

**John Larkinson**  
Director, Railway Markets & Economics

01 June 2018

By Email

Rail industry representatives;  
Rail passenger and freight companies;



Dear Rail Industry representatives,

### **ORR investigation and monitoring of current informed traveller/T-12 problems**

As you are aware, in response to the informed traveller and T-12 problems we are investigating a set of linked issues. In particular we are focusing on root causes to the T-12 issues, informed passenger information provided by TOCs and the development and delivery of the T-12 recovery plan.

We have been progressing work on these three strands, engaging with Network Rail, industry and funders over the past few months. This letter covers the root causes part of our work.

#### **Root causes**

Thank you to those organisations who provided information to us as part of our initial information gathering process in March.

From our initial review, we have identified particular concerns with:

- Infrastructure Projects (IP) and System Operator (SO) interfaces and their management, both as a potential root cause of the current T-12 problems and as a risk to the recovery plan and future timetables;
- whether prioritisation decisions, such as whether to delay an enhancement, are being taken with passengers and a whole system perspective in mind; and
- the management of late notice timetable changes and their impact on services and the availability of passenger information.

We have therefore started a formal licence compliance investigation, which we will be carrying out in line with our economic enforcement policy procedures.



As part of this investigation we will use the evidence gathered from our own monitoring, from Network Rail and from industry to assess whether there are any mitigating factors, whether issues are a one-off or a symptom of a wider problem, and the steps Network Rail has taken or is taking to address issues and make improvements.

We welcome any further information you would like us to consider as relevant to this investigation. We would ask for any written submissions by 4pm on Friday 8 June 2018. We are not asking you to repeat points already made to us.

Any information you provide to us may be used in our final evidence report which will be published after our investigation has concluded.

Yours sincerely,



**John Larkinson**  
**Director, Railway Markets & Economics**