

John Larkinson  
Director Railway Markets & Economics

10 July 2018

Managing Directors  
Train operating companies using Trainline ticket engine

Dear Colleague,

## **Compliance with condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger, and Consumer law**

I refer to our letters<sup>1</sup> of 23 February 2018, 8 May 2018 and 14 June 2018 regarding compliance with Condition 4 of the Passenger Licence and GB Statement of National Regulatory Provisions: Passenger (Information to Passengers<sup>2</sup>) and the Consumer Protection (from Unfair Trading) Regulations 2008 (the CPRs).

We are grateful for the engagement on this issue to date, and for the meetings held with most of you in June. We are aware that since May some steps have been made towards discussing potential changes with your Ticket Issuing System supplier (in this instance Trainline<sup>3</sup>) to improve the information available to prospective passengers through online journey planners and ticket engines.

We expect that all sites will show at least the same information about services to that shown on the National Rail Enquiries (NRE) website – albeit not necessarily in exactly the same format. As we have discussed, we do not think that it is reasonable for prospective passengers to have to check multiple websites to find the necessary information about the services that they plan to use.

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<sup>1</sup> Information about our Informed Traveller investigation is on the ORR website at <http://orr.gov.uk/rail/consumers/rail-timetable-issues>. Strand 2 is the part of the investigation looking at information provided to passengers

<sup>2</sup> [http://orr.gov.uk/\\_data/assets/pdf\\_file/0011/2234/lic-passlic.pdf](http://orr.gov.uk/_data/assets/pdf_file/0011/2234/lic-passlic.pdf)

<sup>3</sup> Trainline provides a white label web site to Greater Anglia, West Midlands Trains, ScotRail, Northern, Virgin Trains, Arriva Trains Wales, CrossCountry, East Midlands Trains and Grand Central

We need assurance that all reasonably practicable steps are taken in this area. This requires you to provide **evidence of the new information** that will be available to prospective passengers alongside a **firm commitment to a delivery date** that is within a reasonable timescale. By this, we mean when this information will become available to prospective passengers across your desktop website, mobile website and mobile app.

For the avoidance of doubt, our expectation here is that warning information in the event of unconfirmed timetables **and** information relating to both planned and unplanned disruption is required to enable prospective passengers to plan and make their journeys with a reasonable degree of assurance.

Where it remains unclear that companies are taking all reasonable steps to make improvement in this area we will take appropriate action to secure the necessary changes to ensure that all passengers can take informed decisions and plan their journey with a reasonable degree of assurance.

Please respond by **16 July** setting out:

- (1) **Evidence of the new information that will be available to passengers** and the changes that you plan to make to your information channels so that they show consistent information (both between each channel and with other rail industry sites such as NRE); and
- (2) The **date** by which the information specified above will be shown to prospective passengers using your desktop website, mobile website and mobile app.

A copy of this letter and your response will be placed on the ORR website.

Yours sincerely



**John Larkinson**