

THE HANDLING OF RAIL DISRUPTION

Disruptions to journeys are a major source of frustration to passengers, but these are often unavoidable. The Department for Transport wanted to understand how well disruption was being handled by train operators, with particular emphasis on timely communication of information and passengers' preferred mode of delivery

MIXED METHODOLOGY APPROACH



~1,900
PARTICIPANTS

The project incorporated a two-staged approach consisting of qualitative and quantitative with around 1,900 participants

WAITING

Most passengers waited on the platform if they experienced disruption at their boarding station or the interchange station. Very few passengers waited in a waiting room or shelter



CAFE / WAITING ROOM



Passengers were more likely to feel comfortable if they waited on the train or in a café or waiting room

60
MINS



78% of passengers who experienced a delay of 60 minutes or more said their wait was uncomfortable

38%



thought the handling of the disruption by the train operator was poor or very poor

45%



rated the information provided as poor or very poor

FOUR
IN FIVE

preferred that an announcement was made with very little or no information rather than having to wait until there was some information



IMPACTS OF DELAYS



33%

cited emotional impacts



48%

cited practical impacts



18%

cited financial impacts



IT'S TIME TO TAKE ACTION

There is a clear need for train operators to deliver timely and clear information regarding cancellations or delays and that a tone of contrition is extremely important

During severe disruptions the most required information was about connections or alternative routes as well as the cause of disruption. Passengers are also looking for information regarding the causes of the disruption

IN SHORT

There is a clear correlation between the provision of information and how well passengers felt the disruption was handled – **the more timely the information that was provided, the more likely passengers were likely to feel mollified**



WANT MORE?

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