

InfoTracker Survey

Q1 2025-26 (April-June 25)

Rail Delivery Group





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Background and methodology



Background

The overarching objective is to measure customer satisfaction with the provision of information by the rail industry, particularly during times of disruption, with the aim of assessing how the industry performs against their customer pledges.

Information plays a vital role in all stages of the customer journey, so the research assesses the provision from when a customer is booking their journey, through to arrival at their end destination (end to end journey rather than station to station).



Fieldwork

The current report presents the findings covering Quarter 1 2025/2026 among n=2,571 respondents.

The fieldwork was conducted from 1st April to 30th June 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.

*To note strikes were ongoing during the comparison YoY period of April-June 2024



Sample

The online questionnaire was completed by n=2,571 online panellists. The sample was split by TOC and by disruption type, with the fieldwork aiming to deliver:

- 100 respondents for each of the 26 TOCs where possible, with up to 10 for Lumo
- We aimed for 50% of respondents who experienced no disruption, 25% of those who experienced a disruption of less than 15 minutes and 25% who experienced a disruption of more than 15 minutes or a cancellation.

Weighting

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

Reporting on disruption:

In the report, we classify disruption type as follows:

- Minimum disruption = a disruption of less than 15 minutes
- Major disruption = a disruption of more than 15 minutes or cancellation

Significant differences compared to the equivalent quarter a year ago

+/- in red refers to a significant decrease compared to a year ago, while **+/- in green** refers to a significant increase compared to a year ago.

Interpreting charts

Some charts in the report may add up to over 100% - either due to rounding or the question type, e.g. multiple choice questions can add up to over 100%.

Summary

Overall satisfaction and rating



Overall satisfaction with information provision has improved significantly compared to a year ago. Those experiencing a minor disruption or travelling for leisure or commuting driving the increase. On a monthly basis, the results are more changeable among customers and across disruption type.

Satisfaction is high across the journey stages and has improved on a year ago. Importantly to note, the comparable period in April to June 2024 still had ongoing strike disruption, which may coincide with the notable improvements. Planning and booking, at the destination/interchange station, and on-board the train are the highest performing journey stages for information provision. Given the performance of on-board the train at an overall level, there is still room for improvement among disrupted passengers, with particular focus among the timeliness of information.

Consistency and the amount of information is regarded highest among customers, although all aspects of information have improved significantly. Over 9 in 10 trust the information they are given and over 3 in 4 see it as personalised to their journey.

Of those disrupted, nearly 4 in 5 customers rate the information they are given about a delay as handled well, and roughly a similar amount are satisfied with the aspects of information during a delay. Consistency of information continues to be the most positively rated metric, and compensation information and the frequency of updates has strongly improved.

Information channels used



The National Rail website/app information is a channel used most often by customers in the initial stages of the journey, or towards/at the end of their journey. Once at the station and on-board, screens and announcements are more useful to customers.

Satisfaction with the channels used is very high, and generally coincides with usage. Of those most used, year-on-year changes in usage are minimal, but ratings of satisfaction have improved for National Rail.

Though less frequently used, information from staff can be vital for customers at the station to compliment other sources and provide further understanding. For 2 in 3, staff were able to assist, but items relating to disruption or detailed train times can be trickier for staff to provide in the moment, but highlights the importance of a train schedule for this information.

Nevertheless, ratings can be variable and are often driven by differences by disruption levels. For instance, announcements on-board the train are perceived very positively at an overall level, but can worsen as disruption length rises. This is notable for the frequency and timing of updates to majorly disrupted customers, whom require this information to help decide the next steps to their journey.

Generally, the needs of the disrupted are heightened and therefore ensuring the information is best able to support these individuals is key.

Pledges

Customers highly value the information they receive when planning and booking travel, particularly regarding station and train facilities. Satisfaction is highest when details are provided for both station and train amenities, and a similar share of customers receives information on changes to train times, with satisfaction peaking when explanations for these changes are clear. Additionally, most customers receive accurate and easy-to-understand information on booking seats and station accessibility, with satisfaction rates above 90%. While there are areas for improvement to enhance accessibility, customers generally feel confident about ticket validity, especially among younger travellers and business customers.

Information related to bus replacements is typically provided in advance and is easy to find. At the station, staff availability has improved, significantly aiding customers experiencing disruptions. Onboard announcements remain effective, supporting customers with ongoing travel information. However, providing more detailed updates to customers experiencing delays, particularly regarding reasons for late departures or en route disruptions, could be beneficial.

For those who experience delays, consistency in communication is rated highly. Looking ahead, customers seek reliable and frequent updates for future journeys, emphasising the importance of timely and consistent information.



Overall satisfaction

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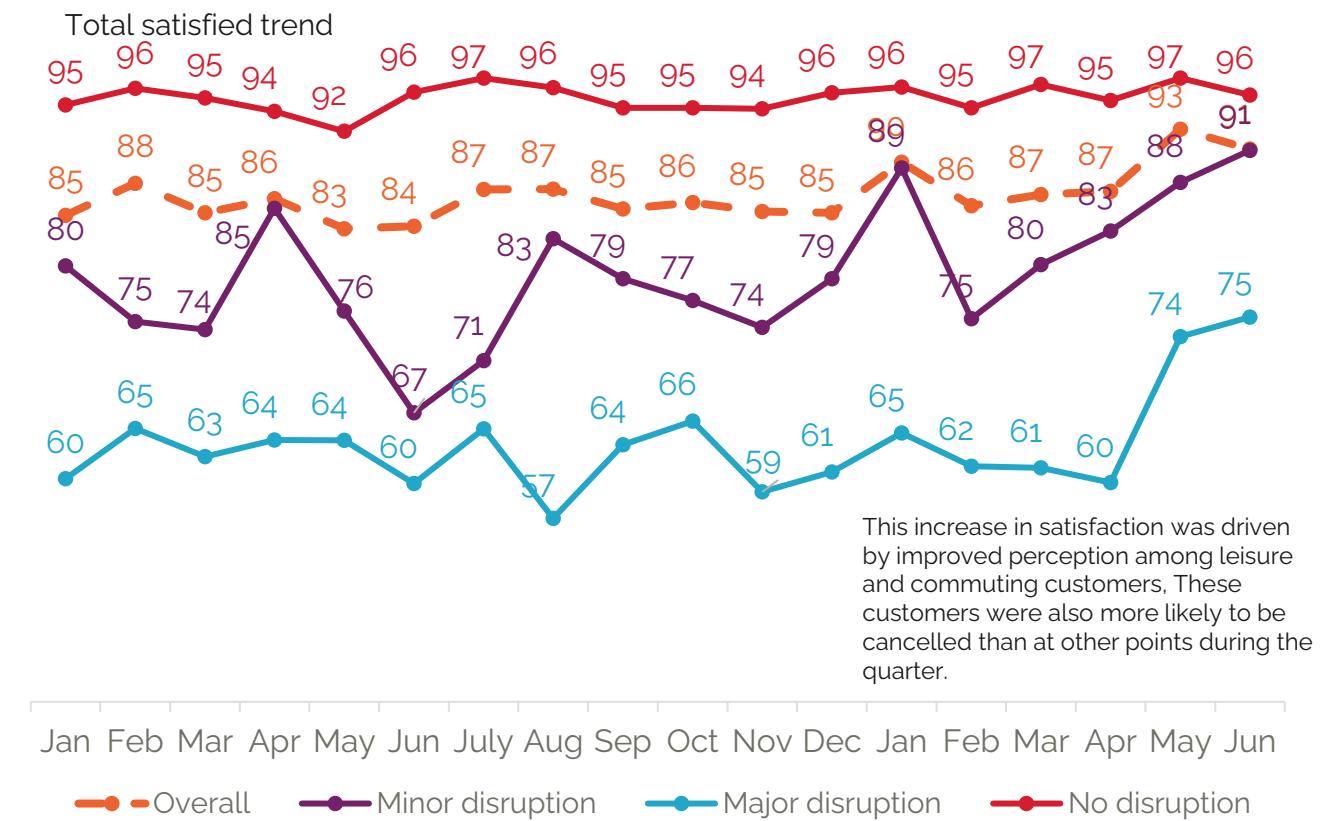
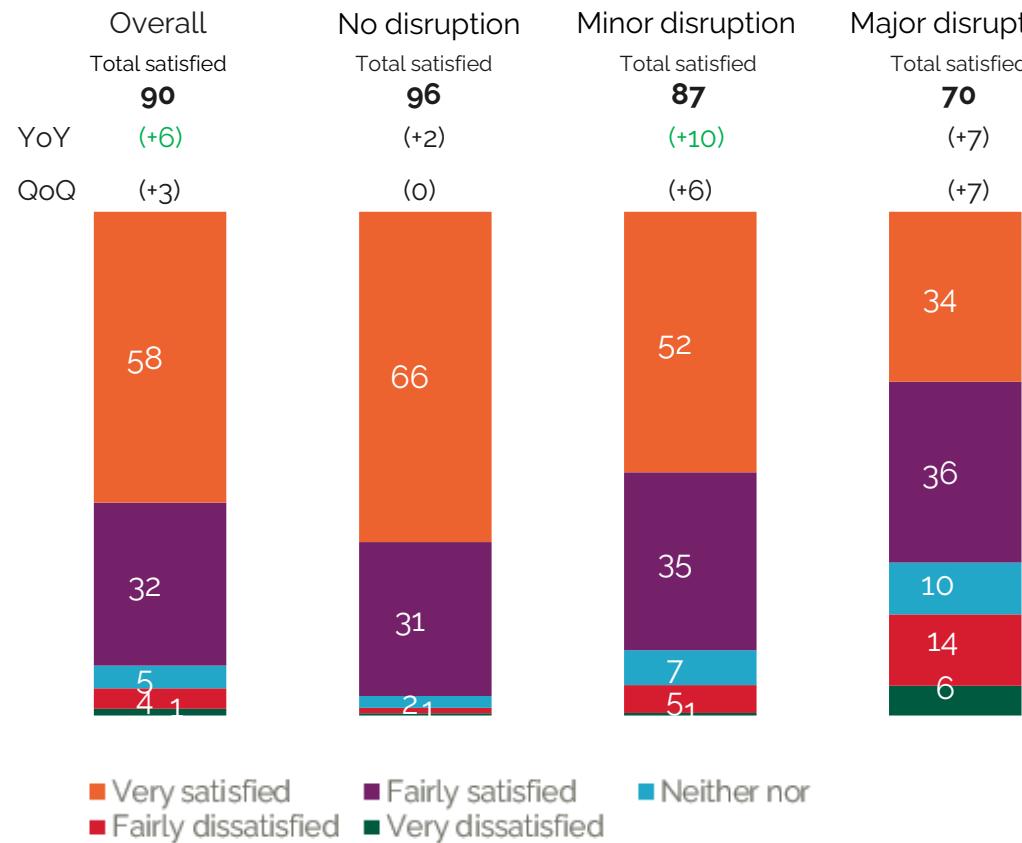
National Rail



Overall satisfaction with information provision (1/4)

Overall, customers' satisfaction with information provision (% very + fairly satisfied) has significantly improved on a year ago, following huge improvements for the minor disrupted. This is after an increase in satisfaction since the dip seen in February, and comparably better performance in May and June, which saw declines in 2024. Although not significant changes, the major disrupted also show signs of improvement, reaching their highest rating on a monthly level in June 2025.

Overall satisfaction with information provision by disruption (%)

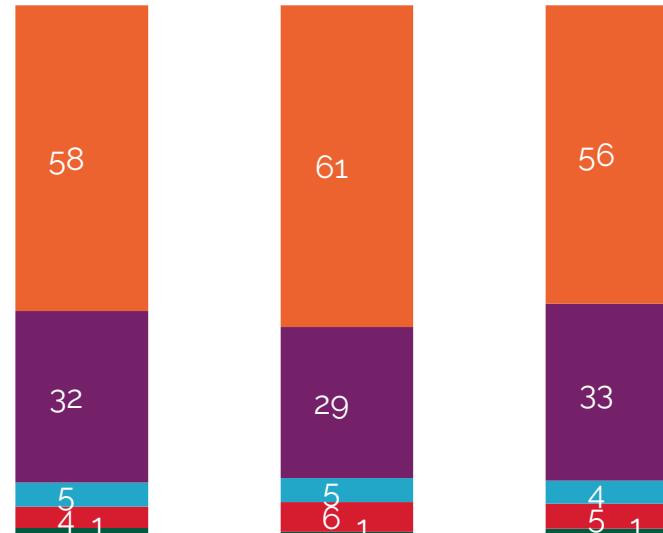


Overall satisfaction with information provision (2/4)

Satisfaction is high across all journey types, and has significantly improved for most customers since April-June 2024, and significantly for commuters since January-March 2025.

Overall satisfaction with information provision by customer type (%)

Overall	Business	Commuter	Leisure
Total satisfied	Total satisfied	Total satisfied	Total satisfied
90 (+6)	89 (+6)	90 (+7)	91 (+5)
YoY	QoQ	(+6)	(+3)



Overall satisfaction with information provision by sectors (%)

Overall	London & South East	Long distance	Regional
Total satisfied	Total satisfied	Total satisfied	Total satisfied
90 (+6)	90 (+6)	91 (+6)	90 (+4)
YoY	QoQ	(+3)	(+3)

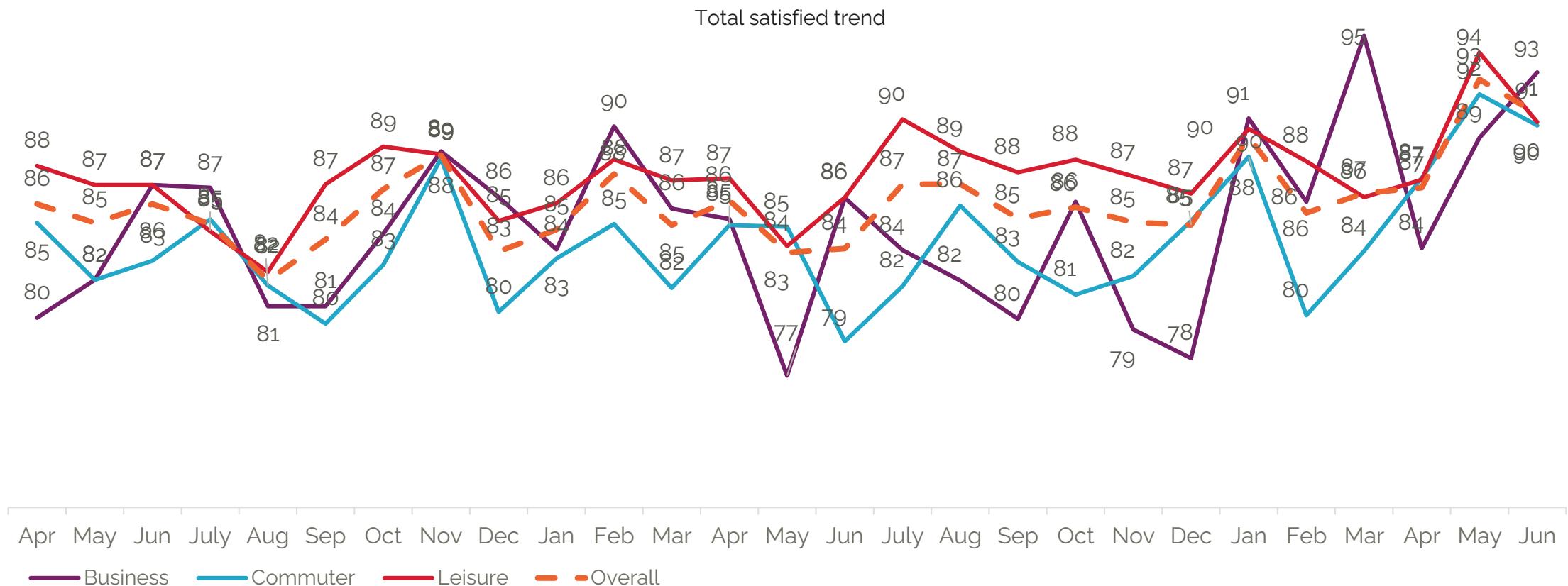


■ Very satisfied ■ Fairly satisfied ■ Neither nor ■ Fairly dissatisfied ■ Very dissatisfied

Overall satisfaction with information provision (3/4)

Satisfaction with information provision is changeable month-to-month. The biggest changes in ratings were among the business customers, where figures fell in April after a strong performance in March. Nevertheless, figures recovered with business customers rating 93% satisfaction by June. For leisure and commuting customers, satisfaction peaked in May 2025.

Overall satisfaction with information provision by customer type (%)



Overall satisfaction with information provision (3/3)

Majority of TOCs perform highly on information provision, which in part is driven by a greater proportion of non-disrupted passengers this quarter. Heathrow Express and Chiltern are the two top performing TOCs.

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

	Total Satisfied	Share of disruption type %			Total Satisfied	Share of disruption type %			Total Satisfied	Share of disruption type %				
		Minor	Major	None		Minor	Major	None		Minor	Major	None		
AVANTI WEST COAST	91 (+8)	19 (+7)	15 (-9)	65 (0)	Great Northern	89 (-1)	23 (-7)	18 (-8)	59 (+15)	NORTHERN	88 (+2)	14 (-1)	19 (-5)	66 (+5)
c2c	91 (+7)	21 (-4)	20 (-4)	59 (+8)	GWR	84 (+2)	12 (-5)	23 (-4)	65 (+9)	ScotRail SCOTLAND'S RAILWAY	91 (+1)	10 (+1)	9 (-4)	81 (+3)
Chiltern railways by arriva	96 (+12)	21 (+1)	6 (-6)	73 (+5)	Heathrow Express	100 (+5)	35 (+12)	14 (-13)	51 (+1)	southeastern	90 (+11)	17 (+5)	19 (+7)	64 (-12)
crosscountry by arriva	93 (+6)	27 (+6)	17 (-2)	56 (-5)	HullTrains	96* (+17)	21 (-15)	21 (+5)	57 (+9)	SOUTHERN	89 (+8)	12 (-15)	15 (-7)	74 (+24)
EMR	91 (+6)	16 (-2)	14 (-11)	69 (+12)	LNER LONDON NORTH EASTERN RAILWAY	92 (+7)	11 (-4)	17 (-8)	72 (+12)	South Western Railway	90 (+11)	17 (+1)	14 (-3)	69 (+2)
ELIZABETH LINE	91 (+3)	29 (+3)	11 (-16)	60 (+13)	London Northwestern Railway	91 (+9)	23 (-8)	19 (-13)	58 (+20)	ThamesLink/	91 (+8)	18 (-2)	18 (-2)	64 (+4)
GX GATWICK EXPRESS	88 (-8)	26 (+5)	21 (+8)	53 (-14)	OVERGROUND	92 (+3)	31 (+3)	17 (+2)	53 (-4)	TRANS PENNINE EXPRESS	87 (0)	14 (-10)	21 (+2)	65 (+8)
GRAND CENTRAL by arriva	93 (0)	15 (-12)	32 (+6)	53 (+5)	lumo	**	Base size too low			TRAFFICIAETH CYMRU TRANSPORT FOR WALES	89 (+3)	16 (+3)	12 (-9)	73 (+6)
greateranglia	90 (+4)	23 (+3)	18 (-3)	59 (+1)	Merseyrail	92 (+11)	19 (+10)	10 (-5)	71 (-5)	West Midlands Railway	90 (+5)	15 (-1)	15 (-9)	69 (+9)

Overall, how satisfied were you with the information provided during your journey? (excl DK) Apr-Jun 25 – Overall (2571), Disruption type: Minor (491), Major (428), None (1652).

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



Key performance indicators

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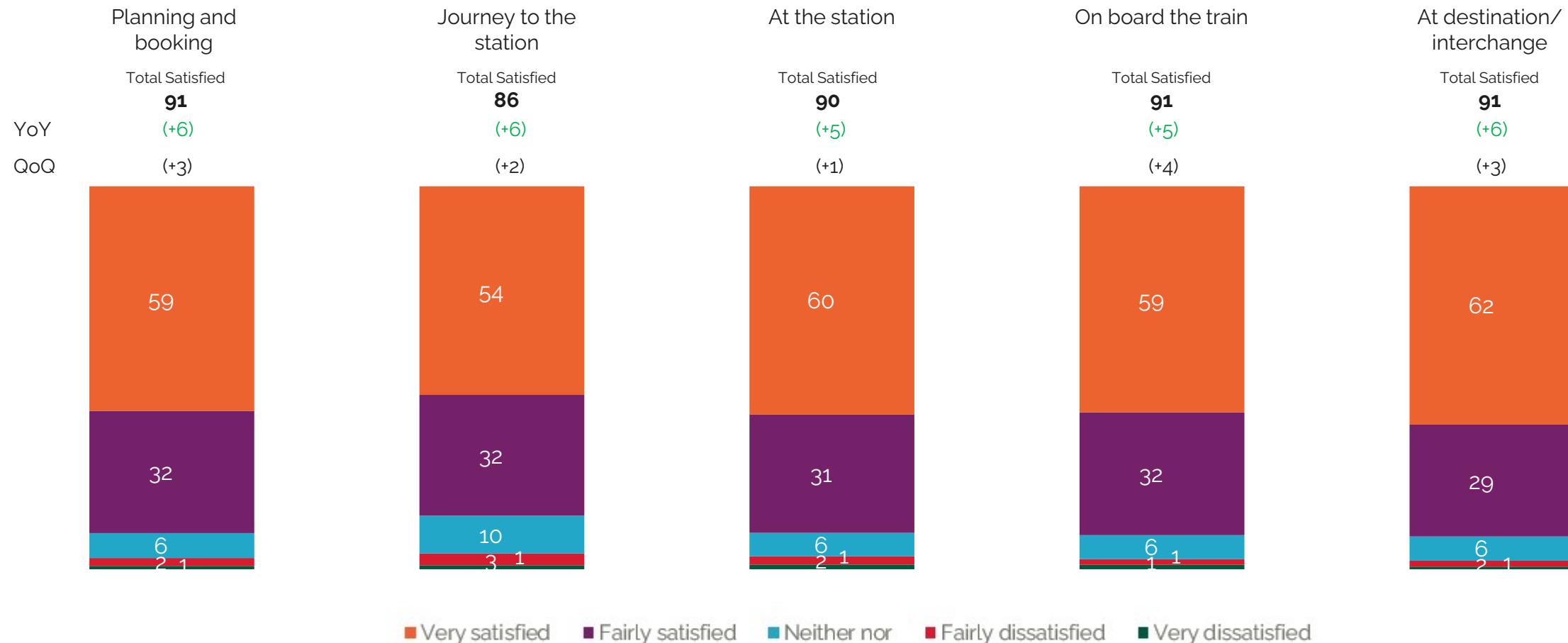
National Rail



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

Overall, customers are satisfied with the information they receive at each journey stage and all stages have significantly increased on a year ago. The biggest improvements are for information received when planning and booking a journey, on the way to the station, and while at the destination station or interchange.

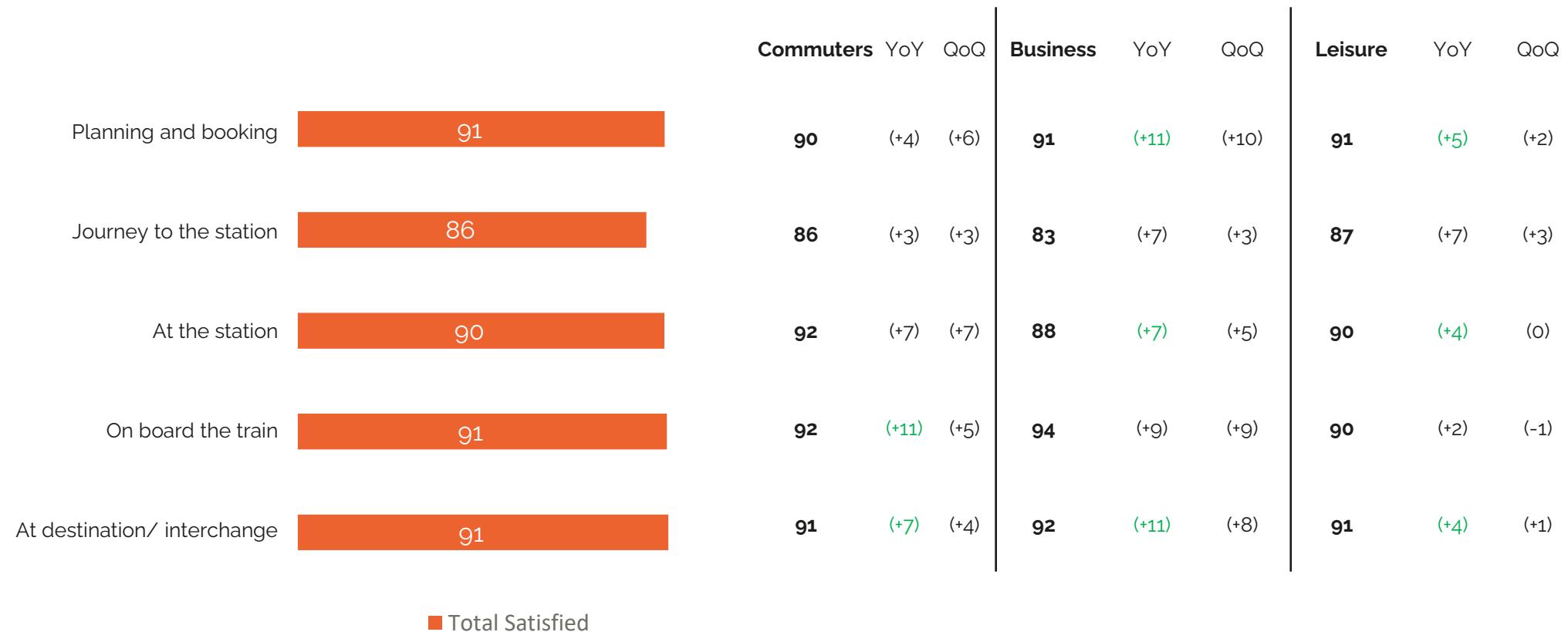
Overall satisfaction with information provided at each journey stage (%)



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

This quarter, the ratings for information provision at various journey stages are quite similar across different customer types. For both Business and Leisure customers, there has been a notable improvement in the information received during the planning and booking stage, as well as at the station, compared to a year ago. For Commuters, the most significant improvement has been in the information provided on the train. Additionally, all customers have reported increased satisfaction with the information available at the destination or interchange.

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



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

Customers who experienced no disruption are the most positive about the information they receive, showing the greatest improvements in satisfaction. Those who experience minor disruptions tend to be more positive than those who faced longer disruptions, particularly regarding the journey to the station—a metric that customers with major disruptions typically rate lower. While the on-board train experience is rated relatively well by those who experienced disruptions, there is still room for improvement compared to ratings in other areas

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

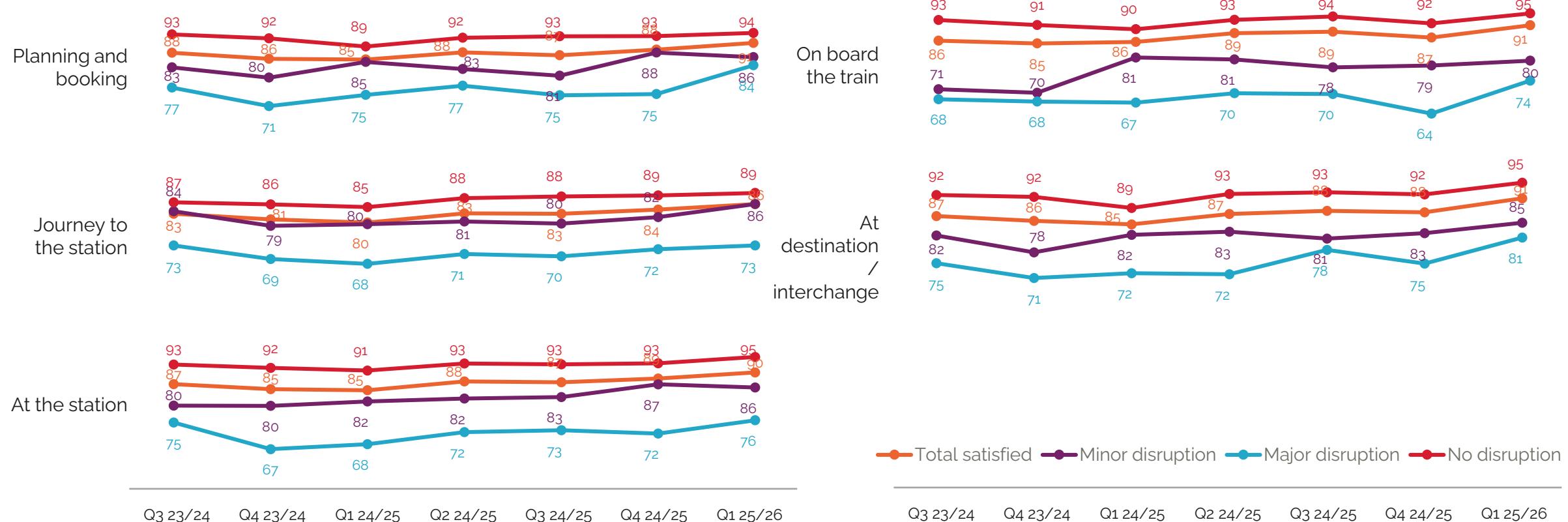


How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Apr-Jun 25 (Overall /No disruption/Minor/Major) – planning and booking (2502/1601/481/420), journey to station (2248/1392/471/385), at the station (2471/1612/486/373), onboard the train (1761/1379/220/162), at destination/interchange (2345/1542/476/327)

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

For customers with no disruption, steady ratings continue across all stages. For those with minor disruptions, a similar trend is evident compared to the last quarter. In contrast, while customers facing major disruptions have shown some changes in their ratings, these changes are not significant, except in the planning and booking stage.

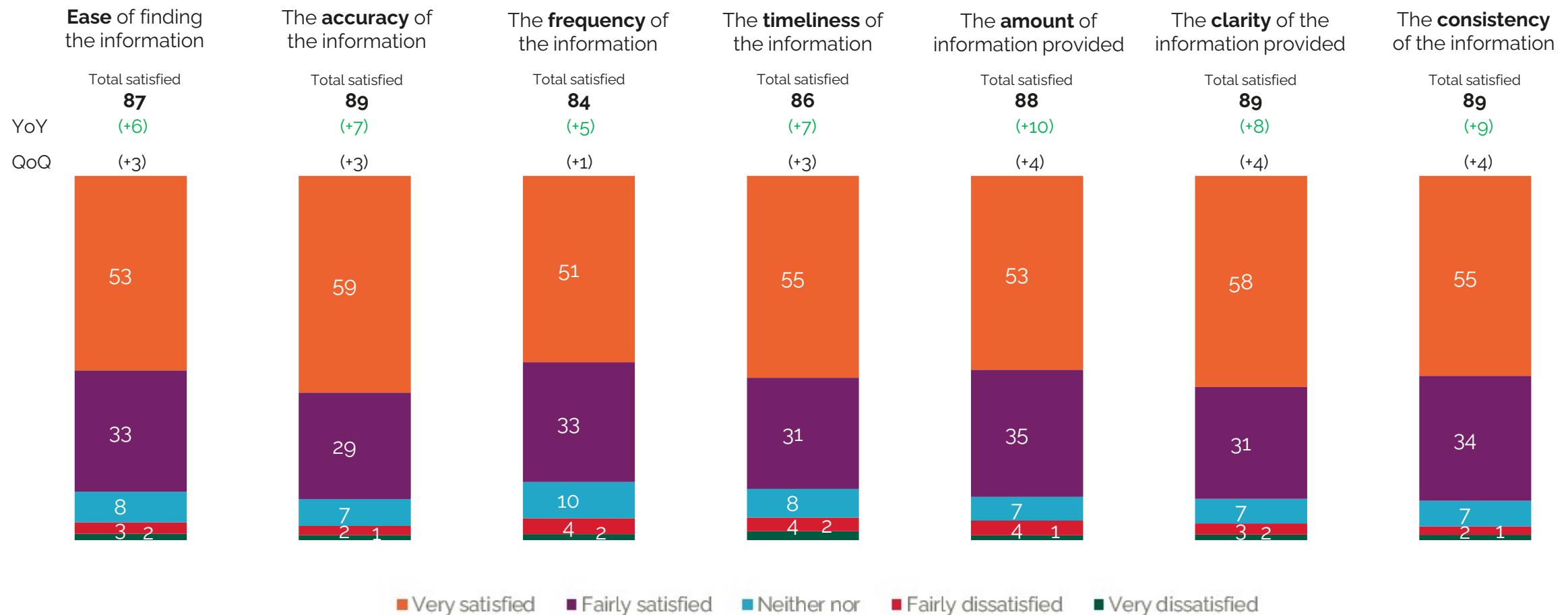
Overall total satisfaction with information provided at each journey stage by disruption – trended (%)



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

Satisfaction across all aspects of information provided remains high and has increased compared to a year ago, most notably for the consistency and the quantity of information.

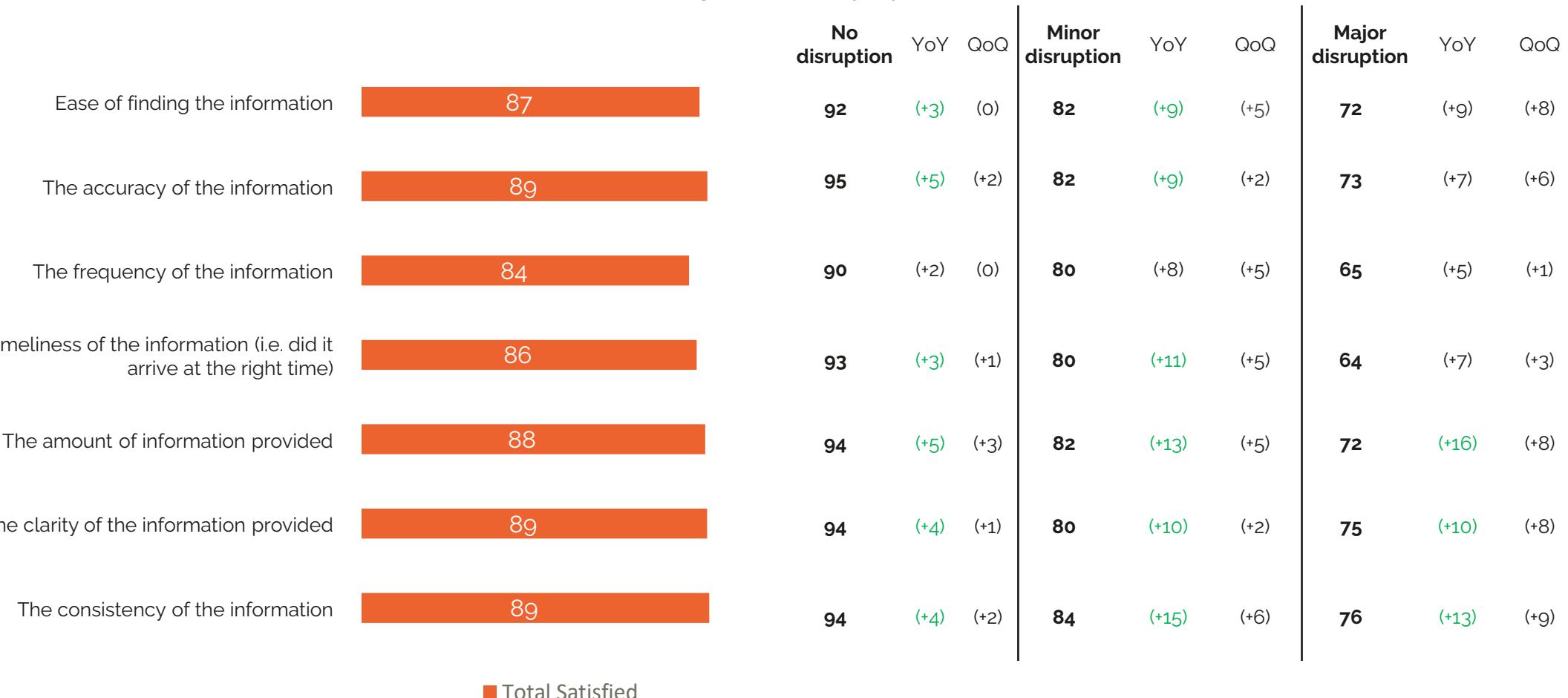
Overall satisfaction with aspect of information provided during the journey (%)



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

Customers who experienced no disruptions are very positive about the information they receive. Although disruptions generally lead to lower scores, those with minor disruptions are significantly more satisfied with the information they receive, including its ease of access, accuracy, and timeliness. For both minor and major disruptions, the quantity, clarity, and consistency of the information have shown the most substantial improvements compared to last year.

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

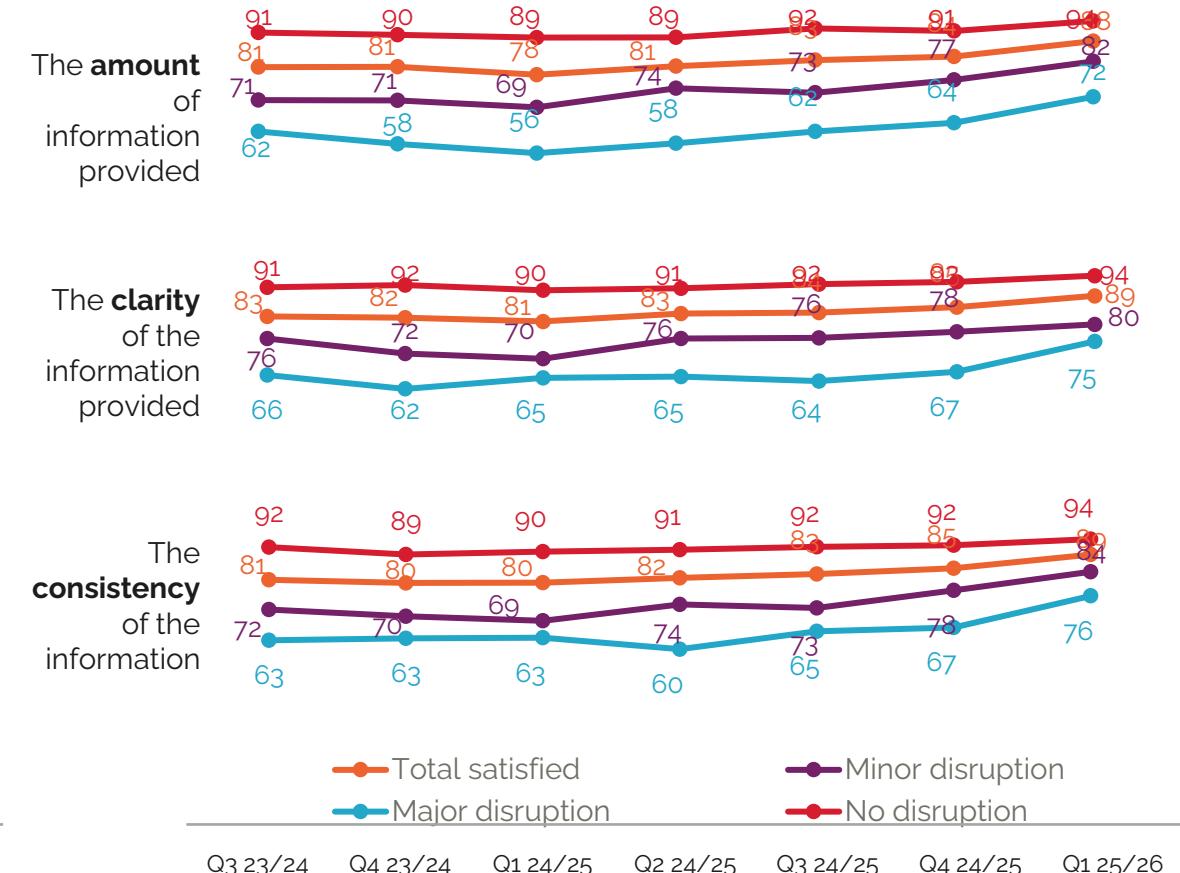
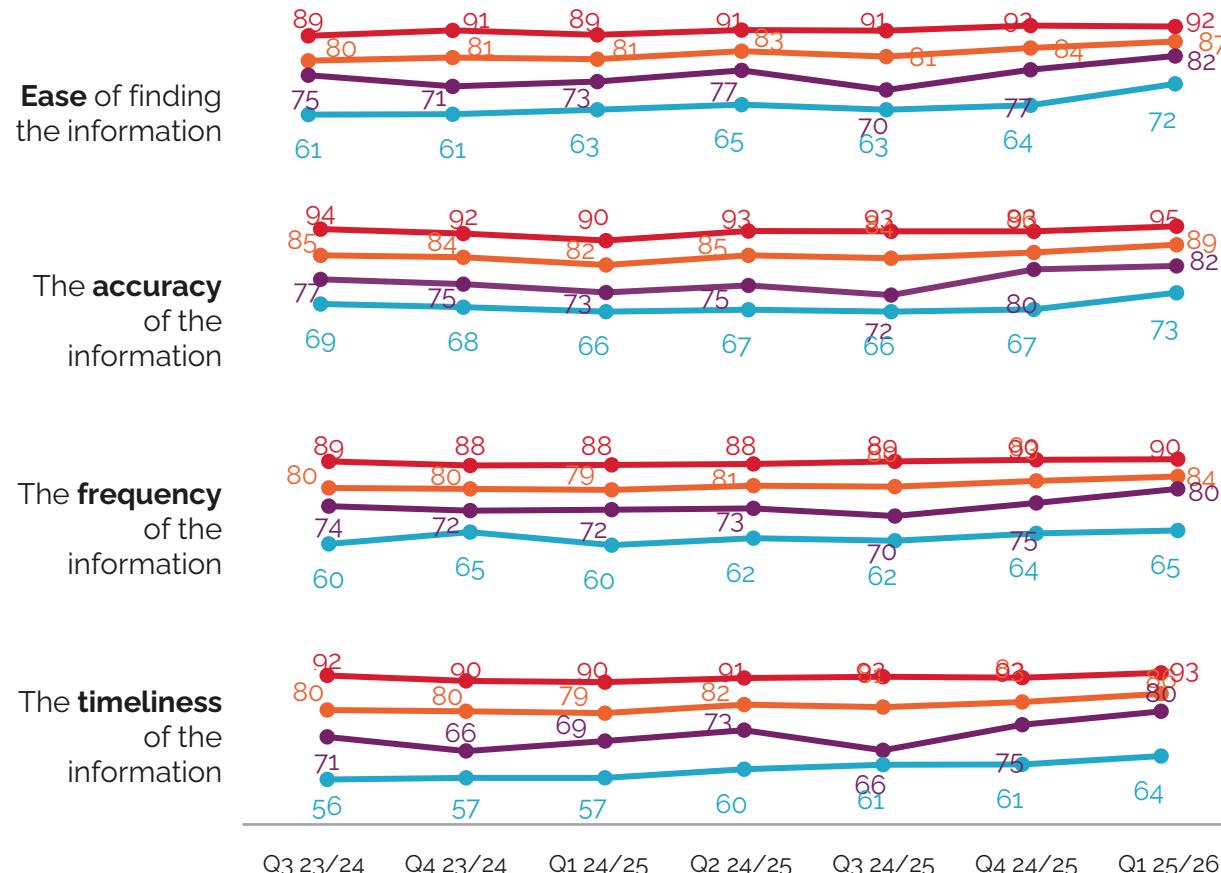


How satisfied were you with the following aspects of the information provided during your journey? (excl DK) Apr-Jun 25 (Overall/No disruption/Minor/Major) – ease (2545/1630/490/425), accuracy (2556/1643/490/423), frequency (2553/1639/489/425), timeliness (2558/1642/490/426), amount (2561/1644/491/426), clarity (2555/1639/489/427), consistency (2551/1642/488/421).

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

Satisfaction has remained quite stable across all the aspects of information provided at a total level, and among the minor or non-disrupted. For the major disrupted, figures have improved on a quarter-to-quarter level, with reference to the ease of finding information, the amount of information, clarity and consistency of the information provided.

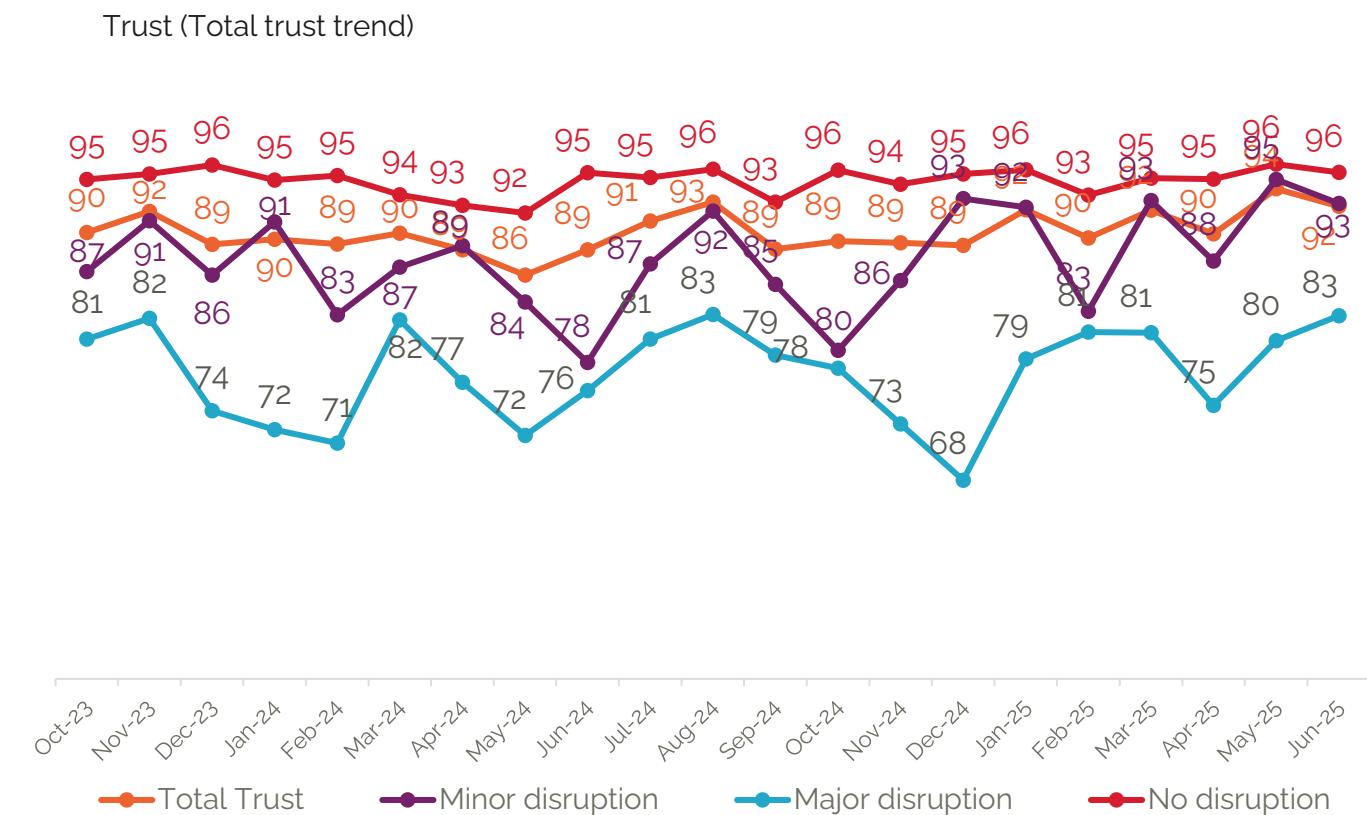
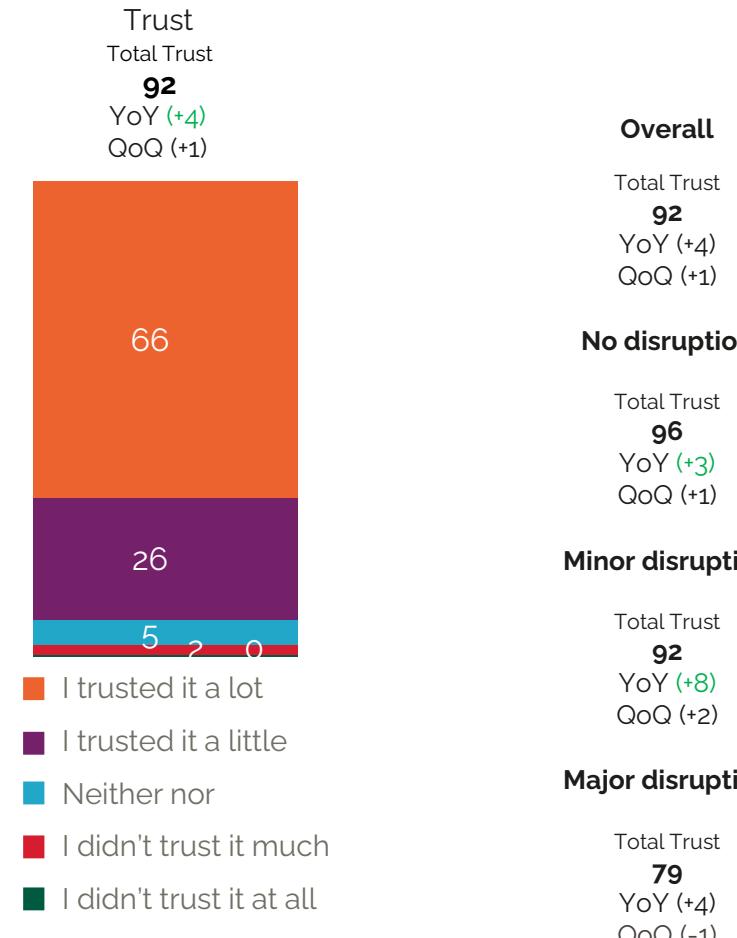
Overall satisfaction with aspect of information provided during the journey by disruption – trended (%)



Rating of trustworthiness of information provided

Overall, the majority of customers trust the information they are provided. This has improved on last year's figures, driven by higher ratings from the non-disrupted and minor disrupted. For the major disrupted, trust is lower and April 2025 saw reduced trust after consistent scores across January to March 2025.

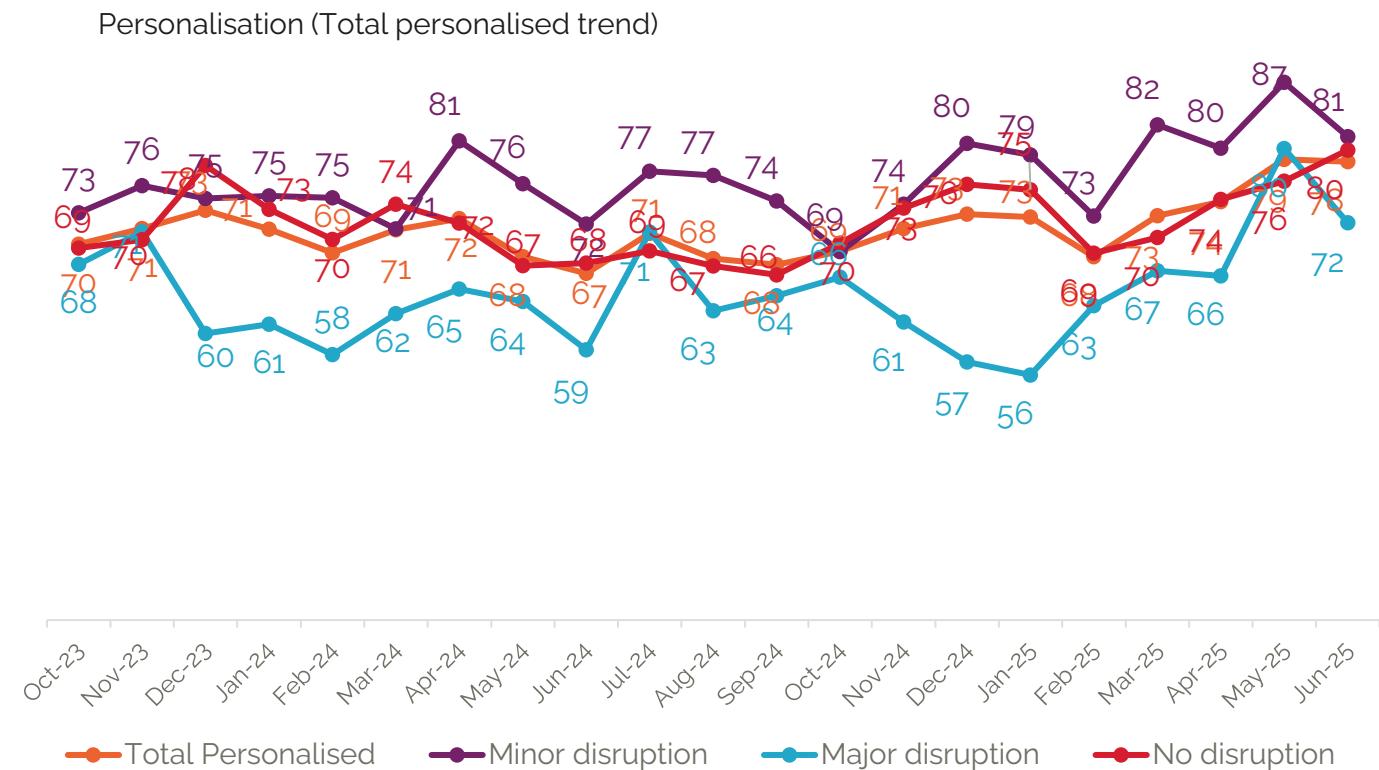
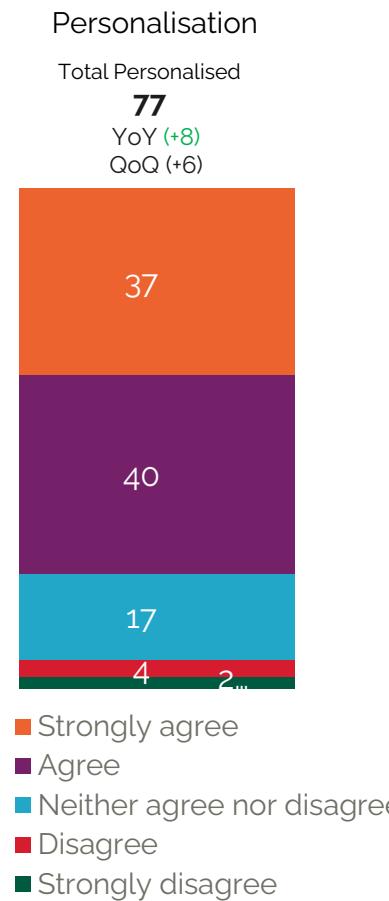
Overall rating of trustworthiness of information provided by disruption (%)



Rating personalisation of the information provided

Just over 3 in 4 customers believe that the information they receive on their journey is personalised. Those experiencing minor disruptions give the highest ratings in this regard. Although customers facing major disruptions typically provide lower ratings, there has been improvement over the last two quarters in how personalised the information feels to them, and particularly when compared to figures from a year ago

Overall rating of personalisation of information provided (%)



To what extent do you agree that the information you received was personalised to you and tailored to your journey? Q2 2025/26 Apr-Jun 25 (Overall/No disruption/Minor/Major) - (2571/1652/491/428). Apr/May/Jun 25 (857/857/857)



Planning and booking

Rail Delivery Group



National Rail

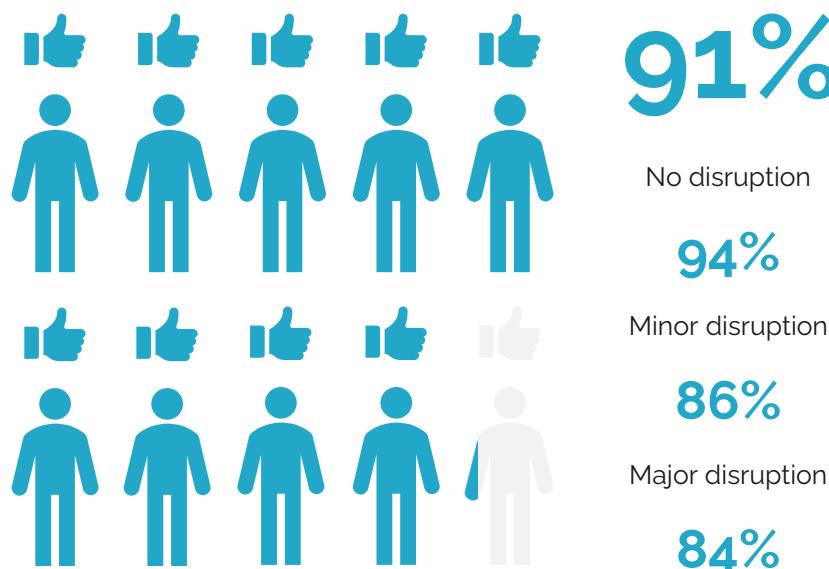


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Planning and booking – Key satisfaction metrics

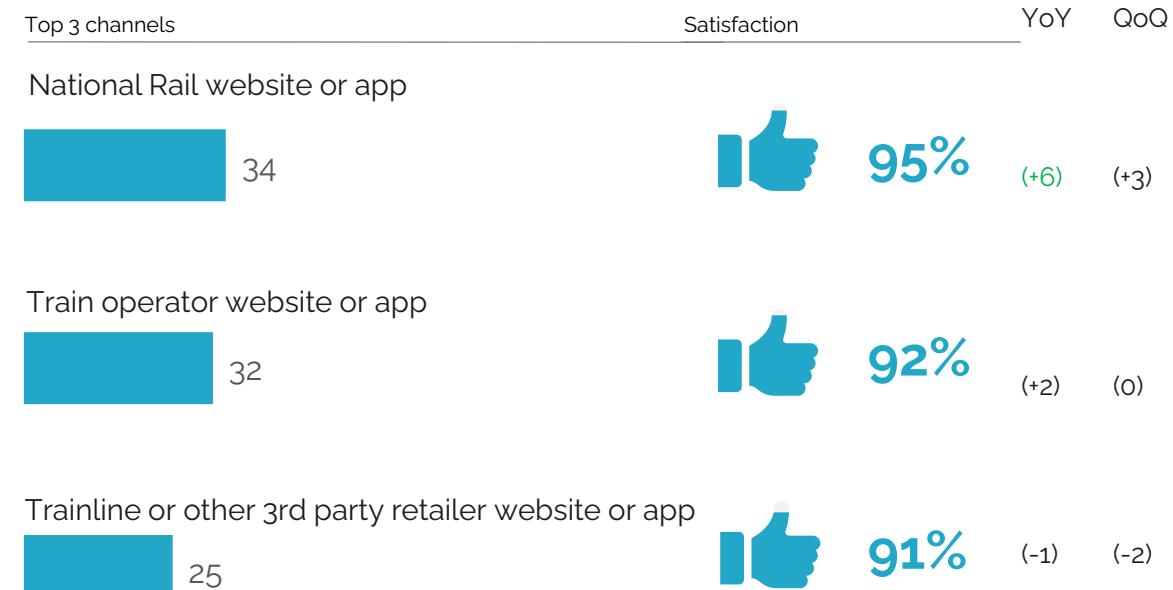
Rail customers planning and booking their journeys are very satisfied with the information provided (91%) at that stage. This has significantly increased compared to a year ago, whereby the non-disrupted passengers are more satisfied this quarter. The top channel used remains National Rail website or app (34%), closely followed by Train operator website or app at 32%. Both are perceived very positively.

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



YoY QoQ

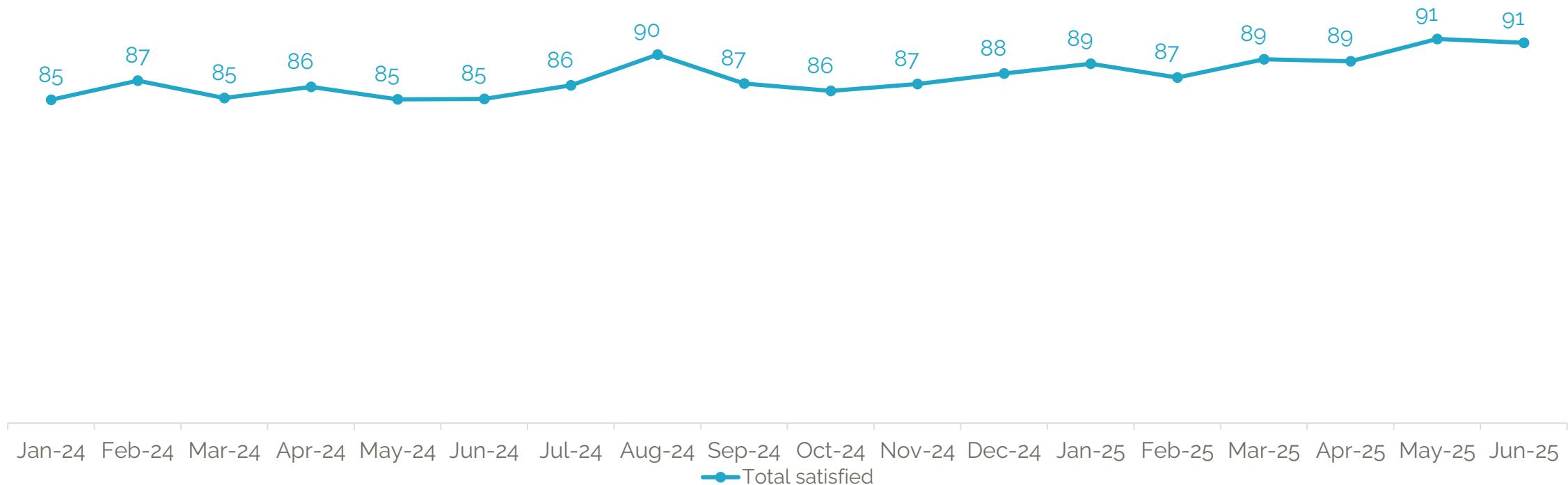
Top 3 channels used during planning and booking and their satisfaction (%):



Overall satisfaction with information provided when planning and booking

Overall, satisfaction with the information provided during the planning and booking process has remained steady month over month, showing no significant fluctuations. However, compared to the same period last year, there has been a noticeable improvement, indicating that the provision of information has enhanced over the past year.

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

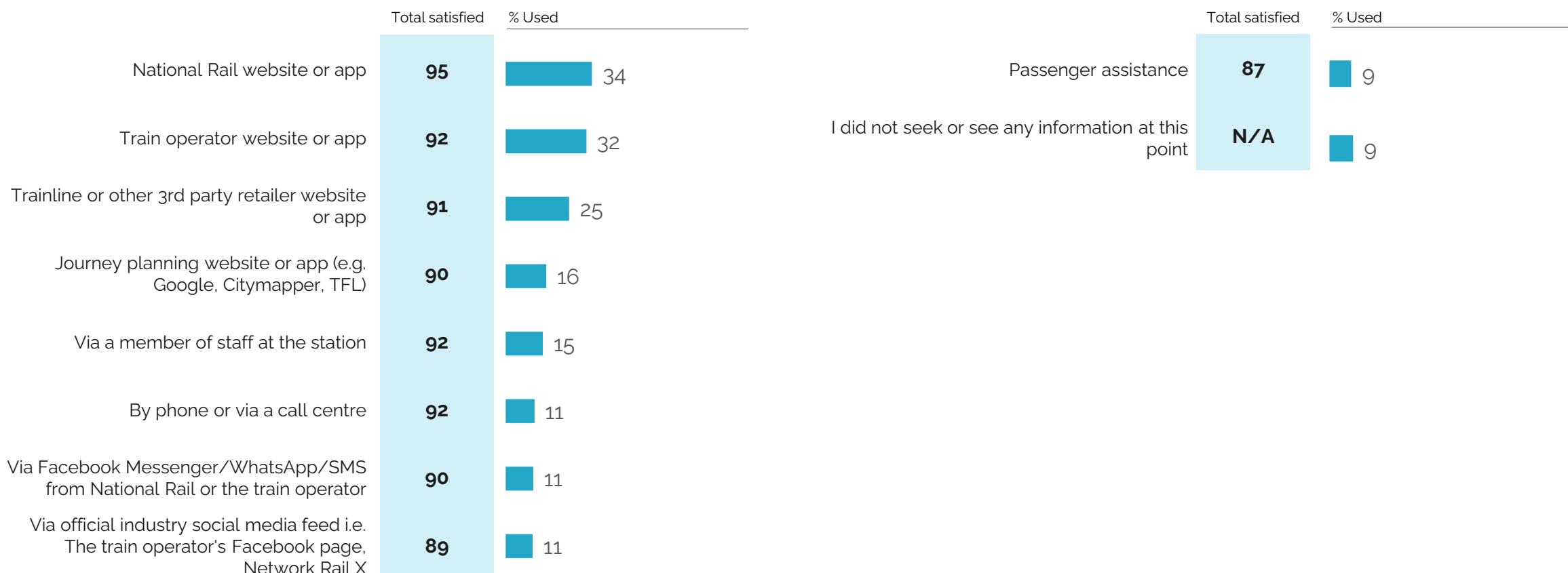


Overall, how satisfied were you with the information provided about your upcoming rail journey when planning and booking your journey? (excl DK) Jan/Feb/Mar /Apr/May/Jun/Jul/Aug/Sep/Oct/Nov/Dec 24/Jan/Feb/Mar/Apr/May/Jun 25 (827/828/825/827/826/820/834/828/824/814/830/822/826/822/821/833/839/830)

Information channels used and their satisfaction

The information channels used for planning and booking journeys continue to receive high satisfaction across the board, especially for the channels most frequently used by customers – NR website or app performs well amongst nearly all passengers seeking information from this channel when planning and booking their train journeys.

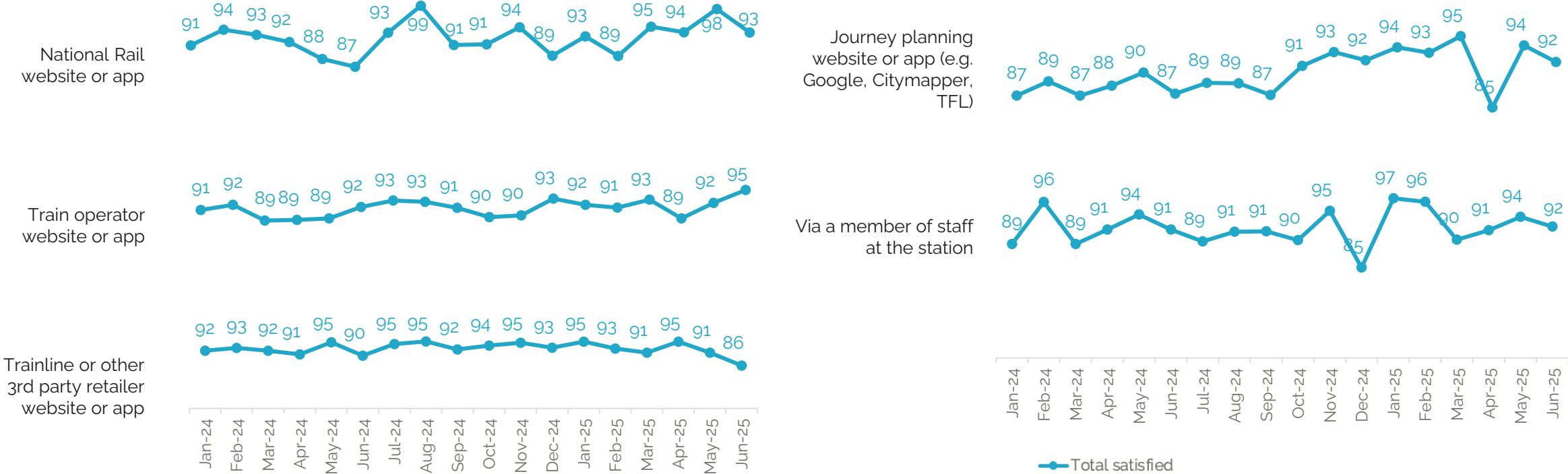
Information channels used and satisfaction with each when planning and booking a journey (%)



Satisfaction with information channels

Of the top 5 channels used, satisfaction with the information they provide is high. Despite some variance, most changes among the top channels are not significant. Journey planning website or apps are less able to support passengers in April following the peak of March but has since recovered.

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

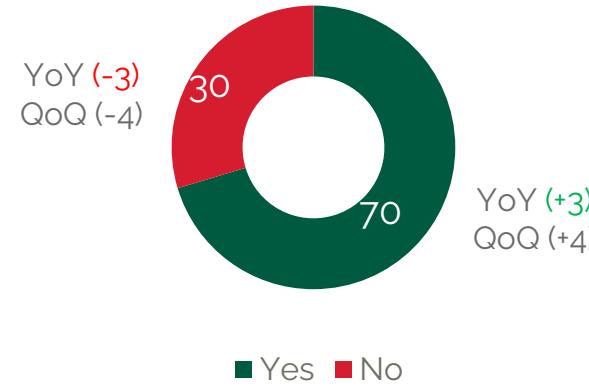


How satisfied were you with the information that was provided on the channels you used when planning and booking your journey? (excl DK) Apr/May/Jun 25 - National rail website or app (323/279/304), Train operator website or app (284/278/276), Trainline or other 3rd party retailer website or app (211/234/200), Journey planning website or app (131/112/141), Via a member of staff (126/122/151).

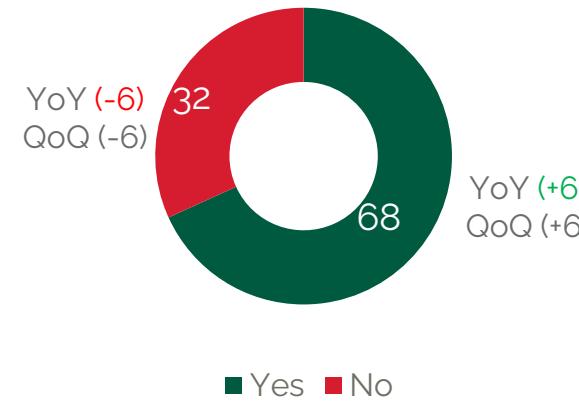
Information about facilities available

More customers (68-70%) are receiving information about facilities in advance of the journey compared to a year ago and last quarter. Customers continue to be more satisfied when they receive information about both station and on-board facilities, rather than when only receiving information about one or the other.

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



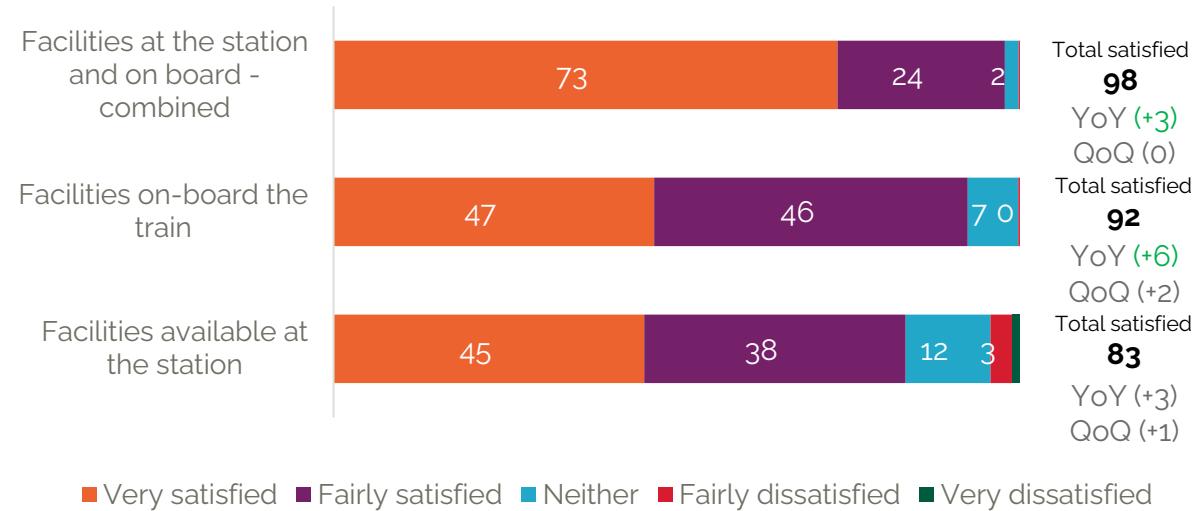
Found information about the facilities available **on board the train** (%)



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



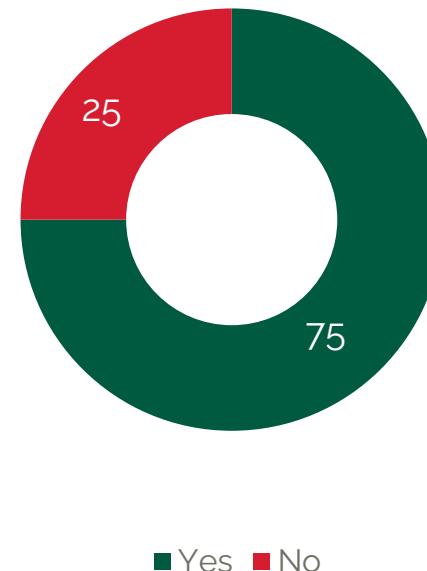
Satisfaction of information about the facilities available (%)



Information on lift functioning

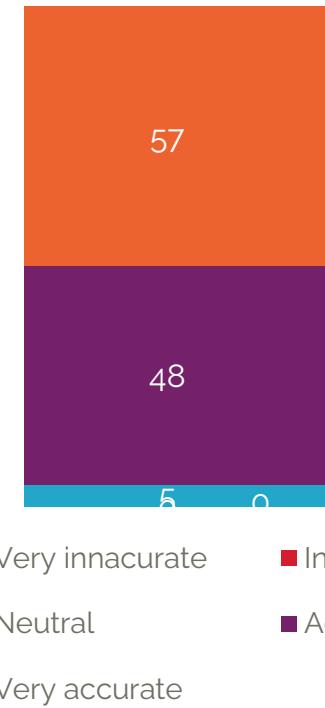
A similar proportion of customers are also receiving information about the lifts at their station. 3 in 4 are being provided with information on the functioning of lifts. For the majority, this information was accurate when compared against what they experienced

Found out if lifts were working or not (%)



Accuracy of information on lifts (%)

Total Accurate
95



Information on station facilities

Amongst those who received information about station facilities in advance of their journey, some of the most common requests flagged included accessibility related facilities. These included information that would make it easier for those with a disability, or those with limited mobility for other reasons (e.g. parents with buggies), to move around. Details relating to additional station facilities would also benefit customers, for example information on luggage storage, parking, or the location of food and drink outlets

“
Yes, sometimes information about station facilities is missing or hard to find, such as: Availability of wheelchair access or elevators for those with mobility challenges

Disabled Customer

“
It would have been useful to have clearer information about toilet availability, step-free access, and lift locations at the station. I also couldn't find any details about the opening hours for ticket counters or whether there was secure cycle parking.

Commuter

“
Yes, detailed maps showing lift locations and step-free access routes would have been very useful before arrival.

Disabled Customer

“
Information on luggage storage, accessibility, and parking was missing but would have been helpful

Commuter

“
Yes, I would have found it useful to have more detailed information about the location of toilets and food outlets at the stations, especially during a short transfer.

Leisure

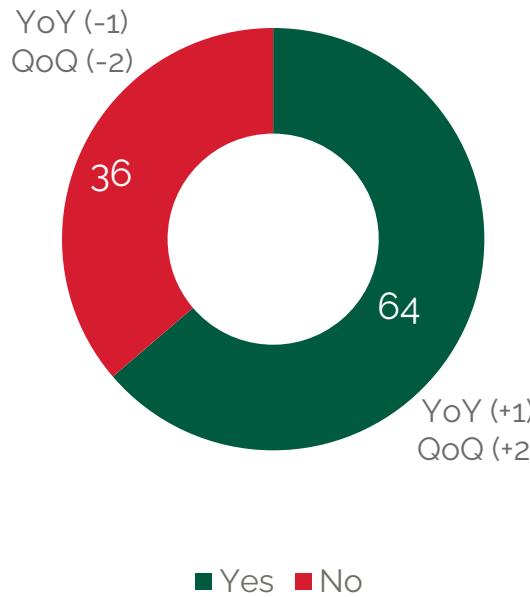
“
Information on accessible facilities for individuals with disabilities ramps, elevators and services for the elderly or those with mobility issues.

Business

Changes to train times

Just under two thirds of customers received information relating to changes to train times at the planning and booking stage. On average customers are receiving information 6 days in advance, with a slightly longer lead time in April 2025. The information received is perceived more positively than in the same period a year ago, particularly with how and why the train times have changed.

Found changes to train times (%)



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

Jan-24	5.2
Feb-24	5.2
Mar-24	5.4
Apr-24	7.0
May-24	5.7
Jun-24	6.2
Jul-24	6.8
Aug-24	4.8
Sep-24	6.4
Oct-24	5.3
Nov-24	6.5
Dec-24	5.1
Jan-25	5.9
Feb-25	5.7
Mar-25	5.2
Apr-25	7.0
May-25	5.7
Jun-25	6.2

Satisfied with the following (%)

Information on how and why your train time changed



Total satisfied
95
YoY (+7)
QoQ (+3)

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



Total satisfied
89
YoY (+5)
QoQ (+3)

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



Total satisfied
87
YoY (+3)
QoQ (+2)

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



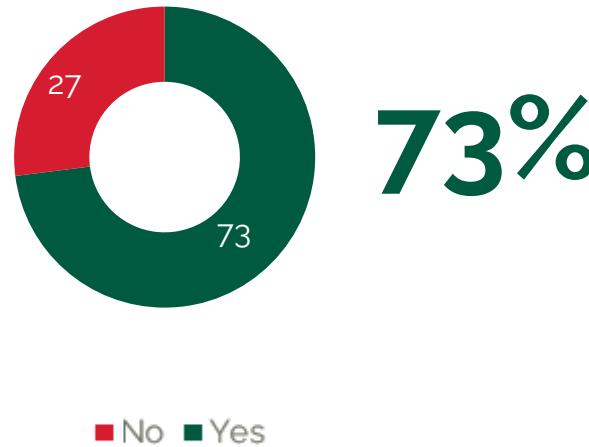
Total satisfied
88
YoY (+6)
QoQ (+2)

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

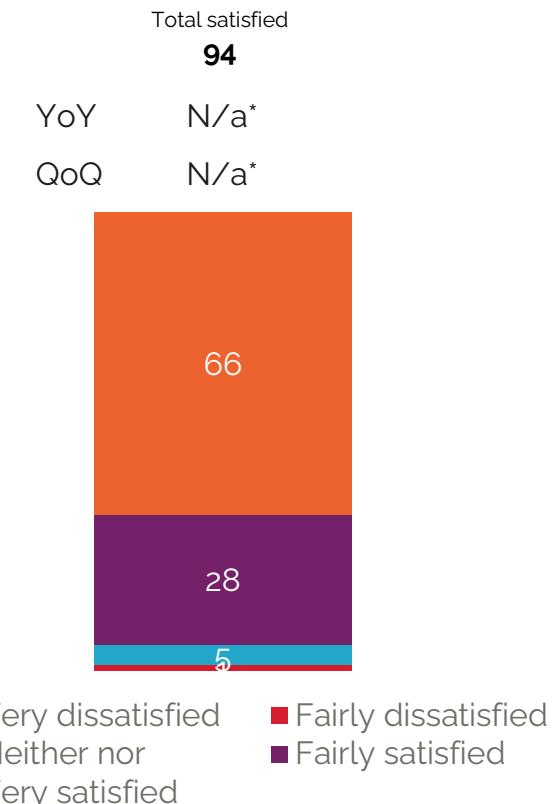
Seat reservations for advance ticket booking

A similar proportion also found information about reserving a seat in advance (73%). The information was easy to find and was perceived very positively.

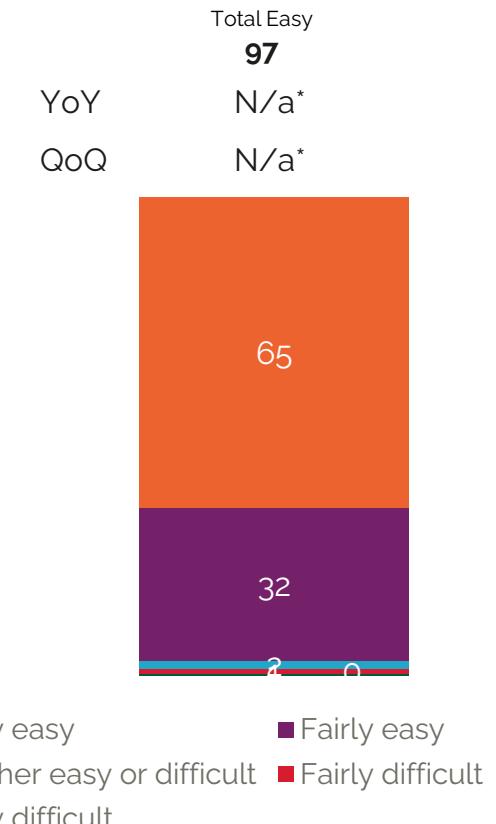
Found information about option to reserve a seat in advance (% yes)



Satisfaction with booking a seat in advance (%)



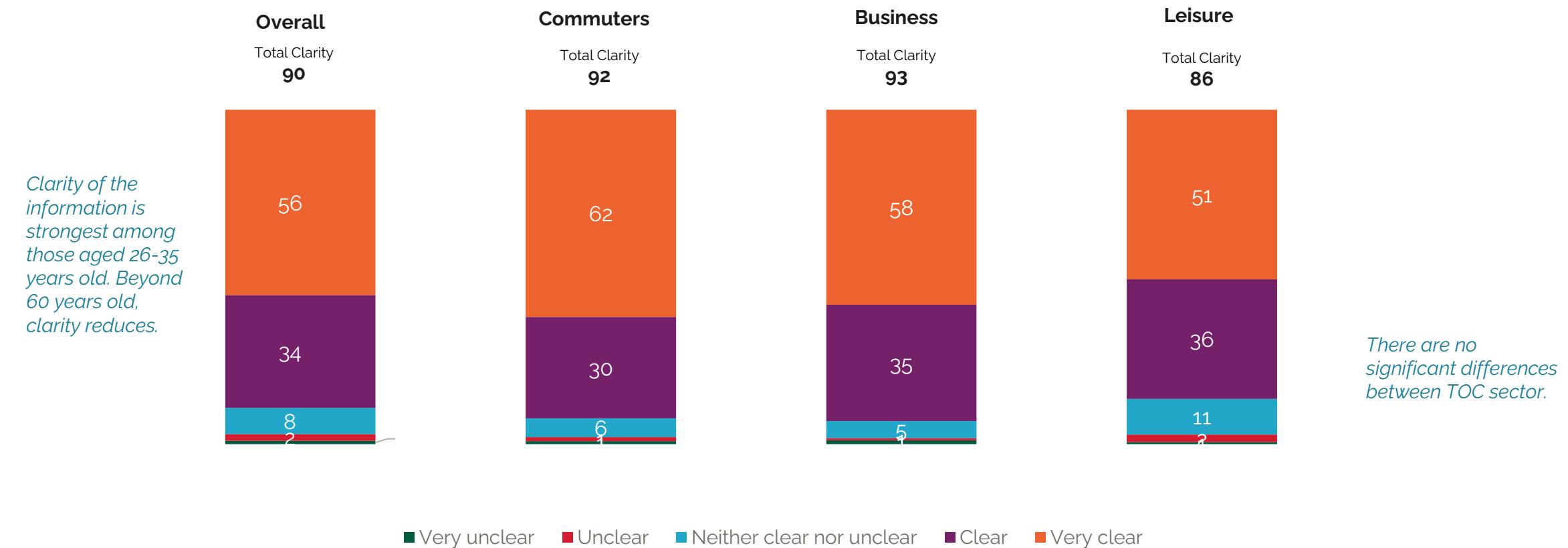
Ease of finding information on seat reservation(%)



Ticket validity

Generally, customers feel that the validity of their tickets is clear – albeit this is weaker among leisure customers (who typically travel less frequently – as conveyed in the Demand Tracker results), and stronger among those aged 26-35 years old.

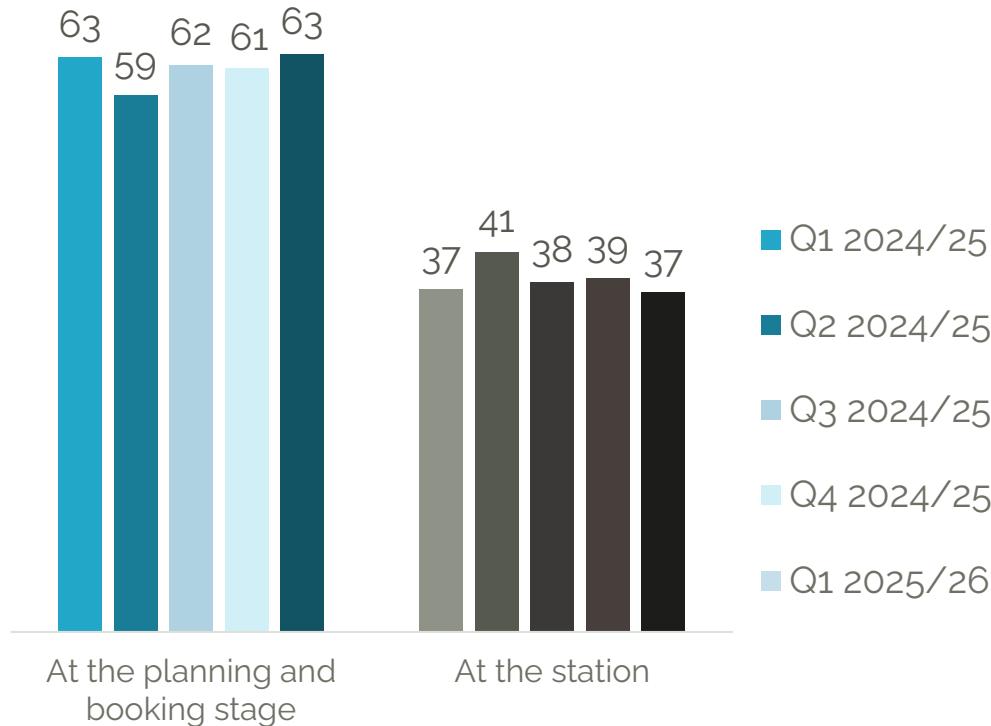
Clarity of information on ticket validity – when, where and under what conditions (%)



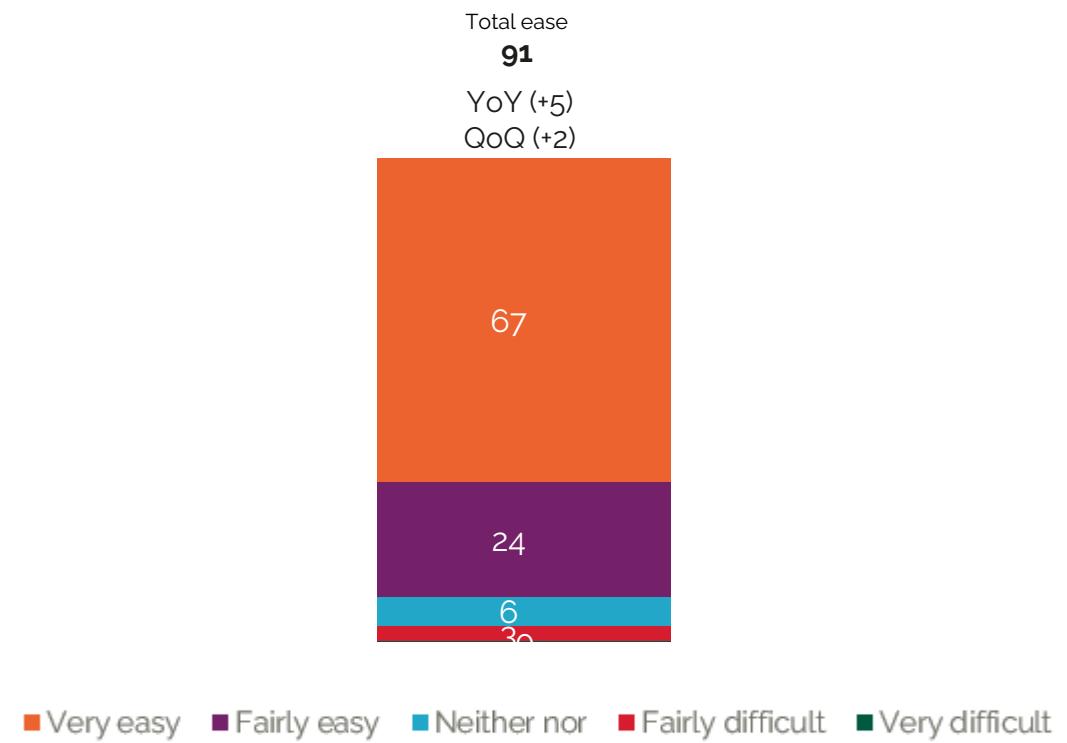
Stage informed about rail replacement bus and ease in finding such information

Customers are most likely to receive information about rail replacements at the planning and booking stage. Majority of customers are able to find information on the bus replacement and where it is going to be located with ease.

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



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





Journey to the station

Rail Delivery Group



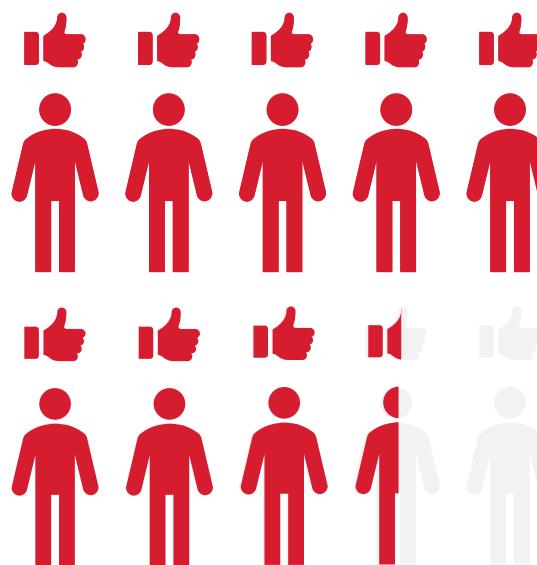
National Rail



Journey to the station – Key satisfaction metrics

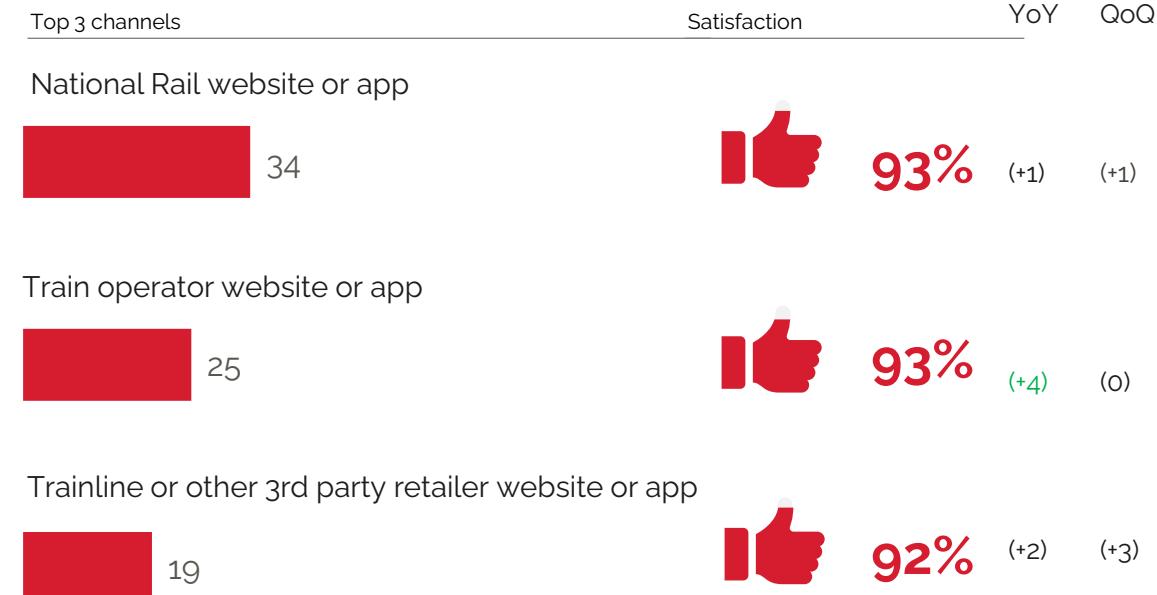
86% are satisfied with information during the journey to the station, with those experiencing no disruption the most positive. NR website or app is the most used channel at this stage, and customers rate the information provided by this channel very highly. This is followed by the Train operator website or app, which has seen a significant improvement in the information provided.

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



YoY QoQ

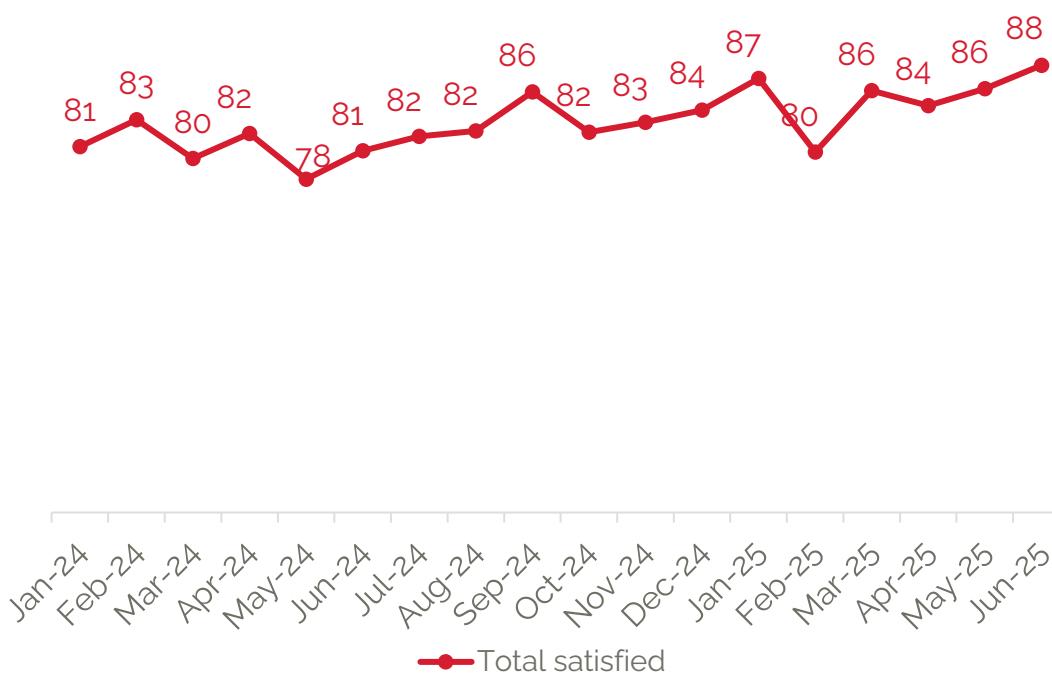
Top 3 channels used and their satisfaction (%):



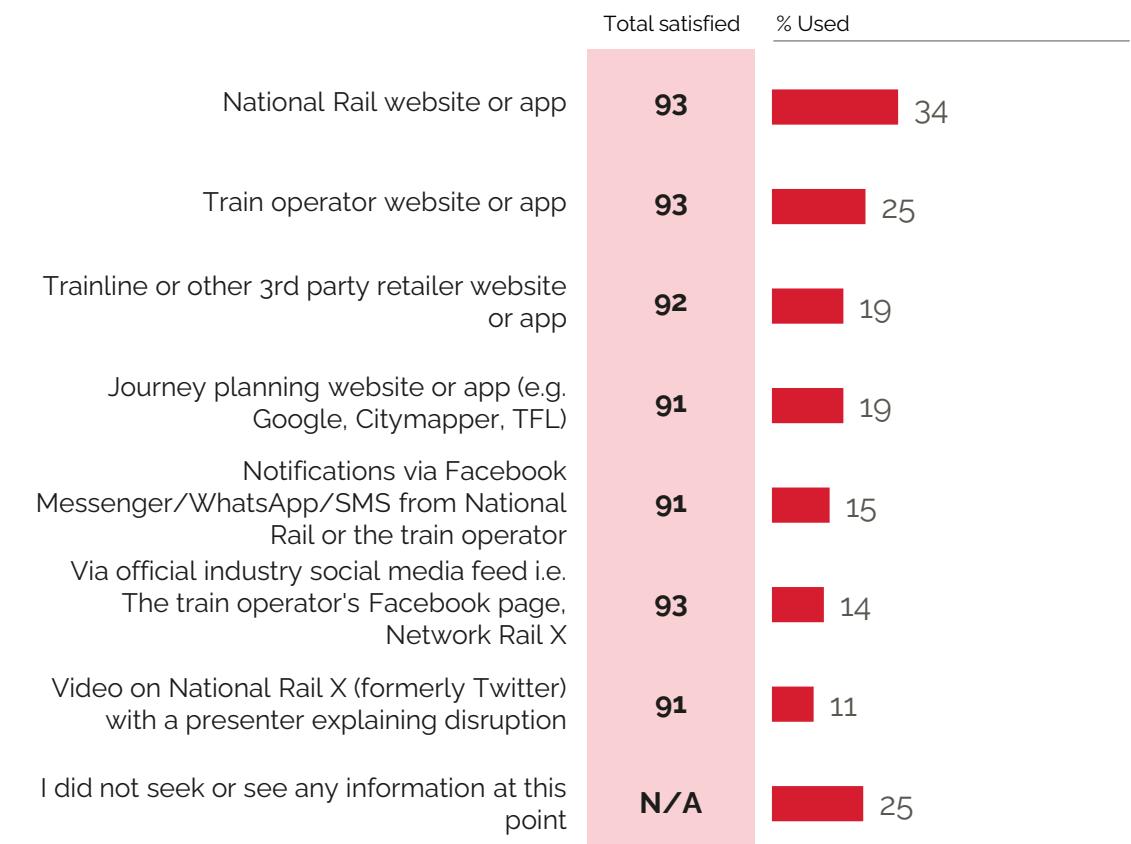
Overall satisfaction with information provided and information channels used when making the journey to the station

Information at this point in the journey has improved at a quarter level, with figures across the quarter ahead of the same period a year ago, and more steady than last quarter. Satisfaction is high amongst all channels with National Rail or Train operator channels performing best.

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 (%)

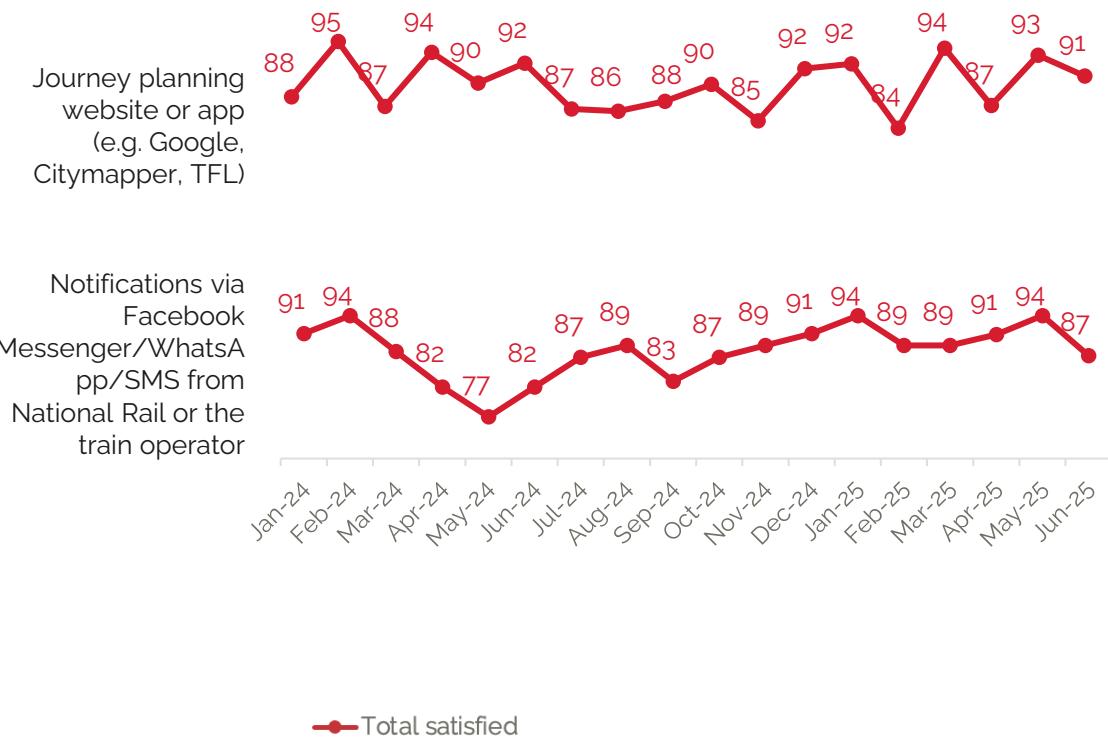
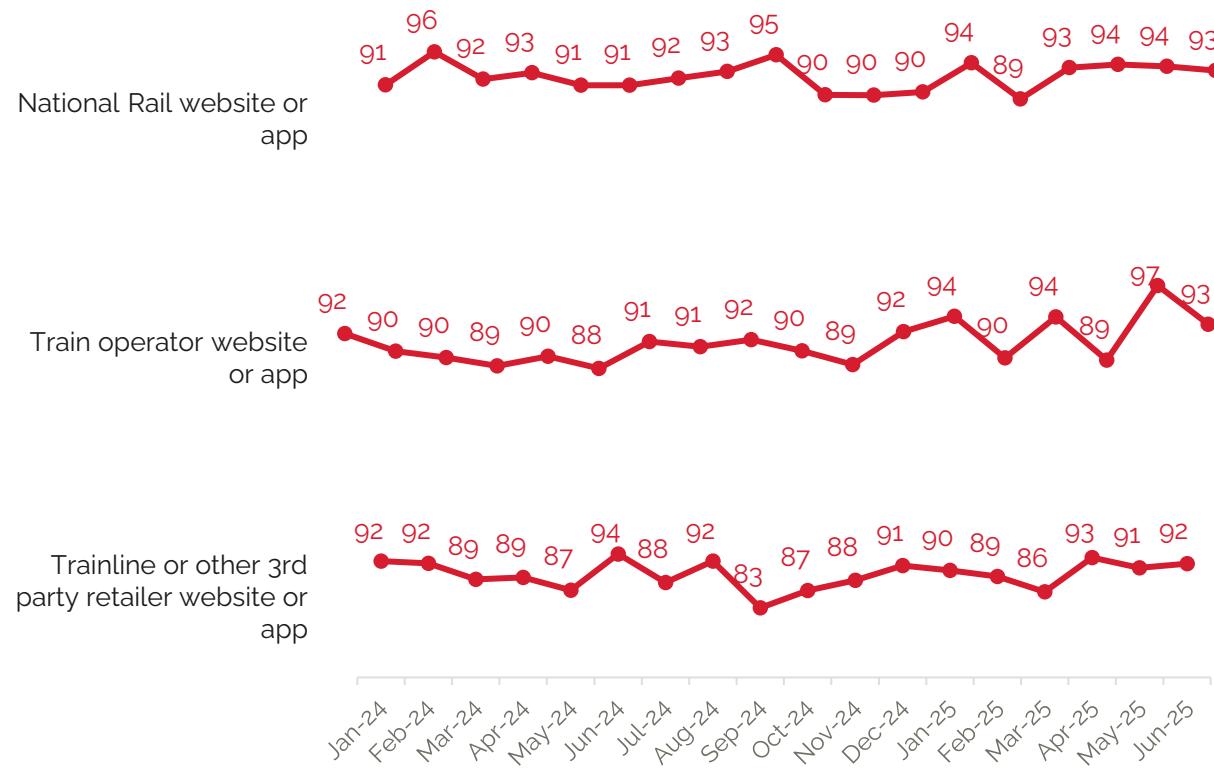


Overall, how satisfied were you with the information provided about your upcoming rail journey when on your way to the station? Apr./May./Jun 25 (741/751/756). Which of the following information channels did you utilise when on your way to the station? How satisfied were you with the information that was provided on the channels you used when on your way to the station? (excl DK) Apr.-Jun 25 (2571)

Satisfaction with information channels

Satisfaction with NR website or app and Trainline are steady throughout the quarter. For Train operator website or app, this is more changeable but generally very positive - likely driven by the nuances per TOC. Notifications via messenger services were used more so this quarter, and generally are perceived well.

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





At the station

Rail Delivery Group



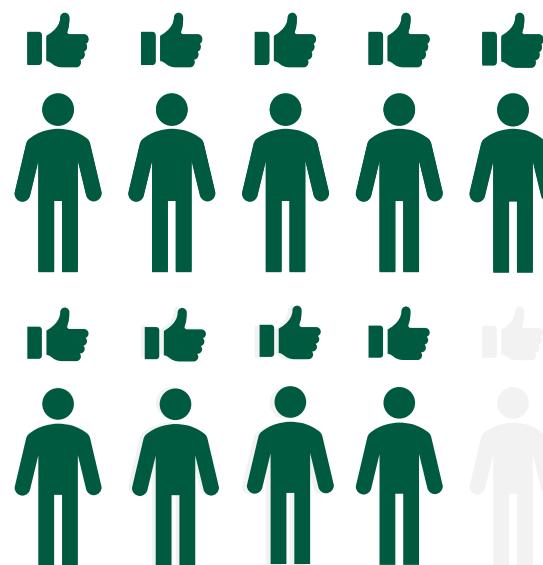
National Rail



At the station – Key satisfaction metrics

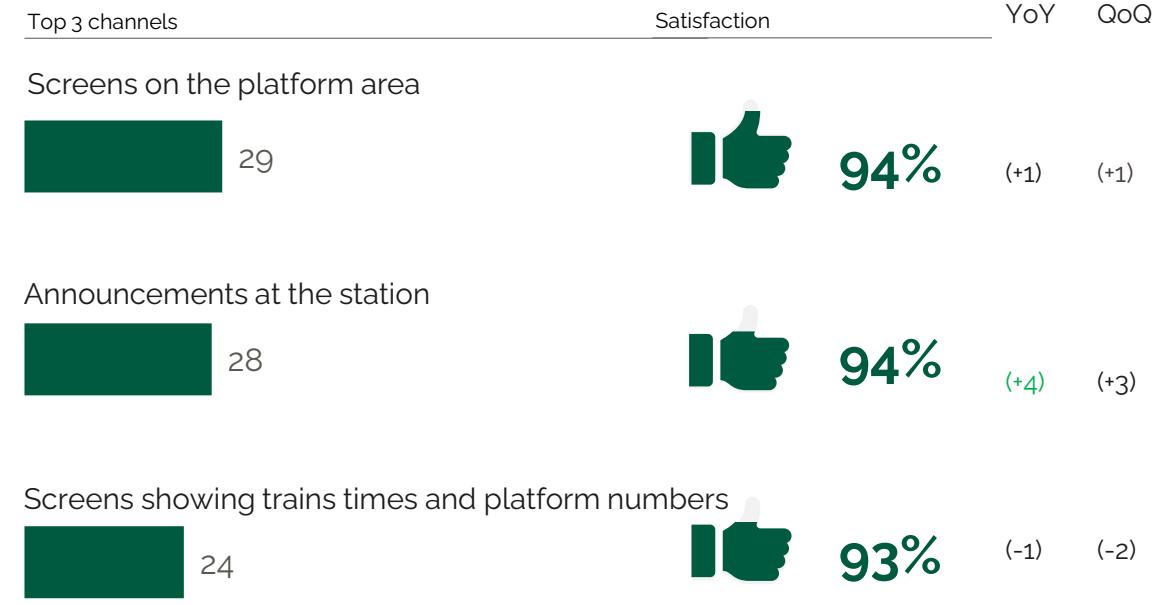
At the station, 90% were satisfied with the information they are provided about their upcoming rail journey. This is a significant increase compared to a year ago. The most used channel are screens on the platform area, followed closely by announcements at the station – both achieving 94% satisfaction rating. Announcements have improved notably on a year ago.

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



YoY QoQ

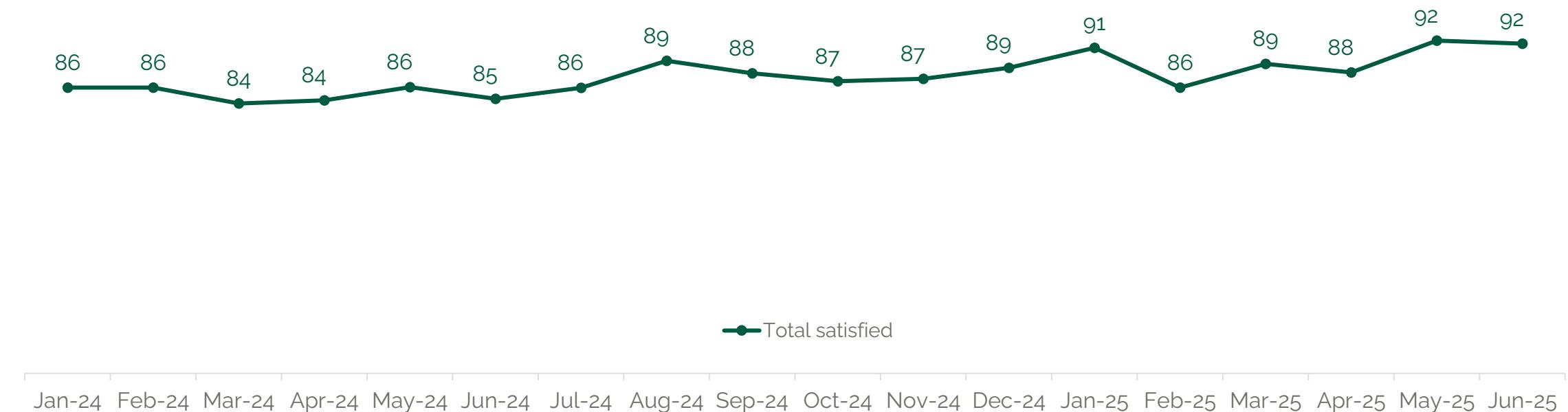
Top 3 channels used and their satisfaction (%):



Overall satisfaction with information provided when at the station

Looking at the trended satisfaction with information provided when at the station, figures improved in May 2025, and similar levels were seen into June 2025. Ratings are higher than were observed in April-June 2024.

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) Jan 24/ Feb 24/ Mar 24/ Apr 24 / May 24/ Jun 24 / Jul 24/ Aug 24/ Sep 24/ Oct 24/ Nov 24/ Dec 24/ Jan 25/ Feb 25/ Mar 25/ Apr 25/ May 25/ Jun 25
(808/809/809/817/820/821/824/804/819/823/808/814/821/821/819/831/815/822/831/815/822/803/822/832/823/826/822)

Information channels used and their satisfaction

Customers use a variety of channels at this stage, from screens, announcements, to NR website or app. Each channel receives very high satisfaction ratings.

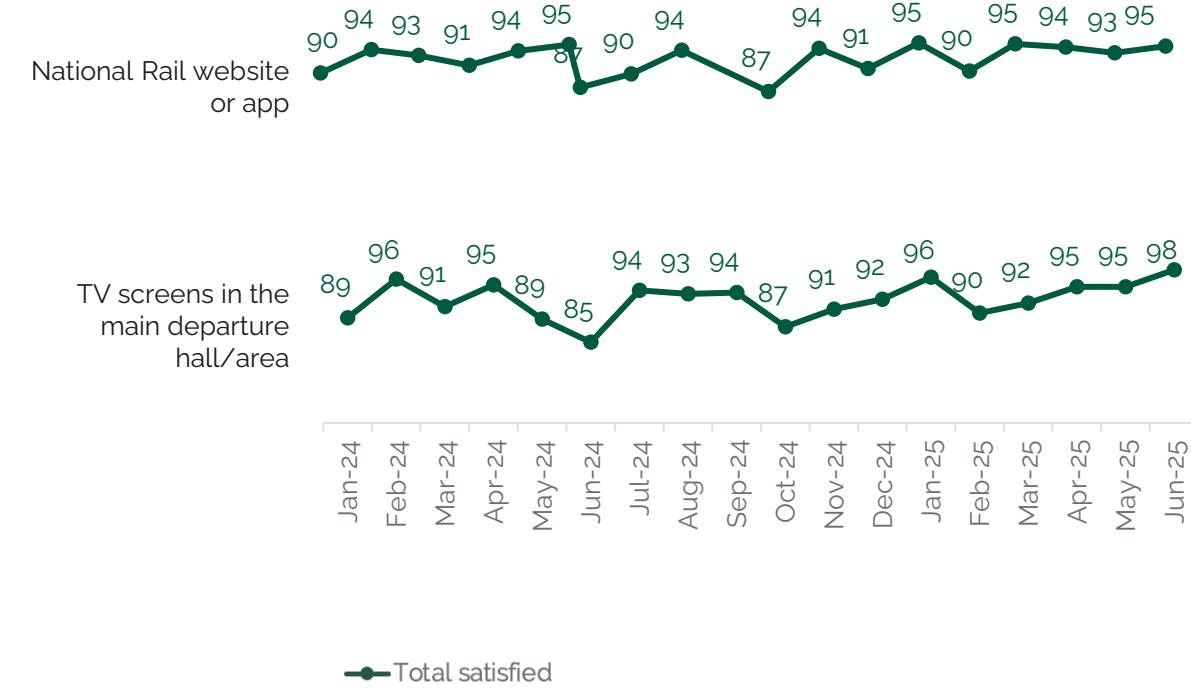
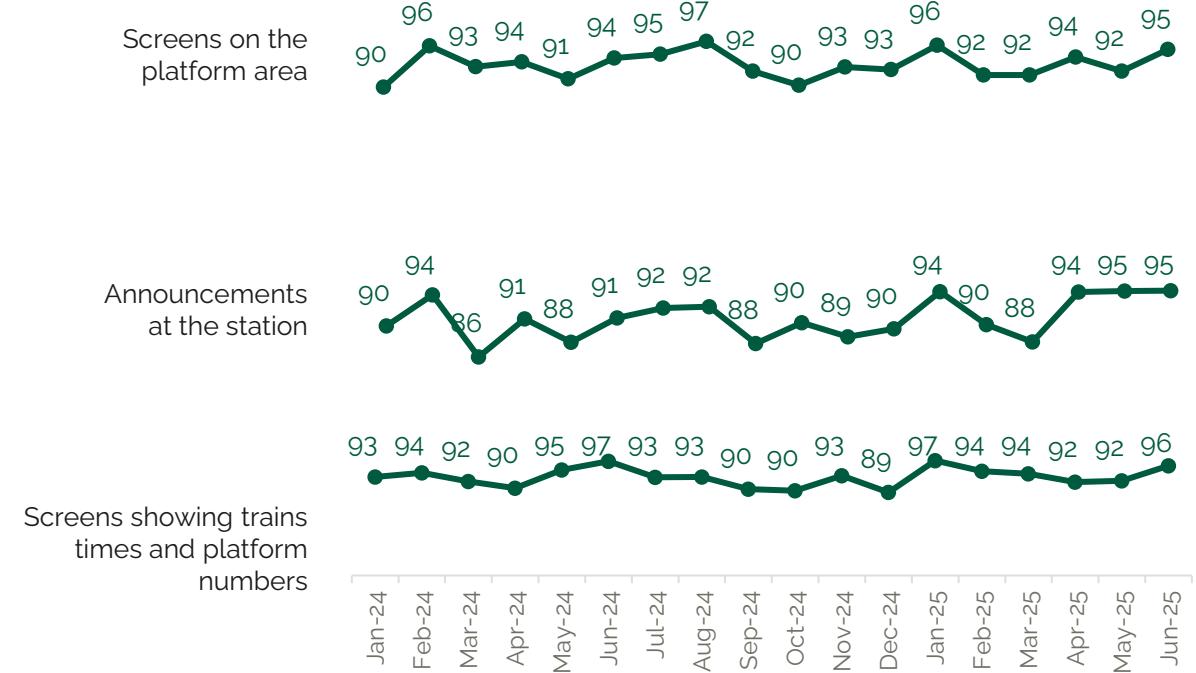
Information channels used and satisfaction with each when at the station (%)

	Total satisfied	% Used		Total satisfied	% Used
Screens on the platform area	94	 29	Journey planning website or app (e.g. Google, Citymapper, TFL)	94	 11
Announcements at the station	94	 28	Trainline or other 3rd party retailer website or app	90	 11
Screens showing trains times and platform numbers	93	 24	Help points on the platform area	92	 11
National Rail website or app	94	 21	Notifications via Facebook Messenger /WhatsApp/SMS from National Rail or the train operator	91	 10
TV Screens in main departure hall / area	96	 21	Via official industry social media feed i.e. The train operator's Facebook page, Network Rail X	92	 9
Station signage, posters and wayfinding	92	 16	Video on National Rail X (formerly Twitter) with a presenter explaining disruption	91	 8
Train operator website or app	94	 16	I did not seek or see any information at this point	N/A	 8
Via a member of staff at the station	94	 15			

Satisfaction with information channels

The top 5 most used channels perform strongly. Satisfaction with all 5 channels saw very high ratings throughout the quarter. Announcements at the station improved upon ratings in the previous quarter (January to March 2025).

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



● Total satisfied

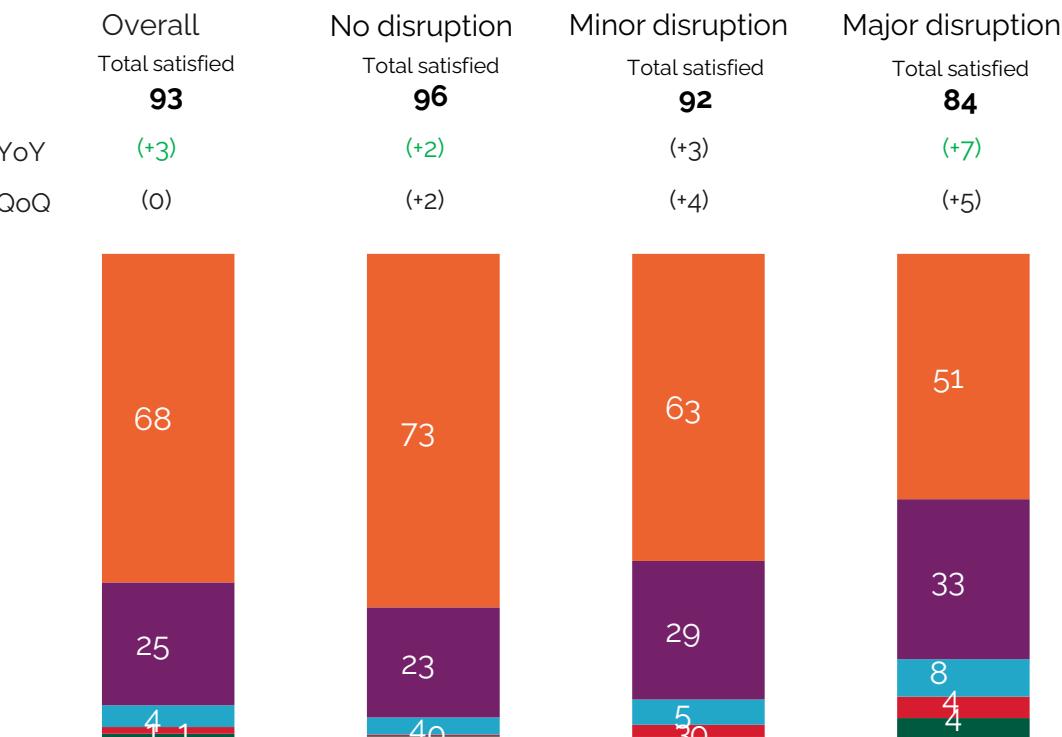
How satisfied were you with the information that was provided on the channels you used when at the station? (excl DK) April 25/May 25/June 25 - Screens on the platform area (234/235/223), Announcements at the station (221/235/222), Screens showing train times and platform numbers (197/193/187), National Rail website or app (204/185/209), TV screens in the main departure hall/area (166/171/168)

Satisfaction with experiences at the station

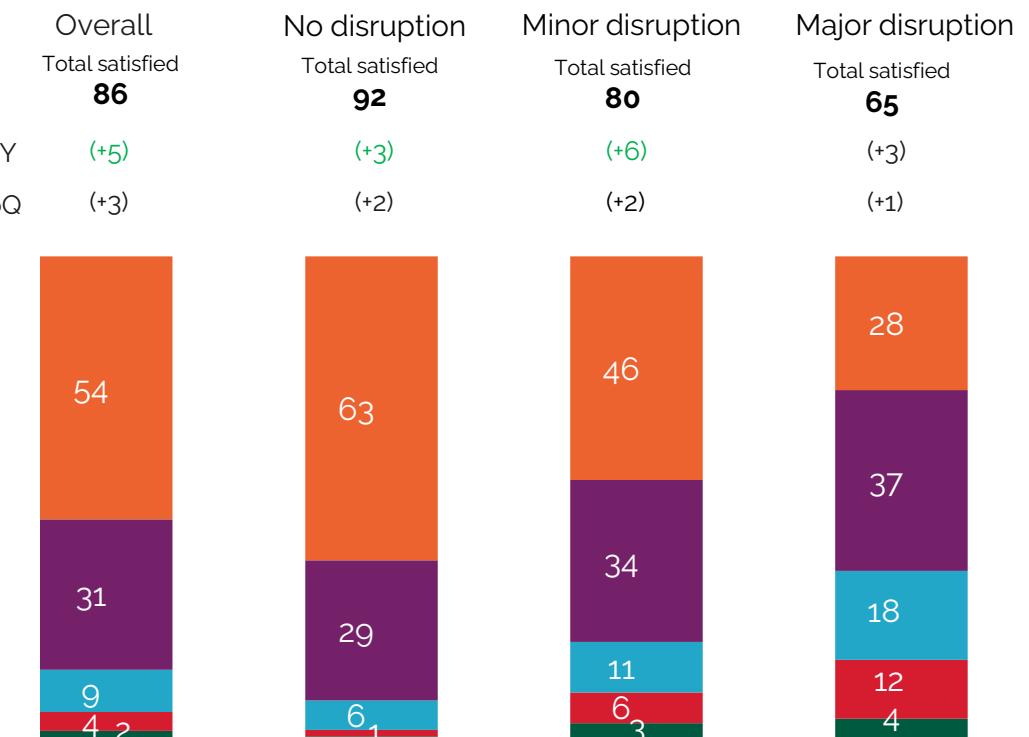
Customers continue to be satisfied with their experiences at the station. Timeliness of platform information remains the most highly rated, even among the major disrupted. Being kept up to date about the status of the train has also improved this year, albeit to a lesser extent for the major disrupted where often this information is harder to provide.

Updates on the platform and train (%)

Timeliness with which platform information was announced



Kept up to date about the status of the train

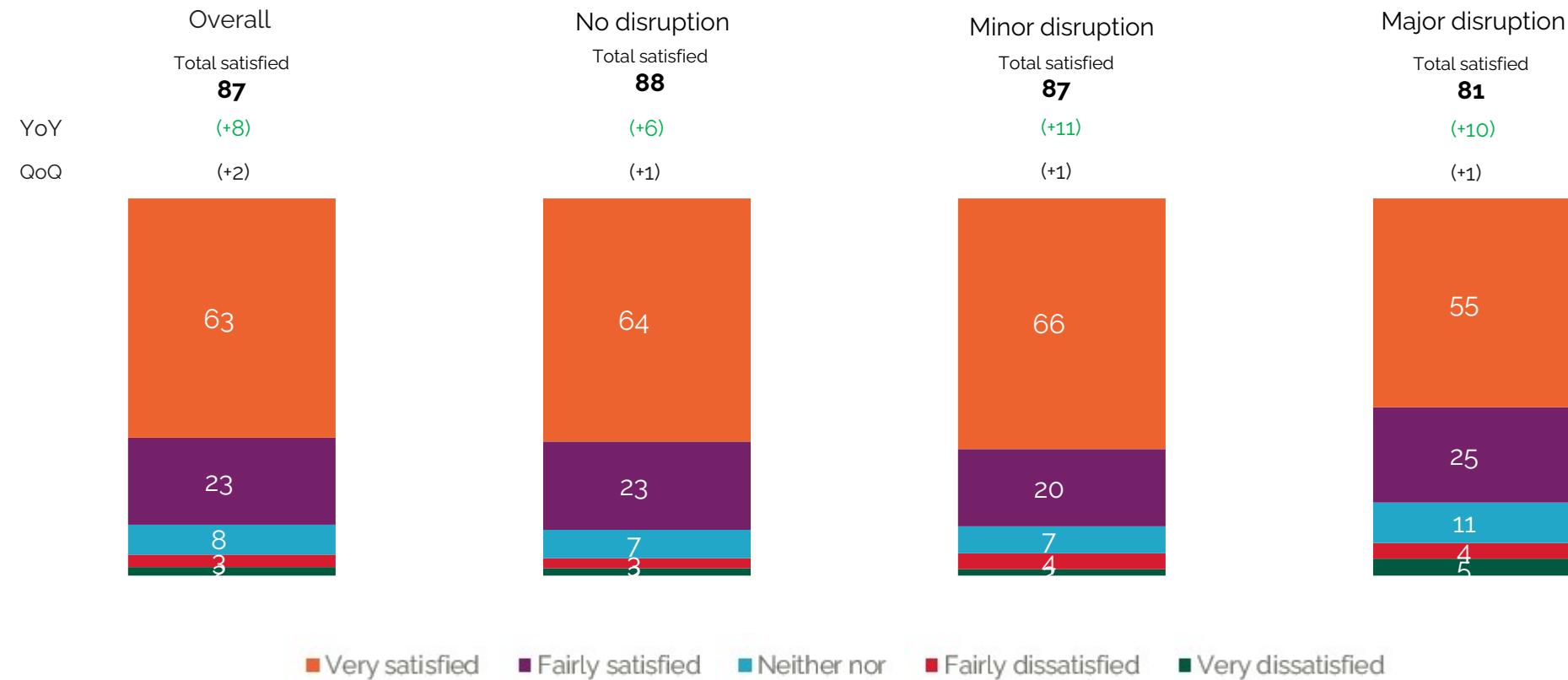


■ Very satisfied ■ Fairly satisfied ■ Neither nor ■ Fairly dissatisfied ■ Very dissatisfied ■ Very satisfied ■ Fairly satisfied ■ Neither nor ■ Fairly dissatisfied ■ Very dissatisfied

Satisfaction with staff at the station

The availability of staff to help customers when at the station has significantly improved compared to the same time last year. This improvement is reflective across disruption type with satisfaction for all groups increasing significantly compared to last year.

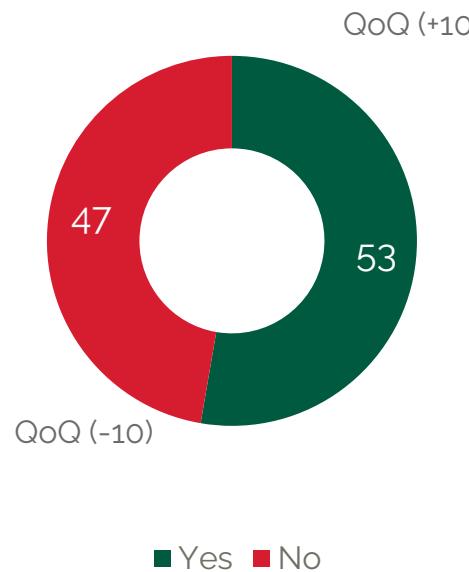
Staff available to help me (%)



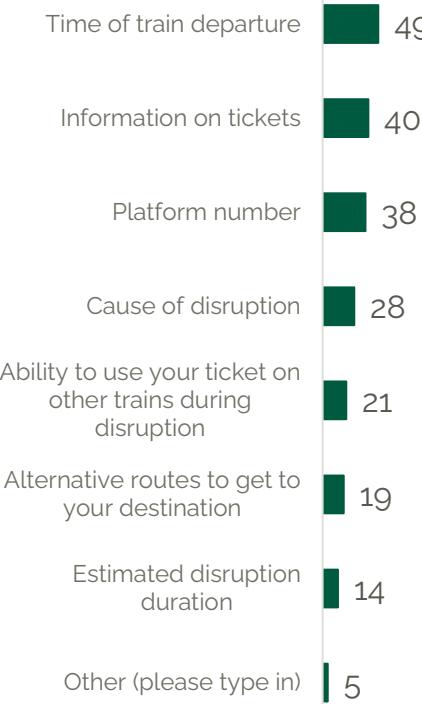
Interaction with staff at the station

53% of customers interacted with a staff member whilst at the station. The most common information asked for by respondents when approaching staff were times of train departures, information on tickets and platform numbers, of which satisfaction is very high. The information provided by staff on the reason for the disruption is well received, however estimated duration of the disruption is rated slightly lower, and is likely linked to this information being harder for staff to provide.

Interacted with a staff member at the station (%)



What information did they ask staff for? (%)



Satisfied with the following (%)

Platform number



Total satisfied
95

Time of train departure



Total satisfied
94

Information on tickets



Total satisfied
97

Ability to use your ticket on other trains during disruption



Total satisfied
88

Alternative routes to get to your destination



Total satisfied
85

Cause of disruption



Total satisfied
87

Estimated disruption duration



Total satisfied
77

Other



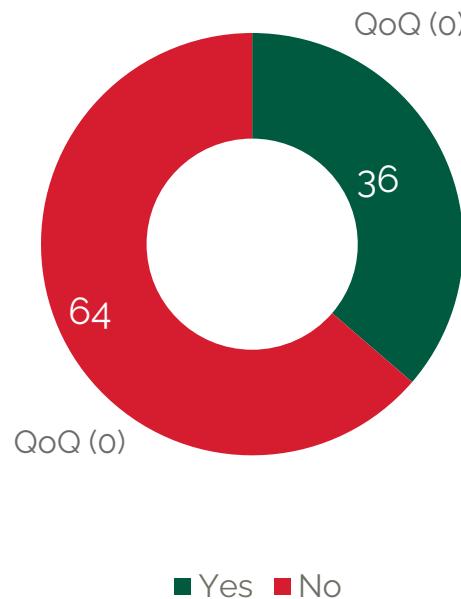
Total satisfied
91

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

Interaction with staff at the station

The majority of respondents who asked staff for information whilst at the station said that staff were able to provide all the information they required. For the third who did not receive the information they required, this was often relating to times of journeys, on navigation / next steps of the journey, or relating to disruption information.

Was there any information that staff were unable to provide (%)



What information were staff unable to give you?

“

The accuracy of the departure

“

The reason for the disruption

“

What platform to go to

“

The last train times

“

I asked about transportation modes such as bus services.

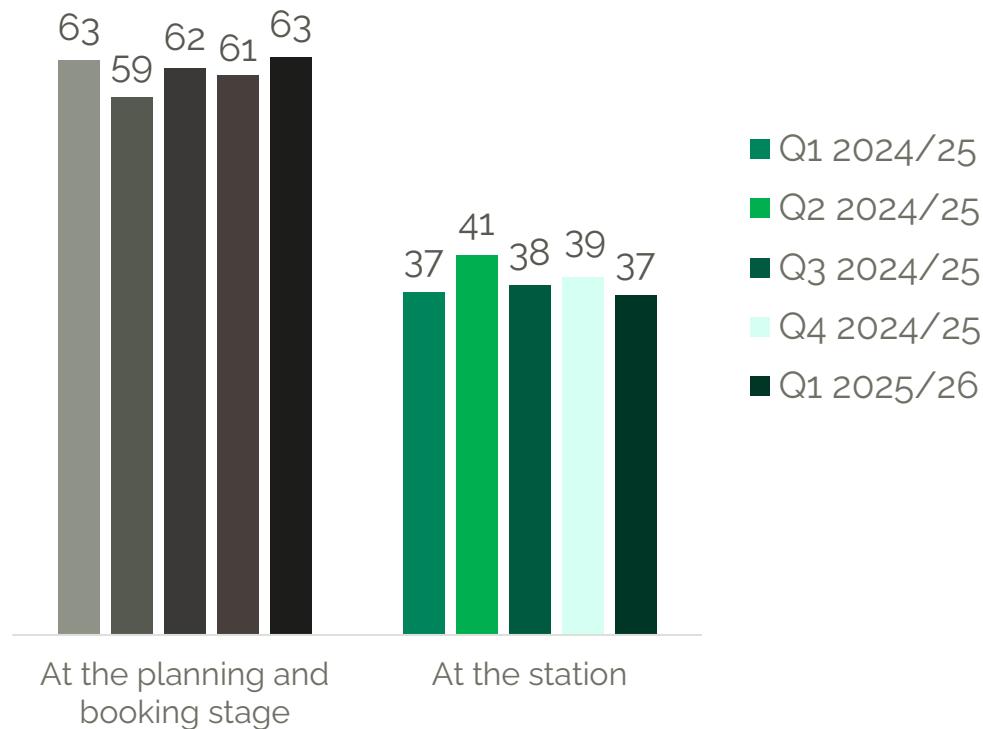
“

Time for the return journey

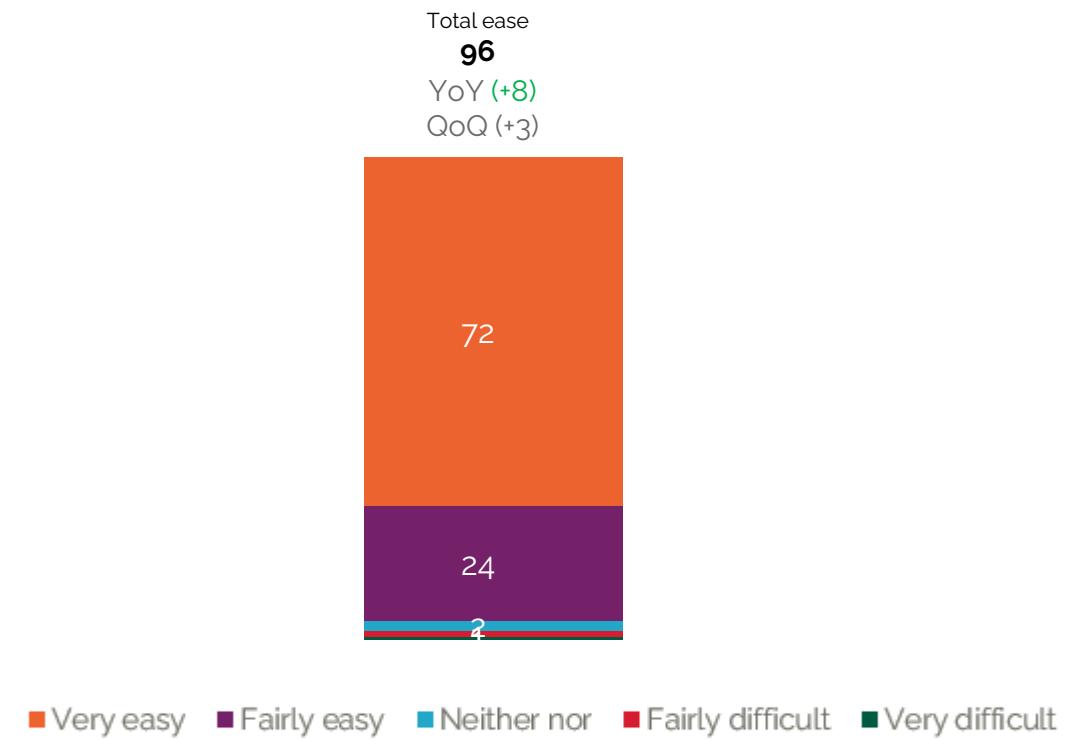
Stage informed about rail replacement bus and ease in finding such information

Positively, the trend shows that fewer customers are receiving rail replacement bus information at the station and instead get this information in advance of their journey. Where information was provided about the bus replacement at this point, the majority felt this information enabled them to easily find the bus departure point with a significant increase compared to last year and the majority also find it easy to find the live location of the bus.

Stage informed about the rail replacement bus (%)



Ease with finding bus departure point (%)





On board the train

Rail Delivery Group



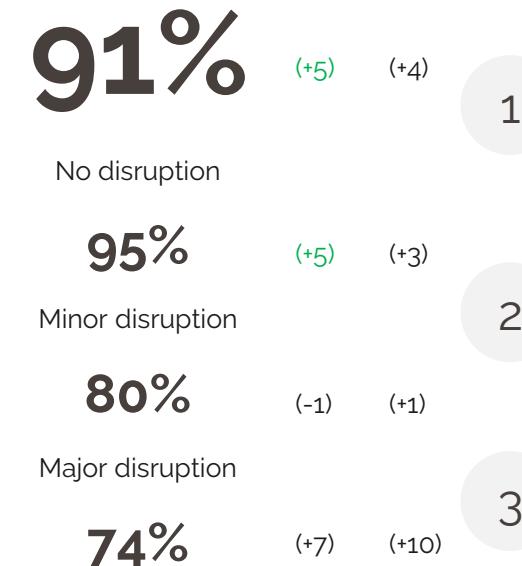
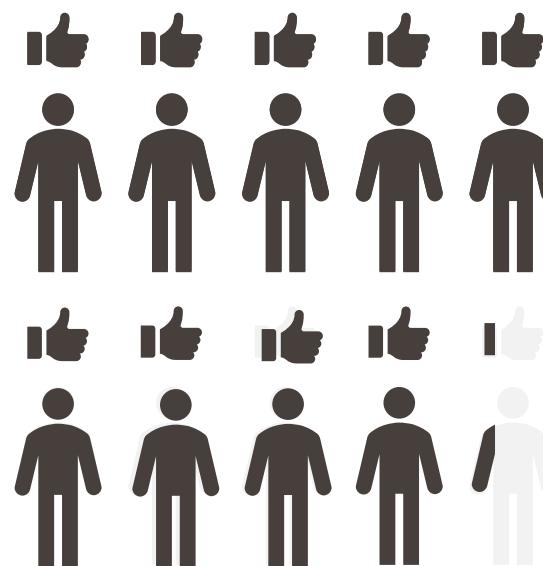
National Rail



On board the train – Key satisfaction metrics

Overall, the satisfaction score given to information provided on the train was 91%. Satisfaction with this stage of the journey for the non-disrupted sees a significant increase compared to a year ago. Customers rely most on screens on the train, of which nearly all are satisfied with the information they provide.

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



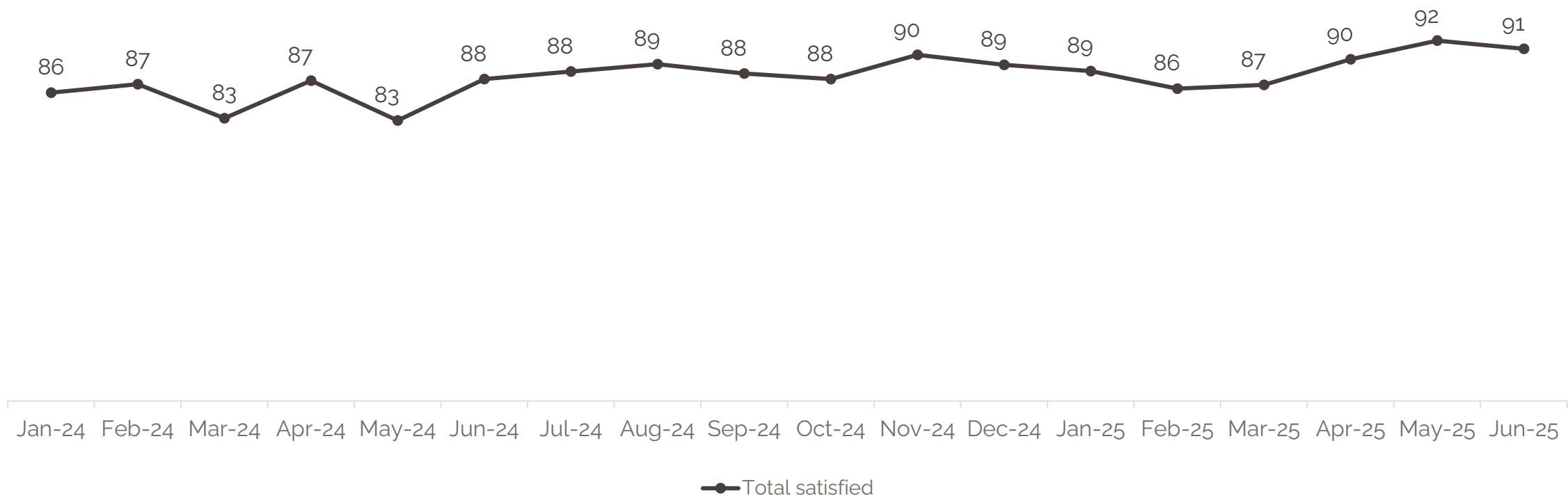
Top 3 channels used and their satisfaction (%):



Overall satisfaction with information provided when on board the train

Satisfaction with information on board the train improves during the quarter, with scores ahead of the same period a year ago.

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

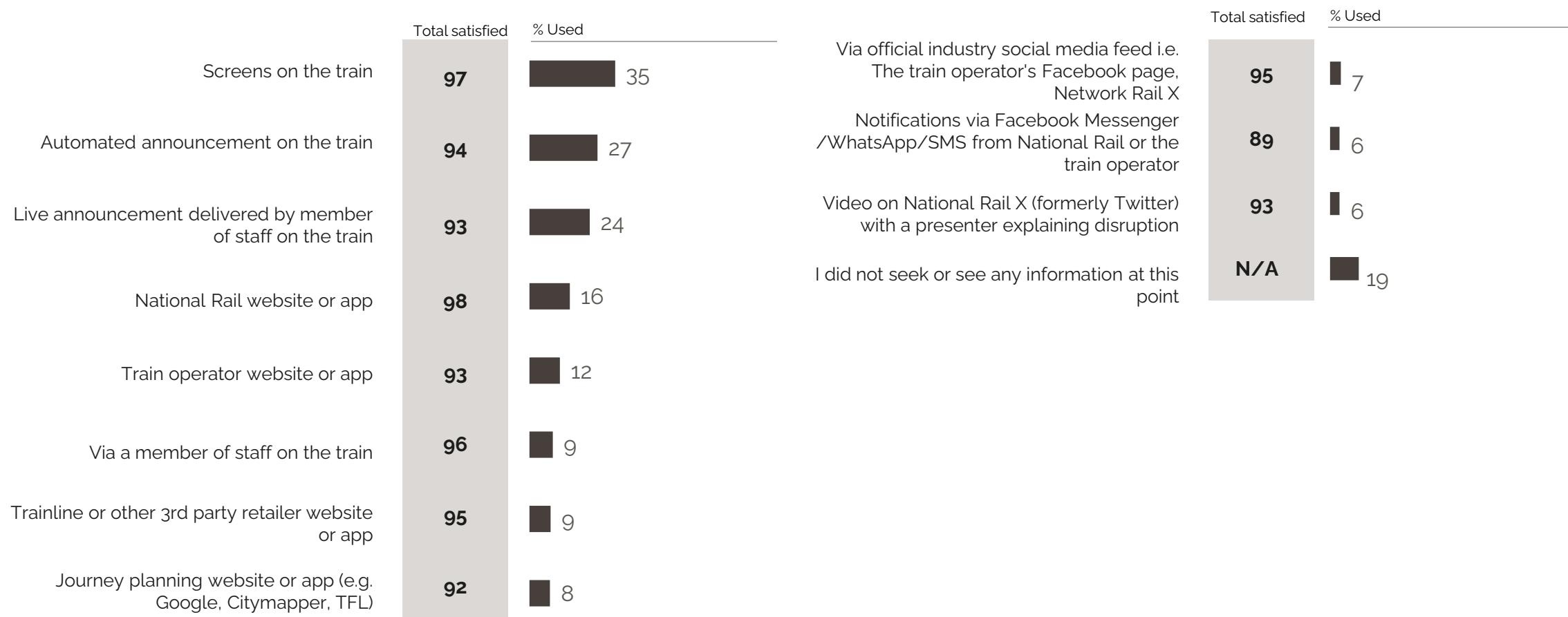


Overall, how satisfied were you with the information provided about your rail journey when on board the train? (excl DK) July / Aug / Sep / Oct / Nov / Dec 23 / Jan-24 / Feb-24 / Mar-24 / Apr-24 / May-24 / Jun-24 / Jul 24 / Aug 24 / Sep 24 / Oct 24 / Nov 24 / Dec 24 / Jan 25 / Feb 25 / Mar 25 / Apr 25 / May 25 / Jun 25
(622/622/629/626/574/580/597/646/589/582/589/630/629/636/626/641/641/575/606/642/630/597/604/560)

Information channels used and their satisfaction

Information channels used on board the train generally achieve a high satisfaction rating. NR website or app, and screens on the train perform highest.

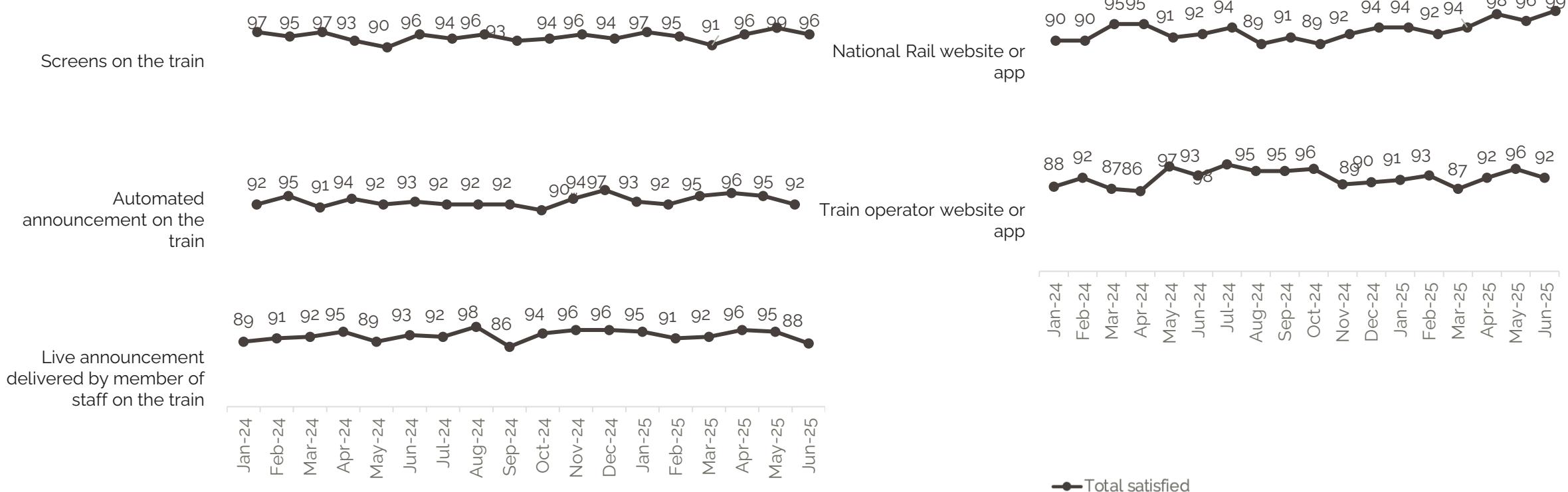
Information channels used and satisfaction with each when on board the train (%)



Satisfaction with information channels

Nearly all customers are happy with the information they receive from screens on the train, via automated announcements, and National Rail website or app. Live announcements perform strongly, albeit show some movement in June 2025 though not significant.

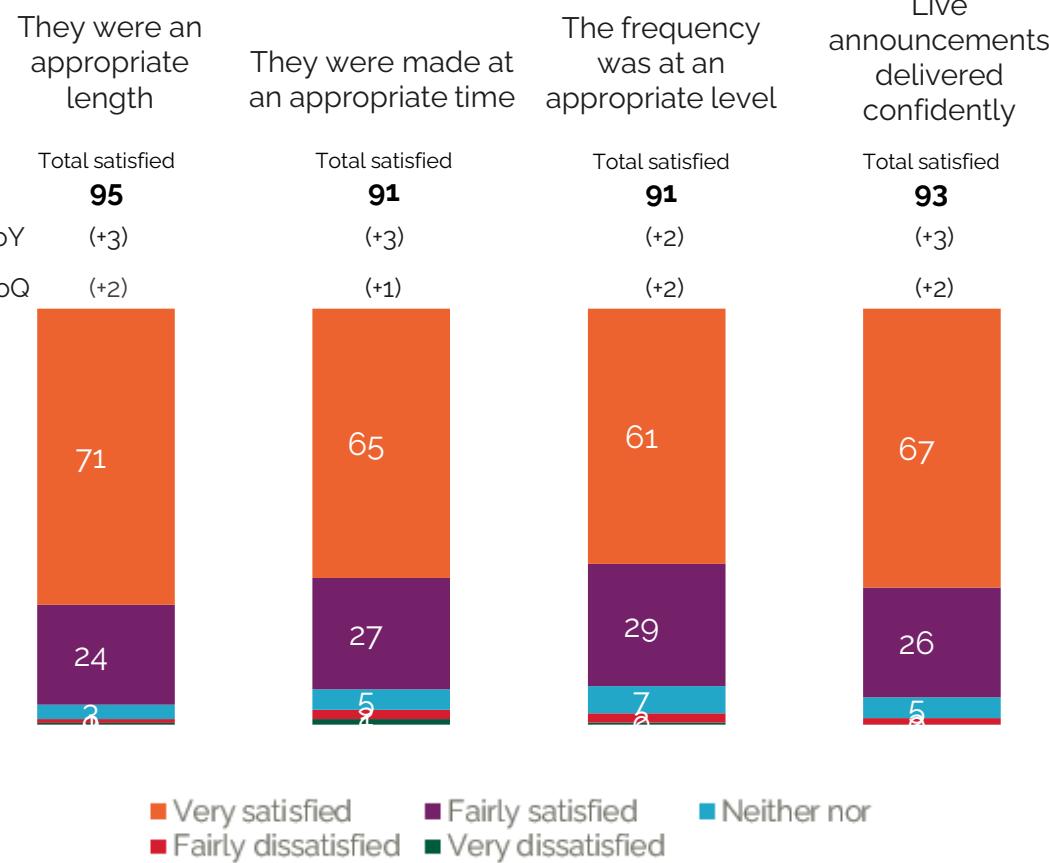
Satisfaction of information channels when on board the train – trended (%)
(Top 5)



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

At an overall level, satisfaction with announcements on board remains high and consistent with the same period a year ago. In particular, announcements are seen as useful, and keep customers informed at the right time.

Announcements on board the train (%)

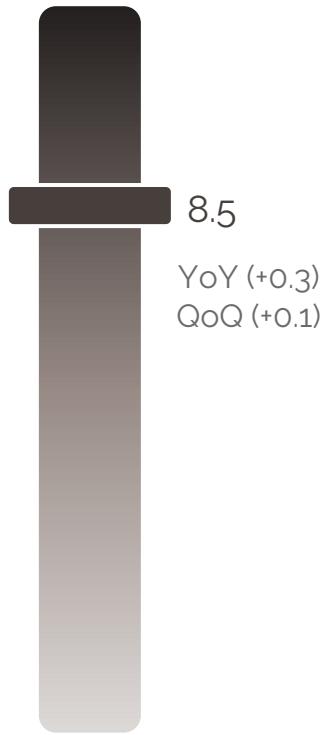


Strongly agree
Strongly disagree

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



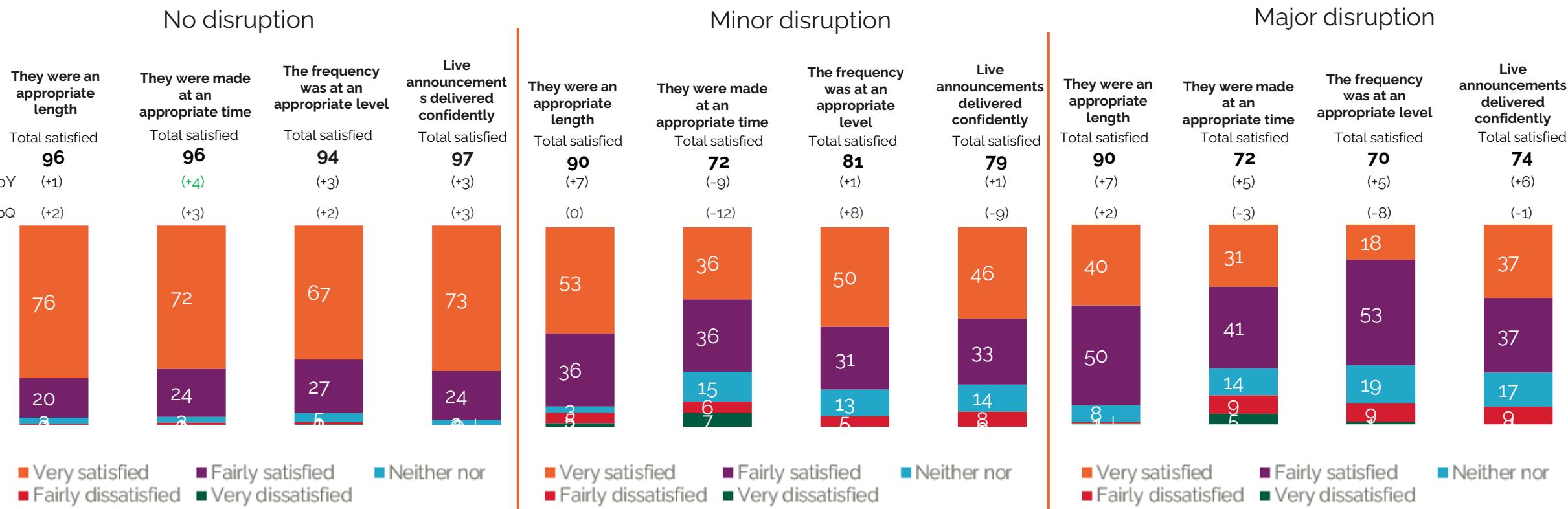
The frequency of announcements is right, they are repeated appropriately



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

For non-disrupted customers the satisfaction with all measures remains consistently high. The length of announcement is perceived well by those experiencing a disruption, though the timing and frequency could be improved. The desire for this information is likely to be stronger amongst the majorly disrupted, who require information to make a decision regarding the next steps for their journey.

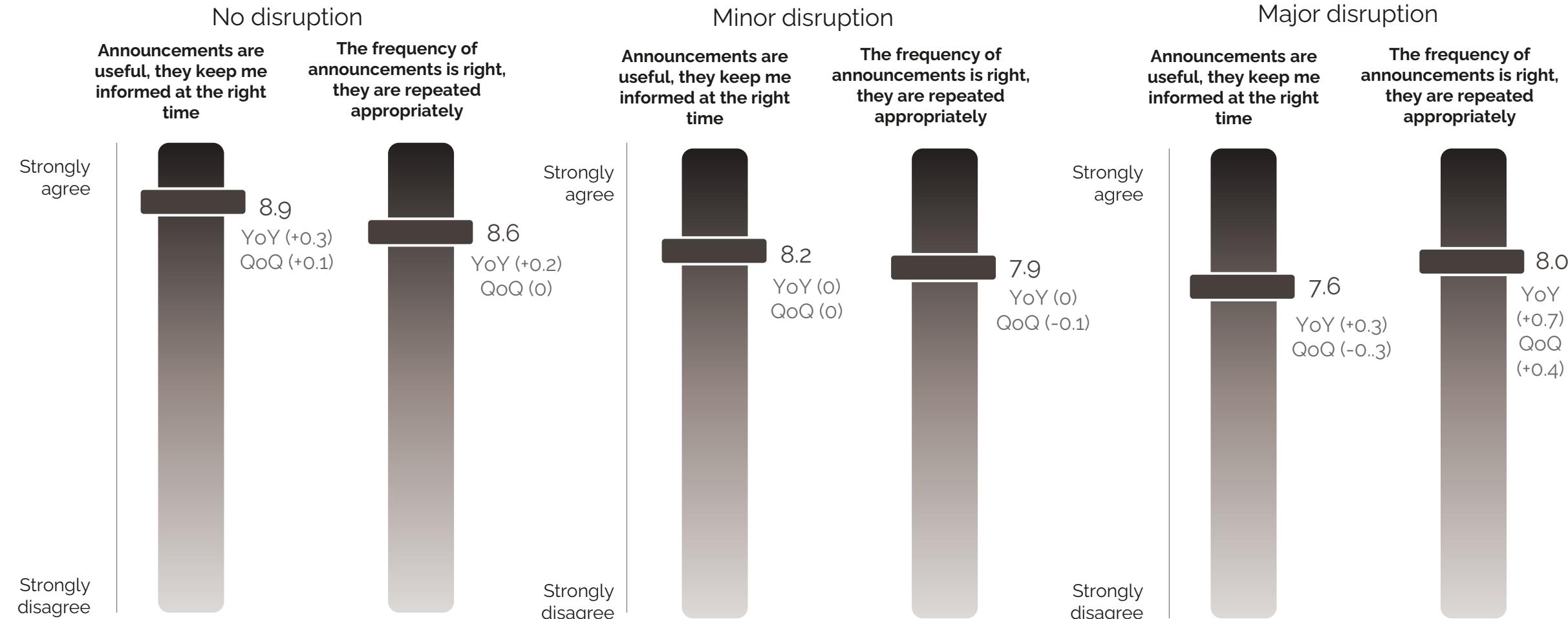
Announcements on board the train (%)



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

Announcements are meeting the majority of all customer types' expectations. For those experiencing a major disruption, usefulness and timing could be improved to ensure customers are kept informed with relevant information as things progress during their disruption.

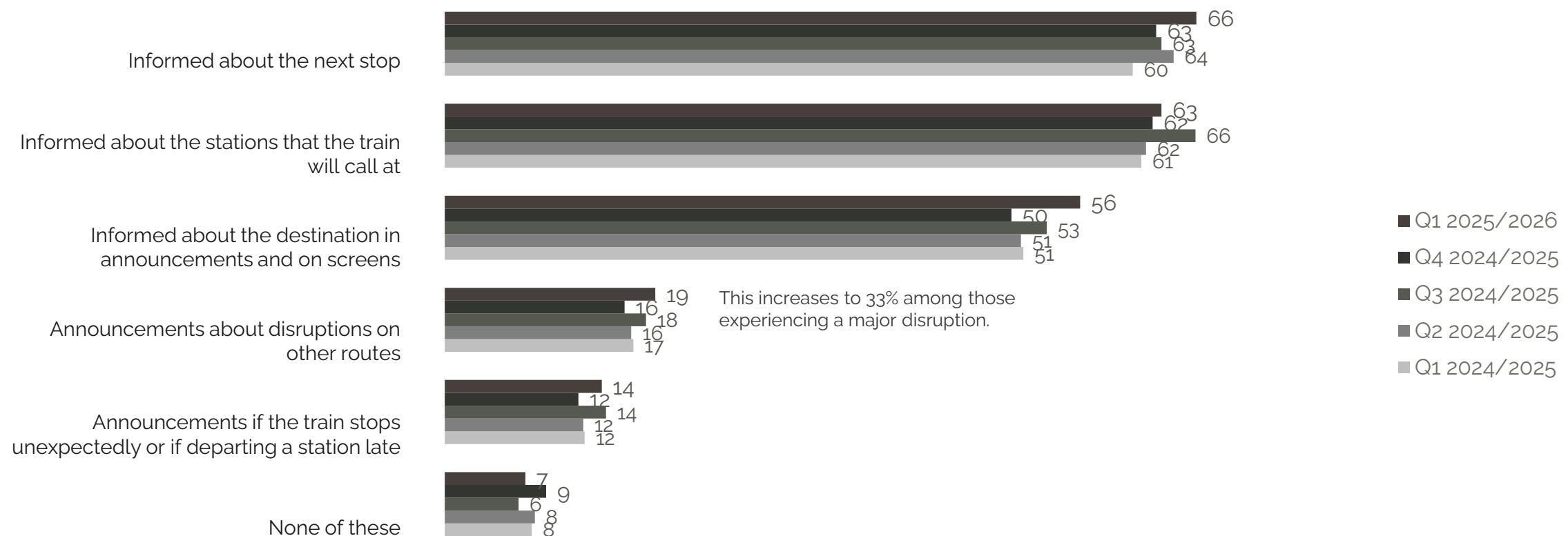
Announcements on board the train (%)



Type of information provided on board the train

The next stops on the journey was the main piece of information delivered to customers, followed by the stations it will call at. Disruptions on other routes are more likely to be provided to those who are experiencing a major disruption, which will help towards planning the next steps of their journey.

Information provided when on board the train (%)





At destination/ interchange

Rail Delivery Group

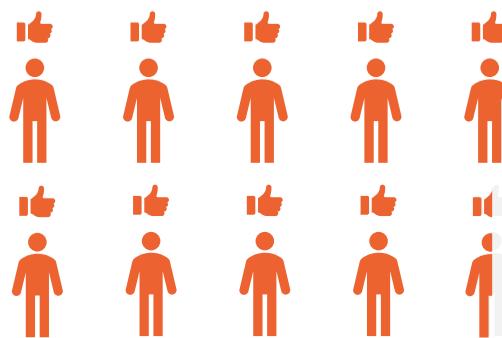
 National Rail

 **bvB**
Bdrc

At destination/interchange station – Key satisfaction metrics

At the destination/interchange station, 91% of customers are satisfied with the information received. This has significantly increased and is driven by the non-disrupted. Customers are most likely to use NR website or app, and live or automated announcements. All receive very high ratings of between 93-94%.

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



91%

No disruption

95%

Minor disruption

85%

Major disruption

81%

YoY QoQ

(+6)

(+3)

1

(+6)

(+3)

2

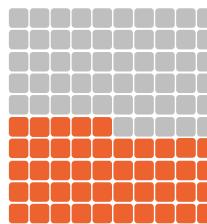
(+3)

(+2)

(+9)

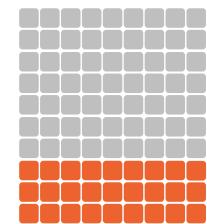
(+6)

Information provided following the rail journey (%)



45%

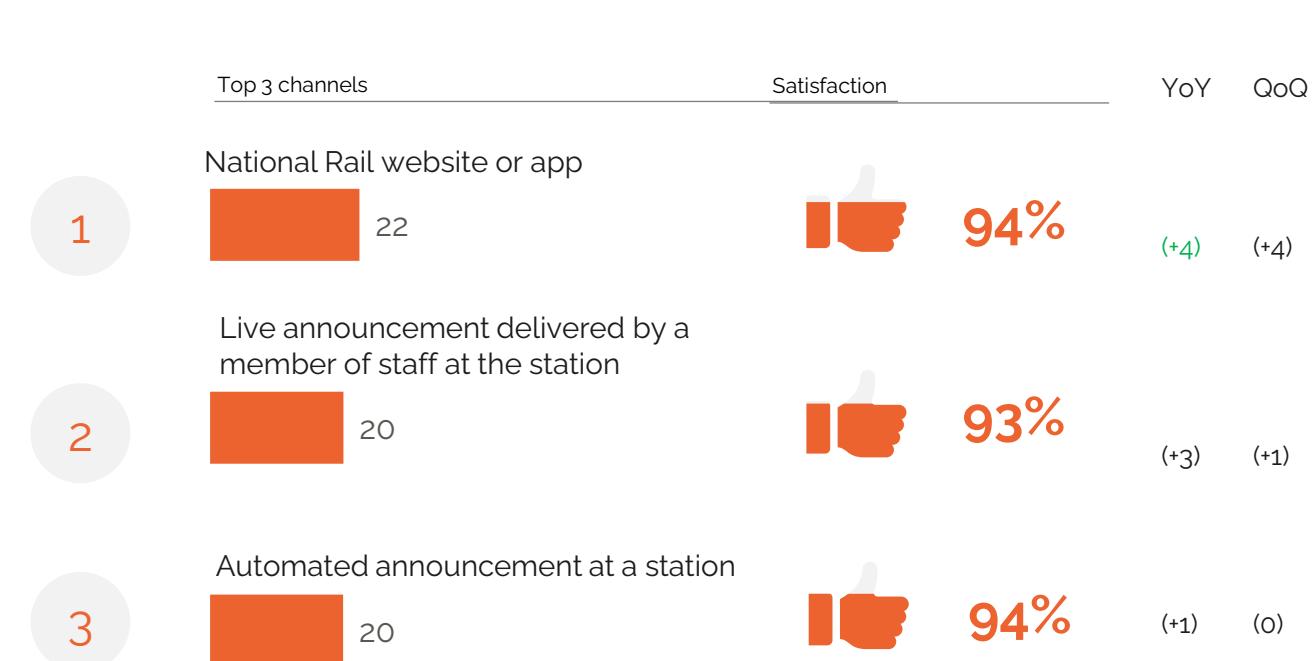
Connecting train services



30%

Onward travel options

Top 3 channels used and their satisfaction (%):

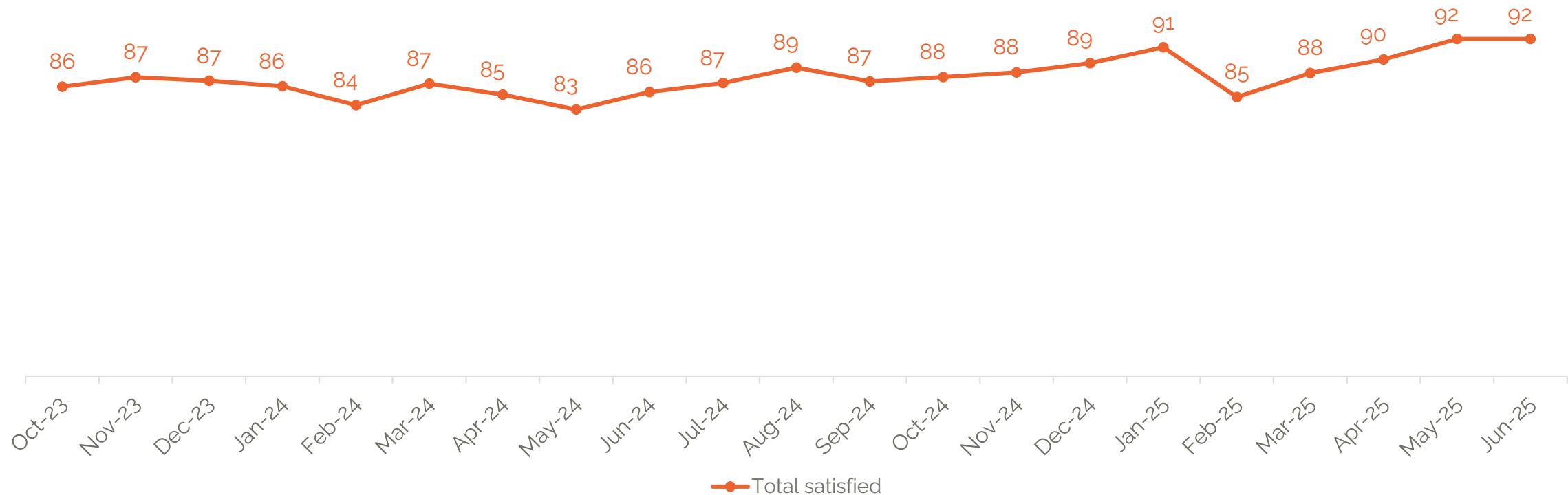


Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? April-June 25 (2345) Which of the following information channels did you utilise when at the intermediary or destination station? How satisfied were you with the information that was provided on the channels you used when at the intermediary and destination station? (excl DK) April-June 25 (2482) Following your rail journey, were you provided with any of the following information...? April-June 25 (825)

Overall satisfaction with information provided when at destination/interchange station

Despite a dip in satisfaction in February, ratings of information provision at this stage remains strong and continues to improved across April-June 2025, and ahead of the same period a year ago.

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



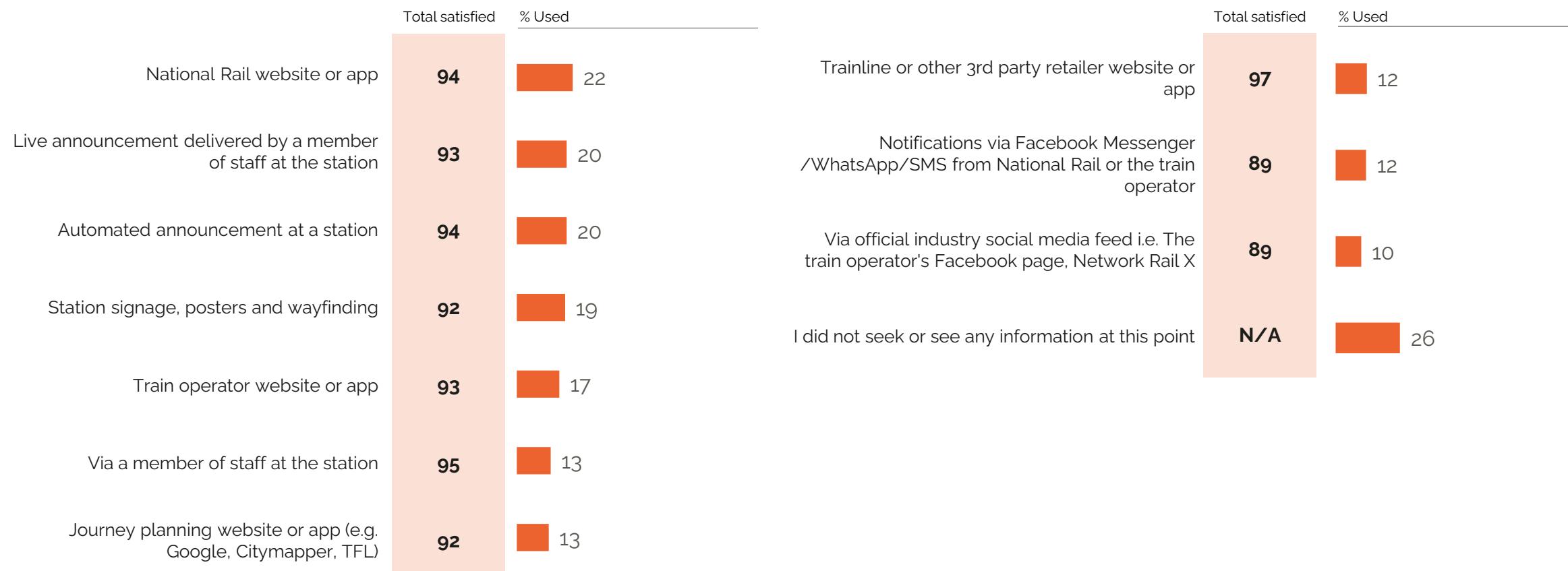
Overall, how satisfied were you with the information provided about your rail journey when at the intermediary and/or destination station? (excl DK)

Oct'23/Nov'23/Dec'23/Jan'24/Feb'24/Mar'24/Apr'24/May'24/Jun'24/July'24/Aug'24/Sept'24/Oct'24/Nov'24/Dec'24/Jan'25/Feb'25/Mar'25/Apr'25/May'25/Jun'25
(754/761/749/752/750/772/752/748/768/764/729/760/770/766/755/764/756/747/760/756/774/777/789/779)

Information channels used and their satisfaction

3 in 4 are seeking information at this point in the journey. Customers typically use a mix of channels at this point, and these are perceived very positively.

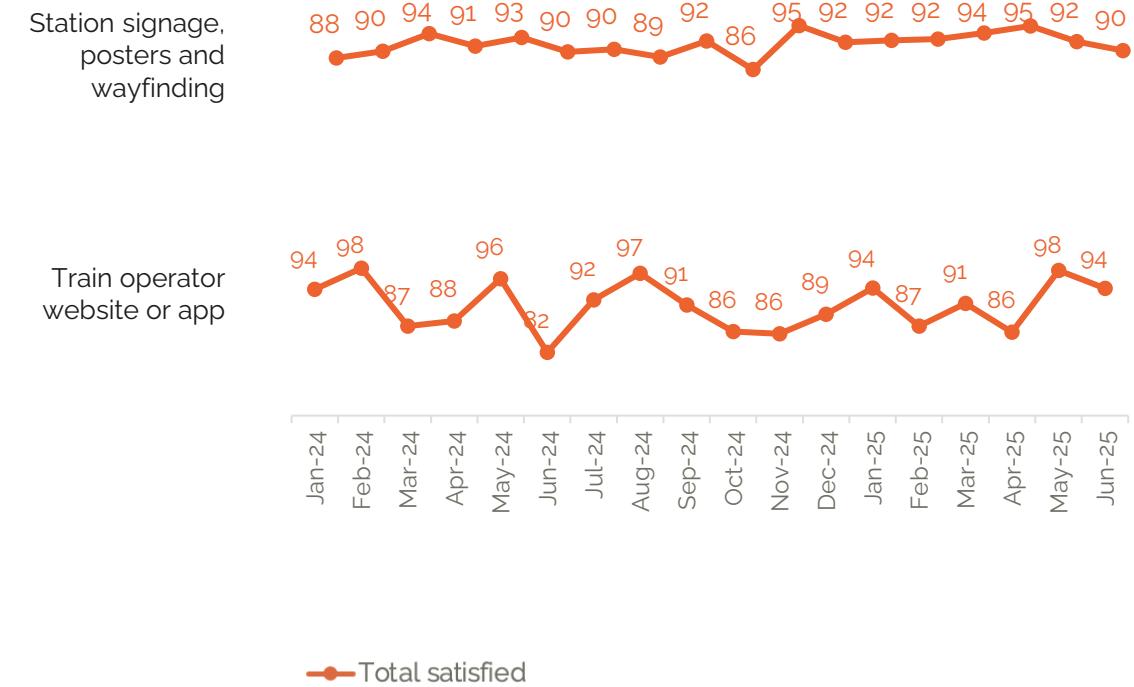
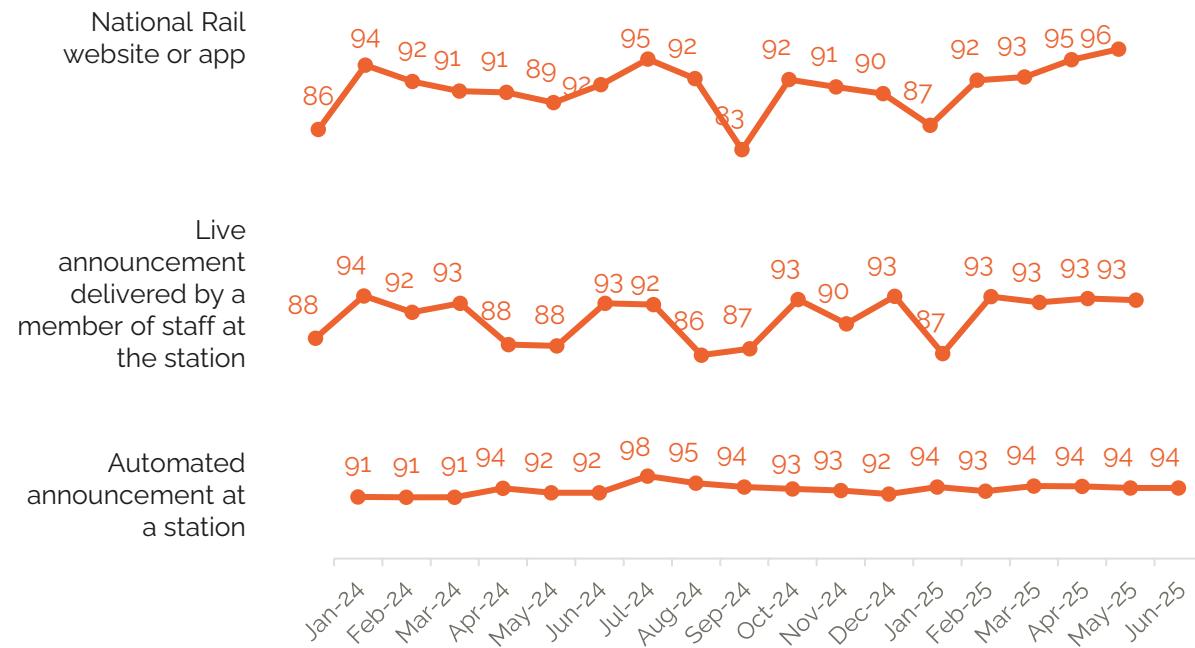
Information channels used and satisfaction with each when at destination/interchange station (%)



Satisfaction with information channels

The majority of the channels achieve high levels of satisfaction. Train operator websites or apps are more variable but are better able to support customers during May and June 2025.

Satisfaction of information channels when at destination/interchange station – trended (%)
(Top 5)





After journey

Rail Delivery Group



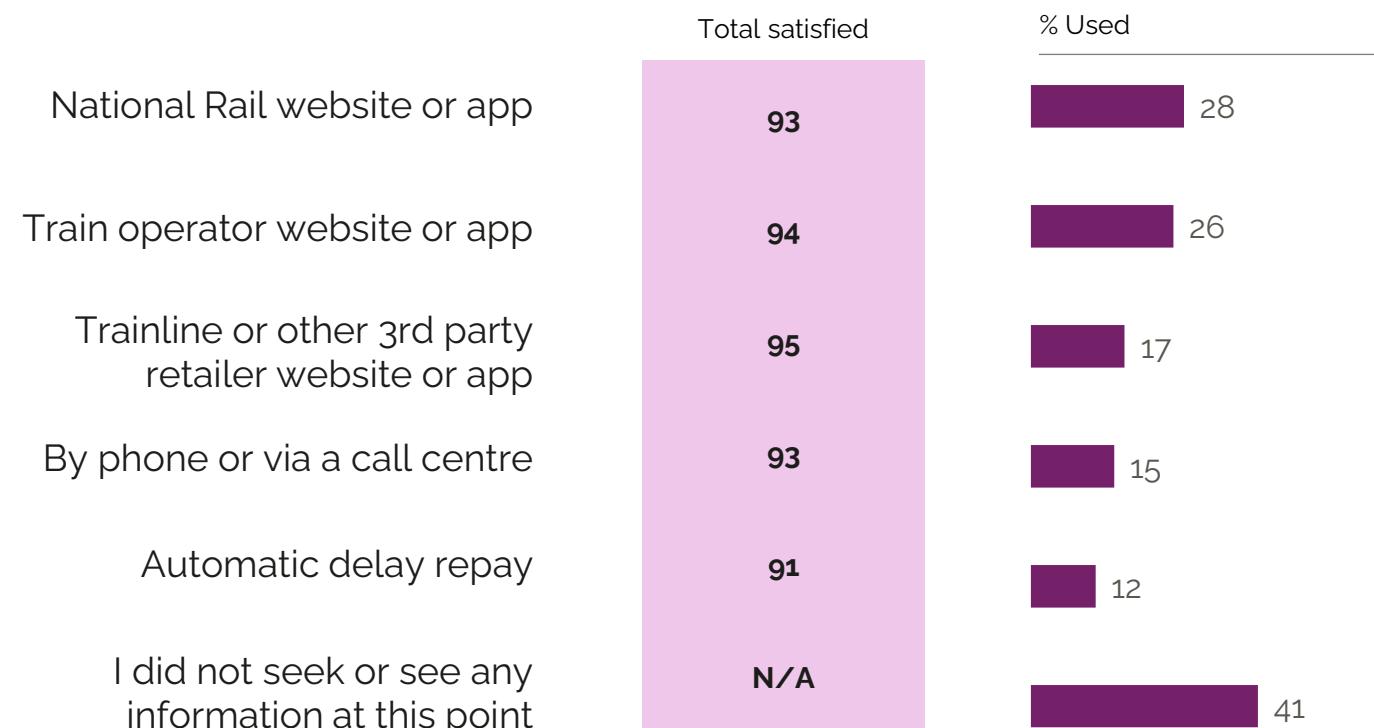
National Rail



Information channels used and their satisfaction

2 in 5 customers do not seek or come across information about their trip after this has concluded. For those who do seek information, the most used channels are the National Rail or Train operator website or app. Customers are generally very satisfied with the channels used at this point.

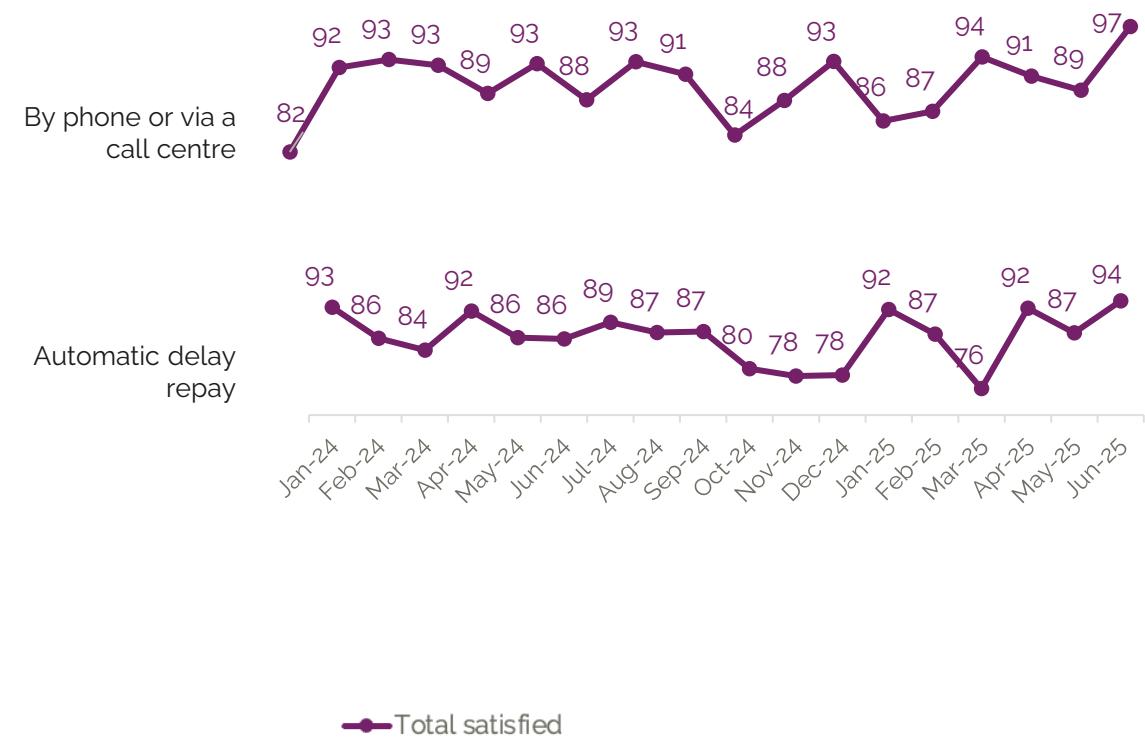
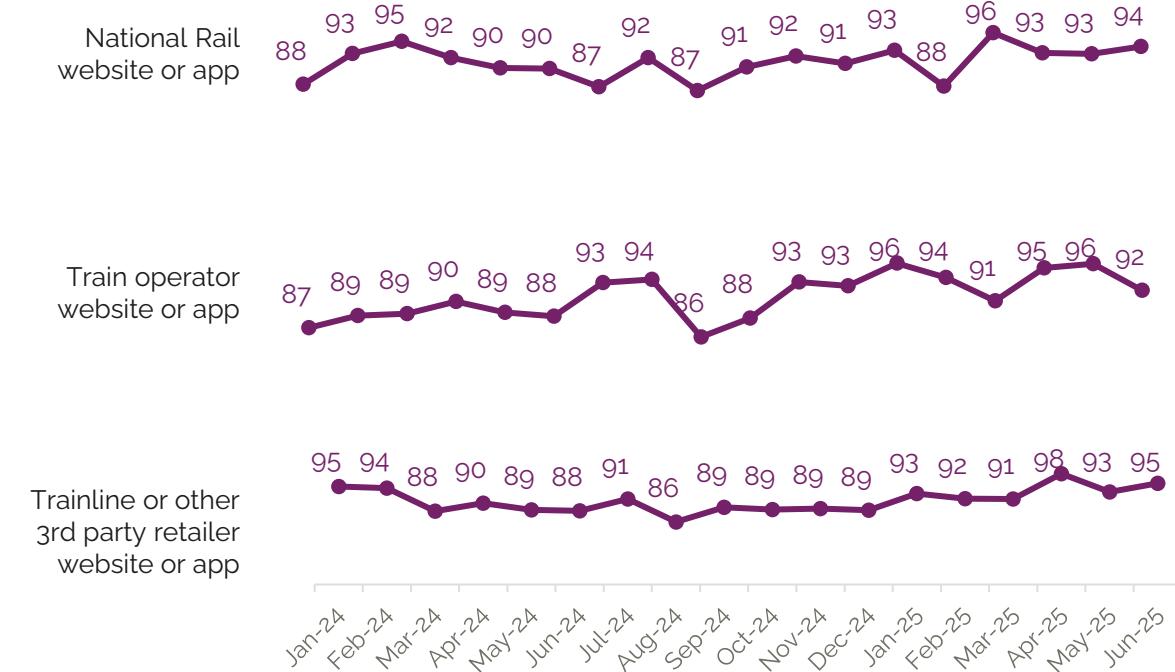
Information channels used and satisfaction with each after the journey (%)



Satisfaction with information channels

Generally, customers are satisfied with the information channels after the journey has finished. Since the significant declines observed for automatic delay repay, information via this channel has improved and was remained relatively consistent across the last 3 months.

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



How satisfied were you with the information that was provided on the channels you used after you had completed the journey? (excl DK) Apr 25/May 25/Jun 25 - National Rail website or app (245/254/255), Train operator website or app (208/235/257), Trainline or 3rd party retailer website (152/141/180), By phone or via a call centre (135/139/148), Automatic delay repay (89/103/98).



Experience with disruptions

Rail Delivery Group

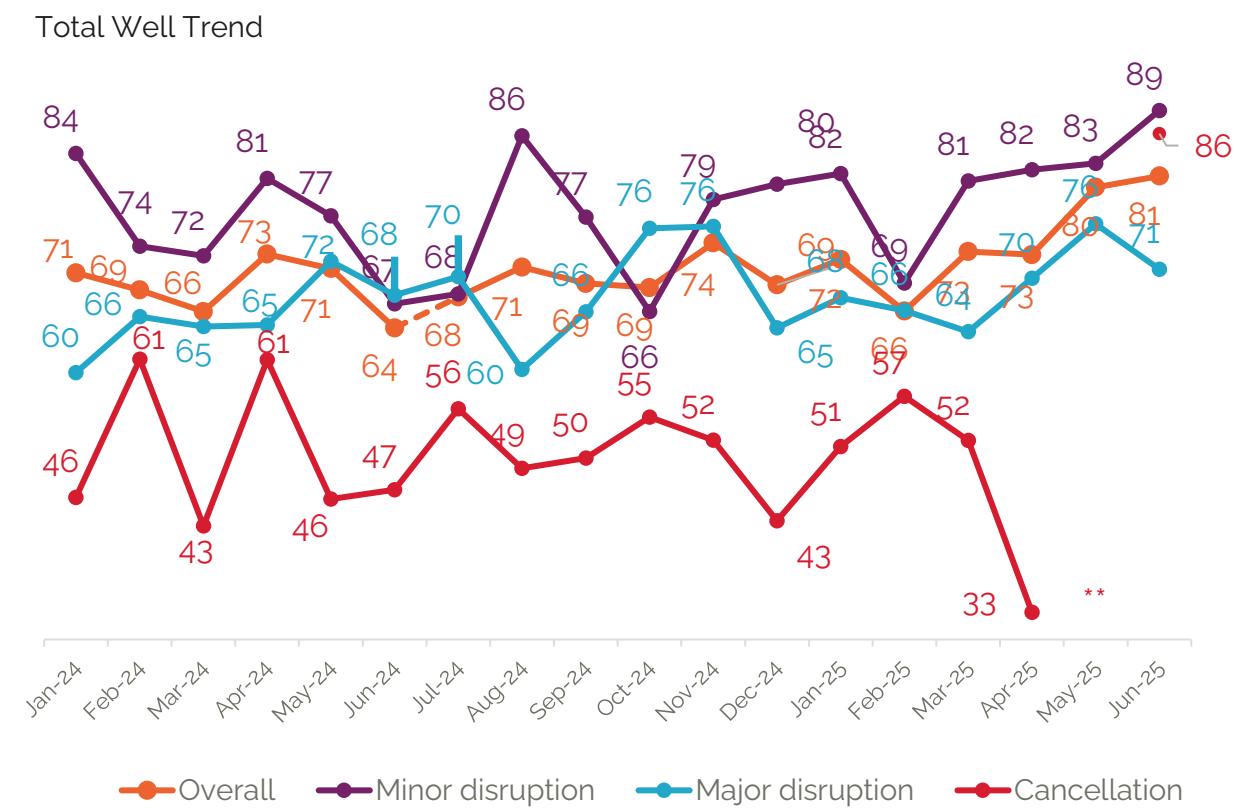
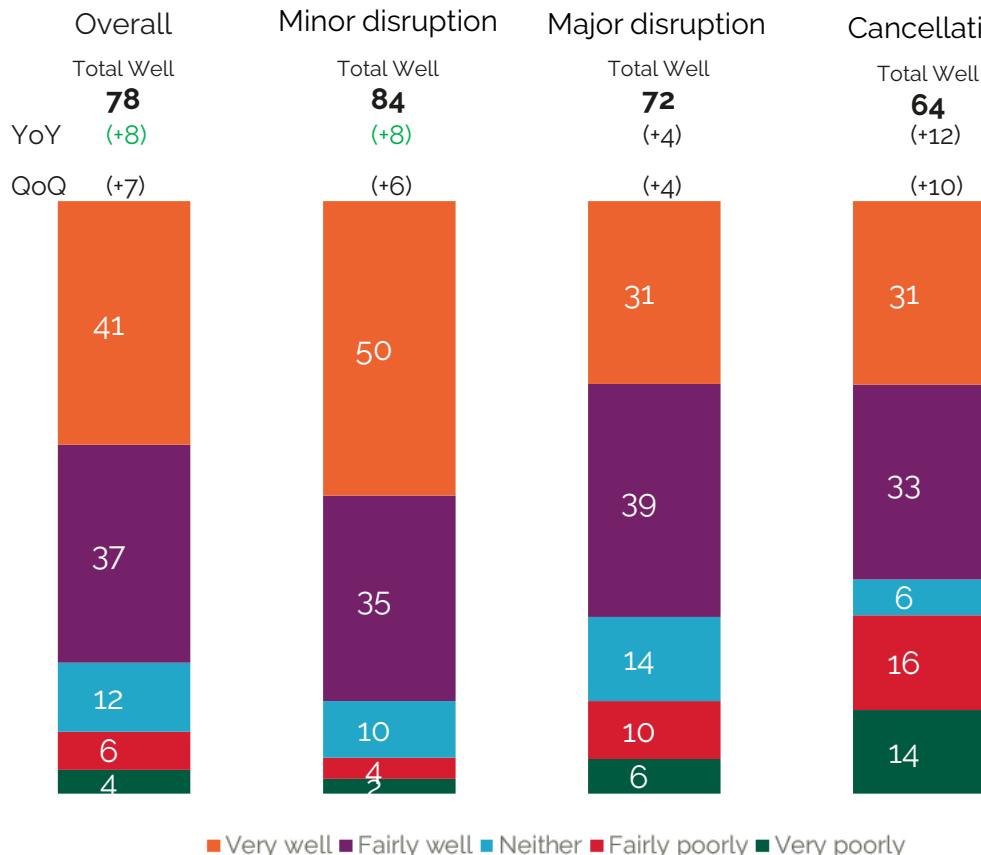


The logo for BvA Bdrc, featuring the letters 'bva' in blue and 'Bdrc' in red, with a blue circular graphic to the left.

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

Overall, nearly 4 in 5 customers believed that the TOC had kept them fairly or well informed about the delay which is significantly higher than last year. This is driven by those experiencing a delay to their journey. The experience among those cancelled worsens in April, before improving in June – albeit the changes are not significant and low in base size.

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



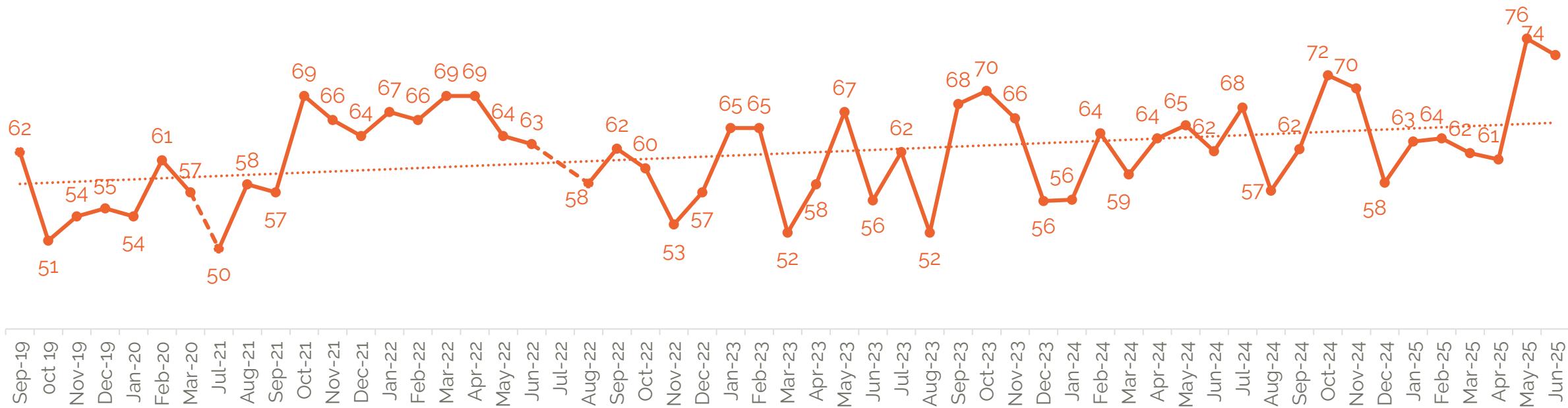
Overall, how well do you think the train company kept you informed about the delay or cancellation? (excl DK) April-June '25 (909/487/422/92) Apr 25/May 25/Jun 25 – Overall (302/271/336);
65 Disruption: Minor (162/157/168), Major (108/86/136), Cancellation (32/28/32) **Refers to where the base is below 30 and too low to show.

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

Focusing solely on cancelled and majorly disrupted customers, April was fairly consistent with last quarter. However, in May ratings were at the highest they've been and although this dropped slightly in June information was still rated higher than any other month since we began tracking this measure. Satisfaction ratings are higher than they were this time last year.

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

Total Well Trend



Overall rating of information provided about the delay

Avanti West Coast, EMR and London Northwestern Railway have seen a significant increase in ratings of the information provided during a delay. The top performing TOCs are Heathrow Express, the Elizabeth line, London Northwestern Railway and EMR (though bases are low so treat with caution).

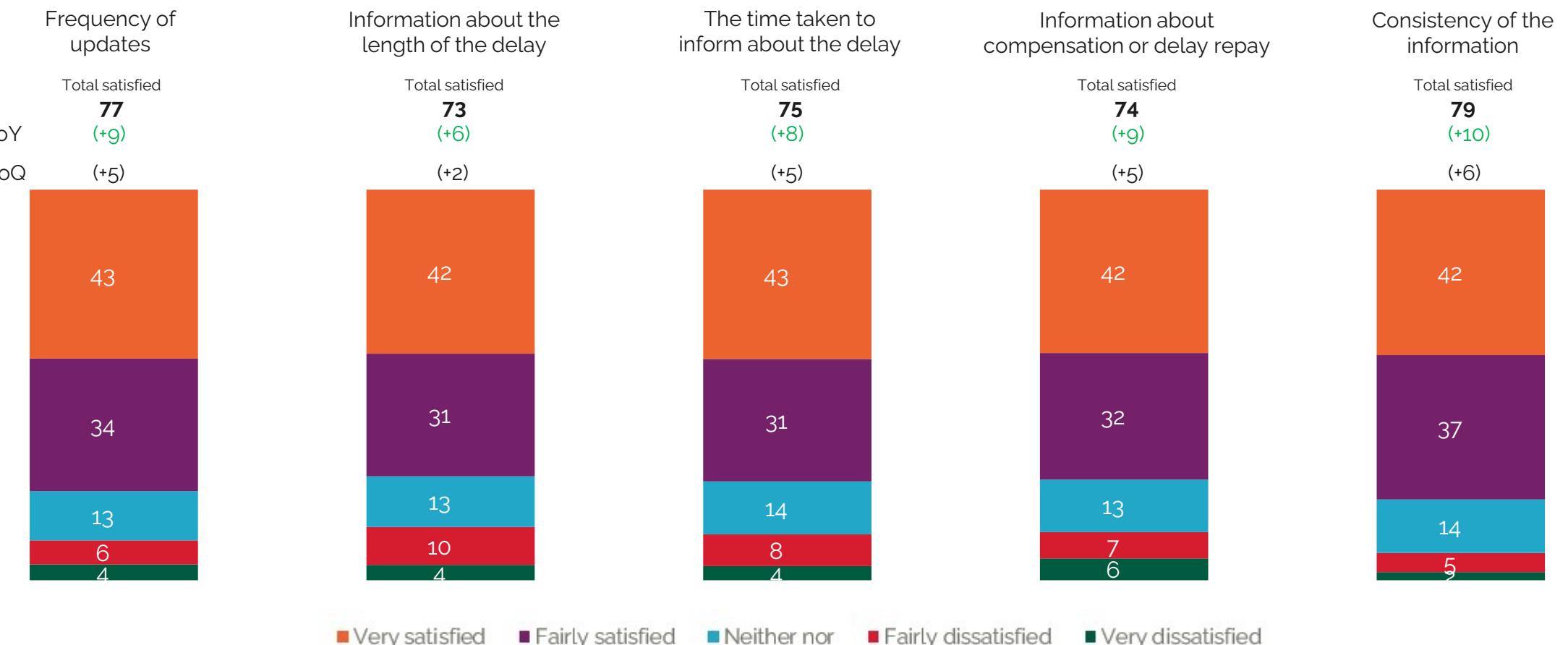
Overall rating with information provided about delay by disruption (%) with YoY change

	Total Well	Share of disruption type %				Total Well	Share of disruption type %				Total Well	Share of disruption type %			
		Minor	Major	None			Minor	Major	None			Minor	Major	None	
AVANTI WEST COAST	*83 (+23)	19 (+7)	15 (-9)	65 (0)		*83 (0)	23 (-7)	18 (-8)	59 (+15)		NORTHERN	*70 (+7)	14 (-1)	19 (-5)	66 (+5)
c2c	*76 (+6)	21 (-4)	20 (-4)	59 (+8)		*66 (-3)	12 (-5)	23 (-4)	65 (+9)		ScotRail	**			Base size too low
Chiltern railways by arriva	**			Base size too low		*95 (+13)	35 (+12)	14 (-13)	51 (+1)		southeastern	*77 (+8)	17 (+5)	19 (+7)	64 (-12)
crosscountry by arriva	*84 (+13)	27 (+6)	17 (-2)	56 (-5)		**			Base size too low		SOUTHERN	*59 (-2)	12 (-15)	15 (-7)	74 (+24)
EMR	*90 (+23)	16 (-2)	14 (-11)	69 (+12)		**			Base size too low		South Western Railway	*76 (+15)	17 (+1)	14 (-3)	69 (+2)
ELIZABETH LINE	*90 (+7)	29 (+3)	11 (-16)	60 (+13)		*90 (+21)	23 (-8)	19 (-13)	58 (+20)		ThamesLink	*70 (+1)	18 (-2)	18 (-2)	64 (+4)
GX GATWICK EXPRESS	**			Base size too low		84 (+14)	31 (+3)	17 (+2)	53 (-4)		TRANSPENNINE EXPRESS	*68 (-6)	14 (-10)	21 (+2)	65 (+8)
GRAND CENTRAL by arriva	**			Base size too low		**			Base size too low		TAFNIDIAETH CYMRU	**			Base size too low
greateranglia	*80 (-6)	23 (+3)	18 (-3)	59 (+1)		**			Base size too low		West Midlands Railway	*81 (+14)	15 (-1)	15 (-9)	69 (+9)

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

Overall, about 3 in 4 are satisfied with aspects of the delay information they receive, and all measures have increased significantly since last year. The consistency of information continues to be the most positive metric, and compensation information and frequency of updates have improved.

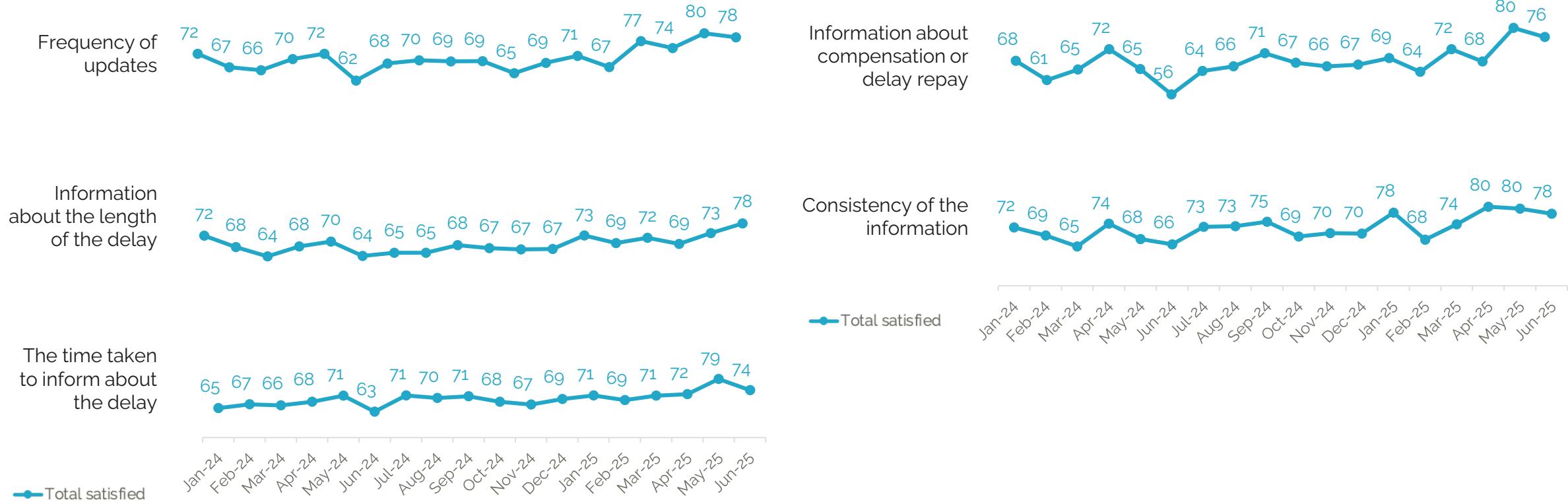
Overall satisfaction with aspects of information provided during the delay (%)



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

Trended data over time highlights the improvement in ratings for all measures this quarter, with every measure receiving its highest rating since the beginning of 2024. Overall, this highlights that customers are satisfied with how the information is being delivered and overall satisfaction is steadily increasing each quarter.

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

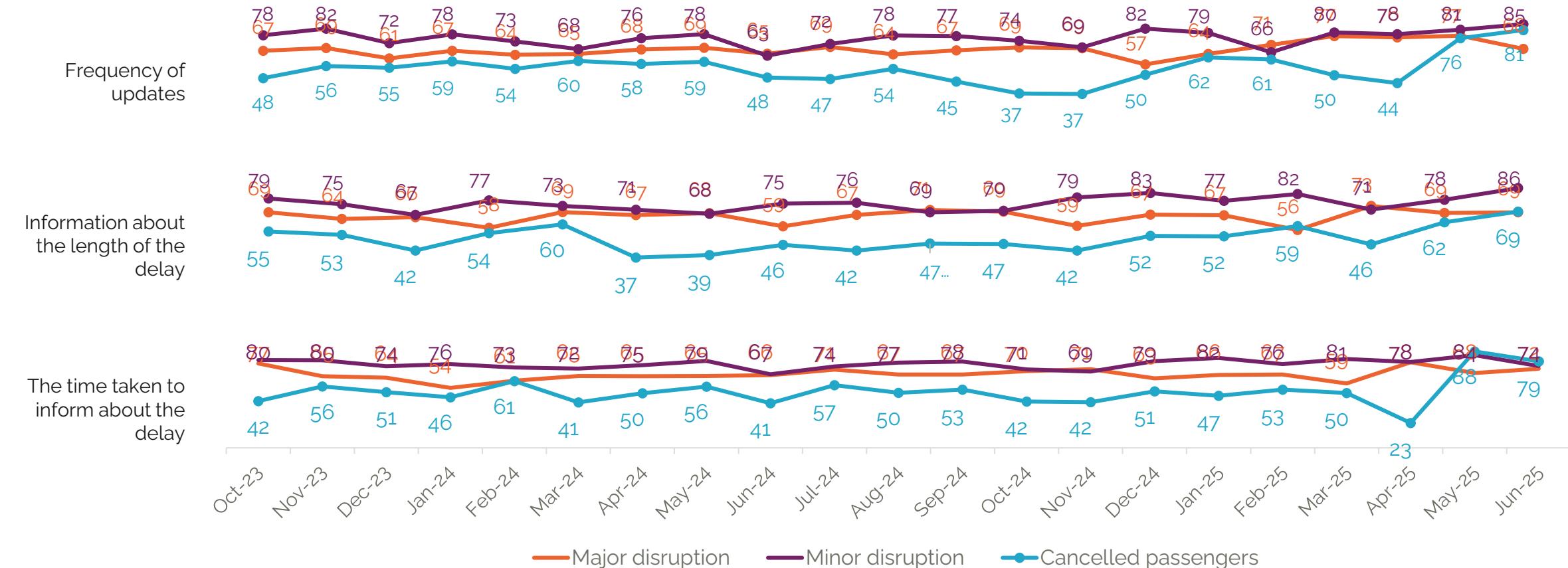


How satisfied were you with the following aspects of the information provided in relation to the delay or cancellation you experienced during your journey? (excl DK)
April-June 25-Frequency of updates (303/272/337), Length of delay (306/271/337), Time taken (302/271/337), Compensation (297/264/319), Consistency (305/271/334)

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

Satisfaction across all three measures is lowest amongst cancelled customers and highest amongst those who were minorly disrupted. Satisfaction with the time taken to inform about the delay dropped significantly in May among cancelled passengers but then rose significantly in May and June.

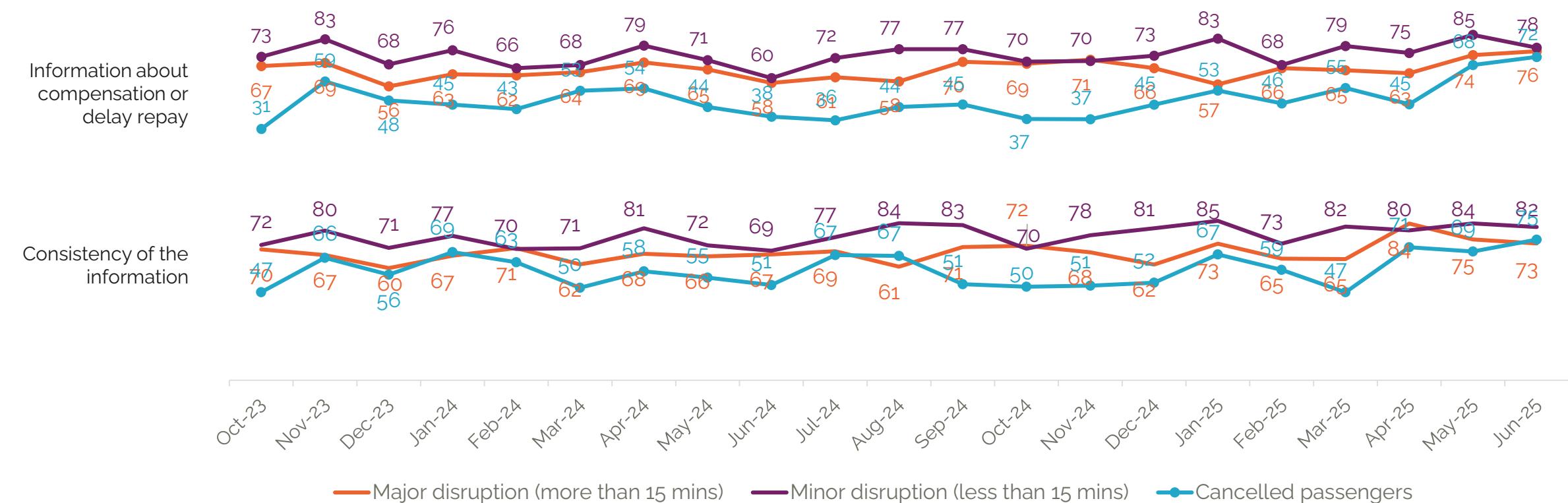
Overall satisfaction with aspects of information provided during the delay – trended (%)



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

Consistency of information and information around compensation is better for those with a minor disruption, while for a major disruption or cancellation there is still room to improve.

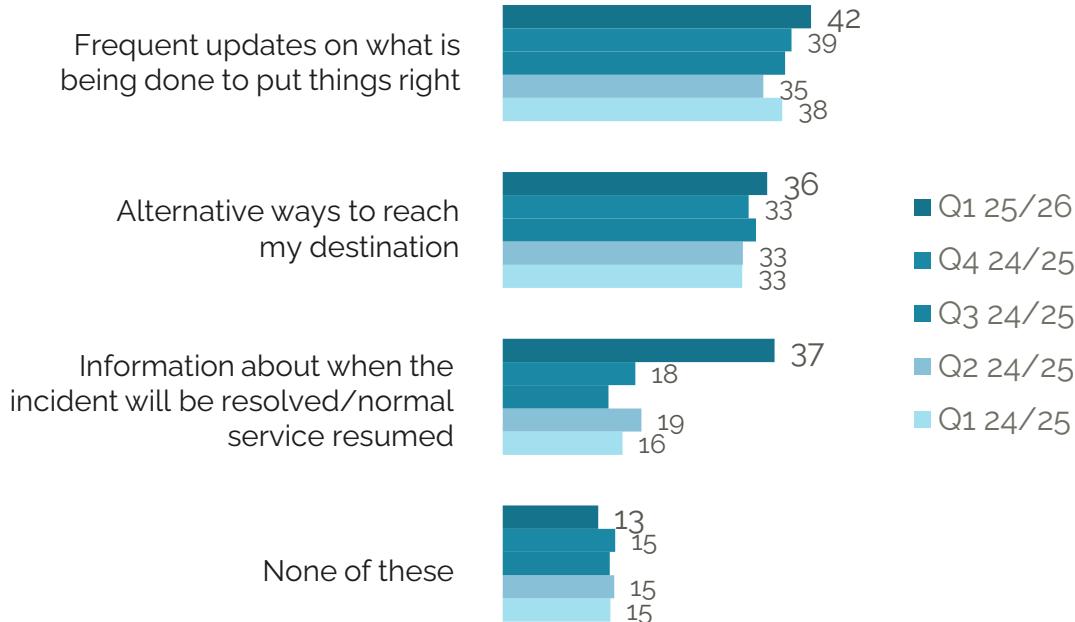
Overall satisfaction with aspects of information provided during the delay – trended (%)



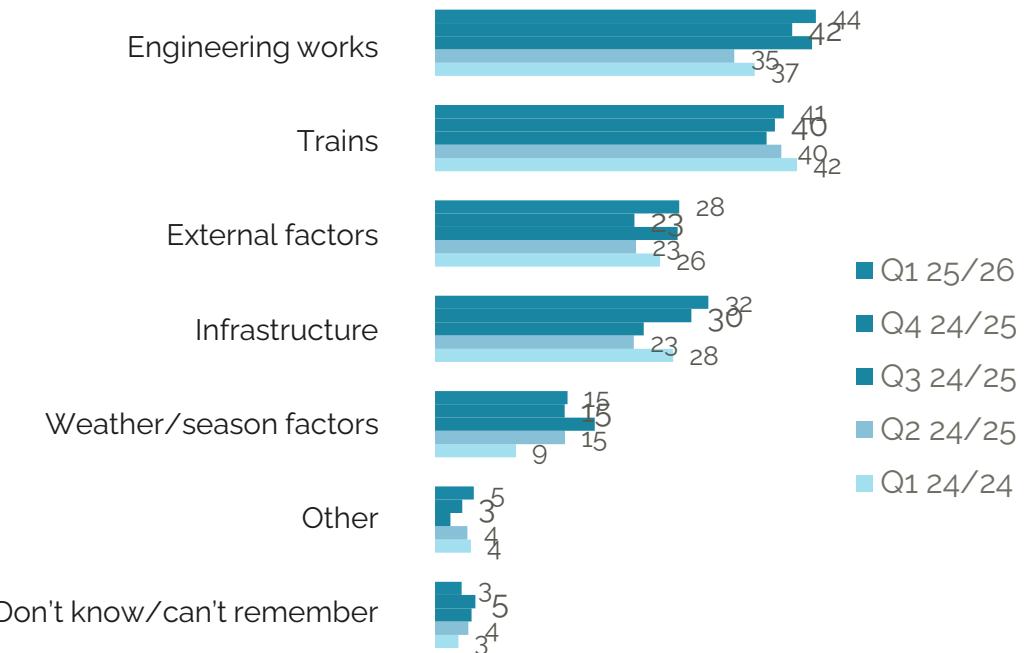
Provision of information during disruption and the reason given

Frequent updates are the main types of information provided to customers in the event of disruptions. Engineering works were the biggest disruptor during this quarter, with issues relating to trains following behind.

Type of information provision during the disruption (%)



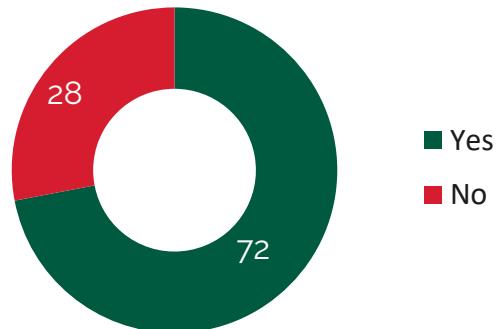
Reasons for the given disruption (%)



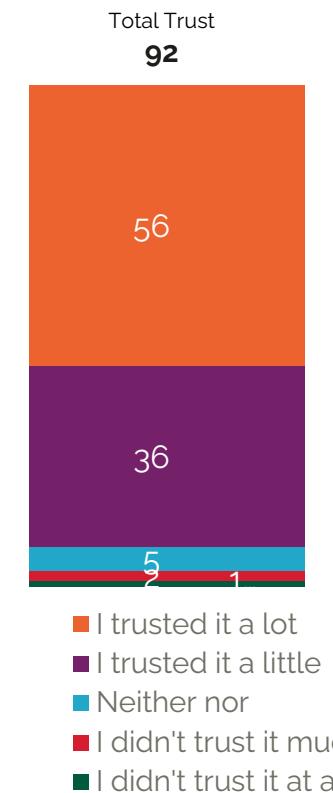
Information given on reason for delay

Over 7 in 10 customers were informed about the reason for their delay amongst those who were disrupted. Clarity and trustworthiness of the information was rated very highly with usefulness being rated a little lower but still being rated useful by over 8 in 10 passengers.

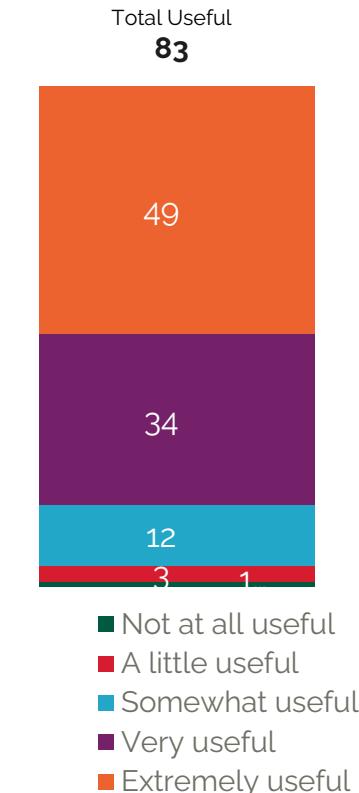
Informed about reason for delay
(% yes)



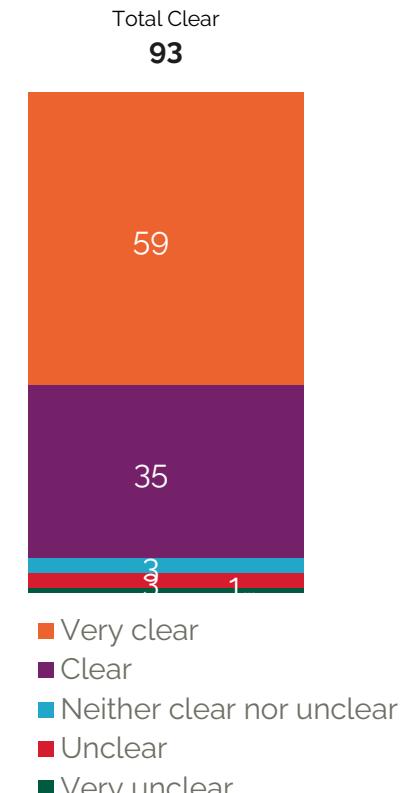
Trust the information provided? (%)



Usefulness of information provided (%)



Clarity of information provided (%)

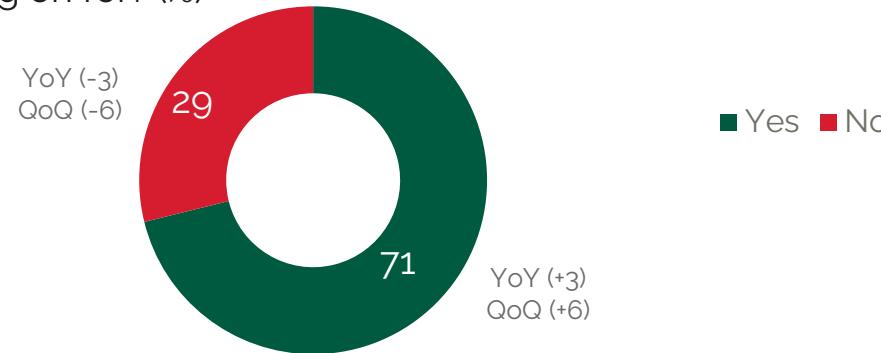


During the disruption, were you informed about the reason for the delay/cancellation? To what extent did you trust the information that was provided to you about the reason for the delay/cancellation? How would you rate the usefulness of the information provided to you about the reason for the delay/cancellation? How would you rate the clarity of the information relating to the reason for the delay/cancellation? Apr-Jun 25 (613/438/438/438)

Delay length

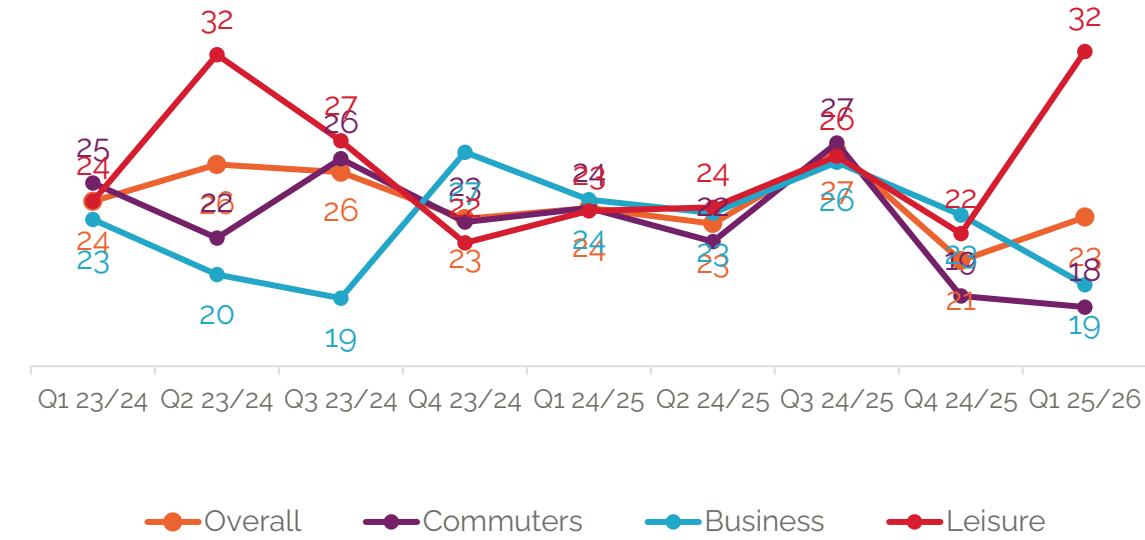
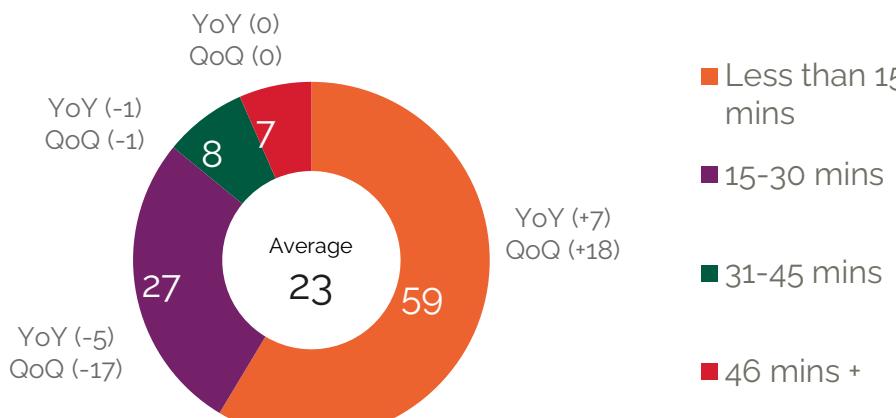
Over 7 in 10 of disrupted customers were given an estimate for the length of their delay. For the majority of customers, the delay was 30 minutes or less, with an average of 23 minutes long. There was a significant increase in the average wait times for leisure passengers this quarter.

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



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

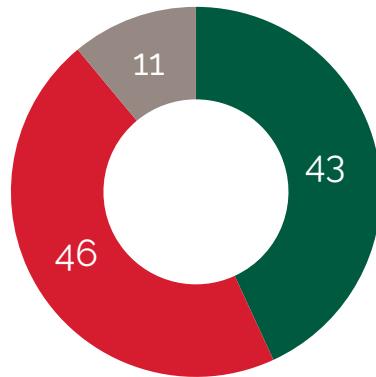
How late was the arrival to the destination station? (%)



Validity of ticket with alternative TOCs when disrupted

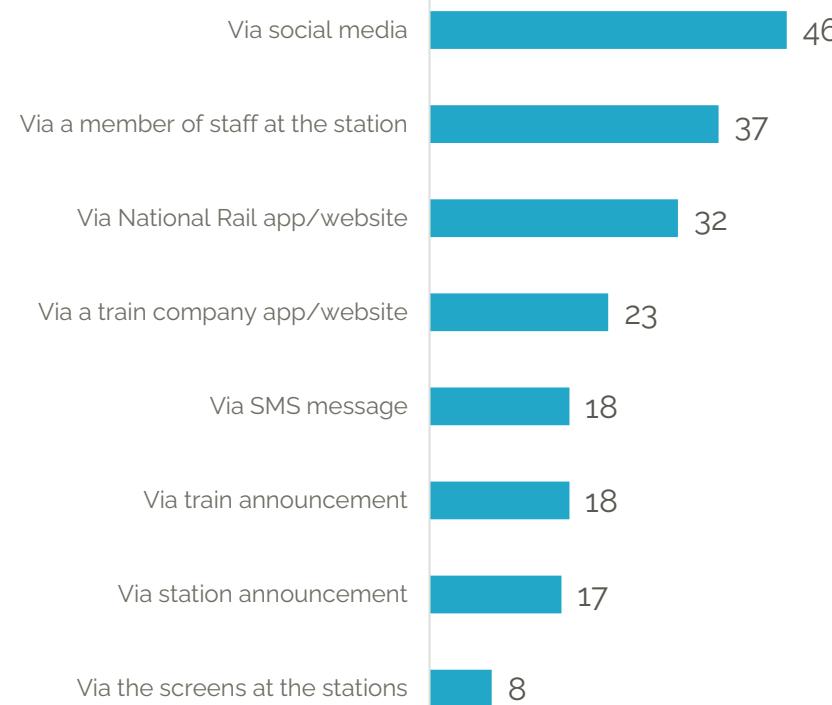
Over 2 out of 5 customers who experienced major disruption saw information about travelling with alternative TOCs. The majority received this information via social media. 87% of customers were satisfied with the channel used to receive this information.

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



■ Yes ■ No ■ Not sure

How the information was received (%)



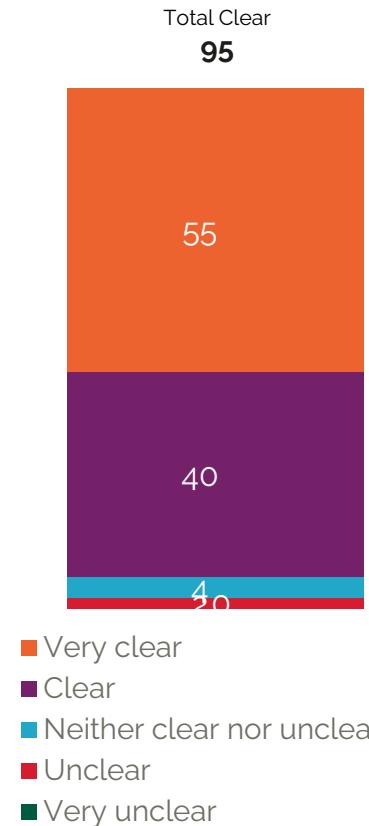
Satisfaction with how information was received (%)



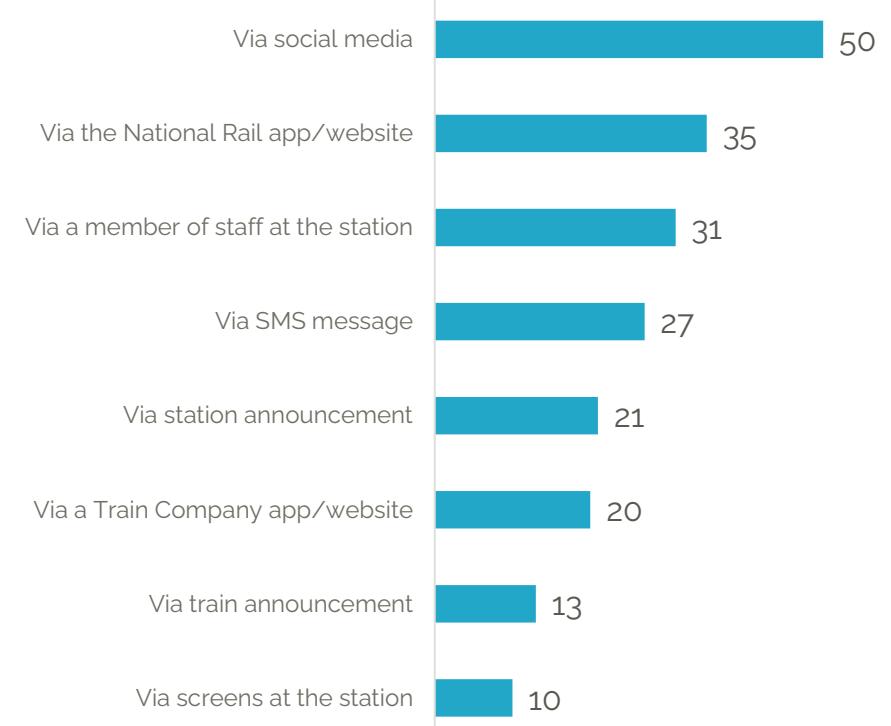
Validity of ticket with alternative TOCs when disrupted

95% of customers who were disrupted rated the information received around travelling with alternative TOC's as clear. Half of disrupted passengers said in future that they would like to receive this information through social media.

Clarity of information (%)



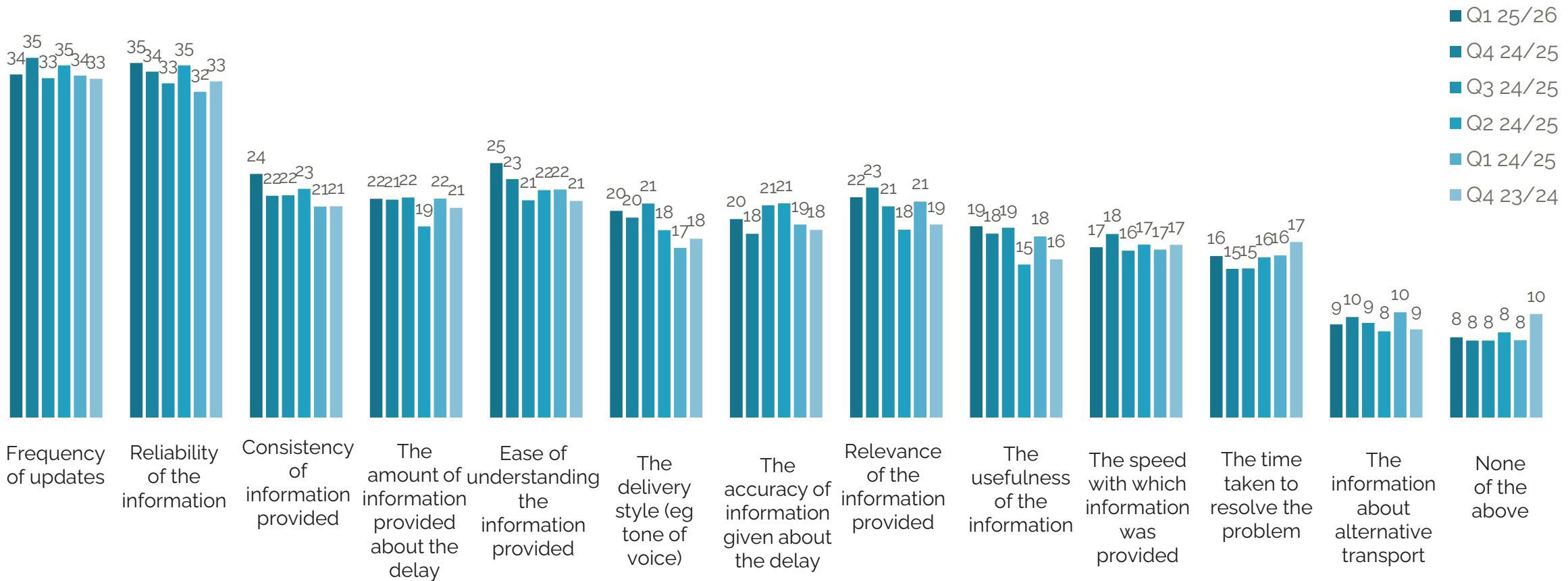
How they would like to receive the information in the future (%)



Improvements desired for information on disruptions in the future

Frequent and reliable updates remain the top desired information when handling disruptions and cancellations. These are followed by consistency of information and the amount of information provided, so that people are able to make decisions on what to do next with their journey.

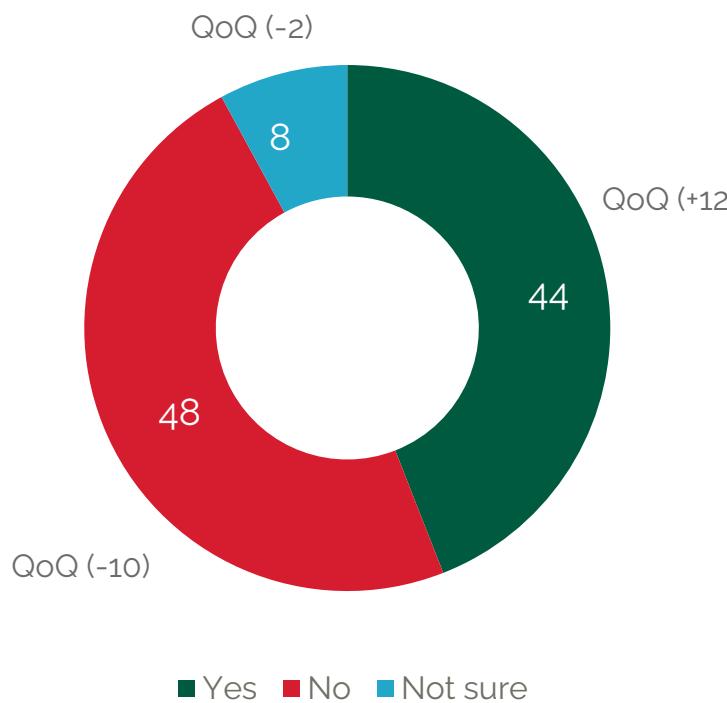
Information improvement desired for future disruptions or cancellations (%)



Awareness of the video

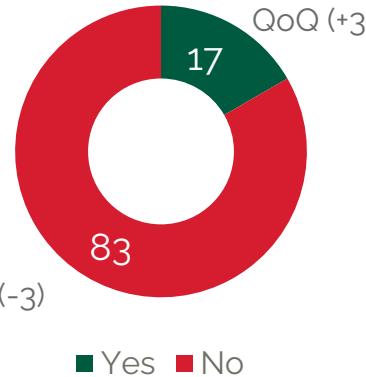
44% of passengers said they were aware of the disruption videos when asked. After being prompted by the video, of those initially unaware, 17% stated they had in fact seen these videos. Of those who initially stated they were aware of the videos, 88% said they had seen this video. After being prompted by the video, a small proportion of respondents (12%) subsequently changed their answer and stated they had not seen this video. Of those who had seen the video before over three quarters said they had used it to help them find out about the disruption.

Unprompted awareness (%)

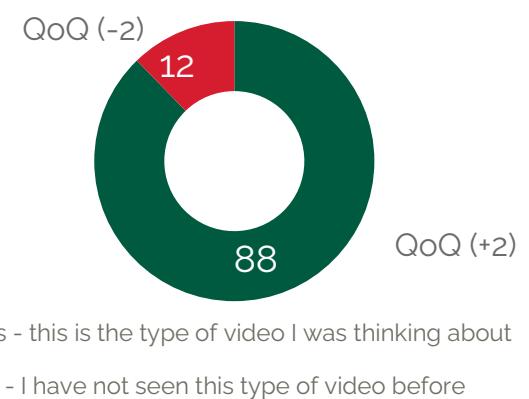


Awareness after seeing the video (%)

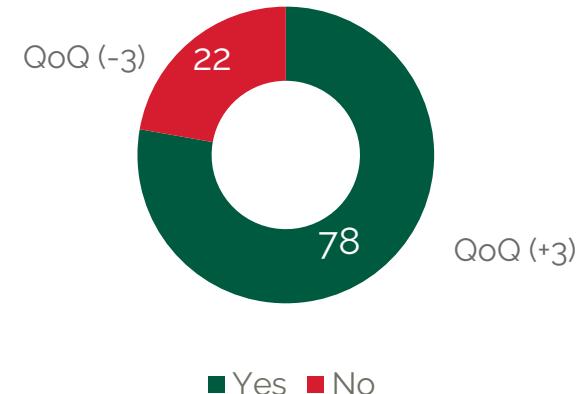
Among those who were unaware unprompted



Among those who were aware unprompted



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



Ratings of the video on disruption

Over two thirds of respondents said they would be likely to use, and recommend others to use, the disruption video to stay informed about disruptions to their journeys. 87% were satisfied with the information provided in the disruption video and 94% said the video was useful





Appendix

Rail Delivery Group



Best parts of information provision during the journey

Overall, customers appreciate the straightforward and clear information provided by the channels that is up to date and accurate during their journeys, which allows them to navigate with ease and confidence. Customers also appreciate receiving information as far in advance as possible especially around disruption or any changes like platform numbers so they can plan ahead.

Best parts of information provision during your journey

The best part was the clear updates during delays, they kept me informed and reduced stress.
No disruption/Avanti West Coast/Commuter

Driver explained a short delay as we waited for another train in front of us. Also onboard signage was great.
No disruption/c2c/Leisure

The best part was the clear and timely updates on delays, route changes, and arrival times, which helped me plan my journey smoothly.
No disruption/Transport for Wales/Business

The best part about the information provided during the journey would likely be how clear and timely it was—knowing things like upcoming stops, expected arrival times, and platform changes can really ease stress and help with planning.
Minor disruption/Greater Anglia/Business

Packing suggestions were surprisingly helpful.
Minor disruption/Heathrow Express/Leisure

Constant announcements and journey updates.
Minor disruption/London Overground/Commuter

Details of fairly short delays helped me readjust to the changed situation and plan accordingly.
Major disruption/East Midlands Railway/Commuter

The clarity of the tannoy announcements and the display boards.
Major disruption/Great Western Railway/Leisure

Clear platform change notices helped most. Easy to follow, avoided getting lost at the station.
Major disruption/Grand Central/Business

Parts of information provision requiring improvement

Customers expect more information to be available at the station and suggested having more staff available as a way to do this. Customers also want to be notified about disruption as early as possible. This is particularly important for planned disruptions, where longer lead time would be appreciated. The general consensus among customers is the more information the better.

Improvements needed for information provision based on your journey

They could have sent us a message before we got there.
Major disruption/South Western Railway/Business

Because of the nature of the disruption I would have liked to know why it effected the station I wanted to get off at, they kept missing it off.
Major disruption/Thameslink/Leisure

More railway staff are needed to help people on their journeys
Major disruption/LNER/Commuter

It was very hard to understand the information over the tannoy system.
Minor disruption/Transpennine Express/Commuter

The information point person at the station was, frankly, rude to people. Vaguely stabbing in the air of the direction of the bus replacement service, isn't good customer service. Neither is being exasperated because no-one knows where you mean.
Minor disruption/Great Northern/Leisure

More communication with customers.
Minor disruption/Merseyrail/Business

Making information available offline would be helpful for travellers with limited internet connectivity
No disruption/ScotRail/Business

Clearer and more accessible communication
This will ensure that all passengers including people with disabilities can easily access information
No disruption/Southeastern/Leisure

Providing announcements or digital information in multiple languages would enhance accessibility for international travellers
No disruption/West Midlands Railway/Commuter

Information tailored to their needs

Of those who felt the information they were given was tailored to their needs, it was because it gave them exact details that were relevant to their journey. This included arrival time, platform numbers and updated timings if there were any delays.

How was information tailored to their needs?

Ability to know if I will arrive on time so I can message the person that I am meeting if I will be early or will be late.
No disruption/Avanti West Coast/Commuter

It told me the platform I needed to be on and it told me if my designated train would be on time.
No disruption/Greater Anglia/Leisure

It updated us when there was a slight delay.
No disruption/East Midlands Railway/Business

It was in large print as I have poor eyesight.
Minor disruption/TransPennine Express/Business

The information was tailored to my needs by being clear, easy to understand, and relevant to my specific journey and destination.
Minor disruption/Gatwick Express/Leisure

I knew exactly where to get the bus.
Minor disruption/CrossCountry/Commuter

Timetables matched my travel schedule.
Major disruption/Great Northern/Commuter

The information was fairly tailored to my needs through timely digital updates via the app and clear platform displays, which helped me stay informed throughout the journey. It made it easier to navigate the trip without needing to ask staff for assistance.
Major disruption/Great Western Railway/Leisure

Personalized notifications.
Major disruption/Grand Central/Business

Information that was not tailored to their needs

Where customers felt it was not tailored was due not mentioning their personal arrival station and struggling to hear the tannoy announcements clearly. Some customers also felt that information was provided quickly enough especially whilst on the train.

How was information not tailored to their needs?

The announcements on the train wasn't as loud as needed.
Major disruption/South Western Railway/Business

The information wasn't fully tailored to my needs because it lacked personalisation—there were no specific alerts about delays affecting my exact route, and on-board announcements didn't always match the real-time updates in the app.
Major disruption/Great Western Railway/Commuter

Too much information.
Major disruption/Northern/Commuter

It didn't say what time we'd be expected at my destination.
Minor disruption/Southeastern/Commuter

The information could have been more tailored to my needs if there were more specific updates about alternative routes or options in case of significant delays, which would have helped me make more informed decisions during my journey.
Minor disruption/South Western Railway/Leisure

It didn't help that the talking was too fast
Minor disruption/Chiltern Railways/Business

Not mentioning my destination.
No disruption/Merseyrail/Business

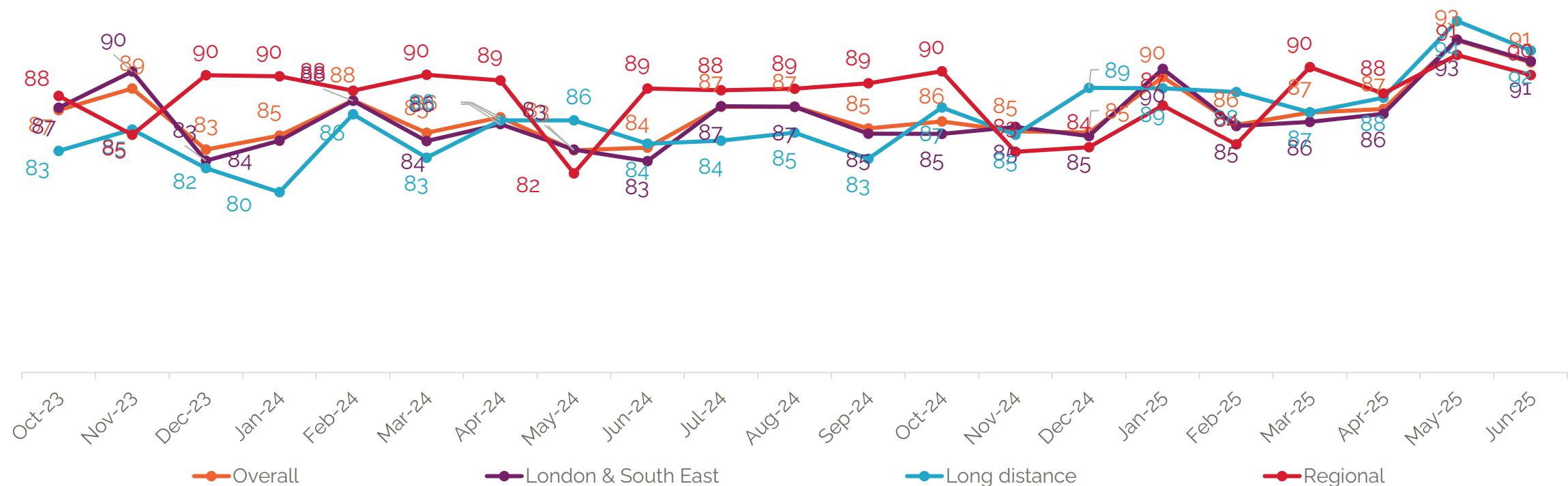
Didn't give time of final arrival or arrival at interim stations.
No disruption/c2c/Leisure

The information wasn't fully tailored to my needs because the announcements and digital screens didn't always update in real-time when there were disruptions or delays. I rely on quick, accurate updates, especially when I'm running late
No disruption/London Overground/Commuter

Overall satisfaction with information provision

Satisfaction with the information provided are closely aligned across the sectors, at between 90-91%, with both London & South East and Long Distance showing significant improvements compared to a year ago.

Overall satisfaction with information provision by sectors (%)



Overall, how satisfied were you with the information provided during your journey? (excl DK)

Oct/Nov/Dec 23/Jan/Feb/Mar 24/Apr-Jun 24/July'24/Aug'24/Sept'24/Oct'24/Nov'24/Dec'24/Jan'25/Feb'25/Mar'25/Apr 25/May 25/Jun 25 – Overall

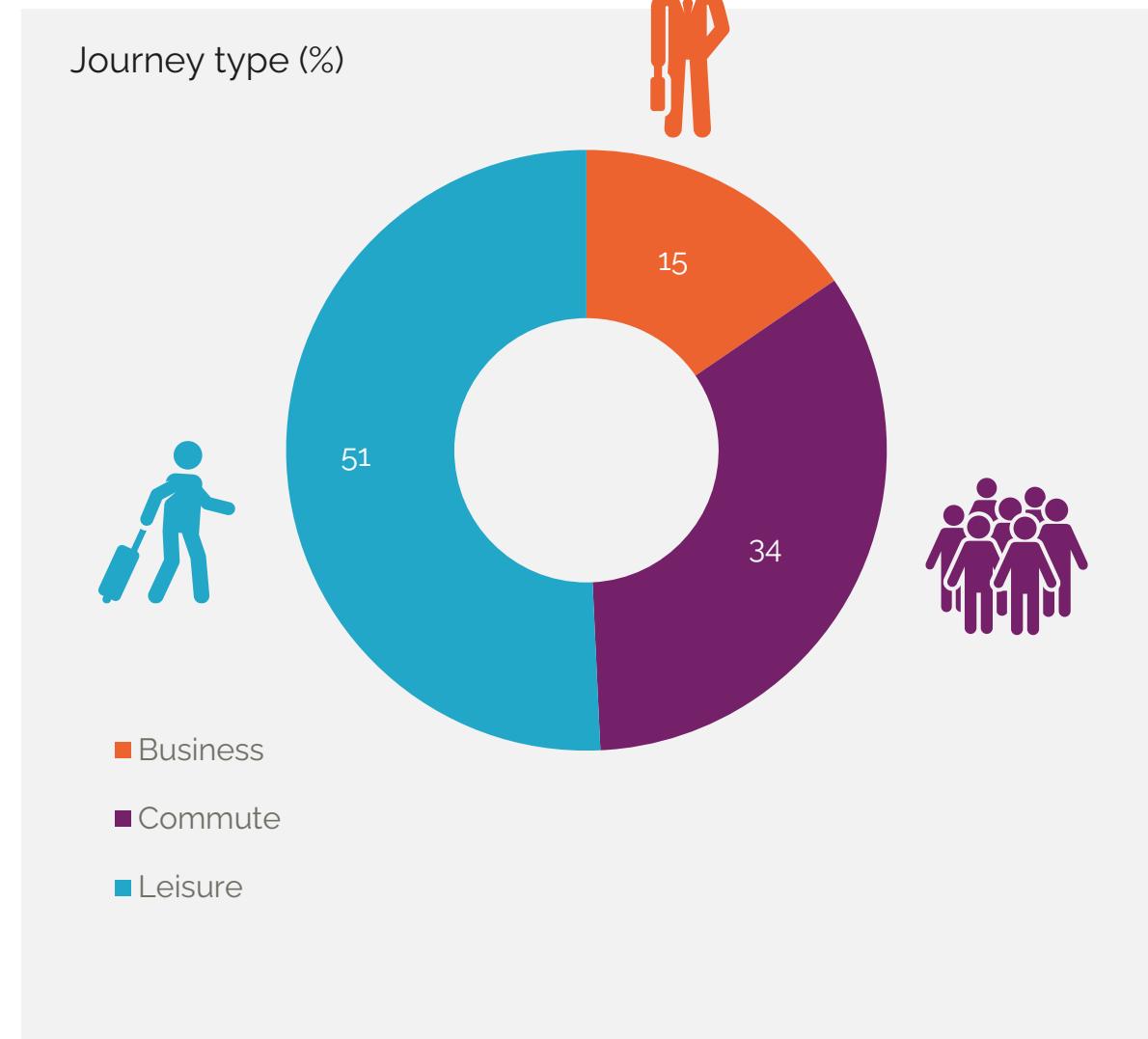
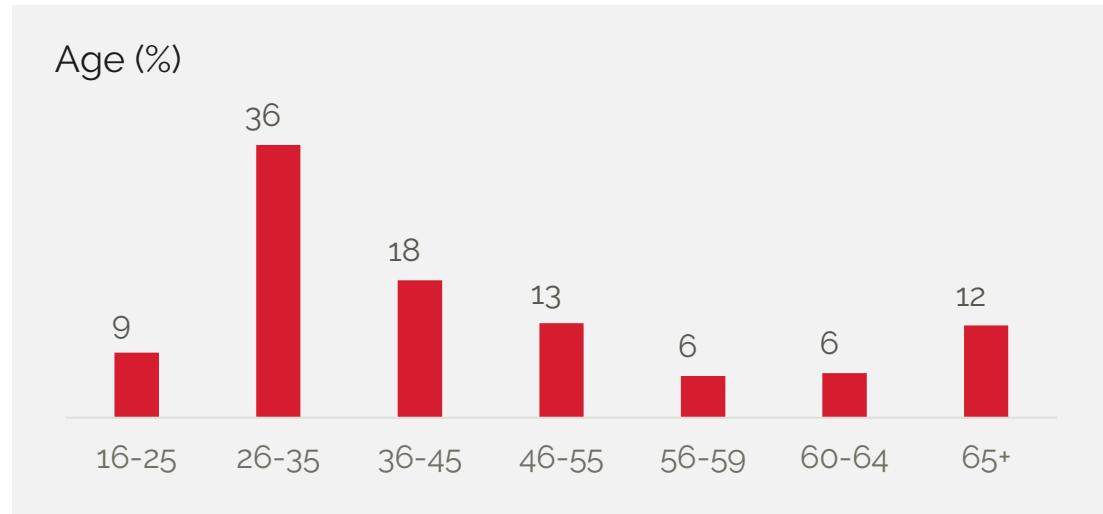
(851/848/853/855/851/850/848/850/851/848/850/848/853/851/852/854/850/854/852/856/852), London + SE

(480/470/513/507/487/501/507/468/479/453/462/476/473/493/458/467/468/492/478/481/460), Long Distance

(188/184/184/178/179/184/175/205/194/206/211/196/202/188/202/199/209/187/200/194/217), Regional

(183/194/154/168/184/163/166/176/175/186/177/173/174/169/188/188/172/175/172/176/172)

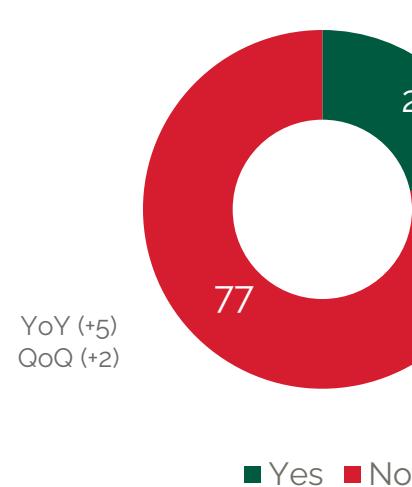
Demographics



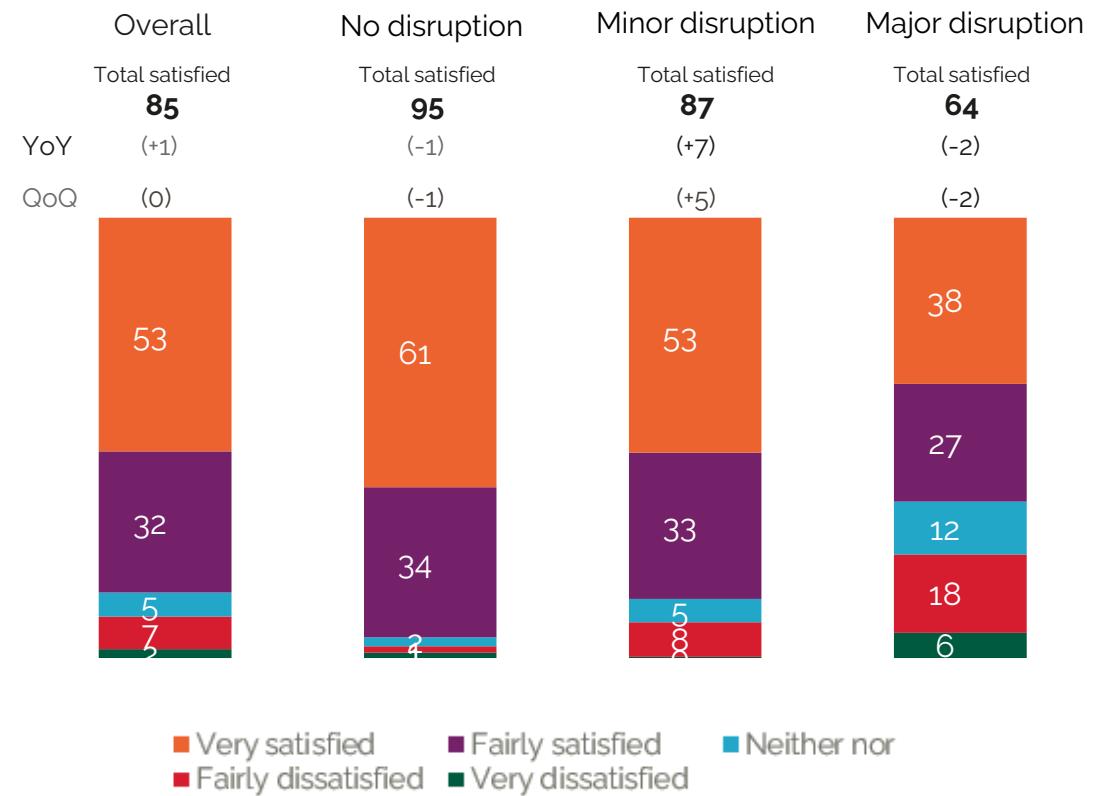
Overall satisfaction with information provision by disability

Over 2 in 10 customers travelling had a disability. Ratings of information provision among those with a disability are high and is correlated by extent of disruption. Those who were minorly disrupted saw a big increase in satisfaction compared to last year.

Those with a disability (%)



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



Overall satisfaction with information provision across journey stages by disability

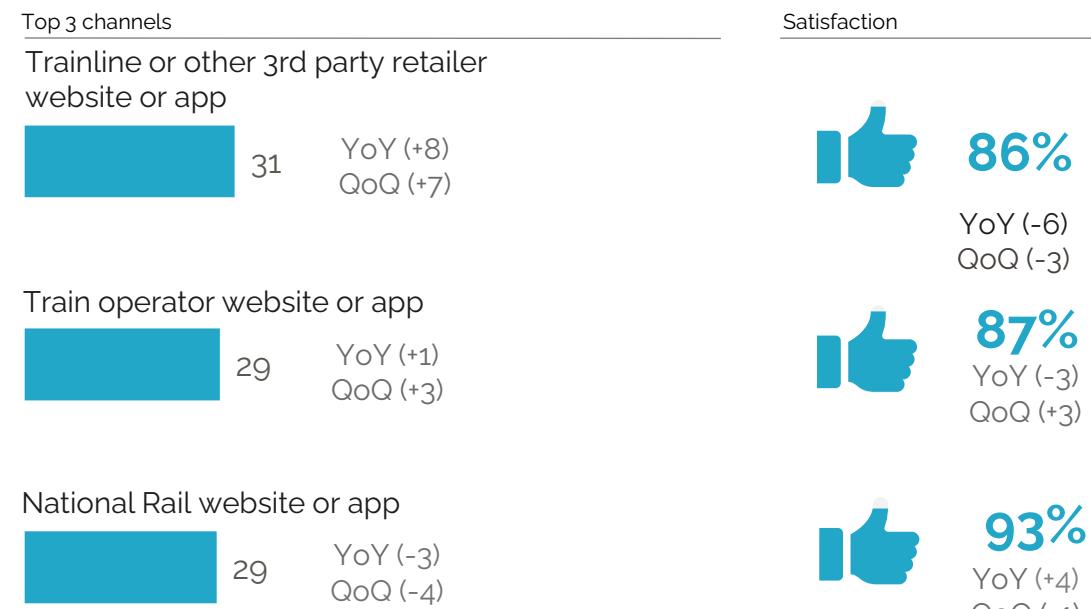
Satisfaction ratings are generally quite high for each journey stage among disabled customers. The journey to the station receives the lowest ratings, a trend that is consistent at an overall level. The major disrupted are less positive about their experience, as shown with journey to the station and on board the train. Compared to last year disabled customers satisfaction with information has increased across all stages of the journey.

Planning and booking	Journey to the station	At the station	On board the train	At destination/interchange
86% YoY (+1) QoQ (+1) No disruption	83% YoY (+3) QoQ (-1) No disruption	87% YoY (+2), QoQ (+1) No disruption	89% YoY (+3), QoQ (+4) No disruption	87% YoY (+3), QoQ (+1) No disruption
91% YoY (+2) QoQ (0) Minor disruption	88% YoY (+3) QoQ (-1) Minor disruption	96% YoY (+5) QoQ (+4) Minor disruption	94% YoY (+4) QoQ (+3) Minor disruption	95% YoY (+6) QoQ (+2) Minor disruption
84% YoY (-1) QoQ (-2) Major disruption	86% YoY (+6) QoQ (+6) Major disruption	84% YoY (+2) QoQ (+1) Major disruption	82% YoY (+1) QoQ (+17) Major disruption	82% YoY (0) QoQ (+4) Major disruption
77% YoY (+2) QoQ (+5)	68% YoY (0) QoQ (-11)	71% YoY (+3) QoQ (-5)	70% YoY (+3) QoQ (+1)	77% YoY (+5) QoQ (-2)

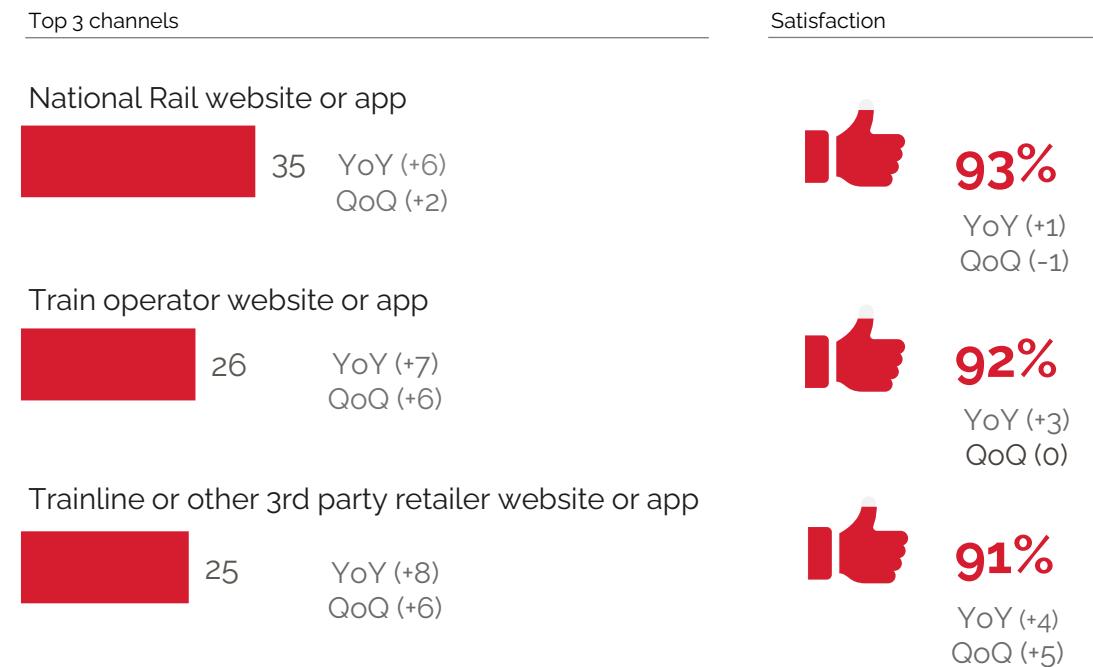
Top channels used at each journey stage by disability

Trainline or another 3rd party retailer website or app is the most used channel when planning the journey and the National Rail website or app is most used on the way to the station, satisfaction with Trainline or another 3rd party app has decreased at the planning and booking stage whilst satisfaction with the National Rail website or app has increased at the journey to the station stage compared to last year.

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



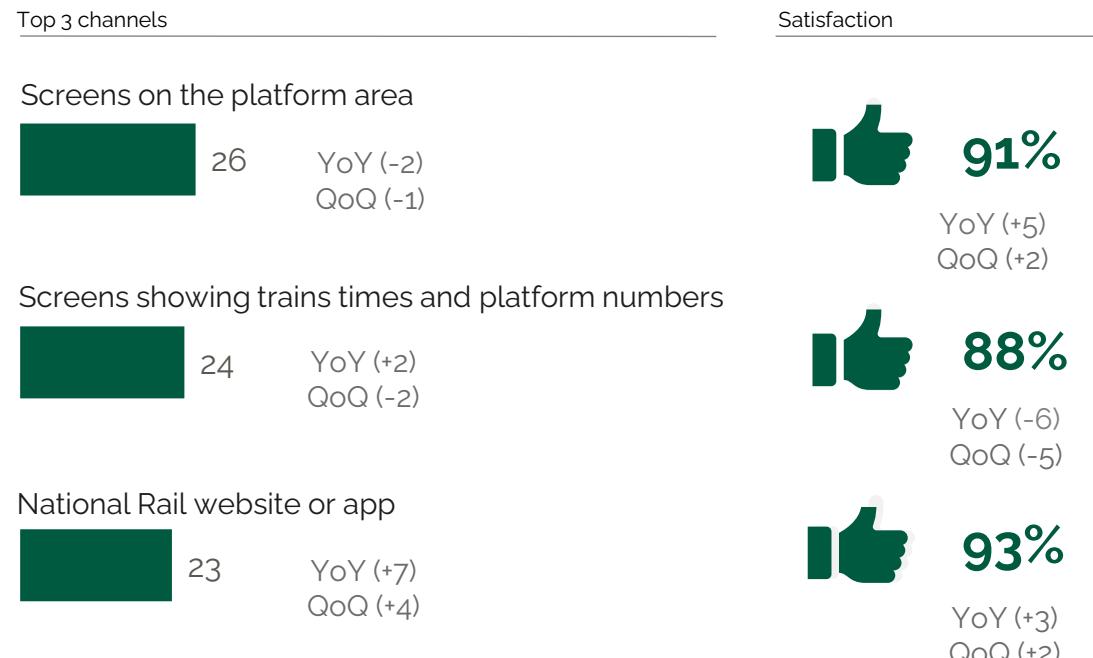
Top 3 channels used during the journey to the station and their satisfaction (%):



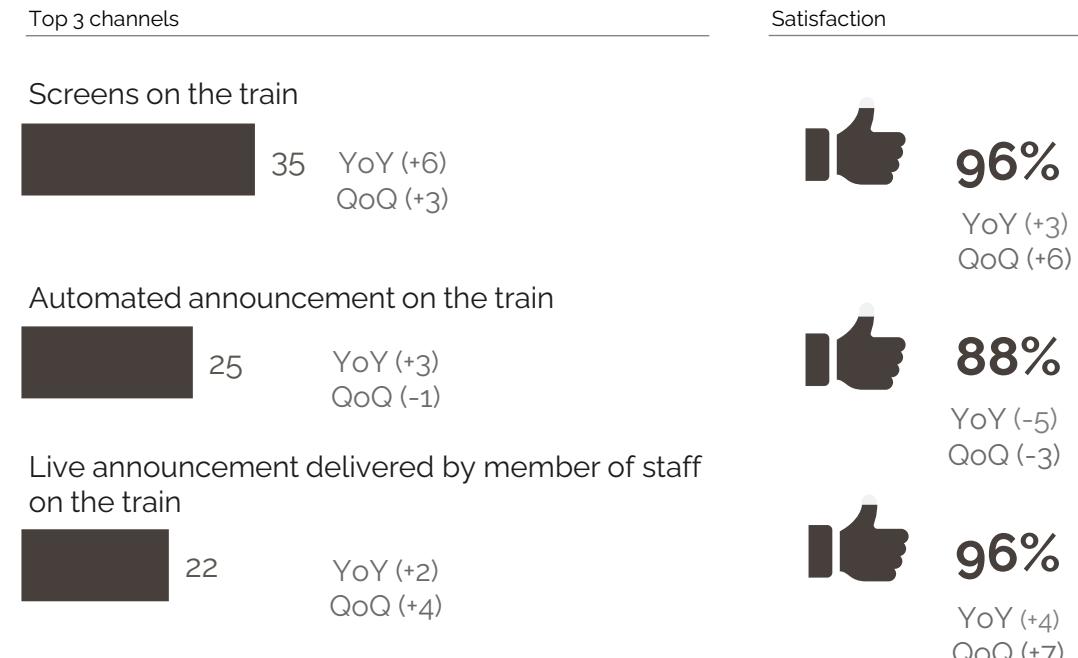
Top channels used at each journey stage by disability

Screens or announcements are most used at the station and on board the train. The satisfaction with channels used at this stage are relatively high with the top channels increasing compared to last year.

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



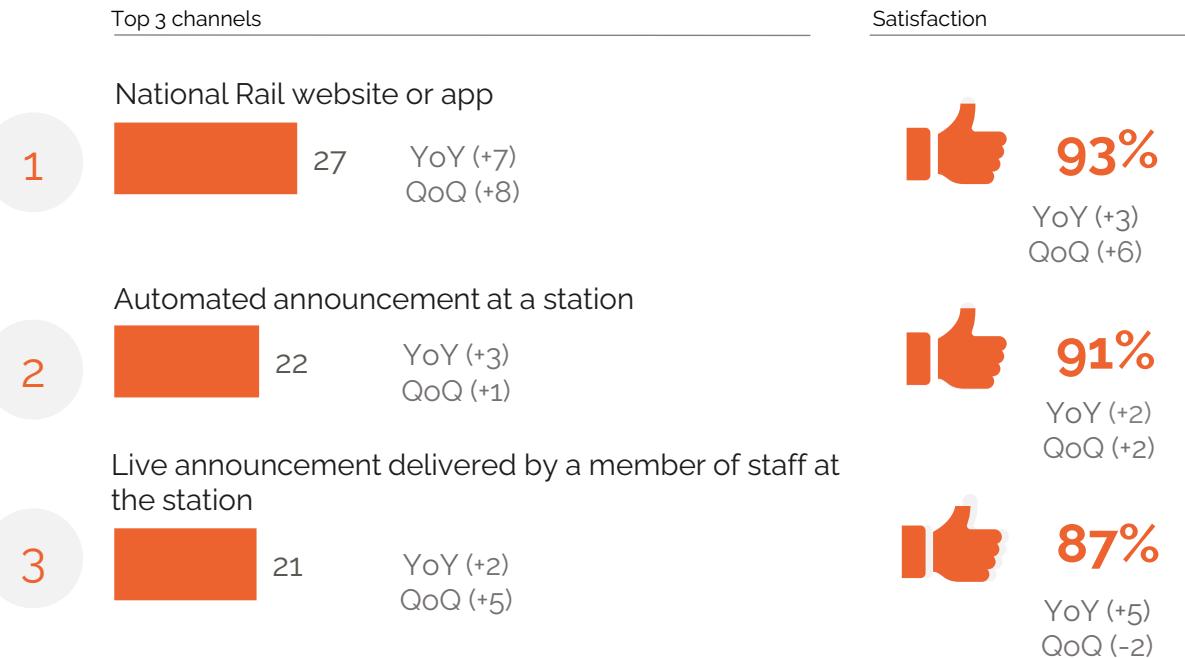
Top 3 channels used on board the train and their satisfaction (%):



Top channels used at each journey stage by disability

When at the destination or interchange station, the National Rail website or app is most used. Satisfaction with the top 3 channels has increased with disabled customers compared to last year.

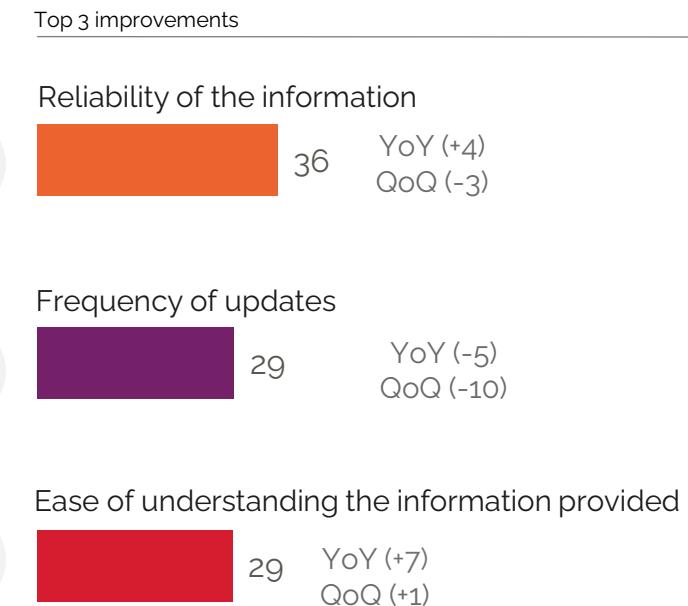
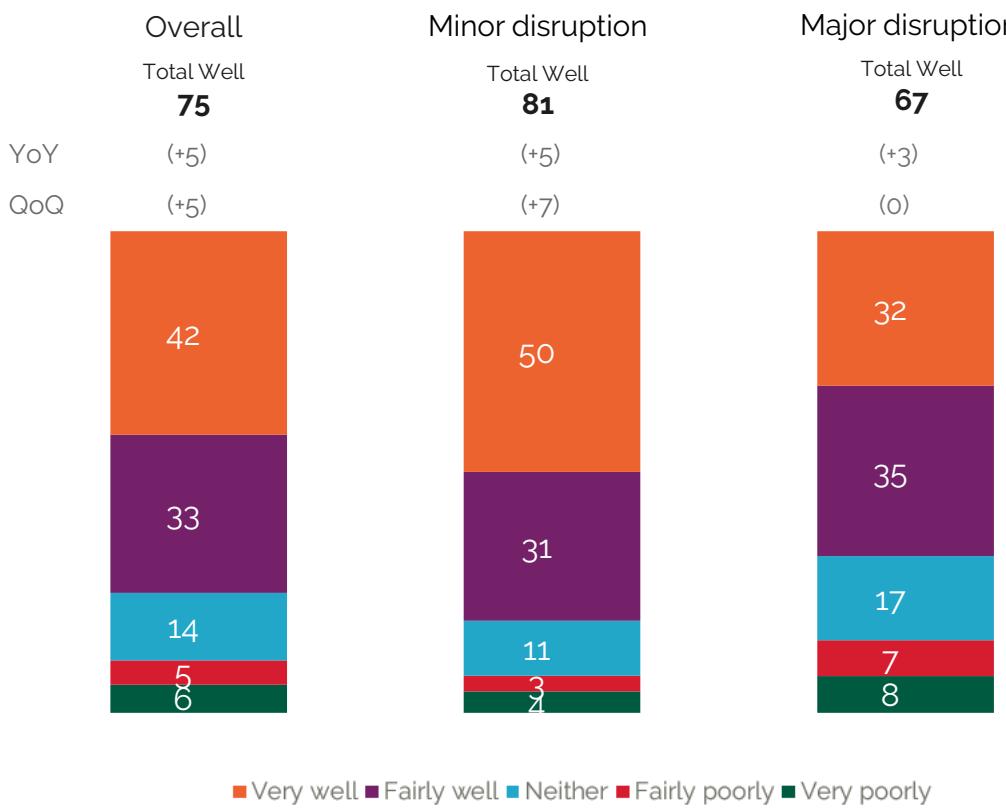
Top 3 channels used at the destination/ interchange and their satisfaction (%):

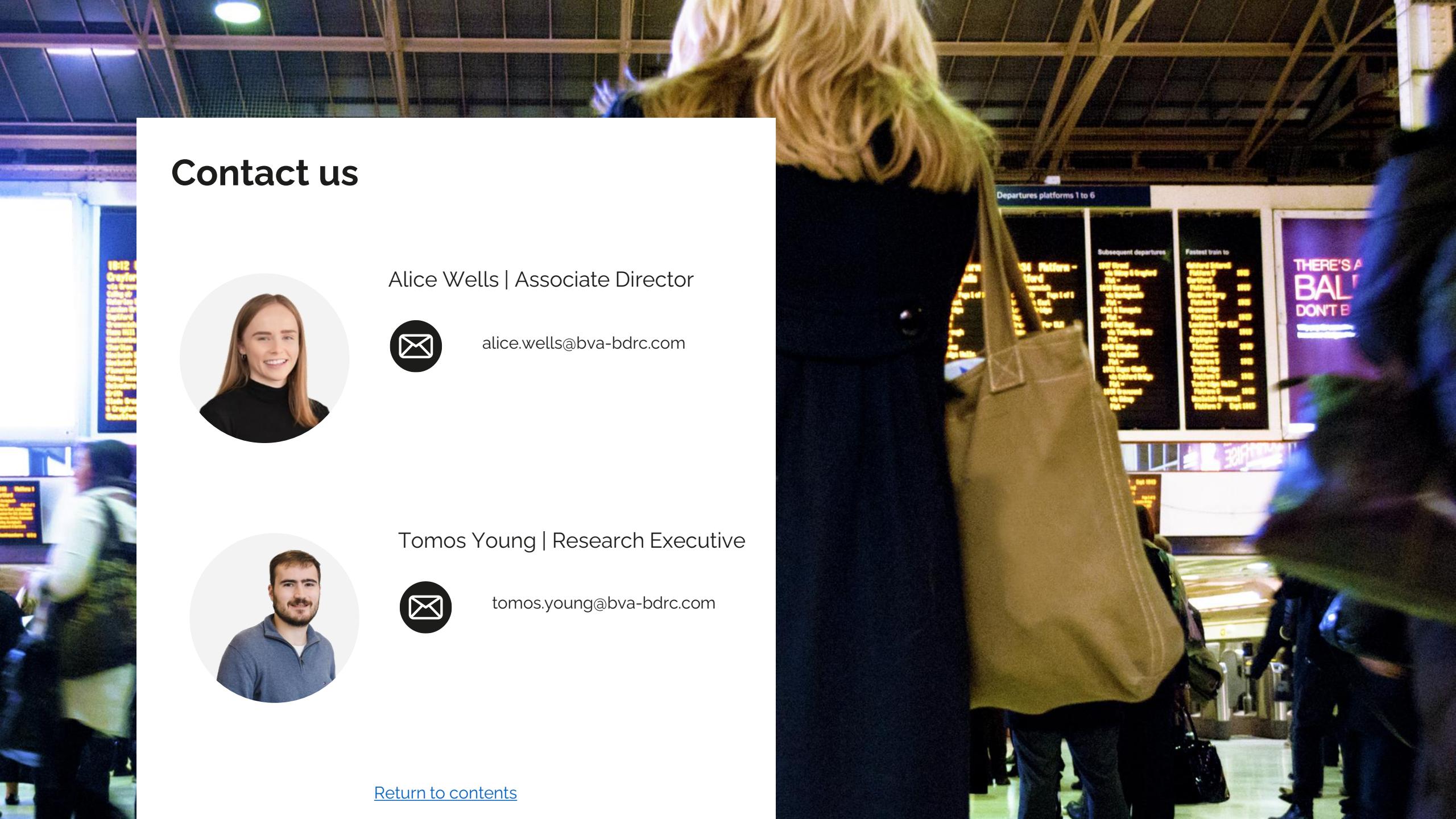


Overall rating of information provided about the delay and key improvements

Overall, 3 in 4 disabled customers perceive the information provided during a delay 'well'. In line with the views of other customers, when there is a longer disruption the rating drops somewhat. Reliable information is most important for disabled customers, followed by frequent updates and then ease of understanding.

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





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Quality standards and other details



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

- We are working towards ISO 20252:2019 and expect to be fully certified to that by February 2023
- Adherence to the standard is independently audited once per year
- This project has also been carried out in conformity to the MRS Code of Conduct, GDPR, the UK's Data Protection Act, and all other relevant industry codes, legal and ethical requirements
- Where subcontractors are used by BVA BDRC, they are assessed to ensure any outsourced parts of the research are conducted in adherence with these same standards.

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

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