

ORR protects the interests of rail and road users, improving the safety, value and performance of railways and roads today and in the future



ORR and House of Commons Library

Researcher Event: Holding the Railways to Account

28 November 2017

What is the ORR?

Health & safety authority for the whole rail industry

Economic regulation of railway infrastructure - Network Rail, HS1 & Ch Tunnel (+HS2)

Consumer and competition authority – powers concurrent with the CMA

Crown Prosecutor to enforce health & safety law

Development of **European** rail markets & regulation



Track access regulation & appeals (including for Open Access)

Set and enforce **UK technical standards & licencing** in rail

Lead producer of **Official Statistics for Rail**

Highways England monitor role

What don't we do?



Fares



Franchises

Agenda

- Abby Sneade – ORR Head of Profession for Statistics
- Scott Hamilton – ORR Consumer Insight and Compliance
- Tom Rutherford – Social & General Statistics, House of Commons Library
- Q&A

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Self-service tickets



Rail Statistics

Information & Analysis

Abby Sneade

Head of Profession for Statistics

Abby.Sneade@orr.gov.uk

Leading producer of Official Statistics for rail

■ <http://orr.gov.uk/statistics>

- Statistical releases
- Factsheets
- Data Portal
- Tables that support Statistical Releases in csv/excel download
- Archived data

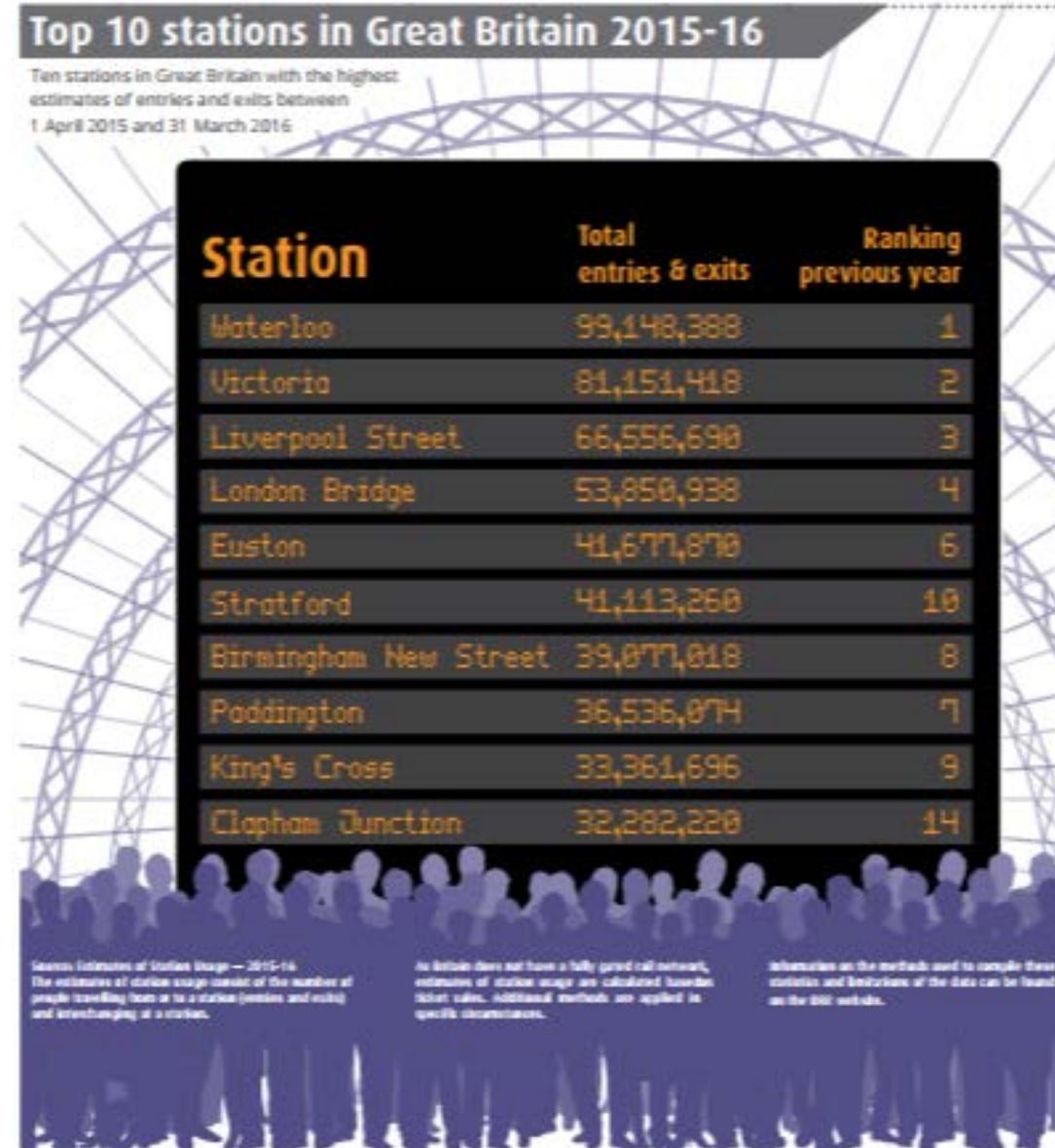


■ Various levels of disaggregation:

- ‘localised’ data: containing information about specific geographic sites
- Regional
- Train/Freight Operating Companies
- Routes

Station Usage

- Most popular ORR publication with 20,000+ visits each year
- Time series from late 1990s
- Entries, exits and interchanges at all GB stations (c.2,500)
- Also Origin-Destination matrix for journeys between every pair of GB stations
- Used by transport consultancies, central & local government bodies & industry for pricing & fare strategies/transport programs & planning
- New interactive [Power BI tool](#)



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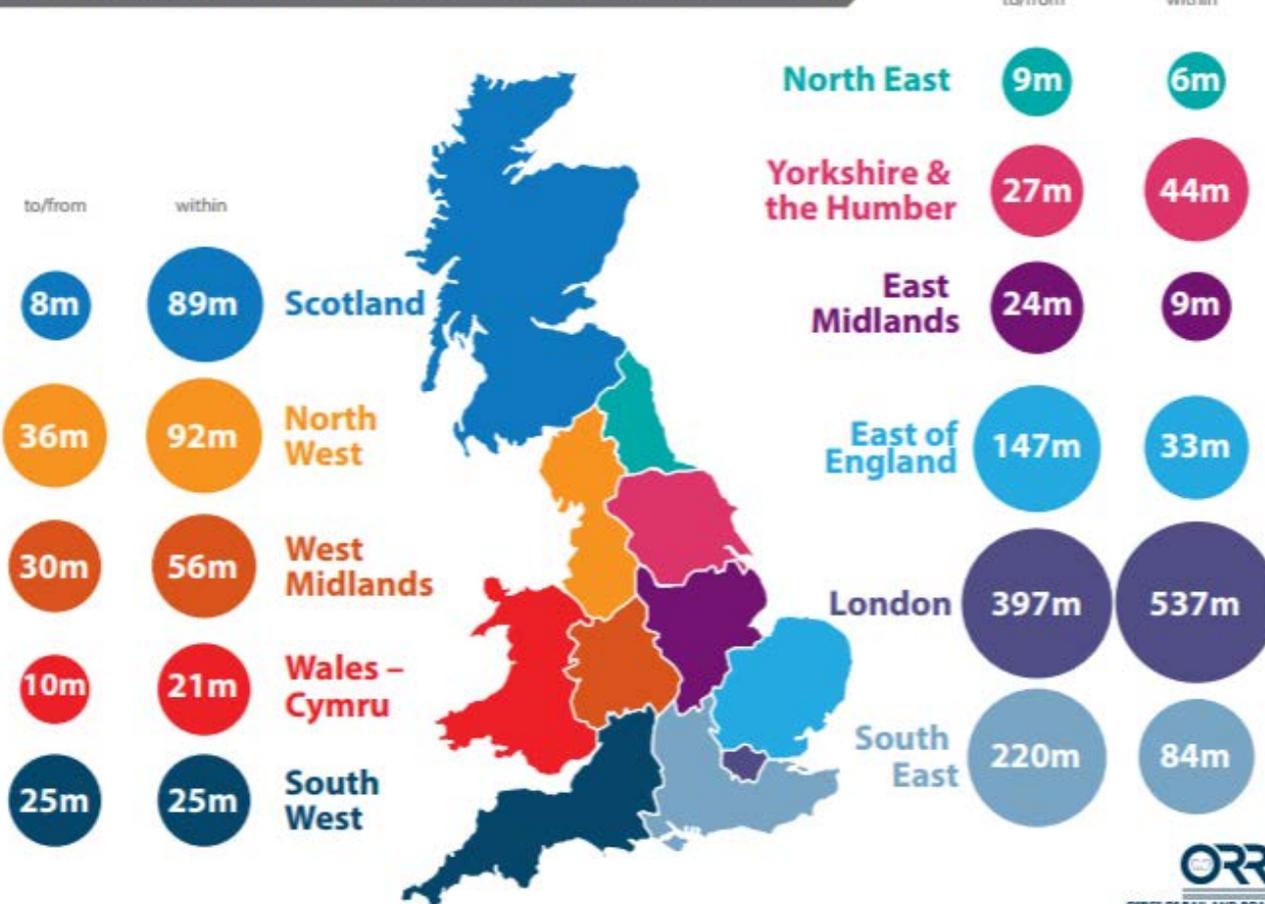


Regional data

Regional Rail Statistics

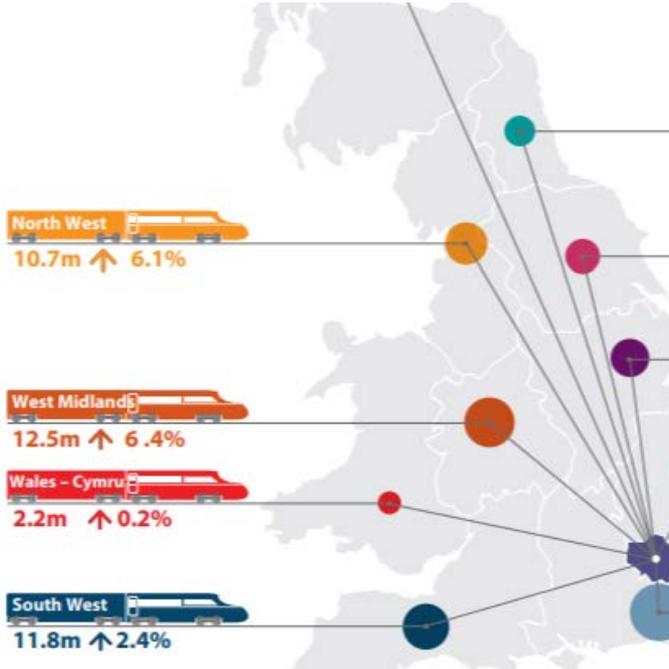
http://orr.gov.uk/data/assets/pdf_file/0003/23952/regional-rail-usage-profiles-2015-16.pdf

Total rail journeys in 2015-16 to/from/within region (in millions)



Total rail journeys to/from other region

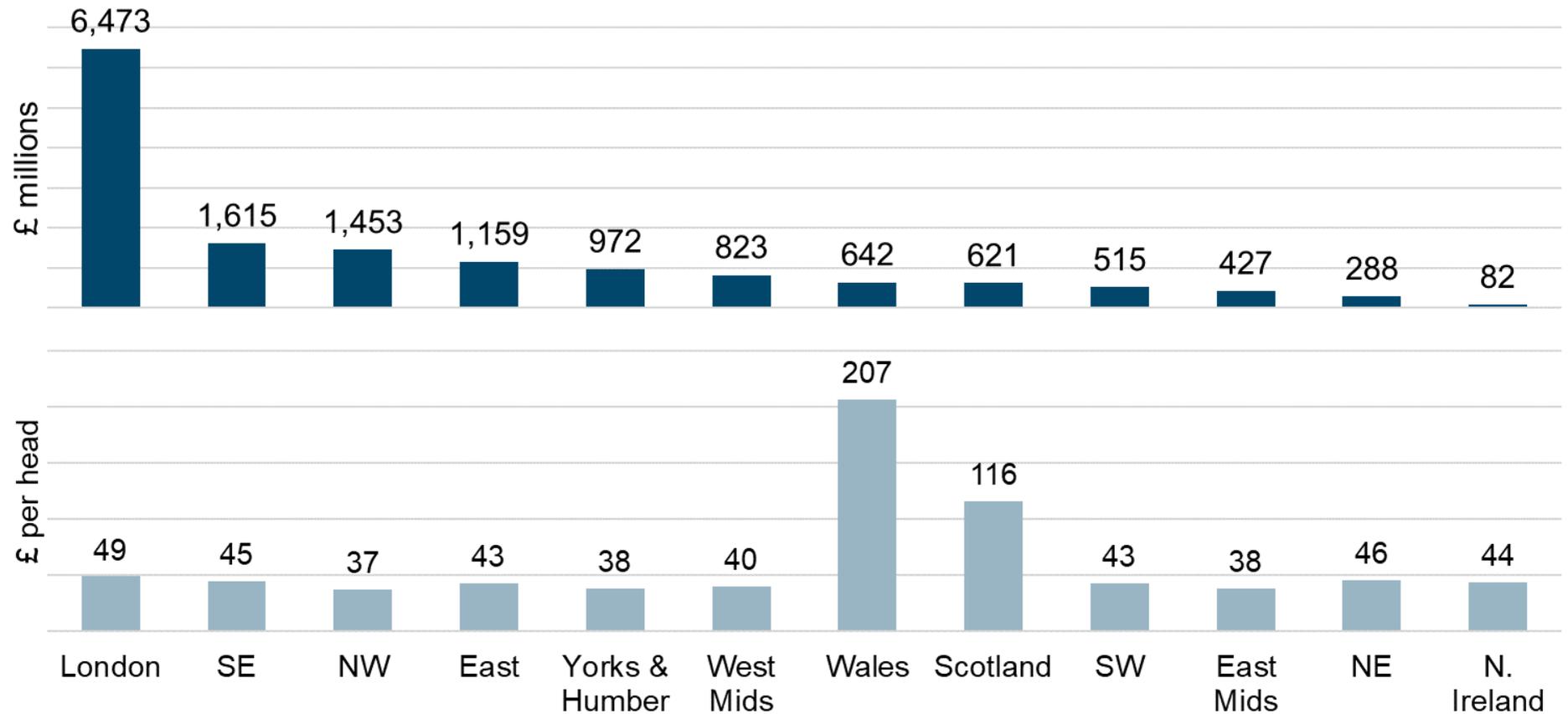
The data shows the total number of rail passenger journeys between London and all other regions in Great Britain for 2015-16, alongside a comparison with the number of journeys in 2014-15.



Journeys to/from London



Country and regional government spending on railways 2015-16 (HM Treasury)



<https://www.gov.uk/government/statistics/country-and-regional-analysis-2016>

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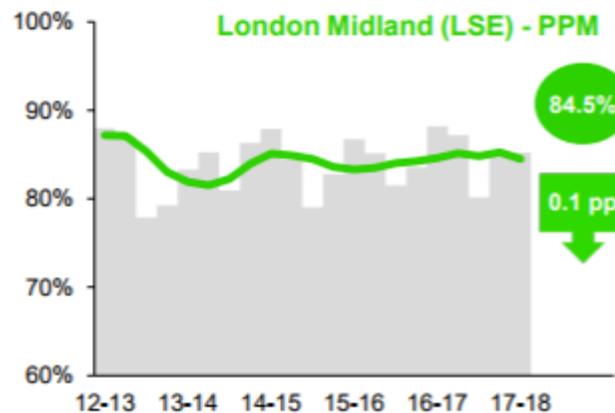
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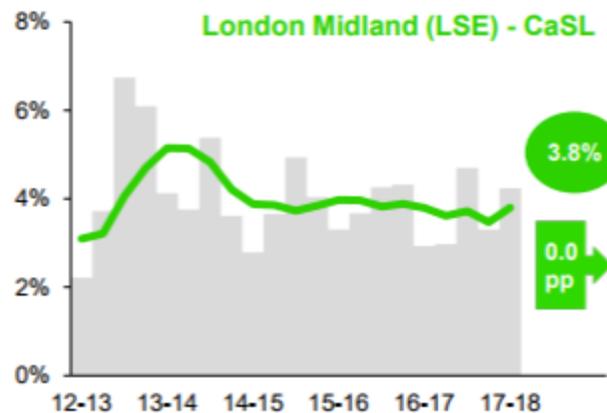
Train Operating Company (TOC) data

Performance & reliability by TOC

In the year ending Q1 2017-18, 84.5% of train were 'on time'.



During the same period 3.8% of trains were Cancelled or Significantly Late



Route Information ([Cross-Sector Operator](#))

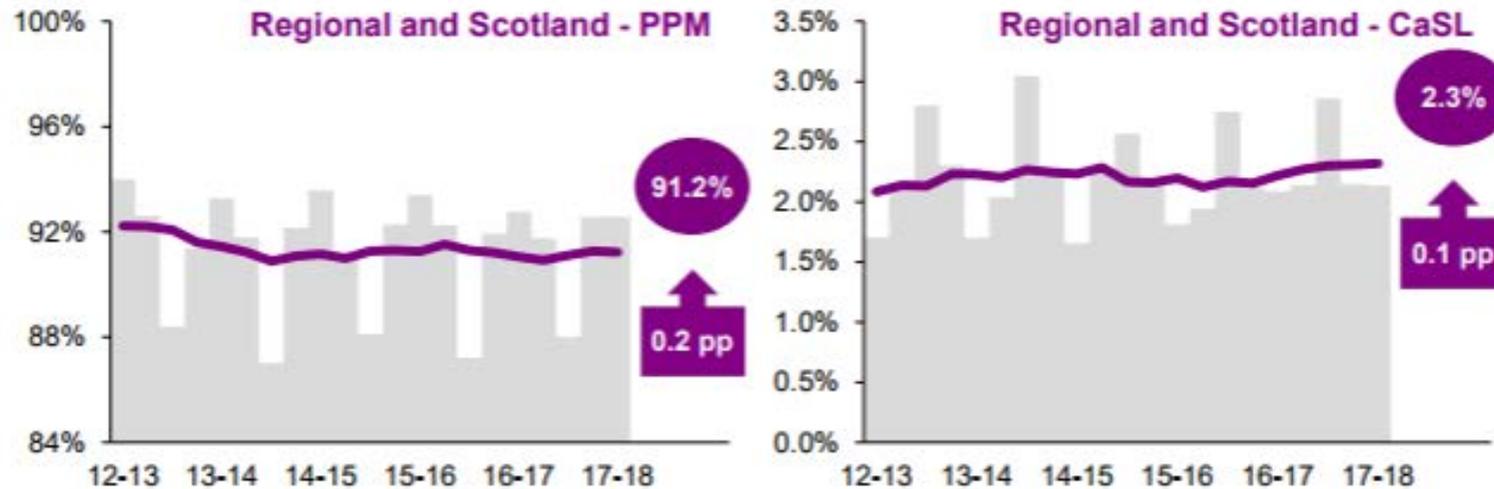
- Services between London Euston and Watford, Milton Keynes, Northampton, Birmingham, Staffordshire and Crewe.
- Services between Watford and St Albans, Bletchley and Bedford.

- CaSL failures **caused** by London Midland were down 14% year-on-year
- A cable fire near Euston resulted in 9,500 delay minutes to all operators, while a trespass incident near Rugby caused 14,300 delay minutes to all operators

The Public Performance Measure (PPM) is the proportion of trains that arrive at their final destination within 5 minutes of the planned timetable (10 minutes for Long Distance operators)

Source: ORR *Passenger and Freight Rail Performance 2017-18 Q1 Statistical Release*

Performance & reliability by sector



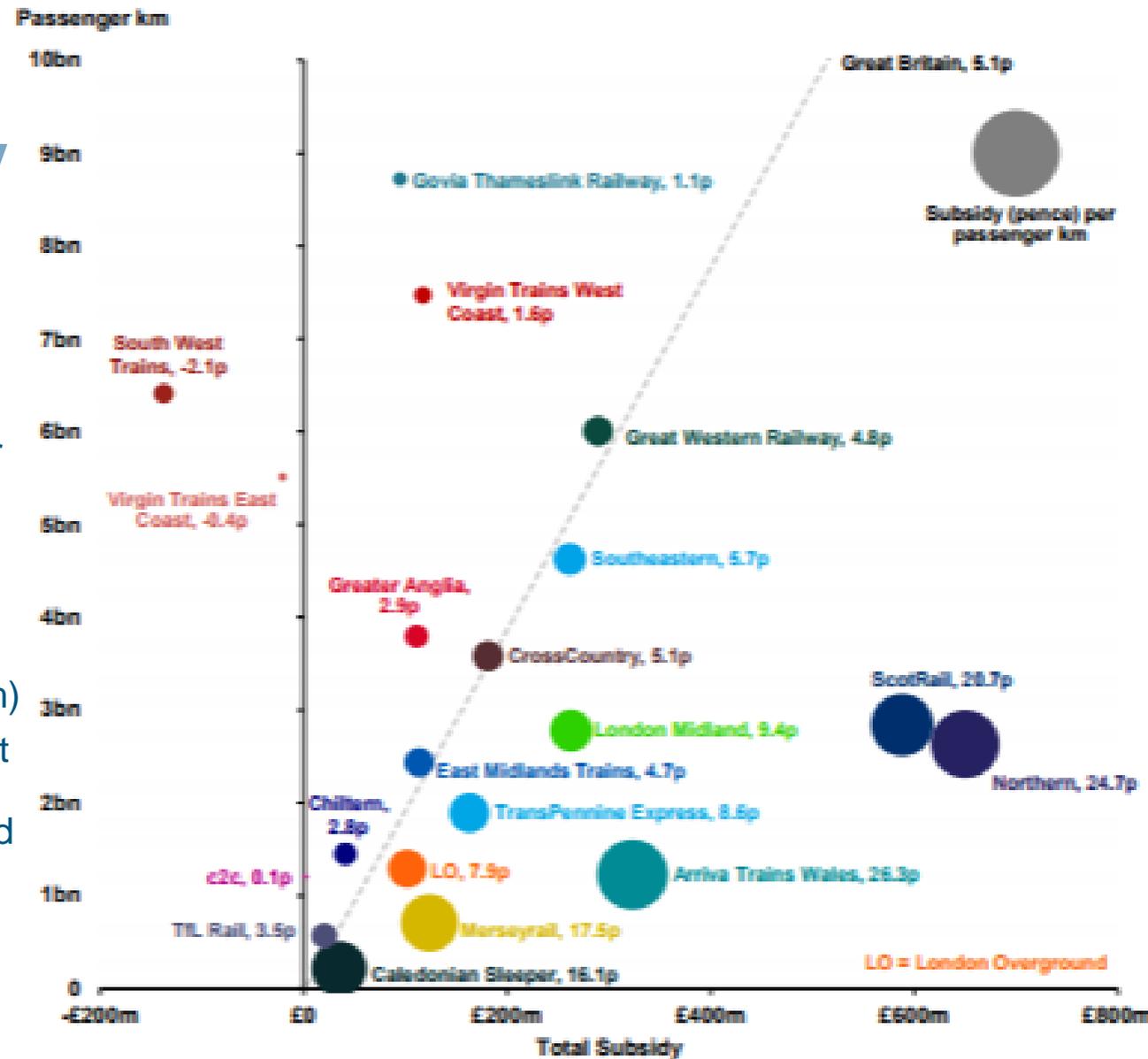
Source: ORR *Passenger and Freight Rail Performance 2017-18 Q1 Statistical Release*

Route Information

- Rural services outside of London and the South East of England.
- Non-Long Distance services within and between metropolitan areas such as Bristol, Birmingham, Manchester, Liverpool, Sheffield, Leeds and Newcastle-upon-Tyne.
- Services provided by Arriva Trains Wales and ScotRail.

Gov subsidy per passenger km by TOC

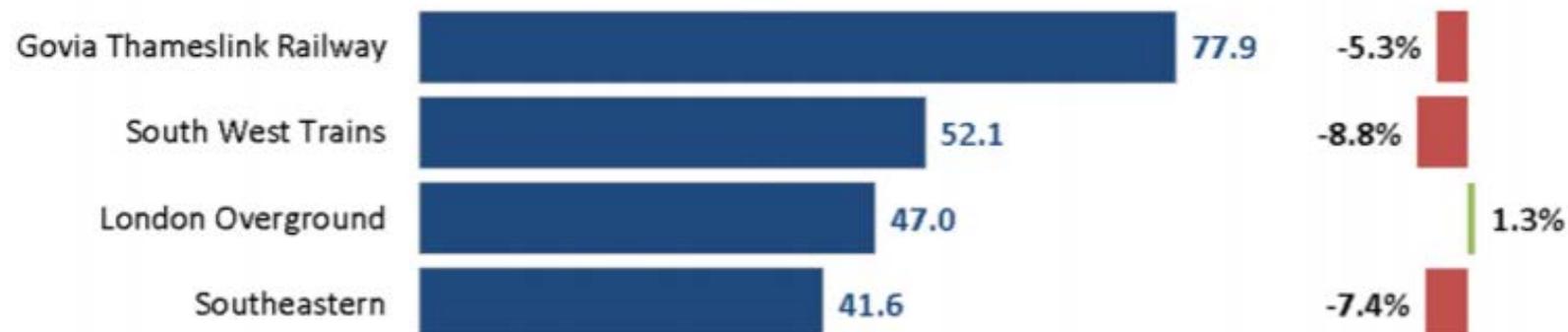
- TOCs received 5.1p in subsidies for every passenger kilometer travelled in Great Britain in 2016-17.¹
- Southwest Trains (2.1p ppkm) and Virgin Trains East Coast (0.4p ppkm) were net contributors to government
- Arriva Trains Wales (26.3p) received the largest subsidy per passenger km



(1) Including direct support for Network Rail
 Source: Rail Finance 2016-17 Annual
 Statistical Release

GB rail passenger journeys fell by 2.7% in Q1 2017-18 compared to the previous year

- Driven by a 4.5% fall in journeys in the London and South East sector
- Of the four largest passenger operators – all operating within the London and South East sector – only London Overground saw an increase in journeys.

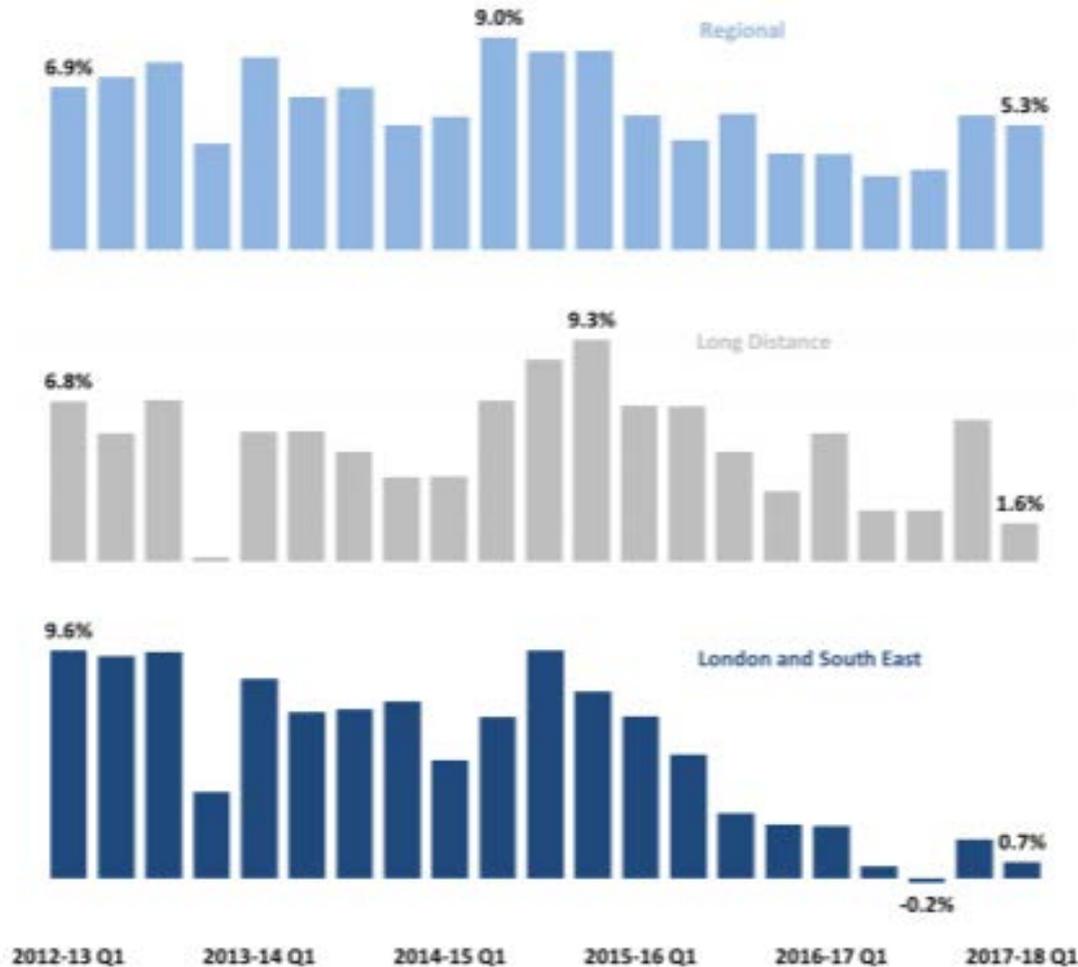


Million journeys (Q1 2017-18)

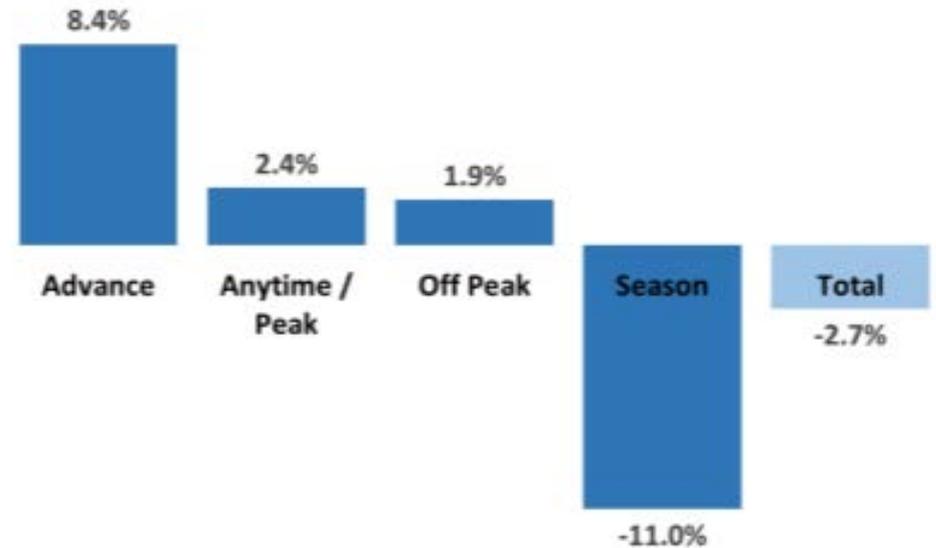
Source: ORR *Passenger Rail Usage 2017-18 Q1 Statistical Release*

Together these accounted for just over 50% of all GB rail journeys

Growth in passenger revenue has slowed in the London and the South East sector



Journeys made using season tickets also fell to their lowest level since Q2 2012-13:



Use of other tickets increased: suggesting users are moving towards more flexible options

Key statistics by TOC (Factsheets)

2016-17



London Midland

Key Statistics - Table 2.13

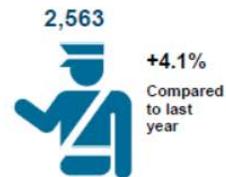
Publication date: 06 July 2017

Owner Group:
Govia

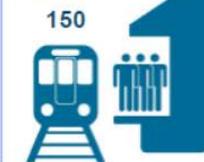
Franchise start date:
11 November 2007

Franchise end date:
11 November 2017

Number of employees



Number of stations operated



Compared to last year

Passenger journeys (millions) **73.6 m +5.7%**

Passenger kilometres (millions) **2,780.2 m +6.6%**

Passenger train kilometres (millions) **25.2 m +0.7%**

Route kilometres operated **898.8 km +0.0%**

Punctuality and complaints with variance to last year

Trains planned 423,884 +0.4%	Complaints rate (per 100k passenger journeys) 35.5 +9.8%	Complaints answered within 20 working days 97.9% -0.9 pp
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Within 5 minutes (MAA) 88.8% +0.7 pp	Within 10 minutes (MAA) 94.8% +0.2 pp	Right time (MAA) 65.3% +0.6 pp
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CaSL (MAA) 2.9% +0.1 pp	Significantly late (MAA) 0.2% +0.0 pp	Cancelled (MAA) 2.8% +0.1 pp
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Delays and percentage of total delays attributed to:



Delay minutes and % of total, attributed to:		
NR-on-TOC 390,142 54.9%	TOC-on-Self 211,431 29.7%	TOC-on-TOC 109,199 15.4%

Delays by category group	2016-17	% change
Total delays	710,772	-8.0%
NR-on-TOC	390,142	-9.0%
External	83,122	+1.6%
Network Management / Other	110,577	+4.9%
Non-Track Assets	113,743	-25.5%
Severe weather, autumn & structures	40,306	-2.7%
Track	42,266	-11.0%
TOC-on-Self	211,431	-2.4%

Fleet	118	-4.8%
Operations	3	-34.9%
Stations	33,075	+18.0%
TOC Other	44,008	-0.3%
Traincrew	7	-16.3%
TOC-on-TOC	109,199	-14.0%
Fleet	57,818	-11.8%
Operations	8,941	-34.1%
Stations	7,158	-11.9%
TOC Other	18,218	-12.1%
Traincrew	17,064	-10.2%

% Change on last year

Green - Less than last year
Red - More than last year



londonmidland

This route map was derived from maps that can be found on the train operator's website or from project mapping.

Methodology:
This factsheet and associated tables brings together key statistics, punctuality and complaints data for each train operating company.

The latest data in this release refers to 2016-17 (1 April 2016 to 31 March 2017).

All data contained in this fact sheet is published on the ORR data portal.

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National

Rail infrastructure, assets and environmental

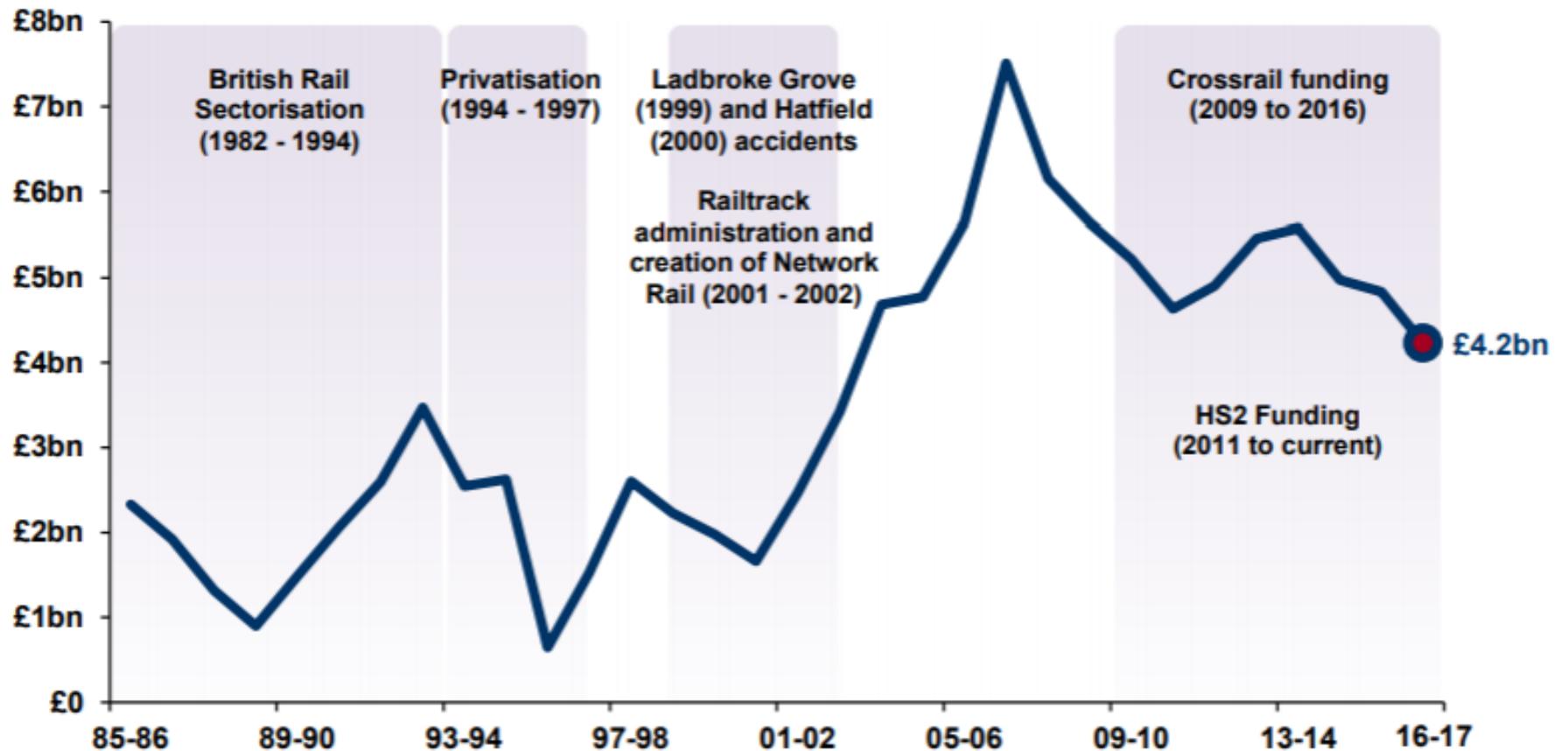
- Route length, electrified route, number of stations, new stations
- Average age of rolling stock
- Who owns rolling stock ('ROSCOs')
- Emissions (passenger/freight)

http://orr.gov.uk/_data/assets/pdf_file/0008/25838/rail-infrastructure-assets-environmental-2016-17.pdf



Government support to the GB rail industry (real prices) *Rail Finance 2016-17 Annual Statistical Release*

Total Subsidy

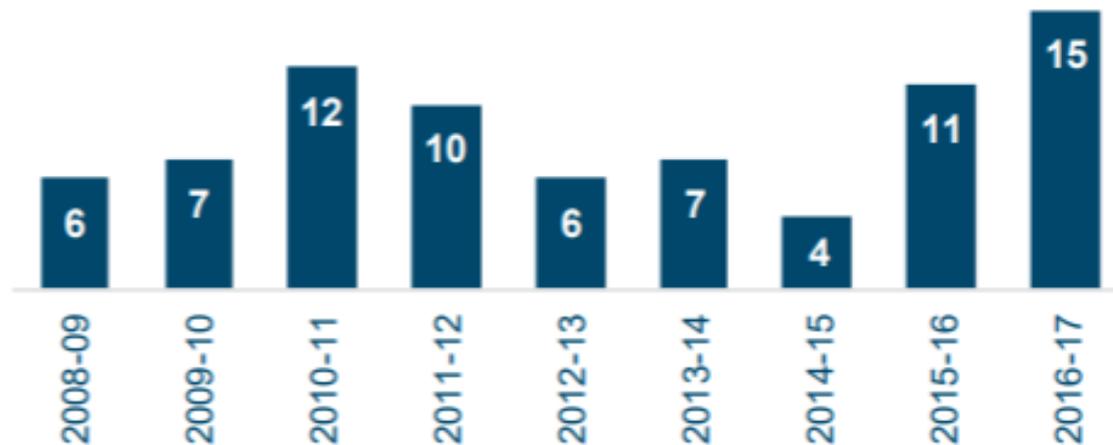


Rail Safety Statistics

2016-17 Annual Statistical Release

- The number of passenger fatalities increased for the second year in a row
- 7 were a result of the Croydon tram derailment in November 2016
- This was the first time there have been fatalities from an accident in 10 years
- There was one workforce fatality in 2016-17 and public fatalities decreased for the second year in a row.

Passenger fatalities on the railway, Great Britain, 2008-09 to 2016-17



Train accidents, Great Britain, 2008-09 to 2016-17



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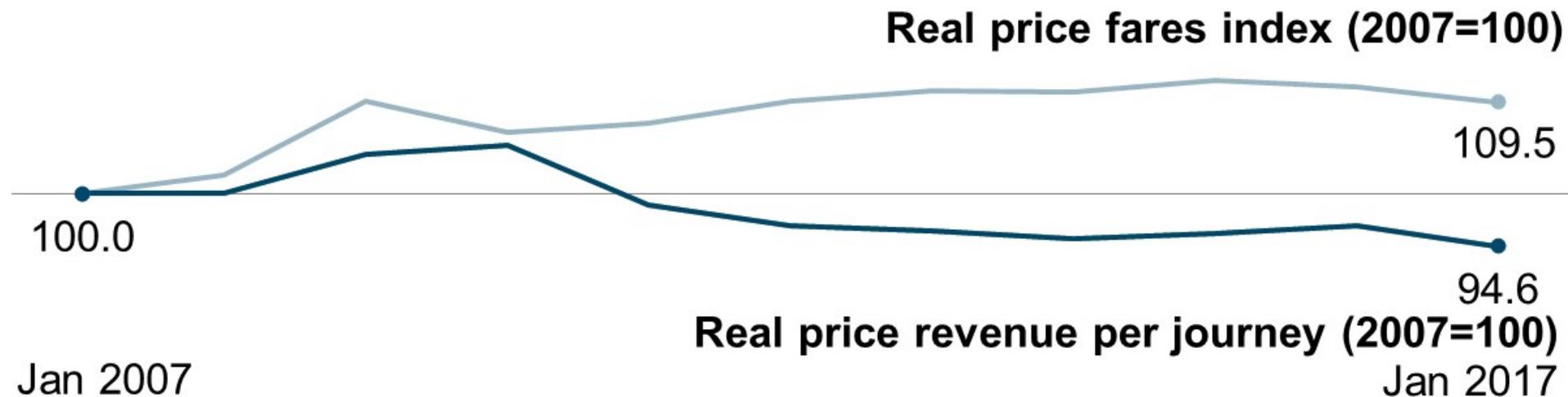


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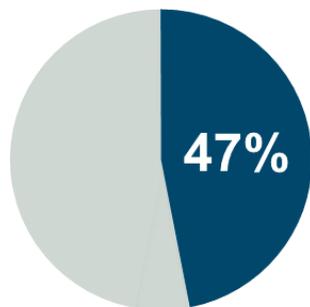
Rail 'issues'

Rail Fares Index: fares are 10% higher than they were a decade ago



Jan 2007
ORR, Rail Fares Index

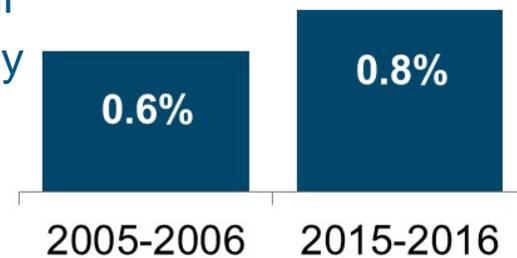
Jan 2017



Just over half of rail passengers are **not** satisfied with value for money for the price of their ticket.

Transport Focus National Passenger Survey, Spring 2017

Rail & tube fares - small share of average weekly household spending - increased by nearly a third over the last decade.

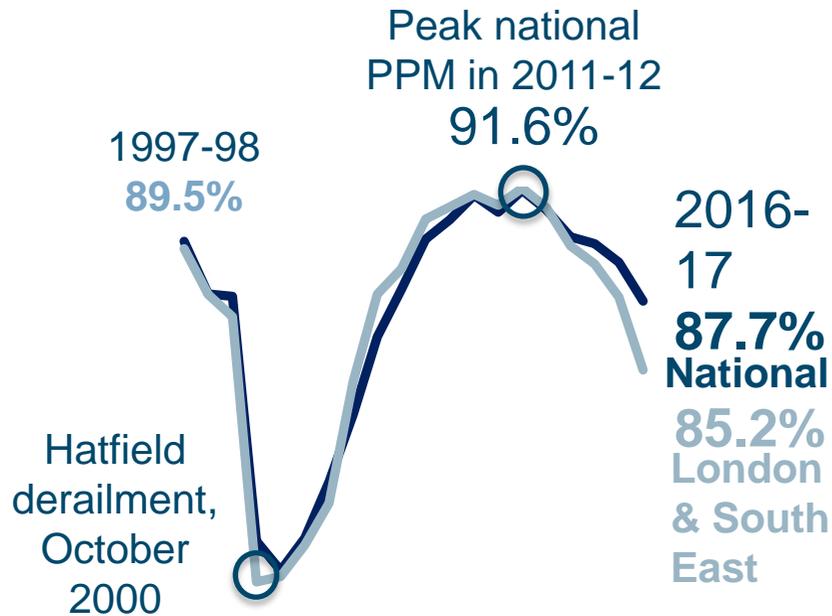


ONS Living and Food Costs Survey

Performance has been declining in recent years & is now as low as in the mid 2000s

The proportion of trains arriving 'on time' within 5 (10) minutes (Long Distance) of scheduled time is known as the **Public Performance Measure (PPM)**

The fall in PPM in 2016-17 was driven by TOCs operating in London & the South East



GTR

were responsible for the majority of decline in the last year (74%)



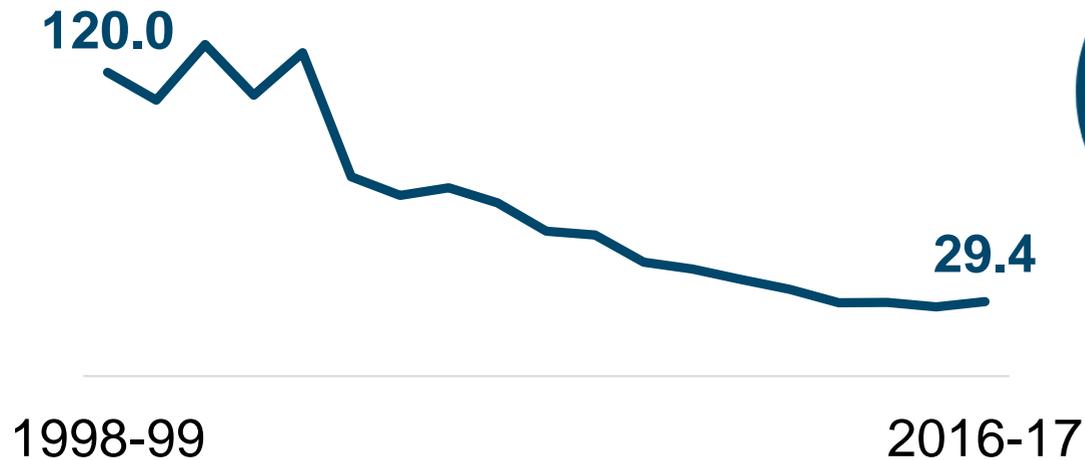
The proportion of trains cancelled or significantly late in 2016-17 was the highest in 13 years

LSE CaSL reached a record high

ORR: Passenger and freight rail performance

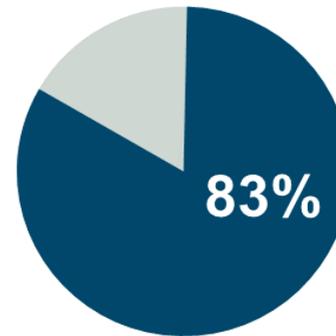
Long term trends for complaints are positive news for the rail industry

Complaints per 100,000 journeys have fallen by c.3/4 since records began



2016-17 increase (7.5%) driven by TOCs in London and the South East sector receiving increased number of complaints

ORR: Passenger rail service complaints



Around 4 in 5 passengers were satisfied with their journey in 2016-17

This level has been fairly constant for the last 5-10 years.

We **speculate** that dissatisfied passengers now tend to vent 'small' dissatisfactions through social media.

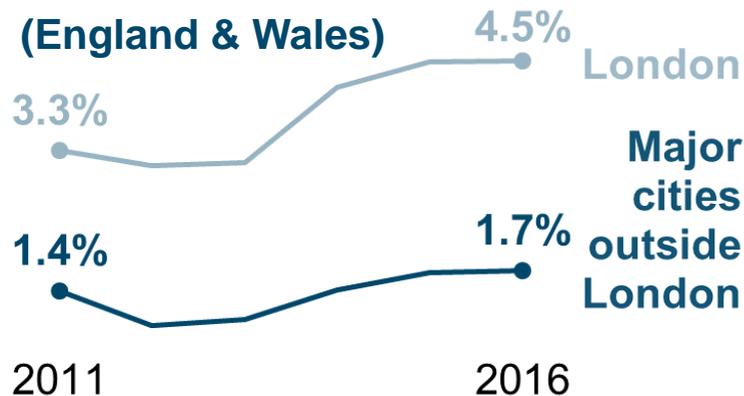
Transport Focus: National Rail Passenger Survey, Spring 2017



Although the annual rate of growth for passenger journeys is now less than 1%. Years of sustained growth have resulted in busier trains

GB rail passenger journeys reached a record 1.7 billion in 2016-17: almost + 1 billion compared to the mid-90s.

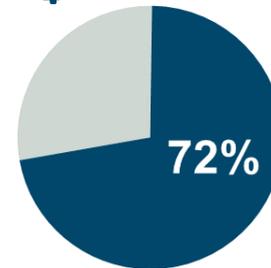
AM and PM peak crowding (2016)



4 in every 100 passengers on peak services in major cities exceeded the train's standard class capacity (PIXC).



Morning peak crowding (PiXC*) was highest in London, followed by Manchester & Leeds



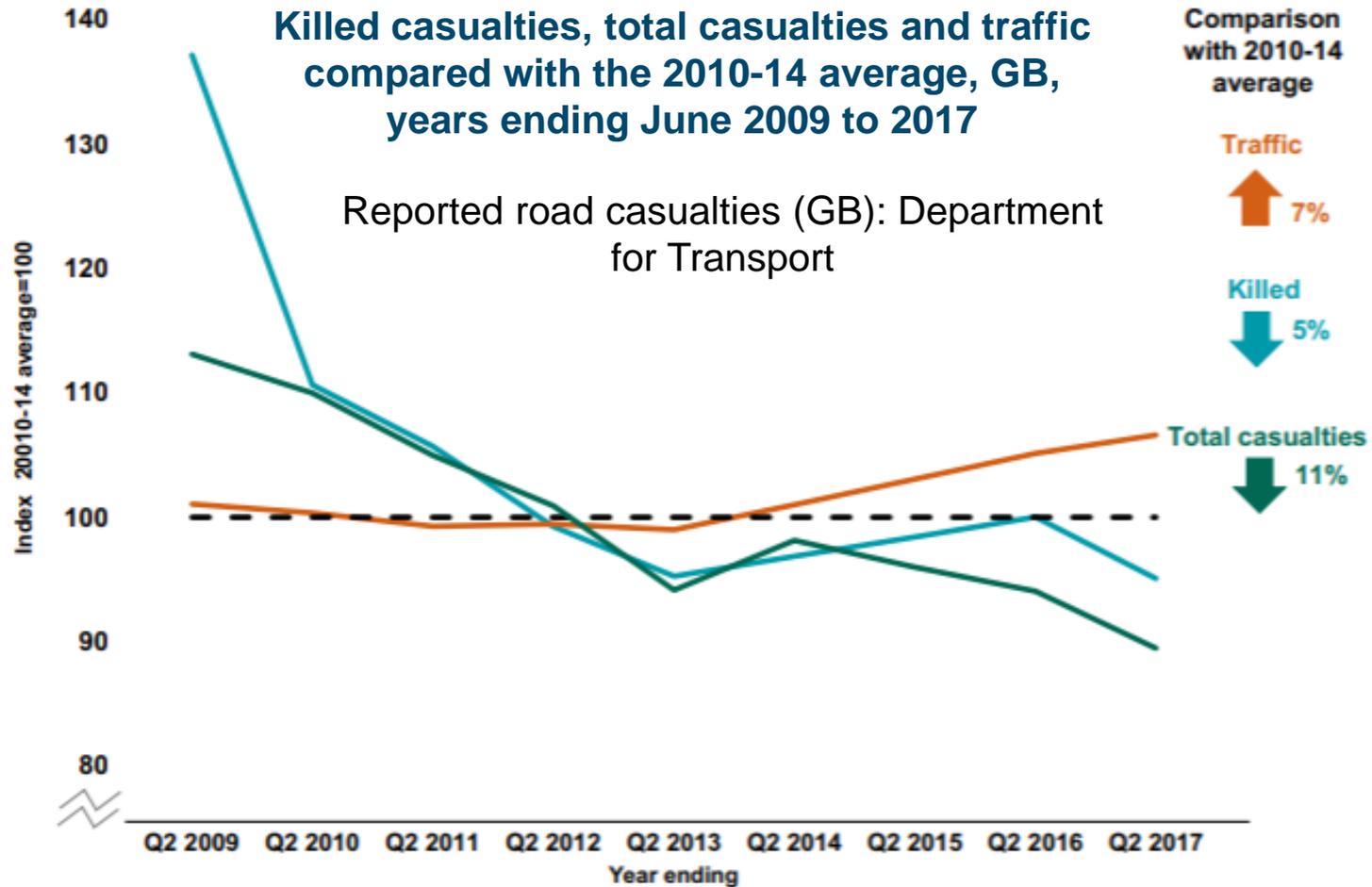
However... Nearly 3/4 of passengers are satisfied with levels of crowding

Although... commuters are less satisfied

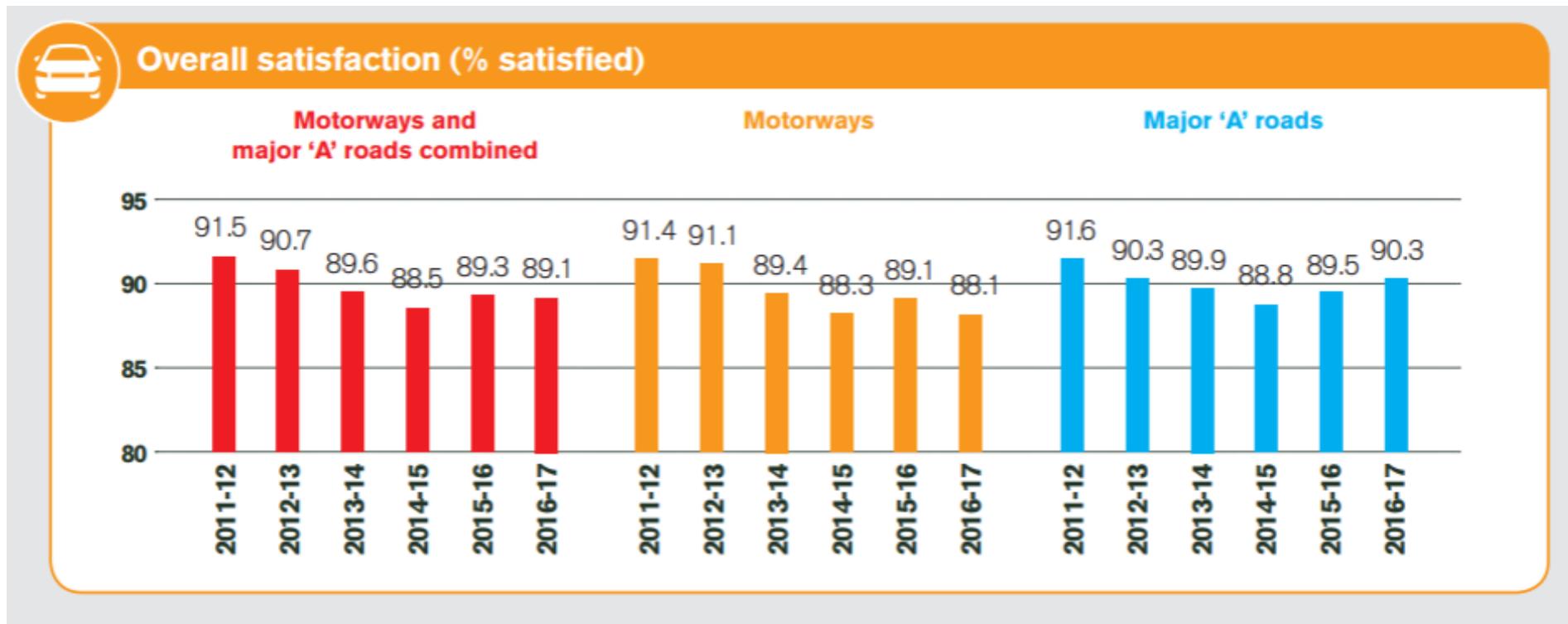


Transport Focus: National Rail Passenger Survey, Spring 2017

Number 'killed or seriously injured' (KSI)



Transport Focus: National Road Users Satisfaction Survey



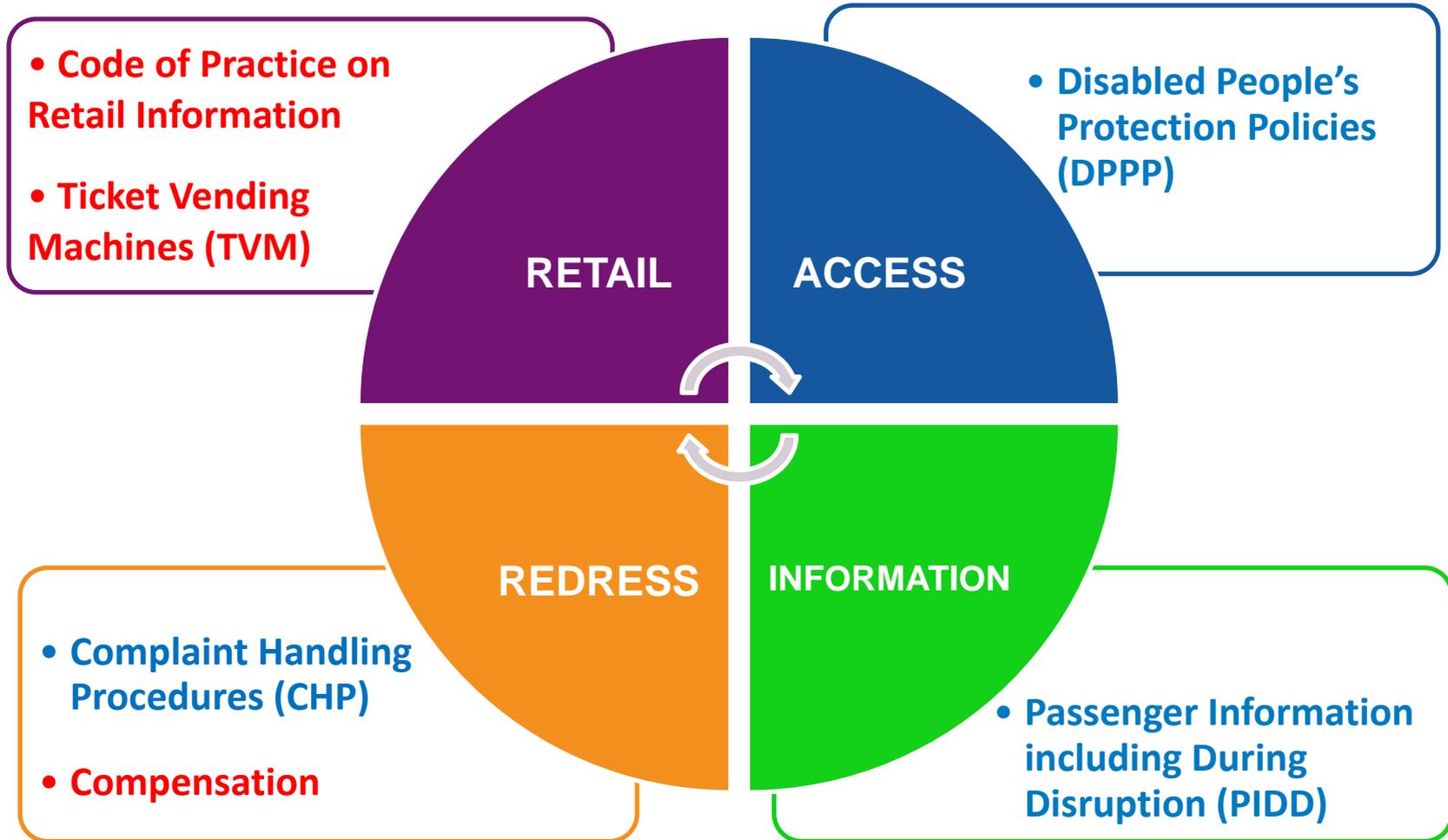


Overview of ORR's consumer work

Dr Scott Hamilton

Senior Manager – Insight &
Compliance

Our consumer work is focused on four main areas

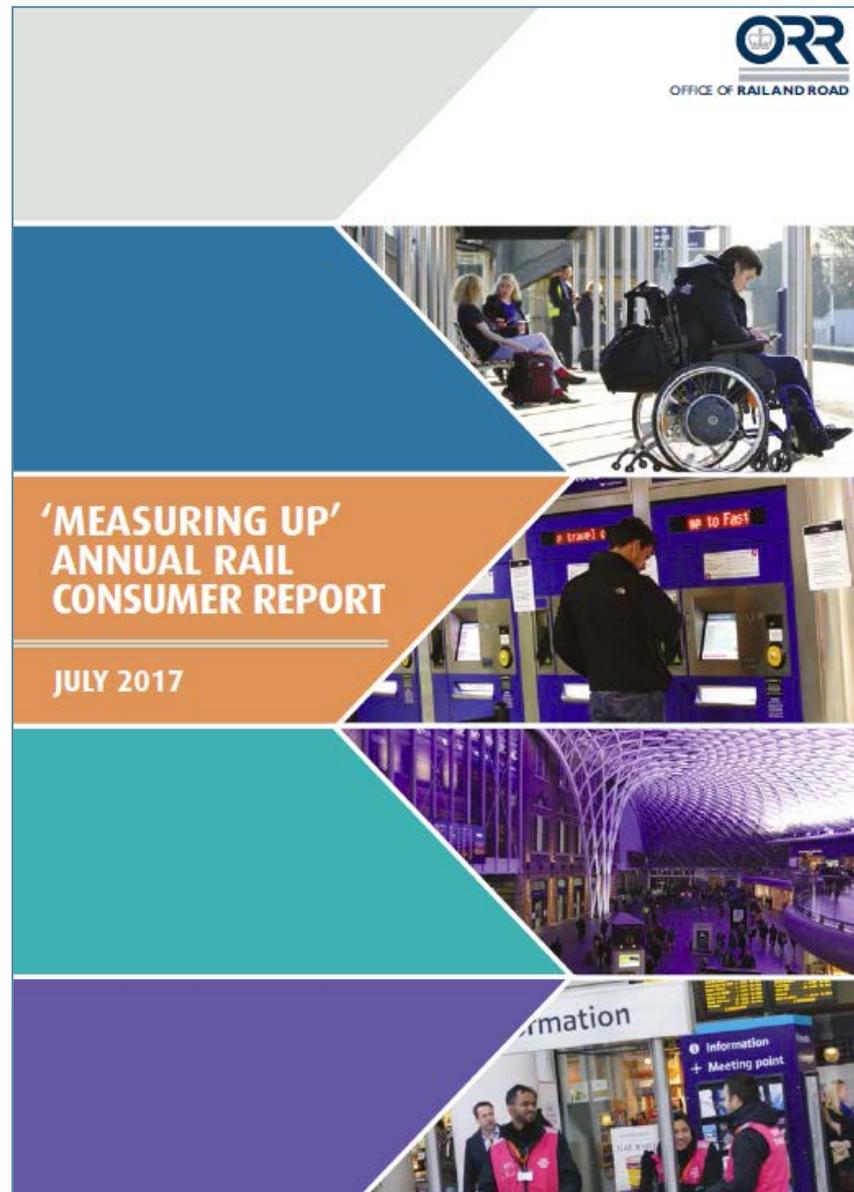


Blue – denotes requirements originating in the TOC Passenger Licence & Station Licence

Red – denotes requirements originating from Consumer Law e.g. Consumer Protection from Unfair Trading Regulations 2008

Most of our consumer work is summarised in an annual Consumer Report - 'Measuring Up'

1. Sets out industry progress on key issues on the four main passenger areas
2. Looks ahead to the challenges and areas for improvement in following regulatory year and beyond
3. Detailed performance data on 23 individual train operating companies (TOCs) & Network Rail
4. Case studies on best practice from that year.



Measuring Up published in July each year and reports on the previous regulatory year – so July 2017 report covered **1 April 2016 – 31 March 2017**.

It contains a mix of **industry benchmarking** data and **individual compliance reports** on each train operator.

Figure 5: Complaints rate per 100,000 journeys in 2016-17

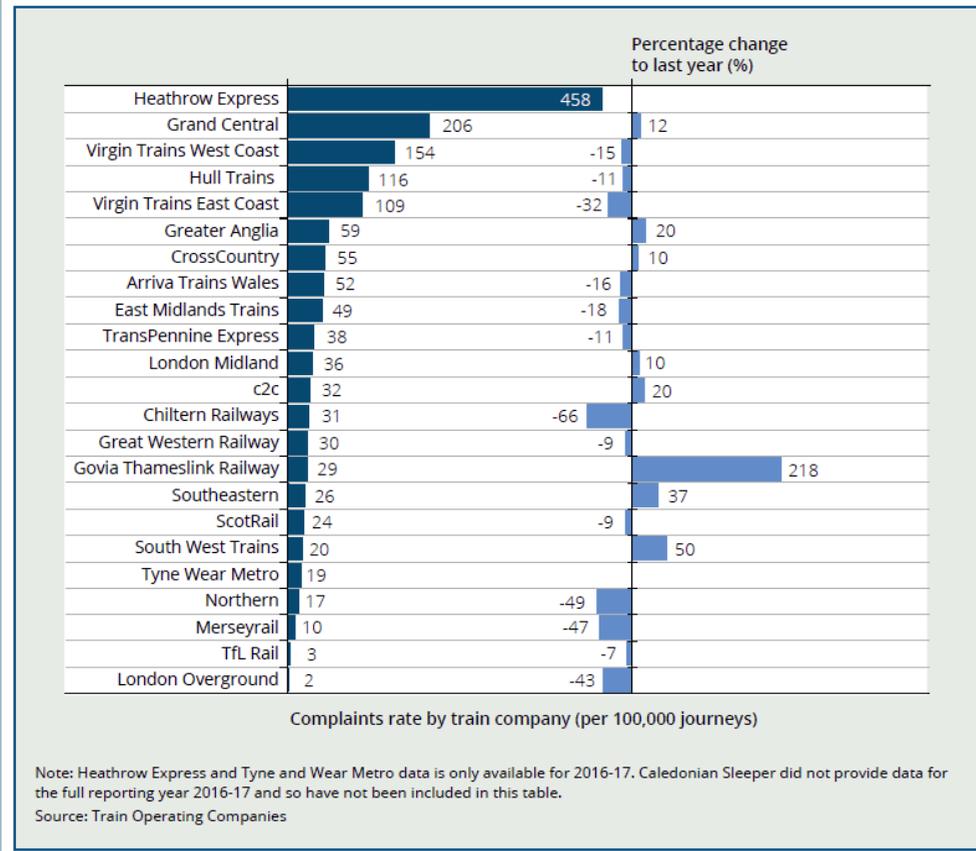
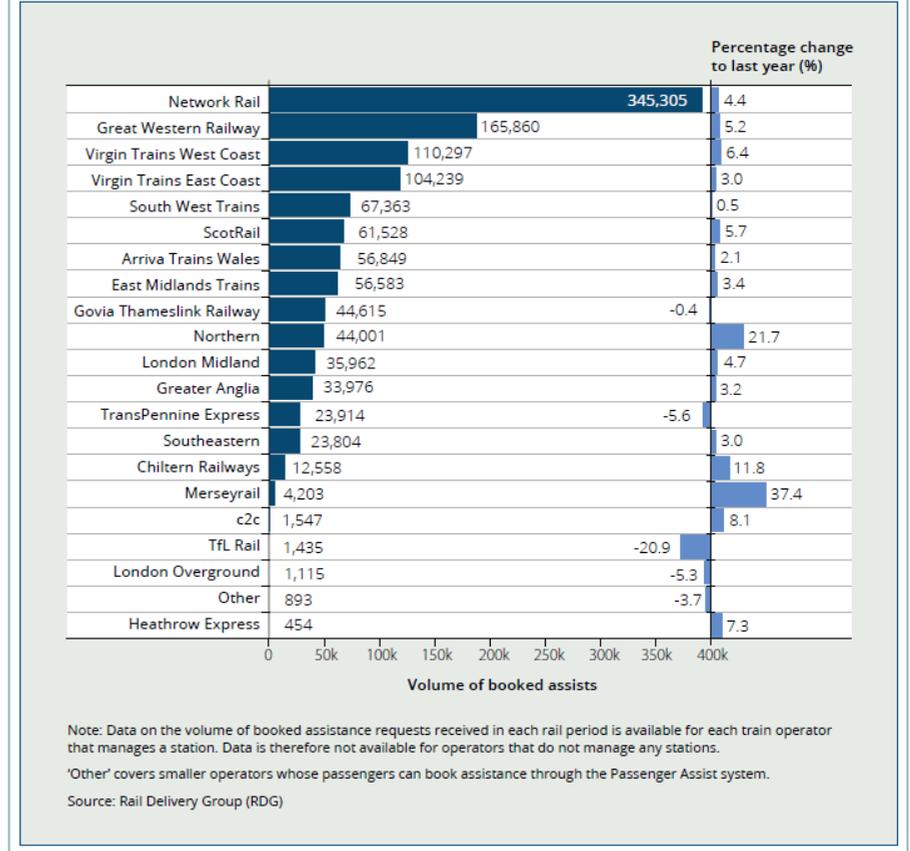
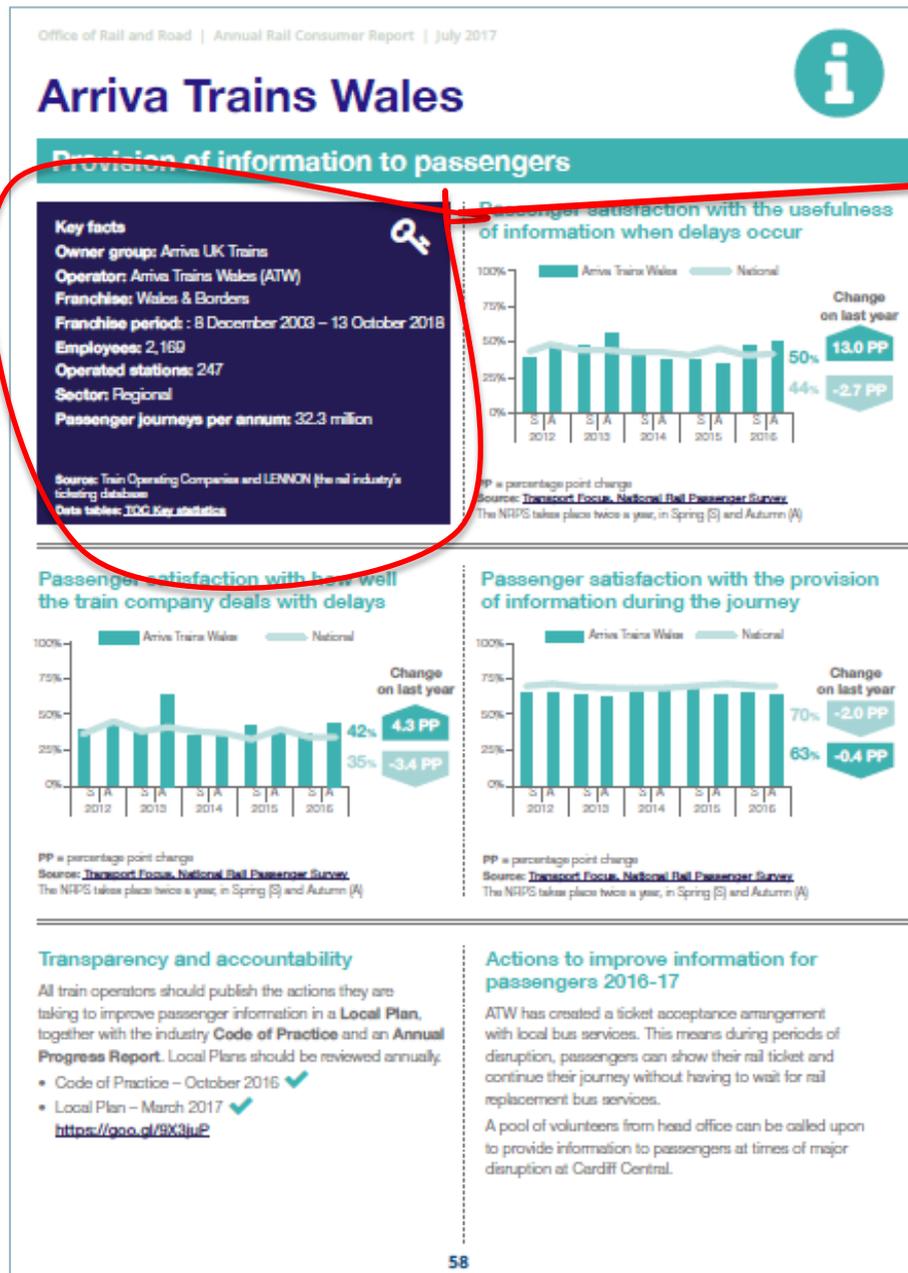


Figure 3: Volume of booked assists and percentage change to last year 2016-17



Detailed compliance / performance reports on each train operator



Key facts

Owner group: Arriva UK Trains

Operator: Arriva Trains Wales (ATW)

Franchise: Wales & Borders

Franchise period: 8 December 2003 – 13 October 2018

Employees: 2,169

Operated stations: 247

Sector: Regional

Passenger journeys per annum: 32.3 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing database)

Data tables: [TOC Key statistics](#)

The reports contain hyperlinks to the **ORR Data Portal** which contains all the data that sits behind each report.

Range of performance data on each train operating company

Office of Rail and Road | Annual Rail Consumer Report | July 2017

East Midlands Trains

Complaints handling

Complaints rate (per 100,000 journeys) and complaints response rate

Passenger satisfaction with complaint handling process 2016-17

Satisfaction with complaints handling process

East Midlands Trains	46%	15%	41%
National	31%	17%	52%

Satisfaction with outcome of complaint

East Midlands Trains	47%	31%	42%
National	29%	12%	59%

Passenger satisfaction with each aspect of complaint handling process 2016-17

The ease with which you were able to make the complaint	62%	15%	23%	8 PP
TOC was helpful / knowledgeable	47%	20%	33%	16 PP
The time taken to deal with your complaint	39%	14%	47%	6 PP
Your complaint was fully addressed by TOC	46%	11%	43%	17 PP

How did the passenger feel about the train company in light of how their complaint was handled 2016-17

More positive about them	25%	11 PP
No different	34%	2 PP
More negative about them	41%	-14 PP

Top 5 reasons for complaints 2016-17

Percentage of complaints	Complaint type	Change on last year
30.0%	Punctuality/reliability	-10.6 PP
16.9%	Facilities on board	6.7 PP
14.0%	Sufficient room for all passengers to sit/stand	2.4 PP
6.6%	Ticket buying facilities	-0.6 PP
4.3%	The helpfulness and attitude of staff on train	0.5 PP

Operator actions to improve services for passengers 2016-17

EMT's Complaints Handling Procedure is available at: www.orr.gov.uk/_data/assets/pdf_file/0018/20835/approval-emt-chp-letter.pdf

EMT reports it has taken some of the following actions to address issues highlighted in passenger complaints:

- Introduced free 15 minutes of WiFi in standard class to address complaints about provision of WiFi.
- Proactively issues customer information on Twitter and website about services which will have short formations.
- Offers compensation for passengers who had a seat reservation but could not access their seat.
- Introduced a new customer experience training program for front line staff called "Permission to Act" to empower all employees to make decisions by the spot to help customers.

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Office of Rail and Road | Annual Rail Consumer Report | July 2017

Greater Anglia

Accessibility and inclusion

Actions to improve accessible travel 2016-17

Greater Anglia **call back** 5% of users of pre-booked assistance. Feedback is then used to monitor performance and data will be shared with stakeholders.

Greater Anglia also uses an external organisation to complete **mystery shops** to help assess and monitor the accessibility of its services.

Greater Anglia's **Disabled People's Protection Policy** is available at: http://www.orr.gov.uk/_data/assets/pdf_file/0014/23038/greater-anglia-dppp-letter.pdf

Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2016-17 alternative accessible transport was provided **392** times by Greater Anglia.

Volume of booked assistance by rail period 2015-16 and 2016-17

Accessibility complaints rate (per 100,000 journeys) 2016-17

Disability and equality staff training in 2016-17

In total **978** staff undertook some form of disability and equality training in 2016-17:

- Induction training
- Refresher courses
- Ticket office and train dispatch courses

Greater Anglia reports using DVDs and PowerPoint presentations, as well as referring to Rail Delivery Group training materials.

Some use is made of practical sessions, including how to escort a partially sighted person, as well as safe use of ramps and wheelchairs.

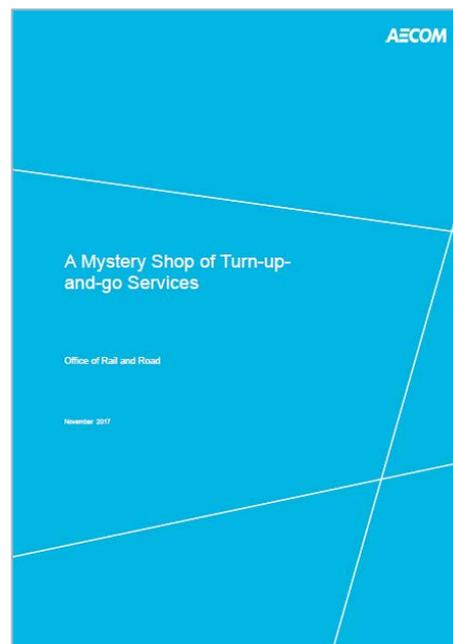
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Passenger research is also a core area of activity for our team

Our research serves three primary purposes:

1. Monitor individual companies' compliance with existing regulation;
2. Evaluate the adequacy of existing regulation (policy evaluation); and
3. Identify new areas that require consumer protection measures.

All of our research is published on our website: www.orr.gov.uk



Thank you

Questions?