

**ORR Retail market review for selling tickets – call for evidence:
Response from Network Rail**

Although Network Rail is not directly involved in the retail market for selling tickets, we would make the general observation that the increasing variety both of tickets on offer, and of the means of retailing them, suggests that the current market arrangements are functioning reasonably well.

However, we would of course welcome anything that helps the further development of the rail market and, in that context, the proposed scope and timetable of the review appears to be reasonable.

One point that we suggest should be borne in mind during the review is that data on ticket sales (or its equivalent, for example in the form of Oyster PAYG usage data) is the industry's key source of information on passenger demand for planning purposes. There may therefore be merit in ensuring that any new ticketing or retailing arrangements consider the planning needs of the industry at an appropriate point in their development, with the aim of making the relevant data available to those who need it for planning purposes.

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