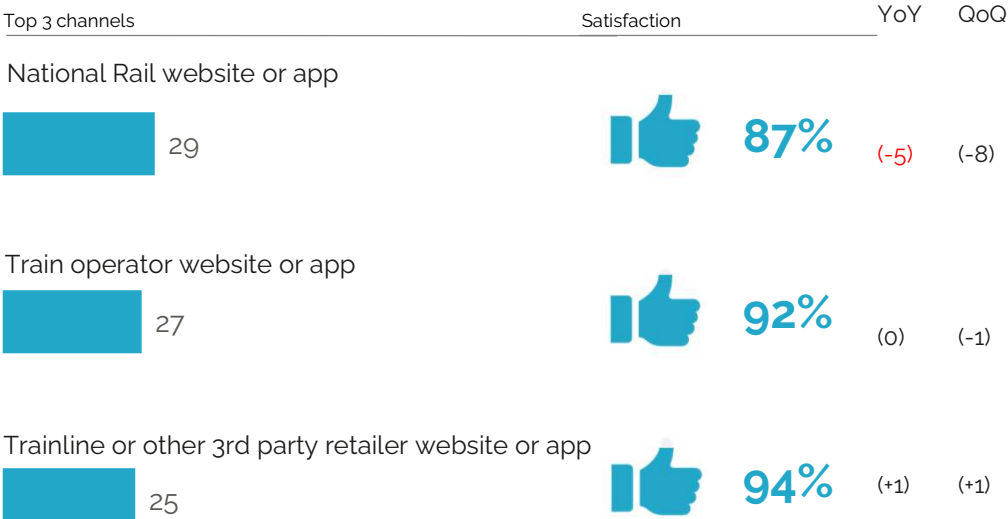
Planning and booking – Key satisfaction metrics

Planning and booking satisfaction remains high (89%) but has dipped for disrupted passengers since last quarter. The more notable shift is at channel level: the National Rail website/app — the most-used channel — has seen satisfaction fall sharply (87%, -8% QoQ, -5% YoY), while third-party retailers (94%) and train operator sites (92%) are holding up. This puts the widest-reaching channel at the weakest point, a priority to address given its role as the default planning tool.

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



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

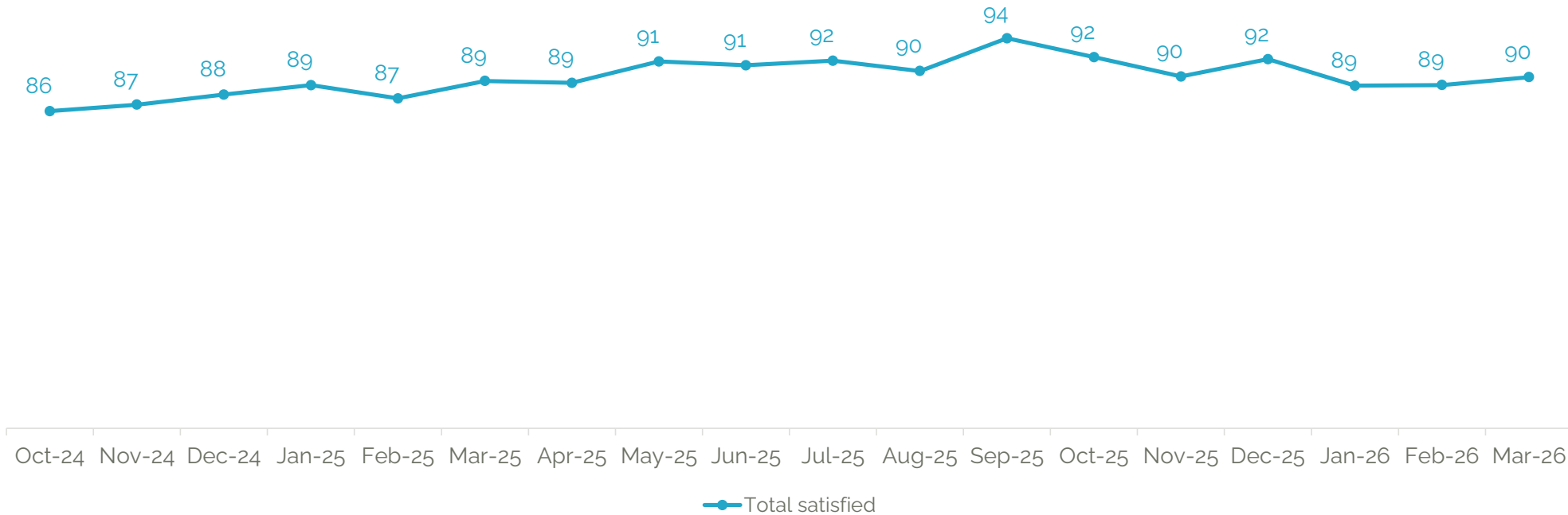


Overall, how satisfied were you with the information provided about your upcoming rail journey when planning and booking your journey? (excl DK) Jan-Mar 26 (2484) Which of the following information channels did you utilise when planning and booking your journey? How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Jan-Mar 26 (2571)

Overall satisfaction with information provided when planning and booking

Satisfaction with information provided when planning and booking a journey has remained steady through the quarter, holding up at 89–90% each month. Scores haven't returned to the September 2025 peak (94%) but this area continues to perform consistently well and hasn't been affected by lower performance in other areas.

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

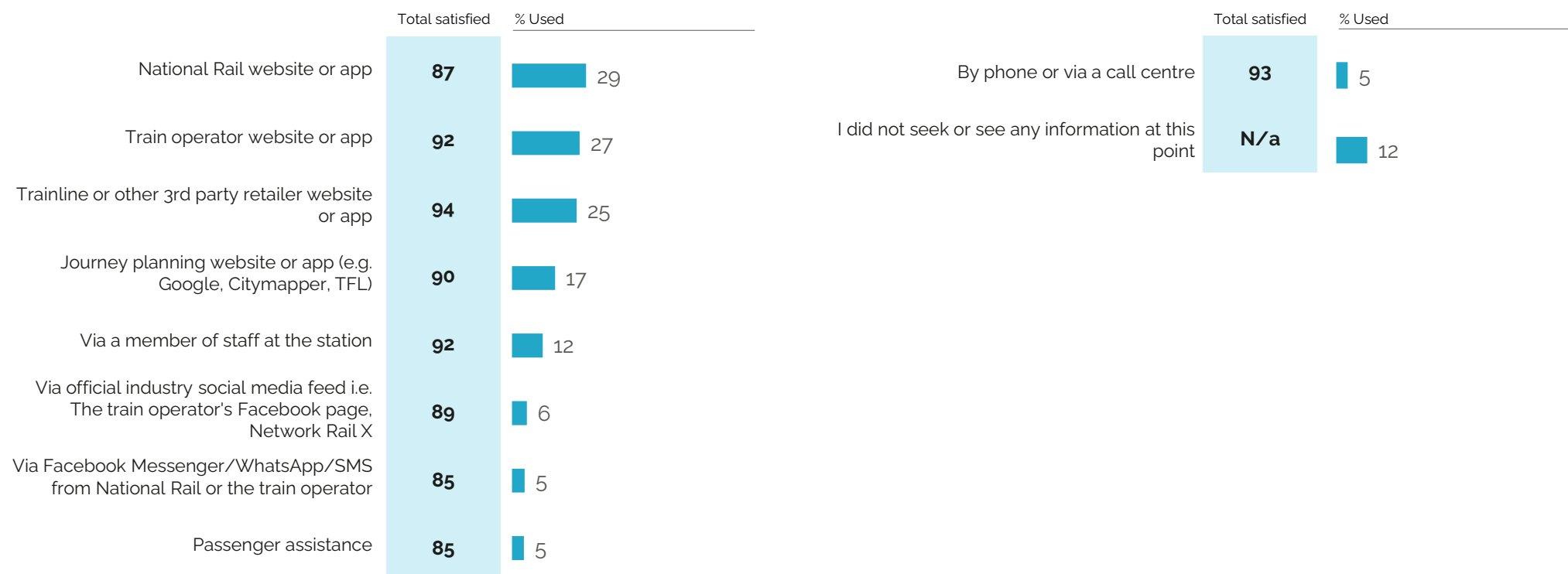


Overall, how satisfied were you with the information provided about your upcoming rail journey when planning and booking your journey?
(excl DK) Oct/Nov/Dec 24/Jan/Feb/Mar/Apr/May/ Jun / Jul/Aug/Sep/Oct/Nov/Dec 25/ Jan 26/Feb/Mar 26
(834/828/824/814/830/822/826/822/821/833/839/830/829/833/823/822/837/825/830/822/832)

Information channels used and their satisfaction

The three most-used digital channels — National Rail, train operator sites, and third-party retailers — account for over 80% of usage combined. All planning and booking channels score well (85–94%). Of the main channels, National Rail (87%) has lower satisfaction than Tocs and Trainline (92% and 94% respectively).

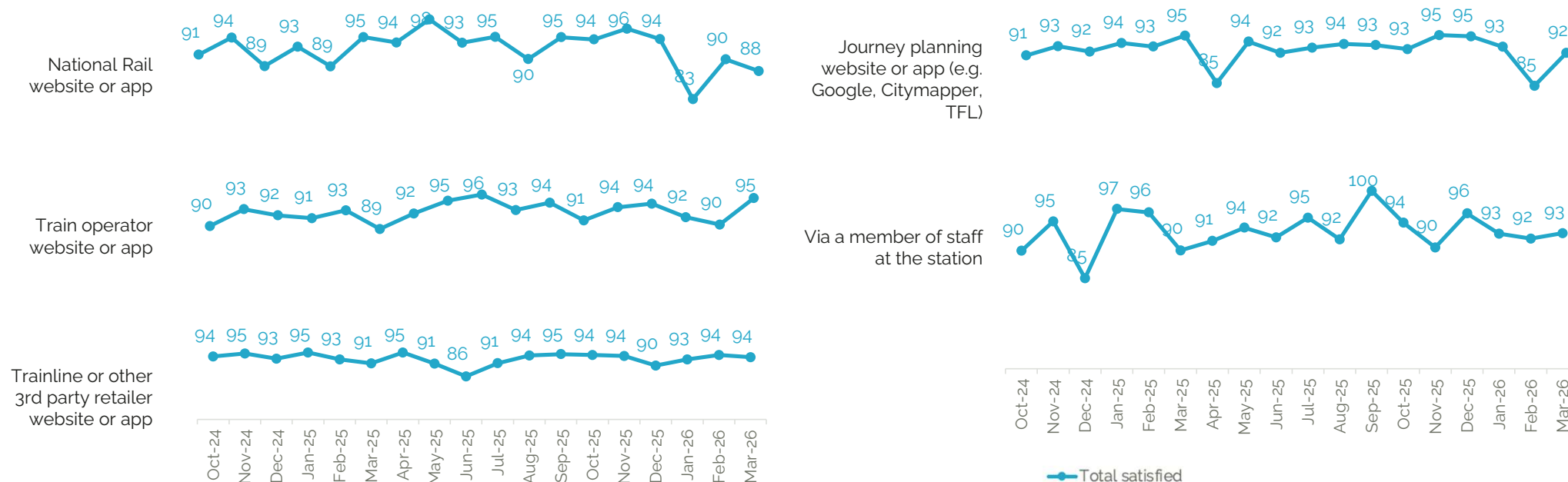
Information channels used and satisfaction with each when planning and booking a journey (%)



Satisfaction with information channels

Most channels have held steady through the quarter, with Trainline, train operator sites, and station staff all sitting in the 92–95% range. The National Rail website/app is the outlier: after consistent scores in the mid-90s through most of 2025, it dropped to 83% in January and has only partially recovered to 88%. This is a sustained step-change rather than a one-month dip and warrants further investigation.

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

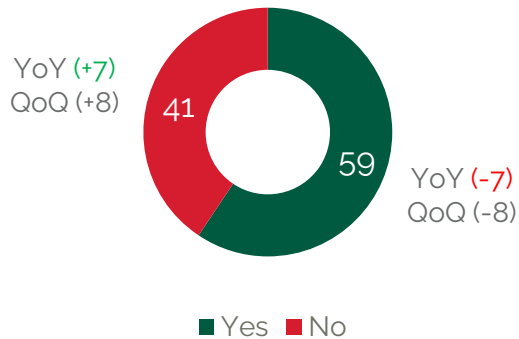


How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Jan/Feb/Mar 26 - National rail website or app (190/238/219), Train operator website or app (207/241/226), Trainline or other 3rd party retailer website or app (221/212/237), Journey planning website or app (102/95/99), Via a member of staff (93/85/82).

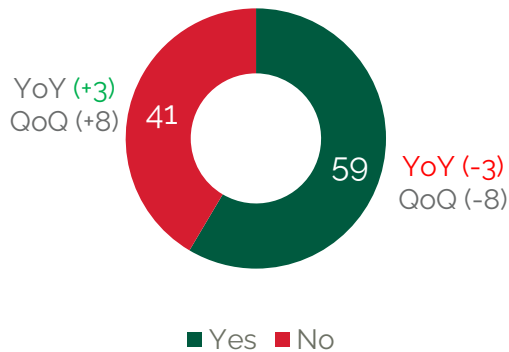
Information about facilities available

Fewer passengers found information about facilities this quarter, both at the station (59%, -8% QoQ) and on board (59%, -8% QoQ). Usefulness ratings for station facilities information also dropped sharply (84%, -7% QoQ, -9% YoY). Those who notice the information remain broadly satisfied with it (84–98%), so the issue is less about content quality and more about visibility — we need to get more passengers noticing the information.

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



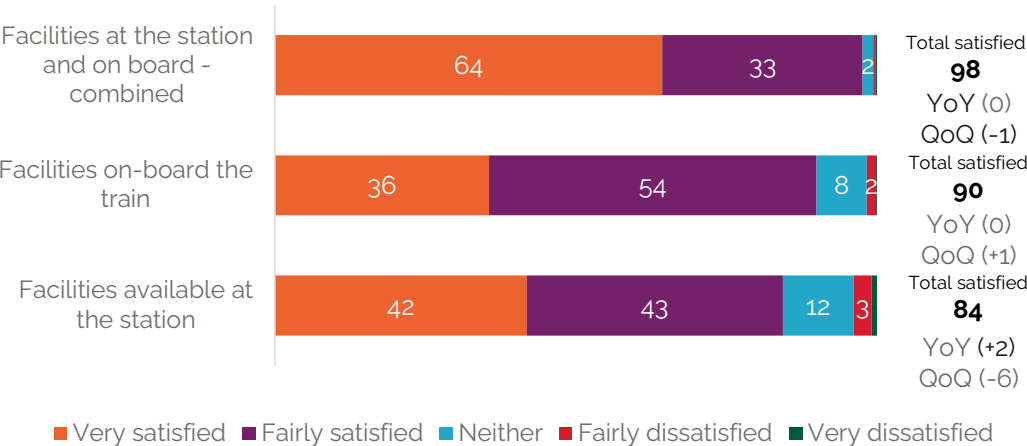
Found information about the facilities available **on board the train** (%)



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



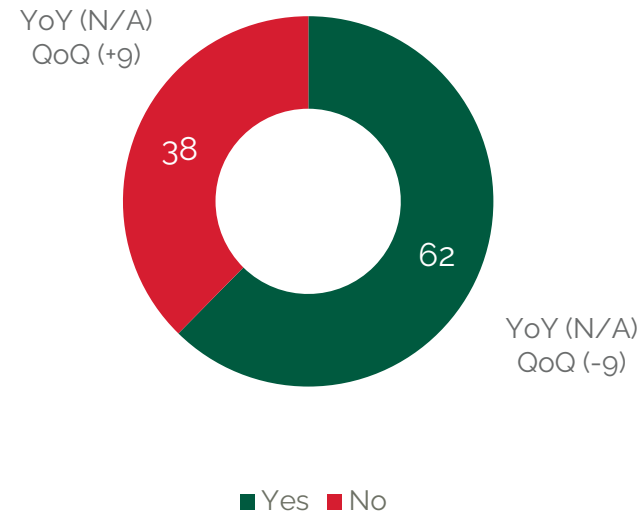
Satisfaction of information about the facilities available (%)



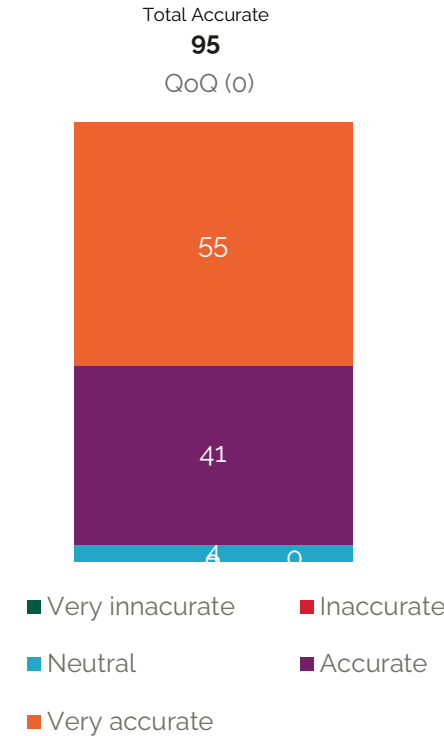
Information on lift functioning

Among those wanting to check if the lifts were working, fewer were able to do so this quarter (62%, -9% QoQ). However, among those who did receive lift information, accuracy remains very high (95%, unchanged) with over half rating it very accurate. As with wider facilities information, the gap is in reach rather than quality — the information provided is seen as accurate, but many passengers do not see it.

Found out if lifts were working or not (%)



Accuracy of information on lifts (%)



Were you able to find out whether or not the lifts at the station were working? Jan-Mar 26 (1210) How accurate was the information you received about the lifts at the station (i.e. did this reflect what you experienced)? Jan-Mar 26 (746) *This was a new question introduced in May 2025

Information on station facilities

Verbatim feedback points to specific gaps in station facilities information. Toilets are a regular theme this quarter— opening hours, accessible toilet availability, and radar key access. Passengers also want lift information tied to their specific platforms rather than generic updates, clearer signage to exits for car parks, taxis and trams, and accessible entrance/exit details. These are practical, actionable details that matter to passengers with accessibility needs or tighter journey requirements.



Accessible entrance / exit information would have been handy if I took my elderly Mum to travel with me.

Commuter



There was information on the booking site about lifts between certain platforms being unavailable. However, it did not tell me which platforms I would need for my journey so the information was pretty useless

Business



If they have working toilets as I have an issue with my bladder so always need the information to hand.

Commuter



What times toilets open/close, there should always be a disabled toilet for radar keys available at all times even when the normal toilets are shut.

Business



Yes, it would have been helpful to know about things like luggage storage, accessible toilets, waiting areas and nearby cafes or shops at each station, so I could plan my time and make the journey more comfortable.

Business



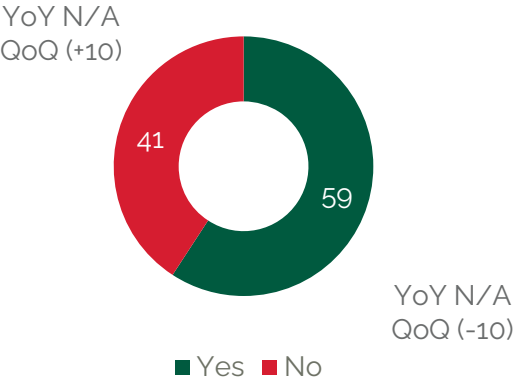
More obvious information with regards to where exits are for different amenities (e.g. car park, trams, taxis)

Leisure

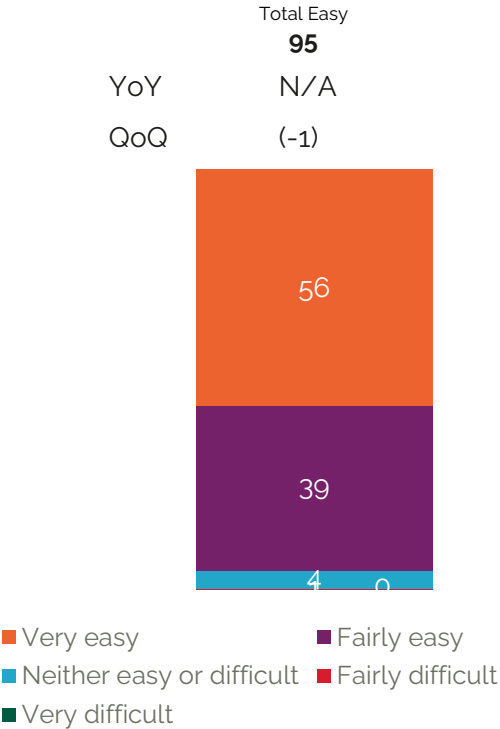
Seat reservations for advance ticket booking

Over half of customers were able to find information about reserving a seat in advance, however, this is down on last quarter. Of those who could find this information 95% said it was easy to find.

Found information about option to reserve a seat in advance (% yes)



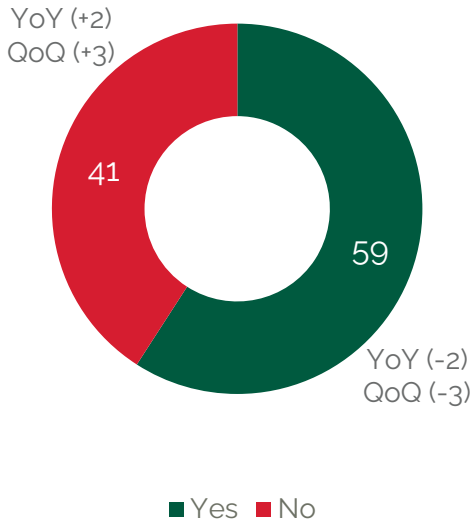
Ease of finding information on seat reservation(%)



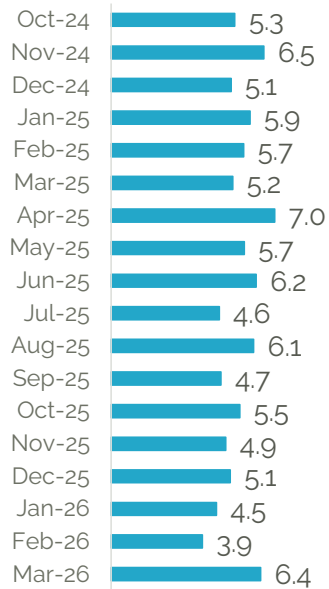
Changes to train times

The majority of customers are able to find information on changes to train times however it is down on last year and last quarter. On average customers are receiving information 5 days in advance this quarter, however notably in March this increased to 6 and a half days in advance. Compared to a year ago, satisfaction with all metrics about information on changes to train times is significantly lower, most notably for how far in advance customers are notified about the change.

Found changes to train times (%)



Average time information about the change to train times is received before journey (days)



Satisfied with the following (%)

Information on how and why your train journey time changed



Total satisfied
84
YoY (-8)
QoQ (-9)

Information on your options for travel due to change in train time



Total satisfied
79
YoY (-7)
QoQ (-11)

How far in advance you were notified about the change in train time



Total satisfied
76
YoY (-10)
QoQ (-13)

Information on how your journey will be impacted due to the change in train time



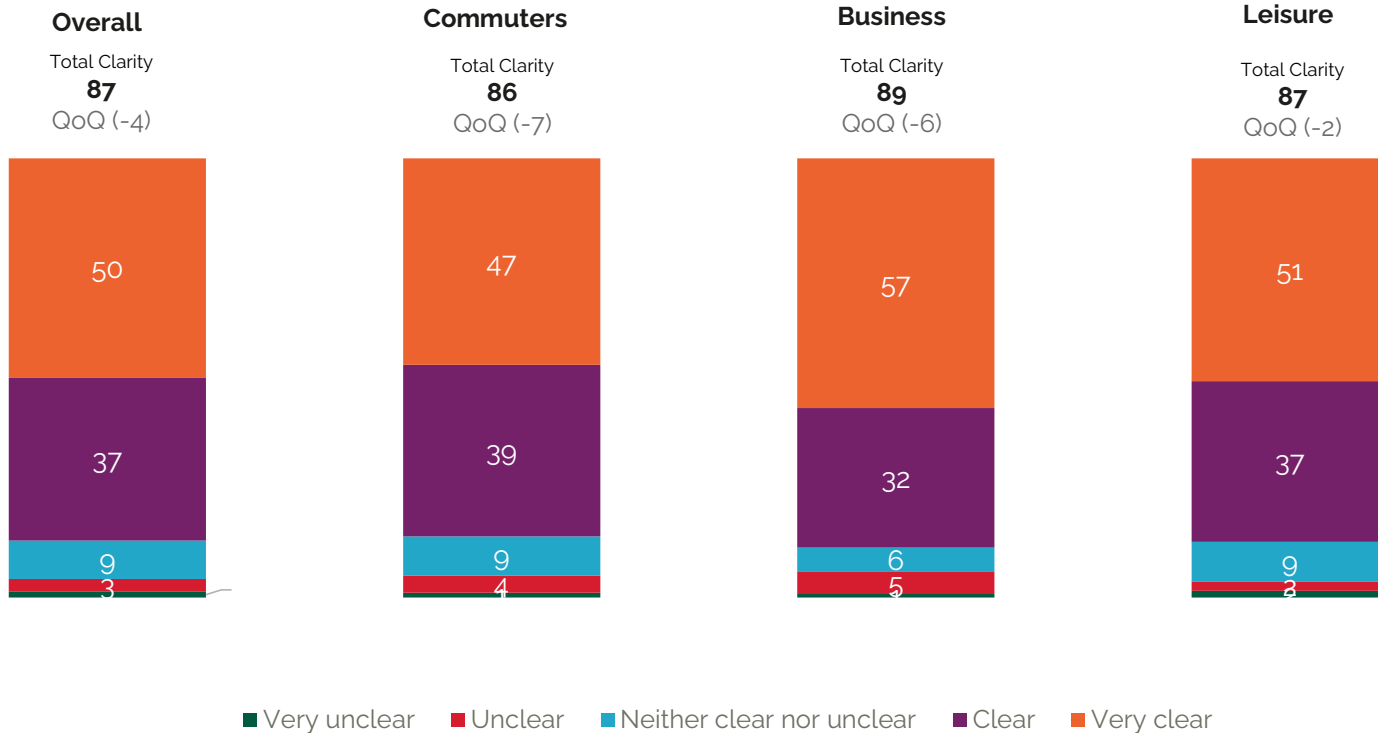
Total satisfied
82
YoY (-3)
QoQ (-6)

Very satisfied
Fairly satisfied
Neither nor
Fairly dissatisfied
Very dissatisfied

Ticket validity

Ticket validity information is generally clear (87% overall) but has softened across every customer type this quarter, most notably for commuters (-7) and business (-6). Business customers still rate clarity highest at 89%. The wider age and frequency gaps are more striking — 95% among 26–35s vs 80% for 60–64s, and 94% for frequent travellers vs 75% for infrequent ones — pointing to less experienced and older passengers as the groups needing the clearest, simplest communication.

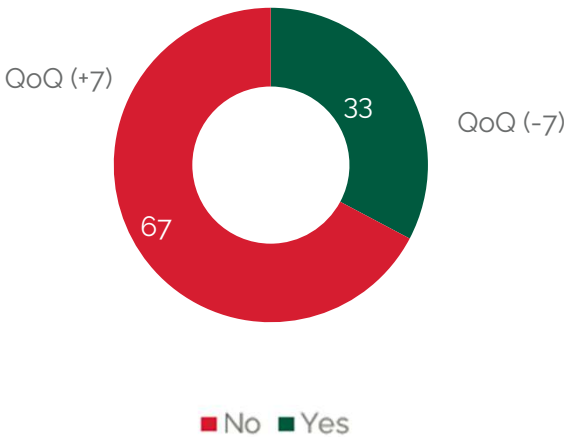
Clarity of information on ticket validity – when, where and under what conditions (%)



Hot topic: Greyed out train services when booking

A third of customers (33%) have encountered a greyed out service when booking, down 7 points on last quarter. However, for those who did, the information explaining why was much harder to find — ease dropped sharply to 66% (-13 QoQ). Most passengers affected adapted by booking another service the same day (11%) or a different day (7%), with very few abandoning travel altogether. The issue is narrower in scope this quarter, but the explanation provided has become less accessible to those who need it.

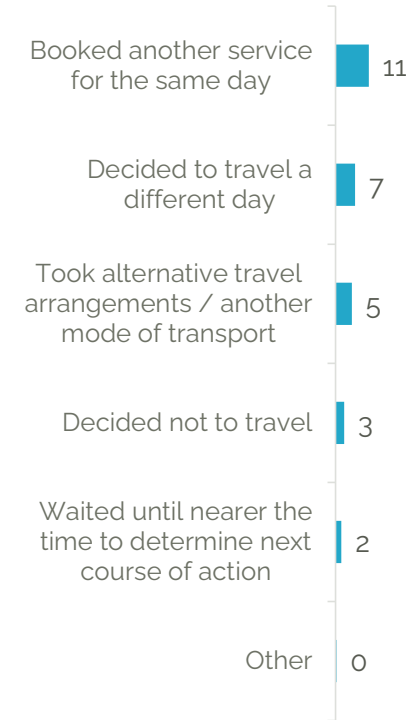
Ever tried booking train ticket and found service greyed out/unavailable? (%)



Ease of finding information explaining reason for greyed out service (%)



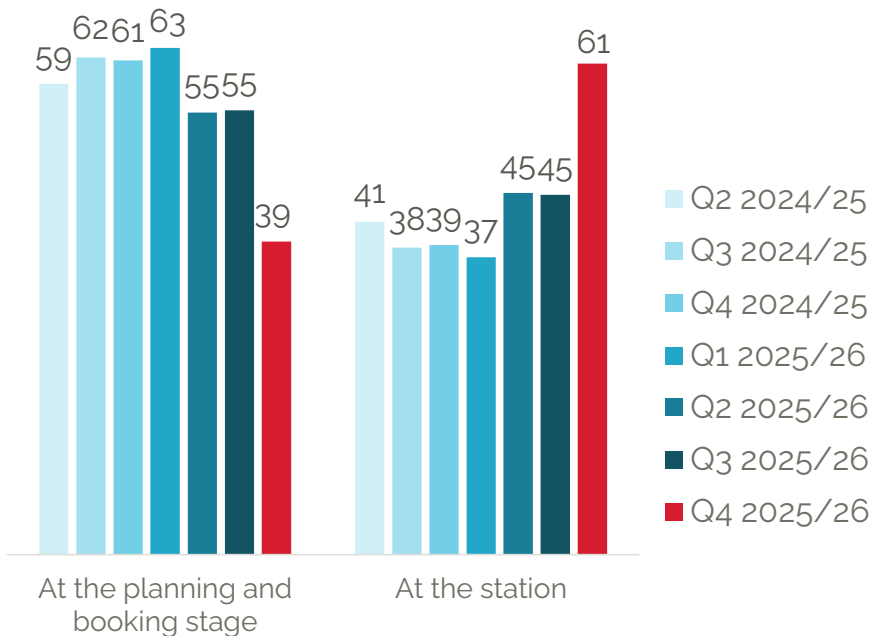
Action taken as a result of the greyed out service (%)



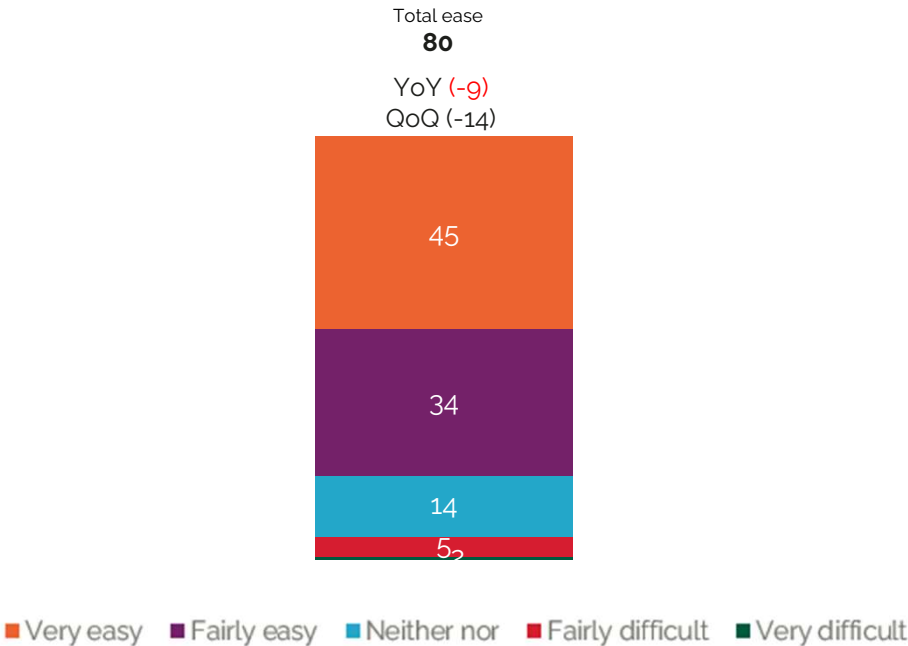
Stage informed about rail replacement bus and ease in finding such information

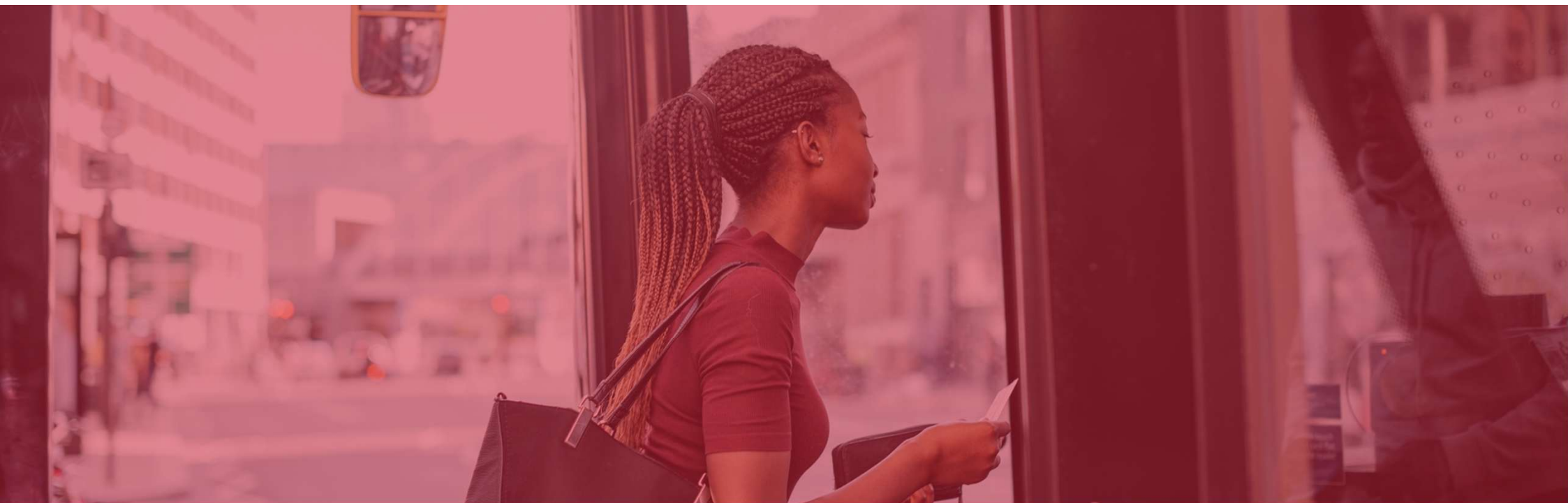
The point at which passengers learn about rail replacement buses has shifted this quarter. Information provided about rail replacement at the planning and booking stage fell sharply to 39% (from 55% last quarter), while information provided at the station rose to 61% — reversing the pattern seen in previous quarters. Ease of finding where the replacement bus is located also dropped (80%, -14 QoQ, -9 YoY). Passengers are now more likely to learn about replacements on arrival rather than in advance, giving them less time to plan — a step backwards worth investigating.

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



Ease with finding information on where bus replacement is located (%)





Journey to the station

Rail Delivery Group

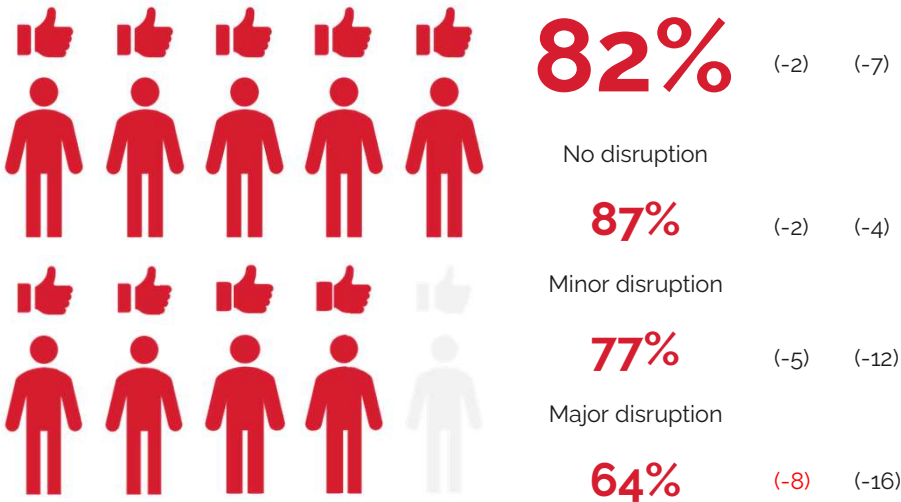


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Journey to the station – Key satisfaction metrics

82% were satisfied with information received on their way to the station which remains low and is down for both disrupted and non-disrupted customers this quarter but falling furthest for major-disruption passengers (64%, -16 QoQ, -8 YoY). At channel level, train operator websites/apps saw the sharpest decline in satisfaction (87%, -7 QoQ, -6 YoY), while third-party retailers performs best (91%). This is the stage most reliant on digital channels pushing live updates, and the drops suggest those channels struggled to keep pace when disruption escalated.

Overall, this quarter, customers gave a satisfaction (with information provided on the way to the station) percentage of:



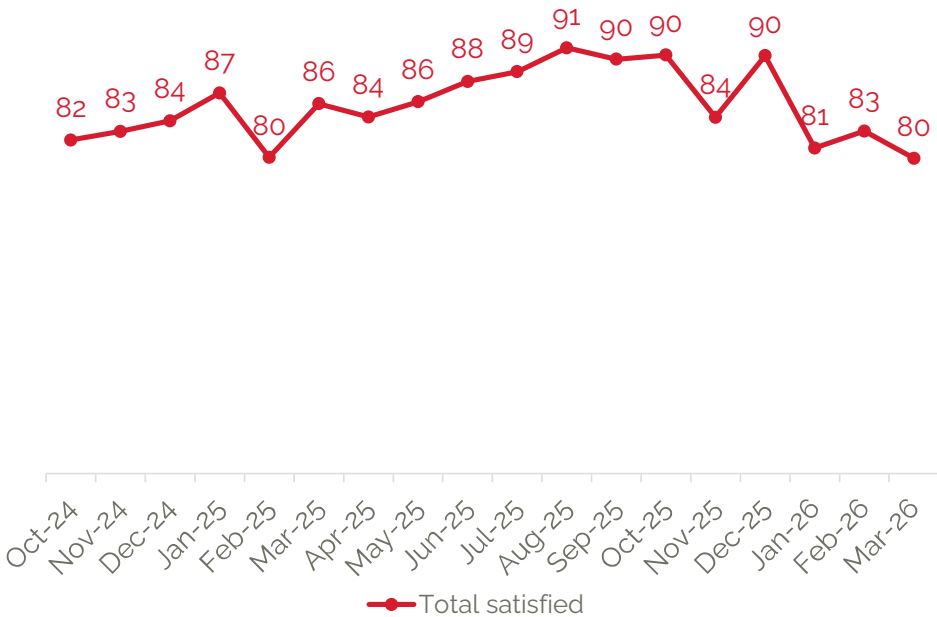
Top 3 channels used and their satisfaction (%):



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

Satisfaction with information on the journey to the station has declined steadily since the September 2025 peak (91%), achieving just 80% in March. Across different information channels, satisfaction remains reasonably high (86–91%), with third-party retailers and National Rail performing best. Notably, 32% of passengers did not seek or see any information at this stage, suggesting a substantial group who may be missing updates entirely rather than feeling dissatisfied with what they received.

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



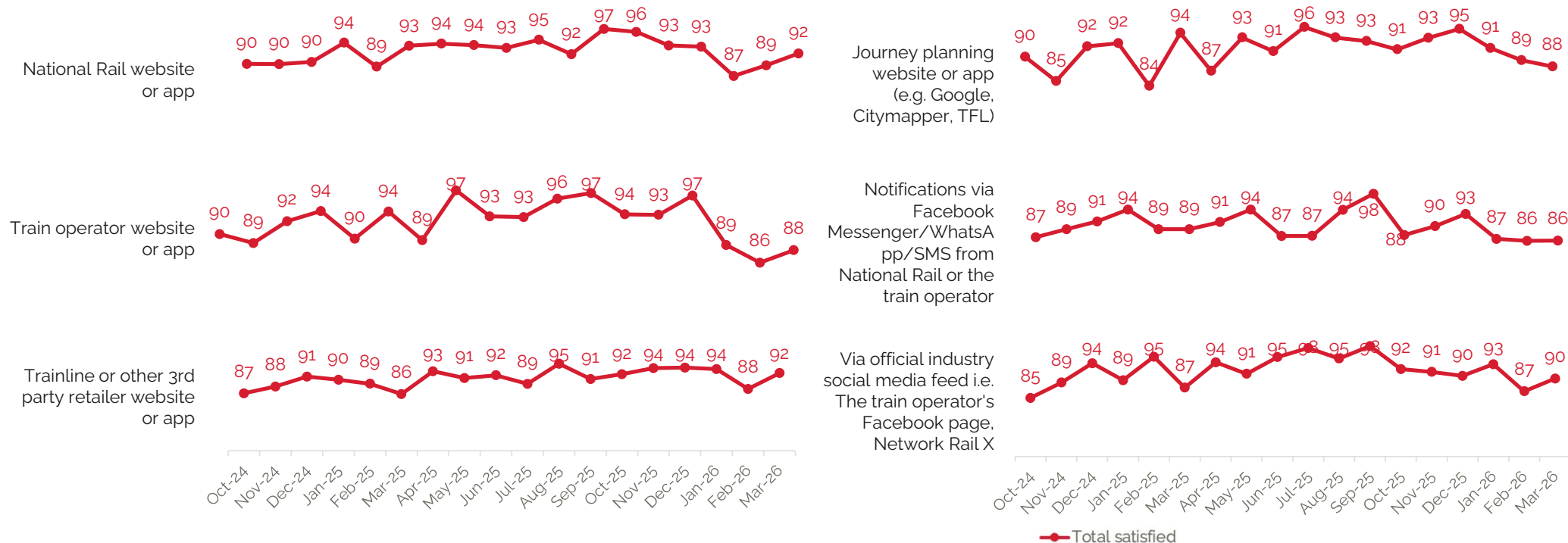
Information channels used and satisfaction with each when making the journey to the station (%)

	Total satisfied	% Used
National Rail website or app	90	23
Train operator website or app	87	21
Trainline or other 3rd party retailer website or app	91	19
Journey planning website or app (e.g. Google, Citymapper, TFL)	89	17
Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator	86	8
Via official industry social media feed i.e. The train operator's Facebook page, Network Rail X	90	7
Video on National Rail X (formerly Twitter) with a presenter explaining disruption	86	6
I did not seek or see any information at this point	N/A	32

Satisfaction with information channels

Satisfaction with information is reasonably consistent across channels ranging from high 80s to low 90s each month. National Rail has recovered to 92% after a January dip, while train operator sites have stepped down from their December peak (97% → 88%). Journey planners have shown a steady decline over the last quarter (95% → 88%), suggesting third-party digital tools may be struggling to keep pace with service changes this quarter (data on slide 29).

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



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/Feb/Mar 26 - National rail website or app (176/199/206), Train operator website or app (185/195/168), Trainline or 3rd party website or app (161/192/173), Journey planning website or app (e.g. Google, Citymapper, TFL) (109/118/103), Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator (58/70/66), Via official industry social media feed (61/60/52).

Rail Delivery Group

National Rail





At the station

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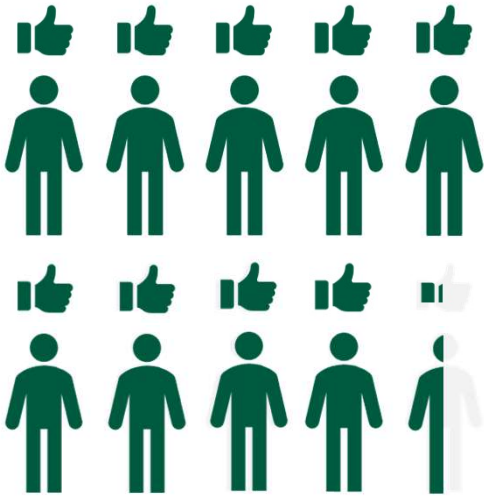
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At the station – Key satisfaction metrics

At-the-station satisfaction declined by 4% points this quarter to 89% with major-disruption passengers recording a sharper decline (74%, -11 QoQ). All of the top 3 channels used at the station to find information show a decline in satisfaction verses last year, and since last quarter, the top 2 have also declined.

Satisfaction with information about forthcoming journey when at the station:



89%

No disruption

92%

Minor disruption

86%

Major disruption

74%

YoY QoQ

(0) (-4)

1

(-1) (-3)

2

(-1) (-4)

3

(+2) (-11)

Top 3 channels used and their satisfaction (%):

Top 3 channels

Satisfaction

YoY

QoQ

Screens on the platform area



33



90%

(-3)

(-5)

Announcements at the station



28



88%

(-3)

(-6)

Screens showing trains times and platform numbers



25



93%

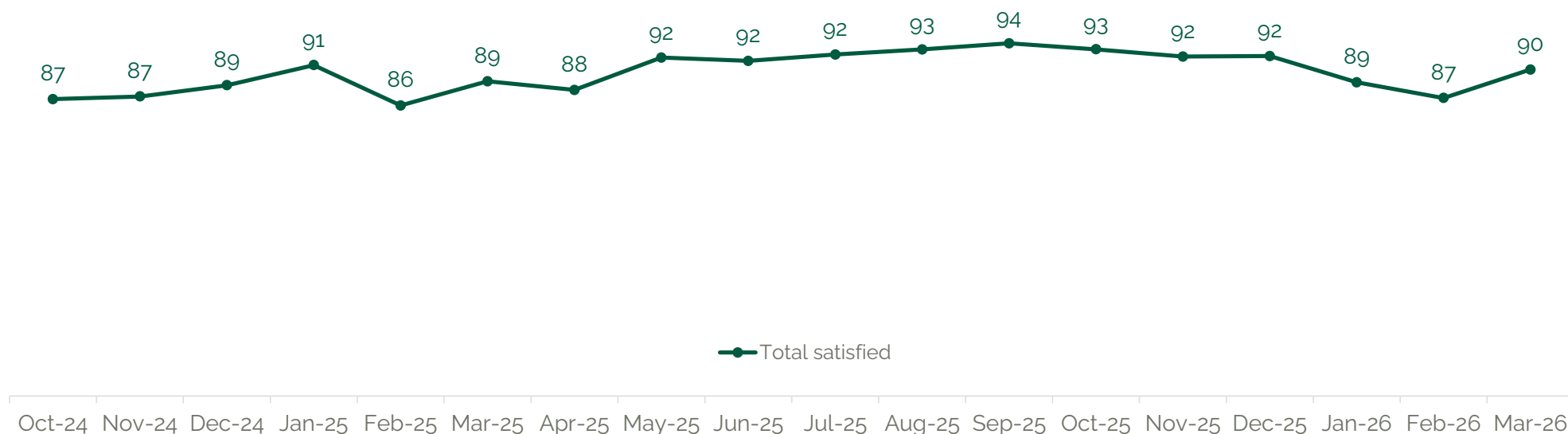
(-2)

(0)

Overall satisfaction with information provided when at the station

Satisfaction with information at the station has shown a gradual decline since Sep 25 peak (94%). January and February both dipped below 90%, with February dropping to 87% — the lowest point since a similar decline in Feb-25 — before recovering slightly to 90% in March. We will need to monitor this in the coming quarter to determine if this is a seasonal effect.

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



Overall, how satisfied were you with the information provided about your upcoming rail journey when at the station? (excl DK) Oct 24/Nov 24/Dec 24/Jan25/Feb25/Mar25/Apr25/May25/Jun25/Jul25/Aug25/Sep25/Oct25/Nov25/Dec25/Jan26/Feb26/Mar26 (823/808/814/821/821/819/831/815/822/831/815/822/803/822/832/823/826/822/764/770/777/762/761/764/819/824/822)

Information channels used and their satisfaction

Passengers use a wide mix of channels at the station, with satisfaction high across all (85–93%). Station signage and screens showing times and platform numbers are the strongest performers (both 93%), while the most-used channels — platform screens (33%) and announcements (28%) — sit slightly lower at 90% and 88%. Physical, passive information at the station continues to outperform digital push channels at this stage.

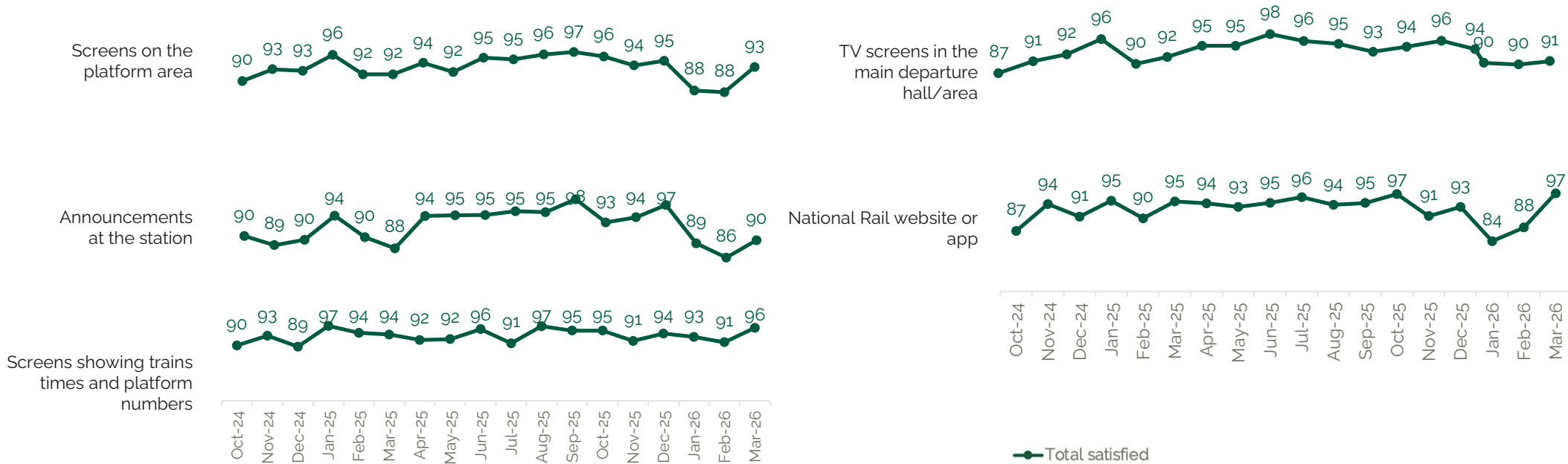
Information channels used and satisfaction with each when at the station (%)

	Total satisfied	% Used		Total satisfied	% Used
Screens on the platform area	90	33	Trainline or other 3rd party retailer website or app	87	11
Announcements at the station	88	28	Journey planning website or app (e.g. Google, Citymapper, TFL)	88	9
Screens showing trains times and platform numbers	93	25	Help points on the platform area	88	8
TV Screens in main departure hall / area	90	18	Notifications via Facebook Messenger /WhatsApp/SMS from National Rail or the train operator	85	5
National Rail website or app	90	15	Via official industry social media feed i.e. The train operator's Facebook page, Network Rail X	88	5
Via a member of staff at the station	91	14	Video on National Rail X (formerly Twitter) with a presenter explaining disruption	88	4
Station signage, posters and wayfinding	93	12	I did not seek or see any information at this point	N/A	10
Train operator website or app	88	11			

Satisfaction with information channels

Most channels dipped in January and February before recovering in March. The National Rail website/app stands out, rising from 84% in January to 97% in March — the equal highest score in the trend. Screens showing times and platforms also reached a trend high (96%). Station-based channels appear to have strengthened through the quarter, even as other stages of the journey came under pressure.

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



How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) Jan 26/Feb 26/Mar 26 - Screens on the platform area (273/282/294), Announcements at the station (231/237/225), Screens showing train times and platform numbers (209/196/219), TV screens in the main departure hall/area (146/157/176), National Rail website or app (108/115/124)

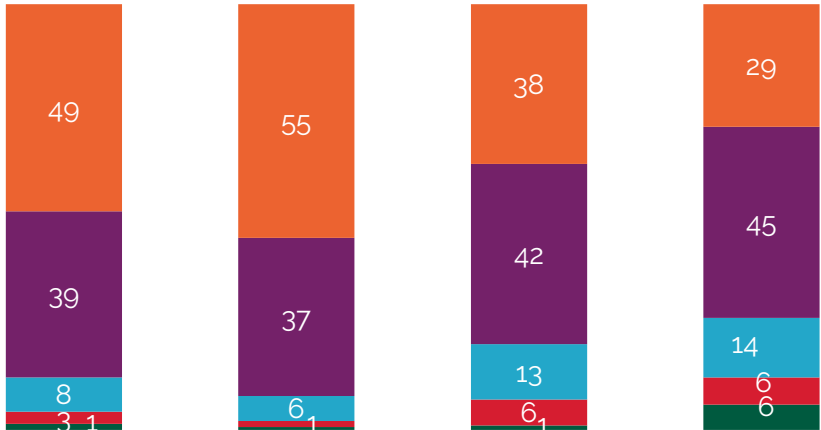
Satisfaction with experiences at the station

Timeliness of platform information fell across every disruption type this quarter, most sharply for minor-disruption passengers (80%, -1%2 QoQ, -8% YoY). Satisfaction with being kept up to date about train status was slightly lower this quarter down 2% to 86%, but remained ahead year-on-year across all groups (+1 to +3).

Updates on the platform and train (%)

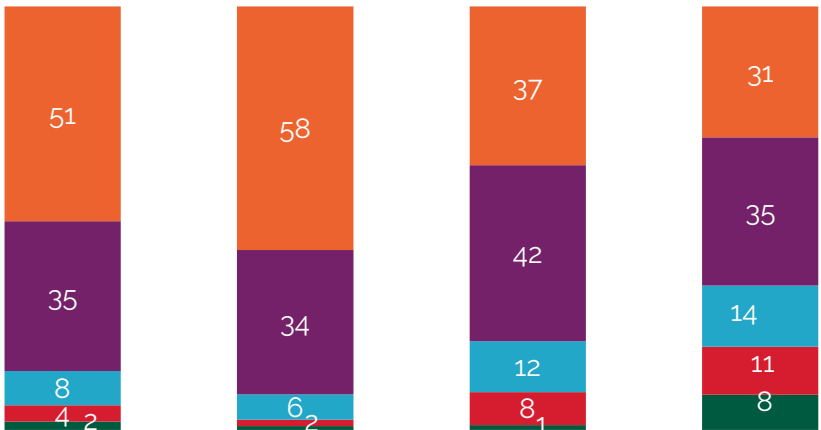
Timeliness with which platform information was announced

	Overall	No disruption	Minor disruption	Major disruption
Total satisfied	88	92	80	74
YoY	(-3)	(-2)	(-8)	(-5)
QoQ	(-5)	(-4)	(-12)	(-8)



Kept up to date about the status of the train

	Overall	No disruption	Minor disruption	Major disruption
Total satisfied	86	92	79	66
YoY	(+3)	(+2)	(+1)	(+2)
QoQ	(-2)	(-2)	(-6)	(-3)



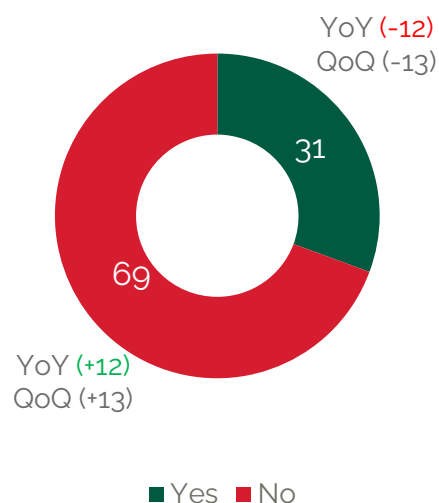
Very satisfied Fairly satisfied Neither nor Fairly dissatisfied Very dissatisfied

42 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 26 (2462/2451), No disruption (1729/1711), Minor (367/372), Major (366/368)

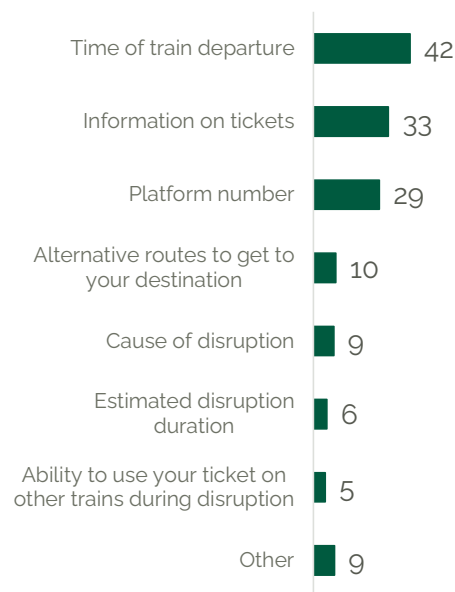
Interaction with staff at the station

Fewer passengers interacted with station staff this quarter (31%, -13 QoQ, -12 YoY). For routine queries like platforms, tickets and departure times, satisfaction remains high (87–95%). But for disruption-related questions, it drops sharply: estimated disruption duration (57%, -13 YoY), cause of disruption (66%, -13 YoY) and alternative routes (67%, -12 YoY) all fell considerably year-on-year. Staff continue to deliver well on core information but are struggling to provide the detail passengers need when things go wrong.

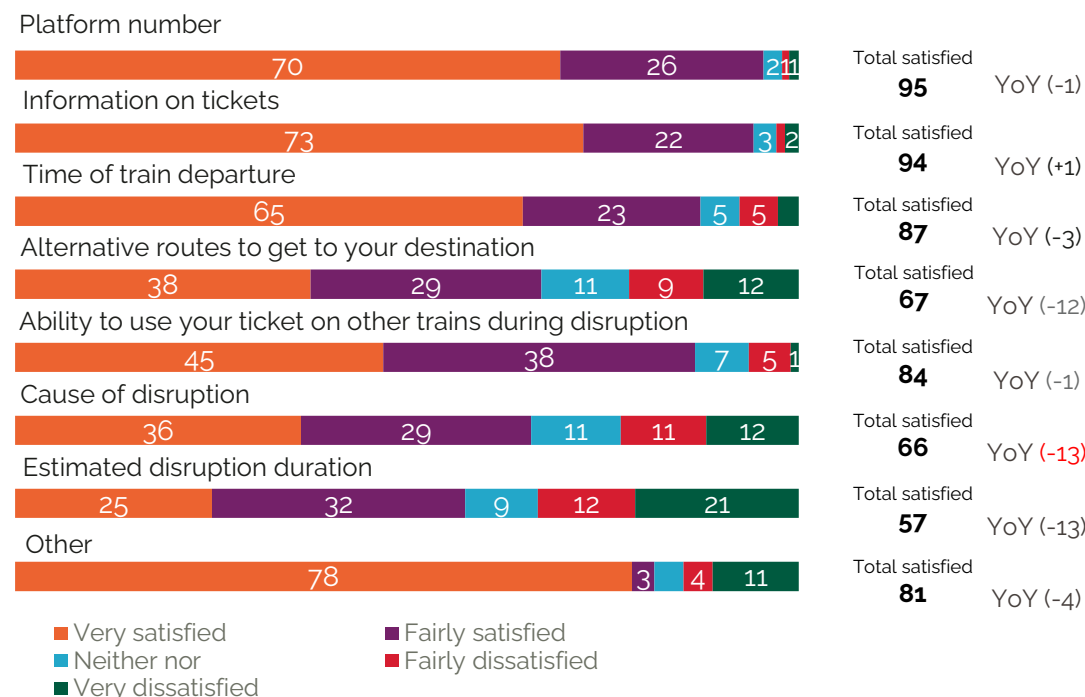
Interacted with a staff member at the station (%)



What information did they ask staff for? (%)



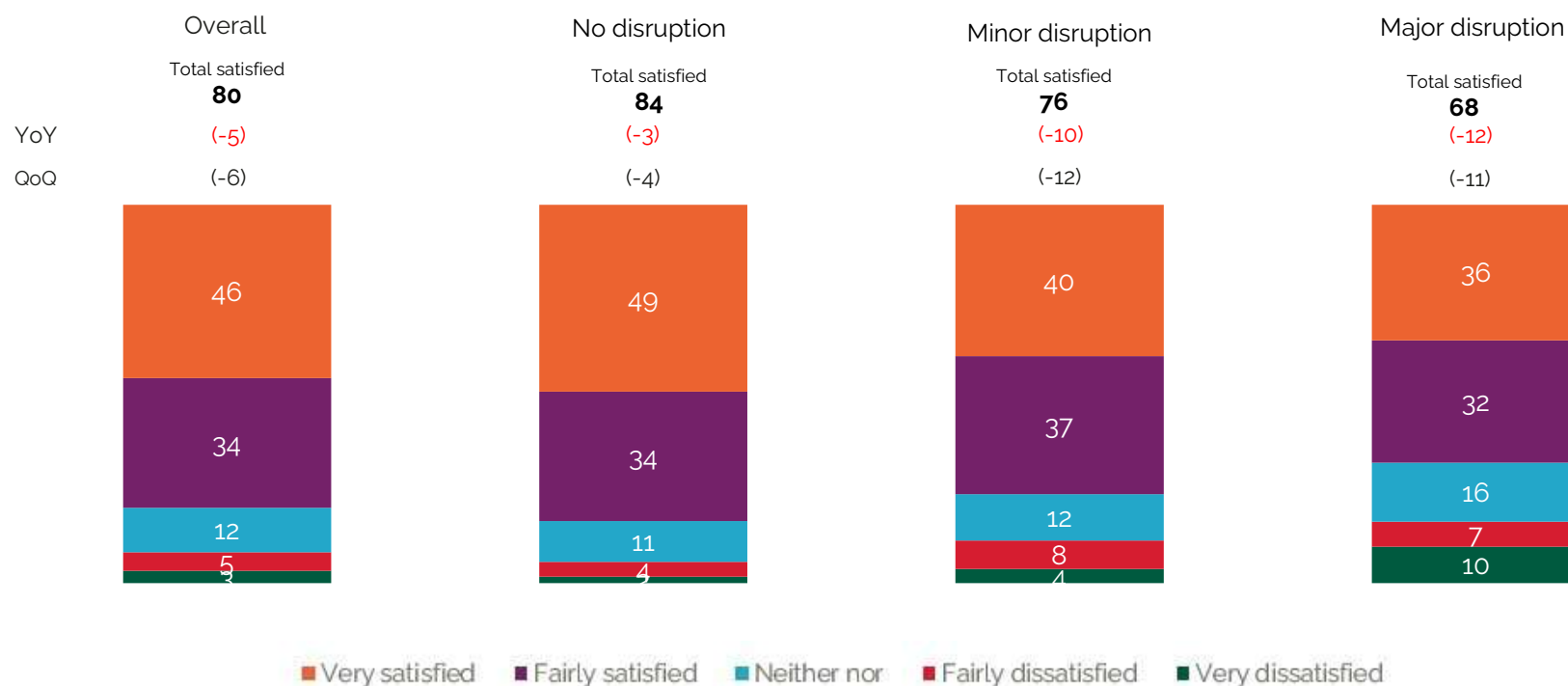
Satisfied with the following (%)



Satisfaction with staff at the station

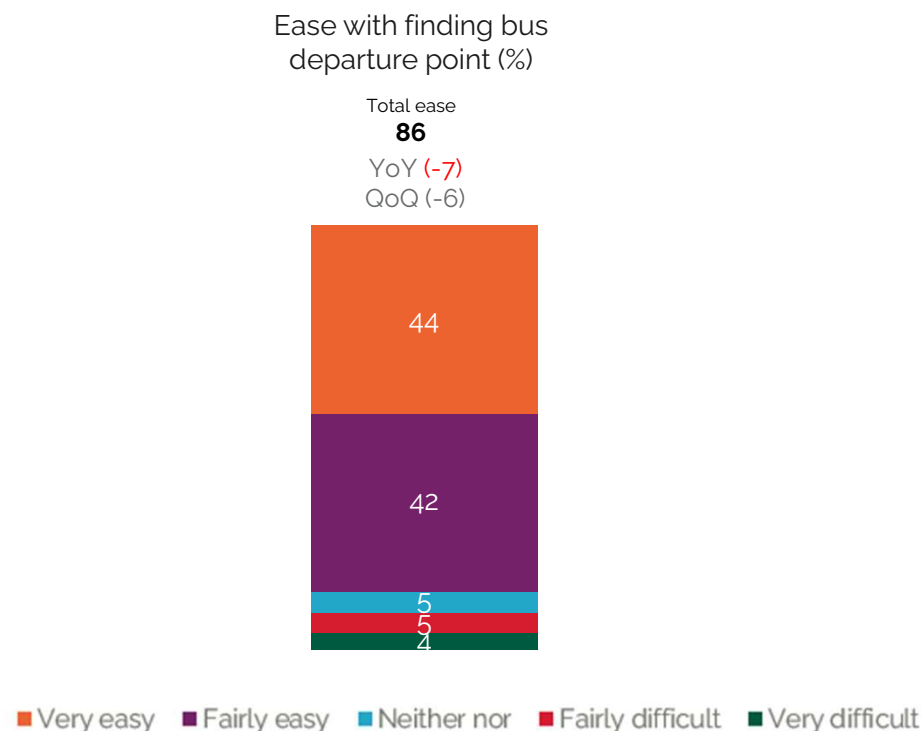
Satisfaction with staff availability has dropped across every group this quarter, with the sharpest falls among disrupted passengers — minor (-12 QoQ, -10 YoY) and major (-11 QoQ, -12 YoY). Overall satisfaction is now 80%, down 5 points year-on-year. The pattern mirrors the fall in staff ratings on the previous slide: those who interact with staff — particularly during disruption — feel staff are less available to help when needed.

Staff available to help me (%)



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

Passengers are increasingly learning about rail replacement buses at the station (61%) rather than at planning and booking (39%) — a reversal of the historical pattern. Ease of finding the bus departure point has dropped (86%, -6 QoQ, -7 YoY) but remains reasonably high. The shift means more passengers now arrive at the station without advance notice of replacements, giving them less time to plan around the change.





On board the train

Rail Delivery Group

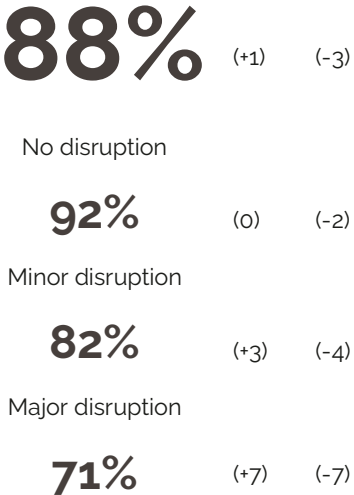
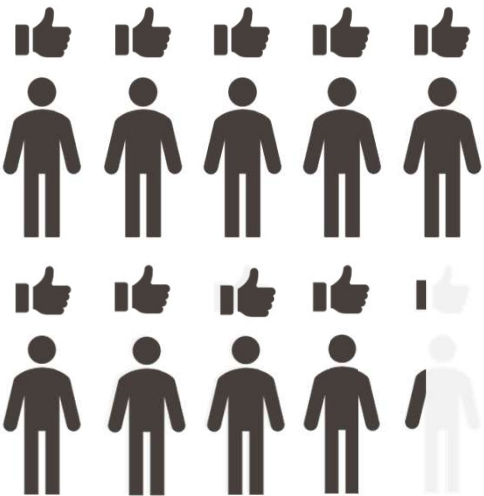


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On board the train – Key satisfaction metrics

On-board satisfaction remains high at 88% and is still up year-on-year across every group, including major disruption (+7 YoY). Quarter-on-quarter dips are modest for most, though major-disruption scores fell 7 points. All three most used channels – screens, automated announcements and live staff announcements – score 92–94%, maintaining the gains made over the past year despite a small quarterly softening.

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



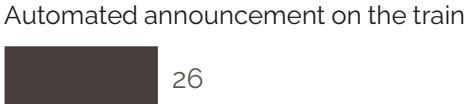
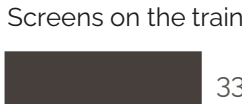
Top 3 channels used and satisfaction (%):

YoY QoQ

Top 3 channels

Satisfaction

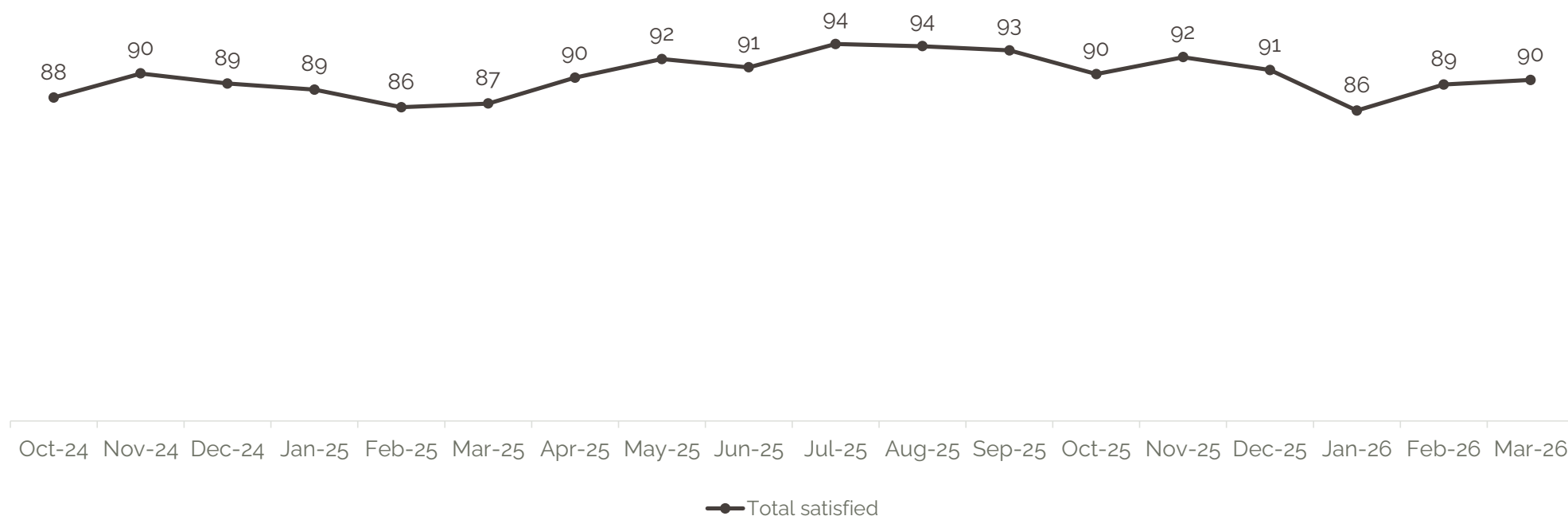
YoY QoQ



Overall satisfaction with information provided when on board the train

On-board satisfaction dipped to 86% in January before recovering to 90% in March. Scores remain below the mid-2025 peak (94%) but have stabilised through the quarter, showing the on-train experience held up better than all other journey stages apart from the planning and booking stage during the current quarter.

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

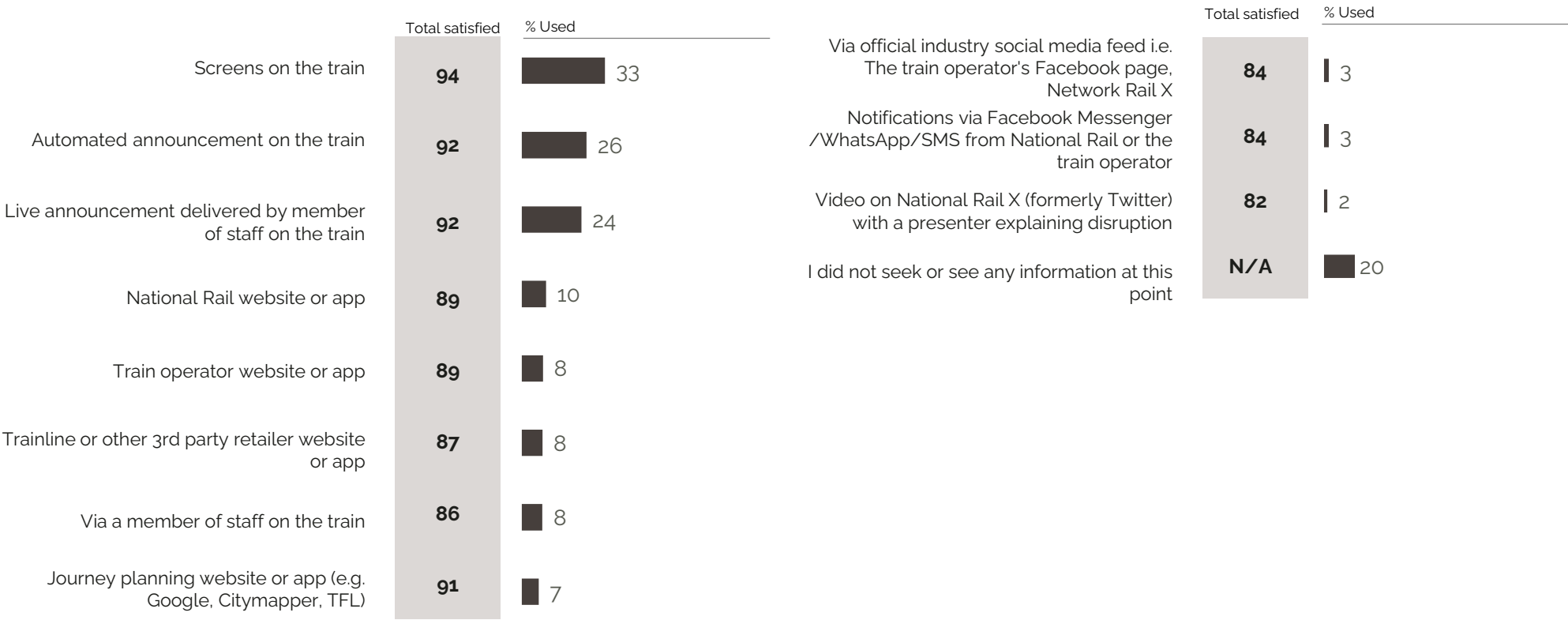


Overall, how satisfied were you with the information provided about your about your rail journey when on board the train? (excl DK) Oct 24/Nov 24/Dec 24/Jan 25/Feb 25/Mar 25/Apr 25/May 25/Jun 25/Jul 25/Aug 25/Sep 25/Oct 25/Nov 25/Dec 25/Jan 26/Feb 26/Mar 26 (641/641/575/606/642/630/597/604/560/562/583/630/650/639/648/627/627/655)

Information channels used and their satisfaction

On-board channel satisfaction scores are all positive ranging between 82%–94%, with the three most-used recording the highest satisfaction scores — screens (94%), automated announcements (92%) and live staff announcements (92%) — accounting for over 80% of usage. Satisfaction aligns closely with usage here: passengers are mainly using the strongest-performing channels. Social media and SMS-style notifications are used least and score lowest (82–84%).

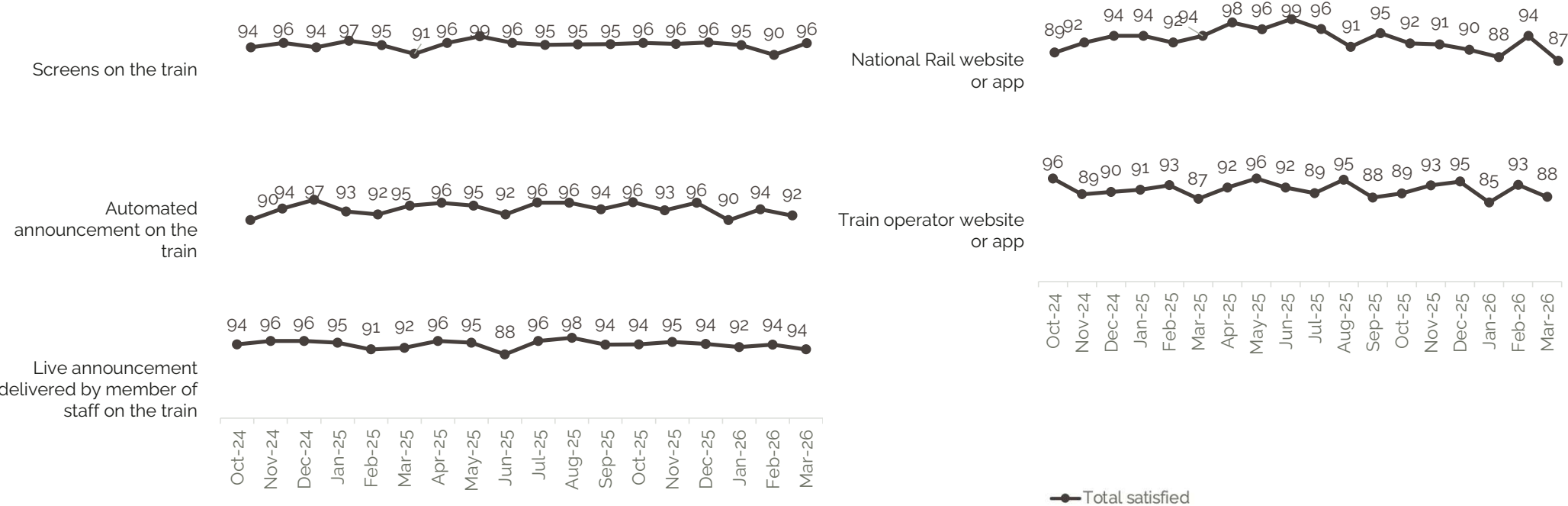
Information channels used and satisfaction with each when on board the train (%)



Satisfaction with information channels on-board the train

In-train channels (screens, automated and staff announcements) on the train held up well through the quarter, all ending in the low-to-mid 90s. The experience of using the National Rail app improved in the first half of last year but has since lost this increase and is much the same place at the end of 2024. Train operator apps on train usage satisfaction has been volatile but stable overall.

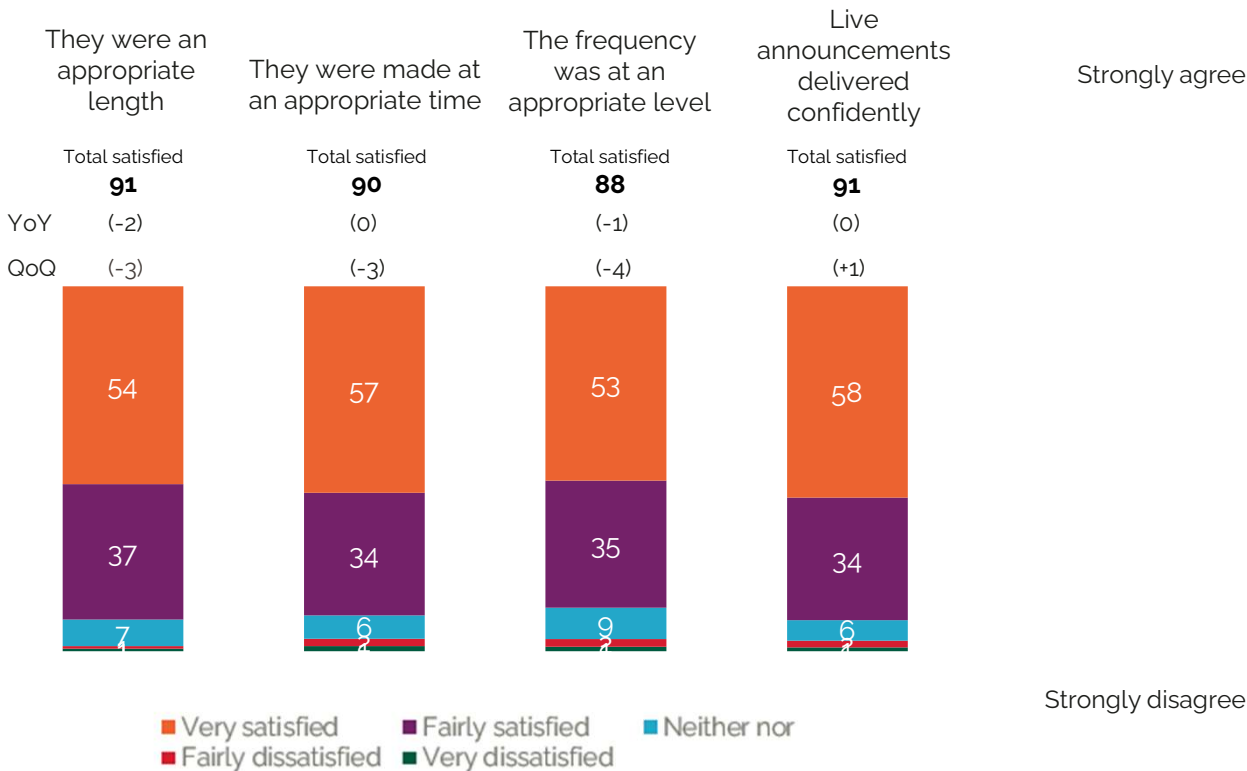
Satisfaction of information channels when on board the train – trended (%)
(Top 5)



Satisfaction and ratings of announcements on board the train (1/3)

Satisfaction with on-board announcements remains high across all dimensions (88–91%). Live announcements delivered confidently is the only measure up quarter-on-quarter (+1), while the frequency of announcements saw the biggest dip (-4 QoQ). Ratings for usefulness (8.6/10) and frequency (8.2/10) remain strong but the frequency score has slipped slightly. Live announcements are holding up well; the softening is concentrated in how often and at what level announcements are being made.

Announcements on board the train (%)



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

The frequency of announcements is right, they are repeated appropriately



8.6

YoY (0.0)
QoQ (-0.1)



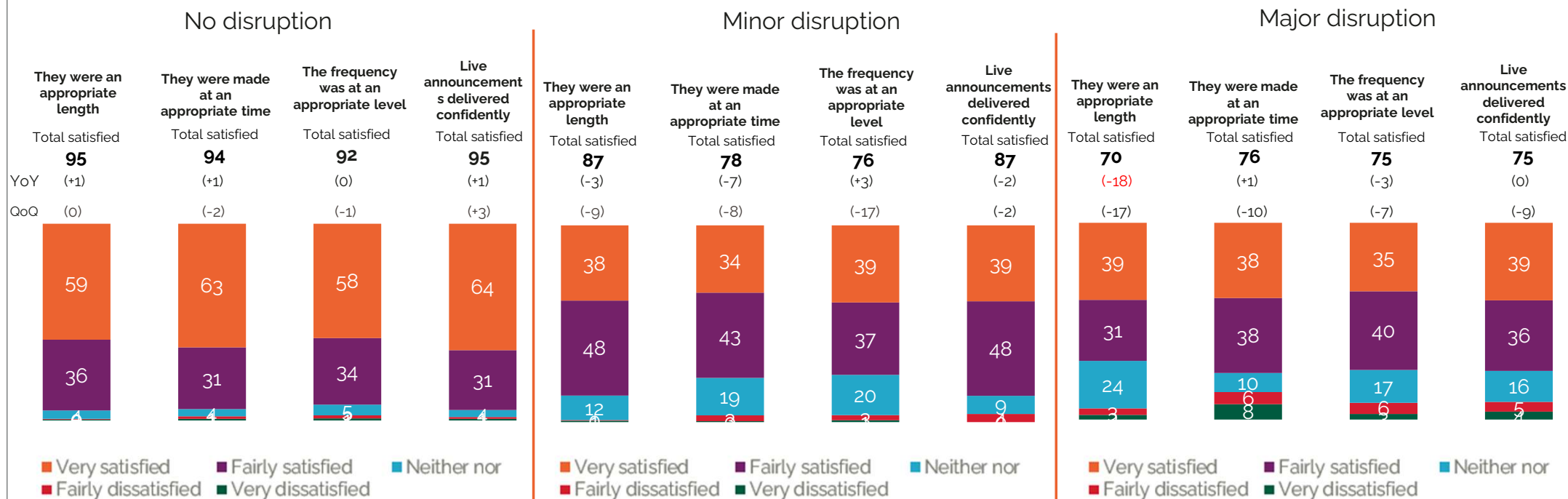
8.2

YoY (-0.2)
QoQ (-0.3)

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

Non-disrupted passengers remain highly satisfied with announcements (92–95%). But ratings fall sharply when disruption occurs and have deteriorated this quarter across almost every measure for both minor and major disruption. Appropriate length of announcements stands out for major-disruption passengers (70%, -18 YoY, -17 QoQ) — a significant year-on-year drop suggesting announcements during major disruption are either too long, too short, or missing the mark when it matters most.

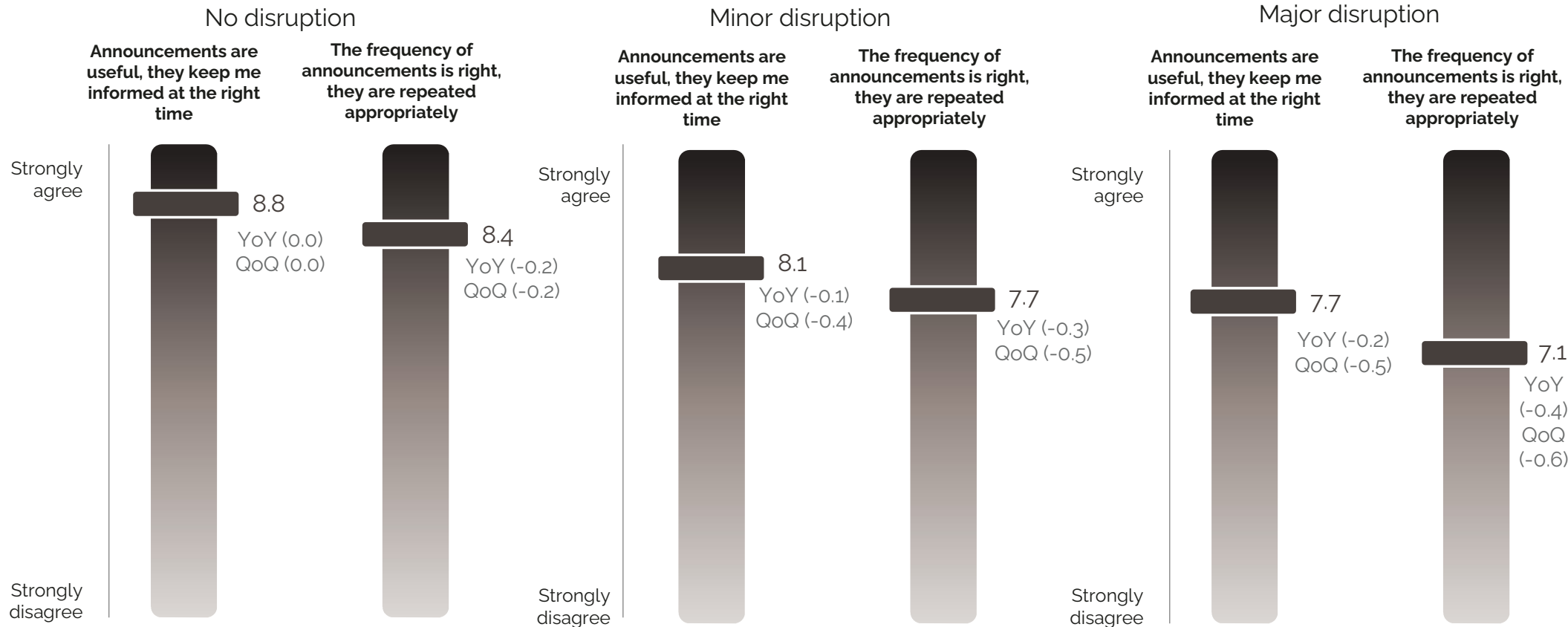
Announcements on board the train (%)



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

Ratings fall steadily with disruption and have dropped further this quarter — most notably on frequency, where major-disruption passengers now rate announcements at 7.1 (-0.6 QoQ, -0.4 YoY). The gap between disrupted and non-disrupted passengers is widening on both usefulness and frequency of announcements, reinforcing that on-board communication during disruption isn't keeping pace with passenger expectations.

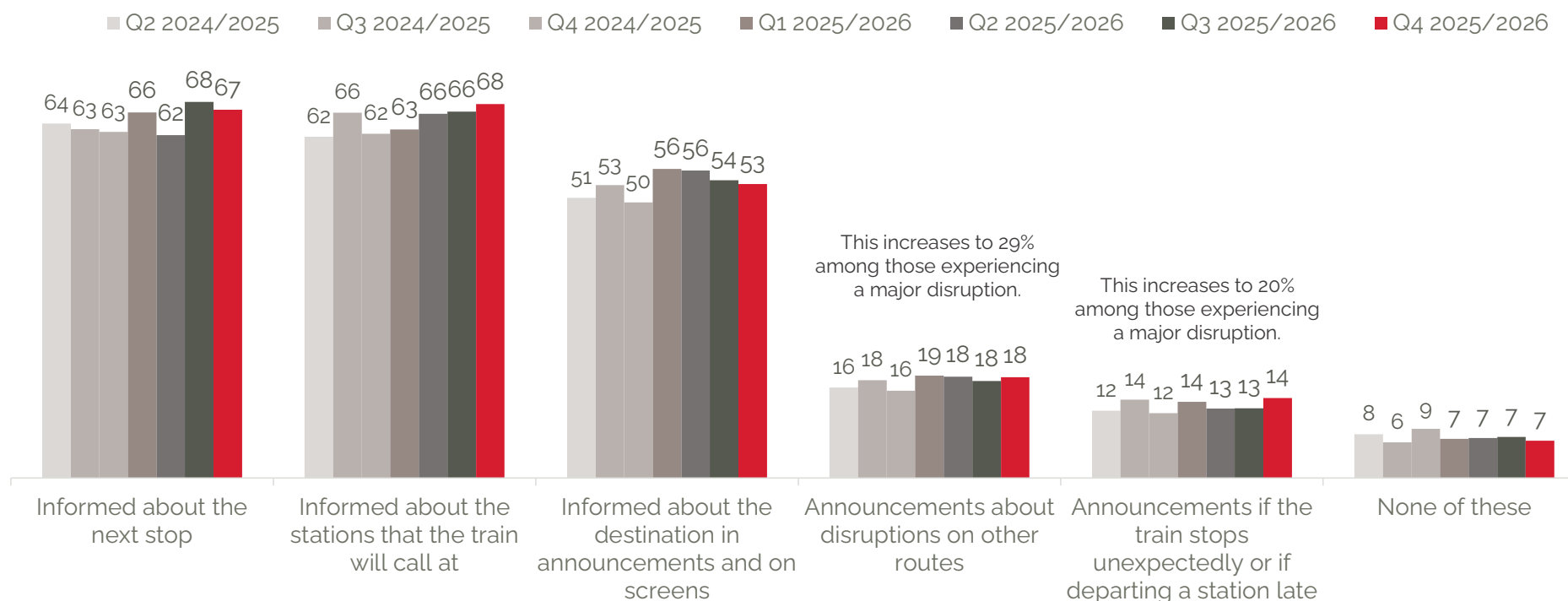
Announcements on board the train (%)

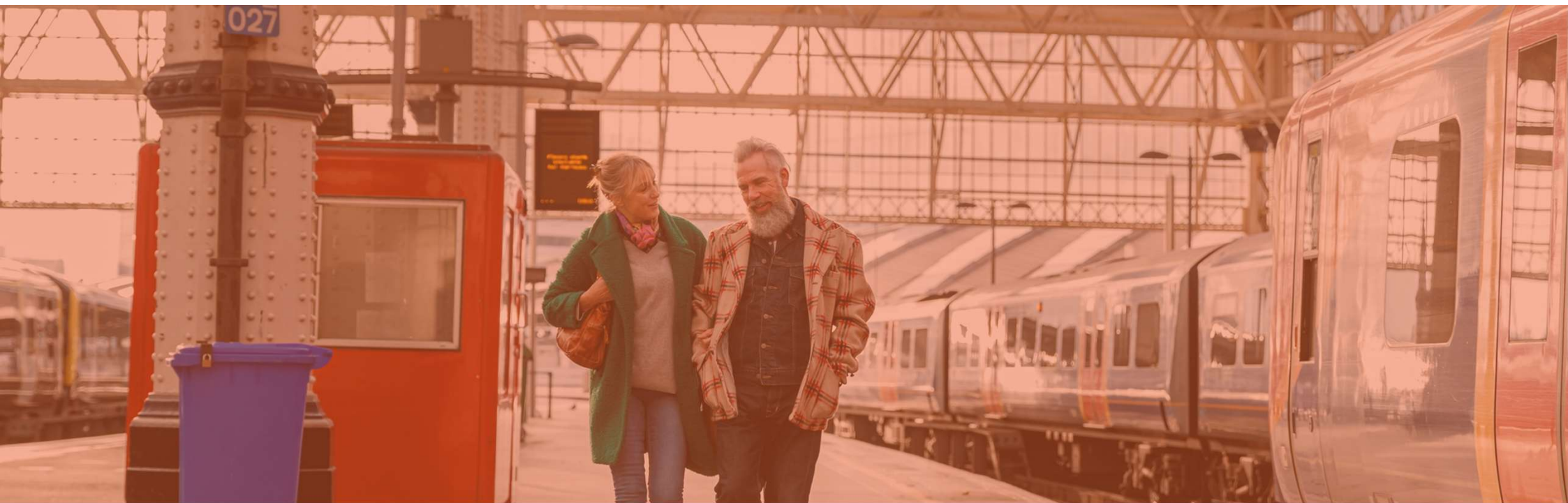


Type of information provided on board the train

Information about the next stop (68%) and stations the train will call at (68%) remain the main types of information passengers receive on board, with both figures steady across recent quarters. Disruption-specific announcements are far less common — only 18% hear about disruptions on other routes and 14% about unexpected stops or late departures. Even among major-disruption passengers, just 29% and 20% respectively receive announcements about other disruptions or if the train suddenly stops, leaving a notable gap in communication precisely when passengers need it most.

Information provided when on board the train (%)





At destination/ interchange

Rail Delivery Group

 National Rail



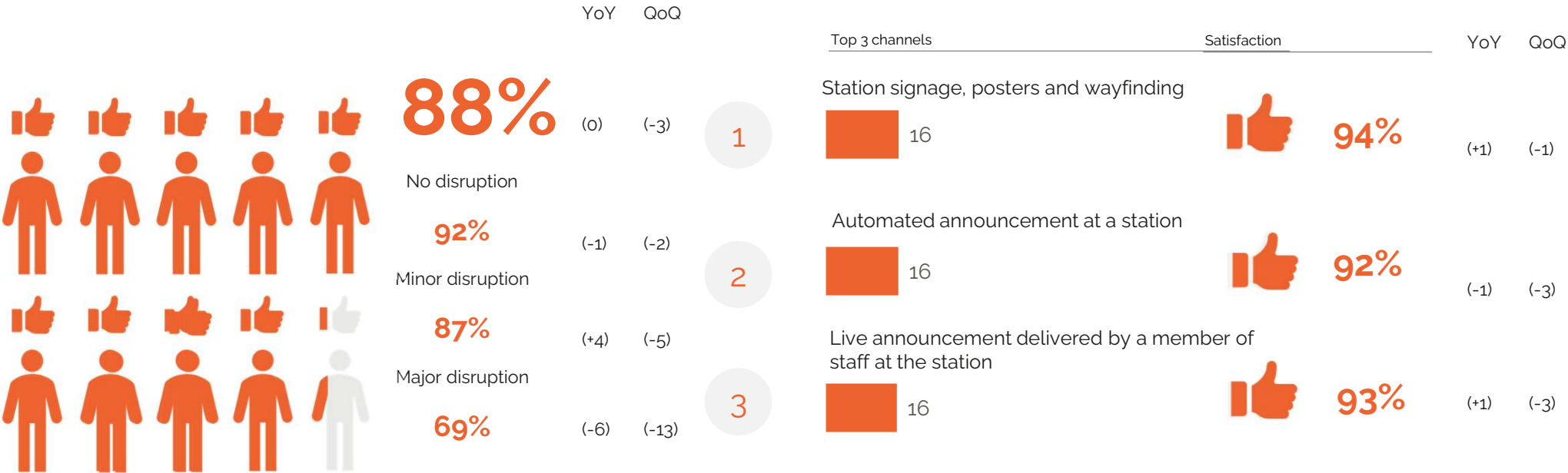
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At destination/interchange station – Key satisfaction metrics

At the destination/interchange station, 88% of customers are satisfied with the information received which is on par with this time last year. Customers are most likely to use station signage, posters and wayfinding, automated announcements at the station and live announcements by a staff member, all of which have high satisfaction ratings.

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

Top 3 channels used and their satisfaction (%):

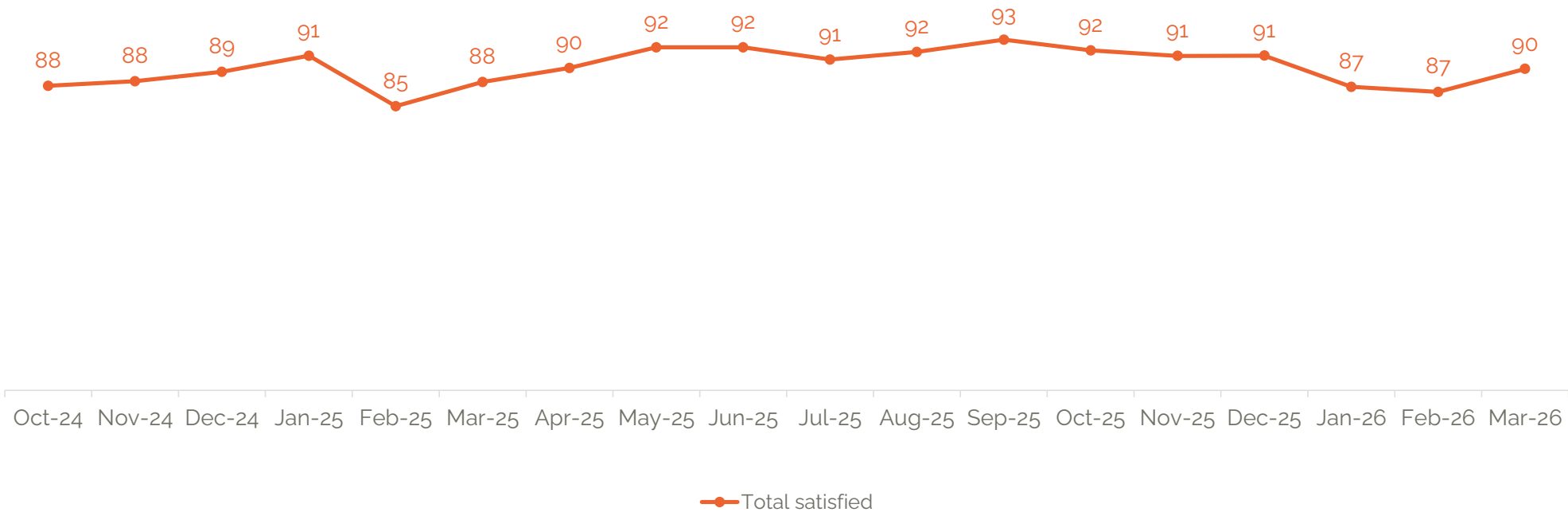


Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? Jan-Mar 26 (2261) Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Jan-Mar 26 (2489) Following your rail journey, were you provided with any of the following information...? Jan-Mar 26 (2571)

Overall satisfaction with information provided when at destination/interchange station

Satisfaction with this stage of the journey remains fairly consistent this quarter, there is a slight dip in January and February however this recovers again in March, consistent with the decline observed at the same time last year, suggesting a seasonal effect.

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

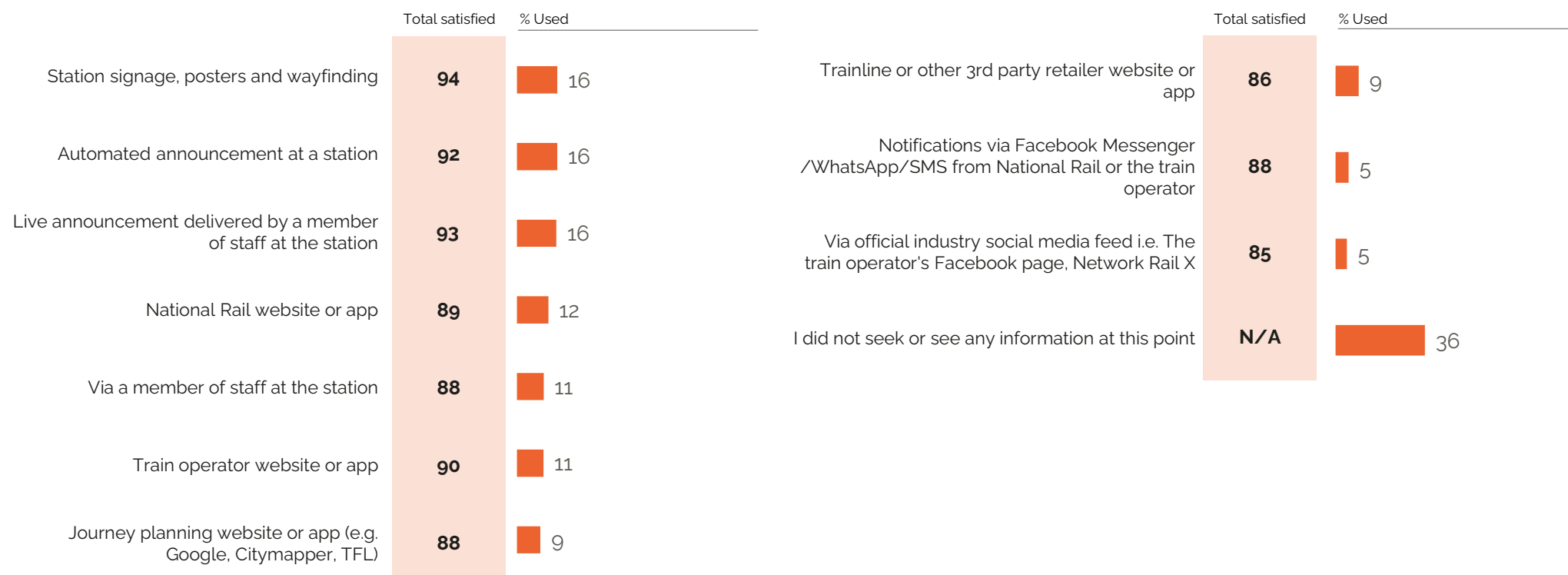


Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? (excl DK)
Oct'24/Nov'24/Dec'24/Jan'25/Feb'25/Mar'25/Apr 25/May 25/Jun 25/ Jul 25/Aug 25/Sep 25/Oct25/Nov25/Dec25/Jan26/Feb26/Mar26
(764/756/747/760/756/774/777/789/779/782/785/789/770/772/789/753/759/749)

Information channels used and their satisfaction

The majority of customers seek information at the intermediary or destination station on the journey. Customers typically use a mix of channels at this point, and the most used are station signage, posters and wayfinding (16%), automated announcements at the station (16%) and live announcements delivered by members of staff *16%, all of which are rated very positively.

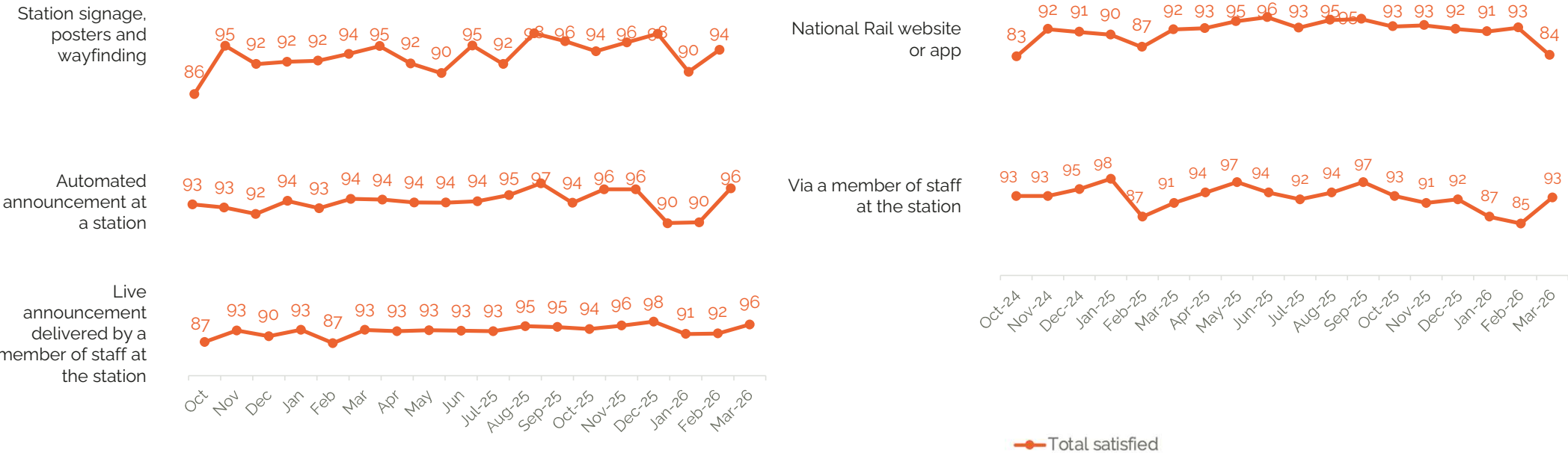
Information channels used and satisfaction with each when at destination/interchange station (%)



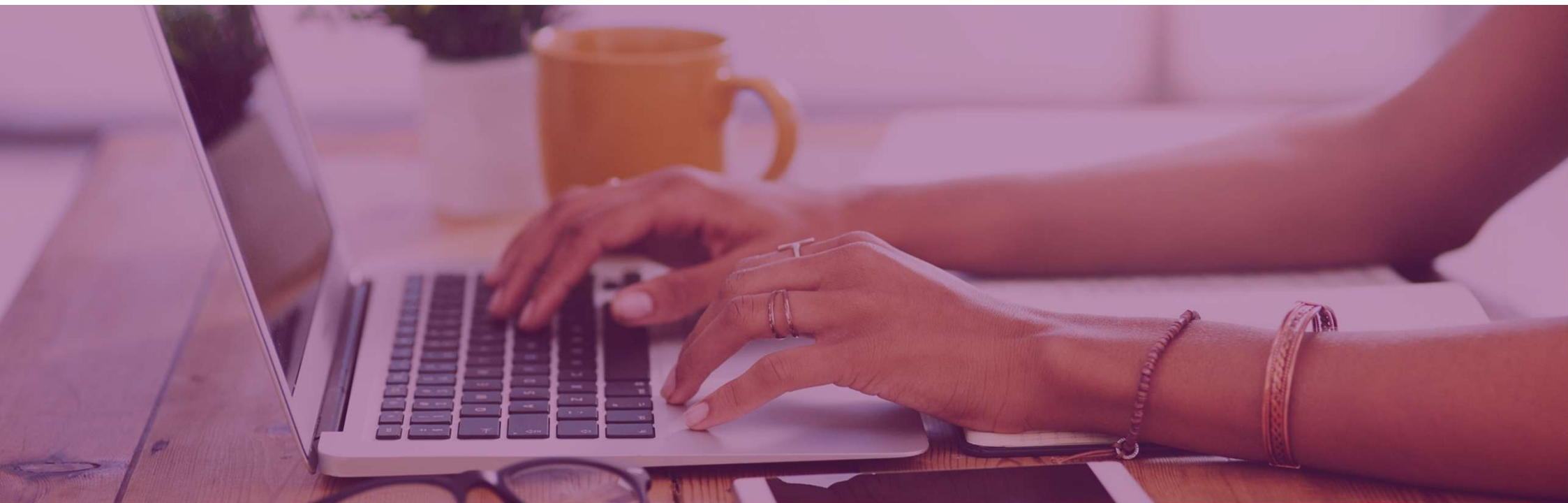
Satisfaction with information channels

The top 5 channels continue to achieve high levels of satisfaction mostly 90% and above. Nevertheless, the National rail website or app did see a visible dip in March 2026.

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 26/Feb 26/Mar 26 – Station signage, posters and way finding (117/130/153), Automated announcement at a station (132/125/143), Live announcement (132/127/116), National Rail website or app (91/104/103), Via a member of staff at the station (82/88/75)



After journey

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Rail Delivery Group

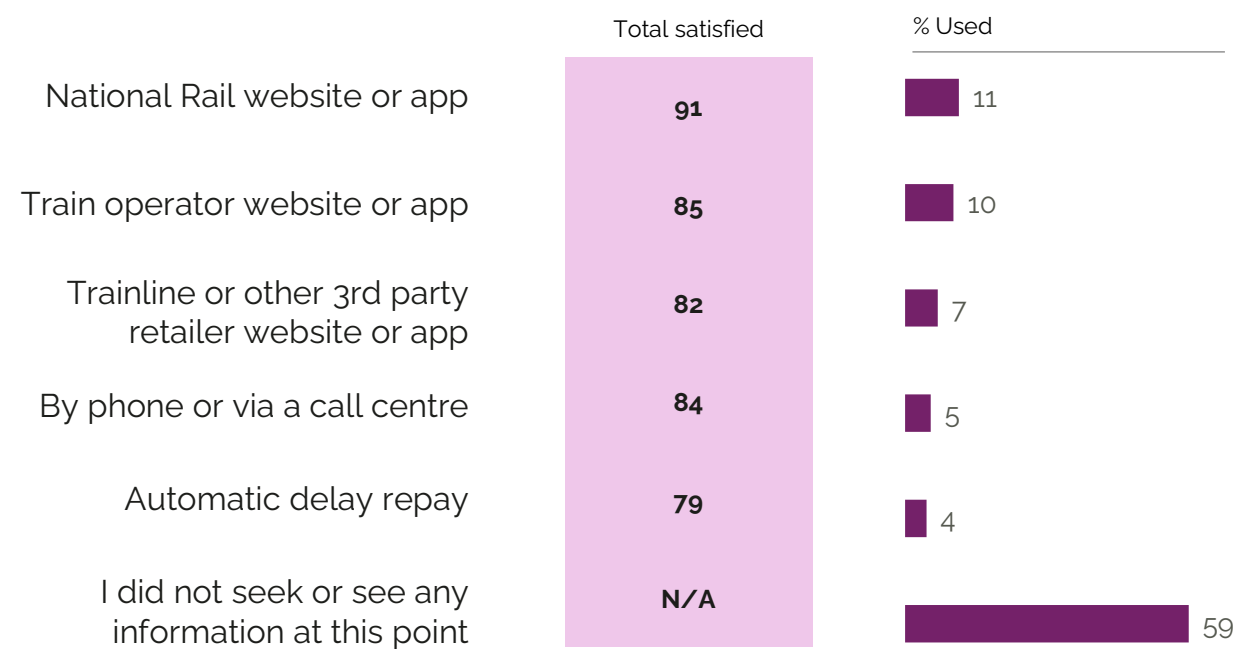
 National Rail



Information channels used and their satisfaction

Over half of customers do not search for information after their trip has ended. Those who do seek information commonly use the National Rail or Train Operator websites or apps, where they report high levels of satisfaction.

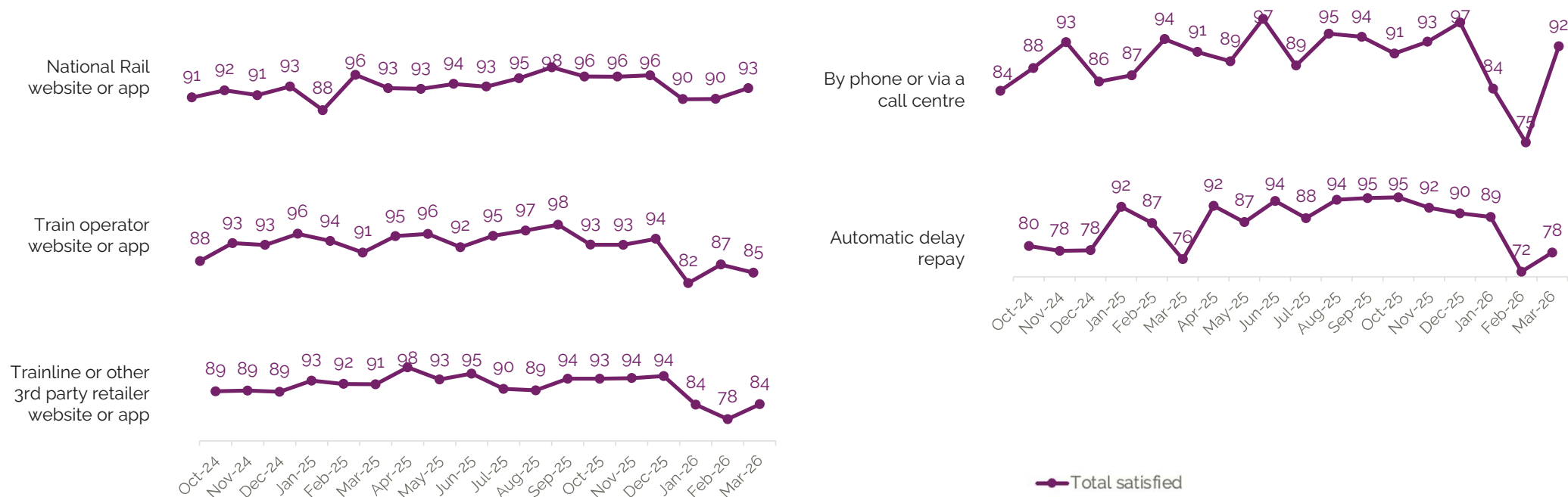
Information channels used and satisfaction with each after the journey (%)

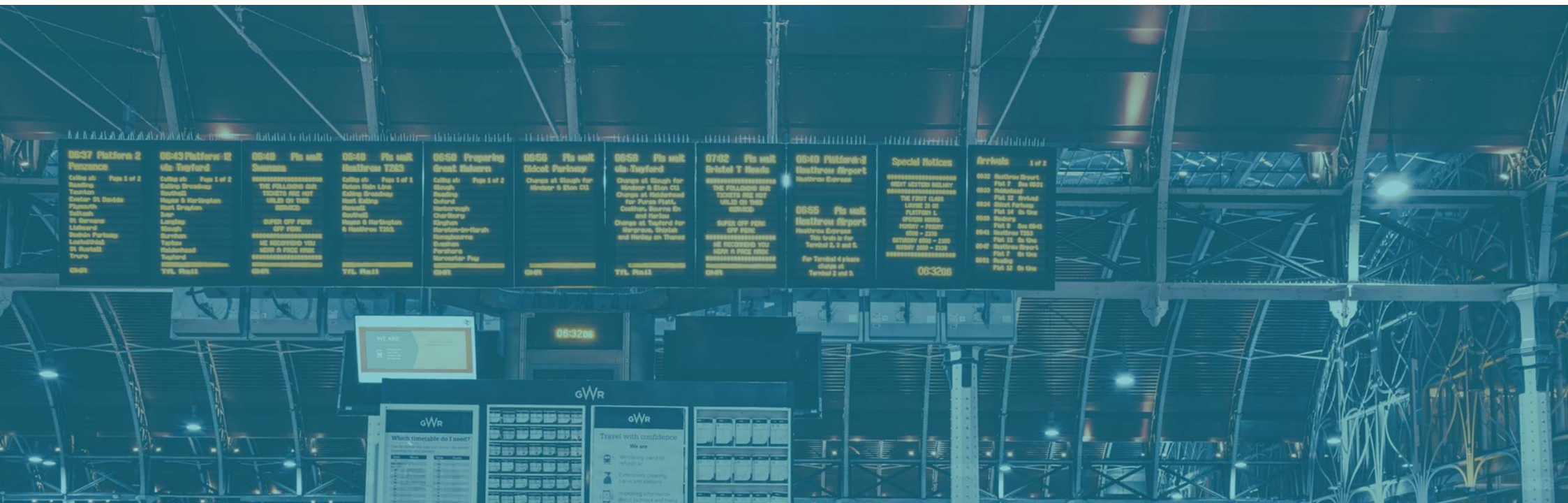


Satisfaction with information channels

This quarter satisfaction with information channels after the journey is down slightly compared to last quarter. This drop in satisfaction seems to stem from February and scores then recover to previous levels in March.

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





Experience with disruptions

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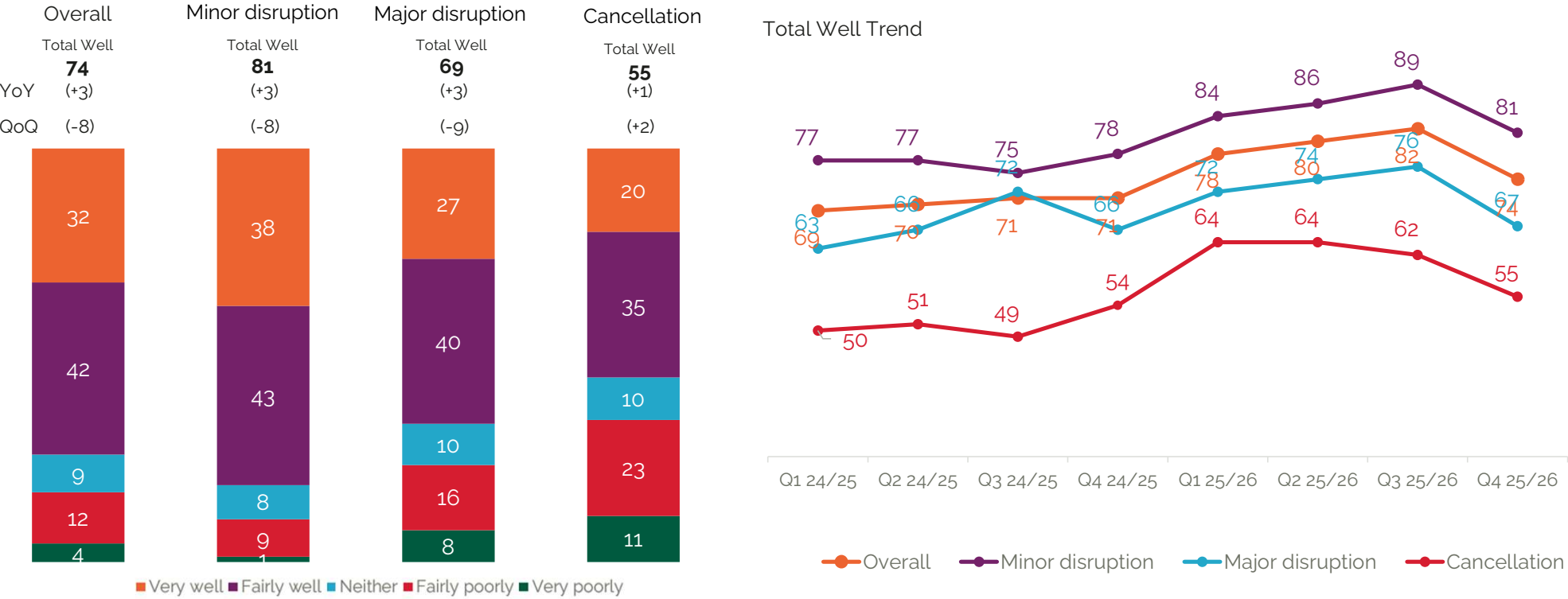
Rail Delivery Group



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

Overall, almost 3 in 4 customers believed that the TOC had kept them fairly or well informed about the delay which is up on last year. Across all disruption types satisfaction is down this quarter compared to last, however it is still higher than it was in 2024/2025.

Overall rating with information provided about delay by disruption (%)



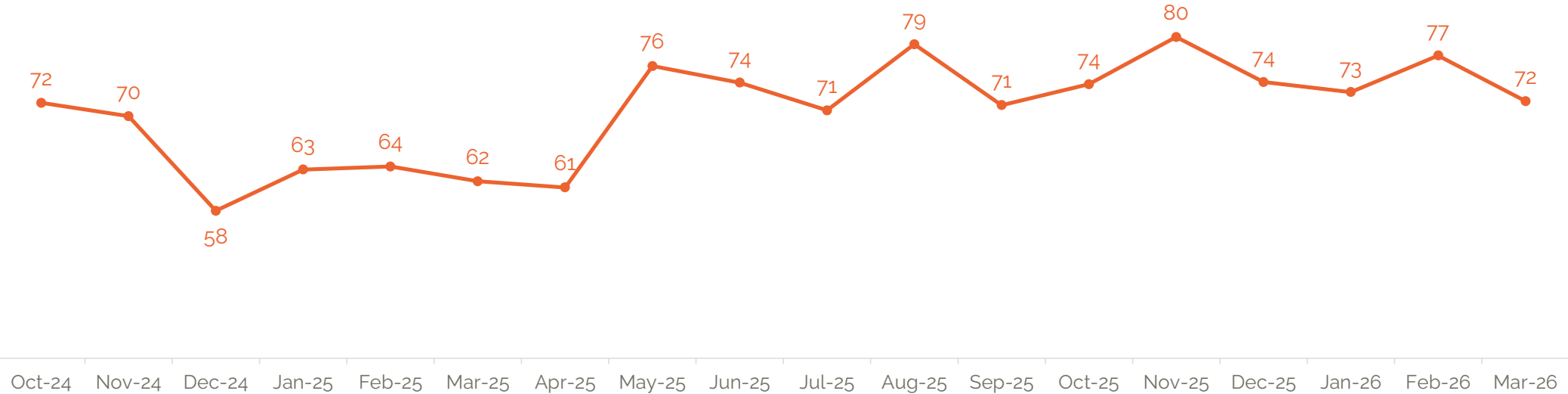
64 Overall, how well do you think the train company kept you informed about the delay or cancellation? (excl DK) Jan-Mar 26 Overall (281/271/235); Disruption: Minor (134/123/111), Major (115/122/95), Cancellation (32/26/29) **Refers to where the base is below 30 and too low to show.

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

Since April, ratings have generally improved following the resolution of early 2025 strikes / proposed action. Current data for cancelled and disrupted customers is slightly down on last quarter, but the trend line remains positive.

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

Total Well Trend



Overall rating of information provided about the delay

The TOCs generally perform well on information provision during a delay. The top performing TOCs on information provision during a delay are Greater Anglia, East Midlands Railway, South Western Railway (which has seen a significant increase in satisfaction this year compared to last) and LNER.

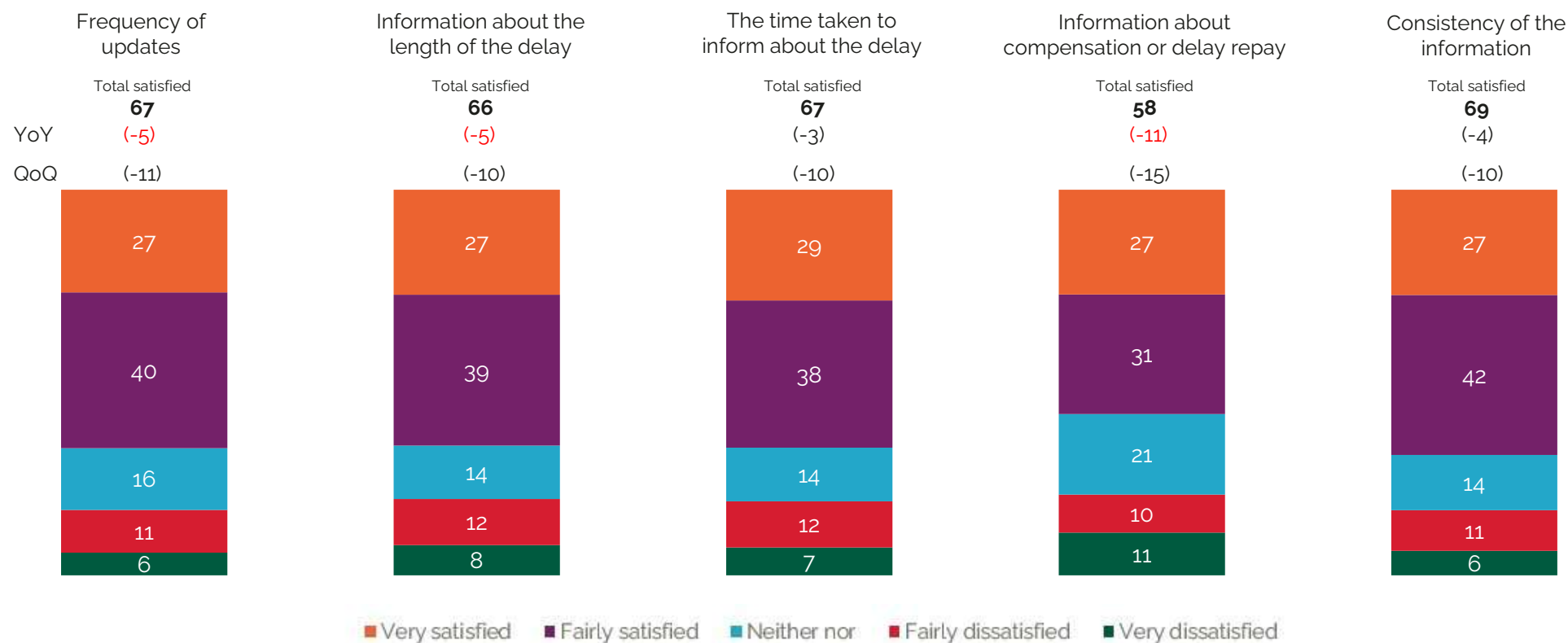
Overall rating with information provided about delay by disruption (%) with YoY change

	Total Well	Share of disruption type %				Total Well	Share of disruption type %				Total Well	Share of disruption type %		
		Minor	Major	None			Minor	Major	None			Minor	Major	None
 AVANTI WEST COAST	69 (-9)	16 (-3)	34 (+16)	50 (-13)	 Great Northern	64* (-16)	23 (-8)	21 (-5)	56 (+13)	 NORTHERN	72* (+13)	13 (-4)	15 (+2)	72 (+2)
 c2c	**	Base size too low			 GWR	69 (+5)	16 (+3)	18 (-1)	66 (-2)	 ScotRail SCOTLAND'S RAILWAY	**	Base size too low		
 Chiltern Railways by arriva	**	Base size too low			 Heathrow Express	**	Base size too low			 southeastern	75 (+16)	18 (-4)	15 (0)	67 (4)
 crosscountry by arriva	69* (+7)	6 (-13)	30 (+8)	64 (+4)	 Hull Trains Your local link to London	**	Base size too low			 SOUTHERN	74* (+6)	16 (-1)	14 (-5)	70 (+7)
 E M R	89* (+7)	10 (-1)	22 (+2)	68 (-1)	 LNER LONDON-NORTH EAST RAILWAY	80* (+15)	15 (+2)	13 (-8)	73 (+7)	 South Western Railway	80 (+17)	16 (-7)	18 (+1)	67 (+6)
 ELIZABETH LINE	**	Base size too low			 London Northwestern Railway	**	Base size too low			 ThamesLink	67* (-2)	18 (+2)	11 (-13)	71 (+11)
 GX SATWICK EXPRESS	**	Base size too low			 OVERGROUND	74* (-8)	16 (-7)	13 (-4)	70 (+11)	 TRANSPENNINE EXPRESS	77* (+10)	18 (+5)	17 (+3)	64 (-9)
 GRAND CENTRAL by arriva	**	Base size too low			 lumo	**	Base size too low			 TRAFNIDIAETH CYMRU TRANSPORT FOR WALES	**	Base size too low		
 greateranglia	93* (+8)	12 (-10)	10 (-6)	79 (+16)	 Merseyrail	**	Base size too low			 West Midlands Railway	79* (+10)	16 (-9)	15 (-4)	68 (+13)

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

Satisfaction with information provided during delays has decreased this quarter compared to last year. We see significant declines in satisfaction for the frequency of updates, information about the length of the delay and information about delay repay this quarter compared to the same quarter last year.

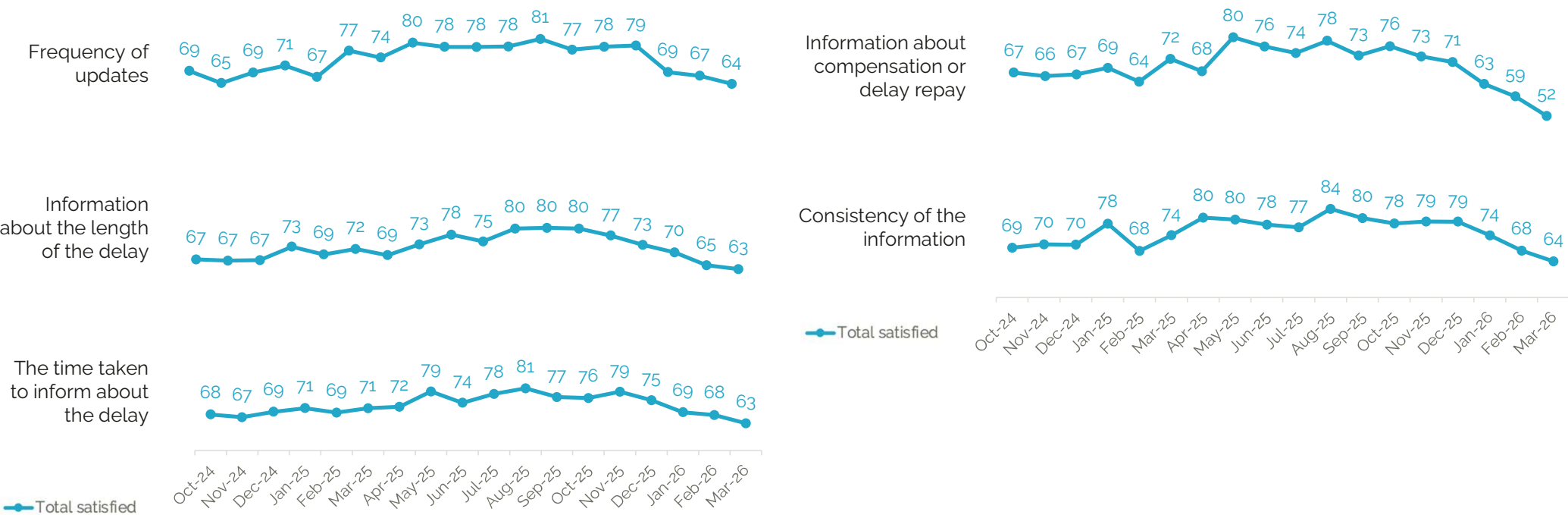
Overall satisfaction with aspects of information provided during the delay (%)



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

This quarter, satisfaction with all metrics regarding information during a delay have declined sharply month-on-month, with results also lower year-on-year. Satisfaction with all aspects are now at the lowest point across the reporting period. The largest decline and lowest satisfaction rating is for information about compensation.

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

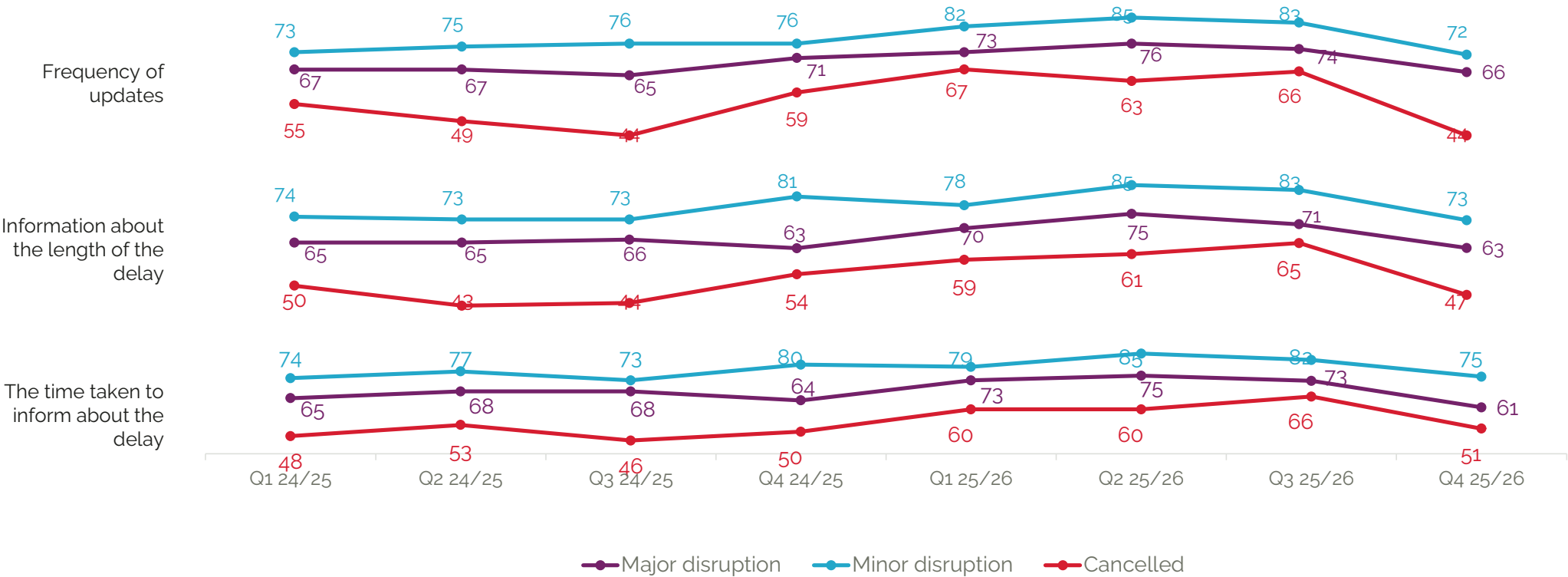


How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK)
Jan-Mar 26–Frequency of updates (282/272/236), Length of delay (285/270/240), Time taken (284/269/236), Compensation (247/237/225), Consistency (281/271/239)

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

Ratings of the frequency, length and timeliness of information around delays for major and minor disrupted passengers stays fairly consistent with previous quarters. However, this quarter satisfaction with these metrics has declined for cancelled passengers, returning to similar levels to 2024/2025.

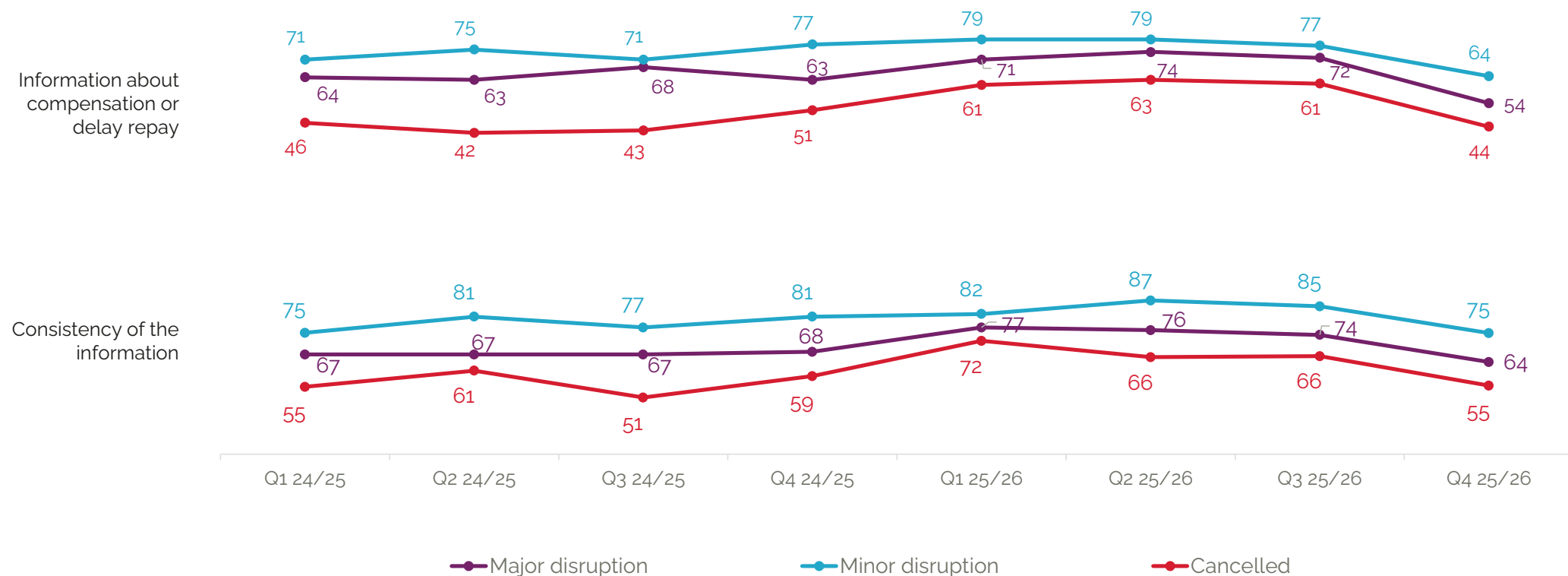
Overall satisfaction with aspects of information provided during the delay – trended (%)



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

Satisfaction with delay repay information and the consistency of information is down sharply this quarter compared to previous quarters across all disruption types. Satisfaction with consistency of the information also declined by around 10% points for all disruption types.

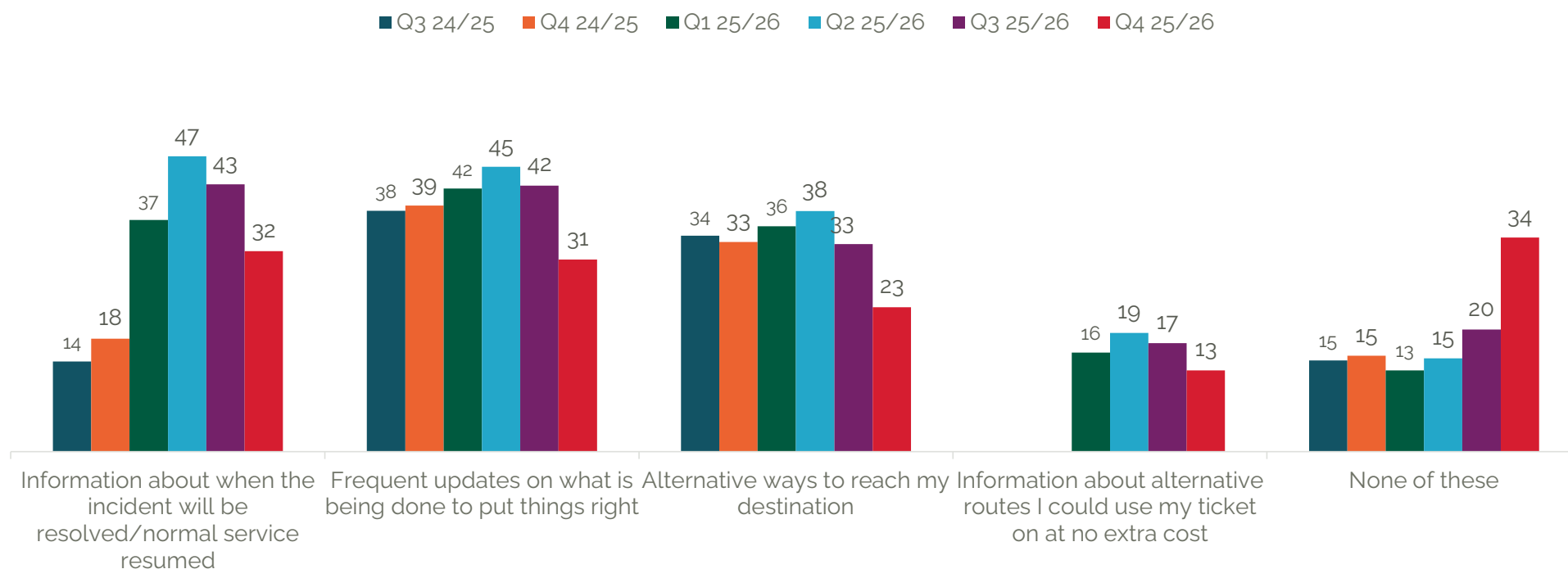
Overall satisfaction with aspects of information provided during the delay – trended (%)



Provision of information during disruption

Information about when normal service will be resumed is the main type of information given during disruption, however this quarter less customers were given this information than last. Second to this is frequent updates on what is being done to put things right but again this is down on last quarter (-11%).

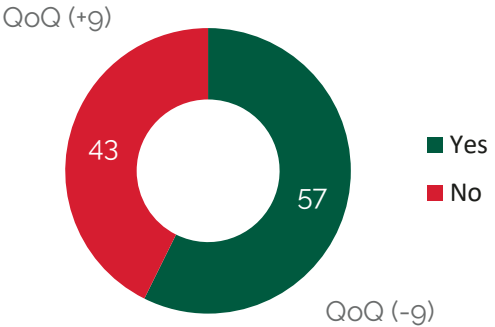
Type of information provision during the disruption (%)



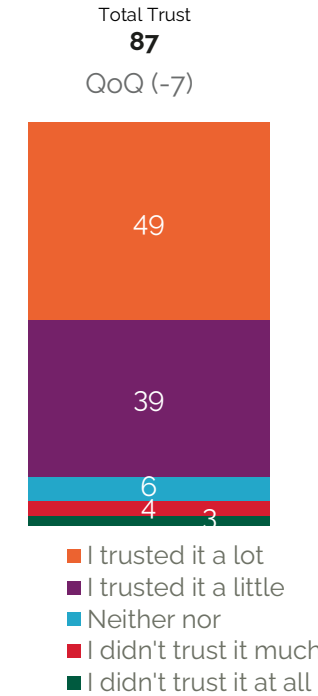
Information given on reason for delay

Over half of disrupted customers were informed of the reason for the delay however this is down from the previous quarter. Ratings on delay clarity, trustworthiness of the information and the usefulness of the information were generally positive, all were lower this quarter, particularly the usefulness of the information.

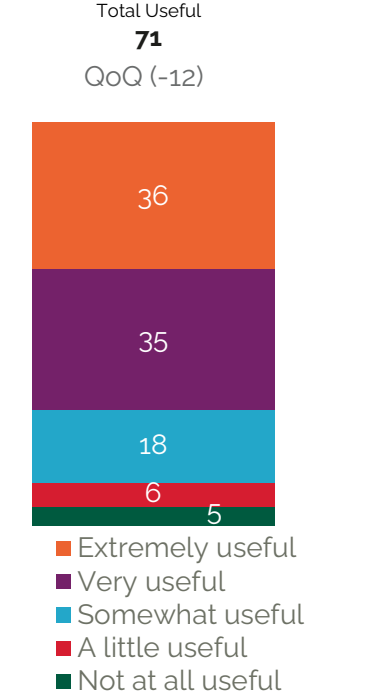
Informed about reason for delay (% yes)



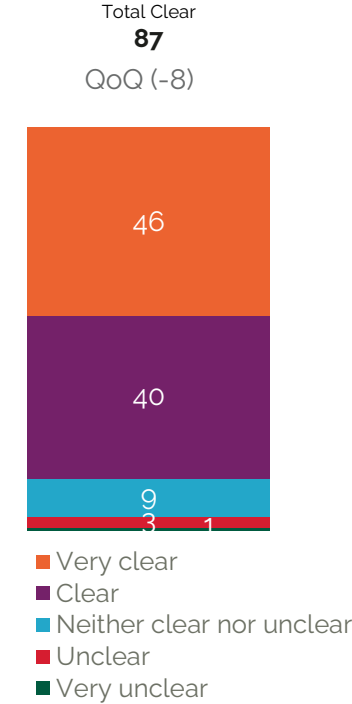
Trust the information provided? (%)



Usefulness of information provided (%)



Clarity of information provided (%)

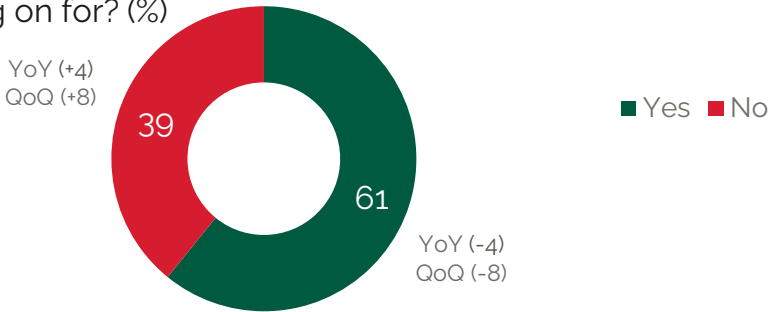


During the disruption, were you informed about the reason for the delay/cancellation? To what extent did you trust the information that was provided to you about the reason for the delay/cancellation? How would you rate the usefulness of the information provided to you about the reason for the delay/cancellation? How would you rate the clarity of the information relating to the reason for the delay/cancellation? Jan-Mar 26 (801/ 459/459/459)

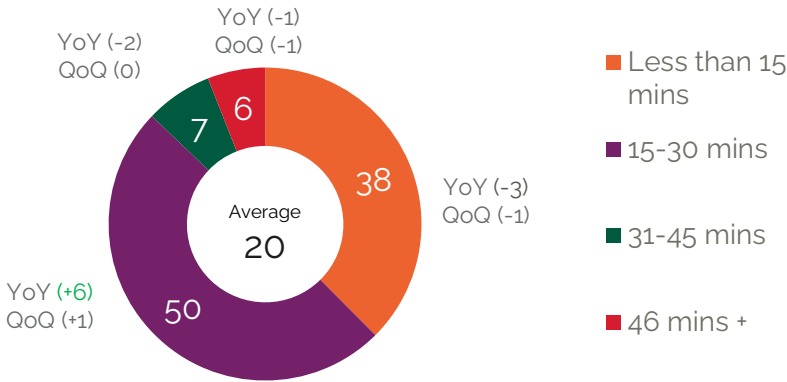
Delay length

Only around 6 in 10 passengers who were disrupted were given an estimate for how long the disruption would last. This is down on the previous quarter and this time last year. Most experienced delays of 30 minutes or less, with 20 minutes being the average delay time, this average is slowly coming down quarter on quarter. The lateness of arrival shows little variation by travel purpose.

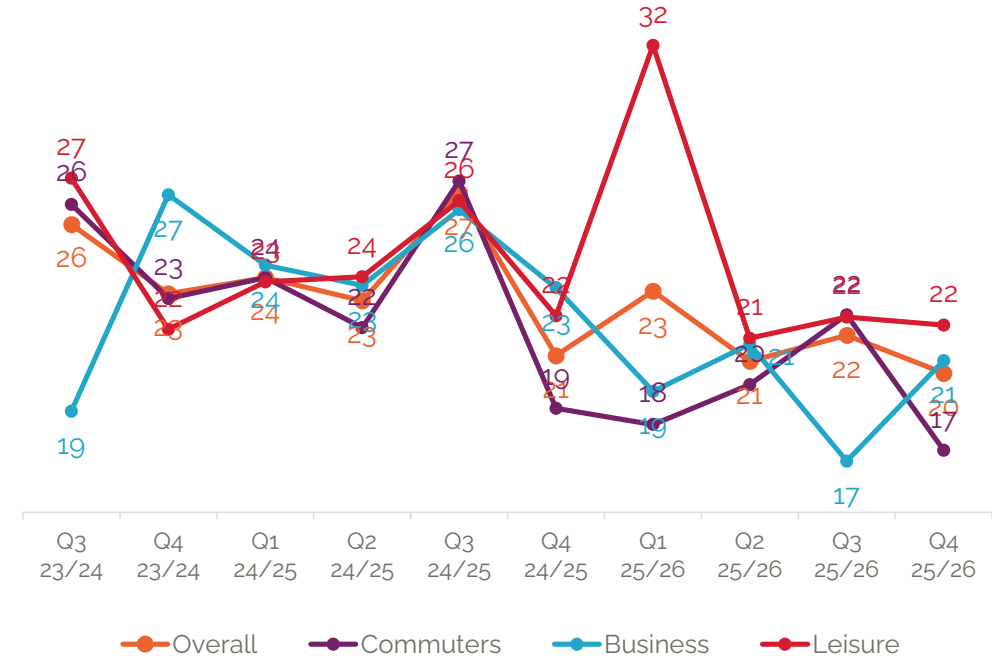
Were you given an estimate for how long the delay will be going on for? (%)



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



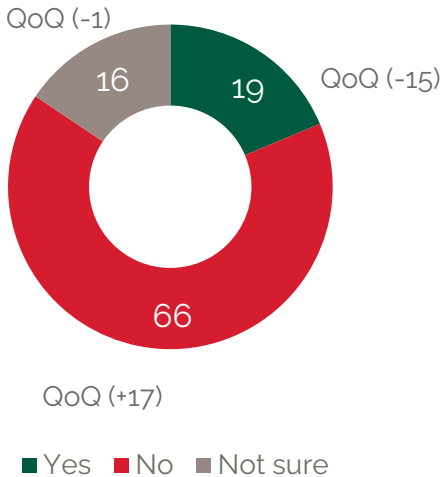
How late was the arrival to the destination station trend? (average in minutes)



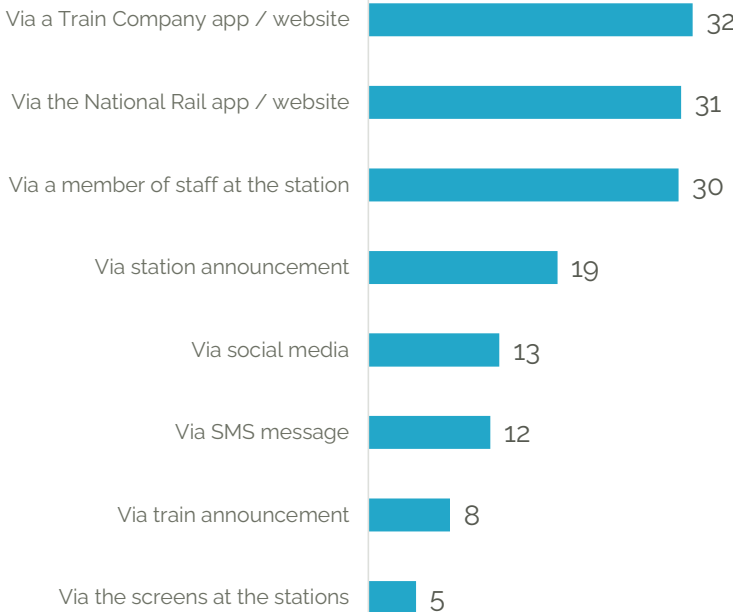
Validity of ticket with alternative TOCs when disrupted

Less than 2 in 10 customers experiencing delays saw information about travelling with alternative TOC's, mainly through the train company app/website or the national rail app/website. Satisfaction with these channels has dropped compared to previous quarters however, over three quarters of customers are still satisfied with how the information was received.

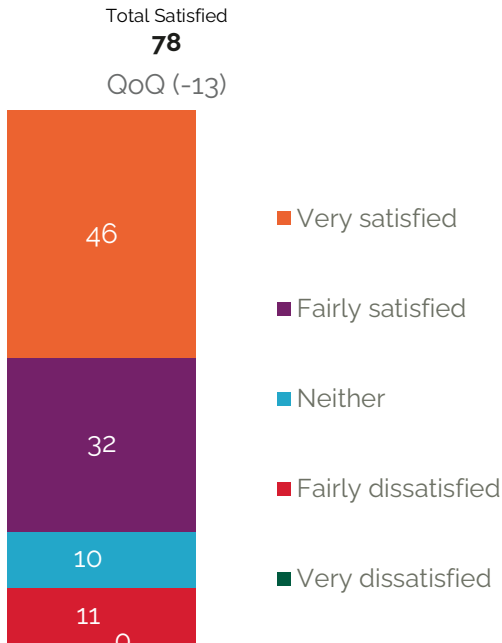
Saw information about ticket being valid with other TOCs during major disruption (%)



How the information was received (%)



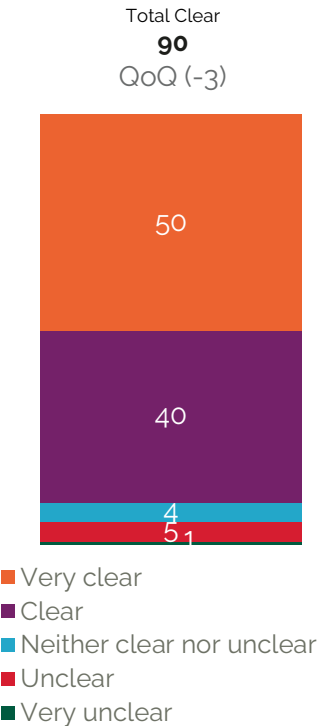
Satisfaction with how information was received (%)



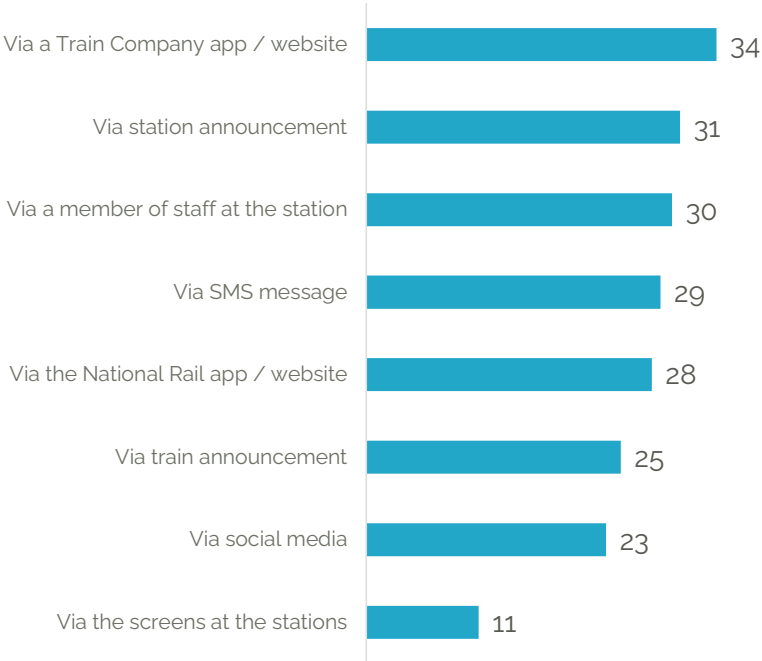
Validity of ticket with alternative TOCs when disrupted

Of those who were given this information, 9 in 10 rated the information received around travelling with alternative TOC's as clear. In future, customers stated they would most like to receive information via a train company app/website (34%) but via station announcements (31%) and a member of staff at the station (30%) score highly too.

Clarity of information (%)

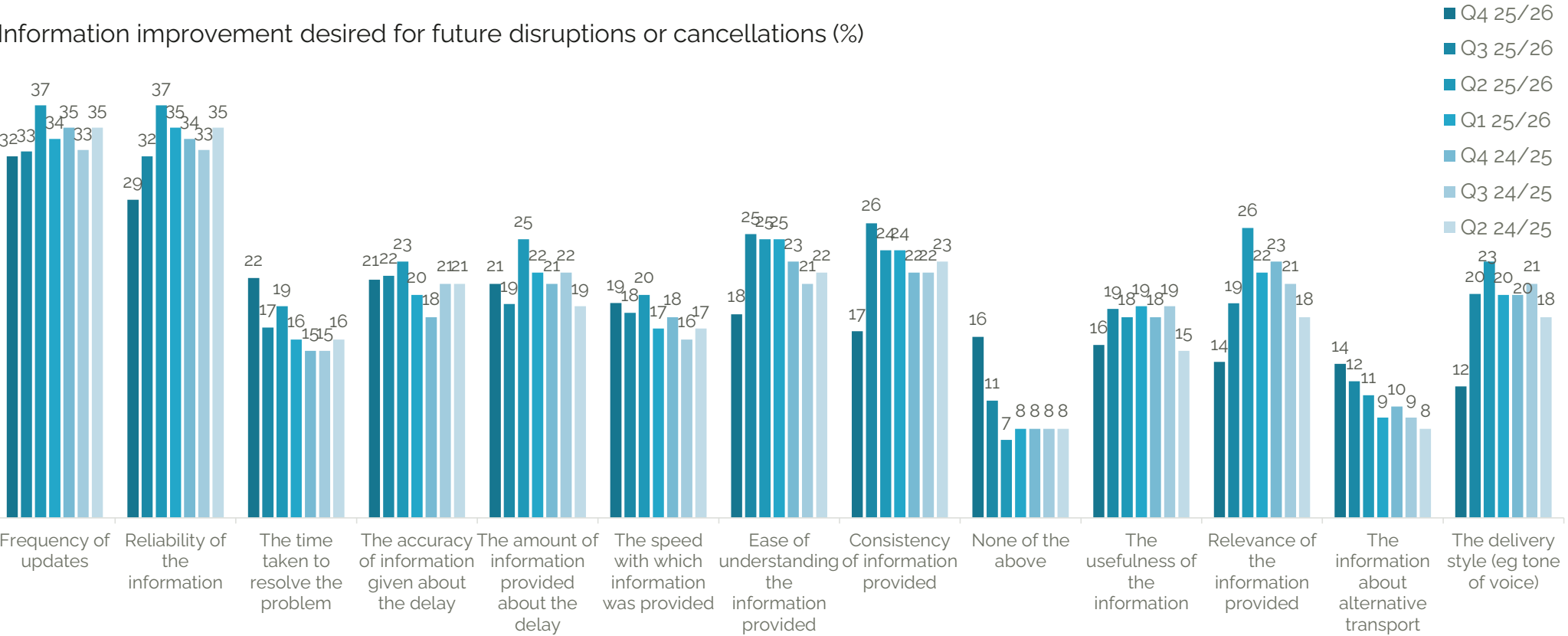


How they would like to receive the information in the future (%)



Improvements desired for information on disruptions in the future

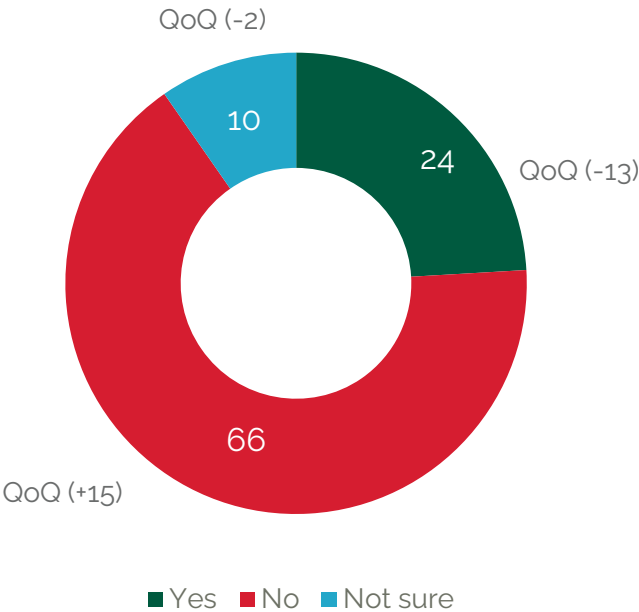
Frequent and reliable updates remain the most desired information when handling disruptions and cancellations. Relevance and delivery style have dipped this quarter compared to previous quarters, suggesting this has improved recently.



Awareness of disruption video

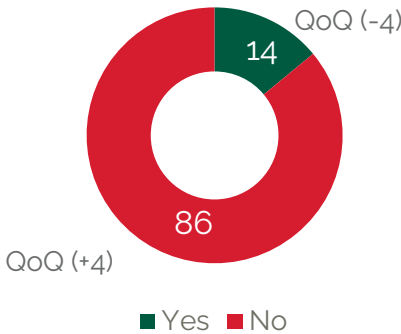
Unprompted awareness of the disruption video has declined again this quarter. After being prompted by the video, of those initially unaware, 14% stated they had in fact seen these videos. Of those who had seen the video before, 62% said they had used it to help them find out about the disruption.

Unprompted awareness (%)

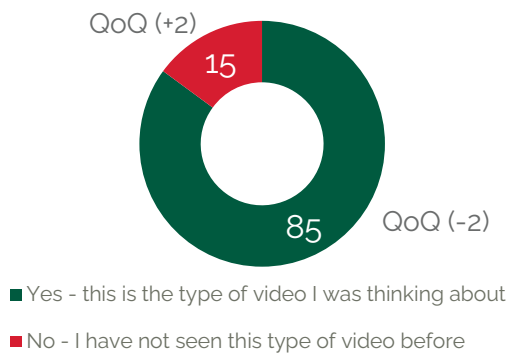


Awareness after seeing the video (%)

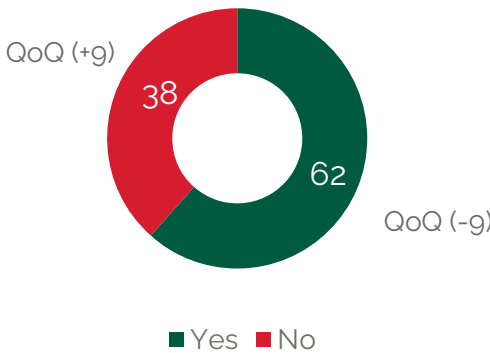
Among those who were unaware unprompted



Among those who were aware unprompted



Usage of video (%) - among those who were aware after seeing video



Ratings of the video on disruption

Ratings on the disruption video are down this quarter compared to last. Two thirds of customers said they were likely to use the video themselves and recommend it to others. The large majority of customers were satisfied with the information and over three quarters found the information useful.



How likely are you to consider using a video such as this in the future to find out about disruption? (2571) How likely are you to recommend using a video like this to inform other passengers about service disruption? (2571) Overall, how satisfied are you with the information provided in the videos you have seen previously/just watched? (2520) And overall, how would you rate the usefulness of the information provided in the videos you have seen previously/just watched? (2571)



Appendix

Rail Delivery Group

 National Rail



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Best parts of information provision during the journey

Most customers praise the information given during their train journeys when it's super clear and also accurate. They like the in real time updates letting you know exactly when you will reach your destination.

Best parts of information provision during your journey



A delay just outside Worcester Shrub Hill was explained promptly by the train manager, who also provided an update before we got moving again
No disruption/Great Western Railway/Leisure



The information was clear and timely about the 10-minute train delay. Appreciate the delay was communicated promptly which helped me adjust my plans and reduce uncertainty.
Minor disruption/GTR/Business



Being given accurate information as to the various stations en route. Where to change for ongoing travel, relevant as I had to change to complete my journey. Safety information re disembarking from the train.
No disruption/ScotRail/Leisure



Current & clear 'live' train status displayed on both platform digital displays & in the train. I am hard of hearing & very much rely on visible rather than audible information when travelling
No disruption/Transport for Wales/Leisure



We were kept fully informed that the train was cancelled & a bus replacement service was laid on. We were also informed where to pick up the bus service & the reasons why the service was cancelled
Major disruption/c2c/Leisure



Clear and detailed information regarding the trips, how the service would run and helpful tips to make train travel easy and reliable
No disruption/West Midlands Railway/Commuter



The best part was having first hand information on the progress of your journey. It made the whole trip feel secured
No disruption/CrossCountry/Leisure



I was kept up to date all the way and notified of any potential delays and disruptions. As an anxiety sufferer this gave me real peace of mind.
Major disruption/London Northwestern Railway/Leisure



The integration between the station display and the mobile app was seamless. I appreciate receiving a notification about a delay before I reach the platform
No disruption/West Midlands Railway/Commuter

Parts of information provision requiring improvement

Customers had many suggestions for how information provision could be improved. One of the main suggestions is to give as much detail about why a delay is happening as possible, ensuring that it's accurate.

Improvements needed for information provision based on your journey

More than one explanation was given for the delay. I would like to be given the real reason for the delay.
Minor disruption/South Western Railway/Leisure

I think the information and notifications from the app should be updated in real time and personalised. It will enhance efficiency of customer services
No disruption/Northern/Business

It could have provided more frequent updates during the trip which confirmed where we were and how long to the next destination
No disruption/ScotRail/Leisure

Giving more detailed updates about the reason for the 10-minute delays and whether there was any possibility for further delays
Minor disruption/Thameslink/Business

Announcements should be clearer and repeated when necessary, especially during delays, platform changes and upcoming stops.
No disruption/Avanti West Coast/Business

The only thing that could be improved is the actual delay times. It constantly adds longer to the delay time. I'd rather know the full extent of the delay
No disruption/Northern/Commuter

I couldn't hear any announcements by the guard, he said something but the audio quality was too muffled to know what
No disruption/Great Western Railway/Leisure

There is a common problem that 3 minutes before the train is due, it says the train is 1 minute late, then as that new time approaches, the time goes back 1 minute again and again and again. It makes planning at the time almost impossible.
Major disruption/Transpennine Express/Business

I like to know why trains are late and if the problem will get worse during the journey
No disruption/Transport for Wales/Business

Information tailored to their needs

When discussing how information was tailored to customers apps came up frequently as all the information is specifically tailored to your journey as opposed to generic announcements or screens that are aimed at all customers.

How was information tailored to their needs?



It was in the app so it had all my information saved and gave me notifications and live updates
Minor disruption/East Midlands Railway/Leisure



I was able to know where I am during the journey and when I will be reaching my destination
No disruption/Great Northern/Commuter



That I was on the right train and stops announced and what carriages to be on to align at the station if you wanted to get off
No disruption/Southern/Leisure



I sometimes forget my stops but when it's mentioned and shown on the screen, it enables me not to forget where I am stopping
No disruption/West Midlands Railway/Commuter



It explained the reasons for the delay, the new ETA and options for refund claims and apologised. You can't ask for more than that
Major disruption/Avanti West Coast/Business



I need to alight at a station with a short platform and therefore not all carriage doors opened
No disruption/Grand Central/Leisure



It accurately told me what time to expect to arrive at my destination which was important as I had a flight to catch
No disruption/Transpennine Express/Leisure



It enabled me to plan my ongoing journey. There was no hassle at all. I was able to arrange to be collected and my family member was not made to wait or wonder where I was
No disruption/c2c/Business



The app updates were filtered specifically for my journey, so I didn't have to sift through information about other lines or unrelated delays
No disruption/London Overground/Business

Information that was not tailored to their needs

For the few who did suggest improvements to make information more personalised to each individual the main improvements suggested were around delays. Providing accurate information and in a timely manor giving customers plenty of time to make alternative plans if necessary.

How was information not tailored to their needs?

We were not given specifics other than cancelled or delayed

Major disruption/ScotRail/Leisure

They started by saying there would be a delay making me continue to go to the station and it wasn't until I was on route that they told me it was totally cancelled but they offered no alternative which didn't help as I needed to be somewhere

Major disruption/Avanti West Coast/Leisure

There are so many different sets of information, some irrelevant, scrolling through the display screens can be frustrating if you have lost track of where train is

No disruption/Elizabeth Line/Leisure

There is so much loud repetitive unnecessary on train information that it ruins my travel experience, does not allow me to relax or even settle down to read a book

No disruption/Thameslink/Leisure

It was very vague, poorly timed and inaccurate

Major disruption/South Western Railway/Leisure

It was not frequent enough

Major disruption/West Midlands Railway/Leisure

No information of where my carriage would stop on the platform

No disruption/East Midlands Railway/Leisure

Didn't include details about accessibility options or alternative routes in case of delays

No disruption/ScotRail/Commuter

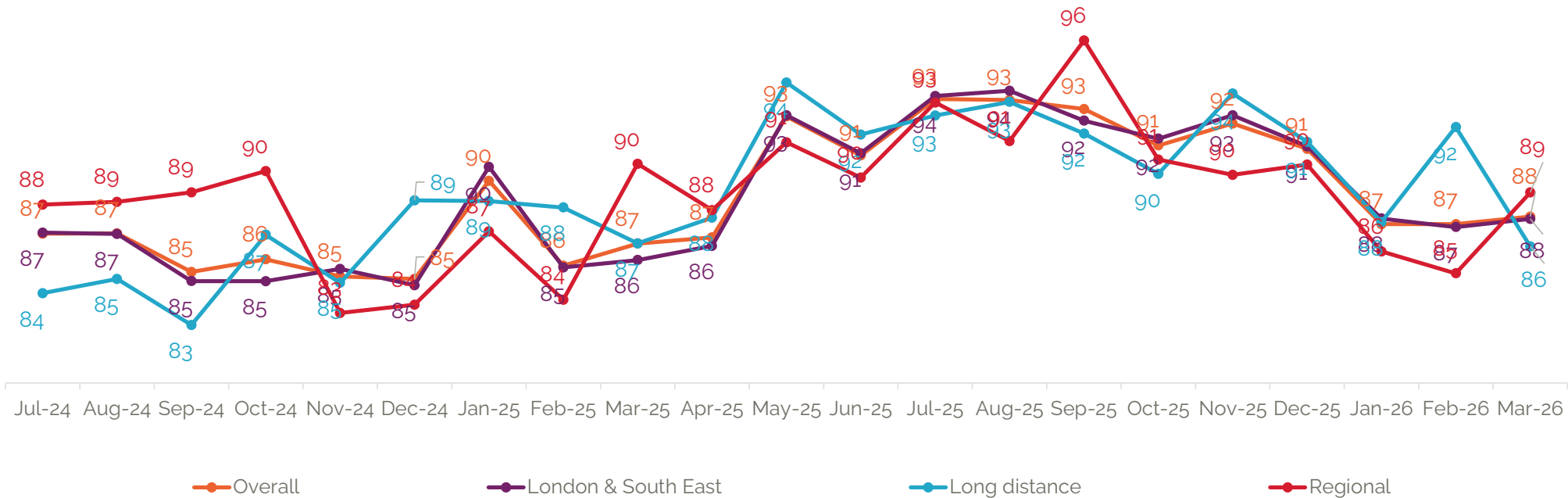
I want to know that trains are cancelled/delayed before I am standing in the cold on the platform not once I have paid and I have no choice

Minor disruption/Southeastern/Business

Overall satisfaction with information provision

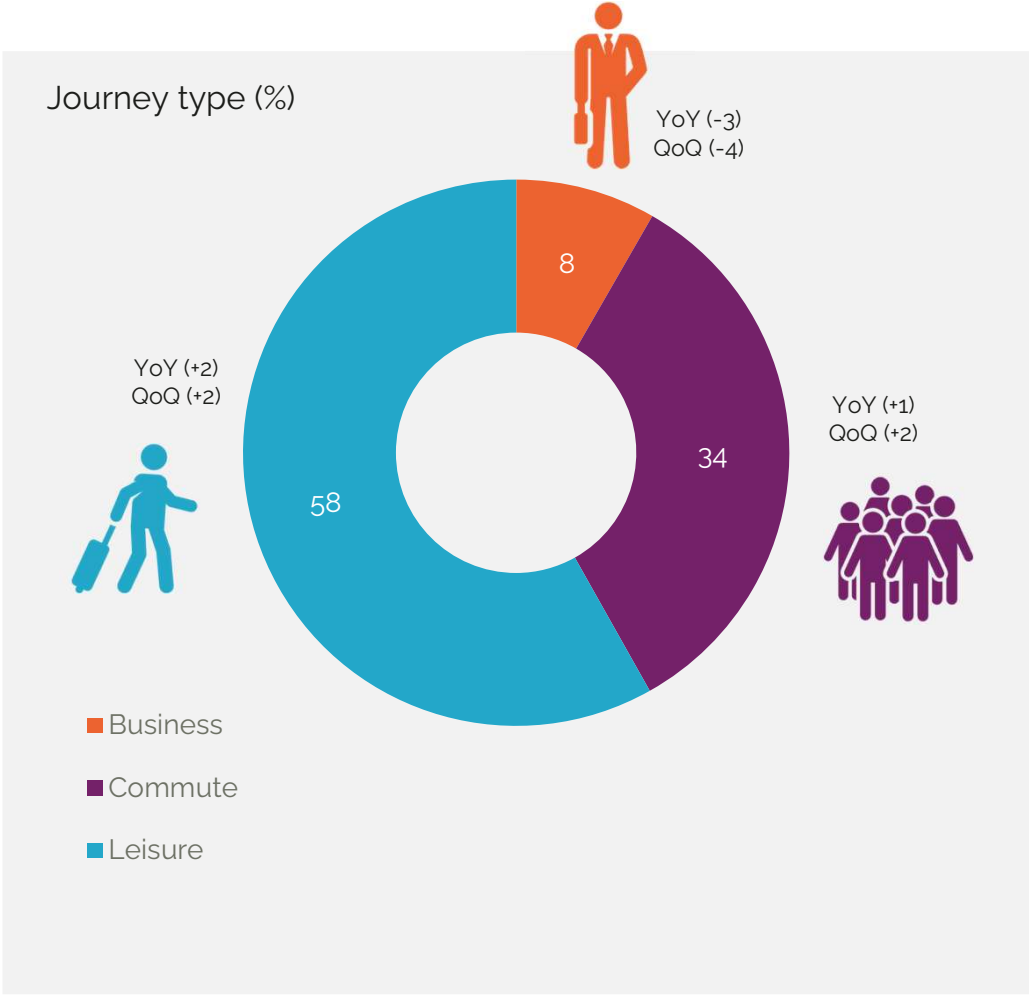
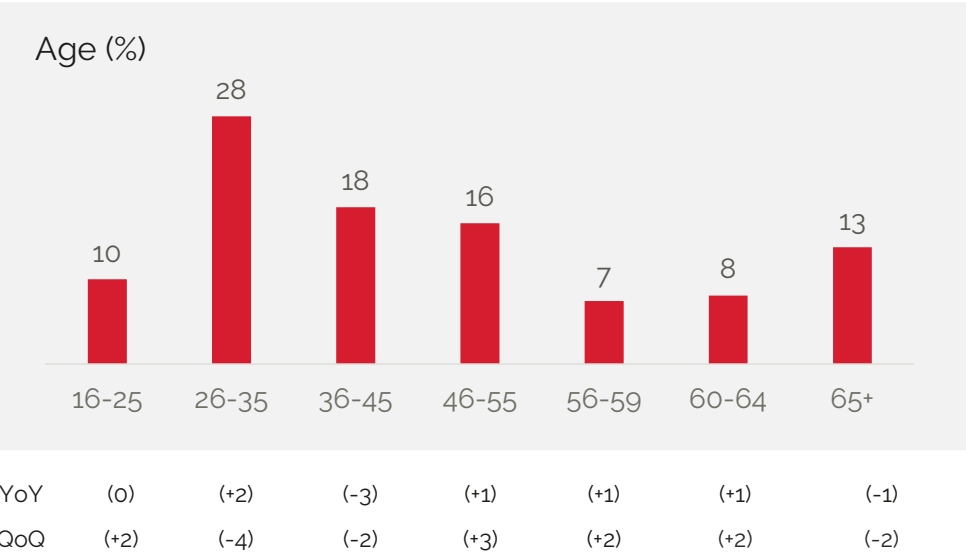
Satisfaction with the information provided is closely aligned across sectors. However, the downward trend in satisfaction since October 2025 continues this quarter (the increase in long distance was reversed in March and was lower than the January result).

Overall satisfaction with information provision by TOC sectors (%)



Overall, how satisfied were you with the information provided during your journey? (excl DK)
Oct/Nov/Dec 23/Jan/Feb/Mar 24/Apr-Jun 24/July'24/Aug'24/Sept'24/Oct'24/Nov'24/Dec'24/Jan'25/Feb'25/Mar'25/Apr 25/May 25/Jun 25/Jul 25/Aug 25/Sep 25/Oct 25/ Nov 25/Dec 25/ Jan 26/Feb 26/Mar 26
- Overall (851/848/853/855/851/850/848/850/851/848/850/848/853/851/852/854/850/854/852/856/852/854/855/851/851/856/853/857/853/842),
London + SE (480/470/513/507/487/501/507/468/479/453/462/476/473/493/458/467/468/492/478/481/460/ 485/486/479/463/460/456/456/448/455),
Long Distance (188/184/184/178/179/184/175/205/194/206/211/196/202/188/202/199/209/187/200/194/217/ 201/197/198/202/201/210/218/222/194),
Regional (183/194/154/168/184/163/166/176/175/186/177/173/174/169/188/188/172/175/172/176/172/ 163/169/170/185/190/185/183/183/192).

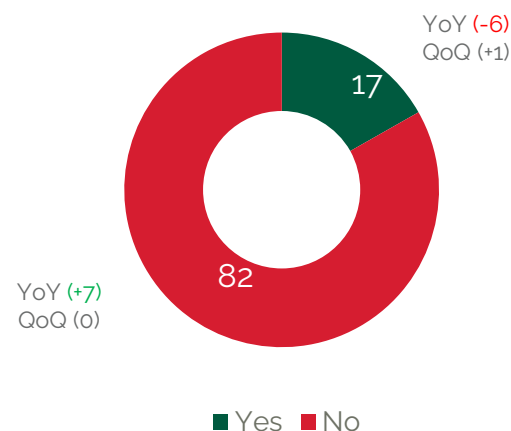
Demographics



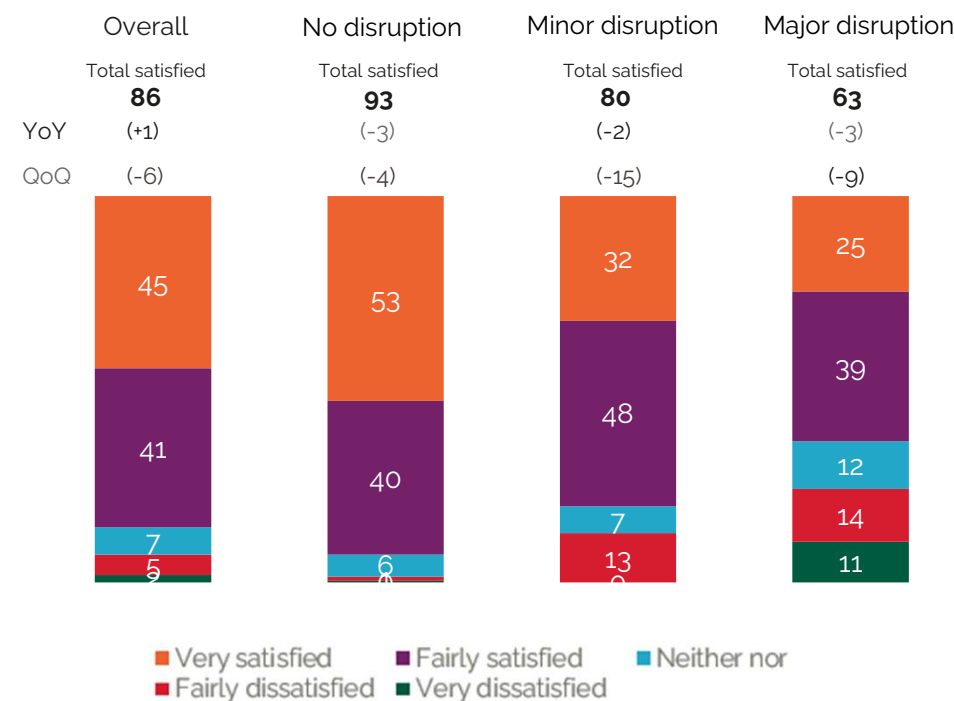
Overall satisfaction with information provision by disability

In the latest quarter, 17% of those travelling by train had a disability, which is significantly less than this time last year. Ratings of information provision among those with a disability are high and is correlated by extent of disruption.

Those with a disability (%)

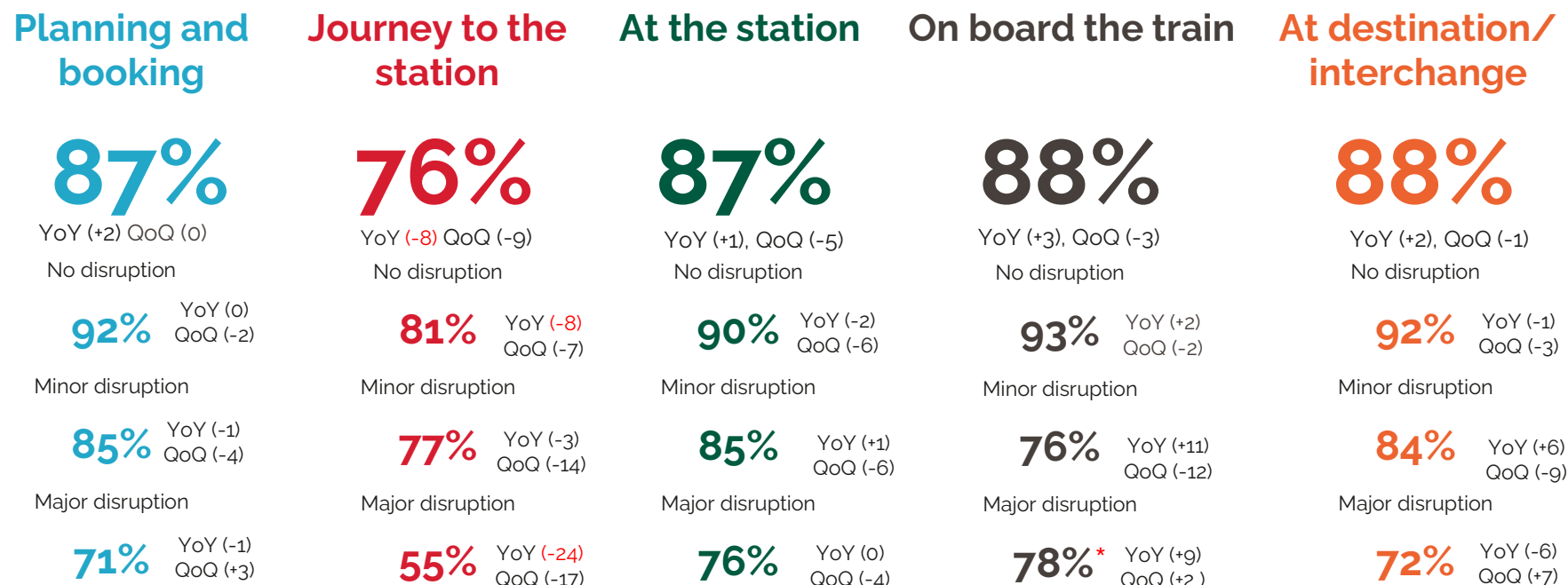


Among those disabled, overall satisfaction with information provision by disruption (%)



Overall satisfaction with information provision across journey stages by disability

Satisfaction ratings are generally quite high for each journey stage among disabled customers. However there has been a significant decrease in satisfaction at the journey to the station stage compared to this time last year. However, all other stages have higher satisfaction than this time last year.



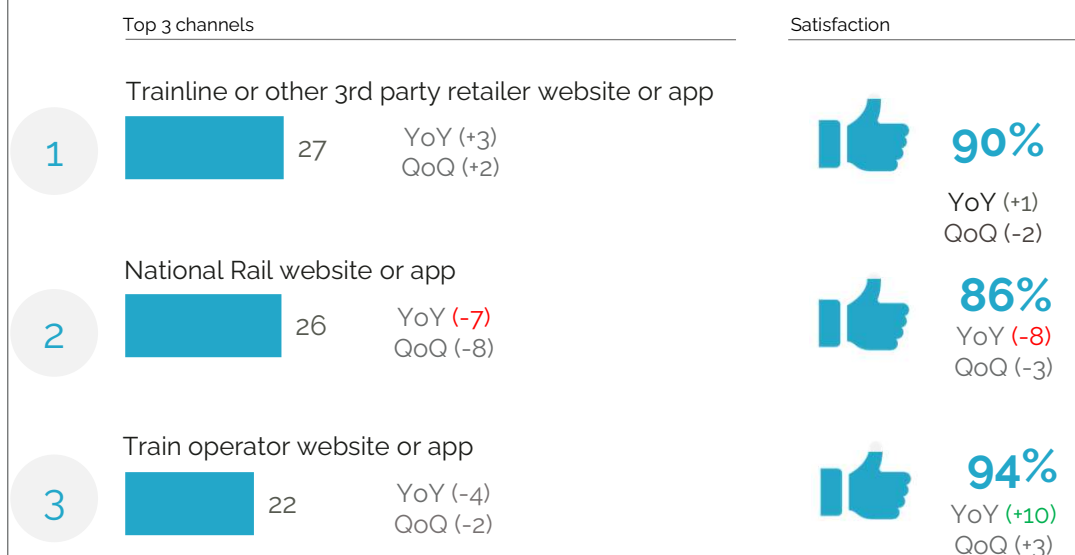
We'd now like you to think about the information your received when your journey. Overall, how satisfied were you with the information provided about your upcoming rail journey when Overall (Planning and booking/Journey to the station/At the station/On board the train/At destination/interchange) (347/254/337/291/311)

*Refers to where the base is below 50. **Refers to where the base is below 30 and too low to show

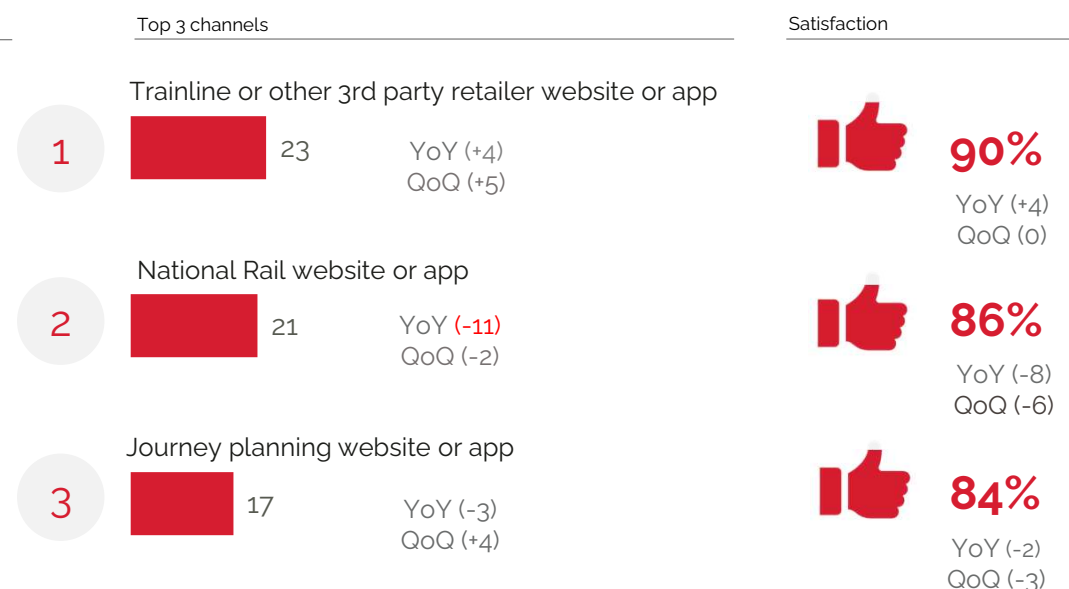
Top channels used at each journey stage by disability

During the planning and booking stage trainline or other 3rd party websites or apps have overtaken the national rail website or app as the most used channel. At this stage we have seen a significant increase in satisfaction with the train operators websites or apps but a significant decrease in satisfaction with the national rail website and app for disabled customers. Similarly on the journey to the station trainline or other 3rd party websites and apps are the most used channel for disabled customers.

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



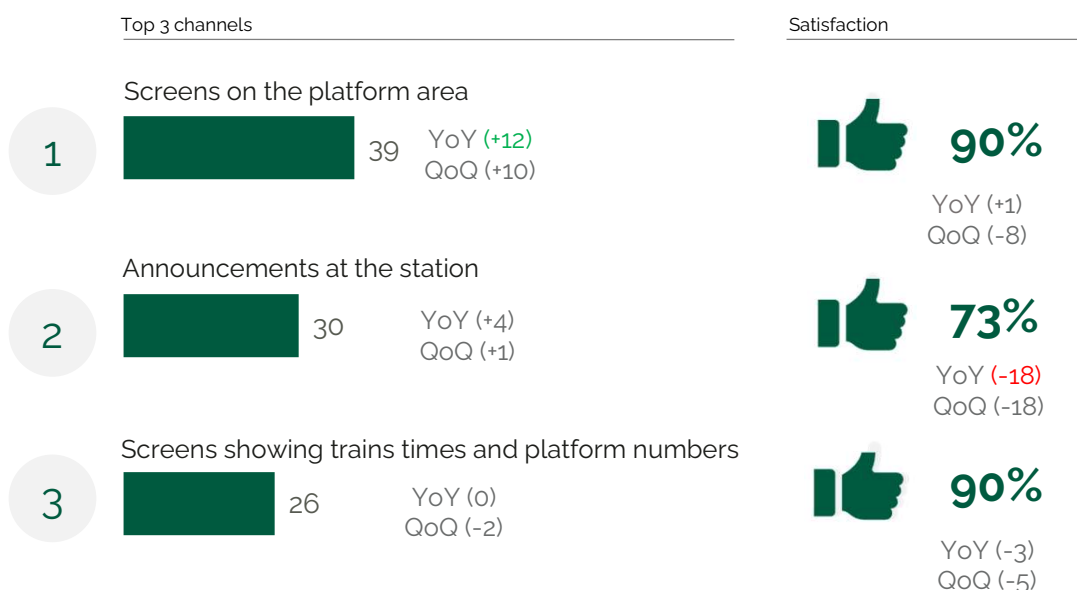
Top 3 channels used during the journey to the station and their satisfaction (%):



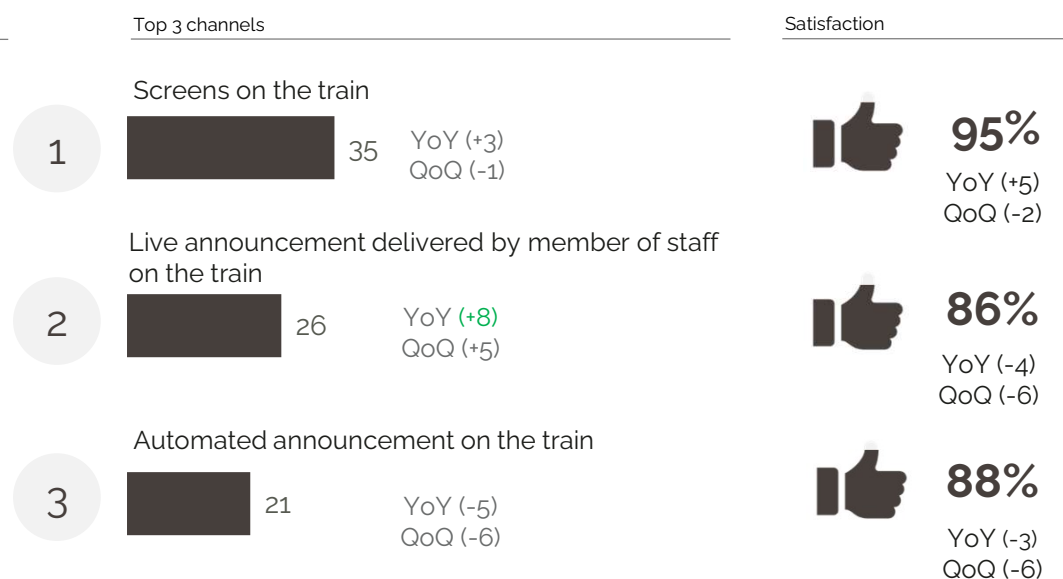
Top channels used at each journey stage by disability

At the station close to half of disabled customers use the screens on the platform areas for information, this is up 12% compared to last year. Also comparing to last year satisfaction with announcements at the station is significantly down. On board the train screens are the most popular channel for information for disabled customers and they have very high satisfaction.

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



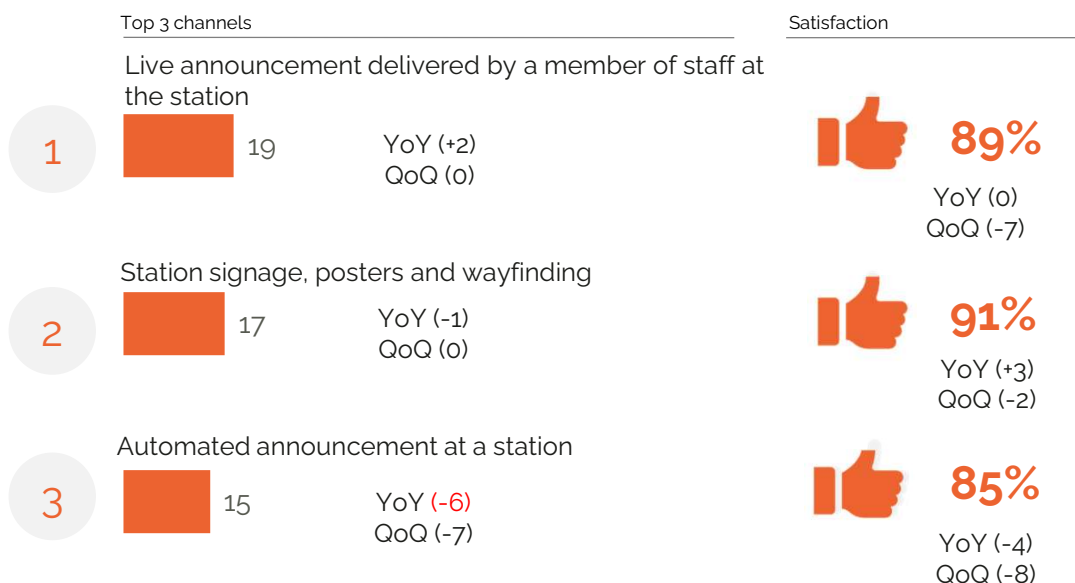
Top 3 channels used on board the train and their satisfaction (%):



Top channels used at each journey stage by disability

For disabled customers when at the destination or interchange station, live announcements delivered by a member of staff at the station is the most used channel followed by station signage, posters and wayfinding. Of the 3 most used channels station signage, posters and wayfinding have the highest satisfaction.

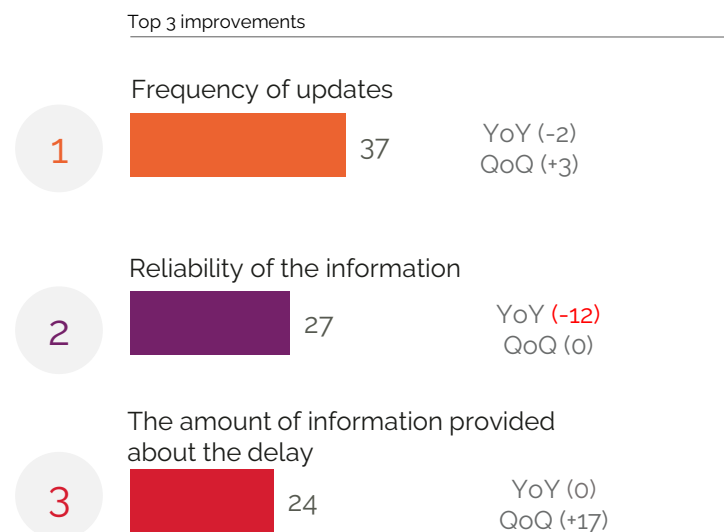
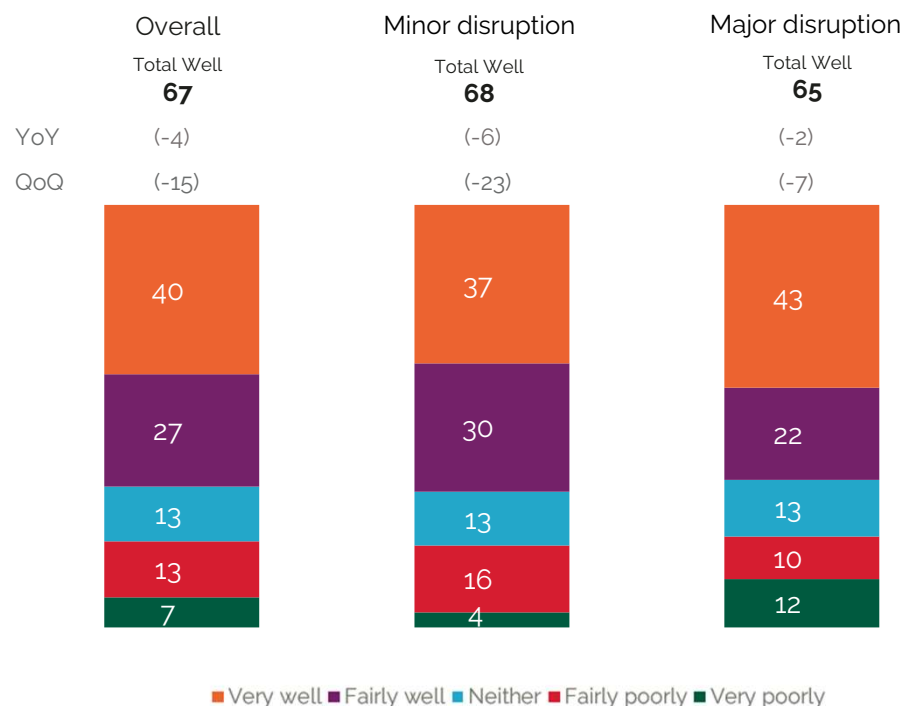
Top 3 channels used at the destination/ interchange and their satisfaction (%):



Overall rating of information provided about the delay and key improvements

Overall, two thirds of disabled customers are happy with the information provided about delays. For disabled customers the areas to focus on for improvement are the frequency of updates and the reliability of information.

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



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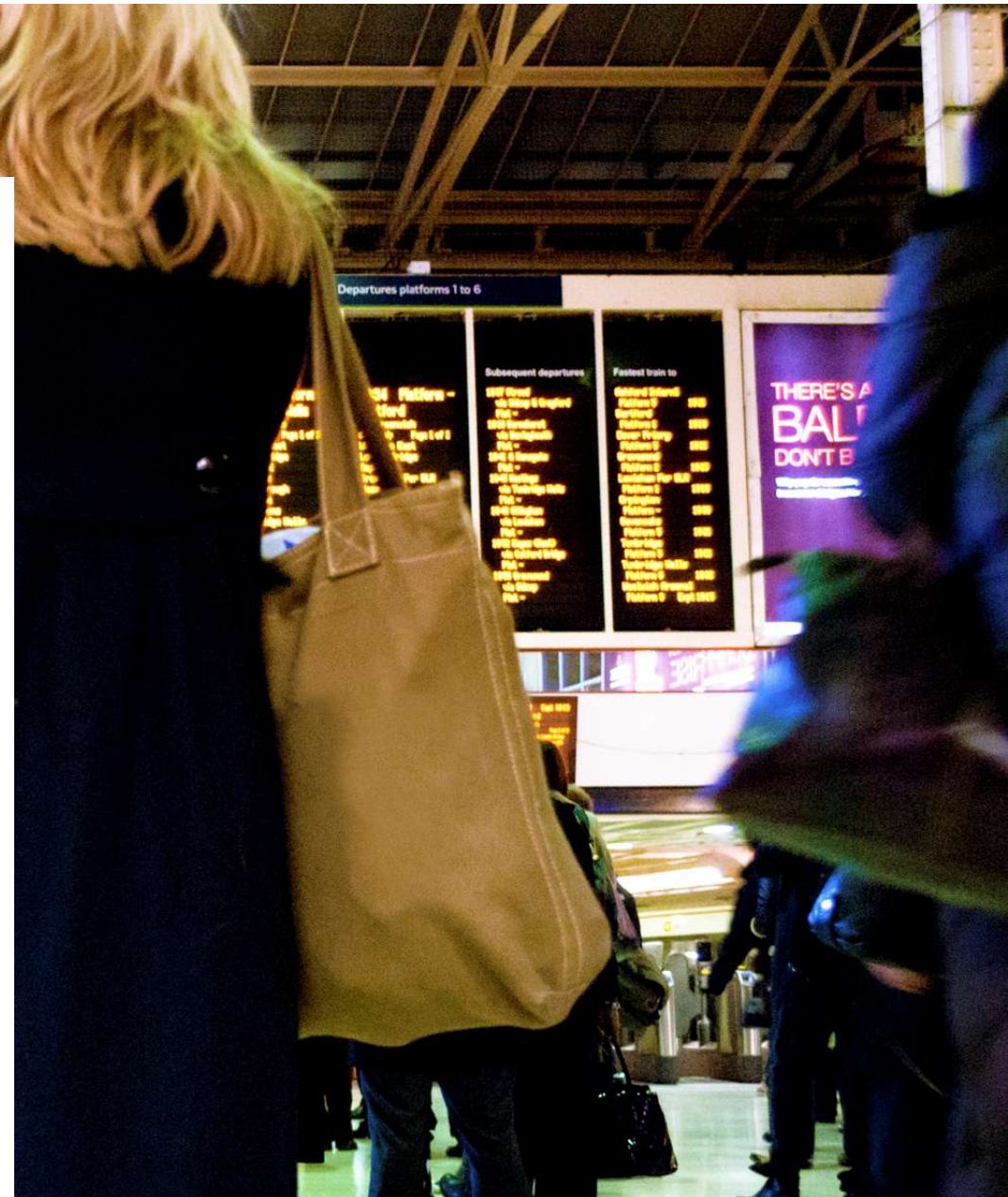


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