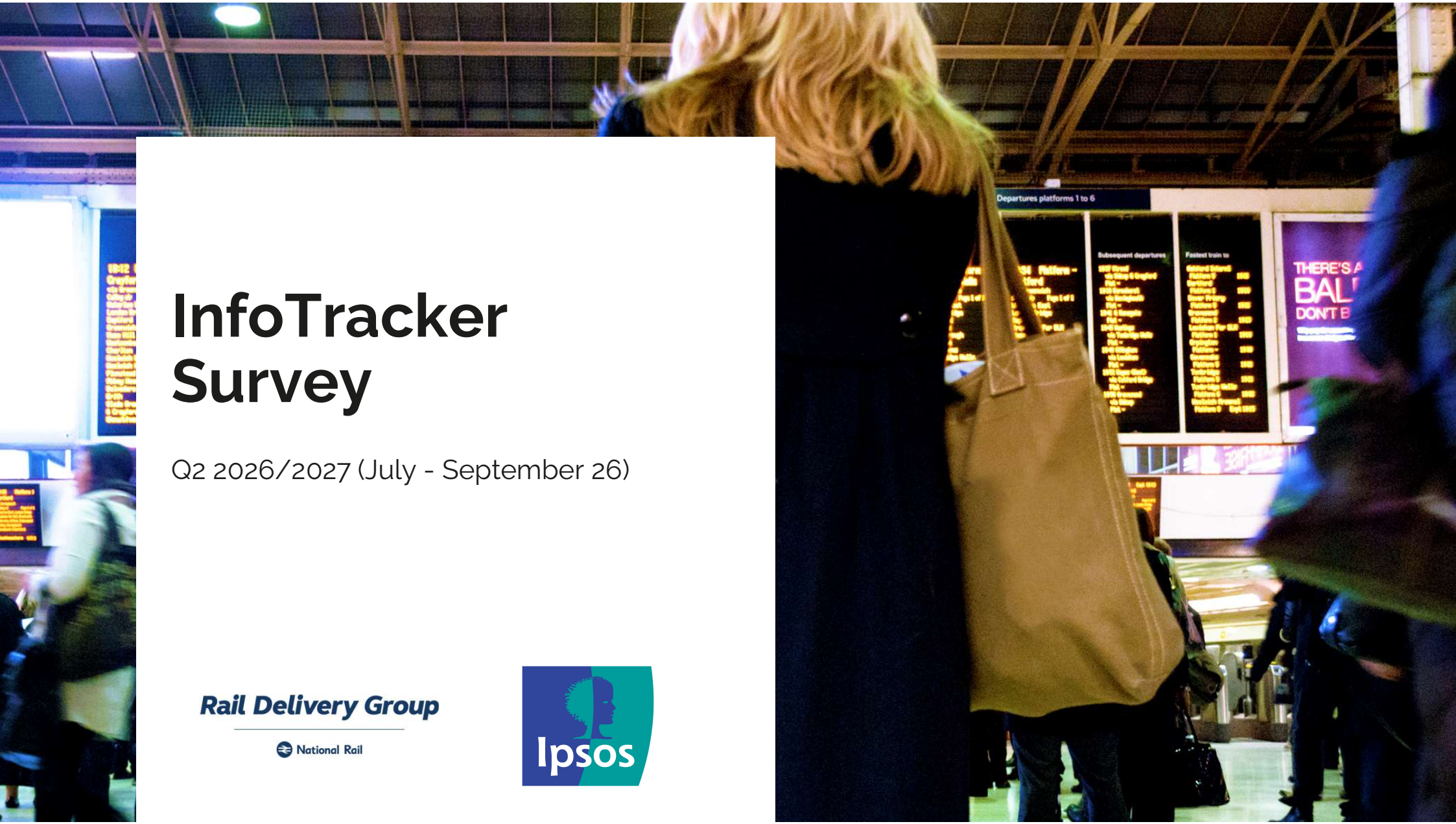


InfoTracker Survey

Q2 2026/2027 (July - September 26)

Rail Delivery Group

National Rail

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Background and methodology



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



Fieldwork
The current report presents the findings covering Quarter 2 2026/2027 among n=2,572 respondents.

The fieldwork was conducted from 1st July to 30th September 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=2,572 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: 68%/14%/18%)

Weighting
The data was weighted to the average customer volumes that train companies cover. 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

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Summary

Overall satisfaction with information provision remains high, but below last year's levels.

Overall satisfaction with information provision remains high at 87%, broadly unchanged quarter-on-quarter.

- While satisfaction is below 2025 levels, scores remain broadly in line with 2024, indicating performance has returned to more typical levels following an unusually strong result last year.
- Satisfaction remains high across most journey stages and information measures.
- Year-on-year declines are most evident among passengers experiencing disruption.
- Passengers experiencing major disruption continue to report substantially lower satisfaction than those experiencing minor or no disruption.

Disruption continues to drive lower satisfaction with information provision

Passengers experiencing major disruption continue to report significantly lower satisfaction than those experiencing minor or no disruption.

- Satisfaction among majorly disrupted passengers remains well below that of non-disrupted passengers across all journey stages.
- Information provided during disruption continues to receive lower ratings than overall information provision.
- Timeliness, consistency, personalisation and compensation information remain key areas of weakness.

Commuters remain a key driver of lower satisfaction scores

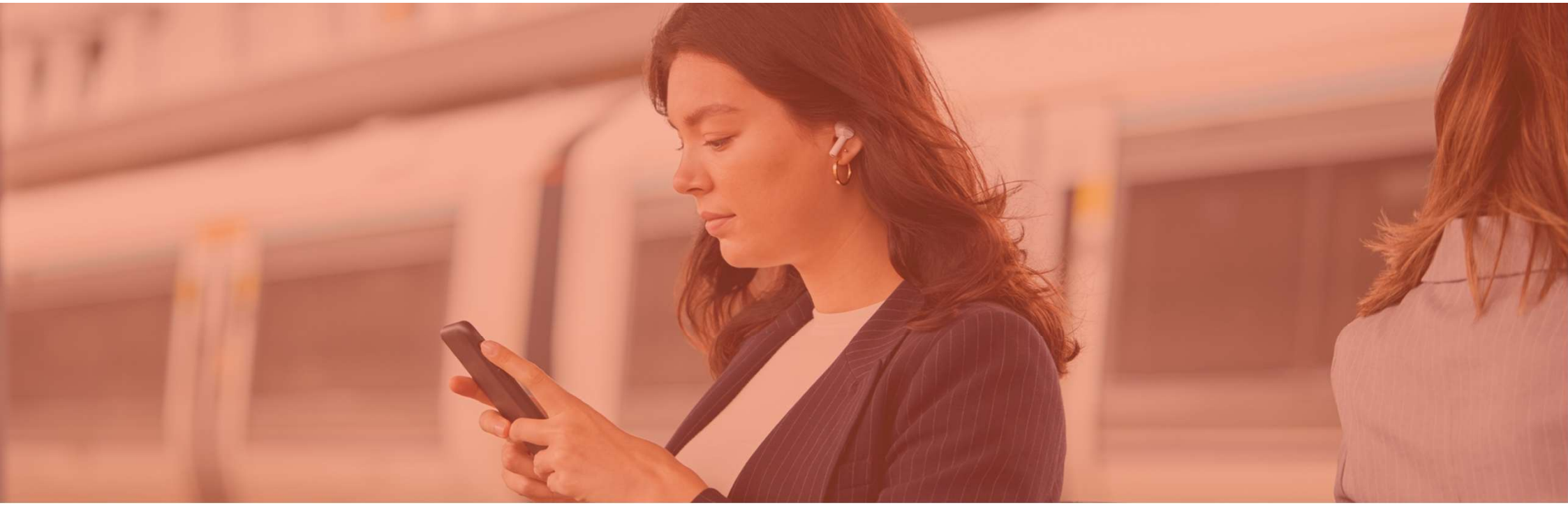
Lower satisfaction is frequently driven by commuter journeys.

- Commuters continue to be reporting the largest declines in satisfaction compared with last year
- London & South-East passengers continue to report lower satisfaction than Regional operators across several measures.
- Commuter satisfaction remains below last year across planning & booking and the journey to the station.

Most information channels continue to perform strongly, but disruption communications remain challenging

Passengers continue to report high satisfaction across most information channels used throughout the journey.

- Satisfaction remains consistently high across planning, journey, station and on-board information channels.
- The challenge lies in maintaining satisfaction during disruption, when overall perceptions of information provision are lower.
- This suggests opportunities to improve disruption communications rather than the channels used to deliver them.



Overall satisfaction

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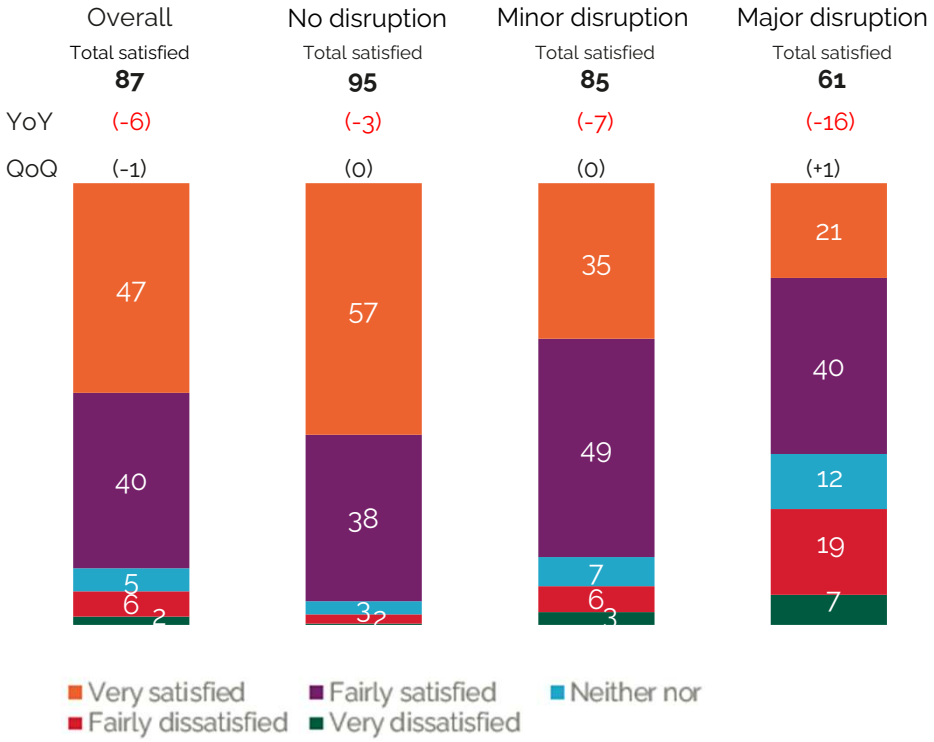
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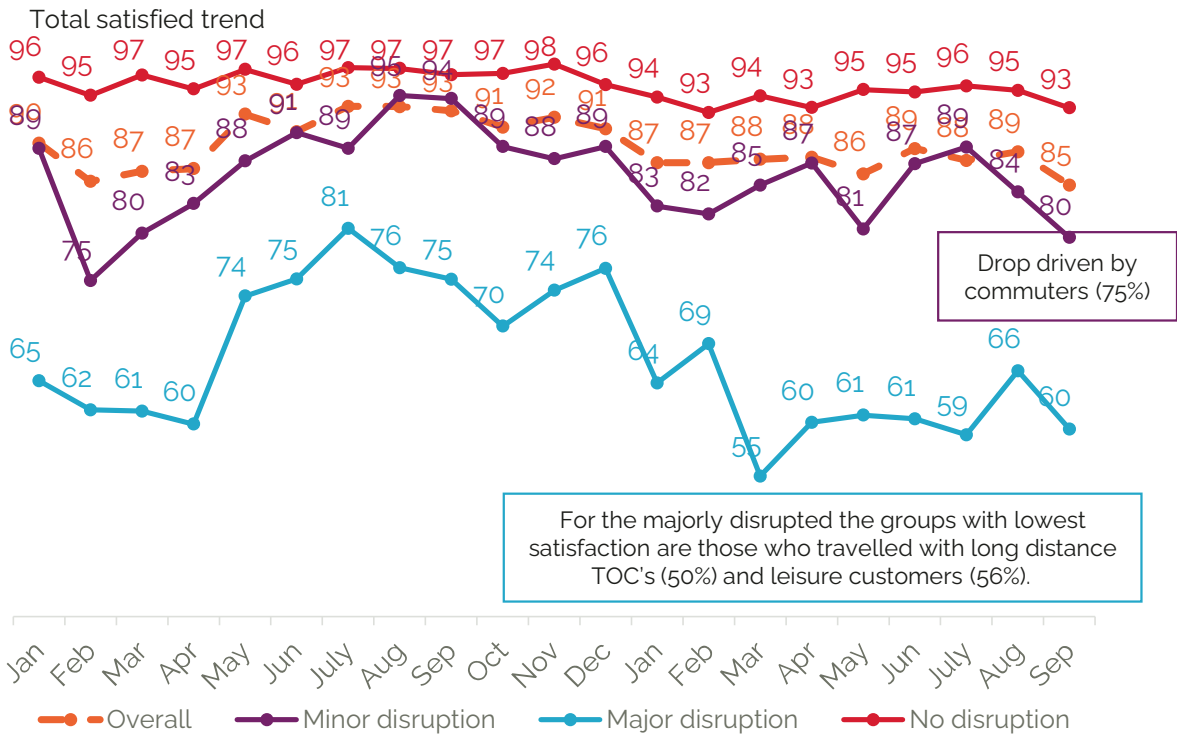
Overall satisfaction with information provision (1/4)

Overall satisfaction with information provision remains stable quarter-on-quarter but below last year (-6pts). While passengers experiencing major disruption continue to report lower levels of satisfaction and show the largest year-on-year decline (-16pts), current satisfaction levels remain broadly in line with those recorded in 2024, suggesting that part of the decline reflects comparison against an unusually strong 2025 result.

The decline is primarily driven by commuters facing major disruptions., particularly those travelling on London & South-East and Long-Distance operators.

Overall satisfaction with information provision by disruption (%)





Overall, how satisfied were you with the information provided during your journey? (excl DK) Jul-Sep 26 (2547); Jul/Aug/Sep 26 – Overall (850/853/844)
Disruption type: Minor (114/115/124), Major (162/160/162), None (574/578/558). Significantly higher in green. Significantly lower in red.

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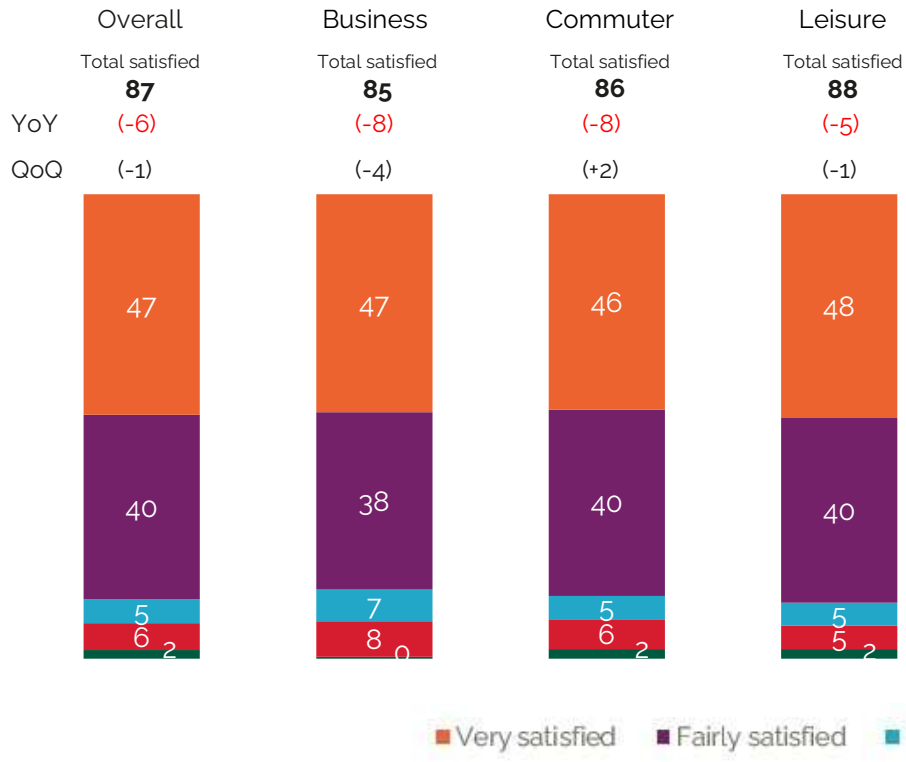
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Overall satisfaction with information provision (2/4)

Satisfaction remains consistently high across journey types and TOC sectors (85%-89%), despite year-on-year declines across all groups. The largest decreases are among commuters, business travellers and Long-Distance passengers (-8pts respectively), with Long Distance now recording the lowest satisfaction among TOC sectors (85%).

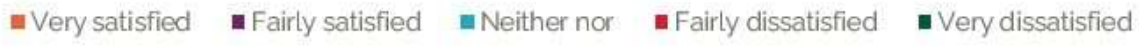
While satisfaction is below 2025 levels, scores remain broadly in line with 2024.

Overall satisfaction with information provision by journey type (%)



Overall satisfaction with information provision by TOC sectors (%)





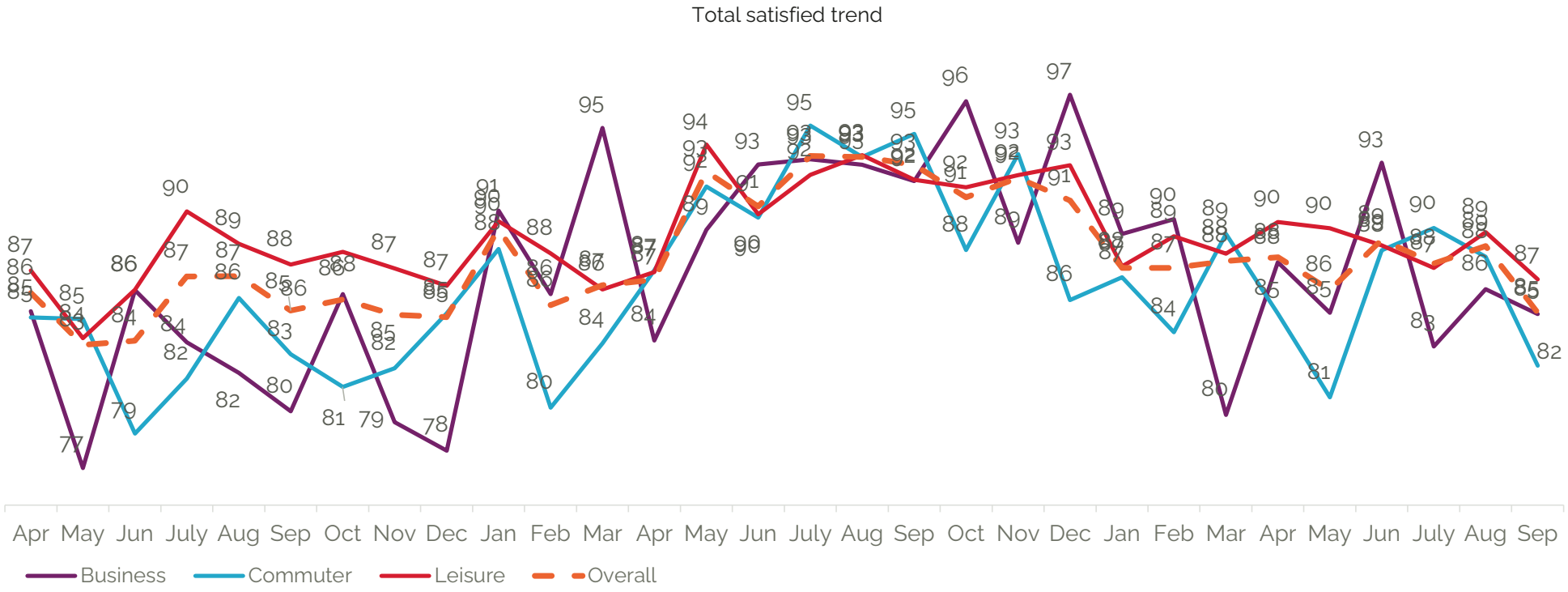
Overall, how satisfied were you with the information provided during your journey? (excl DK) Jul-Sep 26 – Overall/Business/Commuter/Leisure (2547/275/696/1576)
London + SE /Long Distance/Regional (1321/632/588) Significantly higher in green. Significantly lower in red.

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Overall satisfaction with information provision (3/4)

Satisfaction trends remain relatively stable for leisure and business passengers. Commuter satisfaction fell to 82% in September, reversing the improvement seen during July and August. This decline may reflect a more challenging disruption environment, particularly across London & South-East and Long-Distance operators, where passengers experiencing major disruption report substantially lower levels of satisfaction.

Overall satisfaction with information provision by customer type (%)



Overall, how satisfied were you with the information provided during your journey? (excl DK) Jul-Sep 26 – Overall (850/853/844) Customer type: Business (74/108/93), Commuter (217/226/253), Leisure (559/519/498)
UK Heatwaves dates: 22/05/26-31/05/26, 19/06/26-28/06/26. Significantly higher in green. Significantly lower in red.

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Overall satisfaction with information provision (4/4)

Most TOCs continue to achieve high satisfaction with information provision. However, year-on-year declines are evident across many operators, with the largest decreases seen for Thameslink (-14pts), Southern (-10pts) and Avanti West Coast (-10pts), while Merseyrail is the only TOC to record an increase (+4pts).

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

	Total Satisfied (vs. a year ago)	Share of disruption type % Minor	Major	None
Avanti West Coast	83 (-10)	12 (0)	26 (+8)	62 (-9)
c2c	92 (-2)	15 (-1)	13 (-1)	71 (+1)
Chiltern Railways	*88 (-3)	5 (-10)	12 (-7)	83 (+17)
CrossCountry by Arriva	81 (-9)	17 (+1)	25 (+2)	58 (-3)
EMR	87 (-9)	3 (-20)	21 (+10)	76 (+10)
Elizabeth Line	90 (-4)	16 (-8)	20 (+7)	63 (+1)
Gatwick Express	**	Base size too low		
Grand Central by Arriva	**	Base size too low		
Greater Anglia	91 (-3)	18 (-6)	13 (-2)	69 (+8)
Great Northern	86 (-7)	18 (-8)	30 (+14)	52 (-6)
GWR	86 (-6)	13 (+1)	22 (+2)	66 (-4)
Heathrow Express	**	Base size too low		
Hull Trains	**	Base size too low		
LNER	86 (-8)	20 (+7)	22 (+9)	58 (-16)
London Northwestern Railway	91 (-3)	17 (-6)	26 (+5)	57 (+1)
Overground	91 (-3)	11 (-11)	19 (-2)	70 (+12)
lumo	**	Base size too low		
Merseyrail	97 (+4)	17 (+3)	6 (-4)	77 (+2)
Northern	87 (-8)	12 (-3)	16 (+4)	72 (-1)
ScotRail	91 (-2)	13 (0)	13 (+5)	74 (-4)
southeastern	92 (-2)	8 (-9)	13 (-1)	79 (+10)
Southern	84 (-10)	17 (0)	17 (+4)	66 (-4)
South Western Railway	83 (-9)	16 (+12)	18 (-6)	66 (-6)
ThamesLink	78 (-14)	16 (+3)	23 (+6)	61 (-9)
TransPennine Express	88 (-1)	16 (-1)	23 (+8)	61 (-7)
Trafnidiaeth Cymru Transport for Wales	89 (-5)	12 (-1)	17 (+7)	72 (-6)
West Midlands Railway	85 (-8)	10 (-4)	23 (+9)	67 (-5)

Overall, how satisfied were you with the information provided during your journey? (excl DK) Jul-Sep 26 – Overall (2547), Disruption type: Minor (353), Major (484), None (1710).
*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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Key performance indicators

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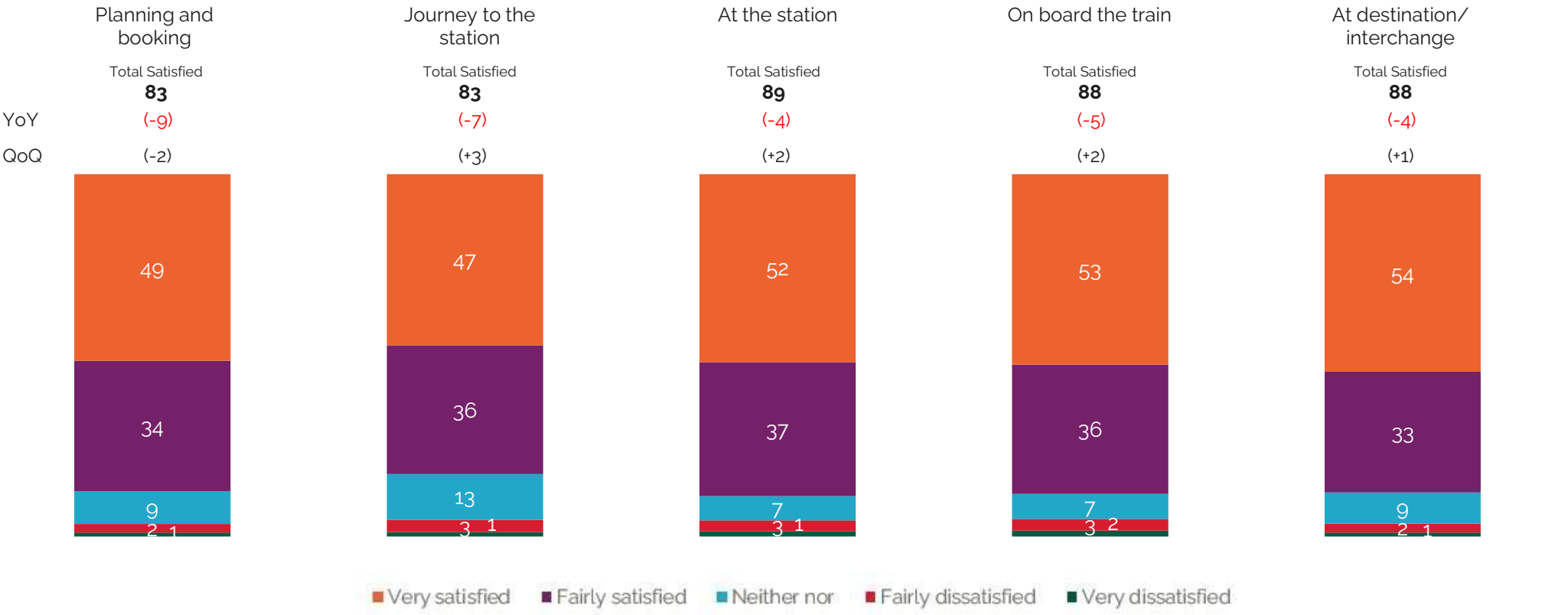
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Overall satisfaction with information provision at each journey stage (1/4)

Satisfaction remains high throughout the passenger journey (83%-89%). While scores are broadly unchanged quarter-on-quarter, year-on-year declines are significant across all stages, particularly at the pre-travel stages of Planning & Booking (-9pts) and Journey to the Station (-7pts)

The decline versus 2025 reflects an exceptionally strong result last year, with scores otherwise in line with 2024.

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



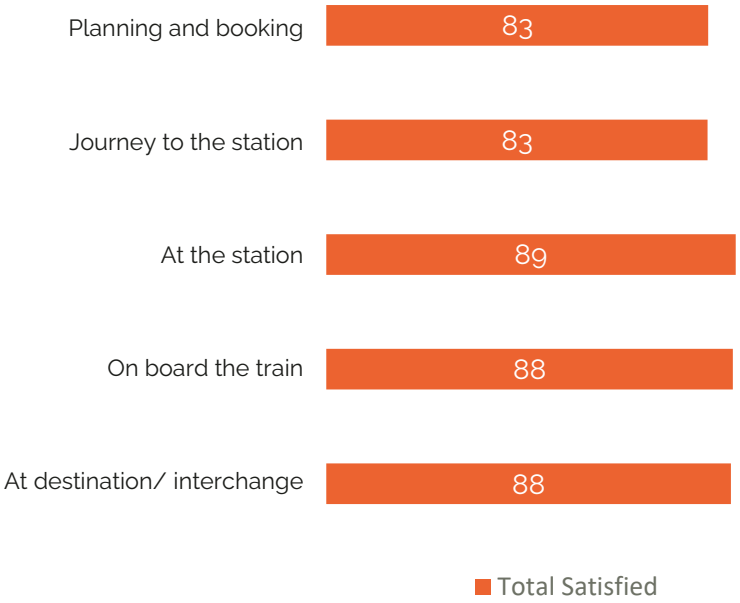
Overall, how satisfied were you with the information provided…? (excl DK) Jul-Sep 26 – planning and booking (2572), journey to station (2074), at the station (2458), on board the train (2147), at destination/interchange (2243).
Significantly higher in green. Significantly lower in red.

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

Satisfaction remains high across journey stages for all customer types, but we see the same year-on-year declines. The largest decreases are seen among commuters at the Planning & Booking stage (-10pts). Overall, satisfaction is highest once passengers are at stations, on board, and at destinations and weakest in the pre-travel stages. The exception is business travellers, whose scores are more consistent across the journey and do not exhibit the same pronounced weakness before travel.

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



	Commuters	YoY	QoQ	Business	YoY	QoQ	Leisure	YoY	QoQ
Planning and booking	**82**	(-10)	(+1)	**87**	(-5)	(-3)	**82**	(-10)	(-4)
Journey to the station	**84**	(-6)	(+2)	**89**	(-5)	(+5)	**81**	(-7)	(+2)
At the station	**87**	(-7)	(+1)	**90**	(-4)	(-3)	**89**	(-3)	(+2)
On board the train	**86**	(-6)	(+1)	**87**	(-10)	(-1)	**90**	(-3)	(+3)
At destination/ interchange	**88**	(-5)	(+1)	**86**	(-6)	(-1)	**88**	(-3)	(+2)

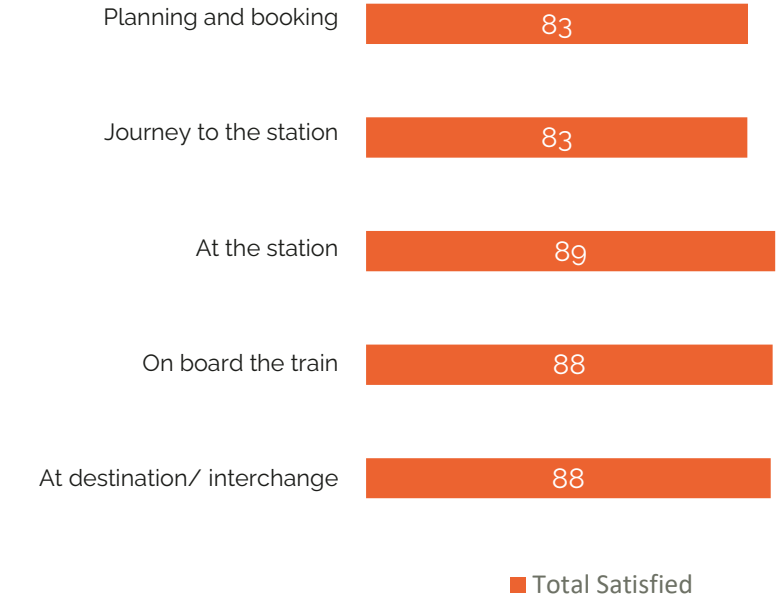
How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jul-Sep 26 (Overall/Commuters/Business/Leisure) – planning and booking (2572/701/277/1594), journey to station (2074/633/244/1197), at the station (2458/686/263/1509), onboard the train (2147/565/208/1374), at destination/interchange (2243/648/254/1341).
Significantly higher in green. Significantly lower in red.

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

Satisfaction declines as disruption increases across all journey stages. Year-on-year decreases are evident across all disruption groups, with the largest declines among passengers experiencing major disruption, particularly for information provided on board the train (-13pts)

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



	No disruption	YoY	QoQ	Minor disruption	YoY	QoQ	Major disruption	YoY	QoQ
Planning and booking	**87**	(-7)	(-1)	**79**	(-12)	(-2)	**72**	(-12)	(+1)
Journey to the station	**87**	(-5)	(+2)	**80**	(-11)	(+1)	**70**	(-9)	(+7)
At the station	**94**	(-2)	(+2)	**80**	(-13)	(-4)	**74**	(-6)	(+9)
On board the train	**93**	(-3)	(+3)	**83**	(-6)	(+3)	**68**	(-13)	(+2)
At destination/ interchange	**92**	(-2)	(+3)	**85**	(-6)	(-1)	**73**	(-7)	(+1)

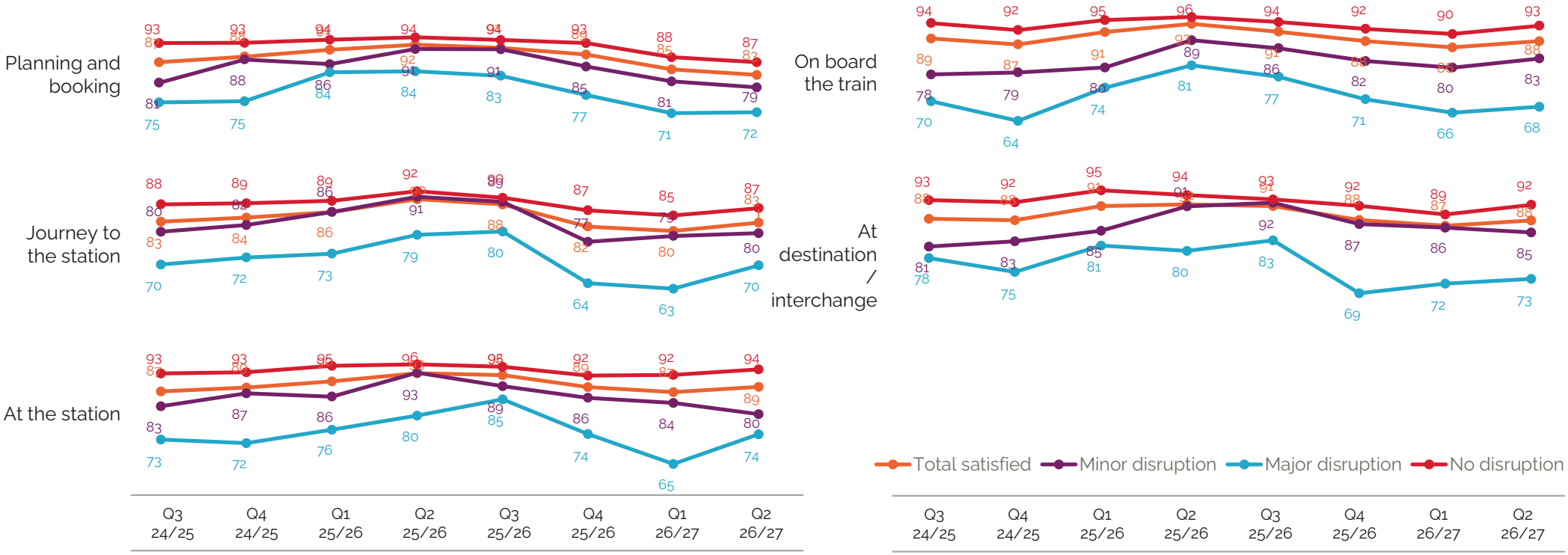
How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jul-Sep 26 (Overall /No disruption/Minor/Major) – planning and booking (2572/1726/353/493), journey to station (2074/1365/304/405), at the station (2458/1673/345/440), onboard the train (2147/1547/289/311), at destination/interchange (2243/1551/325/367).
Significantly higher in green. Significantly lower in red.

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

Disruption continues to have a significant impact on satisfaction across all journey stages. Although satisfaction among majorly disrupted passengers has improved slightly since last quarter, a substantial gap remains between those experiencing major disruption and those experiencing no disruption, particularly for information provided on board the train.

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



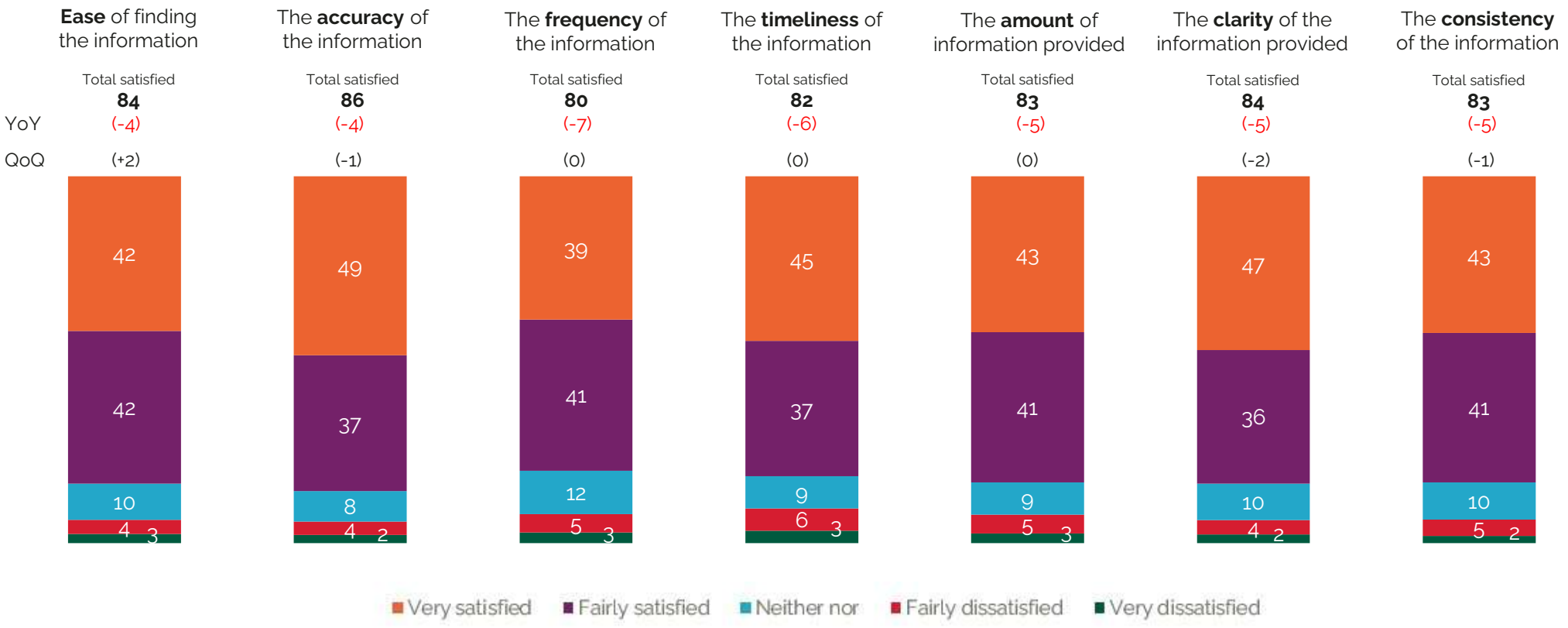
Overall, how satisfied were you with the information provided…? (excl DK) Jul-Sep 26– planning (2190), journey to station (1734), at the station (2189), onboard the train (1901), at destination/interchange (1989),

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

Satisfaction remains high across all aspects of information provision (80%-86%), with accuracy (86%) continuing to achieve the highest ratings. However, year-on-year declines are evident across all measures, particularly for the frequency (-7pts) and timeliness (-6pts) of information provided.

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



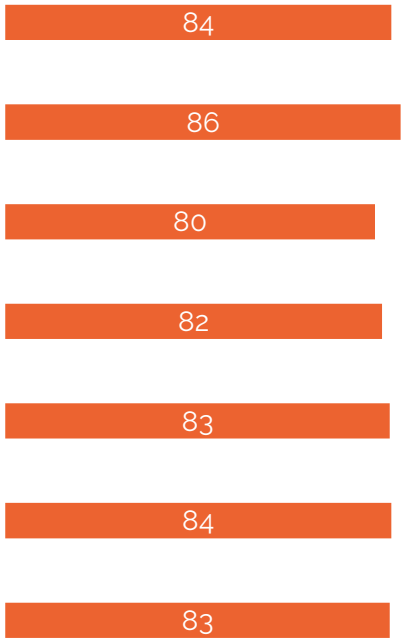
How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jul-Sep 26 – ease (2527), accuracy (2550), frequency (2544), timeliness (2547), amount (2553), clarity (2547), consistency (2549)
Significantly higher in green. Significantly lower in red.

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

Passengers experiencing no disruption continue to rate all aspects of information provision highly (88%-93%). Satisfaction is substantially lower among disrupted passengers, particularly those experiencing major disruption. The largest year-on-year declines among majorly disrupted passengers are for the accuracy (-15pts), frequency (-15pts) and timeliness (-13pts) of information provided.. While satisfaction is below 2025 levels, scores remain broadly in line with 2024.

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	**91**	(-2)	(+3)	**76**	(-12)	(-3)	**64**	(-6)	(+5)
The accuracy of the information	**93**	(-2)	(0)	**81**	(-3)	(+1)	**64**	(-15)	(-3)
The frequency of the information	**88**	(-3)	(+2)	**75**	(-11)	(-1)	**57**	(-15)	(-1)
The timeliness of the information (i.e. did it arrive at the right time)	**90**	(-3)	(0)	**73**	(-9)	(+4)	**58**	(-13)	(+3)
The amount of information provided	**91**	(-2)	(+1)	**76**	(-9)	(+2)	**62**	(-8)	(+1)
The clarity of the information provided	**90**	(-3)	(-2)	**77**	(-8)	(-6)	**66**	(-11)	(+3)
The consistency of the information	**91**	(-2)	(+1)	**74**	(-10)	(-7)	**61**	(-10)	(-1)

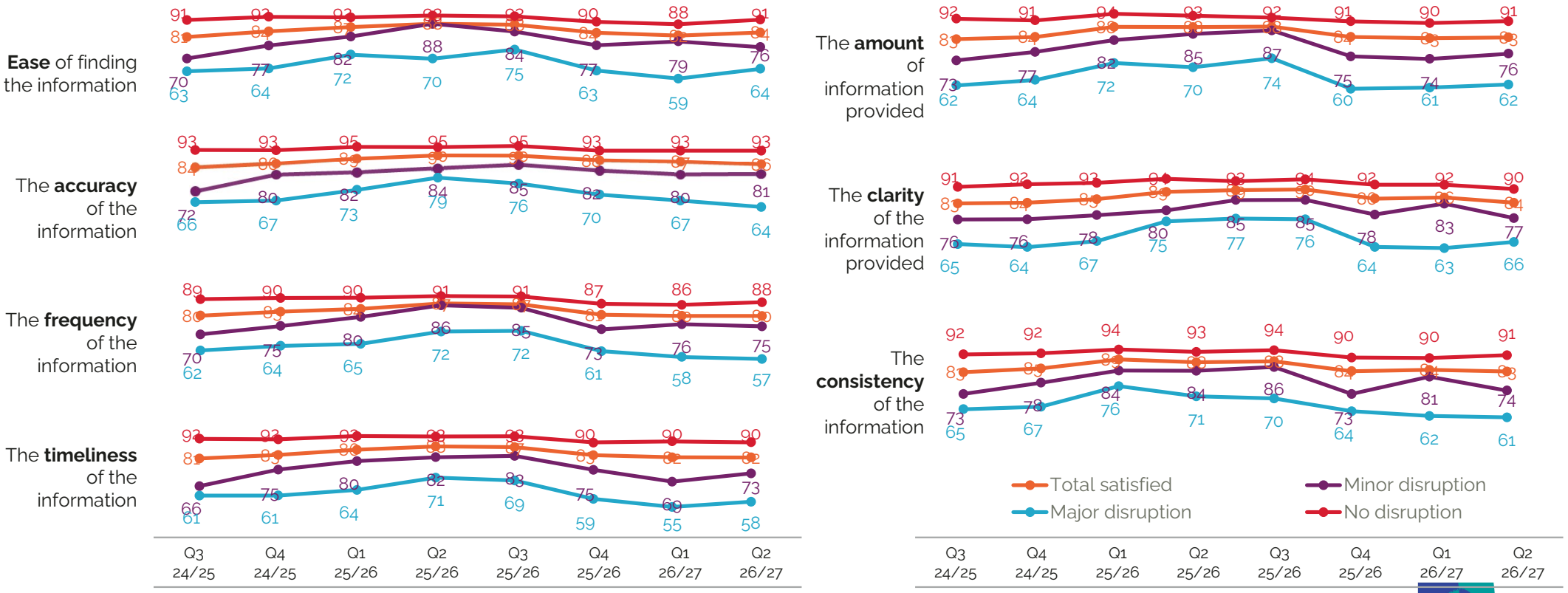
How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jul-Sep 26 (Overall/No disruption/Minor/Major) – ease (2117/1533/274/310), accuracy (2195/1600/281/314), frequency (2056/1509/266/281), timeliness (2072/1547/253/272), amount (2142/1566/273/303), clarity (2150/1560/269/321), consistency (2148/1571/270/307). Significantly higher in green. Significantly lower in red.

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

The gap in satisfaction between disrupted and non-disrupted passengers persists across all aspects of information provision. Passengers experiencing major disruption continue to report the lowest satisfaction levels, particularly regarding the frequency, timeliness and consistency of information provided.

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



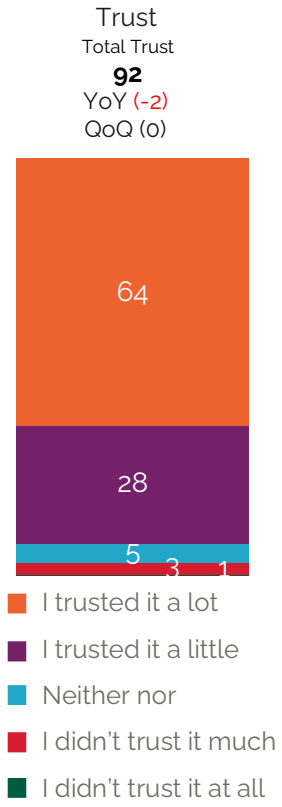
How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Jul-Sep 26 – ease (2527), accuracy (2550), frequency (2544), timeliness (2547), amount (2553), clarity (2547), consistency (2549)

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Rating of trustworthiness of information provided

Trust in the information provided remains high overall (92%) and unchanged quarter-on-quarter. However, trust continues to vary by disruption experienced, ranging from 96% among passengers experiencing no disruption to 78% among those experiencing major disruption. While trust levels remain relatively stable, majorly disrupted passengers report lower trust than a year ago (-6pts).

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



Overall

Total Trust
92
YoY (-2)
QoQ (0)

No disruption

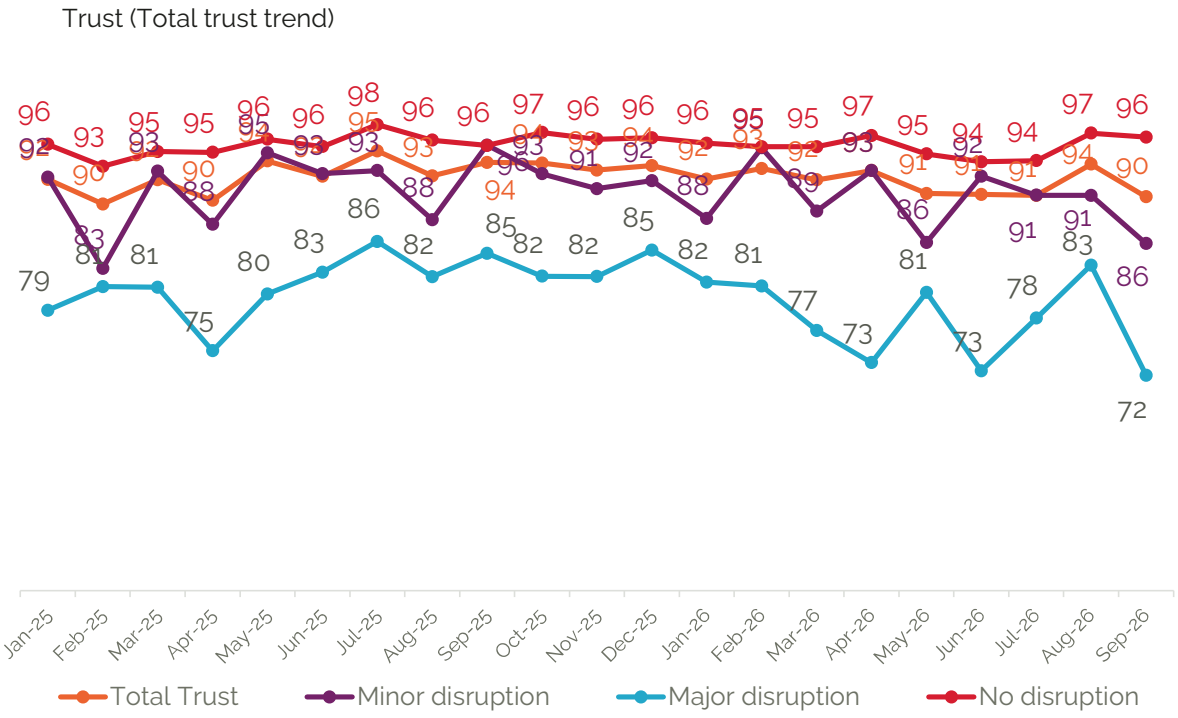
Total Trust
96
YoY (-1)
QoQ (+1)

Minor disruption

Total Trust
89
YoY (-3)
QoQ (-1)

Major disruption

Total Trust
78
YoY (-6)
QoQ (+1)



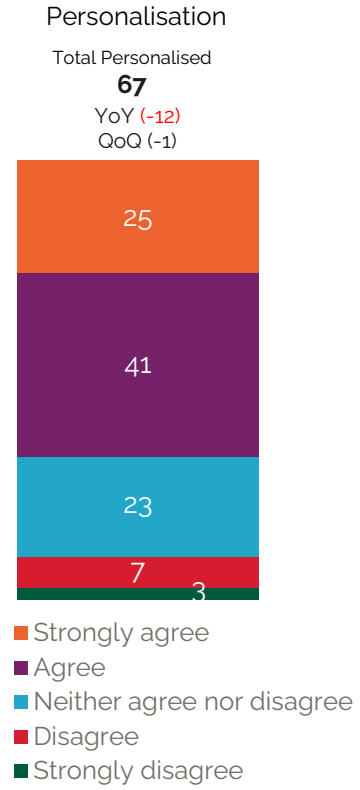
To what extent did you trust the information that was provided to you? Q2 2026/27 Jul-Sep 26 (Overall/ No disruption/Minor/Major) - (2572/1726/353/493), Jul/Aug/Sep 26 (857/858/857),
Significantly higher in green. Significantly lower in red.

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Rating personalization of the information provided

Personalisation remains the lowest-rated aspect of information provision (67%). Satisfaction is lower than a year ago across all disruption groups, with the largest decline among passengers experiencing major disruption (54%, -20pts YoY). This reinforces findings elsewhere in the report that delivering relevant and tailored information remains a particular challenge during disruption. Compared with 2025's unusually high scores, satisfaction has returned to levels more consistent with 2024.

Overall rating of personalisation of information provided (%)



Overall

Total Personalised
67
YoY (-12)
QoQ (-1)

No disruption

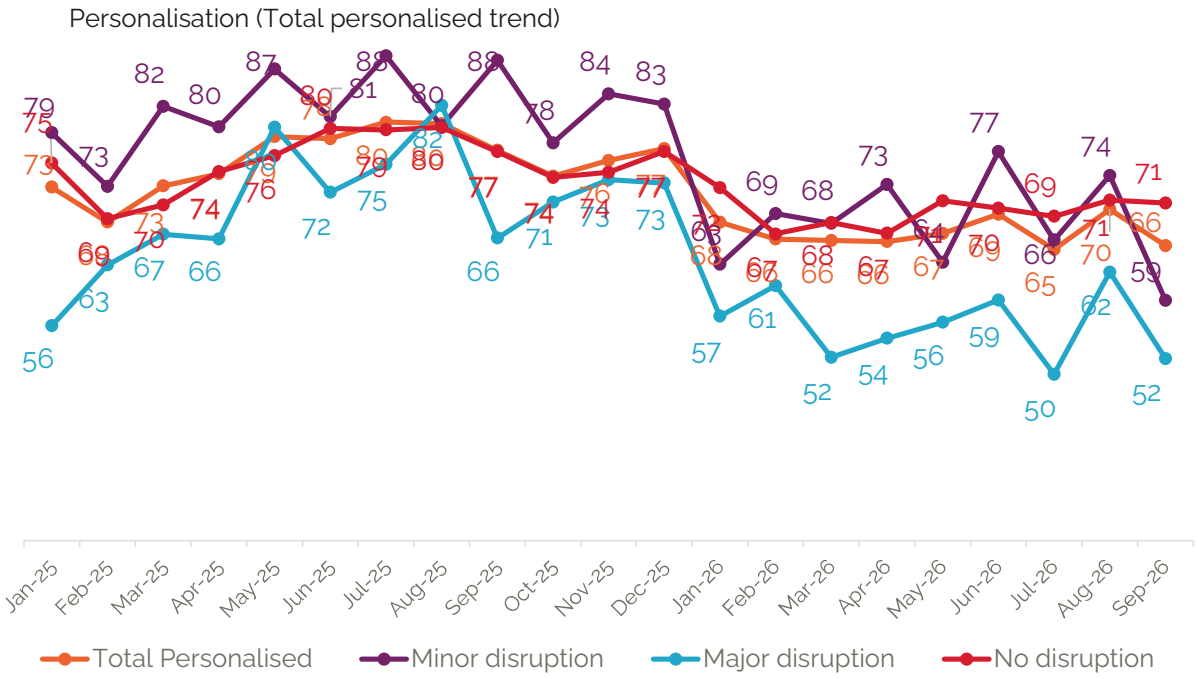
Total Personalised
70
YoY (-8)
QoQ (+1)

Minor disruption

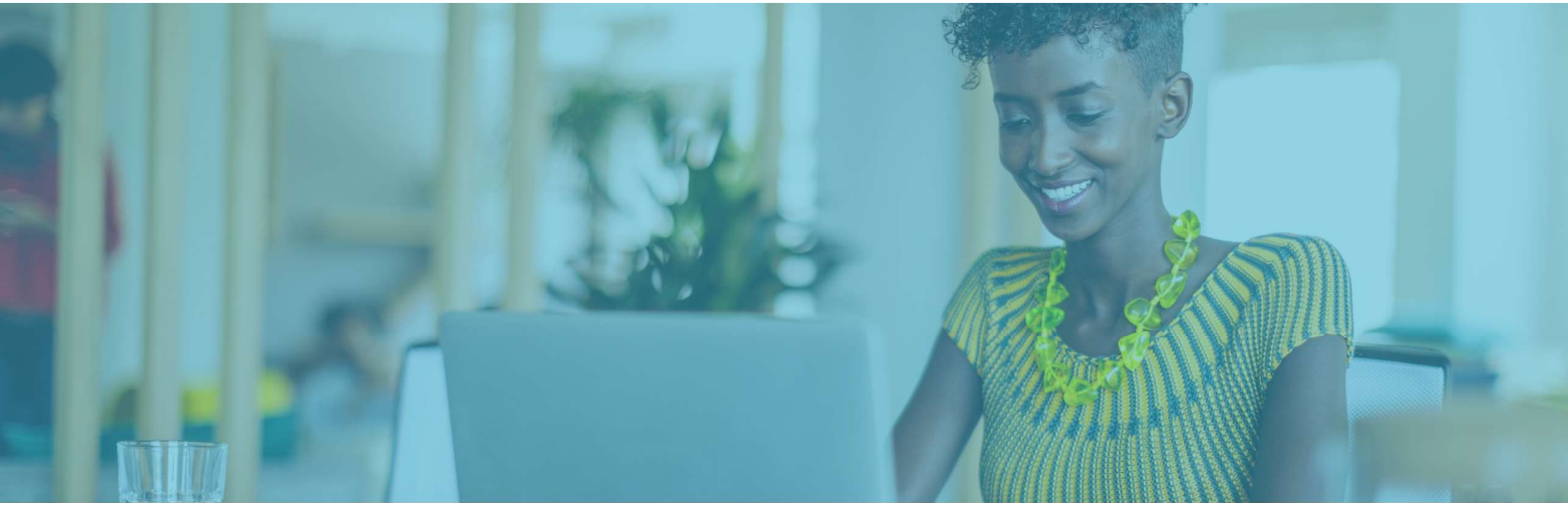
Total Personalised
66
YoY (-19)
QoQ (-5)

Major disruption

Total Personalised
54
YoY (-20)
QoQ (-2)



To what extent do you agree that the information you received was personalised to you and tailored to your journey? Q2 2026/27 Jul-Sep 26 (Overall/No disruption/Minor/Major) - (2572/1726/353/493). Jul/Aug/Sep 26 (857/858/857)
Significantly higher in green. Significantly lower in red.



Planning and booking

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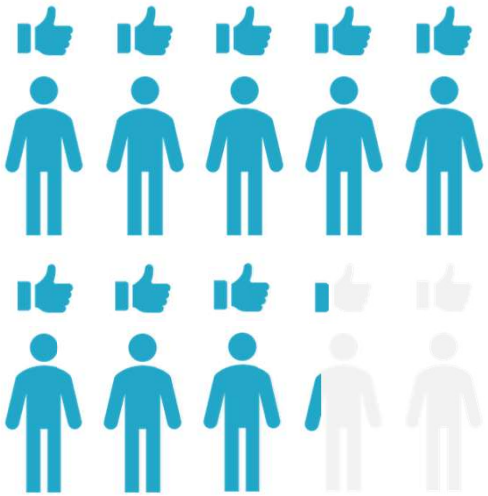
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Planning and booking – Key satisfaction metrics

Planning and booking satisfaction remains strong at 83%, although lower than a year ago across all disruption groups. While satisfaction with the most-used channels remains high (91%-93%), declines in channel satisfaction remains relatively stable compared with the larger decline in overall planning and booking satisfaction

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



		YoY	QoQ
83%	No disruption	(-9)	(-2)
87%	Minor disruption	(-7)	(-1)
79%	Major disruption	(-12)	(-2)
72%		(-12)	(+1)

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

	Top 3 channels		Satisfaction	YoY	QoQ
1	National Rail website or app	30	93%	(0)	(-1)
2	Train operator website or app	27	91%	(-4)	(-1)
3	Trainline or other 3rd party retailer website or app	26	92%	(-2)	(-2)

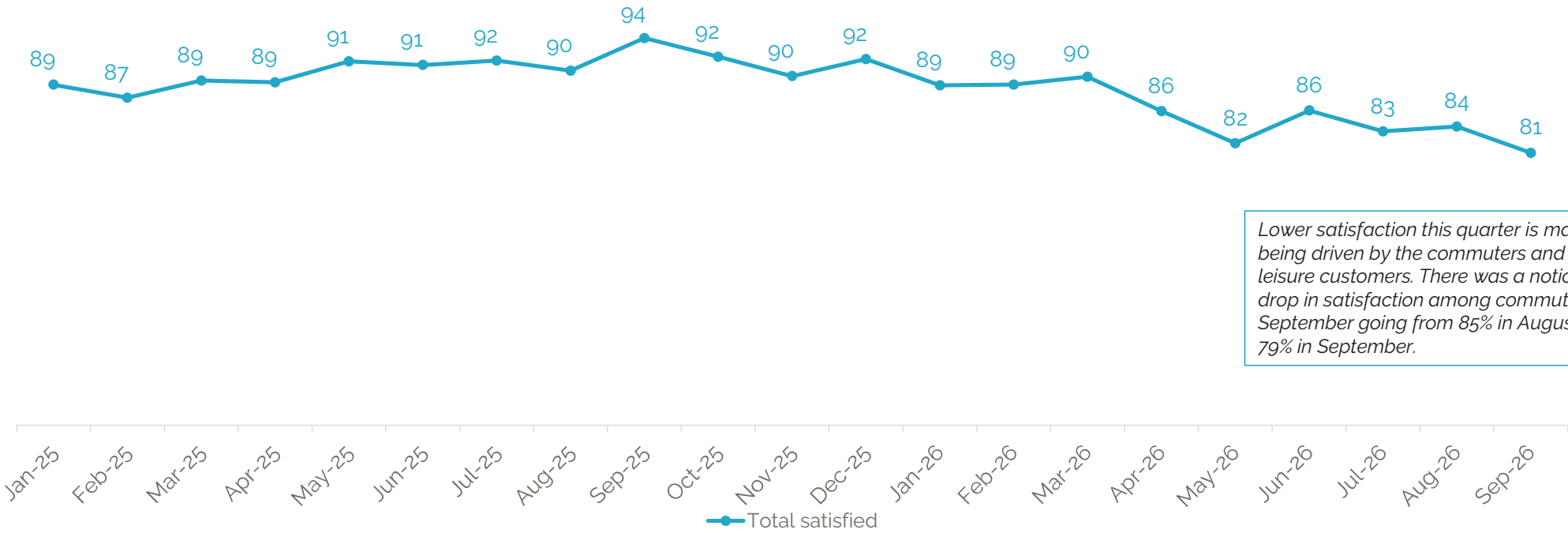
Overall, how satisfied were you with the information provided about your upcoming rail journey when planning and booking your journey? (excl DK) Jul-Sep 26 (2572) Which of the following information channels did you utilise when planning and booking your journey? How satisfied were you with the information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

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Overall satisfaction with information provided when planning and booking

Satisfaction with information provided during planning and booking has declined compared with last year, falling from 94% to 81% over the past 12 months. Following relatively stable performance during 2025, satisfaction softened during 2026 and remains below levels seen throughout much of last year. While scores improved slightly during the summer, they declined again in September.

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



Lower satisfaction this quarter is mainly being driven by the commuters and leisure customers. There was a noticeable drop in satisfaction among commuters in September going from 85% in August to 79% in September.

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/Jul 26/Aug 26/Sep 26
(814/830/822/826/822/821/833/839/830/829/833/823/822/837/825/830/822/832/789/926/857/857/858/857)

*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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Information channels used and their satisfaction

Digital channels dominate journey planning, with National Rail, train operator websites and third-party retailer websites/apps accounting for the highest usage. Satisfaction remains high across all channels.

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



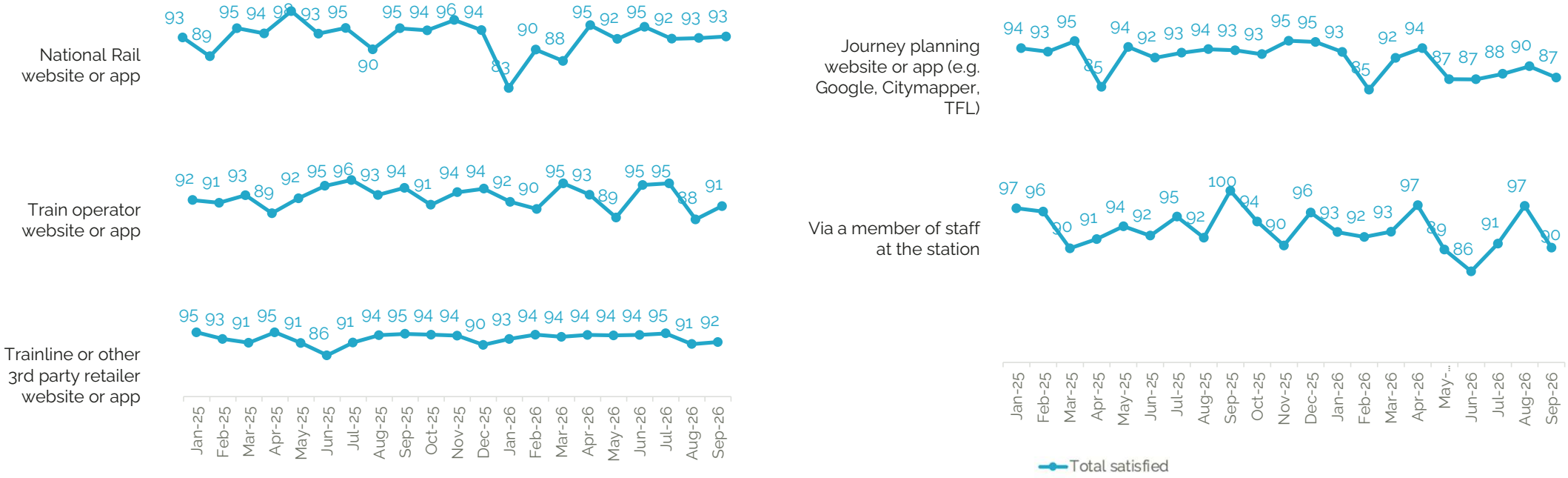
Which of the following information channels did you utilise when planning and booking your journey? How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Jul-Aug 26 (2572)

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Satisfaction with information channels

Satisfaction across planning and booking channels remains high, despite some softening compared with last year. National Rail websites/apps remain particularly strong and stable, while train operator websites/apps show a modest decline. Overall, channel satisfaction remains considerably higher than overall planning and booking satisfaction.

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



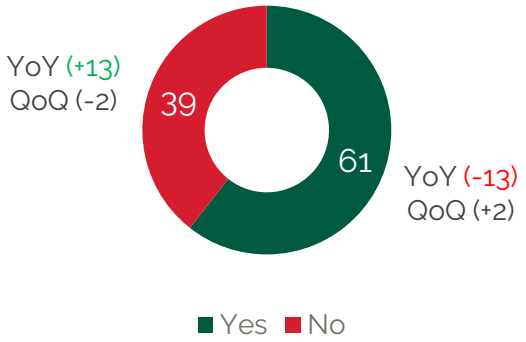
How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Jul/Aug/Sep 26 - National rail website or app (258/256/228), Train operator website or app (234/258/228), Trainline or other 3rd party retailer website or app (250/223/257), Journey planning website or app (104/128/86), Via a member of staff (98/109/89).

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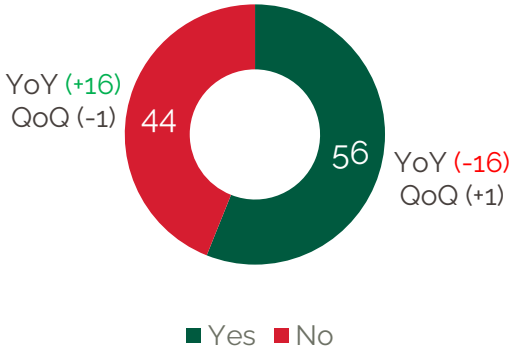
Information about facilities available

Awareness of information about station and on-board facilities has declined compared with a year ago, with 61% recalling finding information about station facilities (-13pts YoY) and 56% recalling finding information about on-board facilities (-16pts). However, satisfaction with facilities information remains high among those who receive it, with 86% satisfied with station facilities information and 84% satisfied with on-board facilities information.

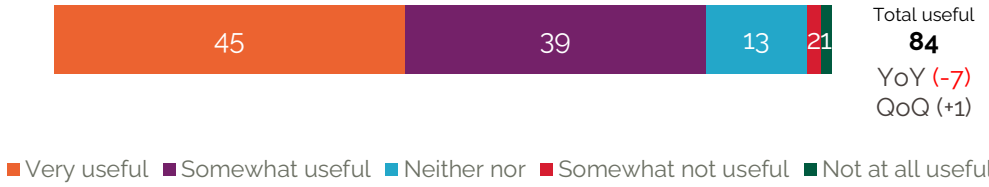
Found information about the facilities available **at the station** (%)



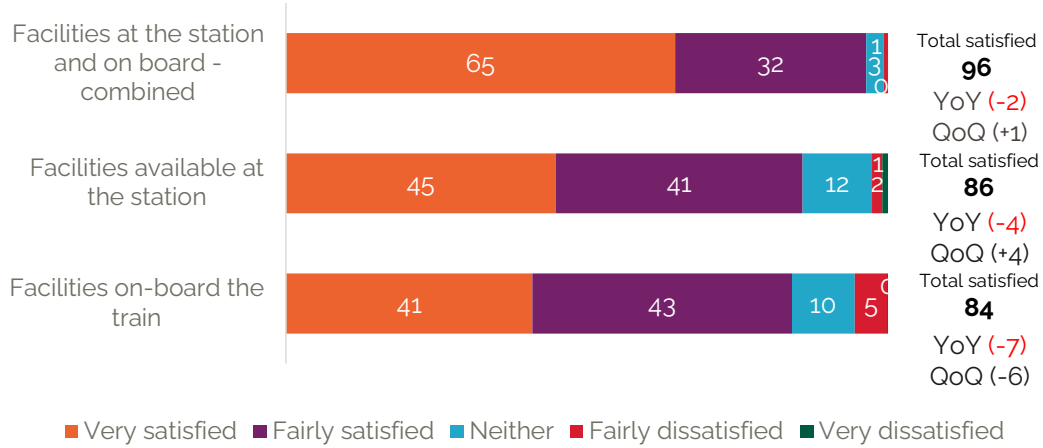
Found information about the facilities available **on board the train** (%)



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



Satisfaction of information about the facilities available (%)



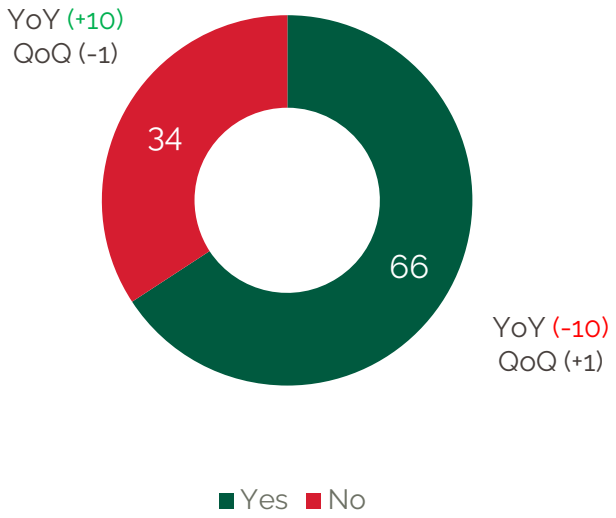
Did you find information on any of the following before your departure? - Information about the facilities available at the station, How useful was the information about the facilities at the station? Jul-Sep 26 (2572/1264) How satisfied were you with the information you received about the facilities? (881/383/249)
Significantly higher in green. Significantly lower in red.

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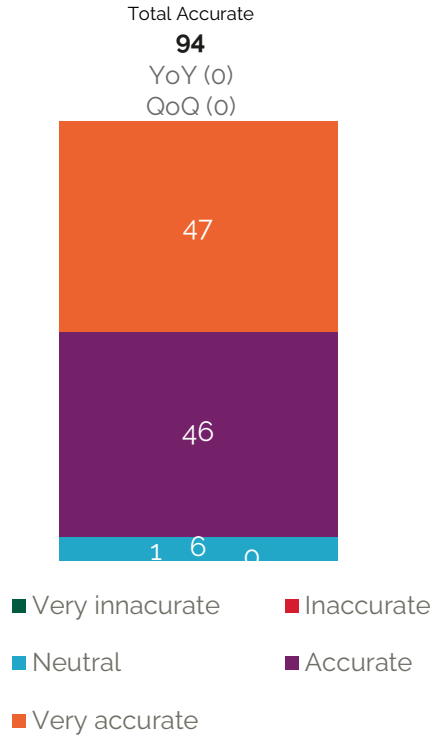
Information on lift functioning

Access to lift status information has declined compared with a year ago. However, confidence in the information remains strong, with 94% rating it as accurate, suggesting the challenge lies in availability rather than quality.

Found out if lifts were working or not (%)



Accuracy of information on lifts (%)



Were you able to find out whether or not the lifts at the station were working? Jul-Sep 26 (1264) How accurate was the information you received about the lifts at the station (i.e. did this reflect what you experienced)? Jul-Sep 26 (800) *This was a new question introduced in May 2025. Significantly higher in green. Significantly lower in red.

Information on station facilities

Most passengers reported having all the information they needed. Where additional information was requested, comments focused primarily on toilets, lift availability and accessibility, followed by platform information, seating, waiting areas and signage.



> Exactly where to find lifts, escalators, and step-free access routes from each entrance to the platform.

> Information about car parking availability and step free access routes around the stations would have been useful but I couldn't find it easily.

> It would have been useful to have clearer information about toilet location, lifts, step free accessible, seating areas, and where to find food and drink outlets. that would have made navigating the station easier.

> There wasn't information about connecting buses, I think that would be useful information to add for many passengers.

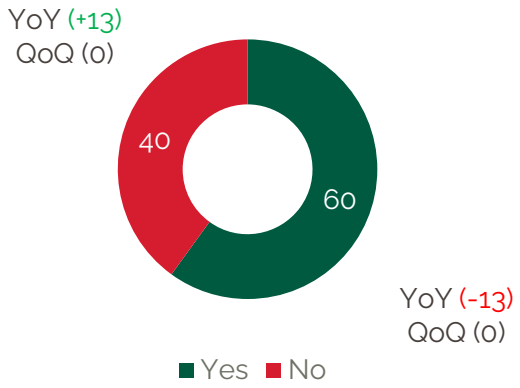
Was there any information about station facilities that would have been useful, but you did not find? Jan-Mar 2026 (2571)

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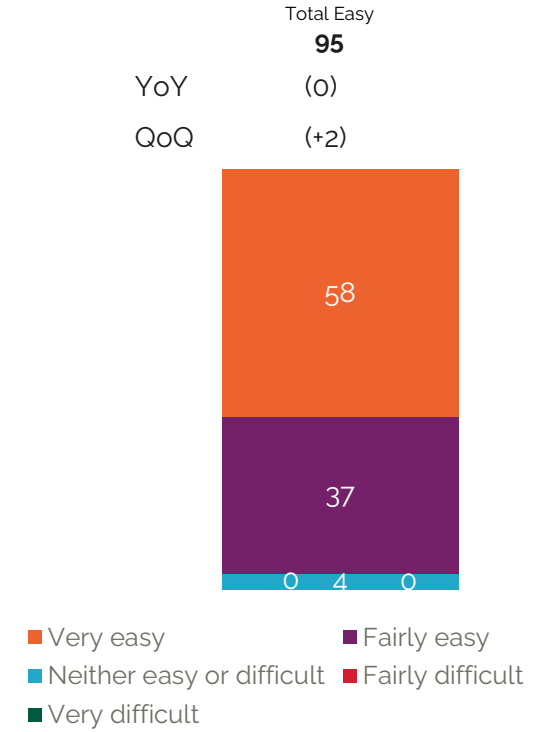
Seat reservations for advance ticket booking

Awareness of seat reservation information has declined compared with a year ago, with fewer passengers reporting that they found this information. However, those who do receive it continue to find it easy to access, with 95% rating it as easy to find.

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



Ease of finding information on seat reservation(%)



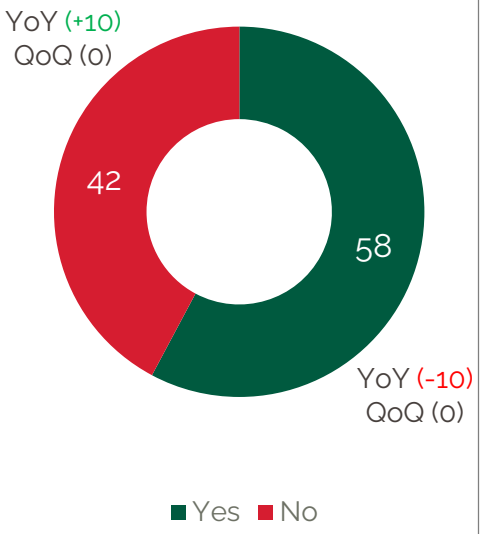
Did you find information on any of the following before your departure? And how satisfied were you with the following…? (excl DK) - Information about the option to reserve a seat in advance. How easy was it to find information about the option to reserve a seat on the train? Jul-Sep 26 (1237) *These questions were introduced in June 2025
Significantly higher in green. Significantly lower in red..

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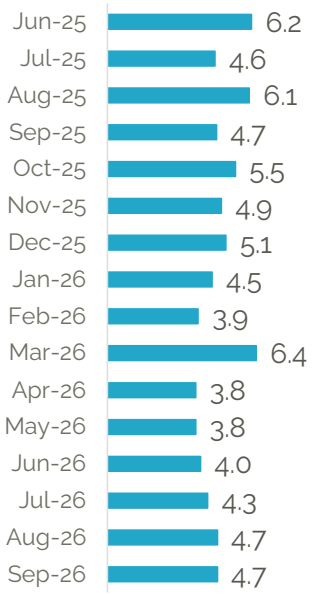
Changes to train times

About 6 in 10 users continue to see information about changes to train times, although this is lower than a year ago (-10pts). Satisfaction with all aspects of timetable change communications remains relatively high (80%-86%), but scores are consistently below last year, particularly for information explaining how and why train times changed (-10pts) and the travel options available to passengers (-9pts).

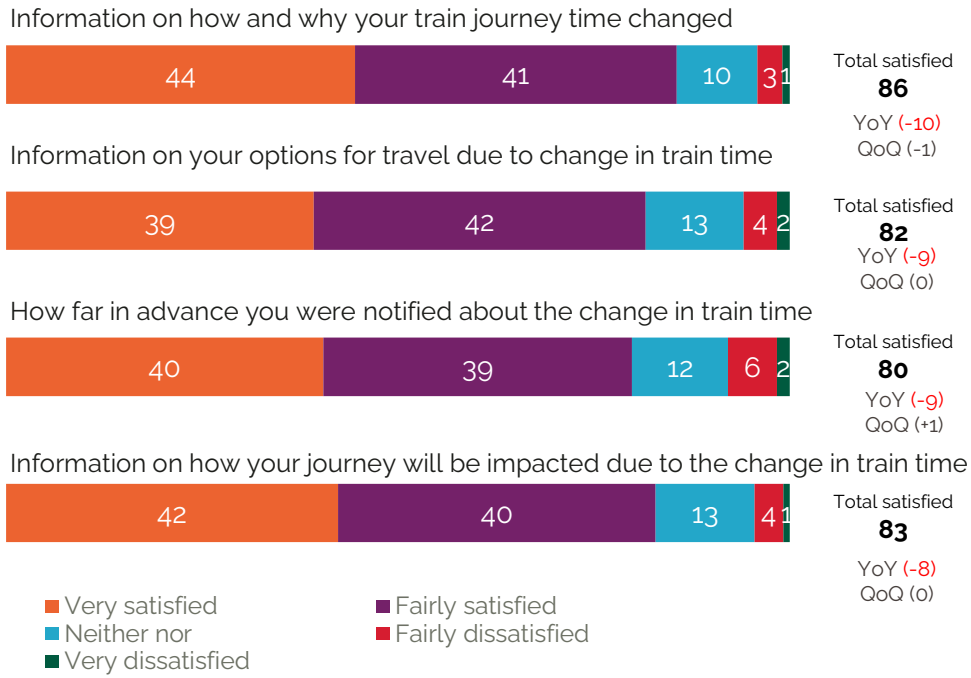
Found changes to train times (%)



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



Satisfied with the following (%)



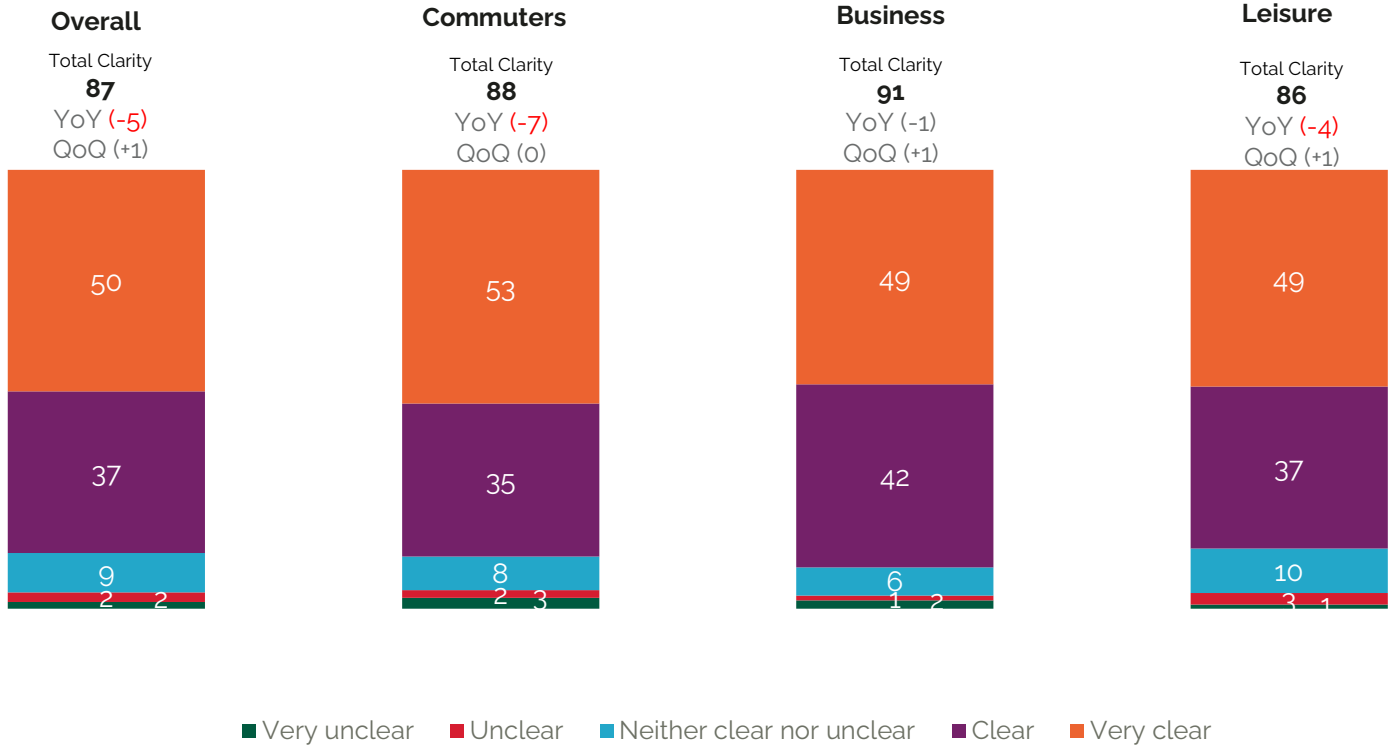
Did you find information on any of the following before your departure? And how satisfied were you with the following…? (excl DK) - Changes to train times, How quickly was the information you received regarding the change to your train times? Jul-Sep 26 (1860-2229)
Significantly higher in green. Significantly lower in red.

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Ticket validity

Ticket validity information continues to be well understood by passengers, with high levels of clarity reported across all journey purposes (86%-91%). Despite a small decline versus last year, perceptions remain stable quarter-on-quarter and broadly positive.

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



How clear was the information about the ticket's validity—such as when, where, and under what conditions it can be used? Jul-Sep 26 (2572); Commuters (701), Business (277), Leisure (1594)
Significantly higher in green. Significantly lower in red.

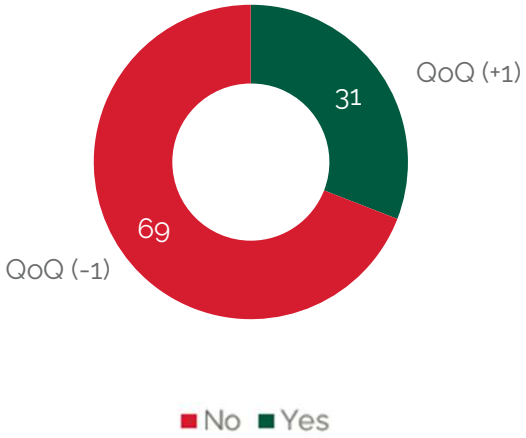
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Hot topic: Greyed out train services when booking

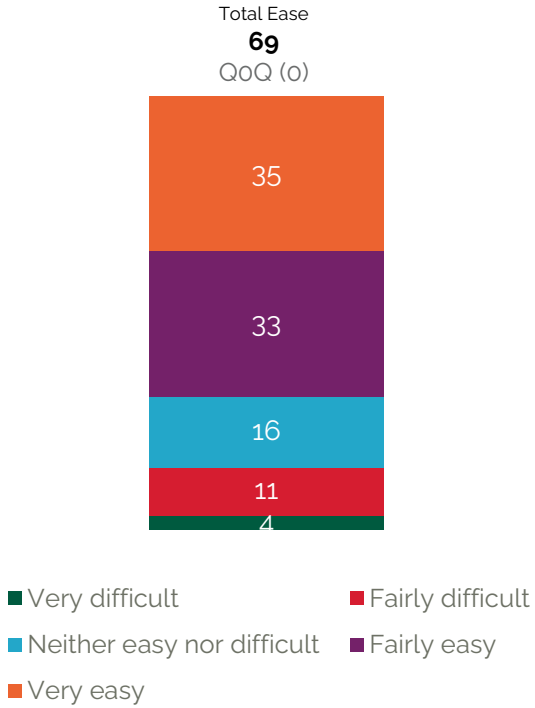
Nearly one-third of passengers have encountered a greyed-out service while booking tickets.

While most are able to find information explaining why a service is unavailable (69%), a sizeable minority continue to experience difficulty. In response, passengers are most likely to book an alternative service on the same day (43%).

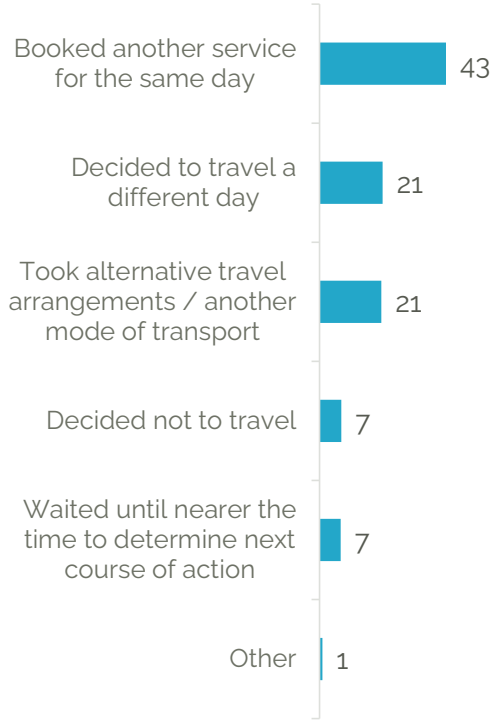
Ever tried booking train ticket and found service greyed out/ unavailable? (%)



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



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



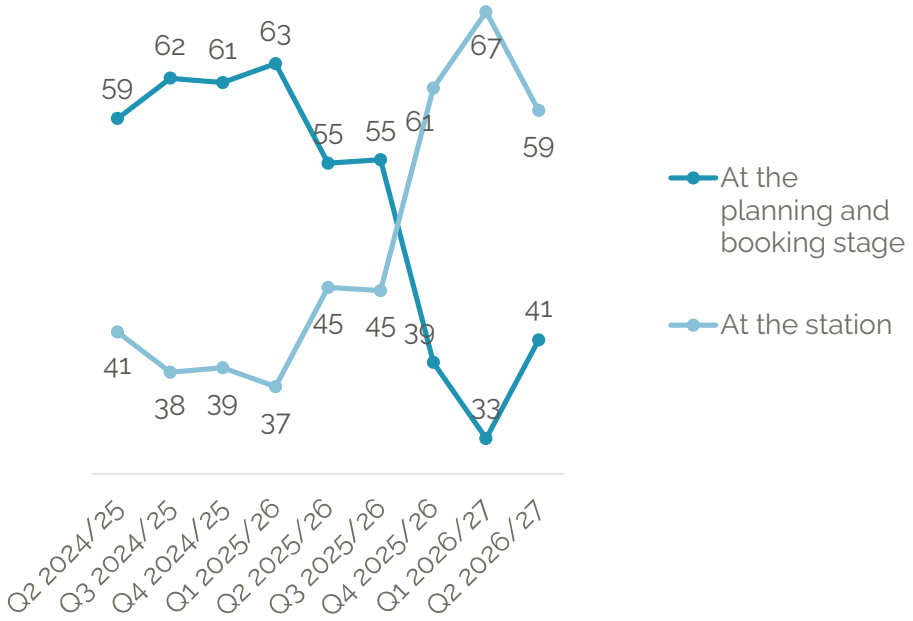
Have you ever tried to book a train ticket and found that the train service you were looking for is greyed out/unavailable? Jul-Sep 26 (2231), How easy was it to find the information that explained why this service was greyed out/unavailable to book? What did you do as a result of finding out the service was greyed out/unavailable to book? (680)

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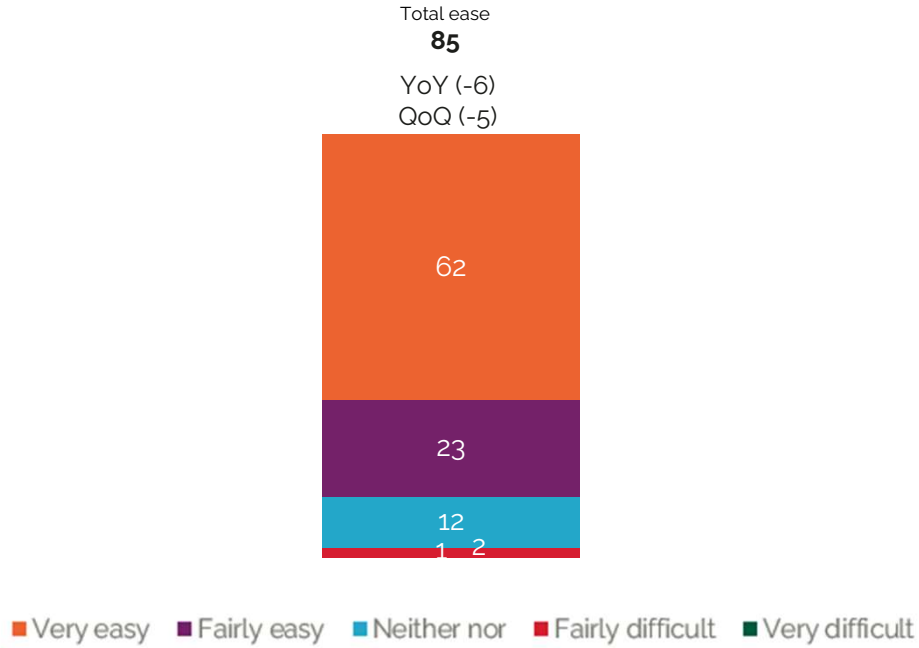
Stage informed about rail replacement bus and ease in finding such information

The proportion of passengers informed during planning and booking increased to 41% this quarter (+8pts QoQ), reversing some of the decline seen over the past year. However, most passengers continue to be informed at the station (59%). Ease of locating replacement bus information remains high at 85% despite declining versus both QoQ and YoY benchmarks.

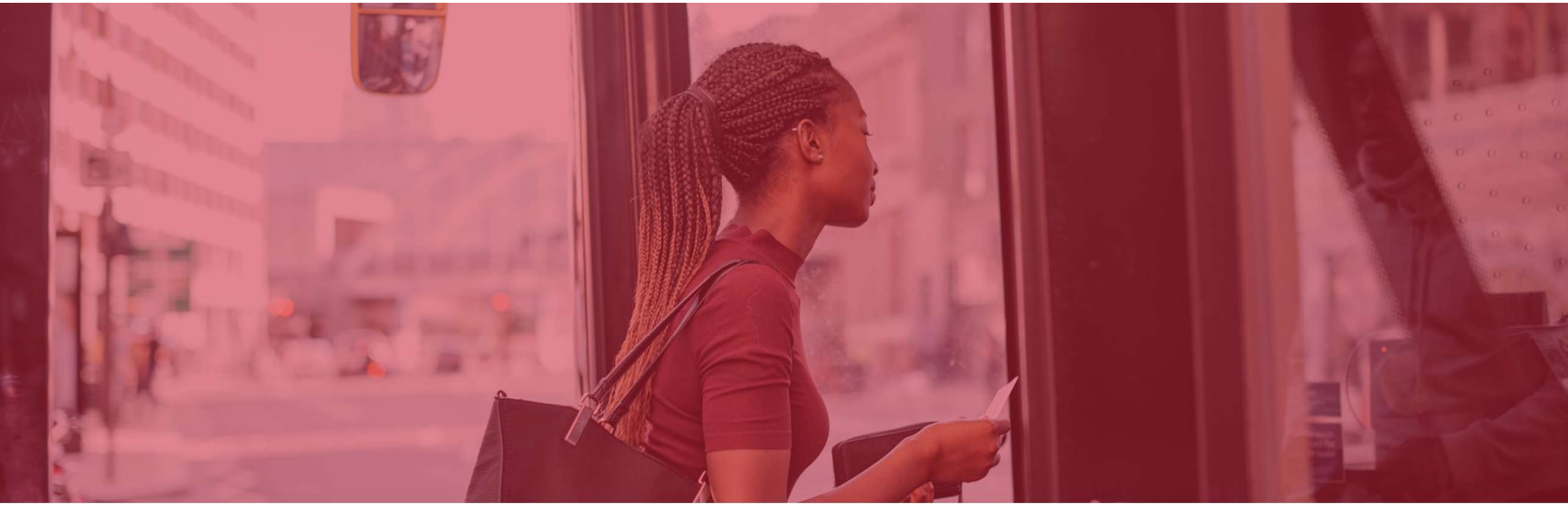
Stage at which customers were informed about the rail replacement bus (%)



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



What stage were you informed about the rail replacement bus for your journey? Jul-Sep 26 (247) When planning and booking your journey, how easy was it to find information about where to find the bus replacement at the station? (Excl. I did not seek) Jul-Sep 26 (108)



Journey to the station

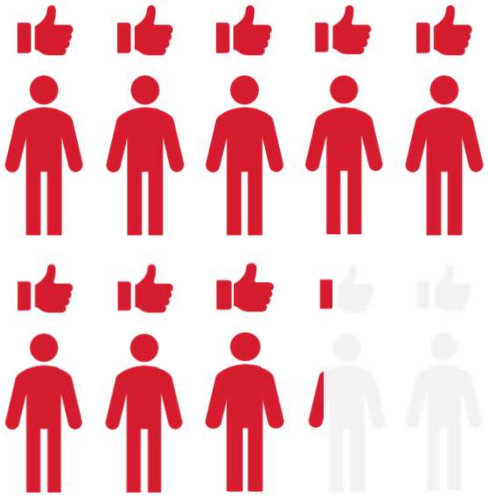
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Journey to the station – Key satisfaction metrics

Satisfaction with information provided while travelling to the station remains lower than at other journey stages (83%) and is down versus a year ago (-7pts). The largest decline is among passengers experiencing minor disruption (-11pts), although majorly disrupted passengers continue to report the lowest satisfaction overall (70%). Despite lower overall satisfaction at this stage, the most-used information channels continue to achieve consistently high satisfaction ratings (90%-91%).

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



		YoY	QoQ
83%	No disruption	(-7)	(+3)
87%	Minor disruption	(-5)	(+2)
80%	Major disruption	(-11)	(+1)
70%		(-9)	(+7)

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

	Top 3 channels	Satisfaction	YoY	QoQ
1	National Rail website or app	90%	(-4)	(-2)
2	Train operator website or app	90%	(-5)	(0)
3	Trainline or other 3rd party retailer website or app	91%	(-1)	(0)

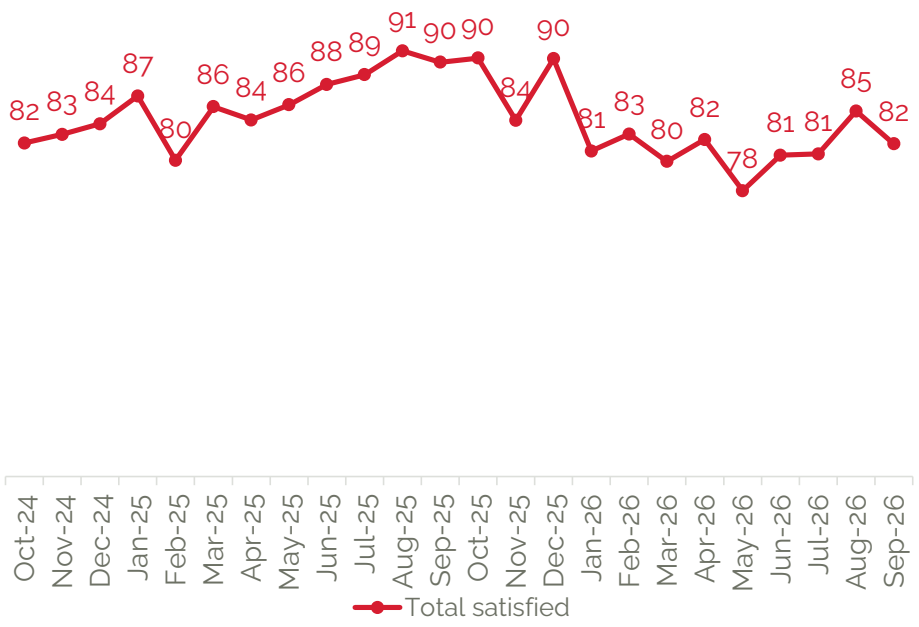
Overall, how satisfied were you with the information provided about your upcoming rail journey when on your way to the station? Which of the following information channels did you utilise when on your way to the station? How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK)
Jul-Sep 26 (2074)
Significantly higher in green. Significantly lower in red.

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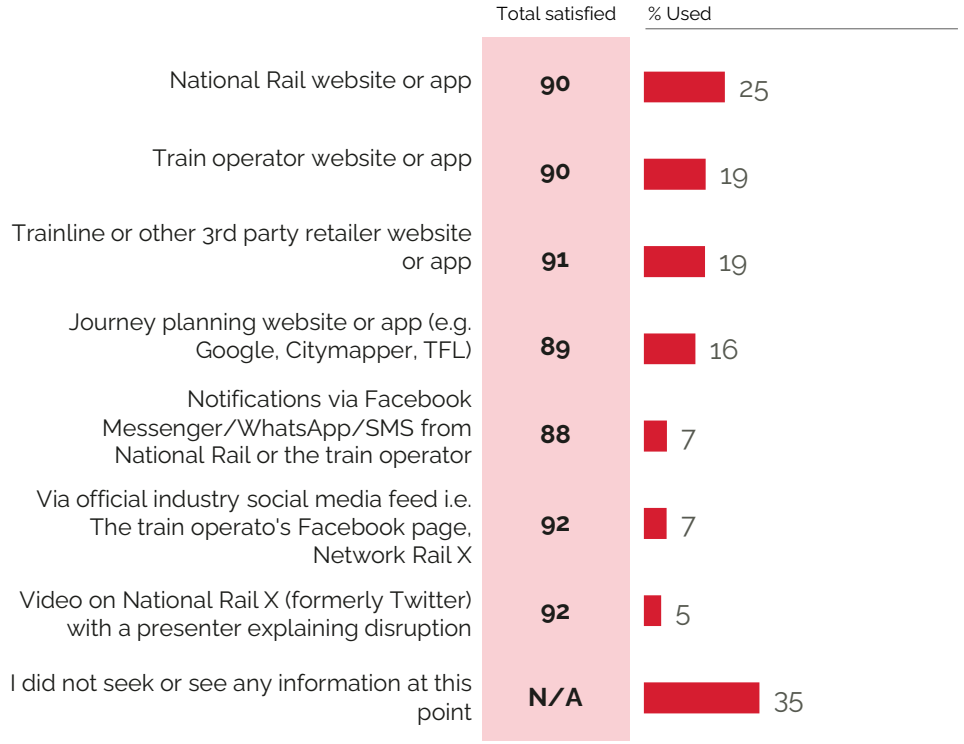
Overall satisfaction with information provided and information channels used when making the journey to the station

Satisfaction with information provided on the journey to the station remains below the levels seen in 2025, although it continues to recover since May-26's dip (78%). Satisfaction remains high across all information channels (88%-92%), with official social media feeds and disruption videos achieving the highest ratings (92%). Around a third of passengers (35%) did not seek or see information at this stage of their journey.

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 (%)



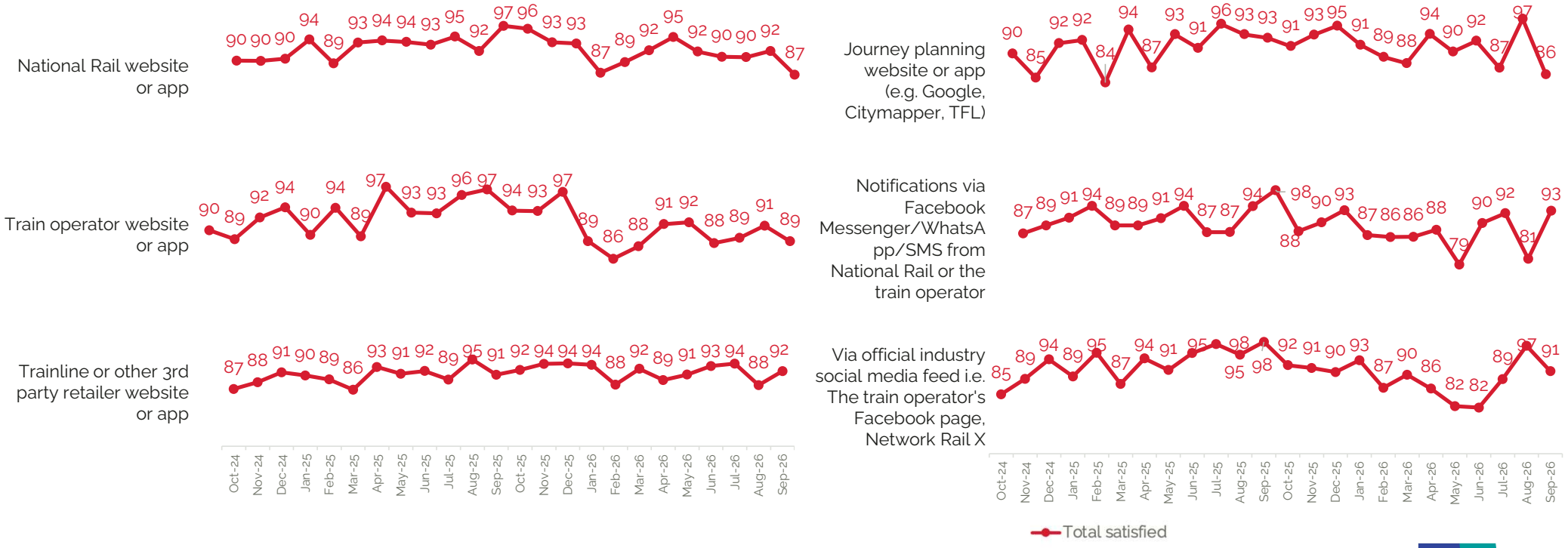
Overall, how satisfied were you with the information provided about your upcoming rail journey when on your way to the station? Jul/Aug/Sep 26 (685/691/698). Which of the following information channels did you utilise when on your way to the station? How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK) Jul-Sep 26 (2074)

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Satisfaction with information channels

Satisfaction with information channels remains strong overall despite some recent softening. Most channels continue to achieve satisfaction scores above 85%, with no evidence of a sustained deterioration in performance.

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) Jul/Aug/Sep 26 - National rail website or app (201/213/214), Train operator website or app (191/172/149), Trainline or 3rd party website or app (164/150/197), Journey planning website or app (e.g. Google, Citymapper, TFL) (120/105/104), Notifications via Facebook Messenger/WhatsApp/SMS from National Rail or the train operator (58/72/63), Via official industry social media feed (38/63/57).



At the station

Rail Delivery Group

National Rail

Ipsos

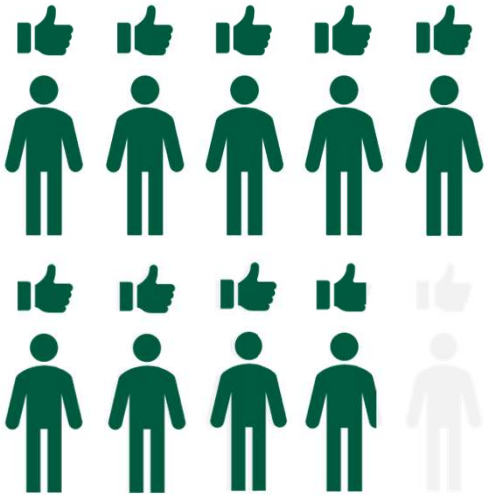
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At the station – Key satisfaction metrics

Satisfaction with information provided at the station remains high at 89%, although it is lower than a year ago (-4pts). The decline is most pronounced among passengers experiencing minor (-13pts) and major disruption (-6pts), with majorly disrupted passengers continuing to report the lowest satisfaction (74%). Passengers remain highly satisfied with the channels used to communicate information at stations. Lower satisfaction among disrupted passengers therefore appears to be driven more by the challenges of communicating during disruption than by dissatisfaction with the channels themselves.

Satisfaction with information about forthcoming journey when at the station:



		YoY	QoQ
89%	No disruption	(-4)	(+2)
94%	Minor disruption	(-2)	(+2)
80%	Major disruption	(-13)	(-4)
74%		(-6)	(+9)

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

	Top 3 channels		Satisfaction	YoY	QoQ
1	Screens on the platform area	34	91%	(-5)	(-1)
2	Announcements at the station	31	93%	(-3)	(+3)
3	Screens showing trains times and platform numbers	25	93%	(-1)	(0)

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) Jul-Aug 26 (2458)
Significantly higher in green. Significantly lower in red.

Rail Delivery Group
National Rail

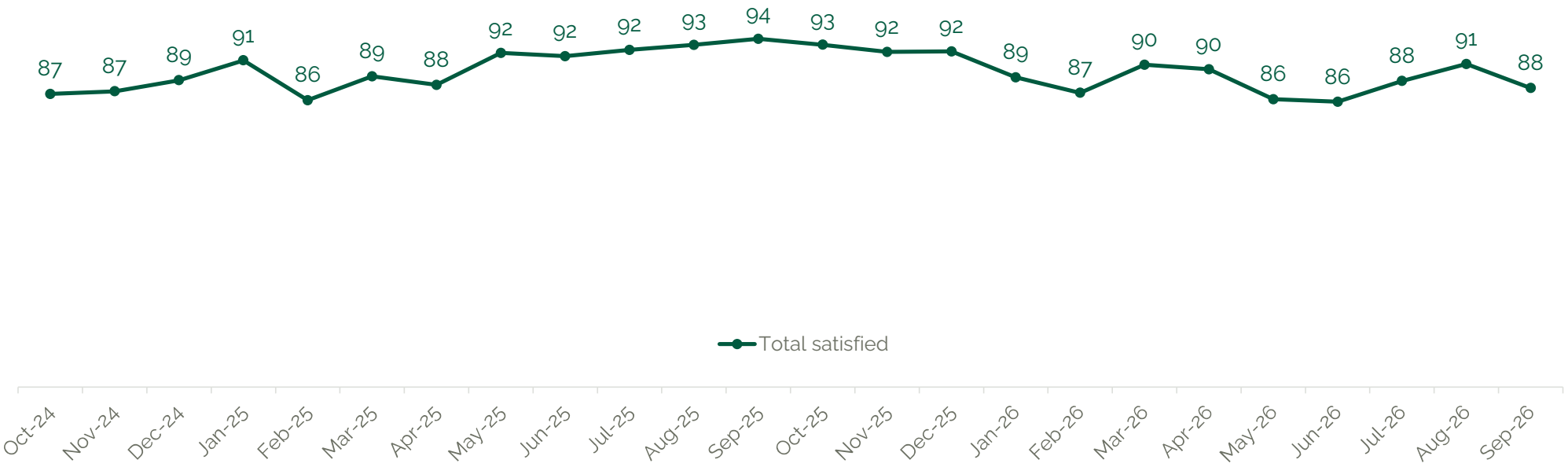
Ipsos

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Overall satisfaction with information provided when at the station

Satisfaction with information provided at the station remains high overall but below the peak levels recorded during Sep-25. Following a decline in early 2026, satisfaction is recovering modestly in recent months.

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



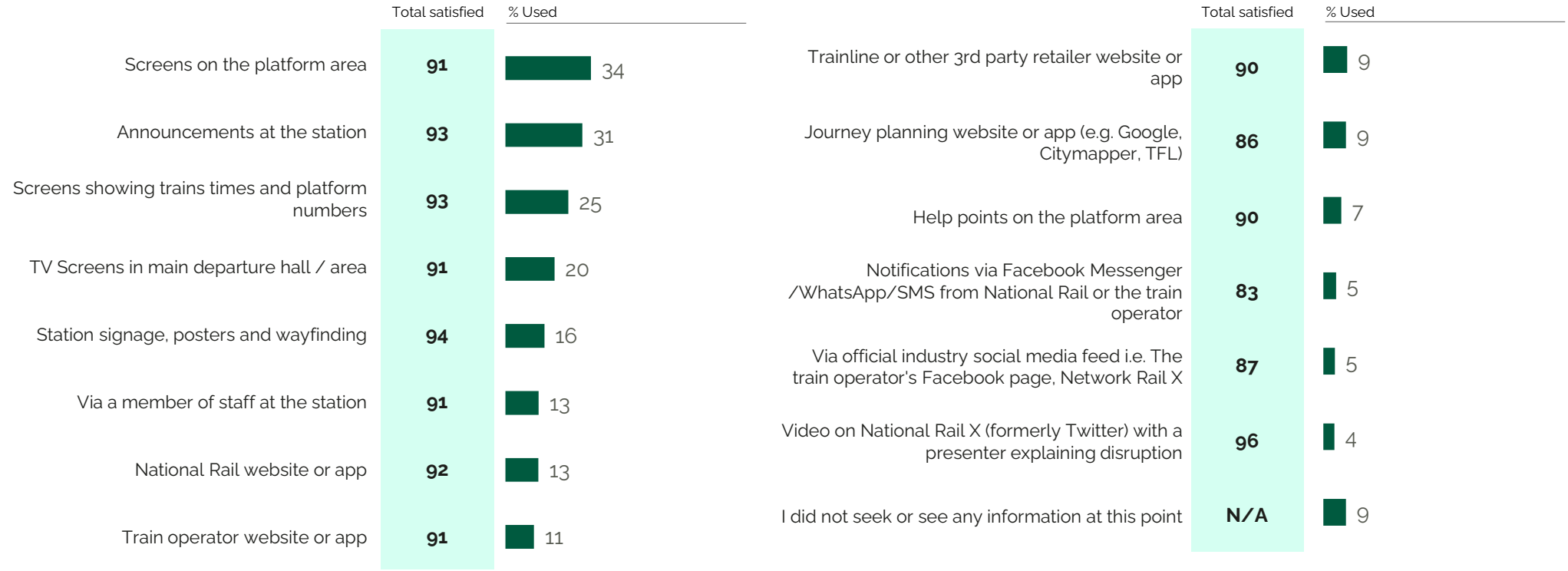
Overall, how satisfied were you with the information provided about your upcoming rail journey when at the station? (excl DK) Oct 24/Nov 24/Dec 24/Jan25/Feb25/Mar25/Apr25/May25/Jun25/Jul25/Aug25/Sep25/Oct25/Nov25/Dec25/Jan26/Feb26/Mar26/Apr26/May26/Jun26/Jul26/Aug26/Sep26 (823/808/814/821/821/819/831/815/822/831/815/822/803/822/832/823/826/822/764/770/777/762/761/764/819/824/822/763/882/837/817/826/815)

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Information channels used and their satisfaction

Passengers continue to rely primarily on station screens and announcements for journey information, and satisfaction remains consistently high across all major channels. The three most-used sources of information all achieve satisfaction ratings of 91% or above, indicating that station information channels are performing strongly overall.

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



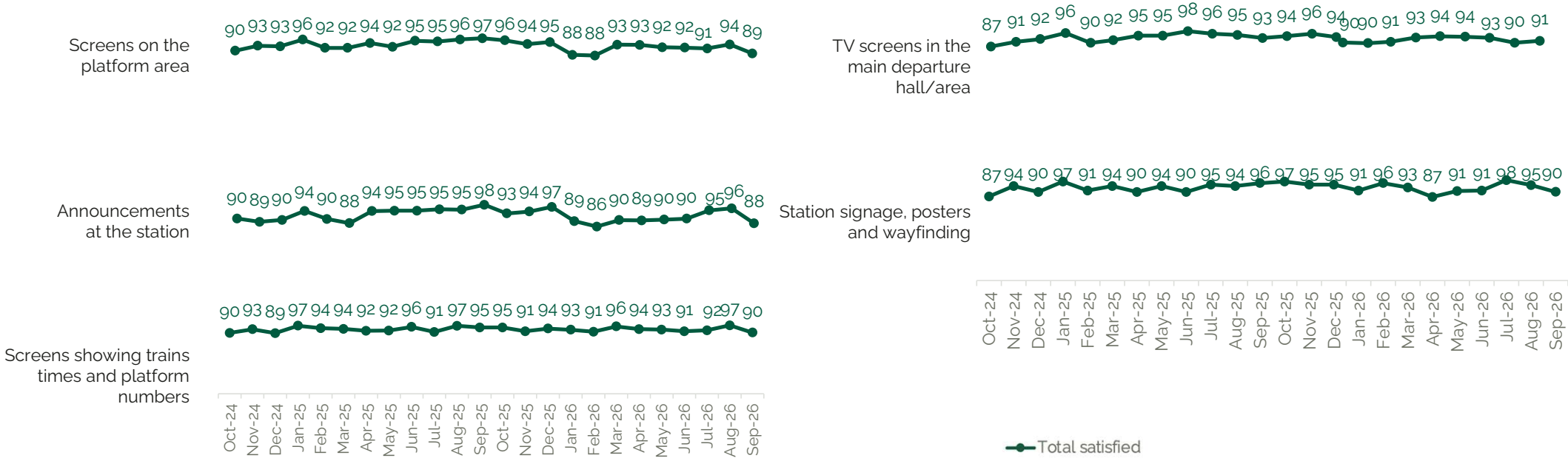
Which of the following information channels did you utilise when at the station? How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) Jul-Sep 26 (2539)

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Satisfaction with information channels

While overall satisfaction falls during periods of disruption, satisfaction with individual station information channels remains consistently high. Platform screens, announcements, train information displays and station signage all continue to achieve satisfaction ratings around 90% or above, indicating that lower satisfaction during disruption is unlikely to be driven by the channels themselves.

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) Jul 26/Aug 26/Sep 26 - Screens on the platform area (304/268/276), Announcements at the station (274/236/237), Screens showing train times and platform numbers (228/184/211), TV screens in the main departure hall/area (175/162/167), Station signage, posters and wayfinding (129/129/122)

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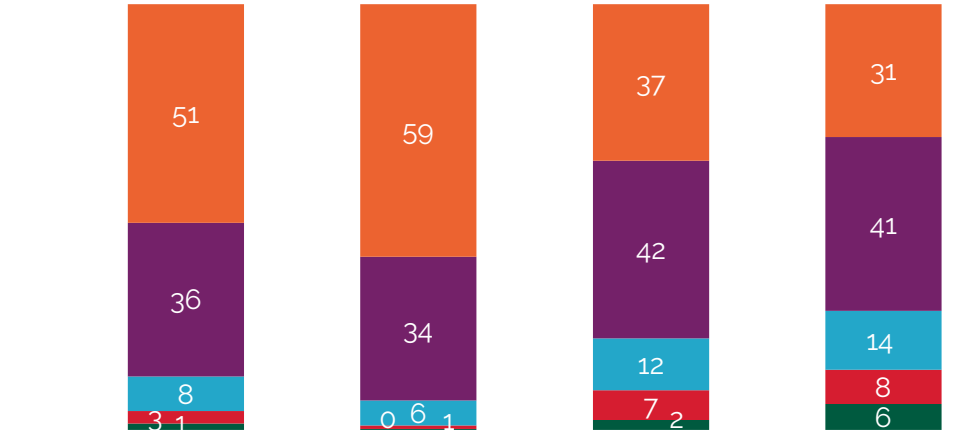
Satisfaction with experiences at the station

The largest challenge remains communicating during disruption. While satisfaction remains above 90% among passengers experiencing no disruption, ratings fall sharply among disrupted passengers, particularly for the timeliness of platform information, which has declined versus last year.

Updates on the platform and train (%)

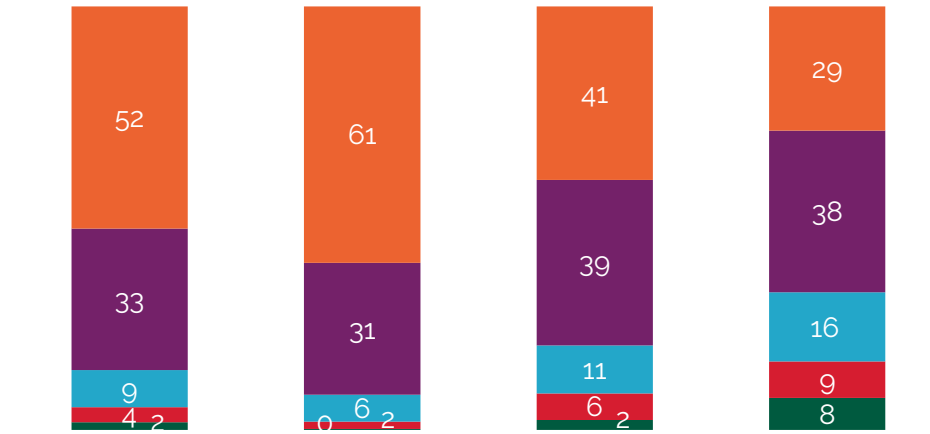
Timeliness with which platform information was announced

	Overall	No disruption	Minor disruption	Major disruption
Total satisfied	**87**	**93**	**79**	**72**
YoY	(-6)	(-2)	(-15)	(-12)
QoQ	(0)	(+1)	(-5)	(+5)



Kept up to date about the status of the train

	Overall	No disruption	Minor disruption	Major disruption
Total satisfied	**86**	**92**	**80**	**67**
YoY	(-2)	(0)	(-4)	(-4)
QoQ	(0)	(+1)	(-3)	(+2)



Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied

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) Jul-Sep 26 (2466/2468), No disruption (1675/1677), Minor (346/343), Major (445/448)
Significantly higher in green. Significantly lower in red.

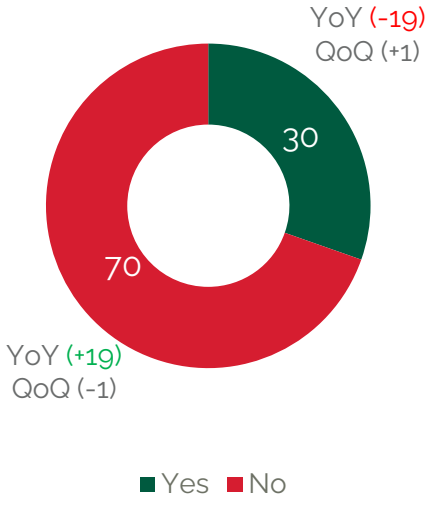
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Interaction with staff at the station

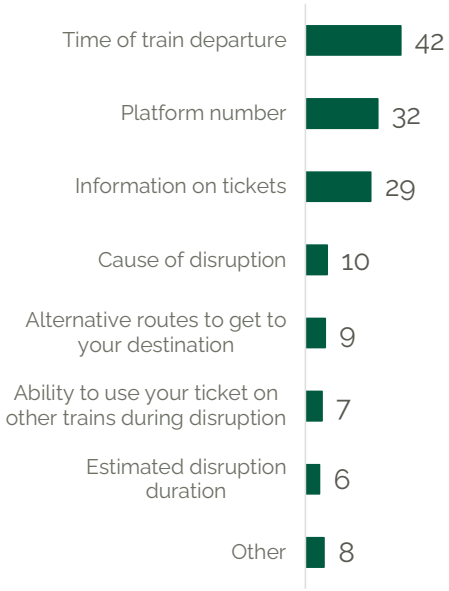
The proportion of passengers interacting with station staff has fallen to 30% (-19pts YoY). Satisfaction with station staff remains extremely high for routine enquiries, with platform, ticket and departure information all achieving ratings above 90%. However, passengers seeking disruption-related information report lower satisfaction, particularly around the cause of disruption and alternative travel options.

Interacted with a staff member at the station (%)



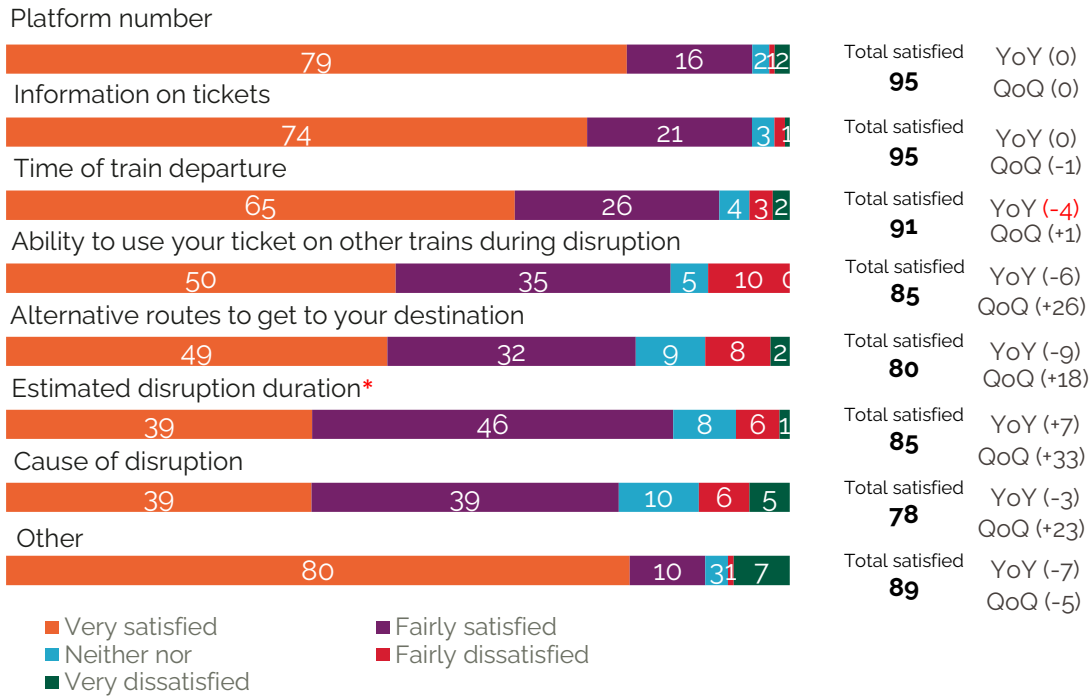
Looking into open end questions around improving information staff visibility and availability are constantly mentioned as an area for improvement.

What information did they ask staff for? (%)



Satisfied with the following (%)

> "No one driver, guard or station staff could provide updates".



Did you interact with a member of staff at the station? What information did you ask for? And how satisfied were you with the information you received? Jul-Sep 26 (2539/779/44-310) *Refers to TOCs where the base is between 30-50.
Significantly higher in green. Significantly lower in red.

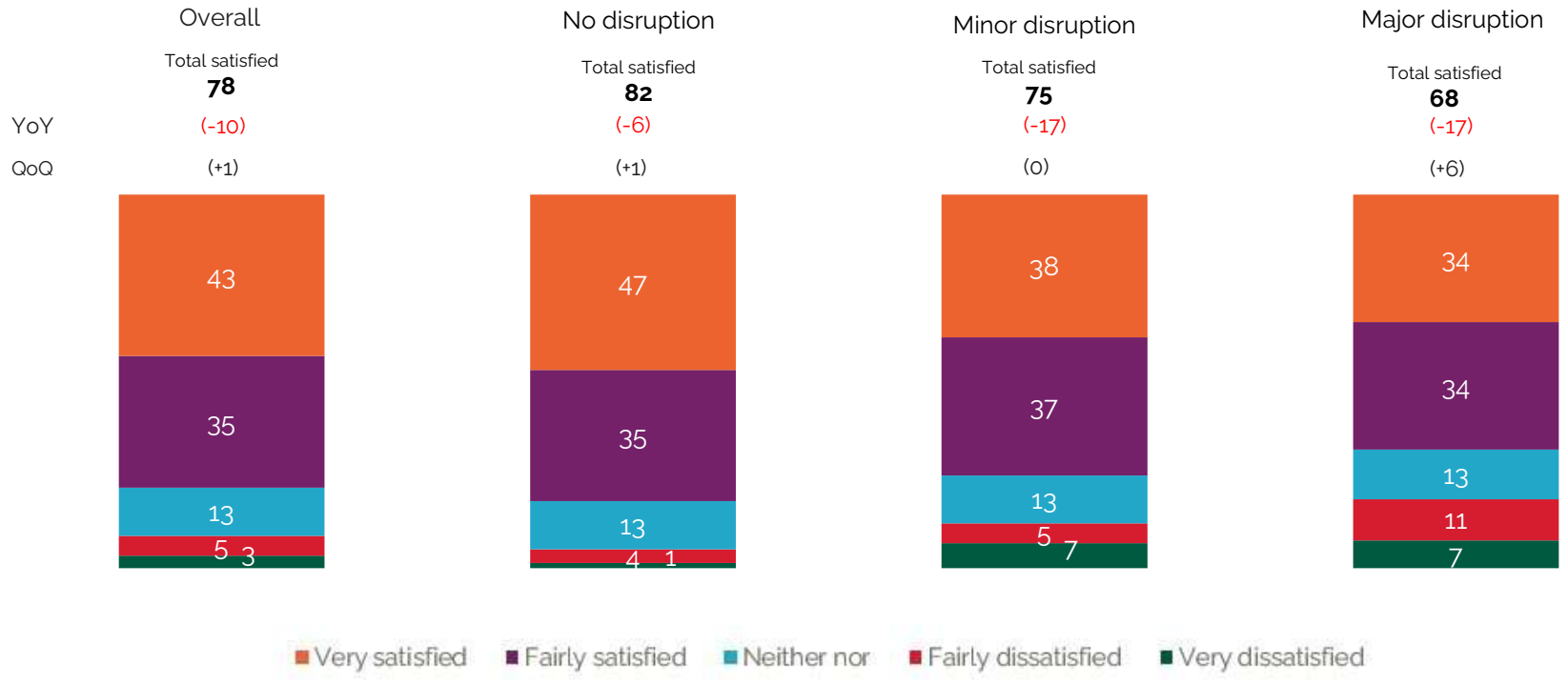
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Satisfaction with staff at the station

Satisfaction with staff availability remains relatively high at 78% but is lower than a year ago across all disruption groups. The largest declines are among passengers experiencing minor (-17pts) and major disruption (-17pts), with majorly disrupted passengers continuing to report the lowest satisfaction levels (68%) despite improvement versus last quarter (+6pts).

Staff available to help me (%)

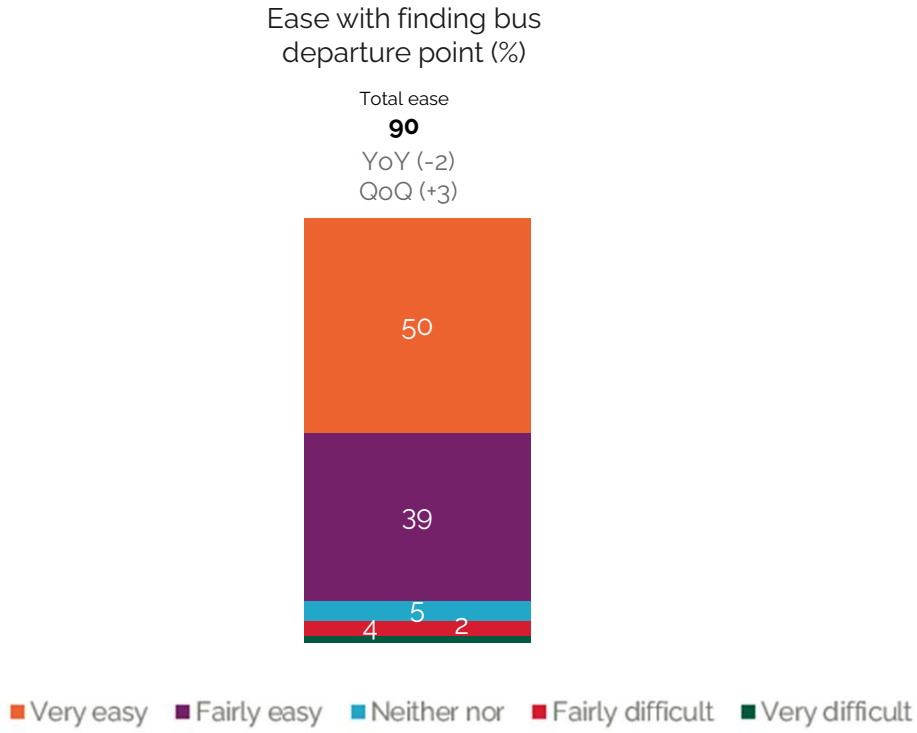


Focusing on the staff at the station, how satisfied were you with the following? (excl DK) Jul-Aug 26 (Available to help me) – Overall (2038), No disruption (1332), Minor (307), Major (399)
Significantly higher in green. Significantly lower in red.

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Ease in finding rail replacement bus information

Nine in ten passengers (90%) find it easy to locate information about where their rail replacement bus departs from. While this represents a small improvement on last quarter (+3pts), scores remain slightly below last year (-2pts).



When at the station, how easy was it to find information about the following...? (Excl. I did not seek) Jul-Sep 26 (233)
Significantly higher in green. Significantly lower in red.



On board the train

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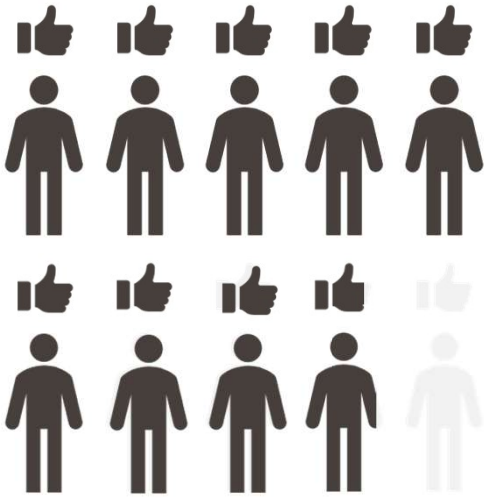
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On board the train – Key satisfaction metrics

On-board information satisfaction remains high overall and has improved quarter-on-quarter. However, passengers experiencing major disruption continue to report much lower satisfaction, while the most-used information channels on board all maintain ratings above 90%.

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



		YoY	QoQ
88%	No disruption	(-5)	(+2)
93%	Minor disruption	(-3)	(+3)
83%	Major disruption	(-6)	(+3)
68%		(-13)	(+2)

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

	Top 3 channels	Satisfaction	YoY	QoQ
1	Screens on the train	93%	(-2)	(0)
2	Live announcement delivered by member of staff on the train	92%	(-4)	(+4)
3	Automated announcement on the train	92%	(-3)	(0)

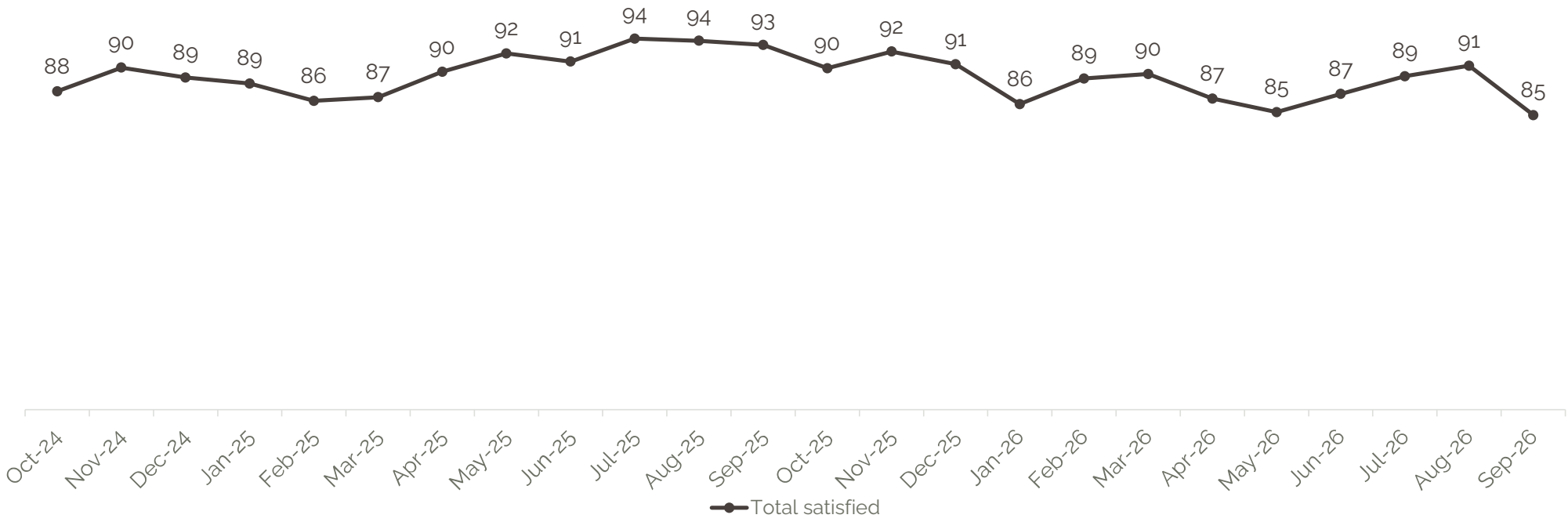
Overall, how satisfied were you with the information provided about your rail journey when on board the train? Which of the following information channels did you utilize when on board the train? How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Jul-Sep 26 (2147)
Significantly higher in green. Significantly lower in red.

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Overall satisfaction with information provided when on board the train

Satisfaction with information provided on board the train remains broadly stable over time. Following an improvement during July and August, satisfaction fell back to 85% in September, returning to levels seen at several points throughout the tracking period.

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



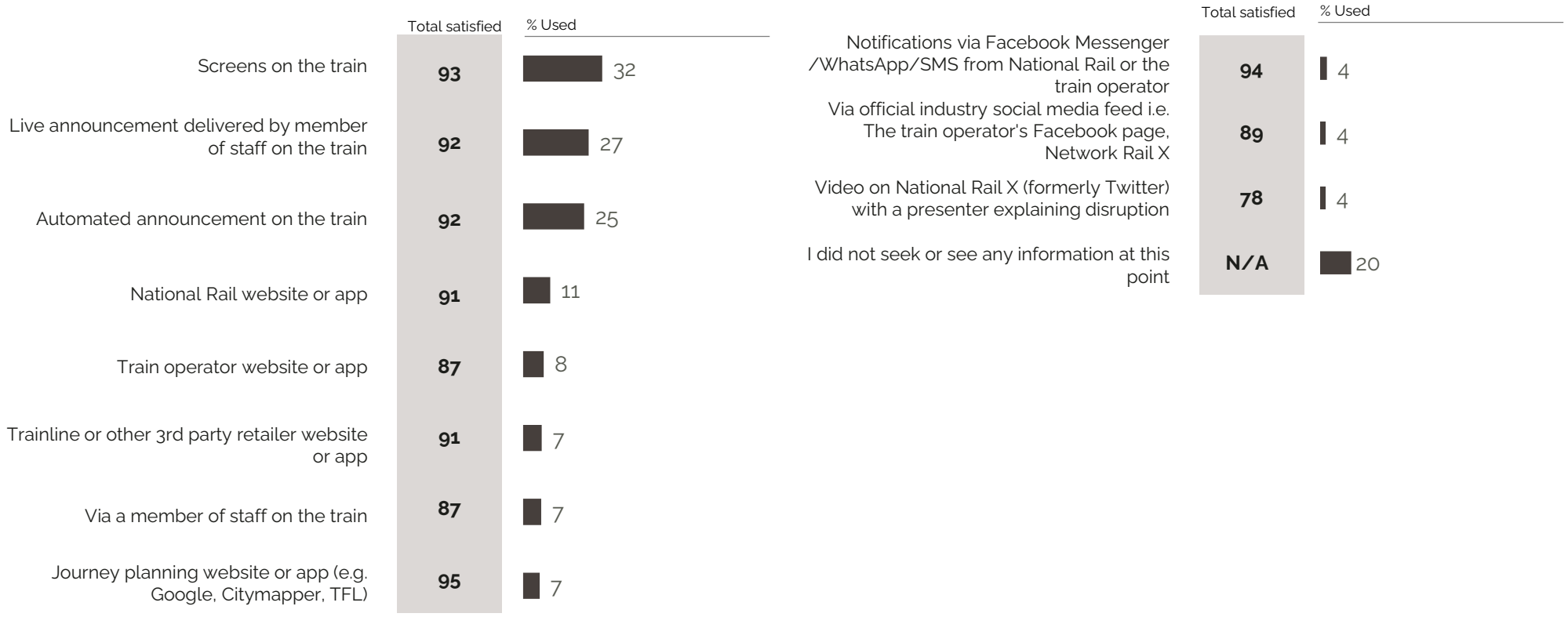
Overall, how satisfied were you with the information provided about your about your rail journey when on board the train? (excl DK) Oct 24/Nov 24/Dec 24/Jan 25/Feb 25/Mar 25/Apr 25/May 25/Jun 25/Jul 25/Aug 25/Sep 25/Oct 25/Nov 25/Dec 25/Jan 26/Feb 26/Mar 26/Apr 26/May 26/Jun 26/Jul 26/Aug 26/Sep 26 (641/641/575/606/642/630/597/604/560/ 562/583/630/650/639/648/627/627/655/589/687/642/709/703/735)

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Information channels used and their satisfaction

Passengers primarily rely on on-board screens and announcements for information during their journey, and satisfaction with these channels remains consistently high at over 90%. Around one in five passengers do not seek additional information while on board.

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



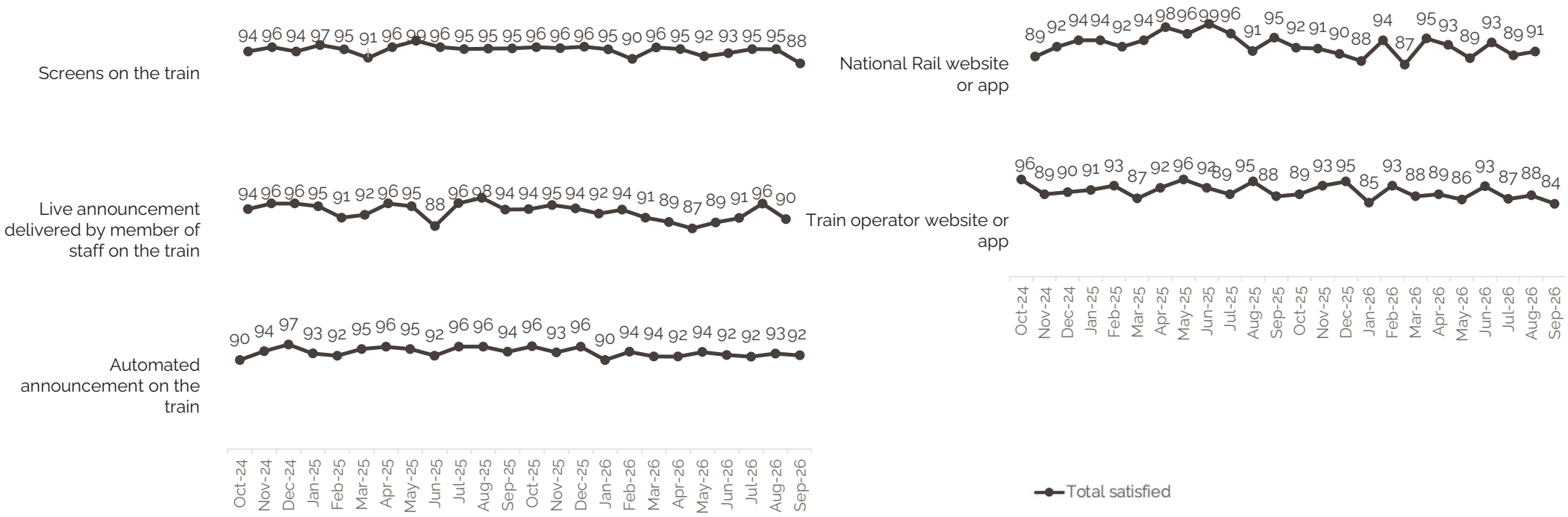
Which of the following information channels did you utilise when on board the train? How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Jul-Aug 26 (2252)

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Satisfaction with information channels on-board the train

Satisfaction remains high across all major on-board channels, although train operator websites/apps continue to underperform slightly relative to other information sources. Core on-board channels, including screens and announcements, remain consistently highly rated.

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



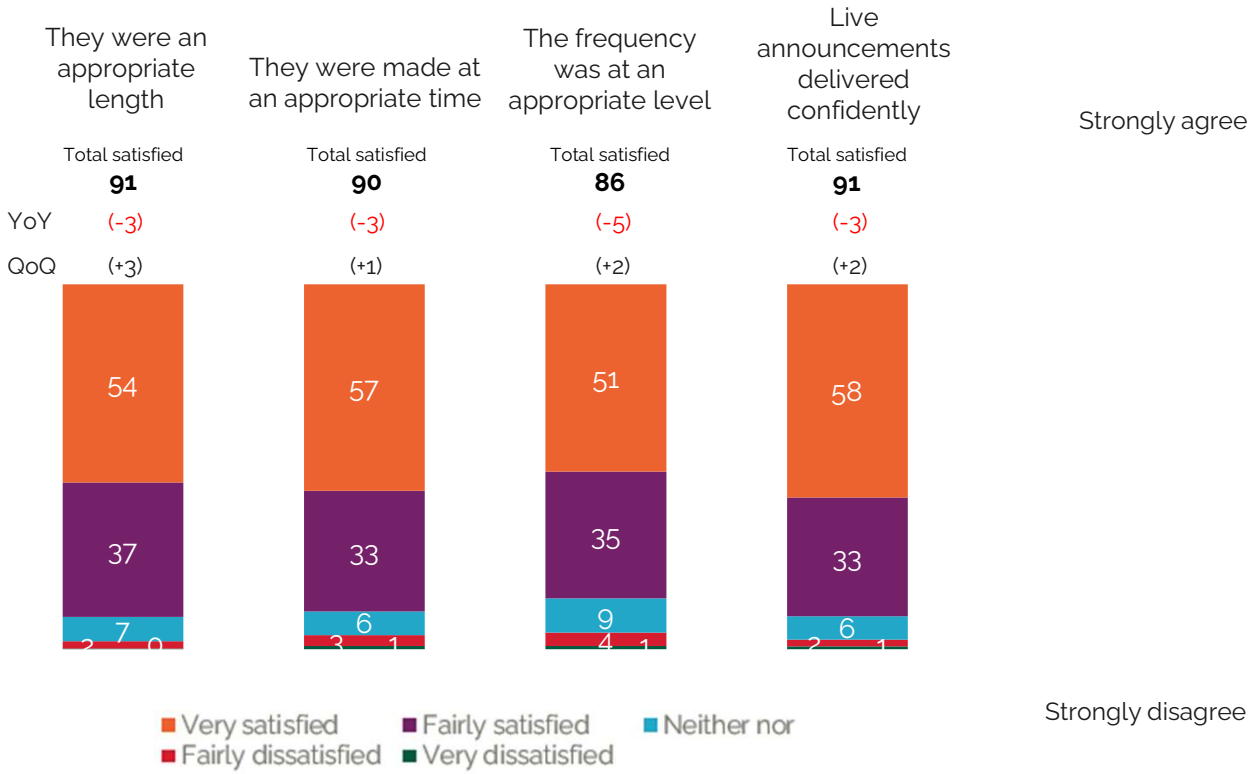
How satisfied were you with the information that was provided on the channels you used when on board the train? (excl DK) Jul 26/Aug 26/Sep 26 - Screens on the train (259/240/227), Live announcement delivered by member of staff on the train (214/181/205), Automated announcement on the train (195/173/175), National Rail website or app (73/74/76), Train operator website or app (59/70/64)

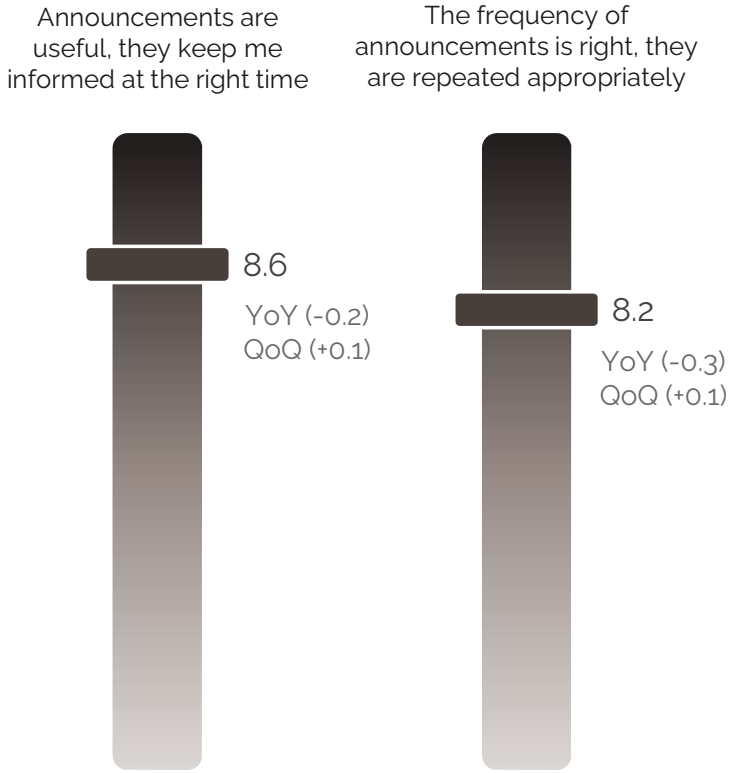
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Satisfaction and ratings of announcements on board the train (1/3)

Satisfaction with on-board announcements remains high across all measures, with ratings ranging from 86% to 91%. While scores are slightly lower than a year ago, all metrics have improved quarter-on-quarter, with perceptions of announcement frequency remaining the main area for improvement.

Announcements on board the train (%)





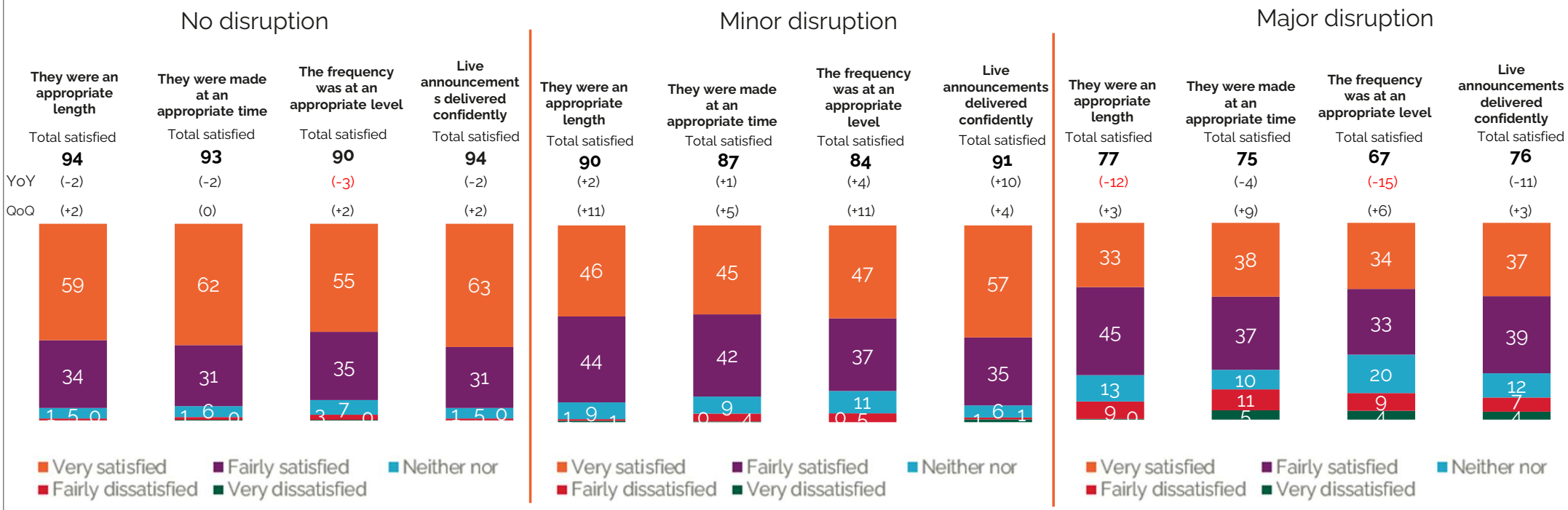
Thinking about the announcements that were given on board the train, to what extent were you satisfied with the following? (excl DK) Jul-Sep 26 (994/962/995/918) Thinking about all the announcements you were given on board the train, to what extent do you agree or disagree with these statements? Jul-Sep 26 (1000)
Significantly higher in green. Significantly lower in red.

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

Satisfaction with on-board announcements remains high among passengers experiencing no disruption (90-94%), but declines substantially when journeys are disrupted. The largest year-on-year deterioration is among passengers experiencing major disruption, particularly regarding the frequency and length of announcements.

Announcements on board the train (%)



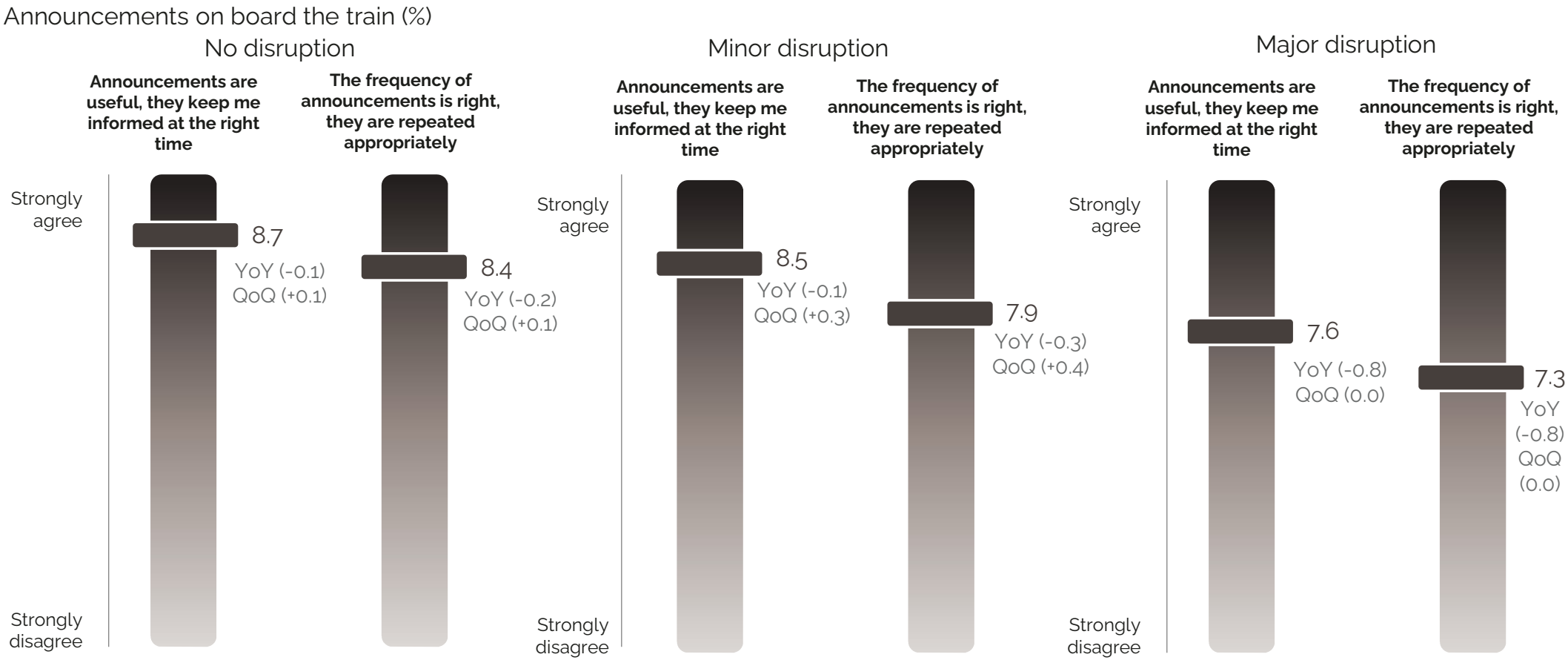
Thinking about the announcements that were given on board the train, to what extent were you satisfied with the following? (excl DK) Jul-Sep 26 No disruption (749/726/749/681), Minor (112/109/112/107), Major (133/127/134/130)
Significantly higher in green. Significantly lower in red.

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

Consistent with other journey stages, the key challenge remains communication during disruption. While passengers experiencing no disruption continue to rate announcements highly, those facing major disruption are substantially less likely to feel announcements are timely or repeated appropriately.



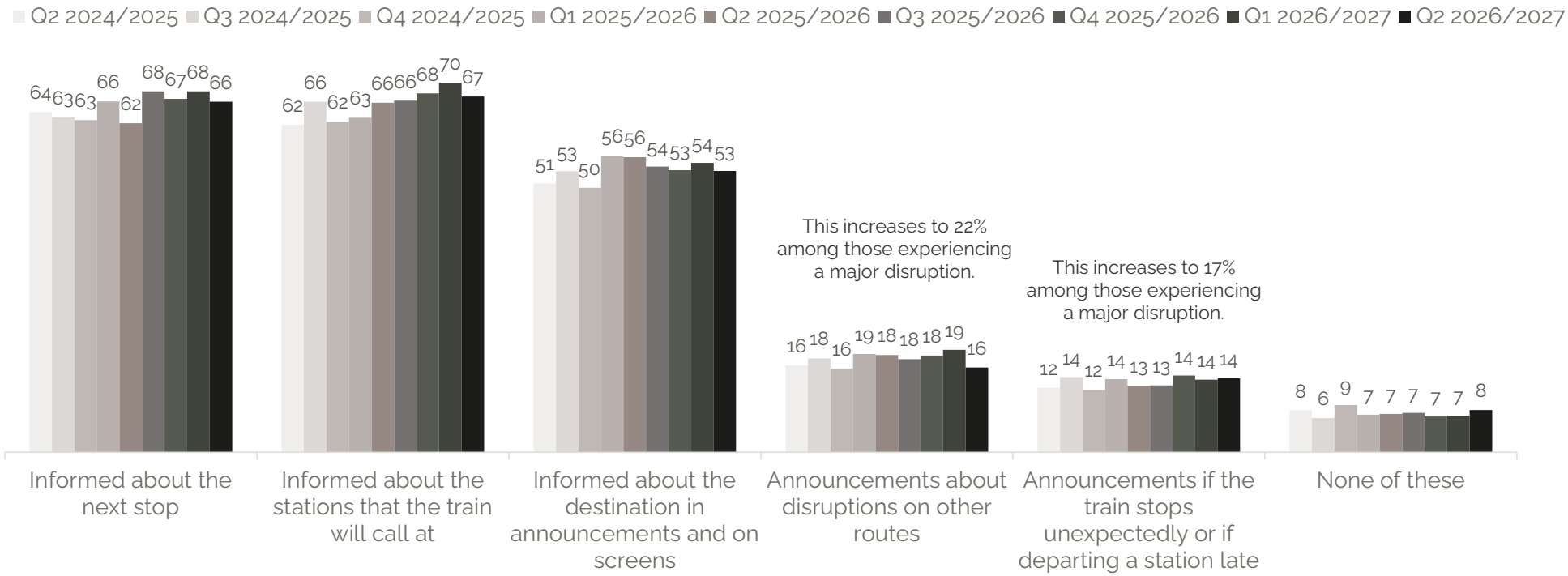
Thinking about all the announcements you were given on board the train, to what extent do you agree or disagree with these statements? Jul-Sep 26 No disruption (753), Minor (112), Major (135)

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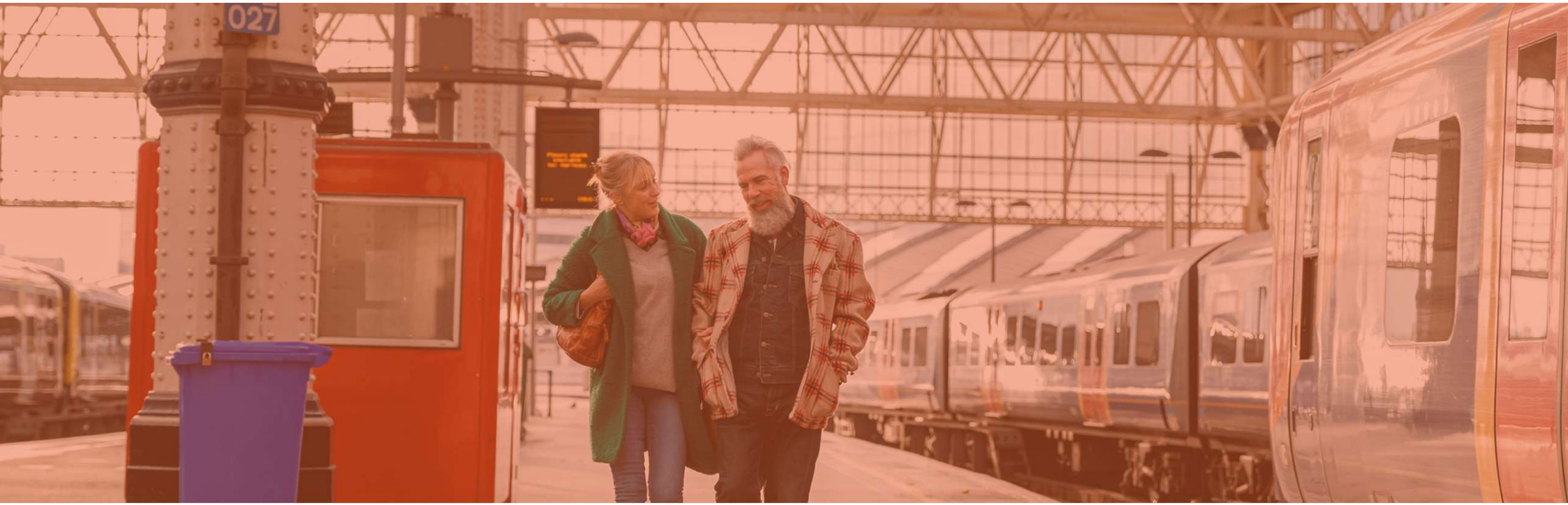
Type of information provided on board the train

On-board announcements continue to focus primarily on routine journey information such as upcoming stops and calling patterns. Disruption-related updates remain comparatively uncommon, even among passengers experiencing major disruption, highlighting a potential opportunity to strengthen communication when journeys do not run as planned.

Information provided when on board the train (%)



When on board the train, were you provided with any of the following…? Jul-Sep 26 (2,252)



At destination/ interchange

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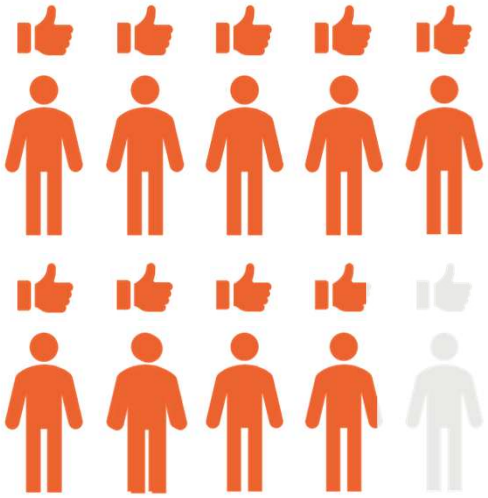
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At destination/interchange station – Key satisfaction metrics

At the destination/interchange station, 88% of customers are satisfied with the information received which is significantly lower than this time last year but slightly up on last quarter. 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 over 90%.

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



		YoY	QoQ
88%		(-4)	(+1)
No disruption	92%	(-2)	(+3)
Minor disruption	85%	(-6)	(-1)
Major disruption	73%	(-7)	(+1)

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

	Top 3 channels	Satisfaction	YoY	QoQ
1	Station signage, posters and wayfinding	17	93%	(-2)	(+1)
2	Automated announcement at a station	16	92%	(-4)	(+2)
3	Live announcement delivered by a member of staff at the station	16	92%	(-3)	(+1)

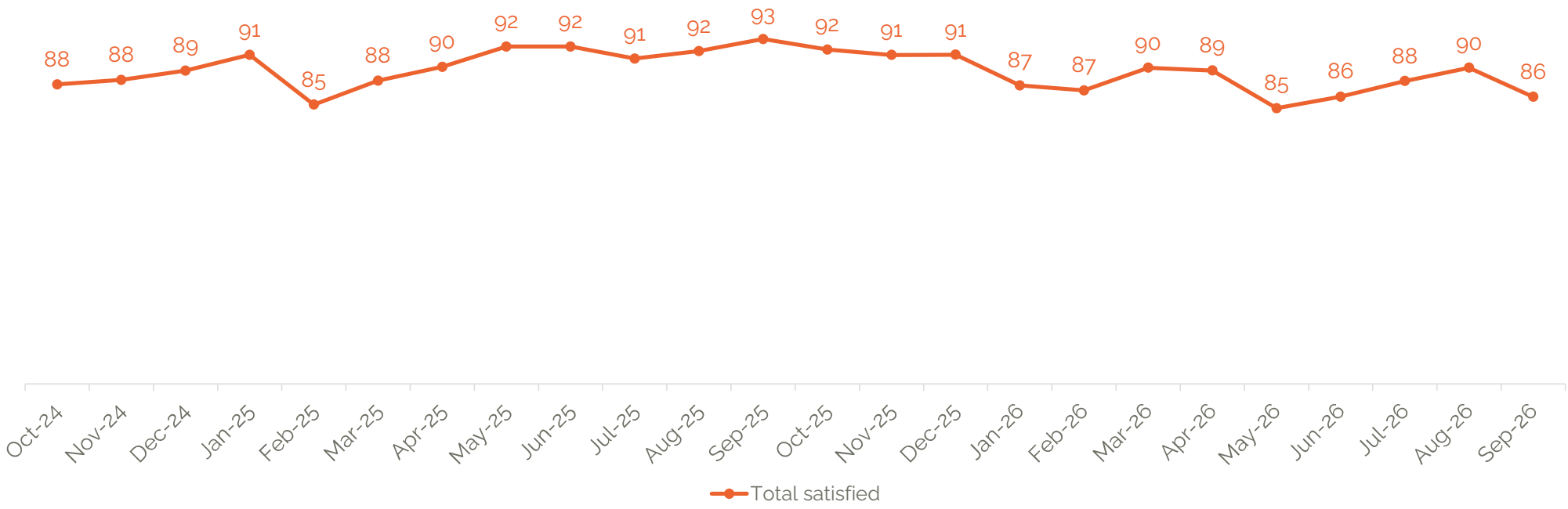
Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? Jul-Sep 26 (2243) Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Jul-Sep 26 (2482) Following your rail journey, were you provided with any of the following information…? Jul-Sep 26 (2572) Significantly higher in green. Significantly lower in red.

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Overall satisfaction with information provided when at destination/interchange station

Satisfaction with information at destination and interchange stations remains consistently high overall. Although September saw a decline from the summer peak, results remain within the historical range observed across the tracking period.

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



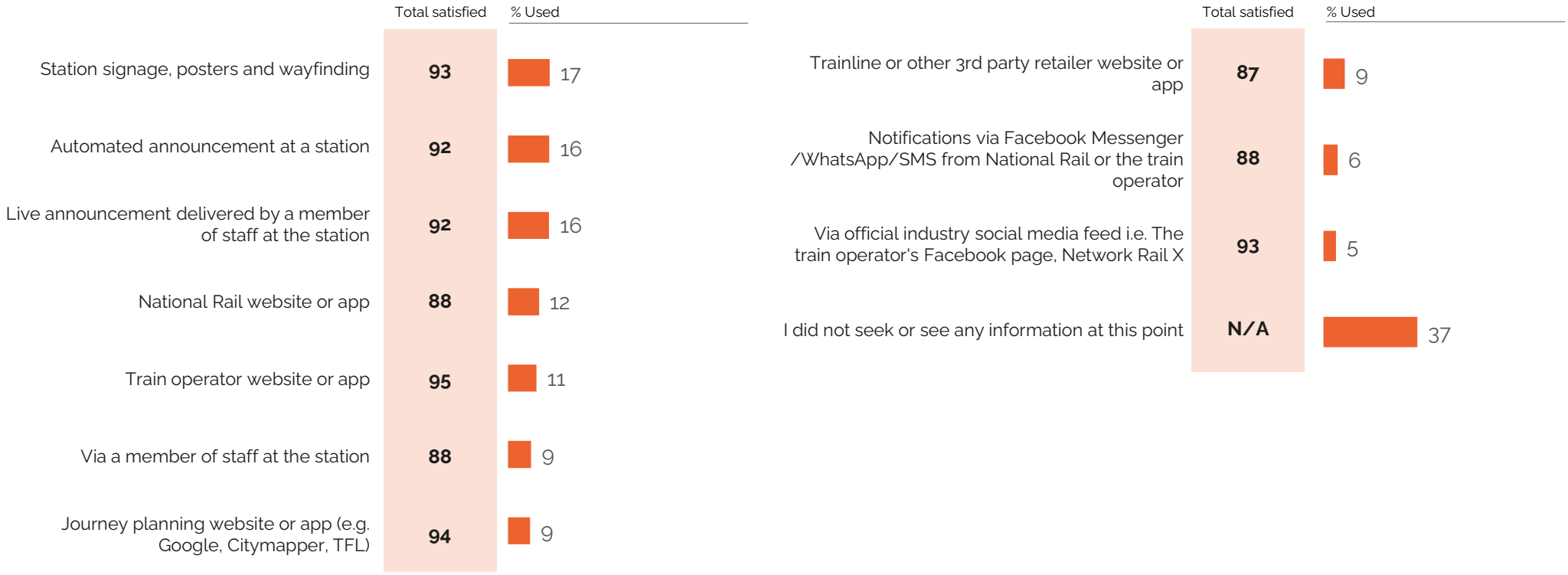
Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? (excl DK)
Oct'24/Nov'24/Dec'24/Jan'25/Feb'25/Mar'25/Apr 25/May 25/Jun 25/ Jul 25/Aug 25/Sep 25/Oct25/Nov25/Dec25/Jan26/Feb26/Mar26/Apr26/May26/Jun26/Jul 26/Aug 26/Sep 26
(764/756/747/760/756/774/777/789/779/782/785/789/770/772/789/753/759/749/609/695/666/748/742/753)

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Information channels used and their satisfaction

Satisfaction remains high across all destination and interchange information channels, with no evidence of a channel-specific weakness. More than one-third of passengers do not seek information at this stage, reflecting lower information requirements towards the end of the journey.

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



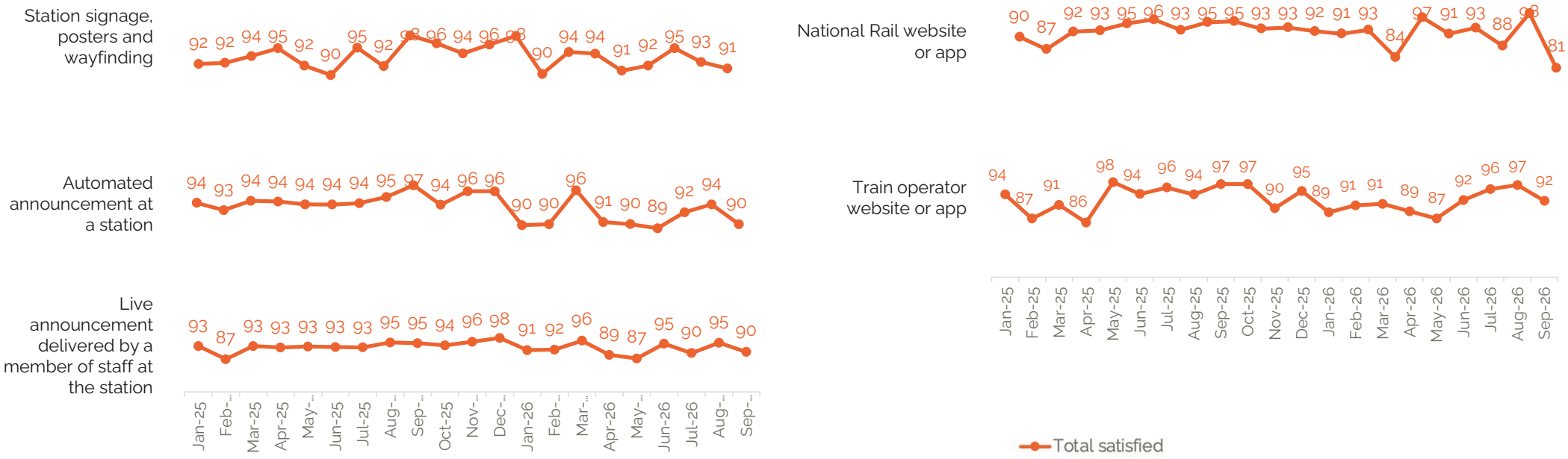
Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) Jul-Sep 26 (2482)

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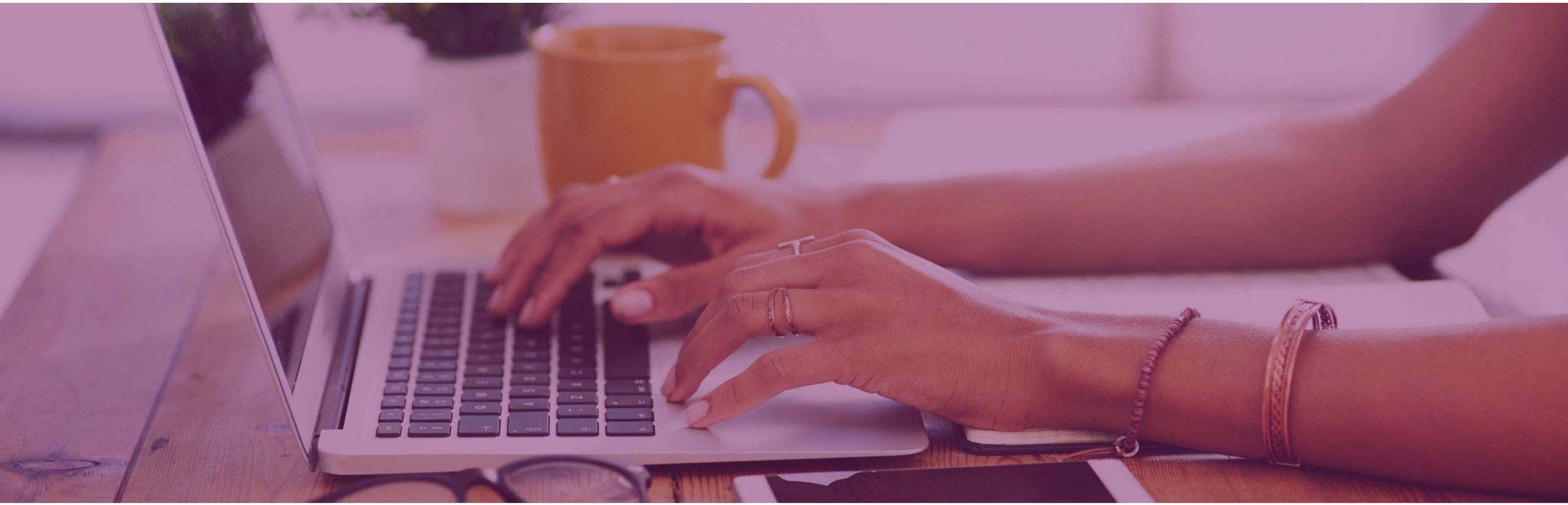
Satisfaction with information channels

Satisfaction remains high across all major information channels. While satisfaction with the National Rail website/app fell to 81% in September, this follows a prolonged period of strong performance and should be monitored to determine whether it represents a one-off fluctuation or the start of a broader trend.

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) Jul 26/Aug 26/Sep 26 – Station signage, posters and way finding (132/131/135), Automated announcement at a station (131/130/134), Live announcement (143/130/120), National Rail website or app (104/103/95), Train operator website or app (86/111/86)



After journey

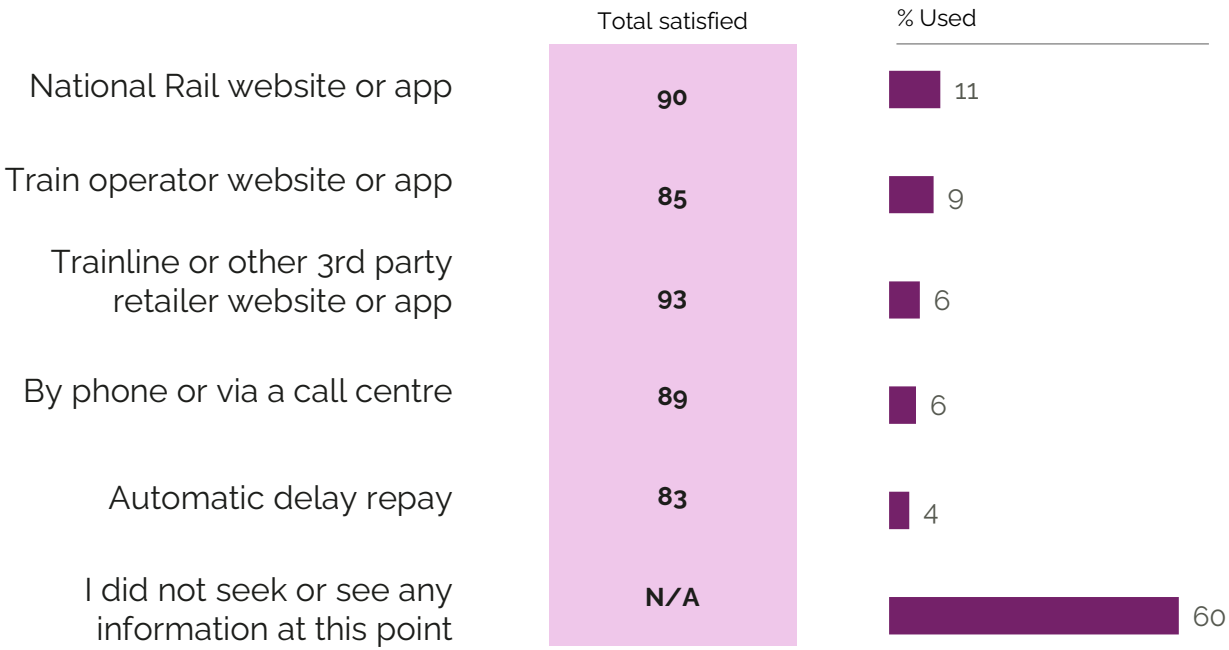
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Information channels used and their satisfaction

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):



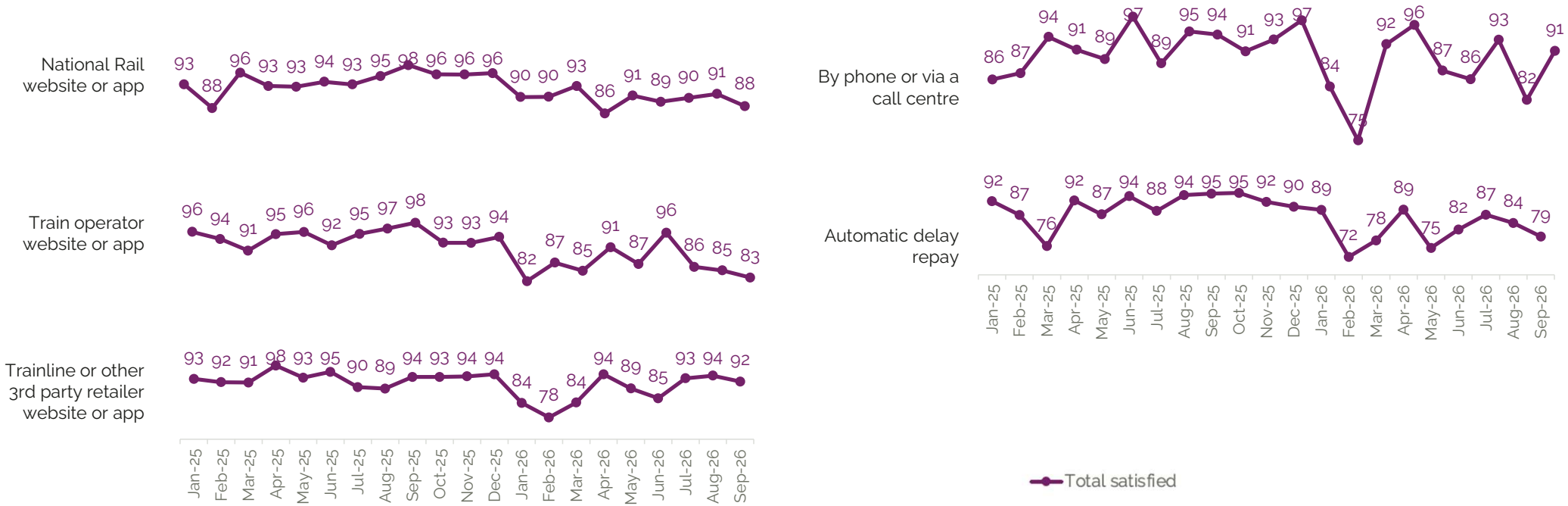
Which of the following channels did you utilise information about your rail journey after you had completed the journey? How satisfied were you with the information that was provided on the channels you used after you had completed the journey? (excl DK) Jul-Aug 26 (2572)

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Satisfaction with information channels

Satisfaction remains high across most post-journey information channels. While satisfaction with third-party retailer websites and apps has recovered during 2026, train operator websites and apps continue to underperform relative to historical levels and remain the weakest of the major digital channels.

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) Jul 26/Aug 26/Sep 26 - National Rail website or app (20/16/15), Train operator website or app (23/21/14), Trainline or 3rd party retailer website (17/14/13), By phone or via a call centre (9/7/10), Automatic delay repay (13/15/16). **Refers to where the base is below 30 and too low to show.



Experience with disruptions

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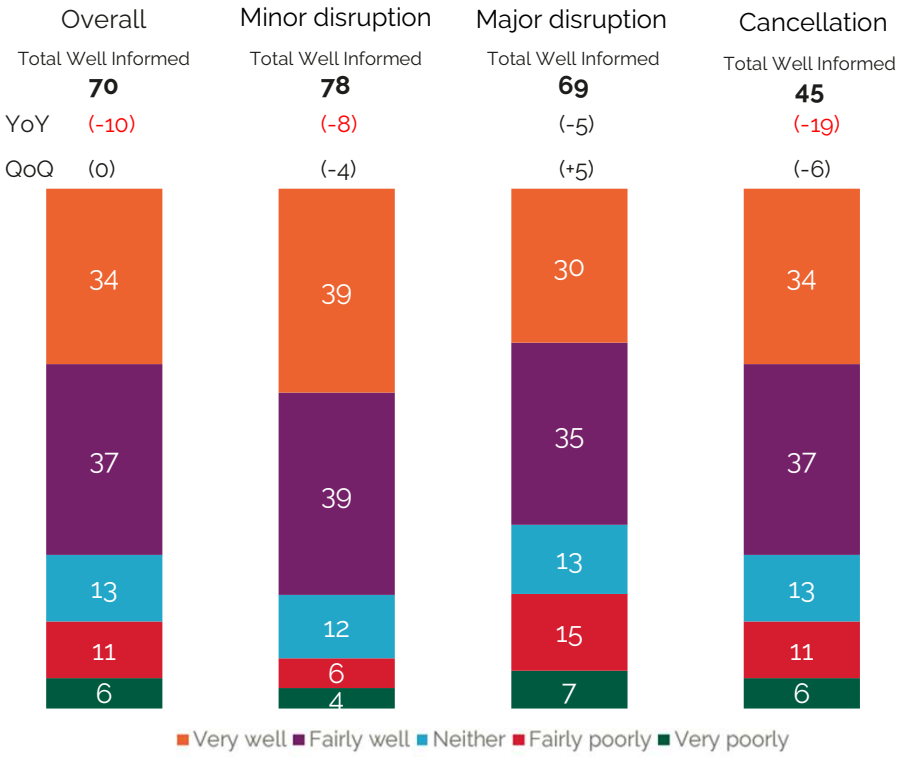
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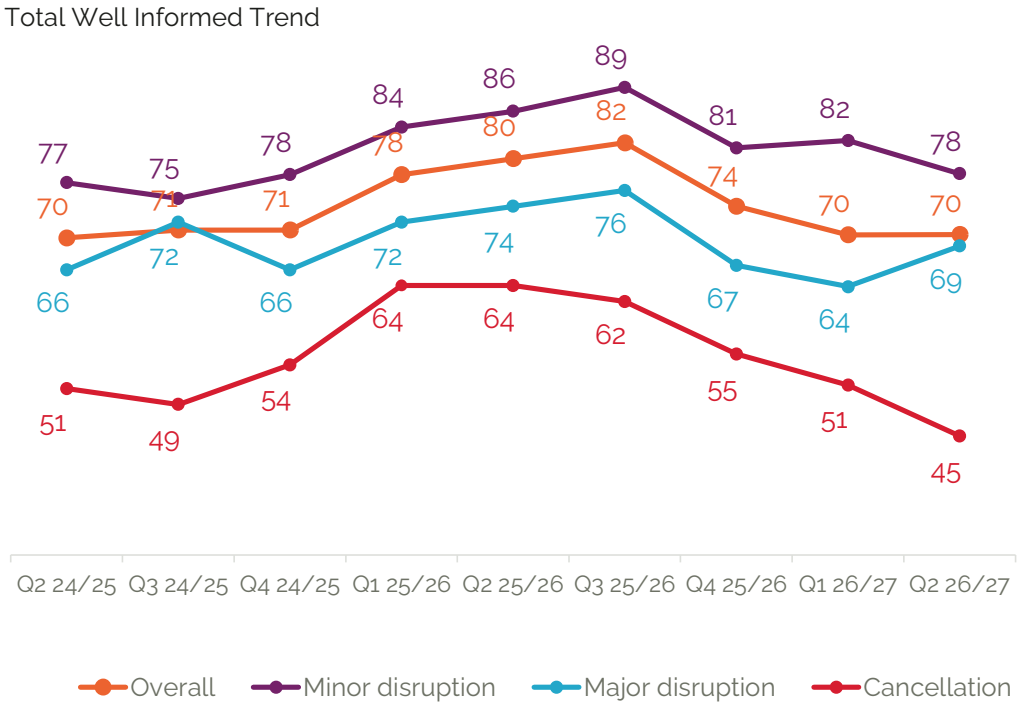
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Overall rating of information provided about the delay (1/2)

Passengers are significantly less likely to feel well informed about delays than a year ago, with the decline driven primarily by those experiencing cancellations. While perceptions among majorly disrupted passengers have improved since last quarter, fewer than half of cancelled passengers feel well informed (45%).

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





Overall, how well do you think the train company kept you informed about the delay or cancellation? (excl DK) Jul-Sep 26 Overall (274/270/290); Disruption: Minor (113/112/124), Major (161/158/166), Cancellation (36/29/29) **Refers to where the base is below 30 and too low to show. Significantly higher in green. Significantly lower in red.

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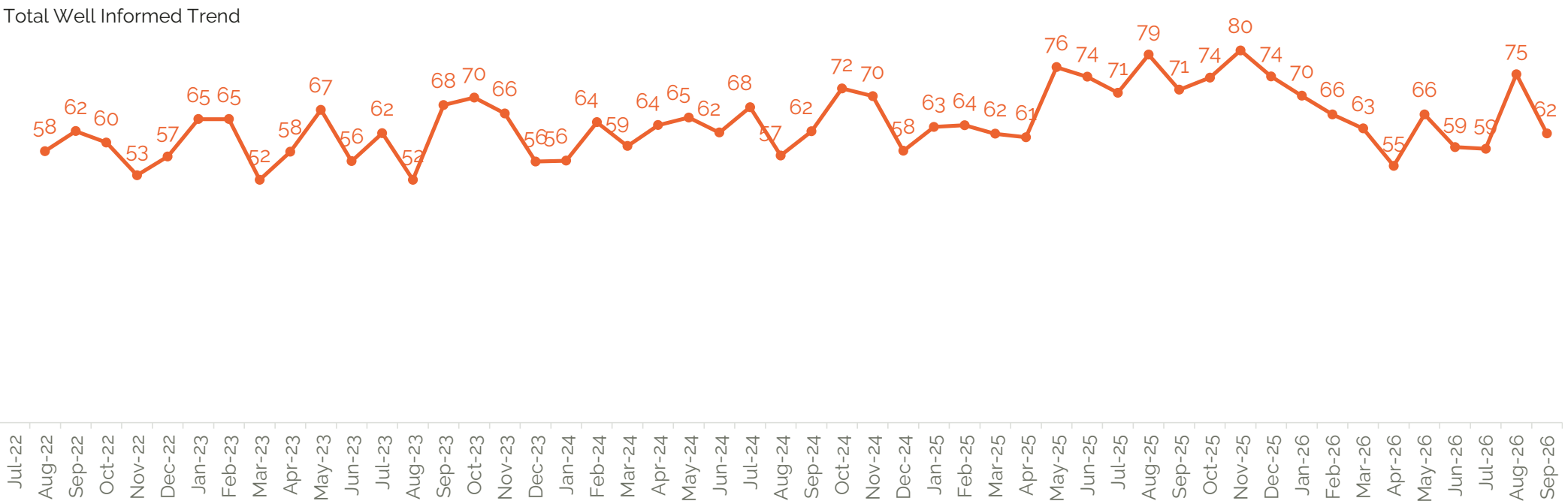
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Overall rating of information provided about the delay (2/2)

Perceptions of delay communication among passengers experiencing major disruption or cancellation remain volatile. Following a recovery to 75% in August, satisfaction fell back to 62% in September and remains below the levels typically seen during 2025.

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



 Overall, how well do you think the train company kept you informed about the delay or cancellation? Jul 26/Aug 26/Sep 26 – Overall (274/270/290),

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Overall rating of information provided about the delay

The rating of information provided during a delay across TOCs is mixed. Southeastern, the Elizabeth line and Greater Anglia performed strongly during the period and showed positive movements (albeit base sizes are low). Great Northern and Thameslink have seen significant declines in satisfaction compared to last year. Some operator declines may reflect higher exposure to cancellation experiences.

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

	Total Well	Share of disruption type %		
		Minor	Major	None
Avanti West Coast	**73 (+5)**	12 (0)	26 (+8)	62 (-9)
c2c	**	Base size too low		
Chiltern Railways	**	Base size too low		
CrossCountry by Arriva	**63 (-9)**	17 (+1)	25 (+2)	58 (-3)
EMR	**	Base size too low		
Elizabeth line	**83 (-2)**	16 (-8)	20 (+7)	63 (+1)
Gatwick Express	**	Base size too low		
Grand Central by Arriva	**	Base size too low		
greateranglia	**83 (+1)**	18 (-6)	13 (-2)	69 (+8)

	Total Well	Share of disruption type %		
		Minor	Major	None
Great Northern	**69 (-19)**	18 (-8)	30 (+14)	52 (-6)
GWR	**67 (-9)**	13 (+1)	22 (+2)	66 (-4)
Heathrow Express	**	Base size too low		
Hull Trains	**	Base size too low		
LNER	**73 (-3)**	20 (+7)	22 (+9)	58 (-16)
London Northwestern Railway	**81 (-8)**	17 (-6)	26 (+5)	57 (+1)
Overground	**	Base size too low		
lumo	**	Base size too low		
Merseyrail	**	Base size too low		

	Total Well	Share of disruption type %		
		Minor	Major	None
Northern	**66 (-4)**	12 (-3)	16 (+4)	72 (-1)
ScotRail	**83 (+7)**	13 (0)	13 (+5)	74 (-4)
southeastern	**84 (0)**	8 (-9)	13 (-1)	79 (+10)
Southern	**64 (-19)**	17 (0)	17 (+4)	66 (-4)
South Western Railway	**60 (-16)**	16 (+12)	18 (-6)	66 (-6)
ThamesLink	**64 (-19)**	16 (+3)	23 (+6)	61 (-9)
Transpennine Express	**70 (-5)**	16 (-1)	23 (+8)	61 (-7)
Trafnidiaeth Cymru Transport for Wales	**	Base size too low		
West Midlands Railway	**73 (-5)**	10 (-4)	23 (+9)	67 (-5)

Overall, how well do you think the train company kept you informed about the delay or cancellation? (excl DK) Jul-Sep 26 – Overall (2547), Disruption type: Minor (353), Major (484), None (1710). *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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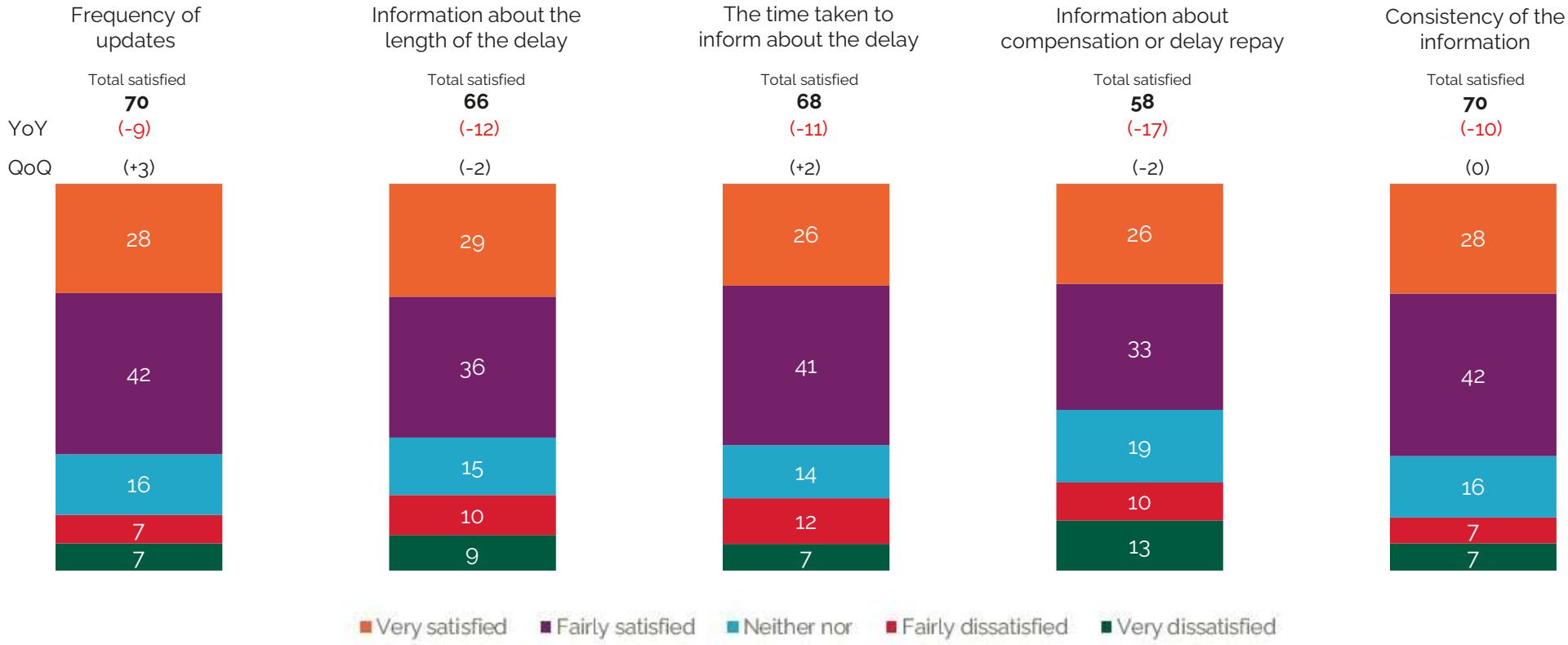
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Overall satisfaction with aspects of information provided during the delay (1/4)

Satisfaction with all aspects of delay communication has fallen versus last year. While passengers remain most satisfied with the frequency and consistency of updates (both 70%), information about compensation and Delay Repay remains the weakest area, with satisfaction falling to 58% (-17pts YoY).

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



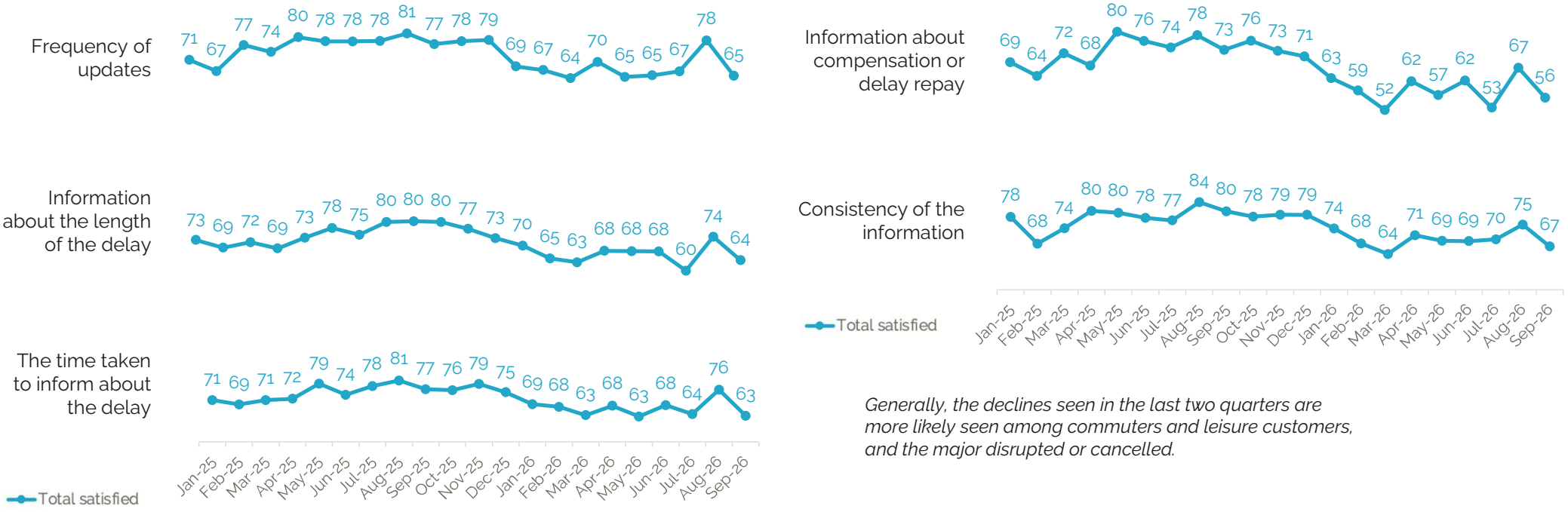
How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK) Jul-Sep 26 (Frequency/Length/Time Taken/Compensation/Consistency) - (831/825/832/762/834)
Significantly higher in green. Significantly lower in red.

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

Satisfaction with all aspects of delay communication remain below the levels seen during 2025. While scores improved temporarily in August, September results are softening, particularly for information about compensation and Delay Repay.

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)
Jul-Sep 26–Frequency of updates (274/271/286), Length of delay (271/273/281), Time taken (273/272/287), Compensation (244/253/265), Consistency (272/274/288)

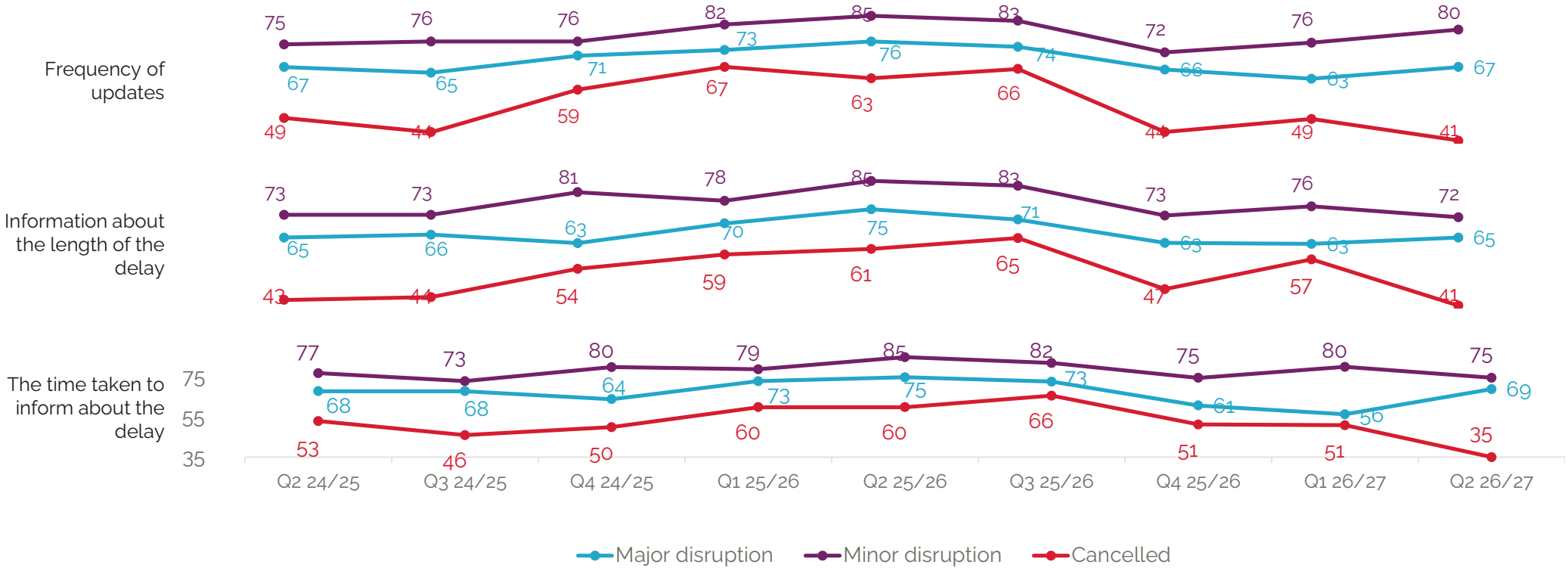
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Overall satisfaction with aspects of information provided during the delay (3/4)

Satisfaction with delay communications is consistently lower among cancelled passengers than those experiencing major disruption. The largest gap is for the speed of communication, where just 35% of cancelled passengers are satisfied with how quickly they were informed.

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



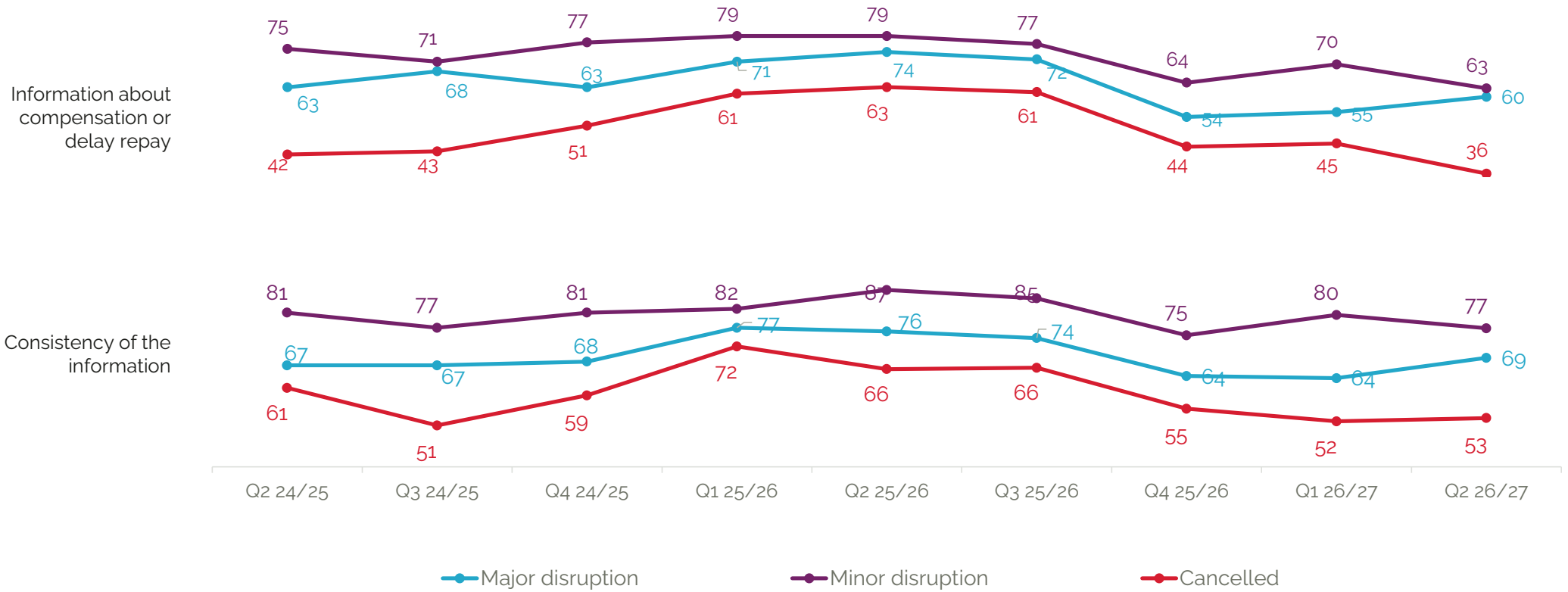
How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK)
Jul-Sep 26 (Major/Minor/Cancelled) – Frequency of updates (393/276/92), Length of delay (391/254/90), Time taken (393/259/93). Significantly higher in green. Significantly lower in red.

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

Cancelled passengers continue to report the poorest experiences, particularly regarding compensation and Delay Repay information. Just 36% are satisfied with information about compensation, highlighting a significant communication gap when journeys are disrupted.

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



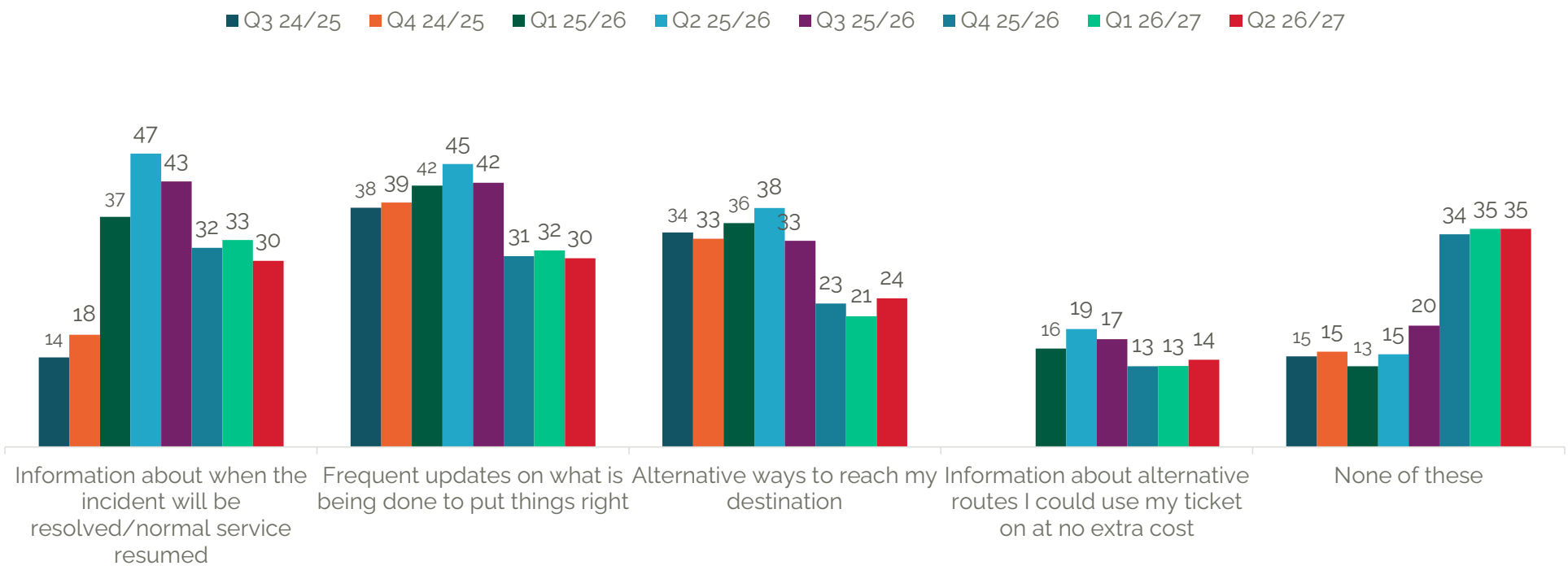
How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK)
Jul-Sep 26 (Major/Minor/Cancelled) – Compensation (375/200/84), Consistency (392/275/93). Significantly higher in green. Significantly lower in red.

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Provision of information during disruption

Passengers are receiving less disruption-related information than in previous waves. Information about when services will resume, what is being done to resolve the disruption and alternative travel options have all declined, while over a third of passengers now report receiving none of these types of information.

Type of information provision during the disruption (%)



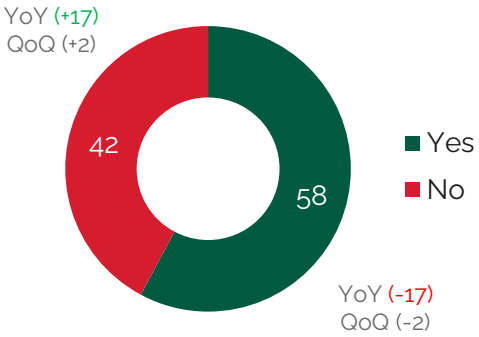
During the disruption, were you provided with any of the following…? Jul-Sep 26 (846). Significantly higher in green. Significantly lower in red.

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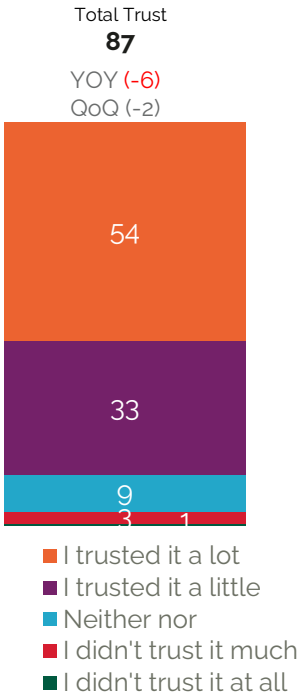
Information given on reason for delay

Fewer disrupted passengers recall being informed about the reason for their delay than a year ago. While those who receive an explanation generally find it clear (88%) and trustworthy (87%), fewer consider it useful (68%), suggesting information is not always helping passengers understand the practical impact on their journey.

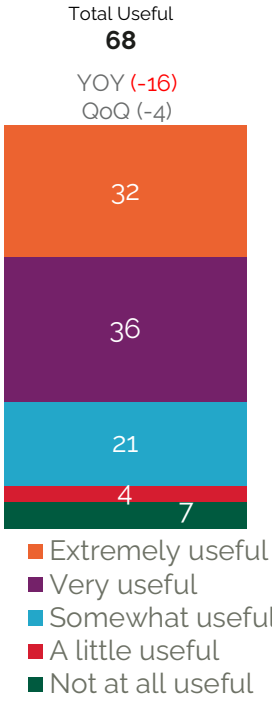
Informed about reason for delay (% yes)



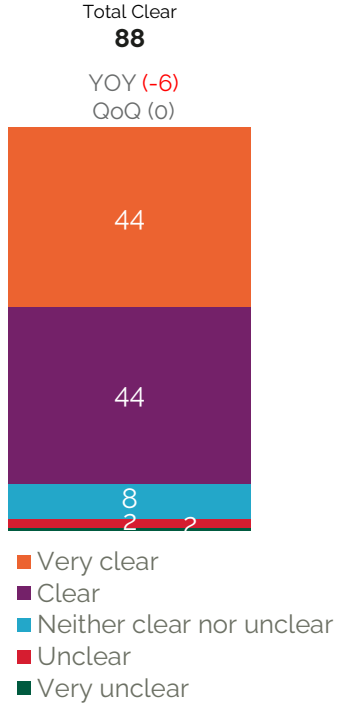
Trust the information provided? (%)



Usefulness of information provided (%)



Clarity of information provided (%)



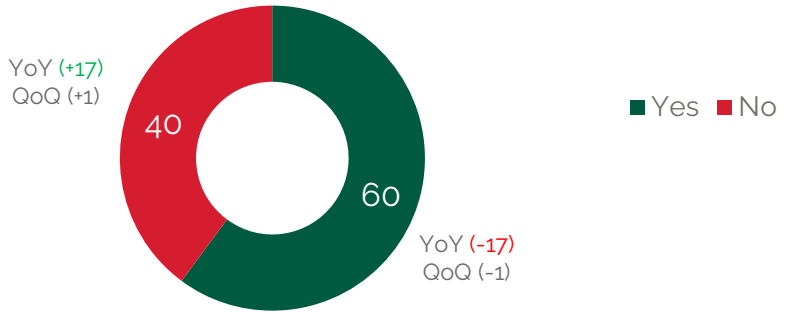
During the disruption, were you informed about the reason for the delay/cancellation? To what extent did you trust the information that was provided to you about the reason for the delay/cancellation? How would you rate the usefulness of the information provided to you about the reason for the delay/cancellation? How would you rate the clarity of the information relating to the reason for the delay/cancellation? Jul-Sep 26 (846/490/490/490) Significantly higher in green. Significantly lower in red.

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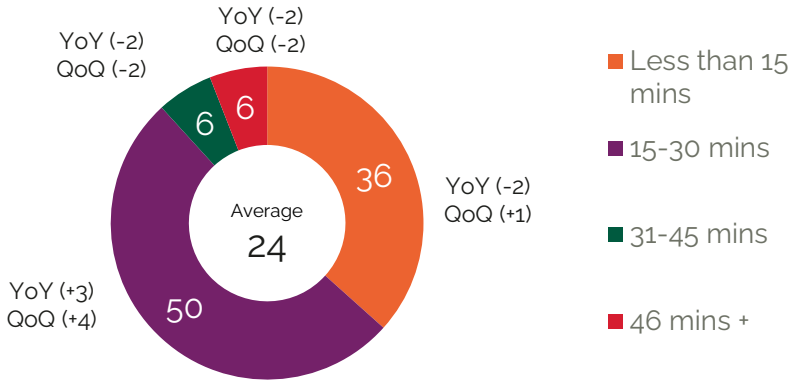
Delay length

The proportion of delayed passengers receiving an estimate of delay length has fallen significantly compared with last year, with only 60% recalling being given an estimate. Despite this, average delay lengths remain relatively stable at 24 minutes overall.

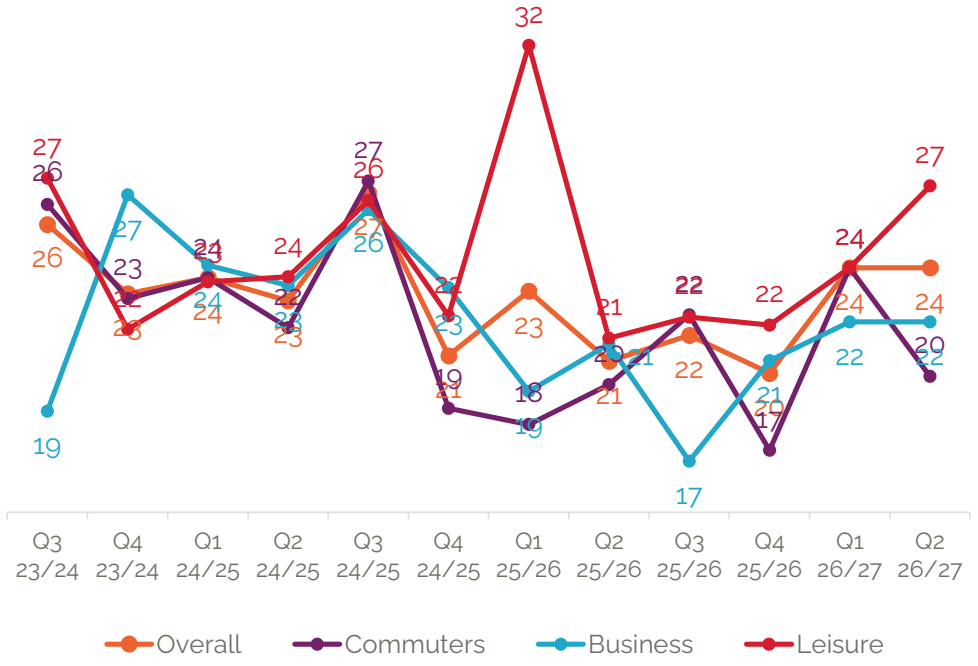
Were you given an estimate for how long the delay will be going on for? (%)



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



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



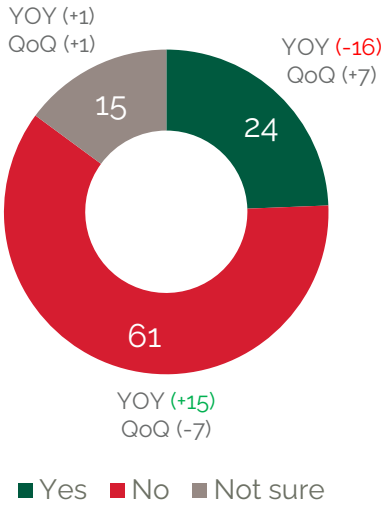
Were you given an estimate for how long the delay will be going on for? Jul-Sep 26 (846) How late did you arrive at your destination station? Jul-Sep 26 (699)
Significantly higher in green. Significantly lower in red.

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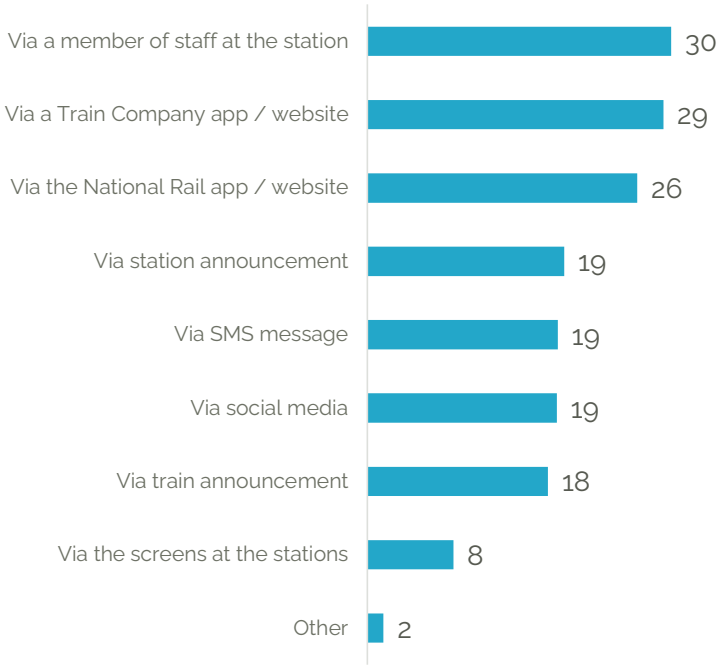
Validity of ticket with alternative TOCs when disrupted 1/2

Information about ticket acceptance on alternative operators continues to reach relatively few disrupted passengers and is down 16pts versus a year ago. Satisfaction remains strong at 85%, suggesting the greater opportunity lies in increasing awareness rather than improving delivery.

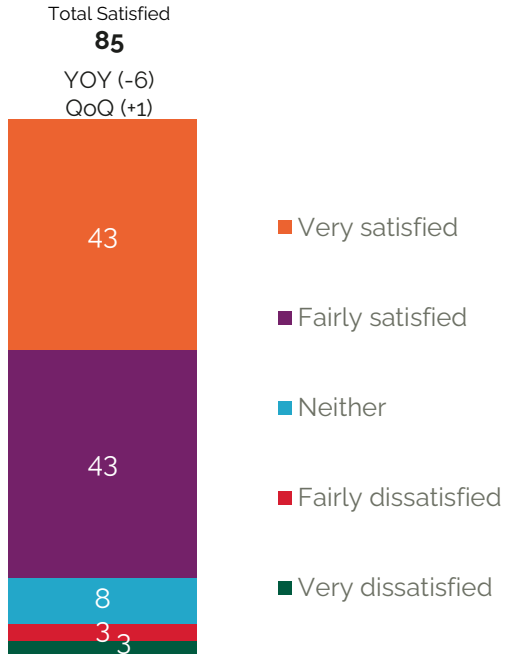
Saw information about ticket being valid with other TOCs during major disruption (%)



How the information was received (%)



Satisfaction with how information was received (%)



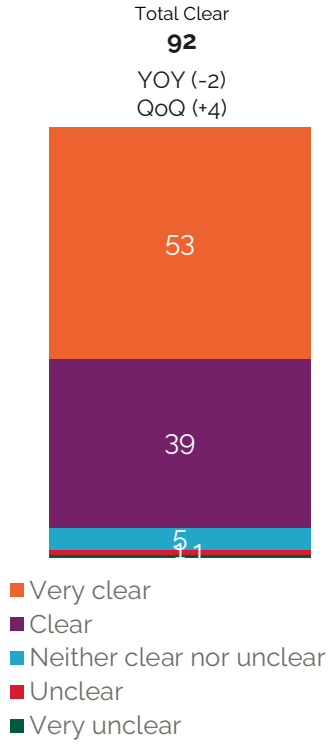
You stated you experienced a major disruption during your journey, do you recall seeing any information about your ticket being valid with alternative Train operating Companies? How did you receive this information? How satisfied were you with how you received this information? Jul-Sep 26 (493/105/105)
Significantly higher in green. Significantly lower in red.

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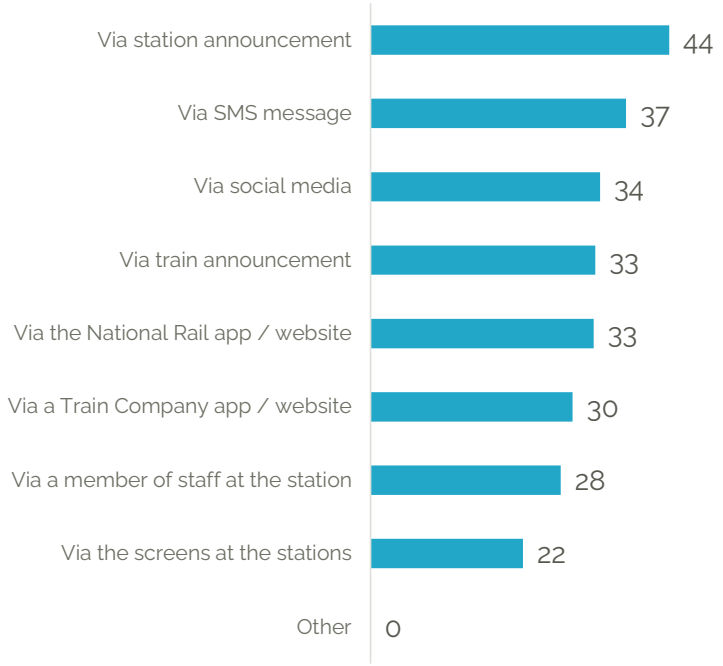
Validity of ticket with alternative TOCs when disrupted 2/2

Information about ticket validity on alternative operators remains highly effective when received, with 92% describing it as clear. However, relatively few passengers recall receiving this information, suggesting the opportunity lies in extending its reach rather than improving its quality.

Clarity of information (%)



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



How would you rate the clarity of the information relating to your ticket being valid with alternative Train Operating Companies? In future, how would you want to receive this information? Jul-Sep 26 (105/105) Significantly higher in green. Significantly lower in red.

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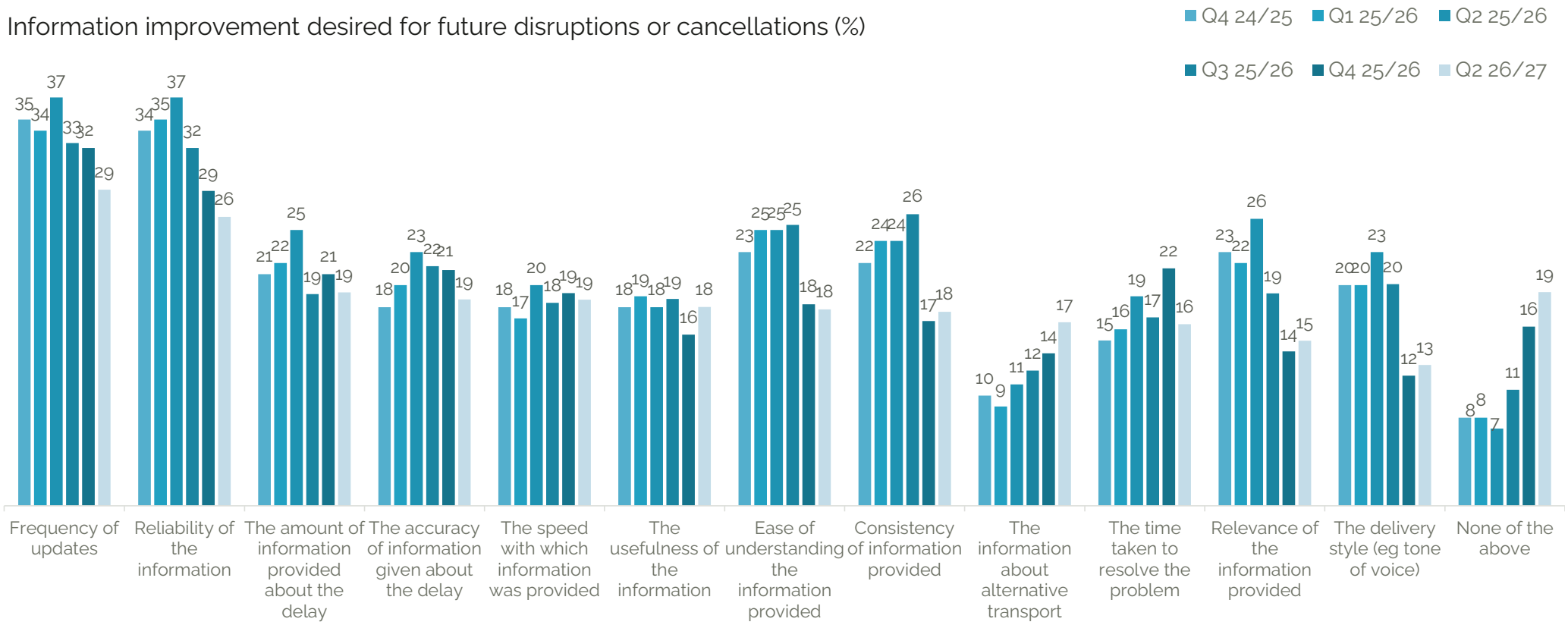
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Improvements desired for information on disruptions in the future

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

Information improvement desired for future disruptions or cancellations (%)



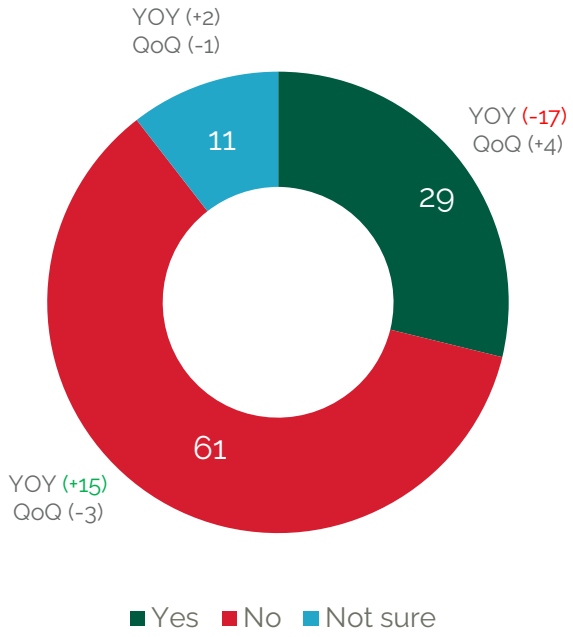
If you were to be disrupted again which of the following would you have liked to be improved? Jul-Sep 26 (846)
Significantly higher in green. Significantly lower in red.

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Awareness of disruption video

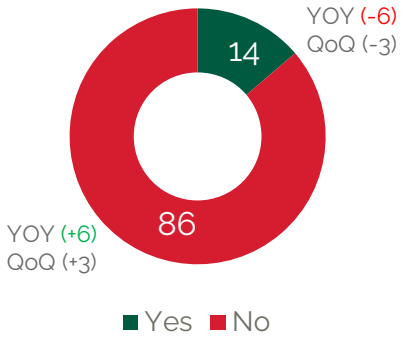
Unprompted awareness of the disruption video has declined significantly on a year ago (-17%). After being prompted by the video, of those initially unaware, 14% stated they had in fact seen these videos. Of those who had seen the video before, 63% said they had used it to help them find out about the disruption.

Unprompted awareness (%)

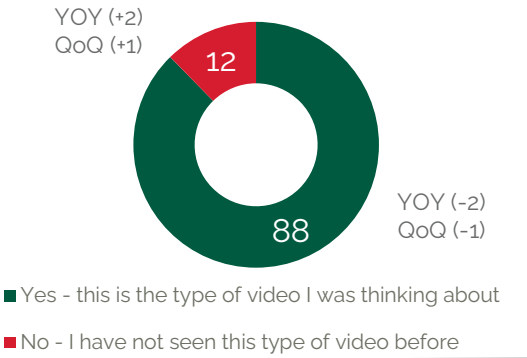


Awareness after seeing the video (%)

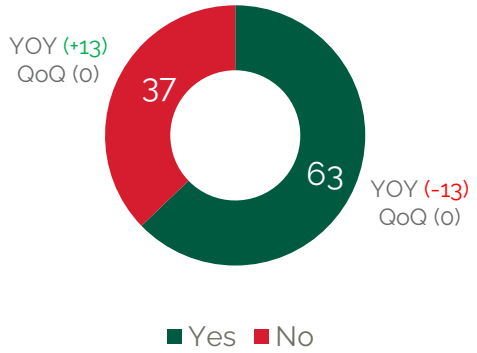
Among those who were unaware unprompted



Among those who were aware unprompted



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



Are you aware of videos being used to communicate disruption on train routes? (2572) You said in the previous question that you were aware of these videos, is this still the case? (722) Now having seen an example, were you previously aware that these videos exist? (1850) Have you ever watched one of these videos to find out about disruption (909)
Significantly higher in green. Significantly lower in red.

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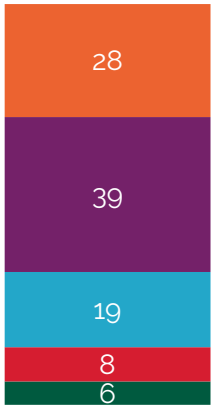
Ratings of the video on disruption

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

Likelihood of using the video (%)

NET: Likely
67

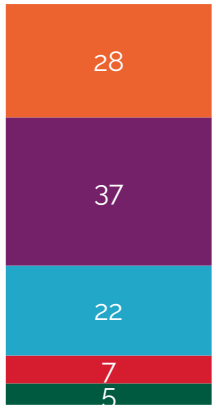
YOY (-8)
QoQ (-2)



Likelihood of recommending the video (%)

NET: Likely
65

YOY (-10)
QoQ (-2)

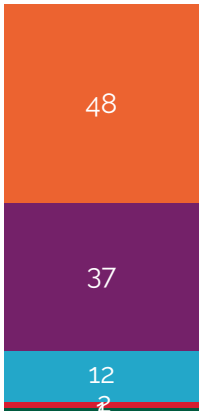


Extremely Likely | Likely | Neither nor | Unlikely | Extremely Unlikely

Satisfaction with information (%)

NET: Satisfied
85

YOY (-6)
QoQ (-2)

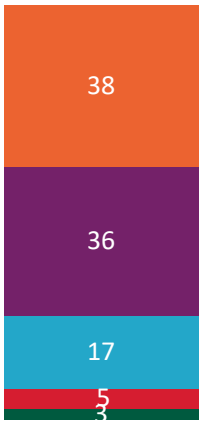


Very Dissatisfied
Fairly Dissatisfied
Neither
Fairly Satisfied
Very Satisfied

Usefulness of information (%)

Top 2 box
(Extremely + Very useful)
75

YOY (-6)
QoQ (-1)



Extremely useful
Very useful
Somewhat useful
A little useful
Not at all useful

How likely are you to consider using a video such as this in the future to find out about disruption? (2572) How likely are you to recommend using a video like this to inform other passengers about service disruption? (2572) Overall, how satisfied are you with the information provided in the videos you have seen previously/just watched? (2529) And overall, how would you rate the usefulness of the information provided in the videos you have seen previously/just watched? (2572) Significantly higher in green. Significantly lower in red.



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Best parts of information provision during the journey

The best-rated aspects of information provision centre on helping passengers make decisions, with real-time updates, platform information and journey progress information all cited as helping customers stay informed and in control.

Best parts of information provision during your journey

> The best part of the information provided during my journey was the real-time update on train times and platform information. It made the journey less stressful because I knew exactly where to go and whether the train was running on time. This also helped me plan my commute to work and avoid unnecessary delays.
> **No disruption/West Midlands Railway/Business**

> The best part was the clear, timely updates about the train's progress, platform information and delays. The announcement and display boards were easy to understand, helping me plan my journey confidently and reducing uncertainty.
> **No disruption/Great Northern/Commuter**

> The best part of the information provided during my journey was the clear and timely updates about train times, platform information and any service changes . It helped me plan my journey confidently and reduced uncertainty making the travel experience smoother and less stressful.
> **No disruption/Avanti West Coast/Business**

> Clear and timely updates about upcoming stops, connections, delays. This information helps feel informed, safe and comfortable, knowing exactly where we are and what to expect next.
> Because good information ensures a sense of control and confidence while traveling.
> **No disruption/ CrossCountry/Leisure**

> The best part of the information provided during the journey was on the allotted time we were to take off and time to reach our destination. It was important to me as It helped me scheduled and planned my movement accurately.
> **No disruption/Hull Trains/Leisure**

> The best part of the information was how the updates reduced the need to think about the Journey and let me know what I needed in the moment, like the correct platform any changes, so I did not have to stop and figure anything out myself while through the station.
> **No disruption/Thameslink/Commuter**

> We were told that we were going slowly because we were behind a freight train and could go faster when this moved out of the way. This of course was not good in itself, but it was good at least to be given the correct information.
> **No disruption/Southern/Leisure**

> The screens at the train station are very clear in communicating whenever there is a delay and what the new expected train time would be. There are plenty of screens inside the ticket office and around the station platforms.
> **Minor disruption/ScotRail/Commuter**

> Staff tried their best to keep people updated despite the hundreds of people whose journeys had been disrupted and their attitude toward staff. Information came as soon as staff were aware and they made sure everybody knew what was happening.
> **Major disruption/LNER/Leisure**

What was the best part about the information provided during your journey and why? Jul-Sep 26 (2571)

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Parts of information provision requiring improvement

Improvement opportunities focus less on the accuracy of information and more on its availability, frequency and usefulness during disruption, reinforcing the importance of providing timely, actionable updates that help passengers respond to changing circumstances.

Improvements needed for information provision based on your journey

There was an announcement but it could not be understood. I already knew we were being thrown off at Basingstoke but the guard/train manager was extremely rude to everyone who asked what was happening and I was embarrassed about our rubbish train system when a French family tried to get help and information as they had to get to St Pancras for a Eurostar journey home.
Major Disruption/ South Western Railway/Commuter

Provided the auto announcements are working, they are sufficient. However, on this journey a train swap had taken place with apparently little or no information. Hence a passenger boarding a Weymouth bound train at Gloucester nearly went to Cardiff instead by mistake. He said no one told him the train had been redirected.
Minor disruption/GWR/Leisure

The information given was generally clear but it could be improved giving more frequent updates during the journey. Even small reminders about arrival times or platform changes would make the experience feel more reassuring.
No Disruption/GWR/Leisure

When the electric sign doesn't work and you have no clue what the next stop is. If this could always be working. Announcements are hard to hear sometimes. Passengers get angry when announcements are made detailing reasons why trains are late or cancelled - it just rubs salt in the wound to know its because a member of staff didn't turn up or there was leaves on the line.
No Disruption/ScotRail/Leisure

The information could be improved by providing more real-time updates about delays, platform changes and expected arrival times. Having clearer announcements and more detailed updates through the app would also make it easier to plan and reduce uncertainty.
Major disruption/Great Northern/Leisure

More announcements especially about any delays. It is important to keep you updated whilst on the train if the track ahead is busy and your arrival time is delayed. Sometimes you are trying to make a connecting bus or train.
No Disruption/ScotRail/Leisure

One announcement was regarding the train being an 8 car and to move to the top 4 cars as the rear doors would not open. However this was not an 8 car service and we were not arriving at Cressington station so it was an error in the system. Visitors to the area wouldn't know that and would get confused and the Train Manager didn't advise to ignore that announcement.
No Disruption/Merseyrail/Leisure

I think busyness of carriages should be displayed. This would enable me to wait at the section of platform to enable me to board a less busy carriage to be sure of obtaining a seat. I have a disability that means I cannot stand up too long.
No disruption/London Overground/Leisure

The information could be improved by providing more frequent real time updates, especially if there are delays, expected waiting times and alternative travel options would help passengers make informed decisions and reduce uncertainty.
No disruption/ Great Northern/Commuter

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Information tailored to their needs

Customers define tailored information as information that is relevant, timely and specific to their own journey. Updates on stops, platforms, arrival times and service changes are particularly valued because they support journey planning and decision-making.

How was information tailored to their needs?

My journey was only a short journey by train. However, there were other passengers, that were travelling further. The information was clear, and they identified where we were all planning to stop at, and explained how our new transport would be accessed, and where it would stop for me and others.
Minor disruption/Transport for Wales/Leisure

The information was tailored to my needs as it is what I needed during the journey, especially the train times, platform details and any updates. It helped me know what was happening without having to search for information myself.
Major disruption/Great Northern/Leisure

I was travelling to Bolton and the voce over speaker and the visual displays in the carriages showed Bolton amongst the stops it was going to. Also when Bolton was being approached it advised the next stop was Bolton.
No Disruption/Northern/Leisure

The information was tailored to my needs by providing the details that were most relevant to my journey like the departure station, the next stops, arrival time, and any service updates. It was easy to understand and helped me travel with confidence without having to search for additional information.
No Disruption/Elizabeth Line/Business

It was tailored to my needs because all the information provided therein was specific to my travel time and my schedule. The information about the departure and arrival times made it easier for me to plan my journey ahead.
No disruption/LNER/Business

It was easy for us to extract the information relevant to us from the recorded voice message run at regular intervals. Also asking the ticket collector meant that we could ask specific questions and get answers direct.
Minor Disruption/Transpennine Express/Leisure

The information was tailored to my needs by providing clear , relevant and timely updates throughout the journey, announcement about upcoming stations ,any delay and platform information helped me know what to expect and made it easier to plan the rest of my trip.
No disruption/Greater Anglia/Leisure

The information tailored to my needs by providing relevant updates about my train service including departure times , platform information and any delays . This helped me stay informed and plan my journey effectively.
No Disruption/Avanti West Coast/Business

The information felt tailored because it focused on the specific train I was taking and gave clear updates relevant to my journey. It made it easy to stay on track without needing to search for extra details.
No Disruption/GWR/Leisure

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Information that was not tailored to their needs

Dissatisfaction with information tailoring tends to stem from information being too general rather than inaccurate, with passengers looking for more personalised updates about their specific train, connection or travel options.

How was information not tailored to their needs?

> No explanation at the time I booked online that I was likely to face issues due to a broken-down train and speed reduction on the line near the New Forest or Bournemouth. Journey back was even worse though where Basingstoke announcer basically abandoned passengers heading beyond Southampton and told them to sort out their own journeys home - heartless.
> **Major Disruption/South Western Railway/ Leisure**

> The train was not a direct train that I am used to but did a detour which I was not aware of until on the train. But at least I got home ad this train was not the cancelled one.
> **Major Disruption/Great Northern/Leisure**

> They told us what seats we had booked but when we got there it was overbooked and we had to stand and there was no further information provided on the booking/ScotRail website.
> **Major Disruption/ScotRail/Leisure**

> As I said too much irrelevant waffle that nobody cares about. That serves to make people tune out the announcements so if there was something very important it wouldn't register. It is thus wholly counter productive as well as being immensely irritating.
> **No Disruption/Elizabeth Line/Leisure**

> It not tailored because updates were sometimes too general and didn't always reflect my specific journey, such as my exact location, connection times, or individual travel needs.
> **Major disruption/ Great Northern/ Leisure**

> Information seemed to focus on one rail provider at my station, not all. For example, messages about Southeastern were made regularly but nothing about Thameslink.
> **No Disruption/Southeastern/Commuter**

> Some of the information felt general and not always specific to my journey. It would have been more useful if updates were more focused on my train, including clearer details about any delays, platform changed or expected arrival times.
> **Major Disruption/ Great Northern/ Leisure**

> I was unable to claim a refund despite having been delayed by a cancellation since it was not a last minute cancellation and I couldn't select that journey in the refund process.
> **Major Disruption/East Midlands Railway/Business**

> It was not made clear about where we got onto our connection. When asked where our train was we got told 3 different places by 3 different members of staff.
> **No Disruption/ East Midlands Railway/ Leisure**

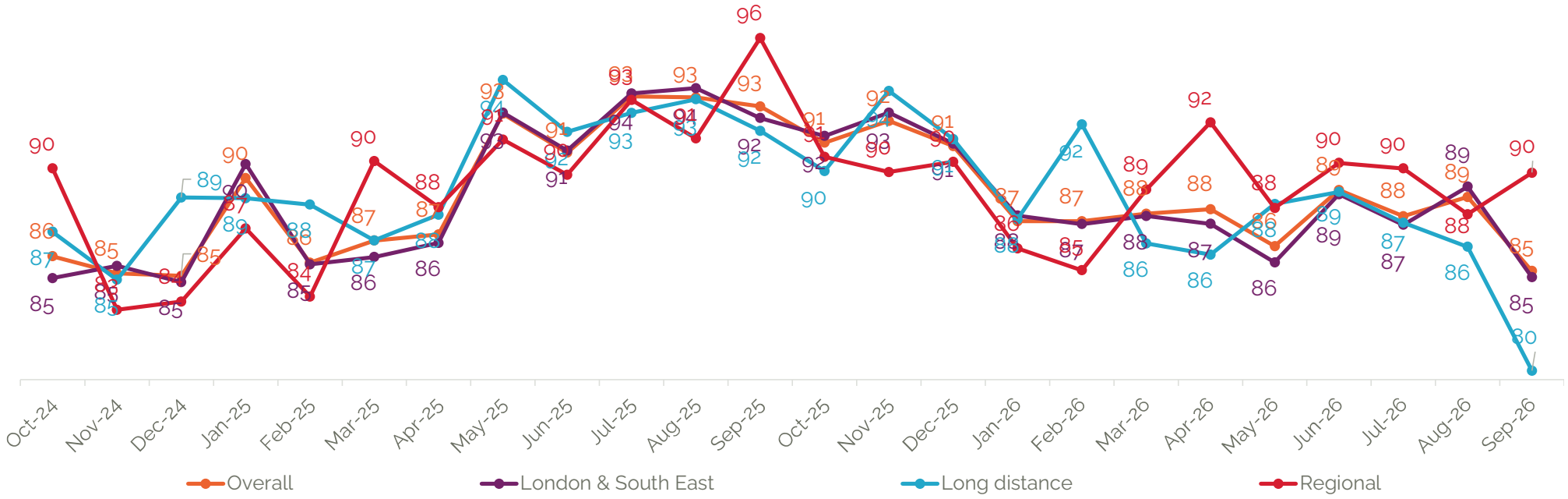
How was the information not tailored to your needs? Jul-Sep 26 (2571)

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Overall satisfaction with information provision

Information satisfaction remains consistently high across sectors, with recent fluctuations largely affecting all operator groups simultaneously rather than indicating a sector-specific issue.

Overall satisfaction with information provision by TOC sectors (%)



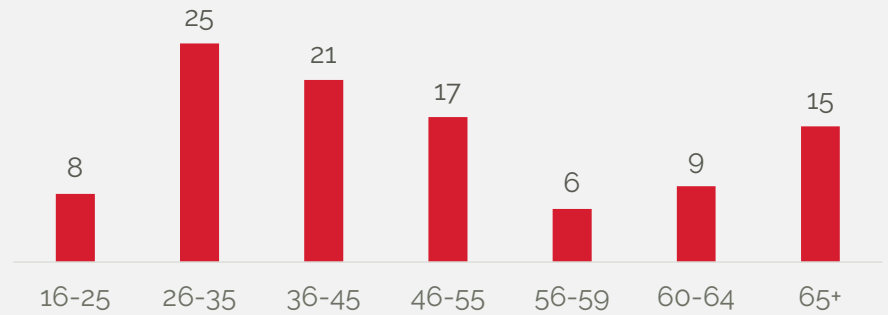
Overall, how satisfied were you with the information provided during your journey? (excl DK)
Oct/Nov/Dec 23/Jan/Feb/Mar 24/Jul-Sep 24/July'24/Aug'24/Sept'24/Oct'24/Nov'24/Dec'24/ Jan'25/Feb'25/Mar'25/Apr 25/May 25/Jun 25/Jul 25/Aug 25/Sep 25/Oct 25/ Nov 25/Dec 25/ Jan 26/Feb 26/Mar 26/ Apr 26/ May 26/ Jun 26/Jul 26/Aug 26/Sep 26
– Overall (851/848/853/855/851/850/848/850/851/848/850/848/853/851/852/854/850/854/852/856/852/854/855/851/851/856/853/857/853/842/781/921/849/850/853/844),
London + SE (480/470/513/507/487/501/507/468/479/453/462/476/473/493/458/467/468/492/478/481/460/ 485/486/479/463/460/456/456/448/455/432/474/509/460/439/422),
Long Distance (188/184/184/178/179/184/175/205/194/206/211/196/202/188/202/199/209/187/200/194/217/ 201/197/198/202/201/210/218/222/194/165/224/182/201/202/229),
Regional (183/194/154/168/184/163/166/176/175/186/177/173/174/169/188/188/172/175/172/176/172/ 163/169/170/185/190/185/183/183/192/183/223/157/185/211/192).

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Demographics

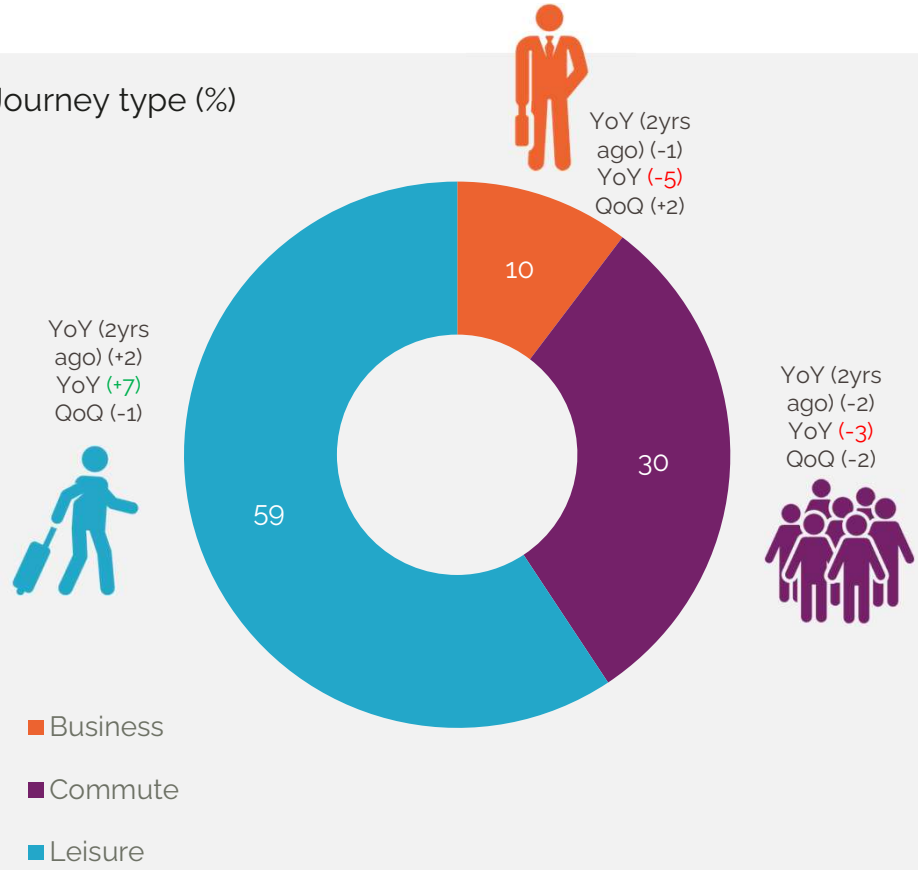
Compared with last year, the survey sample has become more leisure-orientated and older in profile, with fewer working-age commuters and business travellers represented. Some movements in overall satisfaction may therefore partly reflect changes in the composition of respondents.

Age (%)



	16-25	26-35	36-45	46-55	56-59	60-64	65+
YoY (2yrs ago)	(-10)	(+2)	(+2)	(+2)	(0)	(+3)	(+3)
YoY	(-3)	(-12)	(+1)	(+6)	(+2)	(+3)	(+4)
QoQ	(-2)	(+3)	(+1)	(+2)	(-1)	(0)	(-2)

Journey type (%)

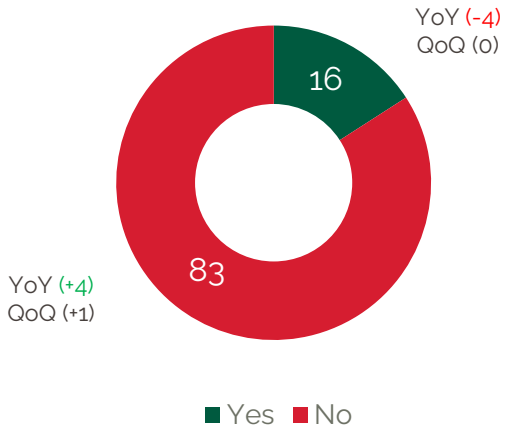


Which of the following age groups are you in? Jul-Sep 26 (2572) What was the main purpose of the train journey you took or planned on taking on...? Jul-Sep 26 (2572)
Significantly higher in green. Significantly lower in red.

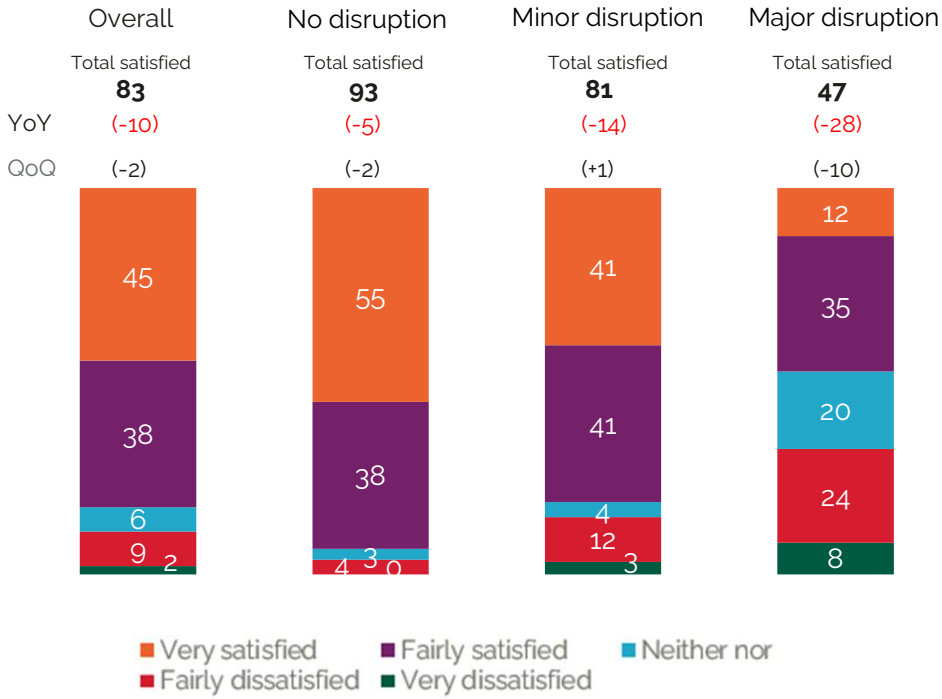
Overall satisfaction with information provision by disability

While satisfaction remains high when journeys run as planned, the experience of disabled passengers deteriorates sharply during disruption, particularly major disruption where satisfaction has fallen by 28 points year-on-year.

Those with a disability (%)



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



Do you have a physical, sensory, neurological or mental impairment (including those age-related) which limit your daily activities? (2356)
Overall, how satisfied were you with the information provided during your journey? Overall/No disruption/Minor/Major (397/254/61/82)
Significantly higher in green. Significantly lower in red.

Overall satisfaction with information provision across journey stages by disability

The impact of disruption on disabled passengers is evident across every stage of the journey, with satisfaction typically falling by 25-35 points compared with non-disrupted journeys.

Planning and booking

82%

YoY (-6) QoQ (-3)

No disruption

86% YoY (-5) QoQ (-5)

Minor disruption

79% YoY (-11) QoQ (-4)

Major disruption

71% YoY (-5) QoQ (+4)

Journey to the station

79%

YoY (-8) QoQ (+2)

No disruption

87% YoY (-2) QoQ (+5)

Minor disruption

68%* YoY (-22) QoQ (-15)

Major disruption

62% YoY (-17) QoQ (+4)

At the station

86%

YoY (-5), QoQ (+2)

No disruption

93% YoY (-1) QoQ (+1)

Minor disruption

82% YoY (-11) QoQ (-1)

Major disruption

66% YoY (-12) QoQ (+8)

On board the train

87%

YoY (-8), QoQ (+4)

No disruption

93% YoY (-4) QoQ (+3)

Minor disruption

79%* YoY (-19) QoQ (-4)

Major disruption

59%* YoY (-7) QoQ (+5)

At destination/ interchange

84%

YoY (-3), QoQ (0)

No disruption

89% YoY (-2) QoQ (+2)

Minor disruption

87% YoY (-4) QoQ (+6)

Major disruption

61% YoY (-4) QoQ (-9)

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) (400/313/380/318/344)

*Refers to where the base is below 50

Significantly higher in green. Significantly lower in red.

Rail Delivery Group

National Rail

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Top channels used at each journey stage by disability

Whilst channels generally perform strongly overall, digital pre-travel channels among disabled passengers show signs of deterioration. Satisfaction with National Rail and journey-planning apps during the journey-to-station stage has also fallen markedly, in contrast to consistently strong ratings for third-party retailer platforms.

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

	Top 3 channels		Satisfaction	
1	Trainline or other 3rd party retailer website or app	29 YoY (+10) QoQ (+3)	91%	YoY (+3) QoQ (+2)
2	National Rail website or app	28 YoY (-8) QoQ (0)	88%	YoY (+2) QoQ (-5)
3	Train operator website or app	27 YoY (-3) QoQ (+1)	84%	YoY (-6) QoQ (-5)

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

	Top 3 channels		Satisfaction	
1	National Rail website or app	25 YoY (-10) QoQ (+4)	78%	YoY (-14) QoQ (-14)
2	Journey planning website or app (e.g. Google, Citymapper, TFL)	20 YoY (0) QoQ (+6)	74%	YoY (-15) QoQ (-18)
3	Trainline or other 3rd party retailer website or app	18 YoY (-2) QoQ (-4)	93%	YoY (+4) QoQ (+3)

Which of the following information channels did you utilise when planning and booking your journey? (400)
Which of the following information channels did you utilise when on your way to the station? (397)
Significantly higher in green. Significantly lower in red.

Rail Delivery Group
National Rail
Ipsos

Top channels used at each journey stage by disability

The most-used information channels among disabled passengers continue to achieve high satisfaction ratings, suggesting that the challenge lies less with channel performance and more with how information is delivered during periods of disruption.

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

	Top 3 channels		Satisfaction	
1	Screens on the platform area	34	93%	YoY (+2) QoQ (-1)
		YoY (+11) QoQ (-5)		
2	Screens showing trains times and platform numbers	30	91%	YoY (+2) QoQ (-2)
		YoY (+9) QoQ (-1)		
3	Announcements at the station	28	92%	YoY (-2) QoQ (0)
		YoY (+9) QoQ (-3)		

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

	Top 3 channels		Satisfaction	
1	Screens on the train	34	90%	YoY (-3) QoQ (-4)
		YoY (+1) QoQ (-2)		
2	Live announcement delivered by member of staff on the train	25	86%	YoY (-3) QoQ (-3)
		YoY (+8) QoQ (-1)		
3	Automated announcement on the train	24	88%	YoY (-9) QoQ (-3)
		YoY (-2) QoQ (-9)		

Which of the following information channels did you utilise when at the station? (394)
Which of the following information channels did you utilise when on board the train? (335)
Significantly higher in green. Significantly lower in red.

Rail Delivery Group
National Rail
Ipsos

Top channels used at each journey stage by disability

Destination and interchange information remains a relative strength for disabled passengers, with signage and wayfinding receiving particularly strong ratings.

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

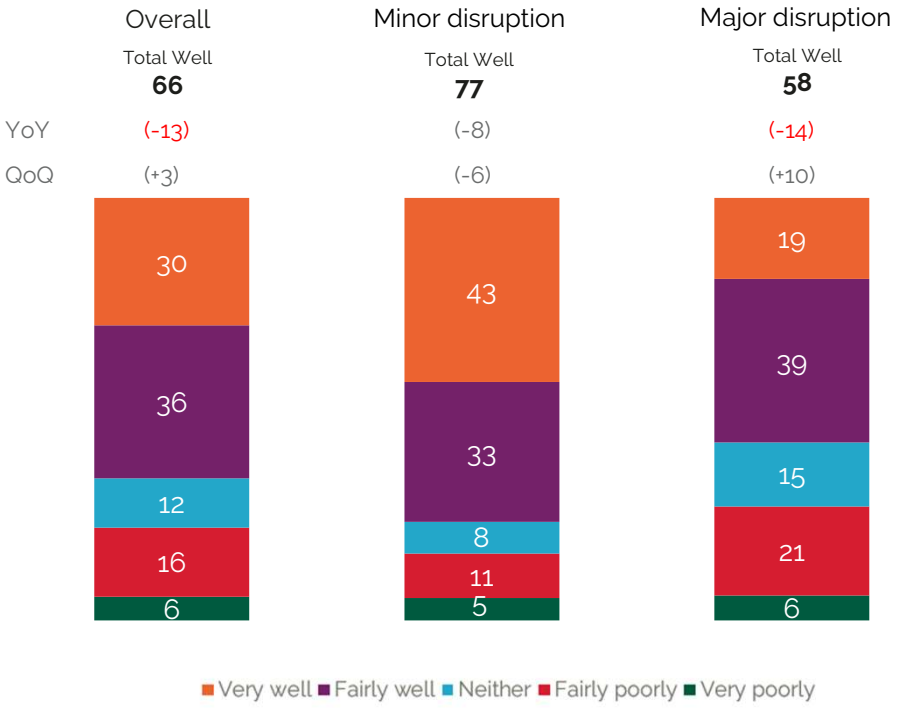
	Top 3 channels		Satisfaction	
1	Live announcement delivered by a member of staff at the station	21 YoY (+1) QoQ (+7)	88% YoY (-4) QoQ (+4)
2	Station signage, posters and wayfinding	19 YoY (0) QoQ (+1)	94% YoY (+4) QoQ (+2)
3	Automated announcement at a station	14 YoY (-6) QoQ (-3)	86% YoY (-7) QoQ (-7)

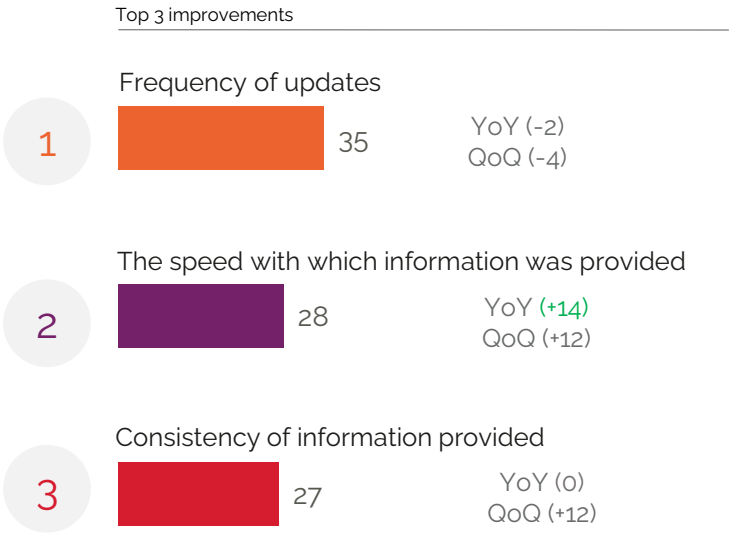
Which of the following information channels did you utilise when at the intermediary or destination station? (383)
Significantly higher in green. Significantly lower in red.

Overall rating of information provided about the delay and key improvements

Consistent with wider findings, disruption communication remains the key challenge for disabled passengers. Improvement priorities focus on the frequency, speed and consistency of updates rather than the channels used to deliver them.

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





If you were to be disrupted again which of the following would you have liked to be improved? (144/145)
Significantly higher in green. Significantly lower in red.

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