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# Response to ORR’s consultation on ‘route requirements and scorecards’, part of the overall framework for regulating Network Rail (PR18)

This pro-forma is available to those that wish to use it to respond to our consultation. Other forms of response (e.g. letter format) are equally welcome.

Please send your response to [pr18@orr.gov.uk](mailto:pr18@orr.gov.uk) by **21 September 2017**.

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| **Full name** |  |
| **Job title** |  |
| **Organisation** |  |
| **Email\*** |  |
| **Telephone number\*** |  |

\*This information will not be published on our website.

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| **Section 2: Health and safety** |
| Do you have any comments on our proposed approach to the health and safety aspects of route scorecards? |
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| **Section 3: Financial performance** |
| Would financial performance measures on scorecards provide useful information to customers and other stakeholders? If you think they would, which ones would be most helpful? |
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| Should ORR specify the financial performance measures to be included on the scorecards and the rules for calculating them? |
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| Should we set a minimum level of financial performance requirement? |
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| Should we specify that an efficiency measure should be included on the scorecards? |
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| Should we specify that diagnostic information and leading indicators of efficiency delivery should be included on the scorecards? |
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| Do you have any views on the financial performance measures that should be used for the FNPO and SO business units? |
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| **Section 4: Asset management** |
| Do you have any comments on whether we should require a measure of network sustainability and the proposed measure selected? |
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| A draft impact assessment is included in the annex to this document. Do you have any comments on this? |
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| **Chapter 5: Train performance** |
| *Route performance – passenger market* |
| Do you agree our proposed approach to the having a consistently calculated route measure? We would like to hear views in consultation on the respective merits of imported and indirect reactionary delay with regard to its inclusion in this measure. |
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| Do you agree with the approach to normalisation of the consistently calculated route measure? |
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| Do you have any comments on the options for setting a regulatory minimum floor? |
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| Do you agree this measure should be on geographic route scorecards and not FNPO, and in particular, that this will afford appropriate protection to national passenger operators as well as those operators aligned to a geographic route? |
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| A draft impact assessment is included in the annex to this document. Do you have any comments on this? |
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| *Route performance – freight market* |
| Should ORR require measures on the FNPO scorecard, the geographic route scorecards or both? |
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| Should ORR set a regulatory minimum floor in relation to freight performance as we propose to do for passenger performance? |
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| Should FDM-R be used to provide a view of how well routes are delivering to freight (whether on geographic route scorecards or just as background monitoring data) or should a delay minutes measure be adopted/developed? |
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| A draft impact assessment is included in the annex to this document. Do you have any comments on this? |
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| **Section 6: Other customer measures** |
| *End user experience - passenger* |
| Does the inclusion of these proposed consistent passenger-related measures, collectively and individually, add value in terms of increasing the transparency and accountability of the impact of each route’s service delivery on the passenger experience? |
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| Noting that the managed station measure would not apply to the Wales route, are there any other routes to which these measures, collectively or individually, would not be relevant (or less relevant / add less value)? |
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| A draft impact assessment is included in the annex to this document. Do you have any comments on this? |
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| *Use of the network – TOC/FOC* |
| Do you agree the volume incentive measures should be included as a scorecard measure to encourage Network Rail to support passenger and freight traffic growth? If no, please say why or suggest another form of measure we should consider? |
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| If yes, which of the freight and passenger metrics should be used? |
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| A draft impact assessment is included in the annex to this document. Do you have any comments on this? |
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| **Section 7: Investment** |
| What do you think should be measured in this area to support the objective of maximising new sources of funding, and ensuring that Network Rail treats these sources fairly? |
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| **Section 8: Other ‘output’ requirements** |
| A draft impact assessment is included in the annex to this document. Do you have any comments on this? |
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| Do respondents have views on how our monitoring of capability should or could change? |
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| Do respondents have any proposals for how capacity issues should be reflected at route level? |
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| **Any other points that you would like to make** |
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Thank you for taking the time to respond.