



OFFICE OF RAIL REGULATION



Passenger Rail Service Satisfaction

2014-15 Quarter 2 Statistical Release

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1. Introduction

This release contains information on passenger rail satisfaction in Great Britain with the latest data in this release referring to 2014-15 Q2 (1 July to 30 September 2014). The data covered within the release are:

- Complaints rate – the number of complaints received per 100,000 passenger journeys;
- Complaints by category – the number of complaints received regarding each complaints category per 100,000 passenger journeys;
- Complaints rate by train operating company (TOC) – the number of complaints received per 100,000 passenger journeys for each train operating company;
- Complaints rate by category and train operating company – the number of complaints received regarding each complaints category per 100,000 passenger journeys for each train operating company;
- Complaints by train operating company and contact method – the percentage of complaints received by each train operator by source
- Complaints answered within 20 working days – the percentage of complaints answered within 20 working days for each train operating company;
- National Rail Enquiries (NRE) - the total number of calls made to the National Rail Enquiries telephone service and the percentage answered.

We no longer publish appeals opened and complaint comments data due to methodology differences between Passenger Focus and London TravelWatch. For further information on passenger rail service satisfaction please see the [Quality Reports](#).

A complaint in the rail industry is any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy. Measures of complaints are key indicators of the levels of passenger satisfaction in Great Britain. Due to the strong relationship¹ between the level of satisfaction and levels of delay experienced by passengers, complaints provide an indication of service performance. TOCs use this information to identify areas of service through which improvement schemes could increase passenger satisfaction.

¹ Passenger Focus Research - *Examining the links between Train Performance Measures and Customer Satisfaction* <http://www.passengerfocus.org.uk/research/publications/examining-the-links-between-train-performance-measures-and-customer-satisfaction>

It is important, when analysing complaints data, to take into account the ease of access to complaint making. This will vary between and within TOCs. For example, some TOCs may be more proactive in promoting methods of making a complaint, such as posters displayed at stations and on trains, handing out complaints forms on disrupted services and providing more prominent links to complaints methods on their website. All these types of practices will affect the number of complaints received by a TOC and therefore should be taken into account when reading these statistics.

The data contained within this release is complemented by the Passenger Focus National Rail Passenger Survey (NRPS)² which provides a network wide picture of customers' satisfaction with rail travel. Passenger opinions of train and station services are collected twice a year from a representative sample of passenger journeys. Passengers are asked about a particular journey to measure their overall satisfaction with the station and train. Satisfaction with over 30 specific aspects of the service can then be compared over time and with external measures, such as those within this release. In order to improve the comparability of data across the industry, we have worked with the train operating companies to ensure that our complaints categories align with the NRPS categories from the beginning of 2013-14.

National Rail Enquiries is one of the principal methods of providing passenger information primarily on train timetables and fares. Despite the increase in the use of alternative methods to acquire information, such as self-service channels and social media, data on the use and performance of the NRE provides an indication of how successful the industry is at providing passenger information.

All the data contained within this release are sourced from the train operating companies (TOCs) and the Association of Train Operating Companies (ATOC). For more detail on data collection and the methodology used to calculate the data within this, please see the accompanying quality report which can be found at: [Quality Reports](#).

This is a quarterly release and the latest data in this release refers to 2014-15 Q2, 1 July to 30 September 2014. All the data contained and referred to within this release can be accessed via the ORR [Data Portal](#).

During 2014-15 Q2, the franchise previously held by First Capital Connect was re-let to another operator Govia Thameslink Railway. This came into effect on 14th September 2014. Until period 7, data was supplied under the name of the previous franchisee, First Capital Connect. From period 8 onwards data will be supplied under the name of the new franchisee, Govia Thameslink Railway. As there is no change to the routes contained

² Passenger Focus National Rail Passenger Survey <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>

within the existing Franchise until December 2014, these datasets are comparable and this data has been combined under the new franchisee name, Govia Thameslink Railway.

Due to quality issues, data from Greater Anglia has been omitted from this publication. Due to the variable nature of the data, it has not been imputed and they have been omitted from this publication. Accordingly, the absence of one of the nineteen TOCs should be noted when comparison with previous quarters is made and rankings of TOC established.

National Statistics

The United Kingdom Statistics Authority designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

For more details please contact the Statistics Head of Profession Fazilat Dar at Fazilat.Dar@orr.gsi.gov.uk or on 020 7282 3705 or contact rstats@orr.gsi.gov.uk.

European comparison

ORR is, where possible, publishing, rail statistics comparing Great Britain with other EU member states. Although train companies across Europe are likely to have methods by which their customers can complain about their service, there is no consistent definition of what constitutes a complaint and currently no central data sets with which we can directly compare complaints rates across Europe.

2. Summary of key results

- There were 27.6 complaints per 100,000 train journeys in 2014-15 Q2 compared with 26.1 in the same quarter last year, an increase of 5.8%. Having reached a low of 29.0 complaints per 100,000 train journeys in 2013-14 Q4, the moving annual average (MAA³) stands at 29.6 in 2014-15 Q2.
- Train service performance, which includes punctuality, was the leading cause of complaint in Q2 (31%). This was, however, 6.0 percentage points lower than its share in the same quarter of 2013-14. Train quality complaints make up the second largest share of complaints in Q2 at 18%, an increase of 3.1 percentage points compared with last year.
- Comparing 2014-15 Q2 against 2013-14 Q2, there were seven TOCs with a percentage reduction in the number of complaints per 100,000 passenger journeys, ranging from 6.8% to 33.7%. Eleven TOCs experienced a percentage increase in complaints per 100,000 passenger journeys, ranging from 3.2% to 78.3%.
- Train service performance made up the largest share of complaints for 12 of the 18 TOCs. Ticket buying facilities (Govia Thameslink Railway and London Overground), facilities on board the train (East Coast and First TransPennine Express), complaints handling (First Great Western) and ticketing and refunds policy (Southern) were the leading categories for the other six TOCs.
- In 2014-15 Q2, the most popular category of contact methods was Email/Webform, with 15 out of the 18 TOCs receiving over 50% of their complaints through this method. Chiltern received the majority of their complaints via letter, while South West Trains received the majority of their complaints by telephone. Merseyrail received the largest share of its complaints via online forums.
- In 2014-15 Q2, Chiltern, East Midlands Trains, London Overground, Northern, Southeastern, Southern and South West Trains held “meet the manager” sessions, whilst Merseyrail continues to be the only train operator to report complaints via online forums, such as web chats.
- In 2014-15 Q2, c2c, London Overground and, Southeastern responded to 100% of complaints within 20 working days. Cross Country had the lowest response rate responding to 35.4% of complaints within 20 working days.
- Fewer than a million calls were made to the National Rail Enquiries telephone service during 2014-15 Q2 and the number of calls made was 10.1% less than Q2 the previous year. Since the time series has begun, every Q2 has shown a drop in

³ The MAA is number of complaints per 100,000 journeys received in the previous four quarters.

the number of phone calls, based on the same quarter in the previous year. This reflects the growing number of people accessing train service information through other methods, such as mobile phone applications.

3. Complaints

About Complaints

A complaint in the rail industry is any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy. The level and type of complaints is a useful performance indicator as unlike other system-based measures, the number of complaints reflects direct feedback from passengers. Used in conjunction with other performance measures, such as the public performance measure (PPM), a more comprehensive description of rail industry service and passenger satisfaction can be reported. To allow effective comparison of data between time periods and train operating companies complaints are normalised by passenger journeys.

Due to quality issues, data from Greater Anglia has been omitted from this publication. Accordingly, the absence of one of the nineteen TOCs should be noted when comparison with previous quarters is made.

Complaints rate

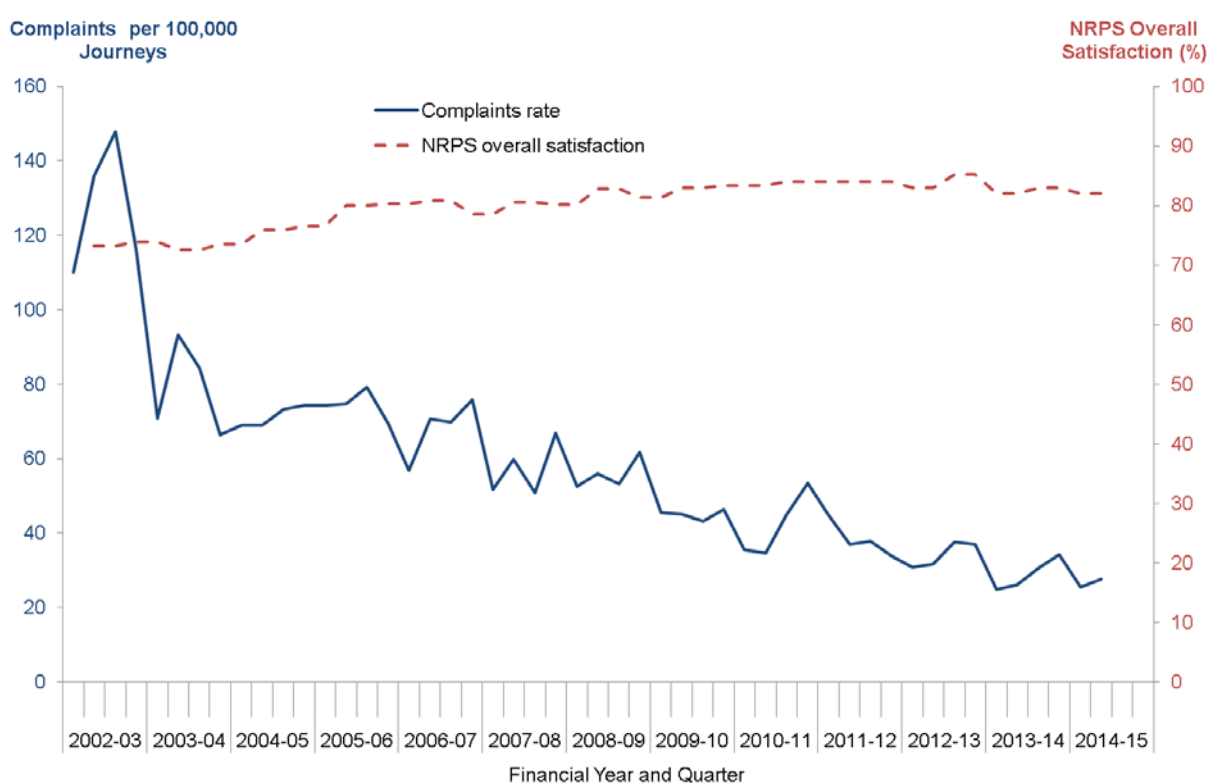
Annual 2013-14

Since the time series began, in 2002-03, the complaints rate has been steadily decreasing with the number of complaints per 100,000 journeys reaching its lowest annual level in 2013-14. At 29 complaints per 100,000 passenger journeys, the complaints rate in 2012-13 was 77.3% lower than in 2002-03 and 15% lower than the previous year.

2014-15 Quarter 2 Results

Complaints rate - chart

Complaints per 100,000 passenger journeys and National Rail Passenger Survey (NRPS), Great Britain, 2002-03 to 2014-15



- Along with a fall in the level of train punctuality in 2013-14 Q2 compared with 2012-13 Q2, there has been an increase in the complaints rate during the same time period. The results of the Passenger Focus National Rail Passenger Survey (NRPS) remains unchanged from the previous statistical release as the next survey will be published in January 2015.
- There were 27.6 complaints per 100,000 train journeys in 2013-14 Q2, an increase of 5.8% on the same quarter in the previous year. The Public Performance Measure (PPM) measures the percentage of trains that arrive at their final destination within

five minutes of their scheduled arrival time (10 minutes for long distance services). The PPM MAA in 2014-15 Q2 was 90.5%, 1.2 percentage points down on the 91.7% recorded in 2013-14 Q2⁴. Unsurprisingly, the number of complaints relating to train performance was 3.2% higher in 2014-15 Q2 compared with the same time last year. Some of the other complaints categories, however, recorded much larger increases.

- The complaints rate MAA stands at 29.6 complaints per 100,000 journeys. This was up 1.4% on 29.2 recorded in 2014-15 Q1, but still only 2.0% higher than the record low of 29.0 recorded in 2013-14 Q4.

Complaints rate by quarter data are presented here: [Data Portal](#)

A list of pre-created complaints tables available on the data portal is presented in Annex 2.

Revisions: Data for 2012-13 have been revised.

Further details of these and historic revisions to the dataset can be found at: [Revisions Log](#)

⁴ http://orr.gov.uk/__data/assets/pdf_file/0013/15205/passenger-freight-performance-2014-15-q2.pdf

Complaints rate by train operating company

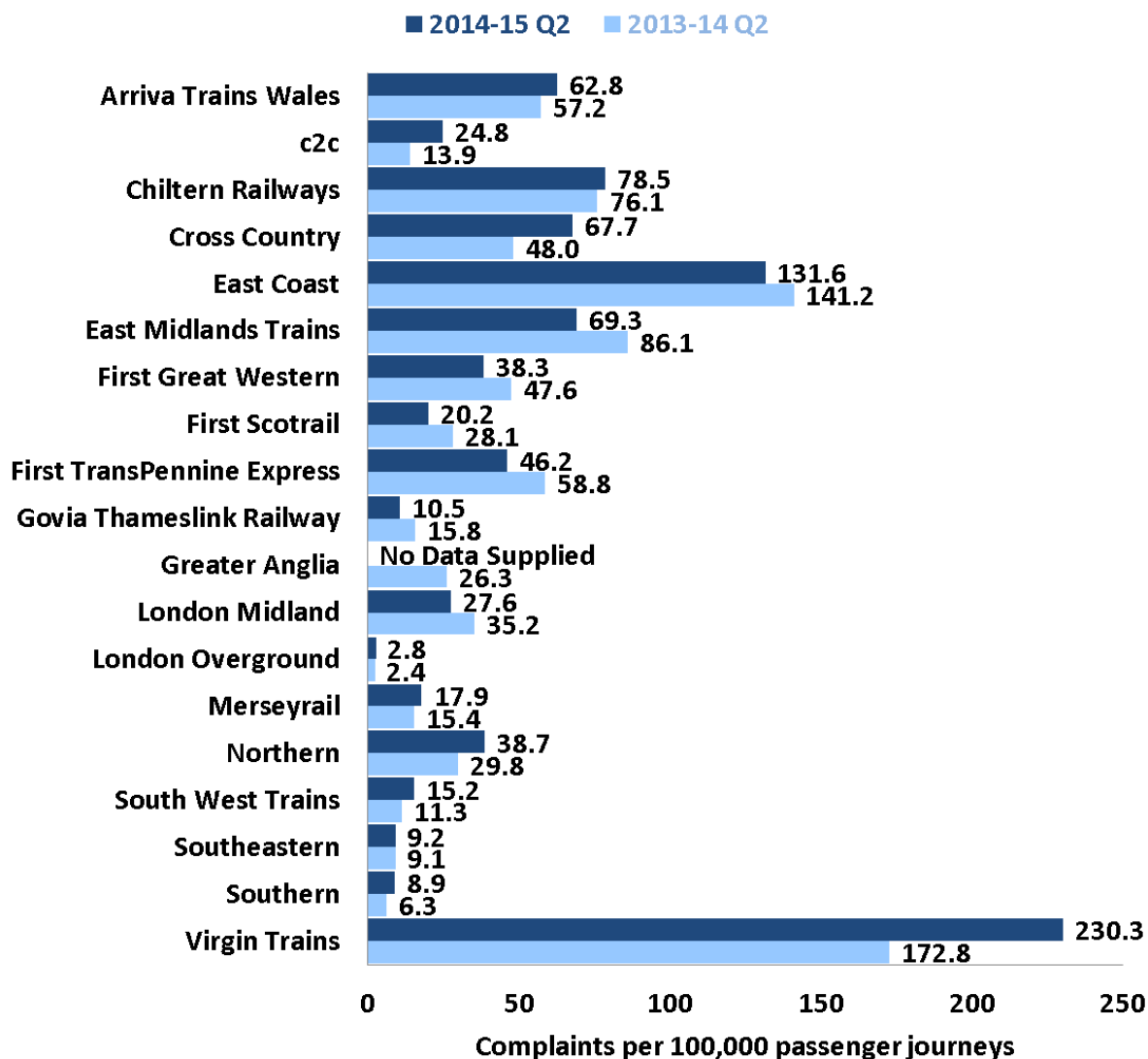
Annual 2013-14

- A comparison of when the time series began in 2007-08 with 2013-14, shows that with the exception of London Midland, Chiltern and South West Trains, all train operating companies have experienced a decrease in their annual complaints rate.
- The highest complaints rate in a single year was received by Virgin Trains in 2008-09 when 548 complaints per 100,000 passenger journeys were received. 2008-09 was the first year that saw a sharp increase in the number of trains operated by Virgin because of the West Coast Mainline upgrade and coincided with Virgin Trains' poorest performance in terms of punctuality and reliability since 2004-05. Since the completion of the West Coast Mainline upgrade in December 2009, the number of complaints per 100,000 journeys received by Virgin Trains has decreased each year, falling to 189 in 2013-14, representing a 65% drop compared with the high of 2008-09.
- When comparing 2012-13 with 2013-14 London Midland experienced the largest decrease in complaints rate declining from 97 complaints per 100,000 passenger journeys to 43 complaints per 100,000 passenger journeys. In 2013-14, of the franchised operators, 10 experienced a decrease and nine an increase in the number of complaints per 100,000 passenger journeys compared with 2012-13.
- The largest increase in the complaints rate between 2012-13 and 2013-14 was for Chiltern Railways whose complaints rate more than doubled. This may reflect the closure of the Oxford to Bicester Line in February, 2014 which is undergoing major upgrades. There are, however, other factors that could have impacted the increase in complaints rate such as changes in company policy regarding advertising of complaint channels.

2014-15 Quarter 2 Results

Complaints rate by train operating company - chart

Complaints per 100,000 passenger journeys by train operating company, 2013-14 Q2 and 2014-15 Q2



- Virgin Trains received the highest number of complaints per 100,000 journeys in 2014-15 Q2 with 230.3. This is more than a third higher than in 2013-14 Q2 and the MAA, which currently stands at 212 complaints per 100,000 journeys, has increased for three consecutive quarters.
- London Overground has had the lowest number of complaints per 100,000 passenger journeys in each quarter since 2011-12 Q1 with 2.8 complaints per 100,000 journeys in 2014-15 Q2. London Overground also has the third highest satisfaction rating for franchised operators in the most recently published National Rail Passenger Survey at 91.0%. This can be explained by this operator being a

relatively recent service with new rolling stock in use and a higher frequency of service compared with earlier operators.

- Between 2013-14 Q2 and 2014-15 Q2 14 seven TOCs experienced a decrease in the number of complaints per 100,000 passenger journeys, with four of these seeing their lowest Q2 rate since the time series began. During the same time period, eleven train operators experienced an increase in their complaints rate. Between 2013-14 Q2 and 2014-15 Q2 Govia Thameslink Railway⁵ experienced the largest percentage decrease in complaints rate moving from 15.8 to 10.5 complaints per 100,000 journeys. c2c experienced the largest percentage increase between 2014-15 Q2 and the same quarter in the previous year, rising from 13.9 to 24.8.

Complaints rate by train operating company quarter data are presented here: [Data Portal](#)

A list of pre-created complaints tables available on the data portal is presented in Annex 2.

Revisions: Data for 2012-13 have been revised.

Further details of these and historic revisions to the data set can be found at: [Revisions Log](#)

⁵ It should be noted that from Period 1-7 this data was supplied by First Capital Connect and from Period 8 it was supplied by the new franchise operator, Govia Thameslink Railway.

Complaints rate by category

Annual 2013-14

Train service performance has consistently received the highest proportion of complaints since the data collection began in 2007-08. In 2013-14, it accounted for 41.2% of all passenger complaints, some 2.4 percentage points higher than in 2012-13.

Up until 2012-13 the fares, retailing and refunds category had consistently been the second most likely reason for a complaint. The proportion of complaints in this category, however, fell from 14.7% in 2012-13 to 8.4% in 2013-14. This is partly due to the introduction of the new company policy category⁶ within which 8.7% of complaints in 2013-14 were categorised.

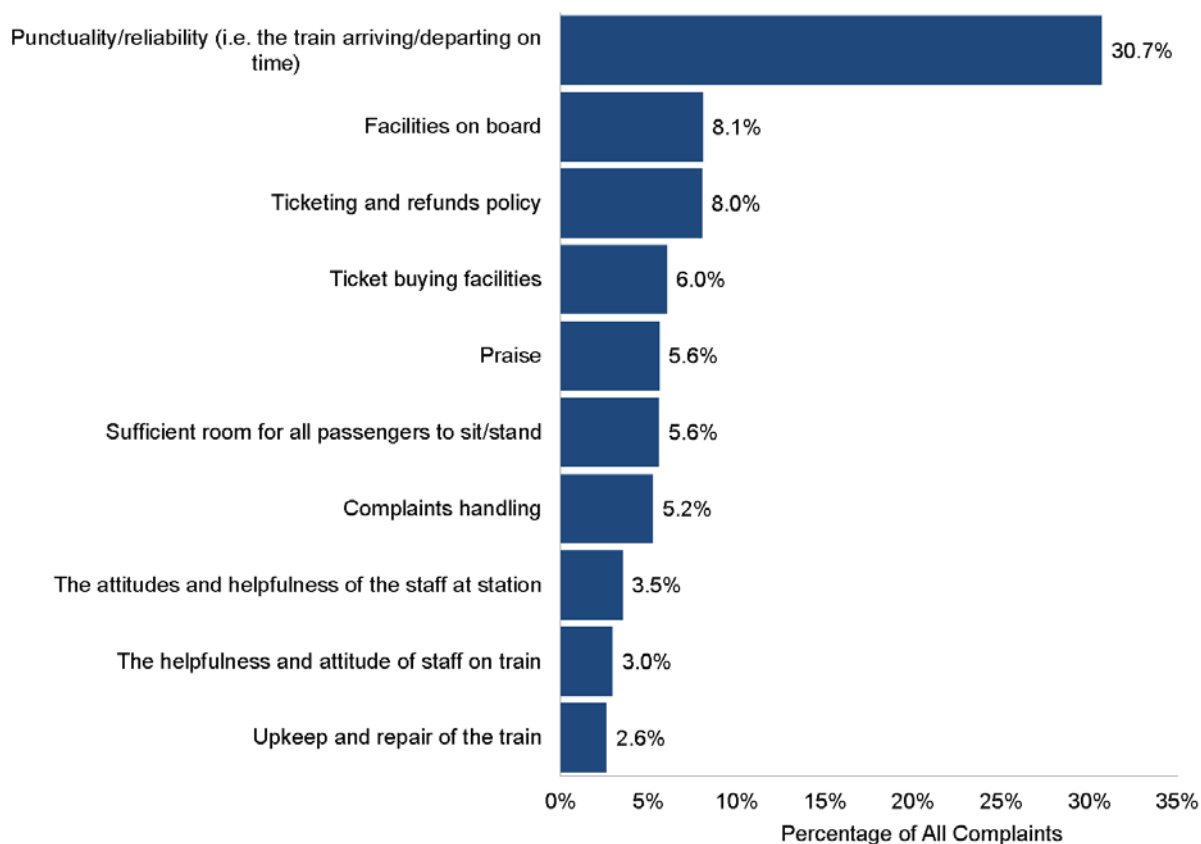
Despite falling 1.1 percentage points between 2012-13 and 2013-14, the train quality category accounted for the second highest share of complaints in 2013-14 at 13.0%. Having reached a record high share in 2011-12 of 7.1%, the complaints handling category fell to a record low share of 4.0% in 2013-14.

⁶ From 2013-14 the complaints category data are reported under the NRPS categories.

2014-15 Quarter 2 Results

Complaints by category - chart

Top 10 categories of complaint, Great Britain, 2014-15 Q2



- During 2014-15 Q2 30.7% of all complaints regarded the punctuality/reliability of trains. In previous years, complaints regarding train service performance have consistently had the highest number of complaints. This coincides with the “punctuality/ reliability” of trains category in the NRPS scoring its lowest satisfaction score since the spring 2007 survey and the national measure of punctuality (PPM) falling for every quarter since 2013-14 Q1.
- Facilities on board received the second highest proportion of complaints in 2014-15 Q2, with 8.1%. This is an increase of 2.8 percentage points on 2013-14 Q2 and an increase of 3.7 percentage points since this data was first collected in 2013-14 Q1. The most recent National Passenger Rail Survey suggests that the lead issues contributing to this rise are ‘cleanliness of the outside of the train’ and ‘overall satisfaction with the train.’ The same survey showed a particularly marked decline in this category for C2C and Southeastern when compared to the previous survey

six month earlier.⁷ This category was the lead category for two TOCs – East Coast and First TransPennine Express. These services which run longer distances may serve passengers who expect additional services such as powerpoints and wi-fi.

- The proportion of praise received in 2013-14 Q2 was 5.6%, which is similar to the percentage seen in previous years.

Complaints by category quarterly data are presented here: [Data Portal](#)

A list of pre-created complaints tables available on the data portal is presented in Annex 2.

Revisions: There have been no revisions to the previously published dataset.

Further details of these and historic revisions to the dataset can be found at: [Revisions Log](#)

⁷ National Rail Passenger Survey, Spring 2014: <http://www.passengerfocus.org.uk/research/publications/national-rail-passenger-survey-nrps-spring-2014-main-report>

Complaints rate by category and train operating company

Annual 2013-14

Train service performance has accounted for the highest proportion of complaints received in each of the four years in the time series for 14 of the franchised train operating companies. For Arriva Train Wales, Chiltern, London Midland, South West Trains, Southeastern and Virgin Trains, train service performance has accounted for over half of complaints received during at least one of the years within the time series.

2014-15 Quarter 2 Results

- During 2013-14 Q2 the punctuality/reliability of services accounted for the highest proportion of complaints for twelve out of eighteen franchised train operating companies. Chiltern Railways experienced the greatest proportion of complaints for this category with 60.6% of all of their complaints relating to this. The smallest proportion of complaints relating to this category was East Coast with 3.2%, which is the same TOC as the previous publication.
- Of the six TOCs which did not have punctuality/reliability of services as their single biggest issue, their lead issues were complaints handling (First Great Western), facilities on board (East Coast and First TransPennine Express), ticket buying facilities (Govia Thameslink Railway and London Overground) and ticketing and refunds policy (Southern).
- The lead issue for First Great Western being complaints handling can be explained by a comparison with the same quarter last year. While their rate of complaints per 100,000 passenger journeys has declined by 9.3 percentage points from 47.6 to 38.3, their complaint response rate has also worsened from 99.9 to 90.7 percent of complaints responded to within 20 days, a decline of 9.2 percentage points. This places First Great Western 11th place out of 18 TOCs in terms of their response rate to customer complaints.⁸
- Ticket buying facilities remained the lead issue for London Overground as in the last quarter. The lead category of ticket buying facilities for London Overground may be related to their greater use of automatic ticketing machines when compared with other networks. The overall increase in ticket related complaints when comparing 2013-14 Q2 with 2014-15 Q2 may also be related to the strong growth in passenger journeys of 4.4% in comparison with the same quarter last year. It has also become

⁸ This includes c2c and Southern in joint first at 100% customer complaint response rate.

the lead issue for Govia Thameslink Railway as well. It is possible that rebranding or reorganisation at stations has led to increased confusion with ticket purchasing options at stations. This issue is also the second most significant issue for London Midland. The slight fall in the year on year comparison compared to the previous publication may be due to an increased number.

- Ticketing and refunds policy was the lead issue for Southern. This may be related to a rise in their CaSL performance from 3.1% to 3.8% from 2013-4 Q2 to 2014-15 Q2, particularly as Southern have a large number of commuters who may claim refunds on their season tickets based on delays and cancellations incurred.
- Facilities on board was the lead issue for East Coast and Transpennine Express. As mentioned above, longer distance services may lead passengers to expect an enhanced customer experience as they typically spend longer on board than commuter services.

Complaints by category and train operating company quarter data are presented here:

[Data Portal](#)

A list of pre-created complaints tables available on the data portal is presented in Annex 2.

Revisions: There have been no revisions to the previously published dataset.

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Complaints rate train operating company and contact method

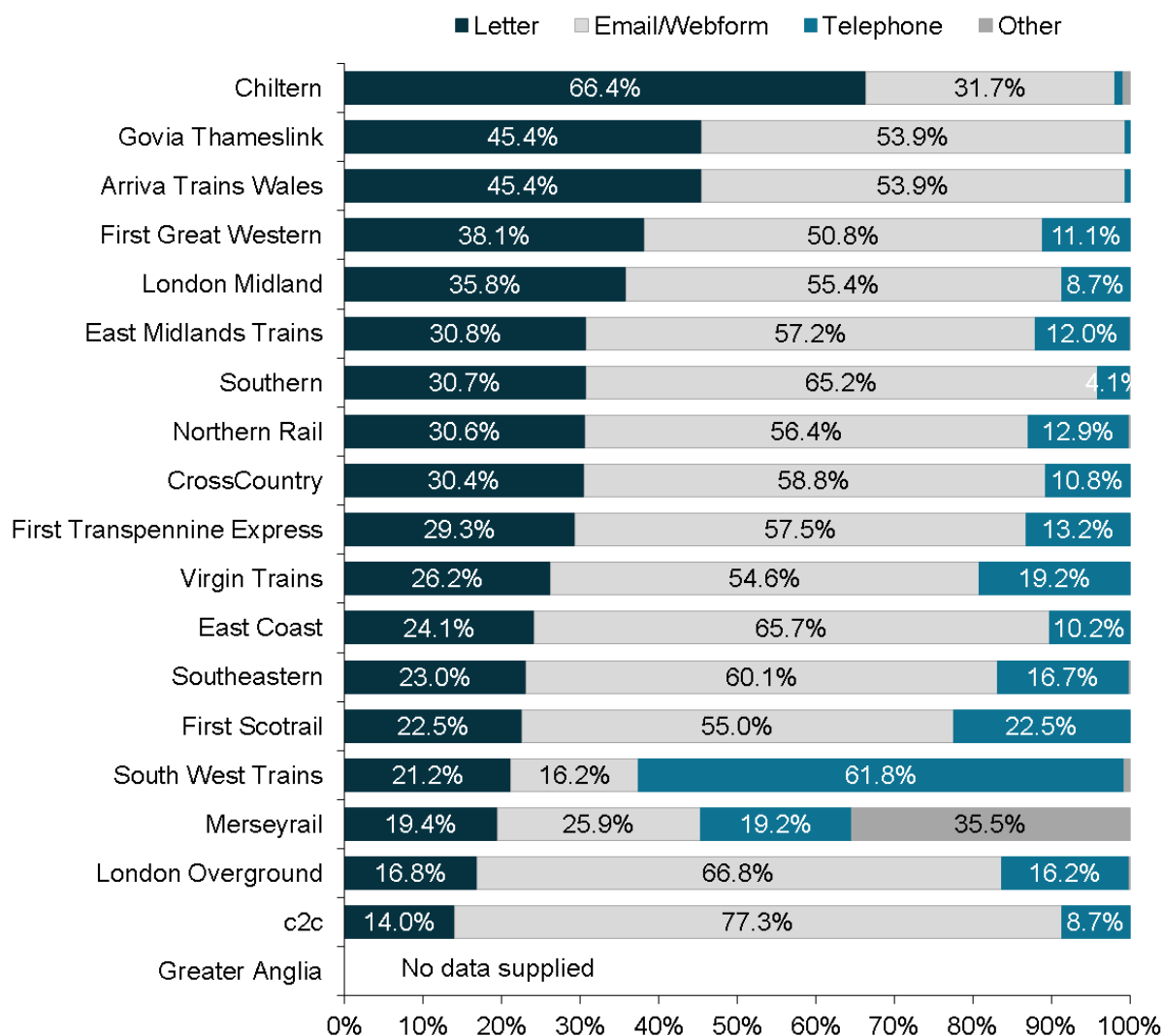
Annual 2013-14

Email/webform was the main method of complaint for passengers in 2013-14, accounting for 41% of all contact methods. During the year only seven operators engaged with passengers via meet the manager events and online forums, accounting for less than 1% of all complaints. Figures for complaints by source vary significantly between operators and highlight the different methods that are offered or promoted by each operator.

2014-15 Quarter 2 Results

Percentage of complaints by train operating company and contact method

Method of contact for complaints by train operating company, 2014-15 Quarter 2



- Chiltern Railways was the only operator to receive over 50% of their complaints by letter in 2014-15 Q2 with 66.4% of complaints received by letter compared with 57.7% in the same quarter a year before. Along with Southern and Govia Thameslink Railway, Chiltern was one of only three TOCs to see an increase in the share of complaints received by letter compared with 2013-14 Q2. This may be a reflection of the contact methods available to passengers and the advertising undertaken by each operator. For example, London Midland receives a high volume of correspondence via Twitter and has dedicated resources to respond to such contact. Due to such differences between train operators, this source of contact is currently excluded from the complaints statistics.
- In 2014-15 Q2, 15 train operators received the majority of their complaints by email/webform, compared with 8 in the same quarter last year. c2c was again the operator who received the greatest proportion of complaints, 77.3%, via this method in 2014-15 Q2.
- Only one operator, South West Trains, collected the majority of their complaints by telephone, with 62% of complaints received via this route.
- Between 2013-14 Q2 and 2014-15 Q2 the number of TOCs receiving complaints via meet the manager sessions increased by one compared with the same quarter last year, with seven operators receiving complaints by this method this quarter. Of those seven operators, Chiltern received the highest proportion of complaints at 0.9%. The meet the manager events are not run at regular periods and each train operator will decide the frequency of these events through the year.
- Merseyrail were the only train operators to receive complaints via online forums, such as web chats and fix my transport, in 2014-15 Q2. Moreover, for the first time in the time series, Merseyrail received their highest proportion of complaints, 35.5%, through this contact method.

Complaints by train operating company and contact method by quarter data are presented here: [Data Portal](#)

A list of pre-created complaints tables available on the data portal is presented in Annex 2.

Revisions: There have been no revisions to the previously published dataset.

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Complaints answered within 20 working days

Annual 2013-14

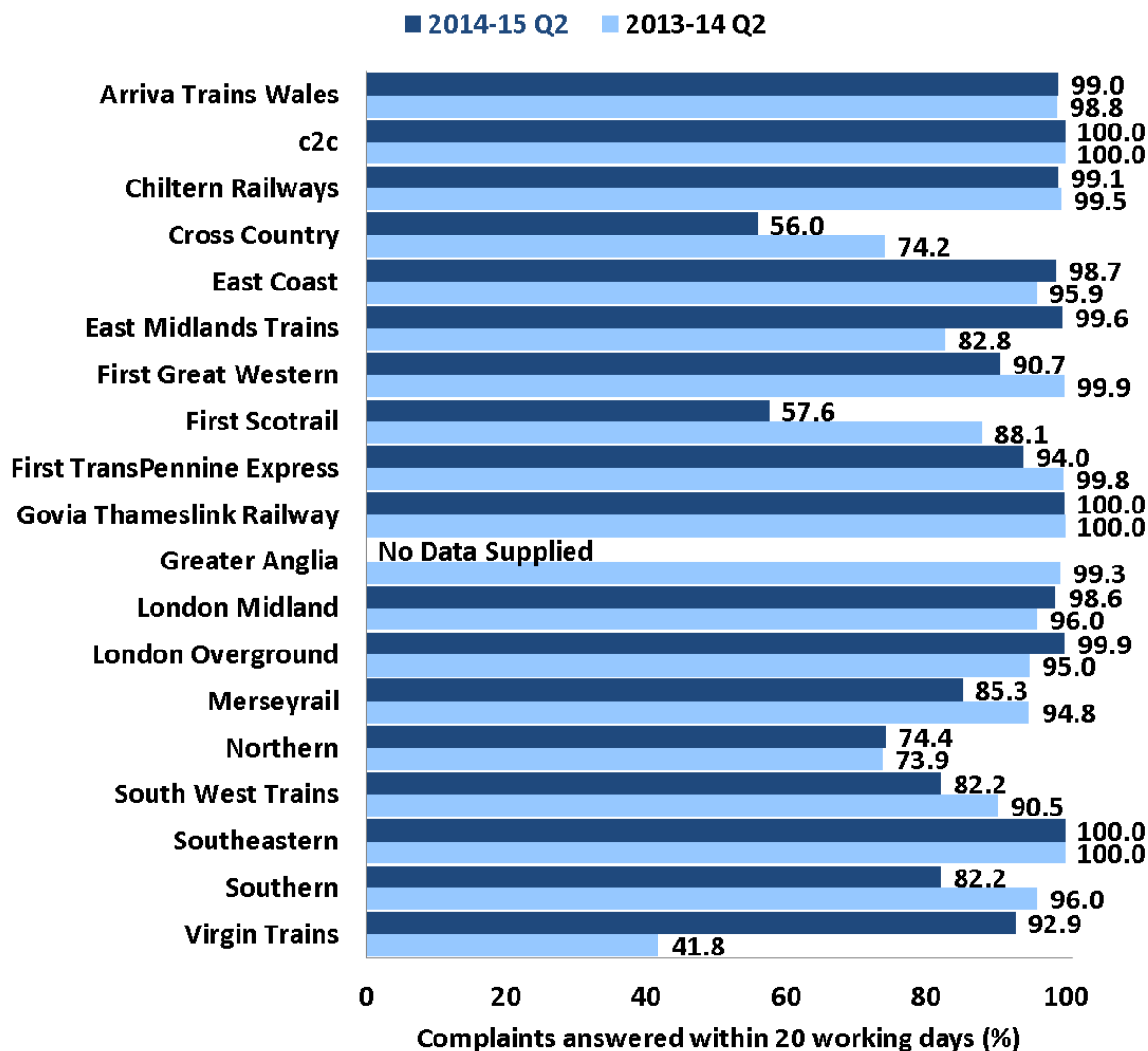
Five of the 19 franchised TOCs responded to over 95.0% of complaints within 20 working days in all years since the beginning of the time series in 2007-08. In 2012-13 Q1, c2c achieved a 100% response rate for the first time since the time series began. Virgin Trains have had the lowest percentage of complaints answered within 20 working days in each of the years presented in the time series, with 32.7% in 2013-14, the lowest percentage in a year since the time series began. Furthermore, the strong branding and advertising associated with Virgin may be a reason for the large number of passenger complaints.

It should be noted that each TOC has their own targets for timescales in which they should respond to complaints; this differs between TOCs, and for some TOCs between different contact methods. All TOC target response timescales presented below are within the industry target of 20 working days.

2014-15 Quarter 2 Results

Percentage of complaints answered within 20 working days - chart

Percentage of complaints answered within 20 working days by train operating company, 2013-14 Q2 and 2014-15 Q2



- During 2014-15 Q2 c2c and Southeastern responded to 100% of complaints within 20 working days, compared with four operators in the same quarter last year (c2c, Govia Thameslink Railway, London Midland and Southeastern). The 100% response rates for these TOCs may in part be due to their relatively low rates of complaint in 2014-15 Q2.
- During 2014-15 Q2 Cross Country had the lowest response rate for the responding to 56% of complaints within 20 working days. Cross Country received 68 complaints for every 100,000 passenger journeys, which was the fifth highest complaints rate in the quarter.

- The proportion of complaints answered by First ScotRail within 20 working days declined from 88% in 2013-14 Q2 to 57% in 2014-15 Q2. They received 20 complaints per 100,000 passenger journeys in 2014-15 Q2. This was down more than a quarter on the same time last year. So the decline in First ScotRail's response rate is likely to have been caused by a reason other than volume of complaints received.
- Despite their rate of complaints increasing by more than third, the Virgin Trains response rate increased from 42% in 2013-14 Q2 to 93% in 2014-15 Q2.

Complaints answered within 20 days by quarter data are presented here: [Data Portal](#)

A list of pre-created complaints tables available on the data portal is presented in Annex 2.

Revisions: There have been no revisions to the previously published dataset.

Further details of these and historic revisions to the data set can be found at: [Revisions Log](#)

4. National Rail Enquiries telephone service

About National Rail Enquiries

National Rail Enquiries provides information for all passenger and rail services on the National Rail network in England, Wales and Scotland. National Rail Enquiries is part of the Association of Train Operating Companies (ATOC), which is responsible for providing business services to the Train Operating Companies. Enquiries to National Rail Enquiries can be made through numerous different channels including telephone and self-service channels, such as the National Rail Enquiries website, Train Tracker text services and mobile applications. The data presented in this statistical release relates to enquiries made through the National Rail Enquires telephone service only.

The National Rail Enquiry telephone service is regulated by the Department for Transport (DfT) and its minimum performance standards are set out in the National Rail Enquiries telephone service agreement. The agreement is for 93% of all calls in a financial year to be answered, and for no less than 90% of all calls in any four-week railway reporting period to be answered. It also introduces a formal quality regime, which includes monitoring through mystery shopping surveys.

National Rail Enquiry telephone service (enquiries received)

Annual 2013-14

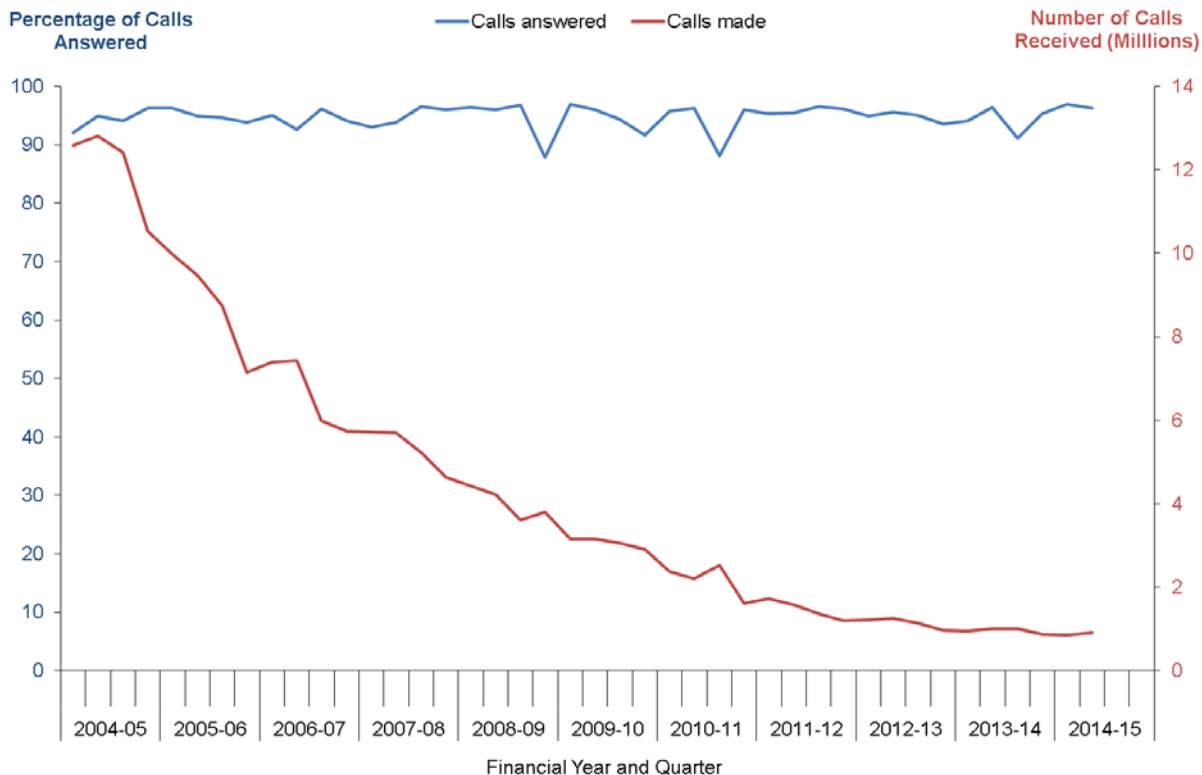
There were 3.8 million calls made to the National Rail Enquiries telephone service during 2013-14. The number of calls has fallen every year since the start of the time series and reduced by 91% between 2004-05 and 2012-13. The number of calls made in 2013-14 was a reduction of 16% compared with the previous year. The decline in the number of calls made to the National Rail Enquiry telephone service is mainly due to the introduction of more ways of accessing train information and the increasing use of these methods, such as self-service channels like websites and apps.

The percentage of calls answered within any financial year since the beginning of the time series has remained between 93.7% and 95.8%. Of the 3.8 million calls made during 2013-14 94.2% were answered, whilst 5.8% were abandoned.

2014-15 Quarter 2 Results

National Rail Enquiry telephone services (enquiries received) – chart

Calls received and percentage of calls answered, Great Britain, 2004-05 to 2014-15



- Quarter 2 of 2014-15 was the third consecutive quarter during the time series when fewer than one million calls were made to the National Rail Enquiries telephone service. Fewer than a million calls were received in five of the last eight quarters. This decline continues the long term trend in the number of calls made to National Rail Enquiries telephone service. The launch of self-service channels⁹ including the NRE TrainTracker™ (2005), mobile website (2011) and mobile apps (2012) have all contributed to this trend.
- The 904,000 calls received in 2014-15 Q2 was 10% fewer than Q2 last year but 6.1% more than the previous quarter. The last four quarters have all displayed a quarter-on-quarter drop of approximately 10%.
- During 2014-15 Q2 the percentage of calls answered, 96.3%, was 0.1 percentage points lower than the same quarter in 2013-14.

Full quarterly National Rail Enquiries telephone service data can be found at: [Data Portal](#)

⁹ About National Rail Enquiries <http://www.nationalrail.co.uk/46383.aspx>

A list of National Rail Enquiry telephone services tables available on the data portal is presented in Annex 2.

Revisions: There have been no revisions to the previously published dataset.

Further details of these and historic revisions to the data set can be found at: [Revisions Log](#)

Annex 1 - Statistical release themes and publication timetable

Statistical release	Data	Publication schedule
Passenger and Freight Rail Performance - Quarterly 2014-15	Public performance measure	Q3: 5 th February 2015
	Freight performance measure	Q4: 7 th May 2015
	Cancellations and significant lateness	Q1: September 2015 TBC
		Q2: November 2015 TBC
Freight Rail Usage - Quarterly 2014-15	Freight moved	Q3: 19 th February 2015
	Freight lifted	Q4: 21 st May 2015
	Freight delay minutes per 100 train kilometres	Q1: September 2015 TBC
	Freight market indicators (Q4 only)	Q2: November 2015 TBC
Passenger Rail Usage – Quarterly 2014-15	Passenger kilometres	Q3: 5 th March 2015
	Passenger journeys	Q4: 4 th June 2015
	Passenger revenue	Q1: October 2015 TBC
	Timetabled train kilometres	Q2: December 2015 TBC
Passenger Rail Service Satisfaction - Quarterly 2014-15	Complaints	Q3: 5 th March 2015
	Appeals received by London TravelWatch and Passenger Focus	Q4: 18 th June 2015
	National rail enquiries	Q1: October 2015 TBC

Regional Usage - Annual 2013-14	Regional journeys	January 2015 TBC
Rail Finance – Annual 2014-15	Government support to the rail industry Rail fares index Private investment	August 2015 TBC
Rail Infrastructure, Assets and Environmental – Annual 2014-15	Infrastructure on the railways Average age of rolling stock Sustainable development	August 2015 TBC
Key Safety Statistics – Annual 2014-15	Key safety facts Passenger key safety facts Public key safety facts Workforce key safety facts Train accidents key facts	September 2015 TBC

Annex 2 – List of pre-created performance reports available on ORR NRT Data Portal

All data tables can be accessed on the data portal free of charge. The ORR data portal provides on screen data reports, as well as the facility to download data in Excel format and print the report. We can provide data in csv format on request.

Complaints

- Complaints rate – [Table 14.8](#);
- Complaints rate by TOC – [Table 14.9](#);
- Complaints by category – [Table 14.3](#);
- Complaints by category and TOC – [Table 14.5](#)
- Complaints answered within 20 working days – [Table 14.2](#); and
- Complaints by TOC and contact method – [Table 14.6](#)

National Rail Enquiries

- National Rail Enquiries (telephone enquiries received) – [Table 14.13](#)

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