Passenger Lifts at Stations

Performance and Information

15 March 2024

Contents

Executive summary

There are 1,331 passenger lifts managed by Network Rail across 491 mainline railway stations in Great Britain. Each one helps to make the railway accessible for disabled passengers and those with limited mobility, and others with heavy luggage or pushchairs.

ORR wants disabled passengers to be able to plan their journey and travel with confidence. Lifts should be working. When there are faults or maintenance works clear, accurate and up-to-date information about lift availability or potential accessible alternatives is important, for both passengers and staff.

As the infrastructure manager, Network Rail is responsible for managing these assets. As the industry regulator, ORR seeks assurance that Network Rail is doing this effectively. We have therefore implemented a new reporting framework, where we publish data from Network Rail on the key lift performance metrics that have an impact on passengers, including number of faults, average time to repair, and how often passengers get trapped in lifts.

It should be noted that there are some stations on the mainline network that are owned and managed by bodies other than Network Rail, including Core Valley Line stations in Wales, stations on High Speed 1, and stations owned by a local transport authority. Lifts at these stations are excluded from our analysis.

The figures show that, for the year from October 2022, there were 8,696 faults affecting passenger lifts managed by Network Rail – on average 6.6 faults for each lift, or 24 faults each day on the network. Each fault takes on average over 20 hours to repair.

Accurate, real-time information on lift availability is important for passengers to plan their journey with confidence, and for the staff who are helping to deliver or book assistance. Network Rail, supported by the Smarter Information Smarter Journeys programme, has made good progress in making better information available, although there remains more to do.

86% of lifts are now reporting their live status. Network Rail has made live lift data publicly available through a new API, which allows third -party app and website providers to offer that information direct to passengers.

Next steps

This report provides an assessment of lift performance outputs since April 2022, and their impact on passengers – a clear baseline for future monitoring. We will continue to collect

data against these metrics through CP7 and will provide an annual summary of performance in the Annual Consumer Report, and a longer-form summary of progress at the end of CP7.

We have concerns about the number of lift faults, which we want to see fall. We expect Network Rail to take appropriate action, and we will be seeking assurance about the effectiveness of the work that they are doing to optimise performance, and their management of the different risks that can affect performance reliability – including data quality, temperature, asset design and component resilience.

ORR has therefore, alongside this report, launched a Targeted Assurance Review (TAR). Led by ORR's engineering team, this TAR will take a closer look at Network Rail's monitoring and management processes. The TAR final report will set out relevant recommendations for Network Rail, and further steps for ORR, and we expect to publish it during 2024.

We will continue to monitor progress on live lift information through the Smarter Information Smarter Journeys Programme. We will also, more widely, be scrutinising operators' processes for ensuring completeness and accuracy of station information on National Rail Enquiries and operator webpages.

1. Introduction

1.1 There are 1,331 passenger lifts in 491 mainline railway stations across Great Britain. Each lift helps to make rail transport possible for disabled passengers and those with limited mobility, and others with heavy luggage or pushchairs. The importance of lifts in enabling access to rail travel is likely to increase given recent demographic and market trends, with an ageing population and growth in the proportion of leisure travel.

1.2 Since 2019, 208 new lifts have been installed, and there are already plans to install another 112 over the next five years. Each lift represents a significant investment in an accessible railway. There are two factors that are important in ensuring that disabled passengers can benefit from this investment.

1.3 **Reliability of lifts.** Accessibility is impeded when lifts go out of service. Passengers are unable to make the journeys that they have planned, and must either travel by a different route, a different mode of transport, or not at all. Operators must offer alternative accessible transport in these situations (for example, a taxi to the nearest accessible station), but there is still delay, inconvenience and frustration for the passenger, and expense for the industry.

1.4 ORR has noted complaints and negative media reports about station lifts being out of service – through social media, correspondence to ORR, and in the local and national press. However, as we have not previously collected industry performance data in this area, we have not been able to assess the nature or scale of the passenger impact.
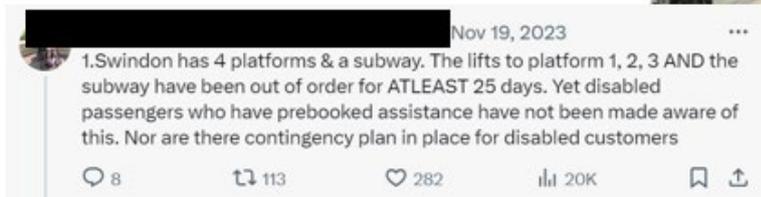
1.5   **Information about lifts.** Accurate and timely information about where there are lifts, and whether they are working, is necessary for passengers to plan their journeys with confidence. It also helps industry colleagues to check whether assistance requests can be completed before confirming an assistance booking, before providing assistance to a passenger at the start of their journey. Staff can also contact passengers who have booked assistance in advance to inform and explain alternative options.

1.6   This report establishes a baseline of recent performance data, which we will update with twice-yearly publications and monitor progress against. It also provides an update on the ongoing work by the industry to ensure that accurate and up-to-date information is made available.

Network Rail's role

1.7   Network Rail is the owner and manager of national mainline rail infrastructure in Great Britain, and is responsible for managing station lift and escalator assets at all stations (with some rare exceptions). This includes strategic decisions on the installation of new assets and management of the portfolio of existing lifts.

1.8   Network Rail is also responsible for liaison with their principal clients, station managers. Most stations are managed by the main train operator that uses that station. For example, Northern is the station operator for 447 stations across the north of England. Network Rail is the station manager for 20 of the largest stations in the country, such as Birmingham New Street and London Waterloo. Station managers have an important role to play in monitoring operations, alerting Network Rail and the lift engineers to faults, and providing information to passengers.

1.9   Network Rail's key activities in relation to maintenance, repair and incident response include:

- Identifying where infrastructure investment could improve reliability;

- Gathering data that enables lift performance to be monitored, and using this information to drive improvement;

- Management of a ten-year national lift engineering maintenance contract, currently with Stannah;

- Redesign and re-procurement of the contract, due in 2024;

- Regular liaison with station managers, including the stations that Network Rail manage themselves, and with Network Rail regions; and

- Leading and participating in cross-industry projects on lifts, such as the workstream on real-time passenger information described in section 3.

Regulatory framework

1.10   For all rail infrastructure, including lifts, Network Rail has a general duty to manage its assets effectively and efficiently. This requirement is set out in Network Rail's Network Licence, and covers maintenance, operations, renewals and improvements.

1.11   A review process led by ORR establishes the outputs that Network Rail will deliver within the subsequent five years, and against which ORR monitors Network Rail's performance. ORR's Final Determination for the most recent periodic review (PR23) was published in October 2023, and set out the requirements for the next control period, which runs from April 2024 to March 2029 (CP7).

1.12   Network Rail set out the several relevant commitments for lifts in its business plans for CP7, including:

"We will implement improved response times when there are faults with lifts and escalators at critical locations in our stations. Our plans include £22m for renewal of lifts and escalators in our managed stations", and

"We will integrate accessibility data (such as passenger assistance data and live lifts and escalator feeds) with railway control systems, which will support better decision making and information provision during major disruption."

1.13   ORR responded in the PR23 Final Determination. We confirmed that we would work with Network Rail to develop a proportionate framework for regular reporting on the condition of station lifts during CP7, including information on the frequency and duration of outages. This will enable us to monitor Network Rail's management of lift assets, and the progress of its plans to improve performance. This work, and the publication of this report, also fulfils a prior commitment in ORR's 2023-24 Business Plan.

Structure of this report

1.14   Section 2 sets out the data-reporting framework that we have established for Network Rail to monitor lift performance throughout CP7, which runs from April 2024 to March 2029. Network Rail's initial submission consisted of retrospective data from April 2022 to October 2023, and our analysis of this dataset is included. This data establishes a baseline for Network Rail's future performance in this area.

1.15   Section 3 summarises Network Rail's progress in providing real-time information about lift faults for passengers and industry. We assess the progress that industry has made in this area, and our expectations for the future.

1.16   Section 4 sets out ORR's next steps – including our plans for monitoring Network Rail's performance in this area and holding it to account.

2.   Better data on lift performance

2.1   ORR has established a framework for Network Rail to report on lift performance. The metrics focus on the impact for passengers and allow scrutiny of relative performance over time, between Network Rail regions, and between those lifts at the stations that are managed by Network Rail and those managed by train operators. Network Rail will report to us twice a year, and ORR will publish data on an ongoing basis.

2.2   Network Rail's first submission spans from April 2022 to October 2023, and our analysis of this data is included below.

Methodology

2.3   We have designed metrics that capture the impact of lift performance on passengers' journeys: the frequency of faults that place a lift out of service, the time it takes to fix these faults, and how often passengers get trapped in lifts – referred to as entrapments.

2.4   We are collecting data on all lifts managed by Network Rail that are used by passengers, but not those that are only for staff or goods. It should also be noted that there are some stations on the mainline network that are owned and managed by bodies other than Network Rail, including Core Valley Line stations in Wales, stations on High Speed 1, and stations on networks owned by a local transport authority such as the London Underground. Lifts at these stations are excluded.

2.5   A full discussion of passenger impact would include the importance of a lift, including whether there is an effective substitute for when the lift is out of order (such as another lift or a ramp). Network Rail does not currently capture this information with precision, but is looking to address this, and we will require it to submit this data in the future when available.

2.6   We require Network Rail to report twice-yearly. Each business year is divided into 13 rail periods. The first submission in each year covers the first seven periods from 1 April to mid-October and the second submission will cover the six rail periods from mid-October to 31 March. It is worth noting that these two reporting 'terms' are unequal in length, with the April to October term between 22 and 35 days longer than the October to March term. Our analysis often only directly compares the first and third reporting terms, as they are the same length. The terms also effectively separate summer and winter – each of which have specific risks for lift performance. The data provided so far includes two summer terms and

one winter term – this is not yet sufficient evidence to draw robust conclusions on any seasonal effects, although we will keep this under review as the evidence base increases over time.

2.7   Network Rail owns more than 2,500 stations, of which 491 have at least one lift. The data for these lifts is broken down by Network Rail region, and separately by whether the station is managed by a train operator or by Network Rail. The 18 Network Rail-managed stations with lifts are: Birmingham New Street, Bristol Temple Meads, Edinburgh Waverley, Glasgow Central (counted as operator-managed for its lifts), Leeds, Liverpool Lime Street, Manchester Piccadilly, Reading; and (in London) Cannon Street, Clapham Junction, Euston, King's Cross, Liverpool Street, London Bridge, Paddington, St Pancras International, Victoria, and Waterloo.

Figure 1: Network Rail regions.

Table 1: Number of stations with lifts and number of lifts, region and station management responsibility, all figures October 2023.

Region / management responsibility	Stations with lifts	Passenger lifts
Eastern	128	351
North West and Central	128	364
Scotland	53	128
Southern	126	318
Wales and West	53	159
Managed by Network Rail	17	153
Managed by train operators	472	1,167

Note: Lifts at Glasgow Central are counted as operator-managed lifts. One lift at Liverpool Lime Street is counted as managed by Merseyrail with others managed by Network Rail. This means this station is counted in two rows – as both managed by Network Rail and managed by train operators.

2.8   The number of passengers using the railway changes over time, and usage levels affect the number of lift faults. We have not controlled for this in all areas of our analysis. As the number of passengers on the network continues to recover from COVID-19, so the importance of operational lifts will increase – something that may require additional management focus and resource.

2.9   A brief explanation for each category is provided in the relevant section of this chapter. A summary of all definitions is provided in the glossary at the end of this document.

Frequency of lift faults

2.10   A fault is an individual event that puts a lift out of operational service. Faults are reported (by staff at the station, by passenger alarm or automatically) to the lift engineers and to Network Rail, which is responsible for categorising and reporting the data.

2.11   There were 4,874 lift faults in the most recent reporting term between 1 April 2023 and 14 October 2023 – on average 3.7 faults for each lift, or 25 faults each day across the network. This figure is a cause for concern, particularly when the full time series is considered, which shows an increase in faults of more than 11% since the corresponding seven-period term in the previous year.

Figure 2: Total lift faults, Great Britain, half-yearly data, April 2022 to mid-October 2023.
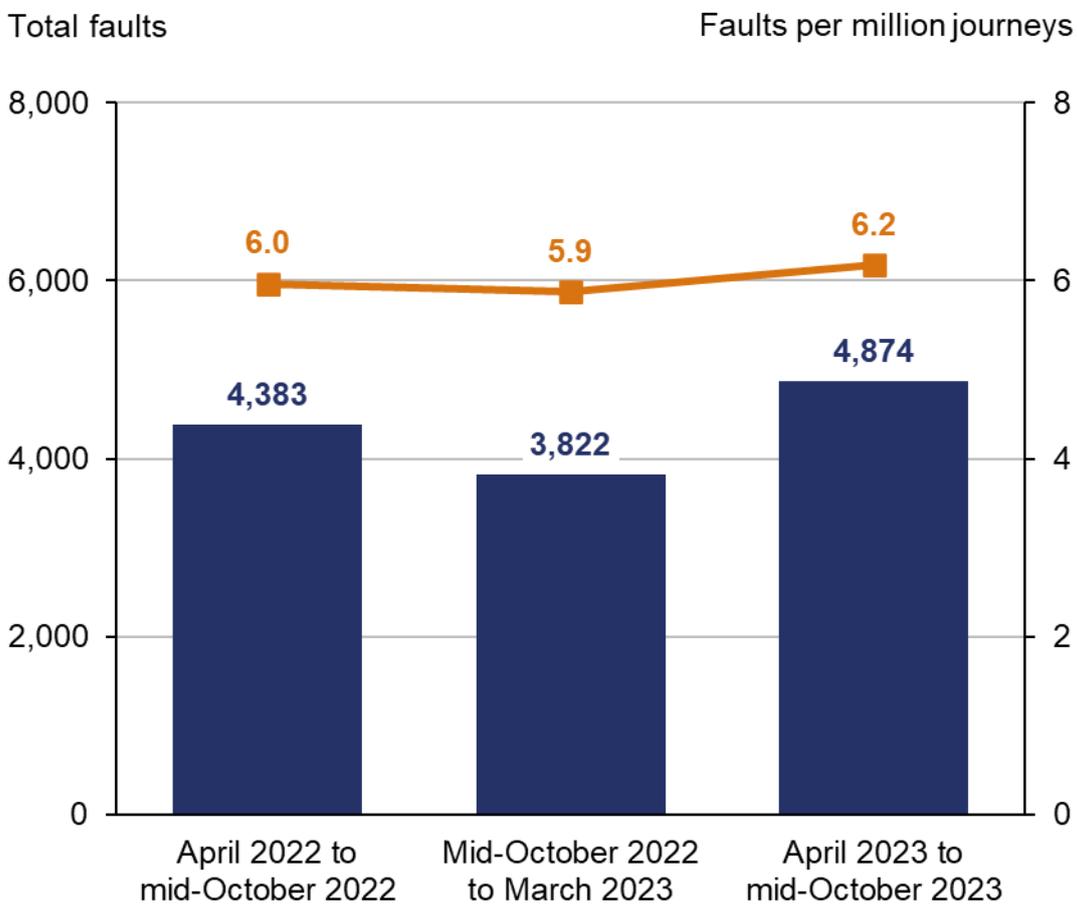
Figure 3: Faults per lift, by station management responsibility, April to mid-October 2022 and April to mid-October 2023.

Faults per lift (periods 1 to 7)

Network Rail-managed stations

Operator-managed stations
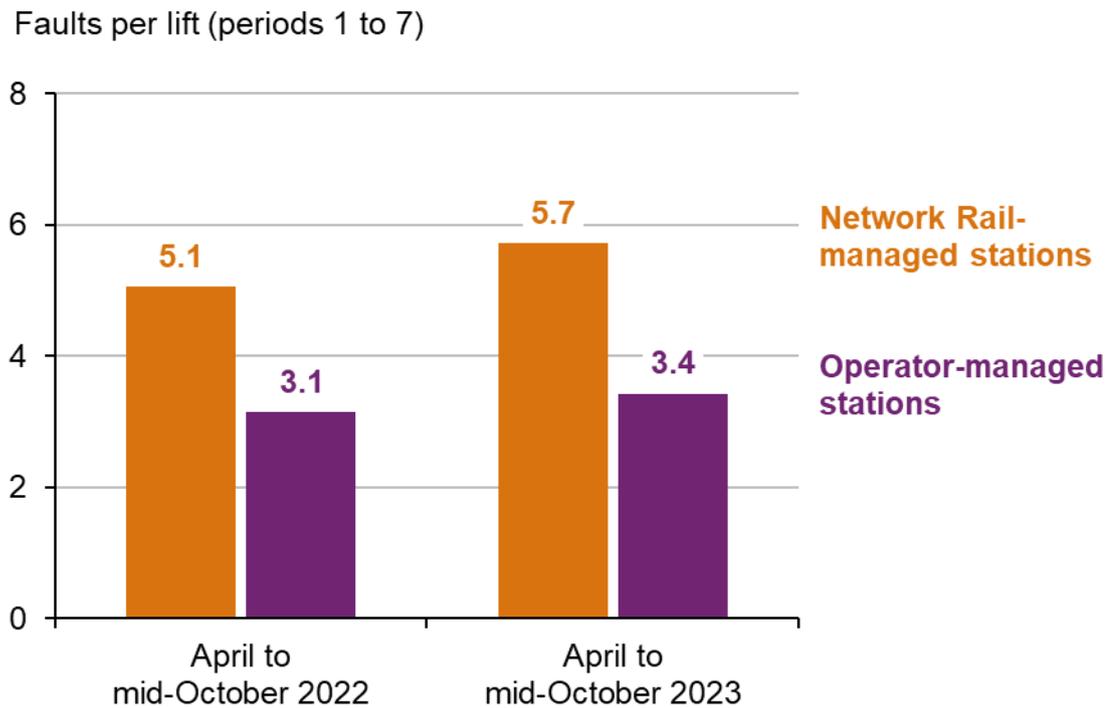
2.12   When broken down by region and management responsibility, there is a clear difference in fault frequency between lifts at stations that are managed by train operators, and lifts at stations managed by Network Rail. In April to October 2023, there were 5.7 faults per lift at Network Rail-managed stations, which is 67% more faults per lift than at operator-managed stations (figure 3).
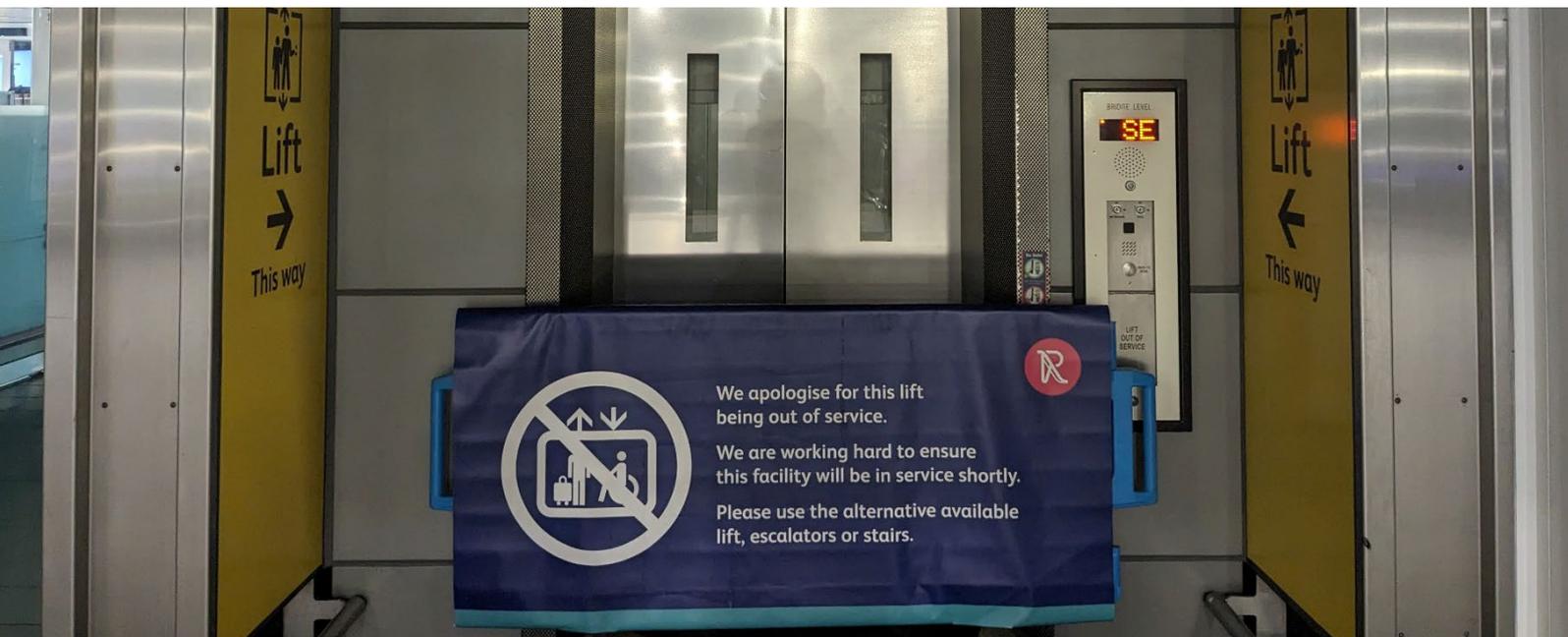
2.13   However, this difference is reversed when footfall is considered. Network Rail-managed stations are among the most heavily used stations in the country. When adjusted for this usage (measured by station entries and exits) the data shows that lifts at stations managed by Network Rail have faults at less than half the rate of lifts at stations managed by train operators (figure 4).

Figure 4: Faults per lift per million station entries and exits, by station management responsibility, April 2022 to March 2023.

Faults per million entries/exits
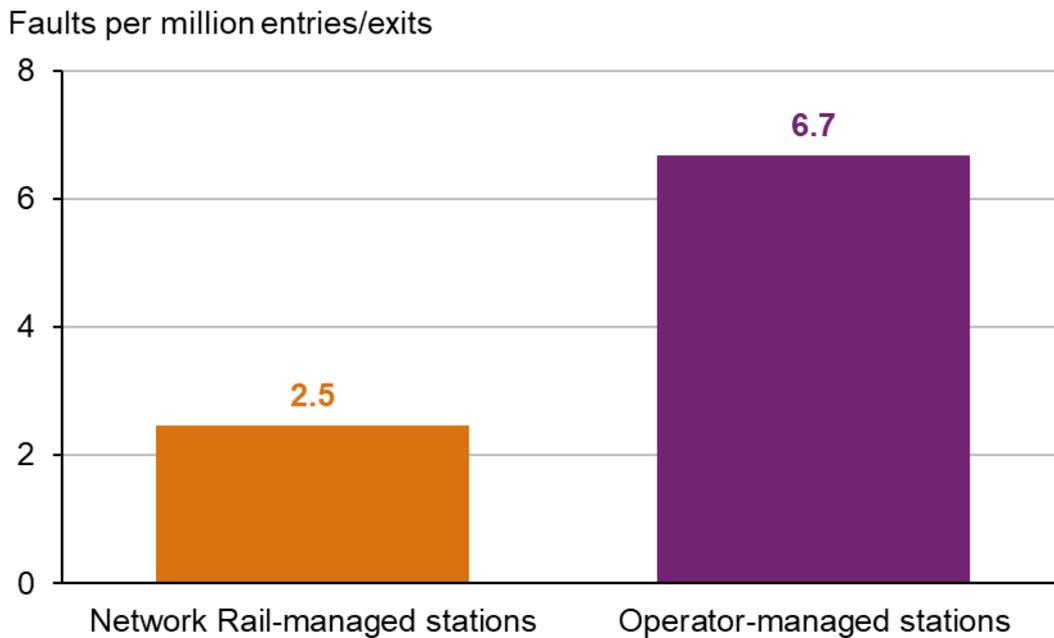
2.14   There is less variation by region, where the number of faults is broadly consistent across regions with the whole-industry average (3.7 faults per lift for the most recent term). Scotland is a notable positive outlier (2.7 faults per lift).

Fault type

2.15   Lift faults are categorised by cause, enabling Network Rail to assess the different risks to reliability and potential mitigations. The three headline categories are:

(a)   **Wear and tear** faults are caused by degradation of components through use over time. Timely servicing and maintenance may help to mitigate the likelihood of this fault type, although the risk of wear and tear faults increases as lifts age, and many station lifts are now quite old, having been installed in the last decades of the twentieth century. Wear and tear is the most frequent cause of faults, and so the greatest risk to lift reliability, with 62% to 67% of faults falling into this category since April 2022 (figure 5).

(b)   **Misuse and vandalism** includes damage caused to the lift by members of the public, both deliberate and accidental (such as when heavy luggage impacts the door or rubbish drops into the lift mechanisms). The station manager can help to mitigate this risk, for example by checking for rubbish and clearing it, or staff presence to deter vandalism. Between 23% and 25% of faults have been in this category since April 2022.

(c)   **External factors** include faults with causes outside the lift system, such as power surges, rats chewing through cables, and damage to the motor from flood water or high temperatures. Up to 13% of faults have been caused by external factors since April 2022.

Figure 5: Fault types, April to October 2022 and April to October 2023.

Total faults (periods 1 to 7)
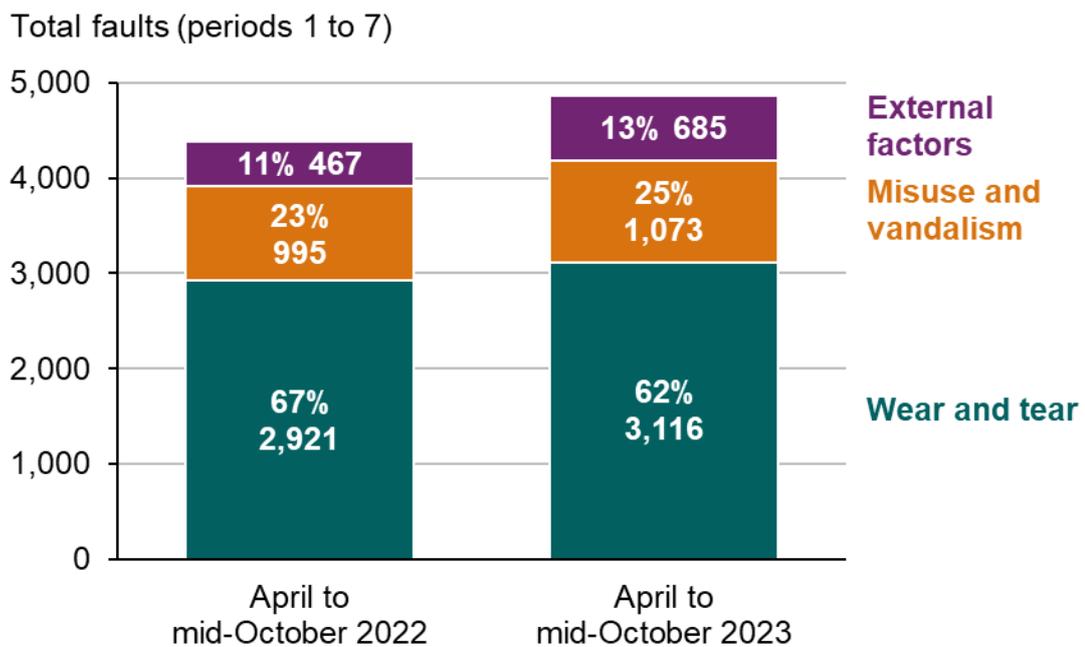
Lifts with repeated faults

2.16   When a lift has recurrent faults, then it will have a disproportionate effect on the passengers that rely on that specific station for access to the broader network, and particularly for disabled passengers whose choice of accessible stations (or transport mode) may be more restricted.

2.17   ORR wants to understand how the harm is distributed – whether the total number of faults is being driven by some lifts failing many times, or many lifts failing sometimes. To monitor this, ORR required Network Rail to provide data on outliers – the number of lifts that have six or more faults of the same type for each half-year term (on average, each lift had 3.7 faults for the most recent reporting term, up from 3.4 in the first term).

2.18   The data shows a picture that varies over time. In the first term (April to October 2022) there were 176 lifts on the network with six or more faults – 14% of the lifts. In the most recent term the figure rose to 193, or 15% of all lifts.

Figure 6: Percentage of lifts with six or more faults, by station management responsibility, April to mid-October 2022 and April to mid-October 2023.

Percentage of lifts with six or more faults (periods 1 to 7)

	April to mid-October 2022	April to mid-October 2023
Network Rail-managed stations	23%	32%
Operator-managed stations	12%	12%
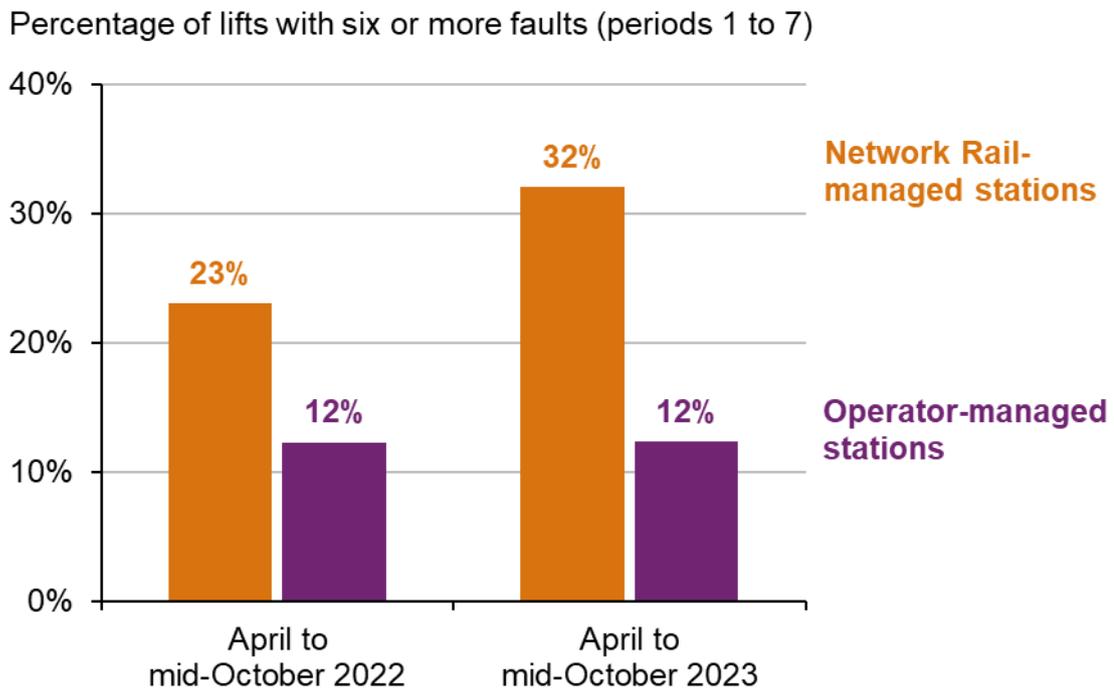
Time taken to repair lift faults

2.19   To mitigate the impact of lift outages on disabled passengers, faults should be repaired as soon as is practicably possible. To capture this aspect of performance, we require Network Rail to report the average duration of a fault. This is the time elapsed between the fault being reported and the lift being placed back into service. It does not consider factors such as station opening hours.

2.20   On average it took approximately 21 and a half hours for a fault to be repaired between the most recent term between April and October 2023, a figure that has worsened by 14% from just under 19 hours since the corresponding period in 2022. In contrast to the previous measures, the figure is better at Network Rail-managed stations, where the average lift takes just over 17 hours to repair, compared with just over 22 hours at operator-managed stations.

Figure 7: Average time to repair, by station management responsibility, April to mid-October 2022 and April to mid-October 2023.

Mean repair time in hours (periods 1 to 7)
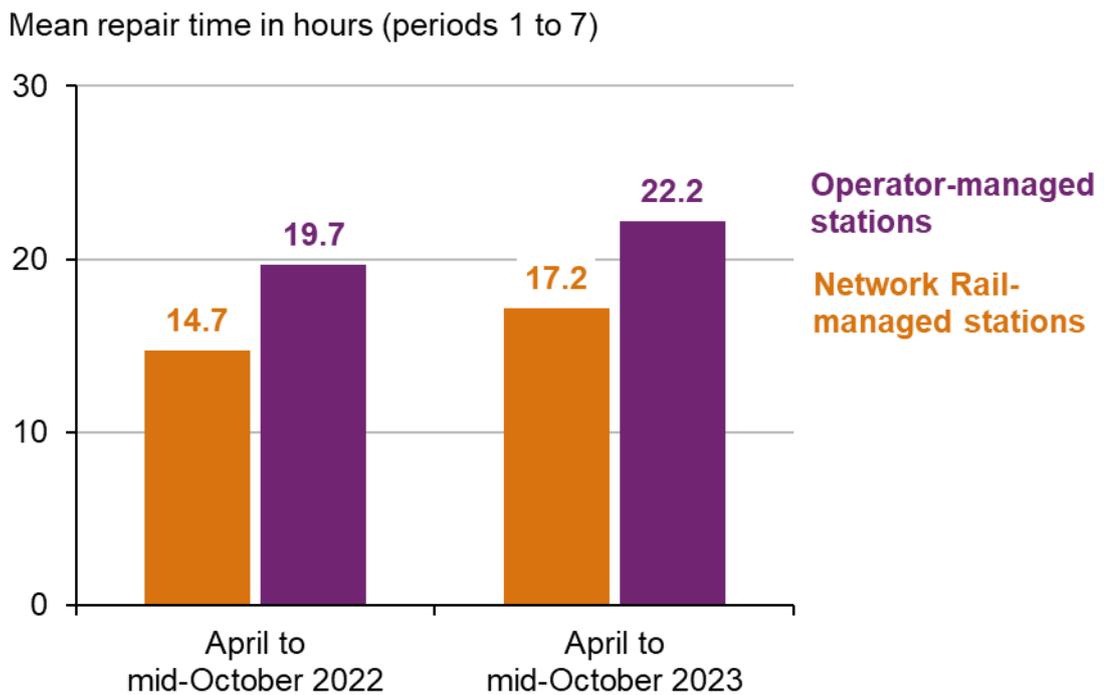
2.21   There is some slight disparity between regions. As with overall numbers, Scotland is a positive outlier, with faults taking less than half the time to repair compared with faults in other regions, when viewed across all three reporting periods. This may reflect the fact that lifts are more closely distributed in Scotland (at fewer stations, mostly in the Central Belt) than elsewhere.

Figure 8: Average repair time, by region and station management responsibility, April 2022 to mid-October 2023.

Mean repair time in hours

Eastern — 22.9
North West and Central — 21.4
Scotland — 9.4
Southern — 22.8
Wales and Western — 17.3
Network Rail-managed stations — 16.8
Operator-managed stations — 21.6
Industry — 20.9
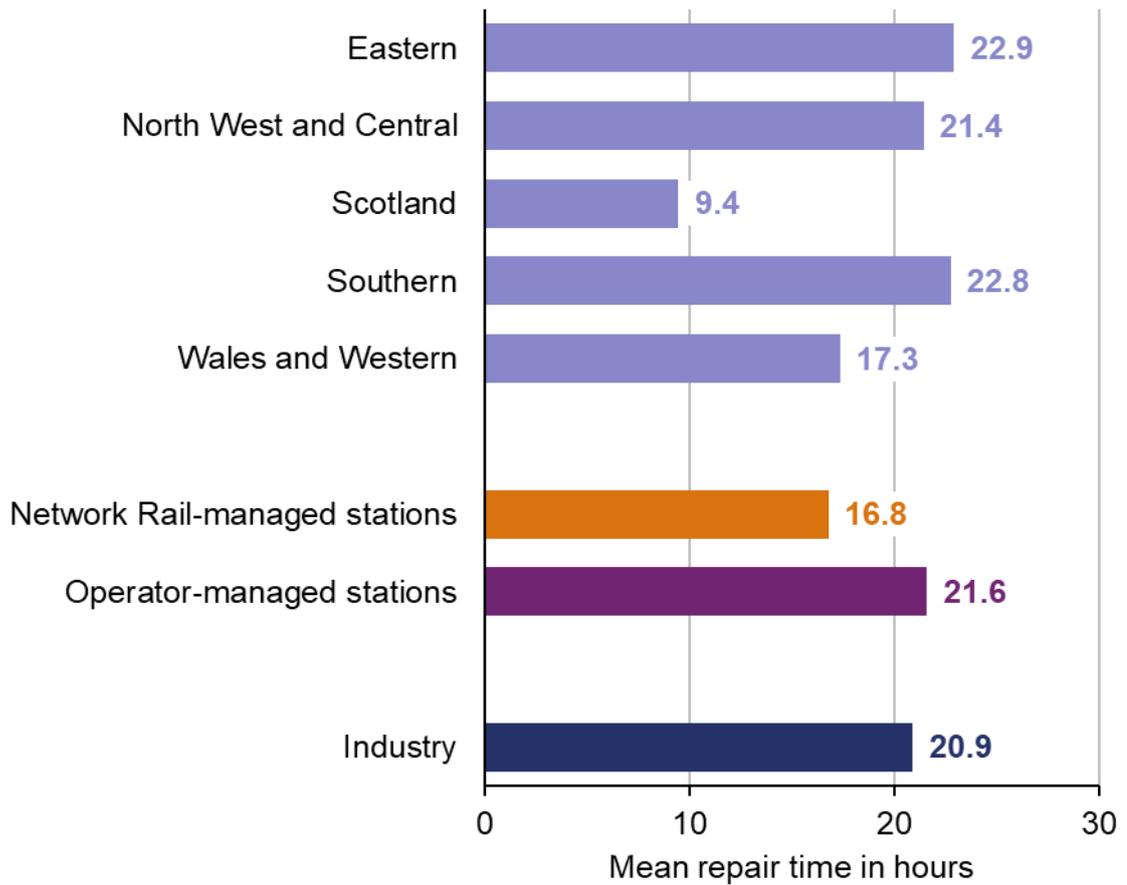
Lifts out of service for an extended period

2.22   The data for average duration of faults may conceal more severe faults that cause a lift to be out of service for an extended period. Like recurrent faults, these have the potential to disproportionately affect disabled passengers who may already be faced with a restricted choice of accessible stations (or transport modes).

2.23   To understand the extent to which passengers are affected by long-term faults, we require Network Rail to report the number of faults that cause a lift to be out of service for more than seven days (see figure 9 below). The data shows that performance against this measure has worsened, with the total number of long-term faults rising 22% to 132 in April to October 2023, compared with 108 a year earlier. This can be attributed primarily to an increase in the number of external factor faults in this category, and it is notable that a substantially larger proportion of long-term faults are attributable to external factors for the most recent reporting terms, than for faults of any duration.

Figure 9: Number and type of faults lasting longer than seven days, April to mid-October 2022 and April to mid-October 2023.

Total long-term faults (periods 1 to 7)

April to mid-October 2022: Wear and tear 81% 87, Misuse and vandalism 12% 13, External factors 7% 8

April to mid-October 2023: Wear and tear 70% 92, Misuse and vandalism 11% 14, External factors 20% 26
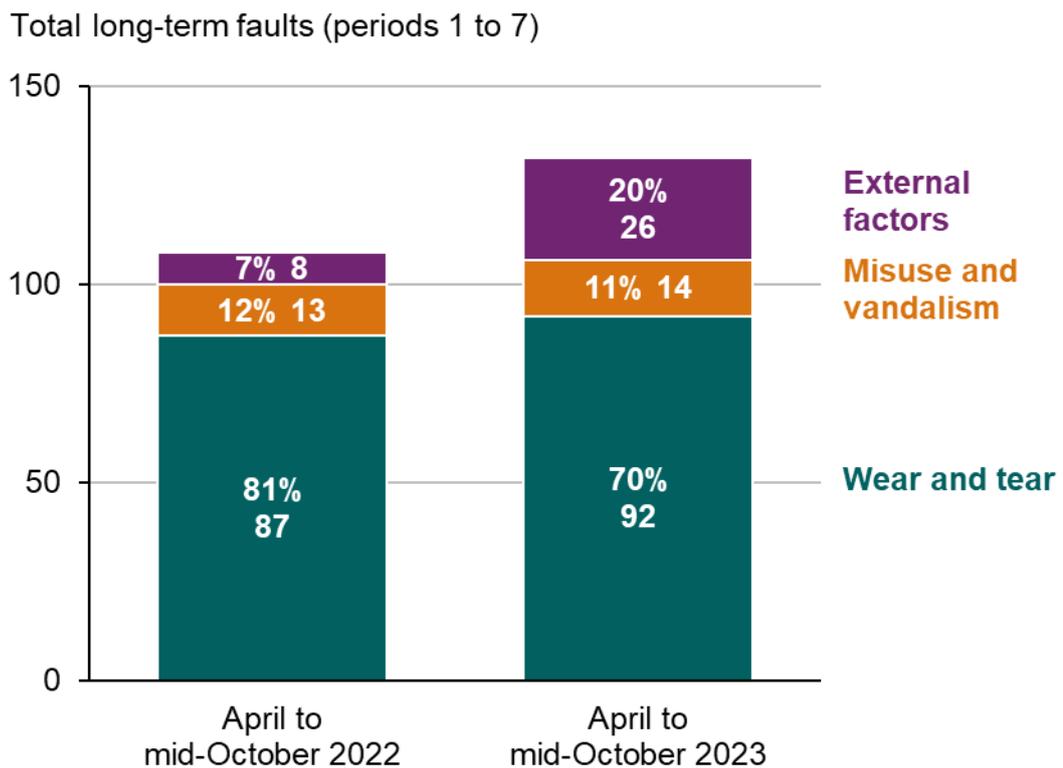
Entrapments

2.24   Getting trapped in a lift can cause distress and inconvenience for any passenger, and may have a particularly negative impact on passengers with sensory disabilities, cognitive disabilities or neurologically diverse conditions such as autism. Lift engineer response time is of particular importance in this category. We therefore require Network Rail to provide data on both the frequency of entrapments and the time taken for the engineer to respond to the alarm.

2.25   Between April and October 2023 there were 346 entrapments, 3% down from 355 the previous year. These incidents were distributed unevenly across the network, with lifts at Network Rail-managed stations 63% more likely to have an entrapment than those at stations managed by train operators. There was also a clear disparity between regions, with lifts in Wales and Western, and Eastern regions considerably more likely to have an entrapment than elsewhere.

Figure 10: Entrapments per lift, by region and station management responsibility, April 2023 to mid-October 2023.
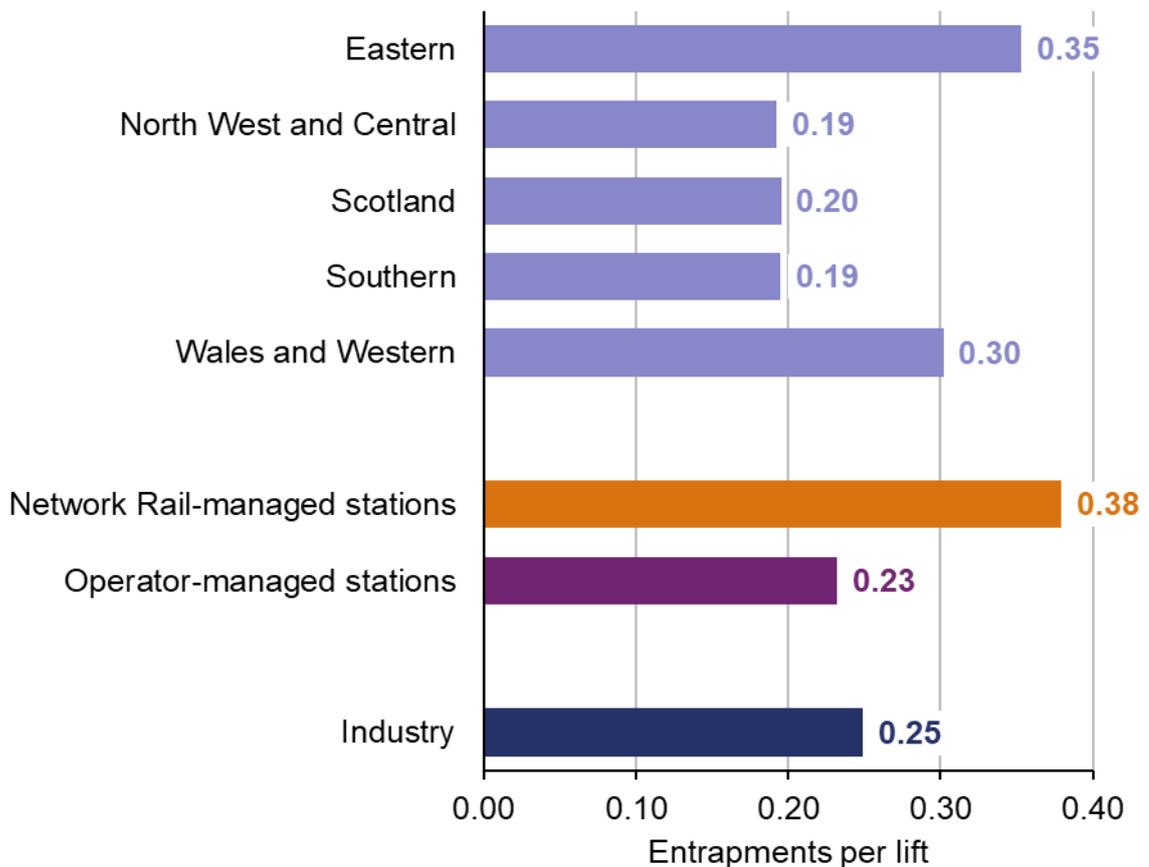
2.26   By contrast, the response times for entrapments were broadly consistent over time and between regions. The overall industry figure rose slightly over the three periods, from 43 minutes to 45 minutes. Regions did not deviate substantially from this average response time.

Summary

2.27   Although this data represents a short time series, it sets a clear baseline against which we will monitor future performance. Network Rail will continue to report to us twice a year, and we will publish this data with commentary.

2.28   The available evidence suggests that there is room for improvement on performance. We have concerns about the number of faults that are occurring and the indicative performance trajectory for several metrics, including fault numbers, time to repair and long-term faults, all of which show some decline. Network Rail reports that it has already taken some steps to address this performance. We outline these activities, and the next steps that ORR will take to monitor their effectiveness, in section 4 below.
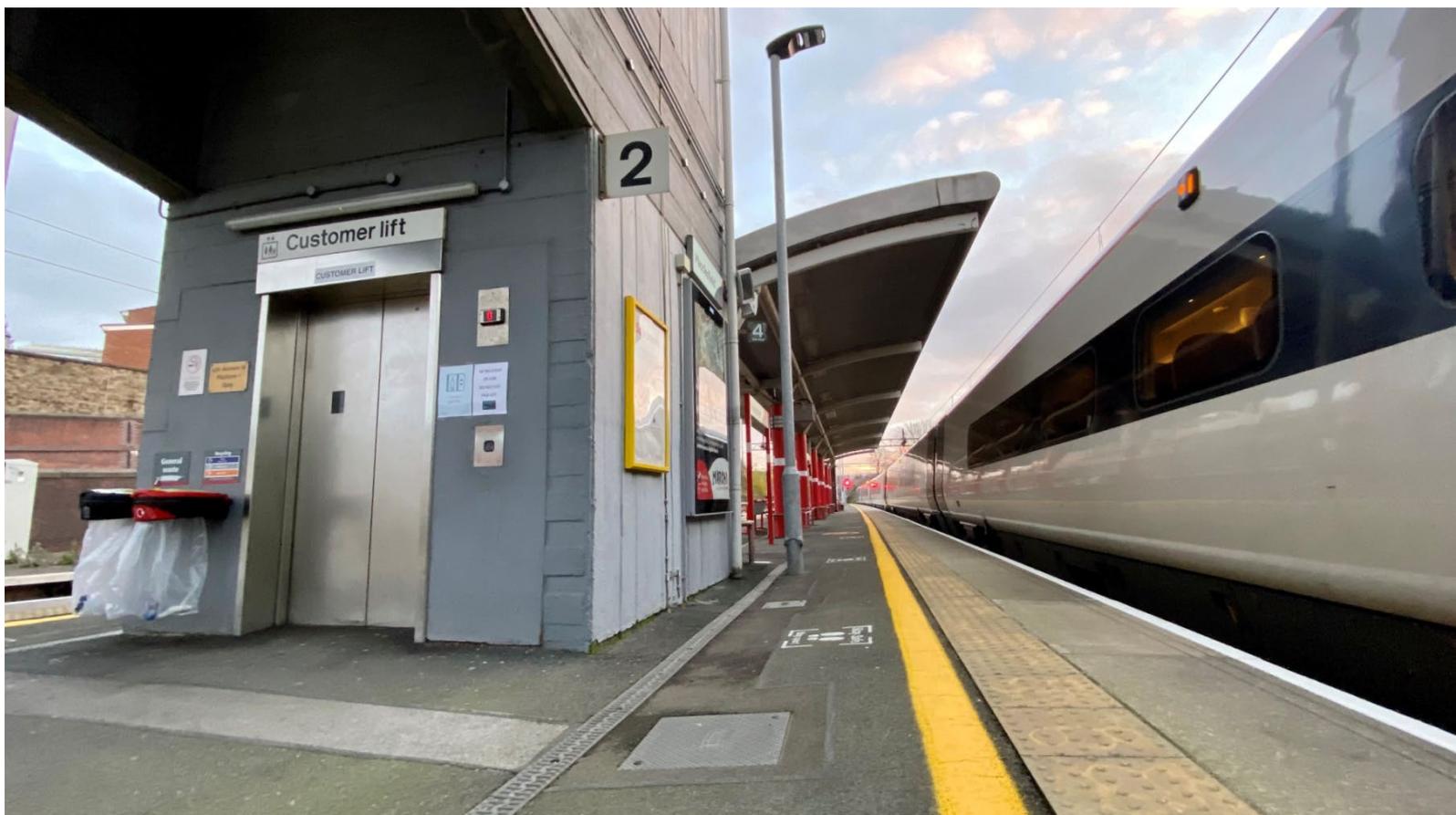
3. Live information on lift availability

3.1 Real-time information on the availability of station facilities can help passengers and staff with journey planning and, for those passengers who rely on lifts to get around a station, knowing whether lifts are working or not is essential.

3.2 Operators have committed to provide information about station facilities in their Customer Information Pledges, which is the regulated Code of Practice under the Passenger Information Licence condition. There is considerable room for improvement in this area and we have identified lift availability as a priority given the impacts on disabled passenger journeys of poor information.

3.3 Network Rail is leading a project to provide live information on the status of the lifts they manage as part of the Smarter Information Smarter Journeys programme. We set out our expectations in our July 2023 Annual Consumer Report. This section provides an update on industry's progress.

Progress as of July 2023

3.4 In July 2023, we reported that Network Rail had made live data for over 75% of lifts publicly available. This initial release provided an opportunity for operators and passengers to provide feedback, and the data was available only through the National Rail accessibility map. We said that we expected data quality and coverage to increase over time. We wanted to see the data integrated into National Rail Enquiries and the Passenger Assist booking system, and we welcomed Network Rail's intention to also release the data through a publicly available Application Programming Interface (API), which will enable the data to be presented through other apps and websites.

Securing complete and accurate data reporting

3.5 We noted in July 2023 that progress had been slower than planned, primarily because of technical challenges associated with securing complete and accurate live data reporting. Elevator Monitoring Units (EMUs) installed in each lift should automatically report operational status via a phoneline. However, the EMUs were not actively used after their installation in 2001 and by 2022 only half of the EMUs were reporting lift status. In some cases, a fault with the EMU is the cause of the problem (a Network Rail responsibility) but more commonly it is the phoneline connection (a station manager responsibility, and so usually a train operator).

3.6 86% of EMUs are now reporting lift status, achieved through the actions of both Network Rail and train operators. Network Rail has an important role in identifying

the causes of EMU failures, identifying solutions and working with operators to secure resolution. We note the need for train operators to engage fully, and to take appropriate responsibility for resolving issues that they own. We expect this work to continue at pace towards full EMU availability.

3.7   In parallel Network Rail and the Rail Delivery Group are developing options for alternative communication methods for EMUs, given that PTSN landlines will be switched off in 2025.

Making information available to passengers and staff

3.8   Network Rail's three-month trial in summer 2023 made information on lift status available through the National Rail Accessibility Map. Feedback gained through the trial was used in particular to refine the way that information is presented, including making clear where live lift data is not yet available.

3.9   Network Rail has now made live lift data available to others through the new API, taken some steps to promote the availability of this new resource and provided guidance on how to present the information. Third party website and app providers can integrate the API into their platforms and so offer information on live lift status direct to their users.

Next steps

3.10   Network Rail, supported by the Smarter Information Smarter Journeys programme, has made good progress towards meeting the expectations that we set out in July 2023.

3.11   Live lift data is now publicly available through the new API, and Network Rail and the Rail Delivery Group plan to integrate the API into the National Rail Enquiries station pages in May 2024. We understand that integration into the Passenger Assist app is planned for the next phase of app development. To further raise awareness of the availability of the API, we expect to see it also made available through the Rail Data Marketplace, which is the central platform for finding and sharing rail data.

3.12   The key area where significant further effort is needed is to increase, and maintain, the proportion of lifts that are automatically reporting their status, where our expectation is that Network Rail and train operators should be working at pace towards full availability.

4. Next steps

Network Rail activity

4.1   ORR has engaged with Network Rail throughout the process of developing the reporting metrics and framework. This has helped us to understand more about the systems and processes that they have in place to manage their lifts, and the specific actions that they have taken. These include:

(a)   An improvement in resource. The Network Rail team responsible for lifts and escalators has grown substantially since April 2021, from three to 23 people.

(b)   This increase in resource has enabled a stronger focus on performance, and much better collection and use of data, which was previously minimal.

(c)   Data analysis has helped Network Rail to identify specific seasonal risks. As a result they have introduced proactive winter and summer maintenance checks and dedicated door maintenance, steps which required a variation of the engineering maintenance contract.

(d)   Network Rail's lift maintenance contract with Stannah is now in its final year, and the re-tender process is in its final stages. This process has resulted in significant changes to the contract design.

(e)   Each rail period Network Rail has bilateral meetings with every station-managing train operator, with each Network Rail region, and with Network Rail-managed stations. This allows them to review latest performance data, discuss any issues or concerns, and explore how station managers can mitigate risks. Network Rail has developed a short training document that can be given to new frontline colleagues, alerting them to potential risks and quick-wins that will enable them to help maintain lift performance.

(f)   Network Rail has identified the time taken in sourcing spare parts as a key risk, which can hinder prompt lift repair when components fail. For older models, these parts often need to be imported from abroad. Network Rail has begun stockpiling an inventory of key spare parts, which can be delivered more quickly to the location as required, and potentially reduce the number of faults through improved options in repair/replace decision-making.

(g)   Network Rail has begun considering how infrastructure design and investment could prevent outages – for example, better design may mitigate the risk of flooding or overheating.

4.2   These actions are plausible as mitigations, but we do not yet have sufficient time-series data to assess whether they are beginning to influence performance.

4.3   With regards to live information on lift availability, we expect Network Rail to drive at pace towards achieving and maintaining full EMU availability, and note that this requires collaborative working between Network Rail and train operators. We expect to see live lifts data integrated into the National Rail Enquiries stations pages in May 2024.

Next steps for ORR

4.4   This report provides an assessment of lift performance outputs since April 2022, and their impact on passengers – a clear baseline for future monitoring. We will continue to collect data against these metrics through CP7 and will provide an annual summary of performance in our Annual Consumer Report, and a longer-form summary of progress at the end of CP7.

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4.6   ORR has therefore, alongside this report, launched a Targeted Assurance Review (TAR). Led by ORR's engineering team, this TAR will take a closer look at Network Rail's monitoring and management processes. The TAR final report will set out relevant recommendations for Network Rail, and further steps for ORR, and we expect to publish it during 2024.

4.7   We will continue to monitor progress on live lift information through the Smarter Information Smarter Journeys Programme. We will also, more widely, be scrutinising operators processes for ensuring completeness and accuracy of station information on National Rail Enquiries and operator webpages.

Annex A: Glossary

API – Application Programming Interface, an automated code feed which displays information that can be used by, for example, app developers to create information for passengers on (in this case) lift availability.

CMT – Network Rail's Construction Management Team, responsible for managing the Stannah lift engineering contract and liaising with station facility owners.

CP7 – Control Period 7, between April 2024 and March 2029, for which PR23 sets what Network Rail must deliver during this time and the level of funding available.

EMU – Elevator Monitoring Units are fitted to lifts and automatically report whether a lift is working in real time.

Entrapment – a user becoming trapped in a lift due to a fault.

External factors – faults with causes outside the lift system, such as power surges, rats chewing through cables, or and damage to the motor from flood water or high temperatures.

Fault – a failure of the lift that removes it from service.

Fault type – the cause of lift fault categorised by cause by Network Rail.

Misuse and vandalism faults – damage caused to the lift by passengers, both deliberate and accidental (such as when heavy luggage impacts the door, or rubbish drops into the lift mechanisms).

Network Rail-managed stations – stations for which Network Rail is the station manager: Birmingham New Street, Bristol Temple Meads, Edinburgh Waverley, Glasgow Central (counted as operator managed for its lifts), Guildford, Leeds City, Liverpool Lime Street, Manchester Piccadilly, Reading; and (in London) Cannon Street, Charing Cross, Clapham Junction, Euston, King's Cross, Liverpool Street, London Bridge, Paddington, St Pancras International, Victoria and Waterloo.

Operator-managed stations – stations for which train operating companies are the station facility owner (this is normally the main train operator at that station).

ORR – Office of Rail and Road.

Passenger Assist – the shared industry software system for logging and managing assistance requests, which all operators are required to use when passengers book assistance.

PR23 – Periodic Review 2023, which sets what Network Rail must deliver during CP7 and the level of funding available.

Rail Data Marketplace – a platform for the sharing of rail data, currently in its Beta phase, managed by RDG.

Rail Delivery Group (RDG) – the organisation responsible for coordinating cross-industry systems such as railcards, Passenger Assist, and National Rail Enquiries, where information on station accessibility is published.

Rail period – there are 13 of these running through the financial year, and are 28 days in duration except for period 1 (starts on 1 April) and period 13 (ends on 31 March).

Regions – Network Rail's network is split into five regions: Eastern, Northwest and Central, Scotland, Southern, and Wales and Western.

Reporting term – We require Network Rail to report twice-yearly. Each business year is divided into 13 rail periods. The first submission in each year covers the first seven periods from 1 April to mid-October and the second submission will cover the six rail periods from mid-October to 31 March. It is worth noting that these two reporting 'terms' are unequal in length, with the April to October term between 22 and 35 days longer than the October to March term.

Smarter Information Smarter Journeys – a cross-industry programme, aimed at improving passenger information.

Stannah – a private company who currently hold a national contract for lift maintenance, repair and incident response, managed by Network Rail's Construction Maintenance Team.

TAR – Targeted Assurance Review, produced by ORR to look at Network Rail's monitoring and management processes, as well as setting out recommendations for Network Rail and further steps for ORR.

Time to repair – the time elapsed between the fault being reported and the lift placed back into service.

Wear and tear faults – faults caused by degradation of components through use and over time.