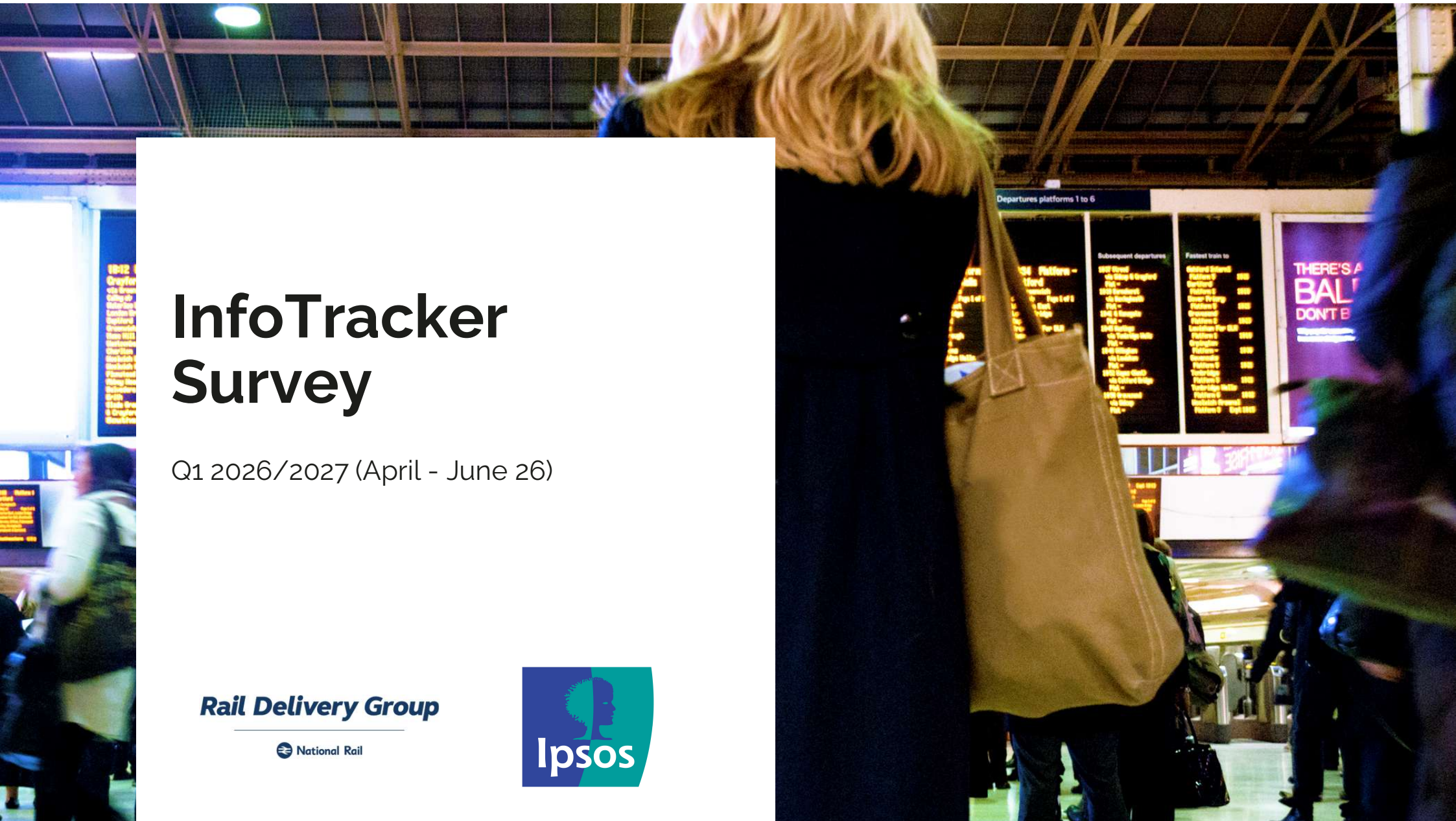


InfoTracker Survey

Q1 2026/2027 (April - June 26)

Rail Delivery Group



Content

Background and methodology	3
Summary	4
Overall satisfaction	5
Key performance indicators	10
Stages of the journey	20
Planning and booking	20
Journey to the station	33
At the station (including staff interaction)	37
On board the train	46
Destination/interchange station	55
After Journey	60
Experience with disruptions	63
Appendix	79
Contact	92

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 1 2026/2027 among n=2,571 respondents.

The fieldwork was conducted from 1st April to 30th June 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 (achieved for 15 TOCs)
- 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. (Actual: 71%/13%/16%)

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 remains strong, but has dipped versus the same time last year



Overall satisfaction with information provision remains high (88%). Although there is some decline in scores across journey stages versus the same time last year. Satisfaction with key information attributes has also declined year-on-year, particularly consistency of information (84%, -5pts).

Increase in customers experiencing major disruption driving satisfaction declines



The declines in customer satisfaction that are evident are likely being caused by an increase in the proportion of customers surveyed that experienced major disruption during their journey, as opposed to minor disruption, compared to a year ago (+9%). The longer the disruption the more information customers are likely to want, and the rail industry doesn't always deliver this desired level of information.

Major disruption and cancellations remain the key driver of dissatisfaction

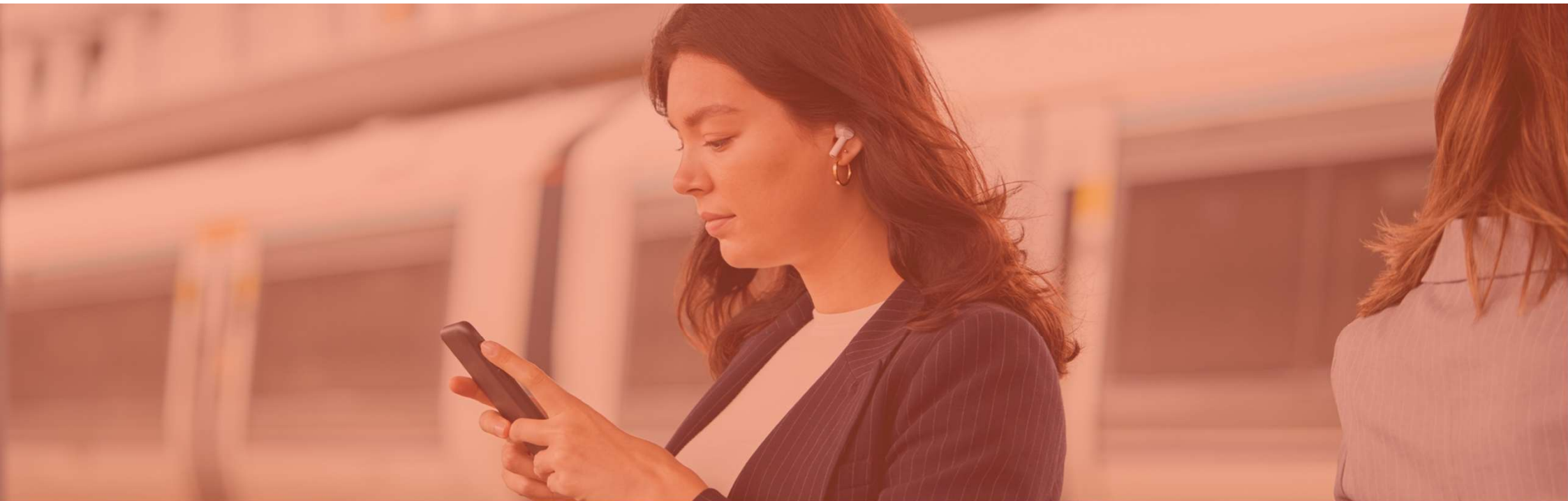


Customers experiencing major disruption or cancellations continue to report substantially lower satisfaction than those experiencing no or minor disruption. Overall satisfaction falls from 94% among those experiencing no disruption to 61% among those experiencing major disruption. While recent declines in communication measures are concentrated among those experiencing severe disruption. Satisfaction is particularly poor for information about delay length, compensation, consistency of updates and timeliness of communication, highlighting these as critical areas for improvement.

Existing channels perform strongly, but communication quality remains the challenge



Apps, websites, screens and announcements continue to achieve some of the highest satisfaction scores in this research. However, customers remain less satisfied with the frequency, reliability and usefulness of information provided during disruption, suggesting the greatest opportunity lies in improving the quality, consistency and actionability of communications delivered through these channels.



Overall satisfaction

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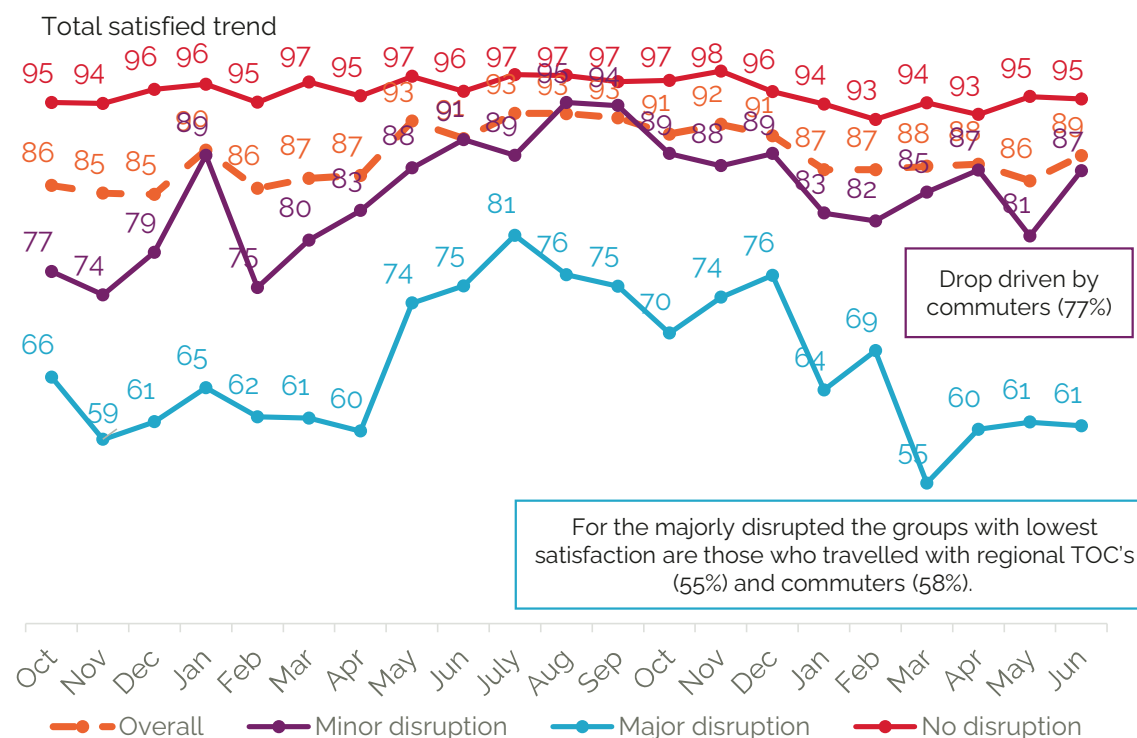
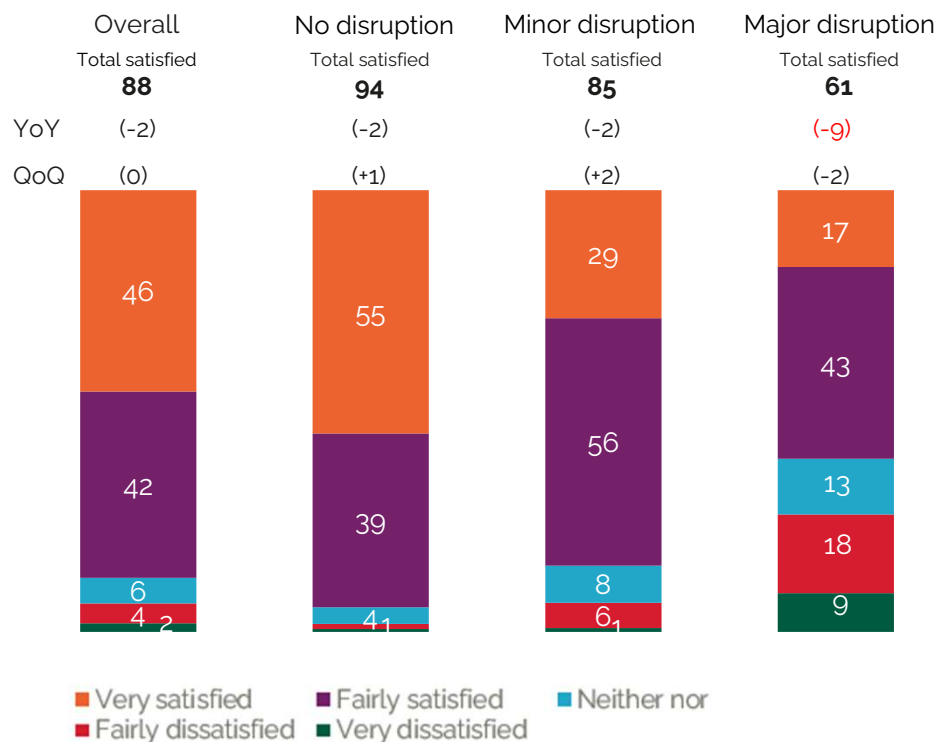


[Return to contents](#)

Overall satisfaction with information provision (1/4)

Overall satisfaction with information provision (% very + fairly satisfied) has stayed consistent with last quarter and to a year ago. The most notable change is the significant decrease in satisfaction for those who were majorly disrupted compared to last year down gppts. The satisfaction of majorly disrupted passengers has recovered compared to the low we saw in March of this year but has not reached the levels of this time last year. It's worth noting however that this time last year we saw unusually high satisfaction scores compared to the general trend since tracking began.

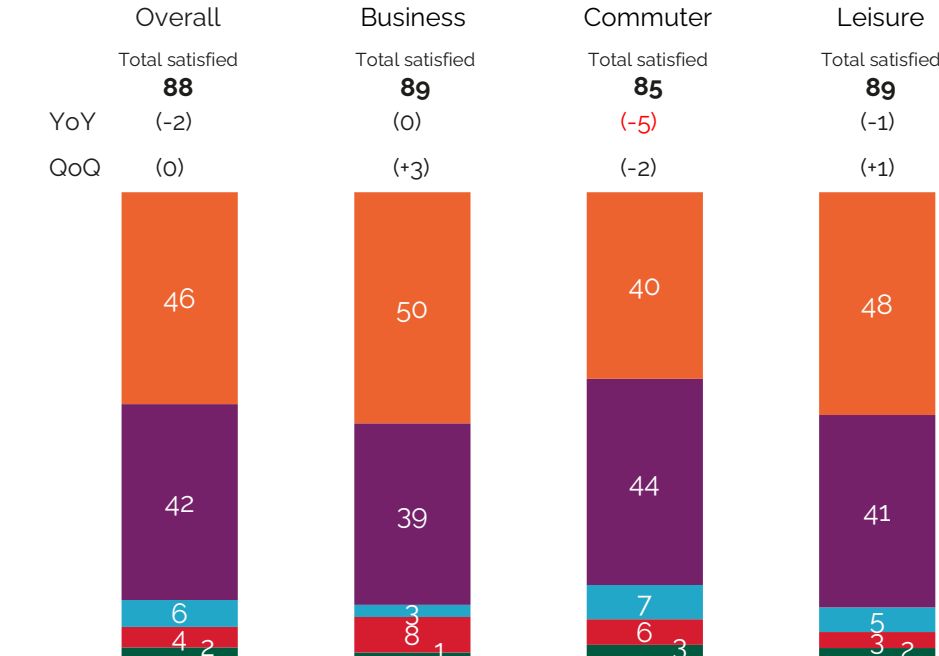
Overall satisfaction with information provision by disruption (%)



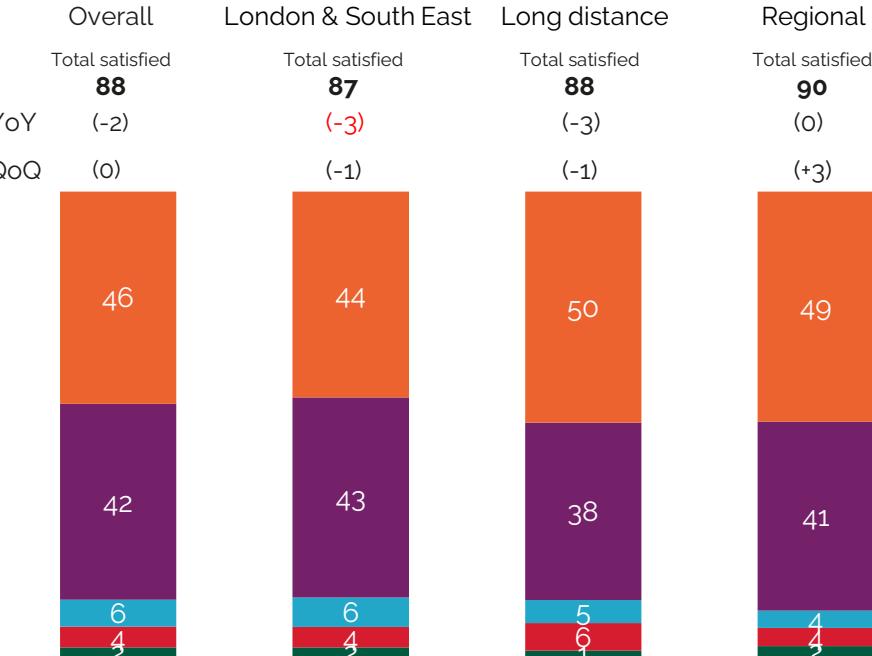
Overall satisfaction with information provision (2/4)

Satisfaction remains high across all journey types and sectors (85–90%), however we have seen a significant drop in satisfaction for commuters compared to a year ago. Last quarter saw a drop in satisfaction for Business customers (86%) but this has recovered again this quarter. Across all TOC sectors satisfaction remains very high (87–90%) but we have seen a significant decrease in satisfaction among London and South East TOC's in comparison to last year which is mainly being driven by commuters travelling with these TOC's (84%).

Overall satisfaction with information provision by journey type (%)



Overall satisfaction with information provision by TOC sectors (%)

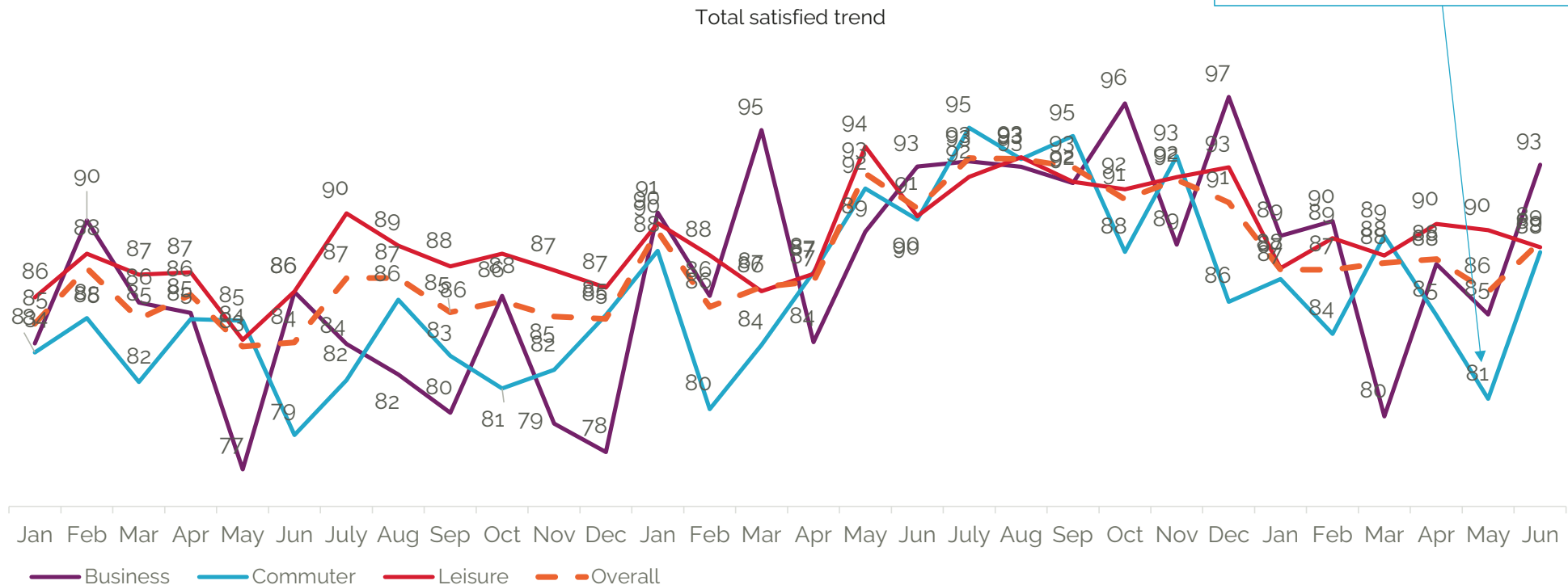


Very satisfied Fairly satisfied Neither nor Fairly dissatisfied Very dissatisfied

Overall satisfaction with information provision (3/4)

The drop in satisfaction for Business customers that we saw last quarter seems to have recovered this quarter hitting 93% in June however always approach business with caution due to the lower base size of this group, making scores more changeable. Satisfaction amongst commuters drops in May this quarter which is likely related to the heatwave we saw in this month and commuters still needing to use the trains despite the challenging conditions. Leisure held steady around 89%.

Overall satisfaction with information provision by customer type (%)



Overall, how satisfied were you with the information provided during your journey? (excl DK) Apr-Jun 26 – Overall (781/921/849) Customer type: Business (74/74/78), Commuter (246/289/238), Leisure (461/558/533)
UK Heatwaves dates: 22/05/26-31/05/26, 19/06/26-28/06/26. Significantly higher in green. Significantly lower in red.

Overall satisfaction with information provision (3/3)

Most TOCs score highly on information provision. GWR saw a significant increase in satisfaction compared to a year ago, whilst Chiltern and London Northwestern saw the biggest declines.

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	84 (-7)	14 (-6)	21 (+5)	66 (0)	 Great Northern	92 (+3)	18 (-5)	18 (0)	63 (+5)	 NORTHERN	85 (-3)	11 (-3)	20 (0)	69 (+3)
 c2c	86 (-5)	14 (-7)	17 (-3)	69 (+11)	 GWR	93 (+9)	11 (0)	14 (-9)	75 (+10)	 ScotRail SCOTLAND'S RAILWAY	96 (+5)	5 (-5)	5 (-3)	90 (+9)
 Chilternrailways by arriva	86 (-10)	12 (-9)	10 (+4)	78 (+5)	 Heathrow Express	**	Base size too low			 southeastern	87 (-2)	12 (-4)	12 (-7)	75 (+11)
 crosscountry by arriva	89 (-4)	16 (-11)	17 (0)	67 (+11)	 HullTrains Your local link to London	**	Base size too low			 SOUTHERN	91 (+2)	11 (0)	14 (-1)	75 (+1)
 E M R	90 (-1)	11 (-5)	18 (0)	70 (+1)	 LNER LONDON NORTH EASTERN RAILWAY	87 (-5)	13 (+2)	18 (+1)	69 (-3)	 South Western Railway	85 (-5)	13 (-4)	18 (+3)	69 (+1)
 ELIZABETH LINE	87 (-4)	18 (-11)	15 (+4)	67 (+7)	 London Northwestern Railway	81 (-10)	21 (-3)	26 (+7)	53 (-5)	 ThamesLink	83 (-8)	13 (-6)	20 (+3)	67 (+3)
 GX GATWICK EXPRESS	**	Base size too low			 OVERGROUND	87 (-5)	13 (-18)	22 (+5)	66 (+13)	 TRANSPENNINE EXPRESS	90 (+3)	13 (-1)	25 (+4)	62 (-3)
 GRAND CENTRAL by arriva	**	Base size too low			 lumo	**	Base size too low			 TRAFNIDIAETH CYMRU TRANSPORT FOR WALES	86 (-3)	16 (+1)	15 (+4)	68 (-4)
 greateranglia	89 (-1)	9 (-14)	11 (-7)	80 (+21)	 Merseyrail	93 (+2)	11 (-7)	15 (+4)	74 (+3)	 West Midlands Railway	91 (+1)	12 (-4)	12 (-3)	76 (+7)

Overall, how satisfied were you with the information provided during your journey? (excl DK) Apr-Jun 26 – Overall (2551), Disruption type: Minor (326), Major (416), None (1809).

*Refers to TOCs where the base is between 30-50. **Refers to TOCs where the base is below 30 and too low to show. Significantly higher in green. Significantly lower in red.

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National Rail





Key performance indicators

[Return to contents](#)

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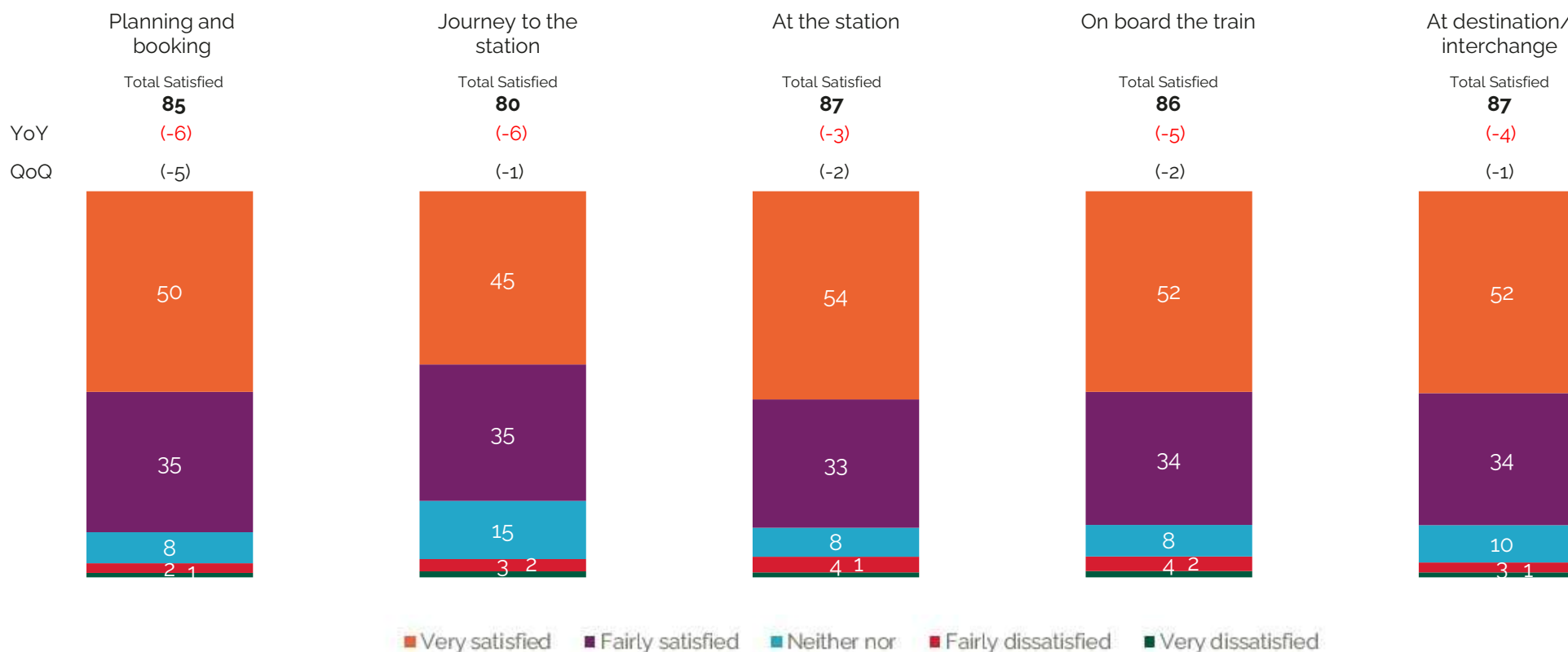
 National Rail



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

Satisfaction with information is broadly consistent across journey stages (80–87%), all stages are relatively stable bar 'Planning and Booking', quarter-on-quarter. Compared to this time last year satisfaction has significantly decreased across all stages of the journey with the biggest shifts seen pre-travel at the 'Planning and Booking' and 'Journey to the Station' stages however this is partly due to the rise we saw in scores last year and therefore this drop represents a return to the baseline rather than a dramatic decrease in the longer-term trend.

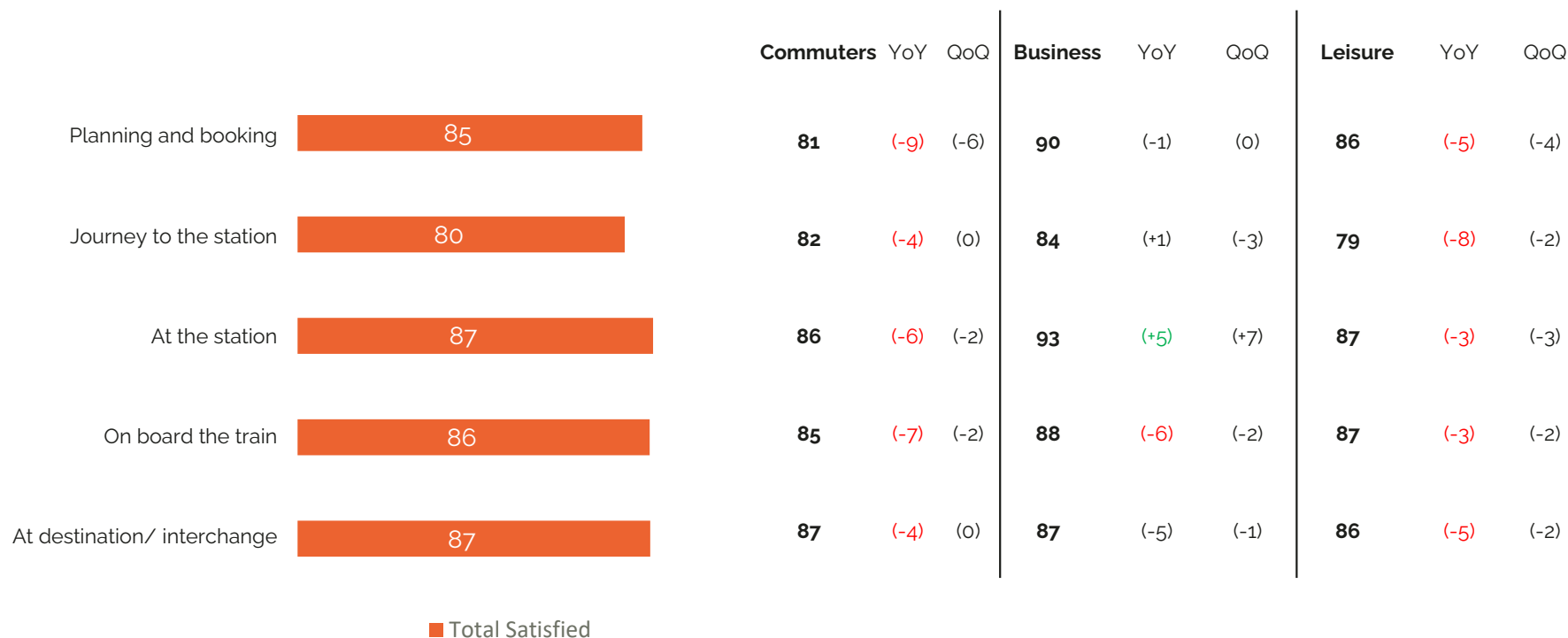
Overall satisfaction with information provided at each journey stage (%)



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

For both commuters and leisure customers satisfaction across all stages of the journey is significantly lower than it was last year, with the biggest shift at the planning and booking stage for commuters and the journey to the station for leisure customers. This quarter Business customers rated satisfaction with information at the station significantly higher than last year reaching as high as 93%.

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

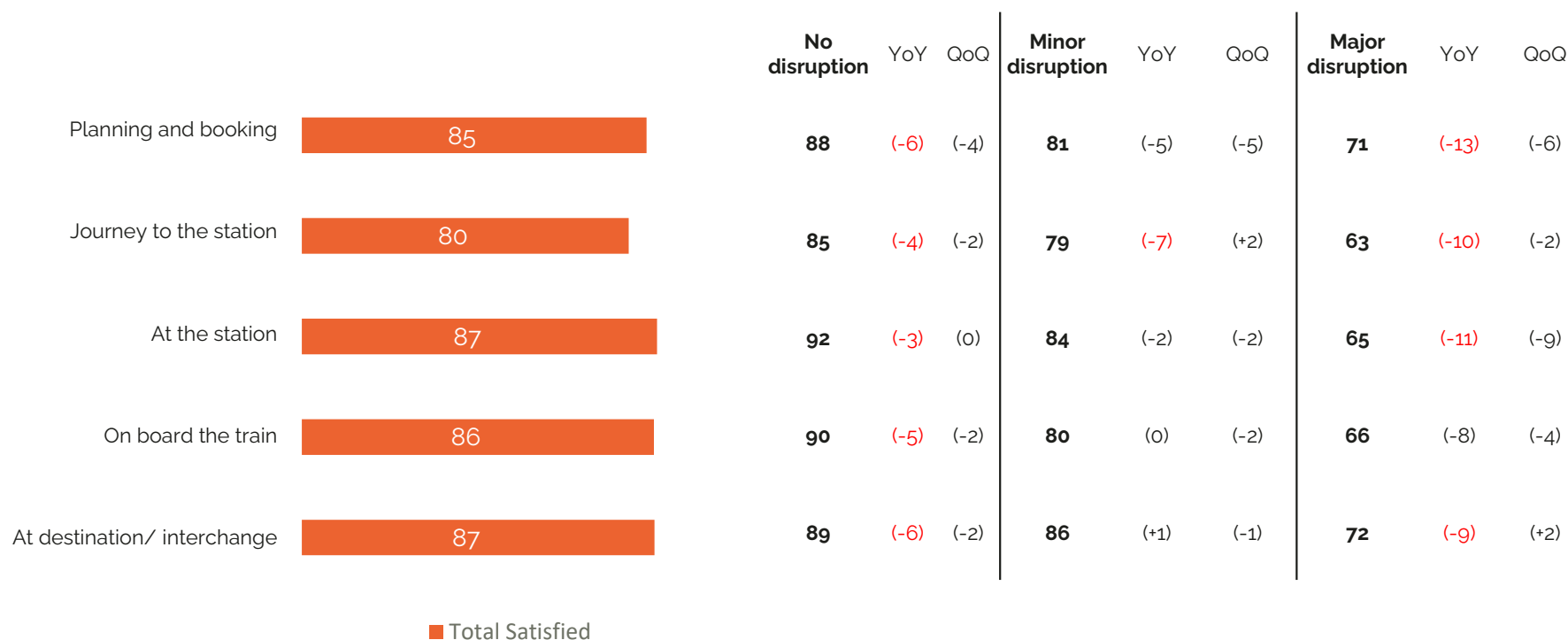


How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Apr-Jun 26 (Overall/Commuters/Business/Leisure) – planning and booking (2572/775/228/1569), journey to station (2056/690/191/1175), at the station (2482/753/220/1509), onboard the train (2184/615/181/1388), at destination/interchange (2240/702/208/1330). **Significantly higher in green. Significantly lower in red.**

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

Majorly disrupted customers see the biggest decline in satisfaction across all stages of the journey, particularly at the station, with an 11% decrease compared to last year. For the non-disrupted we see significant decreases in satisfaction across all stages of the journey with the biggest shifts at the planning and booking and destination/interchange stages. Those that experienced minor disruption are also significantly less satisfied with information provision on the journey to the station when comparing to the same quarter last year.

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

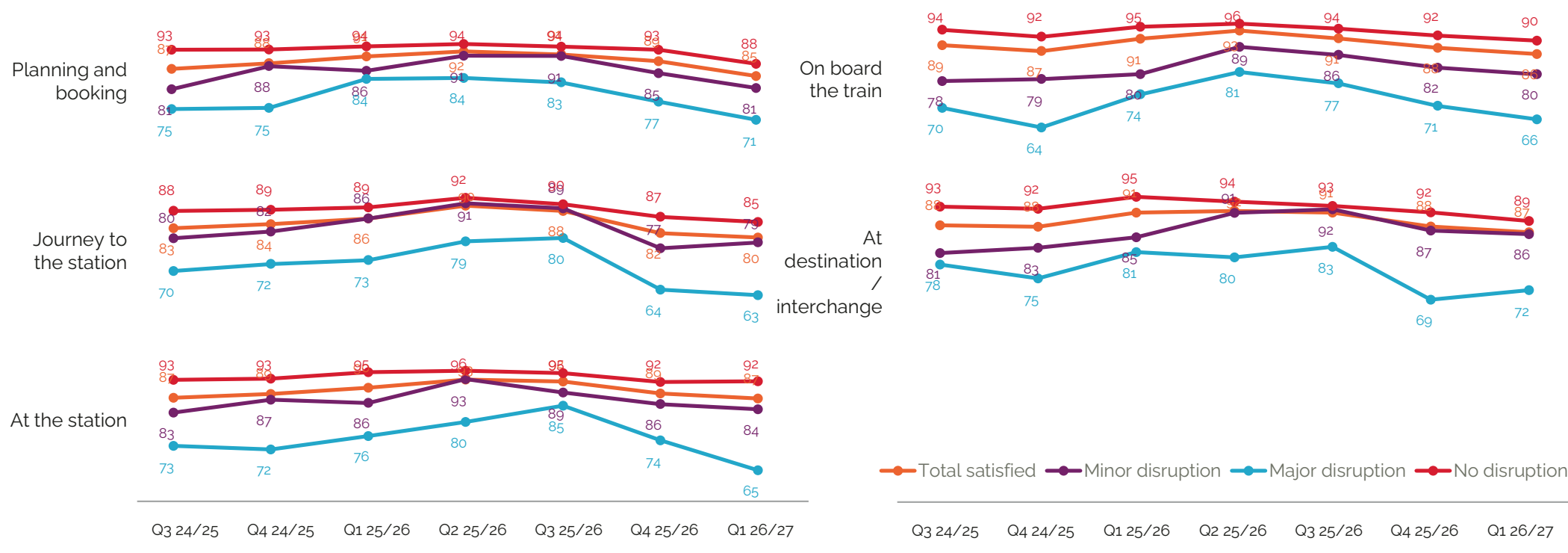


How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Apr-Jun 26 (Overall /No disruption/Minor/Major) – planning and booking (2572/1823/328/421), journey to station (2056/1414/282/360), at the station (2482/1779/321/382), onboard the train (2184/1650/272/262), at destination/interchange (2240/1638/293/309). **Significantly higher in green. Significantly lower in red.**

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

On the whole, across all disruption types satisfaction continues the downward trend seen last quarter. This is particularly prominent for those who were majorly disrupted with the biggest drop at the station stage however we have seen a slight upturn in satisfaction from this group at the destination/interchange stage.

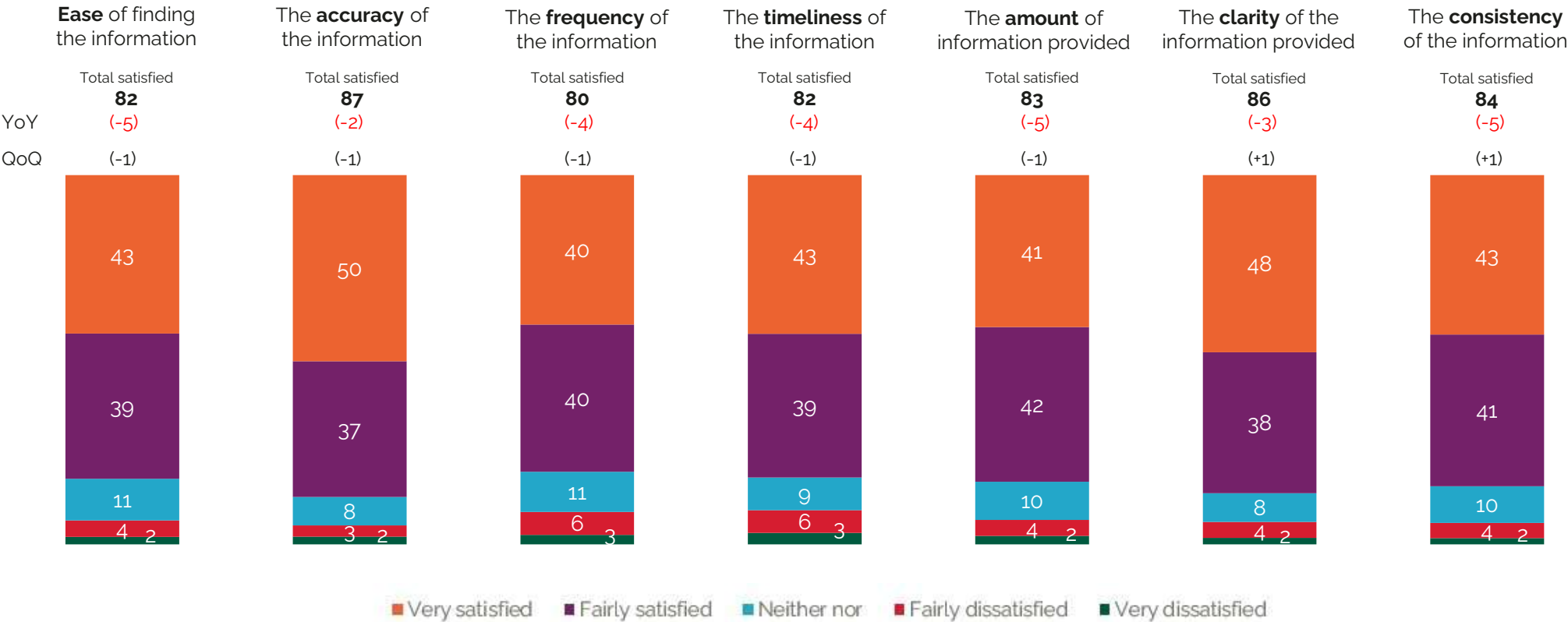
Overall total satisfaction with information provided at each journey stage by disruption – trended (%)



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

All aspects of information remain highly rated (80–87%) with similar results to last quarter. However, compared to last year, satisfaction with all aspects of information is rated significantly lower with the biggest drops in the ease of finding, amount and consistency of information.

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



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

Non-disrupted passengers rate every aspect highly (86–93%), however all results for this group are significantly down on last year. For disrupted passengers, particularly the majorly disrupted, scores have fallen steeply across the board — most sharply on the consistency of information (-14% for Major). For the disrupted, timeliness is the weakest aspect of information provided. When disrupted, passengers aren't getting updates fast enough or often enough. And when majorly disrupted, it appears that finding the right information can be difficult. Quarter on quarter scores have begun to stabilise and there have even been some improvements for the minorly disrupted on the clarity and consistency of information compared to the previous quarter.

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

		No disruption	YoY	QoQ	Minor disruption	YoY	QoQ	Major disruption	YoY	QoQ
Ease of finding the information	82	88	(-4)	(-1)	79	(-3)	(+2)	59	(-13)	(-4)
The accuracy of the information	87	93	(-2)	(0)	80	(-2)	(-2)	67	(-6)	(-3)
The frequency of the information	80	86	(-4)	(-1)	76	(-4)	(+3)	58	(-7)	(-3)
The timeliness of the information (i.e. did it arrive at the right time)	82	90	(-3)	(+1)	69	(-11)	(-6)	55	(-9)	(-4)
The amount of information provided	83	90	(-4)	(-1)	74	(-8)	(-1)	61	(-11)	(+1)
The clarity of the information provided	86	92	(-2)	(0)	83	(+3)	(+5)	63	(-12)	(-1)
The consistency of the information	84	90	(-4)	(0)	81	(-3)	(+8)	62	(-14)	(-2)

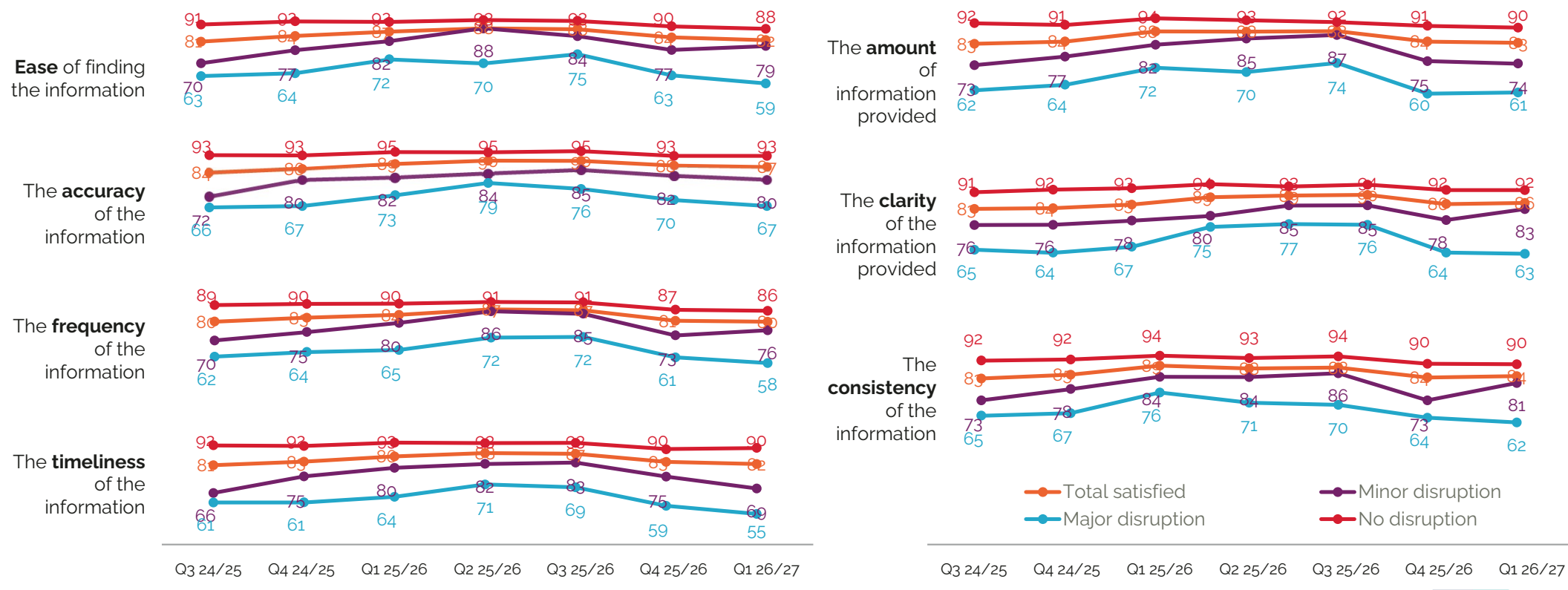
■ Total Satisfied

How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Apr-Jun 26 (Overall/No disruption/Minor/Major) – ease (2094/1591/254/249), accuracy (2236/1695/261/280), frequency (2057/1568/247/242), timeliness (2117/1651/234/232), amount (2151/1645/249/257), clarity (2208/1667/273/268), consistency (2156/1637/260/259). Significantly higher in green. Significantly lower in red.

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

For those who faced no disruption and those who were only minorly disrupted, satisfaction with the aspects of information this quarter is in line with what we have seen in previous quarters. More concerningly the satisfaction with these aspects for the majorly disrupted continues its downward trend with around only 3 in 5 being satisfied compared to around 4 in 5 last year.

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

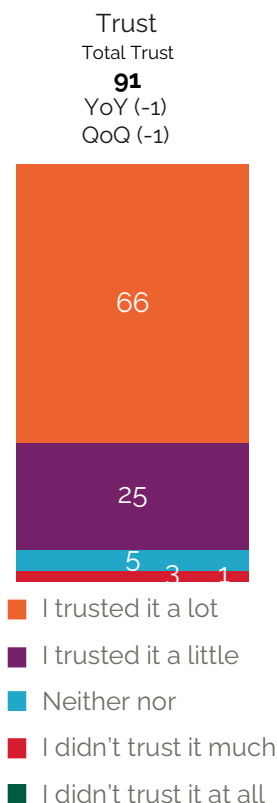


How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jan-Mar 26 – ease (2531), accuracy (2551), frequency (2544), timeliness (2557), amount (2554), clarity (2552), consistency (2545) Significantly higher in green. Significantly lower in red.

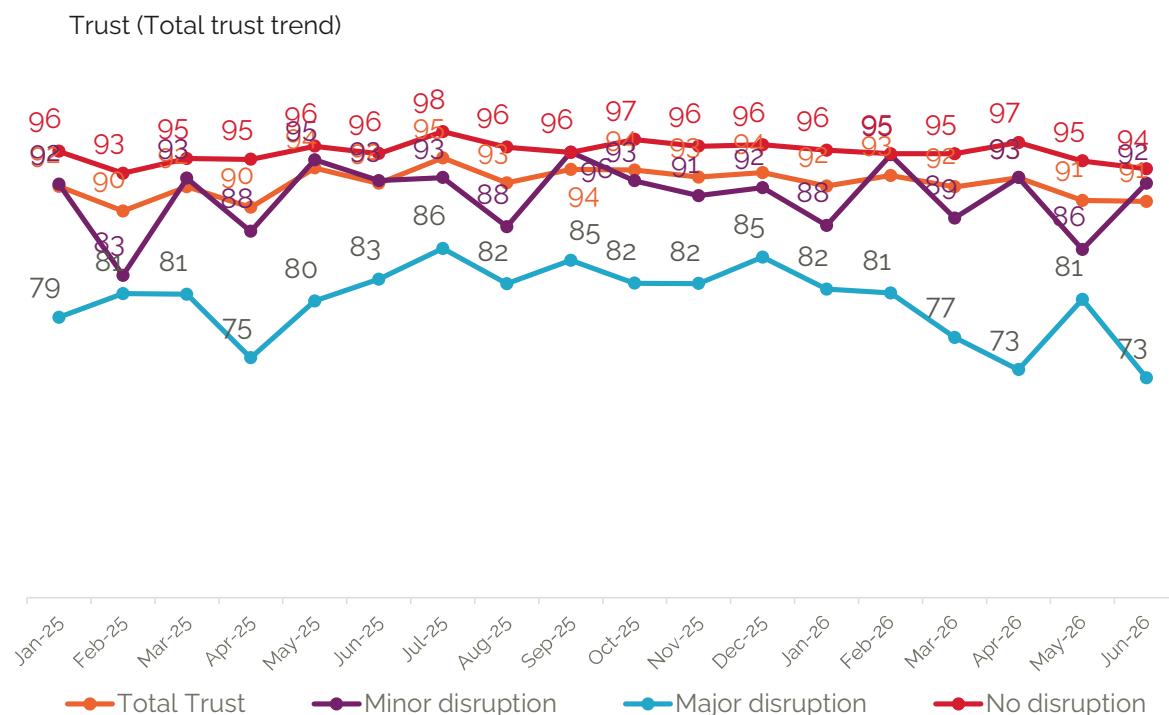
Rating of trustworthiness of information provided

Trust in information remains relatively stable this quarter with no significant changes seen overall or across the disruption types. However, those that experienced major disruption this quarter have rated trust lower than we've seen to date in both April and June so we'll continue to monitor this trend through the next quarter.

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



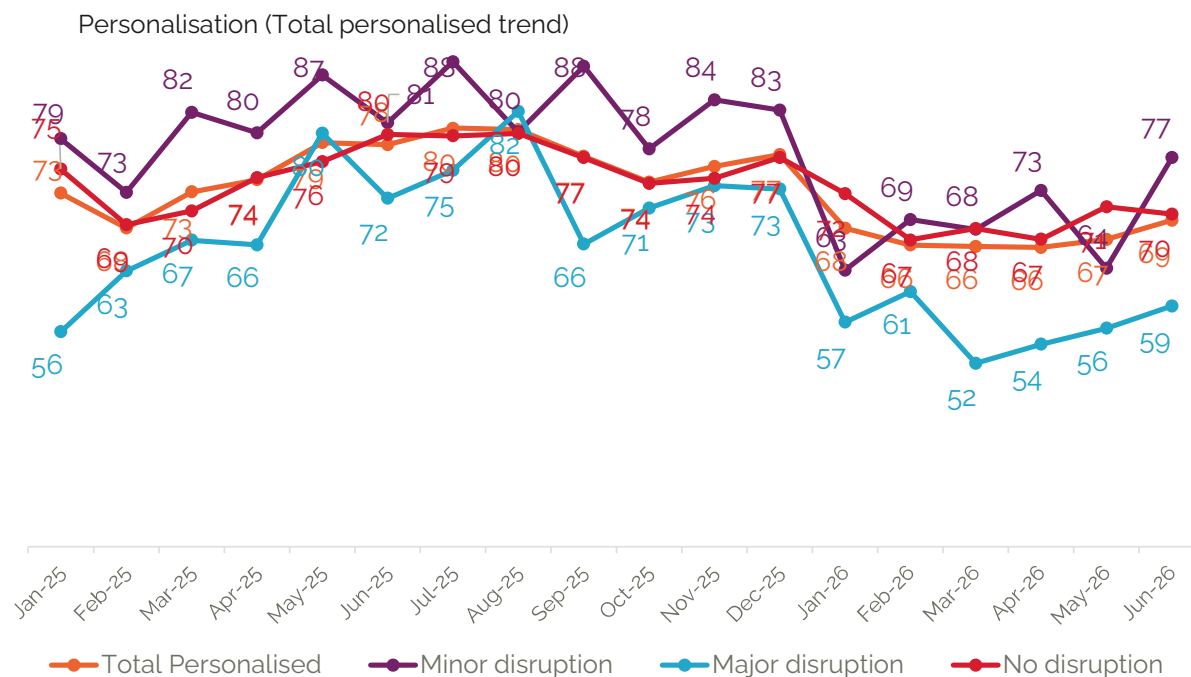
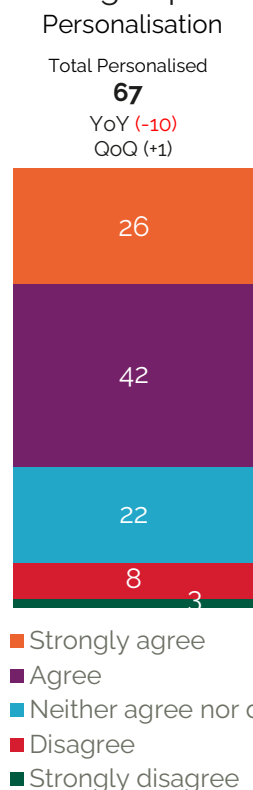
Overall	
Total Trust	91
YoY (-1)	
QoQ (-1)	
No disruption	
Total Trust	95
YoY (0)	
QoQ (-1)	
Minor disruption	
Total Trust	90
YoY (-1)	
QoQ (0)	
Major disruption	
Total Trust	76
YoY (-3)	
QoQ (-4)	



Rating personalisation of the information provided

Personalisation is the lowest scoring aspect of information provision (67% overall) and has fallen sharply this quarter across every type of disruption group compared to last year. Customers experiencing major disruption saw the steepest decline (-15 YoY) however this seems to be recovering after a record low in March (52%). In the last 2 quarters, passengers have felt that information is less tailored to their journey than previously – a gap that we've seen matters most to those experiencing major disruption. These scores appear to be stabilising, but we will continue to monitor them.

Overall rating of personalisation of information provided (%)





Planning and booking

[Return to contents](#)

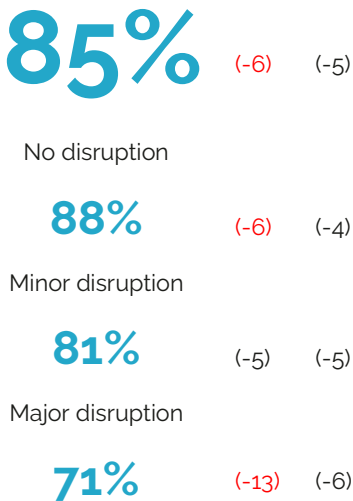
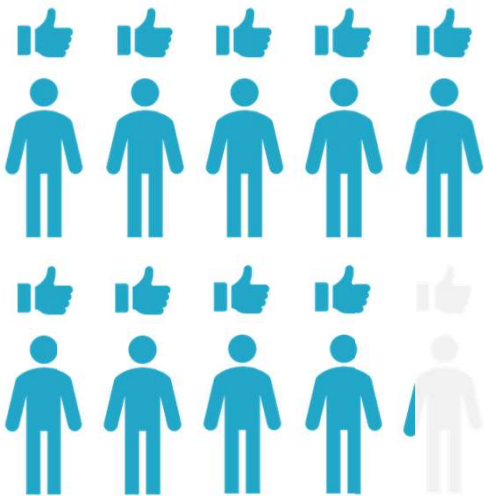
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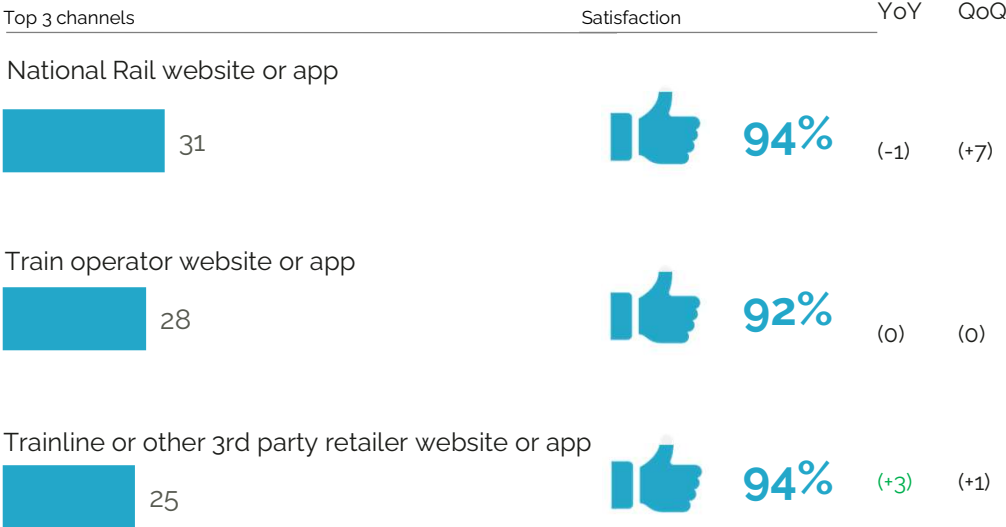
Planning and booking – Key satisfaction metrics

Planning and booking satisfaction shifts to 85%, dipping for all passenger types in the last quarter and comparing to last year. Despite this, the channels used by customers receive high levels of satisfaction (above 90%), with Trainline and other 3rd party retailers observing an increase YoY.

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



Top 3 channels used during planning and booking and their satisfaction (%) (Can select multiple answers):

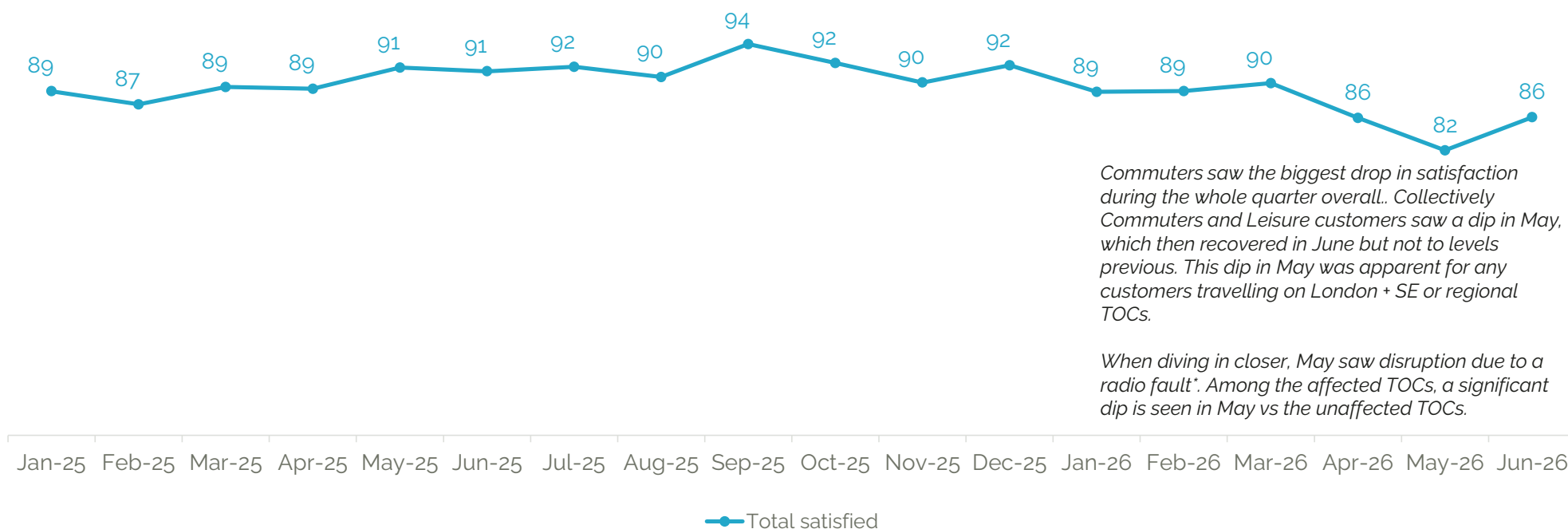


Overall, how satisfied were you with the information provided about your upcoming rail journey when planning and booking your journey? (excl DK) Apr-Jun 26 (2572) Which of the following information channels did you utilise when planning and booking your journey? How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Apr-Jun 26 (2572) Significantly higher in green. Significantly lower in red.

Overall satisfaction with information provided when planning and booking

Satisfaction with the information provided when planning and booking a train journey dropped in the last 3 months and is lower than a year ago (-6%). There was a shift in satisfaction among commuters across the period, driving the sentiment down, while in May we saw a decline among Leisure customers too. During this period, saw a level of disruption affecting a number of TOCs in the South which correlates with the declines observed.

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) Jan/Feb/Mar/Apr/May/Jun / Jul/Aug/Sep/Oct/Nov/Dec 25/Jan 26/Feb/Mar 26/Apr 26/May 26/Jun 26

(814/830/822/826/822/821/833/839/830/829/833/823/822/837/825/830/822/832/789/926/857) Significantly higher in green. Significantly lower in red.

*A radio fault led to major disruption among the following operators: CrossCountry, Gatwick Express, Great Western Railway, London Overground, Southern, South Western Railway (SWR) and Thameslink.

<https://www.theguardian.com/uk-news/2026/may/07/trains-southern-england-disrupted-fault-radio-system>

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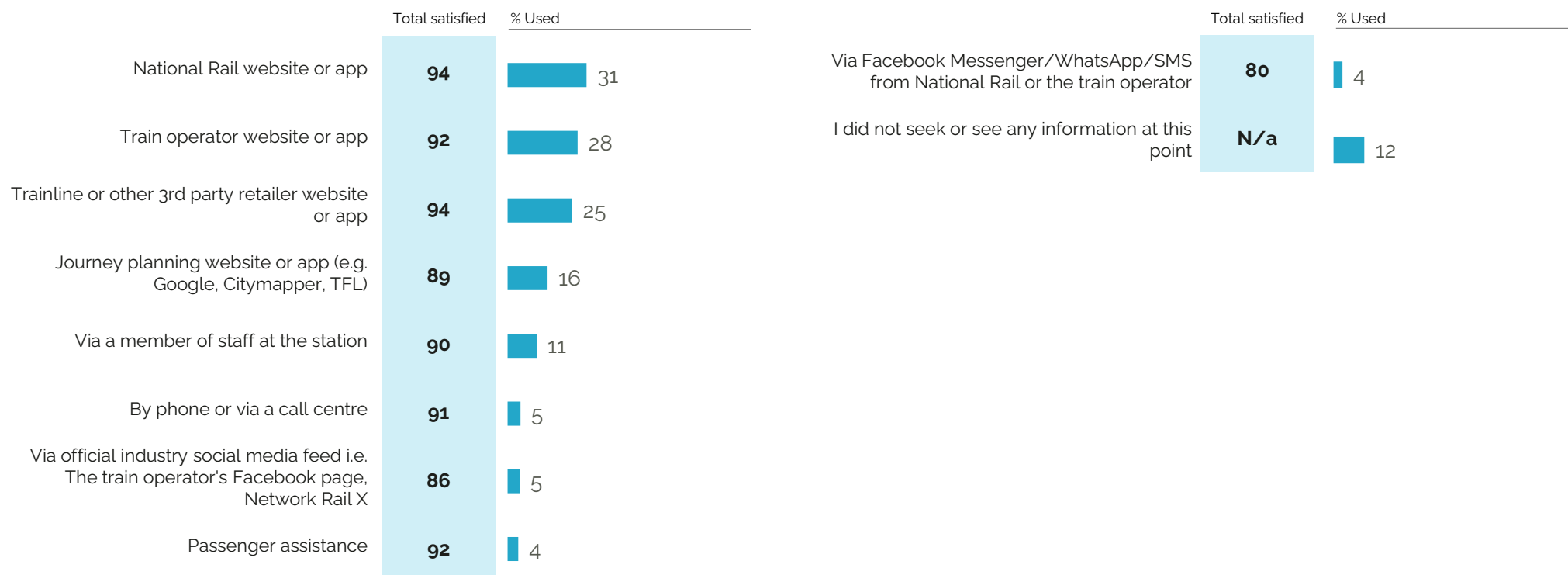
National Rail



Information channels used and their satisfaction

The three most-used digital channels — National Rail, train operator sites, and third-party retailers — account for the highest usage and all 3 score highly.

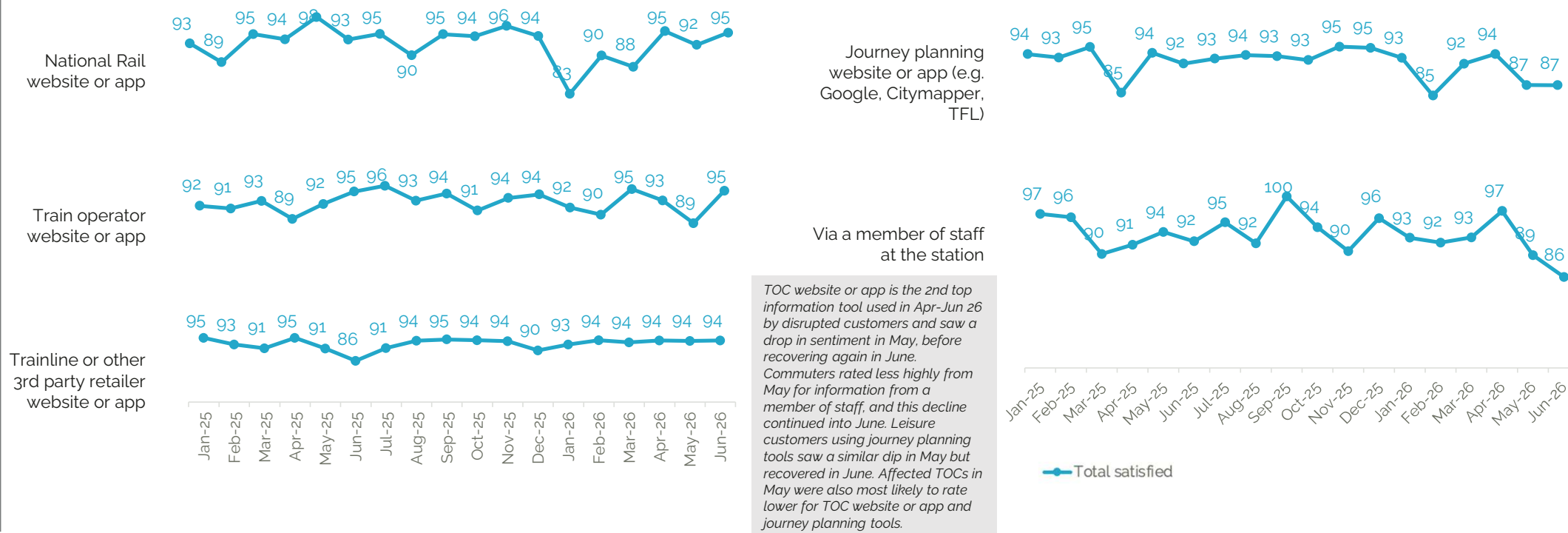
Information channels used and satisfaction with each when planning and booking a journey (%) (Can select multiple answers):



Satisfaction with information channels

The National Rail website or app improved significantly over the last 3 months and is broadly in line with a year ago. Areas where customers saw a decline in satisfaction over the period were for Train Operator website or app, journey planning tools, and via a member of staff – all dipped in May, with the latter two not recovering in June.

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

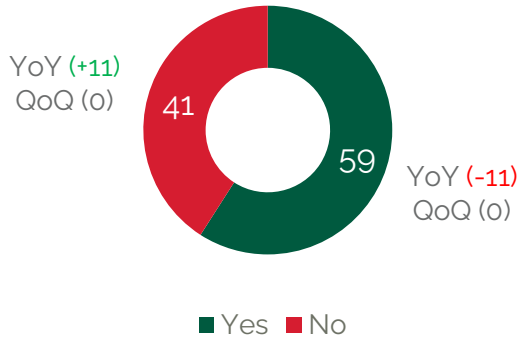


How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Apr/May/Jun 26 - National rail website or app (235/260/273), Train operator website or app (243/247/248), Trainline or other 3rd party retailer website or app (217/253/232), Journey planning website or app (100/105/117), Via a member of staff (83/127/101). **Significantly higher in green. Significantly lower in red.**

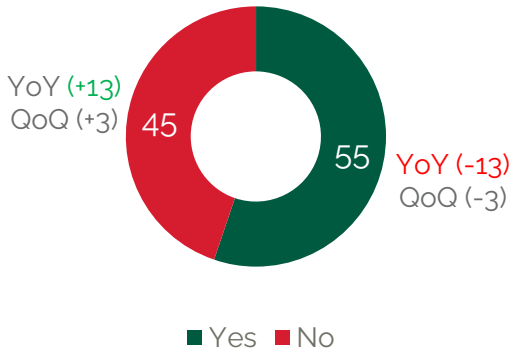
Information about facilities available

Significantly fewer passengers found information about facilities available at the station and on-board the train. Usefulness ratings for station facilities information also dropped sharply on a year ago (-9% to 83%). Satisfaction with the information about facilities is high, particularly when provided for information for both station and on-board the train, even despite slight declines on a year ago.

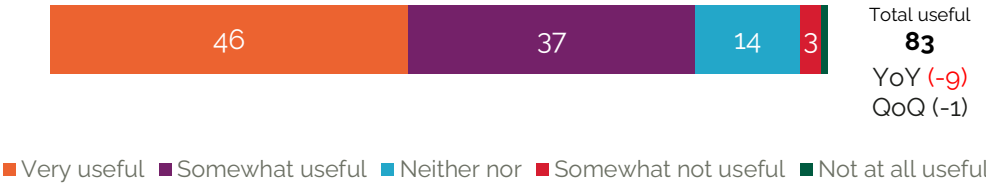
Found information about the facilities available **at the station** (%)



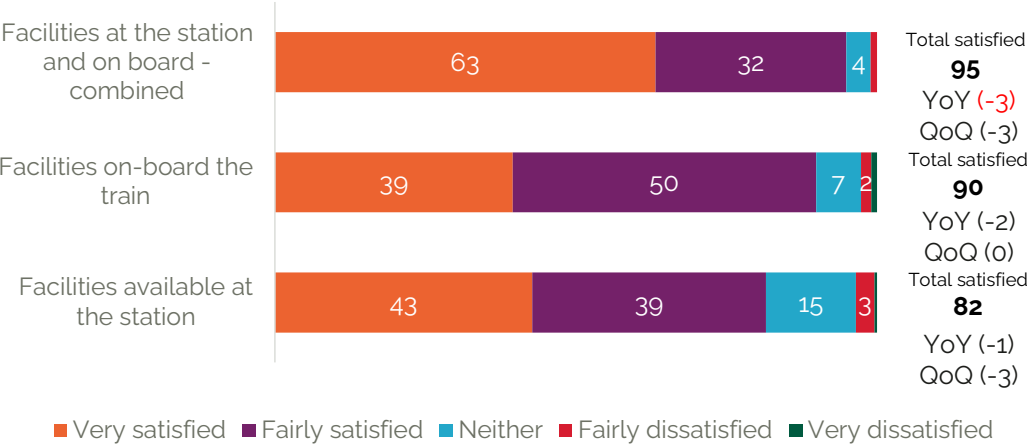
Found information about the facilities available **on board the train** (%)



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



Satisfaction of information about the facilities available (%)

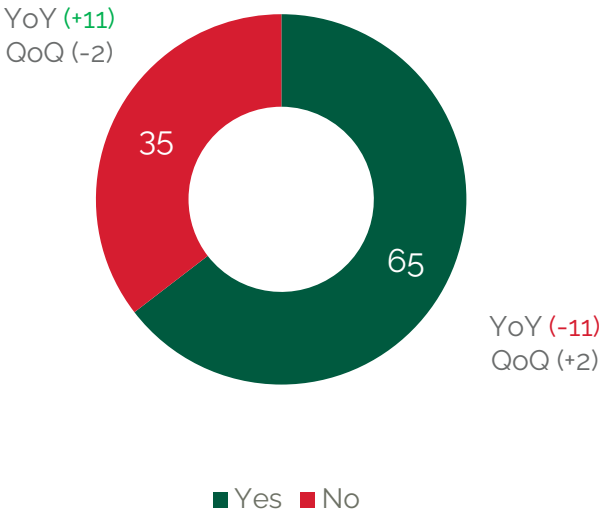


25 Did you find information on any of the following before your departure? - Information about the facilities available at the station, How useful was the information about the facilities at the station? Apr-Jun 26 (2572/1192) How satisfied were you with the information you received about the facilities? (337/257/885) Significantly higher in green. Significantly lower in red.

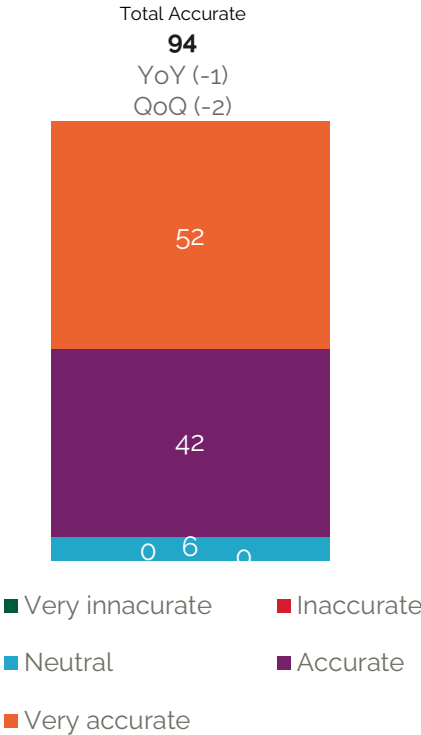
Information on lift functioning

Among those wanting to check if the lifts were working, fewer were able to do so this quarter. Nevertheless, the ratings are very positive, with limited movement YoY. Aligning with the declines seen among information provision of facilities more generally, this highlights a growing gap in reach rather than quality.

Found out if lifts were working or not (%)

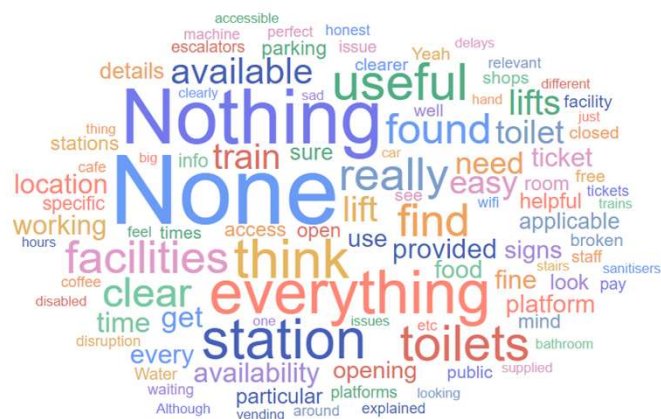


Accuracy of information on lifts (%)



Information on station facilities

Currently, a large proportion of customers did not require any further information. For those that suggested information areas that would have been useful but could not find, these related to toilets, lifts / accessibility, food and drink facilities and platform /wayfinding information. For some there was also mention of the availability of certain facilities, such as an ATM or ticket office.



“

I didn't find clear information about step free access and lift availability at my interchange station

Business

“

I wanted to know if the ticket office would be staffed during late-evening hours for assistance, but the hours weren't clear.

Commuter

“

I would have found it useful to have more specific information about the location of lifts and accessible toilets on the station map before I arrive

Commuter

“

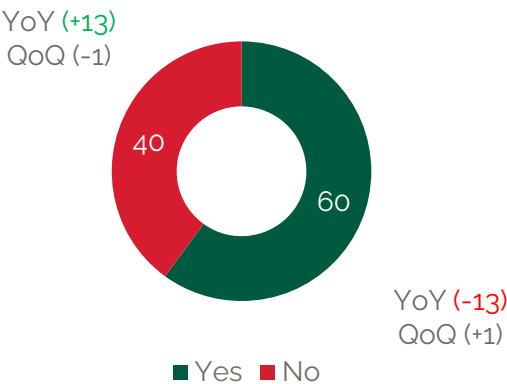
Real time updates on lift availability and clearer signage details for station facilities like toilets etc.

Leisure

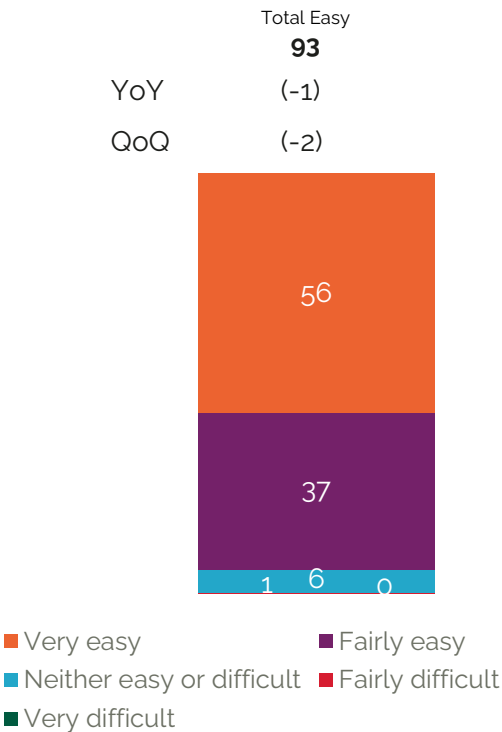
Seat reservations for advance ticket booking

Fewer customers were able to find information about reserving a seat in advance compared to last year, although the amount who could find this information is still in the majority. Nearly all customers receiving this information found it easy to find with minimal movements YoY and QoQ.

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



Ease of finding information on seat reservation(%)

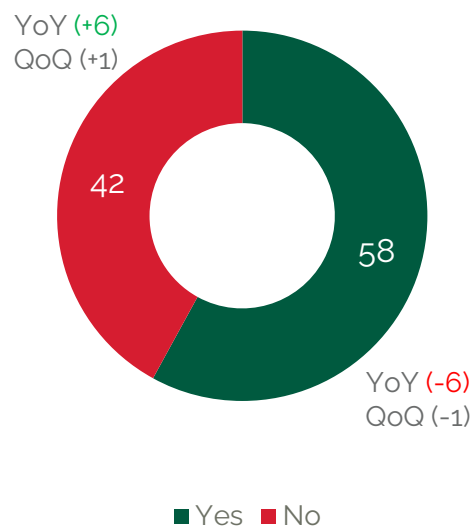


Did you find information on any of the following before your departure? And how satisfied were you with the following...? (excl DK) - Information about the option to reserve a seat in advance. How easy was it to find information about the option to reserve a seat on the train? Apr-Jun 26 (1197) *These questions were introduced in June 2025. **Significantly higher in green. Significantly lower in red.**

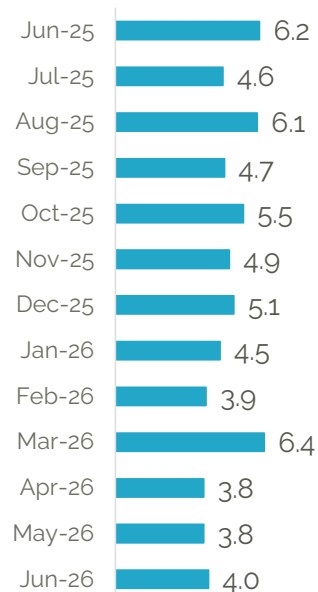
Changes to train times

The majority of customers are able to find information on changes to train times however it is down on last year by -6pp. On average customers are receiving information 4 days in advance this quarter, a day faster than is observed in other quarters. Compared to a year ago, satisfaction with all metrics about information on changes to train times is significantly lower, driven by a decline in the ratings among disrupted passengers (who are rating roughly 10% lower than a year ago).

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
86
YoY (-9)
QoQ (+2)

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



Total satisfied
82
YoY (-7)
QoQ (+2)

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



Total satisfied
79
YoY (-9)
QoQ (+3)

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



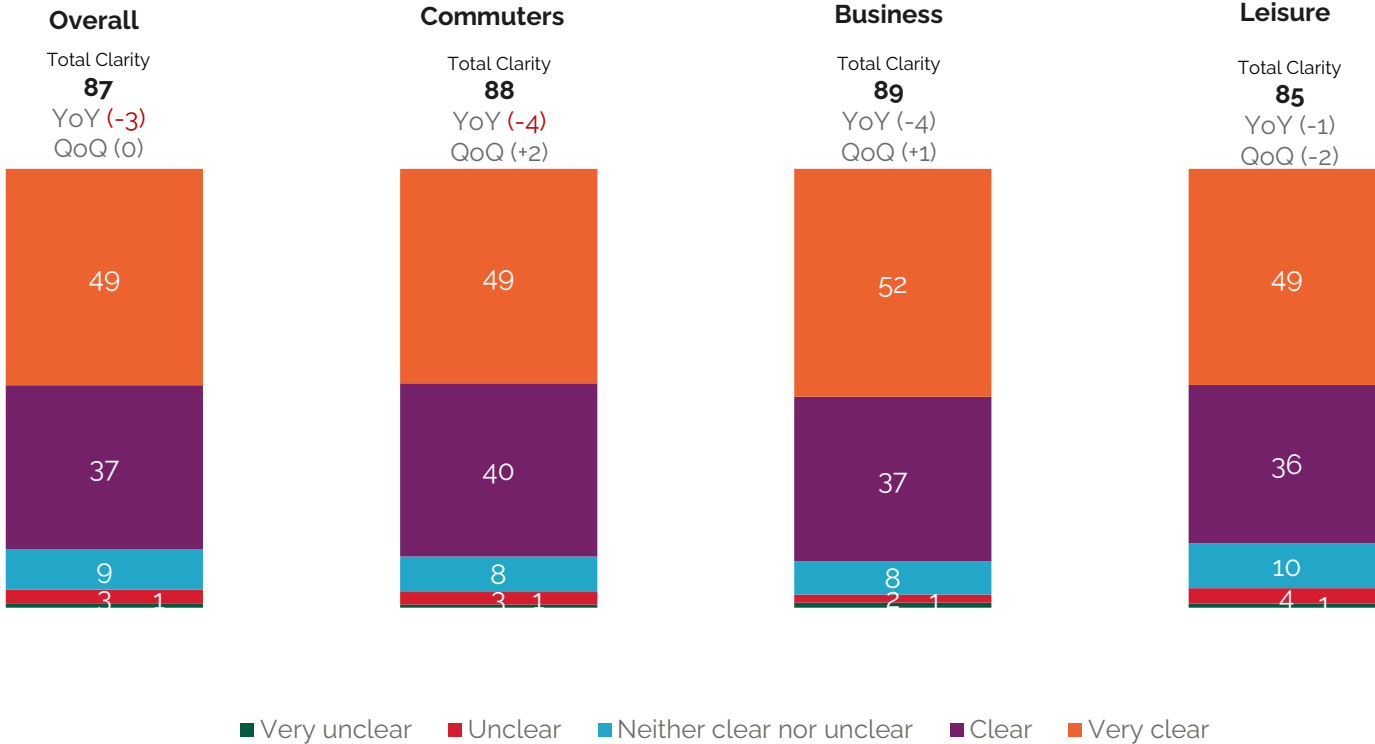
Total satisfied
83
YoY (-4)
QoQ (+1)

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

Ticket validity

Ticket validity information is generally clear (87% overall), with similar levels apparent across journey purpose. When explored among age, ticket validity is clearest among younger customers.

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

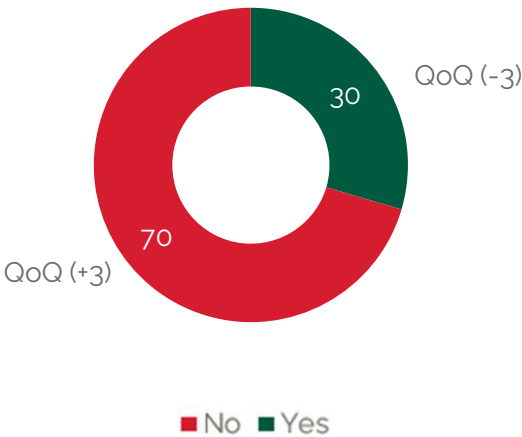


Hot topic: Greyed out train services when booking

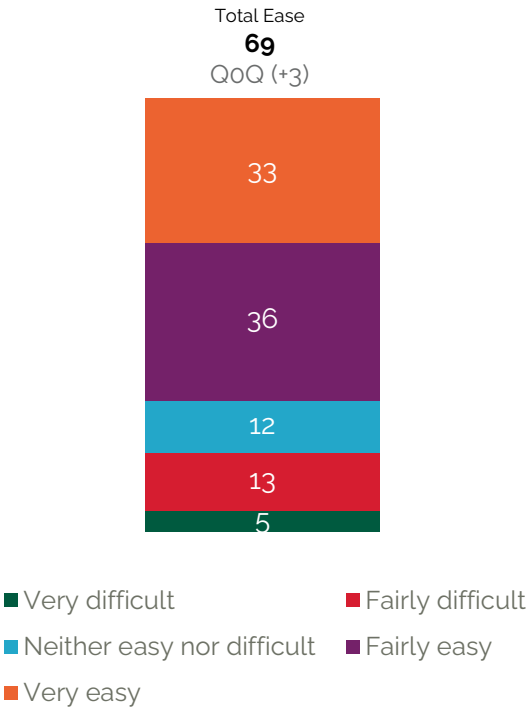
3 in 10 customers (30%) have encountered a greyed-out service when booking.

Of those who did, the information explaining why was hard to find. Most passengers seek an alternative service for the same day, or travel on another day, highlighting that people often know what action to take while the accessibility of the information could be improved or be better understood.

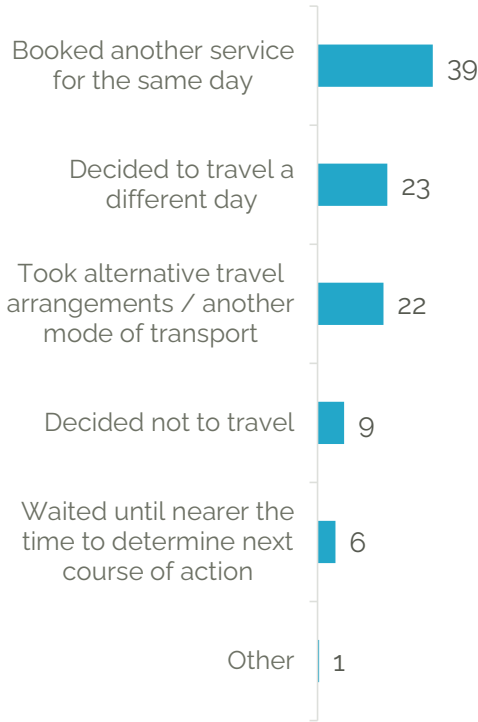
Ever tried booking train ticket and found service greyed out/unavailable? (%)



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



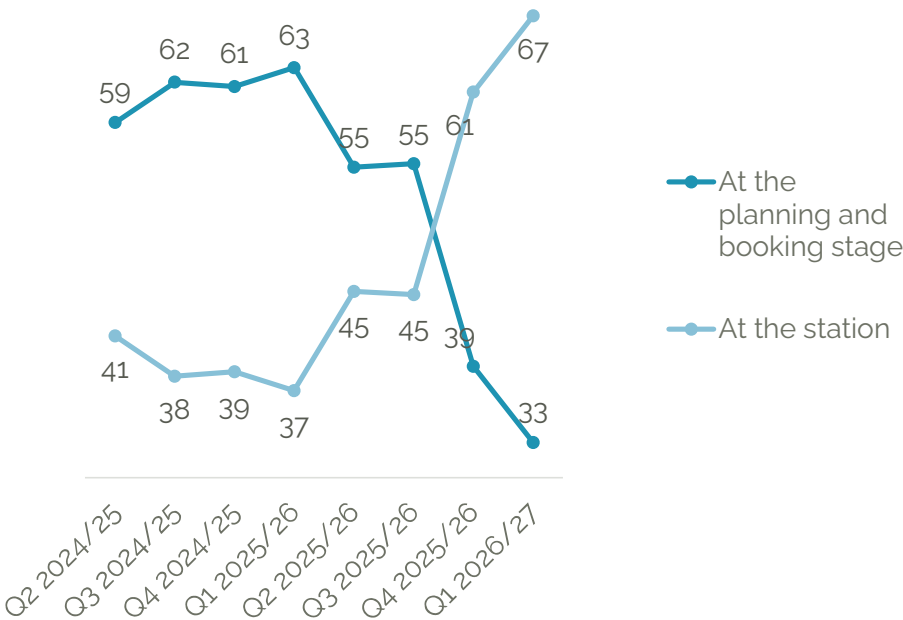
Action taken as a result of the greyed out service (%)



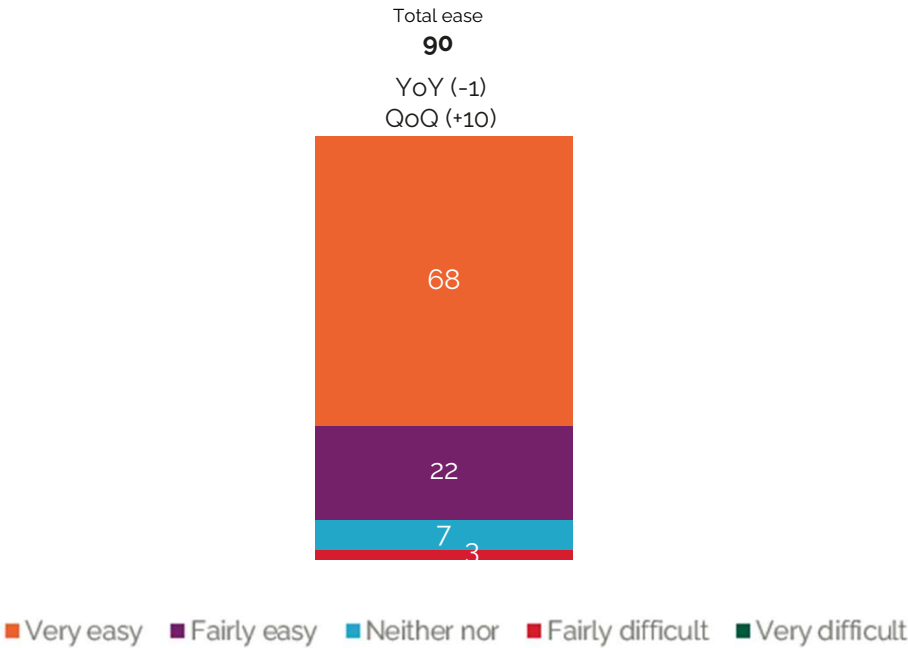
Stage informed about rail replacement bus and ease in finding such information

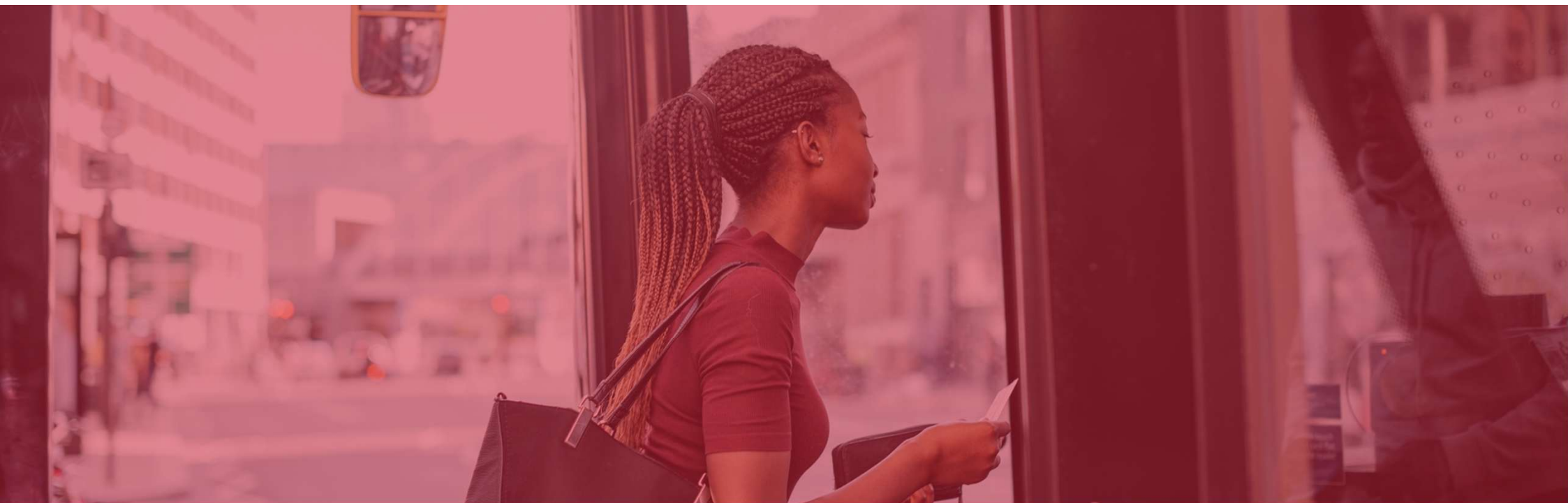
The point at which passengers learn about rail replacement buses has shifted again this quarter, with fewer receiving this information before getting to the departure station. Positively though, the ease of finding this information has improved, moving to 90% (up 10% on last quarter).

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

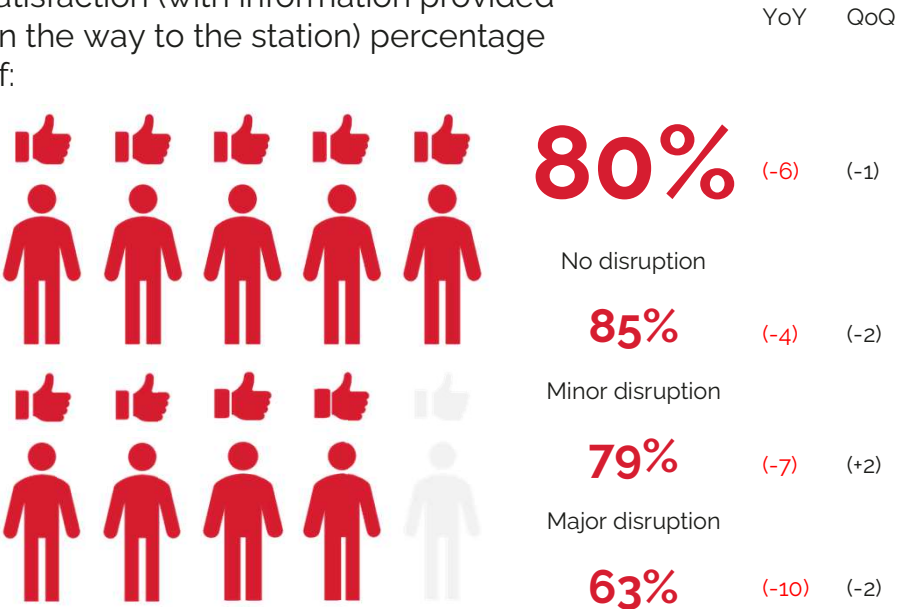


[Return to contents](#)

Journey to the station – Key satisfaction metrics

This quarter journey to the station is the weakest performing stage of the journey with significant decreases seen across all journey types compared to last year, with the biggest coming from the majorly disrupted (-10%). Across the top 3 channels used at this stage satisfaction is very high and relatively stable compared to last quarter and this time last year.

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 (%) (Can select multiple answers):

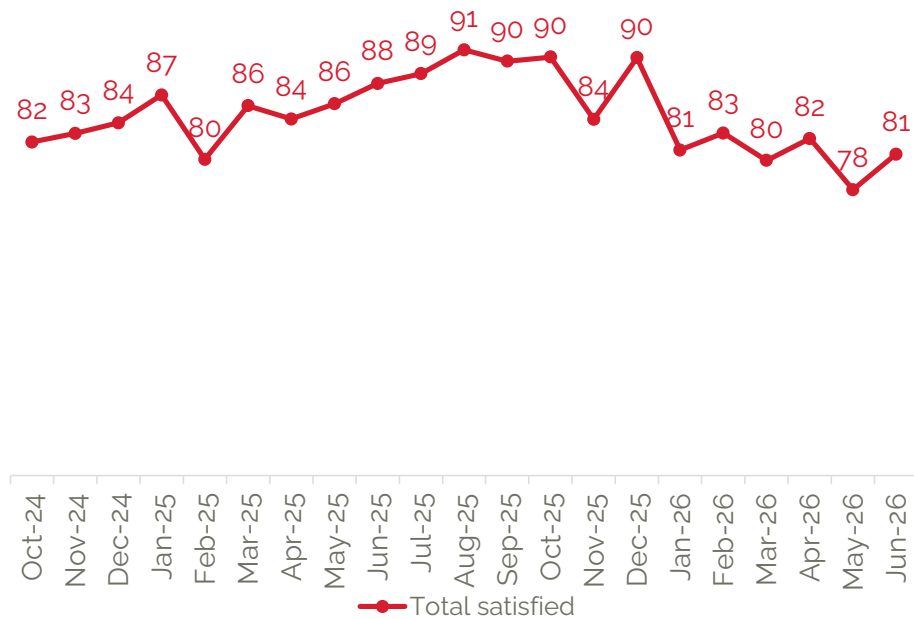


Overall, how satisfied were you with the information provided about your upcoming rail journey when on your way to the station? Which of the following information channels did you utilise when on your way to the station? How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK) Apr-Jun 26 (2056) Significantly higher in green. Significantly lower in red.

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 August 2025 peak (91%), achieving just 78% in May this year. Across different information channels, satisfaction is highest for the National Rail website or app and journey planning websites or apps. Notably, 34% of passengers did not seek or see any information at this stage, suggesting a substantial group who may be missing updates entirely which leads to lower satisfaction.

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



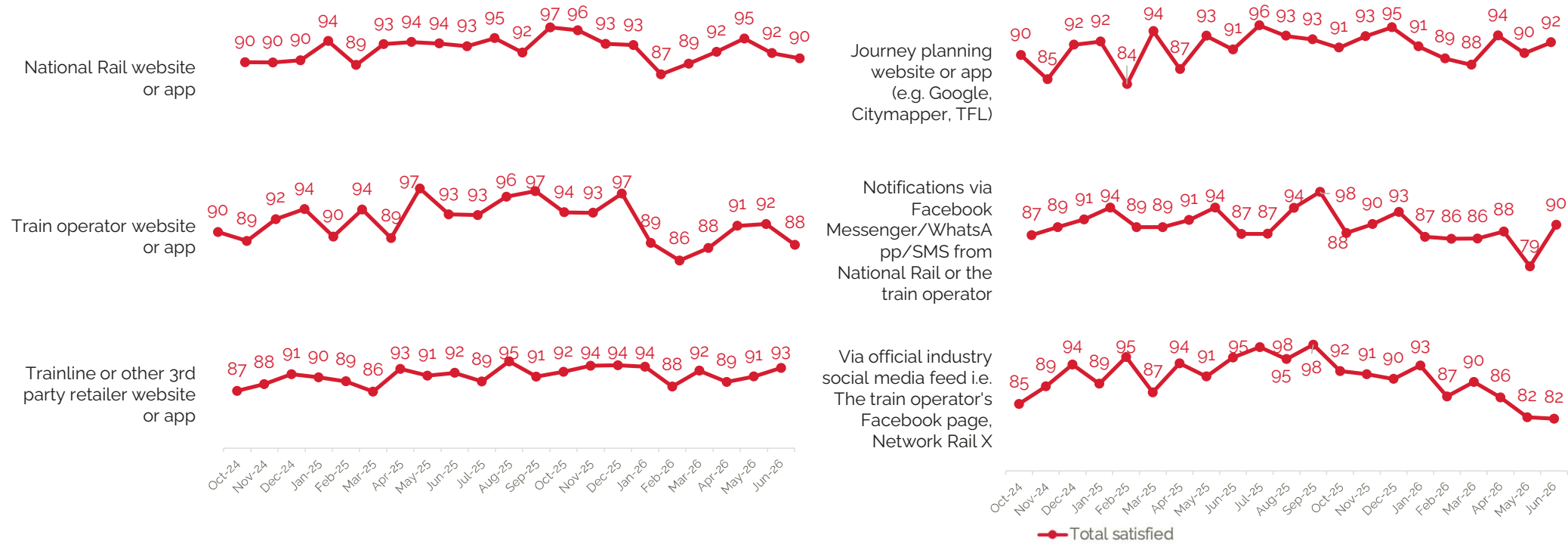
Information channels used and satisfaction with each when making the journey to the station (%)

	Total satisfied	% Used
National Rail website or app	92	26
Train operator website or app	90	20
Trainline or other 3rd party retailer website or app	91	19
Journey planning website or app (e.g. Google, Citymapper, TFL)	92	15
Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator	85	7
Via official industry social media feed i.e. The train operator's Facebook page, Network Rail X	83	6
Video on National Rail X (formerly Twitter) with a presenter explaining disruption	84	6
I did not seek or see any information at this point	N/A	34

Satisfaction with information channels

Satisfaction with information is reasonably consistent across channels ranging from high 80s to low 90s each month. However, it's worth noting that this quarter we saw a drop in satisfaction for official industry social media (-7% compared to last quarter). There was also a drop in satisfaction with notifications via various different apps during May (79%) however this recovered quickly and was back up to 90% in June.

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) Apr/May/Jun 26 - National rail website or app (180/210/224), Train operator website or app (160/183/178), Trainline or 3rd party website or app (150/193/168), Journey planning website or app (e.g. Google, Citymapper, TFL) (93/110/129), Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator (41/61/75), Via official industry social media feed (41/54/50). Significantly higher in green. Significantly lower in red.



At the station

[Return to contents](#)

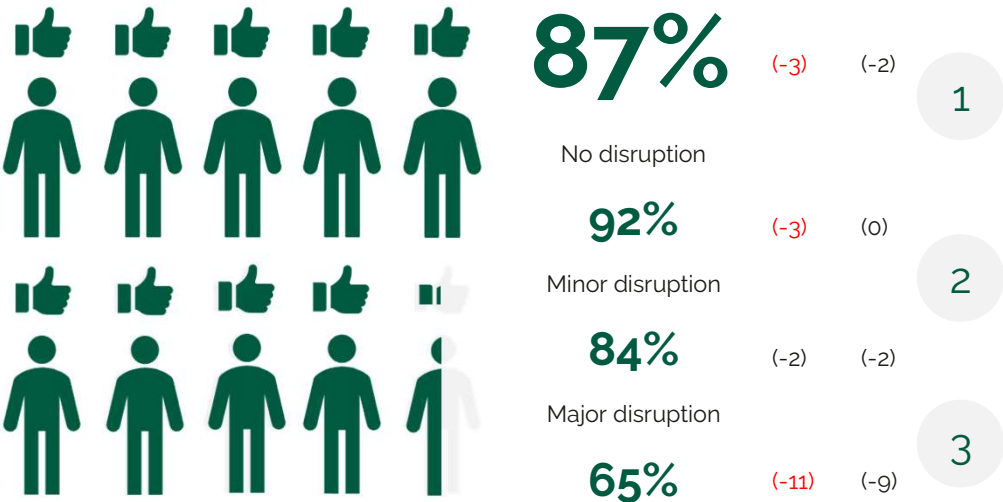
Rail Delivery Group



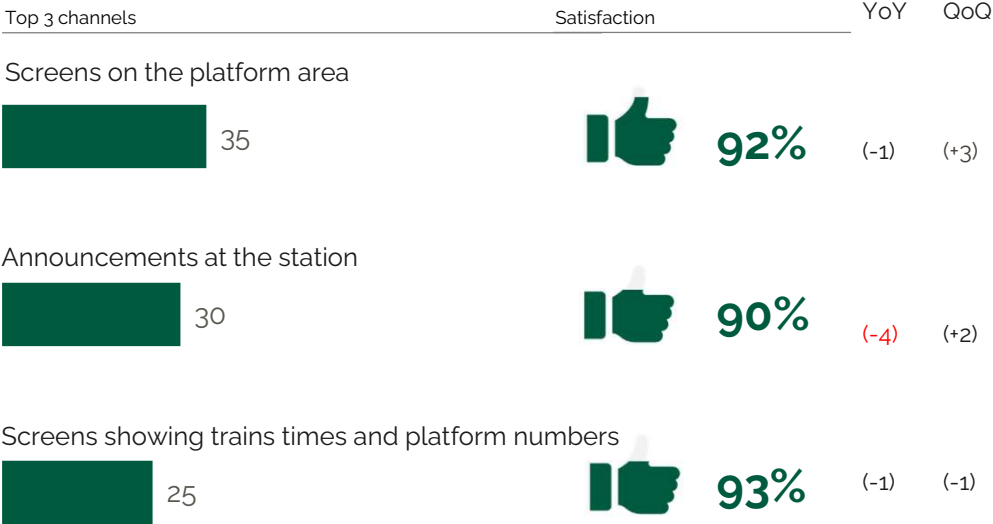
At the station – Key satisfaction metrics

Satisfaction with information at the station has significantly declined compared to a year ago. This drop is driven by customers experiencing major disruption. In this group satisfaction dropped 11% from this time last year. Satisfaction with announcements at the station has significantly declined compared to a year ago however it is up 2% on last quarter.

Satisfaction with information about forthcoming journey when at the station:



Top 3 channels used and their satisfaction (%) (Can select multiple answers):

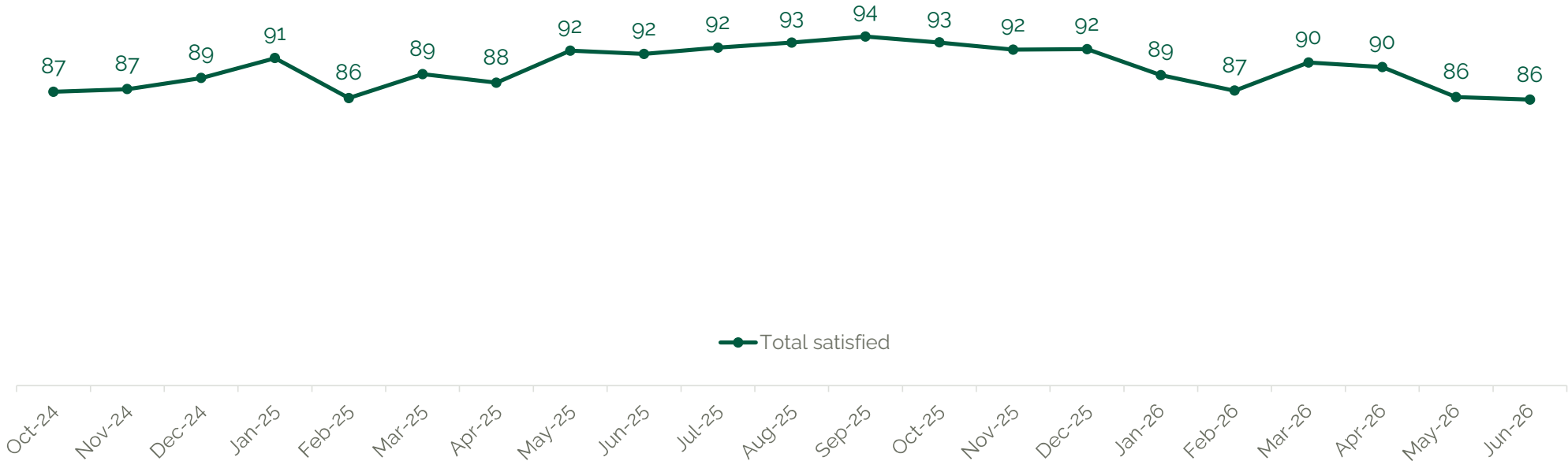


Overall, how satisfied were you with the information provided about your upcoming rail journey when at the station? Which of the following information channels did you utilise when at the station? How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) Apr-Jun 26 (2482) **Significantly higher in green. Significantly lower in red.**

Overall satisfaction with information provided when at the station

Satisfaction with information at the station has stayed fairly consistent over time however we have seen a gradual decline since Sep 25 peak (94%) with May and June dropping to the lowest scores observed since February 2025. We will need to monitor this in the coming quarter to determine if this is a seasonal effect or related to the recent heatwaves in the UK.

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

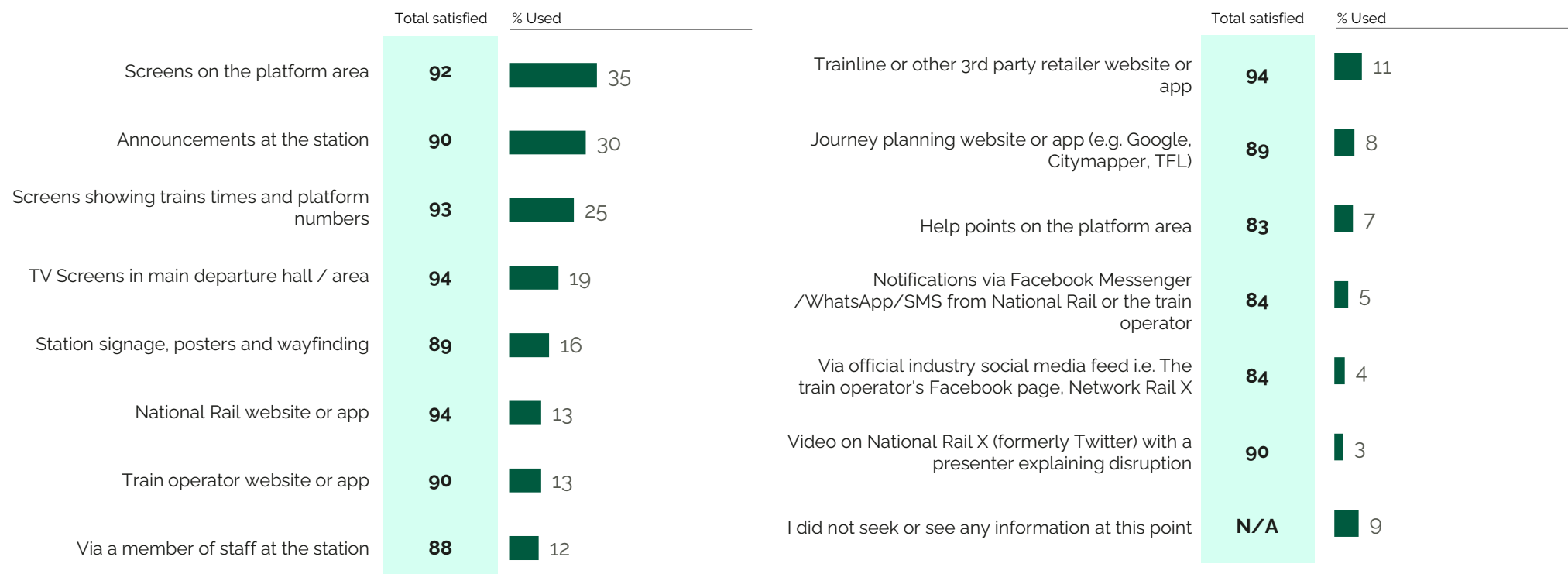


Overall, how satisfied were you with the information provided about your upcoming rail journey when at the station? (excl DK) Oct 24/Nov 24/Dec 24/Jan25/Feb25/Mar25/Apr25/May25/Jun25/Jul25/Aug25/Sep25/Oct25/Nov25/Dec25/Jan26/Feb26/Mar26/Apr26/May26/Jun26 (823/808/814/821/821/819/831/815/822/831/815/822/803/822/832/823/826/822/764/770/777/762/761/764/819/824/822/763/882/837) Significantly higher in green. Significantly lower in red.

Information channels used and their satisfaction

Passengers use a wide mix of channels at the station, with satisfaction high across all (83–94%). TV screens in the main departure hall, the National Rail Enquiries website or app and 3rd party retailer websites or apps (including Trainline) are the strongest performers (all 94%), while the most-used channels — platform screens (35%) and announcements at the station (30%) — are at 92% and 90%.

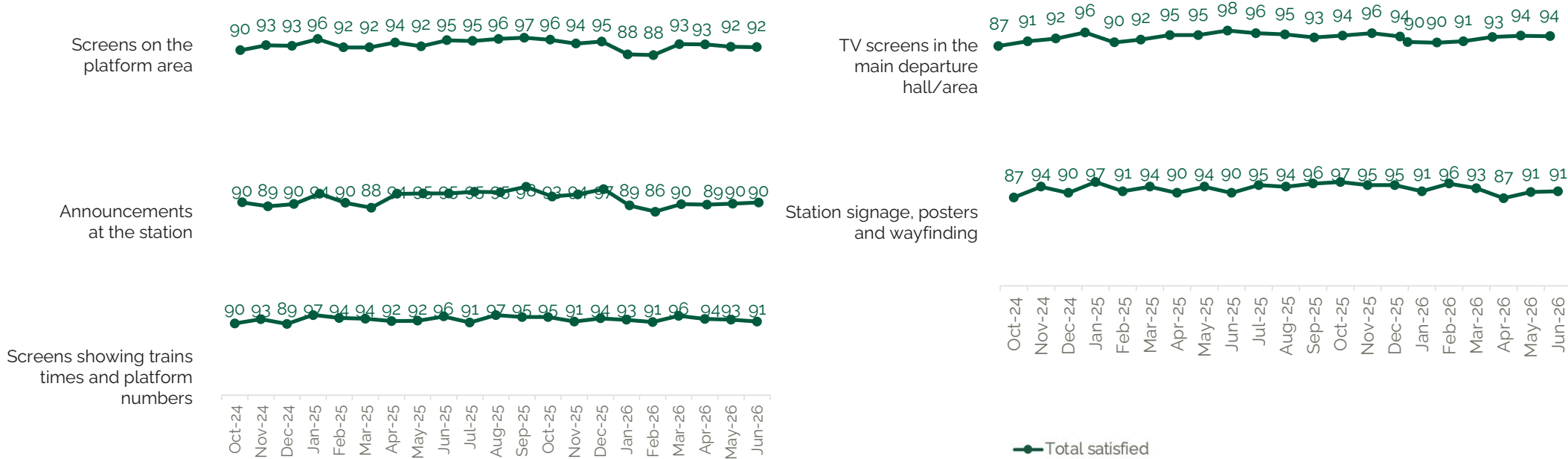
Information channels used and satisfaction with each when at the station (%) (Can select multiple answers):



Satisfaction with information channels

Satisfaction with the most used channels is consistent across the last few years and this continues this quarter. In April satisfaction with station signage, posters and wayfinding did drop below 90% (87%) for the first time since October 2024 however this then recovered in May and June.

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) Apr 26/May 26/Jun 26 - Screens on the platform area (298/310/283), Announcements at the station (234/267/247), Screens showing train times and platform numbers (216/230/221), TV screens in the main departure hall/area (154/181/165), Station signage, posters and wayfinding (135/130/117) Significantly higher in green, Significantly lower in red.

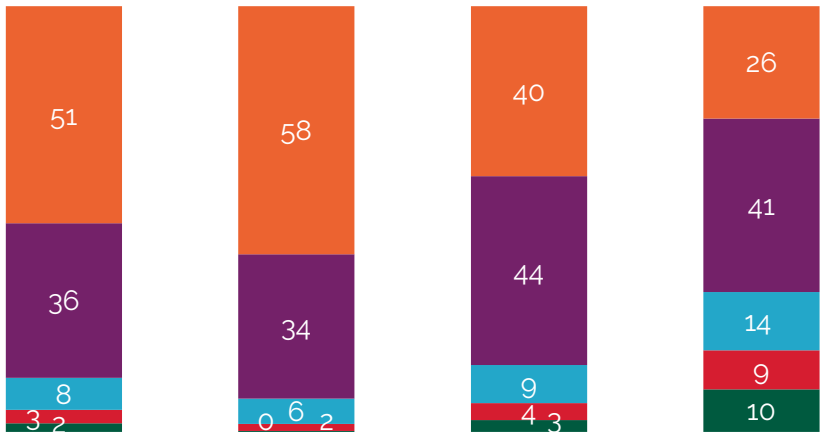
Satisfaction with experiences at the station

Satisfaction with information on the status of the train remains very similar to last quarter and last year with positive shifts seen for the minorly disrupted. On the other hand, satisfaction with the timeliness of platform information has significantly decreased compared to last year across all disruption types with the biggest drop coming from those who experienced a major disruption.

Updates on the platform and train (%)

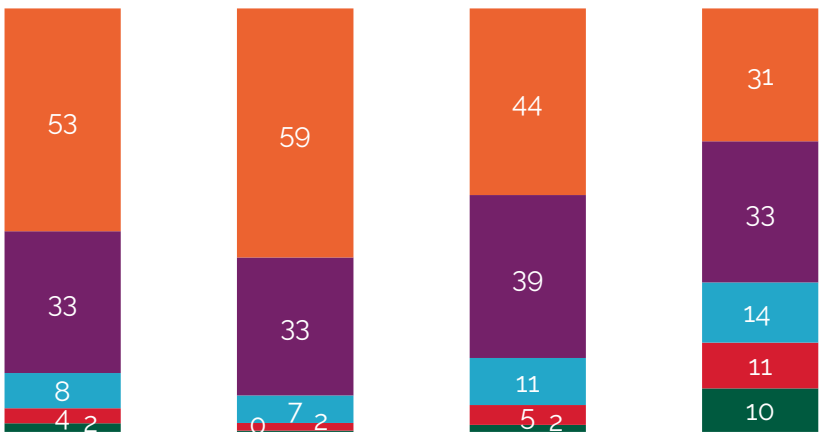
Timeliness with which platform information was announced

	Overall	No disruption	Minor disruption	Major disruption
Total satisfied	87	92	84	67
YoY	(-6)	(-4)	(-8)	(-16)
QoQ	(-1)	(0)	(+4)	(-7)



Kept up to date about the status of the train

	Overall	No disruption	Minor disruption	Major disruption
Total satisfied	86	91	83	65
YoY	(0)	(-1)	(+3)	(0)
QoQ	(0)	(-1)	(+4)	(-1)



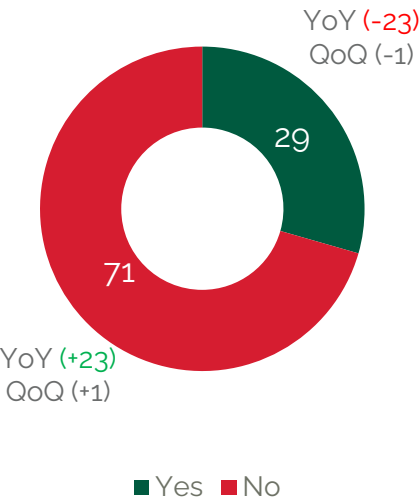
Very satisfied Fairly satisfied Neither nor Fairly dissatisfied Very dissatisfied

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) Apr-Jun 26 (2490/2481), No disruption (1782/1775), Minor (323/324), Major (385/382) **Significantly higher in green. Significantly lower in red.**

Interaction with staff at the station

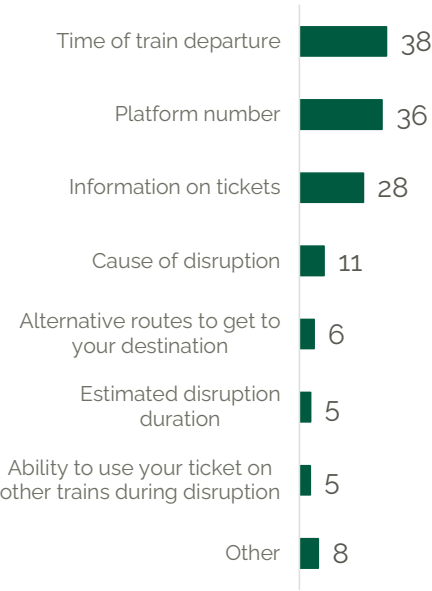
Compared to last year there has been a significant decline in the amount of customers who interact with staff members at the station (-23%). For routine queries relating to platforms, tickets and departure times, satisfaction remains very high (90–96%). But for disruption-related questions, it drops significantly compared to last year with queries around alternative routes, ability to use ticket on other trains, cause of disruption and disruption duration all seeing significant drops (-22% to -32%). 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 (%)

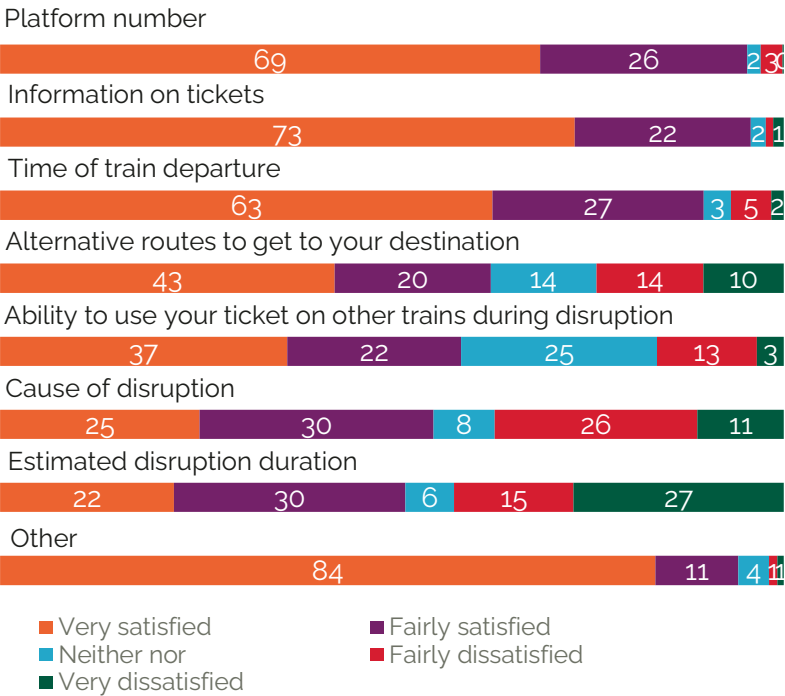


Looking into open end questions around improving information staff visibility and availability are constantly mentioned as an area for improvement.

What information did they ask staff for? (%)



Satisfied with the following (%)



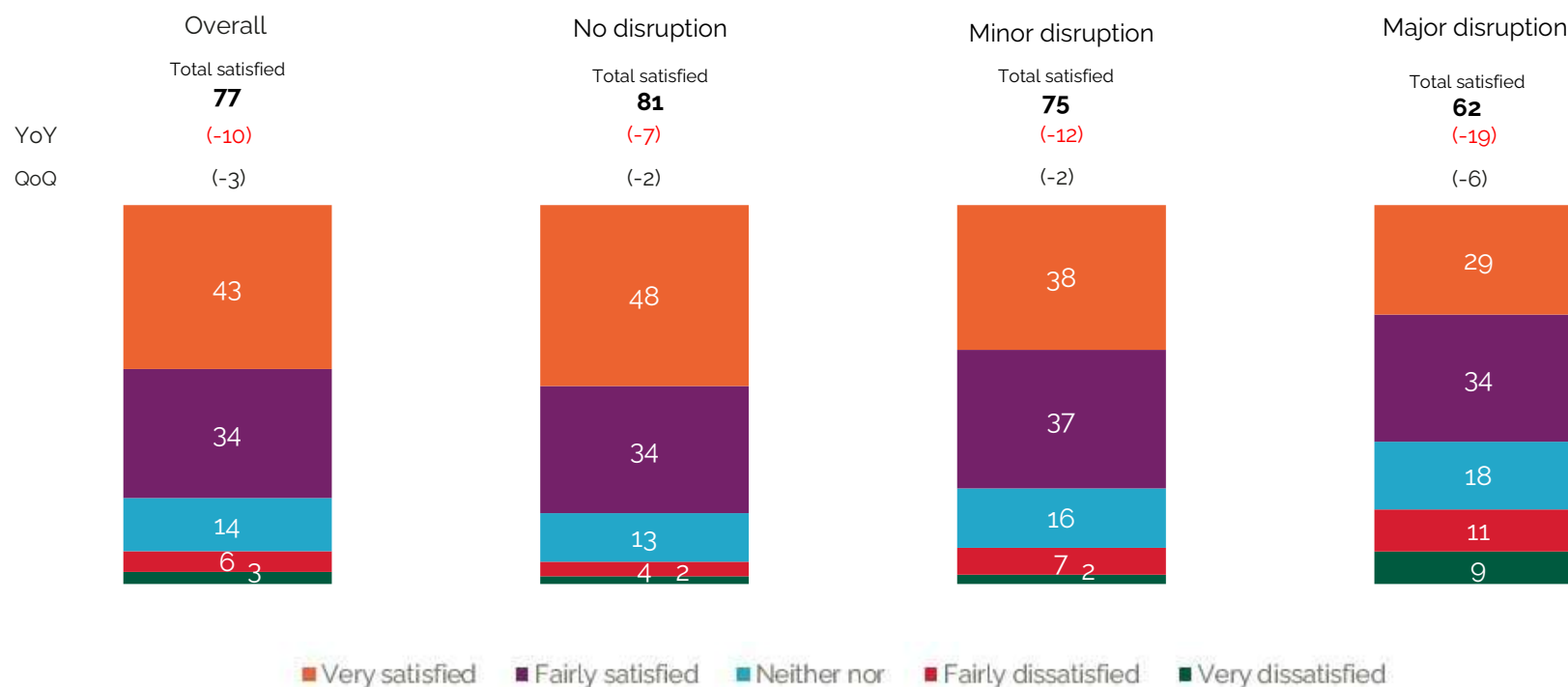
"More staff at stations where you change to ask for platform numbers. I had to change at Clapham Junction with 17 platforms so it's quicker to ask staff than check the boards but it took me a while to locate anyone."

Total satisfied	95	YoY (0)
		QoQ (0)
Total satisfied	96	YoY (-1)
		QoQ (+2)
Total satisfied	90	YoY (-4)
		QoQ (+2)
Total satisfied	63	YoY (-22)
		QoQ (-5)
Total satisfied	59	YoY (-30)
		QoQ (-25)
Total satisfied	55	YoY (-32)
		QoQ (-11)
Total satisfied	52	YoY (-26)
		QoQ (-6)
Total satisfied	94	YoY (+3)
		QoQ (+13)

Satisfaction with staff at the station

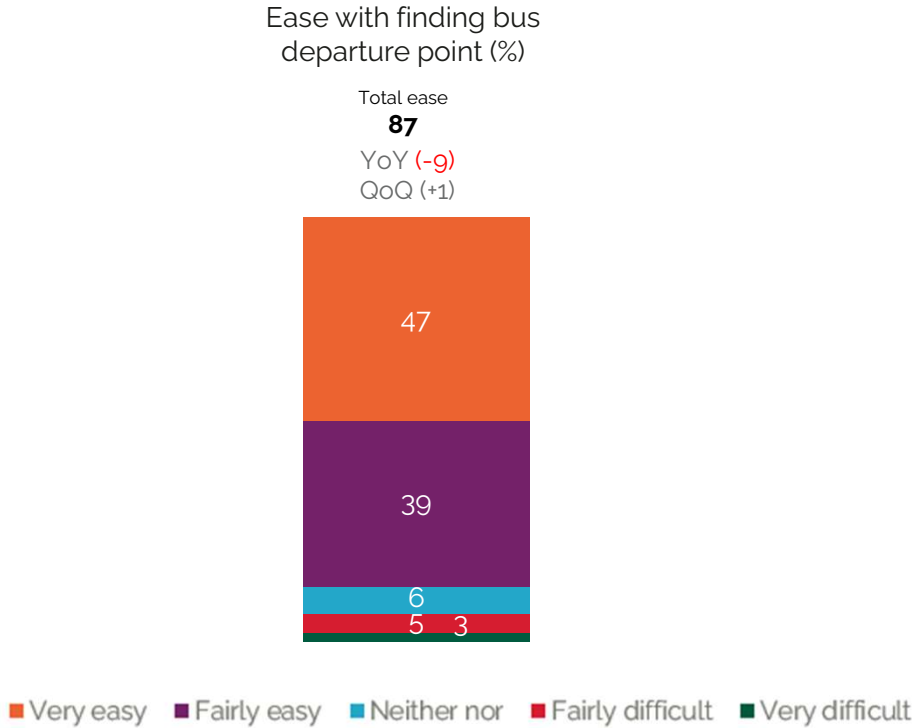
Satisfaction with staff availability has dropped across every group this quarter, with the sharpest falls among majorly disrupted passengers. Comparing to last year, satisfaction has dropped significantly across all groups and again the majorly disrupted see the biggest drop (-19%). Overall satisfaction is now 77%, down 10 points year-on-year. The pattern mirrors the fall in staff ratings on the previous slide and suggests that staff availability and ability to help customers has dropped significantly in comparison to last year.

Staff available to help me (%)



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

Ease of finding the bus departure point has increased slightly this quarter compared to last but is still significantly down on a year ago (-9%). However, at 87% most passengers still rate this information as fairly or very easy to find.





On board the train

Rail Delivery Group



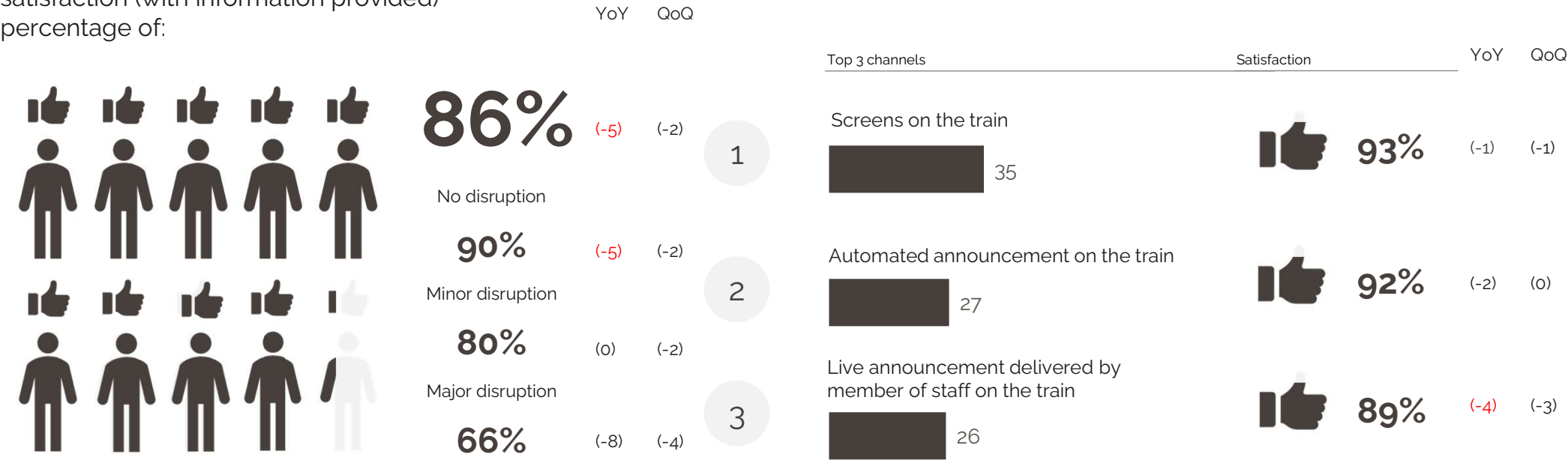
[Return to contents](#)

On board the train – Key satisfaction metrics

On-board satisfaction remains relatively high at 86% this quarter. However, this is a significant decrease compared to last year (-5%) and is mainly driven by a decrease in satisfaction for non-disrupted customers. The three most used channels — screens, automated announcements and live staff announcements — have very high satisfaction scores, although satisfaction with live announcements by staff has decreased significantly when comparing to a year ago.

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

Top 3 channels used and satisfaction (%) (Can select multiple answers):

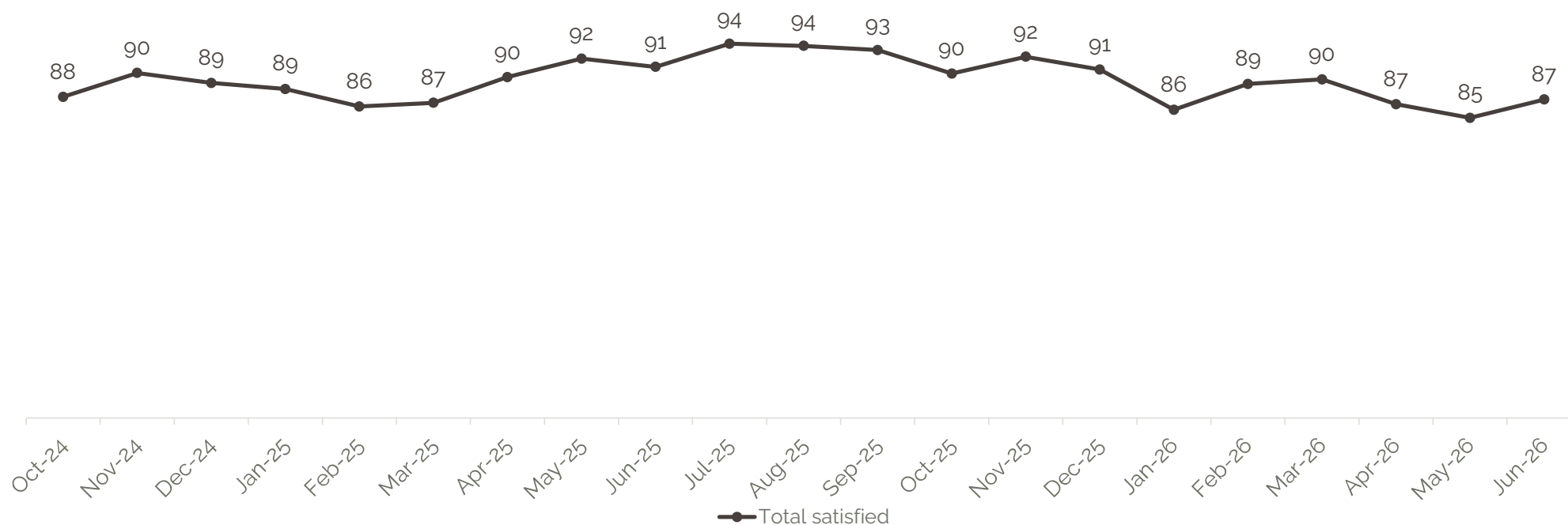


Overall, how satisfied were you with the information provided about your rail journey when on board the train? Which of the following information channels did you utilize when on board the train? How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Apr-Jun 26 (2184) **Significantly higher in green. Significantly lower in red.**

Overall satisfaction with information provided when on board the train

On-board satisfaction has been consistently low this quarter which we haven't seen since Mar/Apr 25, reaching its lowest point in years during May (85%). Scores remain below the mid-2025 peak (94%) and appear to be on a downward trend so worth keeping an eye on this over the coming months.

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

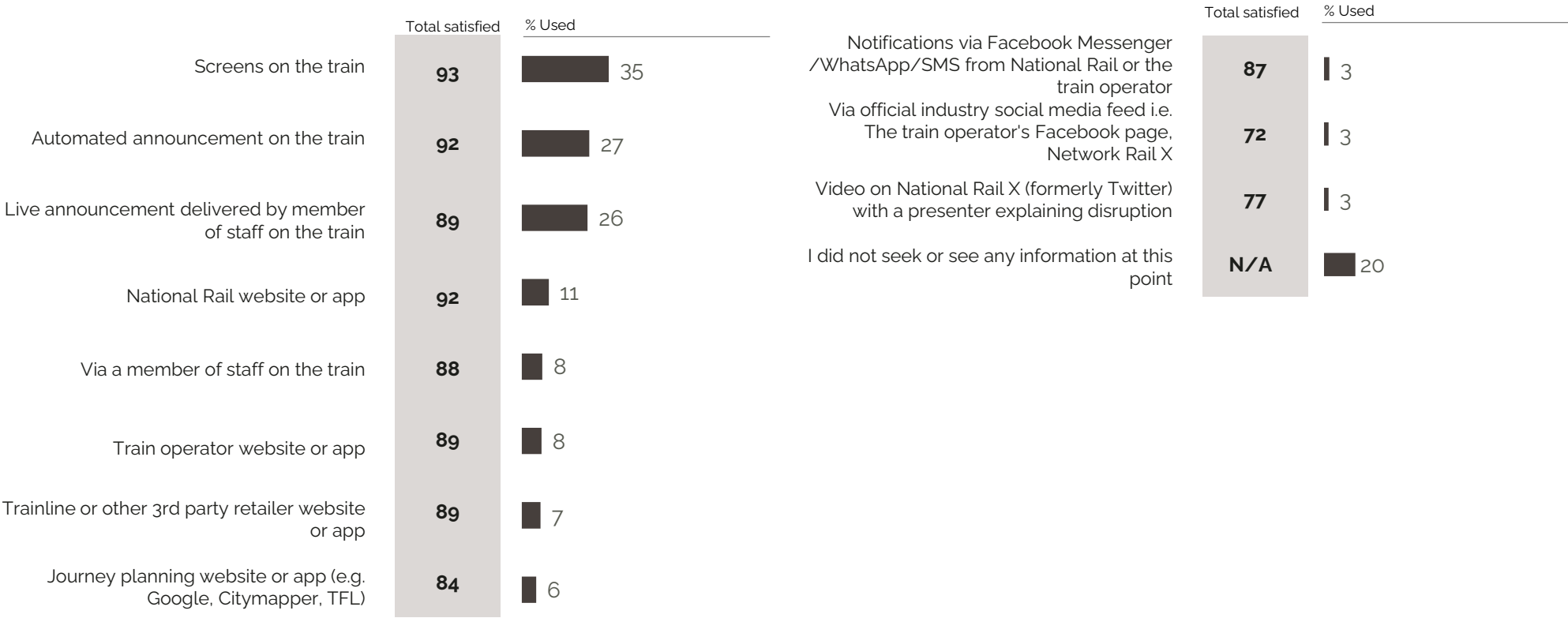


Overall, how satisfied were you with the information provided about your about your rail journey when on board the train? (excl DK) Oct 24/Nov 24/Dec 24/Jan 25/Feb 25/Mar 25/Apr 25/May 25/Jun 25/Jul 25/Aug 25/Sep 25/Oct 25/Nov 25/Dec 25/Jan 26/Feb 26/Mar 26/Apr 26/May 26/Jun 26 (641/641/575/606/642/630/597/604/560/562/583/630/650/639/648/627/627/655/589/687/642) Significantly higher in green. Significantly lower in red.

Information channels used and their satisfaction

In general, satisfaction with the information channels at this stage is high. Scores are slightly lower for Video on National Rail X (formerly Twitter) and via official industry social media. This might be an area to monitor and improve, however it is worth noting that few customers use these channels to receive information on board the train, so the impact might not be significant overall.

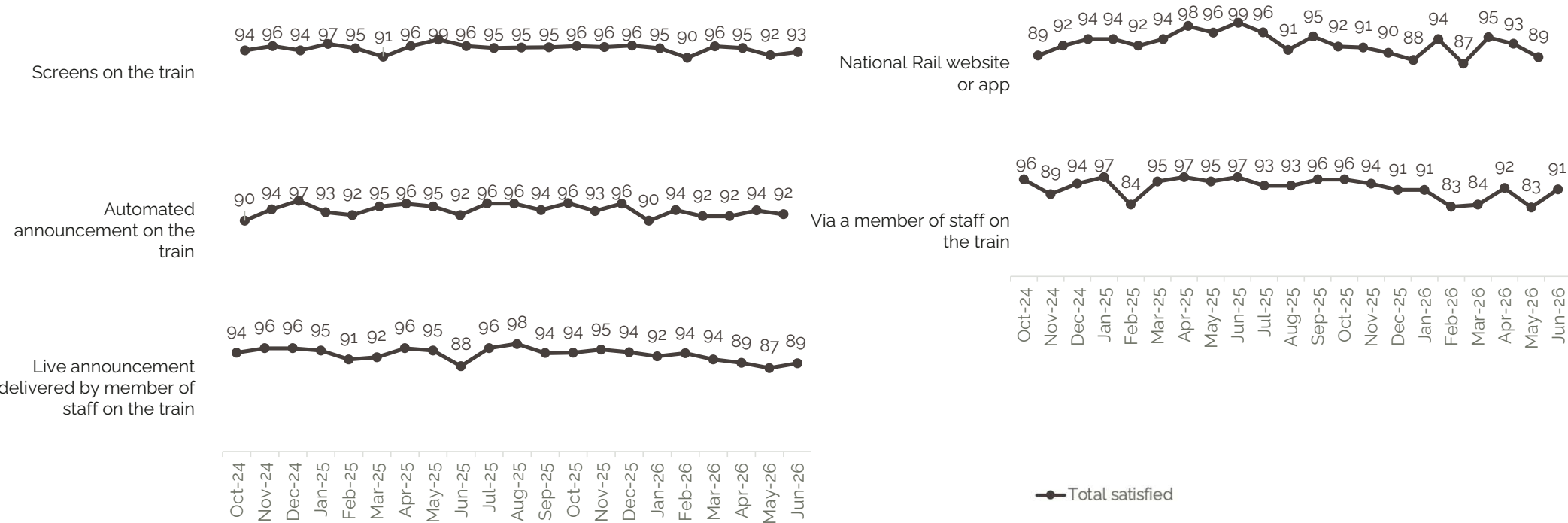
Information channels used and satisfaction with each when on board the train (%) (Can select multiple answers):



Satisfaction with information channels on-board the train

Satisfaction with the two top information channels stayed fairly consistent this quarter with previous. There has been a slight dip in satisfaction with live announcements by staff so this is something to monitor in the next report. In May satisfaction with staff members on the train dropped to 83%, however this recovered quickly in June and is back to being consistent with previous years.

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

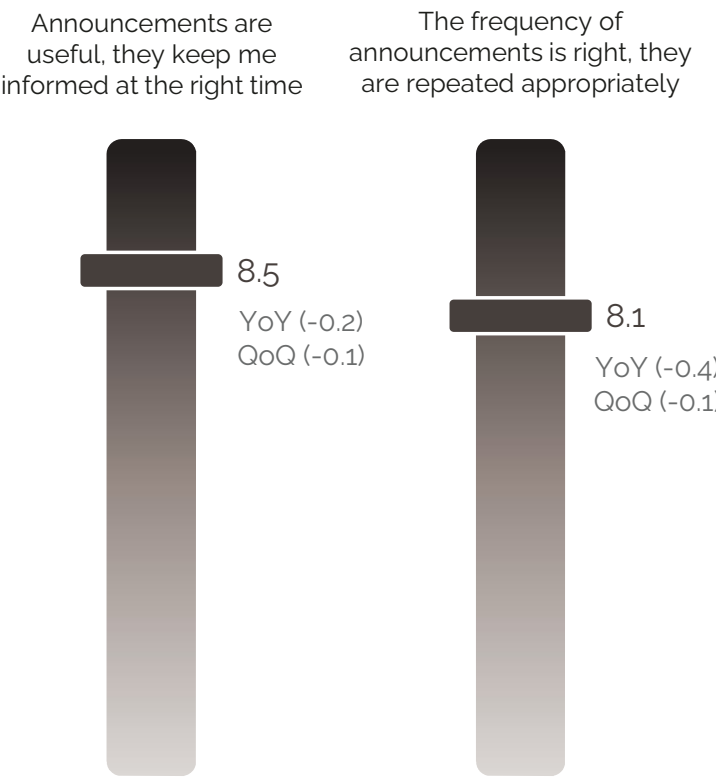
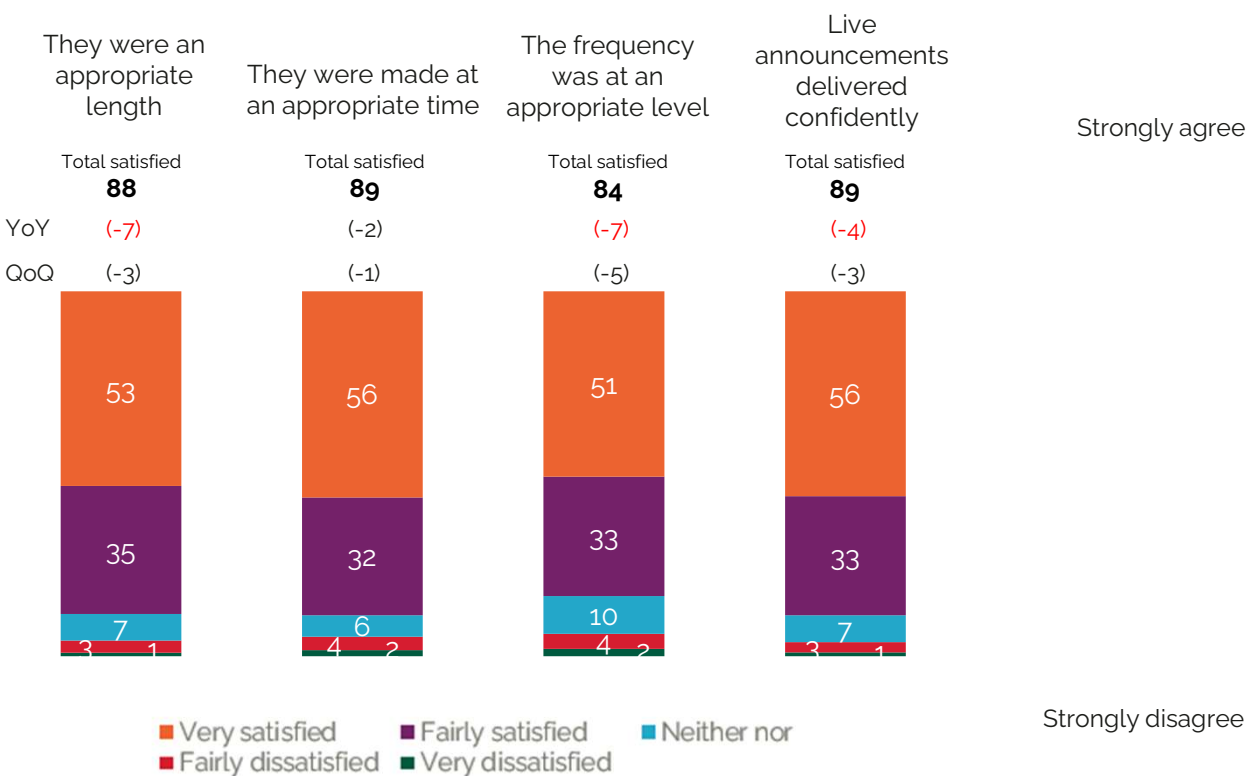


How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Apr 26/May 26/Jun 26 - Screens on the train (240/258/232), Automated announcement on the train (185/187/210), Live announcement delivered by member of staff on the train (177/201/175), National Rail website or app (61/67/81), Via a member of staff on the train (48/61/74) **Significantly higher in green. Significantly lower in red.**

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

Satisfaction with on board announcements has dropped this quarter compared to last quarter and last year. There has been a significant decrease in satisfaction with the length, frequency and confidence of announcements compared to this time last year.

Announcements on board the train (%)

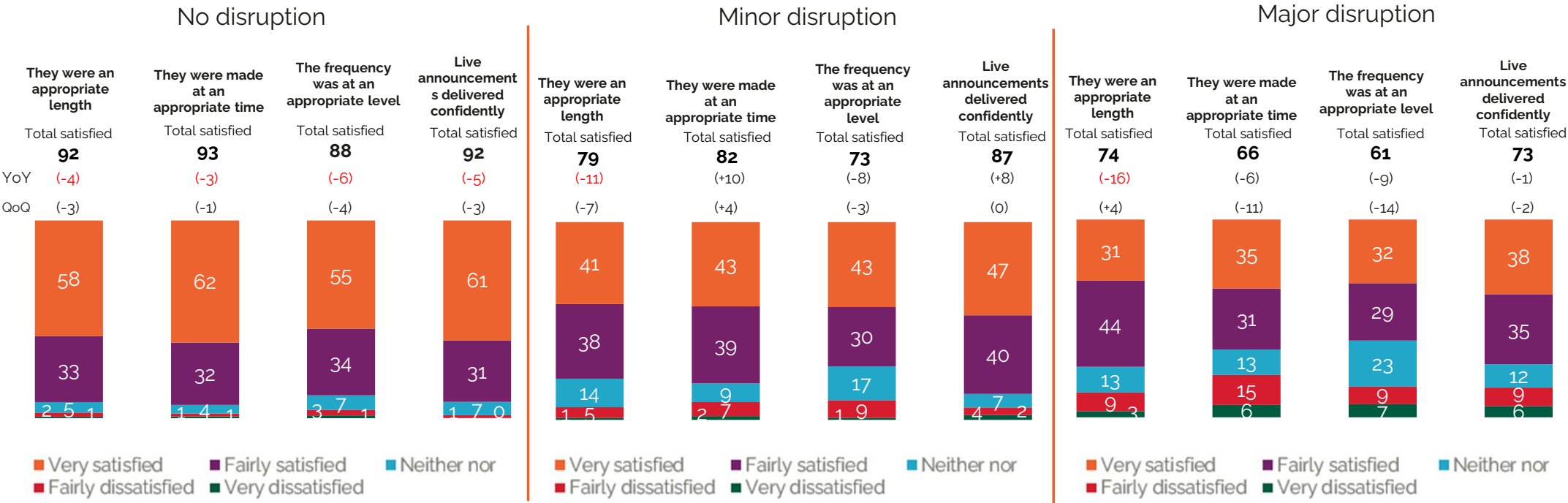


Thinking about the announcements that were given on board the train, to what extent were you satisfied with the following? (excl DK) Apr-Jun 26 (1061/1037/1058/964) Thinking about all the announcements you were given on board the train, to what extent do you agree or disagree with these statements? Apr-Jun 26 (1067) **Significantly higher in green.** **Significantly lower in red.**

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

Non-disrupted passengers remain highly satisfied with announcements (88–93%) however this is significantly less than last year across all metrics. Comparing to this time last year we also see significant decreases for both the minorly (-11%) and majorly (-16%) disrupted for satisfaction with the length of announcements.

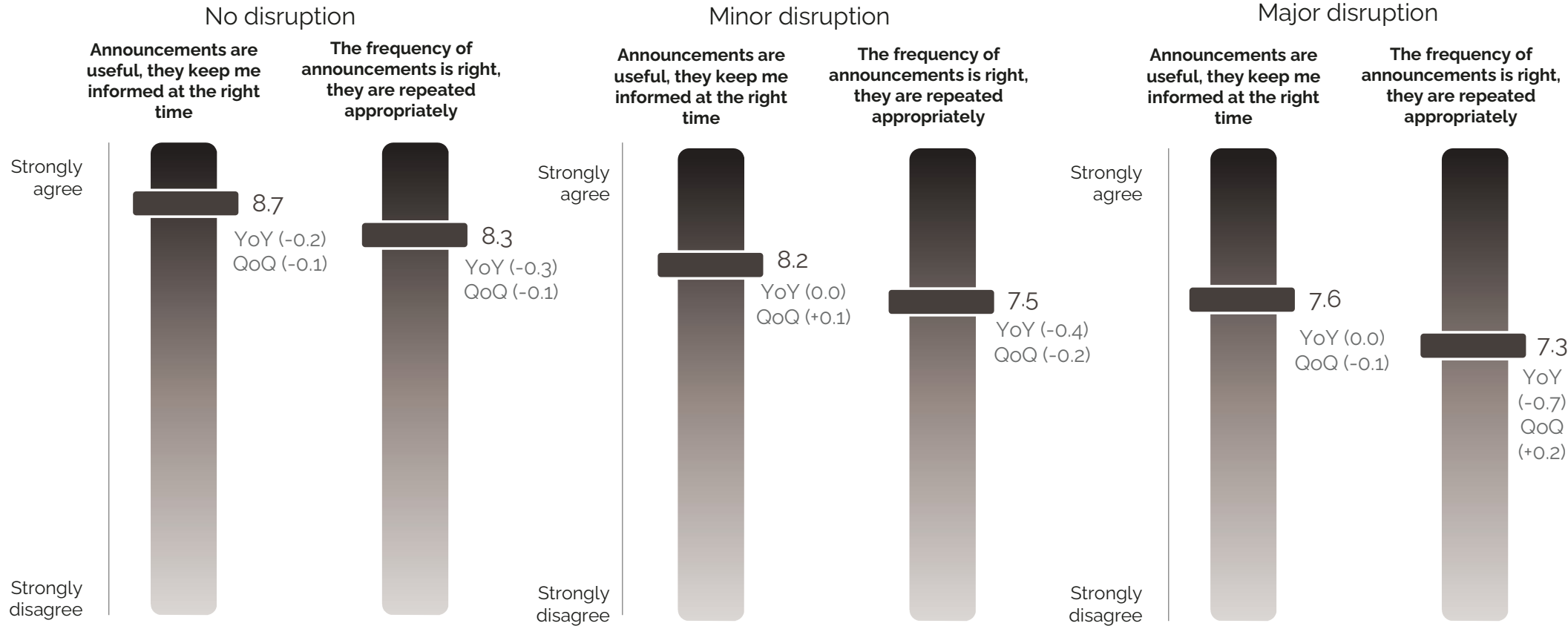
Announcements on board the train (%)



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

Satisfaction with the frequency of announcements drops across all disruption types this quarter compared to last year, however it's worth noting that satisfaction with the usefulness of announcements for disrupted customers remains stable.

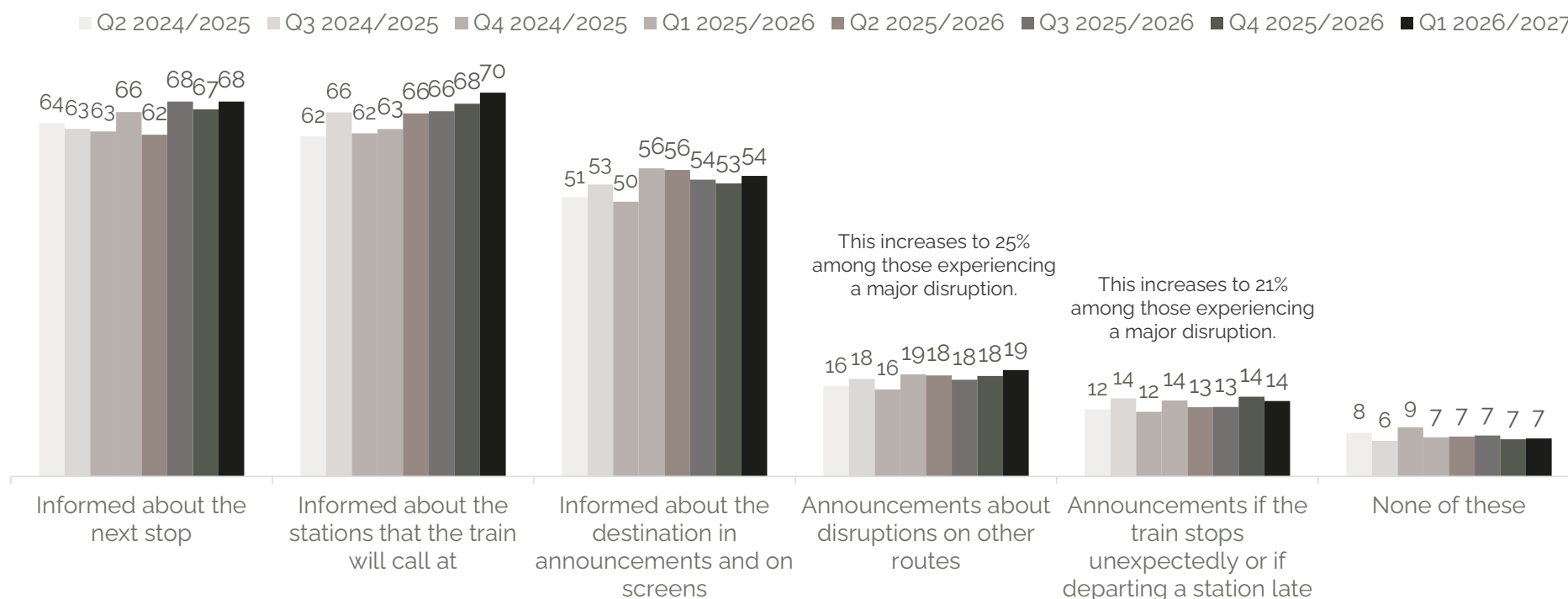
Announcements on board the train (%)

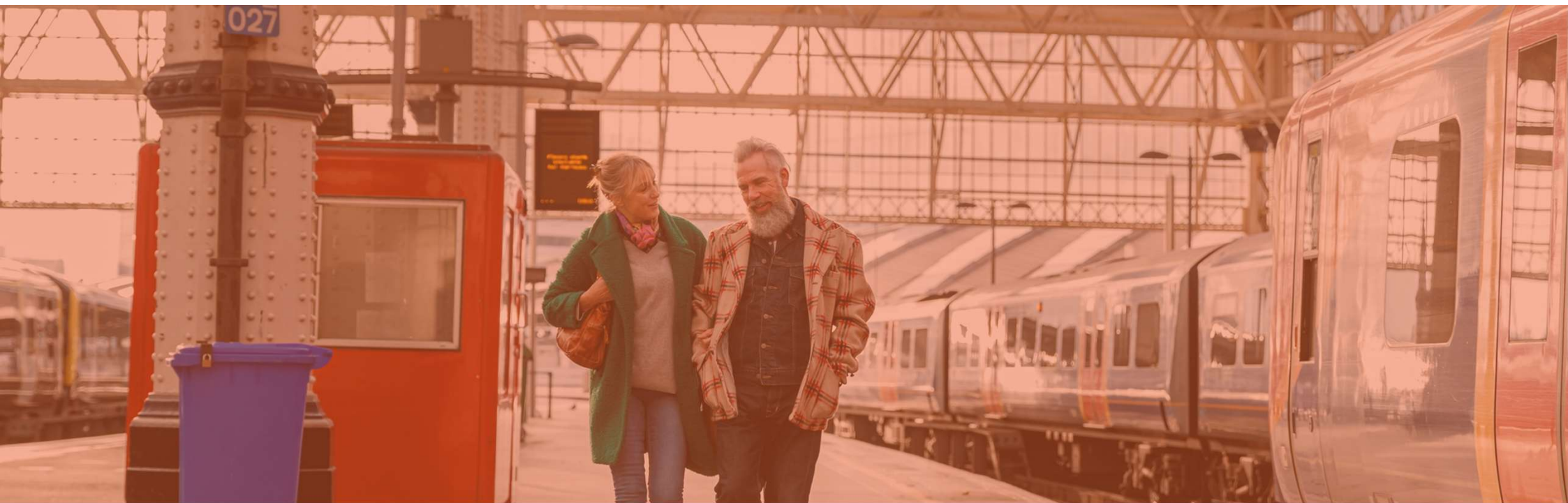


Type of information provided on board the train

Information about the next stop (68%) and stations the train will call at (70%) 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 19% hear about disruptions on other routes and 14% about unexpected stops or late departures. Even among major-disruption passengers, just 25% and 21% respectively receive announcements about other disruptions or if the train suddenly stops, leaving a notable gap in communication precisely when customers need it most.

Information provided when on board the train (%)





At destination/ interchange

Rail Delivery Group



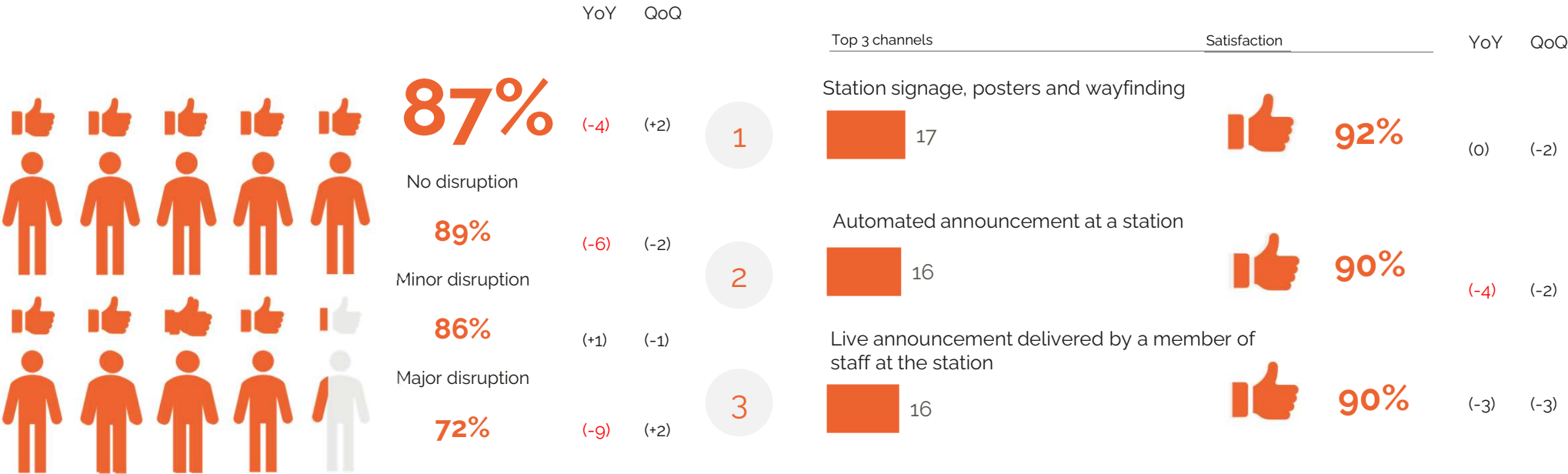
[Return to contents](#)

At destination/interchange station – Key satisfaction metrics

At the destination/interchange station, 87% of customers are satisfied with the information received which is significantly lower than 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 (%) (Can select multiple answers):

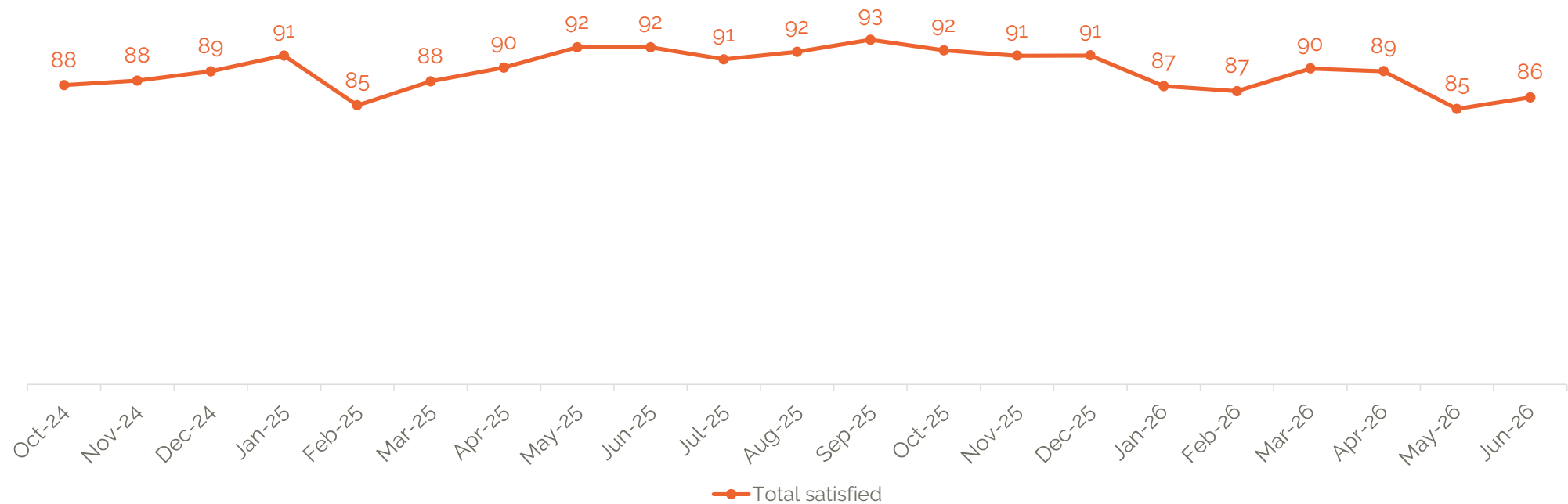


Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? Apr-Jun 26 (2240) Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Apr-Jun 26 (2485) Following your rail journey, were you provided with any of the following information...? Apr-Jun 26 (2572) **Significantly higher in green. Significantly lower in red.**

Overall satisfaction with information provided when at destination/interchange station

Satisfaction with this stage of the journey remains fairly consistent this quarter with the previous, there is a slight dip in May and June however, so worth seeing if this downward trend continues next quarter.

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



Information channels used and their satisfaction

Customers typically use a mix of channels at this point, and the most used are station signage, posters and wayfinding (17%), automated announcements at the station and live announcements delivered by members of staff (both 16%), all of which are rated very positively. Around 2 in 5 customers do not seek any information at this stage of the journey.

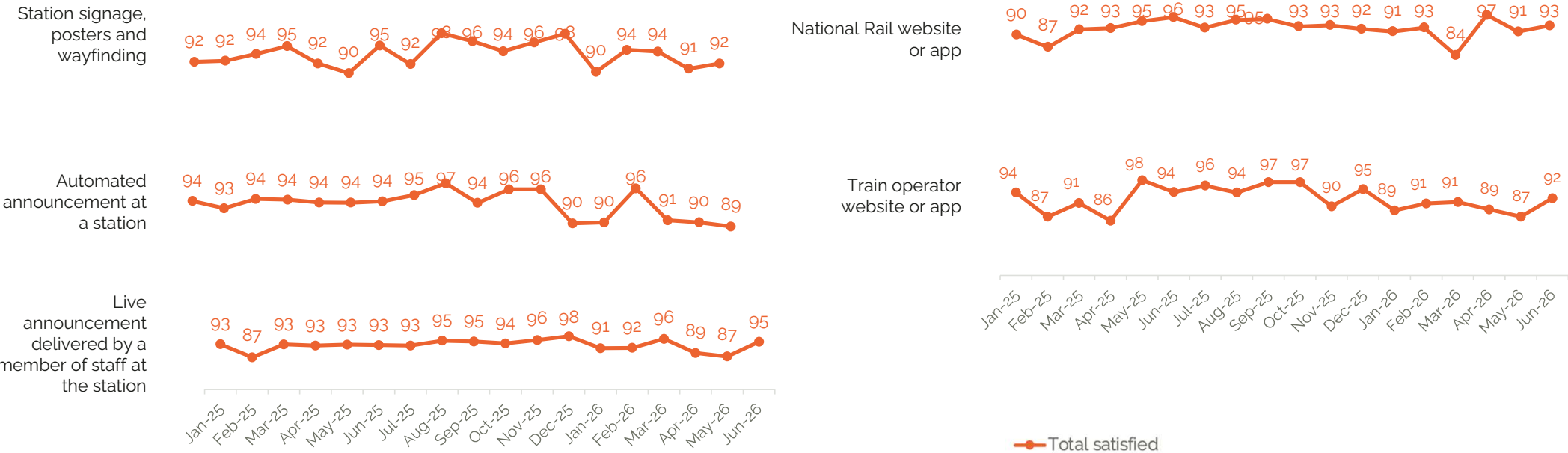
Information channels used and satisfaction with each when at destination/interchange station (%) (Can select multiple answers):



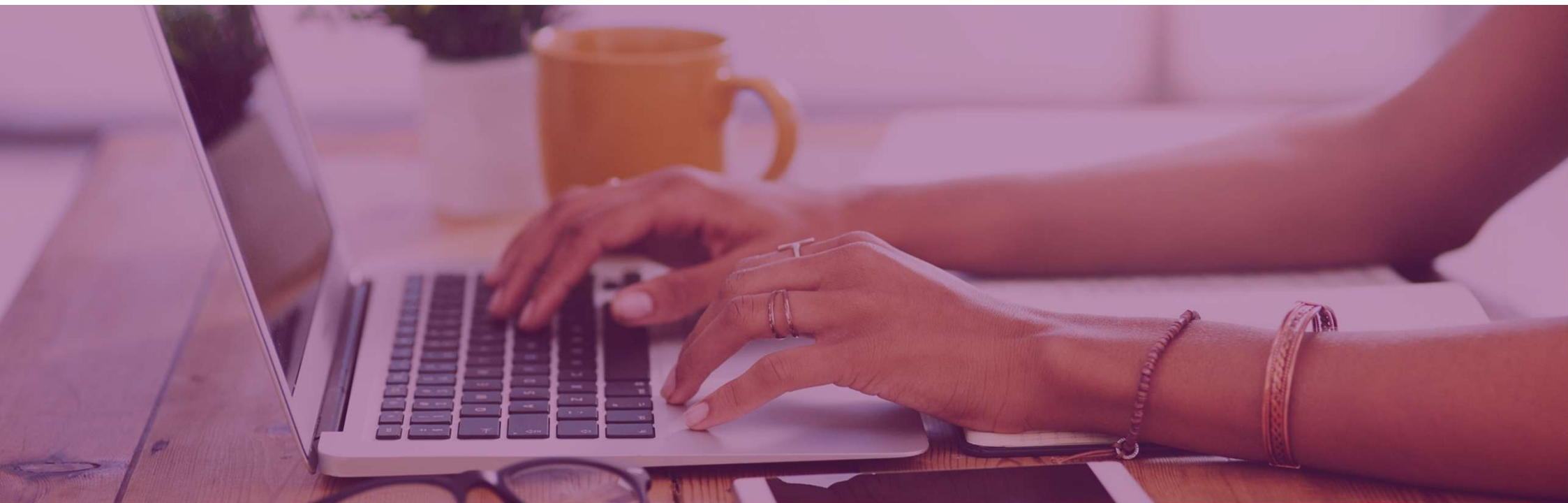
Satisfaction with information channels

The top 5 channels continue to achieve high levels of satisfaction mostly 90% and above. With upticks across all channels but automated announcements in June.

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) Apr 26/May 26/Jun 26 – Station signage, posters and way finding (134/137/136), Automated announcement at a station (111/139/128), Live announcement (97/131/125), National Rail website or app (63/79/107), Train operator website or app (67/95/91) **Significantly higher in green.** **Significantly lower in red.**



After journey

Rail Delivery Group

 National Rail

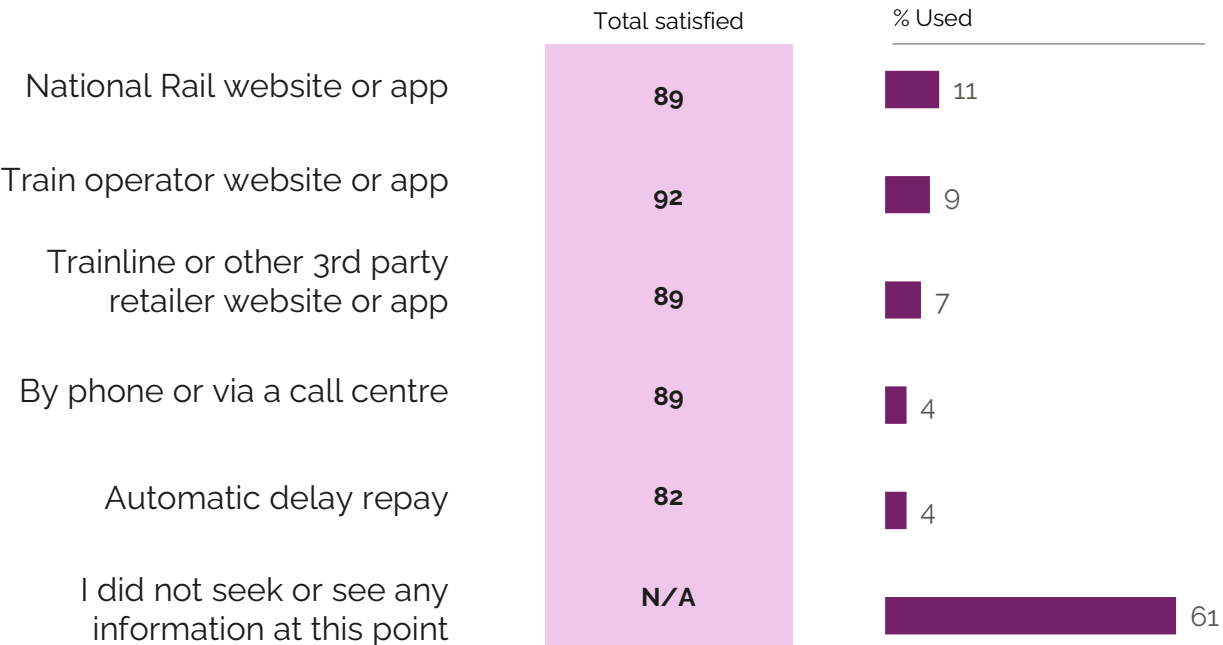


[Return to contents](#)

Information channels used and their satisfaction

3 in 5 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.

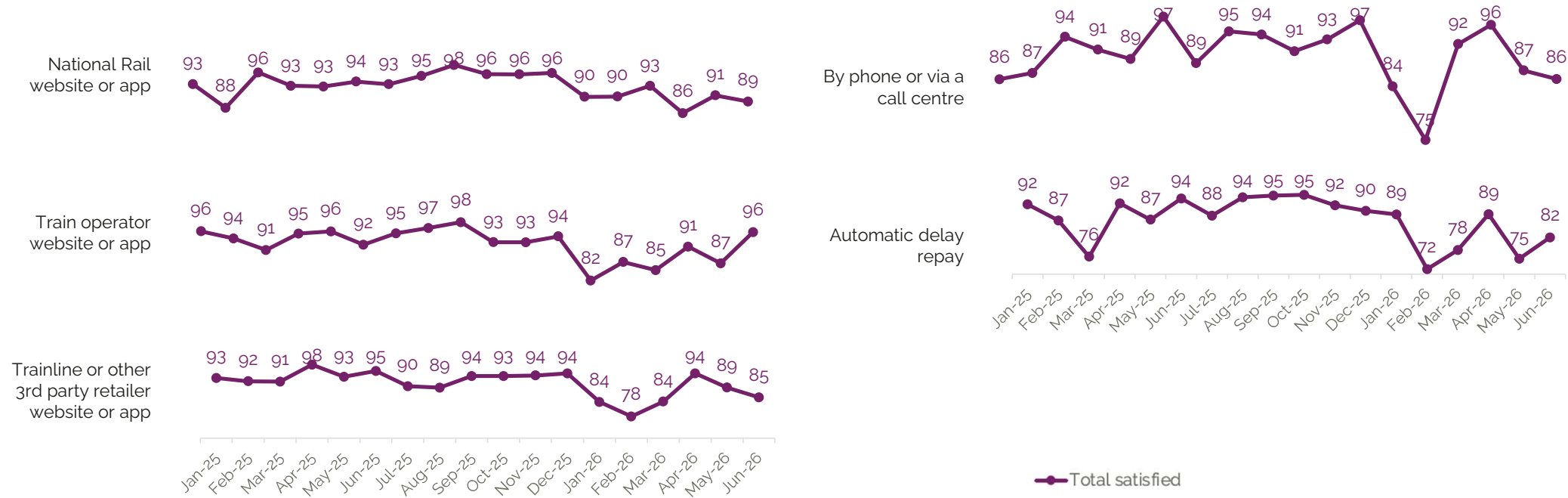
Information channels used and satisfaction with each after the journey (%) (Can select multiple answers):



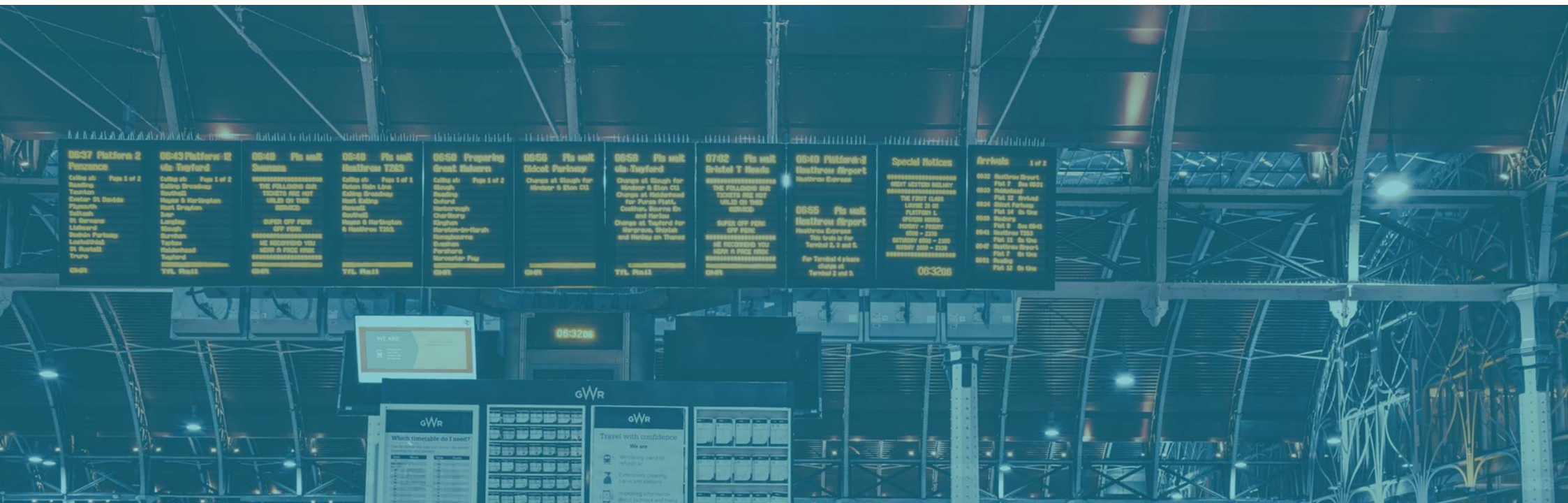
Satisfaction with information channels

Apart from the National Rail website or app, satisfaction has increased this quarter compared to last across the top 5 information channels at this stage. It's worth noting that satisfaction with delay repay did dip in May in line with increased disruption during this month.

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



How satisfied were you with the information that was provided on the channels you used after you had completed the journey? (excl DK) Apr 26/May 26/Jun 26 - National Rail website or app (54/93/88), Train operator website or app (48/68/88), Trainline or 3rd party retailer website (39/62/61), By phone or via a call centre (20/33/38), Automatic delay repay (28/29/33). Significantly higher in green. Significantly lower in red.



Experience with disruptions

[Return to contents](#)

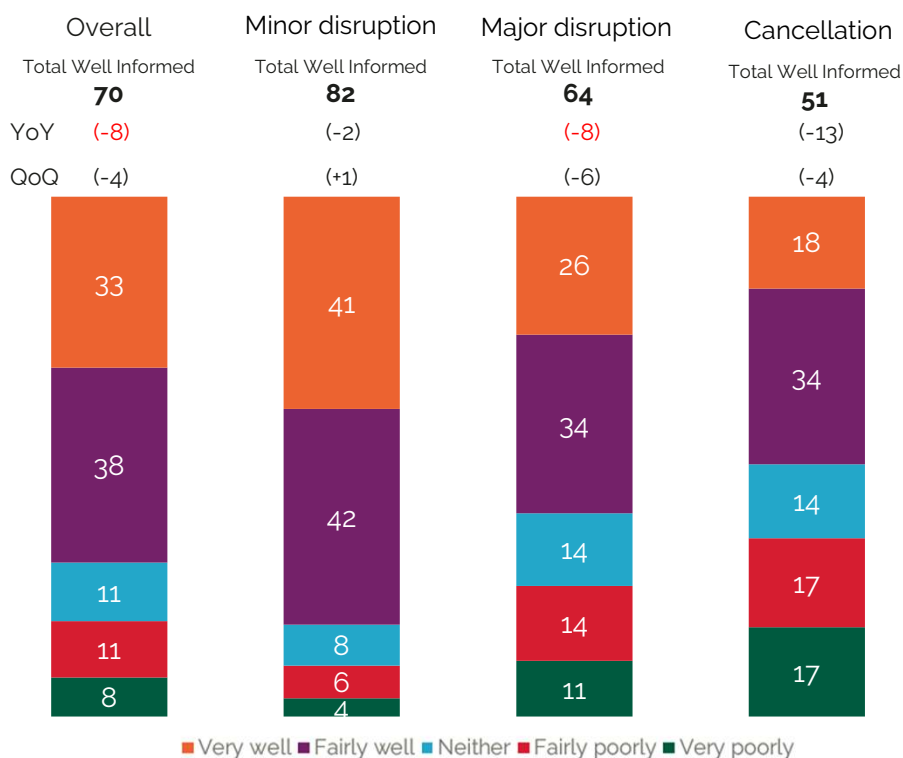
Rail Delivery Group



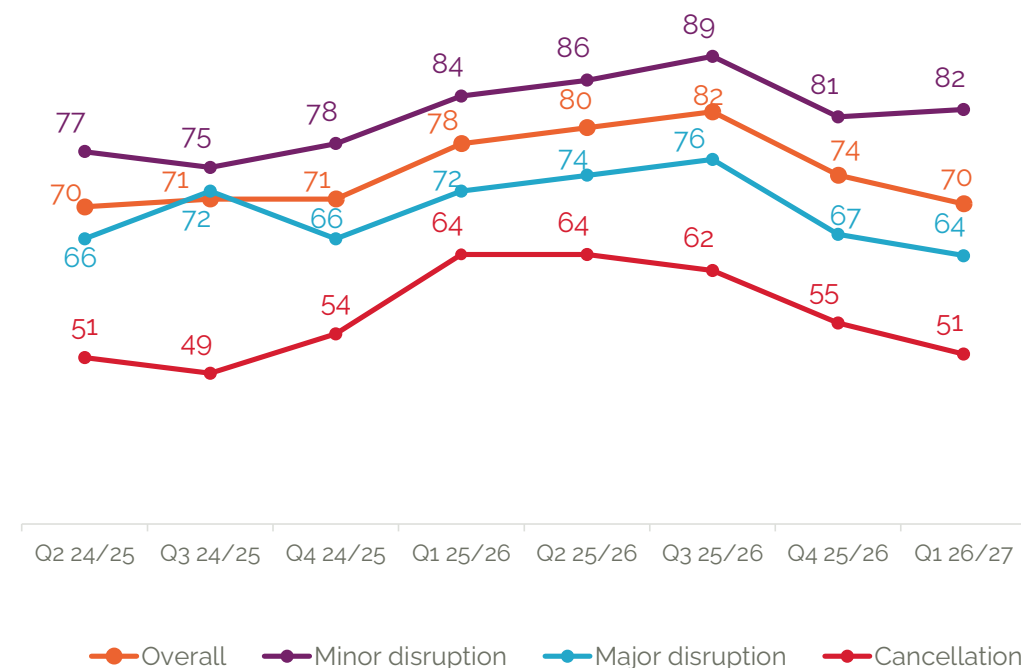
Overall rating of information provided about the delay (1/2)

7 in 10 customers feel that the TOC had kept them fairly or well informed about the delay, which is down on last year and last quarter. The shift YoY and QoQ is driven by those experiencing a major disruption. Among the majorly disrupted, a year ago saw higher ratings for all commuters and leisure customers, who see a negative shift this year and against last quarter.

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



Total Well Informed Trend

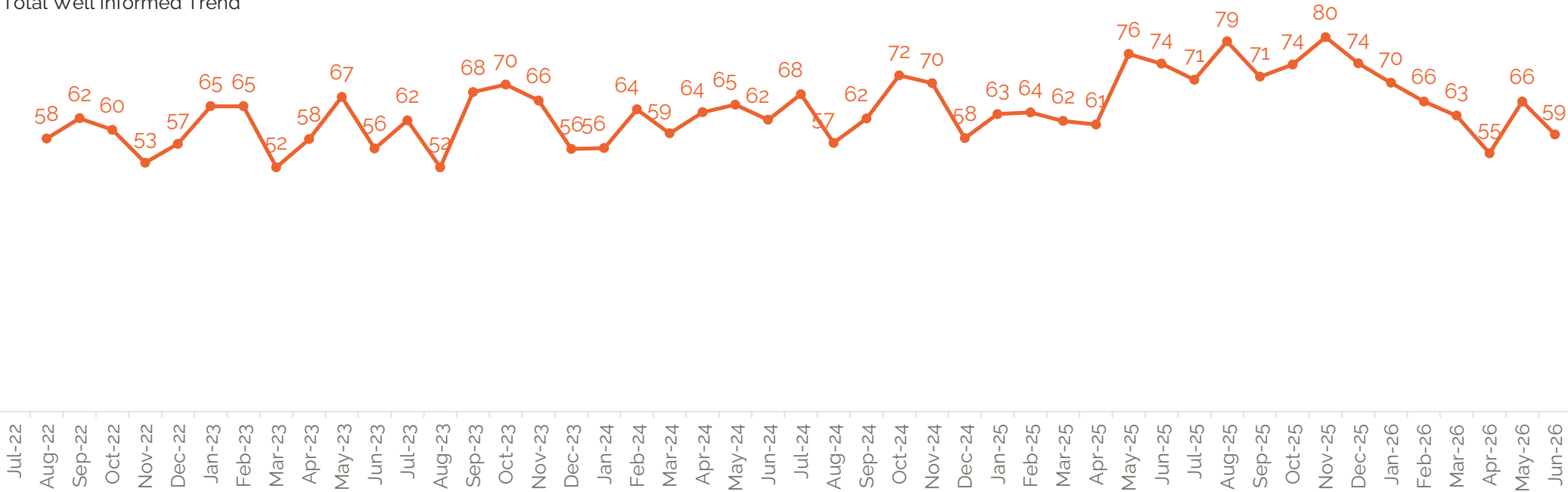


Overall rating of information provided about the delay (2/2)

Removing the minor disrupted, among cancelled and major disrupted customers, the rating of information provided during a delay has continued to decline since hitting the peak back in November 2025. Figures saw an uptick in May but were broadly lower during this quarter compared to previous quarters.

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

Total Well Informed Trend



Overall rating of information provided about the delay

The rating of information provided during a delay across TOCs is mixed. GWR performed strongly during the period, and showed positive movements (albeit base sizes are low).

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	66* (-3)	14 (-6)	21 (+5)	66 (0)	 Great Northern	**	18 (-5)	18 (0)	63 (+5)	 NORTHERN	59* (-13)	11 (-3)	20 (0)	69 (+3)
 c2c	**	14 (-7)	17 (-3)	69 (+11)	 GWR	84* (+15)	11 (0)	14 (-9)	75 (+10)	 ScotRail SCOTLAND'S RAILWAY	**	5 (-5)	5 (-3)	90 (+9)
 Chiltern Railways by Arriva	**	12 (-9)	10 (+4)	78 (+5)	 Heathrow Express	**	Base size too low			 southeastern	67* (-8)	12 (-4)	12 (-7)	75 (+11)
 crosscountry by Arriva	77* (+8)	16 (-11)	17 (0)	67 (+11)	 Hull Trains Your local link to London	**	Base size too low			 SOUTHERN	58* (-16)	11 (0)	14 (-1)	75 (+1)
 E M R	79* (-10)	11 (-5)	18 (0)	70 (+1)	 LNER LONDON-NORTH EASTERN RAILWAY	71* (+9)	13 (+2)	18 (+1)	69 (-3)	 South Western Railway	64* (-16)	13 (-4)	18 (+3)	69 (+1)
 ELIZABETH LINE	**	18 (-11)	15 (+4)	67 (+7)	 London Northwestern Railway	72* (+1)	21 (-3)	26 (+7)	53 (-5)	 ThamesLink	63* (-4)	13 (-6)	20 (+3)	67 (+3)
 GX SATWICK EXPRESS	**	Base size too low			 OVERGROUND	80* (+6)	13 (-18)	22 (+5)	66 (+13)	 TRANSPENNINE EXPRESS	81* (+4)	13 (-1)	25 (+4)	62 (-3)
 GRAND CENTRAL by Arriva	**	Base size too low			 lumo	**	Base size too low			 TRAFNIDIAETH CYMRU TRANSPORT FOR WALES	74* (+9)	16 (+1)	15 (+4)	68 (-4)
 greateranglia	**	9 (-14)	11 (-7)	80 (+21)	 Merseyrail	**	11 (-7)	15 (+4)	74 (+3)	 West Midlands Railway	**	12 (-4)	12 (-3)	76 (+7)

Rail Delivery Group

National Rail

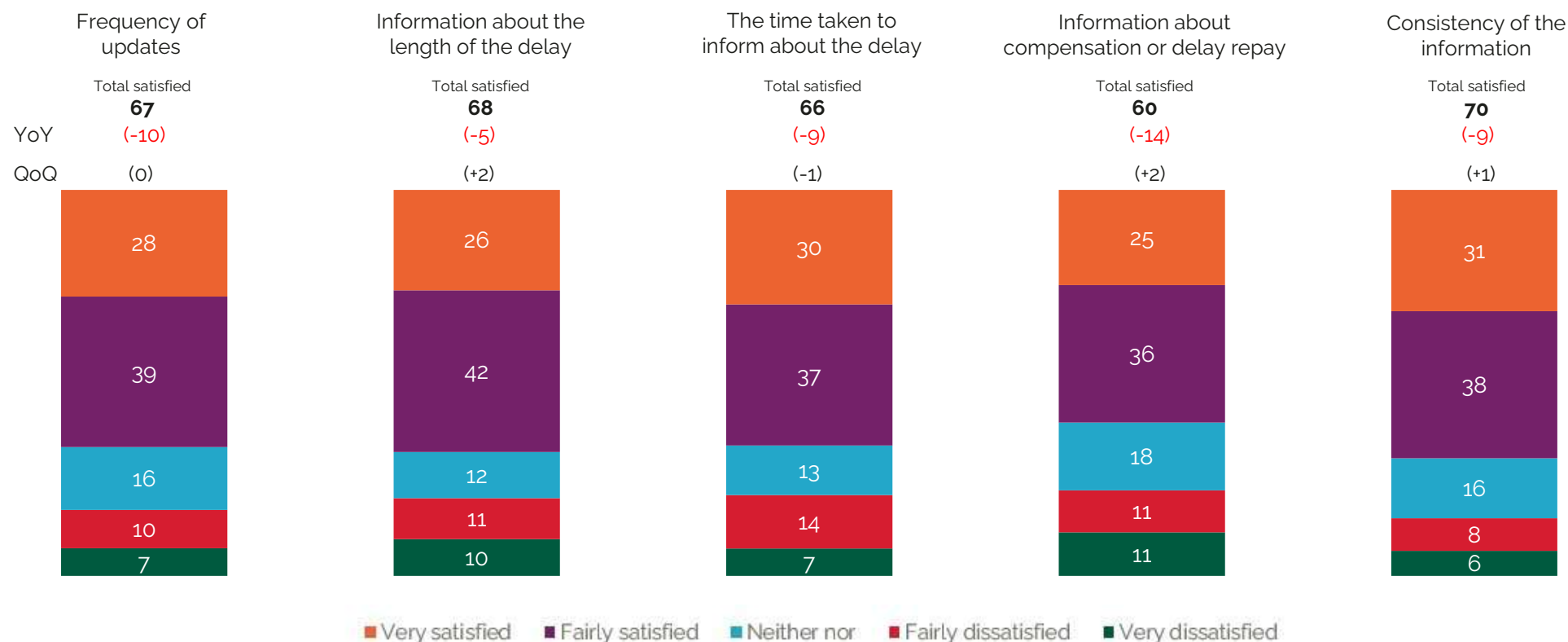


Overall, how well do you think the train company kept you informed about the delay or cancellation? (excl DK Apr-Jun 26 – Overall (2572), Disruption type: Minor (326), Major (416), None (1809)) *Refers to TOCs where the base is below 50. **Refers to TOCs where the base is below 30 and too low to show. Significantly higher in green. Significantly lower in red.

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

Satisfaction with information provided during delays has significantly decreased on a year ago but is broadly in line with last quarter. Information about the compensation or delay repay saw the biggest declines overall.

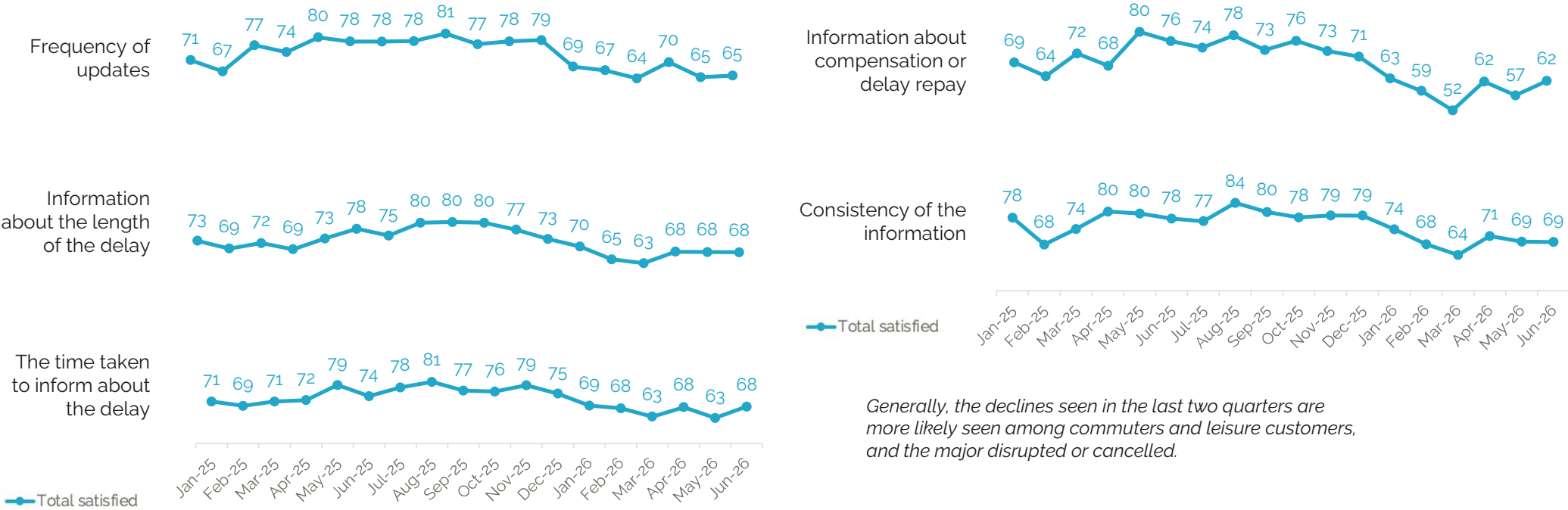
Overall satisfaction with aspects of information provided during the delay (%)



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

Across the aspects of information provided, metrics are broadly stable with last quarter, while in some cases such as consistency of information and compensation, there is a slight upward shift in recovery.

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



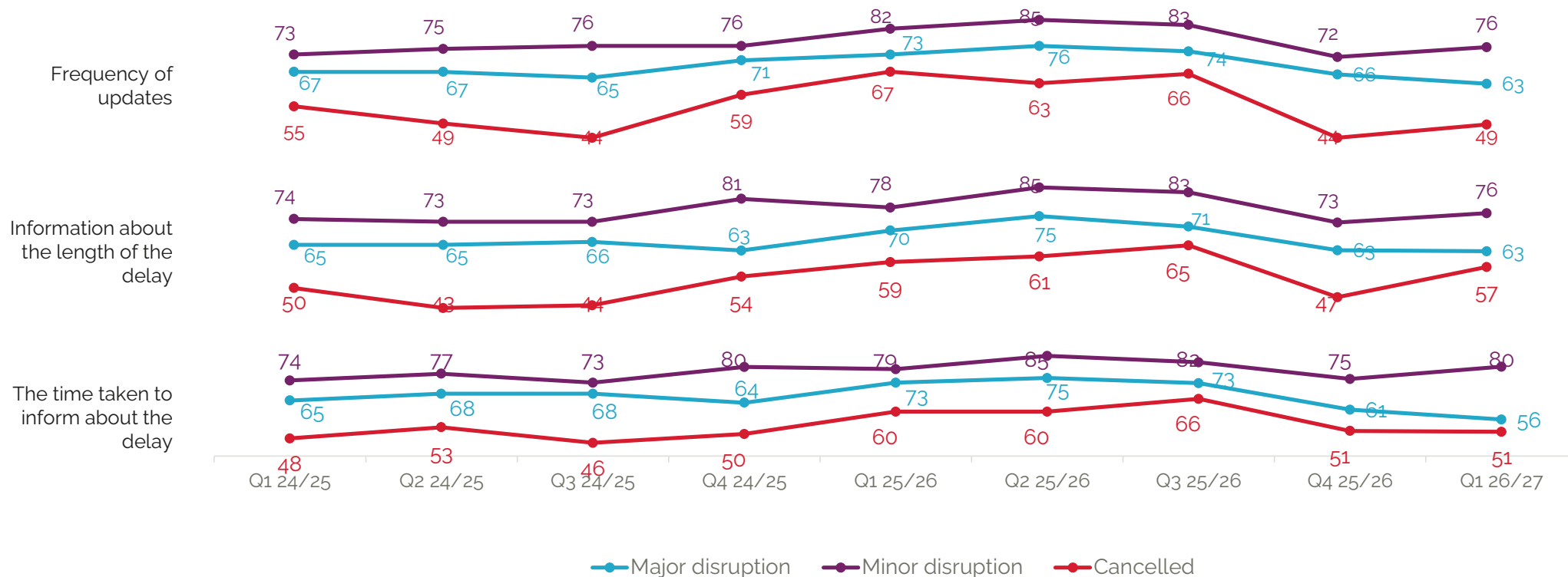
Generally, the declines seen in the last two quarters are more likely seen among commuters and leisure customers, and the major disrupted or cancelled.

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)
Apr-Jun 26-Frequency of updates (205/290/240), Length of delay (207/293/241), Time taken (205/294/242), Compensation (185/265/227), Consistency (205/292/241) Significantly higher in green. Significantly lower in red.

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

The deterioration in communication metrics seen over recent quarters appears to be largely attributable to customers experiencing major disruption and cancellations. Satisfaction remains relatively resilient for minor disruptions, but scores for cancelled journeys continue to lag significantly across all measures, confirming that communication during severe disruption remains important for overall performance and ratings.

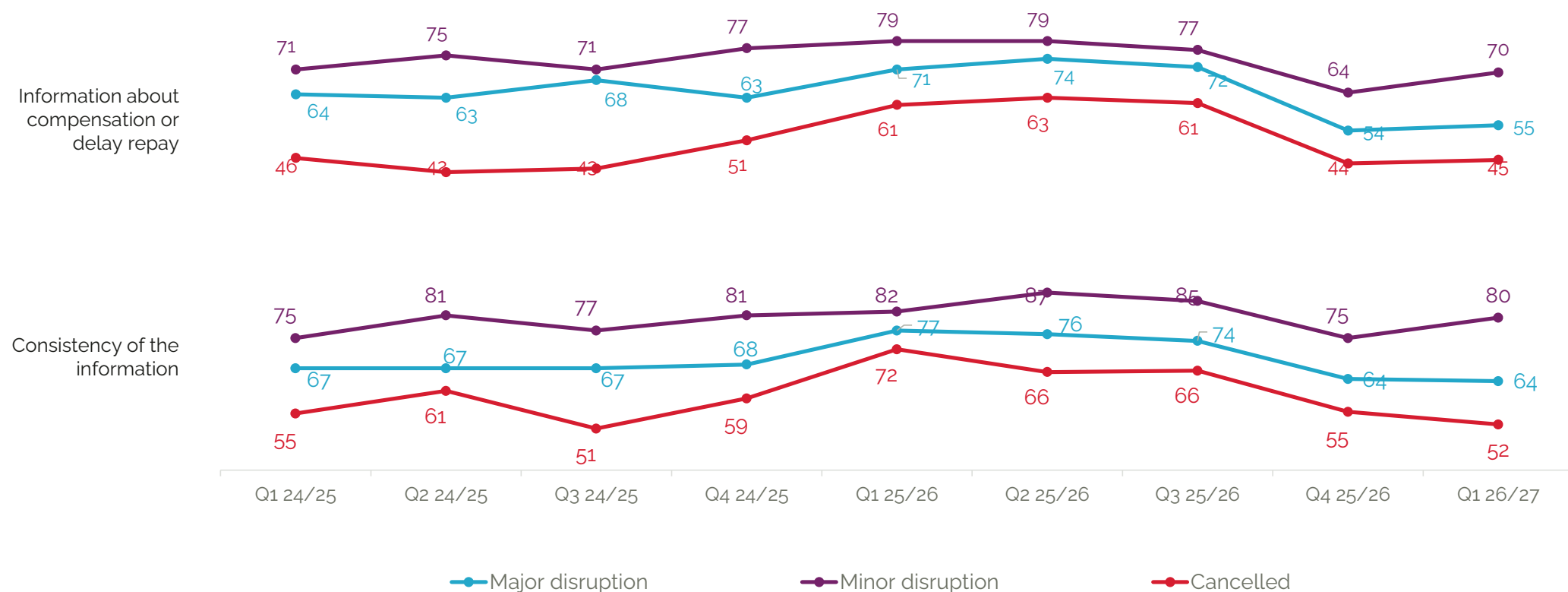
Overall satisfaction with aspects of information provided during the delay – trended (%)



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

This pattern continues for compensation information and consistency of information. Customers experiencing minor disruption remain the most satisfied, while cancelled passengers score considerably lower. The gap is particularly pronounced for consistency of information, where satisfaction amongst cancelled customers is almost 30 points lower than for minor disruption customers in the latest quarter. Together, these findings suggest that communications during severe disruption and cancellations remain the key for overall communication satisfaction.

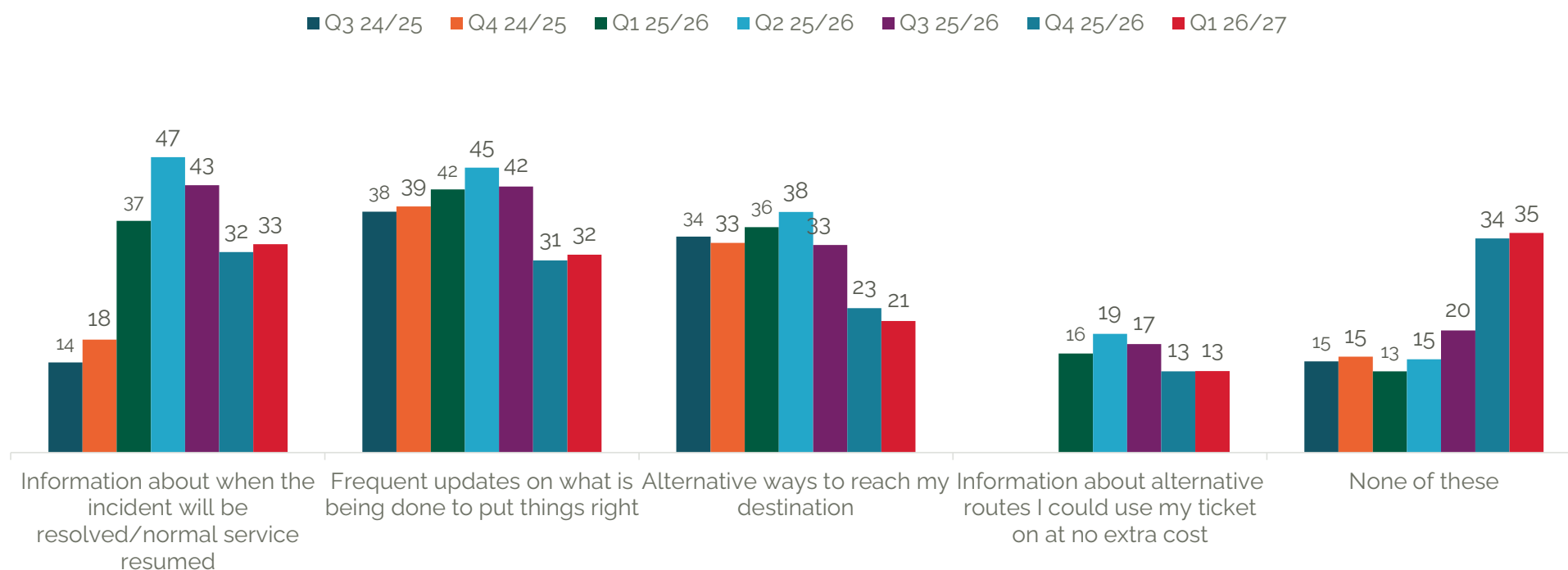
Overall satisfaction with aspects of information provided during the delay – trended (%)



Provision of information during disruption

Information about when normal service will be resumed and frequent updates on what is being done to put things right are the main types of information given during disruption, however fewer customers are given any of this information than in previous quarters.

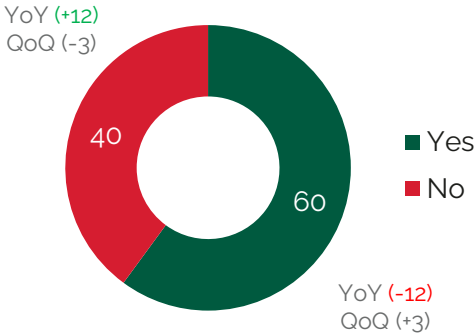
Type of information provision during the disruption (%)



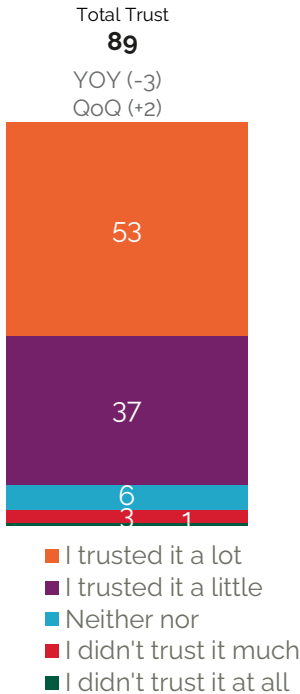
Information given on reason for delay

Over half of disrupted customers were informed of the reason for the delay however this is down from the previous year. Those who are given a reason trust the information, and it is broadly clear (albeit not as clear as a year ago) There has been a large drop in those finding the information useful, with 10% stating it is not at all useful or a little useful. Those saying the information was only somewhat useful has increased 5% compared to this time last year.

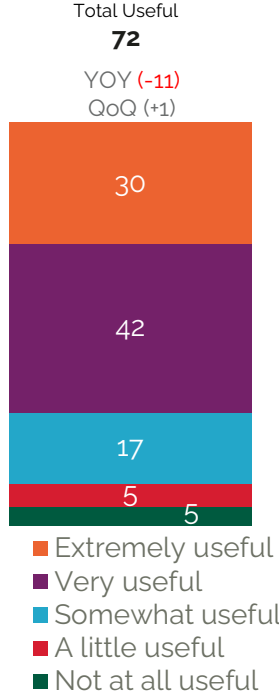
Informed about reason for delay
(% yes)



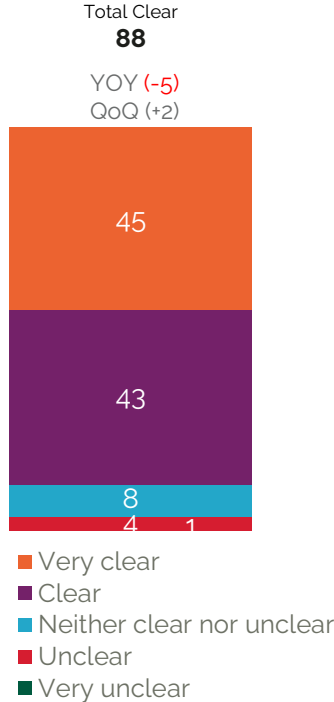
Trust the information
provided? (%)



Usefulness of
information provided (%)



Clarity of information
provided (%)

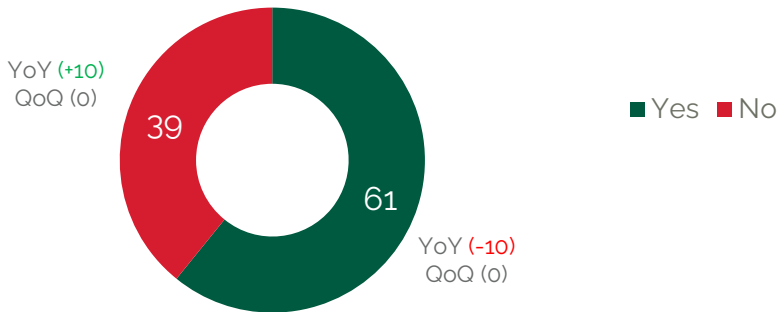


During the disruption, were you informed about the reason for the delay/cancellation? To what extent did you trust the information that was provided to you about the reason for the delay/cancellation? How would you rate the usefulness of the information provided to you about the reason for the delay/cancellation? How would you rate the clarity of the information relating to the reason for the delay/cancellation? Apr-Jun 26 (749/450/450/450) Significantly higher in green. Significantly lower in red.

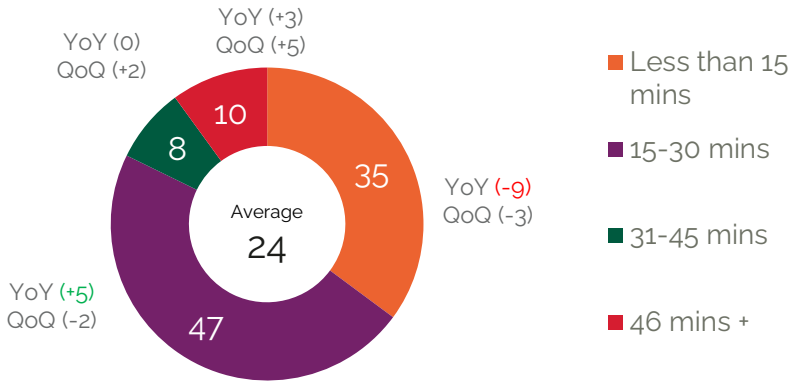
Delay length

Only around 6 in 10 passengers who were disrupted were given an estimate for how long the disruption would last. This is down on this time last year. Most experienced delays of 30 minutes or less, with 24 minutes being the average delay time. The length of time is up on last quarter and a year ago, particularly for commuters which may be the cause of the lower scores that we see at an overall level.

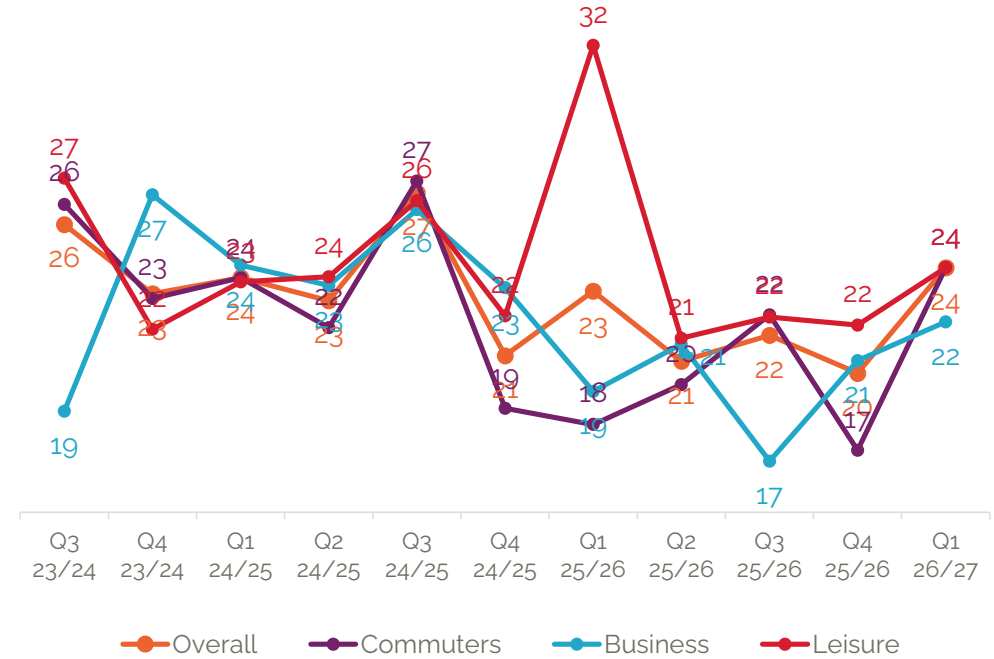
Were you given an estimate for how long the delay will be going on for? (%)



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



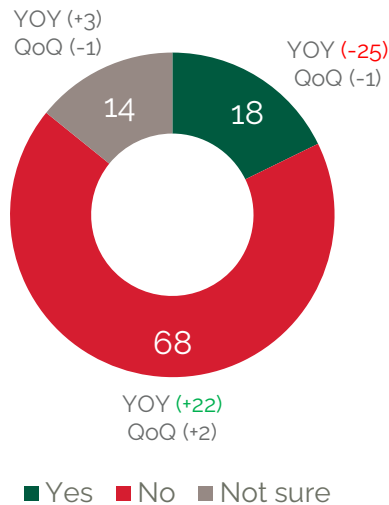
How late was the arrival to the destination station trend? (average in minutes)



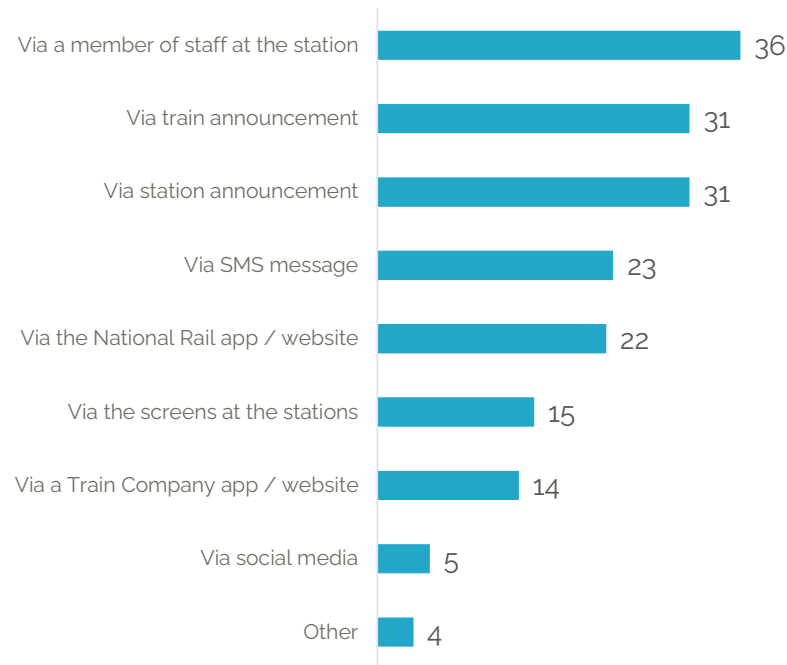
Validity of ticket with alternative TOCs when disrupted

Less than 2 in 10 customers experiencing delays saw information about travelling with alternative TOC's – this is a significant shift on a year ago (-25%). Via a member of staff is the main means for receiving this information, or via announcements. As with other metrics, despite less availability to this information, satisfaction remains strong for those that received information.

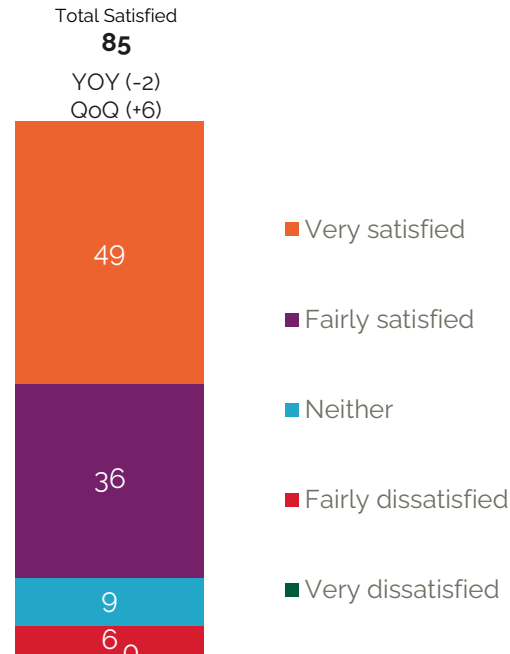
Saw information about ticket being valid with other TOCs during major disruption (%)



How the information was received (%)



Satisfaction with how information was received (%)

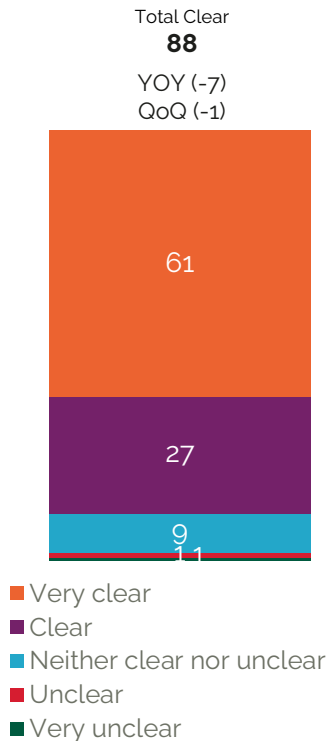


You stated you experienced a major disruption during your journey, do you recall seeing any information about your ticket being valid with alternative Train operating Companies? How did you receive this information? How satisfied were you with how you received this information? Apr-Jun 26 (421/73/73) Significantly higher in green. Significantly lower in red.

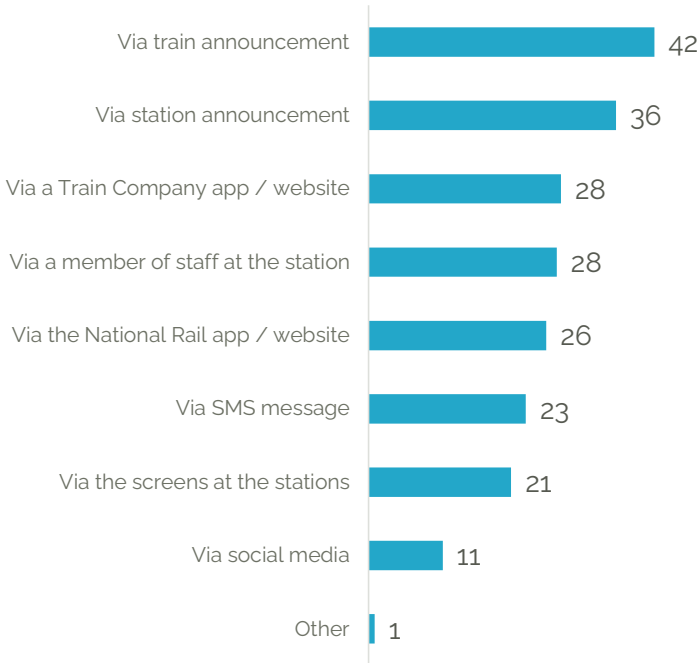
Validity of ticket with alternative TOCs when disrupted

Clarity was rated very positively at 88%. While information from a member of staff was the top way of receiving this, via an announcement on the train or at the station is where they would like to receive this information most.

Clarity of information (%)

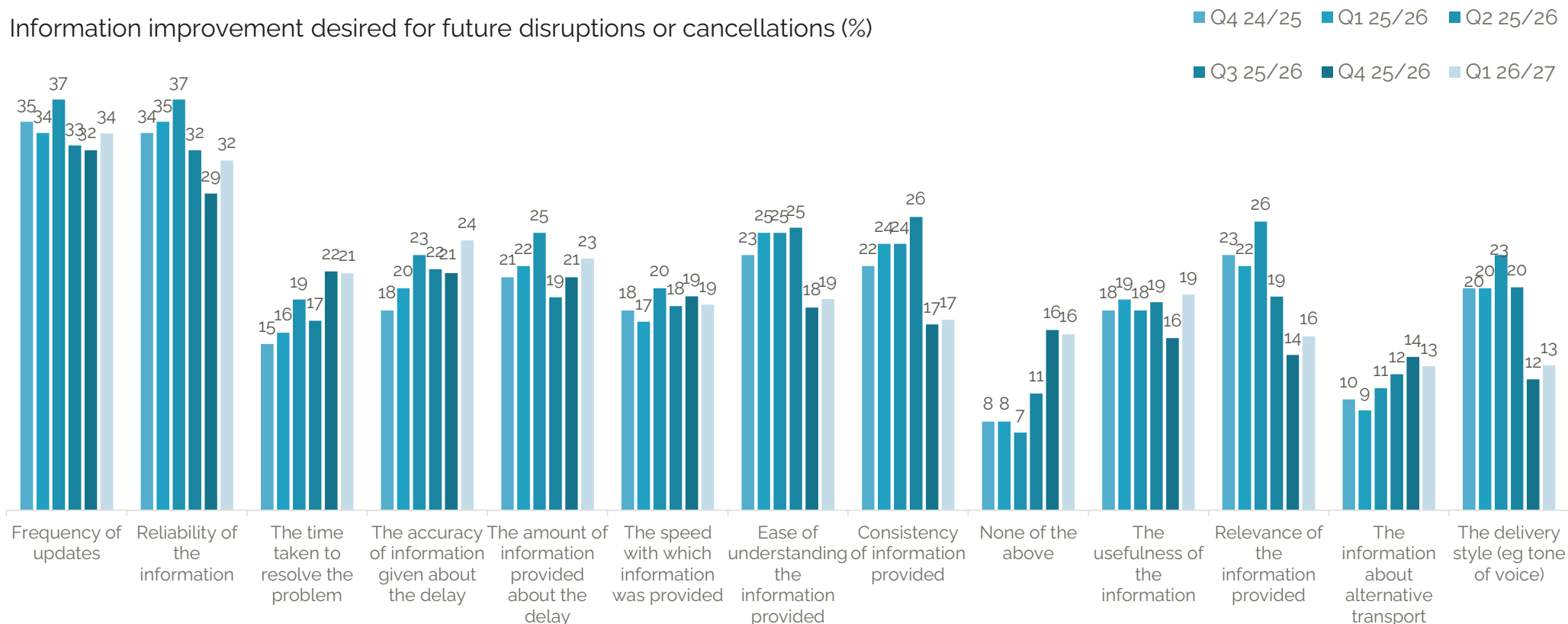


How they would like to receive the information in the future (%)



Improvements desired for information on disruptions in the future

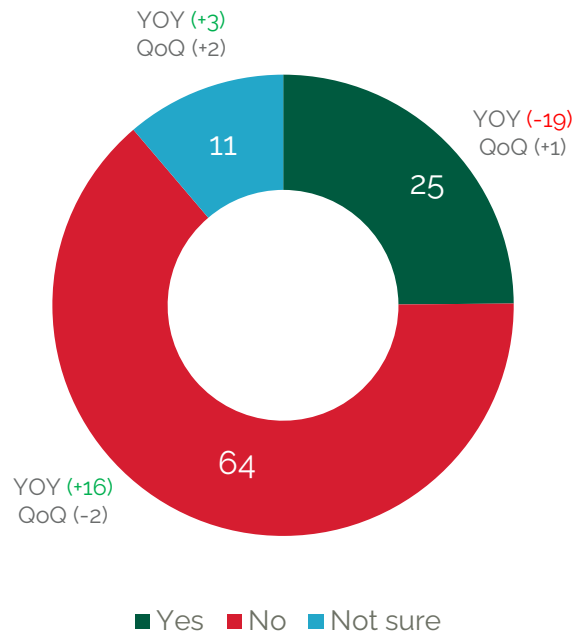
The communication improvements passengers value most are the same areas that drive lower satisfaction during disruption and cancellations, highlighting the continued importance of providing timely, accurate and dependable information when journeys are most impacted.



Awareness of disruption video

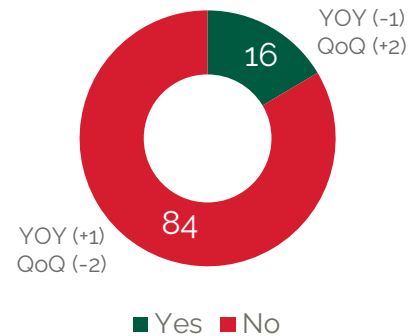
Unprompted awareness of the disruption video has declined on a year ago. After being prompted by the video, of those initially unaware, 16% stated they had in fact seen these videos. Of those who had seen the video before, 63% said they had used it to help them find out about the disruption.

Unprompted awareness (%)

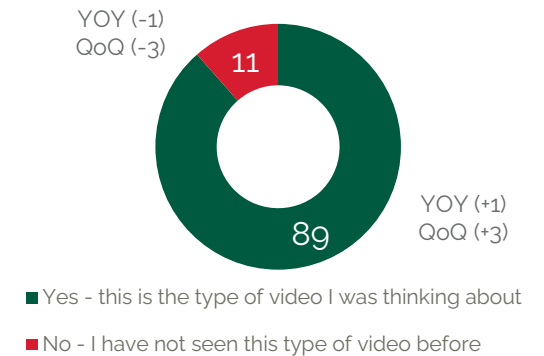


Awareness after seeing the video (%)

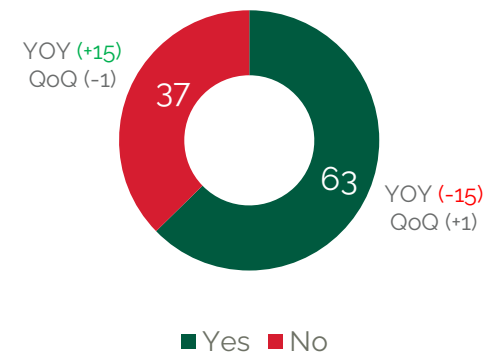
Among those who were unaware unprompted



Among those who were aware unprompted

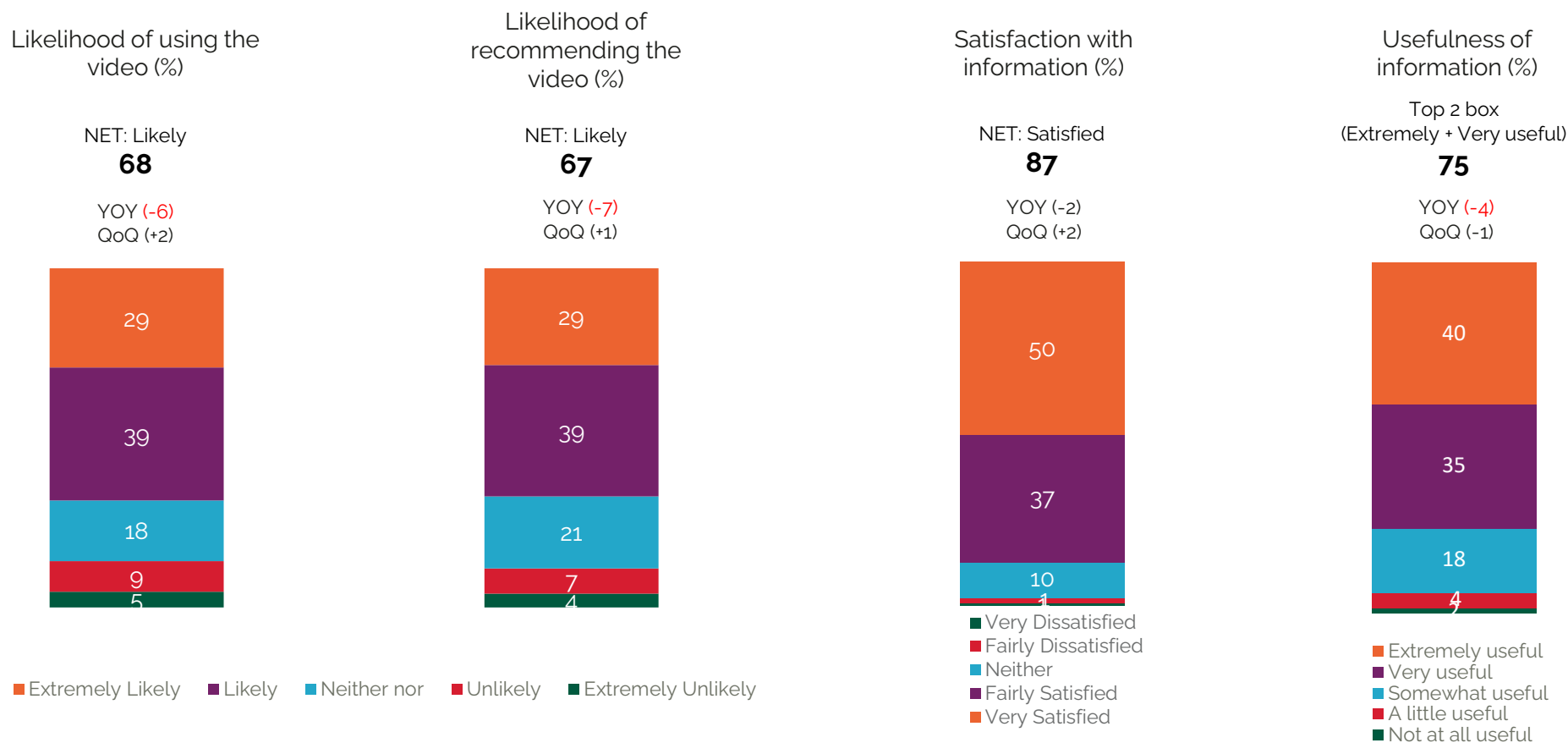


Usage of video (%) - among those who were aware after seeing video



Ratings of the video on disruption

Ratings on the disruption video are down this quarter compared to a year ago. Two thirds of customers said they were likely to use the video themselves and recommend it to others. Positively, customers were highly satisfied with the information and over three quarters found the information useful.





Appendix

Rail Delivery Group

 National Rail



[Return to contents](#)

Best parts of information provision during the journey

Most customers praise the information given during their train journeys when it's frequently delivered, super clear and also accurate. They like the in real time updates letting you know exactly when you will reach your destination and there was also some praise for the automated delay repay.

Best parts of information provision during your journey

When we were delayed the reason was given - keeping me informed about the short train trip I was taking and allowed me to telephone person who was meeting me.

Minor disruption/South Western Railway/Leisure

There were clearly visible and identifiable digital signs throughout both stations that showed when the train would arrive, what formation the carriages were in and the exact stops it would be calling at during the journey.

No disruption/ GWR/Leisure

The best part was the clear and timely updates, and they made it easy to stay informed and feel confident about the journey

No disruption/LNER/Leisure

Information was clearly displayed which explained that services would be reduced over Easter, resulting in rail replacement buses. On the day of travel staff were on hand to ensure that passengers knew where to catch the relevant bus.

No disruption/Thames Link/Leisure

I really appreciated how clear and frequent the audio announcements were, as they kept me informed about upcoming stops without me having to constantly check my phone

No disruption/Elizabeth Line/Leisure

Real-time delay updates via the app. I really value transparency and control over my schedules and knowing exactly when to expect arrival let me manage my meetings and inform my colleagues without stress..

No disruption/c2c/Business

Automated Delay Repay with real time to track my train. Easy seeing boarding text and very helpful staff with clear information.

Minor disruption/Avanti West Coast/Commuter

Information was provided regularly and well ahead to arriving station by guard. It was a pleasure to listen guard as his voice was very distinctive, clear and pleasant.

Minor disruption/Cross Country/Leisure

The best part was the real-time accuracy of the arrival and departure updates. The digital displays and app notifications matched perfectly, which took the stress out of tracking connections and platform changes

Minor 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. Other popular suggestions were to have more staff manning the station and platform numbers being announced sooner (particularly at Paddington).

Improvements needed for information provision based on your journey

Information during delays could be improved by providing real-time, honest updates about the specific causes and estimated resolution times, rather than generic automated announcements. This matters because passengers need accurate information to quickly plan alternative routes or notify people they are meeting.

Minor Disruption West/Midlands Railway/Commuter

I suppose the important thing about receiving information is how early you get it the earlier the better and this is the most important factor in improving the service.

Major Disruption/Cross Country/Leisure

By providing real-time updates for less stress with simple words explaining delays, keep app and stuff info to exactly the same i.e. sending automatic alerts directly to phone.

Minor Disruption/Avanti West Coast/Commuter

More staff at stations where you change to ask which platform you require. I had to change at Clapham Junction and there are 17 platforms there so it is quicker to ask staff then look at all the info boards but there were few staff around and it took me a while to locate anyone.

No disruption/Southern/Leisure

It would generally be more helpful when departing from certain major stations, like London Paddington, for the train departure platform to be announced much further in advance of boarding the train.

No disruption/GWR/Leisure

The information could be improved by giving specific reasons for delays and clearer alternatives at the moment of disruption. During my train journey across London, the screens just said delayed with no details

No disruption/London Overground/Business

More people available at the platform to talk to as the board just said delayed with no times.

Major Disruption/Northern/Leisure

More real time disruption alerts, and clearer announcements during platform changes so passengers can react faster and avoid confusion.

No Disruption/Southeastern/Leisure

Text message as had booked ticket online so would have been good to be prewarned

Minor disruption/ Northern/Leisure

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. Help with accessibility requirements and onboard digital displays were also praised.

How was information tailored to their needs?

Information about lift availability, as my wife has walking problems.

No disruption/Thameslink/Leisure

The staff at the train station was helpful. He helped me catch another train through different routes to get to my destination.

Minor Disruption/GWR/Commuter

Because it offered two alternative forms of transport depending on where you needed to go

No disruption/Southern/Commuter

I received consistent updates and notifications from the Trainline app that were directly applicable to the journey I was taking and my individual seat number.

No disruption/GWR/Leisure

The onboard digital displays provided details that was perfectly tailored to my journey by listing the exact arrival for the specific stops on my route.

No disruption/LNER/Commuter

The journey planner accurately showed the quickest route for my specific travel time. I also appreciated that the live updates and platform numbers were refreshed in real-time, which helped me avoid any confusion at the station.

Minor Disruption/West Midlands Railway/Commuter

The information was tailored to my needs because it provides updates specific to my train service, including the expected delays time

Major Disruption/Southeastern/Commuter

The information was tailored to my needs because it focused on the parts of the journey that were most relevant to me, like updates about delays and platform changes.

Minor Disruption/Southern/Leisure

The app send specific notification regarding my exact train and platform updates.

No Disruption/LNER /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 and providing this information in a timely manner. Another popular suggestion was tailoring information based on ongoing connecting trains.

How was information not tailored to their needs?

It was difficult to find and only too late for action. As my journey was planned would have liked a Text message

Major Disruption/ Northern/ Leisure

I still receive updates about accessibility issues at stations that come in the same format to be indistinguishable from major updates to my journey, like a delay or cancellation, which means I have to check them to see whether the information is relevant to my journey.

No Disruption/ GWR/ Leisure

Ignored your connecting train, updates arrived too late to change plan, staff not there to help, misses specific route, board show different info than app.

Minor Disruption/ Avanti West Coast/ Commuter

Better to have had the information before we boarded, so quite stressful not knowing when the train would arrive, especially with children

Major Disruption/ Northern/ Leisure

The cancellation of my return train was only sent via email and not by text.

Major disruption/ Avanti West Coast/ Leisure

Much of the information shared was only focused on where the train was going. The guard could have provided more information on onward train travel, ie: what platform our next train left from.

No Disruption/ ScotRail/ Business

Very little information in the initial stages as to what my options were e.g. guaranteed seat on the next train.

No Disruption/ LNER/ Leisure

It was hard to plan my day as I didn't know if I could get home on this route or needed to be in a different part of London to get another line home.

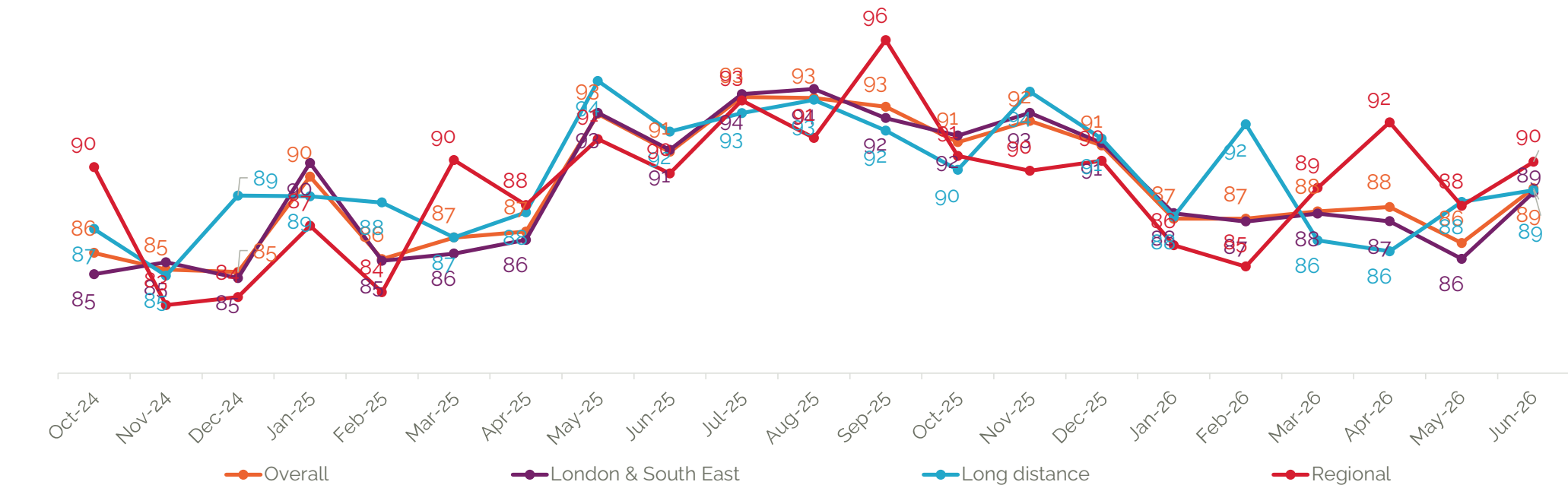
No Disruption/ Great Anglia/ Leisure

The information wasn't fully tailored because it didn't account for my specific connection needs.. for example , if my train was delayed, I had to quickly figure out alternative routes myself rather than being given proactive suggestions.

Major Disruption/ Southern/ Leisure

Overall satisfaction with information provision

Overall satisfaction with information provision by TOC sectors (%)

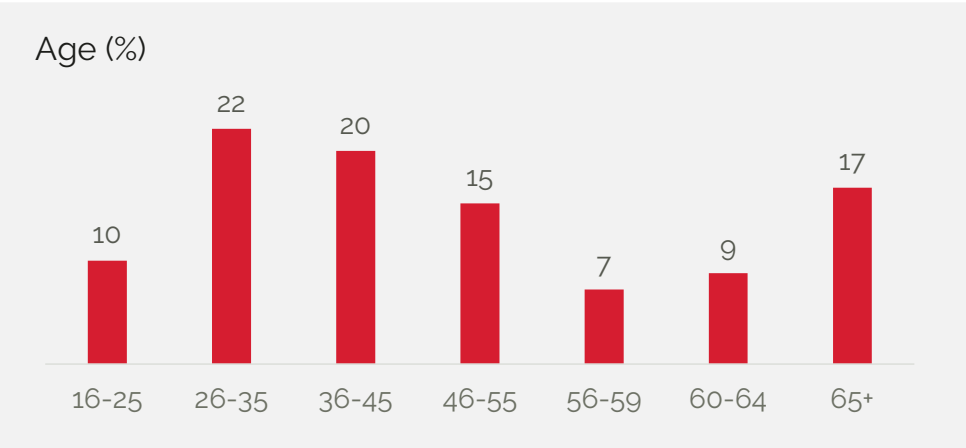


Overall, how satisfied were you with the information provided during your journey? (excl DK)
Oct/Nov/Dec 23/Jan/Feb/Mar 24/Apr-Jun 24/July'24/Aug'24/Sept'24/Oct'24/Nov'24/Dec'24/Jan'25/Feb'25/Mar'25/Apr 25/May 25/Jun 25/Jul 25/Aug 25/Sep 25/Oct 25/ Nov 25/Dec 25/ Jan 26/Feb 26/Mar 26/ Apr 26/ May 26/ Jun 26

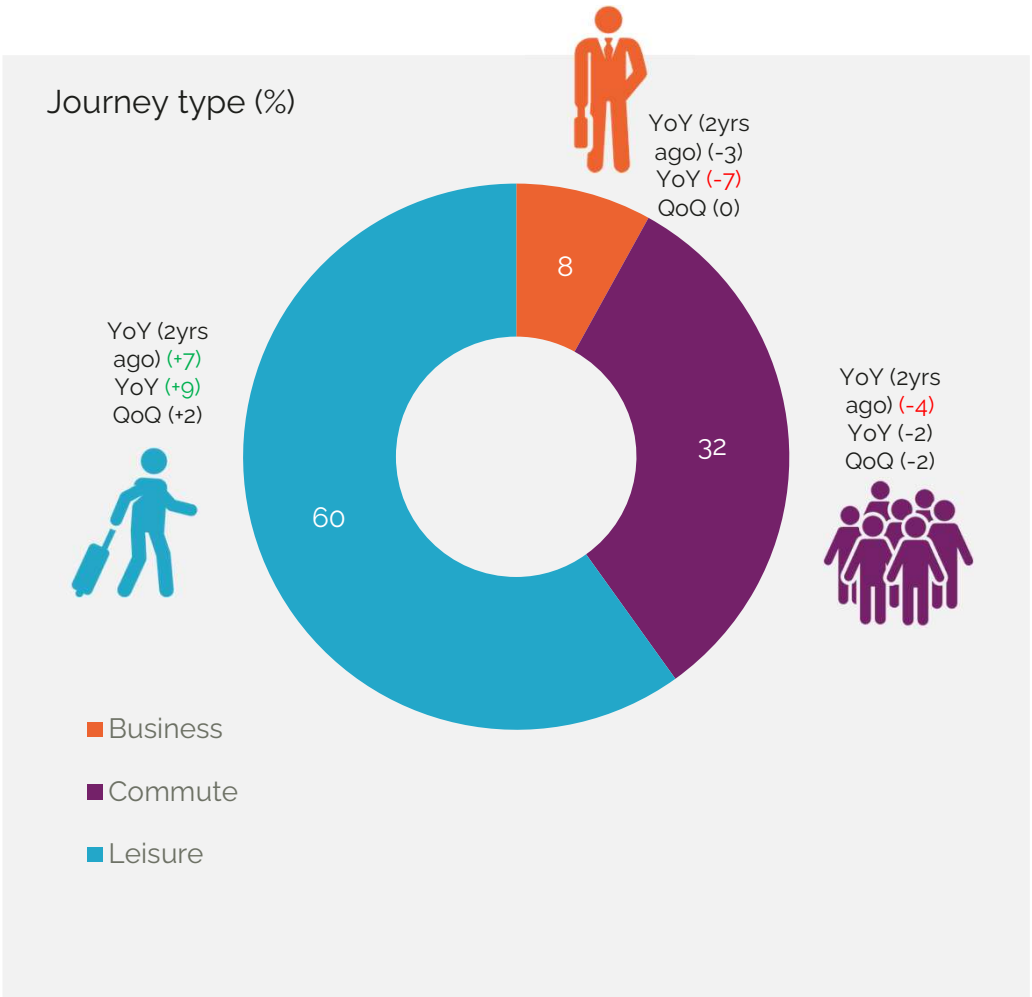
- Overall (851/848/853/855/851/850/848/850/851/848/850/848/853/851/852/854/850/854/852/856/852/854/855/851/851/856/853/857/853/842/781/921/849).
London + SE (480/470/513/507/487/501/507/468/479/453/462/476/473/493/458/467/468/492/478/481/460/ 485/486/479/463/460/456/456/448/455/432/474/509).
Long Distance (188/184/184/178/179/184/175/205/194/206/211/196/202/188/202/199/209/187/200/194/217/ 201/197/198/202/201/210/218/222/194/165/224/182).
Regional (183/194/154/168/184/163/166/176/175/186/177/173/174/169/188/188/172/175/172/176/172/ 163/169/170/185/190/185/183/183/192/183/223/157).

Demographics

In the latest quarter, there are fewer 26-35 year olds answering the survey compared to a year ago, a greater proportion of audiences aged 46+. Compared to 2 years ago, the figures are more broadly the same except for a smaller portion of 16-25, while an increased portion of 65.



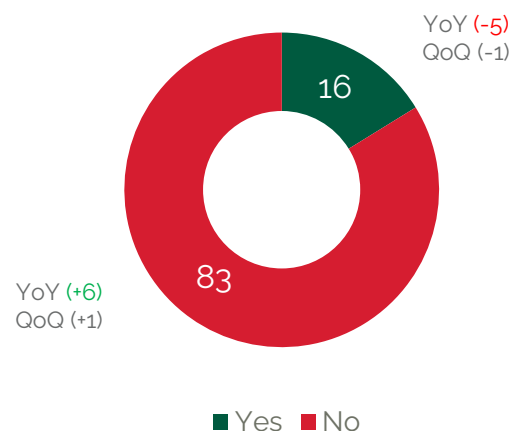
YoY (2yrs ago)	(-8)	(-1)	(0)	(0)	(0)	(+2)	(+8)
YoY	(+1)	(-14)	(+2)	(+3)	(+2)	(+3)	(+4)
QoQ	(0)	(-6)	(+2)	(-1)	(0)	(+1)	(+3)



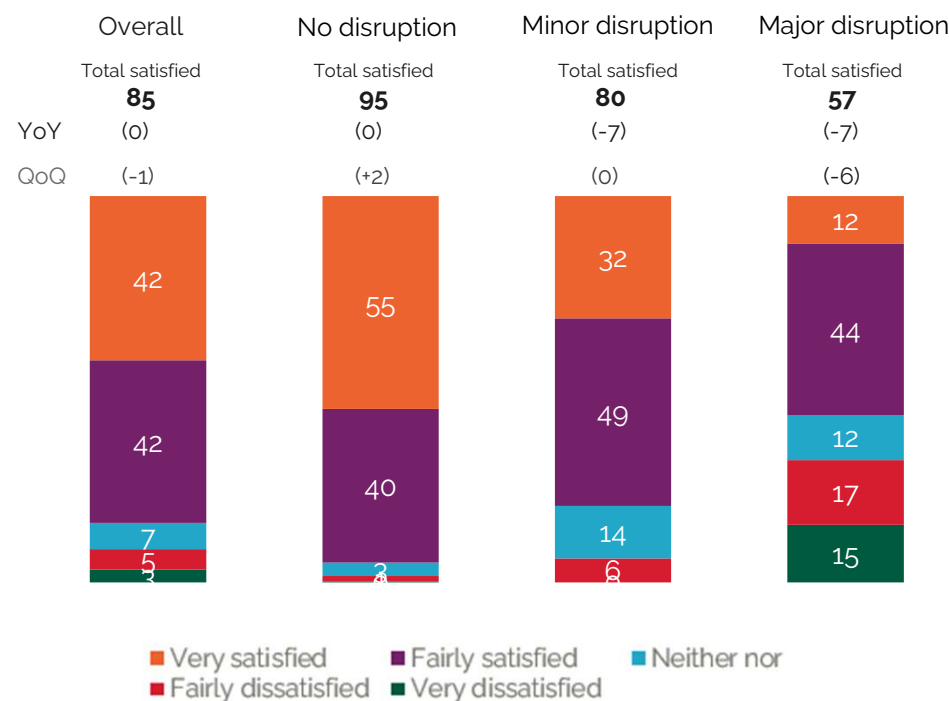
Overall satisfaction with information provision by disability

Compared to a year ago those who said they have a disability has significantly decreased (-5%). Among disabled passengers satisfaction with information among the non-disrupted and at an overall level has stayed consistent with a year ago however disabled passengers who faced disruption are less satisfied than they were last year (-7%).

Those with a disability (%)

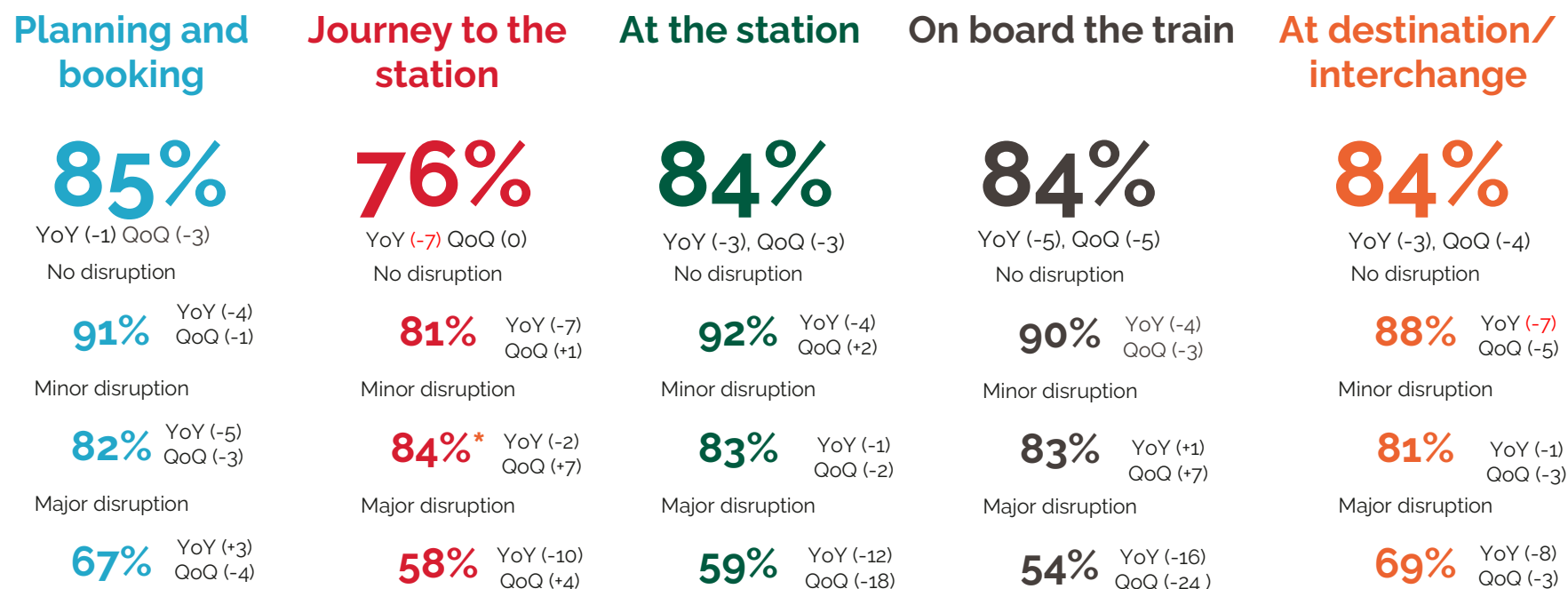


Among those disabled, overall satisfaction with information provision by disruption (%)



Overall satisfaction with information provision across journey stages by disability

As usual satisfaction for disabled customers remains lower than overall levels. Compared to last year satisfaction has significantly decreased at an overall level for journey to the station and for those who faced no disruption at the destination/interchange stage of the journey.



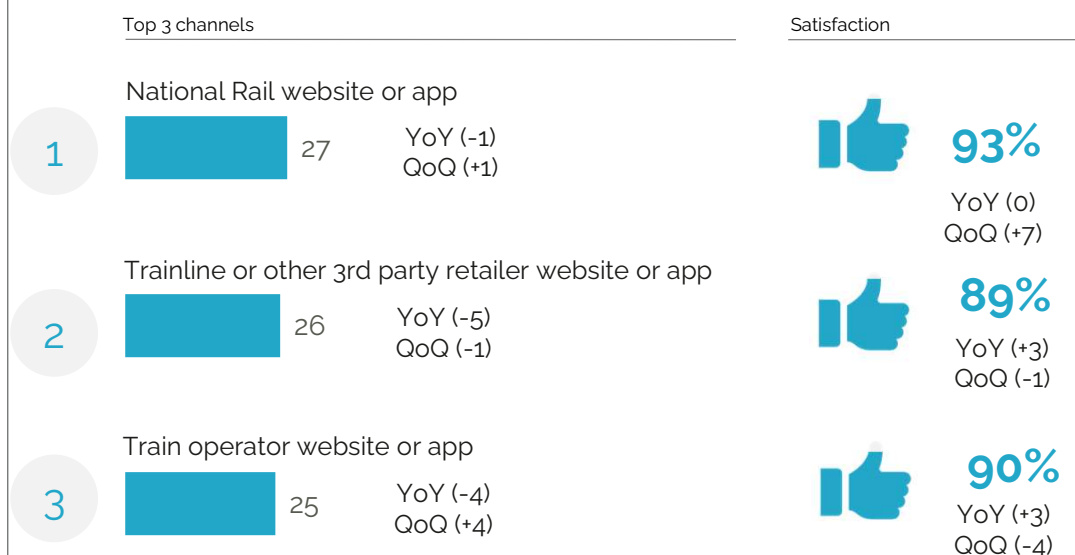
We'd now like you to think about the information your received when your journey. Overall, how satisfied were you with the information provided about your upcoming rail journey when Overall (Planning and booking/Journey to the station/At the station/On board the train/At destination/interchange) (406/317/392/343/342)

*Refers to where the base is below 50. **Refers to where the base is below 30 and too low to show. Significantly higher in green. Significantly lower in red.

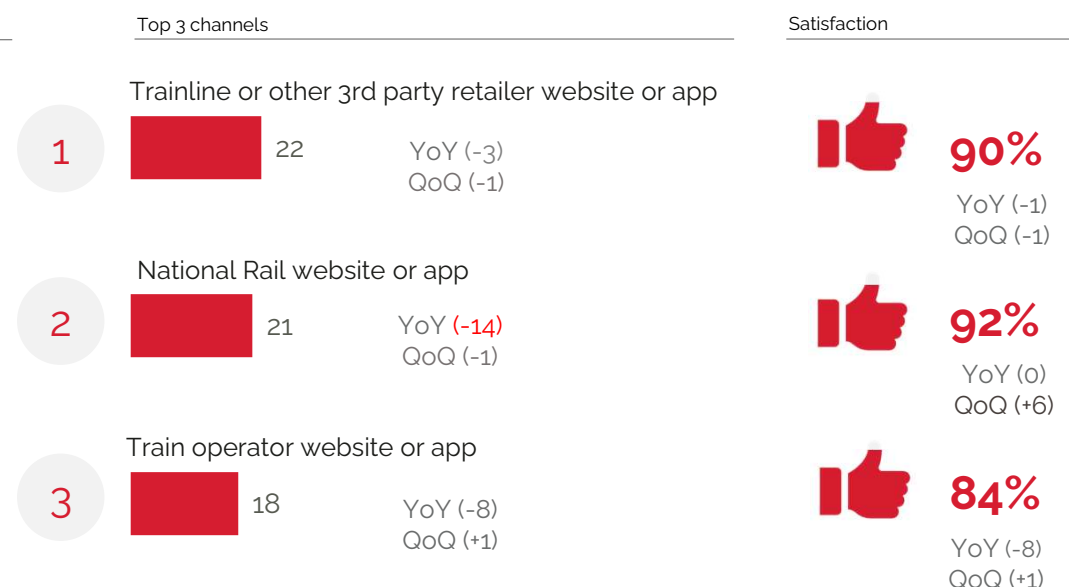
Top channels used at each journey stage by disability

Amongst disabled customers satisfaction with channels at the planning and booking stage has increased compared to this time last year. However, at the journey to the station stage satisfaction with the train operator website or app has dropped to 84%.

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



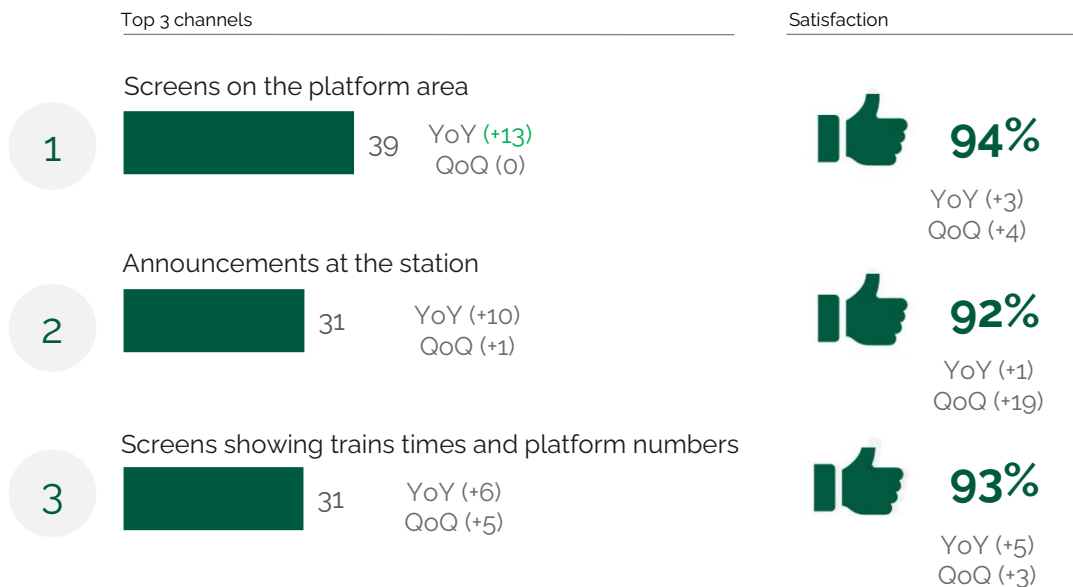
Top 3 channels used during the journey to the station and their satisfaction (%):



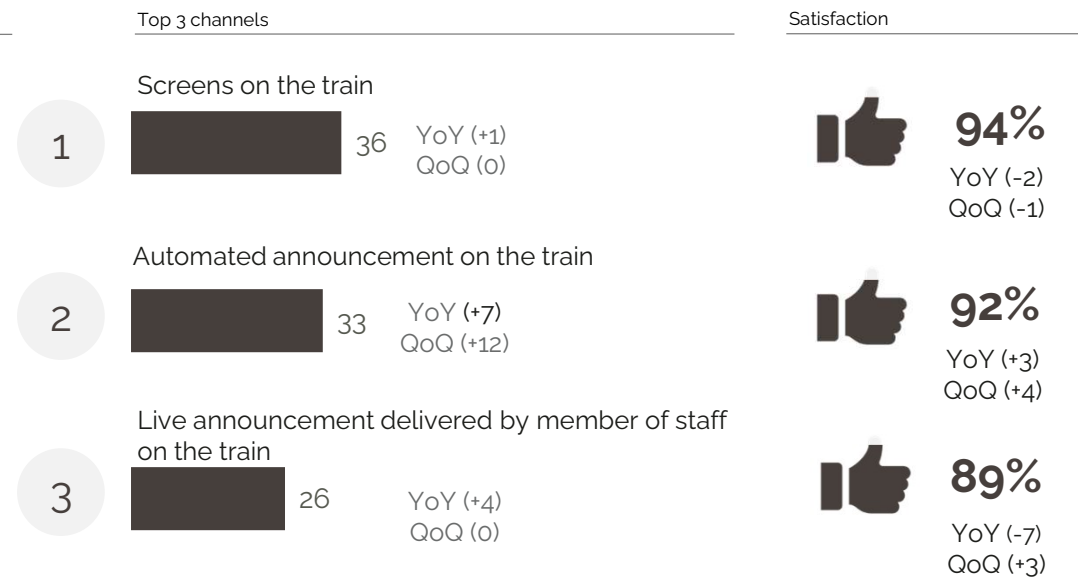
Top channels used at each journey stage by disability

At the station significantly more disabled customers are using the screens on the platform area for information. At this stage all 3 of the top channels have increased satisfaction compared to a year ago and there has also been a 19% increase in satisfaction with announcements at the station compared to last quarter. On board the train satisfaction with information channels remains high though satisfaction with staff live announcements has dropped 7% compared to last year.

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



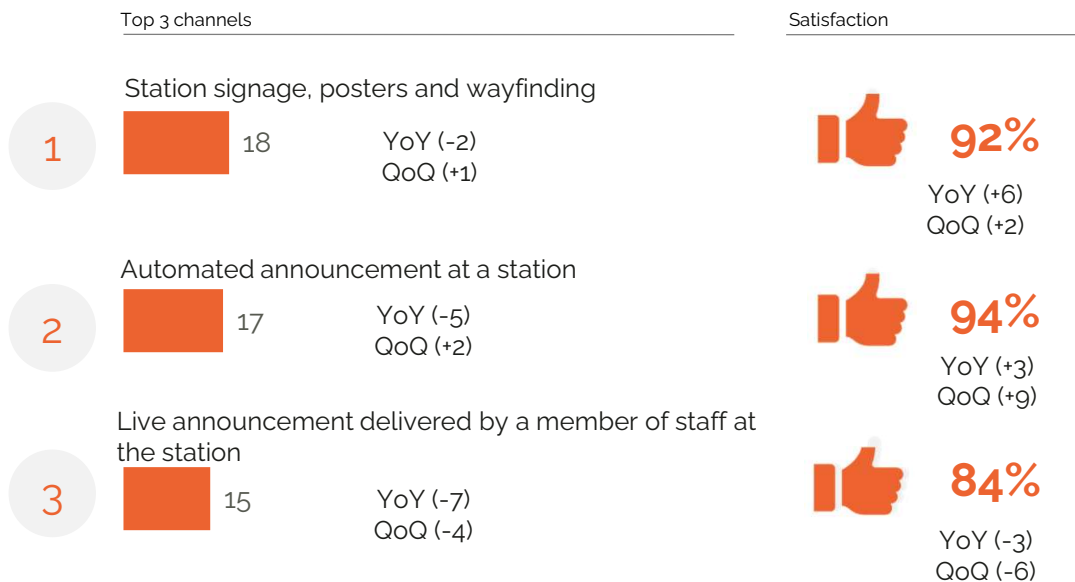
Top 3 channels used on board the train and their satisfaction (%):



Top channels used at each journey stage by disability

For station signage, posters and wayfinding and automated announcements at the station satisfaction has increased compared to a year ago. However, for live announcements by staff satisfaction has dropped to 84%.

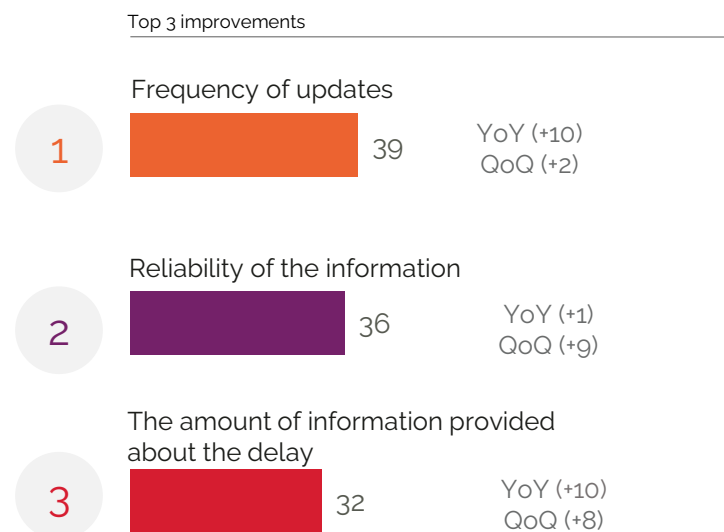
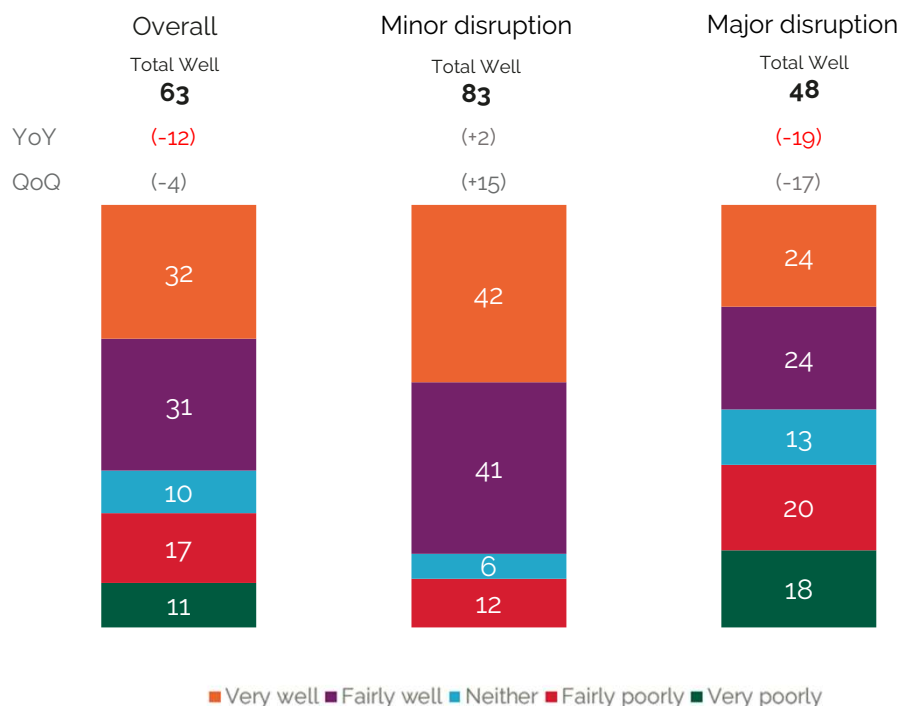
Top 3 channels used at the destination/ interchange and their satisfaction (%):



Overall rating of information provided about the delay and key improvements

For disabled customers satisfaction with information on delays has decreased significantly compared to last year, this is mainly caused by those who were majorly disrupted (-19%). To improve the experience for disabled customers the focus should be on frequency, reliability and amount of information delivered.

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



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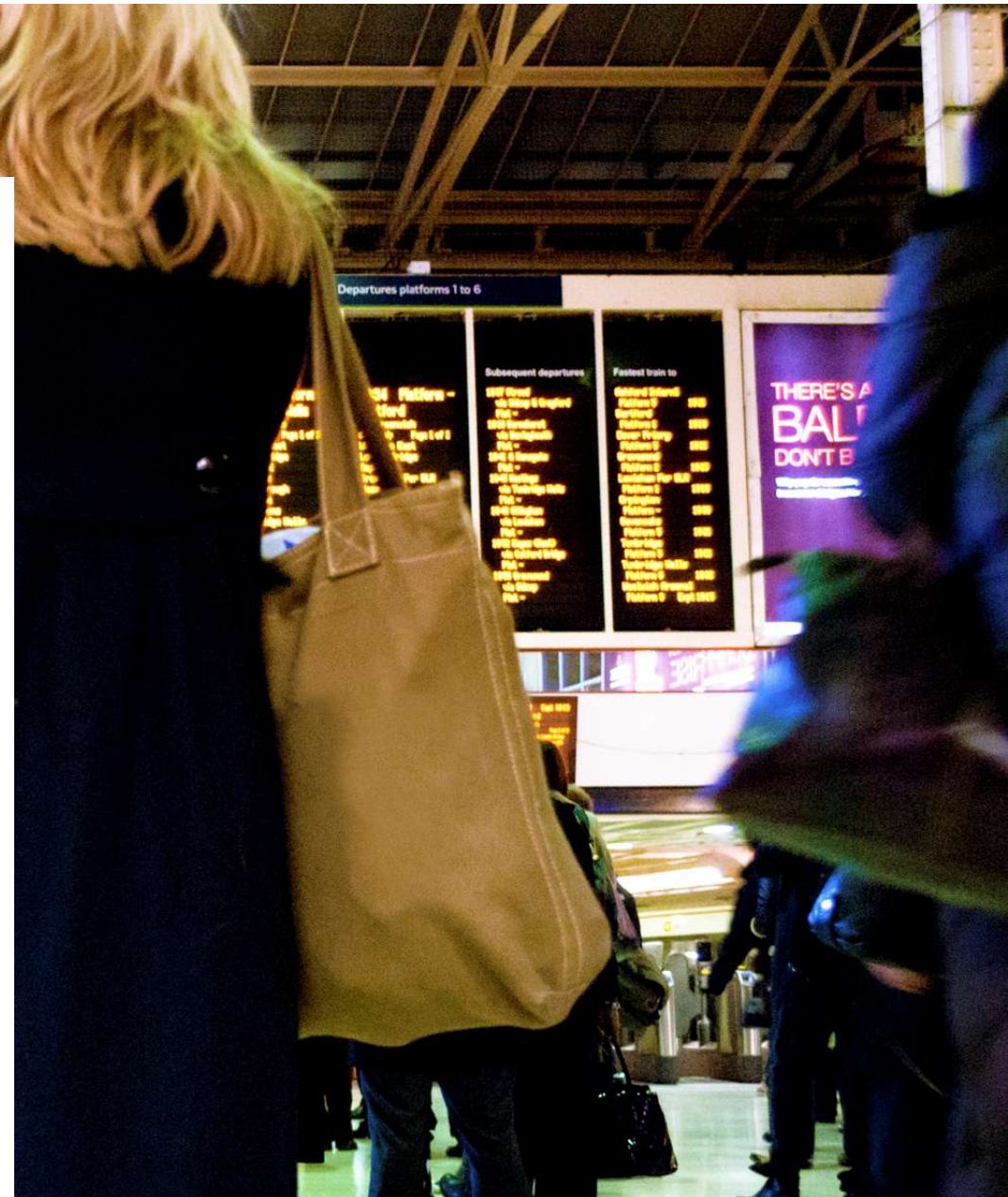


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[Return to contents](#)



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