



# How far in advance should train times and tickets be available in online journey planners?

February 2023

# Introduction

Transport Focus wanted to understand more about views on how far in advance train times and tickets should be available in journey planners for leisure journeys on trains. We obtained the views of 2000 people across Great Britain over the weekend of 10-12 February 2023. We asked...

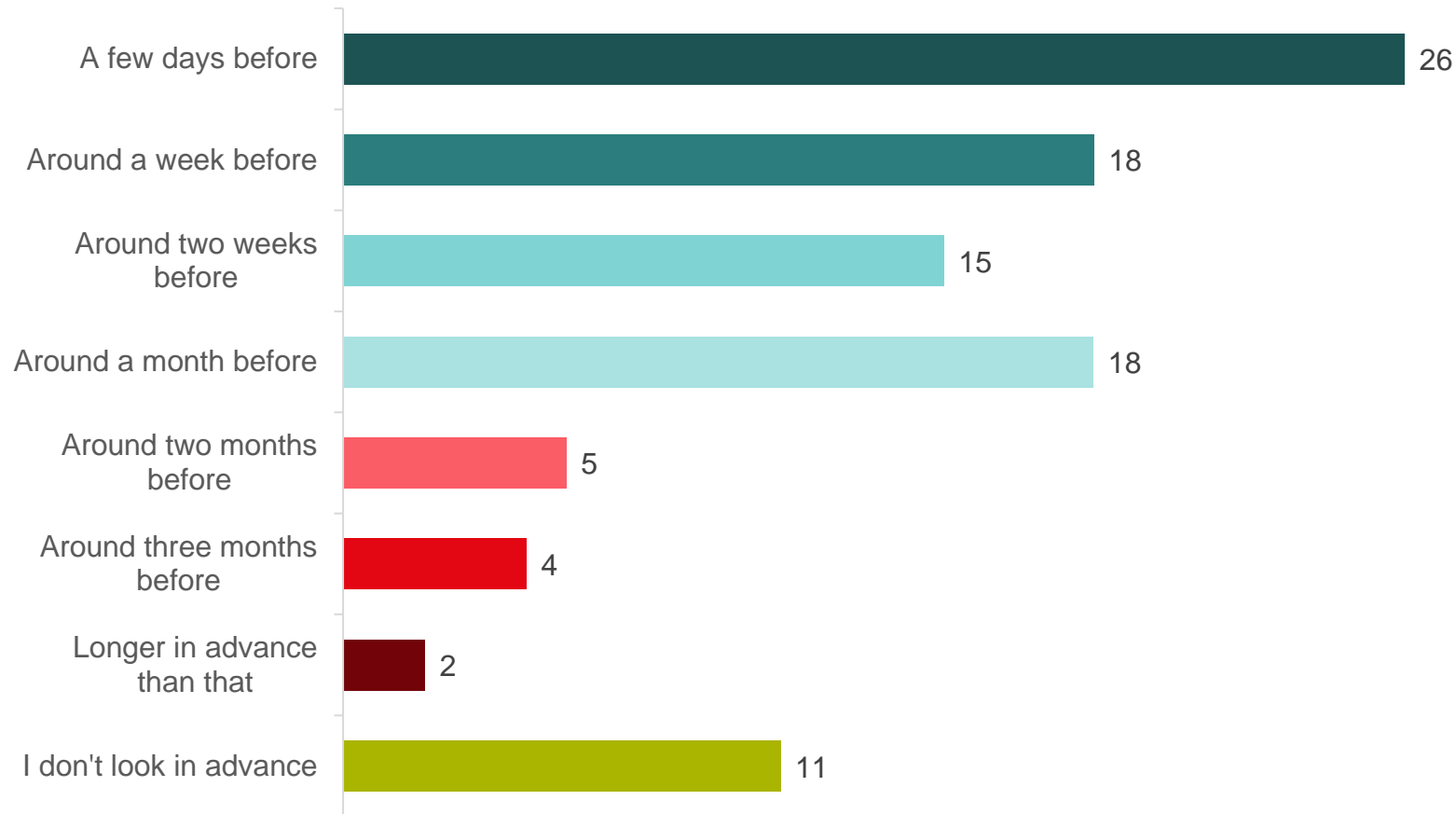
**Q1 When considering making a leisure journey by train, how far in advance do you usually look up train times and ticket prices:** *Exclude trips on Elizabeth line, London Overground, London Underground or Merseyrail.*

1. A few days before
2. Around a week before
3. Around two weeks before
4. Around a month before
5. Around two months before
6. Around three months before
7. Longer in advance than that
8. Rarely use trains for leisure journeys
9. I don't look in advance

**Q2. How far in advance should the timetable show correctly in online journey planners that sell train tickets?**

1. Around a month
2. Around two months
3. Around three months
4. Around six months
5. Around nine months
6. Around a year
7. Not applicable/No opinion

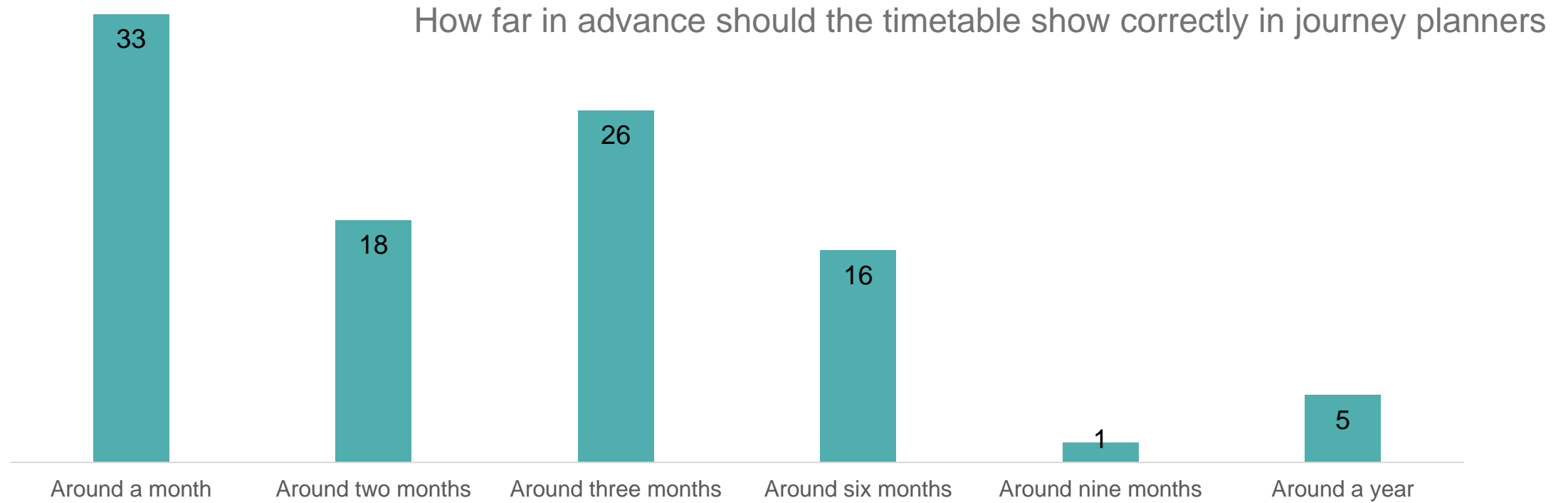
More than half either look up train times and tickets within the week of travel or do not look in advance. But almost a third look them up a month or more ahead



Question. When considering making a leisure journey by train, how far in advance do you usually look up train times and ticket prices?

February 2023. Sample = 1505, excludes those who rarely use trains for leisure journeys

# But almost half feel the timetable should show correctly at least three months in advance



Question: How far in advance should the timetable show correctly in online journey planners that sell train tickets?

February 2023. Sample size = 1609. Excludes those who said 'not applicable'

# People generally think timetables should show in journey planners further in advance than they personally book tickets

Most common response for how far in advance information should be in journey planners

It is not surprising that the further in advance people currently research and book tickets, the more likely they are to say that they want information to be available with more notice.

**Of those who look a few days ahead**  
**53%** think journey planners should show trains around a **month** before

**Of those who look a week ahead**  
**41%** think...around a **month** before

**Of those who look 2 weeks ahead**  
**=31%** around a **month**  
**=31%** two months

**Of those who look a month ahead**  
**34%** think...around **three months** before

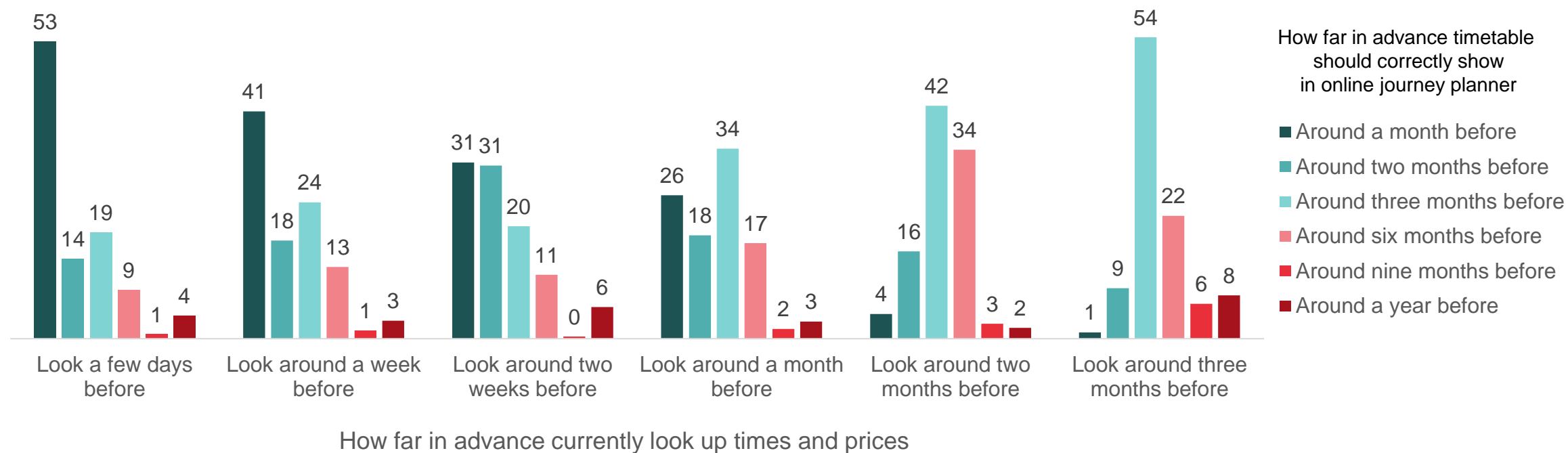
**Of those who look 2 months ahead**  
**42%** think... around **three months** before

**Of those who look 3 months ahead**  
**54%** think...around **three months** before



# People feel that train timetables should be available further in advance than they usually look for times and tickets

## How far in advance timetables should show with online journey planners by usual planning time – full breakdown



Q1 When considering making a leisure journey by train, how far in advance do you usually look up train times and ticket prices?  
 Q2 How far in advance should the timetable show correctly in online journey planners that sell train tickets?

February 2023.. Sample size = a few days before 393; around a week before 278; around two weeks before 224; around a month before 276; around two months before 80; \*around three months before 67 - low sample size results should be treated indicatively. Excludes those who rarely use trains and those who don't look up in advance

# Contact

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Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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