



OFFICE OF RAIL AND ROAD



# 'MEASURING UP' ANNUAL RAIL CONSUMER REPORT 2018/19 AT A GLANCE SUMMARY

**Ticketing retailing – Passenger information – Assisted travel –  
Complaints and redress**

'Measuring Up' focuses on the performance of train companies and Network Rail in the consumer areas we regulate. It summarises our key activities designed to secure improvements for passengers, highlights success and shows where progress has been made and where action has been necessary.

The full report is available on our website: [www.orr.gov.uk](http://www.orr.gov.uk)

## Ticket retailing

**Our role is focused on ensuring passengers get good information when choosing, buying and using rail tickets.**

### In 2018/19

We completed research on passenger awareness and understanding of key ticket restrictions and terms and conditions (T&C) when buying and using tickets.

#### Key findings:

- The low cost of rail tickets did not merit spending time reading T&Cs
- Language around season ticket T&Cs was confusing
- Concerns about unclear information relating to fees for refunds
- Off-peak T&Cs had the lowest awareness

### Next steps:

- We will work with industry stakeholders to improve the prominence, clarity and understanding of key terms and conditions
- We will take steps to raise passenger awareness via social media and our website on key terms and conditions and passenger rights

## Passenger information

**Our role is focused on ensuring passengers receive the right information at the right time to help plan their journey.**

### In 2018/19

We undertook a formal investigation into whether Northern and GTR, on its Great Northern and Thameslink routes, had breached their passenger information licence obligations in the lead up to and after the 20 May timetable change.

#### Key findings:

- For Northern, we found that the company was not in breach of its licence
- For GTR, we issued a £5m fine for failing to provide appropriate, accurate and timely information to passengers following the timetable change

Passengers need good information to help them to plan and make journeys. However, they often remain dissatisfied with how the rail industry performs when it comes to providing this.

So we have commissioned research designed to put passengers at the front and centre of train companies thinking so that appropriate information is easily available when and where it is needed.

### Next steps:

- We will publish the results of our research and will work with Network Rail, train companies and stakeholders to implement the findings

## Assisted travel

**Our role is to make sure passengers needing assistance to travel understand what help is available and can use the railway with confidence.**

### In 2018/19

There were circa 1.3 million booked assists, an increase of 2% on the year before. We have continued to monitor train companies performance via independent research with those passengers who have booked assistance to understand whether they received it and whether they were satisfied with it.

### Key findings:

- Nearly 5,000 passengers interviewed
- 76% received all of the assistance they had booked

- 85% were satisfied with the process from booking to receiving assistance

Securing improvement to the services received by disabled passengers is an important area of focus for us. This year we have engaged extensively with various stakeholders, held workshops, and carried out station visits to ensure we obtained a full picture of the relevant issues.

We have published our consultation proposals to improve the experience of assisted travel and information to disabled passengers.

### Next steps:

- We will publish the outcome of our consultation and revised guidance on providing assistance to disabled passengers for train companies, and the timetable for submission of new policies to meet the guidance.
- We will establish a regular forum with disabled people's organisations, including users of assisted travel, to consult on accessibility issues

## Complaints and redress

**Our role is dedicated to ensuring complaints are dealt with in a fair and effective way, and when they aren't, that passengers have access to a means of independent redress.**

### In 2018/19

There were 30.1 complaints per 100,000 journeys for franchised train companies, 22.4% of these related to punctuality / reliability. An average of 94.3% of complaints were closed within the required 95% within 20 working days.

We also consulted on making membership of the Rail Ombudsman a licence requirement to give passengers long-term certainty of access to binding redress. Train companies consented to making their voluntary participation an obligation.

For the first time, we have been able to draw

upon new enhanced monitoring data for delay compensation and have focused on the variance in performance between companies.

### Key findings:

- 5.3m claims were closed
- 95.4% claims were closed within 20 working days
- 16.4% of closed claims were not approved

The proportion of due compensation paid to passengers (the difference between due and paid ie 'compensation gap') remained stable since 2017.

### Next steps:

- We will publish our research on reviewing complaints handling in other regulated sectors where they have an Alternative Dispute Resolution scheme, and draw upon the new data we are receiving from the Rail Ombudsman.
- We will undertake further analysis of delay compensation data, with a focus on the difference in performance in relation to rejection rates.



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