

Rail Passenger Information

There are two types of passenger information required.

Information to assist passengers or prospective passengers in making journey decisions.

This includes suitable easily understandable timetabling to be made available on all media formats containing information on departure times and journey times, ticketing information both on where, how and when to buy the most appropriate tickets for their journey, available ticket types, their cost and any restrictions on their use (time or route) and real-time information at stations and on social media indicating if the train is on time or by how much the train is late (or early on arrival at its final destination).

The end of the ridiculous situation where splitting journeys could cost less than a single payment for the entire journey if you have enough knowledge to know where to split tickets for the journey.

Information to passengers during delay occurrences.

Surveys undertaken by Passenger Focus and Which? magazine have highlighted that one of the highest level of passenger complaints is the lack of information when train delays occur.

Occasional delays are inevitable whether it be mechanical failure or human intervention such as trespass or suicide. However, the train companies are often too tardy in relaying information to passengers on the cause, possible duration and alternative arrangements if required. **This must improve!** Passengers are far more likely to accept the situation without acrimony if they are kept fully apprised of the situation, the measures being undertaken to resolve it, alternative arrangements to complete the journey should connections be missed, whether pre-booked or not (e.g. missing last bus home), and the compensation available, if appropriate.

Railfuture – Promoting Britain’s Railway for Passengers and Freight

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