Passenger information when rail replacement services are in use

Next steps

Operators and industry need to implement the recommendations outlined below in line with the associated timescales provided. To support further improvements in this area we will:

- Write to individual operators setting out specific actions we expect them to take in our response to our findings. For recommendation 5, we will ask operators to demonstrate to us that their approach is fit for purpose.
- Hold an industry workshop in early 2025 to discuss our key findings and recommendations from this report and improve collaboration on some of the cross-cutting issues identified.
- Work with the DVSA to update our MoU to reflect new PSV(AI)R requirements and data sharing agreements.

We also encourage operators to consider how they could secure insights from passengers to better understand their experiences when travelling by rail replacement services, to inform further improvements. Transport Focus, on behalf of industry, will explore the feasibility of undertaking a passenger survey to gain views from passengers on the quality of information provided on rail replacement services.

Recommendations and actions

Recommendation 1:

Industry should continue to improve the quality of information provided online about engineering works via:

- reviewing the process for generating the Weekly Engineering Circular with the aim of enabling greater consistency in the information provided to passengers
- establishing a consistent approach to the branding and naming of works for a disruption or blockade
- providing passengers with direct links between complementary pages on their websites

Action required: ongoing - through SISJ, RDG's Customer Information Group and ORR industry workshop.

Recommendation 2:

Operators should provide information about the accessibility of rail replacement vehicles set out in their Accessible Travel Policy on their:

- assisted travel webpages
- rail replacement FAQs
- webpages for specific engineering works

Action required: we will be writing to all operators who do not provide this information on their general webpages.

Recommendation 3:

Operators should continue to improve the availability of online maps in advance of travel by:

- working with the SISJ programme to support the production and dissemination of the new visual disruption map videos
- providing maps showing the impact of engineering work both on their websites and at stations in advance of the engineering work taking place
- linking to onward travel maps on their station webpages

Action required: ongoing - through SISJ, RDG's Customer Information Group and ORR industry workshop.

Recommendation 4:

Operators should ensure passengers understand how they can complete a journey that includes a rail replacement service on the day of travel via:

- providing announcements and visual information at stations
- working with SISJ to trial and roll out the provision of real time information for passengers on rail replacement services

Action required: ongoing - through SISJ, RDG's Customer Information Group and ORR industry workshop.

Recommendation 5:

Operators should review their approach to ensuring that they consistently:

- display destinations on their rail replacement vehicles
- announce intermediate stops throughout the journey

Action required: we will be writing to all operators to demonstrate that their current, or updated, processes are fit for purpose.

- ← Previous Our findings and recommendations
- → Next Annex A: Customer Information Pledges